

Interests Flowchart

The flowchart below gives a simple guide to declaring an interest under the code.

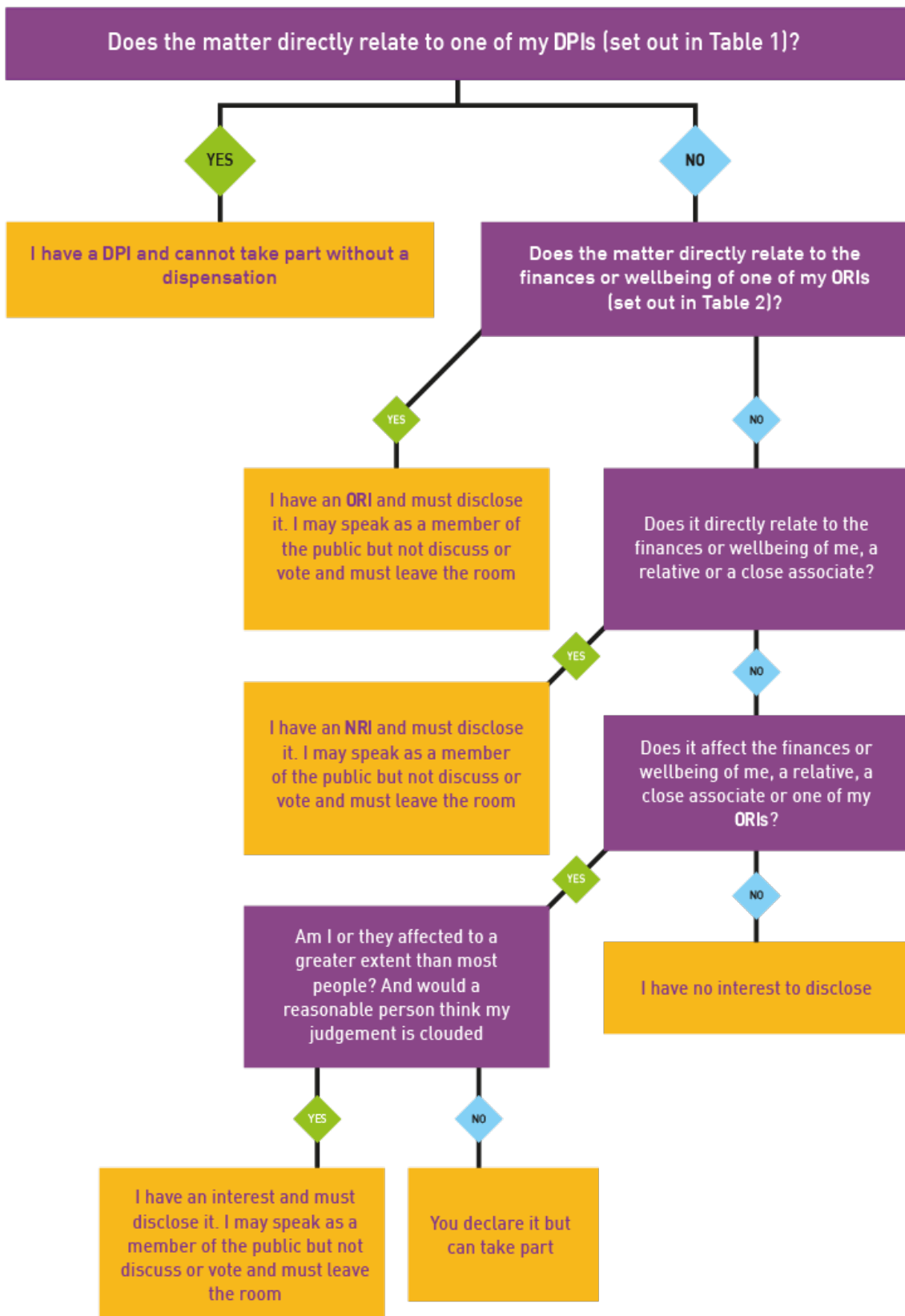


Table 1: Disclosable Pecuniary Interests

This table sets out the explanation of Disclosable Pecuniary Interests as set out in the

[Relevant Authorities \(Disclosable Pecuniary Interests\) Regulations 2012.](#)

Subject	Description
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.
Contracts	Any contract made between the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council — (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged
Land and Property	Any beneficial interest in land which is within the area of the council. 'Land' excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners (alone or jointly with another) a right to occupy or to receive income.
Licenses	Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer

Corporate tenancies	Any tenancy where (to the councillor's knowledge)— (a) the landlord is the council; and (b) the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.
Securities	Any beneficial interest in securities* of a body where— (a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and (b) either— (i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) If the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/ her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners have a beneficial interest exceeds one hundredth of the total issued share capital of that class.

* 'director' includes a member of the committee of management of an industrial and provident society.

* 'securities' means shares, debentures, debenture stock, loan stock, bonds, units of a collective investment scheme within the meaning of the Financial Services and Markets Act 2000 and other securities of any description, other than money deposited with a building society.

Table 2: Other Registrable Interests

<p>You must register as an Other Registrable Interest :</p> <ul style="list-style-type: none"> a) any unpaid directorships b) any body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority c) any body <ul style="list-style-type: none"> (i) exercising functions of a public nature (ii) directed to charitable purposes or (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a member or in a position of general control or management
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Minutes of the meeting of the Property, Policy & Resources Committee held on
Monday 29th April 2024 at 7pm at
Hellesdon Parish Council Offices, Diamond Jubilee Lodge, Woodview Road, Hellesdon

Present:

Cllr S Gurney (Chairman)
Cllr G Britton
Cllr R Forder
Cllr B Johnson

Also in Attendance:

F LeBon (Clerk)

The Chairman welcomed everyone and opened the meeting at 7pm.

1. Apologies and acceptance for absence

Apologies were received from Cllr Douglass and Cllr Maidstone. These were **ACCEPTED**.

2. Declarations of Interest and Dispensations

No interests declared or dispensations requested.

3. To Approve the Minutes of the Meeting Held on 11th December 2023

Minutes had been circulated from the meeting held on 11th December 2023. These were **AGREED** as a true and accurate record of the meeting after a proposal from Cllr Britton and a second from Cllr Johnson.

4. Public Participation

No public present at the meeting.

5. Fire Regulations

The Clerk explained that Section 156 of the Building Safety Act 2022 came into force on 1st October 2023, introducing legal provisions surrounding fire safety. These requirements apply to all non-domestic premises, such as where people work, visit or stay, including workplaces.

a) To Agree Hellesdon Parish Council to be the Responsible Body under new Fire Regulations

The Clerk explained that the legislation refers to a 'responsible person' and their duties under the act. Guidance states that 'you are a Responsible Person if you are an employer, have control of the premises, or the owner of a premises'. Clarification has been sought as to whether a Responsible Person can be a corporate body and it can be. The employer is Hellesdon Parish Council and so it is recommended that Hellesdon Parish Council is the 'responsible person' with the day to day works to ensure that the Parish Council complies with the legislation delegated to the Clerk and the Facilities Manager. This recommendation was **ACCEPTED** after a proposal from Cllr Gurney and a second from Cllr Johnson.

b) To Consider the Updating of the Fire Risk Assessments for All Council Buildings.

Approved.....

Date.....

The Clerk reported that the last Fire Risk Assessments were completed on behalf of the council in 2019. As these are now 5 years old and the community centre has been much changed, it is recommended that these are now updated. A price has been received of £150 per building to complete these Risk Assessments. That is £450 for the Community Centre, Diamond Jubilee Lodge and the Grounds Shed.

After establishing that the quote was in line with financial regulations, it was **AGREED** to proceed with the updating of the Fire Risk Assessments for £450.

6. Policies Review

The following policies were reviewed:

- a) Information Security – **AGREED** with an amendment to the Evaluation and Response section to ensure that a report is made to Full Council as well as the Chairman.
- b) Publication Scheme – **AGREED** with no amendments.
- c) Retention of Documents – **AGREED** with amendment as detailed in the pack.
- d) Management of Outdoor Surfaces - **AGREED** with amendment as detailed in the pack.
- e) Social Media - **AGREED** with amendment as detailed in the pack.
- f) Subject Access Request - **AGREED** with no amendments.
- g) Equal Opportunities - **AGREED** with amendment as detailed in the pack.
- h) Recruitment and Selection - **AGREED** with no amendments.
- i) Training and Development - **AGREED** with no amendments.
- j) Whistleblowing - **AGREED** with no amendments.
- k) Prevention of Respiratory Infections - **AGREED** with amendment as detailed in the pack.
- l) Safeguarding - **AGREED** with amendment as detailed in the pack.
- m) Debt Management - **AGREED** with no amendments.

It was **AGREED** that councillors should have a hard copy of updated policies relevant to their role, so these can be added to their councillor files. The Clerk is to arrange this.

7. To Review Risk Assessments

The risk assessments presented were **ACCEPTED**. It was noted that the risk assessment for the community café was omitted. This is to be presented to the next full council meeting, ensuring that it covers the café, foyer and the dog friendly area.

Risk assessments for other groups with buildings on the Parish Council's land should be appended to the Parish Council risk assessments. Assessments are already held for the Haha hut and the Family Hub. The Clerk is to request risk assessments for the bowls pavilion and the Horticultural Association storage area.

8. Items for the Next Agenda and for Other Committees

Clarification of land owned by the Parish Council at the burial ground.

Rent for HHA storage area.

Large grants for community centre extension.

Heath Crescent Land

Formal Open Space on Hospital development site. The Clerk is to find out if this information is available prior to the next meeting.

9. To confirm that date of the next meeting.

To be confirmed – after the meeting to be held on 21st May 2024.

The meeting closed at 8pm.

Approved.....

Date.....

Review of Hellesdon Street Furniture – Litter and Dog Bins

The parish office receives complaints about certain areas of the parish being untidy as a result of street furniture required, or the current stock being insufficient. Some of the parish stock is under the jurisdiction of Broadland Council, some is the Parish Council.

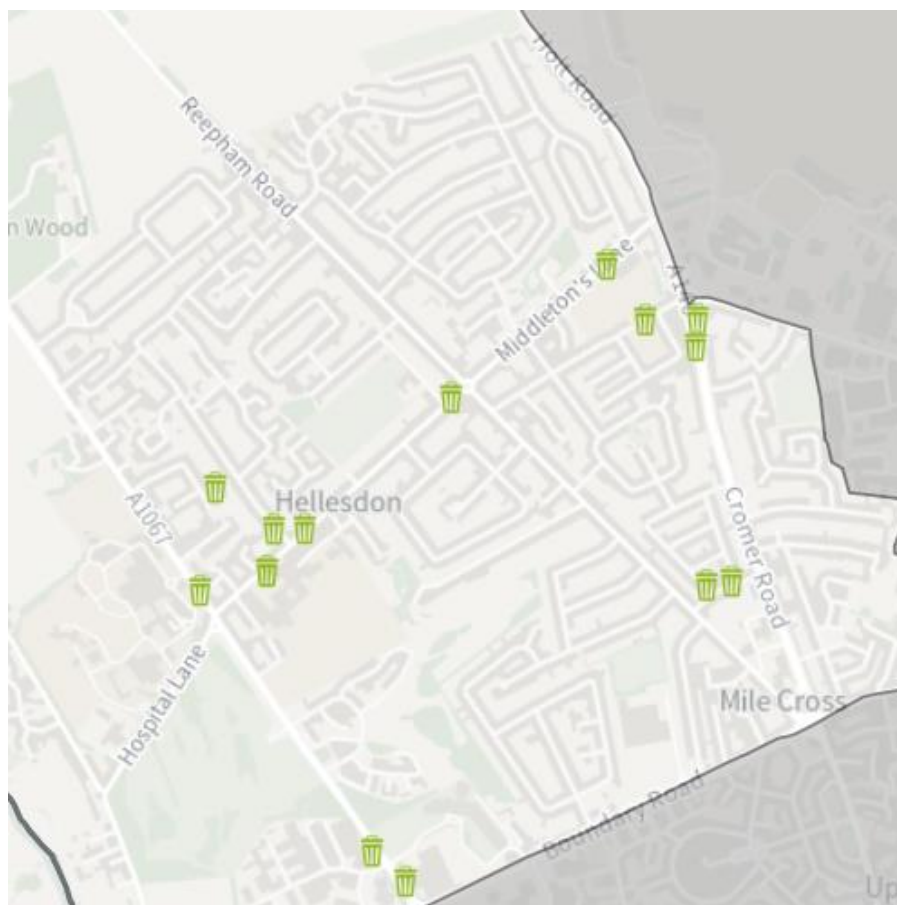
Hellesdon Parish Council has raised concerns with Broadland Council over an informal arrangement over the maintenance of litter and dog bins which have been provided by Broadland Council.

Broadland Council will be 'writing to town and parish councils to clarify responsibility for installation and maintenance of street bins'. [17th November 2022] This communication has yet to be received. This has been chased as the environmental assets in the parish are looking to be reviewed (are they sufficient / in the right place). A response was received by Broadland Council on 11th September advising that 'Unfortunately this is still in the process of being reviewed and finalised'.

It's disappointing that this remains outstanding for over 18 months, but this has reached a stage where the Parish Council perhaps needs to take control for the benefit of its parishioners.

Litter Bins

The current list of litter bins in Hellesdon, as collected by Broadland Council, is as follows:



The Parish Council also owns litter bins based in the Recreation Ground, Mountfield Park, Cottinghams Park and Meadow Way. These are emptied by our caretakers on a weekly basis and returned to the community centre for commercial collection.

Issues with litter bins

- There is often insufficient space in the commercial bins at the community centre to cope with the increase in litter being generated from the parks and also the increased waste generated from increased bookings at the community centre. The optimum bin storage at the community centre should be one large 1100l waste bin and one large 1100l recycling bin. Consideration could be given to Broadland Council collecting these bins as well.
- Other considerations for the bins at the parks could be to separate the recycling from the general waste. This would alleviate the pressure on the general waste bins and improve the sustainability of the parks.



- Some litter bins are often reported to the Parish Council as overflowing such as the bin outside The Bull, the bin close to the Premier Store and the bin on the junction of Drayton High Road and Middletons Lane. Consideration should be given to larger bins, although how this would affect the responsibility between Broadland Council and the Parish Council is unknown. The bins are currently 50l.
- Requests have also been made for bins next to the seating at Cottinghams Park.
- A high footfall area which the office receives complaints about is the top of Reepham road where there is no litter bin:



There isn't obvious space on the highway for a litter bin. Perhaps there could be a discussion with the landowner to encourage a litter bin to service users from these shops.

The cost of emptying each litter bin is £4.60 per empty (£239.20 per annum). The following are the bins that Broadland Council will permit

Swintex Osprey
(post or wall mounted)
40l capacity



Melba Swintex Copperfield 90 litre litter bin
Floor mounted
90l capacity



Glasdon Topsy Jubilee
Floor Mounted
Capacity 110l



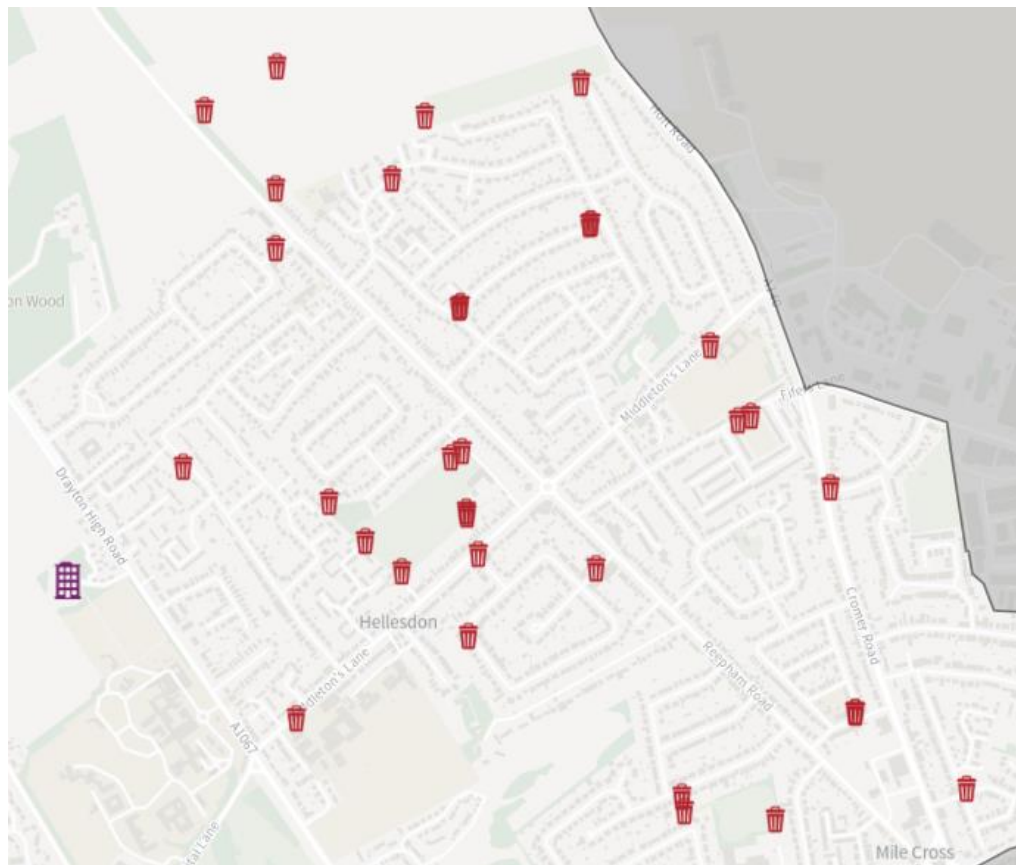
Leaffield Heritage 90 litre litter bin
Floor Mounted



It is recommended that any new bin be of the largest capacity possible to prevent overflowing. This would be the Glasdon Topsy, complete with concrete in anchors, at a cost of £327.88.

Dog Bins

The current plan of dog bins, as collected by Broadland Council, is as follows:



Issues with dog bins

There are concerns about the following dog bins regularly overflowing:

- Footpath by Meadow Way – this is a high footfall area with a very narrow space. When the bin overflows (which is regularly) it is difficult for pedestrians. An extra bin outside of the park has been requested.
- Drayton Wood Road – There is only one dog bin that services that whole of Drayton Wood Road. Would it be sensible to have a second bin on the other side of Drayton Wood Road, perhaps on the open space at the junction of Westwood Drive? The owner of Bodyworks has also had issues with people leaving dog waste in their commercial bins






- Mountfield Avenue Entrance – this area could benefit from a second bin as it regularly overflows.
- A new bin should be considered for the alley way between Woodland Road and Bernham Road. However, it is unsure where this can be sited as there is no grass verge, unless it is site further along Bernham Road or Woodland Road:



Unless it could be installed on the highway post, without interfering with pedestrian access.

Again, the cost of emptying each bin is £4.60 per empty (£239.20 per annum). The following are the dog bins that Broadland Council will permit:

Glasdon Fido 25 bin with metal liner.

<p>Swintex Doggy model with metal liner (40 litre) Post or wall mounted 40l capacity</p> 	<p>Metal Glasdon Fido 35 bin Post or wall mounted 35l capacity</p> 	<p>Glasdon Fido 25 bin with metal liner. Post or Wall Mounted Capacity 25l</p> 
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It is recommended that, should any bins be purchased, that the largest capacity ones be obtained. In this case it is the Swintex at 40l and these are currently £149.10 per bin.

Accessibility to Information Policy

This policy provides guidelines to make sure the Hellesdon Parish Council is accessible to everyone. This includes:

- The Public
- Employees
- Elected Members
- Partner Organisations

The policy has been written both for staff and elected Members in the Council. The policy has also been written so members of the public can access it. Finally the policy has been written for partner organisations, with the aim of developing future protocols on accessibility that would cut across organisations.

This policy provides an overall framework for people to access us through:

- Printed information
- Electronic information
- Face to face contact
- Telephone

We will cover all areas of access to information including:

- Alternative formats
- Translators
- Interpreters
- Other support for people at meetings

Our policy aims to make accessible services and information:

- Straightforward
- Part of the Council's day to day work

1 Information is a right

The Freedom of Information Act 2000 gives every member of the public a right to request information on any aspect of our work. This means that people have a right to Parish Council information in a language or format that suits them, where reasonable and practicable.

1.1 How this will make a difference for the public

Our policy is committed to making information and services available:

- To individuals
- On request
- In alternative formats
- In alternative media

This applies to everything produced including, but not limited to website, letters, emails, leaflets, minutes, social media posts and reports.

1.2 Accessibility and Council Policies

This policy is part of our approach to supporting equality and diversity. At Hellesdon Parish Council, we do not discriminate when people want to access information and services.

1.3 Commitment to accessibility

Copies of council documents can be made available in different formats such as large print, Braille, audio or in a different language, if requested.

Council documents should be checked for accessibility issues prior to publishing electronically or being emailed, to ensure that they can be read by screen readers.

2 Accessing Interpreters and Translators

This part of the policy focuses on making services accessible to people whose first language is not written or spoken English.

Interpreters are needed where a person finds that communicating in English is a barrier to getting the information, advice or service they need.

The Council has the following responsibilities regarding interpreters:

- To provide them on request
- To only use them with a person's consent

Due to the low level of request for this service, the Council does not have direct access to interpreters, however if required, we will endeavour to respond within a reasonable timescale to find a suitable person who can provide an adequate level of interpretation.

2.1 Translators

At any point in time someone may want a document translated into a language other than English. The Council does not, as a matter of course, translate documents into other languages. However, we will endeavour to respond within a reasonable time to find a suitable person who can provide an adequate level of translation. There are also several good websites that provide electronic translation but care must be taken as these translations are not always completely accurate.

3 Accessible Information: Using Plain Language

Plain language is about making sure that everything we write is clear to read and be understood.

The Plain English Campaign define Plain English as 'something that the intended audience can read, understand and act upon the first time they read it'.

The Plain English Campaign, as detailed on their website www.plainenglish.co.uk, list what they consider plain language to be. This includes:

- Keep your sentences short
- Use 'you' and 'we'
- Use words that are appropriate for the reader
- Don't be afraid to give instructions
- Use lists where appropriate

Clear print is a design that takes into account a wider audience.

4.1 Type size

The Royal National Institute for the Blind (RNIB) and Action for Blind People recommend font size 14 as a minimum. The Council's documents will be supplied in this font upon request.

4.2 Type weight

Medium or **bold weight fonts** are more accessible than light ones.

4.3 Typeface

The Council uses Calibri minimum font size 11 for day to day use. Simulated handwriting and elaborate typefaces are difficult to read and should not be used.

4.4 Contrast

Aim for a clear colour contrast. Black text on a white background and strong blue text on a yellow background provide the best contrast. Inks which are of a darker tone of the same colour as the paper should be avoided. People with colour blindness may have problems distinguishing reds or greens. When using white type, make sure the background is dark to provide good contrast.

4.5 Using paper

Avoid using glossy paper because the glare makes it difficult to read and choose uncoated paper or matt. Thin paper should not be used when printing documents on both sides. If the

text is showing through from the reverse side, then the paper is too thin and bold and large text is more likely to show through.

4.6 Type styles

Avoid sentences using CAPITAL LETTERS, *italics* or underlined text as these are generally harder to read. **Bold** is more accessible but only in small amounts.

4.7 Page layout and word spacing

To make a document accessible:

- Keep the same space between each word
- Do not condense or stretch words
- Try not to write more than 60-70 letters per line
- Do not split words at the end of lines
- Align text to the left margin so it is easy to find the start and finish of each line
- Avoid justified text as it creates uneven spacing between words
- Break information down into sections with titles and sub titles.

4.8 Navigational aids

It is good practice to use numbered headings and paragraphs in long documents, also to use a contents list or index to guide readers to relevant sections and pages. It is also helpful to place clear page numbers in the same position on each page, and leaving a space between paragraphs make reading easier.

4.9 Illustrations

Where possible try not to write letters over pictures. Use 'Alt Text' when pictures in a document are to be placed online or emailed.

4.10 Watermarks

Watermarks can be confusing to a reader, although it is very useful tool especially for DRAFT or CONFIDENTIAL documents. An alternative is to state DRAFT or CONFIDENTIAL in large bold print at the beginning of the document and on top of each page.

4.11 Large print

Large print documents must be made available on request. The RNIB defines large print as a minimum font size of Point 16. Action for Blind People recommend anything between Point 16 to Point 22. It is good practice to ask people what size they would like, as no single size suits everyone. With long documents it is a good idea to ask the person whether they want all or part of a document made available in large print. In some cases they may only want a summary.

5 Accessible Information in alternative formats

The Council has a responsibility to make available materials in alternative formats.

5.1 Electronic information

Electronically held information can be adapted or translated before being sent out. In many cases parishioners may have screen readers or translators.

5.2 Coloured paper

Printing material in a different colour or onto coloured paper can help some readers with dyslexia. It is important to ask the individual reader what is best for them.

5.3 Braille

Some people prefer information in Braille. Before responding to requests for information in Braille it is important to check that the person would rather have information in Braille than on a document that is accessible via a screen reader.

5.4 Translation

Translation is a critical way to make documents accessible to people who read in other languages. All requests for translation must be met in the language requested.

5.5 Using pictorial information

Many people may find information easier to understand if text is supported by illustrations. These could include:

- Photos
- Flow charts
- Tables
- Diagrams

MENCAP provide helpful information on how to make printed information accessible for people with learning difficulties and literacy difficulties – www.mencap.org.uk

Key points to remember when illustrating a printed text are to use bigger text and bullet points, and to keep writing at a minimum. Too much colour can make reading harder for someone as well.

6 Digital Information

The Council has a responsibility to make digital information accessible

6.1 Website

Since September 2020, all parish, town & borough councils must have a website that complies with Website Content Accessibility Guidelines (WCAG) 2.1 AA rating so that it meets Accessibility Guidelines as set in the Public Sector Bodies Accessibility regulations. A policy statement must be placed on the website detailing its accessibility.

6.2 Pictures

Pictures that are in digital format for the public to access, should have an alt. text or a picture description so that they are accessible by screen readers.

6.3 Documents

Documents that are designed to be viewed digitally should be created with accessibility in mind. All Microsoft documents should be created using the Accessibility Checker function and the correctly ordered styles.

APPENDIX 1: Useful Information and Guidance

Learning disabilities : Mencap

www.mencap.org.uk

Visual impairments/blindness: Royal National Institute for the Blind

www.rnib.org.uk

The Norfolk and Norwich Association for the Blind

www.nnab.org.uk

Hearing impairments/deafness: Royal National Institute for the Deaf

www.rnid.org.uk

Plain English Campaign

www.plainenglish.co.uk

Norwich Citizens Advice Bureau

Tel: 01603 660857

CCTV Policy

Introduction

This policy is to control the management, operation, use and confidentiality of the CCTV system located at Hellesdon Parish Council. The site is owned and managed by Hellesdon Parish Council.

The policy was prepared after taking due account of the General Data Protection Regulations and the Data Protection Act 2018. This policy will be subject to periodic review by the Council to ensure that it continues to reflect the public interest and that it and the system meets all legislative requirements.

Statement of Purpose

To provide a safe and secure environment for the benefit of those who might visit, work or live in the area. The system will not be used to invade the privacy of any individual, except when carried out in accordance with the law. The scheme will be used for the following purposes:

- to reduce the fear of crime by persons using facilities at Hellesdon Parish Council, so they can enter and leave the buildings and facilities without fear of intimidation by individuals or groups;
- to reduce the vandalism of property and to prevent, deter and detect crime and disorder;
- to assist the police, the Council and other Law Enforcement Agencies with identification, detection, apprehension and prosecution of offenders by examining and using retrievable evidence relating to crime, public order or contravention of bye-laws
- to deter potential offenders by publicly displaying the existence of CCTV, having cameras clearly sited that are not hidden and signs on display in areas being monitored. Signs should state that images are being recorded, for the purpose they are being recorded, and who to contact for further information.
- To protect staff from intimidation and abuse whilst going about their duties of employment.
- to assist all “emergency services” to carry out their lawful duties.

Responsibilities of the Owner of the Scheme

Hellesdon Parish Council retains overall responsibility for the scheme.

Management of the System

Day to day operational responsibility rests with the Clerk to the Council. Breaches of this policy will be investigated by the Clerk to the Council and reported to the Council.

A CCTV system prevents crime largely by increasing the risk of detection and prosecution of an offender. Any relevant tape or digital evidence must be in an acceptable format for use at Court hearings. This policy must be read and understood by all persons involved in this scheme and individual copies of this policy will therefore be issued for retention. A copy will also be available for reference in the secure recording areas.

Control and Operation of the Cameras, Monitors and Systems

The following points must be understood and strictly observed by operators:

- a) Trained operators must act with integrity and not abuse the equipment or change the pre-set criteria to compromise the privacy of an individual.
- b) No public access will be allowed to the monitors except for lawful, proper and sufficient reason, with prior approval of the Clerk to the Council or the Chairman of the Council. The Police are permitted access to tapes and prints if they have reason to believe that such access is necessary to investigate, detect or prevent crime. The Police are permitted to visit the Clerk to the Council to review and confirm the Council's operation of CCTV by arrangement. Any visit by the Police to view images will be logged by the operators
- c) Operators should regularly check the accuracy of the date/time displayed on the system.

Storage and Retention of Images

Digital records should be securely stored to comply with data protection and should only be handled by the essentially minimum number of persons. Digital images will be erased after a period of 28 days.

Images will not normally be supplied to the media, except on the advice of the police if it is deemed to be in the public interest. The Clerk to the Council would inform the Chairman of the Council of any such matter.

As records may be required as evidence at Court, each person handling a digital record may be required to make a statement to a police officer and sign an exhibit label. Any images that are handed to a police officer should be signed for by the police officer and information logged to identify the recording, and showing the officer's name and police station. The log should also show when such information is returned to the Council by the police and the outcome of its use.

Any event that requires checking of recorded data should be clearly detailed in the log book of incidents, including Crime Numbers, if appropriate, and the Council notified at the next available opportunity.

Any damage to equipment or malfunction discovered by an operator should be reported immediately to the Clerk to the Council and recorded in the log. When a repair has been made, this should also be logged showing the date and time of completion.

Subject Access Requests

Any request by an individual member of the public for access to their own recorded image must be made on an Access Request Form and may be subject to a fee. Forms are available by contacting the Clerk to the Council considered in line with the Council's privacy statement and the General Data Protection Regulations and the Data Protection Act 2018

DRAFT

Data Protection Policy

1. Introduction

Hellesdon Parish Council is fully committed to compliance with the requirements of the General Data Protection Regulation 2016/679 (GDPR) and the Data Protection Act 2018 (the DPA). The Parish Council will, therefore, follow procedures which aim to ensure that all personal data collected about council members, staff, visitors and other individuals is processed fairly, lawfully and transparently.

The GDPR, the DPA and Article 8 of the Human Rights Act 1998, stress that the processing of personal data needs to strike a balance between the needs of the Parish Council to function effectively and efficiently and respect for the rights and freedoms of the individual. This policy sets out how the Parish Council intends to safeguard those rights and freedoms.

Obligations and responsibilities under the General Data Protection Regulation are not optional; they are mandatory. There can be harsh penalties, up to €20 million or 4% of global turnover for the preceding year (whichever is the greater) in relation to breaches of rights and obligations and up to €10 million or 2% of global turnover for the preceding year (whichever is the greater) imposed for non-compliance regarding Control and Mitigation.

The Parish Council will therefore, follow procedures that aim to ensure that all members, staff, visitors and any other person working for the Parish Council who have access to any personal data held by or on behalf of the Parish Council is fully aware of, and abides by their duties and responsibilities under the General Data Protection Regulation and Data Protection Act.

All individuals permitted to access personal data in line with their work duties must agree to comply with this policy and agree to undertake any relevant training that may be appropriate to the role being undertaken.

As well as the Parish Council, any individual who knowingly or recklessly processes data without appropriate consent or proper authorisation, for purposes other than those for which it is intended or is deliberately acting outside of their recognised responsibilities may be subject to the Parish Council's disciplinary procedures or reporting to the monitoring officer, whichever is appropriate.

2. Scope

This policy applies to the collection and processing of all personal data held by the Parish Council, falling within the scope of the GDPR and the DPA in all formats including paper, electronic, audio and visual. It applies to all members, staff, volunteers and contractors.

3. Personal and special category personal data

The GDPR and DPA provides conditions for the collection and processing of any personal data. It also makes a distinction between personal data and 'special category' personal data.

Personal data means any information relating to an identified or identifiable natural person ('data subject'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person.

Special category personal data is defined as personal data consisting of information as to:

- racial or ethnic origin;
- political opinion;
- religious or other beliefs;
- trade union membership;
- physical or mental health or condition;
- sexual life or sexual orientation;
- genetics
- biometric data (where used for ID purposes)

Although there are clear distinctions between personal and special category data for the purposes of this policy the term 'personal data' refers equally to 'special category data' unless otherwise stated.

The GDPR and DPA rules for special category data do not apply to information about criminal allegations, proceedings, or convictions. Instead, there are separate safeguards for personal data relating to criminal convictions and offences, or related security measures.

4. Personal data processed by the parish council

The Parish Council processes personal data for a variety of Council purposes about our employees, residents, suppliers and other individuals. A description of the types of personal data processed and the purposes for processing are included in the Parish Council's privacy notices.

Personal data must be handled and dealt with in accordance with the GDPR and DPA and this policy. There are safeguards within the GDPR and DPA to ensure personal information is

collected, recorded and used whether it is on paper, computer records or recorded by any other means.

The obligations outlined in this policy apply to everyone who has access to, holds copies of or processes personal data. This includes those who work at/from home or have remote or flexible patterns of working.

5. The Data Controller

The Data Controller is the person who determines the purposes for which and the manner in which any personal data are or are to be processed. The Parish Clerk has been appointed the Data Controller for Hellesdon Parish Council.

All Staff are responsible for:

- Collecting, storing and processing any personal data in accordance with this policy;
- Informing the Parish Council of any changes to their personal data, such as a change of address.
- Contacting the Clerk and Responsible Officer in the following circumstances:
 - With any questions about the operation of this policy, data protection law, retaining personal data or keeping personal data secure
 - If you have concerns that this policy is not being followed
 - If you are unsure whether or not you have a lawful basis to use personal data in a particular way
 - If there has been a data breach
 - Whether you are engaging in a new activity that may affect the privacy rights of individuals
 - If you need help with any contracts or sharing personal data with third parties

7. Data Protection Principles

Anyone processing personal data must comply with the principles of good practice. These principles are legally enforceable and can be summarised as follows:

- 1) Processed lawfully, fairly and in a transparent manner in relation to individuals;
- 2) Obtained for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- 3) Adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed;

- 4) Accurate and kept up to date; every reasonable step must be taken to ensure that personal data that is inaccurate, having regard to the purposes for which they are processed, are erased, or rectified without delay;
- 5) Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals;
- 6) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction, or damage, using appropriate technical or organisational measures. In accordance with the rights of data subjects under the GDPR and DPA.

8. Fair Processing

In meeting any obligation to ensure that processing of information is fair, due consideration will be given to the adoption of any recognised standards or advice to provide individuals with such information as is necessary to ensure that they are likely to understand: -

- a) The purposes for which their personal data are to be processed;
- b) The likely consequences of such processing and;
- c) Whether particular disclosures can be reasonably envisaged

9. Notification

The national body for the supervision of GDPR is the Information Commissioners' Office to whom the Clerk and Responsible Officer notifies his/her purposes for processing personal data.

This notification process serves to provide transparency and openness about the processing of personal data. It is a fundamental principle of the GDPR that the public should know or be able to find out who is carrying out the processing of personal data and for what purpose.

A copy of the Parish Council's notification details is available on the Information Commissioner's website www.ico.org.uk The parish council ICO registration Z5665642.

10. Individuals' Rights

The Parish Council recognises that access to personal data held about an individual is a fundamental right provided in the Act. These rights include: -

- The right to be informed

- The right of access to personal information
- The right to request rectification
- The right to request erasure
- The right to restrict processing in certain circumstances
- The right to data portability
- The right to object to processing
- Rights related to automated decision-making including profiling

The Parish Council will ensure that all requests from individuals to access their information is responded to within one calendar month which is the time allowed in the legislation. However the one month timescale will not commence until after receipt of all identity or clarification of information sought is received. To minimise delays and unnecessary work all requests from data subjects must:

- Be made in writing to clerk@hellesdon-pc.gov.uk or to;

The Clerk to the Council

Diamond Jubilee Lodge

Wood View Road

Hellesdon

NR5 6QB

- Be accompanied by adequate proof of the identity of the data subject where required and, where applicable, the written authorisation of the data subject (if the request is being made on their behalf by a legal or lawfully appointed representative or, authorised agent).
- Specify clearly and simply the information required.
- Give adequate information to enable the requested data to be located
- Make it clear where the response should be sent.

The Clerk and Responsible Officer must be informed of any request to action against one or more of these rights.

The Act allows exemptions from providing information to individuals making a subject access request, and non-disclosure of information, in specific and limited circumstances.

When the Parish Council collects personal data, the Parish Council does not need to provide the individual with any information they may already have.

When obtaining personal data from other sources, the Parish Council do not need to provide individuals with privacy information if:

- The individual already has the information;
- Providing the information to the individual would be impossible;
- Providing the information to the individual would involve disproportionate effort;
- Providing the information to the individual would render impossible or seriously impair the achievement of the objectives of the processing; or
- The Parish Council is subject to an obligation of professional secrecy regulated by law that covers personal data

If a data subject remains dissatisfied with a response received, they may ask for the matter to be reviewed, or, in the case of an employee a resolution may be sought using the Parish Council's complaints process.

Ultimately if a data subject continues to be dissatisfied, she/he has the right to ask the Information Commissioner's Office (ICO) to carry out an assessment of their case and/or pursue a legal remedy.

11. Legal Requirements

The Parish Council may be required to disclose personal data by a court order, or to comply with other legal requirements including the prevention or detection of crime, apprehension of an offender or gathering of taxation.

External agencies or companies contracted to undertake processing of personal data on behalf of the Parish Council must demonstrate, via a written agreement, that personal information belonging to the Parish Council will be handled in compliance with the GDPR and DPA and that it has the necessary technical and organisational security measures in place to ensure this.

Any sharing of the Parish Council data with external partners for the purpose of service provision must comply with all statutory requirements.

The Parish Council will follow relevant guidance issued by the Government and the ICO for users of CCTV and similar surveillance equipment monitoring spaces to which the public, residents, service users and employees have access and will also strive to ensure that partner organisations involved in joint or multi-agency initiatives seek to do the same. The Parish Council reserves the right to monitor telephone calls, email and internet access in compliance with relevant legislation.

This will be handled in line with guidance issued by the ICO.

The legal basis for this policy is the GDPR and DPA which provides the legal parameters for the processing of personal data. However, compliance with other legislation, Codes of Practice, policies and guidance also has relevance, such as:-

- The Freedom of Information Act 2000

- The Computer Misuse Act 1990
- The Crime and Disorder Act 1998
- Human Rights Act 1998

12. Data Security

The Parish Council will process personal data in accordance with its Information Security Policy. To ensure the security of personal data, the Parish Council has appropriate physical, technical and organisational measures in place. All members and employees are required to comply with the Information Security Policy.

The GDPR and DPA requires that appropriate technical and organisational measures shall be taken to protect data against:

- Unauthorised access;
- Unauthorised or unlawful processing;
- Accidental loss, destruction, or damage

Appropriate technical and organisational security measures will include:

- using and developing technological solutions to ensure compliance with the data protection principles
- using and developing physical measures to protect Parish Council assets
- ensuring the reliability of any persons who have access to Parish Council information
- reporting and investigating security breaches

These obligations include the need to consider the nature of the data to be protected and the harm that might arise from such unauthorised or unlawful processing or accidental loss, destruction, or damage.

All printout material, magnetic tape, diskettes, CD's or DVD's, manual files, hand written notes etc, which contain personal data and are no longer required, will be treated as confidential waste, and disposed of securely.

Where processing of Parish Council data is to be carried out by a third party on behalf of the Parish Council, the Clerk and Responsible Officer must ensure that the third party provides sufficient guarantees in respect of the technical and organisation measures governing the processing to be undertaken.

13. Sharing Personal Data

The Parish Council will not normally share personal data with anyone else, but may do so where:

- There is an issue that puts the safety of our staff at risk

- The Parish Council need to liaise with other agencies – the Parish Council will seek consent as necessary before doing this
- Our suppliers or contractors need data to enable the Parish Council to provide services to staff and residents, for example, IT companies. When doing this, the Parish Council will:
 - Only appoint suppliers or contractors which can provide sufficient guarantees that they comply with data protection law
 - Establish a data sharing agreement with the supplier or contractor, either in the contract or as a standalone agreement, to ensure the fair and lawful processing of any personal data the Parish Council share
 - Only share data that the supplier or contractor needs to carry out their service, and information necessary to keep them safe while working with the Parish Council

The Parish Council will also share personal data with law enforcement and government bodies where the Parish Council are legally required to do so, including for:

- The prevention or detection of crime and/or fraud
- The apprehension or prosecution of offenders
- The assessment or collection of tax owed to HMRC
- In connection with legal proceedings
- Where the disclosure is required to satisfy our safeguarding obligations
- Research and statistical purposes, as long as personal data is sufficiently anonymised, or consent has been provided

The Parish Council may also share personal data with emergency services and local authorities to help them to respond to an emergency situation that affects any of our members or staff.

14. CCTV

The Parish Council uses CCTV in various locations around the Parish Council sites to ensure it remains safe. The Parish Council will adhere to the ICO's code of practice for the use of CCTV.

The Parish Council does not need to ask individuals' permission to use CCTV, but the Parish Council makes it clear where individuals are being recorded. Security cameras are clearly visible and accompanied by prominent signs explaining that CCTV is in use the reason why it is being used, and who to contact about the CCTV.

15. Personal data breaches

The Parish Council will make all reasonable endeavours to ensure that there are no personal data breaches.

In the unlikely event of a suspected data breach, the Parish Council will follow the procedure set out in our Security Incident and Data Breach Policy.

When appropriate, the Parish Council will report the data breach to the ICO within 72 hours. Such breaches in a Parish Council context may include, but are not limited to:

- The theft of a Parish Council or personal electronic device containing nonencrypted personal data about members/employees and/or residents
- Accidental disclosure of personal data to another person or organisation
- Inappropriate access to or use of personal data
- The theft of personal information, either paper based or electronic
- Accidental loss of personal data
- Information that has not arrived at its destination
- Fraudulent acquisition of personal data (Blaggers)

16. Governing Body

The governing body for Data protection is the Information Commissioner.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
www.ico.org.uk

Accessibility and Disability Policy

1. Introduction

Hellesdon Parish Council is committed to improving access to all Council owned buildings and in relation to all information which it manages. This policy statement sets out the principles that will guide our work with regards to disability access, and outlines principal areas of responsibility.

2. Definitions

Disability is defined as a loss or reduction of functional ability that results from a physical, cognitive or other impairment, and includes physical, intellectual, sensory and psychiatric disabilities.

Access means physical access to buildings, intellectual access to ideas and information, and access to services by a wide variety of means. We understand that not all disabilities are invisible.

3. Policy

Hellesdon Parish Council seeks to ensure that its services and activities are accessible to everyone wherever practicable and reasonable. It aims to provide easy, dignified and supportive access to its own properties whenever this can reasonably be done.

4. Policy Objectives

In pursuance of this policy, Hellesdon Parish Council will improve and enhance, as far as is reasonable, all forms of access to its properties and services and will conform to the requirements of the Equality Act 2010.

5. Access

Hellesdon Parish Council will explore all reasonable methods of providing and improving access to its properties and services for people with disabilities. Where physical access remains difficult or impossible it will introduce alternative forms in order to extend access as far as is practicable. Interpretive resources will also be used to meet the needs of visitors with cognitive and sensory impairments. Due to the level of demand in this area, Hellesdon Parish Council will not retain these services in house, or through a contractor, but will source them when required.

6. Employment

All staff are employed on the basis they meet the agreed acceptable criteria for the post. Hellesdon Parish Council believes that disablement is no bar to recruitment or advancement and wherever possible reasonable adjustments will be made both as part of the recruitment process and whilst in employment.

7. Training

Hellesdon Parish Council is committed to providing training for all staff, councillors and volunteers who may from time to time provide services for people with disabilities.

8. Communications

Wherever practicable Hellesdon Parish Council will endeavour to ensure that its printed communications are presented are clear and able to be read. Digital communications will be in such a format that they are able to be read by screen readers.

9. Ensuring Objectives are Met

Where it is deemed necessary, a full disability audit of the council's services will be instructed by an external agency to ensure the council is meeting it's obligations to those with disabilities.

Policy for filming, recording and photography at council and committee meetings

General

- (1) The Council supports the principle of transparency and encourages the filming, recording, photographing of meetings open to the public. In order to balance the wishes of those who want to record the meeting and those attending the following principles will apply:
 - (a) At the start of the meeting the Chairman will ask those present whether they wish to film, record or take photographs at a meeting.
 - (b) Any filming / recording / photography must take place from positions in the meeting room agreed by the Council to ensure the view of members, officers, public and media representatives is not obstructed. Those intending to bring large equipment, or wishing to discuss any special requirements, are advised to contact the Council Officers in advance of the meeting to seek advice and guidance.
 - (c) There shall be no use of flash photography or additional lighting at any time.
 - (d) If any person present feels the filming / recording / photography is disrupting the meeting in any way and indicates this to the Chairman then, subject to a majority decision of the Council, the operator of the equipment will be required to stop. Anyone undertaking filming / recording / photography must comply with any requests made by the Chairman of the meeting.
 - (e) The person recording proceedings must agree to ensure the film / record / photographs will not be edited in a way that could lead to misinterpretation of the proceedings. This includes refraining from editing the views being expressed in a way that may ridicule or show a lack of respect towards those being filmed / recorded / photographed.
 - (f) The responsibility for how any film or recording or photography is used rests with the person doing it, not the Council. Those filming proceedings should make themselves aware of their responsibilities under current legislation, particularly in the area of publication and seeking consent.

- (g) All the provisions within this Policy also refer to the use of mobile phones and similar types of devices in meetings and any other equipment that could be used for the purposes of filming, recording or taking photographs.
 - (h) Any appliance used for filming / recording /photographing to be powered at the users own expense.
- (2) The Council Officers will ensure signs are put in place before the meeting starts to remind attendees that filming / recording / photography may take place. Meeting agendas will also carry this message as will the Agenda page of the Council’s website.

During the meeting

- (1) The Chairman shall announce at the commencement of the meeting that filming, recording or the taking of photographs may be taking place. Anyone seated in the public area or anyone attending the meeting to speak will have the opportunity to express his or her wish not to be filmed / recorded / photographed and to be guided to seating areas away from the area being filmed / recorded / photographed. If a member of the public is attending to speak at the meeting and prefers not to be filmed/ recorded/ photographed their wish will take precedence.
- (2) If any person present feels the filming / recording / photography is disrupting the meeting in any way and indicates this to the Chairman, or if the Chairman feels any pre-meeting agreement has been breached then, subject to a majority decision of the Council, the operator of the equipment will be required to stop.
- (3) If someone refuses to stop recording when requested to do so, the Chairman will ask the person to leave the meeting. If the person recording refuses to leave then the Chairman may adjourn the meeting or make other appropriate arrangements for the meeting to continue without disruption. These will be in line with disorderly conduct procedures set out in Standing Orders.

Freedom of Information Policy

1. Introduction

Hellesdon Parish Council is committed to the Freedom of Information Act 2000 (FOI), to the principles of accountability and to the general right of access to information held by the Parish Council, subject to the exemptions contained within the relevant legislation.

The FOI Act was introduced to promote greater openness and accountability across the public sector.

The Information Commissioner's Office (ICO) is responsible for regulating and enforcing the Act. The ICO is an independent authority which has legal powers to ensure Parish Councils comply with the Act.

This policy outlines the Parish Council's responsibilities to the Act and provides a framework for managing requests.

2. Background

The FOI Act provides the public with a statutory right of access to recorded information held by the Parish Council, subject to certain exemptions, within 20 working days. The Act is fully retrospective and applies to all information that falls within the scope of the Act. Section 19 of the Act also obliges the Parish Council to make information pro-actively available in the form of an approved 'publication scheme'.

In addition, individuals currently have a statutory right of access to their own personal data under the Data Protection Act. Individuals access rights to personal data are extended by the FOI Act through amendments to the access provisions of the Data Protection Act.

The Environmental Information Regulation (EIR) provides a statutory right of access to 'environmental information', as defined in these regulations. The EIR are also fully retrospective.

The Information Commissioner enforces these three information regimes. Each regime contains certain categories of exempt information, where information can be withheld. Any decision to withhold information under an exemption can be referred by the applicant to the Information Commissioner, who can overturn any decision to withhold information. For the purposes of this policy, the 'public' is defined as any individual or organisation anywhere in the world and an 'information request' refers to any request for recorded information made under the FOI ACT, EIR or DPA.

3. Scope

This policy applies to all recorded information held by the Parish Council that relates to the business of the Parish Council. This includes:

- Information created and held by the Parish Council

- Information created by the Parish Council and held by another organisation on the Parish Council's behalf
- Information held by the Parish Council provided by third parties, where this relates to a function or business of the Parish Council (such as contractual information) and;
- Information held by the Parish Council relating to the functions or business of the Parish Council.

This policy informs recipients of Parish Council services, members of the public and external parties to the processes the Parish Council has established for complying with the FOI Act. This policy operationally applies to all employees of the Parish Council, contractors, agents and temporary staff working for or on behalf of the Parish Council.

This policy does not cover personal written communications (such as personal emails sent by staff). The Parish Council's Data Protection Policy establishes the standards regarding the use of 'personal data' (as defined in the DPA and General Data Protection Regulation). These requests are exempt from the FOI under section 40 and shall be processed in accordance with the Data Protection Act 2018 (DPA).

4. Roles and Responsibilities

Overall responsibility for ensuring that the Parish Council meets the statutory requirements of the FOI Act, EIR and DPA lies with the full council. They have delegated the day-to-day responsibility of implementation to the Clerk and Responsible Officer.

The Clerk and Responsible Officer is required to ensure that the Parish Council has in place adequate guidance on FOI and effective measures to comply with this policy.

All employees are responsible for ensuring that any request for information they receive is dealt with in line with the requirements of the FOI Act and in compliance with this policy and the prevailing procedures. All staff and councillors must recognise that all recorded information may be provided to the public, and that the law requires that there will be full and unconditional disclosure to every case unless an exemption applies.

The Clerk and Responsible Officer has responsibility for ensuring compliance with the FOI Act, EIR and DPA.

All requests for information should be sent to:

clerk@hellesdon-pc.gov.uk or;

For the attention of the Clerk
 Hellesdon Parish Council
 Diamond Jubilee Lodge
 Woodview Road
 Hellesdon
 NR6 5QB

Third parties who are users of information supplied by the Parish Council will be required to confirm that they will abide by the requirements of the FOI ACT and indemnify the Parish

Council against any prosecutions, claims, proceedings, actions or payment of compensation or damages, without limitation.

The Parish Council will ensure that:

- Everyone managing, and handling information understands that they are responsible for following good information management practice;
- Staff who handle information are appropriately trained;
- Methods of handling information are regularly assessed and evaluated;
- Any disclosure of data will be in compliance with approved procedures;
- All necessary steps will be taken to ensure that data is kept secure at all times against unauthorised or unlawful loss or disclosure;
- All contractors who are users of information supplied by the Parish Council will be required to confirm that they will comply with the requirements of the Act with regard to information supplied by the Parish Council; and
- The Parish Council will take account of any guidance which is issued by the Information Commissioner to promote good practice.

5. Principles

The following principles shall apply:

- The Act covers any recorded information held by the Parish Council (staff and councillors). Recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings.
- People shall have a right to know about the activities of the Parish Council, unless there is a good reason for them not to.
- An applicant (requester) shall not be required to provide a reason for requesting information. The Parish Council shall however justify refusing a request.
- The Parish Council shall treat all requests for information equally, except under some circumstances relating to vexatious requests and personal data.

6. Requesting information under the Freedom of Information Act

Any written request for information shall be regarded as a request for recorded information under the FOI Act unless:

- It forms a request for personal data relating to the individual requesting the information. This shall be dealt with under the General Data Protection Regulation (GDPR), and consequently shall be processed in line with the Parish Councils Subject Access Request Policy.
- If an individual is asking for 'environmental information', the request shall be considered under the Environmental Information Regulation 2004.
- A freedom of information request shall only be accepted if made in writing, (online forms, letters, emails and social media).

- Requests for information shall be met within 20 working days of receipt. If more information is needed the 20 days will not start until this information has been received.
- A request for information shall not be refused because the recorded information is out of date, incomplete or inaccurate.
- The Parish Council shall not make any changes or deletions to records as a result of a request.

7. Refusing a Request

The Freedom of Information Act contains 23 exemptions whereby information can be withheld. There are two categories; absolute and non-absolute. The Parish Council will only withhold information if it falls within the scope of one or more of these exemptions.

Where an absolute exemption applies, the Parish Council can automatically withhold the information. However, where the exemption is non-absolute the information can only be withheld where the Parish Council decides that the public interest is best served by withholding the information. Certain exemptions also contain a “prejudice test”, which means that the exemption can only be claimed if disclosing the information would prejudice the interest protected by the exemption.

The Parish Council will only withhold information covered by the exemption. Complete files or documents will not be withheld just because part of the information is covered by an exemption.

The Parish Council will only apply an exemption where it has reason to believe that prejudice might occur to the interest protected by the exemption. In addition, wherever a “public interest” exemption is being considered, the Parish Council will only withhold that information which it can demonstrate that the public interest will be best served by withholding. When considering withholding information under a non-absolute exemption the Parish Council will consider whether the release of the information would:

- Promote further understanding of current issues of public debate
- Promote the accountability of decisions taken by the Parish Council and the spending and allocation of public money
- Bring to light matters of public safety
- Allows the public to understand and challenge decisions made by the Parish Council
- Be otherwise in the public interest

Where information is withheld under an exemption in most cases the reason behind the decision will be made clear to the applicant, citing the exemption under which the information is being withheld. The applicant will also be given details of the right to challenge the decision the Parish Council and the right of appeal to the Information Commissioner’s Office.

The Parish Council will also refuse to supply information under the FOI Act, where the request is considered “vexatious” or “repeated” and under the EIR, where the request is considered ‘manifestly unreasonable’.

8. Third Party Information

The release of third-party information will be considered carefully to prevent actions for breach of confidence or, in the case of living individuals, breaches of the DPA and/or GDPR. Both the EIR and FOI Act permit information to be withheld when its release would breach the provisions of the DPA and/or GDPR.

When the requested information relates to a living individual’s personal data as defined in the DPA/GDPR, its disclosure could breach. Therefore, the release of third-party personal information relating to living individuals will be considered in accordance with the data protection principles and, in particular, the “third party” provisions of the DPA/GDPR.

The Parish Council will endeavour to inform individuals and organisations submitting information that the information might be released following an information request and, where appropriate, will provide the supplier of the information opportunity to request confidentiality or supply reasons as to why the information should be treated confidentially.

9. Information held within contracts with the parish council

Any contractual information, or information obtained from organisations during the tendering process, held by the Parish Council are subject to the provisions of the FOI Act and EIR. Whenever the Parish Council enters into contracts, it will seek to exclude contractual terms forbidding the disclosure of information beyond the restrictions contained in the legislation. A standard form of wording will be included in contracts to cover the impact of FOI ACT and EIR in relation to the provision of information held in contracts.

The Parish Council can withhold contractual information where its disclosure under either the FOI Act or EIR could be treated as actionable breach of confidence. Where the Parish Council intends to include non-disclosure provisions in a contract, it will agree with the contractor a schedule of the contract that clearly states which information should not be disclosed.

The Parish Council will only agree to enter into confidentiality clauses where the information is confidential in nature and that it is confident that the decision to restrict access to the information could be justified to the Information Commissioner.

Where information is not covered by the exemption relating to information accepted in confidence, a further exemption specifically under FOI Act may be relevant, relating to commercial interests. This exemption is subject to a “public interest” test. Whenever the Parish Council has to consider the release of such information, it will contact the relevant

organisation to obtain its opinions on the release of the information and any exemptions they may think relevant. However, the Parish Council will make the final decision relating to the disclosure of the information.

The Parish Council can also withhold information contained in contracts where any of the other exemptions listed in the FOI Act or EIR are appropriate. All future contracts should contain a clause obliging contractors to co-operate fully and in a timely manner where assistance is requested in responding to an FOI Act or EIR request.

10. How information will be published

The Parish Council will reply directly to the requester of information.

The Parish Council's information will be published on the Parish Council's website via a publication scheme. It is the responsibility of the Clerk and Responsible Officer to ensure that the information covered by this scheme is routinely available.

In exceptional circumstances some information may be available only by viewing in person. An appointment to view the information will be arranged within a reasonable timescale.

The Parish Council shall make a disclosure log available on the Parish Council website that sets out responses to previous FOI requests.

11. Charges

The Parish Council will make no initial charges for making an FOI request. We are entitled to make a charge for photocopying or other direct costs, but will endeavour to keep this to a minimum by making everything available electronically.

If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment may be requested prior to provision of the information.

If we estimate that the cost of the request will be in excess of £450 (2.5 days work) to retrieve the information, we are entitled to refuse your request.

12. Request for a review

The Parish Council shall carry out a review of a request whenever the requestor expresses dissatisfaction with the outcome. This request should be made within 20 working days of receipt to the Parish Council's response and the requester should set out what they are not satisfied with. The Parish Council shall conduct a review within 20 working days.

If the requester is not happy with the outcome of the review, they have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
www.ico.org.uk

DRAFT

General Data Protection Regulation Policy

Purpose of the policy and background to the General Data Protection Regulation

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

Identifying the roles and minimising risk

GDPR requires that everyone within the council must understand the implications of GDPR and that roles and duties must be assigned. The Council is the data controller and the clerk is the Data Protection Officer (DPO). (All members of staff are data processors working under the DPO.) It is the DPO's duty to undertake an information audit and to manage the information collected by the council, the issuing of privacy statements, dealing with requests and complaints raised and also the safe disposal of information. This will be included in the Job Description of the clerk.

Appointing the Clerk as the DPO must avoid a conflict of interests.

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

Data breaches

One of the duties assigned to the DPO is the investigation of any breaches. Personal data breaches should be reported to the DPO for investigation. The DPO will conduct this with the support of the Property, Policy and Resources Committee. Investigations must be undertaken within one month of the report of a breach. Procedures are in place to detect, report and investigate a personal data breach. The ICO will be advised of a breach (within 3

days) where it is likely to result in a risk to the rights and freedoms of individuals – if, for example, it could result in discrimination, damage to reputation, financial loss, loss of confidentiality, or any other significant economic or social disadvantage. Where a breach is likely to result in a high risk to the rights and freedoms of individuals, the DPO will also have to notify those concerned directly.

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

Privacy Notices

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

Information Audit

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

Individuals' Rights

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

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

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

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

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

Children

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

Summary

The main actions arising from this policy are:

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

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

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

Graffiti Policy

Policy Statement

- This policy covers graffiti on Hellesdon Parish Council property
- Hellesdon Parish Council promotes respect for the environment and will strive for a Cleaner, Greener, Sustainable and Safer Environment.
- This policy seeks to improve the street scene and reduce the fear of crime, for the benefit of all those who live in, work and visit Hellesdon.
- The target will be to remove racist and/or offensive graffiti on Parish Council property within one working day of the report being made.
- The target for removing other graffiti from Parish Council property will be to remove it within 10 working days of the reported date.
- The Council will work with Agencies and Utility Companies to reduce graffiti on street furniture and other apparatus.
- The Council will work with the Police and other organisations to reduce the occurrence of graffiti.

1. Definition of Graffiti

Graffiti can include drawings, scribbles, messages or 'tags' that are painted, written, sprayed or etched on walls and other surfaces.

2. Definition of Offensive Graffiti

- Offensive Graffiti is illegal and unauthorised and may contain some or all of the following elements:
- Offensive language
- Language of a political, radical, religiously insulting or inciting nature
- A graphically explicit image
- Any statement declaring hatred of any person or group, particularly those with a protected characteristic under the Equality Act 2010

3. Principles of the Policy

Hellesdon Parish Council is committed to making Hellesdon Safer, Cleaner and Greener as detailed in the Anti-Social Behaviour Act 2003 and the Clean Neighbourhoods and Environment Act 2005.

There are three main principles to the Policy:

a. Eradication

Reducing unacceptable levels of litter, detritus, fly posting and graffiti forms a key part of Government's 'Cleaner Safer Greener Communities' Strategy.

Hellesdon Parish Council has a responsibility to remove graffiti from its own property, just as the maintenance of privately owned items of street furniture is the responsibility of the respective owners.

b. Education

The Council will publish this policy on the Council's website and will work with other agencies to reduce graffiti in Hellesdon.

When asked to do so, the Parish Council will advise members of the public on whom to contact regarding graffiti removal from private property.

c. Enforcement

Under certain circumstances, Graffiti is classified as a criminal offence under the Criminal Damage Act 1971. The Police Service is the only enforcement agency with the legislative powers to prosecute an offence of Criminal Damage.

Lone Working Policy

1. Introduction

- 1.1. Hellesdon Parish Council recognises that staff are sometime required to work by themselves in the community without close or direct supervision, sometimes in isolated work areas or out of office hours.
- 1.2. Under the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 Hellesdon Parish Council has a legal obligation to look after the health, safety and welfare of their employees and contractors. However, employees have responsibilities to take reasonable care of themselves and other people affected by their work.

2. Scope of the Policy

- 2.1. This policy applies to all situations involving lone working arising in connection with the duties and activities of Hellesdon Parish Council staff.
- 2.2. Lone workers include:
 - Those working at their main place of work where only one person is working on the premises
 - People working separately from each other, eg in different locations.
 - People working outside normal office hours
 - Those working away from their fixed base where a worker is visiting another premises or meeting venue, or where a worker is making a home visit to an individual;
 - One worker is working from their own home.

3. Aims of the Policy

The aim of the policy is to:

- Increase employee awareness of safety issues relating to lone working.
- Ensure that the risk of lone working is assessed in a systematic and ongoing way, and that safe systems and methods of work are put in place to reduce the risk so far as is reasonably practicable.
- Ensure that appropriate training is available so that employees are able to recognise risk and to provide practical advice of safety when working alone.

- Encourage full reporting and recording of any incidents relating to lone working
- Reduce the number of incidents and injuries to staff related to lone working

4. Responsibilities

4.1. Hellesdon Parish Council is responsible for:

- Ensuring that there are arrangements for identifying, evaluating and managing risk associated with lone working.
- Providing resources for putting the policy into practice
- Ensuring that there are arrangements for monitoring incidents linked to lone working and that they regularly review the effectiveness of the policy.
- Ensuring that all employees are aware of this policy.
- Ensuring that risk assessments are carried out and reviewed regularly, putting procedures and safe systems into practice which are designed to eliminate or reduce risks associated with working alone.
- Managing the effectiveness of preventative measures through an effective system of reporting, investigating and recording incidents.
- Ensuring that appropriate support and equipment is given to staff involved in any incident.

4.2. Employees are responsible for:

- Taking reasonable care of themselves and others affected by their actions.
- Following guidance and procedures designed for safe working.
- Reporting all incidents that may affect the health and safety of themselves or others and asking for guidance as appropriate.
- Taking part in any training designed to meet the requirements of the policy.
- Reporting any dangers or potential dangers they identify or any concerns they might have in respect of working alone.

5. Guidance for Risk Assessment of Lone Working

- Is the person fit and suitable to work alone?
- Are there adequate channels of communication?
- Does the workplace or task present a special risk to the lone worker?
- Is there a risk of violence?
- Travelling to site or meetings - what procedures are in place? Is the equipment safe for individual use?

6. Good Practice for Lone Workers

- 6.1. During work hours, all staff leaving the workplace (or home) should leave the details of where they are going and their estimated time of arrival back with the Parish Council office.

- 6.2. If, during the trip away, any plans change significantly this should be communicated back to the office.
- 6.3. When meeting with contractors arrangements must be made to meet in a public place and not in their home.
- 6.4. If a visit is being made to a member of the public in their home the office must be informed of the visit and the approximate times.
- 6.5. Lone workers should have access to adequate first aid facilities and mobile workers should carry a first aid kit suitable for treating minor injuries with them. This kit should be available in the Parish Council van at all times.
- 6.6. Lone workers should have a mobile phone and other personal safety equipment where this is necessary.
- 6.7. All incidents must be reported to the Council. Employees / Members should ensure that all incidents, where they feel threatened or unsafe, are reported. This includes incidents of verbal abuse. If emergency assistance is required whilst out and about all employees should dial 999.
- 6.8. A Member of Staff is at liberty to refuse to meet with a Council Member, Contractor, Member of the Public alone, if they feel threatened or feel it would be inappropriate.
- 6.9. The Parish Council office should always be manned by at least two members. If the number of staff falls below this the office should be closed to visitors.
- 6.10. Whilst undertaking late evening caretaking the member of staff should use the Parish Council staff What's App group to advise when they start work and when they finish.

Complaints and Compliments Policy

Compliments or complaints

Whether you have a compliment or a complaint about Hellesdon Parish Council, or you simply want to comment about our meetings, facilities, services or staff, we would like to hear from you. Feed-back from the people of Hellesdon whom we aim to serve efficiently and effectively, is the only way we can continually improve our services.

We aim:

- to make it easy for anyone to make a complaint
- to solve problems as quickly as possible
- to prevent problems from happening again, and
- to encourage good practice

How to contact us with your compliment or complaint

You can contact Hellesdon Parish Council by telephone, in writing, over the internet or by visiting us in person. A form is included with this leaflet which you can fill in and send back to us.

What we will do when we hear from you

We will deal with any comments about Hellesdon Parish Council as soon as possible. We will make sure that your comments are directed to the right person. We may be able to give you an answer straight away, or we may need more time to investigate what you have told us. We will contact you within 10 working days of us hearing from you and either provide you with a full answer or a progress report and explain why we need more time to investigate further. We will also tell you when you can expect a full answer.

Confidentiality

We will treat your complaint in confidence. Details will only be given to those members of staff directly concerned. If you have a complaint, we hope we will be able to find out what went wrong and take steps to make sure it does not happen again. However, please note that as a public body we are subject to the Freedom of Information Act 2000.

How to Contact Us

Telephone: (01603) 301751

Write to: The Parish Clerk
Hellesdon Parish Council
Diamond Jubilee Lodge
Wood View Road
Hellesdon, NORWICH NR6 5QB

Email: clerk@hellesdon-pc.gov.uk

Other useful contacts:

Head of Corporate Services & Monitoring Officer
Broadland District Council
The Horizon Centre,
Broadland Business Park,
Peachman Way,
Norwich
NR7 0WF

1. Hellesdon Parish Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.
3. This Complaints Procedure does not apply to:
 - a. complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures.
 - b. complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council and, if a complaint against a councillor is received by the council, it will be referred to the Standards Monitoring Officer of Broadland Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of Broadland Council.
4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the

Council in advance of the meeting at which the item is to be discussed. There is also the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

5. You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.
7. If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will delegate your complaint to the appropriate committee.
8. The Clerk or the appropriate Committee of the Council or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Chairman of the Council will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be kept informed.)
10. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Complaints Panel of the Parish Council (as appropriate) and you will be notified in writing of the outcome of the review of your original complaint.

Guidance to the Complaints Panel

When enquiring into a complaint the Panel must consider the following:

- That the person(s) subject of the complaint must be given the opportunity of responding in answer to the complaint verbally or in writing or both. The person(s) subject of the complaint is given the right to have a colleague present at any hearing if they choose to do so.
- Where the complaint concerns a member of staff, then the Grievance & Disciplinary Policy Procedure should be followed.
- Any person(s) who may be able to provide information to substantiate the complaint or otherwise should be interviewed and asked for their recollection. Such information may be verbal or in writing.
- The Panel may wish to illicit further information from the complainant and may offer the complainant the opportunity of further discussion on the content of the complaint.
- The members of the Panel must record the time and date when the complainant, the person(s) complained of or witnesses were asked to comment.

Hellesdon Parish Council

CONFIDENTIAL

Compliments and Complaints Form

Date Received _____ Ref No _____

Your Name					
How do you want to be contacted?	Email		Letter		Phone
Your contact details –					
If you would prefer to be contacted by telephone, please tell us the best time to contact you					
Please give details of your compliment or complaint –					
If necessary, please continue over the page					
Have you spoken to, emailed or written to anyone at the Council?					Yes / No
If yes, please give their name -					
What happened as a result of this contact?					
What outcome are you looking for (i.e. what would be the best way for the Council to resolve your complaint)?					
<p>Please note that complaints will be treated in the strictest confidence where possible, but as a public body we are subject to the Freedom of Information Act 2000. The names of those making a complaint and details of the complaint will only be disclosed to those members of staff needing to know for the purposes of the investigation. The Parish Clerk may also inform the Chairman and / or the Vice-Chairman and, in the case of a staff related complaint the Staffing Committee may be informed.</p> <p><i>Please return this form to the Parish Clerk, Hellesdon Parish Council, Diamond Jubilee Lodge, Wood View Road, Hellesdon, Norwich NR6 5QB or email clerk@hellesdon-pc.org.uk</i></p>					

Planning Protocol

Policy for Dealing with Planning Applications for Hellesdon Parish Council

Introduction

This procedure sets out how Hellesdon Parish Council considers planning matters on which it is consulted by Broadland District Council. It takes into account that:

The consultation period for planning applications is 21 days, which means that all planning applications can be considered by the Parish Council planning committee at its scheduled meetings.

The Parish Council believes that its residents are best served by the Parish Council responding to applications in a timely fashion. This should be done at scheduled Planning Committee meetings, to which members of the public have been invited by public notice. Planning is also a standing item on all ordinary meetings of the Parish Council.

An additional meeting will always be called to comment on potentially contentious planning applications. By agreement of the Chair of the Council and the Chair of the Planning Committee, full council may consider a response on a major application which is likely to be contentious to the community.

This protocol will be used for all planning applications

Standard Process

1. On the receipt of any planning application the Parish Council staff will record the application in the planning log kept especially for the purpose.
2. The planning application will be added to the next planning committee agenda with a copy for the Parish Clerk.
3. If needed, Parish Council administrative officer will apply to Broadland District Council for an extension to the period in which a response is required
4. The application will be taken to the next Planning Committee meeting
5. The response to the application will be sent by e-mail to Broadland Council the day following the Planning Committee meeting
6. The response will be noted in the planning log
7. The decision recorded in the minutes and which will be taken to the next planning committee for agreement, and to full council for information.

Non-Standard Process

Should any meeting need to be cancelled due to either the meeting being inquorate or other unforeseen circumstances.

1. On the receipt of any planning application the Parish Council staff will record the application in planning log especially for the purpose.
2. The planning application will be added to the next planning committee agenda with a copy for the Parish Clerk.
3. The Parish Council administrator will apply to Broadland District Council for an extension to the period in which a response is required
4. If no extension is possible a notification of the receipt of a planning application will be e-mailed to all councillors on the planning committee with a copy for the Parish Clerk. The Parish Councillors will be asked to comment their view by email to the Parish Clerk.
5. The Parish Clerk will assemble the views and respond to Broadland with the majority view. If there is a distinct division in views then the Parish Clerk can e-mail for further guidance from councillors
6. The response will be noted in the planning log and recorded on the planning documents and placed on the next agenda
7. The decision will be recorded placed on the next Parish Council agenda following the decision being reached

Summary

One of the following options shall apply when notice of a planning application on which the Parish Council is invited to comment is received.

Option 1:

If there is a scheduled Planning Committee meeting before the end of the consultation period (including any agreed extension) then the Clerk will place the matter on the Agenda for that meeting and any decision will be taken at that meeting.

Option 2:

If there is no scheduled meeting before the end of the consultation period, but the Parish Clerk in consultation with the Chairman of the Planning Committee that the application should be considered by the full Parish Council then a special meeting will be called for this purpose and any decision taken at that meeting.

Option 3:

In other cases any response by the Council shall be delegated to the Clerk who shall seek views from members

Customer Service Policy

1.0 Aims

- Hellesdon Parish Council is committed to the provision of quality services in accordance with the needs and expectations of its customers.
- The Council recognises the value of customer feedback and its contribution to the processes of policy formulation and service delivery.
- Customers are persons who contact us for any reason or are affected by anything we do.

2.0 Guiding Principles

When customers contact the Council, we will:

- Be helpful and courteous
- Be professional and positive
- Be well informed, so that we are able to help. If we are unable to assist at the point of contact, advise the customer as such.
- Be effective in listening and responding
- Be fair and support individual needs

3.0 Objectives

The Customer Service objectives for Hellesdon Parish Council are summarised below;

- We will respond to all telephone enquiries through the first point of contact where possible.
- We will respond to all email correspondence within 3 working days.
- We will respond to all letter correspondence within 10 working days of receipt.
- We will use plain language in all communications.
- We will contact customers where we cannot resolve a query straight away providing a named contact, phone number, email address and target date for response.
- We will keep customers informed if we cannot reply within the target timescale.
- We will provide details of our complaints policy to a customer if they are dissatisfied with our response.

4.0 Customers

Our customers are all the people we come into contact with in connection with the Council's work; this includes people who live in, work in or visit the area, and people acting on behalf of people who live in the area.

4.1 What Customers Want

Customers access Council services through various channels including digital (e.g. website, e-mail, social media) telephone, face to face, letter, etc. Whatever the channel, customers want accessible, efficient and responsive services and the Council must strive to meet these demands.

The Council will respond to the needs of customers in terms of access and recognise that one method will not suit everyone.

Customers want their dealings with the council to be efficient and that they receive their desired outcome. To meet this the Council must attempt to deal with customer enquiries at the first point of contact.

4.2 What We Expect from our Customers

In times of trouble or distress, some people may act out of character when accessing Council services. There may have been upsetting or distressing circumstances leading up to a customer contacting the Council.

The Council believes that all customers have the right to be heard, understood and respected. However, the Council also believes that employees have the same rights. We, therefore, expect customers to be polite and courteous in all dealings with the Council. The Council will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence; this includes any threat, abuse or harassment towards employees (and councillors acting on behalf of the council) on social media (e.g. Facebook) which will be reported to the police. Any threat of physical violence will always be reported to the police.

5.0 Contacting Hellesdon Parish Council

5.1 Customer Service and its Importance

Improving customer service is a key priority for the Council and means:

- Providing quality services in a friendly, efficient and helpful way; we will continually strive to improve services by ensuring excellent communication and a positive attitude towards customers
- Treating each person as an individual – respect for diversity and, in turn, having the flexibility to adapt behaviour and actions in a way that is appropriate for the individual
- Treating people with dignity, respect and courtesy
- Giving information about what is available and providing an explanation if a service is not available

5.2 General Principles when Dealing with Customers

When dealing with customers, whether using the telephone, digital services (e.g. email or, Facebook), face to face or via letter:

- Identify and address any specific requirements with sensitivity, tact and diplomacy
- Record customer contact details accurately
- Ensure that the nature of the customer's enquiry is understood clearly
- Resolve enquiries at first contact where possible

- Where enquiry cannot be resolved at first contact, agree a schedule with the customer for resolution and any interim progress reporting
- Keep the lines of communication open with customers and keep them informed

5.3 Digital

We will:

- Acknowledge digital correspondence (e.g. e-mails, website enquiries and Facebook) within 72 hours (Monday – Friday)
- Respond to digital correspondence as soon as possible but no longer than 10 working days of receipt
- E-mail 'Out of Office' messages will be enabled at times of absence giving return dates and alternative contact details

5.4 Telephone

We will:

- Greet the customer in a polite and courteous manner
- Give your full attention to the customer
- Take ownership of the call, resolving the customer's enquiry wherever possible
- When taking a call for a colleague, use an effective message taking system and make sure the customer is called back
- End the call with a thank you and confirm with the customer the outcome.

5.5 Face to Face Contact

This covers personal callers with or without appointments, contact with customers at events, meetings out and about and site visits. We will:

- When making appointments, give clear instructions about the location of the face to face contact
- Greet the customer in a polite and courteous manner
- Give your full attention to the customer
- Keep the customer informed of the length of time they are likely to wait to see the person they need, if that person is unavailable
- Offer an appointment where this may be more appropriate, responsive or efficient
- When a customer has specific requirements, find out what they need and aim to provide it
- When discussing personal information, always arrange to do so in a confidential environment

5.6 Written Communication

We will:

- Respond to all written communication within 10 working days of receipt
- There may be occasions when a full response cannot be given within the timescale. This is unavoidable but there is still a requirement to keep the customer informed by making contact or sending a holding response. This can give an expected date for a full response or give the reason why a full response cannot be given

- Ensure the presentation of all written correspondence is easy to understand (plain English), professional and accurate
- Include a contact name and telephone number, together with any other information needed to assist the customer

5.7 Compliments, concerns and complaints

We will:

- Be open to receiving feedback from customers and where appropriate use this feedback to improve services
- Pass comments and suggestions on to your manager if they may improve the service
- Ensure compliments are recorded and shared with colleagues
- Be aware of the Council's procedure for dealing with complaints
- Aim to resolve all concerns raised by customers immediately and informally wherever possible
- If informal resolution is not successful, tell the customer they can make a formal complaint, and help them to do so
- In the case of a serious complaint, ensure this is escalated.

How to contact us:

By telephone: 01603 301751

By e-mail: contact@hellesdon-pc.gov.uk

In person: The Council Office is open Monday to Friday 9.30am to 4pm
Diamond Jubilee Lodge
Woodview Road
Hellesdon
NR6 5QB

Grant Awarding Policy

General Principles

Hellesdon Parish Council is primarily funded by the local residents of Hellesdon and therefore has only limited funds available to assist community organisations located and working in Hellesdon for the benefit of Hellesdon residents.

Subject to funding being available, Hellesdon Parish Council is committed to providing assistance and support to local community groups which are set up to promote community life for Hellesdon residents. The Council's financial support is provided by way of grants which are decided against criteria set by, and which can be amended from time to time by, Hellesdon Parish Council.

In order for this Council to be able to rationally and objectively assess applications, many of which will inevitably be totally dissimilar in content, it is both necessary and helpful to assess all applications received against a range of criteria. These are designed to be a general indication of need but are not exclusive and can be flexibly applied.

This policy is based on the principle of promoting the development of partnerships which encourage and enable local community organisations to deliver local projects to the residents of Hellesdon. In general, the following principles apply:

- Assistance will be given on the basis need, merit and contribution to the local community.
- Applicants must clearly show how any assistance given will benefit the people living in Hellesdon or will benefit the environment of Hellesdon.
- Any assistance awarded will be awarded dependant on the council's budget allocation and may be subject to constraint.
- Any assistance given will be subject to monitoring and evaluation of the outcome of the grant.
- Organisations should not make a presumption that funding will continue on a year to year basis.

The Aims of the Council's Grant Making Policy

- To enable local people to participate in voluntary groups and activities
- To help the Parish's voluntary groups to improve effectiveness

- To ensure the provision of services, needed by the Parish's residents, via the voluntary sector.
- To support organisations which meet the needs of people experiencing social and economic difficulties.
- To ensure that there is equality of access and opportunity for all Hellesdon Parish residents to the services it provides and funds.

(The Parish Council defines a voluntary group as a non-profit making organisation, set up and run by a voluntary, unpaid management committee).

General Conditions

- All projects must acknowledge Hellesdon Parish Council's financial contribution.
- There is no general revenue funding for projects – Grants will only be awarded for specific capital costs and funding will only be paid on receipt of an official invoice.
- The maximum amount of any single grant will not exceed £500.
- No funding is available to contribute to a surplus for charitable distribution or to increase an organisations reserves.
- Organisations are required to provide a report on how previous monies awarded by the Parish Council have been spent before they receive a further grant.
- The not for profit organisation must have clearly stated aims and objectives.
- Activities of the organisation and in particular the project being considered for funding must be readily available to the community of Hellesdon in general.
- No award will be made where spending has taken place prior to approval.
- At least 50% matched funding will be required for any level of grant funding.
- Costs for general routine maintenance of buildings and equipment are not eligible.
- Grants will not be awarded for organisations to pass on money.
- Grants will not be awarded to organisations who already hold surplus funds which are not being used for the general operation of the organisation or delivery of the project and are not earmarked reserves.

What are grants available for?

Hellesdon Parish Council's **Community Grants** are available all year round. Small grants are available to assist local organisations and groups who work with or for residents of Hellesdon.

Who can apply to the Hellesdon Parish Council Community Grant Scheme?

Groups who:

- Are voluntary or community groups based in Hellesdon
- Have a constitution or set of rules or equivalent
- Have a bank or building society account

- Have independently approved annual accounts
- Directly benefit the well-being of the Hellesdon people or the environment of Hellesdon

What type of projects will be considered for Community Grant Scheme?

- Youth facilities, schemes and projects
- Cultural and arts schemes
- Heritage projects
- Leisure sports and play facilities
- Community buildings
- Village halls
- Community transport
- Elderly and disabled
- Sustainable community environmental projects

Who cannot apply to the Hellesdon Parish Council Community Grant Scheme?

- Individuals
- Organisations involved in party political activities
- Companies who aim to make a profit
- Statutory bodies
- Religious groups (except where the activity requiring a grant will benefit the wider community)
- Bodies which pass on grant funding to others

How to apply to Hellesdon Parish Council for a Community Grant

Application forms are available from Hellesdon Parish Council.

Write to:

Hellesdon Parish Council
 Hellesdon Community Centre
 Wood View Lane
 Hellesdon
 NR6 5QB

Telephone: 01603 301751

Or email clerk@hellesdon-pc.gov.uk

If you need any help or assistance with your application please contact the Parish Clerk via the above address or telephone number.

What happens after I apply to Hellesdon Parish Council for a Community Grant?

The Parish Clerk will check your application form and enclosed documents to see if it is complete. If your application is not complete you will be asked for the missing information.

Incomplete forms or failure to produce additional information will result in your application

Application Form

Your organisation's contact details

Name of Organisation	
Contact Name	
Position in Organisation	
Address for Correspondence	
Telephone Number (day)	
Email Address	

Details of organisation

Brief description of your organisation's aims

How long has it been in existence	
Is it run by a committee?	
Can anyone join the group?	
If not, what are the restrictions	
How often does the group meet?	
Where does the group meet?	
Are the meetings public?	
How many members do you have?	
What percentage of members live in Hellesdon?	

Organisation's purpose

Please give a summary of the activities of your organisation during the last year. (If you are a new organisation, give an idea of the activities you wish to undertake).

Describe how the local community will benefit from your organisation.

Are there any individual groups or societies that are members of your organisation, if so please mention.

About the project

Please give brief details of your proposed project; what you wish to use any grant awarded for; and what amount you are requesting from the Council.

What is the total project cost?

How much are you applying to Hellesdon Parish Council for (max £500)?

Have you received or applied for funding from any other source for this project?
Please give details.

Financial details

Have you, or do you receive funding from other sources and if so who?

Please supply accounts, budget and constitution or terms of reference, as per guidance notes.

If you have previously received a grant from the Hellesdon Parish Council, please give details.

Please complete the following declaration

I declare that the information given is correct and agree to adhere to the conditions laid out in the Hellesdon Parish Council's Community Grants Policy.

On behalf of _____

I accept the conditions in the Hellesdon Parish Council's Grants Policy

Signed _____ Date _____

Position in organisation _____

If the person signing this form is under 18, an adult organisation member must countersign it

Signed _____ Date _____

Please note completion of this form does not necessarily mean that a grant application will be successful in part or whole

Please return to clerk@hellesdon-pc.gov.uk

Or post to Hellesdon Parish Council, Diamond Jubilee Lodge, Woodview Road, Hellesdon, NR6 5QB

Media Relations Policy

1. Introduction

- 1.1 Hellesdon Parish Council's relationship with the community is vital to its work and the decisions it takes. An open and constructive dialogue is a key requirement for influencing and developing services, identifying attitudes and measuring satisfaction
- 1.2 Effective media relations are an important factor in establishing a good relationship between the Parish Council and the community. Since members of the public generally rely on the media for local information and news, it is important for the Parish Council to present information about its activities and aspirations in a consistent way.
- 1.3 This document sets out the frame work for Parish Council members and employees to follow in contacting the media and informing the public about the Parish Council's activities, the decisions it take and the services it provides.
- 1.4 This policy excludes social media (please see separate Social Media Policy).

2. Making Contact with the Media

- 2.1 The general principle is that the Parish Council office will act as the Press Office. Any official contact with the media concerning the Parish Council's policies, the decisions it takes and the services it provides, are to be initiated through the Parish Council office.
- 2.2 Press releases and statements will be prepared by the Clerk and/or Chairman in association with other Members as required, and will normally be restricted to matters that have been debated and agreed by the Parish Council.
- 2.3 Other Members of the Parish Council and employees who identify a media opportunity should refer to the Parish Council Office so as to ensure accuracy and consistency in any subsequent press release or contact with the media.
- 2.4 If a Member or employee receives an approach or enquiry from the media about any matter relating to the Parish Council, it should be referred to the Parish Council Office. A decision will then be made by the Clerk and/or Chairman, in consultation

with other Members where necessary, about the format and content of any response.

- 2.5 Nothing in these guidelines is to be interpreted as preventing, or attempting to prevent, a Member from expressing an personal opinion through the media, for example by writing to a newspaper or posting an item on an internet site. Members must make it clear that any views expressed are their own personal views. However, Members should take care not to misrepresent and/or bring the Parish Council into disrepute, and must bear in mind their responsibilities under the Local Government Code of Conduct.
- 2.6 Employees (other than the Clerk) should not contact the media on any matter relating to the Parish Council unless specifically authorised by the Clerk and/or Chairman of the Council.
- 2.7 All press releases and other materials are to be kept for reference.

3. Talking to the Media

- 3.1 In response to a Parish Council press release:
 - a) Any enquiry from the media is to be referred to the Parish Council office.
 - b) No-one else should offer any comment without prior discussion, except to confirm basic matters of fact (dates of events, spelling of names etc.)
- 3.2 In response to an unsolicited approach from a journalist or reporter (this includes enquiries about press releases issued by other organisations).
 - (a) The views of the Parish Council may be expressed subject to the guidelines above.
 - (b) The Parish Council office should be informed so that facts can be checked and appropriate actions taken.

Operation Menai Bridge

Introduction

Operation Menai Bridge is the codename of the plan for what will happen in the days following the death of HM King Charles III or another senior national figure.

Following the official announcement from Buckingham Palace, 10 days of state mourning will follow. D day is death day and D10 is the date of the full state funeral in Westminster Abbey, unless D10 falls on a Sunday in which case the funeral will be held on D11 Monday.

This protocol document had been drawn up to prepare Hellesdon Parish Council (HPC) for the death of a senior national figure. It applies to:

H.M. The King (The Sovereign)
H.M. The Queen Consort (Camilla)
H.R.H. The Prince of Wales (William)
H.R.H. The Princess of Wales (Kate)
H.R.H. Prince George of Wales
H.R.H. Princess Charlotte of Wales
H.R.H. Prince Louis of Wales
H.R.H. The Earl of Wessex (Edward)
H.R.H. The Princess Royal (Anne)

The following appendices are included:

Appendix 1 - Guide for Flying Flags at Half-mast
Appendix 2 - Chairman's Statement

Guidance should always be sought from official sources in the event of the death of The King or another senior figure, to ensure there are no changes to this protocol

Implementation of the Protocol

Plans to mark a death should be implemented only when a formal announcement has been made. So, for instance, if news agencies are saying that *"reports are coming in of the death of ..."* it must be treated with caution. If possible, wait for a more definite announcement (perhaps along the lines that *"it has been announced by Buckingham Palace / Downing Street that..."*)

This protocol for HPC identifies those who are authorised to implement the plans. For the Sovereign or another senior member of the Royal Family the decision will be delegated to the Parish

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Clerk or duly authorised Deputy, in consultation with the Chairman. For other figures, there may need to be consultation at the time on the appropriate ways in which the death should be marked.

The day of the death of the Sovereigns will be known as D-Day, then D+1, D+2 etc. through the ten days of national Mourning. The state funeral will be held on D+10, except if this date falls on a Sunday, when the funeral will be on D+11.

Following the Death of the Sovereign

Day	National	HPC	National and HPC Flags
D (Day of death)	Formal Announcement	HPC website homepage updated (SA). Chairman's Statement published on website and social media (Clerk/SA). Grounds staff to ensure war memorial is clean and tidy for flower laying (Grounds). Flowers ordered and to be laid by Chairman at the earliest opportunity (Chair).	Flag lowered to half mast
D+1	Books of condolence opened Proclamation Day, St James' Palace 11am (2pm if Sunday) and noon at the Royal Exchange	Book of Condolence opened at HCC (Clerk). Online book of Condolence opened (SA) HPC to liaise with church to ensure details of services can be publicised (Clerk). Check war memorial in the morning and afternoon (grounds) Check book of condolence at the end of each day (caretakers)	Flag returned to full mast at 11am and throughout D+1 until 1pm- on D+2
D+2	Regional Proclamations take place (Cardiff, Edinburgh and Belfast at noon) Second reading in Edinburgh at 12.30pm	If HPC is to make a proclamation it should be done at 4pm Check war memorial in the morning and afternoon (grounds)	Flag returned to half mast at 1pm

	Proclamation by the High Sheriff at County Hall between 12.30 and 12.45pm (Borough/District Councils at 12.50)	Check book of condolence at the end of each day (caretakers)	
D+5	Lying-in-State at the Palace of Westminster	Check war memorial in the morning and afternoon (grounds) Check book of condolence at the end of each day (caretakers)	Flag remains at half mast
D+6	County Service of Commemoration at Norwich Cathedral	Check war memorial in the morning and afternoon (grounds) Check book of condolence at the end of each day (caretakers)	
D+7	Local Services of Commemoration	Check war memorial in the morning and afternoon (grounds) Check book of condolence at the end of each day (caretakers)	
D+10	Lying-in-State concludes, Procession to Westminster Abbey Two-minute silence at 11am State Funeral Service (if Sunday, this is deferred to Monday) State Procession to Windsor via Wellington Arch Private burial in King George VI Memorial Chapel	Check war memorial in the morning and afternoon (grounds) Check book of condolence at the end of each day (caretakers)	

D+11	Books of Condolence close at 5pm	Book of condolence closes. Flowers are collected for composting	Flag returned to normal at 8am
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Following the Death of a Senior Member of the Royal Family

Day	National	HPC	National and HPC Flags
D (Day of death)	Formal Announcement	HPC website homepage updated (SA). Chairman's Statement published on website and social media (Clerk/SA). Grounds staff to ensure war memorial is clean and tidy for flower laying (Grounds). Flowers ordered and to be laid by Chairman at the earliest opportunity (Chair).	Flag lowered to half mast
D+1	Books of condolence opened	Book of Condolence opened at HCC (Clerk). Online book of Condolence opened (SA) HPC to liaise with church to ensure details of services can be publicised (Clerk). Check war memorial in the morning and afternoon (grounds) Check book of condolence at the end of each day (caretakers)	
D+6	Local Services of Commemoration take place	Check war memorial in the morning and afternoon (grounds)	

		Check book of condolence at the end of each day (caretakers)	
D+8	Funeral at St George's Chapel, Windsor	Check war memorial in the morning and afternoon (grounds) Check book of condolence at the end of each day (caretakers)	
D+9	Books of Condolence close at 5pm	Book of condolence closes. Flowers are collected for composting	Flag returned to normal at 8am

Flag Flying

Flag flying will adhere to national guidance.

Proclamation Day Schedule

In the case of the death of the Sovereign, the day following the death D+1 will be Proclamation Day, which is the day the new Sovereign is proclaimed.

D+1 - The Proclamation will be made at St James's Palace at 1100hrs (or 1400hrs if it is a Sunday). The Proclamation will then be 'cascaded'. At noon on Proclamation Day it will be read at the Royal Exchange in the City of London.

D+2 – At noon on D+2, it will be read: in Edinburgh by Lord Lyon King of Arms at Mercat Cross and at the drawbridge to Edinburgh Castle; in Cardiff by Wales Herald Extraordinary at Cardiff Castle and in Belfast by Norroy and Ulster King of Arms.

Once these Proclamations have been made it is appropriate for the Proclamation to be read at County, City, Borough and then at Parish level. High Sheriffs will read the Proclamation at County level along with Lord-Lieutenants. Most High Sheriffs are expected to make their readings at 1400hrs on D+2. It is suggested that local civic leaders should therefore make their readings at or after 1600hrs.

Proclamation Day

On Proclamation Day flags will, at the start of the day, be flying at half-mast.

All flags will then be flown from the mast-head from 1100hrs on Proclamation Day (D+1) to coincide with the reading of the Principal Proclamation, until 1630hrs the following day, (D+2). This is

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due to the official schedule of the Proclamation (see below for more details), it will be read in London on Proclamation Day (D+1), then read at noon in Belfast, Edinburgh and Cardiff on the day following Proclamation Day (D+2). Once those Proclamations have been made at 1400 hrs on D+2, High Sheriffs will then read the Proclamation at County level and Lord-Lieutenants will be alongside them.

Proclamation Day Protocol

Having flown at half-mast since the announcement of the death of the Sovereign, all flags will be raised to full-mast at 1100hrs on D+1 (the day after death), when the Proclamation is read at St James's Palace in London. They will continue to fly at half-mast until 1300hrs on D+2 to allow for the Accession Proclamation to be read out in Belfast, Cardiff and Edinburgh. These times are fixed as part of the National plan for mourning and should not be interpreted locally. It is important that all flags are raised to full-mast at 1100hrs on D+1 and are returned to half-mast following the High Sheriffs Proclamation reading on D+2.

Books of Condolence

Books of Condolence will be opened on the first working day after the day of death D+1.

All books will be placed in an easily accessible location Hellesdon Community Centre (room to be confirmed) though it is important the place is quiet enough to enable those signing the books a moment of privacy and quiet reflection.

Books will be placed on a good-sized table, covered with a suitable cloth, a chair, a supply of pens along with a suitable framed photograph on the table and a small arrangement of flowers.

A good supply of paper, hole-punched to fit in a loose-leaf binder will be provided and kept well stocked. A loose-leaf folder offers an opportunity to act if the book is defaced or offensive comments included. Pages including any questionable comments should be quietly removed until such time as a decision can be taken by the Chairman, on whether they should be permanently excluded.

The Chairman may wish to agree a form of words for a message, expressing sorrow at the news of the death. This may be the form of words included in a press release, Twitter or Facebook message or on the home page of the website.

Dependent on local circumstances it is suggested that Books of Condolence should be closed at the end of the day following the day of the funeral (i.e. if the funeral falls on a Thursday, Books should close at 1600hrs on the Friday). Books of Condolence are essentially a local record of the sentiments expressed by local people on the death of a national figure. As such, they should form part of the Parish Council archive, so that future generations are able to gain access to them easily and find out the way in which national events were marked in the area.

It is simply not feasible for every book from all sad occasions to form part of the Royal Archives. However, in a letter of condolence from the Chairman reference should be made to the Book of

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Condolence and its existence in the local archives. The letter will then be stored in the Royal Archives and act as an effective cross reference.

On-Line Book of Condolence

HPC will be accepting online submissions for the Book of Condolence through a link on our website: www.hellesdon-pc.gov.uk The submissions will then be collated and included in the Book of Condolence. Alternatively, a link to the Buckingham Palace e-Book of Condolence will be included on the website: www.royal.gov.uk

Events During the Period of Mourning

From the day of the death until the day after the funeral, careful thought will be given to the types of events and activities which the Chairman should host or attend. Scheduled Parish Council meetings will be reviewed for postponement or rescheduling. Also, any Civic Lunches, dinners, receptions and so forth, may not fit with the mood of the nation and as a mark of respect may need to be cancelled or postponed. This is a local decision and one which need to be reached with great sensitivity.

Church Services

Hellesdon Parish Councillors will be sent details of all Church services being held in the Parish. (The Clerk will liaise with Rev Alder)

Flowers

The War Memorial will be the designated area allocated as a place for residents and visitors to lay flowers during the period of mourning.

Should residents wish to lay flowers during this time, they may do so. It is important to note that all of the plastic wrap should be removed before laying them. At the end of the mourning period, at 9am the day following the funeral, there will be a ceremonial removal of the flowers. Any message cards will be kept with the Condolence Books as part of the local archive. The flowers will be taken away to compost. The compost produced will then be used to plant a memorial tree.

Dress Code

A view will be taken locally on what is the correct dress in the event of the death of a senior national figure. Whilst flags are at half-mast, it will be appropriate for black ties, ribbons and arms bands to be worn by Council members. A supply of armbands for councillors and staff on duty will be held by the Clerk.

Marking a Silence

On the death of the Sovereign there will be a two-minute silence at 1100hrs on the day of the funeral (D+10). Which will be a public holiday (unless D+10 is a Saturday).

It may be that silence will be kept for other member of the Royal Family, perhaps on the day of the funeral as part of the funeral service. However, action on a silence for members of the Royal Family other than the Sovereign should await an announcement from Buckingham Palace.

Website

After the official announcement from Buckingham Palace HPC will activate a website holding page with a black background featuring: a photograph of the deceased, the year of birth to the year of death, and links to the following information: Council Services, Condolence Books, Church Services, Flowers and Flying of Flags. The holding page can be closed, for visitors to then access the main homepage. Each of the links will lead to a website page with the relevant information.

The page will be activated as soon as an official announcement is made.

Public Holiday

On the day of death workers can be sent home early.

The day of the state funeral will be a public holiday unless it falls on a Saturday.

Letters of Condolence

It is usual, in the case of the death of a member of the Royal Family, for letters to be sent to the Private Secretary of the deceased, asking that condolences be passed to the next of kin and other members of the Royal Family. Except in the case of the Sovereign's death, in which case they should be sent to the new Sovereign's Private Secretary asking that condolences be passed to the new Sovereign. In each case, other than exceptional local circumstances, one letter of condolence only should be sent.

Appendix 1 - Flying Flags at Half-Mast

Authoritative information on flag flying can be found on the website of the Department for Culture, Media and Sport.

Half-mast means the flag is flown two-thirds of the way up the flagpole, with at least the height of the flag between the top of the flag and the top of the flagpole. Flags cannot be flown at half-mast on poles that are more than 45° from the vertical, but a mourning cravat can be used instead (see the Flag Institute's website for further details).

When a flag is to be flown at half-mast, it should first be raised all the way to the top of the mast, allowed to remain there for a second and then be lowered to the half-mast position. When it is being lowered from half-mast, it should again be raised to the top of the mast for a second before being fully lowered.

When a British national flag is at half-mast, other flags on the same stand of poles should also be at half-mast or should not be flown at all. Flags of foreign nations should not be flown, unless their country is also observing mourning.

Appendix 2 - The Chairman's Statement

A statement will be issued by the Chairman on the announcement of the death of a senior national figure or other prominent figure.

The statement should begin with a suitable expression of the sadness of Hellesdon Parish Council on hearing the announcement.

Suggested statement:

Chairman's Message Of Sympathy:

It is with great sadness that Hellesdon Parish Council and the residents of the parish mourn the passing of [title], much loved servant of our great nation. Our thoughts and deepest sympathies are with family members at this sad time.

A book of condolence will be available at the parish office between the hours of [9.30am – 4pm Monday to Friday] until [date].

Flowers, without cellophane coverings, can be laid at the war memorial.

The Parish Council will continue to offer services as usual and conduct its business and meetings during the period of mourning. Please check this page for further information which will be posted when arrangements for commemoration events have been confirmed.

[Name] Chairman of Hellesdon Parish Council

Unreasonably Persistent, Abusive or Vexatious Behaviour Policy

1. Dealing with a communication or complaint is usually a straightforward process. However, in a minority of cases people pursue matters in a way that can impede the investigation of their concern or complaint or can have significant resource implications for the Parish Council. This policy has been formulated to deal with the small number of complaints, or communications by individuals, which makes it necessary for special arrangements to be taken. Unreasonable complainant behaviour may include one or two isolated incidents, as well as ‘unreasonably persistent behaviour’, which is usually a build-up of incidents or behaviour over a longer period.
2. Before implementing the provisions in this Policy, councillors must consider whether the Parish Council’s procedures have been followed correctly, whether full and reasonable responses have already been given and whether an individual is now acting in a way which the Council considers unreasonable. The Parish Council has a duty to provide a safe working environment and system of work for staff and Councillors. Regardless of this Policy, abusive, offensive or threatening conduct may be referred to the Police to take action as appropriate, in addition to any action the Parish Council may take.

Unreasonable Behaviour

1. This policy has been formulated in accordance with guidance from the Local Government Ombudsman (LGO) in relation to the definition of “unreasonable complaint behaviour” and “unreasonable persistent complaints”.
2. Hellesdon Parish Council defines unreasonable and unreasonably persistent behaviour as contact from persons who, because of the frequency or nature of their contacts with the Council, hinder our consideration of their or other people’s complaints and impacts on the day to day business of the organisation. Examples include the way (or frequency) in which an individual may raise Council related issues with staff or how complainants may respond to our dealing with the complaint.
3. Features of unreasonable contacts and behaviour include the following (the list is not exhaustive, nor does one single feature on its own necessary imply that the complaint will be considered as being unreasonable) and such persons may:

- Have insufficient or no grounds for their complaint and be making the complaint only to annoy (or inconvenience the Council) or for reasons that he or she does not admit or make obvious.
- Refuse to specify the grounds of a complaint despite offers of assistance from the Parish Clerk or other staff.
- Refuse to co-operate with our complaints process while still wishing their complaint to be resolved.
- Refuse to accept that issues are not within the power of the Council to investigate, change or influence - for example something that is the responsibility of another organisation.
- Make an unreasonable number of contacts with Hellesdon Parish Council, by any means in relation to a specific complaint or complaints.
- Make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to numerous, frequent and/or complex letters, telephone calls or emails)
- Harass or verbally abuse or otherwise seek to intimidate staff while dealing with their concerns by use of foul or inappropriate language or by the use of offensive or discriminatory language.
- Raise subsidiary or new issues whilst a matter is being addressed that were not part of the original inquiry or complaint.
- Introduce trivial or irrelevant new information at a later stage, whilst the original inquiry is still being investigated, and expect this to be taken into account and commented on.
- Raise many detailed but unimportant questions, and insisting they are all answered.
- Change the substance or basis of an inquiry without reasonable justification whilst the matter is still being addressed.
- Deny statements he or she made at an earlier stage in the process.
- Electronically record meetings and conversations without the prior knowledge and consent of the other person involved. This excludes the recording of public meetings.
- Adopt an excessively 'scattergun' approach, for instance, pursuing a complaint or investigations not only with the Council, but at the same time with a Member of Parliament, other councils, members of the Parish Council and other councils, the council's internal auditor, the police, solicitors and the Local Government Ombudsman.
- Make excessive demands on the time and resources of the Parish Clerk and other staff with lengthy phone calls, emails or detailed letters every few days, and expect immediate responses.
- Refuse to accept the outcome of an investigation or complaint after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given.

- Make the same point repeatedly, perhaps with minor differences after a full response to information sought has been provided and insist that the minor differences make these ‘new’ complaints or requests for information which should be followed up in detail.
 - Refuse to accept documented evidence as factual.
 - Refuse to accept the decision; repeatedly arguing points with no new evidence.
 - Complain about or challenge an issue based on an historic, irreversible decision or incident.
 - Behave in an abusive, offensive or threatening manner towards the Clerk and other staff, Council members or their families.
4. A written record shall be kept of why the individual, contact or communication is believed to be unreasonable, what information has been considered and the decision which is made. The Parish Council shall act in a proportionate, fair and objective way.
 5. When an unreasonable persistent complaint/complainant has been identified, the unacceptable behaviour should be explained to the individual concerned, usually by email or letter. An explanation of the action by Hellesdon Parish Council will be given and the complainant will be advised of the content of this Policy.

Options for dealing with an unreasonably persistent complainant

1. The options which the Parish Council may consider taking include:
 - Refusing to accept a request for information, investigation or complaint or to amend the terms of an existing inquiry;
 - Refusing to accept or process further inquiries or complaints about the same matter
 - Requesting contact to be in a particular format (e.g. letters only);
 - Restricting telephone calls to specified/times/day/duration;
 - Requiring any personal contact to take place in the presence of an appropriate witness;
 - Letting the individual concerned know that the Parish Council will not reply or acknowledge any further contact with them on the specific topic at issue or at all.
2. In deciding on an appropriate action, care must be taken:
 - not to interfere with a complainant’s statutory rights, e.g. to attend Parish Council meetings or view papers, when making such restriction; and
 - to ensure that the Council takes appropriate action in response to a matter, included within a complaint or inquiry, where necessary.
3. These actions above are not exhaustive and other factors individual may be relevant in deciding on an appropriate course of action. Any arrangements for restricting contact by a persistent or vexatious person must take into account the individual’s circumstances such as age, disability, literacy levels, race etc.

4. If none of the actions listed above offer the protection that the staff and Councillors of Hellesdon Parish Council are entitled to, other actions may be available, such as involving the Police.

Reviewing decisions to restrict access

1. When imposing a restriction on access, the Council will include a specified review date which addresses when to lift imposed time limits, resume relations with the Council to normal or other such considerations.
2. The complainant should be informed of the outcome of the review at the appropriate time or informed if limits are to continue, with details explaining reasoning and when the limits will next be reviewed.

DRAFT

BIODIVERSITY POLICY

BACKGROUND

In accordance with the duty imposed on town and parish councils by Section 40 of the Natural Environment and Rural Communities Act 2006, updated by Section 102 of the Environment Act 2021, Hellesdon Parish Council, (hereinafter referred to as the Council) which has any functions exercisable in relation to England must from time to time consider what action the authority can properly take, consistently with the proper exercise of its functions, to further the general biodiversity objective.

This duty also means that town and parish councils can spend funds in conserving biodiversity.

DEFINITION

According to Defra (Biodiversity 2020), biodiversity is the variety of all life on Earth. It includes all species of animals and plants – everything that is alive on our planet.

Biodiversity is important for its own sake and has its own intrinsic value. A number of studies have shown this value also goes further. Biodiversity is the building block of our 'ecosystems' that in turn provide us with a wide range of goods and services that support our economic and social wellbeing. These include essentials such as food, fresh water and clean air, but also less obvious services such as protection from natural disasters, regulation of our climate, and purification of our water or pollination of our crops. Biodiversity also provides important cultural services, enriching our lives.

AIMS AND OBJECTIVES

The object of this policy is to work towards conserving and enhancing the biodiversity of the Council's area.

The Full Council and any committees of the Council will consider sustainability, environmental impact and biodiversity when making decisions and will develop and implement policies and strategies as required.

In particular, the Council will aim to improve the biodiversity of the area in the following ways:

- consider the potential impact on biodiversity when making representation on planning applications.

- manage its land and property using environmentally friendly practices that will promote biodiversity.
- adopt low impact / nature positive practices in its operations.
- encourage other organisations within the parish / town to manage their areas of responsibility with biodiversity in mind.
- encourage residents and local organisation activities to enhance and promote biodiversity.

ACTIONS

Planning applications

The Council will:

- when commenting on planning applications, support site and building design that benefits biodiversity through the conservation and integration of existing habitats or provision of new habitats.
- support protection of sensitive habitats from development and will consider whether the development would mean the loss of important habitats for wildlife in respect of all applications.
- consider what each proposed development might make in terms of biodiversity net gain.
- include policies in support of biodiversity within the neighbourhood plan.

Land and property management

The Council will:

- consider the carrying out of a biodiversity audit of its landholdings.
- create an action plan for each of the areas of land under the council's responsibility.
- consider the conservation and promotion of local biodiversity with regard to the management of its open spaces. This will include adopting beneficial practices with regard to cutting and removal of vegetation, application of chemicals and timing of maintenance work, paying attention to the Government's regulations for plant protection products.
- take special care in the specification of grounds maintenance contracts to ensure that the work, whilst reaching acceptable standards, does not harm the natural environment.
- source sustainable materials when procuring supplies for the Council's use
- consider biodiversity issues and the implementation of changes when managing its buildings.

Local community

The Council will:

- raise public awareness of biodiversity issues, including through its website, social media and newsletters.
- where practical, engage with local businesses and residents regarding biodiversity in the community and how members of the community can assist and make a difference.

- where feasible, involve the community in biodiversity projects on its land including for example tree planting, wildflower meadows, birdbox making.

Partners

Where practical, the Council will work in partnership with other organisations to protect, promote and enhance biodiversity within the council area.

It will review any local nature recovery strategies, species conservation strategies, or protected site strategies in respect of local Sites of Special Scientific Interest (SSSIs) and consider how it may become more involved in implementing the strategies' recommendations.

MONITORING

This policy was adopted on 12th December 2023 and will be reviewed as part of the Council's Policy Review Schedule

Hellesdon Parish Council - Clerk

From: [REDACTED] <[REDACTED]@gatewayvineyard.church>
Sent: 14 November 2024 09:28
To: Hellesdon Parish Council - Clerk
Subject: Re: CIL Funding

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Faye,

Thanks for getting back to me. I had approached Norwich City Council who directed me to the parish team. £8,784 isn't very much considering there's 1000 homes being built in the parish.

We're looking at funding options for a larger project to replace and add insulation to the roof of the chapel at the end of chapel court where we run a range of groups and projects for the community - but the £500 limit of the parish grant policy probably isn't going to make much of a dent to what we think is a £40k project from the quotes we've had. We went through a government grant process and had an independent energy assessment and invitation to bid for up to £150k of capital works to improve the energy efficiency and resilience of the building (Solar, LED lights, upgrading heating and the roof insulation), but unfortunately we were unsuccessful, so I'm breaking that larger project into smaller sections and the roof is the key priority as the felt is at the end of its lifespan with signs of degradation which risks water ingress and then we will be impacted as to what groups can function in the building.

I would be grateful if there is a route back to the larger pot of CIL funding that we can look at developing an application to try and access some?

Thanks

[REDACTED]

On Wed, 13 Nov 2024 at 16:54, Hellesdon Parish Council - Clerk <clerk@hellesdon-pc.gov.uk> wrote:

Dear [REDACTED],

I have been passed your email from our support officer about an enquiry for CIL funding.

Hellesdon Parish Council does hold a small amount of CIL (£8,784) but does not usually offer this as grant funding. We do have a community grant scheme of up to £500 (details attached), however if you did have a larger project please let me know and this can be passed to the council for further consideration in the community interest.

Kind Regards

Faye

Faye LeBon

FdA (Community Governance)

Clerk and RFO to Hellesdon Parish Council

Diamond Jubilee Lodge, Wood View Road, Hellesdon

Norwich, NR6 5QB

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Find us on Facebook under Hellesdon Parish Council

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<http://www.hellesdon-pc.gov.uk/wp-content/uploads/2020/08/GDPR-Policy.pdf>



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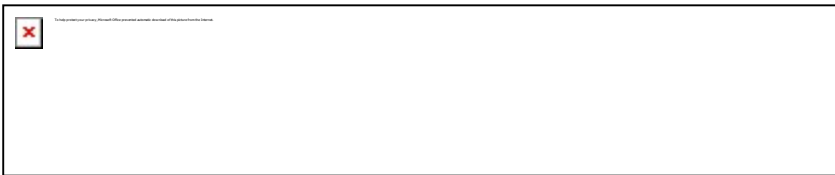


Site Pastor at The Chapel Site

Assistant Pastor for Gateway Vineyard

Deputy Safeguarding Officer

 [@gatewayvineyard.church](mailto:gatewayvineyard.church) | www.gatewayvineyard.church



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Registered Charity No: 1135206. Registered Address: Trowse Sports Hall, The Street, Trowse, NR14 8SP

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