

CHRISTCHURCH PARISH COUNCIL

Parrock View, 358 High Road, Newton-in-the-Isle, PE13 5HS

Tel: 01945 870083 Mobile: 07932 191050 E-mail: clerk@christchurchparishcouncil.org.uk

Clerk: Dave Gibbs

To Members of the Public and Press

6 January 2023

You are invited to attend a meeting of Christchurch Parish Council
to be held in Christchurch Community Centre
for the purpose of transacting the following business.

On Monday 9 January 2023 at 7.30pm

**Members of the public and press are invited to address the Council
at its Public Time from 7.35pm to 7.50pm**

Yours truly

Dave Gibbs

(Clerk/Proper Officer)

AGENDA

118/22-23 Apologies for Absence

119/22-23 Declarations of Interest

Councillors to declare any interests in respect of any item to be discussed at this meeting:-

- a) Disclosable Pecuniary Interest
- b) Non-Pecuniary Interest
- c) Sensitive Pecuniary Interest

120/22-23 Chairman's Announcements

To receive such announcements as the Chairman may wish to make to the Council

121/22-23 Public Time

To receive representations from members of the public regarding issues pertinent to the Council

122/22-23 Confirmation of Minutes

To approve and sign the minutes of the meeting held on 12 December 2022

123/22-23 Matters Outstanding

- a) Bus shelter improvement project - update
- b) Pavement outside Field Lodge, Upwell Road - update
- c) Affordable housing proposal - update
- d) Padgetts Road repairs - update
- e) Skate park repairs - update
- f) Household items outside property in Upwell Road - update
- g) Recreation Ground trees - update

- 124/22-23 Police Report**
To report on policing matters in the area over the last month
- 125/22-23 County & District Councillors Reports**
To receive reports from Cllrs Count, French, Sutton and Tanfield
- 126/22-23 Clerk's Report**
To receive a report on meetings attended and correspondence received
- 127/22-23 Members and Residents Issues**
To consider any matters raised by Members of the Council and local residents
a) Local Highway Improvements application 2023-24 - to receive a report from Cllr Hughes
b) Santa run - offer of Santa and sleigh for a village Santa run in 2023
- 128/22-23 Recreation Ground Extension**
To receive an update on developments since the last meeting
- 129/22-23 Finance**
a) To receive a financial report from the Clerk as at 31.12.22
b) To note the following sum received:-
Barclays Bank (interest) £ 11.24
c) To approve the following payments:-
Clerk salary and home office allowance £ 441.13
Christchurch PCC (grass cutting) £ 122.50
d) To consider and approve the budget for 2023-24 and to determine the level of precept required
- 130/22-23 Policies and Procedures**
To review the following policies and procedures and amend or re-adopt as required:
a) Data Protection Policy
b) Publication Scheme
c) Code of Conduct
- 131/22-23 Communications**
To consider a report on the Council's communications compiled by Mr Brookes
- 132/22-23 Matters for Next Meeting**
To discuss future agenda items from Councillors
- 133/22-23 Date of Next Meeting**
To confirm the date of the next meeting as Monday 13 February

CHRISTCHURCH PARISH COUNCIL

Minutes of a Meeting of Christchurch Parish Council held in the Community Centre on Monday 12 December 2022 at 7.30pm

Present: Cllrs J Hughes (Chairman), J Bliss, P Owen, A Sparrow, Cllr W Sutton (FDC), D Gibbs (Clerk), A Nason, S Potter, M Sadler (Parishioners)

102/22-23 Apologies for Absence

Cllrs S Aldridge, R Gladwin, K Miller

103/22-23 Declarations of Interest

None

104/22-23 Chairman's Announcements

None

105/22-23 Public Time

Mr Sadler advised the Council that trees in the Recreation Ground were overhanging his garden, causing shading and dropping leaves and seeds. The Chairman confirmed that the Council will investigate this.

106/22-23 Confirmation of Minutes

Minutes of the meeting held on 14 November 2022 were correctly recorded and signed as being a true record.

107/22-23 Matters Outstanding

- a) Bus shelter improvement project - No progress.
- b) Pavement outside Field Lodge, Upwell Road - The contractor will be appointed shortly.
- c) Affordable housing proposal - Accent Housing will sponsor the housing needs survey alongside a survey they are conducting in Doddington.
- d) Padgetts Road repairs - Cllr Sutton has spoken to a senior highways officer and is awaiting feedback.
- e) Skate park repairs - Cllr Sparrow has provided details of an alternative contractor.
- f) Household items outside property in Upwell Road - the Clerk will investigate.

108/22-23 Police Report

The Clerk reported that no meetings have taken place.

109/22-23 County & District Councillors Reports

Cllr Sutton reported that one of the new marker posts on the Sixteen Foot Bank had been hit by a car, but the car remained on the road. The Upwell Consolidated Charities Dole Distribution took place on 2 December. This traditional event makes a real difference to many residents. John Sparrow will retire as a Trustee of the charity in May and Andrew Sparrow has been nominated to take his place. Members resolved to support this nomination.

110/22-23 Clerk's Report

The Clerk reported on meetings attended and correspondence received, including a District Council planning training session on housing, a public consultation on the Recreation Ground extension, a District Council cost of living support event, the closure of the Sixteen Foot Bank from 16-27 January for resurfacing, a forthcoming planning training session on surface water, a Golden Age Fair at the Rosmini Centre and the Fens Reservoir public consultation.

111/22-23 Members and Residents Issues

- a) Request for support for proposed works at the Church - The Clerk advised members that the Parochial Church Council was seeking funding to carry out necessary improvements to the drainage in the churchyard and the ceiling within the church. A letter of support from the Parish Council was requested to be submitted with funding applications. Members agreed to provide a letter.
- b) Lorries in the village - Cllr Owen reported more heavy goods vehicles in the village. If the problem continues after the sugar beet harvest, the Clerk will contact the hauliers.

112/22-23 Recreation Ground Extension

A public consultation meeting took place on 19 November in the Community Centre, to seek feedback and suggestions and to bring together a group of residents to oversee the implementation of the works. A number of residents attended and have volunteered to form a steering group to guide the project. Another meeting will be arranged shortly. Cllr Sparrow expressed concern about the feasibility and costings for the project, including future ongoing maintenance costs. It is hoped that this will become clearer as the plan evolves.

113/22-23 Finance

- a) The management accounts as at 30.11.22 showed income of £18,574.73 and expenditure of £15,714.64, resulting in a surplus of £2,860.09 and total funds held of £43,416.36.
- b) Members approved the following accounts for payment:

Clerk salary and home office allowance	£ 1,003.51
HMRC (national insurance).....	£ 33.88
- c) Members considered a grant application from Allsorts Community CIC for children's activities. They resolved to award a grant of £390.00, representing the discounted cost of hiring the Community Centre for the first year. The grant will be paid directly to the Community Centre charity.
- d) Members considered potential projects for submission to the Local Highway Improvements scheme for 2023-24 and resolved to submit an application for a traffic island to be placed in Church Road at the junction with Padgetts Road. The Council's initial contribution to the scheme will be £2,000.
- e) Members discussed potential projects for inclusion in the budget for the 2023/24 financial year. The Recreation Ground extension, outdoor gym equipment and trees were suggested, as well as cleaning of the war memorial and a barrier for the dyke in Upwell Road.
- f) Members noted that PKF Littlejohn LLP had been reappointed as External Auditor for the five years ending 2026-7.

114/22-23 Policies and Procedures

Members considered the following policies and procedures and resolved to readopt them:

- a) Complaints Procedure
- b) Grievance Policy
- c) Disciplinary Policy

115/22-23 Communications

Members agreed to defer discussion of the report compiled by Mr Brookes and resolved to consider the matter further when he is able to attend a meeting. A feedback form on the Council's website was suggested, with the possibility of a survey or questionnaire.

116/22-23 Matters for Next Meeting

Budget setting.

117/22-23 Date of Next Meeting

The date of the next Meeting of the Parish Council will be Monday 9 January 2023.

Agenda Item No.	126/22-23	Christchurch Parish Council
Meeting Date	9 January 2023	
Report Title	Clerk's Report	

1. Purpose of Report

To report on meetings attended and correspondence received.

2. Report

Meetings attended:

Golden Age Fair, Rosmini Centre - 14 December

Correspondence received:

Cambridgeshire & Peterborough Combined Authority - councillor update

Cambridgeshire County Council - watercourse guidance, ban on soft furniture at household waste sites, roadworks and events closure of Sixteen Foot Bank 16-27 January

Fenland District Council - damp and mould in rented housing support, consultation on Council Tax and business plan

National Association of Local Councils - newsletter, bulletin and events

Cambridgeshire & Peterborough Association of Local Councils - monthly bulletin, training schedule

Cambridgeshire & Peterborough Police and Crime Commissioner - precept survey

Cambridgeshire ACRE - community led housing event,

Queen Elizabeth Hospital - modernisation newsletter

Environment Agency - Ouse Washes newsletter

Anglian Water - Fens Reservoir public consultation closed

3. Recommendations

Members note the report.

Report Author	Dave Gibbs
----------------------	------------

Christchurch Parish Council - Receipts & Payments Summary as at 31.12.22

Income	Year to Date		Budget	%
FDC Precept	£	16,000.00	£ 16,000.00	100.00
FDC Concurrent Functions Grant	£	2,567.00	£ 2,567.00	100.00
Allotment Rents	£	-	£ -	0.00
Allotment Rates	£	-	£ -	0.00
Community Centre	£	-	£ -	0.00
Grants	£	-	£ -	0.00
Donations	£	-	£ -	0.00
Recycling Credits	£	-	£ -	0.00
Bank Interest	£	18.97	£ 20.00	94.85
VAT Refunds	£	-	£ 1,700.00	0.00
Miscellaneous	£	-	£ -	0.00
Total Income	£	18,585.97	£ 20,287.00	91.62

Expenditure

Clerk's Salary	£	4,923.00	£ 5,350.00	92.02
Fees	£	375.00	£ 400.00	93.75
Subscriptions	£	406.03	£ 500.00	81.20
Admin Expenses	£	371.14	£ 700.00	53.02
Insurance	£	1,247.40	£ 700.00	178.20
Drainage Rates	£	82.11	£ 85.00	96.59
Recreation Ground	£	2,418.00	£ 1,800.00	134.33
Churchyard	£	122.50	£ 245.00	50.00
Community Centre	£	-	£ -	0.00
Street Lights	£	3,495.09	£ 3,500.00	99.86
Section 137 Payments	£	290.00	£ 1,000.00	29.00
Highways	£	1,666.67	£ 2,000.00	83.33
Recoverable VAT	£	1,321.21	£ -	#####
Tree Works	£	-	£ -	0.00
Total Expenditure	£	16,718.15	£ 16,280.00	102.69

Summary

Total Income	£	18,585.97
LESS Total Expenditure	£	16,718.15
Net Surplus or Deficit	£	1,867.82

Balance Sheet

Balance B/fwd	£	40,556.27
Surplus or Deficit	£	1,867.82
Balance C/fwd	£	42,424.09

Represented by

Barclays Community Account	£	22,256.97
Barclays Business Premium Account	£	20,167.12
Cash / Cheques	£	-
	£	42,424.09

Christchurch Parish Council
Budget Calculation 2023/24

2020/21			2021/22		2022/23			2023/24		
Income	Budget	Actual	Budget	Actual	Budget	Actual 31.12.22	Anticipated Year End	Budget	Adjustments	
FDC Precept	£ 12,750.00	£ 12,750.00	£ 12,750.00	£ 12,750.00	£ 16,000.00	£ 16,000.00	£ 16,000.00	£ 16,000.00	£ 2,500.00	£ 18,500.00
FDC Concurrent Functions Grant	£ 1,833.00	£ 2,566.00	£ 2,566.00	£ 2,567.00	£ 2,567.00	£ 2,567.00	£ 2,567.00	£ 2,567.00	£ -	£ 2,567.00
Allotment Rents	£ 382.50	£ 765.00	£ 382.50	£ 765.00	£ -	£ -	£ -	£ -	£ -	£ -
Allotment Rates	£ -	£ 74.18	£ 77.00	£ 154.56	£ -	£ -	£ -	£ -	£ -	£ -
Community Centre	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Grants	£ 10,795.00	£ 24,250.00	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Donations	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Recycling Credits	£ 70.00	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
Bank Interest	£ 60.00	£ 9.20	£ 2.00	£ 2.00	£ 2.00	£ 18.97	£ 30.00	£ 20.00	£ -	£ 20.00
VAT Refunds	£ -	£ -	£ 9,015.00	£ 9,014.76	£ 6,521.00	£ -	£ 3,257.00	£ 1,700.00	£ -	£ 1,700.00
Miscellaneous	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -	£ -
	£ -	£ -								
Total Income	£ 25,890.50	£ 40,414.38	£ 24,792.50	£ 25,253.32	£ 25,090.00	£ 18,585.97	£ 21,854.00	£ 20,287.00	£ 2,500.00	£ 22,787.00
Expenditure										
Clerk's Salary	£ 4,151.64	£ 4,263.96	£ 4,690.00	£ 4,329.52	£ 4,550.00	£ 4,923.00	£ 6,422.00	£ 5,350.00	£ -	£ 5,350.00
Fees	£ 150.00	£ 370.00	£ 370.00	£ 370.00	£ 370.00	£ 375.00	£ 375.00	£ 400.00	£ -	£ 400.00
Subscriptions	£ 380.81	£ 437.43	£ 400.00	£ 451.93	£ 425.00	£ 406.03	£ 460.00	£ 500.00	£ -	£ 500.00
Admin Expenses	£ 300.00	£ 169.56	£ 500.00	£ 396.14	£ 1,000.00	£ 371.14	£ 655.00	£ 700.00	£ -	£ 700.00
Insurance	£ 1,400.00	£ 1,243.16	£ 1,260.00	£ 1,415.31	£ 700.00	£ 1,247.40	£ 1,247.40	£ 700.00	£ -	£ 700.00
Drainage Rates	£ 75.00	£ 75.67	£ 77.00	£ 78.89	£ 80.00	£ 82.11	£ 82.11	£ 85.00	£ -	£ 85.00
Recreation Ground	£ 3,000.00	£ 3,080.00	£ 3,000.00	£ 4,245.00	£ 10,300.00	£ 2,418.00	£ 4,260.00	£ 1,800.00	£ 10,000.00	£ 11,800.00
Churchyard	£ 245.00	£ 245.00	£ 245.00	£ 245.00	£ 245.00	£ 122.50	£ 245.00	£ 245.00	£ 500.00	£ 745.00
Community Centre	£ 12,700.00	£ 16,595.64	£ 7,475.00	£ 7,779.74	£ 2,000.00	£ -	£ -	£ -	£ 2,000.00	£ 2,000.00
Street Lights	£ 574.76	£ 2,572.33	£ 19,500.00	£ 1,947.88	£ 18,944.00	£ 3,495.09	£ 19,939.00	£ 3,500.00	£ -	£ 3,500.00
Section 137 Payments	£ -	£ 432.00	£ 2,000.00	£ 1,850.00	£ 2,000.00	£ 290.00	£ 680.00	£ 1,000.00	£ -	£ 1,000.00
LHI Projects	£ 3,300.00	£ 447.59	£ 1,670.00	£ 2,150.00	£ 3,642.00	£ 1,666.67	£ 1,666.67	£ 2,000.00	£ -	£ 2,000.00
Recoverable VAT	£ -	£ 4,466.69	£ -	£ 3,257.02	£ -	£ 1,321.21	£ 1,700.00	£ -	£ -	£ -
Tree Works	£ -	£ -	£ -	£ -	£ 1,250.00	£ -	£ -	£ -	£ 1,000.00	£ 1,000.00
Total Expenditure	£ 26,277.21	£ 34,399.03	£ 41,187.00	£ 28,516.43	£ 45,506.00	£ 16,718.15	£ 37,732.18	£ 16,280.00	£ 13,500.00	£ 29,780.00
Summary										
Total Income		£ 40,414.38		£ 25,253.32	£ 25,090.00	£ 18,585.97	£ 21,854.00	£ 20,287.00	£ -	£ 22,787.00
LESS Total Expenditure		£ 34,399.03		£ 28,516.43	£ 45,506.00	£ 16,718.15	£ 37,732.18	£ 16,280.00	£ -	£ 29,780.00
Net Surplus or Deficit		£ 6,015.35		-£ 3,263.11	-£ 20,416.00	£ 1,867.82	-£ 15,878.18	£ 4,007.00	£ -	-£ 6,993.00

NOTES

Balance as at 31.3.22
Anticipated deficit for 2022/23
Anticipated carry forward

£ 40,556.27
-£ 15,878.18
£ 24,678.09

Anticipated liabilities and suggested expenditure

Legal fees for Community Centre
Bi-annual cleaning of war memorial
Tree works
Outdoor exercise equipment
Pavement barrier, Upwell Road
Recreation Ground extension

£ 2,000.00
£ 500.00
£ 1,000.00
£ 5,000.00
£ -
£ 5,000.00
£ 13,500.00

CHRISTCHURCH PARISH COUNCIL

DATA PROTECTION POLICY

Purpose	2
Definitions	2
Data protection principles	2
Processing	3
Individual rights	5
Data security	6
Training	8

Purpose

The council is committed to being transparent about how it collects and uses the personal data of staff, and to meeting our data protection obligations. This policy sets out the council's commitment to data protection, and your rights and obligations in relation to personal data in line with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA).

This policy applies to the personal data of current and former job applicants, employees, workers, contractors, and former employees, referred to as HR-related personal data. This policy does not apply to the personal data relating to members of the public or other personal data processed for council business.

The council has appointed David Gibbs, Clerk and Responsible Financial Officer, as the person with responsibility for data protection compliance within the council. Questions about this policy, or requests for further information, should be directed to him.

Definitions

"Personal data" is any information that relates to a living person who can be identified from that data (a 'data subject') on its own, or when taken together with other information. It includes both automated personal data and manual filing systems where personal data are accessible according to specific criteria. It does not include anonymised data.

"Processing" is any use that is made of data, including collecting, recording, organising, consulting, storing, amending, disclosing or destroying it.

"Special categories of personal data" means information about an individual's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, health, sex life or sexual orientation and genetic or biometric data as well as criminal convictions and offences.

"Criminal records data" means information about an individual's criminal convictions and offences, and information relating to criminal allegations and proceedings.

Data protection principles

The council processes HR-related personal data in accordance with the following data protection principles. The council:

- processes personal data lawfully, fairly and in a transparent manner
- collects personal data only for specified, explicit and legitimate purposes
- processes personal data only where it is adequate, relevant and limited to what is necessary for the purposes of processing

- keeps accurate personal data and takes all reasonable steps to ensure that inaccurate personal data is rectified or deleted without delay
- keeps personal data only for the period necessary for processing
- adopts appropriate measures to make sure that personal data is secure, and protected against unauthorised or unlawful processing, and accidental loss, destruction or damage

The council will tell you of the personal data it processes, the reasons for processing your personal data, how we use such data, how long we retain the data, and the legal basis for processing in our privacy notices.

The council will not use your personal data for an unrelated purpose without telling you about it and the legal basis that we intend to rely on for processing it. The council will not process your personal data if it does not have a legal basis for processing.

The council keeps a record of our processing activities in respect of HR-related personal data in accordance with the requirements of the General Data Protection Regulation (GDPR).

Processing

Personal data

The council will process your personal data (that is not classed as special categories of personal data) for one or more of the following reasons:

- it is necessary for the performance of a contract, e.g., your contract of employment (or services); and/or
- it is necessary to comply with any legal obligation; and/or
- it is necessary for the council's legitimate interests (or for the legitimate interests of a third party), unless there is a good reason to protect your personal data which overrides those legitimate interests; and/or
- it is necessary to protect the vital interests of a data subject or another person; and/or
- it is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

If the council processes your personal data (excluding special categories of personal data) in line with one of the above bases, it does not require your consent. Otherwise, the council is required to gain your consent to process your personal data. If the council asks for your consent to process personal data, then we will explain the reason for the request. You do not need to consent or can withdraw consent later.

The council will not use your personal data for an unrelated purpose without telling you about it and the legal basis that we intend to rely on for processing it.

Personal data gathered during the employment is held in your personnel file in hard copy and electronic format on HR and IT systems and servers. The periods for which the council holds your HR-related personal data are contained in our privacy notices to individuals.

Sometimes the council will share your personal data with contractors and agents to carry out our obligations under a contract with the individual or for our legitimate interests. We require those individuals or companies to keep your personal data confidential and secure and to protect it in accordance with Data Protection law and our policies. They are only permitted to process that data for the lawful purpose for which it has been shared and in accordance with our instructions.

The council will update HR-related personal data promptly if you advise that your information has changed or is inaccurate. You may be required to provide documentary evidence in some circumstances.

The council keeps a record of our processing activities in respect of HR-related personal data in accordance with the requirements of the General Data Protection Regulation (GDPR).

Special categories of data

The council will only process special categories of your personal data (see above) on the following basis in accordance with legislation:

- where it is necessary for carrying out rights and obligations under employment law or a collective agreement;
- where it is necessary to protect your vital interests or those of another person where you are physically or legally incapable of giving consent;
- where you have made the data public;
- where it is necessary for the establishment, exercise or defence of legal claims;
- where it is necessary for the purposes of occupational medicine or for the assessment of your working capacity;
- where it is carried out by a not-for-profit body with a political, philosophical, religious or trade union aim provided the processing relates to only members or former members provided there is no disclosure to a third party without consent;
- where it is necessary for reasons for substantial public interest on the basis of law which is proportionate to the aim pursued and which contains appropriate safeguards;
- where it is necessary for reasons of public interest in the area of public health; and
- where it is necessary for archiving purposes in the public interest or scientific and historical research purposes.

If the council processes special categories of your personal data in line with one of the above bases, it does not require your consent. In other cases, the council is required to gain your consent to process your special categories of personal data. If the council asks for your consent to process a special category of personal data, then we will explain the reason for the request. You do not have to consent or can withdraw consent later.

Individual rights

As a data subject, you have a number of rights in relation to your personal data.

Subject access requests

You have the right to make a subject access request. If you make a subject access request, the council will tell you:

- whether or not your data is processed and if so why, the categories of personal data concerned and the source of the data if it is not collected from yourself;
- to whom your data is or may be disclosed, including to recipients located outside the European Economic Area (EEA) and the safeguards that apply to such transfers;
- for how long your personal data is stored (or how that period is decided);
- your rights to rectification or erasure of data, or to restrict or object to processing;
- your right to complain to the Information Commissioner if you think the council has failed to comply with your data protection rights; and
- whether or not the council carries out automated decision-making and the logic involved in any such decision-making.

The council will also provide you with a copy of your personal data undergoing processing. This will normally be in electronic form if you have made a request electronically, unless you agree otherwise.

If you want additional copies, the council may charge a fee, which will be based on the administrative cost to the council of providing the additional copies.

To make a subject access request, you should send the request to the Clerk or Chairman of the Council. In some cases, the council may need to ask for proof of identification before the request can be processed. The council will inform you if we need to verify your identity and the documents we require.

The council will normally respond to a request within a period of one month from the date it is received. Where the council processes large amounts of your data, this may not be possible within one month. The council will write to you within one month of receiving the original request to tell you if this is the case.

If a subject access request is manifestly unfounded or excessive, the council is not obliged to comply with it. Alternatively, the council can agree to respond but will charge a fee, which will be based on the administrative cost of responding to the request. A subject access request is likely to be manifestly unfounded or excessive where it repeats a request to which the council has already responded. If you submit a request that is unfounded or excessive, the council will notify you that this is the case and whether or not we will respond to it.

Other rights

You have a number of other rights in relation to your personal data. You can require the council to:

- rectify inaccurate data;
- stop processing or erase data that is no longer necessary for the purposes of processing;
- stop processing or erase data if your interests override the council's legitimate grounds for processing data (where the council relies on our legitimate interests as a reason for processing data);
- stop processing or erase data if processing is unlawful; and
- stop processing data for a period if data is inaccurate or if there is a dispute about whether or not your interests override the council's legitimate grounds for processing data.
- complain to the Information Commissioner. You can do this by contacting the Information Commissioner's Office directly. Full contact details including a helpline number can be found on the Information Commissioner's Office website (www.ico.org.uk).

To ask the council to take any of these steps, you should send the request to the Clerk or Chairman of the Council.

Data security

The council takes the security of HR-related personal data seriously. The council has internal policies and controls in place to protect personal data against loss, accidental destruction, misuse or disclosure, and to ensure that data is not accessed, except by employees in the proper performance of their duties.

Where the council engages third parties to process personal data on our behalf, such parties do so on the basis of written instructions, are under a duty of confidentiality and are obliged to implement appropriate technical and organisational measures to ensure the security of data.

Data breaches

The council has robust measures in place to minimise and prevent data breaches from taking place. Should a breach of personal data occur the council must take notes and keep evidence of that breach.

If you are aware of a data breach you must contact the Clerk or Chairman of the Council immediately and keep any evidence, you have in relation to the breach.

If the council discovers that there has been a breach of HR-related personal data that poses a risk to the rights and freedoms of yourself, we will report it to the Information Commissioner within 72 hours of discovery. The council will record all data breaches regardless of their effect.

If the breach is likely to result in a high risk to the rights and freedoms of individuals, we will tell you that there has been a breach and provide you with information about its likely consequences and the mitigation measures we have taken.

International data transfers

The council will not transfer HR-related personal data to countries outside the EEA.

Individual responsibilities

You are responsible for helping the council keep your personal data up to date. You should let the council know if data provided to the council changes, for example if you move to a new house or change your bank details.

Everyone who works for, or on behalf of, the council has some responsibility for ensuring data is collected, stored and handled appropriately, in line with the council's policies.

You may have access to the personal data of other individuals and of members of the public in the course of your work with the council. Where this is the case, the council relies on you to help meet our data protection obligations to staff and members of the public. Individuals who have access to personal data are required:

- to access only data that you have authority to access and only for authorised purposes;
- not to disclose data except to individuals (whether inside or outside the council) who have appropriate authorisation;
- to keep data secure (for example by complying with rules on access to premises, computer access, including password protection, locking computer screens when away from desk, and secure file storage and destruction including locking drawers and cabinets, not leaving documents on desk whilst unattended);

- not to remove personal data, or devices containing or that can be used to access personal data, from the council's premises without prior authorisation and without adopting appropriate security measures (such as encryption or password protection) to secure the data and the device; and
- not to store personal data on local drives or on personal devices that are used for work purposes.
- to never transfer personal data outside the European Economic Area except in compliance with the law and with express authorisation from the Clerk or Chair of the Council
- to ask for help from the council's data protection lead if unsure about data protection or if you notice a potential breach or any areas of data protection or security that can be improved upon.

Failing to observe these requirements may amount to a disciplinary offence, which will be dealt with under the council's disciplinary procedure. Significant or deliberate breaches of this policy, such as accessing personal data without authorisation or a legitimate reason to do so or concealing or destroying personal data as part of a subject access request, may constitute gross misconduct and could lead to dismissal without notice.

Training

The council provides training to all individuals about their data protection responsibilities.

If your roles require you to have regular access to personal data, or you are responsible for implementing this policy or responding to subject access requests under this policy, you will receive additional training to help you understand your duties and how to comply with them.

This is a non-contractual policy and procedure which will be reviewed from time to time.

Adopted by the Council - January 2022

To be reviewed annually



Information available from Christchurch Parish Council under the ICO model publication scheme

Background

The Freedom of Information Act 2000 received Royal Assent on 30th November 2000. The Act defines the public authorities that are covered by the Act and so are required to adopt and maintain a publication scheme. Paragraph 7, Part II of Schedule 1 of the Freedom of Information Act defined a "local council" within the meaning of the Local Government Act 1972 as a public authority.

What is a Publication Scheme?

Under the Act, every public authority is required to adopt and maintain a Publication Scheme. This scheme provides the public with a structured listing of any information released, with authorities undertaking a commitment to make it available to all. The scheme must set out how the Parish Council intends to charge for providing the information. In this scheme, the term "publication" refers to documents available in a variety of formats.

Model Scheme

Christchurch Parish Council's publication scheme defines information that the Parish Council holds, and which is accessible to members of the public. The Parish Council strives to be as open as possible with local government information and the work it does. The Parish Council wishes to introduce greater openness and to continue to seek ways to make even more information available to the public.

What Charges are there?

Where a member of the public is seeking to obtain a copy of information included in this Parish Council's publication scheme, the Council may set reasonable charges for this. Costs are shown in this document or are available on application to the Clerk and may include photocopying costs, postage (where incurred) and staff time.

Confidentiality Notice

Christchurch Parish Council's policy is to be as open as possible and to supply the information requested, but the Parish Council may withhold any information if it considers its release not to be in the public interest and could cause significant harm. Any sensitive and confidential information is exempt from public dissemination.

Requests for Information

Requests for information should be made to the clerk: Dave Gibbs, 358 High Road, Newton-in-the-Isle, Wisbech, PE13 5HS. Email clerk@christchurchparishcouncil.org.uk

The request must include details of the applicant's address in the Parish and the information sought.

The Parish Council will respond within 20 days of the request. If a fee is required, the Parish Council can extend this period up to 3 months until the fee is paid.

Information available	How the information can be obtained	Cost
Class 1 - Who we are and what we do		
Who's who on the Council and its Committees	Website	Free
Contact details for Parish Clerk and Council members (named contacts where possible with telephone number and email address)	Website	Free
Class 2 - What we spend and how we spend it		
Annual return form and report by auditor	Website / notice board	Free
Finalised budget	Website	Free
Precept (from budget)	Website (budget)	Free
Financial Standing Orders and Regulations	Website	Free
Grants given and received	Website (accounts)	Free
Members' allowances and expenses	Website (accounts)	Free
Class 3 - What our priorities are and how we are doing		
Annual Report to Parish or Community Meeting	Website	Free

Class 4 - How we make decisions		
Timetable of meetings	Website	Free
Agendas of meetings	Website / notice board	Free
Minutes of meetings	Website / notice board	Free
Reports presented to council meetings	Website	Free
Responses to consultation papers	Clerk (email)	Free
Responses to planning applications	Website (minutes)	Free
Class 5 - Our policies and procedures		
Policies and procedures for the conduct of council business: <ul style="list-style-type: none"> ▪ Procedural standing orders ▪ Committee and sub-committee terms of reference ▪ Code of Conduct ▪ Policy statements ▪ Equality and diversity policy ▪ Health and safety policy ▪ Policies and procedures for handling requests for information ▪ Complaints procedures (including those covering requests for information and operating the publication scheme) 	Website Website Website Website Awaiting publication Awaiting publication Website Website	Free Free Free Free Free Free
Information security policy	Awaiting publication	

Records management policies (records retention, destruction and archive)	Awaiting publication	
Data protection policies	Website	Free
Schedule of charges (for the publication of information)	Website	Free
Class 6 - Lists and Registers		
Assets register	Website	Free
Register of members' interests	Website	Free
Class 7 - The services we offer		
Community centres and village halls	Website	Free
Parks, playing fields and recreational facilities	Clerk	Free
Seating, litter bins, clocks, memorials and lighting	Clerk	Free
Bus shelters	Clerk	Free
Additional Information		
Other information that is not itemised in the lists above	Clerk	Varies

Contact details: Dave Gibbs (Clerk & RFO)
358 High Road
Newton-in-the-Isle
Wisbech PE13 5HS

clerk@christchurchparishcouncil.org.uk
01945 870083

Schedule of Charges

Type of Charge	Description	Basis of Charge
Disbursement cost	A4 Photocopying @ 3p per sheet (black & white)	Actual cost
	A4 Photocopying @ 10p per sheet (colour)	Actual cost
	Postage	Royal Mail standard 2 nd class
Staff time	Where appropriate @ £20 per hour (minimum ½ hour)	Time spent

Christchurch Parish Council

Code of Conduct for Members

Adopted by the Council on 10 January 2022

The Members' Code of Conduct is intended to promote high standards of behaviour amongst the elected and co-opted members of the Council.

The Code is underpinned by the following principles of public life which should borne in mind when interpreting the meaning of the Code:-

- i **Selflessness.** Holders of public office should act solely in terms of the public interest. They should not do so in order to gain financial or other benefits for themselves, their family or their friends.
- ii **Integrity.** Holders of public office should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their official duties.
- iii **Objectivity.** In carrying out public business, including making public appointments, awarding contracts, or recommending individuals for rewards and benefits, holders of public office should make choices on merit.
- iv **Accountability.** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- v **Openness.** Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands.
- vi **Honesty.** Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- vii **Leadership** Holders of public office should promote and support these principles by leadership and example.

Part 1

General Provisions

1. Introduction and Interpretation

- 1.1 This Code applies to **you** as a member of Christchurch Parish Council (the Council).
- 1.2 The term “**the Authority**” used in this Code refers to the Council.
- 1.3 “**Member**” means any person being an elected or co-opted member of the Authority.
- 1.4 It is **your** responsibility to comply with the provisions of this Code.
- 1.5. In this Code –

“**Meeting**” means any meeting of:-

- a) The Authority;
 - b) Any meetings with the Council's officers;
 - c) Any of the Authority's Committees, sub-committees, joint committees, joint sub-committees, or area committees;
 - d) Any site visits to do the business of the Authority;
 - e) Any of the Authority's advisory groups and, working parties and panels.
- 1.6. In this Code “relevant authority” has the meaning given to it by section 27(6) of the Localism Act 2011.

2. Scope

- 2.1 You must comply with this Code whenever you act, claim to act or give the impression you are acting in your official capacity as a Member of the Authority.
- 2.2 Where you act as a representative of the Authority:-
- a) on another relevant authority, you must, when acting for that other authority, comply with that other authority's code of conduct; or
 - b) on any other body, you must, when acting for that other body, comply with your authority's code of conduct, except and insofar as it conflicts with any other lawful obligations to which that other body may be subject.

3. General Obligations

- 3.1 You must treat others with respect.
- 3.2 You must not:-
- a) do anything, which may cause the Authority to breach UK equalities legislation.

- b) bully any person.
- c) intimidate or attempt to intimidate any person who is or is likely to be:-
 - (i) a complainant,
 - (ii) a witness, or
 - (iii) involved in the administration of any investigation or proceedings, in relation to an allegation that a Member (including yourself) has failed to comply with his or her authority's code of conduct.
- d) do anything, which compromises or is likely to compromise the impartiality of those who work for, or on behalf of, the Authority.
- e) conduct yourself in a manner, which could reasonably be regarded as bringing your office or authority into disrepute.

4. You must not:-

- 4.1 disclose information given to you in confidence by anyone, or information acquired by you which you believe, or ought reasonably to be aware, is of a confidential nature, except where:-
 - a) you have the consent of a person authorised to give it;
 - b) you are required by law to do so;
 - c) the disclosure is made to a third party for the purpose of obtaining professional advice provided that the third party agrees not to disclose the information to any other person; or
 - d) the disclosure is:-
 - (i) reasonable and in the public interest; and
 - (ii) made in good faith and in compliance with the reasonable requirements of the authority.
- 4.2. prevent another person from gaining access to information to which that person is entitled by law.

5. You must not:-

- 5.1 use or attempt to use your position as a member improperly to confer on, or secure for yourself or any other person, an advantage or disadvantage.

6. You must:-

- 6.1 when using or authorising the use by others of the resources of the Authority:-
 - a) act in accordance with your Authority's reasonable requirements;
 - b) ensure that such resources are not used improperly for political purposes (including party political purposes); and
- 6.2. have regard to any Local Authority Code of Publicity made under the Local Government Act 1986.

Part 2

Interests

7. Disclosable Pecuniary Interests

- 7.1. Breaches of the rules relating to Disclosable Pecuniary Interests may lead to criminal sanctions.
- 7.2. You have a Disclosable Pecuniary Interest if it is of a description specified in Regulations made by the Secretary of State (Appendix A) and either:
- (a) it is an interest of yours, or
 - (b) it is an interest of:
 - (i) your spouse or civil partner,
 - (ii) a person with whom you are living as husband and wife, or
 - (iii) a person with whom you are living as if you were civil partners,

and you are aware that that other person has the interest.

8. Registration of Disclosable Pecuniary Interests

- 8.1. Subject to paragraph 12 (sensitive interests), **you must**, within 28 days of:
- (a) this Code being adopted or applied by the Authority; or
 - (b) your election or appointment (where that is later),
- notify the Authority's Monitoring Officer in writing of any Disclosable Pecuniary Interests you have at that time.
- 8.2. Subject to paragraph 12 (sensitive interests), **you must**, within 28 days of becoming aware of any new Disclosable Pecuniary Interest or any change to any such interest, notify the Authority's Monitoring Officer in writing of that new Disclosable Pecuniary Interest or change.

9. Disclosable Pecuniary Interests in matters considered at meetings

- 9.1. If you attend a meeting and have and are aware that you have a Disclosable Pecuniary Interest in any matter to be considered, or being considered, at that meeting, -
- (a) **you must disclose** to the meeting the fact that you have a Disclosable Pecuniary Interest in that matter. **If you have not already done so, you must notify the Authority's Monitoring Officer** of the interest before the end of 28 days beginning with the date of the disclosure, and
 - (b) whether the interest is registered or not you **must not** - unless you have obtained a dispensation from the Authority's Monitoring Officer -
 - (i) participate, or participate further, in any discussion of the matter or vote at the meeting; or
 - (ii) remain in the meeting room whilst the matter is being debated or participate in any vote taken on the matter at the meeting.

10. Other Interests

- 10.1. In addition to the requirements of Paragraph 3, if you attend a meeting at which any item of business is to be considered and you are aware that you have a "non-pecuniary interest" in that item, you must make verbal declaration of the existence and nature of that interest at or before the consideration of the item of business or as soon as the interest becomes apparent
- 10.2. You have a "non-pecuniary interest" in an item of business of your authority where -
- (a) a decision in relation to that business might reasonably be regarded as affecting the well-being or financial standing of you or a member of your family or a person with whom you have a close association to a greater extent than it would affect the majority of the Council Tax payers, ratepayers or inhabitants of the ward or electoral area for which you have been elected or otherwise of the authority's administrative area, or
 - (b) it relates to or is likely to affect any of the interests listed in the Table in the Appendix to this Code, but in respect of a member of your family (other than a "relevant person") or a person with whom you have a close association and that interest is not a disclosable pecuniary interest.

11. Sensitive Interests

- 11.1 Where you consider (and the Authority's Monitoring Officer agrees) that the nature of a Disclosable Pecuniary or Personal Interest is such that disclosure of the details of the interest could lead to you or a person connected with you being subject to intimidation or violence, it is a "sensitive interest" for the purposes of the Code, and the details of the sensitive interest do not need to be disclosed to a meeting, although the fact that you have a sensitive interest must be disclosed, in accordance with paragraphs 8, 9 and 10.

Note: Register of Interests

Interests under paragraph 8 will be notified to the Monitoring Officer on a form approved for the purpose by the Monitoring Officer and for this purpose will be deemed the "register of interests". A copy of the register will be available for public inspection and will be published on the authority's website.

12 Gifts and Hospitality

- 12.1 You must, within 28 days of receipt, notify the Monitoring Officer in writing of any gift, benefit or hospitality with a value in excess of £100 which you have accepted as a member from any person or body other than the authority.

Appendix A

Disclosable Pecuniary Interests

This note explains the requirements of the Localism Act 2011 (Ss 29-34) in relation to Disclosable Pecuniary Interests. These provisions are enforced by criminal sanction. They come into force on 1 July 2012.

Notification of Disclosable Pecuniary Interests

<i>Disclosable Pecuniary Interest</i>	<i>Description</i>
Employment, office, trade, profession or vocation	Any employment, office, trade, profession or vocation carried on for profit or gain.
Sponsorship	<p>Any payment or provision of any other financial benefit (other than from the relevant authority) made or provided within the relevant period in respect of any expenses incurred by M in carrying out duties as a member, or towards the election expenses of M.</p> <p>This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.</p>
Contracts	<p>Any contract which is made between the relevant person (or a body in which the relevant person has a beneficial interest) and the relevant authority -</p> <p>(a) under which goods or services are to be provided or works are to be executed; and</p> <p>(b) which has not been fully discharged.</p>
Land	Any beneficial interest in land, which is within the area of the relevant authority.
Licences	Any licence (alone or jointly with others) to occupy land in the area of the relevant authority for a month or longer.
Corporate tenancies	<p>Any tenancy where (to M's knowledge) -</p> <p>(a) the landlord is the relevant authority; and</p> <p>(b) the tenant is a body in which the relevant person has a beneficial interest.</p>
Securities	<p>Any beneficial interest in securities of a body where -</p> <p>(a) that body (to M's knowledge) has a place of business or land in the area of the relevant</p>

authority; 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 relevant person has a beneficial interest exceeds one hundredth of the total issued share capital of that class.

These descriptions on interests are subject to the following definitions:

“the Act” means the Localism Act 2011;

“body in which the relevant person has a beneficial interest” means a firm in which the relevant person is a partner or a body corporate of which the relevant person is a director, or in the securities of which the relevant person has a beneficial interest;

“director” includes a member of the committee of management of an industrial and provident society;

“land” excludes an easement, servitude, interest or right in or over land, which does not carry with it a right for the relevant person (alone or jointly with another) to occupy the land or to receive income;

“M” means a member of a relevant authority;

“Member” includes a co-opted member;

“relevant authority” means the authority of which M is a member;

“relevant period” means the period of 12 months ending with the day on which M gives a notification for the purposes of section 30(1) or section 31(7), as the case may be, of the Act;

“relevant person” means M or any other person referred to in section 30(3)(b) of the Act;

“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.

Offences

It is a criminal offence to

- Fail to notify the Monitoring Officer of any Disclosable Pecuniary Interest within 28 days of election
- Fail to disclose a Disclosable Pecuniary Interest at a meeting if it is not on the register
- Fail to notify the Monitoring Officer within 28 days of a Disclosable Pecuniary Interest that is not on the register that you have disclosed to a meeting
- Participate in any discussion or vote on a matter in which you have a Disclosable Pecuniary Interest (without a dispensation)

- Knowingly or recklessly providing information that is false or misleading in notifying the Monitoring Officer of a Disclosable Pecuniary Interest or in disclosing such interest to a meeting

The criminal penalties available to a court are to impose a fine not exceeding level 5 on the standard scale and disqualification from being a Councillor for up to 5 years.

Christchurch Parish Council

Communications Review

Introduction

This review examines the physical and online communications of Christchurch Parish Council with the public (focusing on the local inhabitants). It will list perceived advantages and disadvantages of the current communication mechanisms and suggest improvements that can be made.

Improvements identified in this review are not intended to address all issues (as not all are known), but should provide a significant step forwards and so allowing further discussion and identifying further issues.

Please note that some issues described may not be factually accurate, but ones of perception, or lack of knowledge. It could be argued (and is the author's opinion) that representing local governance extra efforts should be used to allow as many residents as reasonably possible to be kept informed of plans, activities, and discussions. Assessments on the offline communications are less robust.

This document was compiled by Michael Brookes, as a private citizen, and no official connection with the Parish Council. It is not intended to be a commentary of council members, or council plans and decisions.

Offline Communications

There are four principal forms of offline communications, each of which are assessed individually below.

Council Meetings

Parish Council meetings occur in the Community Centre on a monthly basis. As well as established council business, it does provide a public forum for residents to raise issues.

As these are a fixed requirement, and most known issues relate to associated issues that would be resolved by addressing specific actions listed below, there are no specific items from me for meetings.

However, some issues can be mentioned:

- It is not always understood when a council meeting is occurring
- What the council is responsible for, or have direct control over?
- How can the Parish Council help?
- What can the Parish Council do to support local businesses?

Notice Boards

There are two noticeboards positioned throughout the village, each are placed near to key locations in the village. These are an essential component for communication with residents not using online information sources.

- **Pros**
 - They are well sited (for Christchurch residents)
 - Raw information presented, so no editorial influence
 - It provides some information about other activities in the village
- **Cons**
 - It isn't clear what information should be found there
 - More could be done to make key information stand out more
 - Does Tipps End have a noticeboard?
 - Limited space available
 - It's not clear how people can promote their activities on the board

The Heron

The Heron is the monthly village magazine that is delivered to all households in the village and immediate area. It is operated independently from the Parish Council, albeit with some financial support for the magazine.

- **Pros**
 - It is delivered to practically every household
 - It is not reliant on online access
 - There is a letters page that can provide a means of feedback from residents, although this is currently underutilised
- **Cons**
 - Space within the magazine is limited, so the full council meetings are not included (as an example)
 - While it does provide some coverage of the latest meeting (before its deadline – see below), there is little information about the Parish Council overall that would benefit new residents
 - Print deadlines conflicts with meeting schedules, so information isn't always timely
 - While there is an archive (available online, or personal collection), it isn't the best form for historical reference (either short, or longer term)
 - Editorial control is separate and so potentially could colour the presentation of council information – note this isn't referencing a specific issue or situation, but the possibility of such

Word of Mouth

While word of mouth is not an official channel of communication for the Parish Council, it can often be a source for many who are otherwise unaware of what is going on with the council. The core danger with this uncoordinated method is that it can be inaccurate, and sometimes with negative consequences.

This issue can never be removed entirely, but ensuring easy to access official channels can help mitigate it.

Recommendations

The Heron

The traditional offline communications are generally adequate, however the strongest vehicle of The Heron isn't being utilised as effectively as it could be. As mentioned earlier in this review the restricted page space significantly limits reporting on the council meetings. Basic introductory information on the Parish Council is also lacking.

There are two means of addressing this, the first is for the Parish Council to produce its own periodic newsletter that is delivered to residents. While this addresses the timeliness and space issues, it would introduce costs for implementation and distribution. There's also a potential risk of conflict with The Heron, and so negative feeling. So this solution should be discounted and is only included for completeness.

A more workable solution would be an insert to the Heron, created by the Parish Council, and delivered as part of the magazine. Permanently purchasing of a set number of pages within each edition was considered, but this puts the content under potential editorial adjustment to fit the requirements of the magazine.

The insert should contain the following information:

- A brief introduction to the Parish Council
- Any news items
- Meetings from the previous meeting
- Details for the next meeting
- Contact information

The insert should comprise of no more than a single double-sided A4 sheet with visual elements to be eye catching and attract interest. There is still a space limitation so the reader should be informed where they can find out more if needed.

This doesn't address the timeliness concern – perhaps consideration can be made to change the meeting dates to sync with the magazine publication. Although other improvements (especially online) could make this unnecessary, but this will result in disconnects between online and offline information. Although this cannot be avoided without hampering any online efforts.

This solution will add cost for inclusion in the magazine and the insert will need creating. Regarding the inclusion cost this could be factored into the financial support provided to The Heron.

Efforts should also be made to engage further with magazine to encourage feedback from the residents, and editorial from the magazine.

Informal Meetings

Opportunities for informal meetings with local groups such as the WI, or more open ones in the Dun Cow provides a friendlier setting for discussions and sounding out opinions.

Noticeboards

Additional layout elements would provide better 'at a glance' identification for information presented. Key information should be displayed with larger fonts to aid poorer sighted users.

Online Communications

There are two methods used by the Parish Council for online communications, either directly or indirectly.

Official Website

The official Parish Council website is the fullest, and most up to date information channel the Parish Council operates. This section provides high level feedback for the website, but a more detailed critique of issues is included in the appendix at the end of this document.

- **Pros**
 - The site is easy to find on search engines
 - Navigation of the site is easy
 - It provides a comprehensive record of agendas and meeting notes
- **Cons**
 - While functional the site is quite plain in appearance, and some visual enhancements would improve the user experience
 - Most of the important information is distributed across individual PDFs – these take the user out of the site, and make cross correlation cumbersome
 - The site is not currently up to date
 - There is no clear statement of the Parish Council's intentions or plans
 - How the council fulfils its core activities (representing the local community, delivering services to meet local needs, and improving quality of life and community wellbeing) isn't made clear
 - The site is lacking connections to other local organisations

The Heron

As well as its print editions, The Heron also operates a website with the latest issue, and an archive of previous issues dating back to December 2011. All issues are stored in PDF format. There is little additional functionality taking advantage of the online format.

Recommendations

As a repository for the Parish Council's obligated documentation the website provides what is required, but lacks appeal and any meaningful connection with the community. It needs to inform residents what the plans the council are considering, and most importantly encouraging engagement.

This is reinforced by the lack of social media presence. This is relatively easy to add, but does require some commitment to build the audience and become a useful tool to inform the council. Looking at the issue from a higher level there are two core areas:

1. **Informative** – the website is a solid start here, but keeping residents informed should be more than record keeping. There needs to be ambitions, plans and better coverage of the work

done by the council. It should also be a platform for keeping locals informed of ancillary matters as well, such as roadworks and public events.

It should also be a repository for key local information such as the mobile library schedule and other public services. A local business directory could be a useful, and popular service, although some care would be needed to not impact advert revenue for The Heron. There will, by necessity, be some duplication of information with The Heron, but as they don't currently provide that information outside of the archived PDFs then it can be considered a supplement to what they do.

The information on the website should be replicated across at least the main social media platforms: Facebook page (suitably restricted to present approved business), Instagram and Twitter. Public council meetings can also be live cast via YouTube and Facebook so people gain familiarity with the process, and so may be encouraged to take part in future meetings.

It is important that these channels are kept up to date.

2. **Engagement** – Establishing a social media presence will by its nature provide a level of engagement with the audience. Gathering data on what residents consider key issues can help inform decision making.

A dedicated Parish Council Facebook group provides direct interaction with members, and allows them to raise questions and issues. Council members will need to be active in the group for this to be effective. Careful moderation will be needed, and this shouldn't be done by council members.

Appendix

Detailed Website Feedback

This appendix provides a more detailed list of issues identified with the current Parish Council website, broken down into the functional areas of the site. This list focuses on issues that could be addressed relatively easily with the site, and it should be noted that the website is easy to navigate and use for its core purpose.

Note that there is some duplication of observed issues from the higher level review from the earlier section.

- **General**
 - While functional the site is quite plain in appearance, and some visual enhancements would improve the user experience
 - Most of the important information is distributed across individual PDFs – these take the user out of the site, and make cross correlation cumbersome
 - Cookie and Privacy Policy pages are blank – the contact form infers you're at least storing basic contact information, so should have a privacy notice for GDPR (although there are some exceptions for government)

- **Home**
 - There is no clear statement of the Parish Council's intentions or plans
 - The news rotator is a good feature, but should allow clicking to take the user directly to the appropriate page
 - The intent of the photo is fine, but takes up a lot of space. Perhaps add insets for key locations around the village
- **Our Role**
 - Some useful context here, but lost in a 'wall of text' – layout changes would make it more readable
 - How the council fulfils its core activities (representing the local community, delivering services to meet local needs, and improving quality of life and community wellbeing) isn't made clear
 - While the background is useful and interesting, it's lacking specifics that residents can relate to
- **Who's Who**
 - No photos for the council members
 - Not having consistent email domains stands out
- **News**
 - Seems thin on content
 - The poster should be a visible image, not a clickable link
- **Report It**
 - There is a lot of useful information here, improved formatting would make it easier to parse