

PADDOCK WOOD TOWN COUNCIL
The Podmore Building, St Andrews Field, St Andrews Road
Paddock Wood, Kent, TN12 6HT
Telephone: 01892 837373
www.paddockwood-tc.gov.uk

MINUTES OF A MEETING OF THE POLICY, PROTOCOL AND PROCEDURES COMMITTEE
HELD ON Monday 24th January 2022, in the Day Centre, Commercial Road at 8.45 pm

PRESENT: Cllr M. Flashman, in the Chair
 Cllrs R. Atkins, S. Hamilton, D. Kent, A. Mackie, C. Williams

IN ATTENDANCE: Mrs N Reay, Town Clerk

APOLOGY: Cllr T Bisdee

PPP 7 DECLARATIONS OF INTEREST

PPP 8 MINUTES OF THE PREVIOUS MEETING

The of minutes of the meeting held on 25th October 2021 were APPROVED with the following amendment:

Minute PPP2 – Election of Chairman

The initial vote was 3 in favour and three against for the position of Chairman.

A second vote was taken & Cllr Flashman was elected 4 in favour and two against.

PPP9 MATTERS ARISING FROM THE PREVIOUS MINUTES

(a) Cllr Flashman proposed, Cllr Hamilton seconded:
That the revised Disciplinary Procedure should be accepted.
 CARRIED unanimously

PPP10 POLICY REVIEW

(Copies of the existing policies may be found on the council website)

a) Financial Regulations
 Cllr Hamilton proposed, Cllr Flashman seconded
That the Financial Regulations should be accepted with following amendment:
6.6 Receipts and payments list to be presented to the Full Council each month.
 CARRIED unanimously

b) Email Policy
 Cllr Williams proposed, Cllr Hamilton proposed
That the Email Policy should be accepted.
 CARRIED unanimously

c) Protocol For Members of the Public Attending Meetings
 Members considered the draft protocol and agreed that the following amendments should be included:
 Par 3, last line "where possible".
 Par 5, final sentence starts "Members of the public"
 Par 8 "Council or Councillors"

Signed Committee Chairman:

Date:

These minutes are not a verbatim record of the meeting, but a summary of discussion and decisions taken at the meeting

Par 10 "Members of the public may nominate another resident to read out their question if they are unable to attend the meeting. Otherwise, a written response to the question will be sent."

Final par: "remove the person from the meeting" to be added to the end of the sentence.

It was also agreed that symbols should be used to denote whether the paragraph was for a council or committee meeting.

PPP12

DATE OF NEXT MEETING

The remaining items on the agenda would be held over until the next meeting which will take place on Monday 31st January 2022.

The meeting closed at 10 pm.

DRAFT

Signed Committee Chairman:

Date:

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MINUTES OF A MEETING OF THE PERSONNEL COMMITTEE Held On
Thursday 27th January 2022 at The Day Centre, Commercial Road at 7 pm

PRESENT: Cllr D. Boyle, in the Chair
 Cllrs M Flashman, R. Moon, C. Williams

IN ATTENDANCE: Mrs N Reay, Clerk to the Council

APOLOGY: Cllr R Turk

PER10 **DECLARATIONS OF INTEREST**
 There were no declarations of interest.

PER11 **MINUTES OF THE PREVIOUS MEETING**
 The minutes of the meeting held on 8th November 2022 were
APPROVED.

PER12 **HR SUPPORT**
 Members considered the proposals for the HR support Consultant. A
 total of £3000 had been allocated in the 2022 budget.

Members discussed the two proposals which had been received and the
 comments from the Clerk and Council Chairman who had met with the
 consultants.

Cllr Boyle proposed, Cllr Moon seconded:
That Croner should be appointed as the Council's HR consultant.
Initially for one year – to be reviewed after that time.

CARRIED unanimously.

Members also agreed that they should be appointed immediately, to
 assist with the recruitment of the new Estates Manager. The Clerk
 advised that there were sufficient funds in the code for Professional Fees
 to cover the remaining two months of the financial year.

Signed Committee Chairman:

Date:

These minutes are not a verbatim record of the meeting, but a summary of
 discussion and decisions taken at the meeting

PER13

ESTATES MANAGER

a)

The Estates Managers job description was reviewed. A draft job description had been received from the Grounds Management Association, along with salary recommendations. It was agreed that the new Estates Manager would be expected to be partially office based and "partially hands on." This would be reflected in the job description. Along with the responsibilities for building maintenance and Health and Safety. A salary within the budgeted amount in the 2022/23 budget would be allowed.

A person specification was also agreed.

b)

Adverts would be placed locally, online and with the GMA. Cllrs Boyle & Williams would conduct the interviews along with the Town Clerk. It was hoped that a new Estates Manager would be in place by the start of April.

PER14

DATE OF NEXT MEETING

To be agreed.

The meeting closed at 8.15 pm.

Signed Committee Chairman:

Date:

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MINUTES OF A MEETING OF THE POLICY, PROTOCOL AND PROCEDURES COMMITTEE
HELD ON Monday 31st January 2022, in the Day Centre, Commercial Road at 7 pm

PRESENT: Cllr M Flashman, in the Chair
 Cllr R Atkins, T. Bisdée, A Mackie, C. Williams

IN ATTENDANCE: Mrs N Reay, Clerk to the Council

APOLOGIES: Cllrs S Hamilton, D. Kent

PPP 13 **DECLARATIONS OF INTEREST**
 There were no declarations of interest.

PPP14 **MATTERS ARISING FROM THE PREVIOUS MEETING**
 (a) Members considered the amended Protocol For Members of the Public Attending Meetings
 Cllr Atkins proposed that members of the public should be able to ask questions about items which were not included on the meeting's agenda.
 The motion was not seconded.

Cllr Flashman proposed, Cllr Williams seconded:
That the revised policy should be adopted.

CARRIED 4 in favour, 1 absention

PPP15 **POLICY REVIEW**
 a) Members considered revised Terms of Reference for the Estates Committee. The amendments would be made to the document and put forward for ratification by the Council. Due to time constraints, it was agreed that the remainder of the Terms of Reference would be reviewed at the April meeting.
 b) Complaint's procedure
 Members reviewed and amended the draft complaints procedure.
 Cllr Williams proposed, Cllr Flashman seconded:
That the new procedure should be put to the council for adoption at the meeting on the 21st February 2022.
 CARRIED unanimously

PPP16 **TERMS AND CONDITIONS**
 The Estates Committee has requested that the Committee review the Terms and Conditions for hiring out of Council premises.

Signed Committee Chairman:

Date:

These minutes are not a verbatim record of the meeting, but a summary of discussion and decisions taken at the meeting

- a) Pitches and pavilions – Members reviewed the model Terms of Reference for the Councils pitches and pavilions. These would be finalised and brought back to the committee for final approval in April.
- b) Day Centre – It was agreed unanimously that the numbers in the Day Centre should be remain at 18 – and this should be reviewed by the Council at the February meeting.

PPP17

DATE OF NEXT MEETING

The next meeting will take place on Monday 25th April 2022.

DRAFT

Signed Committee Chairman:

Date:

These minutes are not a verbatim record of the meeting, but a summary of discussion and decisions taken at the meeting

Paddock Wood Town Council
PAYMENTS LIST

Voucher Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
710 Workshop	19/11/2021		Current/Business Rese	183	Broadband	British Telecommunications L	Z	40.00		40.00
711 Bank interest/fees	31/12/2021		Wages Imprest		Bank charges	Unity bank	E	18.00		18.00
712 Electricity	19/01/2022		Current/Business Rese	217	street lighting contract	NPower	S	98.05	4.90	102.95
713 St Andrews Hall	19/01/2022		Current/Business Rese	218	Maintenance	AMB Carpentry	Z	985.00		985.00
714 Putlands	19/01/2022		Current/Business Rese	219	Mowing costs	Capel Care	S	110.52	22.10	132.62
715 Elm Tree Pitches & Pavilion	19/01/2022		Current/Business Rese	219	Mowing costs	Capel Care	S	110.50	22.10	132.60
716 St Andrews Field	19/01/2022		Current/Business Rese	219	Mowing costs	Capel Care	S	110.50	22.10	132.60
717 Green Lane Pavilion and Pitd	19/01/2022		Current/Business Rese	219	Mowing costs	Capel Care	S	110.50	22.10	132.60
718 Memorial Pitches and Pavilion	19/01/2022		Current/Business Rese	219	Mowing costs	Capel Care	S	110.50	22.10	132.60
719 Podmore Building	19/01/2022		Current/Business Rese	220	Cleaning toilets at St Andrews	F & C Cleaning	S	48.33	9.67	58.00
720 Christmas Lights	19/01/2022		Current/Business Rese	221	Christmas lights	Gala Lights	S	6,300.00	1,260.00	7,560.00
721 General expenses	19/01/2022		Current/Business Rese	222	Noticeboard	Greenbarnes Ltd	S	106.31	21.26	127.57
722 Contractors	19/01/2022		Current/Business Rese	223	Tree work	Green Oak Services	S	220.00	44.00	264.00
723 Printing and copying	19/01/2022		Current/Business Rese	224	Photocopying	Insight Systems	S	1,111.75	222.35	1,334.10
724 materials (Estates)	19/01/2022		Current/Business Rese	225	Cleaning materials	Kent County Council	S	253.20	50.64	303.84
725 Vehicle Maintenance	19/01/2022		Current/Business Rese	226	Service	Lamberhurst Engineering	S	119.31	23.87	143.18
726 materials (Estates)	19/01/2022		Current/Business Rese	227	Estates Materials	Paddock Wood Garage	S	12.00	2.40	14.40
727 Security Company FHW	19/01/2022		Current/Business Rese	228	security - FHW	Prestige Guarding	S	325.50	65.10	390.60
728 Security company - Memoria	19/01/2022		Current/Business Rese	228	security - Memorial	Prestige Guarding	S	325.50	65.10	390.60
729 security St Andrews	19/01/2022		Current/Business Rese	228	security -St andrews	Prestige Guarding	S	294.00	58.80	352.80
730 Vehicle Maintenance	19/01/2022		Current/Business Rese	229	Hire of excavator	Skelton Plant Hire	S	52.05	10.41	62.46
731 Subscriptions	19/01/2022		Current/Business Rese	230	Membership fees	SLCC Enterprises	Z	351.00		351.00
732 Podmore Building	19/01/2022		Current/Business Rese	231	Alarm contract	Spy alarms	S	145.00	29.00	174.00
733 software/licenses	19/01/2022		Current/Business Rese	232	software	Symcar	S	105.10	21.02	126.12
734 Consultants fees	19/01/2022		Current/Business Rese	233	Consultancy	Troy Planning	S	1,500.00	300.00	1,800.00
735 Workshop	28/01/2022		Current/Business Rese	234	Broadband	British Telecommunications L	S	72.40	14.48	86.88
736 Professional fees	26/01/2022		Current/Business Rese	235	Professional fees	Baxall	S	1,644.80	328.96	1,973.76
737 Grants to outside bodies	26/01/2022		Current/Business Rese	236	Grant-	Community Car Service	E	500.00		500.00
738 General expenses	28/01/2022		Current/Business Rese	237	Refreshments	Waitrose	Z	4.60		4.60
739 Estates Misc	28/01/2022		Current/Business Rese	237	Estates equipment	B & Q (K Butler)	S	49.98	10.00	59.98
740 youth work	28/01/2022		Current/Business Rese	237	Engraving	Snobs	S	16.67	3.33	20.00
741 Postage and Stationery	28/01/2022		Current/Business Rese	237	Tracked Post	Post office	E	2.25		2.25
742 Workshop	28/01/2022		Current/Business Rese	237	Mobile phone top ups	Sainsburys	S	8.33	1.67	10.00
743 Podmore Building	28/12/2021		Current/Business Rese	DD	Refuse Collection	Veolia Environmental Service	S	17.25	3.45	20.70
744 Maintenance	28/12/2021		Current/Business Rese	DD	Refuse Collection	Veolia Environmental Service	S	71.25	14.25	85.50
745 Contractors	28/12/2021		Current/Business Rese	DD	Refuse Collection	Veolia Environmental Service	S	85.50	17.10	102.60

Paddock Wood Town Council
PAYMENTS LIST

Voucher Code	Date	Minute	Bank	Cheque No	Description	Supplier	VAT Type	Net	VAT	Total
746 Water Rates	28/01/2022		Current/Business Rese	DD	Water rates Badsell Allotments	Castle Water	S	4.17	0.83	5.00
747 Water Rates	28/01/2022		Current/Business Rese	DD	Water rates Kent close	Castle Water	S	46.96	9.39	56.35
748 Rates/Utility Fees	28/01/2022		Current/Business Rese	DD	Water rates Cemetery	Castle Water	S	4.17	0.83	5.00
749 Memorial Pitches and Pavilion	28/01/2022		Current/Business Rese	DD	Water rates Memorial	Castle Water	S	4.17	0.83	5.00
750 Water Rates	28/01/2022		Current/Business Rese	DD	Water rates Ringden Allotment	Castle Water	S	95.56	19.11	114.67
751 St Andrews Hall	28/01/2022		Current/Business Rese	DD	Water rates St Andrews	Castle Water	S	26.26	5.25	31.51
752 Salaries	28/01/2022		Current/Business Rese	DD	Pension - fees	Aviva Life	Z	15.25		15.25
753 Salaries	28/01/2022		Current/Business Rese	DD	Pension - fees	Aviva Life	Z	15.25		15.25
754 Telephones	24/02/2022		Current/Business Rese	DD	Phone line	British Telecommunications I	S	83.95	16.79	100.74
755 Workshop	21/01/2022		Current/Business Rese	DD	Phone contract	O2	S	20.28	4.06	24.34
756 Telephones	21/01/2022		Current/Business Rese	DD	Phone contract	O2	S	24.00	4.80	28.80
757 Mower Lease	21/01/2022		Current/Business Rese	DD	Mower Lease	BNP paribas	Z	398.00		398.00
758 Electricity	31/01/2022		Current/Business Rese	DD	Electricity supply Day centre	Southern Electric	S	366.93	73.38	440.31
759 Workshop	31/01/2022		Current/Business Rese	DD	Electricity supplies workshop	Southern Electric	S	142.85	7.14	149.99
760 Elm Tree Pitches & Pavilion	31/01/2022		Current/Business Rese	DD	Electricity supplies elm tree	Southern Electric	S	101.69	5.08	106.77
761 Memorial Pitches and Pavilion	31/01/2022		Current/Business Rese	DD	Electricity supplies Memorial	Southern Electric	S	71.81	3.59	75.40
762 Podmore Building	31/01/2022		Current/Business Rese	DD	Electricity Podmore	Southern Electric	S	369.51	73.90	443.41
763 Fuel	18/01/2022		Current/Business Rese	DD	fuel cards	Wex Retail Cards	S	24.67	4.93	29.60
764 software/licenses	09/02/2022		Current/Business Rese	DD	software	Sage Payroll	S	36.50	7.30	43.80
765 Fuel	05/01/2022		Current/Business Rese	DD	fuel cards	Wex Retail Cards	S	134.99	27.00	161.99
766 General expenses	12/01/2022		Current/Business Rese	Credit Card	ID badges	Zazzle	Z	23.10		23.10
767 St Andrews Field	12/01/2022		Current/Business Rese	Credit Card	Disabled Parking Sign	AMazon (N Reay)	S	21.31	4.26	25.57
768 software/licenses	12/01/2022		Current/Business Rese	Credit Card	zoom subscription	zoom	S	9.99	2.00	11.99
769 Office Equipment	12/01/2022		Current/Business Rese	Credit Card	Desk dividers	PlexiDirect	S	160.50	32.10	192.60
770 Trees/Plants	12/01/2022		Current/Business Rese	Credit Card	Yellow Rattle Seed	Wildflower Lawns & Meadows	S	129.58	25.92	155.50
771 Bank interest/fees	12/02/2022		Current/Business Rese	Credit Card	Bank charges	Lloyds Bank	E	3.00		3.00
772 Printing and copying	10/01/2022		Current/Business Rese	DD	Photo copying	Insight Systems	S	1,111.75	222.35	1,334.10
Total							Total	18,881.85	3,243.10	22,124.95

Paddock Wood Town Council RECEIPTS LIST

Voucher Code	Date	Minute	Bank	Receipt No	Description	Supplier	VAT Type	Net	VAT	Total
224 Salaries	29/11/2021		Current/Business Res	BACS	Estates Salary Adj	PWTC Wages Imprest Acc	Z	44.84		44.84
225 Bank interest/fees	31/12/2021		Liquidity Account		Interest	Unity bank	E	37.97		37.97
226 Bank interest/fees	31/12/2021		Cambridge Bank		Interest	Cambridge Bank	E	16.85		16.85
227 Hire Charges	28/01/2022		Current/Business Res	253	Hire of Day centre	2nd PW Rainbows	E	168.48		168.48
228 Memorial Plaques	28/01/2022		Current/Business Res	253	Memorial plaque	Taylor	E	81.00		81.00
229 Opening Fee	28/01/2022		Current/Business Res	253	Opening Fee	Prior	E	230.00		230.00
230 Hire Charges	24/01/2022		Current/Business Res	BACS	Hire of Day Centre	Church of god ww Associatio	E	56.16		56.16
231 Hire Charges	19/01/2022		Current/Business Res	BACS	Hire of Day Centre	Jackie Salter/alan Steinhle	E	46.80		46.80
232 Hire Charges	19/01/2022		Current/Business Res	BACS	Hire of Day Centre	PW Labour Party	E	14.04		14.04
233 Hire Charges	13/01/2022		Current/Business Res	BACS	Hire of Day Centre	A Peach	E	42.12		42.12
234 Memorial Pitches and Pavilions	13/01/2022		Current/Business Res	BACS	Hire of Pitches	Insulators	S	196.80	39.36	236.16
235 Putlands	13/01/2022		Current/Business Res	BACS	Hire of Pitches	East Peckham Rugby	S	61.77	12.35	74.12
236 St Andrews Hall	05/01/2022		Current/Business Res	BACS	Hire of St Andrews Hall	Scalliwags Nursery	S	863.42	172.68	1,036.10
237 St Andrews Hall	05/01/2022		Current/Business Res	BACS	Hire of St Andrews Hall	Scalliwags Nursery	S	863.42	172.68	1,036.10
Total								2,723.67	397.07	3,120.74

Grant Application Form.

Please complete this form and attach any other relevant information and send to Paddock Wood Town Council, The Podmore Building, St Andrews Road Paddock Wood, TN12 6HT - 01892 837373 - paddockwoodtc@btconnect.com

Application from Title/organisation

PADDOCK WOOD + DISTRICT LIONS CLUB

Contact details

Name: ALAN GAUWROGER alanguawroger@yahoo.co.uk

Address: [REDACTED], CROWBOROUGH
EAST SUSSEX [REDACTED]

Telephone/e-mail [REDACTED]

Aims of the Group

LIONS CLUBS INTERNATIONAL 'aims to meet the needs of communities on a local and global scale'. Our Lions Club was established in 1982 and thereafter took over the organisation of the Carnival & Fete, alongside an ever evolving range of community support and charitable fund raising activities across our designated district (centred on Paddock Wood)

Number of members 16

Percentage of Paddock Wood residents? 38%

Amount requested: £500

Total cost of project: £4000+

Purpose of the Grant

The grant will go towards cost of the following, all of which relate to the Carnival Procession + Fete to be held on Sunday 10th July 2022:-

Road closure contracts: £912+
Toilets (inc disabled): £600
First Aid: £300+
Entertainers: £1200

Strip hire: £113
P.A. system: £320

May 2017

Grant Application Form.

Please complete this form and attach any other relevant information and send to Paddock Wood Town Council, The Podmore Building, St Andrews Road Paddock Wood, TN12 6HT – 01892 837373 – paddockwoodtc@btconnect.com

Application from Title/organisation 5th Paddock Wood (St. Andrew's) Guides

Contact details:

Name: Angela Gumbley (Unit Leader)

Address: [REDACTED] Close, Paddock Wood. [REDACTED]

Telephone/e-mail [REDACTED] / 5thpaddockwoodguides@gmail.com

Aims of the Group

5th Paddock Wood Guides has been offering Guiding to 10-15 year old girls in Paddock Wood since it was formed in 2017 to increase the capacity in line with the growing community. We follow the Girlguiding ethos of offering a balanced and varied programme, caring for the individual, encouraging self-governance and decision making, working in small groups and a commitment to a common standard. We offer this through the regular Guiding programme of themed badges and activities, in our regular weekly meetings and offer residential opportunities both camping and indoor, which give girls a wide variety of skills and experiences. Our leadership team are volunteers who dedicate themselves to giving the girls every opportunity possible. We have found innovative means of offering Guiding throughout the pandemic, including zoom calls, deliveries of activity packs and day camps when we weren't allowed residential. Our unit has thrived and expanded during this time.

Number of members: 33 young members, increasing to 37 at Easter supported by 4 leaders.

Percentage of Paddock Wood residents? 100%

Amount requested: £500

Total cost of project: £26,350

Purpose of the Grant: In July 2023, a group of 31 (4 leaders and 27 young members) are traveling to Switzerland to the home of the Girlguiding World Centre Our Chalet for a 10 day adventure in the Bernese Oberland. We will be staying in a typical mountain chalet, and have a full schedule of activities, including visiting a traditional alpine cheesemaker, the wood carvers. there will be many opportunities for hiking in the mountains and along gorges and waterfalls, as well as enjoying the thrills of the zipwires at the adventure park. For many of our young members this will be a trip of a lifetime. We strive to make this trip as inclusive as possible to all girls and hope that we can reduce the individual cost of £850 per person to an affordable level. As part of the international trip we would like the girls to have some group uniform, comprising a hoody embroidered with the group trip badge, a Girlguiding international neckerchief and uniform badge. Not only is this a safety matter so we can easily identify participants throughout the trip, it's a key part of the girls experience and a long-standing tradition of Guiding travels.

Next steps for Community Centre

UPDATE 15th February 2022

Both the Working Party and the Board have agreed that Trustees Unlimited, as per the advice from the Stronger Kent Communities, should be used to set up the trust going forward. (see below)

However, following a meeting with the Council's VAT advisor it has been suggested there are other alternatives which may be more beneficial. As a consequence, a further meeting is being arranged to explore this further and it is recommended that until further professional advice has been sought this matter should be deferred.

In the meantime, the council has been assured by its advisors that it can reclaim the VAT in the normal way for the project. A second opinion was sought on this matter and confirmed that this was the case.

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Report Submitted to Working Party and Board.

Advice has been taken from Stronger Kent Communities. They began as a consortium of organisations, including CVS and Volunteer Centres across Kent. The consortium has evolved into a community interest company which supports not-for-profit organisations across Kent to build strong foundations, running smoothly and making connections. They offer support and advice covering Structure and Strategy, Funding and Income generation, Marketing and Communications, and Finance.

According to their advice and experience the new community centre should be run by a Charitable Trust. This will make it eligible for sources of funding that are not available to Town Councils or local authorities and is the most tax efficient method of operation.

In order to apply to the Charities Commission to set up a Trust a board of trustees must be in place. Securing trustees is the next vital step in the project. The structure that is recommended for community facilities like this is a Charitable Incorporated Organisation. See the attached information sheet. This is a new legal structure that protects trustees from personal liability for actions of the trust and will make it a more attractive role for applicants. There are two types of CIO both of which report to and are regulated by the Charities Commission. Refer to information sheets.

The National Council of Voluntary Organisations has an associate agency that handles finding and selecting trustees in accordance with the requirements of the CIO that is to be established. They act rather like an employment agency.

They are Trustees Unlimited and offer voluntary organisations a professional and cost-effective service to recruit trustees from across the private, public and voluntary sectors. In this case there would be a charge to the TC as it is not a voluntary organisation but only circa £100-£200.

They source potential trustees from multiple channels, including their own database of 2,000 senior people from the private, public and civil society sectors who have a variety of functional backgrounds. Their reach is broad in terms of candidates'

backgrounds and locations, and they place great emphasis on trying to attract young and diverse candidates when appropriate.

The other avenues to recruit trustees is to rely upon the council or the board framing it's own requirements and handling their own recruitment process. The Town Council and officers don't have the necessary expertise carry put this process. The Town Council could also be open to accusations of bias in the selection and interview processes. The Council also lacks the 'reach' that a specialist agency has to source the best candidates and manage the selection and interview process. Refer to role descriptions to understand the specifics required. Using Trustees Unlimited who are affiliated to the National Council of Voluntary Organisations would depoliticise the process and result in a professionally handled process and hopefully high quality Trustees.

CLAIRE REILLY
Deputy Clerk
20th January 2022



PADDOCK WOOD TOWN COUNCIL

PUBLIC PARTICIPATION POLICY

- ◇ Denotes Council meeting
- Denotes committee meetings

- ◇▪ 1. Paddock Wood Town Council wishes to encourage the public to attend its full council and committee meetings. Where appropriate, it also welcomes public participation in its deliberations (e.g., consideration of planning applications). If members of the public wish to communicate with the council about business which is not included on the agenda for a meeting they can contact the council office at any time by letter, email, or phone call.
- ◇▪ 2. Notification of forthcoming meetings is published on the Paddock Wood Town Council website.
- ◇ 3. Full Council meetings are held on the third Monday of the month and begin at 7.45pm unless otherwise advertised. All key documents are available from the Council's website at [Paddock Wood Town Council – Kent, England \(paddockwood-tc.gov.uk\)](http://paddockwood-tc.gov.uk). The meeting agenda is also posted on Town Council noticeboards around the town, where possible.
- ◇▪ 4. All Town Council meetings (including committees) are open to the press and members of the public. However, from time to time, confidential items may be discussed in which case the press and members of the public are excluded in accordance with the Public Bodies (Admission to Meetings) Act 1960.
- ◇▪ 5. Members of the public have a right to attend any meeting but no right to speak unless permission is given by the Chairman. Anyone wishing to address a meeting of Paddock Wood Town Council, or its committees must be a resident of Paddock Wood or if not a resident, seek permission to speak prior to the commencement of the relevant meeting. Members of the public may not question Councillors or enter a debate with them.
- ◇▪ 6. Members of the public may submit comments on any agenda item in writing to the Town Clerk or council members (including by e-mail).
- ◇▪ 7. The chairman of a meeting may read out all or part of a written submission or summarise a submission or group of submissions making a similar point. Where allowed by the Freedom of Information Act 2000, requests for confidentiality will be respected.

- ◇ 8. At full Council meetings 15 minutes is set aside at the beginning of the meeting for members of the public to address the council or ask questions on specific agenda items. Each person may speak for a maximum of three minutes. The chairman of the meeting may curtail any speech (for example, if inappropriate language is used).
- ◇▪ 9. Members of the public may not use these sessions to criticise or complain about the Council or Councillors. Any such issues should be addressed via the Council's Complaints policy which can be found on the Town Council website. Complaints about individual Councillors cannot be dealt with by the Town Council. These must be addressed to the Monitoring Officer of Tunbridge Wells Borough Council.
- ◇ 10. Questions in respect of the business on the agenda should be submitted in advance either in writing or by phoning the town council office two working days before the meeting in order that the relevant information can be gathered. At the meeting, the resident should read out the question so that the answer can be given.
- ◇ 11. The purpose of such questions/statements is to assist the Council in arriving at a decision.
- ◇ 12. Members of the public may nominate another resident to read out their question if they are unable to attend the meeting. Otherwise, a written response to the question will be sent.
- 13. At Committee meetings the chairman will consider requests to speak on any agenda item but is not obliged to grant all or any of them. Requests to speak should be notified to the appropriate Clerk verbally or in writing before the start of the meeting, indicating to which agenda item their request relates. Later requests will not be considered.
- ◇▪ 14. Members of the public may also indicate in advance that they are willing to answer questions from councillors on any agenda item about which they have knowledge.
- ◇▪ 15. Where more than one person makes a request to speak, the chairman may ask those wishing to make a similar point to appoint a spokesman. The number of people invited to speak on any agenda item will be limited to a maximum of three.
- ◇▪ 16. In most cases, priority will be given to requests to speak in the order they are notified to the Clerk, but this may be varied by the chairman of the meeting where it is necessary to ensure differing views are aired. Persons invited to speak are required to give their name and address and state their interest in the matter under discussion.
- ◇▪ 17. A brief record of topics raised will be included in the minutes of meetings, but members of the public do not have the right to insist on how matters are recorded.
- **Non-members of committees:** Councillors who are not members of a committee may speak but not vote at such meetings.

- **Co-option:** The Town Council may agree to co-opt interested members of the public to assist with Working Groups/Committees/sub-committees formed to deal with certain defined projects.

Contact details for the Town Council: General enquiries, written submissions or verbal requests should all be sent to the appropriate Town Council Officer. Details can be found on the Paddock Wood Town Council website at [Paddock Wood Town Council – Kent, England \(paddockwood-tc.gov.uk\)](http://paddockwood-tc.gov.uk)

- ◊▪ Finally, please note that if a member of the public interrupts the proceedings of any meeting the Council reserves the right to remove the person from the meeting.



PADDOCK WOOD TOWN COUNCIL

*ADOPTED BY COUNCIL
21st February 2022*

Complaints Procedure

Complaints Procedure

1. The Importance of Complaints

- 1.1 Complaints are valuable because they provide a chance to put things right if there has been an error and reduce the risk of the same mistake being made again.
- 1.2 It is essential that complaints are dealt with positively. The Town Council welcomes people's comments and is committed to making full use of complaints information to contribute to continuous service improvement. Important information about areas for improvement can be obtained both from a single complaint and from patterns of complaints, highlighted by detailed monitoring.

2. Definition of A Complaint

- 2.1 A complaint is *any expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the Town Council or its staff which affects an individual customer or group of residents.*

2.2 What the complaints procedure will deal with: -

The complaints procedure will deal with matters of administration, which is if the Town Council does something the wrong way, fails to do something it should do or does something it should not do. Some examples include:

- neglect or unjustified delay
- malice, bias, or unfair discrimination
- failure to tell people their rights
- failure to provide advice or information when reasonably requested
- providing misleading or inaccurate advice
- inefficiency, ineffectiveness, bad and unprofessional practice, or conduct.

2.3 What the complaints procedure will not deal with: -

- complaints for which there is a legal remedy or where legal proceedings already exist.
- complaints about employment matters - the Town Council operates alternative procedures to deal with grievances or disciplinary matters against staff.
- Complaints about Councillor's behaviour. These must be dealt with by the Monitoring Officer at Tunbridge Wells Borough Council – details below.

3. Equal Opportunities

- 3.1 The Town Council is committed to equal opportunities. Complaint's feedback will be used to highlight discriminatory practices, and to promote equality of opportunity. Complaints by members of the public of discrimination and/or harassment against the Town Council will be dealt with through the complaints procedure unless it is a complaint that should be dealt with through a statutory procedure.

4. Complaints Officer

4.1 The Complaints Officer for the Town Council is the Town Clerk. Their main duties are:

- (i) The day-to-day operation and management of the procedure, including providing a reference point for staff queries on informal complaints.
- (ii) To oversee, and undertake where necessary, the investigation of formal complaints at the first stage, within the relevant time scales.
- (iii) To maintain a record of all complaints received including details of the nature of the complaint, action taken, outcome, and time taken to resolve.
- (iv) To identify improvement points arising from any complaints.
- (v) To identify staff training issues.

5. Stages of The Procedure

5.1 The stages of the procedure are designed to provide the complainant with a thorough and fair means of redress and to provide a framework for officers to work within. However, there may be occasions when a complainant makes an approach in a different manner, and it is important that the procedure does not in itself become a barrier to effective communication.

5.2 Everyday problems, queries, and comments

The Council receives queries, problems, and comments as part of its day to day running, and they should not all be regarded as complaints. These are routine and expected and are generally resolved quickly to the customer's satisfaction.

If someone is dissatisfied with the original service or response they received and wishes to take the matter further, then the issue should be recognised as a complaint.

5.3 Informal Complaint

During the course of daily business, minor complaints are made to officers about the services we provide. These will usually be dealt with by the relevant officer as appropriate. It is not appropriate for every comment to be treated as a formal complaint. Every effort should be made to deal with these problems immediately, either by providing information, instigating the appropriate action, or explaining a decision.

5.4 Formal Complaint (First Stage)

A resident may wish to make a formal complaint directly or may be unsatisfied with the outcome of an informal complaint and may wish to take the matter

further. This will be recorded as a complaint and passed to the Town Clerk to investigate. Complaints should be made using the form provided.

The complainant should provide the Council with copies of any documentation or evidence in support of their complaint.

If the complainant remains unsatisfied with the response, they should be informed of their right to take the matter further.

Timescales

- i) Your complaint will be acknowledged within 2 days
- ii) 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.)

Investigating Officer: Town Clerk

55 Review of Investigation and Complaint (Second Stage)

If the complainant is not satisfied with the Town Clerk's response, they should be advised of their right to have the complaint referred to the Councillors' Panel who will review the complaint.

Timescales

The panel, if thought necessary, will convene within 15 working days. (in exceptional cases this will be extended, in which case you will be informed)
The review will be completed within 15 working days. (in exceptional cases this will be extended, in which case you will be informed)

56 Councillors' Panel

If the issue remains unresolved, the complainant should be notified of his or her right to have the matter referred to a panel consisting of the Chairman of the Council and two other Councillors appointed by the Council who have not had previous involvement with the complaint or are referred to in the complaint. There will also be a note-taker, nominated by the panel, who will also not have had previous involvement in the complaint. A chairman of the panel will be elected.

The complaint will be heard as follows

- 1) The complainant will be invited to attend the panel meeting. They be accompanied by one other person if they so wish.
- 2) At the meeting, the Chairman will introduce each party and outline the

procedures.

3) The complainant (or their chosen representative) will be allowed to outline their complaint to the panel and answer any questions from the panel.

4) The Chairman will explain the Council's position and answer any resulting questions from the complainant

5) The complainant will be asked to leave the room whilst the panel makes its decision.

6) The complainant may return to hear the outcome of panel's deliberations. Initial feedback will be given on whether the complaint has been upheld/partially upheld/dismissed.

7) A written response with any actions the council intends to take will be sent to the complainant within 15 days, working days.

8) The outcome of all formal complaints dealt with by the panel will be advised to the Council.

5.7 Unreasonable and Vexatious Complaints

There will be circumstances when a complainant persists in wishing to pursue a complaint when it clearly has no reasonable basis, or when the Council has already taken reasonable action in response, or where some other process, whether through the courts or some other recognised procedure, should or has been taken.

These matters should be referred to the Town Council with a summary of the issues and of the attempts made to resolve the complaint. They may, in such circumstances, decide that no further action can usefully be taken in response to the complainant, and inform the complainant so, making it clear that only new and substantive issues will merit a response.

5.8 Anonymous Complaints

Anonymous complaints should be referred to the Town Clerk, and may be acted on at their discretion, according to the type and seriousness of the allegation.

6 Resolution and Remedies

The aim in dealing with all complaints is to reach a resolution or remedy that satisfies the complainant, whether it is the remedy they were originally seeking or not. Where a complaint is found to be at all justified, consideration may need to be given to the question of an appropriate remedy. An explanation or an apology will always be needed.

7 Contact

<p>Town Clerk Paddock Wood Town Council The Podmore Building St Andrews Field St Andrews Road Paddock Wood TN12 6HT clerk@paddockwoodtc.co.uk</p>	<p>The Monitoring Officer Tunbridge Wells BC Town Hall Royal Tunbridge Wells TN1 1RS monitoring.officer@tunbridgewells.gov.uk</p>
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