



THE TOWN COUNCIL
OF
ROYAL LEAMINGTON SPA
TOWN HALL, THE PARADE,
ROYAL LEAMINGTON SPA
WARWICKSHIRE CV32 4AT
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STEPHEN MARKS
Clerk to the Town Council

Our Ref: SM/P&R

Date: 10th March 2022

Dear Councillor,

A meeting of the **POLICY AND RESOURCES COMMITTEE** will be held on **THURSDAY 17th MARCH 2022** in the Council Chamber at Leamington Spa Town Hall, Parade, CV32 4AT, commencing at 6.00 pm.

The business will be as set out below.

Yours faithfully,

S Marks

CLERK TO THE TOWN COUNCIL

To Councillors: Alan Boad, Sarah Boad, Will Bryce, Mubarik Chowdry, Judith Clarke, Bill Gifford, Jade McGhee, Louisa Radice and Susan Rasmussen

(All other Members of the Town Council – for information.)

AGENDA

1. **APOLOGIES FOR ABSENCE**
2. **DECLARATIONS OF INTEREST**

Members of the Committee are invited to declare any interest they may have in items identified for discussion at the Meeting, in accordance with the Code of Conduct.

3. **PUBLIC FORUM**

To receive representations from members of the public in accordance with the Council's Standing Orders. Notification of participation in the public session should be submitted in writing to the Town Clerk prior to commencement of the meeting.

4. MINUTES pp3-7
To consider and approve as a correct record the Minutes of the Meeting held on 03rd February 2022 (Report No.4)
5. MATTERS ARISING FROM THE MINUTES
6. SERVICE PLAN 2022-23 pp8-14
To consider a draft service plan for the Town Council for 2022/23 (Report No. 6).
7. POLICY REVIEW – COMPLAINTS POLICY pp15-24
To consider report No. 7 relating to a draft Complaints Policy
8. CODE OF CONDUCT TRAINING pp25-26
To consider an opportunity for code of conduct training. .
9. BOUNDARY REVIEW CONSULTATION pp27-28
To note a further Boundary Review consultation
10. BUDGET / FINANCE MONITORING pp29-32
To undertake routine monitoring through consideration of report No. 10.
11. PAYMENTS p33
To consider and approve a schedule of payments arising.

**MINUTES OF A MEETING OF THE POLICY AND RESOURCES COMMITTEE HELD ON
3rd FEBRUARY 2022**

Present: Councillors, Sarah Boad (Chair), Alan Boad, Will Bryce, Mubarik Chowdry, Judith Clarke, Bill Gifford and Ruggy Singh (substituting for Councillor Radice).

Officers: Katherine Geddes, Democratic Support Officer

69. Apologies for Absence

Apologies were received from Cllr J McGhee, S Rasmussen and L Radice.

70. Declarations of Interest

Councillor S Boad declared a non pecuniary interest as a member of the Warwickshire Bus Service Improvement Plan working group.

Councillor Gifford declared a non pecuniary interest as a member of Warwickshire County Council and Warwick District Council.

Councillor A Boad declared a non pecuniary interest as a member of Warwick District Council.

71. Public Forum

There were no representations from members of the public.

72. Minutes

Resolved that the Minutes of the Meeting of the Policy and Resources Committee held on 15th December 2021 (Report No.4) are confirmed as a correct record.

73. Matters Arising from the Minutes

Community forums

Councillor S Boad has spoken with Warwickshire County Council officers with a view to getting these restarted in Leamington Spa. There has been progress in terms of a virtual forum for North Leamington – discussions are ongoing to achieve the same outcome for South Leamington.

The Town Clerk is moving forward with plans to also recommence the Town Centre Community Safety Forum. This is likely to be a virtual meeting – more information to come.

Anti-spiking project

The agreed financial contribution from the Town Council has been made to Warwick District Council. Jon Barnett (WDC Community Safety Officer) has confirmed that the Stop Topps will be ordered by end of week commencing 31st January 2022 with a view to delivery to venues by late February. The great majority of Leamington Spa's pubs and clubs have agreed to receive some of the Stop Topps. Promotion of this project will be done via social media with credit to the Town Council.

Commonwealth Games street dressing

The Town Council's financial contribution towards this project (as approved at full Council) has been paid to Warwick District Council. Rose Winship (WDC Head of Cultural Services) will shortly purchase the street dressing materials. There will be minor amendments to the proposals as discussed previously – a couple of additional banners will feature on the Parade and another will feature at the Town Hall. After a site visit and further discussion, it was decided that any dressing located on the railway bridge at the end of Bath Street was not practical but there will hopefully be some banners nearby.

74. Bus Service Improvement Plan Consultation

The committee considered report number 6, outlining Warwickshire County Council's Bus Service Consultation.

Members went through and discussed the survey questions set out in the Consultation and the following responses were agreed:

Q3. Strongly agree

Q4. Partly agree – processes should include all partners and potential competitors in terms of all other bus companies operating within Warwickshire

Q5. All answers under this question are Agree

Q6. Disagree – the main issue in Leamington Spa causing difficulties with delivering a prompt and free flowing bus service is the continued existence of pinch points on the Parade. These need to be recognized and removed.

Q7. No

Q8. Select "Investigating how bus reliability can be improved through enforcing parking restrictions and greater partnership working" – need to focus on enforcing all parking restrictions including parking in bus stops.

Select "Undertaking feasibility studies into schemes to encourage users to reduce private car use and increase their use of bus services, such as Red Routes, Workplace Parking Levy and Road User Charging" – question how red routes would be feasible on Leamington's existing road infrastructure

Q9. Much needed improvement would be the adoption of a clockwise and anticlockwise circular bus route going North-South serving North Leamington (Cubbington), the town centre, Old Town, Parade and back to North Leamington. Also, a similar circular bus route East-West from Sydenham through to Warwick and back would be worth investigating. Buses on these proposed routes to be very regular in each direction with no inordinately long waits between buses.

A transport interchange located at the railway station would be a positive and welcome development as outlined and supported in the Leamington Spa Neighbourhood Plan Policy RLS13 2).

In terms of groups of people who could be negatively impacted and need to be taken into consideration in terms of the BSIP, we would include pensioners who do not drive or own cars, and whose only means of transport around Leamington and Warwickshire is the bus. Punctual and regular bus services are vital for them in terms of retaining independence and maintaining health and welfare

There followed some discussion around the potential responsiveness of Stagecoach Buses to the Warwickshire Bus Service Improvement Plan and it was noted that Stagecoach and National Express have now merged which should have the effect of improving responsiveness. It was also noted that a rigorous tendering process for routes should lead to improved competition.

Resolved that the responses to the Warwickshire County Council Bus Service Consultation as listed above be noted and submitted on behalf of the Town Council.

75. Policy Review

The committee considered report number 7, regarding a review of current Town Council policies.

It was noted by members that a number of extant policies are relatively old and an update of these is required (including Standing Orders and Financial Regulations). Other policies to be prioritised are:

- Data Protection (creation of)
- Health & Safety (update)
- Complaints (update)
- Publication Scheme (update)
- All policies relating to HR/staff management

All other missing or dated policies to be created or updated following these. Members suggested severe weather and home working policies could be included. It was noted that the Warwickshire Association of Local Councils and the National Association of Local Councils have current template policies which should be used and adapted where appropriate and beneficial.

Resolved that a rolling programme of policy creation / review is undertaken to ensure the Town Council maintains a comprehensive and up to date suite of policy and procedure documents to assist the smooth operation of its activities.

76. Insurance

The committee reviewed report number 8, noting that the Town Council will shortly be entering the third year of a three-year insurance arrangement with Zurich Insurance PLC. The cost of this third year's cover (25th March 2022 – 24th March 2023) is £2459.97.

Members noted that the Council's risks have not increased substantially since this three-year arrangement was agreed and that the insurance cover offered is comprehensive for its needs. The arrangement will need to be reviewed at the start of 2023 as this three-year arrangement is due to end in March 2023.

Resolved that the Council's insurance policy be renewed in accordance with the three-year arrangement previously approved.

77. Budget/Finance Monitoring

The committee considered report number 9, regarding budgetary expenditure from November and December 2021 and budget monitoring to end of December 2021.

Councillor Chowdry explained that he had carried out a routine check of the Council's financial controls on 6th December 2021 and had found the additional systems put in place by the Town Clerk were working effectively. Councillor Chowdry will attend the Town Council office on 8th February 2022 to repeat this process.

It was agreed that the new electronic banking system for making payments is working well and members were happy to continue with this arrangement going forward.

Resolved that the committee's thanks be recorded and passed onto the Clerk for his work on introducing new software and electronic banking which are helping speed up processes and providing more timely records.

78. Telephone Box

The committee discussed report number 10 which outlined a proposed change of use in the signage on one of the red telephone boxes on Clarendon Avenue.

The Town Council owns two of the three red telephone boxes which are located on Clarendon Avenue, near Christchurch Gardens. One of these boxes now houses a community defibrillator and the other has recently become an on-street art gallery. This is managed on behalf of the Town Council by the Friends of Christchurch Gardens who invite Leamington Spa schools to have an art display in the box and these displays change every half term.

The Friends have requested a change of signage on the telephone box so it's new purpose is clear and better advertised. They have asked that instead of 'Telephone Box' around the top of the box, the signage reads 'Art Box'. This change will require an application to Warwick District Council for a Listed Building Consent as this proposed change of signage constitutes an external change to this listed structure. The font type and size would be the same as that used in the signage on the other telephone box which now reads 'Defibrillator'.

Cost for the signage has been quoted as £156 including VAT and shipping by X2Connect Ltd who created the 'Defibrillator' signage.

Resolved that the committee agrees to the change of signage on the red telephone box on Clarendon Avenue from 'Telephone Box' to 'Art Box', and that a Listed Building Consent application for this change to be made to Warwick District Council

79. Payments

Resolved that the payments identified be agreed.

		Policy & Resources 03.02.22			
V2Payments for approval 03 Feb 22					
Cheque No	Payee	Details	Amount	VAT	Total
Elec payment	WALC	Cllr Training - 27Jan22	£25.00	£5.00	£30.00
		Reimbursement - Zoom subscription (Dec & Jan)	£23.98		£23.98
	106826 S Marks				
Elec payment	Zurich Insurance	Annual Insurance Policy	£2,459.97		£2,459.97
Elec payment	Warwick District Council	Jubilee Tree (Leam in Bloom)	£250.00		£250.00
Elec payment	WALC	Officer Training - 08Feb22	£30.00	£6.00	£36.00
Elec payment	Spa Computers Ltd	Anti virus software annual renewal	£75.00	£15.00	£90.00
					£0.00
					£0.00
					£0.00
					£0.00
					£0.00
					£0.00
					£0.00
					£0.00
					£0.00
			£2,863.95	£26.00	£2,889.95

Meeting closed at 6:37pm

REPORT TO A MEETING OF THE POLICY AND RESOURCES COMMITTEE TO BE HELD ON 17th MARCH 2022

DRAFT SERVICE PLAN 22/23

1. **Purpose of the Report**

To consider a draft Town Council Service Plan for 2022/23.

2. **Background**

2.1 There are a number of key documents which provide the strategic context for the activities of the Town Council. These include for example:

- The Town Council's Corporate Objectives document, which identifies the high level objectives the Town Council wishes to achieve / prioritise
- The Town Council's budget, which identifies how it has allocated its resources.

A service plan builds on these by identifying the broad areas of work / activity that the Town Council will undertake.

3. **Draft Service Plan**

3.1 The purpose of the proposed service plan is to provide an overview of the key activities that will be undertaken by the Town Council during 2022/23. It is not intended to identify in great detail all the components of each area of work, but to provide a broad outline of those activities. Details will be managed / developed within each workstream / project.

3.2 The service plan helps to communicate to all interested parties what the Town Council will be doing. It also helps to manage expectations by clearly identifying the key areas of work.

3.3 The service plan is informed by the Town Council's Corporate Objectives (which are included within the Service Plan). Different activities will contribute to varying degrees to one or more of the Town Council's Corporate objectives. These links to the Corporate Objectives are identified within the Service Plan. It will help guide the work of officers and the deliberations of Town Councillors. It will also assist with the monitoring of activity during the course of the year.

4. **Recommendation**

That the Committee considers and approves the Town Council's Service Plan for 2022/23.

Royal Leamington Spa Town Council

Draft Service Plan 2022/23



Introduction

Royal Leamington Spa Town Council exists to represent the interests of the people of Royal Leamington Spa and to work with partner organisations and the wider community to improve the quality of life in the Town.

The purpose of this service plan is to identify the broad actions and areas of work that the Town Council will undertake in 2022/23.

The Town Council's Corporate Objectives provide the context for this service plan –they are the things that the Town Council wishes to achieve and prioritise. These were last considered in November 2021 and are shown on page 2.

Living in Leamington Spa

We are immensely proud to live in and represent Leamington Spa. We consider ourselves lucky to be able to benefit from its green spaces, cultural activity and wonderful community. However we want to continue to work with our communities to make things even better and help ensure that everyone can benefit from being in such a wonderful town.

We also acknowledge that the last two years has been difficult for our communities and we want to help the whole town recover from the effects of the pandemic.

The Town Council

The Town Council is only a small organisation, but it wants to have a big voice for Leamington Spa and do all that it can to ensure that our town is a great place to live, work and visit. It recognises that it needs to influence and work with partners and communities to achieve this.

Budget – 2022/23

The Town Council set its budget for 2022/23 at its meeting in January 2023. This seeks to provide adequate resources to enable the delivery of its services and activities. The Town Council will seek to use its limited resources as effectively as possible.



Royal Leamington Spa Town Council
 Corporate Objectives
 Adopted 11th November 2021

Objective	Key elements / strands
<p>PARTNERSHIP - Work in partnership with key local organisations to enhance the town, especially the district and county councils.</p>	<ul style="list-style-type: none"> • Encourage and engage with effective partnership structures to contribute to major initiatives in the Town. • Work with partners to support a flourishing town.
<p>PLANNING - Engage effectively with the planning process to support a successful future for the Town.</p>	<ul style="list-style-type: none"> • Respond effectively to planning application consultations • Contribute to local planning policy • Implement and monitor the Leamington Spa Neighbourhood Plan.
<p>CULTURE - To Promote the Rich Culture of Leamington Spa</p>	<ul style="list-style-type: none"> • Lead, support and engage with major cultural events in the Town. • Support local organisations in the delivery of cultural activities, including through grant funding where appropriate.
<p>COMMUNITY - To promote community wellbeing across the town, with a focus on achieving a good quality of life for all parts of the community.</p>	<ul style="list-style-type: none"> • To promote health and wellbeing for all. • To promote equality for all sections of the community, with a focus on more deprived areas.
<p>ENVIRONMENT - To improve the local environment and contribute to wider environmental and climate change goals.</p>	<ul style="list-style-type: none"> • Help protect and enhance the local environment for the benefit of the community. • Encourage and contribute to positive action to address wider environmental issues and climate change.
<p>AWARENESS - To raise awareness of the Town Council</p>	<ul style="list-style-type: none"> • To communicate effectively with local organisations and the community. • Engage with partner organisations to ensure Town Council input into key projects / activities.
<p>RESOURCES – To ensure the effective use of resources</p>	<ul style="list-style-type: none"> • To closely scrutinise all expenditure and consider how it contributes to achieving our objectives. • To work with partners and the community to achieve best value for money.

Theme / Area of work	Activity	Details	Link to corporate objectives	
Planning & Town Centre	Respond to planning applications	To consider planning applications in the Town and respond to WDC planning consultations (in accordance with Leamington Spa Neighbourhood Plan policies)	Partnership Planning Community Environment	
	Planning Policy	-Contribute to the development of relevant local planning policy.	Partnership Planning Community Environment	
	Neighbourhood Plan	Seek to achieve the objectives of the Neighbourhood Plan through our engagement with the planning process.	Partnership Planning Community Environment	
	Community Infrastructure Levy (CIL)	Develop and deliver proposals for spend of RLSTC's CIL monies	Partnership Planning Community Environment Resources	
	Economic development / town promotion	Work with partners to promote Leamington Spa as a place for residents, visitors, businesses and cultural activity.	Partnership Planning Culture Community Environment Resources	
	Town Centre Developments and Projects	Work with partner organisations to shape, influence and achieve positive developments in the Town Centre.	Partnership Planning Culture Community Environment Resources	

	Re-convene Safer Town Centre Group	Work with partner organisations to consider re-establishing Town Centre Safer Neighbourhood Forum.	Partnership Community Environment Resources	
Civic Events & Activities	Mayoral support for local community and civic activity.	-Promote and support local community activity through the attendance and support of the Town's Mayor at a wide range of community activities and events. -Welcoming of and engaging with civic visitors.	Partnership Culture Community Environment Awareness	
	Lead and Support Key Civic Events and Activities	-Work with Royal British Legion and WDC to deliver the annual Leamington Spa Remembrance Sunday Service. -Arrange / support annual Civic Service	Partnership Culture Community	
Environment & climate	Engage with local Climate Change networks / structures	Support development and delivery of climate change projects and initiatives	Partnership Community Environment Awareness Resources	
	Leamington in Bloom	Deliver Leamington in Bloom activities and projects.	Partnership Culture Community Environment	
	Street Trees	Continue to work with WCC to enhance street tree planting and maintenance in the Town.	Partnership Culture Community Environment Resources	
	Allotments	Provide allotments in the Town.	Partnership Planning Community	

		Work in partnership with allotments societies to maintain and enhance allotment provision.	Environment Resources	
	Support town centre improvements.	Work with partners to enhance town centre environment, including green spaces, public realm, active travel etc.	Partnership Planning Community Environment Resources	
Culture & Community	Provide support for local groups / activities (includes through Grant funding)	-Provide grant support to key local orgs -Community grants open to eligible local groups.	Partnership Culture Community Environment Resources	
	Twinning activity	Support and work with Leamington International Twinning Society to enhance twinning links and activities.	Partnership Planning Culture Community Resources	
	Blue plaque scheme	Work with blue plaques group to identify and deliver installation of new blue plaques. Promote the blue plaques in the town and the community's engagement with them.	Partnership Planning Culture Community Environment Awareness Resources	
	Commonwealth Games	Work with WDC and partners to promote and support activities related to the Commonwealth Games 2022.	Partnership Planning Culture Community Environment Awareness Resources	

	Queens Jubilee	Work with WDC and Leamington BID to deliver Queen's Platinum Jubilee celebration event.	Partnership Culture Community Resources	
Wellbeing & Equality	Supporting relevant groups to support local communities	Support for and promotion of key relevant local services, including Citizen's Advice, Shopmobility, Children's Centres etc	Partnership Community Awareness Resources	
	Promotion and awareness of local services	Assist in raising awareness of key issues / service provision amongst the local community.	Partnershi Community Awareness Resources	
Communication & Engagement	Regular programme of communications.	-Emphasis on local news / services / wellbeing / culture / mayoral activity etc. -Taking opportunities to seek the views of local communities on key issues	Partnership Community Awareness	
	Review / redesign Website	-Improve Town Council website to enhance the information available to the community through that channel.	Community Awareness Resources	
Internal / administrative	Various	Programme of internal activities to maintain and improve the operation of the Town Council.	Resources	

WDC = Warwick District Council
WCC = Warwickshire County Council
BID – Business Improvement District

REPORT TO A MEETING OF THE POLICY AND RESOURCES COMMITTEE TO BE HELD ON 17th MARCH 2022

DRAFT REVISED COMPLAINTS POLICY

1. Purpose of the Report

To consider a draft updated Complaints Policy for the Town Council.

2. Background

- 2.1 At its meeting on 3rd February 2022 the committee considered a report relating to the Town Council's suite of policy and procedural documents. It was agreed that a programme of policy creation / updating would take place in the coming months. At its meeting on 3rd March the Town Council considered an initial draft of revised Standing Orders and approved an updated Publication Schedule.

3. Complaints procedure

- 3.1 From time to time the Town Council may receive complaints about its actions. A complaint is an expression of dissatisfaction and could be about:

An action taken or lack of action taken
The standard of a service
Procedures not being followed
A mistake
A delay etc

It is important that the Town Council has a clear and agreed policy / process for dealing with complaints, so that they are dealt with in a reasonable and proportionate manner. Such a policy / process provides clarity for all those involved. A good complaints process should seek to:

Be accessible and easy to use,
Be helpful and receptive, not adversarial
Be clear, fair and objective
Be consistent and based on clear procedures and responsibilities
Provide timely responses that are proportionate to the matter in question
Be supported by Councillors and officers

- 3.2 Often complaints or concerns do not relate to the responsibilities of the Town Council but may relate to other organisations, including the District Council or County Council. Where this is the case the Town Council will direct people to the relevant organisation, offering advice on how to best contact them where practical.
- 3.3 The Town Council receives a wide range of correspondence on a range of matters. Minor concerns or issues will simply be dealt with by return correspondence / dialogue and where this can be dealt with to the satisfaction of both parties it will not

be escalated to a formal complaint. However, should the matter be more serious, or should the relevant person wish to make a formal complaint, this will be dealt with in accordance with the agreed Complaints policy / procedure.

4. **Other matters for consideration / noting**

- 4.1 Where relevant the Council's insurers will be notified of a complaint – for example if the complainant is seeking redress (eg financial) and the Town Council may be at risk of being held liable for an incident.
- 4.2 There may be occasions where the Complaints Procedure is not the appropriate mechanism to deal with a complaint. For example:
 - 4.2.1 Alleged financial irregularity – Local electors have other statutory rights to object to a Council's audit of accounts. (s16 Audit Commission Act 1998)
 - 4.2.2 Alleged criminal activity – should be referred to the police.
 - 4.2.3 Members conduct alleged to breach the code of conduct adopted by the council – The District Council is responsible for handling complaints that relate to a member's compliance with the council's code of conduct.
- 4.3 Complaints from employees about workplace matters should be dealt with through an agreed internal grievance procedure.
- 4.4 Data protection / confidentiality. Complaints should be kept confidential where in accordance with relevant data protection requirements – with only those required to know seeing the detail.
- 4.5 If a complainant takes legal action, the Town Council should consider seeking its own formal legal advice.
- 4.6 Complaints should generally be treated as complaints against the council, rather than against individuals, although there may be occasion where the behaviour of individuals needs to be dealt with through other procedures.
- 4.7 Unlike County and District Councils, local councils are not subject to the jurisdiction of the Local Government Ombudsman (Local Government Act 1974), unless the complaint concerns a matter in which a Local Council is acting on behalf of a principal Council.

5. **Recommendation**

- i) That the Committee considers the draft Complaints Policy / Process attached at Appendix A.
- ii) That the Committee recommends a Complaints Policy / Process to the Town Council for adoption.

Royal Leamington Spa Town Council DRAFT COMPLAINTS POLICY & PROCEDURE



1.0 Policy Background

1.1 Royal Leamington Spa Town Council aims to provide a courteous, prompt and efficient service to members of the public and organisations. However, if things do go wrong we would like to learn from them. Therefore, if you are not satisfied with any of the Council's services provided to you, you have the right to complain.

1.2 Not all queries or concerns raised need to be dealt with formally and we are keen to ensure that any problems are dealt with quickly and effectively in order that they do not develop into formal complaints. Therefore you may be able to resolve your issue informally through discussion with relevant Council officers.

1.3 This procedure will be adopted for dealing with formal complaints about the Council's administration or its procedures. It does not specifically focus upon complaints about an employee of the Council that would be more appropriately dealt with as an employment matter and in accordance with the Council's Disciplinary Procedures.

1.4 Complaints that an employee may have about a colleague or a Senior Officer must be conducted in accordance with the Council's relevant grievance procedures.

1.5 This procedure does not cover complaints about the conduct of Members of the Town Council (Councillors), which is covered by the Code of Conduct. Any such complaints should be referred directly to:

The Monitoring Officer
Warwick District Council
Riverside House
Milverton Hill
Royal Leamington Spa
CV32 5HZ

2.0 What you can expect from the Council

2.1 The Town Council will:

- Listen and record the complaint and ensure that it is investigated appropriately;
- Resolve the problem promptly, where possible;
- Acknowledge receipt of the complaint within seven working days;

- Advise the complainant if there is likely to be a significant delay while the matter is investigated and provide some indicative timescales.

3.0 Receipt of the Complaint

3.1 All complaints will be requested in writing (letter or email). They should be addressed as follows:

The Town Clerk

Royal Leamington Spa Town Council

Town Hall

Parade

Royal Leamington Spa

CV32 4AT

Or sent via email: clerk@leamingtonspatowncouncil.gov.uk

3.2 If a complaint about the procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor or the Town Clerk, then the complainant will be asked to place the complaint in writing.

3.3 Acknowledgement of receipt of the complaint will be provided within 7 days. The Council aims to respond to the complaint within 30 working days. If this is not possible you will be advised of actions taken to date and an anticipated completion date (this may be necessary as staff and/or Councillors may be on leave or information may need to be obtained from other parties).

3.4 The Town Clerk is responsible for dealing with complaints in the first instance. However, if the complainant prefers not to address the complaint to the Town Clerk (because the matter relates to the Town Clerk, for example), he or she will be advised to address it to the Mayor.

4.0 Considering and resolving the Complaint

4.1 The Council's aim is to resolve any complaint that it receives at the earliest opportunity. The Town Clerk will consider any information provided by the complainant and will investigate the matter, obtaining other information where appropriate to enable a robust assessment of the complaint and the situation it relates to. The Town Clerk may discuss matters with the complainant to clarify the relevant issues.

4.2 Once the matter has been considered / investigated, the Town Clerk will write to the complainant advising of his findings and proposing a resolution to the matter. The complainant will be asked to consider the response and indicate whether they are satisfied with it.

4.3 In the case of a formal complaint, where the complaint is successfully dealt with through direct action/correspondence with the complainant, the Town Clerk will report this either to the next meeting of the Council or a relevant committee. (Depending on the nature of the complaint this may be dealt with in confidential session). Consideration will be given to any changes of practices or procedure identified during the consideration of the complaint.

4.4 Where it is not appropriate for the Town Clerk to consider the complaint in the first instance, it will be dealt with by the Mayor who will arrange for the matter to be considered by a meeting of the Urgent Matters Committee. The Urgent Matters Committee will consider information provided by the complainant, along with any other relevant information (such as that provided by Town Council officers) and will write to the complainant advising of his findings and proposing a resolution to the matter. The complainant will be asked to consider the response and indicate whether they are satisfied with it.

5.0 Escalation / appeal

5.1 Where it is not possible for the Town Clerk (or Urgent Matters Committee) to resolve the complaint through the process described in section 4, the complainant will be offered the opportunity for the complaint to be referred for further consideration to the relevant Committee.

5.2 The detailed process for the further consideration of the complaint by Town Councillors / relevant committee is described in Appendix 1 – Royal Leamington Spa Town Council Complaints Procedures.

5.3 The committee has the right to reject complaints which it considers too ambiguous, unsubstantiated or vexatious in nature.

5.4 If a complaint is deemed vexatious by the panel, that decision will be recorded to inform the consideration of any future complaints which are the same or similar.

5.5 Following the consideration of the complaint by the relevant Committee, the complainant will be advised of the decision / response to their complaint, which is final with no further right of appeal. Wherever possible, this will be confirmed in writing within 7 days together with details of any action to be taken.

5.6 The Committee may defer dealing with a complaint if it is considered that further advice or information is necessary. The advice will be obtained and considered and the complaint will then be dealt with at the earliest practical opportunity.

Appendix 1 – Royal Leamington Spa Complaints Procedure

1. Before making a formal complaint, please refer to the information in Royal Leamington Spa Town Council's Complaints Policy & Procedure, which describes the complaints process. Please also ensure that the matter you are concerned about is within the remit of the Town Council, rather than one of the other Councils that provide services in Leamington Spa. Please feel free to contact the Town Clerk to discuss / clarify the matter or process first.

2. Having considered the information in the Policy & Procedure, should you wish to make a formal complaint, please submit the complaint in writing to:

Email – clerk@leamingtonspatowncouncil.gov.uk

Or by post to:

The Town Clerk
Royal Leamington Spa Town Council
Town Hall
Parade
Royal Leamington Spa
CV32 4AT

If you do not wish to put the matter to the Town Clerk, you should write to:

The Mayor (Complaints)
Royal Leamington Spa Town Council
Town Hall
Parade
Royal Leamington Spa
CV32 4AT

3. To enable the complaint to be dealt with effectively, you are asked to use the Town Council's complaints form which is at the end of this document or can be sent on request. In any case please provide the following information:

- Name
- Address
- Telephone Number
- Email address
- Details of Complaint (background / issues / nature of complaint/s)
- Any previous discussion / correspondence with the town council about the matter.
- What you think would be a suitable way for the Town Council to respond to your complaint.

4. The Town Clerk (or other nominated officer) shall acknowledge receipt of the complaint, provide a reference number and advise the complainant how the complaint will be dealt with (in accordance with the Complaints Policy & Procedure). If there is likely to be a delay, the Town Clerk will confirm this at each stage where a delay becomes likely or apparent. The complainant should also be advised whether the complaint will be treated as confidential.

5. The complaint will be investigated by the Town Clerk or a designated officer. This will involve the collation of relevant information to inform consideration of the complaint. It may also involve further correspondence / discussion with the complainant to clarify any issues or information.

5b. Should the matter be unsuitable for the Town Clerk to investigate (e.g. due to the Town Clerk's involvement in the matter subject to complaint), this stage of the process will be dealt with by a meeting of the Urgent Matters Committee. The Urgent Matters Committee will consider information provided by the complainant, along with any other relevant information (such as that provided by Town Council officers).

6. Following investigation of the complaint, the Town Clerk (or Urgent Matters Committee) will write to the complainant advising of the findings and proposing a resolution to the matter. The complainant will be asked to consider the response and indicate whether they are satisfied with it.

.....

7. If the complainant is not satisfied with the response and chooses to escalate / appeal the initial response to their complaint, this will be acknowledged in writing.

8. A meeting of the relevant committee / group of Councillors will be convened to consider the complaint, in accordance with the Town Council's Complaints Policy & Procedures.

9. A minimum of two weeks prior notice of such a meeting will be given to the complainant. At the time the complainant is notified in writing of the panel date, they will also be requested to provide any written evidence that they wish to present to the meeting no later than 7 days prior to the meeting and the Council will confirm any material it intends to present to the complainant within the same time scale.

10 The complainant will be invited to attend the meeting if they wish and will also be invited to bring a "friend" with them either to represent them or to give moral support. The complainant will be asked to confirm if this is the case.

At the meeting:

11. Where appropriate and subject to the relevant procedures, the press and public may be excluded from the meeting for the part where the complaint is considered, although the result of the consideration of the complaint will be recorded in public minutes.

12. If present, the complainant (or their representative) will be asked to outline their complaint. Questions may be asked of the complainant by the Town Clerk or other nominated officer and then Town Councillors.

13. The Town Clerk (or other appropriate person) will have an opportunity to explain the Council's position and questions may be asked (i) by the complainant (or their representative) and (ii) by the Councillors.

14. The Town Clerk or other nominated officer has the right to request an adjournment in order to obtain the information required to answer a question (in which case the committee should consider postponing the decision to a future meeting).

15. The Town Clerk or other nominated officer and then the complainant (or representative) should be offered the opportunity to briefly summarise their position.

16. The Town Clerk or other nominated officer and the complainant (and representatives) should be asked to leave the room while the committee considers their response to the complaint. If a point of clarification is required, both parties should be invited back into the room.

17. If a decision is made at the meeting, the Town Clerk or other nominated officer and the complainant should be given the opportunity to hear the decision at that point.

After the Meeting:

18. The decision should be confirmed in writing within seven working days after it has been reached, together with details of any action to be taken. The complainant does not have a right of appeal.

19. If the consideration of the complaint gives rise to any further action in relation to staff members, this will be dealt with through the relevant processes and procedures and where appropriate, HR or legal advice will be sought to inform any further action.

Appendix 2 – Royal Leamington Spa Town Council complaints form.

Please complete this form when making a formal complaint to Royal Leamington Spa Town Council under its Complaints Procedure.

Name	
Address	
Telephone No.	
Email address	

Please provide here details of your complaint:

Have you spoken to, emailed or written to anyone at the Town Council about your complaint?	Yes	No
If Yes, provide their name:		
What happened as a result of this contact?		

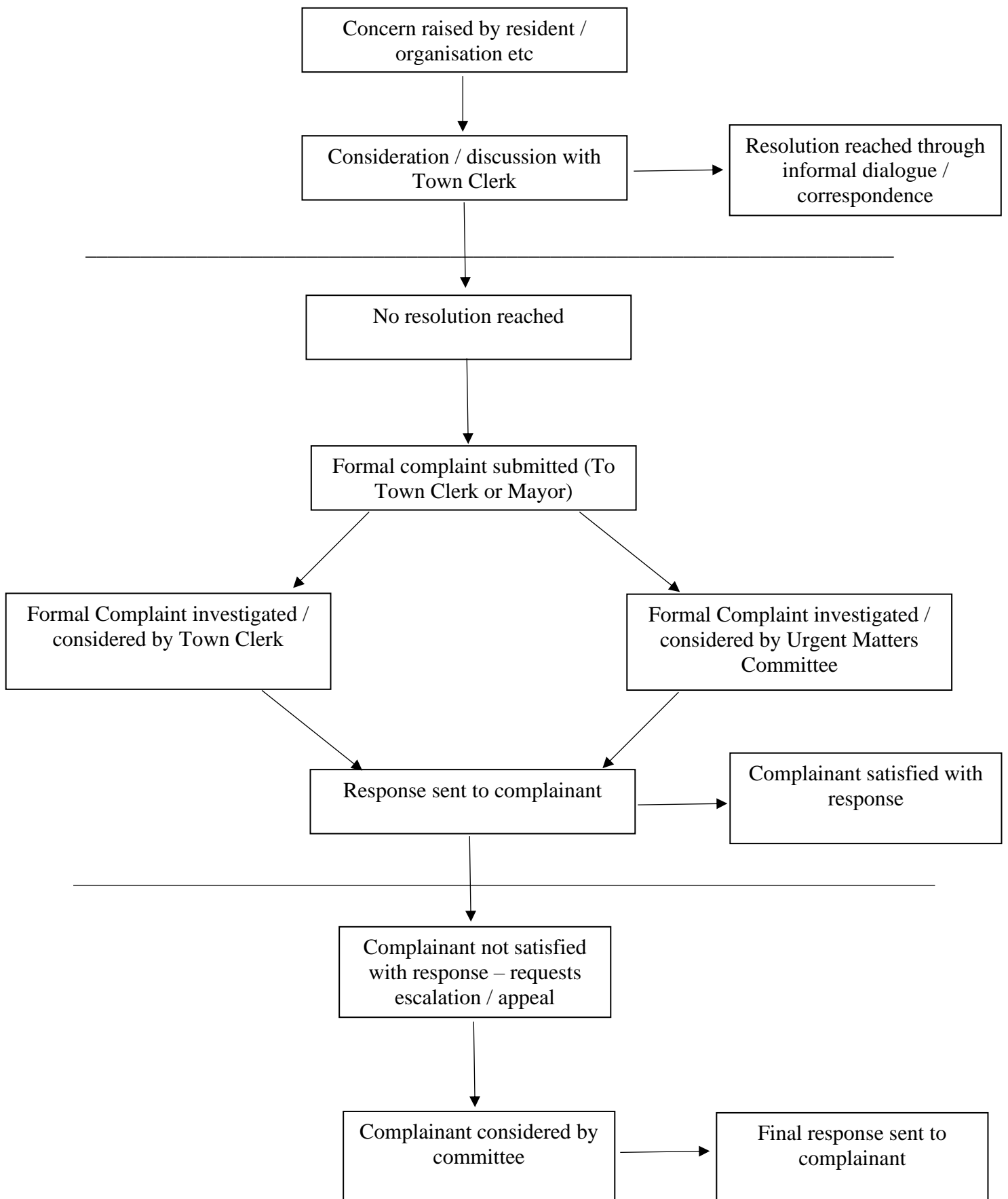
What do you think would be a good way for the Council to resolve your complaint?

Please send this form to:

Email: clerk@leamingtonspatowncouncil.gov.uk or by post to:

Town Clerk, Leamington Spa Town Council, Town Hall, Parade, Leamington Spa, CV32 4AT

Appendix 3 – Summary of complaints process



REPORT TO A MEETING OF THE POLICY AND RESOURCES COMMITTEE TO BE HELD ON 17th MARCH 2022

CODE OF CONDUCT UPDATE AND ASSOCIATED TRAINING

1. **Purpose of the Report**

To consider the current situation regarding the Code of Conduct

2. **Background**

- 2.1 The Town Council is required to adopt a code of conduct. This report notes the intention to bring forward a report to Town Councillors to consider adopting the new Local Government Association model code of conduct.

3. **Local Government Association Model Code of Conduct**

In recent years the Local Government Association has been reviewing the code of conduct and has created a new model Code of Conduct.

Warwick District Council and Stratford District Councils have now adopted the revised code of conduct for implementation from 01 May22. Warwick District Council are encouraging town and parish councils to adopt the same model code of conduct and this position is supported by WALC.

Now that Warwick District Council has formally adopted the new code of conduct a report will be brought forward to Town Councillors asking them to consider doing the same.

4. **Code of Conduct Training**

In the meantime, and in anticipation of the new model code of conduct coming into operation for the District Council on 1st May 2022, Warwick and Stratford District Councils have invited town and parish councils in South Warwickshire to attend some training that they are hosting (via MS Teams) in the coming weeks.

The training is intended to aid in the understanding of the new / proposed code and will be delivered by someone who has helped develop the Model Code of Conduct that has been adopted along with the training materials for the LGA. There will be a short Q and A at the end.

The dates for these sessions are as follows:

- 31 March - 5.00-6.30pm
- 4 April - 6.00-7.30pm
- 14 April – 4.00-5.30pm

The invitation to the training is for the Town Clerk and one other person.

The Committee is invited to identify a Council Member to attend the training in addition to the Town Clerk.

5. Recommendation

That the committee notes the information in the report and considers the invitation for one member of the Council to attend the training along with the Town Clerk.

REPORT TO A MEETING OF THE POLICY AND RESOURCES COMMITTEE TO BE HELD ON 17th MARCH 2022

BOUNDARY REVIEW CONSULTATION

1. Purpose of the Report

To note / consider a further Boundary Review Consultation

2. Background

- 2.1 The Boundary Commission for England (BCE) is an independent and impartial non-departmental public body which was established by legislation to keep under review the boundaries of parliamentary constituencies in England. The BCE is currently undertaking the '2023 Boundary Review'. This is a review of parliamentary constituencies which will conclude with a formal report and recommendations in June 2023.

The broad purpose of such a review is to ensure that parliamentary constituencies comply with a set of parameters agreed by Parliament, in particular in relation to the number of electors in each constituency. Current rules mean that the number of electors in each parliamentary constituency should be between 69,724 and 77,062 (with minor exceptions in the Isle of White).

The timetable for the review is as follows:

- o 5 Jan 2021: Publication of headline electorate figures by ONS, BCE begin development of initial proposals;
- o 24 March 2021: Publish complete ward-level electorate figures (i.e. including 'prospective' wards);
- o 10 May 2021: Publish 'Guide to the 2023 Review';
- o 8 June 2021: Publish initial proposals and conduct eight-week written consultation;
- o Early 2022: Publish responses to initial proposals and conduct six-week 'secondary consultation', including between two and five public hearings in each region;
- o Late 2022: Publish revised proposals and conduct four-week written consultation;
- o June 2023: Submit and publish final report and recommendations

3. Further consultation

The consultation facility has now re-opened on the 2023 Boundary Review of Parliamentary Constituencies. Details can be found on the consultation website www.bcereviews.org.uk , which allows you to view and comment on the responses received to initial proposals for updated constituencies in England. This second statutory consultation period will remain open until midnight 4 April.

You can give your views either in writing - ideally through the consultation website itself - or orally in person at one of the hearings taking place in each region of England during this consultation period: for further details of where and when these hearings are taking place, and how to book a speaking slot, please see <http://bit.ly/bcepublichearings>

Following the close of this consultation period, the Commission will be analysing all the responses received in the first and second consultations, and taking those views into account in determining where and how to revise our proposals, which will then be published for a final period of consultation - likely in the autumn of this year.

REPORT TO A MEETING OF THE POLICY AND RESOURCES COMMITTEE TO BE HELD ON 17th MARCH 2022

BUDGET / FINANCE MONITORING

1. **Purpose of the Report**

To enable the Committee to monitor budget spend and related financial processes / procedures.

2. **Introduction / overview**

2.1 The Policy & Resources Committee receives regular reports to enable it to monitor the Town Council's budget spend and to consider any issues arising from that monitoring.

2.2 Attached at appendix A is a list of transactions from Jan 2022, period ten of the 2021/22 financial year.

2.3 Attached at appendix B is a summary of expenditure against budget to the end of January 2022.

3. **Expenditure to date**

3.1 Although there are likely to be some modest underspends at the end of the current year due largely to ongoing Covid disruptions, these are relatively minor.

3.2 At the meeting of 13th January 2022, the Town Council agreed the use of some underspends as part of its contribution to the Commonwealth Games Street Dressing.

3.3 Once again the Civic Dinner has not gone ahead. It was agreed at the meeting of the Town Council on 3rd March that the £1500 budget for the Civic Dinner would be paid to the Mayor's charity fund, on the basis that this would have been a key opportunity for the Mayor to raise funds for their charity.

3.4 Town Hall Offices Service Charges – The Town Council pays a proportion of the relevant service charges for the Town Hall, based on the proportion of floor space that it uses. The sum each year fluctuates slightly based on actual costs the year before – e.g. changes in utility costs etc. The Town Clerk recently raised an issue with the District Council regarding the rate of payment it had been making in the current year. An adjustment that had been made for 2020/21 was incorrectly continued into 2021/22. This dialogue has resulted in a correction which will see the Town Council reimbursed approximately £2,600 in relation to its service charges for 2021/22.

On a related note - the Town Council is occasionally required to contribute to more substantial repair works when they arise. It is understood that the budget for Town Hall service charges has previously been increased in order to generate a reserve for contributions to such works. This approach will be maintained for the time being to create such a reserve and ensure that the Town Council is well placed to cover its contribution to relevant repair work.

4. **Earmarked reserves**

At the end of the financial year and as part of the end of year accounting process, a number of earmarked reserves will be created / identified. These are likely to include:

- Election costs – as well as costs for ordinary elections, reserves will be created for the by-elections in May 2021 and December 2021. Invoices for the costs of these by-elections have not yet been received from WDC.
- Community Infrastructure Levy Funds (which are required to be 'ring-fenced'.)
- Website improvements
- IT equipment and infrastructure.
- Queen's Platinum Jubilee.
- Town Hall office costs (one-offs)
- Outstanding allotment grants (from previous years)

5. **Internal financial controls**

Following internal financial checks on 06th December, Cllr Chowdry attended the Town Hall office again on 8th Feb to undertake further routine checks.

6. **Finance Software**

As considered previously by the committee, the implementation of new accounting / finance software (Advantedge) is being set up. The intention is to begin using the software from the start of the new financial year (01 Apr22).

7. **Staff salaries – national negotiations**

As reported to the meeting of the Town Council on 3rd March 2022, national negotiations in relation to Local Government salaries for the current year (21/22) finally concluded in late February when an increase of 1.75% on most pay scales was agreed. Employers have been encouraged to implement this pay award as swiftly as possible. This will be paid to Town Council staff in the March payroll and backdated to 1st April 2021, as required. A briefing confirming the new salaries has been published by NALC and is available if required. The salary award for 2022/23 is yet to be determined but will be reported to the committee and Town Council in due course.

8. **Recommendation**

That the committee notes the information provided regarding budget / financial processes and makes any comments.

Appendix A – Summary of Transactions January 2022

Summary of Transactions					
Jan-22					
Cheque No / Electronic payment	Payee	Details	Amount	VAT	Total
	Warwick District Council	Business rates - parlour	162.00	0.00	162.00
	Warwick District Council	Business rates - offices	536.00	0.00	536.00
	Warwick District Council	Garage rental	46.73	9.34	56.07
	Public sector deposit bond	Interest accrued	-5.72		-5.72
	Bank of Scotland (Corp besp call acc)	Interest accrued	-10.60		-10.60
	Okapi Technology	Software charges	19.20	3.84	23.04
	HSBC	Electronic banking charges	15.90	0.00	15.90
	LiB members	LiB calendar sales	-30.00		-30.00
	Leamington History Group	Blue plaque contribution (Fowler)	-222.00		-222.00
	SD Worx	Pay summary - Dec	25.11	5.02	30.13
	BTGroupPlc	Quarterly phone charges	78.69	15.74	94.43
	Tesco Mobile	Mobile contract1 - Jan22	8.33	1.67	10.00
	Tesco Mobile	Mobile contract2 - Jan22	15.83	3.17	19.00
	Warwick District Council	Contribution to anti-spiking project	1905.00	0.00	1905.00
	SLCC	CiLCA qualification fee	410.00	0.00	410.00
Elec payment	Shrubland Street Community School	Lib green grant (replacement for chq 106807)	200.00	0.00	200.00
	Warwick District Council	Quarterly service charge-offices	1475.00	0.00	1475.00
	Warwick District Council	Quarterly rent - offices	2290.49	0.00	2290.49
	Toyota & Lexus Fleet Financial Services	Car leasing charges	284.05	18.65	302.70
	Employees + Councillors	Payroll - January	10354.47		10354.47
	Entanet International Ltd	Broadband charges	19.99	4.00	23.99
	HMRC	Tax & NI Dec21	2904.58		2904.58
	HSBC	Monthly bank charges	17.00		17.00
Elec payment	Warwick District Council	Commonwealth Games Street dressing contribution	12000.00	0.00	12000.00
Elec payment	Warwickshire Wildlife Trust Ltd	Peregrine webcam contribution	180.00	0.00	180.00
Elec payment	Leamington Art In the Park	Community grant	2000.00	0.00	2000.00
Elec payment	Friends of Christchurch Gardens	Community grant	1936.80	0.00	1936.80
Elec payment	The Parenting Project	Community grant	2000.00	0.00	2000.00
Elec payment	RLS Canoe Club	Community grant	2000.00	0.00	2000.00
Elec payment	Warwickshire Open Studios	Community grant	1975.00	0.00	1975.00
Elec payment	2nd Warwick Sea Scouts	Community grant	1145.26	0.00	1145.26
Elec payment	RCAB St Peters (Saturday Friendship Group)	Community Grant	2000.00	0.00	2000.00
Elec payment	Arts Uplift CIC	Community grant	2000.00	0.00	2000.00
Elec payment	Leamington Music	Community grant	2000.00		2000.00
	SD Worx	Payroll - Jan22	126.20	25.24	151.44
	Bank of Scotland	Interest accrued	-0.40		-0.40
					0.00
					0.00
		Expenditure	50131.63	86.67	50218.3
		Income	-268.72	0	-268.72

Appendix B

Budget monitoring 2021/22 - to end Jan 22						
Cost Centre	Budget 2021/22	Expenditure at 31/01/22	Adjustment for 2020/21 expenditure	Balance of budget remaining £	% of budget unspent at 31/12/21	Notes
	£	£	£		%	
Allowances	18000	16644	4334	5690	32	
Salaries	153000	121595	5733	37138	24	
Mayoral Transport	4392	3112	0	1280	29	
Civic Expenses	5965	768	0	5197	87	further expenditure anticipated
Administrative Expenses	22739	9051	-2427	11261	50	
Property and Assets	26570	28411	6034	4193	16	
Mayors Award	300	0	0	300	100	
Twining (not LITS)	400	0	0	400	100	Agreement to donate to One World Link
Grants and Power of General Compe	159100	126194	-893	32013	20	Further community and other payments / contributions made in Feb / Mar
Elections	18000	11690	0	6310	35	By election (2019) costs paid.
Allotments	5800	2865	-3780	-845	-15	Allotment income to be invoiced
less income	2000	37	0	1963	98	
Total exc V.A.T.	412266	320293	9001	100974	24	
Community Infrastructure Levy	Date Paid	Amount	Balance			
		B/F	23406			
	29.04.21	7976	31382			

Report No. 11

REPORT TO A MEETING OF THE POLICY AND RESOURCES COMMITTEE TO BE HELD ON 17th MARCH 2022

PAYMENTS

1. **Purpose of the Report**

To consider and approve a schedule of payments – schedule to be circulated: