

## TENBURY TOWN COUNCIL 2014/15 MEETING TC10

Minutes of the meeting of **TENBURY TOWN COUNCIL** held on **MONDAY 2<sup>nd</sup> FEBRUARY 2015** at **7.15pm** in the Pump Rooms, off Teme Street, Tenbury Wells.

**PRESENT:** Deputy Mayor Cllr S. Corfield, Cllrs S. Bowkett, J. da Costa, M. Drummond, J. Fielder, E. Hudson, D. Ingram, J. Morgan, G Price

**IN ATTENDANCE:** Town Clerk, 2 Members of the Public, WCC - Cllr K. Pollock, MHDC – Cllr A. Penn and Cllr P Grove

Cllr Corfield took the chair in the absence of the Mayor.

### 10.1 Apologies for Absence

Apologies had been received from Cllr Brennan, Cllr Watson, Cllr Weston and the Mayor. The Deputy Mayor was disappointed to see apologies from Cllr Brennan yet again and proposed that they should **not** be accepted. Members voted with 3 For the motion, 4 Against and 2 Abstentions so the motion was defeated.

**RESOLVED** that Cllr Brennan's apologies and reasons for absence therefore be accepted. Apologies given by other Councillors were proposed for acceptance without further comment.

**RESOLVED** that **all** apologies and reasons for absence be accepted.

### 10.2 Declarations of Interest

None

### 10.3 Presentation of the Town Council Annual Achievement Award to Mrs Susan Perry

The Annual Achievement Award was presented to Mrs Susan Perry for her voluntary work at St. Mary's church, with the Scouts, Cubs and Beavers and in co-ordinating the Royal British Legion Poppy Appeal in the town. The Deputy Mayor congratulated Mrs Perry on receiving the award. Mrs Perry said that she was very pleased to receive the award and had never expected to receive such an honour.

### 10.4 Public Participation

None

### 10.5 Worcester County Councillor's Report – Cllr K. Pollock

Cllr Pollock concentrated first on the Public Realm works. He said he was concerned about the drop in trade reported by businesses in the town and felt it was worrying that people were avoiding the town due to the works. It had been suggested that some of this was due to signage on approaches to the town and this was being addressed. WCC would also be taking out adverts in the local press to let people know that the town remains open for business and to encourage people to come to town again. The use of temporary traffic lights was being kept to a minimum. On discussion with businesses and residents it had also been agreed that work patterns would be changed to give less noise after midnight. Two crews would now work from 12 noon until 12 midnight rather than one crew throughout the night.

Cllr Pollock reported that the WCC budget would be considered in the coming week. There was a £2.4M shortfall in coming year in budget of £30M.

Tenbury Minor Injuries Unit – Cllr Pollock said he was concerned at proposed overnight closure of the unit which seemed likely to go ahead and that he was not convinced by the figures given and felt that it would be the loss of a valuable service.

Finally Cllr Pollock reminded members that money was still available from his Divisional Fund for this year if they knew of any individual or organisation who might wish to apply.

### Questions/Comments from Councillors

Cllr Drummond – Said that businesses were finding the public realm workmen to be helpful and very good at communicating what was planned. She reported that some businesses felt that signs saying open as usual actually put people off rather than encouraging them into the town. Cllr Pollock said it was impossible to please everyone. Cllr Drummond had also been asked whether there would be any recompense possible for businesses who had lost trade. Cllr Pollock said that the only route would be via business rate reduction which would need to be discussed with MHDC. Encouraging to hear that the contractors, Ringway, are being helpful and giving plenty of information.

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Cllr Fielder – reported that residents in Market Square were finding the late working difficult and felt that their views as residents had not been considered. Cllr Pollock said the works were for a short period and would move on soon. Cllr Fielder was worried that there had been no traffic lights at the weekend when the road outside of Bowketts was closed off. Cllr Pollock this should be discussed with the contractors.

Bromyard Rd bank – following the site meeting it had been proposed that the bank would be cleared by County and that Tenbury in Bloom would look after it thereafter.

### **10.6 Malvern Hills District Councillor's Report – Cllr A. Penn or Cllr P. Grove**

Cllr Grove gave a report on financial matters, see notes attached at Appendix A – He said that the MHDC 2015-18 Medium Term Financial Plan had been set and that the Budget would go before the MHDC Scrutiny Committee on 03/02/15 – He and Cllr Penn had worked hard to propose that all grants given to organisations be maintained to support TIC, CAB, Café 27 and Swimming Pool etc.

Cllr Penn reported that the Executive Committee had agreed to contract out the work of the Worcestershire Hub to Civica as also approved by Worcester County and Worcester City Councils.

Freedom Leisure had now taken over management of the Swimming Pool and plans looked good for the future.

Planning application for Broiler Units in Bockleton – Cllr Penn reported that the MHDC Northern Area Development Committee had made a site visit that day and that this controversial development would be discussed at their next meeting. Highways objections now seemed to have been addressed.

### **Questions/Comments from Councillors**

Cllr Fielder – asked when the ramp behind the Market Street toilets would be reopened? Cllr Penn said it was a Health & Safety Issue and the matter was in Legal proceedings now. He said he would look into having the signs changed. Cllr Fielder felt the ramp was unnecessary and that the height of the wall should be reduced. Cllr Penn said this argument had been well rehearsed when the wall was built by WCC but that it could not now be reduced hence the installation of the ramp.

Cllr Drummond – Would there be any recompense for businesses in respect of the Public Realm works? Cllr Grove said that business rates were set by Central Government and could not be revoked by District Council. Cllr Price noted that nonetheless District did have the power to grant concessions. The Clerk noted that at the time of the Teme Bridge closure it had been made clear that businesses would need details of previous years' earnings to clearly demonstrate a drop in trade attributable to the works. The Chamber of Trade should be asked to discuss this further with Cllr Grove.

### **10.7 To confirm the Minutes of the Town Council Meeting held on 5<sup>th</sup> January 2015**

The minutes of the meeting, held on 5<sup>th</sup> January 2015 were confirmed and signed by the Chairman as a true and correct record of proceedings.

### **10.8 To receive the Minutes and approve the resolutions of committee meetings – the Planning Committee Meetings held on 5th and 26th January, the Amenities Committee and Premises Committee Meetings held on 12th January and the Finance & Staffing Committee Meeting held on 26th January 2015.**

The Minutes of the meetings were received and resolutions approved.

### **10.9 To approve the Monthly Accounts for January 2015 and the Outstanding Accounts for February 2015 as recommended by the Finance and Staffing Committee on 26th January 2015**

See Appendix B

**RESOLVED** that the Monthly Accounts be approved and the Outstanding Accounts be approved for payment

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### **10.10 To consider the appointment of Unity Trust Bank as bankers to the Council as recommended by the Finance Committee on 26th January 2015**

Following the recommendation of the Finance Committee all members had received and reviewed a copy of the Terms and Conditions of banking with Unity Trust Bank and details of the proposed authorisation and permission levels for new accounts.

**RESOLVED** that the Council agreed:

1. to appoint Unity Trust Bank as Bankers to the Council
2. that the Council had read a copy of the Bank's Terms and Conditions and agreed to be bound by them.
3. to mandate the Clerk to open a Tailored Current and Tailored Deposit Account in the name of the Council and transfer all accounts with Barclays to Unity Trust Bank.
4. that the account should be set up to require three signatories or authorisations for payments.
5. that the Cllr S. Bowkett, Cllr SE. Corfield, Cllr JM Drummond, Cllr JP Morgan and the Clerk would be account signatories with online view and authorisation permissions.
6. that other members of the Finance Committee, Cllrs J da Costa, G. Price, E. Weston and M. Willis would be authorised account users with online view permissions.
7. that only the Clerk, and in her absence, the Administrative Assistant would have permission to submit payment requests.
8. that other members of the Council, Cllrs M. Brennan, J. Fielder, E. Hudson, D Ingram and J Watson would be named as Key Account Parties.
9. that one ALTO prepaid MasterCard be requested in the name of the Clerk for petty cash and purchases.

### **10.11 To approve an updated complaints procedure for publication.**

Attached Appendix C. Members had reviewed the proposed procedure and felt it covered the necessary points.

**RESOLVED** to approve the complaints procedure for use.

### **10.12 To consider the impact of Public Realm improvements on the town.**

As discussed in some detail earlier Councillors were pleased that the contractors were helpful and doing their best. While the initial impact had been negative while works were in progress members hoped that it would be positive once the new surfacing was completed and that section of the town looked much better.

### **10.13 To be updated on the installation of the young children's play area in the Burgage**

Work had started on installation that morning and the contractors were hoping to be finished by the end of the week, weather permitting. The fencing contractor would then install the fence the following week and landscaping would be completed. It was hoped that the play area would be ready to be properly opened at the beginning of April.

### **10.14 To be updated on progress regarding improvements to the bank at Bromyard Rd junction.**

Cllr Fielder reported that she had attended the site meeting with Cllr Pollock and Mr Gerry Brienza of WCC and that an offer had been made for WCC to clear the bank so that Tenbury in Bloom could look after it. Tenbury in Bloom were to meet the following week where the offer would be discussed further.

### **10.15 To receive an update on the Regal and its management by the Regal Tenbury Trust**

Attached Appendix D

Members who had recently visited the Regal said the Volunteers should be praised for being so friendly and informative.

### **10.16 Correspondence for Information**

Letter promoting the Oil Buying Club for community groups

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**10.17 Councillors' reports and items for future agenda**

- Feedback on liaison with Tenbury in Bloom re. clearance of bank at Bromyard Rd junction
- Consider safety of entrance to the Community Centre
- Bins requiring attention by the old Mortuary, Burgage entrance and at the end of Pembroke Avenue.

Meeting closed at 8:25 pm

Signed .....

Date .....

### **Activity report**

The Medium Term Financial Plan for 2015 to 2018 has been unveiled and shows that, despite the funding from central government being cut again, (being 12.8% less than last year's £4M and anticipated to fall to only £2.5M for 2017/18) the council has managed to control its costs and ensure a balanced budget for the next two years without having to apply unreasonable restrictions to the services provided. There is still a need for careful housekeeping and a requirement to develop further savings strategies in year three which have not yet been specifically identified, but work is ongoing to address the future shortfall. We are particularly pleased with the widely recognised good financial standing of the District and when this plan came before the Overview and Scrutiny Committee on 11<sup>th</sup> November they too expressed their appreciation to the team of Officers and Councillors involved for such a positive Medium Term Financial Plan.

Budget (Council Tax) goes before MHDC Scrutiny, second week of February.

Both your local District Councillors have put forward very good reasons to maintain all grants in Tenbury. The Museum, TIC, Café 27, CAB, and as you know a five year commitment of £365,000 for Tenbury Swimming Pool..

On 25<sup>th</sup> November, the MHDC Executive Committee voted to support the contracting out of the Worcestershire Hub services to CIVICA, this went to full Council on 2<sup>nd</sup> December, Council decided to defer until 29<sup>th</sup> January, for P.S.G to evaluate all options. During this time Worcester County Council and Worcester City voted to support CIVICA bid. At MHDC Full Council on Thursday 29<sup>th</sup> January it was approved for CIVICA to take on running Worcestershire. 143.

Freedom Leisure took over the management of Tenbury Swimming pool yesterday,( 1<sup>st</sup> February ).

### **Housekeeping**

As usual, both Phil and Tony will be happy to talk to you at any time. Remember, you can raise any matters with either of us, face-to-face or using the contact details above.

## Tenbury Town Council Bank Accounts Summary as at

26/01/2015

Financial Year ending 31/3/15	Petty Cash	Barclays Current A/C 023	Barclays Holding A/C 094 Savings	Barclays Reserve Funds 790	Barclays HLF Grant A/C 143	WCC Deposit A/C	TOTALS
Balance at 15/12/2014 (cash at bank and in hand)	42.36	16554.83	27449.39	56177.46	39085.91	951.64	140219.23
Balance at 26/01/2015 (cash at bank and in hand)	1.05	5369.06	19570.84	56344.64	39080.41	951.64	121316.59
Variance	-41.31	-11185.77	-7878.55	167.18	-5.50	0.00	-18902.64

## APPROVED TRANSACTIONS - CLEARED ACCOUNTS

Payee	Payment Ref	Date	Amounts		Reference
Sovereign Design Play System	14150185	16/12/14	-4474.56		New Play Area 20% Deposit from Reserves
British Gas Business	14150188	16/12/14	-71.39		Electricity Sports Changing Rooms - 01/05
SALARY PAYMENTS DEC	M9	18/12/14	-4247.01		SALARY PAYMENTS
L Renshaw	DDEP	18/12/14	72.00		Pilates
British Gas Business	14150181	19/12/14	-308.22		Gas - Pump Rooms 28/08/14 to 28/11/14
Npower Ltd	14150187	19/12/14	-82.99		Electricity Sports Pavillion Rooms - 31/07/14
F Powell & Co	14150170	22/12/14	-5940.00		Electric Roller Screen for Regal Cinema
OA Taylor & Sons Bulbs Ltd	14150175	22/12/14	-408.00		Bulbs for Civic Garden
Barclaycard	14150176	23/12/14	-430.50		Credit Card Transactions November 2014
Monies Paid In 100142	DDEP	23/12/14	551.00		Cheque Deposits
WCC	DDEP	24/12/14	747.85		LA01 3910905664 K BGC
L Renshaw	DDEP	29/12/14	72.00		Pilates
HMRC	DDEP	31/12/14	1277.77		VAT Q2
Barclays	INT	31/12/14		121.45	Annual Interest
Barclays	INT	31/12/14		167.18	Annual Interest
Regal Tenbury Trust	DDEP	01/01/15	367.00		Regal Rent
West Mercia Supplies	14150189	01/01/15	-45.95		Photocopy Charges 27/08/14 - 26/11/14
Npower	14150195	05/01/15	-228.64		Pump Rooms Electric
Eardiston Sawmill Ltd	14150190	06/01/15	-298.20		Supply & Fix Trellis
Npower Ltd	14150186	07/01/15	-52.34		Electricity Sports Changing Rooms - 31/07/14
WCC		07/01/15	218.50		Lengthsman for November
Barclays	14150200	08/01/15	-10.90		Bank Charges - 13218023
Barclays	14150201	08/01/15		-5.50	Bank Charges - 63885143
Orange Payment Processing	14150191	12/01/15	-7.38		Groundsman's Phone
Npower Ltd	14150203	14/01/15	-149.06		Electricity Sports Pavillion Rooms - 01/10/14
Malvern Hills District Council	DD	15/01/15	-424.00		Rates Palmers Car Park
Malvern Hills District Council	DD	15/01/15	-33.00		Rates Pavilion Burgage
Malvern Hills District Council	DD	15/01/15	-301.00		Rates Pump Rooms
Mainstream Digital Ltd	14150205	16/01/15	-64.76		Quarterly Rental Charges - 12/12/14 - 11/01/15
Mainstream Digital Ltd	14150206	16/01/15	-7.45		Call Charges 01/12/14 - 23/12/14
HMRC	14150193	20/01/15	-3277.24		Q3 NICS & TAX Oct to Dec 2014
GE Bright	14150193	20/01/15	-238.51		Pump Rooms Outdoor & Indoor Lights
GE Bright	14150194	20/01/15	-123.24		Pump Rooms PAT testing
EZ Cleaning	14150196	20/01/15	-15.00		Bus Shelter Cleaning December
DE Publications Ltd - pay 11 ju	14150197	20/01/15	-99.00		Advert Jan/Feb 2015 - Full Page
Minerva Publications	14150198	20/01/15	-118.80		Ludlow Life Weddings Ad
Tenbury Plant & Tool Hire	14150199	20/01/15	-42.00		Hire of Rotovator
Mr C. Bunn	14150202	20/01/15	-224.25		Lengthsman for December 2014
Herefordshire Housing Limite	14150204	20/01/15	-27.56		Community Alarm Monitoring Service - 01/15
Herefordshire Fire Alarm Serv	14150207	20/01/15	-102.00		Service of Fire Alarm System & Emergency
Mark Willis	14150208	20/01/15	-196.65		Mayor's Travel Expenses
J. G. Banfield & Sons Limited	14150209	20/01/15	-27.31		2 Taper Straight Handles & Jubilee Clips
Npower Ltd	14150210	20/01/15	-619.23		Footpath Lighting - 1/10/14 - 31/12/14
EZ Cleaning	14150211	20/01/15	-20.00		Pump Rooms Window Cleaning
Transfer from holding ACCT	FT	20/01/15	4000.00	-4000.00	Funds Top Up
WCC	DDEP	23/01/15	224.25		Lengthsman for December
Transfer from holding ACCT	FT	26/01/15	4000.00	-4000.00	Funds Top Up

<b>TRANSACTION TOTALS for DECEMBER/JANUARY</b>	<b>-11185.77</b>	<b>-7878.55</b>	<b>167.18</b>	<b>-5.50</b>	<b>0.00</b>
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## JANUARY PAYMENTS CURRENTLY AWAITING CLEARANCE

Payee	Invoice	Inv. Date	Paym Ref	Total	VAT	Net	Approval Ref	Ref.
SALARY PAYMENTS JAN	January	29/01/15	M10	£ 4,348.16	£ -	£ 4,348.16	M10	SALARY PAYMENTS
Wyre Forest District Council		30/01/15	14150212	£ 25.00	£ -	£ 25.00	APP1415033	2 Tickets to Winter Warmer Charity Supper

<b>CURRENTLY OUTSTANDING TO END JANUARY</b>	<b>£ 4,373.16</b>
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## APPROVED CREDIT CARD PAYMENTS

Payee	Inv. Date	Paym Ref	Total	VAT	Net	Approval Ref	Ref.
NONE							

<b>TOTAL FOR JANUARY BILL PAYABLE IN FEBRUARY</b>	<b>£ -</b>
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**FEBRUARY PAYMENTS CURRENTLY AWAITING APPROVAL**

Payee	Invoice	Inv. Date	Paym Ref	Total	VAT	Net	Approval Ref	Ref.
Glasdon	677912	09/01/15	14150213	£ 579.52	£ 96.58	£ 482.94	APP1415033	Memorial Bench
West Mercia Supplies	232097	12/01/15	14150214	£ 108.36	£ 18.06	£ 90.30	APP1415033	Lease from 13/02/15 to 12/05/15
Herefordshire Fire Protection	144399	15/01/15	14150215	£ 103.85	£ 17.31	£ 86.54	APP1415033	Service of Fire Extinguishers & Replacements
J. Harper & Sons(Leominster)	10	22/01/15	14150216	£ 13,309.53	£ 490.95	£ 12,818.58	APP1415033	Regal Cinema - Release of Final Retention
Npower Ltd	1.41468E+12	19/01/15	14150217	£ 80.23	£ 3.82	£ 76.41	APP1415033	Electricity Sports Changing Rooms - 16/10/14 to 16/C
Barclays	15/12/14 12/01/15	19/01/15	14150218	£ 9.37	£ -	£ 9.37	APP1415033	Bank Charges - 13218023
Barclays	15/12/14 12/01/15	19/01/15	14150219	£ 5.50	£ -	£ 5.50	APP1415033	Bank Charges - 63885143
Advantage Business Supplies	11/140621	23/01/15	14150220	£ 49.10	£ 8.18	£ 40.92	APP1415033	Pens & Folders
Orange Payment Processing			14150221	£ 7.38	£ 1.23	£ 6.15	APP1415033	Groundsman's Phone
Stourport Town Council		23/01/15	14150222	£ 20.00		£ 20.00	APP1415033	2 x Tickets Charity Got Talent Show
Redditch Borough Council		23/01/15	14150223	£ 20.00		£ 20.00	APP1415033	2 x Tickets Charity Skittles Night
Kidderminster Town Council		23/01/15	14150224	£ 70.00		£ 70.00	APP1415033	2 x Tickets Over the Rainbow Charity Ball
British Gas Business	102659967	20/01/15	14150225	£ 77.23	£ 3.67	£ 73.56	APP1415033	Pavilion Electric 2/5/14 - 31/7/14 FINAL BILL

**CURRENTLY OUTSTANDING TO END FEBRUARY      £    14,440.07**

# Tenbury Town Council

## Complaints Procedure

1. The following procedure will be adopted for dealing with complaints about the council's administration or its procedures. Complaints about a policy decision made by the council will be referred back to the council, or relevant committee, as appropriate, for consideration.
2. This procedure does not cover complaints about the conduct of a member of the town council.
3. If a complaint about procedures, administration or the actions of any of the council's employees is notified orally to a councillor, or to the clerk to the council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
4. The complainant will be asked to put the complaint in writing to the clerk to the council. The clerk will acknowledge receipt and specify the date by which it will be dealt with. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
5. If the complainant prefers not to put the complaint to the clerk to the council (because the matter relates to the clerk, for example,) he or she should be advised to write to the chairman.
6. (a) On receipt of a written complaint, the clerk (except where the complaint is about his or her own actions) or chairman (if the complaint relates to the clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.  
(b) Where the clerk to the council or a councillor receives a written complaint about the clerk's actions, he or she shall refer the complaint to the chairman of the council. The clerk to the council will be formally advised of the matter and given an opportunity to comment.
7. The clerk or chairman will report any complaint disposed of by direct action with the complainant to the next meeting of the council.
8. The clerk or chairman will report any complaint that has not been resolved to the next meeting of the council. The clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the council in person.
9. Matters relating to grievance or disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the council's grievance and disciplinary procedures.
10. The council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the council meeting in public. The council must bear in mind the necessity to maintain confidentiality if it has been requested, and to comply with the requirements of Data Protection legislation with regard to personal information.
11. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
12. The council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.

## **Regal Trust Report Jan 2015**

January was rather successful. It's impossible to say whether this was because of increased advertising, the raising of our profile thanks to the pantomime or because of a particularly strong programme. What we do know is that we have been busy.

### Attendance figures

January 2013 556 patrons

January 2014 1311 patrons

January 2015 2266 patrons

There were no live shows in January and our tech team have been busy replacing all the equipment removed for the pantomime, servicing all the lamps and installing a second set of LED par cans.

Our first live show of the year is Abbamania on the 7th February which has been sold out for many weeks. Whilst this is great news, we are slightly concerned that pre-sales for many of the other live shows that we have planned are still very weak and it is likely that some will be cancelled as promoters move to protect their expenses.

We are putting the final details together for the launch of our Musical Theatre School which is being supported by Orchard Valley Foods. We plan to initially start with two Saturday morning fun classes catering to different age groups. The emphasis will be on movement and dance, but with drama and singing content added as we progress.

We will also be launching this year's Christmas Pantomime during February. The final details are still being worked out, but it will be bigger and more ambitious than last year. We will be using the profits from last year's pantomime on infrastructure improvements to make it all possible.

We recently held a very successful evening for our existing volunteers and a few potential new volunteers, updating them on our progress and detailing some of our plans for the future. We also discussed what we do well and what we can do better. We are still looking for new volunteers in all areas and are keen to hear from anyone who wants to get involved, no matter how little time they have available.