

Advisory & Scrutiny Committee

Minutes of a Meeting held on Tuesday 22nd April 2025 at 19:30 via Zoom

Present: Cllr K Applegate (Chairman), Cllr R Tungate, Cllr A Bonham, Clerk: C Dickson

Minute	Details	Action
AC337	Apologies for Absence Cllr Bonham was late due to a puncture. He joined the meeting at 20:20 where a further discussion on AC342 took place.	
AC338	Declarations of Interest None received.	
AC339	Minutes of the Last Meeting 14th January 2025 The minutes were approved and will be signed by Cllr Applegate as Chairman of the meeting.	
AC340	Matters Arising None.	
AC341	Public Participation None in attendance.	
AC342	Brundall Village Park Group Terms of Reference Brundall Village Park Group was formed to look at the design and development of the land the Council will receive via the S106 agreement for Brundall Meadows. It reports to the Recreation and Wellbeing Committee but has never had formal Terms of Reference. The Clerk drafted ToR that the BVPG were happy with, and these were considered by the committee. The Group is to be councillors only but the committee felt there should be representatives from all the main committees – Recreation and Wellbeing (as they have been engaging with the village over what might be wanted on the land), Land Management (as they will be managing the land once received and developed), Environment (as they need to input into the management plans, particularly for the area by the river). Compatibility with Cremer's Meadow was mentioned but not Memorial Hall land. The committee would like to see the group work with BMH to, hopefully, produce a cohesive area of land. Working with residents is also key to producing something the village wants and will embrace. The land will be the biggest impact project the Council has undertaken and the committee felt it should therefore report directly to full Council with regular updates. The Committee put forward the Brundall Village Park Group Terms of Reference for discussion by the full Council. Brundall Village Park Working Group Terms of Reference The Brundall Village Park Working Group (BVPG) was formed to look at the potential uses, design and layout of the land that will be given to Brundall Parish Council as part of the housing development next to Brundall Memorial Hall. 1. Membership BVPG shall comprise a minimum of three and a maximum of five members, with representatives from Land Management, Environment and Recreation and Wellbeing Committees. All members must be elected	

	members of the Parish Council. Members shall be appointed by resolution of the full Council Membership will be confirmed at the Annual Meeting of the Parish Council, or at the next full Council meeting if required. BVPG can ask advice from other councillors and members of the public who have specific knowledge and/or expertise on the subject to assist, including other Council working groups and committees: • Environment Committee • Biodiversity Working Group • Land Management Committee 2. Leader A Leader or spokesperson will be appointed by BVPG and must be an elected member of the Council. The Leader will be the main point of contact for the Clerk to the Council, Council members, and members of the public. 3. Reporting Structure BVPG will report directly to full Council. The Leader, if unable to attend a meeting , will nominate another member of the BVPG to attend and deliver the progress report. 4. Powers BVPG has no power to make decisions on behalf of the Parish Council, but may make recommendations to full Council . 5. Responsibilities and Areas of Operation BVPG is tasked with looking at all aspects of the land that will be given to the Parish Council as part of the S106 agreement for the Brundall Meadows development. This will include: • Potential uses of all areas of the site • Suggested layouts and designs of the different areas of the site • To take into consideration any impacts on habitats of the proposed layout and design • To take into account access to Cremer's Meadow when considering the design and layout of the site • To liaise with the Trustees of Brundall Memorial Hall to ensure the needs of the village are met and the 2 pieces of land complement each other • To create a brief for a consultant designer and prepare any tender documents • To explain recommendations, reasons, and options to Full Council, via the Recreation and Wellbeing Committee, by way of a written report • To take into account the needs of residents 6. Meetings of Working Groups BPVG will arrange its own meetings and schedule of work. They do not have to meet in public therefore Standing Orders are not applicable, although the Code of Conduct still applies to any Councillor who is a member. Formal agendas and minutes are not required but decisions and recommendations should be noted. The frequency of meetings will be as required.	
AC343	Complaints Policy The Policy was last reviewed in 2021. The Clerk presented a new policy based on a model document provided by Norfolk Parish Training and Support. This has a clearer process to follow The Committee recommended the new Complaints Policy for approval by the full Council.	

Complaints Policy

If you have a complaint (or a compliment) about the Council, we would like to hear from you. This notice tells you how to complain, and what happens to your complaint on receipt. It also tells you who deals with the complaint, how you can be represented, when a decision is made and how you will be notified of this.

Feedback from our residents, whom we aim to serve efficiently and effectively, is the only way we can continually improve our services.

We aim:

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

How to contact us with your compliment or complaint

You can contact the Council by telephone, in writing, or over the internet. A form is included with this policy which you can fill in and send back to us. This policy explains the procedure which will be followed once your complaint has been received. A list of contact details is also included on this leaflet.

What we will do when we hear from you

We will deal with any comments about the Council as quickly as possible. We will investigate the complaint fully. We may be able to give you an answer straight away, or we may need more time to investigate what you have told us. We will contact you within 15 working days of us hearing from you and either give you a full answer or give you a progress report and explain why we need more time to investigate further. We will also tell you when you can expect a full answer.

Your complaint will in the first instance be investigated by an officer of the council. If you remain dissatisfied, then your complaint will be dealt with by a Committee of the council. If you have a complaint, we hope we will be able to find out what went wrong and take steps to make sure it won't happen again.

It will not be appropriate to deal with all complaints from members of the public under a complaints procedure. Below are examples of complaints which will require special consideration and where we may engage other procedures or bodies. If this is the case, then we will advise you of this.

Type of conduct	Refer to
Financial irregularity	External Auditor
Criminal activity	The Police
Member conduct	Monitoring Officer Broadland District Council
Employee conduct	Internal disciplinary procedure
Data Protection Breach	Information Commissioner's Officer

Persistent complaints

We will do our best to answer your complaint within the terms detailed in this policy. In the unfortunate circumstance where we answer a complaint fully, but further correspondence is received on that matter one acknowledgement only will be issued.

Confidentiality

We will take care to maintain confidentiality where circumstances demand (e.g. where matters concern financial or sensitive information or where third parties are concerned). Details will only be given to those councillors/members of staff directly concerned.

Procedure

The following procedure has been approved by Brundall Parish Council as a way of ensuring that complainants can feel satisfied that, at the very least, their complaint has been properly and fully considered.

Informal Complaint

The Council envisages that most complaints can be resolved easily and amicably through this route. Complaints must be direct to the Clerk, or Chairman if the complaint is about the Clerk. A complainant may advise a Councillor of the details of a complaint, but individual Councillors are not able to resolve complaints. The Parish Clerk (or Chairman) will report any complaint disposed of by direct action with the complainant to the next Parish Council meeting.

If an informal approach does not resolve the issue, or the complaint is deemed particularly serious, the formal complaints procedure outlined below should be followed.

Formal Complaint

If a complaint about the Council is notified orally to the Clerk or Chairman and the complaint is unresolved, the complainant shall be asked to put the complaint in writing to the Clerk on the form provided. The Clerk will acknowledge receipt of the complaint within 15 working days.

The Clerk will carry out an initial investigation into the complaint and will, within 15 days, provide the complainant with an update on progress, or a suggested resolution. If the complainant is satisfied with the resolution the complaint is closed. The Clerk will report to the Council at the next meeting.

If the complaint remains unresolved, or the complainant is not satisfied with the proposed resolution, the matter will be referred to the Complaints Panel of the Council.

Complaints Panel

When necessary, the Council will appoint a Complaints Panel to fully investigate the complaint. The Panel will be constituted of all members of the Council to ensure that three members are available, one of which will be the Chairman. The Panel has delegated authority from the Parish Council to review and decide on complaints. A letter will be sent to the complainant with the date of the Panel Meeting. It is expected that the panel will meet within 15 working days of being notified by the Clerk. If the Panel is unable to meet within this time, all parties will be notified of the date of the meeting and the reason for the delay.

The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.

Seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence relied on. The Council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the complainant the opportunity to read the material in good time of the meeting.

Complaints Panel Meeting

The Council shall consider whether the circumstances of the meeting warrant exclusion of the public and the press.

The Chairman shall introduce everyone and explain the procedure.

The complainant (or representative) shall be invited to outline the grounds for complaint and, thereafter, questions may be asked by the Clerk or other nominated officer and members.

The Clerk will have an opportunity to explain the Council's position and questions may be asked by the complainant and members.

The Clerk and then the complainant shall be offered the opportunity to summarise their positions.

If the decision is unlikely to be finalised on that day the complainant shall be advised when the decision is likely to be made and when it is likely to be communicated to them.

After the Meeting

The decision will be confirmed in writing within 10 working days together with details of any action to be taken.

The announcement of any decision will be made in public at the next Council meeting.

Contact details:

Clerk – clerk@brundall-pc.gov.uk, 07769 972902

Deputy Clerk – deputy.clerk@brundall-pc.gov.uk, 07809 144342

Chairman – chairman@brundall-pc.gov.uk,

	Formal Complaint Form Complaints will be treated in the strictest confidence. Please refer to the accompanying procedure before completing this form. Your name (block capitals please): Address: Email address: Telephone number (day): (evening): When is the best time for us to contact you? Please give details of your complaint here (if necessary continue over the page): Have you spoken with, emailed or written to anyone at the Council? Yes/No If yes please give their name: What happened as a result of this contact? What outcome are you looking for, i.e. what would be the best way for the Council to resolve your complaint? Please return this form to the Parish Clerk	
AC344	Financial Regulations These were reviewed in June 2024 when the financial limits were agreed. This is the annual review before the Annual meeting of the Parish Council The Committee recommended the Financial Regulations for approval by the full Council.	
AC345	Financial Risk Assessment The Clerk checked all insurance amounts were correct to the insurance cover and the play area inspection training dates had been updated. The committee amended the wording for how often the training needs to be undertaken. The Committee recommended the Financial Risk Assessment for approval by the full Council.	
AC346	Standing Orders Section 5. f5.ii. was amended at the March full Council meeting to suspend 5. f. i. until April 2029. 'use' was added to the first title. The Committee recommended the updated Standing Orders for approval by the full Council.	
AC347	Review of Effectiveness of the System of Internal Audit The Clerk presented an updated document representative of the current position. The committee amended the Scope of Internal Audit Areas for Development from 'The finance sub-group will be meeting with the RFO on a quarterly basis therefore this should be achievable from 2025 onwards.' to 'The finance sub-group will be meeting with the RFO on a quarterly basis therefore this will be achievable from 2025 onwards.' The Committee recommended the updated Effectiveness of the System of Internal audit for approval by the full Council.	
AC348	Review of Internal Control This is the annual review before the Annual meeting of the Parish Council. There were no proposed changes to the document. The Committee recommended the Review of Internal Control for approval by the full Council.	

AC349	Communcations Group Terms of Reference Due to the new Brundall Newsletter and the need for a method of agreeing content via the Social Media Group they suggested amending their Terms of Reference to become a Communications Group and to encompass press releases as well. The Clerk drafted revised ToR for A&S to consider. The following amendments were made for a Communciations Group ToR: ‘village newsletter’ and ‘press releases’ were added to the description and Section 2 - Responsibilities and Areas of Operation. <u>Section 2</u> Press releases may cover: • Responses to press queries • Articles to promote the Parish Council activities <u>Section 4</u> Content for a press release or other published material will be considered by the Clerks in conjunction with the Chairman of the Council. If it is not time critical it can be approved by the majority of the Group and will also be circulated to all members of the Council before publication. If an urgent reply is required the Clerks and Chairman will have authorisation to respond and will circulate to all councillors as soon as is practicable. The Committee recommended the revised Social Media Group ToR into the Communications Group ToR for approval by the full Council.	
AC350	Items for the next Agenda (not for discussion) Revised Staffing Committee ToR to reduce the number of committee members to a minimum of 3. Clerk to circulate to the committee for presentation at the May full Council meeting.*	*Clerk
AC351	Next meeting(s): Mid-August 2025 – dates to be circulated Meeting Closed at 21.05	
	Signed as a true record..... Date.....	