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Month No: 2

Cost Centre Report

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>101 Administration</u>							
1050 Income	0	410	410			0.0%	
1376 Precept	290,600	581,200	290,601			50.0%	
1378 Grant payment Community Cars	833	4,500	3,667			18.5%	
1390 Interest Received (Bond)	66	249	183			26.3%	
1391 interest received on saving ac	0	600	600			0.0%	
Administration :- Income	<u>291,498</u>	<u>586,959</u>	<u>295,461</u>			<u>49.7%</u>	<u>0</u>
4000 Staff Costs	57,354	359,135	301,781		301,781	16.0%	
4001 Other Employment Costs	0	10,000	10,000		10,000	0.0%	
4002 website	120	1,986	1,866		1,866	6.0%	
4004 Health & Safety	0	2,101	2,101		2,101	0.0%	
4005 Training	0	7,000	7,000		7,000	0.0%	
4010 Travelling Expenses	108	1,104	996		996	9.7%	
4020 Miscellaneous Expenses	209	2,050	1,841		1,841	10.2%	
4023 Subscriptions	504	3,500	2,996		2,996	14.4%	
4025 Insurances	1,235	8,500	7,265		7,265	14.5%	
4027 Bookkeeping	0	1,336	1,336		1,336	0.0%	
4028 Office Internet	0	386	386		386	0.0%	
4029 Photocopier Usage Fee	0	3,500	3,500		3,500	0.0%	
4031 Computer	1,123	3,500	2,377		2,377	32.1%	
4040 Community Car Scheme	417	9,738	9,321		9,321	4.3%	
4041 Grants S137	0	1,025	1,025		1,025	0.0%	
4042 Local Grants	250	3,075	2,825		2,825	8.1%	
4044 Highway Improvements	0	1,025	1,025		1,025	0.0%	
4051 Bank Charges	99	500	401		401	19.8%	
4056 Consultancy	950	10,000	9,050		9,050	9.5%	
4057 Audit Fees	(1,486)	2,165	3,651		3,651	(68.6%)	
4058 Legal Fees	2,187	13,000	10,813		10,813	16.8%	
4059 Civic Reception	0	1,230	1,230		1,230	0.0%	
4060 Civic Allowances	0	1,125	1,125		1,125	0.0%	
4099 Contingency	0	2,000	2,000		2,000	0.0%	
4121 Telephone	881	2,428	1,547		1,547	36.3%	
4122 Postages	9	918	909		909	1.0%	
4123 Stationery	189	2,460	2,271		2,271	7.7%	
4147 Photocopier Lease payments	400	2,165	1,765		1,765	18.5%	
4190 Equipment Purchase	0	2,760	2,760		2,760	0.0%	
4230 Supplies	(73)	220	293		293	(33.3%)	
4231 Advertising	0	2,000	2,000		2,000	0.0%	
Administration :- Indirect Expenditure	<u>64,477</u>	<u>461,932</u>	<u>397,455</u>	<u>0</u>	<u>397,455</u>	<u>14.0%</u>	<u>0</u>
Net Income over Expenditure	<u>227,022</u>	<u>125,027</u>	<u>(101,995)</u>				

	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>112 Street Lights</u>							
4400 Expenditure	(1,712)	30,000	31,712		31,712	(5.7%)	
Street Lights :- Indirect Expenditure	(1,712)	30,000	31,712	0	31,712	(5.7%)	0
Net Expenditure	1,712	(30,000)	(31,712)				
<u>113 Toilets</u>							
4110 Rates	385	2,508	2,123		2,123	15.4%	
4112 Water	0	1,025	1,025		1,025	0.0%	
4113 Electricity	59	1,025	966		966	5.8%	
4145 Maintenance/Repairs	0	974	974		974	0.0%	
4190 Equipment Purchase	0	111	111		111	0.0%	
4230 Supplies	0	866	866		866	0.0%	
4255 Safety Checks	0	180	180		180	0.0%	
Toilets :- Indirect Expenditure	444	6,689	6,245	0	6,245	6.6%	0
Net Expenditure	(444)	(6,689)	(6,245)				
<u>114 Christmas Lights</u>							
1050 Income	0	3,075	3,075			0.0%	
Christmas Lights :- Income	0	3,075	3,075			0.0%	0
4230 Supplies	0	2,208	2,208		2,208	0.0%	
4255 Safety Checks	0	1,986	1,986		1,986	0.0%	
4400 Expenditure	4,640	16,557	11,917		11,917	28.0%	
Christmas Lights :- Indirect Expenditure	4,640	20,751	16,111	0	16,111	22.4%	0
Net Income over Expenditure	(4,640)	(17,676)	(13,036)				
<u>115 Archive</u>							
4010 Travelling Expenses	0	113	113		113	0.0%	
4023 Subscriptions	0	34	34		34	0.0%	
4121 Telephone	0	337	337		337	0.0%	
4122 Postages	0	56	56		56	0.0%	
4123 Stationery	0	262	262		262	0.0%	
4230 Supplies	0	316	316		316	0.0%	
Archive :- Indirect Expenditure	0	1,118	1,118	0	1,118	0.0%	0
Net Expenditure	0	(1,118)	(1,118)				

Detailed Income & Expenditure by Budget Heading 31/05/2020

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116 Attleborough Neighbourhood Pla							
4400 Expenditure	0	10,506	10,506		10,506	0.0%	
Attleborough Neighbourhood Pla :- Indirect Expenditure	0	10,506	10,506	0	10,506	0.0%	0
Net Expenditure	0	(10,506)	(10,506)				
180 Restricted Funds							
1383 Covid-19 Community Response Fu	1,500	0	(1,500)			0.0%	
Restricted Funds :- Income	1,500	0	(1,500)				0
Net Income	1,500	0	(1,500)				
201 Open Spaces							
1000 Booking Fees	0	641	641			0.0%	
1050 Income	0	3,075	3,075			0.0%	
1100 Allotment Income	0	1,313	1,313			0.0%	
1105 Burial Fees	3,315	15,000	11,685			22.1%	
1106 Sports Letting	0	1,396	1,396			0.0%	
Open Spaces :- Income	3,315	21,425	18,110			15.5%	0
4020 Miscellaneous Expenses	0	433	433		433	0.0%	
4110 Rates	155	757	602		602	20.4%	
4112 Water	68	410	342		342	16.5%	
4113 Electricity	25	615	590		590	4.1%	
4123 Stationery	0	55	55		55	0.0%	
4140 Fuel	703	2,300	1,597		1,597	30.6%	
4143 Equipment Hire	58	800	742		742	7.3%	
4144 Tree Work	0	2,000	2,000		2,000	0.0%	
4145 Maintenance/Repairs	390	30,000	29,610		29,610	1.3%	
4146 Play Equipment	0	6,304	6,304		6,304	0.0%	
4190 Equipment Purchase	0	3,152	3,152		3,152	0.0%	
4225 Refuse Collections	94	1,891	1,797		1,797	5.0%	
4230 Supplies	668	8,657	7,989		7,989	7.7%	
4255 Safety Checks	0	2,050	2,050		2,050	0.0%	
4295 Cemetery expenses	4,569	0	(4,569)		(4,569)	0.0%	
4296 Van	0	1,500	1,500		1,500	0.0%	
4300 Premises Licence	0	325	325		325	0.0%	
4400 Expenditure	0	841	841		841	0.0%	
Open Spaces :- Indirect Expenditure	6,730	62,090	55,360	0	55,360	10.8%	0
Net Income over Expenditure	(3,415)	(40,665)	(37,250)				

Detailed Income & Expenditure by Budget Heading 31/05/2020

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	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
210 Attleborough in Bloom						5.6%	
1050 Income	50	892	842				
Attleborough in Bloom :- Income	<u>50</u>	<u>892</u>	<u>842</u>			<u>5.6%</u>	<u>0</u>
4230 Supplies	(42)	442	484		484	(9.5%)	
4400 Expenditure	0	526	526		526	0.0%	
Attleborough in Bloom :- Indirect Expenditure	<u>(42)</u>	<u>968</u>	<u>1,010</u>	<u>0</u>	<u>1,010</u>	<u>(4.3%)</u>	<u>0</u>
Net Income over Expenditure	<u>92</u>	<u>(76)</u>	<u>(168)</u>				
211 Markets						0.0%	
1050 Income	0	1,200	1,200				
Markets :- Income	<u>0</u>	<u>1,200</u>	<u>1,200</u>			<u>0.0%</u>	<u>0</u>
4001 Other Employment Costs	0	630	630		630	0.0%	
4123 Stationery	0	55	55		55	0.0%	
4230 Supplies	0	55	55		55	0.0%	
4400 Expenditure	0	1,104	1,104		1,104	0.0%	
Markets :- Indirect Expenditure	<u>0</u>	<u>1,844</u>	<u>1,844</u>	<u>0</u>	<u>1,844</u>	<u>0.0%</u>	<u>0</u>
Net Income over Expenditure	<u>0</u>	<u>(644)</u>	<u>(644)</u>				
290 Open Spaces Capital Exps.						0.0%	
4190 Equipment Purchase	0	48,310	48,310		48,310	0.0%	
4194 Litter bins	0	2,627	2,627		2,627	0.0%	
Open Spaces Capital Exps. :- Indirect Expenditure	<u>0</u>	<u>50,937</u>	<u>50,937</u>	<u>0</u>	<u>50,937</u>	<u>0.0%</u>	<u>0</u>
Net Expenditure	<u>0</u>	<u>(50,937)</u>	<u>(50,937)</u>				
301 Town Hall						11.5%	
1000 Booking Fees	922	8,000	7,078				
1005 Office Rents	0	4,203	4,203			0.0%	
1007 Bar Rent	0	820	820			0.0%	
Town Hall :- Income	<u>922</u>	<u>13,023</u>	<u>12,101</u>			<u>7.1%</u>	<u>0</u>
4110 Rates	2,470	15,375	12,905		12,905	16.1%	
4111 Gas	703	2,101	1,398		1,398	33.5%	
4112 Water	0	1,051	1,051		1,051	0.0%	
4113 Electricity	897	3,075	2,178		2,178	29.2%	
4145 Maintenance/Repairs	0	3,678	3,678		3,678	0.0%	
4190 Equipment Purchase	0	2,311	2,311		2,311	0.0%	
4220 Cleaning	45	2,000	1,955		1,955	2.3%	

Detailed Income & Expenditure by Budget Heading 31/05/2020

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	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4225 Refuse Collections	212	1,932	1,720		1,720	11.0%	
4230 Supplies	138	1,624	1,486		1,486	8.5%	
4231 Advertising	0	106	106		106	0.0%	
4255 Safety Checks	0	550	550		550	0.0%	
4257 Major Repairs	0	1,051	1,051		1,051	0.0%	
4300 Premises Licence	0	497	497		497	0.0%	
Town Hall :- Indirect Expenditure	4,466	35,351	30,885	0	30,885	12.6%	0
Net Income over Expenditure	(3,543)	(22,328)	(18,785)				
<u>311 TIC</u>							
4122 Postages	0	10	10		10	0.0%	
4123 Stationery	0	84	84		84	0.0%	
4127 Gifts	0	22	22		22	0.0%	
4230 Supplies	0	103	103		103	0.0%	
TIC :- Indirect Expenditure	0	219	219	0	219	0.0%	0
Net Expenditure	0	(219)	(219)				
<u>501 Contingency</u>							
4400 Expenditure	8,250	27,270	19,020		19,020	30.3%	
Contingency :- Indirect Expenditure	8,250	27,270	19,020	0	19,020	30.3%	0
Net Expenditure	(8,250)	(27,270)	(19,020)				
Grand Totals:- Income	297,286	626,574	329,288			47.4%	
Expenditure	87,253	709,675	622,422	0	622,422	12.3%	
Net Income over Expenditure	210,033	(83,101)	(293,134)				
Movement to/(from) Gen Reserve	210,033						

8a)



Attleborough Town Council Complaints Policy

Procedure for Dealing with Complaints

Introduction

Why is this necessary?

From time to time, members of the public may make complaints about the administration or procedures of the Town Council.

Unlike principle authorities, Parish and Town councils are not subject to the jurisdiction of the Local Government Ombudsman.

When a complaint is made against a local Council, member(s) of the Council or staff are likely to be mentioned. However, a complaint against a Council should be treated as a complaint against the body corporate, not as a complaint against individual employees or member(s) of the Council.

Please note: complainants need to be aware that Attleborough Town Council is the ultimate body to deal with complaints against the Town Council. Neither Breckland District Council nor Norfolk County Council have any jurisdiction.

A complaint which is perceived to be a breach of The Parish Council's Code of Conduct may be submitted to the Monitoring Officer at Breckland District Council.

A complaint directly against a member of staff may be handled in accordance with the complaints procedure but following the outcome of the complaint could be dealt with through the Council's Disciplinary Procedure.

To assist good local administration, Town and Parish Councils are advised to adopt a standard formal procedure for considering complaints.

It is in the Council's interest to do its utmost to settle complaint and satisfy complainants in the interest of the good reputation of the Council. If a complaint cannot be settled by the Council the complainant may well try to enlist the services and backing of others, or have recourse to law and thus pursue the complaint at considerable expenditure to the Council.

In dealing with complaints, Attleborough Town Council is mindful of the provisions of the Data Protection Act 2018 and General Data Protection Regulations (GDPR) as well as the Freedom of Information Act 2016.

To ensure compliance with its obligations in the Data Protection Act 2018 and GDPR 2016, a council cannot disclose the identity, contact details or other personal data about an individual complainant unless he consents or disclosure is otherwise fair and lawful.

Occasionally, it might be necessary to notify the Council's insurers of a complaint immediately. This could be appropriate if a complainant seeks redress for personal injury, damage to property, or other financial loss. Failure to notify insurers may invalidate an insurance policy.

When is local council's complaints procedure not appropriate?

Type of conduct	Refer to:
Alleged financial irregularity	Local electors have statutory right to object to a Council's audit of accounts.
Alleged criminal activity	The Police
Member's conduct alleged to breach the Code of Conduct adopted by the Council	Breckland District Council Monitoring Officer.

A council's complaints procedure is not means of redress for its members or staff. Members and staff are expected to work together professionally even if they hold differences of opinion or views.

Members are free to raise matters of concern in respect of council business by the submission of motion(s) on the agenda for relevant meetings where the issue can be formally considered and resolved. If a member has concerns about the conduct of a member of staff, he/she should notify the Personnel Committee.

If an employee has a complaint about the workplace, he/she may raise this in accordance with the Council's Grievance Procedure.

Complaints Procedure

1. Attleborough Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from Attleborough Town Council or are unhappy about an action, or lack of action by this Council, the Complaints Procedure sets out how a complaint to the Council may be made and how the Council will try to resolve the complaint.
2. If a complaint cannot be settled verbally and directly, the complainant should complete a Complaints Form to submit to the CEO & Town Clerk. If the complainant prefers not to put the complaint to the CEO & Town Clerk, he/she will be advised to put it to the Chairman of the Council.
3. The complainant must be asked at the outset if he/she wants the complaint to be treated confidentially. If the complainant waives confidentiality, the Council must comply with its obligations under the Data Protection Act 2018 and GDPR 2016 to safeguard against unlawful disclosure of personal data.

4. The CEO & Town Clerk or Chairman, shall:
 - Acknowledge receipt of the complaint in writing within 10 working days.
 - Confirm to the complainant if the complaint shall be treated as confidential (which is most likely) and
 - Confirm the next steps of the complaints procedure.

Investigating the complaint

5. The Council will need to investigate the facts of the complaint and collate relevant evidence.
6. If deemed appropriate, the complainant will be asked to meet with the CEO & Town Clerk or Chairman (or other Councillor agreed by the Council) to make verbal representations. The complainant will be invited (with a supporter) to attend the Town Council Office during office hours but at a convenient time for themselves and within 14 working days of the date of the letter of receipt of the written complaint.
7. The complainant will be asked to submit any new information or other evidence relevant to the complaint prior to the meeting.

Meetings with the complainant

8. The Chairman will explain how the meeting will work. The complainant should outline the grounds for complaint and, thereafter, questions may be asked by the CEO & Town Clerk or Chairman.
9. The CEO & Town Clerk will explain the Council's position and questions may be asked by the complainant.
10. Both parties will be given the opportunity to summarise their respective positions.
11. The complainant will be advised that a decision will be made and communicated to them within 21 days. If no decision can be made within the time frame the complainant will be aware of this.

Decision

12. Unless the CEO & Town Clerk and Chairman have been delegated the power to make any final decision the complaint will be reported to the Council which will agree the final response to the complainant.
13. The Council should write to the complainant to confirm whether or not it has upheld the complaint. The Council should give reason for its decision together with details of any action to be taken by the Council if this is appropriate.
14. The decision taken by the Council is final.
15. The decision will be reported to the Full Council as a confidential item.



ATTLEBOROUGH TOWN COUNCIL

Town Hall, Queens Square, Attleborough, Norfolk NR17 2AF
Tel: 01953 456194 - email: enquiries@attleboroughtc.org.uk
www.attleboroughtc.org.uk

Complaint Form

General Data Protection Regulations Privacy Notice

Consent to hold Contact Information

I agree that I have read and understood Attleborough Town Council's Privacy Notice, available at www.attleboroughtc.org.uk

I agree by signing below that the Council may process my personal information for providing and corresponding with me.

I agree that Attleborough Town Council can keep my contact information data for an undisclosed time or until I request its removal.

I have the right to request modification on the information that you keep on record.

I have the right to withdraw my consent and request that my details are removed from your database.

Name		
Date of birth (if under 18)	<i>If under 18 consent will be needed from a parent/guardian</i>	
Address		
Telephone No.		
Email Address		
Facebook Name		
Signature		Date

Details of complaint

Do you wish that this complaint be kept confidential?
(please tick ✓ relevant box)

Yes ☐ No ☐

Lined area for writing details of complaint.

Signed:

Print Name:

Date:



GUIDANCE FOR DEALING WITH PERSISTANT OR VEXATIOUS COMPLAINTS/HARRASSMENT

INTRODUCTION

The CEO & Town Clerk and other members of staff deal with specific complaints in accordance with Attleborough Town Council's Complaints Procedure, with the majority of complaints handled in an informal manner and resolved quickly. However, if a formal complaint is received it will be dealt with as outlined in the Complaints Procedure.

Attleborough Town Council always aim to find a way to resolve such matters, but there are times that because of the nature or frequency of their contact with the Council, a small number of individuals hinder the consideration of their own, or other individual requests/queries. Occasionally, this is due to their unacceptable behaviour in dealings with Attleborough Town Council, or because they become unreasonably persistent in their quest to obtain the outcome they want, or because their request is vexatious.

Should the actions of the complainant begin to impact negatively on the day to day running of the Council, or the wellbeing of the staff or members of the Council then action may be taken in accordance with this policy.

1. AIMS OF GUIDANCE

This Policy aims to set out the Council's approach in such cases. It does not cover deceitful, abusive, offensive, threatening or other forms of unacceptable behaviour.

1.1 The aims of this guidance are to:

- uphold the standards of courtesy and reasonableness that should characterise all communication between the Council and persons who wish to express a concern or pursue a complaint;
- support the wellbeing of staff and everyone else who has a legitimate interest in the work of the Council, including Councillors.
- deal fairly with those who make persistent or vexatious complaints and those who harass members of staff.

2. DEFINITION OF A PERSISTANT COMPLAINANT

2.1 For the purpose of this document, a persistent complainant is a member of the public who complains about issues, either formally or informally, or frequently raises issues that the complainant considers to be within the remit of the Council, and whose behaviour is unreasonable. Such behaviour may be characterised by:

- a) actions which are obsessive, persistent, harassing, prolific, repetitious;

- b) prolific correspondence or excessive email or telephone contact about a concern or complaint;
- c) an increase upon pursuing unsubstantial complaints and /or unrealistic or unreasonable outcomes;
- d) a complainant who makes frequent contact about a variety of issues of different services/issues.
- e) an insistence upon pursuing complaints in an unreasonable manner and/or make the same complaint through a number of routes, e.g. different Officers and Councillors in the hope of achieving a different outcome by putting pressure on Officers or the Councillors.
- f) the complaint arises out of an historic decision or action the Council has made or taken which cannot be amended;
- g) The complainant behaves aggressively and/or shows no respect for individual members of staff or Councillors; by for example, questioning their professional qualifications, experience, skills, judgement or actions in writing, verbally or a public arena.

2.2 For the above purpose of the guidance, harassment is the unreasonable pursuit of such actions as above in such a way that they:

- a) appear to be targeted over a significant period of time on one or more members of the Council or its Officers;
- b) cause ongoing distress to individual members of the Council or its staff
- c) have a significant adverse effect on the Council, its members or staff;
- d) are pursued in a manner which could be perceived as intimidating and oppressive by the recipient i.e. the contact with the Officers or Councillors is frequent, lengthy and complicated. This could include situations where criticisms, whilst not particularly taxing or serious in isolation, have a cumulative effect of undermining confidence, well-being and health.
- e) an insistence upon repeatedly pursuing a complaint when the outcome is not satisfactory to the complainant i.e. where the serious purpose of the request has been mitigated by the complainants 'unwillingness' to accept such evidence.
- f) Complainants who make unfounded accusations towards a particular member of staff or Councillor against whom they have some personal enmity.

For a more detailed definition please refer to the Freedom of Information Act 2018 (section 14).

3. ACTIONS IN CASES OF PERSISTANT OR VEXATIOUS COMPLAINTS OR HARRASSMENT

3.1 In the first instance the Council may verbally inform the complainant that his/her behaviour is considered to be unreasonable and therefore unacceptable and if it is not modified action may be taken.

Any member of staff or Councillor personally targeted will be informed and where any complaint contains material of a threatening or racial nature a copy of the correspondence will be sent to the Police.

3.2 Any verbal communication will be confirmed in writing (Model Letter 1).

3.3 If the behaviour is not modified the Council may take some or all of the following actions as necessary, having regard to the nature of the complainant's behaviour and the effect of this on the Councillors and members of staff:

- a) inform the complainant in writing that his/her behaviour is now considered by the Council to be unreasonable/unacceptable and, therefore, to fall under the terms of this guidance (see Model Letter 2);
- b) inform the complainant that meetings with a member of staff will be conducted with a second person present and that notes of meetings may be taken in the interest of all parties (see Model Letter 2);
- c) inform the complainant that, except in emergencies, all routine communication with the complainant to the Council should be by letter only (see Model Letter 2);
- d) in the case of physical or verbal aggression, advice will be sought from the National Association of Local Councils (NALC) or the Police and the complainant may be warned about being banned from Council sites; or placed straight to a temporary ban;
- e) consider taking advice from NALC on pursuing a case under Anti-Harassment legislation;
- f) consider taking advice from NALC about putting in place a specific procedure for dealing with complaints from the complainant i.e. the complainant will not be able to deal directly with the CEO & Town Clerk, but only with a third person identified by the Council. The third party will investigate, determine whether or not the concern/complaint is reasonable or vexatious and then advise the Council accordingly.

3.4 If a complainant's persistent complaining/harassment behaviour is modified and is then resumed at a later date within a reasonable period of time, the Council may resume the process identified above at an appropriate level. In these circumstances, advice may be sought from NALC.

4. REVIEW

4.1 The Council will review as appropriate, at a minimum of every year, any sanctions applied in the context of this guidance.

MODEL LETTER 1: RECORDED DELIVERY

INITIAL LETTER INFORMING COMPLAINANT THAT HIS/HER BEHAVIOUR IS CONSIDERED TO FALL BELOW A REASONABLE/ACCEPTABLE STANDARD

Dear

This letter is to inform you that Attleborough Town Council considers your actions in [describe actions, dates, behaviour] on..... when you..... to be unreasonable/unacceptable [delete as appropriate].

We are aware that you have raised some concerns, and would advise you that these are usually dealt with most effectively through the Council's Complaints Procedure.

At the moment we are dealing with these issues [describe actions being taken to resolve concern].

Please note that the Council's Policy for Dealing with Persistent or Vexatious Complaints/Harassment sets out the standard of behaviour expected of all people in their dealings with the Council. This includes [select from list below or from within the policy].

- treating others with courtesy and respect;
- resolving complaints using the Council's Complaints Procedure;
- not pursuing unsubstantial complaints and/or unrealistic or unreasonable outcomes;
- not behaving obsessively, persistently, harassing or repetitious;
- not behaving in an unreasonable manner;
- not insisting in pursuing a complaint when the outcome is not satisfactory to the complainant.

The Policy also includes the steps that we may take if these standard are breached. These include:

- making special arrangements for meetings and communication with the Council;
- considering a ban from Council premises;
- considering legal action.

I would ask that you allow Attleborough Town Council time to resolve the issues according to the correct procedures, and would assure you that we shall take every step to move this forward as quickly as possible.

Yours sincerely

[To be signed by the CEO & Town Clerk or Chairman of the Council as appropriate]

MODEL LETTER 2: RECORDED DELIVERY

LETTER INFORMING COMPLAINANT THAT HIS/HER BEHAVIOUR IS NOW
CONSIDERED TO FALL UNDER THE TERMS OF THE POLICY FOR DEALING WITH
PERSISTENT OR VEXATIOUS COMPLAINTS/HARASSMENT

Dear

You will recall that I wrote to you on [insert date] telling you that I felt your behaviour was unreasonable.

I am now writing to inform you that in view of your behaviour on [date] when you [describe actions/behaviour] it has been decided that the Council's Policy for dealing with Persistent or Vexatious Complaints/Harassment Policy will apply from the date of this letter.

In the circumstances I have made the following arrangements for your future contact with the Council:

- a) all routine communication, including any request for a meeting between you and the Council will be by letter only. Letters from you need to be addressed to either the CEO & Town Clerk or the Chairman at the Council address;
- b) an appointment will be arranged and confirmed in writing as soon as possible;
- c) a third party from the Council will be present and you may be accompanied by a "friend". You must however, inform the Council who the friend is prior to the meeting;
- d) in the interest of all parties, formal notes of this meeting may be made.

These arrangements take effect straightaway. If you wish to make representation about the contents of this letter, which may include any expressions of regret on your part any assurances that you are prepared to give about your future good conduct, you can do so by writing to the Council by [state ten working days from the date of this letter]. If on receipt of your comments the Council considers that the arrangements outlined above should continue, you will be supplied with the details of how to review a circumstance of your case.

I hope the difficulties we are currently experiencing can soon be resolved.

Yours sincerely

[To be signed by the Chairman of the Council or CEO & Town Clerk as appropriate]



ATTLEBOROUGH TOWN COUNCIL

Social Media and Electronic Communication Policy

The use of digital and social media and electronic communication enables the Town Council to interact in a way that improves the communications both within the Town Council and between the Town Council and the people, businesses and agencies it works with and serves.

The Town Council has a Website, Facebook page, Twitter account and uses email to communicate. The Town Council will always try to use the most effective channel for its communications. Over time the Town Council may add to the channels of communication that it uses as it seeks to improve and expand the services it delivers. When these changes occur, this Policy will be updated to reflect the new arrangements.

The Town Council Facebook pages and Twitter account intends to provide information and updates regarding activities and opportunities within our Parish and promote our community positively.

Communications from the Town Council will meet the following criteria:

- Be civil, tasteful and relevant;
- Not contain content that is knowingly unlawful, libellous, harassing, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive;
- Not contain content knowingly copied from elsewhere, for which we do not own the copyright;
- Not contain any personal information, other than necessary basic contact details;
- If official council business it will be moderated by either the Chair/Vice Chair of the Town Council or the Clerk to the Town Council;
- Social media will not be used for the dissemination of any political advertising.

In order to ensure that all discussions on the Town Council page are productive, respectful and consistent with the Council's aims and objectives, we ask you to follow these guidelines:

- Be considerate and respectful of others. Vulgarity, threats or abuse of language will not be tolerated.
- Differing opinions and discussion of diverse ideas are encouraged, but personal attacks on anyone, including the Town Council members or staff, will not be permitted.
- Share freely and be generous, but be aware of copyright laws; be accurate and give credit where credit is due.
- Stay on topic.
- Refrain from using the Council's Facebook page or Twitter site for commercial purposes or to advertise market or sell products.

The site is not monitored 24/7 and we will not always be able to reply individually to all messages or comments received. However, we will endeavour to ensure that any emerging themes or helpful suggestions are passed to the relevant people or authorities. Please do not include personal/private information in your social media posts to us.

Sending a message/post via Facebook or Twitter will not be considered as contacting the Council for official purposes and we will not be obliged to monitor or respond to requests for information through these channels. Instead, please make direct contact with the council's CEO & Town Clerk and/or members of the council by emailing enquiries@attleboroughtc.org.uk

We retain the right to remove comments or content that includes:

- Obscene or racist content;
- Personal attacks, insults, or threatening language;
- Potentially libellous statements;
- Plagiarised material; any material in violation of any laws, including copyright;
- Private, personal information published without consent;
- Information or links unrelated to the content of the forum;
- Commercial promotions or spam;
- Alleges a breach of a Council's policy or the law.

The Town Council may post a statement that '*A post breaching the Council's Social Media Policy has been removed*'.

The Town Council reserves the right to remove, hide or mute content from our social media pages which we consider to be inappropriate.

Where necessary - in extreme cases or if people continue to break the above rules after receiving a warning about previous use being considered to be inappropriate - the council reserves the right to block or ban users from interacting with the council via any and all social media channels.

The council will not enter into debate or discussion on this matter.

Town Council Website

Where necessary, we may direct those contacting us to our website to see the required information, or we may forward their question to one of our Town Councillors for consideration and response.

We may not respond to every comment we receive particularly if we are experiencing a heavy workload.

Please also be aware of the Council's Policy for Dealing with Persistent or Vexatious Complaints/Harassment and the Freedom of Information Act when asking for information.

Town Council Email

The CEO & Town Clerk to the council has their own council email address enquiries@attleboroughtc.org.uk

The email account is monitored mainly during office hours, Monday to Friday (excepting Bank Holidays), and we aim to reply to all questions sent as soon as we can.

- The CEO & Town Clerk, or delegated Officer, is responsible for dealing with email received and passing on any relevant mail to members or external agencies for information and/or action.
- All communications on behalf of the Council will usually come from the CEO & Town Clerk or delegated Officer, and otherwise will always be copied to the CEO & Town Clerk.
- These procedures will ensure that a complete and proper record of all correspondence is kept.

Councillor email Responsibility

Individual Councillors are at liberty to communicate directly with Parishioners in relation to their own personal views, if appropriate, copy to the CEO & Town Clerk.

However, please be aware, any emails sent by a Town Councillor on behalf of any Council business become official and are subject to the Freedom of Information Act and General Data Protection Regulations.

"Healthy cyber security is key to the efficient and productive running of every council"
<https://www.local.gov.uk/councillors-guide-cyber-security>

The Town Council Cyber Insurer's recommends use of a same domain email account on a portable device provided by the Town Council. This is to ensure the adequate antivirus Software is installed and updated and that the device is encrypted by a strong password.

In the event a Councillor chooses not to use this medium for their email account and is found to have inadequate software antivirus and password security installed, they must consider they are personally liable for any breach of confidentiality and/or any resulting financial fines as it is in violation of the Terms and Conditions to the Town Council's Cyber Insurance Policy.

SMS (texting)

Members and the CEO & Town Clerk may use SMS as a convenient way to communicate at times. All are reminded that this policy also applies to such messages.

Video conferencing e.g. Skype. If this medium is used to communicate please note that this policy also applies to the use of videoconferencing.

Images

To use images of minors under the age of 18 and/or vulnerable adults, written consent must be obtained. Please complete relevant forms on page 4.

Internal communication and access to information within the Town Council

The Town Council is continually looking at ways to improve its working; the use of social media and electronic communications is a major factor in delivering improvement.

Town Councillors are expected to abide by the Code of Conduct in all their communications regardless of the medium

You must treat others with respect – do not use social media to make personal attacks or indulge in rude, disrespectful or offensive comments.

You must comply with equality laws – do not publish anything that might be seen as racist, sexist, ageist, homophobic or anti-faith.

You must not bully or harass anyone – do not say anything, particularly if it is part of a series of similar comments about a person or on a theme that might be constructed as bullying or intimidation.

You must not bring your office or the Council into disrepute - you should not publish anything that could reasonably be perceived as reflecting badly upon or lowering the reputation of you or the Council and Officers.

You must not disclose confidential information – you must not, in your use of social media, just as in any other circumstance, disclose information given to you in confidence by anyone, or information acquired by you which you believe, or ought reasonably to be aware, is of a confidential nature.

Inadvertent leaks of the Council's confidential information are more likely to take place when a member is using social media, rather than, say, when they are carefully drafting a letter for publication in the local paper. This may be because of the more immediate conversational, off-the cuff nature of much social media communication.

Members must be careful to apply exactly the same standards to their social media communications as they would to statements made in a more formal context.

As more and more information become available at the press of a button, it is vital that all information is treated sensitively and securely. Town Councillors are expected to maintain an awareness of the confidentiality of information that they have access to and not to share confidential information with anyone.

Failure to properly observe confidentiality may be seen as a breach of the Town Council's Code of Conduct and General Data Protection Regulations and will be dealt with through its prescribed procedures (at the extreme it may also involve a criminal investigation).

To abide by the above, Members should also be careful only to cc essential recipients on emails i.e. to avoid use of the 'Reply to All' option if at all possible, but of course copying in all who need to know and ensuring that email trails have been removed.

Adopted: 1 August 2016

Reviewed at: Attleborough Town Council Meeting 1 July 2020

To be reviewed as and when appropriate.

Consent Form to Use Image of Child/Children

Your name (block capitals)		
<p>I understand that the photograph/recording may be used in print, broadcast or online material by Attleborough Town Council to promote their work or services.</p> <p>I understand that this photograph/recording will NOT be used.</p> <ul style="list-style-type: none"> For anything which may be viewed as negative in tone or that may cause offence, embarrassment or distress, e.g. drug/alcohol abuse. In any new footage more than 2 years after the date that the video/image was taken. 		
Having read the statement above, do you give your consent for the photograph/video to be taken and used? (please tick appropriate box)	<input type="checkbox"/>	YES , I give my consent for the image/video to be taken and used.
	<input type="checkbox"/>	NO , I do not give my consent for the image/video to be taken or used.
Your signature		
Email address and/or tele No.		
Date (date/month/year)		

Consent Form to Use Image of Anyone Aged 18 years or Over

Your name (block capitals)		
<p>I understand that the photograph/recording may be used in print, broadcast or online material by Attleborough Town Council to promote their work or services.</p> <p>I understand that this photograph/recording will NOT be used.</p> <ul style="list-style-type: none"> For anything which may be viewed as negative in tone or that may cause offence, embarrassment or distress, e.g. drug/alcohol abuse. In any new footage more than 2 years after the date that the video/image was taken. 		
Having read the statement above, do you give your consent for the photograph/video to be taken and used? (please tick appropriate box)	<input type="checkbox"/>	YES , I give my consent for the image/video to be taken and used.
	<input type="checkbox"/>	NO , I do not give my consent for the image/video to be taken or used.
Your signature		
Email address and/or tele No.		
Date (date/month/year)		

