

Cyngor Tref Treffynnon Holywell Town Council

Swyddfeydd Bank Place,
Treffynnon,
Sir y Fflint, CH8 7TJ

Tel: (01352) 711757



Bank Place Offices,
Holywell,
Flintshire, CH8 7TJ

Tel: (01352) 711757

e-bost/e-mail: town.clerk@holywell.wales
Gwefan/Website: holywell.wales

NOTE: The following meeting will be held remotely. If members of the public wish to observe they should email the Clerk town.clerk@holywell.wales for further guidance.

2nd December 2021

To: Members of the Resources Committee

Mayor (ex-officio) and Councillors S. Delaney, P.A. Johnson, M. Lewis-Jones, J. Pattison, B. Scragg, and P.A. York.

Dear Councillors,

Notice is given that a meeting of the **RESOURCES COMMITTEE** will be held **REMOTELY** on **WEDNESDAY 8th DECEMBER 2021** at **12.00pm** to transact the business specified in the agenda set out below.

Yours faithfully

J. Baker
Town Clerk & Financial Officer

AGENDA

1. APOLOGIES FOR ABSENCE

2. DECLARATIONS OF INTEREST

Members are reminded that they must declare the existence and nature of their declared personal interests.

3. BANK RECONCILIATION QUARTER 2 – 30th SEPTEMBER 2021

To receive and note the attached bank reconciliation statements for the period to 30th September 2021. Clerk to report.

4. MANAGEMENT ACCOUNTS QUARTER 2 – 30th SEPTEMBER 2021

To review and note the attached accounts for the period to 30th September 2021. Clerk to report.

5. BUSINESS PLAN MONITORING

To review progress on key tasks and targets. Deputy Clerk to report.

6. POLICY UPDATES

Members to consider the following new or revised Council policies:

- Memorial Bench
- Complaints

7. ICT MATTERS

Members to consider the following matters:

- 7.1. Email. Members to consider the existing contractual arrangements. Clerk to report. Members to consider corporate email signatures (Cllr P.A. Johnson).
- 7.2. Community Bulletins. Members to consider issuing a regular/monthly information bulletin through social media channels.
- 7.3. Screen Mirroring. The Clerk has received a request for this feature from some members, to enable a larger screen to be interfaced to Council tablets. Clerk to report.
- 7.4. Website Maintenance. Members to consider the existing arrangements. Clerk to report.
- 7.5. Surplus ICT Equipment. Members to consider an appropriate local charity to receive this equipment. Clerk to report.

8. CLWYD PENSION FUND INVESTMENT

The Council has received some correspondence about investment in fossil fuels. Clerk to provide an update and members to make any determinations.

9. SHOP OUTLET FOR UNIFORM DISTRIBUTION

Item from Cllr P.A. York. Members to consider the acquisition of suitable premises in the town centre to facilitate a uniform shop outlet.

10. UNIFORM DROP IN DAY

Members to consider holding a drop in day on Tuesday 14th December 2021. Support Officer to report.

Bank Reconciliation Statement as at 30/09/2021
for Cashbook 1 - Current Bank A/c 11008722

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Current Bank A/c 11008722	30/09/2021		183,971.06
			<u>183,971.06</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			183,971.06
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	
			<u>0.00</u>
			183,971.06
		Balance per Cash Book is :-	183,971.06
		Difference is :-	0.00

Bank Reconciliation Statement as at 30/09/2021
for Cashbook 3 - Moneymarket Bond 00710997

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Moneymarket Bond	30/09/2021	198	41,291.98
			<u>41,291.98</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			41,291.98
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	
			<u>0.00</u>
			41,291.98
		Balance per Cash Book is :-	41,291.98
		Difference is :-	0.00

Holywell Town Council 2021/22

Income & Expenditure Account to 30th September 2021

	A	B	C	D (B-C)	E	F (D+E)
	Account / Cost Centre Detail	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed	Projected Variance
1	INCOME					
2	Income - Bank Interest	-2	0	-2	-2	-4
3	Income - Miscellaneous	-200	0	-200	-100	-300
4	Income - Car Charge Point	-11	0	-11	-20	-31
5	Income - Events	0	-1,000	1,000	-80	920
6	Income - Grants	-22,400	0	-22,400	0	-22,400
7	Income - Local Tax Precept	-169,933	-254,900	84,967	-84,967	0
8						
9	Income	-192,546	-255,900	63,354	-85,169	-21,815
10	EXPENDITURE					
11	Establishment					
12	Staff Salaries - Basic Pay	38,637	94,200	-55,563	38,637	-16,926
13	Staff Salaries - Employers NI	3,501	0	3,501	3,501	7,002
14	Staff Salaries - Employers Pension	7,766	0	7,766	7,766	15,532
15	Training - Staff	35	500	-465	0	-465
16	Training - Members	599	0	599	0	599
17	Subscriptions	382	300	82	0	82
18	Printing & Stationery	503	1,000	-497	500	3
19	Audit Fees	-335	900	-1,235	1,235	0
20	Postage	48	300	-252	50	-202
21	Travelling Expenses - Staff	0	500	-500	0	-500
22	Office Equipment	1,022	2,200	-1,178	4,387	3,209
23	Website	553	950	-397	395	-2
24	Legal & Professional Fees	3,160	1,000	2,160	200	2,360
25	Refreshments	127	400	-273	130	-143
26	Photocopying Charges	81	500	-419	100	-319
27	Election Costs	0	3,000	-3,000	0	-3,000
28	Conference & Seminars	45	250	-205	50	-155
29	Translation Fees	326	500	-174	200	26
30	FCC Loan Repayments	0	15,000	-15,000	15,000	0
31	ICT Support Costs	917	2,200	-1,283	1,500	217
32						
33	Establishment	57,367	123,700	-66,333	73,651	7,318
34	Council Offices					
35	Insurance	1,902	1,850	52	0	52
36	Photocopier/Drinks Machine Lease	589	1,000	-411	300	-111
37	Room Hire	300	1,000	-700	50	-650
38	Licence Fees	242	250	-8	0	-8
39	Office Consumables	32	100	-68	30	-38
40	Grounds & Building Maintenance	4,511	2,600	1,911	1,635	3,546
41	Offices - Alarm & Security	1,147	800	347	-400	-53
42	Offices - Fire Safety Costs	226	250	-24	0	-24
43	Offices - Business Rates	-7,312	10,600	-17,912	0	-17,912
44	Offices - Water	12	300	-288	250	-38
45	Offices - Electricity	232	800	-568	300	-268
46	Offices - Gas	232	1,300	-1,068	1,000	-68
47	Offices - Trade Waste	0	400	-400	200	-200
48	Offices - Telephones/ICT	287	700	-413	300	-113
49	Offices - Garage Rent	626	600	26	0	26
50	Offices - Cleaning Costs	324	1,000	-676	800	124
51						
52	Council Offices	3,350	23,550	-20,200	4,465	-15,735
53	Community					
54	Newsletter	536	3,000	-2,464	2,936	472
55	Community Endeavour Awards	250	300	-50	500	450
56						
57	Community	786	3,300	-2,514	3,436	922
58	Civic					
59	Annual Meeting	0	500	-500	0	-500

60	Civic Service	0	500	-500	500	0
61	Mayors & Deputy Mayors Allowance	2,204	2,500	-296	0	-296
62	Remembrance Sunday	60	500	-440	100	-340
63	Civic Regalia	505	500	5	0	5
64						
65	Civic	2,769	4,500	-1,731	600	-1,131
66	Grants/Donations					
67	General Grants	1,600	7,000	-5,400	2,000	-3,400
68						
69	Grants/Donations	1,600	7,000	-5,400	2,000	-3,400
70	Members					
71	Travelling Expenses - Members	0	250	-250	0	-250
72	Members - Subsistence Costs	0	250	-250	0	-250
73	Members - Allowances	1,850	1,550	300	0	300
74						
75	Members	1,850	2,050	-200	0	-200
76	Environment					
77	Litter Bins	30	500	-470	0	-470
78	Asset Maintenance	477	1,000	-523	150	-373
79						
80	Environment	507	1,500	-993	150	-843
81	Events					
82	Town Centre Projects	5,572	2,100	3,472	500	3,972
83	Line Dance Festival	0	1,800	-1,800	0	-1,800
84	Well Inn Music Festival	0	10,000	-10,000	0	-10,000
85	Other Events	280	3,100	-2,820	0	-2,820
86						
87	Events	5,852	17,000	-11,148	500	-10,648
88	Play Areas					
89	Playscheme Programme	0	11,800	-11,800	11,431	-369
90	Play Area Upgrade	0	10,000	-10,000	10,000	0
91						
92	Play Areas	0	21,800	-21,800	21,431	-369
93	Wales in Bloom					
94	Wales in Bloom	7,322	6,300	1,022	710	1,732
95						
96	Wales in Bloom	7,322	6,300	1,022	710	1,732
97	Christmas Lights					
98	Christmas Lights Set Up	6,875	21,200	-14,325	16,125	1,800
99	Christmas Lights Support	0	0	0	0	0
100						
101	Christmas Lights	6,875	21,200	-14,325	16,125	1,800
102	Woodland					
103	Grounds & Building Maintenance	505	1,000	-495	0	-495
104						
105	Woodland	505	1,000	-495	0	-495
106	CCTV					
107	CCTV Maintenance	8,125	18,000	-9,875	8,000	-1,875
108						
109	CCTV	8,125	18,000	-9,875	8,000	-1,875
110	Community Asset Transfer (CAT)					
111	Contribution Holywell Leisure Centre	5,000	12,000	-7,000	5,000	-2,000
112						
113	Community Asset Transfer (CAT)	5,000	12,000	-7,000	5,000	-2,000
114						
115	Total Income	-192,546	-255,900	63,354	-85,169	-21,815
116	Total Expenditure	101,908	262,900	-160,992	136,068	-24,924
117	Net Income over Expenditure	-90,638	7,000	-97,638	50,899	-46,739
118						
119	Projected Movement to/(from) General Reserve	-46,739				
120	Bank Balance 1/04/2021	-145,542				
121	Projected Bank Balance 31/3/2022	-192,281				
122	Balance Precept Min. 3/12 Gross Expenditure	65,725				



HOLYWELL TOWN COUNCIL

MEMORIAL BENCH POLICY

HOLYWELL TOWN COUNCIL

MEMORIAL BENCH POLICY

1. INTRODUCTION

Holywell Town Council aims to ensure a clear, structured, and sympathetic approach to the management of memorial bench installations.

The policy seeks to ensure that memorial benches are installed which are instigated by the next of kin or executor and that benches have a common appearance, style and size which are appropriate for that location. The policy will establish responsibility for maintenance, repair, and replacement.

The Town Council will liaise with the County Council's Streetscene Department on the positioning of benches, and the County Council's approval is required before any bench installations take place.

There is no legislative requirement for the provision of public or memorial benches although it is accepted that they provide a useful and valued public amenity.

Any applications or queries on memorial benches should be made to the Clerk on telephone number (01352) 711757 or email town.clerk@holywell.wales.

2. APPLICATION PROCESS FOR MEMORIAL BENCHES

In the first instance, the applicant should read this policy and then contact the Clerk for an application form. The applicant will be asked to confirm the following:

- That the applicant is the next of kin or executor for the person being memorialised.
- Name and contact details of applicant and name of person being memorialised.
- Confirmation that person being memorialised was a resident of Holywell or Greenfield.
- The full plaque inscription.
- Preferred style of bench, and colour.
- Preferred bench location and position, and any alternative locations.
- Confirmation of commitment to onward maintenance of the bench.
- Name of contractor chosen to install the bench.
- Acceptance of all Conditions.

The clerk will present the application to the Council at the next meeting for consideration of approval. Councillors may have further questions for the applicant before approval.

3. CONDITIONS FOR MEMORIAL BENCHES

- (a) Applicant is required to maintain the bench for the duration of its life.
- (b) Applicant should ensure that the Council is always in possession of current contact details.
- (c) The rights to the placement of the bench remain those of the applicant and cannot be passed to others unless specifically agreed by the Council and the applicant.
- (d) Person being memorialised must have been a resident of Holywell and Greenfield.
- (e) Applicant is required to pay for bench, plaque, and all installation costs.

- (f) Method of installation to be agreed by the Council; e.g. on paving slabs, on concrete foundation.
- (g) Contractor installing the bench must be approved by the Council.
- (h) Bench style/colour to be approved by the Council.
- (i) Bench plaques to be maximum size: 175mm x 75mm in the centre, upper most bench slat. Text is Arial font style and can be up to 50 characters.
- (j) Plaque inscription to be approved by the Council; the Council reserves the right to refuse applications on this basis.
- (k) The Council will not grant applications for memorial benches to pets.
- (l) The Council will limit the number of benches in some areas.
- (m) No additional tributes e.g. vases, statues, flowers, wreaths, balloons, or other ornamentation shall be permitted on or around the bench. These shall be removed without reference to the original applicant.
- (n) The Council will contact the applicant in the event that the bench is damaged or beyond repair.
- (o) Damage to a bench must be resolved by the applicant.
- (p) The Council reserves the right to remove a bench if:
 - in the view of the clerk or council, it is deemed to be beyond economical repair.
 - if it has not been repaired within 3 months of alerting the applicant using the contact details provided, unless an action plan to repair/replace the bench has been agreed within those 3 months.
 - if the bench is deemed to be dangerous or a risk to the public the Council will carry out action and then seek to recover the costs – this could result in the bench being removed immediately.
- (q) The Council accepts no replacement liability for the bench or plaque at the end of its life and will dispose of any such bench.
- (r) In the event that a damaged bench is removed, the Council will offer the applicant the option to install a new bench; if the applicant cannot be contacted using the provided contact details, after a period of 3 months, the Council reserves the right to offer the bench place to another applicant.
- (s) The Council regrets that no other type of memorial will be considered for installation.

4. Evaluation and Review

This policy will be reviewed on an annual basis to ensure its continued suitability and effectiveness.

All Holywell Town Council Policies are approved by full council and subject to an annual review.

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Town Mayor & Chairman of the Council



HOLYWELL TOWN COUNCIL

APPLICATION FOR A MEMORIAL BENCH

Date of Application:	
Full Name of Applicant:	
Address:	
Telephone Number:	
Email Address:	
Name of Person for Dedication:	
Inscription for the Plaque:	
Preferred Location of the Bench:	

The Council cannot guarantee against theft or vandalism and will not be able to replace either the bench or plaque in this event.

I understand and agree to all the conditions in the Council's Memorial Bench Policy.

Signed (Applicant): Date:



HOLYWELL TOWN COUNCIL

COMPLAINTS POLICY

HOLYWELL TOWN COUNCIL

COMPLAINTS POLICY

PURPOSE & SCOPE

The Public Services Ombudsman for Wales has advised that it is necessary for Town and Community Councils to establish a complaints procedure. Since 1st April 2006 the Ombudsman has had responsibility for investigating complaints of maladministration against Town and Community Councils in Wales. **This is separate to the role of investigating allegations of misconduct against individual Councillors and focuses on the standards of service provided by the Council.** The collation, analysis and resolution of complaints should be an essential element of the efficient administration of all Councils.

The definition used by the Ombudsman for a complaint is as follows:

“A complaint is an expression of dissatisfaction by one or more members of the public about the Council’s lack of action or about the standard of a service, whether the action was taken, or the service provided by the Council itself or by a person or body acting on behalf of the Council”

In the advice issued by One Voice Wales the following are not to be regarded as a complaint:

- An initial request for a service.
- Complaints about third parties e.g., a community group for which the Council is not responsible.
- A request for an explanation of a decision.
- A representation about a major policy decision e.g., setting the precept.

This policy is not suitable and should not be used for any complaints involving Councillors and potential breaches of the code of conduct. If the Council receives such a complaint the Clerk will seek immediate advice from the County Monitoring Officer on the most appropriate course of action. Ultimately the Public Services Ombudsman for Wales is the only authority who can investigate and determine any breaches of the code.

The Council has adopted a two-stage system:

- Stage 1: attempted resolution by the Clerk.
- Stage 2: attempted resolution by an appointed Complaints Panel consisting of the Clerk and six Councillors.

If the complaint remains unresolved following the second stage the Council will advise the complainant to escalate their complaint to the Public Services Ombudsman for Wales, should they remain dissatisfied with the outcome.

PROCEDURE

- 1) All complaints about the Council's action or lack of action or about the standard of a service whether provided itself or on its behalf, where it is not possible to satisfy the complainant in full immediately, should be made in writing to the Clerk, Holywell Town Council, Bank Place Offices, Holywell CH8 7TJ, or sent by email to town.clerk@hollywell.wales for the attention of the Clerk.
- 2) The Clerk will acknowledge a complaint within **3 working days** of its receipt, forward a copy of the Council's Complaints Procedure to the complainant and enter the complaint in a register kept for the purpose, numbering in the order received.
- 3) The Clerk will as soon as possible after the receipt of a complaint draft a response and consult with the Chair of the Council for approval. If the Chair of the Council in consultation with the Clerk is of the view that the complaint is of such a serious nature that it requires further consideration, it shall be fast-tracked to a Panel of Councillors as referred to in Stage 2.
- 4) The response referred to in paragraph 3) above (unless the complaint is to be dealt with by a Panel of Councillors) shall be sent in writing by the Clerk within **10 working days** of its receipt, in the way it was received.
- 5) If the complainant is not satisfied with the response from the Clerk, the complaint will be referred to a Panel of Councillors known as the Complaints Panel consisting of six nominated Councillors, which shall include a balanced representation across all current political groups.
- 6) A meeting of the Complaints Panel will be convened by the Clerk. The meeting shall be held as soon as practicable and unless there are special circumstances, within **20 working days** of receipt of the original complaint or expressed dissatisfaction with the Clerk's response.
- 7) The Clerk will ensure that the complainant is kept informed of progress and will advise that they have the right to make a complaint to the Public Services Ombudsman for Wales. Decisions of the Complaints Panel will be reported to the Council by the Clerk.
- 8) The Council will normally only consider complaints under the above procedure if they are received within six months of the complainant becoming aware of the problem but is prepared to be flexible if there are special circumstances.
- 9) A copy of the Council's Complaints Procedure will be forwarded to any member of the public on request.
- 10) If a member of the panel referred to in 5) above is not available within the specified time frame, the Clerk should approach another member to act as a substitute. This is at the discretion of the Clerk in consultation with the Chair of the Council.

All Holywell Town Council Policies are approved by full council and subject to an annual review.

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Town Mayor & Chair of the Council