

**Crewe Town Council**

1 Chantry Court  
Forge Street  
Crewe Cheshire  
CW12DL

**T: 01270756975**

**[www.crewetowncouncil.gov.uk](http://www.crewetowncouncil.gov.uk)**



**CREWE**  
TOWN COUNCIL

**14<sup>th</sup> November 2023**

**To: Members of the Finance and Governance Committee**

Dear Councillor,

You are summoned to attend the meeting of the Finance and Governance Committee to be held at 6:00pm on Tuesday 21<sup>st</sup> November 2023. The meeting will be held at the **Crewe Town Council offices, 1 Chantry Court, Crewe, CW1 2DL**.

In the interests of maintaining safety, adherence to guidance and to facilitate appropriate public access, the meeting will be recorded and shared on the Crewe Town Council youtube.com channel.

Yours sincerely,

Peter Turner  
Town Clerk  
Crewe Town Council

## **Agenda**

- 1** To receive apologies for absence
- 2** To note declarations of Members' interests
- 3** To confirm and sign the Minutes of the Finance and Governance Committee meeting held on 12<sup>th</sup> September 2023
- 4** Public Participation

A period not exceeding 15 minutes for members of the public to ask questions or submit comments in relation to the published agenda items. Any member of the public wishing to participate should email [support@crewetowncouncil.gov.uk](mailto:support@crewetowncouncil.gov.uk) by 4.00 p.m. on the day of the meeting, providing their name, email address and an indication of the subject of their question or comment. Alternatively, your comments or questions can be submitted in advance and read to the committee at the meeting by the clerk.

Attendance at the meeting in person is permitted, but space is limited. Please feel free to contact the office to discuss this in more detail if you would like to.

- 5** To review the year to date financial position for Crewe Town Council
- 6** To Consider and approve payments to date for recommendation to council between 01/09/2023 and 31/10/2023 To the value of £123,487.31
- 7** To review the following Governance Documents as part of the Annual Governance Review Process:-
  - 7.1 Bring Your Own device (BYOD) Policy
  - 7.2 Child Protection & Vulnerable Persons Safeguarding Policy
  - 7.3 Customer Care Policy & Complaints Code
  - 7.4 Crewe Friendship & Twinning Policy
  - 7.5 General Privacy Notice
- 8** To note the UKSPF grants update
- 9** To review the current committee structure
- 10** To review the budget setting update for financial year 2024/25 and make recommendation to council for adoption
- 11** To note the proposed date of the next meeting Tuesday 16<sup>th</sup> January 2024 at 6pm.



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**CREWE**  
TOWN COUNCIL

## MINUTES of the meeting held 12<sup>th</sup> September 2023

In attendance: Cllr Steve Hogben  
Cllr John Rhodes

Cllr Kevin Murray

Cllr Jill Rhodes

- 1 To receive apologies for absence  
Cllrs Clark, Mortimer, Messent, Straine-Francis
- 2 To note declarations of Members' interests  
None
- 3 To confirm and sign the Minutes of the Finance and Governance Committee meeting held on 5<sup>th</sup> June 2023  
**RESOLVED:** That the minutes are approved as a true record of the meeting
- 4 Public Participation

A period not exceeding 15 minutes for members of the public to ask questions or submit comments in relation to the published agenda items.

None

- 5 To review the year to date financial position for Crewe Town Council  
Noted
- 6 To review the following Governance Documents as part of the Annual Governance Review Process:-
- 6.1 Document Management Policy
  - 6.2 Emergency Plan
  - 6.3 Personal Data Breach Policy
  - 6.4 Equal Opportunities and Diversity policy
  - 6.5 Councillor Code of Conduct
  - 6.6 Sponsorship Policy
  - 6.7 Treasury Management Policy
- RESOLVED:** That the governance documents are approved as drafted and recommended to Council for adoption
- 7 To consider the draft corporate strategy for 2024-2028  
**RESOLVED:** That the draft corporate strategy 2024-2028 is recommended to council for adoption
- 8 To review the current committee structure  
**RESOLVED:** That chairs of committee be invited to meet to discuss the current structure and consider if there are viable other alternative options to consider
- 9 To consider the draft Medium Term Financial Plan  
**RESOLVED:** That the Medium Term Financial Plan is recommended to council for adoption
- 10 To review and inform the budget setting update for financial year 2024/25  
The progress towards budget setting was noted and it was agreed that the draft budget (v6) was progressing appropriately
- 11 To note the UKSPF grant applications submitted  
**RESOLVED:** That the grant applications are noted and that authorisation is given to accept the funding should it be approved
- 12 To consider the council office accommodation (standing item)  
No items for consideration (it was also agreed to remove this as a standing item)
- 13 To note the proposed date of the next meeting Tuesday 21<sup>st</sup> November at 6pm.

Meeting closed at 7.25pm

Chair Cllr Jill Rhodes  
Clerk P Turner

## Detailed Income &amp; Expenditure by Budget Heading 31/10/2023

Month No: 7

## Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<b>200 Payroll</b>								
4000 Salaries & Wages	19,816	139,394	274,540	135,146		135,146	50.8%	
4005 Tax & NI	1,968	13,867	31,020	17,153		17,153	44.7%	
4010 Pension Contributions	4,379	30,806	63,144	32,338		32,338	48.8%	
4101 Accountancy Fees	0	940	1,400	460		460	67.1%	
Payroll :- Indirect Expenditure	<b>26,163</b>	<b>185,007</b>	<b>370,104</b>	<b>185,097</b>	<b>0</b>	<b>185,097</b>	<b>50.0%</b>	<b>0</b>
<b>Net Expenditure</b>	<b>(26,163)</b>	<b>(185,007)</b>	<b>(370,104)</b>	<b>(185,097)</b>				
<b>203 Borrowing (PWLB)</b>								
4046 Loan Repayments	7,019	14,117	14,300	183		183	98.7%	
Borrowing (PWLB) :- Indirect Expenditure	<b>7,019</b>	<b>14,117</b>	<b>14,300</b>	<b>183</b>	<b>0</b>	<b>183</b>	<b>98.7%</b>	<b>0</b>
<b>Net Expenditure</b>	<b>(7,019)</b>	<b>(14,117)</b>	<b>(14,300)</b>	<b>(183)</b>				
<b>205 Administration</b>								
1880 Interest (CCLA)	7,712	46,544	10,000	(36,544)			465.4%	
1900 Precept	0	1,265,115	1,265,115	0			100.0%	
1999 Miscellaneous Income	0	0	10,000	10,000			0.0%	
Administration :- Income	<b>7,712</b>	<b>1,311,659</b>	<b>1,285,115</b>	<b>(26,544)</b>			<b>102.1%</b>	<b>0</b>
4016 Bank Charges (Co-op)	63	391	1,600	1,209		1,209	24.5%	
4025 Employee Training	0	450	3,000	2,550		2,550	15.0%	
4030 Employee Travel/Subsistence	0	230	1,400	1,170		1,170	16.4%	
4060 Refreshments/Catering	66	227	200	(27)		(27)	113.7%	
4100 Audit Fees	0	2,745	3,500	755		755	78.4%	
4101 Accountancy Fees	0	1,900	3,750	1,850		1,850	50.7%	
4105 Legal & Professional Fees	0	804	1,000	196		196	80.4%	
4110 Insurance	0	5,187	6,000	813		813	86.5%	
4111 Subscriptions	221	5,259	5,750	491		491	91.5%	
4112 Postage	0	0	250	250		250	0.0%	
4115 Stationery	64	1,055	1,100	45		45	95.9%	
4116 Printing	0	1,399	3,000	1,601		1,601	46.6%	
4117 Cleaning	0	1,155	2,000	845		845	57.8%	
4120 Computer Equipment/Software	337	2,887	4,500	1,613		1,613	64.2%	
4123 Website	137	137	1,000	863		863	13.7%	
4130 Telephones	313	2,735	4,000	1,265		1,265	68.4%	
4155 Room Hire Costs	0	0	1,400	1,400		1,400	0.0%	
4170 Equipment Purchase/Repair/Hire	379	1,864	4,000	2,136		2,136	46.6%	
4175 Clothing/PPE	0	61	250	189		189	24.4%	
4183 Contractors - Professional	0	0	6,000	6,000		6,000	0.0%	

## Detailed Income &amp; Expenditure by Budget Heading 31/10/2023

Month No: 7

## Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4998 Strategic Allowance	76	4,245	24,500	20,255		20,255	17.3%	
Administration :- Indirect Expenditure	<b>1,655</b>	<b>32,732</b>	<b>78,200</b>	<b>45,468</b>	<b>0</b>	<b>45,468</b>	<b>41.9%</b>	<b>0</b>
<b>Net Income over Expenditure</b>	<b>6,057</b>	<b>1,278,926</b>	<b>1,206,915</b>	<b>(72,011)</b>				
<u>206 Accomodation</u>								
4160 Utilities	85	1,507	6,000	4,493		4,493	25.1%	
4181 Contractors - Services	125	1,526	6,000	4,475		4,475	25.4%	
4992 Sinking Fund	0	0	1,000	1,000		1,000	0.0%	
Accomodation :- Indirect Expenditure	<b>209</b>	<b>3,033</b>	<b>13,000</b>	<b>9,967</b>	<b>0</b>	<b>9,967</b>	<b>23.3%</b>	<b>0</b>
<b>Net Expenditure</b>	<b>(209)</b>	<b>(3,033)</b>	<b>(13,000)</b>	<b>(9,967)</b>				
<u>210 Civic Costs</u>								
4050 Mayor's Allowance	0	44	2,500	2,456		2,456	1.8%	
4999 Civic Expenses	0	787	2,000	1,213		1,213	39.4%	
Civic Costs :- Indirect Expenditure	<b>0</b>	<b>832</b>	<b>4,500</b>	<b>3,668</b>	<b>0</b>	<b>3,668</b>	<b>18.5%</b>	<b>0</b>
<b>Net Expenditure</b>	<b>0</b>	<b>(832)</b>	<b>(4,500)</b>	<b>(3,668)</b>				
<u>215 Members' Costs</u>								
4035 Member Training	0	90	500	410		410	18.0%	
4040 Member Travel/Subsistence	0	0	500	500		500	0.0%	
Members' Costs :- Indirect Expenditure	<b>0</b>	<b>90</b>	<b>1,000</b>	<b>910</b>	<b>0</b>	<b>910</b>	<b>9.0%</b>	<b>0</b>
<b>Net Expenditure</b>	<b>0</b>	<b>(90)</b>	<b>(1,000)</b>	<b>(910)</b>				
<u>300 Grants</u>								
4260 Grants Scheme	2,325	23,521	50,000	26,479		26,479	47.0%	
Grants :- Indirect Expenditure	<b>2,325</b>	<b>23,521</b>	<b>50,000</b>	<b>26,479</b>	<b>0</b>	<b>26,479</b>	<b>47.0%</b>	<b>0</b>
<b>Net Expenditure</b>	<b>(2,325)</b>	<b>(23,521)</b>	<b>(50,000)</b>	<b>(26,479)</b>				
<u>305 Town Centre (Strategy)</u>								
1310 Grants Received	6,947	6,947	0	(6,947)			0.0%	
Town Centre (Strategy) :- Income	<b>6,947</b>	<b>6,947</b>	<b>0</b>	<b>(6,947)</b>				<b>0</b>
<b>Net Income</b>	<b>6,947</b>	<b>6,947</b>	<b>0</b>	<b>(6,947)</b>				
<u>307 Town Centre Maintenance</u>								
4170 Equipment Purchase/Repair/Hire	133	2,336	10,000	7,664		7,664	23.4%	

## Detailed Income &amp; Expenditure by Budget Heading 31/10/2023

Month No: 7

## Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4180 CCTV	0	32,160	34,500	2,340		2,340	93.2%	
4184 Rangers Service	401	40,513	187,469	146,956		146,956	21.6%	
4186 Regeneration Projects	0	8,780	21,000	12,220		12,220	41.8%	
4188 Enforcement Officer	36,176	36,176	33,242	(2,934)		(2,934)	108.8%	14,200
Town Centre Maintenance :- Indirect Expenditure	<b>36,710</b>	<b>119,965</b>	<b>286,211</b>	<b>166,246</b>	<b>0</b>	<b>166,246</b>	<b>41.9%</b>	<b>14,200</b>
<b>Net Expenditure</b>	<b>(36,710)</b>	<b>(119,965)</b>	<b>(286,211)</b>	<b>(166,246)</b>				
6001 plus Transfer From EM Reserves	14,200	14,200						
<b>Movement to/(from) Gen Reserve</b>	<b>(22,510)</b>	<b>(105,765)</b>						
<u>310 Floral Schemes</u>								
4181 Contractors - Services	0	15,062	35,000	19,938		19,938	43.0%	
Floral Schemes :- Indirect Expenditure	<b>0</b>	<b>15,062</b>	<b>35,000</b>	<b>19,938</b>	<b>0</b>	<b>19,938</b>	<b>43.0%</b>	<b>0</b>
<b>Net Expenditure</b>	<b>0</b>	<b>(15,062)</b>	<b>(35,000)</b>	<b>(19,938)</b>				
<u>320 Parks and Allotments</u>								
4179 Play Area Improvement Scheme	0	0	100,000	100,000		100,000	0.0%	
4420 Parks & Allotments	30,055	30,055	7,000	(23,055)		(23,055)	429.4%	30,000
Parks and Allotments :- Indirect Expenditure	<b>30,055</b>	<b>30,055</b>	<b>107,000</b>	<b>76,945</b>	<b>0</b>	<b>76,945</b>	<b>28.1%</b>	<b>30,000</b>
<b>Net Expenditure</b>	<b>(30,055)</b>	<b>(30,055)</b>	<b>(107,000)</b>	<b>(76,945)</b>				
6001 plus Transfer From EM Reserves	30,000	30,000						
<b>Movement to/(from) Gen Reserve</b>	<b>(55)</b>	<b>(55)</b>						
<u>350 Events</u>								
1995 Event income	120	330	0	(330)			0.0%	
1999 Miscellaneous Income	0	10,000	0	(10,000)			0.0%	
Events :- Income	<b>120</b>	<b>10,330</b>	<b>0</b>	<b>(10,330)</b>				<b>0</b>
4258 Heritage Activities	0	17,731	0	(17,731)		(17,731)	0.0%	17,731
4259 Community Events	8,044	56,311	49,000	(7,311)		(7,311)	114.9%	14,083
4271 Event Matching Fund	0	5,000	10,000	5,000		5,000	50.0%	
Events :- Indirect Expenditure	<b>8,044</b>	<b>79,042</b>	<b>59,000</b>	<b>(20,042)</b>	<b>0</b>	<b>(20,042)</b>	<b>134.0%</b>	<b>31,814</b>
<b>Net Income over Expenditure</b>	<b>(7,924)</b>	<b>(68,712)</b>	<b>(59,000)</b>	<b>9,712</b>				
6001 plus Transfer From EM Reserves	3,250	31,814						
<b>Movement to/(from) Gen Reserve</b>	<b>(4,674)</b>	<b>(36,898)</b>						

## Detailed Income &amp; Expenditure by Budget Heading 31/10/2023

Month No: 7

## Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<b>352 Christmas Programme</b>								
4274 Lumen	0	0	60,000	60,000		60,000	0.0%	
4275 Infrastructure (Christmas)	0	0	60,000	60,000		60,000	0.0%	
4287 Christmas Activities	0	0	25,000	25,000		25,000	0.0%	
4992 Sinking Fund	0	0	10,000	10,000		10,000	0.0%	
Christmas Programme :- Indirect Expenditure	<b>0</b>	<b>0</b>	<b>155,000</b>	<b>155,000</b>	<b>0</b>	<b>155,000</b>	<b>0.0%</b>	<b>0</b>
<b>Net Expenditure</b>	<b>0</b>	<b>0</b>	<b>(155,000)</b>	<b>(155,000)</b>				
<b>460 M&amp;E Projects</b>								
4288 Event Seed Funding/Income Gene	133	5,506	15,000	9,494		9,494	36.7%	5,240
M&E Projects :- Indirect Expenditure	<b>133</b>	<b>5,506</b>	<b>15,000</b>	<b>9,494</b>	<b>0</b>	<b>9,494</b>	<b>36.7%</b>	<b>5,240</b>
<b>Net Expenditure</b>	<b>(133)</b>	<b>(5,506)</b>	<b>(15,000)</b>	<b>(9,494)</b>				
6001 plus Transfer From EM Reserves	0	5,240						
<b>Movement to/(from) Gen Reserve</b>	<b>(133)</b>	<b>(266)</b>						
<b>470 Community Plan</b>								
4252 Remembrance	225	428	6,000	5,573		5,573	7.1%	
4730 St Peters Community Developmen	0	0	5,000	5,000		5,000	0.0%	
4731 Sustaining Network	0	8,010	10,000	1,990		1,990	80.1%	
4754 Tree of Light	237	237	5,000	4,763		4,763	4.7%	
4767 Health and Wellbeing	6,661	29,223	40,000	10,777		10,777	73.1%	5,359
4768 Families/Early Intervention	0	500	0	(500)		(500)	0.0%	500
Community Plan :- Indirect Expenditure	<b>7,123</b>	<b>38,397</b>	<b>66,000</b>	<b>27,603</b>	<b>0</b>	<b>27,603</b>	<b>58.2%</b>	<b>5,859</b>
<b>Net Expenditure</b>	<b>(7,123)</b>	<b>(38,397)</b>	<b>(66,000)</b>	<b>(27,603)</b>				
6001 plus Transfer From EM Reserves	1,302	5,859						
<b>Movement to/(from) Gen Reserve</b>	<b>(5,821)</b>	<b>(32,538)</b>						
<b>473 Town Promotion</b>								
1999 Miscellaneous Income	0	7,400	0	(7,400)			0.0%	
Town Promotion :- Income	<b>0</b>	<b>7,400</b>	<b>0</b>	<b>(7,400)</b>				<b>0</b>
4721 Public Realm	0	23,800	25,000	1,200		1,200	95.2%	22,353
4723 Town Centre Promotion	0	14,086	0	(14,086)		(14,086)	0.0%	14,086
4727 Heritage Projects	0	31,454	20,000	(11,454)		(11,454)	157.3%	8,744
Town Promotion :- Indirect Expenditure	<b>0</b>	<b>69,340</b>	<b>45,000</b>	<b>(24,340)</b>	<b>0</b>	<b>(24,340)</b>	<b>154.1%</b>	<b>45,182</b>
<b>Net Income over Expenditure</b>	<b>0</b>	<b>(61,940)</b>	<b>(45,000)</b>	<b>16,940</b>				
6001 plus Transfer From EM Reserves	0	44,964						
<b>Movement to/(from) Gen Reserve</b>	<b>0</b>	<b>(16,976)</b>						



## Detailed Income &amp; Expenditure by Budget Heading 31/10/2023

Month No: 7

## Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>474 CP Projects</u>								
4742 Community Asset Projects	0	560	0	(560)		(560)	0.0%	560
4755 Heritage Strat	0	2,620	0	(2,620)		(2,620)	0.0%	2,620
CP Projects :- Indirect Expenditure	<u>0</u>	<u>3,180</u>	<u>0</u>	<u>(3,180)</u>	<u>0</u>	<u>(3,180)</u>		<u>3,180</u>
<b>Net Expenditure</b>	<u>0</u>	<u>(3,180)</u>	<u>0</u>	<u>3,180</u>				
6001 plus Transfer From EM Reserves	0	3,180						
<b>Movement to/(from) Gen Reserve</b>	<u>0</u>	<u>0</u>						
Grand Totals:- Income	14,779	1,336,335	1,285,115	(51,220)			104.0%	
Expenditure	119,436	619,878	1,299,315	679,437	0	679,437	47.7%	
<b>Net Income over Expenditure</b>	<u>(104,657)</u>	<u>716,457</u>	<u>(14,200)</u>	<u>(730,657)</u>				
plus Transfer From EM Reserves	48,752	135,257						
<b>Movement to/(from) Gen Reserve</b>	<u>(55,905)</u>	<u>851,714</u>						

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31/10/2023

Crewe Town Council Current Year

Payments 01/09/23 to 31/10/23

Invoice Date	Invoice No	A/c Code	A/c Name	Net Value	VAT	Invoice Total
30/08/2023	1510	PHPROD	PH PRODUCTIONS	£1,000.00	£200.00	£1,200.00
30/08/2023	0640463A	CFCORP	CF CORPORATE	£332.85	£66.57	£399.42
31/08/2023	3626	MMCL01	MM CLEANING	£197.00	£39.40	£236.40
31/08/2023	5031	NGL01	NGL TECH	£50.00	£10.00	£60.00
31/08/2023	9886	LJPRINT	L J PRINT LIMITED	£55.00	£11.00	£66.00
31/08/2023	9887	LJPRINT	L J PRINT LIMITED	£586.00	£3.60	£589.60
31/08/2023	5290693	RIGHTFUEL	RIGHTFUEL	£35.00	£7.00	£42.00
01/09/2023	01092023C	BLOOMS	BLOOMS BEAM	£280.00	£0.00	£280.00
01/09/2023	10545407	BRIG01	BRIGHTER BILLS	£501.60	£100.32	£601.92
01/09/2023	2.54E+09	ADOBE01	ADOBE	£1,701.00	£340.20	£2,041.20
04/09/2023	54297	DG	DG OFFICE	£1,830.00	£366.00	£2,196.00
04/09/2023	64913	FIFI01	FIFIELD	£444.66	£0.00	£444.66
04/09/2023	NONE	NB	N BAGHURST	£1,384.13	£0.00	£1,384.13
04/09/2023	ON ACC 44	CRIM01	CRIME WATCH	£0.00	£0.00	£0.00
04/09/2023	ON ACC 44	STAF01	STAFFS	£0.00	£0.00	£0.00
04/09/2023	ON ACC 44	MELS	MELS KITCHEN	£0.00	£0.00	£0.00
04/09/2023	ON ACC 442	KHUGHES	KHUGHES	£0.00	£0.00	£0.00
04/09/2023	ON ACC 44	CABASA	CABASA	£0.00	£0.00	£0.00
05/09/2023	54306	DG	DG OFFICE	£74.50	£14.90	£89.40
06/09/2023	40409	LAKESIDE	LAKESIDE COACHES	£750.00	£0.00	£750.00
06/09/2023	111898734	SSE01	SOUTHERN ELECTRIC	£29.87	£1.49	£31.36
07/09/2023	113289	PETH01	PET HIRE	£49.28	£9.86	£59.14
07/09/2023	CI0246	FABULARIU M	FABULARIUM	£1,400.00	£0.00	£1,400.00
07/09/2023	CTC01	GOLDSMITH	DGOLDSMITH	£1,233.32	£0.00	£1,233.32
07/09/2023	GRANT2	MOTH01	MOTHERWELL	£2,481.00	£0.00	£2,481.00
08/09/2023	GRANT	CNATHLETI C	AND N ATHLETICS	£1,600.00	£0.00	£1,600.00
09/09/2023	631	ALICEBAND	ALICE BAND	£300.00	£0.00	£300.00
11/09/2023	11610	CWT	CHESH WILDLIFE	£1,591.67	£318.33	£1,910.00
11/09/2023	1.17E+10	CHES01	CEC	£180.00	£0.00	£180.00
11/09/2023	1.17E+10	CHES01	CEC	£70.00	£0.00	£70.00
11/09/2023	1.17E+10	CHES01	CEC	£70.00	£0.00	£70.00
12/09/2023	41	BENTARCHI	BENTARCHITECT	£250.00	£0.00	£250.00
12/09/2023	608	STAF01	STAFFS	£150.00	£0.00	£150.00
12/09/2023	632	GREENBU	GREEN BULLET	£250.00	£0.00	£250.00
12/09/2023	13141	WISH01	WISHING WELL	£66.00	£0.00	£66.00
12/09/2023	3305299	WATE02	WATERPLUS	£50.30	£2.48	£52.78
13/09/2023	54344	DG	DG OFFICE	£228.24	£45.65	£273.89
13/09/2023	GRANT	ALPHAWPS	ALPHA OMEGA WPS	£1,860.00	£0.00	£1,860.00
13/09/2023	GRANT	CAMS	CREWE AMS	£2,500.00	£0.00	£2,500.00
15/09/2023	2415	POWERHIV	POWERHIVE ELECTRICAL	£110.00	£0.00	£110.00
15/09/2023	2416	POWERHIV	POWERHIVE ELECTRICAL	£140.00	£0.00	£140.00
15/09/2023	2.01E+09	HMLR	LAND REG	£12.00	£0.00	£12.00
18/09/2023	29	COOP01	CO OP BANK	£8.05	£0.00	£8.05
18/09/2023	633	TRAINSET	TRAIN SET	£300.00	£0.00	£300.00
19/09/2023	54374	DG	DG OFFICE	£52.85	£10.57	£63.42
20/09/2023	CTC092301	NOMAD	WE ARE NOMAD	£200.00	£0.00	£200.00
22/09/2023	23-2758	COSMIC	COSMICFAERIE	£200.00	£0.00	£200.00
24/09/2023	1270	CABASA	CABASA	£307.00	£61.40	£368.40
25/09/2023	152638	SHEDS	MEN IN SHEDS	£110.00	£0.00	£110.00
28/09/2023	5210	NGL01	NGL TECH	£336.54	£67.31	£403.85
28/09/2023	54418	DG	DG OFFICE	£30.35	£4.77	£35.12
29/09/2023	10549	AUDI01	AUDIENCE	£3,250.00	£650.00	£3,900.00
29/09/2023	132897	FOUROAKS	FOUR OAKS	£805.20	£152.04	£957.24

29/09/2023	2.01E+09	HMLR	LAND REG	£6.00	£0.00	£6.00
30/09/2023	3651	MMCL01	MM CLEANING	£205.00	£41.00	£246.00
30/09/2023	5341015	RIGHTFUEL	RIGHTFUEL	£20.00	£4.00	£24.00
30/09/2023	COMM SLA	STANDREV	ST ANDREWS CHURCH	£4,272.50	£0.00	£4,272.50
01/10/2023	1045684	BRIG01	BRIGHTER BILLS	£312.51	£62.50	£375.01
02/10/2023	SLAOCT23	CCL001	CHANCE	£1,500.00	£0.00	£1,500.00
03/10/2023	25406	LONHEART	LONDON HEARTS	£1,211.00	£242.20	£1,453.20
04/10/2023	13226	WISH01	WISHING WELL	£1,000.00	£0.00	£1,000.00
04/10/2023	1.17E+10	ANSA01	ANSA	£132.86	£26.57	£159.43
05/10/2023	2023-0622	TURTLE	TURTLE ENG	£90.82	£18.16	£108.98
05/10/2023	54456	DG	DG OFFICE	£44.00	£8.80	£52.80
05/10/2023	111898734	SSE01	SOUTHERN ELECTRIC	£35.72	£1.78	£37.50
06/10/2023	1.17E+10	ANSA01	ANSA	£30,000.00	£6,000.00	£36,000.00
07/10/2023	18352	MICR01	MICROSHADE	£220.98	£44.20	£265.18
09/10/2023	5699	STPA01	ST PAUL'S CENTRE	£1,500.00	£0.00	£1,500.00
09/10/2023	PW504457	PWLB	PWLB	£7,019.19	£0.00	£7,019.19
10/10/2023	5710	STPA01	ST PAUL'S CENTRE	£500.00	£0.00	£500.00
10/10/2023	54489	DG	DG OFFICE	£39.00	£7.80	£46.80
10/10/2023	54491	DG	DG OFFICE	£39.57	£7.91	£47.48
10/10/2023	DIGNITYOC	CCL001	CHANCE	£500.00	£0.00	£500.00
10/10/2023	GRANT	CWCT	CHES WARR CARERS	£2,325.00	£0.00	£2,325.00
11/10/2023	279001	TUDO01	TUDOR	£109.24	£21.85	£131.09
11/10/2023	3599854	WATE02	WATERPLUS	£48.99	£2.43	£51.42
11/10/2023	1.17E+10	ANSA01	ANSA	£124.67	£24.93	£149.60
12/10/2023	10015	LJPRINT	L J PRINT LIMITED	£21.00	£4.20	£25.20
12/10/2023	EXPSEP	TURNP	EXP	£92.24	£0.00	£92.24
13/10/2023	54509	DG	DG OFFICE	£25.25	£5.05	£30.30
13/10/2023	2.01E+09	HMLR	LAND REG	£9.00	£0.00	£9.00
15/10/2023	ZA0360812	ICO	ICO	£40.00	£0.00	£40.00
16/10/2023	5300	NGL01	NGL TECH	£125.00	£25.00	£150.00
16/10/2023	279780	TUDO01	TUDOR	£48.99	£9.80	£58.79
16/10/2023	5.76E+11	PPG	PPG AC	£114.90	£22.98	£137.88
18/10/2023	30	COOP01	CO OP BANK	£8.75	£0.00	£8.75
18/10/2023	10085	LJPRINT	L J PRINT LIMITED	£176.00	£0.00	£176.00
18/10/2023	54530	DG	DG OFFICE	£115.20	£23.04	£138.24
18/10/2023	S2238823	NATALLSO	NATALLSOC	£55.00	£11.00	£66.00
20/10/2023	54541	DG	DG OFFICE	£35.85	£0.00	£35.85
20/10/2023	54542	DG	DG OFFICE	£6.29	£1.26	£7.55
20/10/2023	54546	DG	DG OFFICE	£25.50	£5.10	£30.60
20/10/2023	54547	DG	DG OFFICE	£82.20	£16.44	£98.64
20/10/2023	2.01E+09	HMLR	LAND REG	£6.00	£0.00	£6.00
23/10/2023	2	NATUREMA	NATURE MAKERS	£150.00	£0.00	£150.00
23/10/2023	54554	DG	DG OFFICE	£107.84	£21.57	£129.41
23/10/2023	54555	DG	DG OFFICE	£57.45	£11.49	£68.94
23/10/2023	1.17E+10	CHES01	CEC	£36,176.00	£0.00	£36,176.00
23/10/2023	1.17E+10	ANSA01	ANSA	£132.86	£26.57	£159.43
24/10/2023	5330	NGL01	NGL TECH	£12.00	£2.40	£14.40
24/10/2023	10126	LJPRINT	L J PRINT LIMITED	£225.00	£45.00	£270.00
24/10/2023	10127	LJPRINT	L J PRINT LIMITED	£237.00	£47.40	£284.40
25/10/2023	54576	DG	DG OFFICE	£29.99	£0.00	£29.99
27/10/2023	618	STAF01	STAFFS	£110.00	£0.00	£110.00
28/10/2023	5356	NGL01	NGL TECH	£336.54	£67.31	£403.85
28/10/2023	18377	FOOL01	FOOLS PARADISE	£3,910.00	£782.00	£4,692.00
30/10/2023	JAC160	JUNKA01	JUNK ART CREATIONS	£315.00	£0.00	£315.00
			TOTAL INVOICES	£123,487.31	£10,124.63	£133,611.94

Payments

# CREWE TOWN COUNCIL

## BRING YOUR OWN DEVICE (BYOD) POLICY

Agenda Item 7.1

**Adopted by Council: 15<sup>th</sup> December 2020**  
**Planned Review Date: ~~December 2022~~ March 2025**

### Introduction

Crewe Town Council ~~grants-permits~~ Councillors ~~and Officers~~ the use their own smartphones and tablets of their choosing for council business.

This policy is intended to protect the security and integrity of personal data controlled and processed by Crewe Town Council.

Crewe Town Council reserves the right to revoke this ~~privilege-permission~~ if Councillors and Officers do not abide by the policies and procedures outlined below.

Crewe Town Council Councillors ~~and Officers~~ must agree to the terms and conditions set forth in this Bring Your Own Device (BYOD) policy in order to be able to connect their devices to the company network.

Crewe Town Council officers are provided with digital devices solely for the purposes of their work. Use of private devices for processing council data and work is not permitted.

### Devices and Support

- Smartphones including iPhone, Android, Blackberry and Windows phones are allowed
- Tablets including iPad and Android are allowed
- Laptops are allowed
- Connectivity issues may be supported by Crewe Town Council contracted ICT services but this will be on a case by case basis. In the first instance the connectivity issue should be reported to the Clerk
- The device manufacturer or their carrier should be contacted for operating system or hardware related issues.

### Security

- In order to prevent unauthorized access, devices must be password protected using the features of the device and a strong password is required to access the company council network.
- Passwords must be at least six characters and a combination of upper- and lower-case letters with at least a one number and a one symbol.
- Passwords must be kept confidential and must not be shared with family members or third parties.
- Passwords must be changed if it is disclosed to another person or discovered.
- Devices must be encrypted
- The device must lock itself with a password or PIN if it's idle for five minutes.
- Home Wi-Fi networks must be encrypted. Caution must be exercised when using public Wi-Fi networks as public Wi-Fi networks may not be secure.
- Public data backup and transfer services (eg Dropbox, Google Drive); must not be used
- Data must only be stored on internal memory, never on a removable memory cards
- Rooted (Android) or jailbroken (iOS) devices are strictly forbidden from accessing the network.
- All data relating to Crewe Town Council will be erased at the end of a Councillor's term or in the case of an Officer at the end of his or her employment.
- All data relating to Crewe Town Council will be erased if there is a personal data breach
- All data relating to Crewe Town Council will be erased if there is a virus or similar threat to the security of data.

- Care must be taken to avoid using approved devices in a manner which could pose a risk to confidentiality, whether by clicking on links in suspicious emails, accessing potentially harmful websites, using potentially harmful application software, using Wi-Fi facilities in public places (e.g. coffee shops or airports), or otherwise. Some apps for smartphones and tablets may be capable of accessing sensitive information.

### **Risks/Liabilities/Disclaimers**

- Lost or stolen devices must be reported to Crewe Town Council within 24 hours. Councillors ~~and officers~~ are responsible for notifying their mobile carrier immediately upon loss of a device.
- Councillors (and officers) to adhere to the Crewe Town Council's BYOD policy as outlined above.
- Councillors and officers are personally liable for all costs associated with ~~his or her~~their device.
- Crewe Town Council reserves the right to take appropriate disciplinary action (up to and including termination of employment for officers) for noncompliance with this policy.

## **CREWE TOWN COUNCIL CHILD PROTECTION AND VULNERABLE PERSONS SAFEGUARDING POLICY**

**Adopted by Council: 19<sup>th</sup> November 2019**  
**Planned Review Date: ~~November 2022~~ March 2025**

### **Introduction**

Crewe Town Council is committed to ensuring that all employees, volunteers, service users, clients and visitors are safeguarded in line with the provisions of the Working Together 2014 of the Care Act 2014 and the Mental Capacity Act 2005 (PHSA 3.1, 3.7)

Safeguarding means protecting an individual's right to live in safety, free from abuse and neglect. It is about people and organisations working together to prevent and stop both the risks and experience of abuse or neglect, while at the same time making sure that an individual's wellbeing is promoted including, where appropriate, having regard to their views, wishes, feelings and beliefs in deciding on any action

It must be recognised that adults sometimes have complex interpersonal relationships and may be ambivalent, unclear or unrealistic about their personal circumstances. People have complex lives and being safe is only one of the things they want for themselves

### **1. Scope of the Policy and Procedure**

The aim of this policy and procedure is to ensure:-

- the safety of adults at risk by outlining clear procedures and
- that all employees, volunteers, service users, clients and visitors within Crewe Town Council are clear about their responsibilities and are trained adequately
- service plans consider the need to safeguard adults at risk (PHSA 2.4)

### **2. Definition of Adult at Risk**

An adult at risk is a person aged 18 or over; who:-

- has needs for care and support (whether or not the local authority is meeting any of those needs), and
- is experiencing, or is at risk of, abuse or neglect, and
- as a result of those needs is unable to protect ~~himself or herself~~ themselves against the abuse or neglect or the risk of it

This may include a person who:-

- is an older person who is frail due to ill health, physical disability or cognitive impairment;
- has a learning disability;
- has a physical disability and / or a sensory impairment / or communication difficulty ~~i.e.g.~~ autism;
- has mental health needs including dementia or a personality disorder;
- has a long-term illness / condition;
- misuses substances or alcohol;
- lacks capacity to make specific decisions ~~to make particular decisions~~;

Within the services provided by Crewe Town Council, adults at risk could be present in any group or session, at any time so this safeguarding policy statement is applicable throughout all of Crewe Town Council activities and provision. In the case of suspected abuse initially staff, trustees or volunteers should raise an alert and submit this to the named Safeguarding Lead who will contact the Cheshire East Adult Social Care see below, and other authorities as applicable. (PHSA 4.3)

**What is abuse?**

Abuse of an adult can take many forms. Abuse is a violation of an individual's human and civil rights by any other person or persons. It can take a variety of forms and can be both overt and covert. The following list is not exhaustive, but is illustrative of the kinds of abuse that might be experienced:-

- Physical (including Female Genital Mutilation and Honour Based Violence)
- Domestic Abuse
- Psychological
- Sexual abuse
- Financial or material abuse
- Modern Slavery and Human Trafficking
- Neglect and Acts of Omission
- Discrimination abuse
- Organisational abuse
- Self-Neglect
- Deprivation Of Liberty

**3. Standards**

(a) Crewe Town Council staff and contractors (*PHSA 2.3*) are required to:-

- Where appropriate and required by regulations have a Disclosure and Barring Service (DBS) check when they commence employment. Where this has not been undertaken staff will not be allowed to work with adults unless supervised by a member of staff who has had a clear DBS check. (*PHSA 7.2*).
- Demonstrate respect for all service users as individuals in all matters.
- Reflect on their own approach and style, recognising the inherent power their position bestows.
- Undertake relevant training in safeguarding, disclosure and diversity matters. Ask a senior member of staff if they have any uncertainties about how to deal with a specific service user. (*PHSA 7.1*).
- Ensure that all service users experience a suitable and supportive environment to encourage service user disclosure of any issues which might affect the way in which they should be treated.
- Ensure all service users are aware of our Equality and Diversity policy and that they know how to complain if they become victims of harassment bullying, unfair treatment or harassment.
- Ensure a diverse range of services and training that is sensitive to difference.
- Invite and encourage constructive feedback from service users about standards and styles of behaviour and promote an open and honest culture of respect for diversity.
- Deal with complaints of abuse, unfair treatment or harassment and bullying promptly, sensitively, confidentially and in accordance with procedures.
- Ensure that all persons working for or providing services to Crewe Town Council are provided with a briefing on these safeguarding policies and procedures before any work is undertaken or any services delivered.
- Report any incidents immediately to any relevant partners or commissioners.

(b) Service users, clients, volunteers and visitors are required to:-

- Help prevent inappropriate behaviour by challenging and reporting behaviour that appears to be causing distress to others.
- Support an open, constructive environment within which diversity is valued positively.

(c) Dealing with claims of abuse perpetrated by internal members of staff

This Policy makes it clear how staff are expected to perform when dealing with all service users including adults at risk. It specifically ensures that claims made of abuse by internal staff will be investigated and dealt with.



#### 4. Safeguarding Lead

The details of the named contact for Crewe Town Council is the Town Clerk

The named person will have full awareness of the policy and procedures guidelines and have attended training on safeguarding endorsed by the local Safeguarding Board.

The named contact will be a single point of contact for the organisation in relation to:-

- Child Sexual Exploitation
- Female Genital Mutilation
- Prevent
- Domestic Abuse
- Honour Based Violence
- Forced Marriage
- Mental Capacity Act
- Deprivation of Liberty Safeguards
- Trafficking / Modern Slavery

#### Safeguarding Procedure

##### 1. First Steps

If you think abuse has or may have occurred act immediately. It is the responsibility of the person first becoming aware of a situation where there may be an adult subject to, or at risk of, abuse to make safe and deal with the immediate needs of the person. This may mean taking reasonable steps to ensure the adult is in no immediate danger and seeking medical treatment if required as a matter of urgency.

Do NOT discuss the allegation of abuse with the alleged perpetrator.

Do NOT disturb or destroy articles that could be used in evidence. Where an assault of some kind is suspected do not wash or bathe the person unless this is associated with first aid treatment necessary to prevent further harm.

Do NOT discuss concerns or disclosures with other members of staff other than the safeguarding lead. (PHSA 3.2)

If the allegation is about a staff member or volunteer of any organisation, ensure that the allegation is properly managed.

Contact the police if it is thought a crime has just been committed. Telephone 101 or 999 if an emergency Record details of the allegation as soon as possible somewhere that can be kept secure. Include:-

- a) The allegation or concerns, including the date and time of the incident,
- b) What the adult at risk said about the abuse and how it occurred or what has been reported to you.
- c) The appearance and behaviour of the victim.
- d) Any injuries observed.
- e) Whether any dependants are also at risk (PHSA 4.4) (PHSA 1.3)

2. If the allegation is against a member of staff a volunteer or a service user of Crewe Town Council (PHSA 3.6) Crewe Town Council will ensure that any allegations made against members or a member of staff will be dealt with swiftly and in accordance with these procedures:-

- The worker must ensure that that the vulnerable adult is safe and away from the person against whom the allegation is made.
- The named person for safeguarding should be informed immediately.

- In the case of an allegation involving the named person, alternative arrangements should be sought to ensure that the matter is dealt with by an independent person.  
(Note: this could be a committee member, director or anyone within the organisation that is in a senior position within the organisation and believed to be independent of the allegations being made).
- The named person should contact the local authority social services team for advice on how to proceed with the immediate situation. Outside of working hours the Emergency Duty Team can give advice and / or in the event of an emergency situation arising, the police.
- The individual who first received / witnessed the concern should make a full written record of what was seen, heard and/or told as soon as possible after observing the incident / receiving the report. It is important that the report is an accurate description. The named person (if appropriate) can support the worker during this process but must not complete the report for the worker. This report must be made available on request from either the police and / or social services.
- Regardless of whether a police and / or social services investigation follows, Crewe Town Council will ensure that an internal investigation takes place and consideration is given to the operation of disciplinary procedures. This may involve an immediate suspension and/or ultimate dismissal dependant on the nature of the incident.
- Whistle blowing will not prejudice the position or prospects of Crewe Town Council staff or volunteers (PHSA 3.3)

3. Bring the concern to the attention of your Safeguarding Lead

It is the responsibility of the Safeguarding Lead to:-

- 1) Decide without delay on the most appropriate course of action once the allegation or suspicion of abuse has been raised.
- 2) Deal with any immediate needs:-
  - a) Ensure that the victim of the alleged abuse is safe
  - b) Ensure that any necessary emergency medical treatment is arranged
  - c) Ensure that no forensic evidence is lost
  - d) If the alleged perpetrator is also an adult at risk, ensure that another member of staff / manager is allocated to attend to their needs and ensure that other service users are not put at risk.
- 3) Clarify the facts stated by the member of staff but do NOT in any circumstances discuss the allegation of abuse with the alleged perpetrator or, if possible, the victim.
- 4) Check that the circumstances fall within the safeguarding adult's procedure i.e. meeting the definition of abuse as defined in this Policy and Procedure.
- 5) Address issues of consent and confidentiality, taking care to not promise confidentiality
- 6) A formal referral must be made on the same day as the alert is raised when:
  - A crime has been, could have been, or yet could be committed.
  - There is a suspicion that an abuse has taken place.
  - The allegation involves a child
  - The alleged perpetrator is themselves an adult at risk.
  - They are unsure if abuse has taken place
- 7) Where a decision is made NOT to refer, the alert must be recorded, with the reasons for the decision not to refer.
- 8) All incidents, allegations of abuse and complaints must be recorded, monitored and available for internal and external audit. (PHSA 2.1, 2.2)

#### The Referral Stage

This involves bringing the concern regarding alleged abuse or potential abuse formally to the attention of the following authorities as appropriate:-

- All referrals should be made to: **Cheshire East Adult Social Care**. The following number should be called **0300 123 5010** or **0300 123 5500**
- The police if you think a crime may have been committed – Telephone **101** and specify it is a safeguarding issue (**999** in an emergency).
- If a child is also at risk contact **Cheshire East Children’s Services**. The following number should be called **0300 123 5012** or **0300 123 5500**
- Outside normal office hours, or on weekends or Bank Holidays, contact should be made for children’s and adults on the **out of hours** number **0300 123 5022** or **0300 123 5500**

The person making the referral should ideally have the following information available; however, the lack of any of this information should not delay the referral:-

- The name of the adult
- Date of birth and age
- Address and telephone number
- Why the adult is considered to be at risk
- Whether consent has been obtained for the referral, and if not the reasons e.g. the adult lacks mental capacity or there is an over-riding public interest (e.g. where other adults or children are at risk)
- What the person involved has said they want to happen next (the referral needs to be made, with details of those involved even if the person has not given consent, but this needs to be included in the information given)
- Whether there are any concerns or doubts about the mental capacity of the adult at risk
- Whether the police are aware of the allegation, and whether a police investigation is underway
- If possible, use the Cheshire East Safeguarding referral form (Appendix 2)

#### **What happens next?**

The designated lead should receive acknowledgement of the referral from the relevant agency, and be given feedback about what happens next. This will not always be appropriate to pass on to the person completing the first account report.

**Appendix 1  
Crewe Town Council  
Safeguarding Action Plan**

<b>Action</b>	<b>Responsible Person</b>	<b>Date to be completed by</b>	<b>Date completed</b>	<b>Evidence</b>
Incidents, allegations and complaints are monitored and lessons learnt are fed into planning				
All staff and volunteers are trained on safeguarding [including who the lead is, how to act, Mental Capacity and Deprivation of Liberty] through induction training and mandatory refresher courses <i>(PSA 1.2, 1.3, 8.2)</i>				
Service developments are informed by the views of adults and carers <i>(PHSA 4.1, 4.2)</i>				
Staff and volunteers working with children and adults at risk receive regular support and supervision <i>(PHSA 8.3)</i>				
All staff understand the practical implications of the safeguarding policy and procedure				
Safer Recruitment policy for both staff and volunteers is in place				

**Appendix 2  
Cheshire East Council Adult Safeguarding Referral Form**



**ADULT SAFEGUARDING FIRST ACCOUNT REPORT**

**To be filled in by the person who heard, saw or suspects that abuse has happened.**

Crewe: [Creweandnantwichadultsocialcareteam@cheshireeast.gov.uk](mailto:Creweandnantwichadultsocialcareteam@cheshireeast.gov.uk)  
 Congleton: [Congletonandsandbachadultsocialcareteam@cheshireeast.gov.uk](mailto:Congletonandsandbachadultsocialcareteam@cheshireeast.gov.uk)  
 Wilmslow: [Wilmslowandknutsfordadultsocialcareteam@cheshireeast.gov.uk](mailto:Wilmslowandknutsfordadultsocialcareteam@cheshireeast.gov.uk)  
 Macclesfield: [Macclesfieldadultsocialcareteam@cheshireeast.gov.uk](mailto:Macclesfieldadultsocialcareteam@cheshireeast.gov.uk)  
 CMHT Macc: [MentalhealthMaccAdmin@cheshireeast.gov.uk](mailto:MentalhealthMaccAdmin@cheshireeast.gov.uk) – 01625 505696  
 CMHT Crewe: [MentalhealthCreweAdmin@cheshireeast.gov.uk](mailto:MentalhealthCreweAdmin@cheshireeast.gov.uk) – 01270 655287

**For people already open to CMHT**

Macclesfield Hospital Social Work Team / Leighton Hospital Social Work Team:  
[Macclesfield.hospital@cheshireeast.gov.uk](mailto:Macclesfield.hospital@cheshireeast.gov.uk)  
[Leightonsocialworkteamadmin@cheshireeast.gov.uk](mailto:Leightonsocialworkteamadmin@cheshireeast.gov.uk)

**For people in hospital**

<b>DATE :</b>	<b>TIME:</b>
<b>NAME OF ADULT AT RISK:</b>	
<b>D.O.B:</b>	
<b>PARIS ID:</b>	
<b>ADDRESS:</b>	
<b>POSTCODE:</b>	

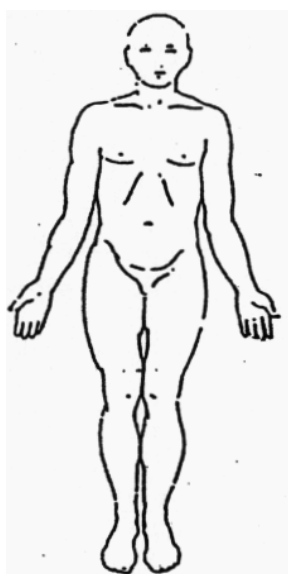
<b>NAME OF GP:</b>
<b>ADDRESS:</b>
<b>POSTCODE:</b>

<b>PERSON REPORTING THE INCIDENT:</b>
NAME ..... TEL .....
RELATIONSHIP TO ALLEGED PERSON AT RISK: .....
<b>Account</b> Please write below a factual account of what you saw or heard. Please continue on further sheets as required, number them, and sign and date the statement as it may be used in evidence. Suggestions for inclusion in the account:
<i>What happened? (tell me, describe to me, explain to me)</i> <i>When did it happen? Who is involved? Where did it happen? (continue on extra sheets if required)</i>

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**Office use only:**

Action taken by receiving team:

S42 Enquiry  Non S42  Complaint  Quality of Care issue

Needs assessment / Carers assessment

# CREWE TOWN COUNCIL

## CUSTOMER CARE POLICY AND COMPLAINTS CODE

Agenda Item 7.3

**Adopted by Council: 29<sup>th</sup> September 2020**  
**Planned Review Date: ~~April 2022~~ March 2025**

This policy was adopted by Council on 29<sup>th</sup> September 2020 and supersedes all previous versions.

Crewe Town Council strives to provide a high standard of service to the public. It will treat all members of the public in a courteous and professional manner. It will try hard to recognise their needs as an individual or as part of a local community. It will always try to offer a way forward on the particular issue being raised.

In particular, the Council will strive to:-

- Provide information in accordance with its Publication Scheme and Information and Data Protection Policy.
- Respect confidentiality unless it is legally required to disclose information.
- Deliver its services in accordance with stated standards and its Equal Opportunities and Diversity Policy.
- Be transparent in its dealings.
- Return telephone calls within 2 working days.
- Respond to letters and e-mails within 5 working days of receipt.
- Where it is unable to resolve an issue for a customer, it will advise where further help can be obtained or act as advocate by contacting the other organisation on the customer's behalf.

If a customer has a grievance against the Council, it will be dealt with in accordance with the Council's Complaints Code.

Please also look at our Quality Policy on our [website](#)

### **If things go right**

Please tell the member of staff or councillor who has helped you that you are pleased. Everyone enjoys a "bouquet".

If you wish to write in or email with a compliment or a suggestion please contact the Town Clerk (see below)

### **If things don't go right**

Crewe Town Council strives to offer a good standard of service, but from time to time the public or our service users have complaints about the administration or procedures of the Council. Sometimes the Council may be in the wrong but on occasions complaints may not be justified. The Council recognises that it is not currently subject to the jurisdiction of the Local Government Ombudsman but has adopted this Policy to ensure that complainants can feel satisfied that, at the very least their grievance has been properly and fully considered.

Where a complainant has made a complaint to an outside regulator such as the Monitoring Officer at Cheshire East Council, External Auditor, Police or Information Commissioner, it will not normally be appropriate for the Council to respond through this Complaints Policy, but to fully cooperate with that regulator.

There may be rare instances where a complainant unnecessarily takes up a large amount of resources. This can have a detrimental effect on the Council's ability to provide its services to others. At the end of this Procedure, the Council sets out what is considered to be acceptable levels of contact with it and how instances of unreasonably persistent or vexatious contact will be handled.

Contact Details:-

- The Town Clerk, Crewe Town Council, 1 Chantry Court, Forge Street, Crewe, Cheshire CW1 2DL
- Telephone: 01270 756975
- Email: [townclerk@crewetowncouncil.gov.uk](mailto:townclerk@crewetowncouncil.gov.uk)

### Informal Complaint

1. When a complaint is received, the complainant usually wants a quick fix and an apology if the Council is at fault. Examples are the late payment of an invoice or not responding to a letter in a timely manner. The Council will put things right as quickly as possible and admit fault if that is the case. If it is unable to help or disagrees with the complaint, it will state clearly why it takes that view.

### Formal Complaint

2. If a complainant is not satisfied, or the complaint is too serious for a "quick fix", the complaint will be recorded as a Formal Complaint. The complainant will be asked to confirm the complaint in writing (email is acceptable) to the Town Clerk, (or if the complaint is about an action of the Town Clerk, it can be forwarded directly to the Mayor).
3. The Town Clerk (or Mayor) will acknowledge receipt of the complaint and advise the complainant when the complaint will be considered and by whom.
4. The Town Clerk (or Mayor) will (except where the complaint is about his/her own actions) try to settle the complaint directly with the complainant, but will not do so in a case about the Town Clerk or a Councillor, without first giving that person an opportunity to comment on the matter and the manner in which it is intended to settle the complaint. Where the Town Clerk (or Mayor) receives a written complaint about his/her own actions, he/she will forthwith refer the complaint to the Council.
5. The Town Clerk (or Mayor) will report to the next meeting of the Council, any written formal complaint disposed of by direct action with the complainant. The Town Clerk (or Mayor) may, after consultation with the (Deputy) Mayor and another committee chairman, ask an independent person to investigate the complaint.
6. The Town Clerk (or Mayor) will bring any written formal complaint which cannot be settled to the next or a special meeting of an Appeals Committee and the Town Clerk (or Mayor) will notify the complainant of the date of the meeting and invite them to attend with a representative if they so wish.
7. Seven clear days prior to the meeting, the complainant will provide the Committee with copies of any documentation or other evidence which they wish to refer to the meeting. The Committee will similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.
8. The Appeals Committee will consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on a complaint will be announced at the meeting in public.
9. The Complainant may opt not to attend or to attend but not present a verbal case.
10. The Chairman will introduce everyone present and will explain the procedure.
11. The complainant or representative will outline the grounds for complaint
12. Members will ask any questions of the Complainant.



13. If relevant the Town Clerk or Mayor will explain the Council's position. Members may ask any questions of them.
14. The Town Clerk (or Mayor) and complainant will be offered the opportunity of having a last word (in that order).
15. The Town Clerk (or Mayor) and complainant will leave the room (along with any member who's actions are part of the complaint) while members decide whether or not the grounds for the complaint have been made. If a point of clarification is required, both parties will be invited back into the room.
16. The parties will be invited back to hear the decision.
17. As soon as possible after the decision has been made, it and the nature of any action to be taken, will be communicated in writing to the complainant.

Allegations that a councillor has breached the Code of Conduct should be forwarded to the Monitoring Officer of Cheshire East Council in writing via their online [form](#). If the Town Council receives such a complaint directly, it will advise the complainant to refer it directly to the Monitoring Officer

### **Unreasonably Persistent or Vexatious Complaints**

The procedure will not be used to impede the ability of anyone to have reasonable access to services provided, nor will it be assumed that because a customer/complainant has submitted a large number of enquiries they are vexatious or unreasonably persistent. In some cases, their persistence may be necessary to receive sufficient response from the Council.

Unreasonably persistent and vexatious complainants are those individuals who, because of the nature or frequency of their contacts with the Council hinder our ability to effectively deliver services to our customers. Some examples of behaviour and actions taken by these individuals are listed below, however this is not an exhaustive list.

These are some of the actions and behaviours which can prove problematic. Single incidents may be unacceptable, but more often the difficulty is caused by unreasonably persistent behaviour that is time consuming to manage and interferes with proper handling of the issues being raised.

These behaviours can be:-

- Refusing to specify the grounds of the service request, despite offers of assistance.
- Refusing to co-operate with the process for handling service requests.
- Refusing to accept that certain issues are not within the scope of the Council.
- Insisting on the request being dealt with in ways which are incompatible with adopted procedure(s) or with good practice.
- Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced.
- Changing the basis of the service request as the issue proceeds.
- Denying or changing statements made at an earlier stage.
- Introducing trivial or irrelevant new information at a later stage.
- Raising numerous, detailed but unimportant questions and insisting they are all answered.
- Covertly recording meetings and conversations, otherwise than allowed by law at a public meeting.
- Submitting falsified documents from themselves or others.
- Adopting a 'scatter gun' approach: inappropriately pursuing parallel service requests on the same issue with a variety of organisations or with a variety of individuals within the Council
- Making excessive demands on the time and resources of staff with lengthy phone calls or e-mails to numerous council staff or detailed letters every few days, and expecting immediate responses.

- Submitting repeat requests with minor additions/variations that the service user insists make these 'new' issues.
- Refusing to accept the decision or outcome; repeatedly arguing points with no new evidence.
- Making numerous, repetitious and unreasonable contact because an individual is unable or unwilling to accept or agree with a policy decision or approach which has been adopted by the Council or individual services and functions.
- Adopting a violent or aggressive demeanour towards staff.

Any of the above behaviours will trigger the beginning of this process. The Town Clerk will normally write to the individual. The letter will clearly explain the actions the Council may take if their behaviour does not change.

Very rarely, in extreme or rapidly escalating cases, it may be necessary to immediately impose restrictions to ensure the safety of staff members. This is a decision which will be taken by the Town Clerk with the utmost consideration for circumstances surrounding the incident(s).

Any restrictions imposed will be appropriate and proportionate, and examples of some options most likely to be considered are:-

- Requesting contact in a particular format e.g. letters only
- Requiring contact to take place with a single named person only.
- Restricting telephone calls to specified days and times; and/or a particular member of staff.
- Restricting the amount of times a customer may be in contact over a certain time period.

The decision to restrict or stop a person's access to the Councils offices and officers can only be taken by the Council.

A letter will then be sent to the complainant outlining the decision. All letters will include:-

- Why the decision has been taken;
- What action will be taken;
- The duration of that action;
- The date of review for the action; if required;

Where the behaviour is so extreme that it threatens the immediate safety and welfare of the Councils staff, other options will be considered; for example, reporting the matter to the Police or taking legal action.

The Town Clerk will keep a record of all individuals who have had this procedure applied to them. Decisions taken under this procedure are subject to the Data Protection principles and the Human Rights Act. The position will be reviewed after 6 months if requested by the complainant.

# CREWE TOWN COUNCIL FRIENDSHIP AND TWINNING POLICY

Agenda Item 7.4

**Adopted by Council: 18<sup>th</sup> September 2018**  
**Planned Review Date: ~~September 2021~~ March 2025**

## Background

Twinning was widely promoted after World War Two to engender reconciliation and build relationships. Although twinning per se may not meet the needs of modern generations, the notion of friendship still has relevance in today's society. There are approximately 2,000 twinning arrangements in Britain and 75% are with French and German authorities

There is no fixed definition or model of town twinning or partnership arrangements. A twinning link is customarily defined as a friendship agreement involving co-operation between two communities in different countries, endorsed by both local authorities. The two twinned communities organise projects and activities around a range of issues and develop an understanding of historical, cultural and lifestyle similarities and differences. These activities should involve a wide range of community members and in keeping with any agreements which are in place

A 'friendship' can be seen as an affiliation between two communities that is considered and felt that it would be mutually beneficial to both parties

## History of Twinning in Crewe

Crewe has been twinned with Mâcon, France, since 1957, and Dzierżoniów, Poland, and Bischofsheim, Germany, since 1991

With the historical connection at its foundation, Crewe Town Council hopes to practicably and effectively establish a sustainable civic and community friendship with Mâcon, Dzierżoniów and Bischofsheim

It will have the added value of strengthening relationships within Mâcon, Dzierżoniów and Bischofsheim as the Town Council engages with community groups to plan and deliver friendship projects

## The Purpose and Benefits of Twinning and Friendships

- Increasing cultural awareness, including knowledge and understanding of the places of origin and understanding of the places of origin of the town's communities that can assist staff in their work and foster community cohesion;
- Instil a sense of community pride in Mâcon, Dzierżoniów, Bischofsheim and Crewe;
- Broaden horizons in all of the towns through understanding cultural, linguistic and social exchanges;
- Provide opportunities for younger people to acquire new skills and contribute positively to a partnership between all towns;

## Management

Crewe Town Council ~~will formulate an official~~has a -working relationship with the Crewe and Nantwich Twinning Association (CANTA) ~~whereupon it will meet at regular intervals and submit~~and welcomes reports of their activities to Crewe Town Council. Therefore, it is expected that at least one Councillor and one Officer will have the informal oversight of this function

## Principles and Visions of Twinning and Friendship

To promote and celebrate the culture and heritage of Mâcon, Dzierżoniów, Bischofsheim and Crewe through the following exchanges:-

- Arts, Culture, Recreation and Heritage;
- Twinning and International Relations;
- Health and Wellbeing;
- Environment and Wildlife;
- Young People and Families;
- Business and Enterprise;
- Education, Training, Volunteering and Employment;
- Vulnerable People;
- Supporting Community Organisations and Assets;
- To promote all towns and their surrounding areas as a place to be visited;

Whilst it is understood that Mâcon, Dzierżoniów and Bischofsheim are of particular importance, the Town Council requests that more activity is focussed on promoting the cultural diversity of Crewe and that CANTA engages with residents who have settled in the Town from other countries

## Funding and Review

Crewe and Nantwich Twinning Association will need to be self-funded

However, from time to time Crewe Town Council will may make a financial contribution based on proposals submitted ~~to the Community Plan Committee~~ for the consideration of Councillors. Once any financial contribution is made then monies will be spent in accordance with agreed terms as stipulated by Crewe Town Council, or granted to CANTA.

The policy and all such agreement will be the subject of review on a periodical basis

## Future scope

In order for twinning and friendships to survive, endure and become more relevant as society changes it is felt that the following aims and objectives must be considered and taken into account, where resources and capacity allow, when organising activities, events and projects:-

- To encourage and increase levels of engagement and involvement in line with the principles and vision listed above;
- Increased awareness and knowledge of twinning and friendships within all towns;
- To proactively foster additional friendships with a view to entering into additional friendships;

Any future aims and objectives will be determined on the basis of how twinning and friendships develop in the interests of all parties

# CREWE TOWN COUNCIL GENERAL PRIVACY NOTICE

Agenda Item 7.5

**Adopted by Council: 31<sup>st</sup> March 2020**  
**Planned Review Date: ~~April 2022~~ March 2025**

## **Your personal data – what is it?**

“Personal data” is any information about a living individual which allows them to be identified from that data (for example a name, photographs, videos, email address, or address). Identification can be directly using the data itself or by combining it with other information which helps to identify a living individual (e.g. a list of customers may contain individual ID numbers rather than names but if you use a separate list of the ID numbers which give the corresponding names to identify the staff in the first list then the first list will also be treated as personal data). The processing of personal data is governed by legislation relating to personal data which applies in the United Kingdom including the ~~General Data Protection Regulation (the “GDPR”),~~ Data Protection Act 2018 (DPA) and other legislation relating to personal data and rights such as the Human Rights Act

## **Who are we?**

This Privacy Notice is provided to you by Crewe Town Council (CTC) which is the data controller for your data

## **Other Data Controllers the Council works with**

CTC works together with:-

- Other data controllers, such as local authorities, public authorities, central government and agencies such as HMRC
- Staff pension providers
- Former and prospective employers
- DBS services suppliers
- Pension services providers
- Other Community organisations
- Payroll services providers
- Recruitment Agencies
- Credit reference agencies

CTC may need to share your personal data we hold with them so that they can carry out their responsibilities to the Council. If we and the other data controllers listed above are processing your data jointly for the same purposes, then the Council and the other data controllers may be “joint data controllers” which mean we are all collectively responsible to you for your data. Where each of the parties listed above are processing your data for their own independent purposes then each of us will be independently responsible to you and if you have any questions, wish to exercise any of your rights (see below) or wish to raise a complaint, you should do so directly to the relevant data controller

CTC will not share all of the information it holds on you with these organisations only that which is necessary for a legitimate purpose, contractual arrangement or legal obligation

A description of what personal data the Council processes and for what purposes is set out in this Privacy Notice

The Council will process some or all of the following personal data where necessary to perform its tasks:-

- Names, titles, and aliases, photographs; Agenda Item 7.5
- Contact details such as telephone numbers, addresses, and email addresses;
- Where they are relevant to the services provided by the Council, or where you provide them to us, we may process information such as gender, age, marital status, nationality, education / work history, academic / professional qualifications, hobbies, family composition, and dependants;
- Where you pay for products or services provided by the Council, financial identifiers such as bank account numbers, payment card numbers, payment / transaction identifiers, policy numbers, and claim numbers;
- Where we purchase goods or services from you, payment / transaction identifiers, bank account details
- Where we provide grants and donations
- The personal data we process may include sensitive or other special categories of personal data such as criminal convictions, racial or ethnic origin, mental and physical health, details of injuries, medication / treatment received, political beliefs, trade union affiliation, genetic data, biometric data, data concerning and sexual life or orientation, only if this is relevant to the contact you have with us.

### **How we use sensitive personal data**

We may process sensitive personal data including, as appropriate:-

- Information about your physical or mental health or condition in order to support you as a resident or look after your health and safety;
- Your racial or ethnic origin or religious or similar information in order to monitor compliance with equal opportunities legislation;
- In order to comply with legal requirements and obligations to third parties.

These types of data are described in the [Data Protection Act \(formerly related to the GDPR\)](#) as “Special categories of data” and require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal data.

We may process special categories of personal data in the following circumstances:-

- In limited circumstances, with your explicit written consent.
- Where we need to carry out our legal obligations.
- Where it is needed in the public interest.

Less commonly, we may process this type of personal data where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else’s interests) and you are not capable of giving your consent, or where you have already made the information public.

### **Do we need your consent to process your sensitive personal data?**

In limited circumstances, we may approach you for your written consent to allow us to process certain sensitive personal data. If we do so, we will provide you with full details of the personal data that we would like and the reason we need it, so that you can carefully consider whether you wish to consent.

The Council will comply with data protection law. This says that the personal data we hold about you must be:-

- Used lawfully, fairly and in a transparent way.
- Collected only for valid purposes that we have clearly explained to you and not used in any way that is incompatible with those purposes.
- Relevant to the purposes we have told you about and limited only to those purposes.
- Accurate and kept up to date.
- Kept only as long as necessary for the purposes we have told you about.
- Kept and destroyed securely including ensuring that appropriate technical and security measures are in place to protect your personal data to protect personal data from loss, misuse, unauthorised access and disclosure.

We use your personal data for some or all of the following purposes:-

Agenda Item 7.5

- To deliver our services including to understand your needs to provide the services and products that you request and to understand what we can do for you and inform you of other relevant services;
- To confirm your identity to provide some services;
- To contact you by post, email, telephone or using social media (e.g., Facebook);
- To help us to build up a picture of how we are performing;
- To prevent and detect fraud and corruption;
- To enable us to meet all legal and statutory obligations;
- To carry out comprehensive safeguarding procedures (including due diligence and complaints handling).
- To promote the interests of the Council;
- To maintain our own accounts and records;
- To seek your views, opinions or comments;
- To notify you of changes to our services, and staff;
- To send you communications which you have requested and that may be of interest to you. These may include information about other new projects or services;
- To process relevant financial transactions including payments for goods and services supplied to the Council;
- To allow the statistical analysis of data so we can plan the provision of services and products;

Our processing may also include the use of CCTV systems for the prevention and prosecution of crime.

### **What is the legal basis for processing your personal data?**

The council is a public authority and has certain powers and obligations. Most of your personal data is processed for compliance with a legal obligation which includes the discharge of the Council's statutory functions. Sometimes when exercising these operations or duties it is necessary to process personal data of suppliers or people using the Council's services. We will always take into account your interests and rights. This Privacy Notice sets out your rights and the Council's obligations to you.

We may process personal data if it is necessary for the performance of a contract with you, or to take steps to enter into a contract. Examples of this would be processing your data in connection with you obtaining a service or using a facility which we provide, or obtain if we are recruiting or training you.

Sometimes the use of your personal data requires your consent. We will first obtain your consent to that use.

### **Sharing your personal data**

This section provides information about the third parties with whom the Council may share your personal data. These third parties have an obligation to put in place appropriate security measures and will be responsible to you directly for the manner in which they process and protect your personal data. It is likely that we will need to share your data with some or all of the following (but only where necessary and for data which is necessary):-

- The data controllers listed above under the heading "Other data controllers the Council works with";
- Our agents, suppliers and contractors. For example, we may ask a commercial provider to maintain our database software;
- On occasion, local authorities or not for profit bodies with which we are carrying out joint ventures e.g. in relation to facilities or events for our community.

**How long do we keep your personal data?**

We will keep some records permanently if we are legally required to do so. We may keep some other records for an extended period of time. For example, it is currently a legal requirement to keep financial records for a minimum period of 6 years to support VAT claims and payments. The Council is permitted to retain data in order to defend or pursue claims. In some cases, the law imposes a time limit for such claims (for example 3 years for personal injury claims or 6 years for contract claims). We will retain some personal data for this purpose as long as we believe it is necessary to be able to defend or pursue a claim. In general, we will endeavour to keep data only for as long as we need it. This means that we will delete it when it is no longer needed.

**Your rights and your personal data**

When exercising any of the rights listed below, in order to process your request, we may need to verify your identity for your security. In such cases we will need you to respond with proof of your identity before you can exercise these rights.

You have the following rights with respect to your personal data:-

*The right to access personal data we hold on you*

At any point you can contact us to request the personal data we hold on you as well as why we have that personal data, who has access to the personal data and where we obtained the personal data from. Once we have received your request, we will respond within one month.

There are no fees or charges for the first request but additional requests for the same personal data or requests which are manifestly unfounded or excessive may be subject to an administrative fee.

*The right to correct and update the personal data we hold on you*

If the data we hold on you is out of date, incomplete or incorrect, you can inform us and your data will be updated.

*The right to have your personal data erased*

If you feel that we should no longer be using your personal data or that we are unlawfully using your personal data, you can request that we erase the personal data we hold.

When we receive your request, we will confirm whether the personal data has been deleted or the reason why it cannot be deleted (for example because we need it for to comply with a legal obligation).

*The right to object to processing of your personal data or to restrict it to certain purposes only*

You have the right to request that we stop processing your personal data or ask us to restrict processing. Upon receiving the request, we will contact you and let you know if we are able to comply or if we have a legal obligation to continue to process your data.

*The right to data portability*

You have the right to request that we transfer some of your data to another controller. We will comply with your request, where it is feasible to do so, within one month of receiving your request.

*The right to withdraw your consent to the processing at any time for any processing of data to which consent was obtained*

You can withdraw your consent easily by telephone, email, or by post (see Contact Details below).



You can contact the Information Commissioners Office on 0303 123 1113 or via [email](#) or at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

### **Transfer of Data Abroad**

Any personal data transferred to countries or territories outside the European Economic Area (“EEA”) will only be placed on systems complying with measures giving equivalent protection of personal rights either through international agreements or contracts approved by the European Union. Our website is also accessible from overseas so on occasion some personal data (for example in a newsletter) may be accessed from overseas.

### **Further processing**

If we wish to use your personal data for a new purpose, not covered by this Privacy Notice, then we will provide you with a new notice explaining this new use prior to commencing the processing and setting out the relevant purposes and processing conditions. Where and whenever necessary, we will seek your prior consent to the new processing.

### **Changes to this notice**

We keep this Privacy Notice under regular review. This Notice was last updated in March 2020.

CTC has thought carefully about whether it is required under DPA & ~~GDPR~~ to appoint a formal Data Protection Officer (DPO). In reaching its conclusion it has considered the guidance issued by Article 29 Working Party. It has decided to voluntarily to appoint a DPO the contact details of which are set out below.

CTC, as data controller, remains responsible for compliance with the data protection legislation ~~including the GDPR~~. All Councillors and staff are expected to apply data protection legislation in their work.

### **Contact Details**

Please contact us if you have any questions about this Privacy Notice or the personal data we hold about you or to exercise all relevant rights, queries or complaints at:-

The Town Council as a corporate body has ultimate responsibility for ensuring compliance with the Data Protection legislation. The Council has delegated this responsibility day to day to the Town Clerk.

- Email: [townclerk@crewetowncouncil.gov.uk](mailto:townclerk@crewetowncouncil.gov.uk)
- Phone: 01270 756975
- Address: The Town Clerk, Crewe Town Council, 1 Chantry Court, Forge Street, Crewe CW1 2DL

The Town Council has also appointed an external **Data Protection Officer** to ensure compliance with Data Protection legislation who may be contacted at:

- Address: JDH Business services Limited, Carreg Lwyd, Cefn Bychan Road, Pantymwyn, CH7 5EW
- Email: [john@jdhbs.co.uk](mailto:john@jdhbs.co.uk)

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## REPORT STATEMENT

Meeting: Finance & Governance Committee 21 11 2023  
 Report Purpose: To provide an update on the progress of UK Shared Prosperity Fund (UKSPF) applications  
 Version Control: v1  
 Author: Clerk

### 1. Summary:

Crewe Town Council submitted 3 applications for UKSPF funding, of which 2 were successful. This report seeks confirmation of approval (onward recommendation to council) to spend as per the applications.

Approval to accept the grants was given at the meeting of this committee on 12<sup>th</sup> September 2023.

### 2. Background

UK Shared Prosperity Funding is a central government funding source allocated on a local authority basis and is competitively applied for, administered by Cheshire east Council.

Crewe Town Council submitted 3 applications during the brief call for expressions of interest in July/September.

### 3. Position:

Of the 3 submission, we have been notified the 2 projects are to be awarded (as yet offer letters have not been issued) funding in financial years 2023/24 and 2024/25

- i. Crewe Heritage Centre Feasibility Study – the heritage centre, operated by the Crewe Heritage Trust and supported by Crewe Town Council, is identified as an opportunity for the provision of a modern and accessible heritage leisure destination. To achieve this the site would require significant capital funding for wholesale redevelopment and improvement. The funding would need to be external, such as associated lottery grant funding sources, and likely to be in excess of £5,000,000 to achieve full redevelopment. To achieve a successful application a detailed business case and feasibility is required and the UKSPF grant will be used for the first phase of the feasibility and business case work. The total value of that funding is £45,000 and must be spent by 31/3/2024. It may be that more funding will become available and this would create the opportunity to potentially complete the feasibility study.
- ii. Town Centre Arts Development and Trail – This project is progress engagement with and development of delivery of community arts and for the development of an arts trail in the town centre. The project includes for the provision of a resource to build capacity as well as deliver the project.  
 The total value of the project is £92,000 made up of £2,000 Crewe Town Council match funding in 2023/24 (approved at Marketing and Events Committee 06/11/23); £20,000

UKSPF in 2023/24 and £70,000 UKSPF in 2024/25.

We also applied for a town centre improvements and accessibility project, but this was not awarded any funding.

In total Crewe Town Council has been awarded £135,000, leveraged with £2,000 match funding from the Crewe Town Council revenue budget for 2023/24

UKSPF Breakdown for 2023/24 and 2024/25:

- The total allocated UKSPF allocation within this round of applications was £4,755,557
- CEC awarded their own projects £3,857,132 of that fund (81%)
- Crewe Projects (including the Crewe Town Council projects with a total value of £135,000) were awarded £952,327 (20%). Of that £700,000 was awarded to the ongoing CEC Mill Street Corridor project.
- Macclesfield Projects were awarded £1,887,887 (40%)

4. **Equality Impact:**

All services are delivered within the council's diversity and equality policy as well as associated legislation and regulation.

5. **Sustainability Impact:**

Financial: The funding is awarded with minimal match funding from Crewe Town Council so is seen as a positive income for delivery of projects.

Social: Delivery of the projects supports the town council's corporate strategy, delivering work towards the feasibility of the Crewe Heritage Centre as well as building community capacity within arts and culture.

Environmental: Delivery will be within the council's sustainability policy.

6. **Community Impact:**

The delivery of the projects will support third sector sustainability of the Crewe Heritage Trust, its many volunteers and seek to provide a more sustainable facility for the benefit of the community of Crewe. Additionally the arts and culture project will invest community engagement and capacity building for arts and culture.

7. **Governance:**

Crewe Town Council Corporate Strategy  
Crewe Town Council Financial Regulations  
Local Government Act 2011

8. **Financial Impact:**

£2,000 from the Marketing & Events Committee budget as match funding for the arts trail and engagement project. Approved by Marketing and Events Committee 06/11/2023

Grant funding, once awarded, is paid on defrayed spend, or after the council has paid for the work. Therefore the council must commit to the spend profile of the projects as approved and apply for the grant after it has expended (defrayed) the funds.

9. **Resource Impact:**

The projects require project management time on behalf of officers.

10. **Consultation/Engagement:**

The feasibility study will engage with the Crewe Heritage Trust and its volunteers as well as potential audiences for the completed development, should it be successful in securing external funding.

The arts trail and community development project will engage with the local community as well as schools in the development of any skills and works to be delivered.

11. **Wards Affected:**

All, although delivery will mostly be within Crewe Central Ward.

12. **Conclusions:**

- i. That the award of UKSPF to the two identified projects at minimal match funding is a positive opportunity for the town.
- ii. That the spend and resource requirements associated with the projects will need to be approved in accordance with the applications submitted
- iii. That delivery of the projects is within a very tight timescale and reporting on the projects to the responsible body (CEC) is expected to be very involved
- iv. That it is a requirement of the funding for the council to defray payment prior to applying for the associated funding reimbursement.
- v. That the application for the town centre funding has been declined, but that may be reflective of the funding prioritisation of CEC as the responsible body.
- vi. Should more funding be made available for the awarded projects, it should be accepted to enable greater delivery.

13. **Consideration Sought:**

- i. That the spend associated with the funding is recommended to council for approval
- ii. That the need to defray payment prior to applying for the funding draw down is noted.
- iii. That, should any additional funding associated with the projects be made available, it should be accepted and delivered as per the project profile and council approval recommended

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**CREWE**  
TOWN COUNCIL

**REPORT STATEMENT**

Meeting: Finance & Governance Committee 21<sup>st</sup> November 2023  
Report Purpose: To review the committee structure of Crewe Town Council  
Version Control: v1  
Author: Clerk

1. Report Summary

The report provides a draft revised committee structure proposal that was developed through engagement with committee chairs and council leadership. It provides an amended approach in recognition of a new corporate strategy and council priorities.

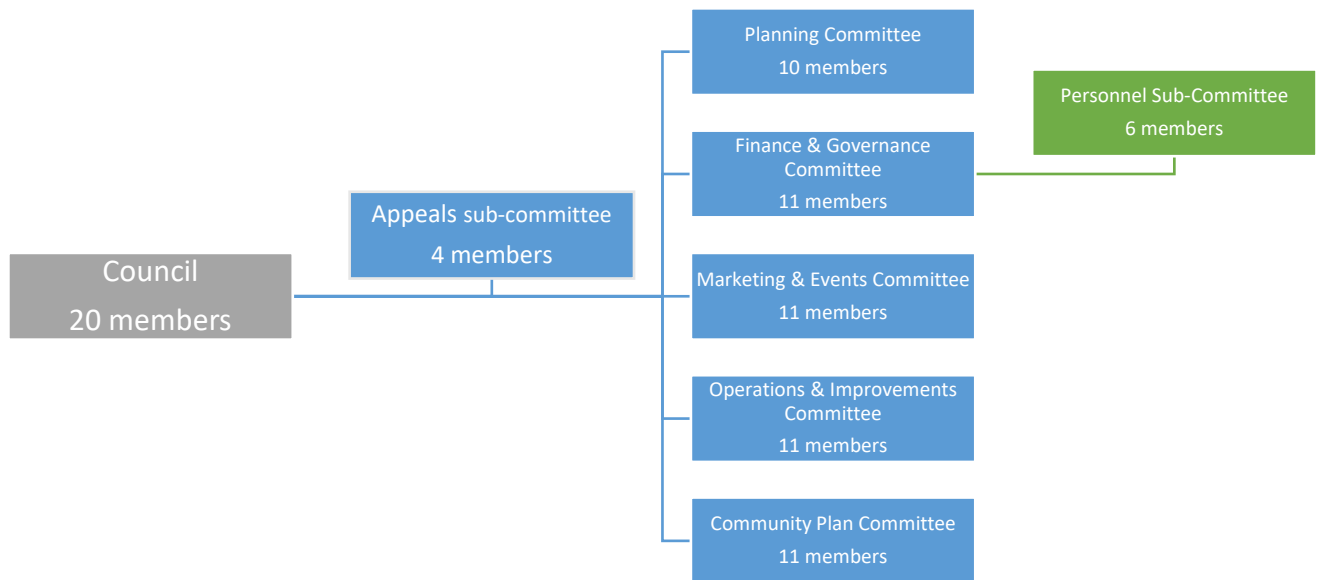
The report provides a route to consider progressing the draft proposals to implementation.

2. Background

Crewe Town Council was established in 2013 and provided for a local council for the parish of Crewe. The council developed a committee structure over time that is reflected in the below structure and this structure has provided the tier of scrutiny, policy, strategy and direction for the member-led organisation for a number of years.

These committees have delegated functions and budgets that sit within the governance structure of the council. Committees and council perform a strategic and executive role within the council's governance, rather than that of an operational role.

3. Position



Council

Overall executive responsibility for council strategy. Specifically reviews and ratifies decisions recommended by committees that they are not otherwise delegated to approve.

Responsible for final approval and adoption of council policy and governance as well as larger budgetary expenditure (as per the Financial regulations).

Planning Committee

Delegated to make responses to planning applications and consultations as well as direct the development of associated policies related to planning, highways, built heritage and social infrastructure.

Finance and Governance Committee

This committee leads on policy review and governance development as well as oversight of the council’s budgeting, spend, audit and financial strategy.

The budget associated with the committee has little discretion as it relates to contractual requirements and council administrative obligations.

Operations and Improvements

This committee has the largest portfolio that oversees a number of service level agreements for operation service deliver. These include CCTV, Town Ranger Service, Cleaner Crewe and public realm planting.

The committee budget is approaching twice the size of other committees and as such it might be considered that its portfolio is at capacity, leaving little room for development.



## Marketing and Events

Oversees the events and communications functions of the council. Provides direction and scrutiny for event options and onward development.

Additionally, the committee is responsible for the Christmas Lights displays in the town.

## Community Plan

This committee delivers the Community Grants programme as well as overseeing direct interventions to support the community in Crewe, including areas associated with supporting services associated with food banks, welfare, wellbeing and public health.

There remains the opportunity to consider if the current structure reflects an appropriate spread of responsibilities as well as representing the corporate strategy for the current administration.

Following consideration of the options appraisal by this committee in September, committee chairs and council leadership met to review the current structure and consider options for any potential amendments and drafting a new committee structure.

That meeting drew on all the areas of work being delivered and included within the corporate strategy priorities, as well as the clear designation/naming of the committees and came to the below drafted structure and work areas for the main committees. The below draft structure includes reference to every aspect identified in the corporate strategy.

This approach sees some changes in committee designation/naming:

1. Planning Committee becomes Planning & Environment Committee to reflect a growing role in built environment heritage conservation as well as formally identifying a need to engage with environmental sustainability
2. Marketing & Events Committee becomes Events and Culture Committee, reflecting the main function of the committee, but also ensuring that culture is brought forward as a focus for service development and delivery. This includes heritage culture.
3. Operations and Improvements Committee becomes Public Services Committee with the aim of making the committee's function more accessible and to focus attention on practical interventions delivered by the council
4. Community Plan Committee, becomes Community Committee for the purposes of clarity as well as to seek to encompass the broad interpretation of community development and service delivery within the corporate strategy
5. Finance and Governance Committee is unchanged in terms of designation, but clarifies the corporate focus of the committee to include civic services and communications.

Agenda Item 9

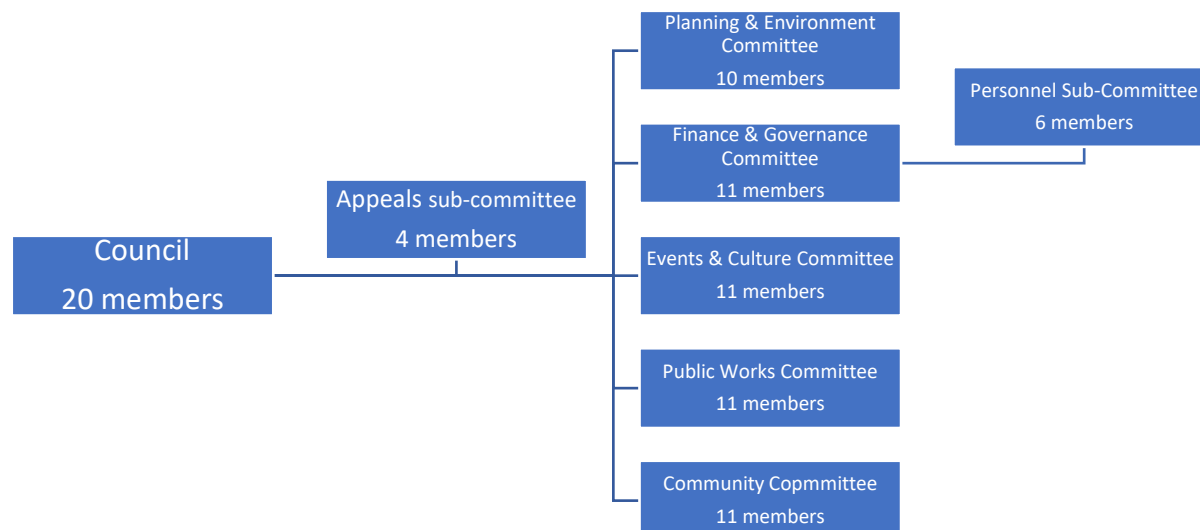
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Planning & Environment Committee	Events & Culture Committee	Public Services Committee	Community Committee	Finance & Governance Committee
Planning Application Consultation Responses	Christmas (Events & Lights)	Direct Contract Oversight (CCTV, Floral)	Community Service Level Agreements (incl Library)	Finance, Budgets, Audit & Procurement
Policy and Project Consultation responses	Heritage Centre Engagement	Town Centre Management (if no BID)	Community Service & Third Sector Mapping	Office, IT & General Admin
Planning Enforcement Oversight	Events Calendar & Delivery	Public Realm Maintenance & Ranger Service	Third sector engagement	Policy & Meeting Oversight
Environment & Sustainability Projects	Strategic Event Development & Delivery	Play Areas & Greenspaces	Community Grants	Civic Functions (Remembrance & Commemorations; Civic Awards; Mayoralty)
Sustainable Travel Responses	Arts & Culture Development	Devolved Assets & Services (subject to specifics)	Inclusion & Accessibility	Members & Elections
Building Conservation Responses	Events Volunteers	Cleaner Crewe Project (incl Volunteers)	ASB Projects & Engagement	Website & Comms
Heritage Projects (CAR, Planning conservation )	Heritage Projects (HODs; Bicentenary; Plaques )	Volunteering Friends of parks	Volunteering Community/3 <sup>rd</sup> Sector	Asset Management (Allotments, Offices & Railway Cottages)



The amended draft structure would not be significantly different in terms of overall council structure and membership could, until a suitable point in the future, remain reflective of the current position.

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#### 4. Equality Impact

All services are delivered within the council’s diversity and equality policy as well as associated legislation and regulation.

#### 5. Sustainability Impact

Financial: This approach does not affect financial strategies or plan, but provides for an alternative reporting structure for delivery, which may result in a refocused scrutiny and oversight, strengthening accountability.

Social: This approach does not affect strategies or plans, but provides for an alternative reporting structure for delivery, which may result in a refocused scrutiny and oversight, strengthening accountability and delivery

Environmental: The draft approach does provide for greater governance recognition of environmental matters with the inclusion within the Planning (an Environment) committee.

#### 6. Community Impact

All services and projects are to be delivered for the benefit of the community of Crewe. This approach does not change that but the refreshed draft structure seeks to address the approved and adopted corporate strategy’s priorities and identified areas of work, which provides for greater clarity on expectations without being restrictive.

#### 7. Governance

The redefinition of committees will require the amendment of core governance documents such as the Constitution, Terms of refence and Standing Orders.

## Agenda Item 9

### Localism Act 2011

Local Government Act (and all subsequent updates, amendments and associated forms of legislation) 1972

Crewe Town Council Constitution

Crewe Town Council Corporate Strategy

Crewe Town Council Medium term Financial Plan

#### 8. Financial Impact

None

#### 9. Resource Impact

Councillor time to address amendments in the structure

Officer time to update governance and related operational processes

#### 10. Consultation/Engagement

- i. Councillor – At the point the draft amended committee structure is approved in principle by this committee, the draft proposal will be shared with all members for their comments and responses. Full Council consideration. Full Council adoption (subject to consensus)
- ii. Employees – At the point the draft amended committee structure is approved in principle by this committee, employees will be engaged for their comments and responses.
- iii. External – May 2023 elections – the current council elected recently based on their priorities

#### 11. Wards Affected

All

#### 12. Conclusions

- i. That a review of the current committee and associated governance structure is a proactive approach to ensure corporate priorities are appropriately identified and directed.
- ii. That the draft structure covers all areas of services and projects identified in the Corporate Strategy adopted September 2023
- iii. That broader engagement with members and employees should take place following approval in principle for the proposed draft structure
- iv. That the associated governance documentation (eg Terms of Reference) should be amended in draft
- v. That any potential changes to employee work priorities should be drafted for consideration by the Personnel Sub-Committee.
- vi. That, following engagement, an updated reports with associated updated draft governance documentation, should be brought to this committee for onward recommendations of the committee's decision to council

#### 13. Considerations

- i. That a draft structure is agreed for broader engagement with members and officers

## REPORT STATEMENT

Meeting: Finance & Governance Committee 21 11 2023  
Report Purpose: To provide the completed draft budget setting process  
Version Control: v1  
Author: Clerk

### 1. **Summary:**

The report provides the process for budget setting for 2024/25 and the draft budget resulting from that process.

### 2. **Background**

Crewe Town Council is the parish council for the municipality of Crewe. The council draws a precept from the community as part of the council tax collected by Cheshire East Council.

This council sets the precept amount based on anticipated revenue and project spend for the coming year balanced against potential income (such as interest and grant funding awards).

The budget setting process approved by this committee in June 2023 has been progressed through member engagement, officer engagement and committee engagement.

### 3. **Position:**

The draft (version 9) attached shows the consensus view of committees, having reviewed the budgets twice. The draft also provides a view of sustainability in consideration of inflationary pressures and the Medium Term Financial Plan.

The draft budget has come to a position that allows for delivery of all current commitments, considers inflation and also absorbs new additional commitments, such as the commitment of the council to support the shortfall in funding from Cheshire East Council for local library services.

### 4. **Equality Impact:**

All services are delivered within the council's diversity and equality policy as well as associated legislation and regulation.

### 5. **Sustainability Impact:**

Financial: The draft budget provides a balanced budget that demonstrates financial sustainability and within the parameters of the Medium term Financial Plan

Social: The draft budget provides a continuity in local service delivery, including those services that are facing shortfalls in Cheshire east Funding.

Environmental: Delivery will be within the council's sustainability policy.

### 6. **Community Impact:**

The delivery of local services for the benefit of the community of Crewe is the primary purpose of

the town council.

**7. Governance:**

Crewe Town Council Corporate Strategy  
Crewe Town Council Financial Regulations  
Local Government Act 2011

**8. Financial Impact:**

The draft budget shows the following

Overall budgetary expenditure: £1,479,704

Budgeted income: £149,150

Balance / Precept requirement: £1,330,554

Impact:

Band D annual precept cost £92.34 (↑£4.39 per year = 4.99%)

Band A annual precept cost £61.56 (↑£2.93 per year = 4.99%)

*(annualised inflation 6.3% - source ONS as of 18/10/2023)*

**9. Resource Impact:**

Budgetary management with the Responsible Financial Officer

**10. Consultation/Engagement:**

As per the approved budget setting process

**11. Wards Affected:**

All

**12. Conclusions:**

- i. That the budget setting process is reaching conclusion for 2024/25
- ii. That the draft budget for 2024/25 takes in to consideration the newly adopted corporate strategy
- iii. That the draft budget for 2024/25 is within the tolerances of the Medium, term Financial Plan as adopted.
- iv. That the impact of ongoing inflation on the cost of living has been considered
- v. That the draft budget for 2024/25 takes in to consideration the need for additional funding to meet a shortfall as advised by Cheshire East with regard to local library services.
- vi. That the proposed draft budget represents a below inflationary increase

**13. Consideration Sought:**

- i. That the committee considers the draft 2024/25 budget, which has followed the budget setting process, and reaches a consensus on the final draft for recommendation to council for adoption.

CREWE TOWN COUNCIL DRAFT BUDGET REQUIREMENT CALCULATION 2024/25				
2023/24 Budget expenditure	2023/24 Budget Income	2024/25 Draft Budget Expenditure	2024/25 Draft Budget Income	NET OPERATING EXPENDITURE & INCOME 2024/25
<b>FINANCE AND GOVERNANCE COMMITTEE</b>			£	£
<b>Payroll</b>				
Salaries & Wages		274540	286743	286743
Tax & NI		31020	32756	32756
Pension Contributions		63144	65951	65951
Payroll administration costs		1400	1000	1000
Heritage Centre Manager			39150	29150
<b>Borrowing (Int)</b>				0
Loan Repayments		14300	14198	14198
<b>Administration</b>				
Bank interest received			0	0
Interest CCLA			10000	40000
Miscellaneous Income			10000	-10000
Bank Charges		1600	1750	1750
Employee Training		3000	3000	3000
Employee Travel/Subsistence		1400	850	850
Refreshments/Catering		200	200	200
Audit Fees		3500	3750	3750
Accountancy Fees		3750	4000	4000
Legal & Professional Fees		1000	1000	1000
Insurance		6000	6500	6500
Subscriptions		5750	6000	6000
Postages		250	100	100

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Stationery	1100		1300		1300
Printing	3000		3000		3000
Janitorial	2000		2000		2000
Computer Equipment/Software	4500		4500		4500
Website	1000		1000		1000
Advertising / Publicity	0		0		0
Telephones	4000		4000		4000
Room Hire Costs	1400		1000		1000
Equipment Purchase/Repair/Hire	4000		4000		4000
Clothing/PPE	250		250		250
Contractors - Professional	6000		6000		6000
Election Costs	0		0		0
Strategic Allowance	24500		6250		6250
<b>Accommodation</b>					
Utilities	6000		6500		6500
Contractors - Services	6000		6000		6000
Sinking Fund	1000		1000		1000
<b>Members' Costs</b>					0
Member Training	500		500		500
Member Travel/Subsistence	500		200		200
<b>Total Administrative Costs</b>	<b>476604</b>	<b>20000</b>	<b>514447</b>	<b>79150</b>	<b>435297</b>



**MARKETING AND EVENTS COMMITTEE**

**Events**

Community Events & Summer Programme	49000	50000	50000
Event Sustainability	10000	12000	12000

**Christmas Programme**

Strategic Event	60000	60000	60000
Infrastructure (Christmas)	60000	60000	60000
Christmans Activities	25000	27000	27000
Sinking Fund	10000	10000	10000

**M&E Projects**

Event Seed Funding/income generation	15000	0	0
UKSPF Arts Trail/Engagement Evaluation		70000	70000

<b>Total M&amp;E Committee Costs</b>	<b>229000</b>	<b>0</b>	<b>299000</b>	<b>70000</b>	<b>229000</b>
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**COMMUNITY PLAN**

**Civic Costs**

Mayor's Allowance 2500 0 0

Civic Expenses 2000 2500 2500

**Grants** 0

Grants Scheme 50000 30000 30000

**Community Plan** 0

Sustaining Network 10000 15000 15000

Community Development Commissioning 5000 10000 10000

Tree of Light 5000 5000 5000

Health & Wellbeing 40000 60000 60000

Remembrance 6000 6000 6000

**Libraries** 0

Library Funding 38809 38809

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**Total Community Plan Costs 120500 0 167309 0 167309**

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**Planning**

Contractors - professional 0 0

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**Total Planning Committee 0 0 0 0**

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**OPERATIONS & IMPROVEMENTS**

**Operations**

Equipment Purchase/Repair/Hire	10000		10000		10000
CCTV	34500		37456		37456
Ranger Service	187469		206215		206215
Cleaner Crewe	33242		37277		37277
Floral Scheme	35000		35000		35000
<b>Green Spaces</b>					0
Play Area Improvement Scheme	100000		100000		100000
Allotments	7000		7000		7000
<b>Regeneration</b>					0
Public Realm	25000		25000		25000
Heritage Projects	20000		20000		20000
Regen Projects	21000		21000		21000

<b>Total O&amp;I Committee</b>	<b>473211</b>	<b>0</b>	<b>498948</b>	<b>0</b>	<b>498948</b>
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<b>Total Operational Costs</b>	<b>1299315</b>	<b>20000</b>	<b>1479704</b>	<b>149150</b>	<b>1330554</b>
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<b>BUDGET REQUIREMENT</b>	<b>1299315</b>	<b>20000</b>	<b>1479704</b>	<b>149150</b>	<b>1330554</b>
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Tax Base (Band D Equivalent)					14,409.43
Illustrative Council Tax	2022/23				
	£87.95		£4.39		£92.34
			4.99 %		

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