

TWYFORD PARISH COUNCIL

22nd April 2023

Dear Councillor,

I hereby summon you to attend a meeting of the Twyford Parish Council, on **Thursday 27th April 2023 at 7.30pm**, to be held at the Gilbert Room, Twyford Parish Hall, Hazeley Road, Twyford, SO21 1QY.

Yours sincerely,



Jamie Matthews
Clerk to the Council

Meeting of the Twyford Parish Council

27th April 2023

AGENDA

Members of the public and press are invited to attend except for the specific items marked confidential on the agenda. The press and public may not speak when the Council is in session, but they can make points or ask questions in the allocated time during the questions from members of the public item on the agenda. Please contact the Clerk to the Council before 12 noon on the day of the meeting if you wish to register to speak.

Item	Agenda Item
1	Chairman's comments
2	To receive and approve apologies for absence
3	To consider the granting of a dispensation under Section 33 of the Localism Act 2011 to enable members to participate in and vote on an item of business on the agenda where they would otherwise have a disclosable pecuniary interest and to confirm how long this dispensation may have effect.
4	To receive and record Declarations of Interest. Councillors are reminded of their responsibility to declare any disclosable pecuniary interest which they may have in an item of business on the agenda no later than when the item is reached. Unless dispensation has been granted, members may not participate in any discussion, of or vote on, or discharge any function related to any matter in which they have a pecuniary interest as defined by regulations made by the Secretary of State under the Localism Act 2011. Councillors must withdraw from the room when the meeting discusses and votes on the matter.
5	To approve as a correct record and authorise the signing of the minutes of the Meeting of Twyford Parish Council held on 23 rd March 2023.
6	Public Representation – Councillors to receive representation, including on agenda items, from members of the public provided they have given notice of their intention to the Clerk no later than 12 noon of the day of the meeting. The maximum time limit allowed per person is 3 minutes and the maximum time designated for this agenda item is 15 minutes. Questions shall not require a response at the meeting nor start a debate on the question. The Chair of the meeting may direct that a written or oral response be given.
7	<u>To receive the County Councillor's report.</u>
8	<u>To receive the District Councillors' report.</u>

- 9 [To receive the Clerk's report.](#)
- 10 [To receive the draft minutes](#) from the Planning Committee meeting and approve recommendations contained therein.
- 11 **To receive** an update from the Finance Committee meeting and approve recommendations contained therein.
- Staff Remuneration
- 12 [To receive the Schedule of Payments for April 2023.](#)
- 13 [To note the balance of the bank accounts as of 31st March 2023.](#)
- 14 [To receive confirmation of CIL application bids](#)
- 15 **To receive an update from the** Hazeley Road Development Area Advisory Ctte.
- 16 **To receive an update** from the Highways Advisory Committee.
- 17 **To receive an update** from the Climate Advisory Committee.
- 18 [To receive a report on the Defibrillator Awareness Training event](#)
- 19 [To review the rules relating to uses of Council's open spaces](#)
- 20 [To receive and consider a request for catering vehicles to use Hunter Park on 2nd July 2023](#)
- 21 [To receive and approve the Complaints policy](#)
- 22 [To receive and consider a report on parish council communications](#)
- 23 **To receive** notification of an application for a new Premises Licence at St. Mary the Virgin Church.
- 24 **To receive and consider** the date of Annual Meeting of Council to be held in May.

Agenda Item 7

COUNTY COUNCILLOR ROB HUMBY'S REPORT

April 2023

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New County Council Cabinet Portfolios

Adult's Health and Care:

- Executive Lead Member, Cllr Liz Fairhurst; and
- Executive Member, Cllr Jan Warwick

Children's Services:

- Executive Lead Member, Cllr Edward Heron; and
- Executive Member, Cllr Steve Forster

Universal Services:

- Executive Lead Member, Cllr Nick Adams-King; and
- Executive Member, Cllr Russell Oppenheimer

Hampshire 2050 and Corporate Services

- Leader, Cllr Rob Humby; and
- Deputy Leader, Cllr Roz Chadd

HR, Performance, Communications and Inclusion and Diversity

- Executive Member, Cllr Kirsty North

Responsibility for on-street parking services across Hampshire returning to the County Council

From 1 April 2023 the management of on-street parking services, including parking enforcement, new parking controls and residents' parking permits across the whole of Hampshire, will become the direct responsibility of Hampshire County Council. The Authority already successfully manages on-street parking services within the district and borough authority areas of Fareham, Gosport, New Forest and Test Valley and, at the beginning of next month, this responsibility will expand to cover Basingstoke, Eastleigh, East Hampshire, Havant, Hart and Rushmoor, with Winchester* following from 1 October 2023.

[Responsibility for on-street parking services across Hampshire returning to County Council | Hampshire County Council \(hants.gov.uk\)](#)

High Praise for Hampshire's social workers following Ofsted visit

Hampshire County Council's child and family social workers are 'knowledgeable, confident and child-centred' and ensure that children have a 'meaningful voice' in decisions about their care. This is one of many positive findings highlighted by Ofsted, following a focused visit to Hampshire Children's Services

[High praise for Hampshire's social workers following Ofsted visit | Hampshire County Council \(hants.gov.uk\)](#)

Investing in Hampshire's communities to support social prosperity

Grants totally over £40,000 have been agreed by Hampshire County Council to fund projects that respond to local need and will benefit residents and local communities across Hampshire County Council

[Investing in Hampshire's communities to support social prosperity | Hampshire County Council \(hants.gov.uk\)](#)

Spring into the Easter Break with fun, food and friendship for Hampshire's vulnerable families

Hampshire County Council is funding holiday schemes for eligible children at 132 venues over the Easter Break, as part of its Holiday Activities and Food (HAF) Programme

[Spring into the Easter break with fun, food and friendship for Hampshire's vulnerable families | Hampshire County Council \(hants.gov.uk\)](#)

County Council funding agreed to support bus route between Waltham Chase and Hedge End

Funding has been agreed by the County Council to support Stagecoach to provide a bus service between Waltham Chase, Bishops Waltham and Hedge End. The 49 will operate from Monday 3 April, and will replace the X9/X10 routes operated by Xelabus which will end on Friday 31 March

[County Council funding agreed to support bus route between Waltham Chase and Hedge End | Hampshire County Council \(hants.gov.uk\)](#)

County Council to move forward with traffic regulation enforcement

A policy has been agreed by the County Council which will guide how it applies its new powers to enforce certain types of traffic restrictions which are put in place to improve highway safety and help reduce traffic congestion

[County Council to move forward with traffic regulation enforcement | Hampshire County Council \(hants.gov.uk\)](#)

Keeping up momentum – County Council finances top the agenda in ministerial meeting

The severe financial crisis facing county councils nationally in the next few years has topped the agenda of a key meeting at Hampshire County Council with Minister for Local Government, Lee Rowley MP

[Keeping up momentum - County Council finances top the agenda in ministerial meeting | Hampshire County Council \(hants.gov.uk\)](#)

Transport investment plan for the South East gets the green light

Following five years of technical work and stakeholder engagement Transport for the South East's (TfSE) Strategic Investment Plan received final approval from their Partnership Board on 13 March 2023

[Transport investment plan for the South East gets the green light | Hampshire County Council \(hants.gov.uk\)](#)

Hampshire County Youth Band to celebrate 60 years of music on a high note

The Hampshire County Youth Band will be taking over The Anvil in Basingstoke for an exciting two-day line-up of performances on 15 and 16 April to celebrate six decades of musical performance and education in Hampshire

[Hampshire County Youth Band to celebrate 60 years of music on a high note | Hampshire County Council \(hants.gov.uk\)](#)**Extra County Council funding to support Hampshire bus services**

Additional financial support is being given to bus operators in Hampshire to help operators maintain services that have not yet regained the passenger levels seen before the Covid-19 pandemic

[Extra County Council funding to support Hampshire bus services | Hampshire County Council \(hants.gov.uk\)](#)

Plans progressed for school and early years projects totalling nearly £3 million

Hampshire County Council has agreed to a range of proposals that could bring more good news for schools and early years settings across the county

[Plans progressed for school and early years projects totalling nearly £3 million | Hampshire County Council \(hants.gov.uk\)](#)

Become an Autism Ambassador and help make a difference

Hampshire Autism Partnership Board is shining a light on the fantastic role Hampshire's Autism Ambassadors play and calling for more people to sign up to the scheme

[Plans progressed for school and early years projects totalling nearly £3 million | Hampshire County Council \(hants.gov.uk\)](#)

County Council welcomes additional money from Government for pothole repairs

Hampshire County Council has welcomed additional funding for pothole repairs confirmed in the Government's Spring Budget on Wednesday 15 March. The Chancellor announced a further £200m for the national Pothole Fund to help local communities to tackle this issue with £5,954,400 confirmed for Hampshire

[County Council welcomes additional money from Government for pothole repairs | Hampshire County Council \(hants.gov.uk\)](#)

Hampshire and Isle of Wight buzzing to be chosen as next location for pioneering #BeeWell programme

Hampshire and the Isle of Wight is set to become the second region in the UK to benefit from England's largest youth-centred wellbeing programme

[Hampshire and Isle of Wight buzzing to be chosen as next location for pioneering #BeeWell programme | Hampshire County Council \(hants.gov.uk\)](#)

By-Election announced for Purbrook and Stakes South County Electoral Division in Havant

Hampshire County Council has announced that a by-election will be held on Thursday 4 May 2023 in the Purbrook and Stakes South County electoral division, following the resignation of Councillor Gary Hughes

[By-Election announced for Purbrook and Stakes South County Electoral Division in Havant | Hampshire County Council \(hants.gov.uk\)](#)

Agenda Item 8

District Councillors' Report to Twyford Parish Council

IMPORTANT Contact Numbers and Links

Winchester City Council

01962 840222

CustomerService@winchester.gov.uk

Winchester City Council

City Offices

Colebrook Street

Winchester Hampshire

Monday - Thursday 08.30-17.00

Friday. 08.30-16.30

Hampshire Highways

0300 555 1388 Monday - Friday 08.30-17.00

Out of hours Call 101 Emergencies Only

Report a Flooding or Drainage Problem Hampshire County Council (hants.gov.uk)

National Highways (Motorways)

0300 123 5000

Southern Water

0330 303 0368

If any resident qualifies for the treatment as a Vulnerable person they are encouraged to register.

There are services that offer Vulnerable Residents additional help and assistance so please register.

Upcoming Election Thursday May 4th 07.00-22.00

Reminder

Photographic Evidence/Identification to enable the issuing of a Ballot Paper to Vote at Polling Stations on the day:

UK Photocard Driving License

UK Passport

Pass Card

Blue Badge

MOD Form 90

or a Voter Authority Certificate (date now passed to obtain this) 25/4/2023

Should you not have any of the above sadly you will not be allowed to vote for this Election.

Expired Documents that are a good likeness may still be used. (Passport) example.

Please do access the Winchester City Council Website for further guidance and any other questions you may have for the upcoming Election 2023.

www.Winchester.gov.uk

Tony Bronk

tbronk@winchester.gov.uk (Until May Only)

Tel No 01962 714275

Sue J Cook

Sjcook@winchester.gov.uk

Tel No 07884 111916

Agenda Item 9



Twyford Parish Council

Clerk's Report

Councillors are reminded that the items within this report are provided for information only and not available for debate. If it is considered that an item listed within the report should be debated fully by members, then it will be placed on the next appropriate committee or council agenda. Any member wanting clarification or further information on any aspect of items within the report please contact me in advance of the meeting.

General reading and information.

The following publications have been received and available for members to read:

- Rural Service Network – Rural Bulletin 12th & 8th April
- WCC Parish Connect - March
- WCC Your Council News – 6th & 21st April
- CPRE Hampshire March e-newsletter
- South Downs News – April
- WeCAN News - April

Other information

- 1) All members need to be aware of the disclosable pecuniary interest forms and consider whether there have been any changes since it was last written. If there was a need for any change to be made, please contact me and I will supply fresh document for completion.
- 2) Those members that have been re-elected are required by the Electoral Commission to complete and return Declaration of Candidates Expenses forms by the 1st June 2023. Forms should be returned to WCC Elections Office.
- 3) All members sitting on the new council from 9th May will need to sign a Declaration of Office at or before the Annual Meeting of Council in May.
- 4) There is a vacancy for a Hampshire Parishes appointment to the South Downs National Park Authority. Nomination Papers will be sent out in May.

Jamie Matthews
Parish Clerk
21st April 2023

Agenda Item 10

[Planning Committee Meeting Minutes](#)

Agenda Item 12

Schedule of Payments – April 2023

Ref	Gross	Vat	Net	Details
1	£165.60	£0.00	£165.60	20S Plenty - Stickers
5	£185.62	£30.94	£154.68	Wettons Cleaning Services Ltd - 3 monthly bus shelter clean 1.1.23 - 31.3.23
6	£414.00	£69.00	£345.00	Dynamika UK Limited - Water Hygiene Survey & Legionella Risk Assessment
7	£1,256.84	£37.55	£1,219.29	Wyatt Electrical - Caretaking - Jan, Feb, March 2023
8	£36.28	£6.05	£30.23	Vodafone - Mobile Telephones - February
9	£1,485.45	£247.57	£1,237.88	Footpaths. Tranche 3 payment (final 10% held back)
10	£228.54	£38.09	£190.45	GRS (Roadstone) Ltd - 50 bags binding gravel
11	£116.16	£0.00	£116.16	Employee Salaries - Salary Underpayment March 2023
12	£507.18	£0.00	£507.18	Winchester City Council - Business rates for Pavilion
2	£114.61	£0.00	£114.61	Pavilion Panthers - Refund of football pitch fee x 1 match & deposit
3	£72.00	£12.00	£60.00	SLCC For Local Council Professionals - Webinar training - Water Compliance and Legislation 19.04.2023
4	£168.00	£28.00	£140.00	SLCC For Local Council Professionals - Webinar training - Microsoft Excel for beginners
13	£2,076.05	£0.00	£2,076.05	Employee Salaries - April Salaries
14	£532.49	£0.00	£532.49	HMRC - PAYE and NI
15	£670.12	£0.00	£670.12	HCC Pensions - April Pension Contributions
16	£37.86	£6.31	£31.55	Philspace Ltd - Toilet Hire - March
17	£80.99	£13.50	£67.49	Waitrose - Refreshments for Annual Parish Meeting
18	£1.40	£0.00	£1.40	East Hampshire District Council - Car Parking
19	£20.19	£3.37	£16.82	Screwfix - Replacement padlock
20	£3.00	£0.00	£3.00	Lloyds Bank (Card) - Monthly charge
21	£157.00	£7.48	£149.52	Octopus Energy - Pavilion Electricity
22	£26.77	£4.46	£22.31	Plus Net - Phone & Broadband
23	£2,141.12	£356.85	£1,784.27	Hampshire County Council - Street Lighting for Oct 22 to Mar 23
24	£106.40	£0.00	£106.40	J.P. Matthews - March Mileage expenses
25	£50.48	£0.00	£50.48	Sue Nias - March Mileage expenses
26	£8.44	£1.41	£7.03	1&1 IONOS - Web hosting support
27	£499.94	£0.00	£499.94	HALC - Annual membership county and national
28	£827.53	£137.92	£689.61	Shoreland Network Solutions - Dec to Mar maintenance
29	£75.60	£12.60	£63.00	Green Smile Ltd - Northfields goal mouth repairs
30	£2,073.44	£345.58	£1,727.86	Green Smile Ltd - Monthly grounds maintenance
	£14,139.10	£1,358.68	£12,780.42	

Agenda Item 13



Twyford Parish Council

Full Council Meeting – 27th April 2023

Bank Balances as of 31st March 2023

Ordinary Accounts		Interest rate
Unity Trust C/A	£10,106.63	0.0%
Nationwide	£14,262.39	1.25%
Redwood (35 day notice)	£86,604.95	2.42%
Unity Trust (Instant Access)	£4,694.73	2.00%
Total	£115,668.70	

Agenda Item 14



Twyford Parish Council

CIL Applications to SDNPA and WCC

This report summarises and provides confirmation of the submission of the following CIL applications:

Winchester City Council

- Twyford Parish Hall (submitted by TPH) – £26.4k
- RTPI Bus Stop displays - £10k
- High Street Controlled pedestrian crossings (submitted by HCC) - £250k

South Downs National Park Authority

- Flood Mitigation Scheme - £56.3k
- Itchen Navigation towpath upgrades - £30k
- Berry Lane Footpath - £15k
- Landscaping – Shawford road gateway - £10k
- RTPI Bus Stop displays - £10k
- High Street Controlled pedestrian crossings (submitted by HCC) - £200k

Bids to WCC are expected to be determined by July 2023 and those to the SDNPA by October 2023

Jamie Matthews
Parish Clerk
21st April 2023

Agenda Item 18



Twyford Parish Council

Full Council Meeting – 27th April 2023

Defibrillator Awareness Training session

The council held a defibrillator Awareness Training session on 16th February 2023 at Twyford Community Centre. It was ran by two volunteers of the South Central Ambulance Service.

Notices were sent out via TIS and places were taken up within a few days. There were 6 residents on the waiting list, however, a few people were unable to attend which resulted in us being able to accommodate everyone.

The event was attended by 20 residents including 4 councillors and was well received. Attendees were shown how to use a defibrillator and had the opportunity to carry out CPR on a “Rescue Annie”.

Sue Nias
Assistant Clerk
9th March 2023

Agenda Item 19



Twyford Parish Council
The Pavilion
Park Lane
Twyford
Hampshire
SO21 1QS

The land owned by Twyford Parish Council is private property and has no automatic right of access or use by the public, except when using a Public Right of Way. In addition to existing general laws and regulations, access to and use of the lands owned by the Parish Council is subject to rules which can from time to time be reviewed by the Council. Should visitors to these lands not abide by these rules, then the Council, as landowner, could withdraw permission for that person to be there.

Rules for use by hirers and tenants are dealt with separately through lease or hiring agreements.

Hunter Park Recreation Ground

Limitations of use

- Fires are prohibited.
- No barbecues without prior permission by the Clerk.
- No flying of model aircraft, drones or other airborne equipment R42.5/16
- No archery, without permission 18/71
- No golf practice of any kind. 18/71
- No horses without prior permission by the Clerk.
- Camping is prohibited.
- No vehicles to be driven on the grass without prior permission.
- No overnight parking. R33/16
- The car park is a private car park for users of the Parish Council facilities only. R78/1
- Dogs to be kept on leads when on the cricket and football pitches. R8/22
- Dog walkers must dispose of dog faeces in the red bins provided to protect the health of users.
- Dogs to be kept on leads in within the allotments site 5/73
- Please keep sand in the sand pit.
- No dogs are permitted in the children's play area. 23/76

Northfields Children's Play Area

- No dogs are permitted in the site. R42.3/16
- No flying of model aircraft, drones or other airborne equipment R42.5/16

Berry Meadow / Twyford Watermeadows.

- Fires or barbecues are not permitted.
- No fishing permitted.
- No camping.

Agenda Item 20



Twyford Parish Council

Full Council Meeting – April 2023

Village Games – 2nd July 2023

Full Council previously approved a request for this year's village games to be held at Hunter Park on 2nd July.

A request has been received to allow an outside catering company to sell picnic food (sandwiches and snacks) and hot drinks, a percentage of proceeds would be given to the playgroup. Last year there was an ice cream and candy floss truck, also a bar area set up by The Bugle, which they would like to be able to provide again this year.

Both the candyfloss/ice cream truck and the outside caterer would require the use of the electric supply at the park. The Caretaker has already confirmed that the electric supply in the field electric point is sufficient for their requirements. Twyford Playgroup said they have their own Indemnity Insurance, but they have been advised that the outside caterers would also need to have adequate insurance and equipment been safety checked.

Due to the timescale of the event, the Full Council are asked to consider this request. Should the request be approved, members are asked if a fee should be charged for electric used.

Sue Nias

Assistant Clerk

19th April 2023

Agenda Item 21

COMPLAINT PROCEDURE – Relating to the Parish Council or its Staff

DEFINITION OF A COMPLAINT

A complaint is an expression of dissatisfaction, however made, about the standards of service received, actions or lack of action by the Parish Council or its staff (including its contractors) which affects an individual or a group of people.

This Complaints Procedure will deal with matters of maladministration, which is if the Council does something the wrong way, fails to do something it should do or does something that it should not do.

This procedure will not deal with complaints for which there is a legal remedy or where legal proceedings already exist; for complaints about employment matters; or complaints about third parties that do not relate to action or lack of action by the Parish Council itself. It will also not deal with complaints about the behaviour of elected or co-opted members (councillors) of the Parish Council which are dealt with by the Monitoring Officer of Winchester City Council.

Anonymous complaints or those using pseudonyms will not be investigated unless there is a strong and clear public interest in doing so.

The Parish Council will endeavour to adhere to the timings outlined in this procedure, but in the case of a complex complaint or the absence of a member of staff involved in the complaint, timings may have to vary. Should this occur then the complainant will be kept informed and advised of any revised timescales.

PROCESS FOR MAKING AND HANDLING COMPLAINTS

1. Complaints should always be directed through the Clerk, Assistant Clerk or Chairman.

Complaints made to individual councillors will be acknowledged and recorded by the councillor and passed to the Clerk, Assistant Clerk or the Chairman for handling in accordance with this procedure.

If a complaint is made orally to a Councillor or Council staff and it is not possible to satisfy the complainant immediately, the complainant will be asked to put the complaint in writing to the Clerk and will be assured that it will be dealt with promptly after receipt.

If the complainant prefers not to put the complaint to the Clerk, they will be advised to put it to the Chairman of the Council.

2. On receipt of a written complaint, the Clerk or Chairman, as the case may be, may (except where the complaint is about his or her own actions) try to settle the complaint directly with the complainant, but will not do so in respect of a complaint about the behaviour/actions of Council staff, without first notifying the person who is the subject of the complaint, and giving an opportunity to comment on the manner in which it is intended to settle the complaint. Where the Clerk or the Chairman receives a written complaint about his/her own actions, they shall immediately refer the complaint to the Council.
3. The Clerk/Chairman will report to the next meeting of Council any written complaints which have been resolved by direct action with the complainant.
4. The Clerk/Chairman shall (subject to point 5 below) bring any written complaint which has not been settled to the next meeting of Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant will be offered an opportunity to explain the complaint orally.
5. The Council 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 (whether it is upheld or dismissed and the nature of any remedial action) shall be announced at the Council meeting in public.

6. As soon as possible after a decision on a complaint has been made, the nature of any action to be taken will be communicated in writing to the complainant.
7. The Council will defer dealing with any written complaint only if it believes issues of law or practice arise on which it is necessary to seek advice. In such circumstances, the complaint will be dealt with at the next meeting of the Council after the advice has been received.
8. If the above procedure fails to satisfy the complainant
 - a.
 - b. Where the complaint concerns alleged maladministration by the Council (or its staff or agents), the complainant may wish to refer the matter to the independent external auditor whose address will be provided.

COMPLAINTS AGAINST THE COUNCIL (NOT FOR COMPLAINTS ABOUT INDIVIDUALS)

Before the Meeting to Determine the Outcome of the Complaint

1. The Clerk or other nominated officer shall acknowledge receipt of each written complaint and advise the complainant when the matter will be considered by the Council or by a Council committee established for the purposes of hearing complaints. The complainant shall also be advised whether details of the complaint will be treated as confidential.
2. The complainant shall be invited to attend a meeting of the Council or Council Committee established to handle the complaint and to bring with them a representative if they wish.
3. Seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence relied on. The Council shall provide the complainant with copies of any documentation upon which it wishes to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.

At the Meeting

4. The Council shall consider whether the circumstances of the meeting warrant exclusion of the public and the press. Any decision on a complaint shall be announced at the Council meeting in public.
5. The Chairman will introduce everyone and explain the procedure.
6. The complainant (or representative) will be asked to outline the grounds for complaint and, thereafter, questions may be asked by (i) the Clerk or other nominated officer and then (ii), Councillors.
7. The Clerk or other nominated officer will have an opportunity to explain the Council's position and questions may be asked by (i) the complainant and (ii), Councillors.
8. The Clerk or other nominated officer and then the complainant will be offered the opportunity to summarise their position.
9. The Clerk or other nominated officer and the complainant will be asked to leave the room while Councillors decide whether the grounds for the complaint have been made. If a point of clarification is necessary, *both* parties shall be invited back.
10. The Clerk or other nominated officer and the complainant will be given the opportunity to wait for the decision, but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them, or shall be given a date by which the Council will provide a status update.

After the Meeting

11. The decision shall be confirmed in writing within seven working days together with details of any action to be taken.

COMPLAINTS AGAINST COUNCILLORS

The Council has approved a Code of Conduct for Councillors (copy on our website) which is based on Councillors following the seven principles of public service:

- Selflessness
- Integrity
- Objectivity
- Accountability
- Openness
- Honesty
- Leadership

If you feel that a Councillor has not complied with the Council's Code of Conduct, you should send your complaint to:

The Monitoring Officer
Winchester City Council
City Offices
Colebrook Street
Winchester
SO23 9LJ
01962 840 222

The Local Authority and Social Care Ombudsman may be able to look at how the Monitoring Officer considered a complaint about a parish councillor, but will not investigate the issues that prompted the complaint.

The Local Government Act 1974 (S34(1)) defines the authorities that the Ombudsman may investigate. Parish and town councils are not included in this definition. However, it may be able to consider a complaint about a parish or town council if it is acting on behalf of another council.

PERSISTENT OR VEXATIOUS COMPLAINANTS

Persistent or vexatious complainants are those who, because of the frequency or nature of their contacts with the Council, hinder our ability to consider their or other people's complaints. It is important to distinguish between persistent and vexatious complainants. People may be 'persistent' complainants because they consider that the Council has not dealt with their complaints properly or fairly. Vexatious complainants may pursue their complaints in inappropriate ways or be intent on continuing to submit complaints which appear to have no substance or which have already been investigated and determined. Their contacts with the Council often place heavy demands on staff time and emotions.

Such complainants are in a very small minority but need handling sensitively.

Once the Clerk receives a complaint that is considered to be either persistent or vexatious, the details shall be passed to the next available meeting of the Council for consideration and action. The Council will decide whether the complainant is persistent or vexatious and advise the complainants in writing of the reasons why they have been classified as such and any action to be taken which may include any or a combination of the following:

- Decline further contact with the complainant in person, by telephone, fax, letter or electronically – or any combination of these – provided that one form of contact is maintained. Alternatively, further contact could be restricted to liaison through a third party.
- Notify the complainant in writing that the Council has fully responded to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. Complainants should be notified that correspondence is at an end and that further communications will be acknowledged but not answered.

- Inform complainants that if appropriate, the Council reserves the right to refer the behaviour of unreasonable or persistent or vexatious complainants to the Police.
- In exceptional circumstances, consideration can be given to the possibility of obtaining a High Court Injunction to prevent the complainant harassing, threatening or distressing named or individual council employees.

REVIEW

This Procedure was last reviewed in April 2023 and is next due for review in March 2025 (or sooner if required).

Agenda Item 22

Full Council – 27th April 2023

Parish Council Communications

Last year, at June's meeting of the Council, members reviewed how the Parish Council communicates with residents in the village. This included a review of current channels and potential way to enhance this reach, especially those who do not have online access.

The Parish Council places agendas and minutes for all Council meetings onto the noticeboard at Hunter Park and onto the Council's website. Other notices such as Audit, account inspection periods and Local government notices such as elections are placed onto the website and the noticeboards at Hunter Park and Post Office bus stop. There is a statutory requirement for some of this information to be displayed in the manner described.

The Council concluded that writing additional articles for the parish magazine and increasing use of TIS should be the priority areas.

Next Steps

Website & Social

Budget is now available to implement an upgraded website during 2023/24 which improves the ability to publish articles and makes the website meet accessibility requirements. Once content is posted it can be shared on socials and through the TIS.

TIS emails

Signing up to TIS should feature prominently on the website and on noticeboards in the village.

Noticeboards

Noticeboards are still popular ways to communicate information at a local level to residents and visitors alike. The Clerk is investigating a potential location for an additional noticeboard in the Northfields area and whether there is more beneficial location for the Post Office bus stop noticeboard.

Newsletters & Parish Magazine

It is recommended that short articles, 100 to 200 words are written by the Chairs of each committee and submitted to the Clerk for collation and submitting to the parish magazine, Signpost.

However, it should be noted that the parish magazine is a paid for service managed by the local church. The Council should not restrict itself to using this as the only means of printed communication. To do would potentially alienate those who do not wish to subscribe to such a service.

Newsletters direct delivered to households, or available to pick up, are also an effective way to communicate with residents and promote the activities of the Council, especially those who are not online or do not participate in social media or email list and are otherwise unlikely to seek out the work of the Council.

Many Town and Parish councils publish newsletters normally once a quarter or every six months. It is recommended the Council explore producing such a newsletter in a cost-effective way and with the ability for people to 'opt' out of the service if they already access all information through other means.

Agenda Item 23

Winchester City Council has received an application from PCC Of St Mary The Virgin Church, Church Lane, Twyford, Hampshire for a Premises Licence New for St Mary The Virgin Church, Church Lane, Twyford, Hampshire.

The purpose of the application is to provide licensable activities as detailed below:-

Supply of Alcohol	Monday to Sunday	1900 to 2200
For consumption on the premises only		
Live Music	Monday to Sunday	1900 to 2230
Indoors Only		

Representations from Responsible Authorities or any other person must be received at Winchester City Council offices no later than 4 May 2023.

Only written representations that relate to one or more of the four licensing objectives can be considered. The licensing objectives are:

- The prevention of crime and disorder
- Public safety
- The prevention of public nuisance
- The protection of children from harm

Representations must clearly set out the likely effects the grant of the licence would have on the promotion of at least one of the licensing objectives, and must clearly relate to the premises for which application is being made.

The Act requires the Council to disregard representations that are considered to be frivolous or vexatious or repetitive.

Please note that relevant representations will form part of a public document which will include your name and address and will appear on this website. Anonymous representations will be disregarded.

Please send any Representations or queries regarding this application to licensing@winchester.gov.uk or to the following address:-

Licensing Section
Winchester City Council
City Offices
Colebrook Street
Winchester
SO23 9LJ