

## **RUSTINGTON PARISH COUNCIL**

**MINUTES:** of the Annual Meeting held on 15 May 2023

**PRESENT:** Councillors Mrs V Allen, J Bennett, J Ceiriog-Hughes, Mrs A Cooper, A Cooper, Mrs P Gregory, Mrs S Partridge, Ms M Revell, D Rogers and P Warren

**In attendance:** Mrs C Ward (Clerk of the Council) and Ms R Costan (Deputy Clerk of the Council)

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### **121/23      NEW MEMBERS**

The outgoing Chairman, Councillor Mrs Cooper, welcomed Councillor Mrs Allen to her first Meeting as a newly elected Parish Councillor. She said that, unfortunately, Councillor Ms Lloyd was indisposed but would, hopefully, attend the next Meeting.

She then congratulated Councillors Mrs Partridge and Ms Lloyd on their election as a District Councillor for the Rustington West Ward, and Councillor Gunner on his re-election as a District Councillor for the Rustington East Ward. She also thanked the outgoing District Councillors, namely Councillors Bennett, Mrs Gregory and Tilbrook for all of their hard work and support for the Parish Council over the past four years.

She then expressed her thanks and appreciation to the Council's Members and Personnel for all of their support and co-operation during the two years that she had served as Chairman of the Council, and prior to that for two years as Vice-Chairman. She said it had been a great privilege to represent the Council during that time.

### **122/23      APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillors Mrs Broomfield (Holiday), Broomfield (Holiday), Grevett (Holiday), Ms Lloyd (Indisposition) and Tyler (Holiday). These apologies were accepted by the Council.

### **123/23      ELECTION OF CHAIRMAN**

It was Proposed and Seconded that Councillor Tyler be elected Chairman of the Council until the Annual Meeting in 2024.

The Council RESOLVED that Councillor Tyler be elected Chairman of the Council until the Annual Meeting in 2024.

### **124/23      DECLARATION OF ACCEPTANCE OF OFFICE**

The Clerk said that, in the absence of the Chairman, she would ensure that his Declaration of Acceptance of Office was signed in her presence prior to the next Meeting on 26 June 2023.

The Council NOTED this information.

### **125/23      ELECTION OF VICE-CHAIRMAN**

It was Proposed and Seconded that Councillor Bennett be elected Vice-Chairman of the Council until the Annual Meeting in 2024.

The Council RESOLVED that Councillor Bennett be elected Vice-Chairman of the Council until the Annual Meeting in 2024.

Councillor Bennett thanked the Council for electing him as Vice-Chairman for the ensuing year. He said that it was a great honour to be able to serve as Vice-Chairman of the Council.

**126/23      CHAIRMAN OF THE MEETING**

In the absence of the Chairman, the Vice-Chairman, Councillor Bennett, Chaired the Meeting.

**127/23      DECLARATIONS OF INTEREST**

Councillor Rogers declared a personal interest in Minute 141/23 (Minute 41/23 of the Finance and General Purposes Committee Meeting - 15 May 2023 refers). He remained in the Meeting during consideration of this item and took part in the discussion and vote thereon.

**128/23      VACANCY - WEST PRESTON WARD**

The Clerk reminded the Council that there was a vacancy in the West Preston Ward following the recent Elections when no nominations had been received.

Accordingly, the Clerk then advised that arrangements would now be made for this vacancy to be advertised for filling by the co-option process on at least one of the Council's Notice Boards in the Village, the Council's Website and Facebook Page.

The Council NOTED this information.

**129/23      DISTRICT COUNCILLORS**

An apology for absence had been received from Councillor Gunner.

Councillor Cooper advised the Council that following the receipt of representations over the weekend from members of the public expressing concern at the long length of the grass along the Greensward, he had reported it to the appropriate Officers at the District Council who had advised that the grass was due to be cut in the current week.

Councillor Mrs Cooper said that there was nothing of any significance to report, following the recent Elections, as a Council Meeting had yet to be held.

The Council NOTED this information.

**130/23      COUNTY COUNCILLORS**

Councillor Mrs Cooper reported on the following County Council issues:-

- School Crossing Patrols - Huge amount of case work currently being undertaken in this connection
- Sports Hall Roof to be replaced - The Angmering School - Funded by £700K from the School Capital Maintenance Block Programme from the Schools Condition Allocation Budget.

The Council NOTED the above information.

**131/23      APPOINTMENT OF STATUTORY AND STANDING COMMITTEES**

The Council RESOLVED that Committees be appointed until the Annual Meeting in 2024 as follows:-

(a) **Allotments Committee**

Councillors Mrs C Broomfield, M Broomfield, J Ceiriog-Hughes, R Grevett, Mrs S Partridge, Ms M Revell, G Tyler (ex-officio) and J Bennett (ex-officio)  
plus one representative from the Rustington Horticultural Association (*Optional*)

One Vacancy held in abeyance

(b) **Finance and General Purposes Committee**

Councillors Mrs C Broomfield, M Broomfield, Mrs A Cooper, A Cooper, Mrs S Partridge, D Rogers, P Warren, G Tyler (ex-officio) and J Bennett (ex-officio)

(c) **Leisure and Amenities Committee**

Councillors J Ceiriog-Hughes, Mrs A Cooper, A Cooper, Mrs P Gregory, Mrs S Partridge, D Rogers, P Warren, G Tyler (ex-officio) and J Bennett (ex-officio)

(d) **Planning Committee**

Councillors J Ceiriog-Hughes, Mrs A Cooper, A Cooper, R Grevett, Mrs S Partridge, Ms M Revell, P Warren, G Tyler (ex-officio) and J Bennett (ex-officio)

The Council RESOLVED that authority be delegated to this Committee to act between Meetings of the Council in view of the need for urgency in dealing with the weekly lists of Planning Applications

(e) **Emergency Planning Committee**

Councillors Mrs C Broomfield, M Broomfield, J Ceiriog-Hughes, Mrs P Gregory, R Grevett, Mrs S Partridge, Ms M Revell, G Tyler (ex-officio) and J Bennett (ex-officio)

**132/23      APPOINTMENT OF REPRESENTATIVES ON OUTSIDE BODIES**

The Council RESOLVED that the following Representatives be appointed to serve on Outside Bodies until the Annual Meeting in 2024:-

(a) **Arun District Association of Local Councils**

Councillors J Bennett and G Tyler

(b) **Arun District Council - Arun Joint Action Group (JAG)**

Councillors Mrs A Cooper and J Bennett (Deputy)

(c) **Remembrance Sunday Parade and Service Group**

Councillors J Bennett and D Rogers

(d) **Rustington Chamber of Trade and Commerce**

Councillors Mrs A Cooper and M Broomfield (Deputy)

(e) **Rustington and District Twinning Association**

Councillor J Bennett

(f) **Rustington-In-Bloom Committee**

Councillors J Bennett, Mrs C Broomfield and Mrs A Cooper

(g) **Rustington Sports and Social Club Management Committee**

Councillors D Rogers and R Grevett (Deputy)

(h) **West Sussex Association of Local Councils**

Councillors J Bennett and G Tyler

The Council also agreed that, if it was acceptable, Councillor Mrs Cooper should remain as a Director of WSALC

**133/23      APPOINTMENT OF INTERNAL WORKING PARTIES**

The Council RESOLVED that the following Members be appointed to serve on Internal Working Parties until the Annual Meeting in 2024, unless otherwise indicated:-

(a) **Council Priorities**

Councillors Mrs A Cooper, Mrs P Gregory, Ms M Revell, D Rogers and G Tyler

(b) **IT/Website**

Councillors J Bennett, Mrs S Partridge, Ms M Revell and P Warren

(c) **Neighbourhood Plan Review**

Councillors J Bennett, J Ceiriog-Hughes, Mrs A Cooper, R Grevett, D Rogers and P Warren

(d) **Parishioners' Award**

Councillors Mrs C Broomfield, Mrs P Gregory, Mrs S Partridge, D Rogers and G Tyler

(e) **Rolling Programme of Works and Possible Capital Projects**

Councillors J Bennett, J Ceiriog-Hughes, Mrs A Cooper, A Cooper, Mrs P Gregory, Mrs S Partridge, Ms M Revell, D Rogers, G Tyler and P Warren

(f) **Section 106/CIL Funding**

Councillors J Bennett, Mrs A Cooper, A Cooper, Mrs S Partridge, D Rogers, G Tyler and P Warren

(g) **Zachary Merton Community Hospital and Land/Assets of Community Value**

Councillors J Bennett, J Ceiriog-Hughes, Mrs A Cooper, D Rogers and G Tyler

**134/23      INDUCTION/FAMILIARISATION COURSE FOR COUNCILLORS**

The Clerk said that the Deputy Clerk and herself would like to arrange an informal Induction Course for all Councillors, to give new Members an insight into the Council's Operation, Services and Responsibilities, and also to enable re-elected Members to have the opportunity to refresh their understanding of the above, and to give everyone an opportunity to meet up at the beginning of the new four year Term of Office.

Following a brief discussion, the Council AGREED that an informal Induction/Familiarisation Course for Councillors should be held on 14 June 2023 at 9.30 am, to be followed by a buffet lunch at 1.00 pm.

**135/23      MINUTES**

The Minutes of the Monthly Meeting held on 24 April 2023 were signed by the Chairman of the Meeting as a correct record.

**136/23      ANNUAL ASSEMBLY OF THE PARISH MEETING**

The Council NOTED the Minutes of the Annual Assembly of the Parish Meeting held on 13 April 2023.

**137/23      SUSSEX POLICE**

**(a)      Matters Arising**

The Clerk said that, once again, the Woodlands Recreation Ground and the Youth Centre had become the victims of a concerning number of anti-social behaviour incidents, together with a break-in to the Council's Yard adjacent to the Youth Centre.

Members of the group of young people in question had also been verbally abusing and intimidating hirers of facilities at The Woodlands Centre and Youth Centre, as well as members of the public using the footpath in front of the Youth Centre. It had been established that members of this particular group had been the perpetrators of previous incidents of anti-social behaviour earlier in the year.

She said that Police had been informed, together with the Anti-Social Behaviour Team at the Arun District Council, but, at the present time, the Anti-Social Behaviour Team had advised the Police that there were not sufficient enough Anti-Social Behaviour Reports to issue a CPW to the alleged 'leader' of the group of youths responsible for all of the current incidents.

PCSO Raju was, however, in the process of having discussions with the Arun Neighbourhood Policing Team to hopefully issue a CPW to the individual concerned, which would state that he was excluded from being able to be present on the Woodlands Recreation Ground. He requested that, in the meantime, all issues should be reported on the 101 number to ensure that all incidents were recorded.

The Council was concerned to NOTE this information.

**(b)      Interim Arun NPT Inspector**

The Council NOTED an email received from Inspector Ross Wickings, advising that, unfortunately, due to unforeseen personal circumstances, Inspector Merrifield was not working at the present time and it was unsure for how long he might be absent from his post as the new Inspector for the Arun Neighbourhood Policing Team (NPT).

Inspector Wickings advised that, in the interim, he had agreed to look after the Arun NPT as well as Chichester NPT, as he had worked closely with Inspector Durkan and was keen to ensure that the relationships built up with both of them and the Town and Parish Councils in the Arun District were not adversely affected.

He also advised that he would be arranging the Arun District Parishes Meeting for a date and time towards the end of May and that he would be attending the Office of the Police and Crime Commissioner's Focus Group Meeting on 17 May 2023.

He concluded by giving his reassurance that this was not a permanent situation and would be remedied soon, and expressed his appreciation of everyone's patience and understanding through this unanticipated period.

## **138/23      CLERK'S REPORT**

### **(a)      Littlehampton District Lions Club - Coronation Quiz - 5 May 2023**

The Clerk reported the receipt of a letter of thanks and appreciation from the Club Secretary, for the support provided by the Council, by way of the free of charge hire of the Village Memorial Hall, for its Coronation Quiz Fundraising Event.

In his letter, he also thanked the Council's personnel who had decorated the hall and provided hand-flags for the Event.

He advised that the Event was in aid of KSS Air Ambulance, to help to replace 20 Paramedic's Backpack, for which sufficient funding for one was achieved.

The Council was pleased to NOTE this information.

## **139/23      CHAIRMAN'S REPORT FROM COUNCILLOR MRS COOPER**

Councillor Mrs Cooper reported on her official representation and attendance at Meetings, Events and Functions during the final month of her Chairmanship as follows:-

- Rustington Parish Council - Coronation Concert - 7 May 2023

The Council NOTED this information.

## **140/23      PLANNING COMMITTEE**

The Council NOTED the Report of the Planning Committee Meeting held on 24 April 2023.

*(Prior to consideration of the following item, Councillor Rogers had declared a personal interest as a Committee Member of the Littlehampton District Lions Club - Minute 41/23 refers)*

## **141/23      FINANCE AND GENERAL PURPOSES COMMITTEE**

The Council received the Report of the Finance and General Purposes Committee Meeting held on 15 May 2023. (Verbal Report from the Chairman of the Committee).

The Council RESOLVED that the Recommendations contained in the Report of the Finance and General Purposes Committee Meeting held on 15 May 2023 be APPROVED.

## **142/23      FIDELITY GUARANTEE INSURANCE (FRAUD AND DISHONESTY)**

The Clerk reported that the Council had, for many years, followed historic advice from the External Auditors, that the level of Fidelity Guarantee Insurance cover should equate to a minimum of half of the Precept plus the total balances held at the end of the previous financial year.

She advised that, taking account of the estimated end of year balances held, plus half of the Precept, (£548,730.00 plus £379,500.00), the level of cover should amount to some £928,230.00.

She reminded the Council that as the Fidelity Guarantee Insurance cover held by the Council in 2022 was £550,000.00, contact had been made with the Council's Insurers in 2022 for advice. The Insurers had advised that the Fidelity Guarantee/Employee Dishonesty limit chosen should be based on the maximum exposed (at risk) funds the Council felt could be at risk of employee theft at any one time e.g., 50% of the Precept plus the reserves. However, the Insurers had also stated that the Council may feel that the current limit of £550,000.00 was the actual "at risk" funds, if it was felt that the remainder of the reserves were so well protected in hard-to-reach accounts as to not be at risk of theft.

The Clerk said that as the estimated end of year balance of exposed funds as at 31 March 2023 was below £550,000.00, the situation was almost the same as in the previous year.

The Clerk said that to increase the Fidelity Guarantee limit of indemnity from £550,000.00 to £928,230.00 would result in an increase in the annual premium of in the region of £600.00.

Following a further discussion, the Council RESOLVED to make no changes to the current level of Fidelity Guarantee Insurance cover held by the Council.

#### **143/23      COUNCIL AND COMMITTEES' TERMS OF REFERENCE**

The Council reviewed the updated Council and Committees' Terms of Reference as presented, and RESOLVED unanimously that the Council and Committees' Terms of Reference be APPROVED. A copy of the Council and Committees' Terms of Reference are attached and form a part of these Minutes.

#### **144/23      COMPLAINTS PROCEDURE POLICY**

The Council reviewed the updated Complaints Procedure Policy as amended and presented, and RESOLVED to take no action in respect of any further amendments to this Policy at the present time. A copy of the Policy is attached and forms a part of these Minutes.

#### **145/23      PARISHONERS' AWARD**

The Council considered the Report of the (remote) Working Party Meeting held on 2 May 2023.

Following a detailed discussion, the Council RESOLVED that:-

- (a) The 2023 Parishioners' Award in respect of an Individual be awarded posthumously to Fred Spanton, in recognition of his outstanding dedication and commitment to the Rustington-in-Bloom Committee and the Rustington Horticultural Association for the benefit of the community of Rustington
- (b) The 2023 Parishioners' Award in respect of Group/Organisation be awarded to The Pantry, in recognition of its caring commitment, dedication and service to the community of Rustington
- (c) That the following nominees should automatically again be considered for the Individual Parishioners' Award in 2024:-

Pam Brooks  
Juliet Robinson

- (d) The recipient of the Award be announced immediately with the Presentation being made at the Reception following the Annual Civic Thanksgiving Service on 10 September 2023
- (e) The Award should continue to be able to be made on an annual basis, subject to the Council's approval of any recommendations made by the Working Party.

The Clerk reminded Members that as previously agreed, the recipient of the Award would receive the dedicated Austen Beard Trophy to hold for one year, plus £50.00 in cash together with a commemorative dish or trophy, suitably engraved, or a personalised scroll, to keep as a memento.

#### **146/23      NUMBER 12 BUS SERVICE**

##### **(a)      Statistics - April 2023**

The Council NOTED the Number 12 Bus Service Statistics for April 2023.

**(b) New Timetable**

The Council NOTED the new Timetable for the Number 12 Bus Service, which was valid from 30 May 2023.

**147/23 GENERAL POWER OF COMPETENCE**

The Clerk referred to Minute 150/22 and said that it was now necessary to re-adopt the General Power of Competence until the Annual Meeting in 2024.

Following a brief discussion, the Council RESOLVED to re-adopt the General Power of Competence until the Annual Meeting in 2024.

**148/23 COMPLIANCE WITH GDPR - RE-APPOINTMENT OF DATA PROTECTION OFFICER**

The Clerk advised Members that she had received an email from the Council's Data Protection Officer, Mrs M Chaffe, ProcessMatters2, regarding the renewal of the existing Contract for a further year, in the sum of £150.00.

Following a discussion, the Council AGREED that Mrs Chaffe should be appointed as the Council's Data Protection Officer for a further 12-month period.

**149/23 THE WOODLANDS CENTRE - PROPOSED MAJOR REDESIGN AND REFURBISHMENT PROJECT**

The Clerk referred to Minute 112/23 and reminded Members that she had previously circulated a comprehensive Report in this regard.

Following a detailed discussion, the Council RESOLVED that:-

- (a) Additional expenditure of £2,280.00 excluding VAT, for the Quantity Surveyor to undertake a cost saving exercise for the Village Memorial Hall Phase of the Project, together with Studio Scott Taylor and AMA, should be approved
- (b) Following completion of the above cost saving exercise, a Public Consultation Day should be held to present both Phases of the Project to the Public to obtain feedback and support
- (c) A Planning Application to then be prepared and submitted to the local Planning Authority
- (d) The fee proposal from the Service Engineers, AMA, as detailed above, in the sum of £3,520.00 excluding VAT, be accepted.

The Council further AGREED that it would, subject to the outcome of all of the aforementioned steps, need to consider the total sum of reserves it would be prepared to use towards the Project, following which an application for the balance of the required funding would need to be made to the Public Works Loan Board.

**150/23 WEST SUSSEX ASSOCIATION OF LOCAL COUNCILS - DEPARTMENT FOR LEVELLING UP, HOUSING AND COMMUNITIES (DLUHC) INFRASTRUCTURE LEVY CONSULTATION**

The Clerk reminded Members that she had previously circulated an email received from Anna Beams, Local Authority Officer, Mulberry & Co, together with the NALC Briefing Note PC1-23 and SSALC's Explanatory Notes prepared by Steve Tilbury Consulting, in respect of the above Consultation which had a closing date of 9 June 2023.



She said that the Infrastructure Levy was the Government's proposed system for raising money towards new or improved public service infrastructure when development took place. It would be managed and received by local Planning Authorities who would then spend it in accordance with a strategy which they would have to consult upon and publish. There were no new roles or responsibilities for local Councils, but they would continue to receive a share of the funds received to spend locally.

Following a brief discussion, the Council RESOLVED to take no further action in this regard.

**151/23      SERGEANT AIR GUNNER ARTHUR GEORGE FRY**

The Clerk reminded Members that she had previously circulated an email received from Mrs Sheila Marsden, Rustington Heritage Association, together with associated information.

She said that the Association had been researching the names included on the War Memorials in the Village for the book that it was producing as part of its 40<sup>th</sup> Anniversary Commemoration, and had uncovered extremely interesting information regarding one of the individuals, Sergeant Air Gunner Arthur George Fry.

The Council NOTED this information with much interest and requested that its thanks, appreciation and congratulations be conveyed to Mrs Marsden and the Heritage Association, for their hard work and efforts in respect of this Project, advising that Members were very much looking forward to being able to read the book once published.

**152/23      DOCUMENTS AND PUBLICATIONS**

The Council NOTED the following Documents and Publications previously circulated for Members' information:-

- (a) CAGNE - Night Flight Consultation - No 2<sup>nd</sup> Runway for a Greener, Quieter & Healthier Future
- (b) Carers Support West Sussex - Latest News - 25 April 2023
- (c) Campaign to Protect Rural England - Almost 4,000 counts were submitted
- (d) Campaign to Protect Rural England - Hedgelife Help Out is Here!
- (e) Campaign to Protect Rural England - The Big Help Out and National Hedgerow Week are here!
- (f) East Preston Parish Council News - 26 April 2023, 4 May 2023 and 12 May 2023
- (g) ERTA - Newsletter No. 49 - May-June 2023 & Travel Card Withdrawal Update
- (h) National Association of Local Councils - Chief Executive's Bulletin - 28 April 2023, 5 May 2023 and 12 May 2023
- (i) National Association of Local Councils - NALC Events - 9 May 2023
- (j) National Association of Local Councils - Newsletter - 26 April 2023, 3 May 2023 and 10 May 2023
- (k) National Association of Local Councils - Star Council Awards 2022
- (l) Riseadapt - Changing Places Support for Councils
- (m) Royal Horticultural Association - Nurturing your Wellbeing
- (n) West Sussex County Council - Coronation of King Charles III Special Edition
- (o) West Sussex County Council - News Release - 25 April 2023, 5 May 2023, 10 May 2023 and 11 May 2023
- (p) West Sussex County Council - Children's Services Ofsted Inspection Report Special

**There being no further business the Meeting concluded at 7.56 pm.**

**Chairman:** .....

**Date:** .....

***There were no questions received either preceding, or at, the Meeting for consideration during the Public Question Time, held prior to the commencement of the formal proceedings.***

## RUSTINGTON PARISH COUNCIL

### TERMS OF REFERENCE

#### MATTERS TO BE DEALT WITH SOLELY BY THE COUNCIL

- (a) The Power of raising loans and setting the Precept.
- (b) The power of incurring capital expenditure not specifically included in the Council's approved annual estimate of expenditure
- (c) The appointment to or co-option on a Committee or Sub-Committee of a person (on a strictly non-voting basis) who is not a Member of the Council or the Committee.
- (d) Standing Orders and the Functions and Constitution of Committees and Sub-Committees.
- (e) Dates of Meetings of the Council.
- (f) Appointment or nomination by the Council of persons to fill vacancies on outside bodies arising during the Council year.
- (g) Filling of vacancies occurring on any Committee of the Council during the Council year.
- (h) The appointment or dismissal of all permanent members of personnel.

## POWERS AND DUTIES OF STANDING COMMITTEES

Subject to the foregoing, and to observance of decisions of the Council on matters of principle or policy, the Council's powers and duties may be delegated to the Standing Committees in accordance with the following Terms of Reference unless otherwise specified.

The Acts and Proceedings of a Committee shall:

- (a) where they are delegated to the Committee, so far as is legally permissible, be deemed the Acts and Proceedings of the Council;
- (b) as regards other matters, be subject to approval by the Council, and when approved shall be deemed the Acts and Proceedings of the Council;
- (c) in all respects be subject to the provisions of the Council's Standing Orders and Financial Regulations except as otherwise determined by the Council.

The Council may at any time without prejudice to executive action already taken revoke any executive power delegated to a Committee.

A Committee may, at any time, subject to adherence with the Council's Standing Orders and Terms of Reference, generally establish a Sub-Committee or Sub-Committees to advise on any of the services for which it is responsible, such as for the Museum, Youth Centre and Internal Audit, for example. It may also establish Working Parties as required. Other interested Members may be included, where appropriate.

## PLANNING COMMITTEE

- (a) The making of representations to the Local Planning Authority on Applications for Planning Permission which have been notified in accordance with relevant legislation.
- (b) The making of representations in respect of appeals against the refusal of Planning Permission.
- (c) The making of recommendations regarding street naming.
- (d) To consider and monitor relevant Developmental Plans and the making of all appropriate representations.
- (e) The facilitation of economic development initiatives for the benefit of Rustington residents and the preparation of recommendations, for Council Approval, on all related matters and liaison as appropriate with other Agencies.
- (f) The preparation of representations, for Council Approval, to the appropriate Planning Authority in respect of other planning matters not otherwise referred to in Terms of Reference (a) - (e) above.

## LEISURE AND AMENITIES COMMITTEE

- (a) Dealing with the provision, maintenance and management of The Woodlands Centre, Rustington Youth Centre, the Rustington Museum, the Samuel Wickens Centre, and the maintenance and management of any other land holdings and/or buildings of a leisure nature - amenities, sports, cultural or community for example - and the making of recommendations annually to the Full Council concerning budgets, rents and charges for the following financial year.
- (b) Dealing with the provision and maintenance (where applicable) of street furniture and Council/public owned/leased/provided facilities and equipment including:-
  - Public Toilets
  - War Memorial
  - Public Seats
  - Bus and Beach Shelters
  - Public Notice Boards
  - School Crossing Patrol
  - Christmas Lighting
- (c) Supporting the 'Rustington in Bloom' Committee with its environmental enhancements programmes and any other initiatives, providing administrative and financial assistance as required.
- (d) Dealing with the maintenance and enhancement of amenity areas, including planters, trees and flower beds, the Woodlands Recreation Ground and all facilities provided thereon, the Woodland Park Sportsfield and related initiatives.
- (e) To incur expenditure on items of a routine and repetitive nature where already provided within the agreed revenue budget, but excluding any items incurring capital expenditure.
- (f) The provision of security/grounds personnel/caretaking services.
- (g) The provision and maintenance of all street and footway lighting in the ownership/responsibility of the Council.
- (h) Co-ordination of any locally initiated community safety initiatives, including working in conjunction with the Chamber of Trade and Commerce and the Freeholders of commercial units within the Parish.

- (i) The making of recommendations to the Full Council regarding duties and responsibilities relating to the Council's staff engaged on services provided under the purview of this Committee.
- (j) The facilitation and provision of public information services and initiatives for residents and visitors in liaison, as appropriate, with other Local Authorities and Agencies.

### ALLOTMENTS COMMITTEE

- (a) Dealing with the provision, maintenance and management of the Council's three Allotment Sites, namely Penfold Lane, Conbar Avenue and Worthing Road.
- (b) Advising and making recommendations to the Full Council on any matters affecting the Allotments.
- (c) The making of recommendations annually to the Full Council concerning budgets, rents and charges for the following financial year.
- (d) Approving or commenting upon actions taken and reported by the Clerk of the Council on Allotments matters.
- (e) To incur expenditure on items of a routine and repetitive nature where already provided within the agreed revenue budget, but excluding any items incurring capital expenditure.
- (f) Making recommendations to the Full Council concerning the detailed operation and management of the Allotments and relationships with the tenants, including:-
  - Rents and Deposits
  - Major improvements to the Sites
  - Changes to services affecting all Tenants
  - The issue of Notice to Quit notifications.
- (g) The co-option of two Members of the Rustington Horticultural Association to the Committee, in a non-voting capacity.

### EMERGENCY PLANNING COMMITTEE

- (a) The production of an Emergency Plan for the Parish, to assist in the case of an emergency, to include The Woodlands Centre and other temporary accommodation, together with equipment and personnel within the Parish that might be available.
- (b) Working in partnership with the District and County Council Emergency Planning Officers in respect of The Woodlands Centre as a Rest Centre.
- (c) Liaising with other local Groups/Organisations as appropriate with regard to dealing with emergencies.
- (d) Undertaking a review of the effectiveness of the Emergency Plan, as appropriate following any emergency situation.



## **FINANCE AND GENERAL PURPOSES COMMITTEE**

- (a) The making of recommendations in respect of items (a) to (g) to be resolved solely by the Council.
- (b) Dealing with all matters relating to the general day-to-day administration of the Council.
- (c) Dealing with matters specifically referred by the Council or any other Standing Committee and with all matters not specifically referred or delegated to any other Standing Committee.
- (d) Dealing with the Terms and Conditions of Service and Superannuation of the Council's personnel and making appropriate recommendations relying on, where appropriate, the Scheme of Conditions of Service of the National Joint Councils, the National Association of Local Councils, and any approved local conditions of service.
- (e) Overall responsibility for and scrutiny of the Council's Corporate Governance, including Internal Audit, Risk Management, Health and Safety at work, Data Protection, Freedom of Information and all other Policies.
- (f) The making of appropriate recommendations in respect of community and other grants from the Council's revenue and capital funds.
- (g) Giving consideration to, agreeing and making appropriate recommendations in respect of the Council's revenue and capital estimates, including reimbursable expenditure.
- (h) To incur expenditure on items of a routine and repetitive nature where already provided within the agreed revenue budget, but excluding any items incurring capital expenditure.
- (i) Acting as lead Committee in respect of any partnership initiative of a corporate nature with the principal Local Authorities for the area including, as appropriate, the development of Joint Partnership Committees and Recommendations on Terms of Reference and constitutional matters.
- (j) Dealing with the publication of the Council's Newsletter, other publications relevant to the work of the Council, and overall responsibility also for the Council's Website and Information Technology generally.

### **DELEGATION TO CHAIRMEN GENERALLY**

To cancel or postpone a meeting owing to lack of business or in an emergency.

To have discretion to include any item of an urgent nature under "Urgent Matters Arising" on the relevant Committee Agenda.

### **DELEGATION TO CLERK OF THE COUNCIL**

The Clerk, in consultation with the Chairmen and Vice Chairmen of appropriate Committees, to take action deemed desirable on any matters which the Committee concerned has delegated powers but which require urgent action.

*(Adopted - 28/05/2012)*  
*(Reviewed - 15/05/2023)*



# **RUSTINGTON PARISH COUNCIL**

## **COMPLAINTS PROCEDURE POLICY**

## **1. Introduction**

- 1.1 This Policy sets out the formal Complaints Procedure of Rustington Parish Council and has been reviewed under guidance of the NALC Legal Topic Note (LTN) 9E - Handling Complaints (England), published in October 2022.
- 1.2 This Policy covers all activities of the Parish Council and may be used by members of the public who have a specific complaint about the conduct, administration or operation of the Council.
- 1.3 This Policy does not cover complaints against services or actions for which the Parish Council is not responsible such as those provided by District, County or Central Government, to whom the complaint must be made direct.
- 1.4 A complaint can be defined as: "A complaint is an expression of dissatisfaction ... about the council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the council itself or a person or body acting on behalf of the council."
- 1.5 This procedure does not cover complaints about the conduct of Parish Council Members where a breach of the Parish Council's adopted Code of Conduct is alleged. These complaints must be made direct to the Monitoring Officer, at Arun District Council.  
  
The address is: Arun Civic Centre, Maltravers Road, Littlehampton, West Sussex, BN17 5LF.  
The telephone number is 01903 737500.
- 1.6 A complaint against the Parish Council should be treated as a complaint against the body corporate of the Council, not as a complaint against individual employees or member(s) of the Council.
- 1.7 A complaint against the Parish Council is personal to the complainant and should be treated as confidential unless the complainant confirms that he/she waives their right to confidentiality.
- 1.8 All complaints must be made within 12 months of notice of the matters which are subject to the complaint.

## **2. Objectives of the Complaints Policy**

- 2.1 The objectives of the Policy are:-
  - a. To provide the public with a formalised system if a complaint is made against the Parish Council.
  - b. To fix the timescales during which a complaint must be investigated.
  - c. To state how the complaint will be investigated.
  - d. To state who will investigate the complaint.
  - e. To formalise how the response to the complainant will be made.
  - f. To allow the Parish Council to review its procedures to prevent a further occurrence of this nature.

- g. To regard complaints as customer feedback to inform and allow the Parish Council to continuously improve.

### **3. Procedure for making a Complaint**

- 3.1 Members of the public wishing to make a complaint must do so in writing by completing a complaint form. This may be downloaded from the Parish Council website or a paper copy may be requested from the Parish Clerk.

The completed form should be marked as "Confidential" and returned to the Parish Clerk at the Parish Council Offices, 34 Woodlands Avenue, Rustington, West Sussex, BN16 3HB or emailed to [caroleward@rustingtonpc.org](mailto:caroleward@rustingtonpc.org)

- 3.2 When making a complaint the complainant is encouraged to give as much detail as possible, for example:-

- a. What service, policy, person or aspect of the Parish Council is the complaint about?
- b. If appropriate, the date, time and location where an incident may have taken place and who may have been affected.
- c. The expectations held of Parish Council services, particularly as a result of information provided or that staff or Councillors may have given.
- d. Name, address and contact details so that the Parish Council can respond to the complaint.
- e. Anything else which would help to make the point and the subsequent investigation.

### **4. The Complaints Procedure**

- 4.1 Upon receiving a complaint the Parish Clerk, will designate a case officer to investigate the complaint which will be either herself or the Deputy Clerk.

The case officer will acknowledge the complaint in writing notifying the complainant of the details of the case officer, the predicted duration of the investigation (which should where possible be within ten working days) and whether the complaint is to be treated as confidential.

Where the complaint relates to the Parish Clerk the matter must always be referred to a Member's panel as detailed at section 4.5.

- 4.2 The complaint will be kept on file and to comply with GDPR, the complainant will be notified of this and provided with a copy of the Parish Council's Privacy Notice.
- 4.3 The complaint should be resolved and answered within ten working days. If this is not possible the complainant should be advised of this in writing within ten working days. Following investigation of the complaint the case officer must record the result and when the complaint has been investigated, write to the complainant with the results.
- 4.4 Where the case officer is someone other than the Parish Clerk and the complaint cannot satisfactorily be resolved the Parish Clerk will review the investigation and the outcome of the complaint.

- 4.5 Where the complaint involves the Parish Clerk or the Parish Clerk has investigated a previously unresolved complaint and the complaint cannot satisfactorily be resolved, a Panel will be convened comprising of three of the following Councillors:-
- Chairman of the Council
  - Vice-Chairman of the Council
  - Relevant Committee Chairman
  - Relevant Committee Vice-Chairman
- 4.6 The complainant should be informed in writing of the date of the Panel and should be invited to attend either personally or with a friend.
- 4.7 The Panel should be conducted in accordance with the National Association of Local Council's guidance as set out in Legal Topic Note 9E.
- 4.8 A Report on the Panel's judgement must be reported to the next Meeting of the appropriate Committee or Full Council.
- 4.9 The Panel hearing is the final stage of the Complaints Procedure. The Panel and Parish Council are not covered by the Local Government Ombudsman.

## **5. The Panel Hearing**

- 5.1 The public and press are not permitted at Complaints Panel hearings. However, the Chairman of the Parish Council or Chairman of the relevant Committee will report on the complaint at the next appropriate Council or Committee Meeting.

The order of business for the Complaints Panel Meeting is in accordance with the National Association of Local Council's guidance as set out in Legal Topic Note 9 as follows:-

- a. Chair to introduce everyone.
- b. Chair to explain procedure.
- c. Complainant (or representative) to outline grounds for complaint.
- d. Members to ask any question of the complainant.
- e. If the Panel believe that the matter has legal or technical complexities, support, (in the form of advice and guidance) from a Senior Officer of the Council, who has not been involved, or in exceptional circumstances from another Council, will be sought.
- f. If relevant, the Parish Clerk or other proper Officer in attendance will explain the Parish Council's position.
- g. Members to ask any question of the Parish Clerk or other proper Officer.
- h. The Parish Clerk or other proper Officer and the complainant to be offered opportunity of last word (in this order).
- i. The Parish Clerk or other proper Officer and the complainant to be asked to leave the room while Members decide whether or not the grounds for complaint have been made. (If a point of clarification is necessary both parties to be invited back).

- j. The Parish Clerk or other proper Officer and complainant return to hear the decision or to be advised when the decision will be made.
- k. Following the conclusion of the Meeting the complainant will be advised of the decision of the Panel, which is final with no right of further appeal.

This will be confirmed in writing within 7 days with details of any action to be taken.

## **6. Contact Details**

Address:-

Rustington Parish Council

34 Woodlands Avenue

Rustington

West Sussex

BN16 3HB

Telephone: 01903 786420

Email: [enquiry@rustingtonpc.org](mailto:enquiry@rustingtonpc.org)

Website: [www.rustingtonpc.org](http://www.rustingtonpc.org)

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