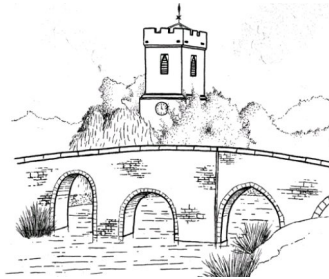


**BIDFORD ON AVON PARISH COUNCIL**  
**In the County of Warwickshire**



To All Members of the Parish Council

You are hereby summoned to attend the **Annual Parish Council Meeting** of Bidford-on-Avon Parish Council to be held in the Parish Meeting Room on Monday 11<sup>th</sup> May 2026 @ 7.30 pm for the purpose of transacting the following business

6<sup>th</sup> May 2026

Elisabeth Uggerløse  
Clerk to the Parish Council

**Public Forum** questions from members of the public. Please be aware that, although members of the public can raise any question, Council will only be able to respond to issues relating to the business to be transacted at the meeting. Approx. 15 minutes in total; 3 minutes per person.  
(Public Participation at Council Meeting Guidance Notes apply). Please note that this is the **only** opportunity members of the public have to raise issues as, once the meeting has started, all discussions are limited to the Council and Officers.

**AGENDA**

- 1. To elect** the Chairman of Parish Council
- 2. To elect** the Parish Council Vice Chairman
- 3. To receive** the Chairman's Declaration of Acceptance of Office
- 4. To receive and accept** apologies for absence

- 5. To receive** any Declaration of Interest on Items on the Agenda
- All members of the Council are respectfully reminded that in order to comply with the Code of Conduct adopted by the Parish Council on 28<sup>th</sup> February 2022, effective from 1<sup>st</sup> May 2022, and reviewed in May 2025, if any matter arises during the meeting in which they have declared an Interest, which could be personal or prejudicial, they should declare so and leave the room.
  - Written requests for Dispensations for DPI should be received by the Clerk no later than 24 hours prior to the meeting.  
Dispensations will be granted as appropriate.
- 6. To approve** the Minutes of the Parish Council Meeting of Monday 27<sup>th</sup> April 2026
- 7. To receive** report from County Councillor
- 8. To receive** report from District Councillor
- 9. To receive** Clerk's report
- 10. To consider** membership of
- i. Communities Committee
  - ii. Facilities Committee
  - iii. Planning Committee
  - iv. Staffing Committee (Chairman, Vice Chairman and 1 Cllr)
  - v. Communications WG
  - vi. Youth WG
- 11. To confirm**
- i. delegated powers to the Consultative Planning Committee
  - ii. to confirm delegated powers to 2 x Councillors and Clerk to respond to planning applications that require decisions before the next meeting of the Parish Council
- 12. To elect** Parish Council Members to Outside Committees:
- Crawford Memorial Hall – two members (non-voting)
  - Broom Village Hall Committee – one member (non-voting)
  - Your Village Your Voice – 2 members
- 13. To review and approve** the following policies
- i. Financial Regulations
  - ii. The Civility & Respect Pledge
  - iii. Dignity at Work (civility & Respect)
  - iv. Parish Councillor/Clerk and Deputy Clerk Protocol
  - v. Training
  - vi. Child Protection
  - vii. Vulnerable Adult
  - viii. Handling of Complaints Procedure
  - ix. Disciplinary and Grievance
  - x. Abusive, persistent or vexatious complaints and complainants
- 14. To approve** dates for council meetings from 1<sup>st</sup> June 2026 to 31<sup>st</sup> May 2027 (circulated)
- 15. To review** the following Direct Debit/Standing Order payments

- i. Salaries
- ii. Pension contributions
- iii. Bidford Community Library (rent of rear room)
- iv. Crawford Memorial Hall (Warm Hub)
- v. Limebridge Rural Services (amenity verge maintenance, footpaths, flower boxes, St Laurence closed graveyard,)
- vi. Rent of storage for market
- vii. Water Plus (rates for Big Meadow and cemeteries)
- viii. Eon (Big Meadow electricity)
- ix. Vodafone (office phone and broadband)
- x. O2 ( Clerk's mobile)
- xi. British gas (St Laurence floodlight)
- xii. Information Commissioners Office
- xiii. Insurance
- xiv. SDC - rates

**16. To consider**

- i. **Communities Committee** verbal report
- ii. **Facilities Committee**
  - i. review of S106 allocation to Sports Pavilion. Current allocation is £30k however, they have not been successful in their grant application to SDC and, to complete the refurbishment the cost is £45.  
Request increase of £15k
- iii. **Youth WG** - verbal report

**17. To consider** the following Grant Application

- i. **Bidford on Avon Bowling Club**  
Essential upgrading to ensure facilities are suitable and comply with current Health & Safety legislation  
Cost : £2,027.83  
**Grant request : £1,013.91**

**18. To consider** the following Planning Application

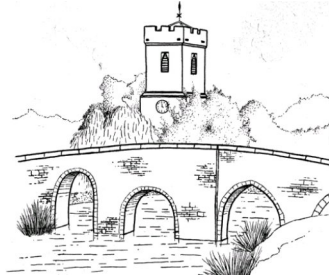
- i. **26/0096/LBC and 26/00097/FUL M Webb, The Old coach House, Mill Lane, m Broom B50 4HR**  
Replacement of windows and doors, new windows to rear, single storey side extension, internal work including part demolition  
Link to application  
<https://apps.stratford.gov.uk/eplanningv2/AppDetail/Index/d31ba0f4-45a0-c530-1557-08de9ac5b4f3?route=/Home>

**19. To consider** approval of May Payment List by email.

This meeting is being held very early in May so it is proposed that the May Payment List Is prepared, as usual and sent to Councilors for approval via email. April Accounts normally approved at the May meeting, to be considered for approval at the June meeting.

# BIDFORD ON AVON PARISH COUNCIL

## In the County of Warwickshire



Meeting held on Monday 27<sup>th</sup> April 2026 @ 7.30 pm at the Parish Council Meeting Room, Bramley Way.

### **PRESENT**

Chairman                      Cllr. Williams

Cllrs                              Barry, Bloor, Cullum, Haberton, Ho, Hopcraft, Lewis , Moore and Paterson

In attendance:              Mrs E. Uggerløse, Clerk to the Parish Council  
Mrs G Miller, Deputy Clerk

Also present                  District Cllr Fleming and Pemberton  
5 members of the public

**Public Forum** - questions from members of the public.

Please be aware that, although members of the public can raise any question concerning any issues, the Committee will only be able to respond to issues relating to the business to be transacted at the meeting. Approx. 15 minutes in total; 3 minutes per person. (Public Participation at Council Meeting Guidance Notes apply). Please note that this is the **only** opportunity members of the public have to raise issues as, once the meeting has started, all discussions are limited to the Council and Officers.

*See notes after the signed Minutes*

### **1. TO RECEIVE ANY APOLOGIES**

Cllr Hiscocks had sent his apologies, which were accepted

### **2. TO RECEIVE ANY DECLARATION OF INTEREST IN ITEMS ON THE AGENDA**

- i. All members of the Council are respectfully reminded that in order to comply with the Code of Conduct adopted by the Parish Council on 28<sup>th</sup> February

PC Mins. March 26

2022, effective from 1<sup>st</sup> May 2022, and reviewed in May 2025, if any matter arises during the meeting in which they have declared an Interest, which could be personal or prejudicial, they should declare so and leave the room.  
*None declared*

- ii. Written requests for Dispensations for DPI should be received by the Clerk no more than 24 hours prior to the meeting.

*None requested*

3. **TO APPROVE** Minutes of the Parish Council held on Monday 30<sup>th</sup> March 2026  
Cllr Cullum proposed they be accepted as accurate  
**RESOLVED** by Full Council that they be accepted and signed by the Chairman

#### 4. **TO RECEIVE REPORT FROM COUNTY COUNCILLOR**

Cllr Brown was not present

#### 5. **TO RECEIVE REPORT FROM DISTRICT COUNCILLOR**

Currently in purdah due to forthcoming elections`~~~~~`

- i. **Planning Applications** – no updates
- ii. **Arrow Valley Solar Farm** – attended the public meeting in Broom which was well attended.

Good response from Parish Council to the Scoping Report. Have to wait for actual application but it should be noted that the final decision will be made by the Secretary of State.

Flooding in the majority of the proposed sites is the main concern

#### 6. **RECEIVE CLERK'S REPORT**

Verbal report

confirmation that the council's response to the Scoping Report has been sent to the Planning Inspectorate within the prescribed time. Quite a lot of issues had been missed and these have been brought to the Inspectorate's attention: flooding, wild life, archaeology, welfare of the local communities, glare.

Reply can be found on the Parish Council's website

**RESOLVED** to note

#### 7. **TO CONSIDER**

- i. **Communities Committee** – verbal report
  - **Bidford in Bloom** – hanging baskets.  
15 have been confirmed
  - **Summer Events on the Big Meadow**  
**Dogs Trust** – they will be the main attraction for the 20<sup>th</sup> June alongside the market  
**Cricket and Football clubs** have been contacted to invite them to open the Sports Pavilion Bar on the days of the events and, perhaps, organise some events of their own such as “wellie wanging” competitions or similar  
**Market stallholders** – current stallholders have been invited to attend. After end of April, this will be opened to others

They will be charged for having a store. Between 8 and 10 have confirmed for one or more of the events

**Toilets** additional toilets, including for disabled, being hired for the events

**Security** – engaged

**Banners** – Agreed to produce 1 x banner to cover all 3 events-

**RESOLVED** to note

ii. **Facilities Committee**

- **Speeding Results – Results of survey and report circulated**

From the results of the surveys, there does not appear to be a speeding problem.

**High Street** shows that a 20 mph limit could be considered

Councillor noted that, although speeds were under the enforcement limit, this could be an opportunity to lower speeds and consider the ideas put forward by G. Taylor

**RESOLVED** to note

- **Play Area/Equipment Report**

The detailed report had been circulated to members with the proposed cost.

Members considered both the contents of the report and the proposed cost and, in view of the amount suggested to improve the 4 play areas directly managed by the Council, it was agreed to carry out an online survey of youngsters 2 – 16 years to establish which areas needed upgrading and what they would like to have installed

**Recommendations**

- To approve 4 x online consultations
- To approve questions to be set by Sport & Play Consulting
- To approve the purchase of Survey Monkey Individual Advantage at an annual cost of £369 to enable the online survey and the collation of answers. It should be noted, this will be able to be used for further, online, surveys

After some discussion it was

**RESOLVED** to approve all the recommendations, including the cost of £369 for the Monkey Survey Individual Advantage by a unanimous vote

- **Reduction or waiving of car parking fees for the Council's Big Meadow events**

Proposal is for the fee to be either reduced to £1 , or waived, until the end of the event, when fees revert to normal price ( 1 event finishes at 2.00 pm and 2 events @ 4.00 pm

The issue of visitors to the Big Meadow but not be attending the events, having free parking was raised as was the concern of people attending the events but staying on the Big Meadow once they were finished.

Taking into account that most of the attendees would be locals and

they have free parking the

**Recommendation** is that Full Council approve a flat fee of £3 for the days when there are Parish Council organised events on the Big Meadow

Following a discussion it was

**RESOLVED** to reduce the fee to a flat fee of £3 for the days of the events by a unanimous vote

- **Exit from High Street (Tower Hill) and the costs involved**

The plans, drawn up in 2021, had been circulated and the estimated cost was between £60 and £550k

Members considered the cost high bearing in mind the current splay of the site and the fact busses already use it.

**It was agreed** to invite the engineer to meet on site and go over the proposed plans and consider revising the cost involved for the proposed plan

Council is asked to note and Committee will revert with progress

**RESOLVED** to note

- **To note updates**

- Kings Lane Broom

Vegetation has been cut back and post being installed, to prevent vehicle access

- Pontoon access

Have heard back from P & D Marine Group (pontoon company) who advised that any work that would impact the bank would be refused by the Environment Agency.

It was proposed that replacing the existing steps with a wider version with a slide for the canoes/paddles could be a viable alternative as the structure was already in place. This is supported by both P & D Marine Group and the Avon Navigation Trust who will prepare a quote

**RESOLVED** to note

iii. **Youth Provision WG**

Verbal update from the Chairman

- **Youth Survey** now closed and the Deputy Clerk is collating the information to be compiled into a summary for all to access
- **Building** – looking into the best solution to ensure a fit for purpose building for the Youth Club,
- **Funding** identified some sourced for grants whether submitted by the Parish Council or The Youth Club

**RESOLVED** to note

## 8. TO CONSIDER THE FOLLOWING PLANNING APPLICATION

PC Mins. March 26

- i. **26/00032/FUL Geraghty Group Limited, 68 Westholme Road B50 4AN**  
Demolition of conservatory, various alterations to No. 68 and erection of 5 dwellings. Alterations to vehicular access onto Westholme Road. All associated works.

Lin to application

<https://apps.stratford.gov.uk/eplanningv2/AppDetail/Index/ebc12a01-08ca-c033-a418-08de4df5c58c?route=/Home>

*This is an amendment to a previous layout.*

There was a lengthy discussion during which it was pointed out that a Road Safety Audit, pertinent to the application, had been submitted after the Parish Council had responded to the original application.

It was proposed this be circulated and councillors send their comments via email no later than Friday 1<sup>st</sup> May.

**RESOLVED** to send comments after reading the Road Safety Audit for the official response to be sent

#### **9. TO APPROVE**

- i. March 2026 accounts – circulated  
**RESOLVED** to approve
- ii. April payments – circulated  
Total payment £25,275.75  
**RESOLVED** to approve payment

**Due to the sensitive nature of this item, the Council may resolve to exclude public (Public Bodies (Admissions of Meetings Act) 1960 s1(2))**

#### **10. TO RECEIVE UPDATE ON STAFFING MATTERS**

**RESOLVED** to note the update and to approve requesting WALC to carry out a Parish Council Audit to identify its Staffing needs

The meeting closed at approx. 8.50 pm

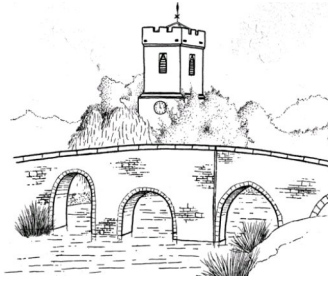
Chairman .....

Date .....

#### Notes on the Public Forum

- Applicant of planning application for 68 Westholme road gave an update on the application
- Resident raised some concerns regarding access to the pontoon and the fenced off “beach area” which was still being used.
- Residents advised that the No Entry signed on the Honeybourne Road outside the Bid Meadow entry remained unpainted.

PC Mins. March 26



# **CHILD PROTECTION POLICY**

## **1. Introduction**

- 1.1 Bidford-on-Avon Parish Council has a duty under the Children Act 2004 to play a full role in the protection of children and play its part in the promotion of their welfare.
- 1.2 This policy applies to all those under the age of eighteen years (as defined in the Children Act 2004).

## **2. General Policy Statement**

- 2.1 'As a provider of public services it is Bidford-on-Avon Parish Council's responsibility to ensure that it, as an organisation, and the individuals within the organisation, takes all reasonable steps to protect young people using Council services from harm, discrimination or degrading treatment and respecting their rights, wishes and feelings.'

## **3 Disclosure and Barring Service (DBS) Checks.**

- 3.1 No employee will be allowed to be in contact with Children or young people until such time as suitable DBS clearance has been received.

## **4. Training**

- 4.1 Staff identified as having a role with children should be briefed on the process of how to raise a safeguarding concern. This must be as soon as possible, and will include the name of the person that they should raise their concern with.

## **5. Sports and Leisure**

- 5.1 This is a key service in terms of interacting with children and young people.
- 5.2 The general guidance from Sport Coach UK will be used in conjunction with that from WSCB.

### ***Courses***

- 5.3 All Leisure Staff will have been trained by an organisation such as Sports Coach UK – that can give direct advice and guidance on protection issues as they relate to the leisure arena.
- 5.4 All staff will be advised of a point of contact with who those attending can raise any child protection issues.
- 5.5 The ratio of children and young people on each course should be carefully controlled. Lone working should be avoided.

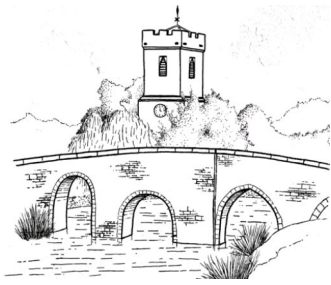
## **6. Allegations against Staff**

- 6.1 All staff should ensure that they do not put themselves into a situation where an accusation can be made. This includes contact with children and young people socially, through mobile phone contact and through electronic social media.
- 6.2 Particular care should be taken if transportation is necessary. This should be anticipated, and no member of staff should be in a vehicle on their own with children and young people. If this is deemed necessary, then the permission of the parent or carer should be sought. This should be in writing in advance or by telephone on the day.
- 6.3 Should a concern become apparent, then they must inform the Clerk who will ensure that the appropriate procedure is followed.
- 6.4 If an allegation is made against a member of Staff, the procedure in Section 6 of the Blue Book should be referenced, and Appendix 5 ('Procedures for managing allegations against people who work with children') of 'Working Together to Safeguard Children' (or its successor document).
- 6.5 All allegations should be reported to the Local Authority Designated Officer ('LADO') - a post appointed by the WSCB

## **7. Photography and Filming**

- 7.1 The use of photography and filming of children and young people is expressly prohibited in connection with Bidford-on-Avon Parish Council's premises and activities unless written permission has been granted in advance by a parent or carer.

This policy was reviewed and adopted on 11<sup>th</sup> May 2026



# **VULNERABLE ADULT PROTECTION POLICY**

## **1. Introduction**

- 1.1 Bidford-on-Avon Parish Council is required to develop local policies and procedures to safeguard Vulnerable Adults
- 1.2 This policy applies to all Vulnerable Adults, aged over 18 who are or may be in need of community care services by reason of mental or other disability, age or illness,; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm (No Secrets, DoH, 200)

## **2. General Policy Statement**

- 2.1 'As a provider of public services it is Bidford-on-Avon Parish Council's responsibility to ensure that it, as an organisation, and the individuals within the organisation, takes all reasonable steps to protect Vulnerable Adults using Council services from harm, discrimination or degrading treatment and respecting their rights, wishes and feelings.'

## **3 Disclosure and Barring Service (DBS) Checks**

- 3.1 No person will be allowed to be in contact with Vulnerable Adults until such time as suitable DBS clearance has been received.

## **4. Training**

- 4.1 Persons identified as having a role with Vulnerable Adults should be briefed on the process of how to raise a safeguarding concern. This must be as soon as possible, and will include the name of the person that they should raise their concern with.

## **5. Sports and Leisure**

- 5.1 This is a key service in terms of interacting with Vulnerable Adults
- 5.2 The general guidance from Sport Coach UK will be used in conjunction with that from WSCB.

### ***Courses***

- 5.3 All Leisure Staff will have been trained by an organisation such as Sports Coach UK – that can give direct advice and guidance on protection issues as they relate to the leisure arena.
- 5.4 All staff will be advised of a point of contact with who those attending can raise any Vulnerable Adult issues.
- 5.5 The ratio of Vulnerable Adults on each course should be carefully controlled. Lone working should be avoided.

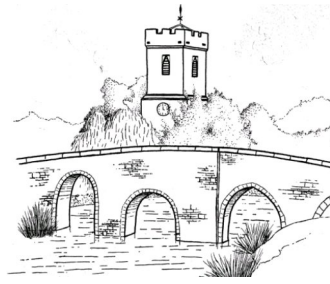
## **6. Allegations against Staff**

- 6.1 All staff should ensure that they do not put themselves into a situation where an accusation can be made. This includes contact with Vulnerable Adults socially, through mobile phone contact and through electronic social media.
- 6.2 Particular care should be taken if transportation is necessary. This should be anticipated, and no member of staff should be in a vehicle on their own with Vulnerable Adults. If this is deemed necessary, then the permission of the parent or carer should be sought. This should be in writing in advance or by telephone on the day.
- 6.3 Should a concern become apparent, then they must inform the Clerk who will ensure that the appropriate procedure is followed.
- 6.4 If an allegation is made against a member of Staff, the procedure as directed in WSAP document will be implemented.
- 6.5 All allegations should be reported to the Local Authority Designated Officer ('LADO') - a post appointed by the WSAP

## **7. Photography and Filming**

- 7.1 The use of photography and filming of Vulnerable Adults is expressly prohibited in connection with Bidford-on-Avon Parish Council's premises and activities unless written permission has been granted in advance by a parent or carer.

Reviewed and Approved by Bidford-on-Avon Parish Council on 11<sup>TH</sup> MAY  
2026



## **BIDFORD-ON-AVON PARISH COUNCIL DISCIPLINARY AND GRIEVANCE POLICY**

### **INTRODUCTION**

1. This policy is based on and complies with the ACAS Code of Practice. <https://www.acas.org.uk/disciplinary-and-grievance-procedures> It also considers the ACAS guide on discipline and grievances at work The Policy is designed to help Council employees improve unsatisfactory conduct and performance in their job. Wherever possible, the Council will try and resolve its concerns about employees' behaviour informally, without starting the formal procedure set out below
2. The policy will be applied fairly, consistently and in accordance with the Equality Act 2010
3. This policy confirms:
  - The Council will fully investigate the facts of each case
  - The Council recognises that misconduct and unsatisfactory work performance are different issues. The disciplinary policy will also apply to work performance issues to ensure that all alleged instances of employees' underperformance are dealt with fairly and in a way that is consistent with required standards. However, the disciplinary policy will only be used when performance management proves ineffective.
  - Employees will be informed in writing about the nature of the complaint against them and given the opportunity to state their case
  - Employees may be accompanied or represented by a workplace colleague, a trade union representative or a trade union official at any disciplinary, investigatory or appeal meeting. The companion is permitted to address such meetings, put the employee's case and confer with the

employee. The companion cannot answer questions put to the employee, address the meeting against the employee's wishes or prevent the employee from explaining his/her case

- The Council will give employees reasonable notice of any meetings in this procedure. Employees must make all reasonable efforts to attend. Failure to attend any meeting may result in it going ahead and a decision being taken. An employee who does not attend a meeting will be given the opportunity to be represented and to make a written submission.
- If the employee's companion is not available for the proposed date of the meeting, the employee can request a postponement and can propose an alternative date that is within five working days of the original meeting date.
- Any changes to specified time limits in the Council's procedure must be agreed by the employee and the Council
- Information about an employee's disciplinary matter will be restricted to those involved in the disciplinary process. A record of the reason for disciplinary action and the action taken by the Council is confidential to the employee. The employee's disciplinary records will be held by the Council in accordance with the Data Protection Act 1998
- Recordings of the proceedings at any stage of the disciplinary procedure are prohibited, unless agreed as a reasonable adjustment that takes account of an employee's medical condition.
- Employees have the right to appeal against any disciplinary action. The appeal decision is final
- If an employee, who is already subject to the Council's disciplinary procedure, raises a grievance, the grievance will normally be heard after the completion of the disciplinary procedure
- Disciplinary action taken by the Council can include oral warning, written warning, final written warning or dismissal.
- Except for gross misconduct when an employee may be dismissed without notice, the Council will not dismiss an employee on the first occasion that it decides there has been a misconduct.
- If an employee is suspended following allegations of

misconduct, it will be on full pay and only for such time as is necessary. Suspension is not a disciplinary sanction. The Council will write to the employee to confirm any period of suspension and the reasons for it.

- The Council may consider mediation at any stage of the disciplinary procedure where appropriate (for example, where there has been communication breakdowns or allegations of bullying and harassment). Mediation is a dispute resolution process that requires the Council's and employee's consent

#### 4. Examples of misconduct

Misconduct is employee behaviour that can lead to the employer taking disciplinary action. The following list contains some examples of misconduct:

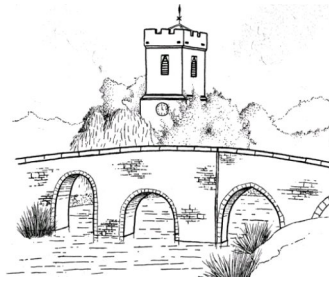
- Unauthorised absence
- Poor timekeeping
- Misuse of the Council's resources and facilities including telephone, email and internet
- Inappropriate behaviour
- Refusal to follow reasonable instructions
- Breach of health and safety rules

#### 5. Examples of gross misconduct

Gross misconduct is misconduct that is so serious that it is likely to lead to dismissal without notice. The following list contains some examples of gross misconduct:

- Bullying, discrimination and harassment
- Incapacity at work because of alcohol or drugs
- Violent behaviour
- Fraud or theft
- Gross negligence
- Gross insubordination
- Serious breaches of health and safety rules
- Serious and deliberate damage to property
- Use of the internet to access pornographic, obscene or offensive material
- Disclosure of confidential information

**THIS POLICY WAS REVIEWED AND APPROVED ON 11<sup>TH</sup> MAY 2026**



## **BIDFORD-ON-AVON PARISH COUNCIL HANDLING OF COMPLAINTS PROCEDURE**

### **1. Before processing a complaint**

- All formal complaints against the Parish Council must be communicated in writing. A complaint sent by email will be accepted.  
No set form of words is necessary
  
- Complaints can be
  - sent by post to:  
The Clerk to the Parish Council  
Bidford-on-Avon Parish Council  
Bramley Way  
Bidford on Avon  
B50 4QG
  - hand delivered to the Parish Council Office, which is situated at  
Bramley Way  
Bidford on Avon  
B50 4QG
  - emailed to  
[info@bidfordonavon-pc.gov.uk](mailto:info@bidfordonavon-pc.gov.uk)
  
- Receipt of the complaint will be acknowledged in writing within 7 working days.

- The complainant must confirm from the outset if they want the complaint to be treated confidentially.  
However, it must be noted that the Parish Council must comply with its obligations under the Data Protection Act 1998 to safeguard against the unlawful disclosure of personal data.
- The complaint will be considered by the Clerk and if they deem it requires further investigation, it will be further considered by the Council's Performance Panel.
- In the event the complaint is in respect of a possible breach of the adopted Code of Conduct, the Clerk will refer the complainant to the Monitoring Officer
- The complainant will be advised of the timeframe for investigating the complaint, which will be determined by the type of complaint received.
- Following the preliminary investigation, the complainant will be advised if there is a case to answer and whether there will be an opportunity for them to make verbal representations at a meeting, to which they will be able to bring a friend.
- Following the meeting, the complainant will be advised of the timeframe for determining the complaint.

## **2. Receipt of the complaint**

- The Clerk will acknowledge receipt of the complaint within 7 working days.  
In the event the complaint is against the Clerk, the acknowledgement will be sent by the Chairman of the Council.
- The Clerk will

- Advise the claimant if the claim will be investigated
- Confirm to the complainant if the complaint will be treated as confidential
- Advise the complainant of the next steps

### **3. Investigating the Compliant**

- The Clerk and Performance Panel will investigate the facts of the complaints and collate relevant evidence.
- If the complaint is upheld, the complainant will be invited to a meeting with the Clerk and members of the Performance Panel to make verbal representation.
- Seven working days prior to the meeting,
  - the complainant shall provide the Clerk with any new information or other evidence relevant to the complaint
  - the Clerk shall provide the complainant with new information or evidence relevant to the complaint

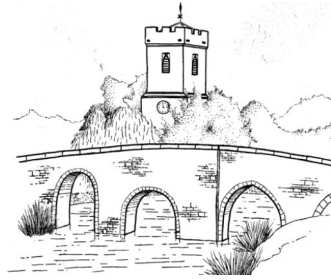
### **4. Meetings with the Complainant**

- The clerk shall advise the complainant of how the meeting, at which they will be permitted to make verbal representation, will proceed
- The complainant should outline the grounds for the complaint and, thereafter, questions may be asked by the Clerk and Members of the Performance Panel
- The Performance Panel will submit its report and recommendation to full Council for determination.
- The complainant will then be notified, in writing, of the findings and conclusion of the Parish Council.

**THIS POLICY WAS REVIEWED AND APPROVED ON 11<sup>th</sup> MAY 2026**

# BIDFORD ON AVON PARISH COUNCIL

## In the County of Warwickshire



### DIGNITY AT WORK POLICY

---

**Bidford on Avon Parish Council (BOAPC) believes that civility and respect are important in the working environment, and expect all councillors, officers and the public to be polite and courteous when working for, and with the council.**

#### **Purpose**

BOAPC is committed to creating a working environment where all council employees, councillors, contractors and others who come into contact with us in the course of our work, are treated with dignity, respect and courtesy. We aim to create a workplace where there is zero tolerance for harassment and bullying

In support of this objective, BOAPC has signed up to the Civility Pledge, as a commitment to civility and respect in our work, and politeness and courtesy in behaviour, speech, and in the written word. Further information about the Civility and Respect Pledge is available [NALC](#) & [SLCC](#)

We recognise that there is a continuum where unaddressed issues have the potential to escalate and become larger, more complex issues and this policy sets out how concerns will be managed however the emphasis of this policy is on resolution and mediation where appropriate, rather than an adversarial process.

This document:

- explains how we will respond to complaints of bullying or harassment;
- ensures that we respond sensitively and promptly; and,
- supports our employees in ensuring their behaviour does not amount to bullying and/or harassment by giving examples.

#### **Scope**

This policy covers bullying and harassment of and by the clerk and all employees engaged to work at BOAPC. Should agency staff, or contractors have a complaint connected to their engagement with BOAPC this should be raised to their nominated

contact, manager, or the Chair of the Council, in the first instance. Should the complaint be about the chair of the council the complaint should be raised to the Vice Chairman and Clerk.

Agency staff, or contractors are equally expected to treat council colleagues, and other representatives and stakeholders with dignity and respect, and the council may terminate the contract, without notice, where there are suspicions of harassment or bullying.

Complaints about other employment matters will be managed under the council's grievance policy.

It is noted that the management of a situation may differ depending on who the allegations relate to (e.g. employees, contractor, councillor), however, the council will take appropriate action if any of its employees are bullied or harassed by employees, councillors, members of the public, suppliers or contractors.

### **The position on bullying and harassment**

All staff and council representatives are entitled to dignity, respect and courtesy within the workplace and to not experience any form of discrimination. BOAPC will not tolerate bullying or harassment in our workplace or at work-related events outside of the workplace, whether the conduct is a one-off act or repeated course of conduct, and whether harm is intended or not. Neither will we tolerate retaliation against, or victimisation of, any person involved in bringing a complaint of harassment or bullying. You should also be aware that, if you have bullied or harassed someone (e.g. physical violence, harassment), in some circumstances the treatment may amount to a crime punishable by a fine or imprisonment.

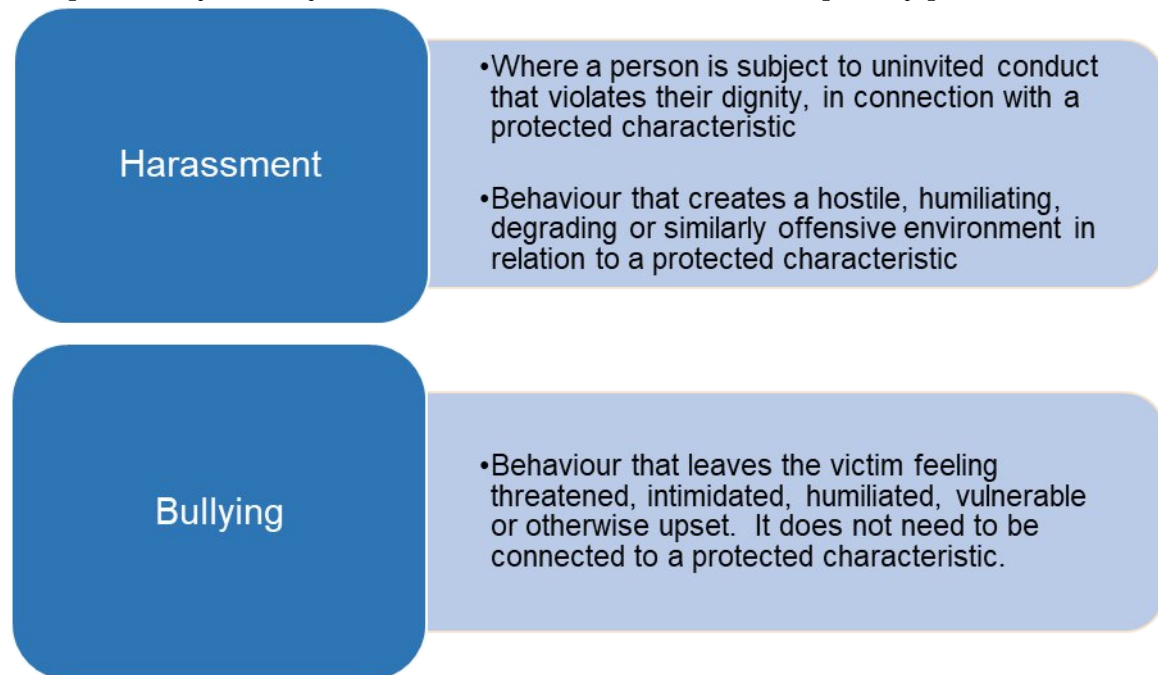
We expect all representatives of the council to treat each other with respect and uphold the values of the code of conduct, civility and respect pledge, equality opportunities policy, and all other policies and procedures set by the Council.

We expect you to demonstrate respect by listening and paying attention to others, having consideration for other people's feelings, following protocols and rules, showing appreciation and thanks, and being kind.

Allegations of bullying and harassment will be treated seriously. Investigations will be carried out promptly, sensitively and, as far as possible, confidentially. See the grievance policy for further details regarding the process. Employees and others who make allegations of bullying or harassment in good faith will not be treated less favourably as a result.

False accusations of harassment or bullying can have a serious effect on innocent individuals. Staff and others have a responsibility not to make false allegations. While we

will assume that all complaints of bullying and harassment are made in good faith, in the event that allegations are found to be malicious or vexatious the person raising the complaint may be subject to action under the council's disciplinary procedure.



### **What Type of Treatment amounts to Bullying or Harassment?**

'Bullying' or 'harassment' are phrases that apply to treatment from one person (or a group of people) to another that is unwanted and that has the effect of violating that person's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment for that person.

Examples of bullying and harassment include:

- Physical conduct ranging from unwelcome touching to serious assault
- Unwelcome sexual advances
- The offer of rewards for going along with sexual advances e.g. promotion, access to training
- Threats for rejecting sexual advances
- Demeaning comments about a person's appearance
- Verbal abuse or offensive comments, including jokes or pranks related to age, disability, gender re-assignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex or sexual orientation
- Unwanted nicknames, especially related to a person's age, disability, gender re-assignment, marriage, civil partnership, pregnancy, maternity, race, religion, belief, sex or sexual orientation
- Spreading malicious rumours or insulting someone
- Lewd or suggestive comments or gestures
- Deliberate exclusion from conversations, work activities or social activities.
- Withholding information a person needs in order to do their job
- Practical jokes, initiation ceremonies or inappropriate birthday rituals
- Physical abuse such as hitting, pushing or jostling

- Rifling through, hiding or damaging personal property
- Display of pictures or objects with sexual or racial overtones, even if not directed at any particular person
- Isolation or non-cooperation at work
- Subjecting a person to humiliation or ridicule, belittling their efforts, whether directly and / or in front of others
- The use of obscene gestures
- Abusing a position of power

Bullying and harassment can occur through verbal and face to face interactions, but can also take place through sharing inappropriate or offensive content in writing or via email and other electronic communications and social media.

It is important to recognise that conduct which one person may find acceptable, another may find totally unacceptable and behaviour could be harassment when the person had no intention to offend. We all have the right to determine what offends us. Some behaviour will be clear to any reasonable person that it is likely to offend – for example sexual touching. Other examples may be less clear, however, you should be aware that harassment will occur if behaviour continues after the recipient has advised you that the behaviour is unacceptable to them.

Harassment can also occur where the unwanted behaviour relates to a perceived characteristic ( such as offensive jokes or comments based on the assumption someone is gay, even if they are not) or due to their association with someone else (such as harassment related to their partner having a disability for example). See the council's equality and diversity Policy.

All employees must, therefore, treat their colleagues with respect and appropriate sensitivity and should feel able to challenge behaviour that they find offensive even if it is not directed at them.

It is important to recognise that bullying does not include appropriate criticism of an employee's behaviour or effective, robust performance management. Constructive and fair feedback about your behaviour or performance from your manager or colleagues/Councillors is not bullying. It is part of normal employment and management routines, and should not be interpreted as anything different.

### **Victimisation**

Victimisation is subjecting a person to a detriment because they have, in good faith, complained (whether formally or otherwise) that someone has been bullying or harassing them or someone else, or supported someone to make a complaint or given

evidence in relation to a complaint. This would include isolating someone because they have made a complaint or giving them a heavier or more difficult workload.

Provided that you act in good faith, i.e. you genuinely believe that what you are saying is true, you have a right not to be victimised for making a complaint or doing anything in relation to a complaint of bullying or harassment and the council will take appropriate action to deal with any alleged victimisation, which may include disciplinary action against anyone found to have victimised you.

Making a complaint that you know to be untrue, or giving evidence that you know to be untrue, may lead to disciplinary action being taken against you.

## **Reporting Concerns**

### **What you should do if you feel you are being bullied or harassed by a member of the public or supplier (as opposed to a colleague)**

If you are being bullied or harassed by someone with whom you come into contact at work, please raise this with your nominated manager in the first instance or, with the clerk/or a councillor. Any such report will be taken seriously, and we will decide how best to deal with the situation, in consultation with you.

**What you should do if you feel you are being bullied or harassed by a councillor:** If you are being bullied or harassed by a councillor, please raise this with the clerk/chief officer or the chair of the council in the first instance. They will then decide how best to deal with the situation, in consultation with you. There are two possible avenues for you, informal or formal. The Informal Resolution is described below. Formal concerns regarding potential breaches of the Councillors Code of Conduct must be investigated by the Monitoring Officer.

The council will consider reasonable measures to protect your health and safety. Such measures may include a temporary change in duties or change of work location, not attending meetings with the person about whom the complaint has been made etc.

**What you should do if you witness an incident you believe to harassment or bullying:** If you witness such behaviour you should report the incident in confidence to the clerk/chief officer or a councillor. Such reports will be taken seriously and will be treated in strict confidence as far as it is possible to do so.

**What you should do if you are being bullied or harassed by another member of staff:** If you are being bullied or harassed by a colleague or contractor, there are two possible avenues for you, informal or formal. These are described below.

### Informal resolution

If you are being bullied or harassed, you may be able to resolve the situation yourself by explaining clearly to the perpetrator(s) that their behaviour is unacceptable, contrary to the council's policy and must stop. Alternatively, you may wish to ask the clerk/chief officer, your nominated manager or a colleague to put this on your behalf or to be with you when confronting the perpetrator(s).

If the above approach does not work or if you do not want to try to resolve the situation in this way, or if you are being bullied by your own nominated manager, you should raise the issue with the chair of the council. (If your concern relates to the chair, you should raise it with the chair of the personnel/staffing committee). The chair (or another appropriate person) will discuss with you the option of trying to resolve the situation informally by telling the alleged perpetrator, without prejudicing the matter, that:

- there has been a complaint that their behaviour is having an adverse effect on a member of the council staff
- such behaviour is contrary to our policy
- for employees, the continuation of such behaviour could amount to a serious disciplinary offence

It may be possible for this conversation to take place with the alleged perpetrator without revealing your name, if this is what you want. The person dealing with it will also stress that the conversation is confidential.

In certain circumstances we may be able to involve a neutral third party (a mediator) to facilitate a resolution of the problem. The chair (or another appropriate person) will discuss this with you if it is appropriate.

If your complaint is resolved informally, the alleged perpetrator(s) will not usually be subject to disciplinary sanctions. However, in exceptional circumstances (such as extremely serious allegation or in cases where a problem has happened before) we may decide to investigate further and take more formal action notwithstanding that you raised the matter informally. We will consult with you before taking this step.

### Raising a formal complaint

If informal resolution is unsuccessful or inappropriate, you can make a formal complaint about bullying and harassment through the council's grievance procedure. You should raise your complaint to the clerk/chief officer or the chair of the council. A formal complaint may ultimately lead to disciplinary action against the perpetrator(s) where they are employed.

The clerk/chief officer or the chair of the council will appoint someone to investigate your complaint in line with the grievance policy. You will need to co-operate with the investigation and provide the following details (if not already provided):

- The name of the alleged perpetrator(s),
- The nature of the harassment or bullying,
- The dates and times the harassment or bullying occurred,
- The names of any witnesses and
- Any action taken by you to resolve the matter informally.

The alleged perpetrator(s) would normally need to be told your name and the details of your grievance in order for the issue to be investigated properly. However, we will carry out the investigation as confidentially and sensitively as possible. Where you and the alleged perpetrator(s) work in proximity to each other, we will consider whether it is appropriate to make temporary adjustments to working arrangements whilst the matter is being investigated.

Where your complaint relates to potential breaches of the Councillors Code of Conduct, these will need to be investigated by the Monitoring Officer. The council will consider any adjustments to support you in your work and to manage the relationship with the councillor the allegations relate to, while the investigation proceeds.

Investigations will be carried out promptly (without unreasonable delay), sensitively and, as far as possible, confidentially. When carrying out any investigations, we will ensure that individuals' personal data is handled in accordance with the data protection policy.

The council will consider how to protect your health and wellbeing whilst the investigation is taking place and discuss this with you. Depending on the nature of the allegations, the Investigator may want to meet with you to understand better your complaint (see the grievance policy for further information, and details of your right to be accompanied).

After the investigation, a panel will meet with you to consider the complaint and the findings of the investigation in accordance with the grievance procedure. At the meeting you may be accompanied by a fellow worker or a trade union official.

Following the conclusion of the hearing the panel will write to you to inform you of the decision and to notify you of your right to appeal if you are dissatisfied with the outcome. You should put your appeal in writing explaining the reasons why you are dissatisfied with the decision. Your appeal will be heard under the appeal process that is described in the grievance procedure.

## **The use of the Disciplinary Procedure**

If at any stage from the point at which a complaint is raised, we believe there is a case to answer and a disciplinary offence might have been committed, we will instigate our disciplinary procedure. We will keep you informed of the outcome.

*This is a non-contractual policy and procedure which will be reviewed from time to time.*

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## **GUIDANCE FOR USING THE DIGNITY AT WORK POLICY**

This is an example of an employment policy designed for a council adhering to statutory minimum requirements and does not constitute legal advice. As with all policies it should be consistent with your terms and conditions of employment.

This guidance is provided to support understanding of the policy, and its application, as well as where local adaptations may be required. The guidance is not part of the policy and should be removed from the policy adopted and shared with council employees.

The Dignity at Work Policy will replace a previous 'Bullying and Harassment' Policy, to create a policy that is focussed on encompassing behaviours beyond simply bullying and harassment, and zero tolerance with the aim of dealing with concerns before they escalate. It is important that any commitment made in the policy is applied in practice.

Wording has been suggested to demonstrate a council's commitment to promoting dignity and respect where they have signed up to the NALC, SLCC and OVW Civility and Respect Pledge. Council's that have not signed up to this are requested to consider making this pledge which is based on basic behaviours and expectations of all council representatives to create workplaces that allow people to maintain their dignity at all times. If your council has not agreed to the pledge this wording should be removed.

The policy is drafted with consideration of employment language and terminology that is reflective of a modern working environment, setting a tone that is engaging, collaborative and inclusive. A council may want to update references where relevant to reflect local terminology and structure, however should be considerate of equality, diversity and inclusion.

The examples of bullying and harassment are just that – examples. This should not be considered an exhaustive list.

## Notes:

### Protected Characteristics

A 'protected characteristic' is defined in the Equality Act 2010 as age, disability, sex, gender reassignment, pregnancy and maternity, race, sexual orientation, religion or belief, and marriage and civil partnership. It is unlawful to discriminate against an individual because of any of the protected characteristics.

Discrimination includes treating people differently because of a protected characteristic. Employees can complain of harassment even if the behaviour in question is not directed at them. This is because the complainant does not actually need to possess the relevant protected characteristic. An employee can complain of unlawful harassment if they are related someone with a protected characteristic, or because a colleague believes they have a protected characteristic.

Examples of harassment related to a protected characteristic could include;

- Making assumptions about someone's ability due to their **age**, or denying development opportunities to someone based on their age. This could also include assumptions about their lifestyle or making inappropriate jokes related to age.
- Making fun or mimicking impairments related to a health condition, or using inappropriate language about disabilities. Constantly selecting social activities that make it impossible for a colleague with a **disability** to participate in.
- Refusing to treat a person as their new gender, or disclosing information about their gender identity could be harassment on the grounds of **gender reassignment**.
- **Pregnancy/Maternity** harassment could include refusing opportunities due to pregnancy or maternity leave, or inappropriate touching and invasion of personal space such as unwanted touching of a pregnant person's stomach.
- Harassment based on **race** could include derogatory nicknames, or stereotyping based on ethnicity. It could include racist comments or jokes, or assumptions about someone's lifestyle based on their ethnicity.
- **Gender** harassment could include not considering people for a job based on gender stereotyping roles, or implementing practices that disadvantage one gender over another. Rude, explicit jokes, even if not directed at an individual, or comments on individuals' dress or appearance.
- Regularly arranging team meals over periods of fasting or religious occasions or failing to adjust a dress code to accommodate religious dress could be examples of harassment based on **religion/belief**.

- Excluding same sex partners from social events could be both **sexual orientation** and **marriage/civil partnership** discrimination, as could not offering the same work-related benefits.

A person does not need to be employed or have 2 years qualifying service to make a discrimination claim at a tribunal.

- Job applicants who believe they have not been appointed because of a 'protected characteristic' can make a claim.
- New or established employees who are dismissed, or treated unreasonably because of a health condition can make a discrimination claim.
- An employee subjected to harassment can make a discrimination claim at a tribunal.
- An employee asked to retire can make a discrimination claim at a tribunal

### **Legal risks**

Successful unfair dismissal claims are limited to a compensation cap, whereas those for unlawful discrimination have no cap.

A positive employment culture, and swift action if conduct falls beneath acceptable standards will help mitigate the risks. An unhealthy culture will make it difficult to defend claims.

The time to defend and the cost of defending tribunal claims can be significant, irrespective of the outcome.

### **Culture and behaviour**

We work in eclectic communities and working environments, and a positive culture within the council enables employees with different backgrounds and beliefs to share ideas and shape how the council achieves its objectives for their community.

It is important to recognise that different individuals may find different behaviours bullying or harassing so while there is not always intent to offend or cause harm, that does not mean that the effect of the behaviour has not caused harm or offence.

It can take people a period of time to decide to raise their concerns, as they worry about consequences (perhaps from peers by complaining about a colleague who is popular, or they fear victimisation from the perpetrator or others). The council should consider whether there are opportunities (such as 121s to offer opportunity to reflect on relationships/morale) to identify issues earlier and address negative behaviours. Individuals can often mention concerns they are experiencing but not want to take it further. The council should remind the complainant that it has a zero tolerance to bullying and harassment and remind them of the policy in place to address concerns. If the allegations mentioned are significant, the council may want to suggest that it will

need to investigate further, even if a 'grievance' is not raised, so as to ensure that any concerns and risks are managed, and the council is meeting its responsibilities and duty of care as an employer.

Whilst both staff and councillors jointly determine the working culture, councillors are key in demonstrating what is and isn't acceptable behaviour. This is apparent from how councillors behave with each other in council meetings and also in how standards of behaviour are applied through the use of informal discussion and formal policies.

### **Scope**

All council representatives are expected to uphold the values of the Dignity at Work Policy, however this policy sets out how allegations from employees will be managed. As indicated in the policy, concerns from a contractor, agency worker etc. should be raised to the identified person, and an appropriate approach will be considered based on the situation and relationship of the complainant with the council.

Likewise, concerns raised about the behaviour of a contractor or agency worker would not generally be managed via the full process (such as the disciplinary process) but appropriate action would be considered based on the situation. To treat people (such as contractors, or a casual worker) engaged by the council the same as an employee could blur the status of the employment relationship, so consider seeking professional advice if needed.

### **Managers**

Recognising that councils are of varying sizes, where the term manager/nominated manager is used it is recognised this could be the clerk/chief officer, another employee of the council, or a councillor depending on the situation. It is good practice to have a clearly identified person who is the responsible 'line manager' or equivalent contact for an employee so that there is clarity on how the employee should report concerns to, who they notify if they are sick or to request leave etc. More often for council employees this may be the clerk/chief officer, and for the clerk/chief officer this could be the chair/deputy Chair, or possibly chair of a staffing/personnel committee.

### **Bullying and harassment & performance management**

The policy sets out that bullying and harassment does not include appropriate criticism of an employee's behaviour or effective, robust performance management. It is not uncommon for an employee, when receiving critical feedback, to claim that this is bullying and/or harassing. It is the role of the nominated manager to provide effective and constructive feedback to encourage performance at the required standard.

Even when the feedback is not positive it should be fair, communicated in a professional and reasonable manner and shared with the objective of aiding understanding and achieving an improvement to overcome the shortfalls. There is no absolute definition of

when the feedback may not be appropriate. Often it will be for the person/panel hearing the dignity at work complaint/grievance to determine whether the performance management has upheld the standards expected in terms of respect and civility and any feedback has been shared in a fair and professional way.

### **Responsibilities**

All staff and representatives of the council are responsible for their own behaviour in the workplace and for taking steps to revise unacceptable behaviour and appropriately challenge that of others.

Leaders – councillors, clerks, chief officers, managers - are responsible for ensuring that these standards of treating people with civility, respect and courtesy are upheld, both through their own example, and by communicating and promoting these expectations to all employees. They are also responsible for ensuring that concerns raised are treated seriously and addressed in line with this policy in a timely manner.

### **During the investigation**

Employers have a duty of care to provide a safe place of work. If a complaint is made, discuss how to manage working relationships whilst the allegation is being investigated and until the outcome is disclosed. This is as much for the protection of the alleged perpetrator as for the aggrieved.

Consider whether a neutral person should be offered as a ‘listening ear’ for both parties in the investigation. This could be a councillor or nominated manager who is not involved in the investigation or allegations and can be a point of check in as raising, or being subject to allegations can be stressful.

Offer other support that may be appropriate to the situation such as signposting to support groups, time off for counselling etc. If you have suspended a staff member, your duty of care continues and it is important to consider their wellbeing and mental health.

Ensure that you communicate regularly with both parties.

The investigation and any subsequent hearing should be completed in accordance with the grievance policy which sets out a process for dealing with concerns. You should ensure that the grievance policy adopted adheres to any local policies and procedures, with consideration of any timescales and escalation routes in your locally adopted policy.

### **Confidentiality**

It may be possible for concerns to be raised with the perpetrator without disclosing the name of the complainant however in a small council it is likely that it will be clear that the accused will know where the accusation has come from. The council representative

(clerk/chief officer/councillor) speaking to the alleged perpetrator must be clear that the discussion is confidential and the individual would be at risk of formal disciplinary action if there is any sort of victimisation or retaliation for the individual raising their concern.

During any formal investigation it may be necessary to disclose the nature of the allegations and where they came from to ensure a fair and balanced investigation and process. This should be discussed with the person raising the concerns to understand any issues and how they may be mitigated. In some situations it may be appropriate to provide anonymised witness statements however this would be a last resort, and could compromise the fairness of the process. Where there is a genuine fear of consequences and this may need to be considered, it is recommended that professional advice is sought. For the same reason it can be difficult for a council to consider an anonymous complaint, however if the concerns are significant and compromise the council in their duty of care to employees, then consideration of how to deal with the matter may be required.

### **Victimisation**

All employees have the right to raise genuine concerns without the fear of reprisals. If the aggrieved (or a witness) is treated differently / less favourably because they have raised a complaint, then this is victimisation. This would include isolating someone because they have made a complaint, cancelling a planned training event, or giving them a heavier or more difficult workload. Victimisation can lead to a claim to an employment tribunal.

### **False allegations**

If an employee makes an allegation that they know to be untrue, or gives evidence that they know to be untrue, the council should consider the matter under the disciplinary procedure. Such an allegation would be potentially be gross misconduct.

### **Complaints against Councillors**

Following the Ledbury case, the law is clear that any formal complaint about a councillor regarding a breach of the code of conduct must be referred to the Monitoring Officer for investigation (either by the complainant, or the Council with agreement of the complainant). During the investigation, it is critical to ensure that where an employee of the council has made the complaint, that the council agrees reasonable measures with the employee to protect their health and safety. Such measures may include a temporary change in duties, change of work location, not attending meetings with the person about whom the complaint has been made etc.

Careful consideration is required where a grievance is raised against the council as a whole due to lack of support related to councillor behaviours. The specific allegations will need to be considered to determine whether the allegations can be addressed by the

council, or require exploration of the councillors behaviour in order to respond, in which case the Monitoring Officer may be required to investigate the alleged behaviours of a/any councillors where this may relate to the code of conduct. It is a matter of fact whether the complaint is against the council and can therefore be dealt with by the council's grievance procedure or against a councillor and can only be dealt with by the Monitoring Officer.

Reviewed and Approved by Bidford on Avon Parish Council at its meeting of 11<sup>TH</sup> May 2026

# BIDFORD ON AVON PARISH COUNCIL

## In the County of Warwickshire



### THE CIVILITY AND RESPECT PLEDGE

The National Association of Local Councils (NALC), the Society of Local Council Clerks (SLCC), and One Voice Wales (OVW), believe now is the time to put civility and respect at the top of the agenda and start a culture change for the local council sector.

By our council signing up to the civility and respect pledge we are demonstrating that our council is committed to treating councillors, clerks, employees, members of the public, representatives of partner organisations, and volunteers, with civility and respect in their role.

Signing up is a simple process, which requires councils to register and agree to the following statements:

Statement	Tick to agree
Our council has agreed that it will treat all councillors, clerk and all employees, members of the public, representatives of partner organisations, and volunteers, with civility and respect in their role.	x
Our council has put in place a training programme for councillors and staff	x
Our council has signed up to Code of Conduct for councillors	x
Our council has good governance arrangements in place including, staff contracts, and a dignity at work policy.	x
Our council will commit to seeking professional help in the early stages should civility and respect issues arise.	x
Our council will commit to calling out bullying and harassment	x

when if and when it happens.	
Our council will continue to learn from best practice in the sector and aspire to being a role model/champion council e.g., via the Local Council Award Scheme	x
Our council supports the continued lobbying for the change in legislation to support the Civility and Respect Pledge, including sanctions for elected members where appropriate.	x

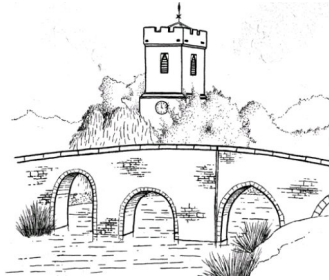
**BIDFORD ON AVON PARISH COUNCIL SIGNED UP TO THE PLEDGE ON 31<sup>ST</sup> OCTOBER 2022**

**BIDFORD ON AVON PARISH COUNCIL REVIEWED THIS PLEDGE ON 24<sup>TH</sup> JUNE 2024**

**BIDFORD ON AVON PARISH COUNCIL RENEWED THIS PLEDGE ON 11 MAY 2026**

# **BIDFORD ON AVON PARISH COUNCIL**

## **In the County of Warwickshire**



### ***THE PARISH COUNCILLOR/CLERK AND DEPUTY CLERK PROTOCOL***

- 1 A Parish or Town Council is a Statutory Local Authority which must appoint such officers as it thinks necessary for the proper discharge of its functions (Local Govt. Act 1972 s.112.  
Bidford-on-Avon Parish Council employs a part time Clerk who is also the Responsible Financial Officer (RFO) as well as a full time Deputy Clerk – it should be noted that when the Policy refers to The Clerk, it also refers to the Deputy Clerk
- 2 The Clerk is the Council's Proper Officer and Chief Executive. They should guard against inappropriate public statements, and, in particular, should not act in a party-political capacity within the parish.
- 3 Officers must be politically neutral: they are employed by the Council, not by Committees or other individual Councillors. The political neutrality of Officers should be respected. They should not be asked to play any role or undertake any task that is likely to prejudice that neutrality.
- 4 All Members of the Council (Councillors) have a right of access to the Clerk. Where a Member requires information, it will be provided if it is readily available, for example, in Council/Committee papers or material published on behalf of the Council. The Clerk is free to give advice on a confidential basis about procedural matters to any Member.
- 5 The Clerk must be free at all times to seek advice from the County Association of Local Councils and/or other appropriate bodies on matters concerning the proper exercise of their duties.
- 6 Councillors should recognise that, in order for Officers to properly carry out their duties, appropriate training and reference material are required and these must be made available.

- 7 Councillors and employees must understand that Council decisions can only be made by full Council, Committees or Clerks acting under delegated authority. The law does not allow for decisions relating to the discharge of any of the Council's functions to be taken by a Chairman or indeed by any other single Councillor. Councillors and employees must ensure that representations made to the Council on any matter during any stage of the formal decision-making process should be directed to the Council or appropriate Committee **via the Clerk**.
- 8 Reports to Council and Committees should be written by the Clerk or another authorised Officer.
  - i) If the Chairman or another Member in exceptional circumstances is unhappy with its contents, it should not be amended by the Chairman or another Member, save with the express approval of the Clerk.
  - ii) In most cases, discussion between the Chairman and the Clerk will resolve any disagreement over a report; however if the Clerk's report is not regarded as appropriate by the Chairman, then exceptionally the Chairman should write their own report in addition to the report submitted by the Clerk. The Chairman should, under no circumstances, use undue pressure to persuade the Clerk to withdraw the original report.
- 9 Mutual respect between Officers and Councillors is essential to good local government. The Clerk may be closely related to a Councillor: should this be the case, they must be especially careful to ensure that their official dealings are open and transparent.
- 10 In line with the Code of Conduct's reference to treating others with respect, it is important that any dealings between Councillors and Officers should observe reasonable standards of courtesy:
  - a) Neither party should seek to take unfair advantage of their position.
  - b) Employees, whether individually or collectively, should not be subject of attacks or criticism.
  - c) Councillors should avoid naming individual employees, if at all possible, and neither Councillor nor employee should resort to the media to resolve a disagreement between them.
  - d) Councillors should take care how officers are treated during meetings of the Parish Council and other public meetings arranged by the Parish Council. Councillors should ensure no direct criticism is made in public: if there is a cause for complaint, the normal channels should be used.
- 11 The Code of Conduct also requires the promotion of equality by not discriminating unlawfully against any person:
  - a) Council will regard as a serious offence actions by an employee or a Councillor which amount to work related bullying, harassment, discrimination against or victimisation of any employee or Councillor and particularly so where such action is on the grounds of race,

gender or disability.

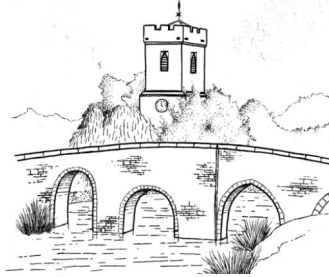
The Police take seriously any threatening message sent by email or other forms of modern technology

- b) Bullying can take the form of
  - i) shouting at an individual,
  - ii) making persistently negative attacks on an individual's personal or professional performance,
  - iii) criticising an individual in front of others,
  - iv) persistently setting objectives with impossible deadlines or unachievable tasks,
  - v) excessive monitoring of an individual's performance or
  - vi) withholding information with the intent of deliberately affecting an individual's performance.
  
- 12 Confidentiality is often vitally important, and must be respected by Councillors and Officers at all times. A breach of confidentiality may have serious implications for the individual Councillor/Officer who "leaks" the information.
  
- 13 It is the duty of the Clerk to ensure that the work and responses of employees are conducive to and do not undermine the foregoing general principles. They are entitled to expect Members to respect political restriction and the duties and limitations of employees.
  
- 14 It is also the duty of the Clerk to arrange matters so that other employees properly understand the roles of Members and employees and the Council's required approaches to the relations between them. They are also entitled to expect Members to respect the degree of seniority of employees who are answerable to the Council via the Clerk and not an individual Councillor.
  
- 15 Official correspondence on behalf of the Council should normally be sent out in the name of the appropriate Officer, rather than in the name of the Councillor. It may be appropriate in certain circumstances (eg. representations to a Government Minister, or on behalf of the Chairman in their Civic capacity) for a letter to appear in the name of the Councillor, but this should be the exception rather than the norm. Letters which for example, create obligations or give instructions on behalf of the Council, should never be sent out in the name of a Councillor.
  
- 16 Complaints of alleged breaches of this protocol will be dealt with under the Council's Complaints Procedure. The Councillor concerned may be censured and/or reported to the Council's Performance Committee for breach of the Code of Conduct.  
The employee concerned may face disciplinary action.

This Policy was reviewed and adopted on 11 May 2026

# **BIDFORD ON AVON PARISH COUNCIL**

## **In the County of Warwickshire**



### **BIDFORD-ON-AVON PARISH COUNCIL FINANCIAL REGULATIONS**

#### **1) GENERAL**

- 1.1. These Financial Regulations govern the conduct of financial management by the council and may only be amended or varied by resolution of the Council. They are one of the Council's governing documents and shall be observed in conjunction with the Council's Standing Orders.
- 1.2. Councillors are expected to follow these regulations and not to entice employees to breach them. Failure to follow these regulations brings the office of Councillor into disrepute.
- 1.3. Willful breach of these regulations by an employee may result in disciplinary proceedings.
- 1.4. In these Financial Regulations
  - Accounts and Audit Regulations means the regulations issued under Sections 32, 43(2) and 46 of the Local Audit and Accountability Act 2014, or any superseding legislation, and then in force, unless otherwise specified.
  - "Approve" refers to an online action, allowing an electronic transaction to take place

- “Authorise” refers to a decision by Council, or a committee or an officer, to allow something to happen
  - “Proper practices” means those set out in *The Practitioners’ guide*”
  - *Practitioners’ Guide* refers to the guide issued by the Joint Panel on Accountability and Governance (JPAG) and published by NALC in England
  - “Must” and bold **text** refer to a statutory obligation the Council cannot change
  - “Shall” refers to a non-statutory instruction by the Council to its members and staff
- 1.5. The Responsible Financial Officer (RFO) holds a statutory office, appointed by the Council [The Clerk has been appointed as RFO and these regulations apply accordingly.] The RFO
- acts under the policy direction of the Council;
  - administers the council's financial affairs in accordance with all Acts, Regulations and proper practices;
  - determines on behalf of the council its accounting records and accounting control systems;
  - ensures the accounting control systems are observed;
  - ensures the accounting records are kept up to date
  - seeks economy, efficiency and effectiveness in the use of the Council resources and
  - produces financial management information as required by the council.
- 1.6. **The Council must not delegate any decision regarding:**
- **Setting the final budget or precept (Council Tax requirement)**
  - **The outcome of a review of the effectiveness of its internal controls**
  - **Approving accounting statements**

- **Approving an annual governance statement**
- **Borrowi**
- **Declaring eligibility for the General Power of Competence and**
- **Addressing recommendation from the internal or external auditors**

1.7. In addition, the Council shall:

- Authorize any grant or single commitment in excess of £5000

## **2) Risk Management and Internal Control**

- 2.1. **The Council must ensure that it has a sound system of internal control, which delivers effective financial, operational and risk management**
- 2.2. The Clerk/RFO shall prepare, for approval ny the Council, a Risk Management policy covering all activities of the Council. This policy and consequential risk management arrangements shall be reviewed by the Council at least annually.
- 2.3. When considering any new activity, the Clerk/RFO shall prepare a draft risk assessment including risk management proposals for consideration by the Council.
- 2.4. **At least once a year, the Council must review the effectiveness of its systems of internal control before approving the Annual Governance Statement**
- 2.5. **The accounting control system determined by the RFO must include measure to**
  - **Ensure that risk is appropriately managed**
  - **ensure the prompt, accurate recording of financial transactions**
  - **prevent and detect inaccuracy or fraud and**
  - **allow the reconstitution of any lost record**

- **identify the duties of officers dealing with transactions**
  - **ensure division of responsibilities**
- 2.6. At least once a quarter, and at each financial year end, a member, other than the Chairman, shall be appointed to verify the bank reconciliation produced by the RFO. The member shall sign and date the reconciliation and the original bank, or similar document, as evidence of this. This activity, including any exceptions, shall be reported to and noted by the Council.
- 2.7. Regular copies of the records on any Council computer are stored at a separate location with a company with whom the Council has a contract for such purpose. The Council shall put measures in place to ensure that the ability to access any Council computer is not lost if an employee leaves or is incapacitated for any reason.

### **3) Accounts and audit**

- 3.1. All accounting procedure and financial records of the Council shall be determined by the RFO in accordance with the Accounts and Audit Regulations
- 3.2. **The accounting records determined by the RFO must be sufficient to explain the Council's transactions and to disclose its financial position with reasonable accuracy at any time. In particular, they must contain**
- **day to day entries of all sums of money received and expended by the Council and the matters to which they relate**
  - **a record of the assets and liabilities of the Council**
- 3.3. The accounting records shall be designed to facilitate the efficient preparation of the accounting statements in the Annual Governance and Accountability Return
- 3.4. The RFO shall complete and certify the Annual Accounting Statements of the Council contained in the Annual Governance and Accountability Return in accordance with proper practices,

as soon as practicable after the end of the financial year. Having certified the Accounting Statements, the RFO shall submit them, with any related documents, to the Council, within the time scales required by the Accounts and Audit Regulations

- 3.5. **The Council must ensure that there is an adequate and effective system of internal audit of its accounting records and internal control system in accordance with proper practices.**
- 3.6. **Any officer or member of the Council must make available such document and records as the internal or external auditor consider necessary for the purpose of the** audit and shall, as directed by the Council, supply the RFO, internal auditor or external auditor with such information or explanation as the Council considers necessary.
- 3.7. The internal auditor shall be appointed by the Council and shall carry out their work to evaluate the effectiveness of the Council's Risk Management, control and governance processes in accordance with proper practices specified in the Practitioners' Guide.
- 3.8. The Council shall ensure that the internal auditor
  - Is competent and independent of the financial operations of the council;
  - reports to council in writing, or in person, on a regular basis with a minimum of one annual written report during each financial year;
  - can demonstrate competence, objectivity and independence, free from any actual or perceived conflicts of interest, including those arising from family relationships; and
  - has no involvement in the management or control of the Council.
- 3.9. Internal or external auditors may not under any circumstances:
  - perform any operational duties for the Council;

- initiate or approve accounting transactions;
  - provide financial, legal or other advice including in relation to any future transactions or
  - direct the activities of any council employee, except to the extent that such employees have been appropriately assigned to assist the internal auditor.
- 3.10. For the avoidance of doubt, in relation to internal audit the terms 'independent' and 'independence' shall have the same meaning as described in The Practitioners Guide
- 3.11. The RFO shall make arrangements for the exercise of electors' rights in relation to the accounts including the opportunity to inspect the accounts, books, and vouchers and display or publish any notices and statements of account required by Audit Commission Act 2014, or any superseding legislation, and the Accounts and Audit Regulations.
- 3.12. The RFO shall, without undue delay, bring to the attention of all councillors any correspondence or report from internal or external auditors

#### 4) Budget and precept

- 4.1. **Before setting a precept, the Council must calculate its Council Tax/Budget requirement for each financial year by preparing and approving a budget, in accordance with The Local Government Finance Act 1992 and succeeding legislation.**
- 4.2. Budgets for salaries and wages, including employer contributions, shall be reviewed by the Council, at least annually when preparing the budget, for the following financial year and final version shall be evidenced by a hard copy schedule signed by the Clerk and Chairman of the Council.
- 4.3. No later than December each year, the RFO shall prepare a draft budget with detailed estimates of all income and expenditure for the following financial year taking account of the lifespan of assets and cost implications of repair and replacement

- 4.4. Unspent budgets for completed projects shall not be carried forward to a subsequent year. Unspent funds for partially completed projects may only be carried forward by planning them in an earmarked reserve with the formal approval of full Council
- 4.5. Each committee shall review its draft budget and submit any proposed amendments to the council not later than the end of November each year
- 4.6. The draft budget (with any committee proposals and three year forecast, including any recommendations for the use or accumulation of reserves, shall be considered and a recommendation made to Council
- 4.7. Having considered the proposed budget and forecast, the Council shall determine its Council Tax/Budget requirement by setting a budget. The Council shall set a Precept for this amount no later than the end of January for the ensuing financial year.
- 4.8. **Any member with council tax unpaid for more than two months is prohibited from voting on the budget or precept by Section 106 of the Local Government Finance Act 1992 and must disclose at the start of the meeting that Section 106 applies**
- 4.9. The RFO shall **issue the precept to the billing authority no later than the end of February** and supply each member with a copy of the agreed annual budget
- 4.10. The agreed budget provides a basis for monitoring progress during the year by comparing actual spending and income against what was planned
- 4.11. Any addition to, or withdrawal from, any earmarked reserve shall be agreed by the Council

## 5) Procurement

- 5.1. **Members and officers are responsible for obtaining value for money at all times.** Any officer procuring goods, services or works, should ensure, as far as practicable, that the best

available terms are obtained, usually by obtaining process from several suppliers.

- 5.2. The RFO should verify the lawful nature of any proposed purchase before it is made and, in the case of a new or infrequent purchase, should ensure that the legal power being used is reported to the meeting at which the order is authorised and also recorded in the Minutes (this is not required in the event of the Council being able to exercise the General Power of Competence)
- 5.3. Every contract shall comply with the Council's Standing Orders and these Financial Regulations and no exceptions shall be made, except in an emergency.
- 5.4. **For a contract for the supply of goods, services or works where the estimated value will exceed the thresholds set by Parliament, the full requirements of The Procurement Act 2023 and The Procurement Regulations 2024 or any superseding legislation (\*The Legislation") must be followed in respect of the tendering, award and notification of that contract**
- 5.5. Where the estimated value is below the Government threshold, the Council shall (with the exception of items listed in paragraph 5.12) obtain prices as follows:
- 5.6. For contracts estimated to exceed £60,000 including VAT, the Clerk shall seek formal tenders from at least three suppliers agreed by the Council OR advertise an open invitation for tenders in compliance with any relevant provisions of the Legislation. Tenders shall be invited in accordance with Appendix 1
- 5.7. **For contracts estimated to be over £30,000 including VAT, the Council must comply with any requirements of the Legislation regarding the a the publication of notices about the award of contracts.**
- 5.8. For contracts greater than £5,000, excluding VAT, the Clerk/RFO shall seek at least three fixed price quotes

- 5.9. Where the value is between £1,500 and £5,000 excluding VAT, the Clerk/RFO shall try to obtain three estimates, which might include evidence of online prices or recent prices from regular suppliers
- 5.10. For smaller purchases, the Clerk shall seek to achieve value for money
- 5.11. **Contracts must not be split into smaller lots to avoid compliance with these rules**
- 5.12. The requirement to obtain competitive prices in these regulations need not apply to contracts that relate to items (i) to (iv) below:
- i. Specialised services, such as legal professionals acting in disputes
  - ii. Repairs to, or parts for, existing machinery or equipment
  - iii. Works, goods or services that constitute an extension of an existing contract
  - iv. Goods or services that are only available from one supplier or are sold at a fixed price
- 5.13. When applications are made to waive this financial regulation to enable a price to be negotiated without competition, the reason should be set out in a recommendation to the Council.(or relevant Committee) Avoidance of competition is not a valid reason.
- 5.14. The Council shall not be obliged to accept the lowest or any tender, quote or estimate.
- 5.15. Individual purchases within an agreed budget for that type of expenditure may be authorised by
- The Clerk, under delegated authority, for any items below £1,500 excluding VAT
  - The Clerk, in consultation with the Chairman of the Council, or Chairman of the appropriate Committee, for any items below £3,000 excluding VAT
  - The Council for all items over £5,000

Such authorisation must be supported by a minute (in the case of ~Council or committee decisions) or other auditable evidence trail

- 5.16. No individual member, or informal group of members, may issue an official order, unless instructed to do so in advance by a resolution of the Council, or make any contract on behalf of the Council
- 5.17. No expenditure may be authorised that will exceed the budget for that type of expenditure other than by resolution of the Council except in an emergency
- 5.18. In cases of serious risk to the delivery of council services or to public safety on council premises, the Clerk may authorise expenditure up to £5,000 excluding VAT on repair, replacement of other work that in their judgement is necessary, whether or not there is a budget for such expenditure. The Clerk shall report such action to the Chairman as soon as possible and the Council as soon as practicable thereafter.
- 5.19. No expenditure shall be authorised, no contract entered into or tender accepted in relation to any major project, unless the council is satisfied that the necessary funds are available and that where a loan is required, Government borrowing approval has been obtained first.
- 5.20. An official order or letter shall be issued for all work, goods and service, above £500 excluding VAT, unless a formal contract is to be prepared or an official order would be inappropriate. Copies of orders shall be retained, along with evidence of receipt of goods
- 5.21. Any ordering system can be misused and access to them shall be controlled by the RFO

## **6) Banking and payments**

- 6.1. The council's banking arrangements, including the bank mandate, shall be made by the RFO and approved by the council; banking arrangements may not be delegated to a

committee. They shall be regularly reviewed for safety and efficiency.

- 6.2. The Council must have safe and efficient arrangements for making payments, to safeguard against the possibility of fraud or error. The RFO shall prepare a schedule of payments requiring authorisation, forming part of the Agenda for the Meeting and, together with the relevant invoices, present the schedule to Council. The Council shall review the schedule for compliance and, having satisfied itself shall authorise payment by a resolution of the council. The approved schedule shall be ruled off and initialled by the Chairman of the Meeting. A detailed list of all payments shall be disclosed within or as an attachment to the minutes of the meeting at which payment was authorised.
- 6.3. All invoices for payment should be examined for arithmetical accuracy, analysed to the appropriate expenditure heading and verified to confirm that the work, goods or services were received, checked and represent expenditure previously authorised by the Council before being certified by the RFO.
- 6.4. Personal payments (including salaries, wages, expenses and any payment made in relation to the termination of a contract of employment) may be summarised to remove public access to any personal information.
- 6.5. All payments shall be made by online banking in accordance with a resolution by Council.
- 6.6. For each financial year, the RFO may draw up a schedule of regular payments due in relation to a continuing contract or obligations, such as salaries, PAYE, pension contributions, rates, regular maintenance contracts and similar items, which the Council may authorise in advance for the year
- 6.7. The Clerk and RFO shall have delegated authority to authorise payments in the following circumstances:
  - i. Any payment of up to £1500 excluding VAT within an agreed budget

- ii. Payments of up to £5000 excluding VAT in cases of serious risk to the delivery of Council services or to Public Safety on Council premises
  - iii. Any payment necessary to avoid a charge under the Late Payment Commercial Debts (Interest) Act 1998 or to comply with contractual terms, where the due date for payment is before the next scheduled meeting of the Council, where the Clerk and RFO certify that there is no dispute or other reason to delay payments, provided that a list of such payments be submitted to the next appropriate meeting of Council
  - iv. Fund transfers within the Council's banking arrangements provided that a list of such payments is submitted to the next appropriate meeting of the Council
- 6.8. The RFO shall present a schedule of payments requiring authorisation, forming part of the agenda for the meeting, together with the relevant invoices, to the Council. The Council shall review the schedule for compliance and, having satisfied itself, shall authorise payment by resolution. The authorised schedule shall be initialled immediately below the last item by the person chairing the meeting. A detailed list of all payments shall be disclosed within or as an attachment to the minutes of that meeting.

## **7) Electronic payments**

- 7.1. Where internet banking arrangements are made with a bank the RFO shall be appointed as the Service Administrator
- 7.2. All authorised signatories shall have access to view the Council's bank accounts online.
- 7.3. No employee or Councillor shall disclose any PIN or password, relevant to the Council or its banking, to anyone not authorised in writing by the Council.
- 7.4. The Service Administrator (Clerk/RFO) shall set up all items due for payment online. A list of payments for approval, shall be sent by email to the Council

- 7.5. In the prolonged absence of the Service Administrator (Clerk/RFO) an authorised signatory shall set up any payments due before the return of the Service Administrator.
- 7.6. The authorised signatories shall check payment details against the schedule of payment, before approving each payment using the online banking system.
- 7.7. A full list of all payments made in a month shall be provided to the next Council meeting and appended to the Minutes
- 7.8. With the approval of the Council in each case, regular payments (such as utility bills, National Non Domestic Rates, salaries and pension contributions) may be made by variable direct debit or standing order. The approval of the use of each variable direct debit and standing order shall be reviewed by Council at least every two years.
- 7.9. Account details for suppliers may only be changed upon written notification by the supplier, verified by the Clerk/RFO. This is a potential area for fraud and the individuals involved should ensure that any change is genuine.
- 7.10. Members and officers shall ensure that any computer used for the Councils financial business has adequate security, with anti-virus, anti-spyware and firewall software installed and regularly updated
- 7.11. Remembered password facilities (other than secure password stores requiring separate identity verification) should not be used on any computer used for Council payments

## **8) Cheque payments**

Council no longer issues cheques

## **9) Payment cards**

- 9.1. Any Debit Card issued for use will be specifically restricted to the Clerk and/or RFO and will also be restricted to a single transaction maximum value of £1000 unless authorised by Council in writing before any order is placed.

- 9.2. A pre-paid debit card may be issued to employees with varying limits. These limits will be set by the Council. Transactions and purchases made will be reported to the Council and authority for topping up shall be at the discretion of the Council
- 9.3. Any corporate credit card or trade card account opened by the Council will be specifically restricted to use by the Clerk/RFO and any balance shall be paid in full each month
- 9.4. Personal credit or debit cards of members of staff shall not be used under any circumstances except for expenses of up to £500 including VAT incurred in accordance with Council policy

## **10) Petty Cash**

- 10.1. The Council will not maintain any form of cash float. All cash received must be banked intact. Any payments made in cash by the Clerk/RFO for postage or minor stationery items shall be refunded on a regular basis.

## **11) Payment of salaries and allowances**

- 11.1. **As an employer, the Council must make arrangements to comply with the statutory requirements of PAYE legislation**
- 11.2. **Councillors allowances (where paid) are also liable to deduction of tax under PAYE rules and must be taxed correctly before payment**
- 11.3. Salary rates shall be agreed by the Council. No changes shall be made to any employee's gross pay, emoluments or terms and conditions of employment without the prior consent of the Council or relevant committee
- 11.4. Payment of salaries shall be made, after deduction of tax, national insurance, pension contributions and any similar statutory or discretionary deductions, on or around the 25<sup>th</sup> of each month
- 11.5. Deductions from salary shall be paid to the relevant bodies within the required timescales provided that each payment is reported as set out in these regulations above
- 11.6. Each payment to employees of net salary and to the appropriate creditor of the statutory and discretionary

deductions shall be recorded in a payroll control account other separate confidential record with the total of such payments each calendar month reported.

- 11.7. Any termination payments shall be supported by a report to the Council setting out a clear business case. Termination payments shall only be authorised by full Council
- 11.8. Before employing interim staff, the Council must consider a full business case

## **12) Loans and investments**

- 12.1. Any application for Government approval to borrow money and subsequent arrangements for a loan must be authorised by the full Council and recorded in the minutes. All borrowing shall be in the name of the Council, after obtaining any necessary approval.
- 12.2. Any financial arrangement which does not require formal borrowing approval from the Secretary of State (such as Hire Purchase or Leasing of tangible assets or loans to be repaid within the financial year) must be authorised by the full Council, following a written report on the value for money for the proposed transaction.
- 12.3. The Council shall consider the requirements for an Investment Strategy and Policy in accordance with Statutory Guidance on Local Government Investments which must be written in accordance with relevant regulations, proper practices and guidance. Any Strategy and Policy shall be reviewed by the council at least annually.
- 12.4. All investments of money under the control of the council shall be in the name of the Council
- 12.5. All investment certificates and other documents relating thereto shall be retained in the custody of the RFO
- 12.6. Payments in respect of short term or long term investments, including transfers between bank accounts held in the same bank, shall be made in accordance with these regulations

### **13) INCOME**

- 13.1. The collection of all sums due to the council shall be the responsibility of and under the supervision of the RFO.
- 13.2. The Council will review all fees and charges for work done, services provided, or goods sold at least annually as part of the budget setting process, following a report of the Clerk. The RFO shall be responsible for the collection of all amounts due to the Council. The council will review all fees and charges at least annually, following a report of the Clerk.
- 13.3. Any sums found to be irrecoverable and any bad debts shall be reported to the Council by the RFO and shall be written off in the year.
- 13.4. All sums received on behalf of the Council shall be deposited intact with the Council's bankers with such frequency as the RFO considers necessary. The origin of each receipt shall be clearly recorded on the paying-in slip or other record.
- 13.5. Personal cheques shall not be cashed out of money held on behalf of the Council.
- 13.6. The RFO shall ensure that VAT is correctly recorded in the Council's accounting records and that any VAT Return required is submitted by the due date.
- 13.7. Where any significant sums of cash are regularly received by the council, the RFO shall take such steps as are agreed by the council to ensure that more than one person is present when the cash is counted in the first instance, that there is a reconciliation to some form of control such as ticket issues, and that appropriate care is taken in the security and safety of individuals banking such cash.

### **14) Payments under contracts for building or other construction works**

- 14.1. Where contracts provide for payment by instalments the RFO shall maintain a record of all such payments, which shall be made within the time specified in the contract based on signed

certificates from the architect or other consultants engaged to supervise the works.

- 14.2. Any variation of, addition to or omission from a contract must be authorised by the Clerk to the contractor in writing, with the Council being informed where the final costs is likely to exceed the contract sum by 5% or more, or likely to exceed the budget available.

## **15) Stores and equipment**

- 15.1. The Clerk shall be responsible for the care and custody of stores and equipment
- 15.2. Delivery notes shall be obtained in respect of all goods received into store or otherwise delivered and goods must be checked as to order and quality at the time delivery is made
- 15.3. Stocks shall be kept at minimum levels consistent with operational requirements

## **16) Assets, properties and estates**

- 16.1. The Clerk shall make arrangements for the safe custody of all title deeds and Land Registry Certificates of properties held by the council.
- 16.2. The RFO shall ensure that an appropriate and accurate Register of Assets and Investments is kept up to date, with a record of all properties held by the Council, their location, extent, plan, reference, purchase details, nature of the interest, tenancies granted, rents payable and purpose for which held in accordance with Accounts and Audit Regulations
- 16.3. The continued existence of tangible assets showing on the Register shall be verified at least annually possibly in conjunction with health and safety inspection of assets
- 16.4. No interest in land shall be purchased or otherwise acquired, sold, leased or otherwise disposed of without the authority of the Council, together with any other consents required by law. In each case a written Report shall be provided to Council in respect of valuation and surveyed condition of the property (including matters such as planning permissions and

covenants) together with a proper business case (including an adequate level of consultation with the electorate where required by law).

- 16.5. No tangible moveable property shall be purchased or otherwise acquired, sold, leased or otherwise disposed of without the authority of the Council together with any other consents required by law, except where the estimated value of any one item does not exceed £1500. In each case a written report shall be provided to Council with a full business case.

## **17) Insurance**

- 17.1. The RFO shall keep a record of all insurances effected by the Council and the property and risks covered, reviewing these annually before the renewal date in conjunction with the Council's review of risk management
- 17.2. The Clerk shall give prompt notification to the RFO of all new risks, properties or vehicles which require to be insured and of any alternations affecting existing insurances
- 17.3. The RFO shall be notified of any loss liability or damage or of any event likely to lead to a claim, and shall report these to Council at the next available meeting. The RFO shall negotiate all claims on the Council's insurers in consultation with the Clerk
- 17.4. All appropriate members and employees of the council shall be included in a suitable form of security or fidelity guarantee insurance which shall cover the maximum risk exposure as determined by the Council.

## **18) Suspension and revision of Financial Regulations**

- 18.1. **The Council shall review these Financial Regulations of the Council bi annually and, following any change of Clerk or RFO. The Clerk shall monitor changes in legislation or proper practices and advise the Council of any need to amend these Financial Regulations.**

- 18.2. The Council may, by resolution duly notified prior to the relevant meeting of Council, suspend any part of these Financial Regulations provided that reasons for the suspension are recorded and that an assessment of the risks arising has been presented to all members of Council. Suspension does not disapply and legislation or permit the Council to act unlawfully
- 18.3. The Council may temporarily amend these Financial Regulations by a duly notified resolution, to cope with periods of absence, local government reorganization, national restrictions or other exceptional circumstances.

## **Appendix 1 – Tender process**

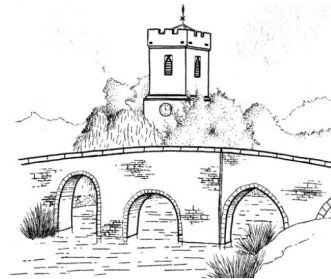
Any invitation to tender shall state the general nature of the intended contract and the Clerk shall obtain the necessary technical assistance to prepare a specification in appropriate cases.

- 1)** The invitation shall, in addition, state that tenders must be addressed to the Clerk in the ordinary course of post, unless an electronic tendering process has been agreed by Council
- 2)** Where a postal process is used, each tendering firm shall be supplied with a specifically marked envelope in which the tender is to be sealed and remain sealed until the prescribed date for opening tenders for that contract. All sealed tenders shall be opened at the same time on the prescribed date by the Clerk in the presence of at least one member of the Council
- 3)** Where an electronic tendering process is used, the Council shall use a specific email address that will be monitored to ensure that nobody accesses any tender before the expiry of the deadline for submission
- 4)** Any invitation to tender issued under this regulation shall be subject to Standing Order 18c) and shall refer to the terms of Bribery Act 2010
- 5)** Where the Council does not accept any tender, quote or estimate, the work is not allocated and the Council requires further pricing, no person shall be permitted to submit a later tender, estimate or

quote, who was present when the original decision-making process was being undertaken

Approved by Bidford on Avon Parish Council 11<sup>th</sup> May 2026

**BIDFORD ON AVON PARISH COUNCIL**  
**In the County of Warwickshire**



**Policy on dealing with abusive,  
persistent or vexatious  
complaints and complainants**

# **Policy on dealing with abusive, persistent or vexatious complaints and complainants**

## **1. Introduction**

- 1.1 Dealing with a complaint is a straightforward process, but in a minority of cases, people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for the council. This can happen either while their complaint is being investigated, or once the council has finished dealing with the complaint.
- 1.2 The Council is committed to dealing with all complaints equitably, comprehensively, and in a timely manner.
- 1.3 The Council will not normally limit the contact which complainants have with council staff or office.
- 1.4 The Council does not expect staff to tolerate unacceptable behaviour by complainants or any customer. Unacceptable behaviour includes behaviour which is abusive, offensive or threatening and may include
  - Using abusive or foul language on the telephone
  - Using abusive or foul language face to face
  - Sending multiple emails
  - Leaving multiple voicemails
- 1.5 The Council will take action to protect staff from such behaviour. If a complainant behaves in a way that is unreasonably persistent or vexatious, the Council will follow this policy.
- 1.6 Raising legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant.
- 1.7 Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause them to be labelled vexatious or unreasonably persistent.

## **2. Aim of this policy**

- 2.1 The aim of this policy is to contribute to the Council's overall aim of dealing with all complainants in ways which are demonstrably consistent, fair and reasonable.

2.2 It sets out how it will decide which complainants will be treated as vexatious or unreasonably persistent, and what it will do in those circumstances. The policy is for the information of staff, staff in Bidford on Avon partner organisations and councillors, as well as customers.

### 3. Definitions

3.1 the Council has adopted the Local Government Ombudsman's (LGO) definition of "***unreasonable complainant behaviour***" and "***unreasonable persistent complaints***"

3.2 It defines unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the council, hinder its consideration of their or other people's complaints. The description 'unreasonably persistent' and 'vexatious' may apply separately or jointly to a particular complainant.

3.3 Examples include the way or frequency that complainants raise their complaint with staff, or how complainants respond when informed of our decision about the complaint.

3.4 Features of an unreasonably persistent and/or vexatious complainant include the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):

#### **An unreasonably persistent and/or vexatious complainant may:**

- have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that they do not admit or make obvious)
- refuse to specify the grounds of a complaint despite offers of assistance
- refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure (eg parking ticket and planning appeals)
- refuse to accept that issues are not within the power of the council to investigate, change or influence (examples could be a complaint about a private car park, or something that is the responsibility of another organisation)

- insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (insisting, for instance, that there must not be any written record of the complaint)
- make what appear to be groundless complaints about the staff dealing with the complaints, and seek to have them dismissed or replaced
- make an unreasonable number of contacts with the Council, by any means in relation to a specific complaint or complaints
- make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to numerous, frequent and/or complex letters, telephone calls or emails)
- harass or verbally abuse or otherwise seek to intimidate staff dealing with their complaint, in relation to their complaint by use of foul or inappropriate language or by the use of offensive and racist language
- raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process
- introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be considered and commented on
- change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- deny statements they made at an earlier stage in the complaint process
- electronically record meetings and conversations without the prior knowledge and consent of the other person involved
- adopt an excessively 'scattergun' approach, for instance, pursuing a complaint or complaints not only with the council, but at the same time with a Member of Parliament, other councils, elected councillors of this and other councils, the council's independent auditor, the Monitoring Officer, the police, and solicitors.
- refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given
- make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded, and insist that the minor differences make these 'new' complaints which should be put through the full complaints procedure

- persistently approach the council through different routes about the same issue
- persist in seeking an outcome which Council has explained is unrealistic for legal or policy (or other valid) reasons
- refuse to accept documented evidence as factual
- complain about or challenge an issue based on a historic and irreversible decision or incident
- combine some or all of these features

#### **4. Imposing restrictions**

- 4.1 The Council will ensure that the complaint is being, or has been, investigated properly according to the parish council's complaints procedure.
- 4.2 The Clerk will contact the complainant in writing or by email to explain why this behaviour is causing concern, and ask them to change this behaviour. The Clerk will explain the actions that the council may take if the behaviour does not change.
- 4.3.1 If the disruptive behaviour continues, the Clerk will issue a reminder letter or email to the complainant advising them that the way in which they will be allowed to contact us in future will be restricted. The Clerk, together with members of the Staffing Panel, will make this decision and inform the complainant in writing or by email of what procedures have been put in place and for what period.
- 4.4 Any restriction that is imposed on the complainant's contact with us will be appropriate and proportionate and the complainant will be advised of the period of time the restriction will be in place for. In most cases restrictions will apply for between 3 and 6 months but in exceptional cases may be extended. In such cases the restrictions would be reviewed on a quarterly basis.
- 4.5 Restrictions will be tailored to deal with the individual circumstances of the complainant and may include :
  - Banning the complainant from making contact by telephone except through a third party eg solicitor/councillor/friend acting on their behalf
  - Banning the complainant from sending emails to individual and/or all council officers and insisting they only correspond by letter

- Banning the complainant from using any of the council's services
- Banning the complainant from accessing any council building except by appointment
- Requiring contact to take place with one named member of staff only
- Restricting telephone calls to specified days / times / duration
- Requiring any personal contact to take place in the presence of an appropriate witness
- Letting the complainant know that the Council will not reply to or acknowledge any further contact from them on the specific topic of that complaint (in this case, a designated member of staff should be identified who will read future correspondence)

4.6 When the decision has been taken to apply this policy to a complainant, the Clerk will contact the complainant in writing (and/or as appropriate) to explain:

- why the decision was made
- what action is being taken,
- the duration of that action,
- the review process of this policy

4.7 The Clerk will enclose a copy of this policy in the letter to the complainant.

4.8 Where a complainant continues to behave in a way which is unacceptable, the Clerk, together with members of the Staffing Panel, may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

4.9 Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, the Council will consider other options, for example reporting the matter to the police or taking legal action. In such cases, it may not give the complainant prior warning of that action.

## **5. New complaints from complainants who are treated as abusive, vexatious or persistent**

5.1 New complaints from people who have come under this policy will be

treated on their merits. The Clerk together with members of the Staffing Panel, will decide whether any restrictions which have been applied before are still appropriate and necessary in relation to the new complaint. We do not support a “blanket policy” of ignoring genuine service requests or complaints where they are founded.

- 5.2 The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on Council’s contact with them, will be recorded and notified to those who need to know within the council.

## **6. Review**

- 6.1 The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Clerk and members of the Staffing Panel, after three months and at the end of every subsequent three months within the period during which the policy is to apply.
- 6.2 The complainant will be informed of the result of this review if the decision to apply this policy them has been changed or extended.

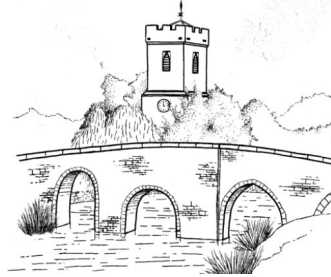
## **7. Record keeping**

- 7.1 Adequate records will be retained by the appropriate service manager of the details of the case and the action that has been taken. The Clerk will retain a record of
- The name and address of each customer who is treated as abusive, vexatious or persistent
  - When the restriction came into force and ends
  - What the restrictions are
  - When the customer and departments were advised
- 7.2 The Council will be provided with an annual report at the Annual Meeting of the Parish Council, giving information about customers who have been treated as vexatious/persistent as per this policy.

**THIS POLICY WAS REVIEWED AND APPROVED ON 11 MAY 2026**

# **BIDFORD ON AVON PARISH COUNCIL**

## **In the County of Warwickshire**



### **TRAINING POLICY**

#### **1. Statement**

Bidford-on-Avon Parish Council is committed to ensuring its councillors and clerk are trained to enable them to carry out their duties to the best of their ability.

As legislation changes and more power is delegated to Parish and Town Councils, it is essential all members of the Parish Council, and its employees, are equipped to meet these new challenges so that it can best serve its local community.

#### **2. Training Commitments:**

- Councillors
  - All new councillors should attend the Induction courses regularly arranged by Warwickshire and West Midlands Association of Local Councils (WALC)
  - The Chairman and Vice Chairman shall attend the training for Chairmen regularly arranged by WALC
  - Planning – all councillors take part in considering planning applications and it is, therefore, essential, they are all aware of up to date developments in planning matters.  
The Council shall ensure councillors and clerk attend any training arranged by Stratford on Avon DC (Planning Authority) or Warwickshire and West Midlands Association of Local Councils (WALC), of which the Parish Council is an affiliate.

The Clerk shall also ensure that all information sent by the National Association of Local Councils (NALC) is made available to all councillors.

- Members of the Council are expected to attend the Annual One Day Briefing/AGM arranged by the WALC
- The Clerk will offer support and guidance to new councillors
- Clerk
  - With the support of the Council, the Clerk completed her BA (Hons) degree in Community Engagement and Governance at the University of Gloucester in July 2014 (she already qualified for CiLCA)
  - Shall keep up to date with all developments relevant to the sector and attend training sessions organized by WALC or other relevant bodies.
  - Shall keep up with the Continuous Development Plan set out by the Institute of Local Council Management/Society of Local Councils
  - Special attention to be paid to the developments in the Localism Act
  - Shall read relevant publications, such as The Clerk and LCR to keep updated and develop best practice

### **3. Identifying Training Needs**

- Changes in legislation relevant to the sector will result in extra training being needed. It is the responsibility of the Chairman and Clerk to identify these needs and to ensure councillors are kept up to date and receive training when required.
- Special attention will be needed in respect to the Localism Act and changes in the Planning System as both these will directly affect the local community which the Parish Council represents and serves.
- The Parish Council is also a member of WALC and receives regular newsletters and updates on changes to the sector which are considered by Council at each Parish Council meeting.

### **4. Training Resources**

Funds for training are allocated each year in the Budget and are regularly reviewed to ensure the training needs of the Council are met.

## **5. Measuring the Impact of Training**

- Councillors are encouraged to make reports following a training/workshop session
- Improvements in the way the Parish Council works and communicates with the local community are a consequence of training
- Better understanding of the sector
- More community involvement

**THIS POLICY WAS REVIEWED AND APPROVED ON 11<sup>th</sup> MAY 2026**

## **Parish Council and Planning Committee Meetings 2026/27**

All meetings start at 7.30 pm unless otherwise indicated and take place at the Parish Council Meeting Room, Bramley Way, except in November, when it takes place at Broom Village Hall.

Agenda for the meetings are posted on the website the Wednesday before the meeting date and advertised on social media

### **PLANNING**

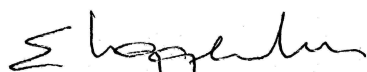
Monday 8<sup>th</sup> June 2026  
Monday 13<sup>th</sup> July 2026  
Monday 10<sup>th</sup> August 2026  
Monday 7<sup>h</sup> September 2028  
Monday 12<sup>th</sup> October 2026  
Monday 9<sup>th</sup> November 2026  
No Meeting  
Monday 11<sup>th</sup> January 2027  
Monday 8<sup>t2</sup> February 2027  
Monday 8<sup>th</sup> March 2027  
Monday 13<sup>th</sup> April 2027  
No Meeting

**(Annual  
Council)**

### **PARISH COUNCIL**

Monday 22<sup>nd</sup> June 2026  
Monday 27<sup>th</sup> July 2026  
Monday 24<sup>th</sup> August 2026  
Monday 28<sup>th</sup> September 2026  
Monday 26<sup>th</sup> October 2026  
Monday 30<sup>th</sup> November 2026  
Monday 21<sup>st</sup> December 2026  
Monday 25<sup>th</sup> January 2027  
Monday 22<sup>nd</sup> February 2027  
Monday 29<sup>th</sup> March 2027  
Monday 26<sup>th</sup> April 2027  
Monday 17<sup>th</sup> May 2027

**Meeting of the Parish**



Elisabeth Uggerløse  
Clerk to the Parish Council  
Tel 778 653/Mob 07718628925