

**Champions Manor Hall
Hullbridge Road
South Woodham Ferrers
Essex CM3 5LJ
Tel. 01245 321817**

A G E N D A

You are summoned to the Annual Meeting of the TOWN COUNCIL

to be held at 8.00 p.m. on

Tuesday 3rd May 2022

At Champions Manor Hall, Hullbridge Road, South Woodham Ferrers,

To consider the following business

Local residents are welcome to attend this meeting. At the meeting, your elected Councillors will take decisions affecting YOU, the Community, and the Town. At the beginning of the meeting there is an opportunity for you to make representations, answer questions and give evidence in respect of any item of business on the agenda. The public may participate for up to 15 minutes for this purpose. If you have any queries, please telephone the Town Clerk on 01245 321817.

**Karen Atkins
South Woodham Ferrers Acting Town Clerk
26th April 2022**

- 1. Election of the Town Mayor for 2022/23**
In accordance with Standing Order 5e. to consider nominations for Town Mayor for 2022/2023.
- 2. Declaration of Acceptance of Office by the Town Mayor for 2022/23**
In accordance with Standing Order 5j.i. the Town Mayor to complete the acceptance of office.
- 3. Election of the Deputy Town Mayor for 2022/23**
In accordance with Standing Order 5e. to consider nominations for Deputy Town Mayor for 2022/23.
- 4. Apologies for Absence**
To RECEIVE and ACCEPT any apologies for absence.
- 5. Declarations of Interest**
 - 5.1 Current Meeting**
Any Member declaring an interest is asked to state whether this is a pecuniary or non-pecuniary interest. Clarification, if required, can be sought prior to the meeting with the Chairman or the Town Clerk.
 - 5.2 Registration of Members' Interests**
Councillors have been issued with new register of interests' forms for completion, if current interests have changed these must be forwarded to the Acting Town Clerk.
- 6. Confirmation of Minutes**
To APPROVE the minutes of the meeting held on 4th May 2021 as a true record.
- 7. Items to Note**
Casual Vacancies:
 - **Chetwood Ward:** There is one vacancy for Co-option.
 - **Elmwood Ward:** This vacancy will be elected un-opposed by Terry Sherlock on the 5th of May 2022.
 - Report from the Health and Social Care Group attached to the agenda
 - Town Council Insurance In accordance with standing Order 5.j.xiv. to **NOTE** The Town Council Insurance beginning at 31/5/22 for a further three years with Zurich Insurance.
- 8. Public Questions**
In accordance with Standing Order 3.e. to allow up to 15 minutes for members of the public to make representations, answer questions and give evidence in respect of any item of business on the agenda. At the close of this item members of the public will no longer be permitted to address the Council; Members with pecuniary interests will also not be permitted to speak, address the Council on those interests and must leave the meeting when the item in relation to their interest is being discussed.
- 9. Code of Conduct**
Committee to discuss leaving the Code of Conduct as an item on agendas. Members are reminded of the Code of Conduct and their behaviour towards fellow Councillors and officers, any member which continuously breaches this will be asked to

leave the meeting.

10. Reports from Committee Chairmen

10.1 Environment Committee

It was noted that a meeting will be held on 20/04/2022

10.2 Leisure Committee

It was noted that a meeting was held on 23/03/22

10.3 Planning Committee

It was noted that a meeting was held on 30/03/22

10.4 Policy and Resources Committee

It was noted that a meeting was held on 13/04/22

10.5 Development & Infrastructure Committee

It was noted that a meeting was held on 30/03/22 & 20/04/22

11. Terms of Reference

In accordance with Standing Order 5.j.vi to consider Terms of Reference for

- Current committees, Sub- Committees as attached to the agenda.
- Staffing committee as attached to agenda

12. Standing Orders

Council to agree changes to revised Standing Orders April 22.

- Rules of Debate at Meetings.
- Ad hoc changes as agreed by Council.

13. Staffing Committee

Council to consider that the current Staffing Committee members remain on the Staffing Committee until Council instructs the new staffing committee to assume responsibility.

14. Election of Members of Council Committees for 2022/2023

For clarity those elected to the committee will vote for the Chair, Vice – Chair, Finance & Projects, and staffing representative of that committee

Planning & Environment Committee

14.1 Planning & Environment Committee (up to 14 Members)

14.2 Election of Chairman and Vice Chairman of the Planning & Environment Committee for 2022/2023

14.3 To appoint one member of the Planning & Environment Committee to the Finance & Projects Committee

14.4 To appoint one member of the Planning & Environment Committee to the Staffing Committee

Events, Community & Leisure Committee

15.1 Events, Community & Leisure Committee (up to 14 Members)

15.2 Election of Chairman and Vice Chairman of the Events, Community & Leisure Committee for 2022/2023

15.3 To appoint one member of the Events, Community & Leisure Committee to the Finance & Projects Committee

15.4 To appoint one member of the Events, Community & Leisure Committee to the Staffing Committee

Finance & Projects Committee

16.1 Finance & Projects Committee (up to 14 Members)

- 16.2** Election of Chairman and Vice Chairman of the Finance & Projects Committee for 2022/2022.
- 16.3** To appoint one member of the Finance & Projects Committee to the Staffing Committee
- 17.** Nominations are requested for Members to serve on the following Working Parties and Sub Committees:
- 17.1 Community Resilience Team** (reporting to Council)
- 17.2 Youth Club Working Party** (reporting to Events, Community & Leisure)
- 17.3 Climate & Ecological Emergency Working group** (reporting to Planning & Environment).
- 18. Nominations of Council Representatives on Other Bodies for 2022/2023**
A list of existing representatives is attached to the agenda. Members are reminded that, if not able to attend the reporting Committee/Council meeting, a written report should be sent.
Each body, where more than one representative is nominated, is requested to appoint a Lead Councillor for that body and notify the Acting Town Clerk.
Please note that the role of the Lead Councillor is to ensure that meetings of that body are attended by a member/s of the group and that a report (written or verbal) is made to Council or the appropriate
- 19. Complaints Procedure**
In accordance with standing Order 5.j.xvi. to review the Council's complaints procedure as attached to the agenda.
- 20. Asset Register**
In accordance with standing order 5.j.xiii to review the inventory of land and other assets including building and office equipment. This will be circulated prior to the meeting.
- 21. Reports from Representatives of Outside Bodies by Lead Councillors**
20.1 South Woodham Ferrers Village Hall Trust Management Committee – Councillor Humphrey
20.2 South Woodham Playing Fields Management Committee
- 22. Town Mayor's Announcements**
The Town Mayor 2021/2022 will provide a verbal report.
A list of recent events attended by the Town Mayor and Deputy Town Mayor is attached to the agenda.
- 23. Chelmsford City Council / Essex County Council**
To consider report(s) to Council concerning matters of interest to South Woodham Ferrers:
City Councillors
- Councillors Bentley
 - Councillor Roberts
 - Councillor Sismey
 - Councillor John
 - Councillor Massey

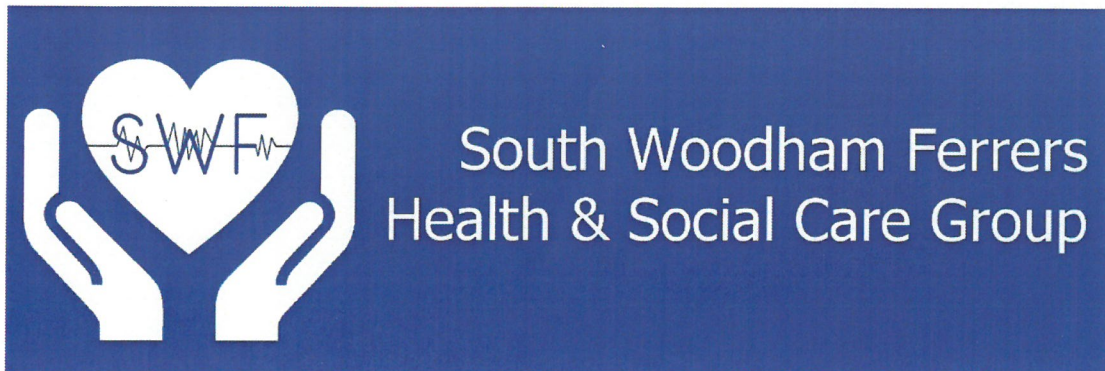
Essex County Councillor
• Councillor Massey

Media Contact

- 24.** To consider whether any items on the agenda warrant a Media release and if so, to agree a Councillor to comment, if applicable.

Next Meeting

- 25.** The next meeting of the Council will be held on 21st June 2022, at 8 p.m.



**Report to the South Woodham Ferrers Town Council
for meeting on 3rd May 2022**

Since the last Town Council meeting on 9 March 2022 the South Woodham Ferrers Health & Social Care Group (HSCG) has continued to be very busy in its communications role. The vaccination programme has continued to evolve. The removal on 1 April of all restrictions has meant that there has been lots of information coming from the Government and NHS Agencies. The HSCG has attempted to extract and summarise the most important messages and publicise them on its website, through social media and in the Focus magazine.

However, with the huge spike of Omicron infections the work of the volunteers has proceeded at pace and HSCG has been funded by Essex County Council (ECC) to continue with this until June. However, this work cannot go on for ever. HSCG is working with ECC to research the lessons learned and demand identified, and develop some sort of framework for ongoing sustainable local support for the vulnerable and needy.

The staff at Crouch Vale Medical Centre continue to make changes to procedures to allow better access for patients. These changes were publicised through the Practice websites and through HSCG communications channels. The HSCG continues to be in close contact with the Practices so that future changes can be communicated.

On 29 March HSCG held a virtual public meeting about the forthcoming reorganisation of SWF's health and social care services with the legislation for our new Integrated Care System (ICS) to launch in July. We were graced with keynote contributions from the Executive Lead for Mid & South Essex ICS and the Alliance Director for Mid Essex. A recording of the meeting and all the papers are published on our website at

<https://swfhealthsocial.co.uk/2022/03/26/reorganisation-of-south-woodham->

[ferrers-health-and-social-care/](#) . This change offers opportunities for Townsfolk to benefit from economies of scale at ICS level and attention to localities via our Alliance Place. Taking all major health and social care providers and commissioners into a single organisation will improve joined-up working and make patient and public engagement with them all easier.

A copy of our latest weekly article from Sunday 24 April is **attached**. Our regular articles have covered all the changes during the last two months and the recent huge spike in infections.

Our other activities have continued. The project with a Warwick University Medical School Masters' Research programme student undertaking further research into patient & public engagement with health and social care systems, and rehabilitation services for patients with the most complex neuro-muscular-skeletal injuries, continues and is due for completion in June. Our engagement with various groups continues, including: Livewell Chelmsford; EPUT; Essex County Council; ARU Medical School; East of England Major Trauma Network; East of England Rehabilitation Network; and, East of England MSK (muscular skeletal) Network.

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Attachment



South Woodham Ferrers Health & Social Care Group

On Sunday 24 April: COVID INFECTIONS STILL VERY HIGH; DEATHS INCREASING. NO REGULATIONS BUT IT'S STILL AWFUL. PLEASE GET VACCINATED; appointments and walk-ins aren't busy. The Office for National Statistics (ONS) suggests SWF has 941* Covid cases.

People we support have Covid badly. Deaths continue rising. Staff illness is hitting all services and supplies. We know everyone wants to get on with life but we're seeing people who can't. If you get it you'll likely be stopped in your tracks. **PLEASE BEHAVE RESPONSIBLY FOR YOUR OWN AND EVERYONE'S SAKE.** Will returns to schools, colleges and work after Easter holidays increase spread of Covid? Will more outdoor activities reduce transmission? We'll see in the next few weeks.

The Gov.UK Coronavirus Dashboard (now only published on weekdays) says SWF had **40 Covid cases** in the week ended (w/e) 17 April. **The Dashboard is inaccurate for infections as numbers of tests fall and infections go undetected/unreported.** The ONS is regarded as the best such indicator in the world. The Dashboard says in w/e 22 April there were 1,956 (p/w 1,637) Covid deaths and in w/e 15 April **13,752** (p/w 15,432) patients admitted to hospital. The 3-week lag between infections and subsequent hospitalisations and deaths will be reflected in the coming weeks. The latest, said to be more reliable, ***ONS data estimates 3,218,700** (1 in 17) people in England had Covid in w/e 16 April (p/w 3,773,800 = 1 in 14). **Taking the ONS estimate and SWF's population as 16,000 that means there were actually 941 (p/w 1142) SWF residents with Covid in w/e 9 April.**

No one testing positive for COVID-19 is now legally required to self-isolate. The Government says: there are still steps you can take to reduce the risk of catching and spreading COVID-19: **GET VACCINATED**; ventilate indoor meetings; meet outdoors; consider wearing face coverings in crowded enclosed spaces. Stay at home if you can and avoid contact with other people.

Essex Guidance is: **GET VACCINATED**, ventilate indoor meetings; wear face masks in crowded & enclosed spaces; LFD test regularly. **WHY ARE 10% OF SWF PEOPLE UNVACCINATED?** On 17 April, in SWF 89.1% of people 12+ years old have had 1st jab (p/w 89.0%); 85.5% have had 2nd jab (p/w 85.3%) and 70.6% have had a 3rd dose or booster (70.4% p/w). SWF is below the national averages of 92.3% for 1st doses and 86.4% for 2nd doses, and above the national average of 68.0% for 3rd & booster doses. Most deaths and people in intensive care in Essex and England are not fully vaccinated;

Latest ONS release 16 March 2022: **Deaths involving COVID-19 by vaccination status, England: deaths occurring between 1 January 2021 and 31 January 2022**. This says: The ASMRs (Age-standardised mortality ratios) for deaths in England involving Covid between 1 January 2021 – 31 January 2022 show significant differences depending on vaccination history. Deaths are lower for those who have had a third or booster dose than unvaccinated people. Deaths are also lower in those who have had two doses recently rather than those unvaccinated; but deaths rise in those who had only two doses more than six months previously. This suggests that the effectiveness of the vaccine wanes over time, particularly in the elderly.

Our NHS, social care, education and economy are suffering badly with Covid's effects and its aftermath. **Ambulance services and GPs are under severe pressure. Local hospitals have suspended/restricted visiting, are postponing surgery & appointments, and say don't attend A&E unless life is threatened, or you're seriously injured.**

From 1 April free universal Covid Lateral Flow Device (LFD) & PCR (polymerase chain reaction) tests for the English general public are no longer provided. We know this causes problems and have reported this to the authorities. Reasonably priced LFD kits are available from some pharmacies and online providers.

Covid Vaccination sessions at Tylers Ride Vaccination Hub from 0800-2200 are on Mondays, Saturdays & Sundays; take up is low. It's best to make pre-arranged online appointments; but walk-ins are encouraged and accommodated subject to available supplies; if you arrive unbooked when the Hub is open you will be told whether or not you can be jabbed. Tylers Ride Hub is unable to vaccinate any children younger than 12yrs old. There are no open walk-ins or vaccination sessions at Crouch Vale Medical Centre.

Full Information about mass vaccination centres, including opening times, is at: <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/find-a-walk-in-coronavirus-covid-19-vaccination-site/> . Covid vaccinations can be booked online at <https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/book-coronavirus-vaccination/> or on 119.

Information about the vaccines and vaccination policy is at:

<https://www.nhs.uk/conditions/coronavirus-covid-19/coronavirus-vaccination/coronavirus-vaccine/>. The following will get a Spring Booster: 75+yr olds 6 months from last dose; care home residents 3-6 months from last dose; Immunosuppressed 12+yr olds 6 months from last dose. Eligible patients should wait to be invited by the NHS. 18+yr olds can have 3rd dose boosters 3 months after a 2nd dose; they should also wait at least 28 days after any Covid infection. 16 & 17-year-olds can get 1st & 2nd jabs and at least 3 months after their 2nd jab can book boosters or attend walk-in centres. 12-15-year-olds are now being offered two doses. Parents/Guardians of Children aged 5-11, who are in a clinical risk group or live with someone who is immunosuppressed, will be invited to get the children a 1st & 2nd dose and must wait for the NHS to contact them about this.

Ring 999 for life-threatening emergencies. Ring 111 to book other A&E attendance slots at any time or for all other out of hours' services. **To contact Kingsway Surgery for non-urgent or other routine matters please don't ring but email kingsway.receptionist@nhs.net . For Greenwood Surgery phone for all clinical matters; for prescription and administration queries email greenwood.meds@nhs.net ; please don't contact them about hospital appointments for which you've been referred but ring the Central Referral Service on 0300 123 0771 or Broomfield Hospital Appointment Line on 01245 123 0771; the Practices can't provide hospital appointment details.**

SWF Health & Social Care Group is working with the Town's GPs & Pharmacists. Since March 2020 we've delivered over 10,900 tasks. We provide health & social care support, information and signposting to patients & people in SWF and surrounds, especially those at risk, isolating, housebound, and without local support. Information is on our website <https://swfhealthsocial.co.uk/> . Contact us with queries on swfhealthsocial@outlook.com ; if you don't have internet access leave a voicemail on **01245 322079** which is monitored daily.

Hands-Face-Space; stay safe, protect our NHS, save lives.

Reports from Committee Chairmen

9.1 Environment and Open Spaces Committee

It was noted that a meeting will be held on 20/04/22

- Letter to Greater Anglian, Network Rail, MP John Whittingdale & Minister Dept of Transport.
- Gateway planters
- School zone consultation
- Town sign competition
- Friends of the Earth Questionnaire

9.2 Leisure and Community Committee

It was noted that a meeting was held on 23/03/22

- Toddler group at Champions Manor Hall
- Refurbish bandstand for Platinum Jubilee celebrations.
- Inner Wheel Arts & Craft Fayre
- Cinema Club

9.3 Planning Committee

It was noted that a meeting was held on 30/03/22

- Our response to Maldon District Councils "Call for Sites Consultation".

9.4 Policy and Resources Committee

It was noted that a meeting was held on 13/04/22

- Changes to Standing Orders
- Grant awarded for Jubilee Stage and equipment at The Village Hall
- New perimeter fencing around the Bowling Green
- New storage at the rear of Champions Manor Hall
- Bowls Club to rent the outside rear storage room yearly.

9.5 Development & Infrastructure Committee

It was noted that a meeting was held on 30/03/22 & 20/04/22

- Progress with Planning Application 22/00311/OUT submission.
- The Development and Infrastructure's completed committee response to planning application 22/00311/OUT submitted by the deadline of 4th May

Town Council Committee

Membership	Up to 20 Members
Reports to:	The Town Council

The executive Committee is responsible for the following functions:

- 1 Appoint Mayor and Deputy
- 2 Power to issue precept
- 3 Approve budget
- 4 Consider Audit reports
- 5 Consider Annual reviews of standing orders, finance regulations, Committee and Council structures and Terms of Reference
- 6 Approve schedule of projects submitted by Finance & Projects Committee.
- 7 Appoint Co-opted members
- 8 Appoint members to serve on Committees & outside bodies
- 9 Borrowing money
- 10 Changes to Code of Conduct
- 11 Receive reports from representatives on outside bodies
- 12 Matters of major importance or concern
- 13 Community Resilience and Civil emergency
- 14 Disposal of land
- 15 Decide appropriate Committee for outside bodies to report to
- 16 EALC
- 17 Larger Local Council's Forum
- 18 Receive reports from outside bodies.

Agendas and minutes will be provided to all Town Councillors, City Councillors and County Councillors representing South Woodham Ferrers.

Finance & Projects Committee

Membership	Up to 14 Members (Mayor and Deputy Mayor must be members)
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Reports to:	The Town Council
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The executive Committee is responsible for the following functions:

Issues in and around South Woodham Ferrers relating to the following:

- 1 Manage and approve grants
- 2 Town Council disposal of assets (exc land and buildings)
- 3 Annual Budget and precept setting, preparation for Full Council approval in conjunction with Committees
- 4 Consult with local resident's and relevant organisations on projects requiring funding from S106 and CiL monies and recommend priorities to Full Council
- 5 Appoint bankers
- 6 Approve (or consider) committee expenditure beyond their budgets.
- 7 Champions Manor Hall
- 8 Recommend investments and borrowing to Council
- 9 Consider and assist on all expenditure for projects or events where single ticket exceeds £25,000.00
- 10 Setting of fees for Town Council owned assets
- 11 Approve Town Council Contribution towards Swimming pool costs
- 12 Receive reports from outside bodies

Agendas and minutes will be provided to all Town Councillors, City Councillors and County Councillors representing South Woodham Ferrers.

Planning & Environment Committee

Membership	Up to 14 Members
Reports to:	The Town Council

The executive Committee is responsible for the following functions:

Issues in and around South Woodham Ferrers relating to the following:

- 1 Address resident's concerns on highways and public transport issues
- 2 Litter Control & ESO utilisation
- 3 Local signage and information boards
- 4 Management of Town Council owned open spaces and Town signs.
 - 4.1 Garden of Remembrance.
 - 4.2 Millennium Place and the Town Sign.
 - 4.3 Woodham Fenn.
 - 4.4 Collingwood Pond
- 5 Street Furniture and floral displays (both Town Council owned land and non - Town Council land)
- 6 Support for environmental initiatives and enhancements
- 7 Consider and comment on plans, dev briefs, tree applications within and around SWF
- 8 Respond to any issues regarding development of land and property within and around SWF.
- 9 Manage and update Neighbourhood Plan and recommend any changes to Full Council for consideration
- 10 Consider and comment on all large – scale consultations or public/private infrastructure proposals
- 11 Receive reports from outside bodies

Agendas and minutes will be provided to all Town Councillors, City Councillors and County Councillors representing South Woodham Ferrers.

Events, Community and Leisure Committee

Membership	Up to 14 Members
Reports to:	The Town Council

The executive Committee is responsible for the following functions:

- 1 The Bandstand.
- 2 Development of Leisure and community facilities provided by Chelmsford City and Essex County Council
- 3 Community activities operated by the Town Council or within Town Council owned property and open spaces.
- 4 Development and support of local leisure and sporting activities
- 5 Provision of Community Christmas Fayre
- 6 Provision of all other Community events
- 7 Community health matters
- 8 Receive reports from outside bodies

Agendas and minutes will be provided to all Town Councillors, City Councillors and County Councillors representing South Woodham Ferrers.

Staffing Committee

Membership 5 Members comprising of the Town Mayor, the Deputy Town Mayor and 3 other members being 1 from each of the Environment, Leisure and Planning Committees.

Reports to: The Town Council

It shall meet at least twice a year and extra meetings may be called if required. All meetings will be in closed session.

Three members shall constitute a quorum.

This Staffing Committee shall be responsible for the following functions:

- 1 To establish and keep under review the staffing structure.
- 2 To draft, implement, review, monitor and revise policies for staff.
- 3 To establish and review salary pay scales for all categories of staff and to be responsible for their administration and review.
- 4 To oversee the recruitment and appointment of staff.
- 5 To arrange execution of new employment contracts and changes to contracts.
- 6 To establish and review performance management (including annual appraisal) and staff training programmes for staff.
- 7 To oversee any process leading to dismissal of staff (including redundancy).
- 8 To keep under review staff working conditions, and health and safety matters.
- 9 To monitor and address regular or sustained staff absence.
- 10 To make recommendations on staffing related expenditure to the Town Council.
- 11 To consider any appeal against a decision in respect of pay.
- 12 To consider a grievance or disciplinary matter. If an appeal is submitted the Staffing Committee has the power to create a Staffing Sub-Committee to consider the appeal. Staffing Sub-Committee will consist of 3 Councillors.

Guidelines for Members on confidentiality issues

It is noted that much of the work may require particular attention to the confidential and sensitive nature of the issues being discussed. Members of the Sub Committee will need to complete their work with particular reference to the Data Protection Act 1998 and the Public Bodies (Admission to Meetings) Act 1960.

COMPLAINTS POLICY

A complaint is an expression of dissatisfaction about the Council's actions of lack of action, about the standard of a service, or about an administrative fault such as not following procedures, standing orders, or making a mistake. This applies whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council.

The Complaint Procedure is for residents who live in or near the Council's area and who are affected by the Council decisions. It is also for other individuals or organisations or unincorporated bodies, affected by Council business.

The Complaints Policy does not relate to complaints received about services delivered by any other body.

Principles of the Complaints Policy

1. A complaint against the Council will be treated as a complaint against the body corporate of the Council, not as a complaint about individual employees or members.
2. Council will engage in procedures other than the Complaints Procedure in respect of the following types of complaint:
 - 2.1 Where the complaint alleges financial irregularity local electors have a statutory right to object to the external auditor and will be referred to this body.
 - 2.2 Where the complainant alleges criminal activity, the matter will be referred to the police.
 - 2.3 Where the complaint relates to a member allegedly breaching the code of conduct, the complainant will be advised to contact the Monitoring Officer at Chelmsford City Council, to decide if the matter is a breach of code of conduct.

Where a breach of code of conduct has been established, the matter will be dealt with by the Monitoring Officer at Chelmsford City Council, who will decide on a suitable course of sanction.

- 2.4 Where the complaint is about a member of staff the disciplinary procedure will be instigated.

3. The Complaints Policy and Procedure is not a means of redress for its members or staff.
4. Where a complaint cannot be resolved informally, the Council requires a formal complaint to be submitted in writing or by email.
5. All complaints will be properly investigated.
6. All formal complaints will be brought to the attention of the Council.
7. The complaints procedure will consist of two stages, allowing for an appeal to be heard. Members involved in the original decision will not participate in the determination of an appeal.
8. In all instances, the Council will comply with its obligations under the Data Protection Act 1998. The complainant has the right to confidentiality unless he/she waives their right.

The Council will ensure that the Complaints Procedure is:

- Well published, easily accessible and easy to use
- Helpful and receptive
- Not adversarial
- Fair and objective
- Based on clear procedures and defined responsibilities
- Thorough, rigorous and consistent
- Decisive and capable of putting things right where necessary
- Sensitive to the special needs and circumstances of the complainant
- Has adequate resources
- Fully supported by Members and Officers
- Provides responses that are proportionate; noting that one size does not fit all
- Ensure timely resolution
- Regularly reviewed to ensure fit for purpose
- Complaints are analysed to spot patterns and lessons for service improvement

Responsible Officer	Town Clerk	Date effective from	February 2019	Review date	February 2020
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REPRESENTATIVES ON OTHER BODIES - 2022/2023

Body	Current Representative	Willing to serve in 2022/23	
Champions Manor Hall Users' Group (Two Councillors to attend the Group)	Town Mayor Cllr O'Brien, Deputy Town Mayor Cllr Massey		F&P
<i>Meetings once a year, at Champions Manor Hall</i>			
Chelmsford Borough and Basildon District Councils – Parish Passenger Transport	Councillor Bentley		Plan & Env
Council Footpaths Officer	Councillor Eley		Plan & Env
Larger Local Council's Forum	Councillor Miller		F&P
Chelmsford Local Councils Group	Councillor Roberts		F&P
Health and Social Care Group	Councillor Kelly		Council
Crouch Vale Quarterly Tenants Meeting	Councillor John		Council
Path to Prosperity	Councillor Shearring		Plan & Env
Marsh Farm	Councillor Shearring		
Tree Warden Scheme	Councillor John		Plan & Env
Pool Project Group	Town Mayor Councillor O'Brien Chairman Leisure Councillor Crosbie Vice – Chairman of Leisure Councillor Humphrey		Event, Comm & Leis
<i>Meetings as notified</i>			
South Woodham Playing Field Management Committee (1)	Councillor John		Council
Village Hall Trust Management Committee (1)	Councillor Humphrey		Council
<i>Monthly meetings held at the Village Hall, can be held on a Monday / Tuesday evening</i>			

**Town Mayor
Events**

11/03/2022	Swimathon for Rotary Club	SWF Swimming Pool
30/03/2022	Village Hall Trust AGM	Village Hall SWF
04/05/2022	40th Year Celebrations	Farleigh Hospice

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**To be considered
by new Town
Mayor**