



**Table 1: Disclosable Pecuniary Interests – DPI**

This table sets out the explanation of Disclosable Pecuniary Interests as set out in the [Relevant Authorities \(Disclosable Pecuniary Interests\) Regulations 2012](#).

Subject	Description
<b>Employment, office, trade, profession or vocation</b>	Any employment, office, trade, profession or vocation carried on for profit or gain.
<b>Sponsorship</b>	Any payment or provision of any other financial benefit (other than from the council) made to the councillor during the previous 12-month period for expenses incurred by him/her in carrying out his/her duties as a councillor, or towards his/her election expenses. This includes any payment or financial benefit from a trade union within the meaning of the Trade Union and Labour Relations (Consolidation) Act 1992.

<b>Contracts</b>	Any contract made between the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners (or a firm in which such person is a partner, or an incorporated body of which such person is a director* or a body that such person has a beneficial interest in the securities of*) and the council. (a) under which goods or services are to be provided or works are to be executed; and (b) which has not been fully discharged.
<b>Land and Property</b>	Any beneficial interest in land which is within the area of the council. 'Land' excludes an easement, servitude, interest or right in or over land which does not give the councillor or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners (alone or jointly with another) a right to occupy or to receive income.
<b>Licenses</b>	Any licence (alone or jointly with others) to occupy land in the area of the council for a month or longer
<b>Corporate tenancies</b>	Any tenancy where (to the councillor's knowledge) (a) the landlord is the council; and the tenant is a body that the councillor, or his/her spouse or civil partner or the person with whom the councillor is living as if they were spouses/ civil partners is a partner of or a director* of or has a beneficial interest in the securities* of.
<b>Securities</b>	Any beneficial interest in securities* of a body where— (a) that body (to the councillor's knowledge) has a place of business or land in the area of the council; and (b) either— (i) the total nominal value of the securities* exceeds £25,000 or one hundredth of the total issued share capital of that body; or (ii) if the share capital of that body is of more than one class, the total nominal value of the shares of any one class in which the councillor, or his/ her spouse or civil partner or the person with whom the councillor is living as if they were spouses/civil partners have a beneficial interest exceeds one hundredth of the total issued share capital of that class

**Table 2: Other Registrable Interests - ORI**

<p>You must register as an Other Registerable Interest:</p> <p>a) any unpaid directorships</p> <p>b) any body of which you are a member or are in a position of general control or management and to which you are nominated or appointed by your authority</p> <p>c) any body (i) exercising functions of a public nature (ii) directed to charitable purposes or (iii) one of whose principal purposes includes the influence of public opinion or policy (including any political party or trade union) of which you are a member or in a position of general control or management.</p>
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**Table 3: Non-Registrable Interests - NRI**

<p>An interest that is not a DPI, or an interest of a relative or close associate, which does not need to be registered.</p> <p>You must declare an NRI when relevant business affects the finances or wellbeing of you, your partner, a relative, or a close associate.</p>
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**MINUTES OF THE GOVERNANCE & FINANCE COMMITTEE MEETING  
HELD AT THE FAKENHAM CONNECT BUILDING, OAK STREET, FAKENHAM**

**TUESDAY 19<sup>th</sup> May 2026 AT 18:00**

Attending Committee Councillors: A Glynn (Mayor), M Dutton, D Hunter & P Bucknell

Attending Non-Committee: None

RFO & Deputy Clerk: K Lindsay

General Public: None

Press: None

Number	Agenda
<b>183/26GF</b>	<b>To receive Apologies for Absence</b> Apologies received from Councillors Joslin and Harrison
<b>184/26GF</b>	<b>Declarations of Interest: Members are asked at this stage to declare any Interests, which they may have, in any of the following items on the agenda</b> None declared
<b>185/26GF</b>	<b>To adjourn the Meeting for Electors' questions</b> None received
<b>186/26GF</b>	<b>To confirm the minutes of the Governance &amp; Finance Committee meeting held on 21<sup>st</sup> April 2026</b> On the proposition of Cllr Glynn, seconded by Cllr Hunter, the minutes of the Governance & Finance Committee meeting held on 21 <sup>st</sup> April 2026 were AGREED by all and signed by the Chair
<b>187/26GF</b>	<b>To discuss any matters arising from the Governance &amp; Finance Committee meeting held on 21<sup>st</sup> April 2026</b> The Action Log was noted
<b>188/26GF</b>	<b>To review and agree policies and risk assessments for update:</b> <ul style="list-style-type: none"> <li>• Standing orders Cllrs reviewed Standing orders and RESOLVED to approve for presentation and approval by Full Council, with minor amendments</li> <li>• Financial Regulations Cllrs reviewed Financial Regulations and RESOLVED to approve for presentation and approval by Full Council, with a minor amendment</li> </ul>
<b>189/26GF</b>	<b>To review finance reports for financial year end 2025-2026 – to note April 2026 reports are not yet available pending year-end completion</b> Members reviewed: <ul style="list-style-type: none"> <li>• Final 2025/26 Year End Detailed Income and Expenditure Report (Budget vs Actuals)</li> <li>• Statutory Income and Expenditure Report Year End 31<sup>st</sup> March 2026</li> <li>• Statutory Balance Sheet Year End 31<sup>st</sup> March 2026</li> </ul> Cllrs RESOLVED to approve for presentation and approval by Full Council
<b>190/26GF</b>	<b>To receive and review the Internal Auditor's Year End Report for Fakenham Town Council and the Charter market for 2025/26</b> Members received and noted the Internal Auditor's Year End Report for the Charter Market for 2025/26 and RESOLVED to defer detailed consideration to the next meeting. Members received and reviewed the Internal Auditor's draft Year End Report for Fakenham Town Council for 2025/26, noting a small number of queries requiring clarification with the Internal Auditor prior to presentation to Full Council on 27 May 2026. Following discussion, it was agreed that, subject to clarification of the points

	<p>raised, the report be presented to Full Council.</p> <p>Members received and reviewed the Internal Auditor's quotation in the sum of £1,250 per annum (excluding VAT) for the continuation of internal audit services for Fakenham Town Council and the Charter Market for the 2026/27 and 2027/28 financial years. Having reviewed the independence and competence of the Internal Auditor, Members RESOLVED to recommend to Full Council acceptance of the quotation and the reappointment of Mapus-Smith &amp; Lemmon LLP</p>
<b>191/26GF</b>	<p><b>To review the Asset Register as of 31<sup>st</sup> March 2026</b></p> <p>Members received and reviewed the Asset Register as at 31 March 2026 and, following consideration, RESOLVED to approve the register as presented</p>
<b>192/26GF</b>	<p><b>To review the AGAR and associated documents:</b></p> <ul style="list-style-type: none"> <li>• <b>Annual Internal Audit Report 2025/26</b></li> <li>• <b>Section 1 – Annual Governance Statement 2025/26</b></li> <li>• <b>Section 2 – Accounting Statements 2025/26</b></li> <li>• <b>Confirmation of the dates of the period for the exercise of public rights</b></li> <li>• <b>Bank reconciliation</b></li> <li>• <b>Explanation of significant variances</b></li> <li>• <b>Reconciliation between Box 7 and Box 8 in Section 2</b></li> <li>• <b>Completed contact details form</b></li> <li>• <b>Minutes of the meeting where the current internal auditor was first appointed showing the smaller authority considered the independence of the internal auditor</b></li> </ul> <p>Members received and reviewed the Annual Governance and Accountability Return (AGAR) for 2025/26 and the associated supporting documentation, including the Annual Internal Audit Report, Section 1 – Annual Governance Statement, Section 2 – Accounting Statements, bank reconciliation, explanation of significant variances, reconciliation between Box 7 and Box 8, completed contact details form, confirmation of the period for the exercise of public rights, and minutes confirming the appointment and independence of the Internal Auditor.</p> <p>Members confirmed that the documentation was in order and RESOLVED to approve the AGAR for submission to Full Council for approval</p>
<b>193/26GF</b>	<p><b>To approve, in advance, all current direct debits and regular payments (as listed in agenda pack item), including all variable direct debits, in accordance with the Financial Regulations requirement for Governance &amp; Finance Committee to formally approve variable direct debits at least once every two years</b></p> <p>Members received and reviewed the list of current direct debits and regular payments, including all variable direct debits, as set out in the agenda pack.</p> <p>In accordance with Financial Regulations, Members RESOLVED to approve in advance the continuation of all such payments, including variable direct debits, and confirm that these arrangements remain appropriate for use over the forthcoming period:</p> <ul style="list-style-type: none"> <li>Barclaycard Purchases</li> <li>Barclays Account Charges (Market)</li> <li>Barclays Account Charges (FTC)</li> <li>Barclays Card Machine</li> <li>British Gas (Elec Market Place)</li> <li>Civic.ly Subscription</li> <li>Command Pest Control (Allotments and as required)</li> </ul>

	<p>Motia / Fuel Card Services  HMRC  ICO Annual Registration  Konica Minolta  NEST Pension Fund  Norfolk Rivers &amp; Drainage  N Power (CCTV &amp; Streetlights)  NNDC (Rates x 4 / Service Charge / Brown Bin / Dog Bins)  O2  Parish Online  Scribe – Accounts / Cemeteries / Allotments  Shred Station  Talk Talk  Veolia  Viking Office Supplies  Wave Water (Trap Lane / Allotments)  Wix Website  Statutory Payments – Salaries / Norfolk Pension Fund</p>
<b>194/26GF</b>	<p><b>To review the Council’s banking arrangements and make a recommendation to Full Council</b>  Members reviewed the Council’s banking arrangements and RESOLVED to continue to utilise Barclays as the Council’s primary banking provider and to recommend this arrangement to Full Council for approval</p>
<b>195/26GF</b>	<p><b>To receive the RFO’s Report</b>  Members noted the RFOS’s report.  Members further noted two additional matters: (1) that an increase in Fidelity Guarantee Insurance cover may be required, and that the Council’s insurer will be contacted to review the position; and (2) issues arising in relation to the payroll provider, including errors in the submission of employer obligations to HMRC, recent changes to the payroll and payslip portals, and a historic overpayment which has since been corrected. Members also noted that no recent invoices had been received from the payroll provider, and that alternative arrangements may be reviewed in due course.</p>
<b>196/26GF</b>	<p><b>To receive the Internal Controller review</b>  None</p>
<b>197/26GF</b>	<p><b>To consider and approve engaging Wellers Law Group to provide governance advice in relation to Fakenham Recreation Ground Charity, including separation of responsibilities between the Charity and the Council acting as Corporate Trustee, at an estimated cost not exceeding £900 plus VAT</b>  Members received and considered a proposal to engage Wellers Law Group to provide governance advice in relation to Fakenham Recreation Ground Charity, including the separation of responsibilities between the Charity and the Council acting in its capacity as Corporate Trustee, at an estimated cost not exceeding £900 plus VAT.  Members RESOLVED to proceed with the appointment of Wellers Law Group at a cost not exceeding £900 plus VAT, and confirmed that this approval is sufficient to enable the appointment and commencement of the work, with no further approval from FRGC required.  Members noted that, in accordance with Financial Regulations 5.12(ii), the requirement to obtain competitive quotations does not apply to specialist services, including legal professionals. Members were satisfied as to the suitability and professional standing of the appointed adviser, and therefore agreed that no further quotations were required.</p>

<b>198/26GF</b>	<p><b>To receive notification of the increased rates for Dog Waste Bin Servicing NNDC</b></p> <p>Members noted the notification of increased rates for Dog Waste Bin Servicing from North Norfolk District Council, together with the potential impact on future budget forecasts.</p> <p>Members were advised that, when considering any requests for additional dog waste bins, the associated ongoing servicing costs should be taken into account and, where appropriate, consideration given to the provision of standard litter bins, which may also be used for the disposal of dog waste.</p>
<b>199/26GF</b>	<p><b>To receive notification of LGPS Changes to Unpaid Leave &amp; Family Leave</b></p> <p>Members received and noted the notification regarding changes to the Local Government Pension Scheme (LGPS) in respect of unpaid leave and family leave arrangements.</p> <p>Members confirmed that the notification will be passed to the Council's payroll provider for information and implementation as appropriate.</p>
<b>200/26GF</b>	<p><b>To move that the Public &amp; Press be excluded from the Meeting under the provisions of Section 1(2) of the Public Bodies (Admission to Meetings) Act 1960</b></p> <p>On the proposition of Cllr Bucknell seconded by Cllr Glynn. RESOLVED that pursuant to Section 1(2) of the Public Bodies (Admission to Meetings) Act 1960, that Public &amp; Press be excluded from the Meeting, as publicity would be prejudicial to the public interest by reason of the nature of the business to be transacted.</p>
<b>201/26GF</b>	<p><b>To discuss the FLASH Project</b></p> <p>Nothing to discuss</p>
<b>202/26GF</b>	<p><b>To move into open session</b></p>
<b>203/26GF</b>	<p><b>To confirm the date and time of next meeting</b></p> <p><b>Governance &amp; Finance: Tuesday 16<sup>th</sup> June 2026 at 18:00</b></p>

	<p>There being no further business the meeting closed at 18.50</p> <p>Confirmed this                      day of    2026</p> <p><b>CHAIR</b></p>
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## GOVERNANCE &amp; FINANCE ACTION LOG June 2026

G&F	Date	Minute	Responsible	PRIORITY	Action	STATUS	Comments
G&F	20/01/2026	129/26	RFO	LOW	RFO to obtain an additional quotation for Cyber Essentials certification	Not Started	
G&F							
G&F							



Fakenham Town Council

Fakenham Connect  
Oak Street  
Fakenham  
Norfolk  
NR21 9DY

Tel: 01328 853653

e-mail: [info@fakenhamtowncouncil.gov.uk](mailto:info@fakenhamtowncouncil.gov.uk)

website: [fakenhamtowncouncil.gov.uk](http://fakenhamtowncouncil.gov.uk)



## DIGNITY AT WORK POLICY

**Fakenham Town Council 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

Fakenham Town Council 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, Fakenham Town Council 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 clerks and all employees engaged to work at Fakenham Town Council. Should agency staff, or contractors have a complaint connected to their engagement with Fakenham Town Council 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 Council's HR committee.

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. Fakenham Town Council 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, **sexual 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 & diversity 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.

## Harassment

- Where a person is subject to uninvited conduct that violates their dignity, in connection with a protected characteristic
- Behaviour that creates a hostile, humiliating, degrading or similarly offensive environment in relation to a protected characteristic
- **Unwanted behaviour violating someone's dignity, or creating an intimidating, hostile, humiliating or offensive environment whether it was intended or not**

## Bullying

- Behaviour that leaves the victim feeling threatened, intimidated, humiliated, vulnerable or otherwise upset. It does not need to be connected to a protected characteristic.

### **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 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 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 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 HR 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 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 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.

**Reviewed at Policy & Resources 16<sup>th</sup> July 2024 Governance & Finance 16<sup>th</sup> June 2026**  
**Ratified at Full Council 31<sup>st</sup> July 2024 24<sup>th</sup> June 2026**



**Fakenham Town Council**

Fakenham Connect  
Oak Street  
Fakenham  
Norfolk  
NR21 9DY

Tel: 01328 853653

e-mail: [info@fakenhamtowncouncil.gov.uk](mailto:info@fakenhamtowncouncil.gov.uk)

website: [fakenhamtowncouncil.gov.uk](http://fakenhamtowncouncil.gov.uk)

## **COMPLIMENTS OR COMPLAINTS PROCEDURE**

- 1. Introduction**
- 2. Definitions**
- 3. Scope of Policy**
- 4. How to Contact us**
- 5. Assessment**
- 6. Review**
- 7. Unreasonable complaints or complainant behaviour**

### **1. Introduction**

Fakenham Town Council is committed to providing quality services for the benefit of people who live, work or visit the Town. However, things can sometimes go wrong and if they do, we need to know to enable us to put them right and take steps to improve our services. The Town Council sees all customer comments and feedback as a good way of evaluating its services. Complaints and comments are an important part of this process and help us to learn and develop. The Council will use this information to help drive improvements.

We aim:

- To make it easy for anyone to make a complaint
- To solve problems as quickly as possible
- To prevent problems for happening again, and
- To encourage good practice

### **2. Definitions**

**Compliments** – Thanking the Town Council for something done or done particularly well.

**Comments** – Sometimes members of the public simply wish to comment about a council service, and do not wish to pursue a complaint. If applicable these will be forwarded to the relevant committee.

**Complaints** - an expression of dissatisfaction with the standard of service you have received that cannot be resolved through the normal day to day operational processes of the service involved. A complaint can only relate to a service that the Council already provides. It cannot relate to requests for new services or services provided by other local authorities. However, information provided may highlight gaps in service provision that may be relevant

to future consideration, and these will be forwarded to the relevant committee as a comment.

### **3. Scope of Policy**

The following list is a guide to the range of complaints which are covered by this Complaints Policy:

- Failure to provide a service or to deliver to an acceptable service standard
- Issues regarding the attitude of staff and or their actions, lack of actions
- Dissatisfaction with the way council policy and procedure has been carried out
- Discrimination of any form as set out in the Equality Act 2010

Where there is any doubt the Town Clerk will decide whether or not a matter comes under the Council's definition of a complaint.

Most of the contact we have with members of the public are enquiries or requests for a service rather than complaints.

The Complaints procedure does not cover;

- Requests for a service
- Requests for information
- Requests for an explanation of a decision made in line with Regulations or Council Policy.
- Provision of information about an issue or problem
- Appeals against Council decisions using established procedures or Regulations
- Investigating matters of employee discipline
- Complaints which need to be referred to the Council's insurers

### **4. How to Contact us**

In Person – either at the time of the event or by making an appointment at our office.

By Telephone - 01328 853653

In Writing to - Fakenham Town Council, Fakenham Connect, Oak Street, Fakenham, Norfolk N21 9DY

By Email to – [info@Fakenhamtowncouncil.gov.uk](mailto:info@Fakenhamtowncouncil.gov.uk)

Complaints about any member of staff will be treated as a personal matter. Complaints about the Clerk should be made to the Chair of the Council.

Complaints about Councillors should be made to the North Norfolk District Council Monitoring Officer.

### **5. Assessment**

If you have provided contact details, your complaint will be investigated, and we will contact you within 10 working days and either give you a full answer or give you a progress report and explain why we need more time to further investigate. We will also tell you when you can expect a full answer. Anonymous complaints will not be investigated.

## 6. Review

If the complainant is not satisfied by the Council's response to a complaint about its procedures or administration, the final stage of the procedure allows the right to request a referral to be held at a Full Council meeting.

- All referral requests must be received in writing (unless there is a genuine reason this is not possible) and must include the reasons for the requests, and details of how the member of public believes the complaint should be resolved.
- The referral will be held at the next practicable Full Council Meeting.
- The complainant shall be invited to attend the meeting and may bring a representative with them.
- Copies of any documentation relating to the complaint should be made available to the Council and the complainant, seven working days prior to the meeting
- The Council shall decide whether the circumstances of the complaint warrant the exclusion of the public and press. Any decision on a complaint will be announced at the meeting in public.
- The Chairman will introduce everyone and explain the Council's procedure on handling a complaint.
- The complainant or their representative will be asked to outline the grounds for complaint.
- Councillors may ask the complainant any questions.
- If relevant, the Clerk to explain the Council's position.
- The decision, together with details of any action to be taken, will be confirmed in writing within seven days.
- The decision reached at Full Council will be final. There is no further right to appeal.

## 7. Unreasonable complaints or complainant behaviour

The Council is committed to making the Complaints procedure as accessible as possible and dealing with all complaints fairly but will not tolerate deceitful, abusive, offensive, threatening or other forms of unacceptable behaviour from complainants. This may be in the form of isolated incidents or serial facetious, vexatious or malicious complaints or behaviours. If this occurs, we will take proportionate action to protect the wellbeing of officers and the integrity of our processes. Some complaints may be justified but be pursued in inappropriate ways. In most instances, if we consider that someone's behaviour is unreasonable we will explain why and ask them to change it. We will also warn them that, if the behaviour continues, we may take action to restrict their contact with the Council. Where the behaviour is so extreme that it threatens the immediate safety and welfare of officers, we may report the matter to the police or consider taking legal action. In such cases we may not give the complainant a warning

**Reviewed at Governance & Finance 16<sup>th</sup> June 2026**

**Ratified at Full Council 24<sup>th</sup> June 2026**



Fakenham Town Council

Fakenham Connect  
Oak Street  
Fakenham  
Norfolk  
NR21 9DY

Tel: 01328 853653  
e-mail: [info@fakenhamtowncouncil.gov.uk](mailto:info@fakenhamtowncouncil.gov.uk)  
website: [fakenhamtowncouncil.gov.uk](http://fakenhamtowncouncil.gov.uk)

## Discipline and Grievance Policy

1. Introduction
2. Scope of Discipline Policy
3. Misconduct & Gross Misconduct
4. Suspension
5. Investigation
6. The disciplinary meeting
7. Outcomes
8. Appeals

### 1. Introduction

This procedure is designed to ensure all employees achieve and maintain high standards of conduct whilst at work or representing the council. The aim is to ensure consistent and fair treatment for all. The Council's legal responsibility is covered under The Employment Act 2008, The Code of Practice (Disciplinary & Grievance Procedures) Order 2015 & ACAS Code of Practice March 2015

### 2. Scope of Discipline Policy

This policy confirms:

- The Council will fully investigate the facts of each case before any disciplinary action is taken.
- Employees will be informed in writing about the nature of the complaint against them at every stage and given the opportunity to state their case.
- Employees may be accompanied or represented by a trade union representative or a work colleague at any disciplinary or investigatory meeting. The companion is permitted to address such meetings, to 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. Employee 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 written submissions.
- 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 an employee's reasonable adjustment.
- Employees have the right to appeal any disciplinary action. The appeal decision is final.
- If an employee 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 an oral warning, written warning, final written warning or dismissal.
- Except for gross misconduct where employees may be dismissed without notice, the Council will not dismiss employees on the first occasion it decides there has been 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 have been communication breakdowns or allegations of bullying or harassment). Mediation is a dispute resolution process that requires the Council's and the employee's consent.

### **3. Misconduct & Gross 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.

Gross misconduct is misconduct that is so serious that it is likely to lead to dismissal without notice. It is behaviour that irrevocably damages the relationship between employer and employee. The following list contains some examples of gross misconduct.

- bullying, discrimination and harassment
- incapacity at work because of alcohol or drugs
- violent behaviour
- fraud, theft or acts of dishonesty
- gross negligence
- gross insubordination
- serious breaches of health and safety rules
- serious and deliberate damage to property
- use of the internet or email to access pornographic, obscene or offensive material
- disclosure of confidential information.

### **4. Suspension**

If an employee is accused of an act of gross misconduct, they may be suspended from work on full pay while the Town Council investigates the alleged offence. Only the Council, upon recommendation from the Town Clerk or Chair of the Council, has the power to suspend and will enable a swift and thorough investigation to occur. Whilst suspended, pending disciplinary investigation, regular contact with a nominated person at the Council will be maintained although access to premises, equipment or systems may be denied. The Investigator who compiles evidence for the Disciplinary Hearing will play no part in the subsequent decision-making to ensure impartiality

### **5. Investigation**

There will be an investigation of the facts. The council's HR committee will appoint an Investigator who will be responsible for undertaking the disciplinary investigation. The Investigator will be independent and will normally be a Councillor. If the HR committee considers that there are no Councillors who are independent (for example, because they all have direct involvement in the allegations about the employee), it will appoint someone from outside the council. The Investigator

will be appointed as soon as possible after the allegations have been made. The Investigator will be asked to submit a report within 20 working days of appointment. In cases of alleged unsatisfactory performance or of allegations of minor misconduct, the appointment of an investigator may not be necessary, and the council may decide to commence disciplinary proceedings at the next stage

The HR committee will first notify the employee in writing of the alleged misconduct and ask them to attend a meeting with the Investigator. The employee will be given at least five working days' notice of the meeting with the Investigator so that they have reasonable time to prepare for it. The letter will explain the investigatory process and that the meeting is part of that process. The employee should be provided with a copy of the Council's disciplinary procedure. The Council will also inform the employee that when they meet with the Investigator, they will have the opportunity to comment on the allegations of misconduct.

Employees may be accompanied or represented by a trade union representative or a work colleague at any investigatory meeting. If there are other persons (e.g. employees, Councillors, members of the public or the Council's contractors) who can provide relevant information, the Investigator should try to obtain it from them in advance of the meeting with the employee.

The Investigator has no authority to take disciplinary action. Their role is to establish the facts of the case as quickly as possible and prepare a report that recommends to the HR committee whether or not disciplinary action should be taken.

The Investigator's report will contain findings and their recommendations. Either:

- a) the employee has no case to answer and there should no further action under the Council's disciplinary procedure
- b) the matter is not serious enough to justify further use of the disciplinary procedure and can be dealt with informally or
- c) the employee has a case to answer and there should be action under the Council's disciplinary procedure.

The Investigator will submit the report to the H.R. committee which will decide whether further action will be taken. If the Council decides that it will not take disciplinary action, it may consider whether mediation would be appropriate in the circumstances.

## **6. The disciplinary meeting**

If the H.R. committee decides that there is a case to answer, it will appoint a HR sub-committee of three councillors. The sub-committee will appoint a Chairman from one of its members. The Investigator shall not sit on the sub-committee. No Councillor with direct involvement in the matter shall be appointed to the sub-committee. The employee will be invited, in writing, to attend a disciplinary meeting. The sub-committee's letter will confirm the following:

- the names of its Chairman and other two members
- details of the alleged misconduct, its possible consequences and the employee's statutory right to be accompanied at the meeting
- a copy of the investigation report, all the supporting evidence and a copy of the Council's disciplinary procedure
- the time and place for the meeting. The employee will be given reasonable notice of the hearing (at least 15 working days) so that he /she has sufficient time to prepare for it
- witnesses may attend on the employee's and the Council's behalf and both parties should inform each other of their witnesses' names at least five working days before the meeting
- the employee and the Council will provide each other with all supporting evidence at least five working days before the meeting. If witnesses are not attending the meeting, witness statements will be submitted to the other side at least five working days before the hearing

- that the employee may be accompanied by a companion, either a trade union representative or a work colleague

The disciplinary meeting will be conducted as follows:

- the Chairman will introduce the members of the sub-committee to the employee
- the investigator will present the findings of the investigation report
- the Chairman will set the council's case presenting supporting evidence (including witnesses)
- the employee (or companion) will set their case presenting evidence (including witnesses)
- any member of the sub-committee and the employee (or the companion) may question the Investigator and any witness
- the employee (or the companion) will have the opportunity to sum up his/her case
- the Chairman will provide the employee with the sub-committee's decision with reasons, in writing, within five working days of the meeting. The Chairman will also notify the employee of the right to appeal the decision
- the disciplinary meeting may be adjourned to allow matters that were raised during the meeting to be investigated by the sub-committee.

## 7. Outcomes

If the sub-committee decides that there should be disciplinary action, it may be any of the following:

### Oral warning

An oral warning is issued for most first instances of minor misconduct. The council will notify the employee:

- of the reason for the warning, the improvement required (if appropriate) and the time period for improvement.
- that further misconduct/failure to improve will result in more serious disciplinary action
- of the right to appeal.
- a note confirming the oral warning will be placed on the employee's personnel file, a copy will be provided to the employee and that the warning will remain in force for six months.

### Written warning

If there is a repetition of earlier misconduct which resulted in an oral warning, or for different and more serious misconduct, the employee will normally be given a written warning. A written warning will set out:

- the reason for the written warning, the improvement required (if appropriate) and the time period for improvement
- that further misconduct/failure to improve will result in more serious disciplinary action
- the employee's right of appeal
- a note confirming the written warning will be placed on the employee's personnel file, a copy will be provided to the employee and that the warning will remain in force for 12 months.

### Final written warning

Further misconduct during the period of a written warning or if the misconduct is sufficiently serious, then employee will be given a final written warning. A final written warning will set out:

- the reason for the final written warning, the improvement required (if appropriate) and the time period for improvement.
- that further misconduct/failure to improve will result in more serious disciplinary action up to and including dismissal.
- the employee's right of appeal.
- a note confirming the final written warning will be placed on the employee's personnel file, a copy will be provided to the employee and the warning will remain in force for 12 months.

## Dismissal

The council may dismiss:

- for gross misconduct.
- if there is no improvement within the specified time period in the conduct which has been the subject of a final written warning.
- if another instance of misconduct has occurred and a final written warning has already been issued and remains in force.

The council will consider very carefully a decision to dismiss. If an employee is dismissed, he/she will receive a written statement of the reasons for his/her dismissal, the date on which the employment will end and details of his/her right of appeal.

If the sub-committee decides to take no disciplinary action, no record of the matter will be retained on the employee's personnel file. Action imposed as a result of the disciplinary meeting will remain in force unless and until it is modified as a result of an appeal.

## 9. Appeals

An employee who is the subject of disciplinary action will be notified of the right of appeal. His/her written notice of appeal must be received by the Council within five working days of the employee receiving written notice of the disciplinary action and must specify the grounds for appeal.

The grounds for appeal include;

- a failure by the Council to follow its disciplinary policy
- the sub-committee's decision was not supported by the evidence
- the disciplinary action was too severe in the circumstances of the case
- new evidence has come to light since the disciplinary meeting.

The Appeal will be heard by a panel of three members of the council who have not previously been involved in the case. This includes the Investigator. The appeal panel will appoint a Chairman from one of its members.

The employee will be notified, in writing, within 10 working days of receipt of the notice of appeal of the time, date and place of the appeal meeting. The employee will be advised that they may be accompanied by a companion, either a trade union representative or a work colleague.

At the appeal meeting, the Chairman will:

- introduce the panel members to the employee
- explain the purpose of the meeting, which is to hear the employee's reasons for appealing against the decision of the staffing sub-committee
- explain the action that the appeal panel may take.
- The employee (or their companion) will be asked to explain the grounds for appeal.
- The Chairman will inform the employee that they will receive the decision and the panel's reasons, in writing, within five working days of the appeal hearing.
- The appeal panel may decide to uphold the decision of the staffing committee, substitute a less serious sanction or decide that no disciplinary action is necessary, they may not increase the penalty. If it decides to take no disciplinary action, no record of the matter will be retained on the employee's personnel file.
- If an appeal against dismissal is upheld, the employee will be paid in full for the period from the date of dismissal and continuity of service will be preserved.
- The appeal panel's decision is final.

## **GRIEVANCE POLICY**

- 1. Introduction**
- 2. Scope of Grievance Policy**
- 3. Grievance Procedure**
- 4. Investigation**
- 5. The grievance meeting**
- 6. The appeal**

### **1. Introduction**

This policy is based on and complies with the 2015 ACAS Code of Practice (<http://www.acas.org.uk/index.aspx?articleid=2174>). It also takes account of the ACAS guide on discipline and grievances at work. ([https://www.acas.org.uk/media/1043/Discipline-and-grievances-at-work-The-Acas-guide/pdf/DG\\_Guide\\_Feb\\_2019.pdf](https://www.acas.org.uk/media/1043/Discipline-and-grievances-at-work-The-Acas-guide/pdf/DG_Guide_Feb_2019.pdf)). It aims to encourage and maintain good relationships between the Council and its employees by treating grievances seriously and resolving them as quickly as possible. It sets out the arrangements for employees to raise their concerns, problems or complaints about their employment with the Council. The policy will be applied fairly, consistently and in accordance with the Equality Act 2010.

Many problems can be raised and settled during the course of everyday working relationships. Employees should aim to settle most grievances informally with their line manager.

### **2. Scope of Grievance Policy**

- Employees have the right to be accompanied or represented at a grievance meeting or appeal by a companion who can be a workplace colleague, a trade union representative or a trade union official. This includes any meeting held with them to hear about, gather facts about, discuss, consider or resolve their grievance. The companion will be permitted to address the grievance/appeal meetings, to present the employee's case for his /her grievance/appeal and to 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 the date of the grievance/appeal meetings. Employees and their companions must make all reasonable efforts to attend. If the 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 unless it is unreasonable not to propose a later date
- Any changes to specified time limits must be agreed by the employee and the Council.
- An employee has the right to appeal against the decision about their grievance. The appeal decision is final.
- Information about an employee's grievance will be restricted to those involved in the grievance process. A record of the reason for the grievance, its outcome and action taken is confidential to the employee. The employee's grievance records will be held by the Council in accordance with the General Data Protection Regulation (GDPR)
- Audio or video recordings of the proceedings at any stage of the grievance procedure are prohibited, unless agreed by all affected parties as a reasonable adjustment that takes account of an employee's medical condition.
- If an employee who is already subject to a disciplinary process raises a grievance, the grievance will normally be heard after completion of the disciplinary procedure
- If a grievance is not upheld, no disciplinary action will be taken against an employee if they raised the grievance in good faith.
- The Council may consider mediation at any stage of the grievance procedure where

appropriate, (for example where there have been communication breakdowns or allegations of bullying or harassment). Mediation is a dispute resolution process which requires the consent of affected parties

- Employees can use all stages of the grievance procedure if the complaint is not a code of conduct complaint about a councillor. Employees can use the informal stage of the council's grievance procedure to deal with all grievance issues, including a complaint about a councillor. Employees cannot use the formal stages of the council's grievance procedure for a code of conduct complaint about a councillor. If the complaint about the Councillor is not resolved at the informal stage, the employee can contact the monitoring officer of North Norfolk District Council who will inform the employee whether the complaint can be dealt with under the code of conduct. If it does not concern the code of conduct, the employee can make a formal complaint under the council's grievance procedure.
- If the grievance is a code of conduct complaint against a Councillor, the employee cannot proceed with it beyond the informal stage of the council's grievance procedure. However, whatever the complaint, the council has a duty of care to its employees. It must take all reasonable steps to ensure employees have a safe working environment, for example by undertaking risk assessments, by ensuring staff and Councillors are properly trained and by protecting staff from bullying, harassment and all forms of discrimination.
- If an employee considers that the grievance concerns their safety within the working environment, whether or not it also concerns a complaint against a Councillor, the employee should raise these safety concerns with their line manager at the informal stage of the grievance procedure. The council will consider whether it should take further action in this matter in accordance with any of its employment policies (for example its health and safety policy or its dignity at work policy) and in accordance with the code of conduct regime

### 3. **Grievance Procedure**

#### **Informal grievance procedure**

The Council and its employees benefit if grievances are resolved informally and as quickly as possible. As soon as a problem arises, the employee should raise it with their manager to see if an informal solution is possible. Both should try to resolve the matter at this stage. If the employee does not want to discuss the grievance with their manager (for example, because it concerns the manager), the employee should contact the Chairman of the HR committee or, if appropriate, another member of the HR committee. If the employee's complaint is about a Councillor, it may be appropriate to involve that Councillor at the informal stage. This will require both parties consent.

#### **Formal grievance procedure**

If it is not possible to resolve the grievance informally and the employee's complaint is not one that should be dealt with as a code of conduct complaint, the employee may submit a formal grievance. It should be submitted in writing to the Chairman of the HR committee. The HR committee will appoint a sub-committee of three members to hear the grievance. The sub-committee will appoint a Chairman from one of its members. No Councillor with direct involvement in the matter shall be appointed to the sub-committee.

### 4. **Investigation**

If the sub-committee decides that it is appropriate, (e.g. if the grievance is complex), it may appoint an investigator to carry out an investigation before the grievance meeting to establish the facts of the case. The investigation may include interviews (e.g. the employee submitting the grievance, other employees, Councillors or members of the public).

The investigator will summarise their findings (usually within an investigation report) and present their findings to the sub-committee.

## Notification

Within 10 working days of the Council receiving the employee's grievance (this may be longer if there is an investigation), the employee will normally be asked, in writing, to attend a grievance meeting. The written notification will include the following:

- the names of its Chairman and other members
- date, time and place for the meeting. The employee will be given reasonable notice of the meeting, normally be within 25 working days of when the Council received the grievance
- the employee's right to be accompanied by a workplace colleague, a trade union representative or a trade union official
- a copy of the Council's grievance policy
- confirmation that, if necessary, witnesses may attend (or submit witness statements) on the employee's behalf and that the employee should provide the names of his/her witnesses as soon as possible before the meeting
- confirmation that the employee will provide the Council with any supporting evidence in advance of the meeting, usually with at least two days' notice
- findings of the investigation if there has been an investigation
- an invitation for the employee to request any adjustments to be made for the hearing (for example where a person has a health condition).

## 5. The grievance meeting

At the grievance meeting:

- the Chairman will introduce the members of the sub-committee to the employee
- the employee (or companion) will set out the grievance and present the evidence
- the Chairman will ask the employee questions about the information presented and will want to understand what action do they want the Council to take
- members of the sub-committee and the employee (or companion) may question any witness
- the employee (or companion) will have the opportunity to sum up the case
- A grievance meeting may be adjourned to allow matters that were raised during the meeting to be investigated by the sub-committee.
- The Chairman will provide the employee with the sub-committee's decision, in writing, usually within five working days of the meeting. The letter will notify the employee of the action, if any, that the Council will take and of the employee's right to appeal.

## 6. The appeal

If an employee decides that their grievance has not been satisfactorily resolved by the sub-committee, they may submit a written appeal to the HR committee. An appeal must be received by the Council within five working days of the employee receiving the sub-committee's decision and must specify the grounds of appeal.

Appeals may be raised on a number of grounds, e.g.:

- a failure by the Council to follow its grievance policy
- the decision was not supported by the evidence
- the action proposed by the sub-committee was inadequate/inappropriate
- new evidence has come to light since the grievance meeting.
- The Appeal will be heard by a panel of three members of the council who have not previously been involved in the case. The appeal panel will appoint a Chairman from one of its members.
- The employee will be notified, in writing, usually within 10 working days of receipt of the appeal of the time, date and place of the appeal meeting. The meeting will normally take place within 25 working days of the Council's receipt of the appeal. The employee will be advised that they may be accompanied by a workplace colleague, a trade union representative or a trade union official.

- At the appeal meeting, the Chairman will:
- introduce the panel members to the employee
- explain the purpose of the meeting, which is to hear the employee's reasons for appealing against the decision of the HR sub-committee
- explain the action that the appeal panel may take.
- The employee (or companion) will be asked to explain the grounds of appeal.
- The Chairman will inform the employee that they will receive the decision and the panel's reasons, in writing, within five working days of the appeal meeting.
- The appeal panel may decide to uphold the decision of the HR committee or substitute its own decision.
- The decision of the appeal panel is final.

***Reviewed at Policy & Resources 16<sup>th</sup> July 2024***

***Ratified at Full Council 31<sup>st</sup> July 2024***

***Reviewed at Governance & Finance 16<sup>th</sup> June 2026***

***Ratified at Full council 24<sup>th</sup> June 2026***



Fakenham Connect  
 Oak Street  
 Fakenham  
 Norfolk  
 NR21 9DY  
 Tel: 01328 853653

e-mail: [info@fakenhamtowncouncil.gov.uk](mailto:info@fakenhamtowncouncil.gov.uk)  
 website: [fakenhamtowncouncil.gov.uk](http://fakenhamtowncouncil.gov.uk)

Fakenham Town Council

## HEALTH & SAFETY POLICY

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### 1. Policy Statement

Fakenham Town Council recognises and accepts its responsibilities as an employer for providing a safe and healthy workplace and working environments for all its employees, and for protecting the safety of others who may be affected by its work. Fakenham Town Council is committed to providing a safe and healthy working environment for employees, councillors, contractors, volunteers and members of the public who may be affected by its activities. This Health and Safety Policy as required by the Health and Safety at Work Act 1974 defines the way we manage the health and safety hazards and risks associated with our business, premises and activities

All reasonable measures will be taken to ensure that a safe working and community environment is created.

Members of the Council have the responsibility for implementing this Policy and must ensure health and safety considerations are always given priority in planning and day-to-day supervision of work.

It is a requirement of the Health and Safety (Consultation with Employees) Regulations 1996 for employers to consult with employees on matters relating to health and safety. These regulations complement the Safety Representatives and Safety Committees Regulations 1977, which place duties on employers to consult with safety representatives who have officially been appointed as such by the trade unions. Employees will be consulted by the Clerk on matters regarding their health and safety during general employee's meetings and day to day contact.

All Employees are expected to co-operate in carrying out this Policy throughout the Council activities and must ensure that their own work, so far as is reasonably practicable, is carried out without risk to themselves or others. All Employees and Contractors associated with any works carried out by the Council will be made aware of this Policy and the importance of commitment to its objectives.

The organisation and arrangements for implementing the Policy are set out in the Policy document. The Policy will be kept up to date in response to changes in legislation or best practice. To ensure this, the Policy and the way in which it has operated, will be reviewed annually or as the need arises.

## 2. Duties and Responsibilities of Councillors

All Councillors are jointly responsible for the implementation of the Council Health & Safety Policy, for monitoring the day to day administration of the Council's affairs, and ensuring that all insurance policies are in date.

In doing so, they will ensure that:

- A copy of this Policy is circulated to all Employees on appointment. Opportunity will be given to discuss this Policy on an individual basis to ensure that it is fully understood and implemented.
- The Council's activities are monitored to ensure that the objectives of the Health & Safety Policy are being complied with.
- Contracts of employment include compliance with statutory and company health, safety & environmental requirements
- All staff have adequate competence and training for carrying out their specific jobs and for ensuring the health, safety and welfare of themselves and those around them.
- Employees are aware of the hazards which may exist within the operation of their tasks, and that they fully understand and observe all aspects of the Council's Health & Safety Policy.
- No employee shall be engaged in any work activity where technical knowledge or experience is necessary to prevent danger or injury unless they possess such knowledge or experience, or is under supervision of a competent person having regard to the nature of the work.
- Safe methods of work are adopted.

- All suppliers comply with *Section 6* of the *Health & Safety at Work Act (HASAWA)* in supplying articles and substances that are safe and without risk to health when properly used and to provide information to enable them to be properly used.
- Any accidents arising out of the Council's activities are recorded, reported and investigated as detailed in the accident reporting procedure.
- Regular inspections of equipment are carried out and necessary records kept.
- Appropriate risk assessments and safe systems of work are in force.

Councillors have overall responsibility for ensuring that health and safety is effectively managed throughout the Council's activities. In fulfilling this responsibility, Councillors will:

- Promote a positive health and safety culture throughout.
- Ensure adequate resources are available to implement this policy.
- Monitor health and safety performance and compliance with legal requirements.
- Ensure suitable risk assessments and safe systems of work are in place.
- Ensure employees receive appropriate information, instruction, training and supervision.
- Ensure accidents, incidents and near misses are reported, investigated and appropriate corrective action taken.
- Ensure work equipment, premises and Council assets are maintained in a safe condition.
- Consider health and safety implications when making decisions and approving projects, activities and budgets.
- Review this policy at least annually and whenever significant changes occur.

### **3. Duties and Responsibilities of all Employees**

- Employees have a responsibility to conform to the Council's policy and with the Health & Safety at Work etc. Act 1974 and associated legislation.
- Employees have a statutory duty to take reasonable care of the safety and health of themselves and others who may be affected by their acts or omissions and to cooperate with the company to enable it to fulfil statutory obligations. They should also ensure that they are physically fit and technically responsible for the work requested of them.
- Employees have responsibility for properly using any safety devices involved in their work. They will not recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.
- All accidents and near miss incidents shall be reported to management and recorded in the Council's Accident Book as soon after the event as possible. Employees will also co-operate with the Council in investigating all accidents and near misses.
- Employees must request assistance or advice about any area of work that they are not familiar with.

All employees have a legal duty to take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions at work.

Employees must:

- Comply with this Health and Safety Policy and associated procedures.
- Co-operate with the Council in meeting its legal health and safety obligations.
- Follow safe working practices, risk assessments and instructions provided.
- Use equipment, tools and personal protective equipment correctly and report any defects immediately.
- Report accidents, incidents, near misses, hazards and unsafe conditions as soon as reasonably practicable.
- Attend mandatory health and safety training.
- Not intentionally interfere with or misuse anything provided in the interests of health, safety or welfare.
- Seek advice or assistance if unsure how to carry out a task safely.

Failure to comply with health and safety requirements may result in disciplinary action.

#### 4. Contractors

Contractors must comply with the following:

- Any Contractors employed by Fakenham Town Council shall be responsible for always conducting themselves safely and in complying with the Council's Health & Safety Policy.
- Any work carried out must be fully in compliance with Statutory Legislation and Codes of Practice to ensure the health and safety of their own Employees and others on and off site.
- All tools and equipment that they bring onto site must be safe and in sound working order. All necessary guards and safety devices must be in place and necessary Certificates must be available for checking.
- Any injury sustained whilst on site must be reported to a member of management staff immediately.
- All electrical equipment must have a valid Portable Appliance Test
- Contractors must provide written Risk Assessments and Method Statements where necessary, before commencing work for or on behalf of Fakenham Town Council.
- Contractors must report any incidents where materials containing asbestos become broken or damaged.

The Council recognises its duty to ensure, so far as is reasonably practicable, that contractors undertaking work on its behalf operate safely and without risk to employees, councillors, volunteers, visitors or members of the public.

All contractors engaged by the Council must:

- Comply with all relevant health and safety legislation.
- Be competent to undertake the work for which they are engaged.
- Provide suitable risk assessments and method statements (RAMS) where required.
- Maintain appropriate Public Liability Insurance and, where applicable, Employers' Liability Insurance.
- Ensure that all equipment, machinery and tools brought onto Council premises are safe, properly maintained and suitable for use.
- Ensure employees are appropriately trained, supervised and competent.
- Report accidents, incidents, hazards and dangerous occurrences arising from their work.

- Comply with any site-specific health and safety arrangements communicated by the Council.
- Immediately stop work and notify the Council where a serious risk to health and safety is identified.

The Council reserves the right to stop work or terminate contracts where contractors fail to comply with health and safety requirements.

## 5. Volunteers

The Council recognises that volunteers may assist with Council activities. Volunteers will be provided with appropriate information, instruction, training and supervision and are expected to comply with this policy and any relevant risk assessments or safe working procedures.

## 6. Visitors

Fakenham Town Council owes a Duty of Care to Contractors, Suppliers and Visitors to the Council owned areas of the town. Councillors will ensure so far as is reasonably practicable that safe access and egress is available and that areas are maintained in a safe condition.

## 7. Risk Assessments

Generic Risk Assessments will be carried out by the Clerk for all public areas and estate assets. These Assessments will be recorded, monitored and reviewed where necessary. Where technical expertise is required and/or there are serious/significant risks being assessed, qualified experts may be required to advise and undertake the assessment. Employees will also help to inform the assessments.

Action required to remove/control risks will be approved by the Clerk / relevant committee. A Risk based approach will inform the frequency of inspections for the Town Council's open space areas and the measures to be implemented to mitigate against the hazard /risk.

The following format will be used for risk assessment:

- Identify the task to be conducted and hazards arising from it
- Identify who could be harmed by the task and how
- Evaluate risks, and decide if existing controls/precautions are adequate
- Record the findings; Any significant findings will be recorded and discussed with the employees involved.
- Where necessary in the light of the risk assessment, appropriate control measures will be implemented.

## 8. Training

Councillors are responsible for ensuring that appropriate Health & Safety training is provided for Employees. The Clerk is responsible for maintaining records of such training. Where specific jobs require special training, the Clerk will plan for this to be undertaken, which can be by a work colleague, attendance on a training course or similar. Ongoing Training will be identified, arranged and monitored by the Clerk who will also plan for refresher training to be completed on an annual basis or such approved frequency determined by the service area risk assessment.

Refresher training will be provided at intervals determined by legal requirements, risk assessment and operational need.

### 9. Accident Reporting

- There is a legal duty placed upon the Council to report and record all accidents at work. Details of all accidents involving employees or members of the public shall be recorded in an Accident book held in the council offices.
- Individual employees are responsible for reporting accidents and potential accidents/near misses that occur at work.
- In accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 certain specific injuries caused by accidents at work and resulting in absence from work more than ~~three~~ **Seven** consecutive days **not counting the day of the accident** must be reported for appropriate action.
- Accidents should be reported to the Council as soon as practicable, so that appropriate action is taken.
- Systems and procedures will be modified as necessary at the earliest opportunity
- In addition, all other Health & Safety Documents which, form part of the Health & Safety Policy, Fire, Risk Assessments, COSHH etc will be maintained and these are available to all employees in conjunction with this Policy.

### 10. First Aid

The Health and Safety (First Aid) Regulations 1981 (Last amended 2024). First aid means treating minor injuries at work and giving immediate attention to more serious casualties until medical help is available. Through this initial management of injury or illness suffered at work, lives can be saved, and minor injuries prevented from beginning major ones. First aid equipment is readily accessible at each premises and is kept stocked, clean and ready for use, First Aid Boxes must be properly replenished after use.

### 11. Fire & Evacuation

Dangerous Substances and Explosive Atmospheres Regulations 2002 (last amended 2013) Regulatory Reform (Fire Safety) Order 2005. UK fire regulations require a fire risk assessment for all workplaces. An appropriate provision of fire exits signs, alarms and extinguishers as well as Fire evacuation procedures must be provided at each place of work / public office.

Fire alarms and extinguishers at the Council Offices are checked periodically.

All fire escape routes must be kept clear and well signposted. The responsibility for this lies with all employees but in particular: Fire exit doors must be always kept clear of obstruction. Fire prevention doors must be kept always closed.

### 12. Personal Protective Equipment

A Personal Protective Equipment Assessment is completed for each task to ensure that appropriate information, equipment, instruction and training is issued.

PPE is supplied to protect employees/councillors/volunteers free of charge and must be used correctly. PPE will be supplied to employees when and where necessary. This must suitably fit and be kept in good repair.

PPE will only be supplied to councillors/volunteers undertaking Council business. Under no circumstances must any PPE equipment be kept by individuals. PPE held by councillors/volunteers must be stored correctly, be checked and cleaned and signed in and out. PPE must comply with UK legislation, and any defects or loss must be reported to the Town Clerk.

### **13. Hazardous substances**

Control of Substances Hazardous to Health Regulations 2002 (COSHH) Classification, Labelling and Packaging Regulations 2008 (CLP) Control of Lead at Work Regulations 2002 COSHH.

- COSHH safety notices and Guidance Procedures are to be displayed on the applicable storage cupboards. Employees who use hazardous substances will be responsible for undertaking the COSHH assessments.
- Employees are responsible for notifying the Office of any hazardous substances for use in order that the Product Data Sheets can be obtained and Risk Assessments including appropriate control measures can be identified and implemented.
- The Clerk will be responsible for ensuring that all of their relevant employees are informed about the COSHH assessments.
- Risk Assessments will be reviewed every 3 years or when the work activity changes, whichever is soonest.
- Safety Data Sheets from suppliers are to be maintained at the appropriate Offices
- All staff should be aware of procedures in the event of a spillage of hazardous substances and for ensuring that stocks of spill control equipment are maintained

### **14. Display screen equipment**

Display Screen Equipment Health and Safety (Display Screen Equipment) Regulations 1992 (as amended by the Health & Safety Miscellaneous Amendments Regulations 2002) Using a computer or other kinds of display screen equipment (visual display units) can give rise to back problems, repetitive strain injury or other musculoskeletal disorders. These health problems may become serious if no action is taken. They can be caused by poor design of workstations (and associated equipment such as chairs), insufficient space, lack of training or not taking breaks from display screen work. Work with a screen does not cause eye damage, but many users experience temporary eye strain or stress. This can lead to reduced work efficiency or taking time off work. All relevant employees;

- Should be given the necessary training
- complete a display screen risk assessment
- implement any necessary control measures to eliminate or reduce the identified risks.

Where applicable, staff will be able to arrange eye tests at appropriate intervals, for which reimbursement of the cost can be claimed from Fakenham Town Council

### **15. Vehicles**

All vehicles provided for work purposes must be of sound condition and suitable for the purpose for which it is provided. The Clerk will ensure that all transport is used by competent persons and that regular maintenance and inspections are carried out to ensure safe operation. All Employees must use the vehicle in the manner to which the handbook suggests.

All persons required to drive or operate any form of transport owned by or hired by the council to carry out its undertakings must be suitably competent and, as a minimum, hold a full UK driving license. Whichever form of license or certificate is held by a driver it must be produced when requested by the Clerk. It is the responsibility of any driver to inform the Clerk if they are convicted of any offence in relation to their driving license and penalties bestowed upon them. Failure to do this could result in the dismissal of that employee.

All drivers of vehicles must ensure that they report all defects to the Clerk. If the defect presents a significant hazard the Clerk must be informed immediately. Drivers of road going vehicles must ensure they check their vehicles in accordance with the vehicle handbook. All drivers are responsible for the safety of their own vehicles. They must ensure that they leave their vehicles / machines in a safe condition whereby unauthorised start-up is prevented. Each vehicle / machine must be parked in a sensible area where it does not present a hazard to other people. Keys must be removed, and the vehicle / machine locked.

All persons driving on behalf of the council must do so in accordance with the Road Traffic Act and Highway Code. At no time, during business or private use, will the Council accept responsibility for any offences committed. If an offence is committed, the employee will be responsible for any fines imposed and may be subject to disciplinary action, which may result in their dismissal.

All vehicles which can carry a passenger will be classed as enclosed workplace and will be subject to the smoking bans. A relevant sign will be placed in the vehicle where it can be seen. Anyone found to be smoking in such a vehicle will be dealt with under the company's disciplinary procedures.

Travelling on Town Council Business (including Councillors) If travelling alone or using your own vehicle, ensure that you are sufficiently fit and healthy to drive ensure that your vehicle is maintained in a safe condition and fit for the road with sufficient fuel for your journey and take sufficient account of adverse weather conditions, avoid parking in poorly lit and isolated areas and ensure your motor insurance policy covers the activity you are undertaking.

## **16. Asbestos**

The Control of Asbestos Regulations 2012 / The Control of Asbestos at Work Regulations 2002 (CAWR) introduces an explicit duty to manage asbestos in non-domestic premises, to manage the risk of exposure to asbestos or asbestos containing material (ACM). The duty to manage requires those in control of premises to;

- Take reasonable steps to determine the location and condition of materials likely to contain asbestos.
- Presume materials contain asbestos unless there is strong evidence that they do not.
- Make and keep an up-to-date record of the location and condition of the ACMs or presumed ACMs in the premises.
- Assess the risk of the likelihood of anyone being exposed to fibres from these materials. Employees must report any incidents whereby ACM become broken or damaged.

- Prepare a plan setting out how the risks from the materials are to be managed.
- Take the necessary steps to put the plan into action
- Review and monitor the plan periodically
- Provide information on the location and condition of the materials to anyone who is liable to work on or disturb them.

### **17. Machinery**

When using machinery of all types, i.e. drills, lawnmowers, tractors etc., all dangerous parts must be identified, and guards positioned when in working order. Unsafe equipment or machinery must not be used. Manufacturers or supplier instructions must be followed and maintenance programmes followed.

- Any defect in equipment or machinery must be rectified before use.
- If equipment provided by the Employer is damaged or faulty the Employee is responsible for the immediate return or report of such equipment to the Employer for repair or replacement.
- If the equipment is lost or damaged through negligence, there is an onus on the Employee to report such loss or damage immediately.
- Safety equipment and protective clothing will be provided where necessary and employees must ensure that this is used.

### **18. Electrical Equipment**

PAT testing must be carried out at appropriate intervals. All employees should make suitable arrangements for ensuring that all plugs and cables are inspected and that loose connections or faults are rectified before the equipment is used. Aspects to look for should include damage to the plug, cable or equipment casing, use of tape to join wiring, overheating, and whether the item has been exposed to conditions for which it is not suitable, e.g. a wet environment Any faults should be reported to the office so that the necessary repairs can be undertaken by a qualified electrician.

### **19. Manual Handling**

Manual Handling Manual Handling Operations Regulations 1992 (as amended by the Health & Safety Miscellaneous Amendments Regulations 2002) Management of Health and Safety at Work Regulations 1999. Where manual handling is necessary, risks will be assessed by considering factors such as the weight and nature of the load, the distance carried, frequency, posture, and the working environment. Steps will be taken to reduce risks, including the use of suitable equipment, safe working procedures, and, where appropriate, the provision of training. Employees are expected to follow safe practices, use equipment correctly, cooperate with management, and report any concerns related to manual handling.

### **20. Working at Heights**

The Work at Height Regulations 2005 and Provision and Use of Work Equipment Regulations 1998 Power Lifting Operations and Lifting Equipment Regulations 1998 Construction (Design & Management) Regulations 2015. A fall from height has sudden and irreversible consequences and can only be prevented by ensuring that each task associated with working at height is carefully planned before deciding if the method of gaining access is appropriate. The overriding principle is to do all that is practicable to prevent anyone falling.

Strict adherence to the principles and practices within the Work at Height Regulations 2005, and its Schedules, is the only acceptable solution.

### **21. Lone Working**

A Lone Working Policy which is designed to raise awareness of the risks presented by lone working, to identify the responsibilities each person has in this situation, and to give guidance on how to manage such risks has been produced by the Town Council. **Employees must follow the requirements of the Lone Working Policy and any associated risk assessments.**

### **22. Stress and Mental Health at Work**

Management of Health and Safety at Work Regulations 1999.

The Health & Safety Executive defines stress as “the adverse reaction people have to excessive pressure or other types of demand placed on them”. This makes an important distinction between pressure, which can be a positive state if managed correctly, and stress which can be detrimental to health. Stress at work can be tackled in the same way as any other risk to health – by identifying the hazards, assessing who is at risk and the level of risk, deciding how to manage the risk and putting the plans into action. To reduce stress in the organisation;

- Managers and the staff they are responsible for should keep in regular contact.
- Managers should ensure they hold regular team meetings and one to one meetings with individual members of staff, providing for an opportunity for all to raise any issues of concern and explore a way to resolve them.
- Ensure good communication between management and employees, particularly where there are organisational and procedural changes.
- Ensure employees are fully trained to discharge their duties.
- Monitor workloads to ensure that people are not overloaded.
- Monitor working hours and overtime to ensure that full time employees are not overworking.
- Monitor holidays to ensure that employees are taking their full entitlement.
- Attend training as requested in good management practice and health and safety.
- Ensure that bullying and harassment is not tolerated within their jurisdiction.
- Be vigilant and offer additional support to a member of employees who is experiencing stress outside work, e.g. bereavement or separation.
- Employees will raise issues of concern with the Clerk or Chairman.

**The Council recognises the importance of mental health and wellbeing and is committed to supporting employees through appropriate management practices, training, occupational health support and reasonable workplace adjustments.**

### **23. Noise**

The Control of Noise at Work Regulations 2005 & Noise at Work Regulations 1989 High levels of noise at work can cause hearing loss. All reasonable steps are taken to ensure, so far as is reasonably practicable, the risk of hearing damage to employees who work with noisy equipment is reduced to a minimum. If at any time the Clerk or an employee complains of high noise levels or the Clerk suspects the noise levels exceed those recommended, a noise assessment will be carried out by a competent person. Any areas or

equipment suspected of producing high noise levels must be reported the Clerk. Noise assessments are to be used as a basis for formulating action plans for reducing the risk of hearing damage. Measures to take to control noise;

Eliminate the noise at source or where this is not reasonably practicable, reduce it to a minimum by using engineering methods e.g. quieter equipment.

Carry out organisational changes to obstruct the path of the noise e.g. by erecting noise enclosures around equipment or by using barriers / screens.

Limit the number of people exposed to the noise source or the amount of time that they are exposed.

The establishment of noise protection zones where applicable.

Where noise levels are at the lower exposure action value (LAV) of 80dB(A), and the noise levels cannot be eliminated or reduced any further then hearing protection must be supplied. At these levels the employee does not have to wear it. Where the noise levels are at the upper action value of 85dB(A) a risk assessment is to be carried out. If the noise cannot be eliminated or controlled sufficiently then hearing protection zones are to be established and hearing protection supplied. Employees must wear hearing protection at this point. When hearing protection is provided, the Clerk will ensure that it is suitable and effective. They will also ensure that it is compatible with other PPE that has to be worn.

#### **24. Violence at work**

To avoid violence and aggression from members of the public or contractors, all staff should avoid getting into a confrontational situation. Always remain polite, but back off from situations that are potentially dangerous. Conflict training provided. Any incidents should be reported to the Clerk who may call the Police, if it is considered necessary.

#### **25. Play Equipment**

All play equipment is subject to a detailed Annual safety inspection by independent specialists and at least 2 operational inspections per annum. These detailed inspections should be supplemented with more frequent inspections by the Council's own staff, a visual inspection is carried out on a weekly basis to check for any obvious vandalism, wear and tear, broken glass, dog fouling, etc. A more detailed inspection is carried out monthly. All inspections should be formally recorded. Any equipment found to be unsafe should be immobilised and taken out of use. In some cases, it may be sufficient to cordon off the area, in others it may be necessary to remove the item completely to ensure the safety of users. DIY repairs should not be carried out unless they are endorsed by the original manufacturer or installer. All repairs shall be carried out by a competent person

#### **26. Vibration**

Control of Vibration at Work Regulations 2005, Health and Safety at Work Regulations 1999 Provision and Use of Work Equipment Regulations 1998. Vibration from work with powered handheld tools, equipment or processes can damage the hands and arms of users causing 'hand-arm vibration syndrome'. This is a painful, irreversible condition which includes 'vibration white finger' and the effects can be impaired blood circulation, damage to the nerves and muscles, and loss of ability to grip properly. Back damage can be caused by vibration from a vehicle or machine passing through the seat into the driver's body through the buttocks – known as whole body vibration. Whole body vibration can also be caused by standing on the platform of a vehicle or machine, so vibration passes into the operator

through their feet. Work equipment should be used to the manufacturer's guidelines only by trained staff with appropriate PPE. Staff are advised to report any faults immediately

## 27. Legislation

The following legislation may affect Employees, Councillors, Visitors and Contractors:

### Health & Safety Legislation:

THE HEALTH & SAFETY AT WORK ETC. ACT 1974

THE MANAGEMENT OF HEALTH & SAFETY AT WORK REGULATIONS 1999

WORKPLACE (HEALTH, SAFETY AND WELFARE) REGULATIONS 1992

PROVISION AND USE OF WORK EQUIPMENT REGULATIONS 1998 (PUWER)

HEALTH & SAFETY (DISPLAY SCREEN EQUIPMENT) REGULATIONS 1992 (as amended 2002)

PERSONAL PROTECTIVE EQUIPMENT AT WORK REGULATIONS 1992 (as amended 2022)

REPORTING OF INJURIES, DISEASES AND DANGEROUS OCCURRENCES REGULATIONS 2013 (R.I.D.D.O.R)

ELECTRICITY AT WORK REGULATIONS 1989

CONTROL OF SUBSTANCES HAZARDOUS TO HEALTH REGULATIONS 2002 (COSHH)

HEALTH & SAFETY (FIRST AID) REGULATIONS 2013 1981 (as amended)

~~FIRE PRECAUTIONS ACT 1971~~

~~FIRE PRECAUTIONS (WORKPLACE) REGULATIONS 1999~~

REGULATORY REFORM (FIRE SAFETY) ORDER 2005

HEALTH & SAFETY (CONSULTATION WITH EMPLOYEES) REGULATIONS 1996

OFFICES, SHOPS AND RAILWAY PREMISES ACT 1963

EQUALITY ACT 2010

CONTROL OF VIBRATION AT WORK REGULATIONS 2005

OCCUPIERS LIABILITY ACTS 1957 And 1984

**This is not a definitive list, other legislation may be relevant.**

~~Ratified at Governance & Finance 19<sup>th</sup> August 2025~~

**Reviewed at Governance & Finance 16<sup>th</sup> June 2026**

**Ratified at Full Council 24<sup>th</sup> June 2026**

## Fakenham Town Council

## PAYMENTS &amp; RECEIPTS LIST

Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
3	Cemeteries Income	01/04/2026		FTC General Current	Interment - Maria	Receipt - Cemetery Services	Fakenham & District Funer.	X	1,000.00		1,000.00
39	Creake Road Cemetery	01/04/2026		FTC General Current		Payment - Brown Bin Annual Fe	North Norfolk District Coun	X	-68.00		-68.00
40	Communications - Services	01/04/2026		FTC General Current		Payment - Mobile Phone Charg	O2	S	-71.85	-14.37	-86.22
2	Interest Received	02/04/2026		CCLA Investment Ac		Receipt - CCLA Interest	CCLA	E	327.03		327.03
41	IT Equipment & Software	02/04/2026		FTC General Current		Payment - Scribe Accounts Sub	Starboard Systems Ltd	S	-119.00	-23.80	-142.80
42	Market Expenses	02/04/2026		FTC General Current		Payment - MKT Expenses - Rei	Fakenham Charter Market	X	-1,134.00		-1,134.00
43	IT Equipment & Software	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-16.66	-3.33	-19.99
43	Office Equipment	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-33.32	-6.66	-39.98
43	Stationery & Postage	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	E	-43.50		-43.50
43	Stationery & Postage	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-15.82	-3.16	-18.98
43	Misc Admin Expenses	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-10.49	-2.10	-12.59
43	Freight Inwards	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-3.10	-0.64	-3.74
43	Freight Inwards	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-3.28	-0.67	-3.95
43	Freight Inwards	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-6.66	-1.33	-7.99
43	Misc Estate Expenditure	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-10.74	-2.15	-12.89
43	Misc Estate Expenditure	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-24.99	-5.00	-29.99
43	Misc Estate Expenditure	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-9.98	-2.00	-11.98
43	Misc Estate Expenditure	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-52.47	-10.50	-62.97
43	Allotments	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-54.60	-10.92	-65.52
43	Allotments	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-6.64	-1.32	-7.96
43	Market Expenses	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-83.32	-16.66	-99.98
43	General Reserve	07/04/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-21.11	-4.22	-25.33
44	Bank Charges	08/04/2026		FTC General Current		Payment - Account Fee	Barclays	E	-8.50		-8.50
45	Charter Market Rates	10/04/2026		FTC General Current		Payment - Rates - MKT	North Norfolk District Coun	X	-144.20		-144.20
47	Rates	10/04/2026		FTC General Current		Payment - Rates - Connect Offi	North Norfolk District Coun	X	-1,149.20		-1,149.20
49	Card Payment Service	10/04/2026		FTC General Current		Payment - Barclaycard Machine	Barclays (Card Machine)	S	-4.80	-0.96	-5.76
49	Card Payment Service	10/04/2026		FTC General Current		Payment - Barclaycard Machine	Barclays (Card Machine)	E	-20.00		-20.00
48	Creake Road Cemetery	10/04/2026		FTC General Current		Payment - Rates - Creake Rd C	North Norfolk District Coun	X	-185.90		-185.90
46	Queens Road Cemetery	10/04/2026		FTC General Current		Payment - Rates - Queens Rd C	North Norfolk District Coun	X	-895.05		-895.05
5	Allotment Income	14/04/2026		FTC General Current	RSL 63 - Tabor	Receipt - Allotment Payments	Card Machine	X	9.57		9.57
4	Market Expenses	14/04/2026		FTC General Current		Receipt - Market Expenses Reir	Charter Market	X	209.74		209.74
5	Allotment Deposits Held	14/04/2026		FTC General Current	RSL 63 - Tabor	Receipt - Allotment Payments	Card Machine	X	50.00		50.00
51	IT Equipment & Software	14/04/2026	69/25 GF	FTC General Current		Payment - Scribe - Set Up Fee	Starboard Systems Ltd	S	-1,644.00	-328.80	-1,972.80
52	Lighting Repairs & Renewals	14/04/2026		FTC General Current		Payment - Streetlight Repair / I	Cozens (UK) Ltd	S	-475.00	-95.00	-570.00
54	Lighting Repairs & Renewals	14/04/2026		FTC General Current		Payment - Streetlight Repair / I	Cozens (UK) Ltd	S	-395.00	-79.00	-474.00

## PAYMENTS &amp; RECEIPTS LIST

Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
53	Estate Consumables	14/04/2026		FTC General Current		Payment - FTC - Statement / Ir	Fakenham Tool & Equipme	S	-11.21	-2.24	-13.45
53	Estate Consumables	14/04/2026		FTC General Current		Payment - FTC - Statement / Ir	Fakenham Tool & Equipme	S	-16.66	-3.33	-19.99
53	Allotments	14/04/2026		FTC General Current		Payment - FTC - Statement / Ir	Fakenham Tool & Equipme	S	-151.55	-30.31	-181.86
50	Aldiss Park FRGC	14/04/2026		FTC General Current		Payment - Bund - Aldiss Park	Haller Builders	S	-485.00	-97.00	-582.00
61	Pension	14/04/2026		FTC General Current		Payment - NEST Pension Contr	NEST	X	-2,264.42		-2,264.42
59	IT Equipment & Software	14/04/2026		FTC General Current		Payment - Civic.ly Monthly Fee	Starboard Systems Ltd	S	-125.00	-25.00	-150.00
60	Subscriptions & Memberships	14/04/2026		FTC General Current		Payment - ICCM Membership	ICCM	X	-110.00		-110.00
55	Meeting Expenses	14/04/2026		FTC General Current		Payment - Venue Hire	Fakenham Community Cen	X	-57.60		-57.60
56	Lighting Repairs & Renewals	14/04/2026		FTC General Current		Payment - Streetlight Monthly	Cozens (UK) Ltd	S	-75.00	-15.00	-90.00
58	Management & Professional Fe	14/04/2026		FTC General Current		Payment - PAT Testing	Kings & Barnhams	S	-308.75	-61.75	-370.50
57	Bus Shelters	14/04/2026		FTC General Current		Payment - Cleaning	We Clean Any Window	S	-104.17	-20.83	-125.00
63	Salaries & Wages	15/04/2026		FTC General Current		Payment - Salaries	All Staff	X	-12,693.04		-12,693.04
64	Pension	15/04/2026		FTC General Current		Payment - Norfolk Pension Fun	Norfolk Pension Fund	X	-637.67		-637.67
62	Fuel	15/04/2026		FTC General Current		Payment - Fuel Card	Fuel Card Services T/A Mot	S	-91.33	-18.27	-109.60
7	Cemeteries Income	16/04/2026		FTC General Current		Receipt - Cemetery Services	Fakenham & District Funer	X	250.00		250.00
6	Allotment Income	16/04/2026		FTC General Current	GWL 62 & 63 - Wa	Receipt - Allotment Payments	Card Machine	X	37.24		37.24
6	Allotment Deposits Held	16/04/2026		FTC General Current	GWL 62 & 63 - Wa	Receipt - Allotment Payments	Card Machine	X	100.00		100.00
8	Cemeteries Income	17/04/2026		FTC General Current		Receipt - Cemetery Services	Littleproud & Son Family Fi	X	150.00		150.00
9	Cemeteries Income	17/04/2026		FTC General Current		Receipt - Cemetery Services	M B Howell	X	325.00		325.00
10	Cemeteries Income	17/04/2026		FTC General Current		Receipt - Cemetery Services	M B Howell	X	650.00		650.00
65	Rent/Service Charges	20/04/2026		FTC General Current		Payment - Connect Building - C	North Norfolk District Coun	X	-1,722.50		-1,722.50
11	Cemeteries Income	22/04/2026		FTC General Current	ERB Transfer - Gla	Receipt - Cemetery Services	Card Machine	X	40.00		40.00
67	Estate Consumables	22/04/2026		FTC General Current		Payment - Bin Bags	Anglian Chemicals	S	-28.88	-5.78	-34.66
66	Estate Consumables	22/04/2026		FTC General Current		Payment - Void	Anglian Chemicals	S			
70	Millennium Park FRGC	22/04/2026		FTC General Current		Payment - Gates / Railings - Mi	RBS Engineering	S	-300.00	-60.00	-360.00
68	Allotments	22/04/2026		FTC General Current		Payment - Tyre Disposal	Norfolk Tyre & Recycling	S	-28.00	-5.60	-33.60
69	Aldiss Park FRGC	22/04/2026		FTC General Current		Payment - Boardwalk - Aldiss P	Haller Builders	S	-1,230.00	-246.00	-1,476.00
72	Grass - Creake Road Cem Ext	22/04/2026		FTC General Current		Payment - Contractor Services	N J Combrink	X	-67.50		-67.50
72	Grass - Creake Road Cemetery	22/04/2026		FTC General Current		Payment - Contractor Services	N J Combrink	X	-360.00		-360.00
72	Grass - St Peters Parish Church	22/04/2026		FTC General Current		Payment - Contractor Services	N J Combrink	X	-101.25		-101.25
72	Minor Project Contracts	22/04/2026		FTC General Current		Payment - Contractor Services	N J Combrink	X	-135.00		-135.00
73	Trap Lane Depot / Field	22/04/2026		FTC General Current		Payment - Excavation	Roy Beck	X	-50.00		-50.00
71	Millennium Park FRGC	22/04/2026		FTC General Current		Payment - Roundabout - Millen	Haller Builders	S	-250.00	-50.00	-300.00
73	Allotments	22/04/2026		FTC General Current		Payment - Excavation	Roy Beck	X	-50.00		-50.00
72	Cinema Triangle	22/04/2026		FTC General Current		Payment - Contractor Services	N J Combrink	X	-22.50		-22.50

## PAYMENTS &amp; RECEIPTS LIST

Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
2	Stationery & Postage	23/04/2026		Petty Cash		Payment - Postage	Post Office Ltd	E	-1.90		-1.90
76	Communications - Services	23/04/2026		FTC General Current		Payment - Broadband & Landlii	Talk Talk Business	S	-112.12	-22.42	-134.54
74	Electricity - Street Lights	23/04/2026		FTC General Current		Payment - Streetlight Electricity	NPower Business Solutions	S	-998.97	-199.79	-1,198.76
75	CCTV Electricity	23/04/2026		FTC General Current		Payment - CCTV Electricity	NPower Business Solutions	S	-64.83	-12.97	-77.80
77	Public Spaces	24/04/2026		FTC General Current		Payment - Contractor Services	Top Garden Services	S	-3,840.00	-768.00	-4,608.00
12	Cemeteries Income	27/04/2026		FTC General Current		Receipt - Cemetery Services	Paul Miles Stonemason	X	140.00		140.00
13	Insurance incl. Vehicle Cover	28/04/2026		FTC General Current		Receipt - REFUND - FRGC Insu	Clear Insurance Ltd	E	113.08		113.08
78	Veolia - Waste Collection	28/04/2026		FTC General Current		Payment - Industrial Bin Collec	Veolia	S	-163.13	-32.63	-195.76
14	VAT - Reclaim	29/04/2026		FTC General Current		Receipt - VAT Reclaim	HMRC	R		9,780.00	9,780.00
80	Photocopying	29/04/2026		FTC General Current		Payment - Photocopying - Print	Konica Minolta	S	-151.25	-30.25	-181.50
79	Allotments	29/04/2026		FTC General Current		Payment - Water Supplies - GV	Wave Water	Z	-18.24		-18.24
1	Precept	30/04/2026		FTC Precept		Receipt - Precept	North Norfolk District Coun	X	430,931.34		430,931.34
81	Confidential Paper Disposal	30/04/2026		FTC General Current		Payment - Confidential Paper D	Shred Station	S	-89.75	-17.95	-107.70
82	Confidential Paper Disposal	30/04/2026		FTC General Current		Payment - Confidential Paper D	Shred Station	S	-59.52	-11.90	-71.42
<b>Total</b>									<b>400,645.08</b>	<b>7,430.39</b>	<b>408,075.47</b>

# Fakenham Charter Market

03 June 2026 (2026 - 2027)

## PAYMENTS & RECEIPTS LIST

41

Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
1	Market Income	01/04/2026		Market Tolls Current		Receipt - Food Market Electricit	Shop Fakenham	E	24.00		24.00
3	Market Income	01/04/2026		Market Tolls Current		Receipt - Market Rent - April	Fakenham Baptist Church	E	40.00		40.00
4	Market Income	01/04/2026		Market Tolls Current		Receipt - Market Rent - April	Orchard End Nursery	E	62.00		62.00
5	Market Income	01/04/2026		Market Tolls Current		Receipt - Market Rent - April	Tonys Discount Deli	E	116.00		116.00
6	Market Income	01/04/2026		Market Tolls Current		Receipt - Market Rent - April	Son of Christie Cheesemon	E	64.00		64.00
7	Market Income	01/04/2026		Market Tolls Current		Receipt - Market Rent - April	Meadow Market	E	220.00		220.00
8	Market Income	01/04/2026		Market Tolls Current		Receipt - Market Rent - April	H.S. Badwal	E	120.00		120.00
9	Market Income	02/04/2026		Market Tolls Current		Receipt - Market Rent - April	Pisces Self-Care	E	40.00		40.00
10	Market Income	02/04/2026		Market Tolls Current		Receipt - Market Rent - April	County Ventures	E	75.00		75.00
11	Market Income	02/04/2026		Market Tolls Current		Receipt - Market Rent - April	LW Sales	E	120.00		120.00
34	Machinery/Tools/Equipment	02/04/2026		Market Tolls Deposit		Receipt - MKT Reimburse FTC	Fakenham Town Council	X	1,134.00		1,134.00
12	Market Income	07/04/2026		Market Tolls Current		Receipt - Market Rent - April	Mrs Michelle Bullen	E	40.00		40.00
13	Market Income	07/04/2026		Market Tolls Current		Receipt - Market Rent - April	Willie Weston Lobster Supp	E	88.00		88.00
14	Market Income	07/04/2026		Market Tolls Current		Receipt - Market Rent - April C	Fakenham Footcare	E	10.00		10.00
15	Market Income	08/04/2026		Market Tolls Current		Receipt - Market Rent - April	The Mobile Mobility Shop	E	60.00		60.00
1	Bank Charges	08/04/2026		Market Tolls Current		Payment - Account Fee	Barclays	E	-8.50		-8.50
16	Market Income	13/04/2026		Market Tolls Current		Receipt - Market Rent - April	Aagvah Foods	E	60.00		60.00
2	Market Income	14/04/2026		Market Tolls Current		Receipt - Market Rent - March	S & A Wilson	E	10.00		10.00
2	Repairs	14/04/2026		Market Tolls Current		Payment - MKT Reimburse FTC	Fakenham Town Council	X	-209.74		-209.74
18	Market Income	21/04/2026		Market Tolls Current		Receipt - Market Rent - May	Jake's Kitchen	E	46.00		46.00
18	Market Income	21/04/2026		Market Tolls Current		Receipt - Market Rent - May	Jake's Kitchen	E	4.00		4.00
19	Market Income	23/04/2026		Market Tolls Current		Receipt - Market Rent - May	The Dapper Dog	E	40.00		40.00
20	Market Income	23/04/2026		Market Tolls Current		Receipt - Market Rent - May	Villiage Venison	E	84.00		84.00
21	Market Income	23/04/2026		Market Tolls Current		Receipt - Market Rent - May	Moat Road Nursery	E	60.00		60.00
17	Market Income	24/04/2026		Market Tolls Current		Receipt - Food Market Electricit	Shop Fakenham	E	16.00		16.00
3	Electricity	27/04/2026		Market Tolls Current		Payment - Feeder Pillar	British Gas	L	-54.95	-2.74	-57.69
22	Market Income	30/04/2026		Market Tolls Current		Receipt - Market Rent - May	EDP - Eastern Daily Press	E	40.00		40.00
23	Market Income	30/04/2026		Market Tolls Current		Receipt - Market Rent - May	Book Heaven	E	60.00		60.00
<b>Total</b>									<b>2,359.81</b>	<b>-2.74</b>	<b>2,357.07</b>

# Fakenham Town Council

04 June 2026 (2026 - 2027)

## PAYMENTS & RECEIPTS LIST

42

Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
15	Cemeteries Income	01/05/2026		FTC General Current		Receipt - Cemetery Services	Gowards Funeral Services	X	325.00		325.00
15	Cemeteries Income	01/05/2026		FTC General Current		Receipt - Cemetery Services	Gowards Funeral Services	X	250.00		250.00
84	IT Equipment & Software	01/05/2026		FTC General Current		Payment - Civic.ly Monthly Fee	Starboard Systems Ltd	S	-125.00	-25.00	-150.00
85	IT Equipment & Software	01/05/2026		FTC General Current		Payment - Scribe Accounts Sub	Starboard Systems Ltd	S	-119.00	-23.80	-142.80
86	IT Equipment & Software	01/05/2026		FTC General Current		Payment - Scribe Allotments St	Starboard Systems Ltd	S	-67.00	-13.40	-80.40
87	IT Equipment & Software	01/05/2026		FTC General Current		Payment - Scribe Cemetery Sul	Starboard Systems Ltd	S	-59.00	-11.80	-70.80
83	Communications - Services	01/05/2026		FTC General Current		Payment - Mobile Phone Charg	O2	S	-77.61	-15.52	-93.13
26	Interest Received	05/05/2026		CCLA Investment Ac		Receipt - CCLA Interest	CCLA	E	318.85		318.85
89	Rates	05/05/2026		FTC General Current		Payment - Agricultural Drainag	Norfolk Rivers Internal Dra	X	-36.42		-36.42
88	Bank Charges	05/05/2026		FTC General Current		Payment - Account Fee	Barclays	E	-8.50		-8.50
21	Allotment Deposits Held	06/05/2026		FTC General Current	RSL 34 - Da Silva	Receipt - Allotment Payments	Card Machine	X	50.00		50.00
90	Office Equipment	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-34.80	-6.96	-41.76
90	Office Equipment	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-76.98	-15.42	-92.40
90	Office Equipment	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-165.20	-33.04	-198.24
90	Office Equipment	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-7.68	-1.54	-9.22
90	Office Repairs & Maintenance	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-78.37	-15.67	-94.04
90	Stationery & Postage	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-4.31	-0.86	-5.17
90	Stationery & Postage	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-9.99	-2.00	-11.99
90	Stationery & Postage	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-7.44	-1.49	-8.93
90	Training - Staff	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-40.00	-8.00	-48.00
90	Meeting Expenses	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	Z	-9.89		-9.89
90	Freight Inwards	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-2.08	-0.42	-2.50
90	Freight Inwards	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-2.07	-0.42	-2.49
90	Lighting Repairs & Renewals	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-97.65	-19.53	-117.18
90	Vehicle Costs	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-66.00	-13.20	-79.20
90	Misc Estate Expenditure	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-15.82	-3.16	-18.98
90	Playing Fields	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-70.26	-14.05	-84.31
90	Millennium Park FRGC	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-42.42	-8.48	-50.90
90	Allotments	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	X	-84.00		-84.00
90	Public Spaces	06/05/2026		FTC General Current		Payment - Barclaycard Purchas	Barclay Card - Various	S	-54.20	-10.84	-65.04
22	Allotment Deposits Held	11/05/2026		FTC General Current	RSL 53 & 54 - Balc	Receipt - Allotment Payments	Card Machine	X	86.40		86.40
91	Charter Market Rates	11/05/2026		FTC General Current		Payment - Rates - MKT	North Norfolk District Coun	X	-133.00		-133.00
3	Card Payment Service	11/05/2026		FTC General Current		Payment - Barclaycard Machine	Barclays (Card Machine)	S	-4.80	-0.96	-5.76
3	Card Payment Service	11/05/2026		FTC General Current		Payment - Barclaycard Machine	Barclays (Card Machine)	E	-20.00		-20.00
92	Creake Road Cemetery	11/05/2026		FTC General Current		Payment - Rates - Creake Rd C	North Norfolk District Coun	X	-182.00		-182.00
97	IT Support/Maintenance	12/05/2026		FTC General Current		Payment - ICT Support Service	ICO Systems	S	-463.23	-92.65	-555.88

## PAYMENTS &amp; RECEIPTS LIST

Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
98	IT Support/Maintenance	12/05/2026		FTC General Current		Payment - Void	ICO Systems	S			
107	Promotions and Publicity	12/05/2026		FTC General Current		Payment - Duck Race Entry	Active Fakenham	Z	-75.00		-75.00
96	Misc Admin Expenses	12/05/2026		FTC General Current		Payment - Fire Extinguishers Ai	Steward Safety Supplies	S	-5.00	-1.00	-6.00
106	Legal Costs	12/05/2026		FTC General Current		Payment - Professional Charge:	Hayes & Storr Solicitors	S	-615.00	-123.00	-738.00
105	Subscriptions & Memberships	12/05/2026		FTC General Current		Payment - Norfolk & National A	Norfolk ALC	Z	-1,194.21		-1,194.21
100	Grass - Creake Road Cem Ext	12/05/2026		FTC General Current		Payment - Contractor Services	Nico Combrink	X	-67.50		-67.50
100	Grass - Creake Road Cemetery	12/05/2026		FTC General Current		Payment - Contractor Services	Nico Combrink	X	-358.50		-358.50
100	Grass - St Peters Parish Church	12/05/2026		FTC General Current		Payment - Contractor Services	Nico Combrink	X	-78.75		-78.75
102	Grass - Goggs Mill	12/05/2026		FTC General Current		Payment - Contractor Services	TTSR Ltd	S	-204.76	-40.95	-245.71
102	Grass - Aldiss Park Field	12/05/2026		FTC General Current		Payment - Contractor Services	TTSR Ltd	S	-409.50	-81.90	-491.40
102	Grass - Trap Lane Playing Field	12/05/2026		FTC General Current		Payment - Contractor Services	TTSR Ltd	S	-436.80	-87.36	-524.16
102	Grass - Hayes Lane Playing Fiel	12/05/2026		FTC General Current		Payment - Contractor Services	TTSR Ltd	S	-273.00	-54.60	-327.60
102	Grass - Whitelands Play Area	12/05/2026		FTC General Current		Payment - Contractor Services	TTSR Ltd	S	-155.60	-31.12	-186.72
102	Grass - Millenium Park	12/05/2026		FTC General Current		Payment - Contractor Services	TTSR Ltd	S	-682.50	-136.50	-819.00
102	Hedges - Trap Lane N & W Bdr	12/05/2026		FTC General Current		Payment - Contractor Services	TTSR Ltd	S	-216.57	-43.31	-259.88
102	Hedges - Hayes Lane N & W Bk	12/05/2026		FTC General Current		Payment - Contractor Services	TTSR Ltd	S	-97.50	-19.51	-117.01
102	Minor Project Contracts	12/05/2026		FTC General Current		Payment - Contractor Services	TTSR Ltd	S	-100.00	-20.00	-120.00
100	Minor Project Contracts	12/05/2026		FTC General Current		Payment - Contractor Services	Nico Combrink	X	-56.25		-56.25
100	Minor Project Contracts	12/05/2026		FTC General Current		Payment - Contractor Services	Nico Combrink	X	-67.50		-67.50
101	Repairs- Machinery & Equipmei	12/05/2026		FTC General Current		Payment - Mower Repairs	Ernst Doe	S	-37.50	-7.50	-45.00
104	Estate Consumables	12/05/2026		FTC General Current		Payment - Band Fixing Kit	Glasdon	S	-105.03	-21.00	-126.03
95	Misc Estate Expenditure	12/05/2026		FTC General Current		Payment - Fire Extinguishers Ai	Steward Safety Supplies	S	-95.24	-19.05	-114.29
1	Allotments	12/05/2026		FTC General Current		Payment - Allotments - Green \	Fakenham Skips	S	-104.10	-20.82	-124.92
94	Creake Road Cemetery	12/05/2026		FTC General Current		Payment - Turf	Fakenham Garden Centre	S	-26.95	-5.39	-32.34
108	Allotments	12/05/2026		FTC General Current		Payment - Mares Tail Treatmer	Eastern Counties Knotweec	X	-395.00		-395.00
103	War Memorial	12/05/2026		FTC General Current		Payment - War Memorial Surve	Cliveden Conservation	S	-850.00	-170.00	-1,020.00
99	Bus Shelters	12/05/2026		FTC General Current		Payment - Cleaning	We Clean Any Window	S	-104.17	-20.83	-125.00
93	Tunn Street	12/05/2026		FTC General Current		Payment - Tunn St. Car Park	Haller Builders	S	-1,050.00	-210.00	-1,260.00
23	Cemeteries Income	13/05/2026		FTC General Current	ERB Transfer - Dic	Receipt - Cemetery Services	Card Machine	X	40.00		40.00
109	Pension	14/05/2026		FTC General Current		Payment - NEST Pension Contr	NEST	X	-1,930.31		-1,930.31
16	Misc Receipts	15/05/2026		FTC General Current		Receipt - Sponsorship	Kinnerton Confectionery Cc	X	50.00		50.00
111	Salaries & Wages	15/05/2026		FTC General Current		Payment - Salaries	All Staff	X	-10,793.50		-10,793.50
112	Pension	15/05/2026		FTC General Current		Payment - Norfolk Pension Fun	Norfolk Pension Fund	X	-448.49		-448.49
110	Fuel	15/05/2026		FTC General Current		Payment - Fuel Card	Fuel Card Services T/A Mot	S	-110.84	-22.17	-133.01
24	Allotment Income	18/05/2026		FTC General Current	RSL 25 - Hammon	Receipt - Allotment Payments	Card Machine	X	20.00		20.00
24	Allotment Deposits Held	18/05/2026		FTC General Current	RSL 25 - Hammon	Receipt - Allotment Payments	Card Machine	X	50.00		50.00

## PAYMENTS &amp; RECEIPTS LIST

Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
17	Cemeteries Income	19/05/2026		FTC General Current		Receipt - Cemetery Services	Abbey Memorials	X	325.00		325.00
116	Stationery & Postage	20/05/2026		Petty Cash		Payment - Postage	Post Office Ltd	E	-1.90		-1.90
9	Trap Lane Depot / Field	20/05/2026		FTC General Current		Payment - Water Supplies - Tr	Wave Water	Z	-18.23		-18.23
11	Allotments	20/05/2026		FTC General Current		Payment - Water Supplies - RS	Wave Water	Z	-76.80		-76.80
12	Allotments	20/05/2026		FTC General Current		Payment - Water Supplies - GV	Wave Water	Z	-48.46		-48.46
10	Queens Road Cemetery	20/05/2026		FTC General Current		Payment - Water Supplies - Qu	Wave Water	Z	-18.23		-18.23
8	Queens Road Cemetery	20/05/2026		FTC General Current		Payment - Void	Wave Water	Z			
18	Cemeteries Income	21/05/2026		FTC General Current		Receipt - Cemetery Services	Abbey Memorials	X	140.00		140.00
113	PAYE & NI	21/05/2026		FTC General Current		Payment - PAYE & NI	HMRC	X	-4,718.20		-4,718.20
113	Accountancy Fees	21/05/2026		FTC General Current		Payment - PAYE & NI	HMRC	X	-29.03		-29.03
6	Electricity - Street Lights	22/05/2026		FTC General Current		Payment - Streetlight Electricity	NPower Business Solutions	S	-832.92	-166.58	-999.50
5	CCTV Electricity	22/05/2026		FTC General Current		Payment - CCTV Electricity	NPower Business Solutions	S	-66.48	-13.30	-79.78
19	Cemeteries Income	26/05/2026		FTC General Current		Receipt - Cemetery Services	Fakenham & District Funer.	X	150.00		150.00
20	Highways (NCC) Mgmt Receipt	27/05/2026		FTC General Current		Receipt - Delegated Grass Cutt	Norfolk County Council	S	19,076.51	3,815.30	22,891.81
4	Communications - Services	27/05/2026		FTC General Current		Payment - Broadband & Landlii	Talk Talk Business	S	-112.12	-22.42	-134.54
114	PAYE & NI	28/05/2026		FTC General Current		Payment - PAYE & NI	HMRC	X	-4,678.40		-4,678.40
115	Veolia - Waste Collection	28/05/2026		FTC General Current		Payment - Industrial Bin Collec	Veolia	S	-196.30	-39.26	-235.56
25	Allotment Income	29/05/2026		FTC General Current		Receipt - Allotment Payments	Hayley Baldry	X	30.30		30.30
25	Allotment Deposits Held	29/05/2026		FTC General Current		Receipt - Allotment Payments	Hayley Baldry	X	13.60		13.60
<b>Total</b>									<b>-13,181.20</b>	<b>2,099.52</b>	<b>-11,081.68</b>

# Fakenham Charter Market

04 June 2026 (2026 - 2027)

## PAYMENTS & RECEIPTS LIST

45

Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
24	Market Income	01/05/2026		Market Tolls Current		Receipt - Market Rent - May	Fakenham Baptist Church	E	40.00		40.00
25	Market Income	01/05/2026		Market Tolls Current		Receipt - Market Rent - May	Orchard End Nursery	E	62.00		62.00
26	Market Income	01/05/2026		Market Tolls Current		Receipt - Market Rent - May	Tonys Discount Deli	E	116.00		116.00
27	Market Income	01/05/2026		Market Tolls Current		Receipt - Market Rent - May	Son of Christie Cheesemon	E	64.00		64.00
28	Market Income	01/05/2026		Market Tolls Current		Receipt - Market Rent - May	Meadow Market	E	220.00		220.00
29	Market Income	01/05/2026		Market Tolls Current		Receipt - Market Rent - May	H.S. Badwal	E	120.00		120.00
30	Market Income	05/05/2026		Market Tolls Current		Receipt - Market Rent - May	Willie Weston Lobster Supp	E	88.00		88.00
35	Market Income	05/05/2026		Market Tolls Current		Receipt - Market Rent - April C	North Norfolk District Coun	E	10.00		10.00
4	Bank Charges	05/05/2026		Market Tolls Current		Payment - Account Fee	Barclays	E	-8.50		-8.50
36	Market Income	06/05/2026		Market Tolls Current		Receipt - Market Rent - April C	RSPB	E	20.00		20.00
31	Market Income	07/05/2026		Market Tolls Current		Receipt - Market Rent - May	Mrs Michelle Bullen	E	40.00		40.00
32	Market Income	07/05/2026		Market Tolls Current		Receipt - Market Rent - May	County Ventures	E	75.00		75.00
33	Market Income	08/05/2026		Market Tolls Current		Receipt - Market Rent - May	Newstar Bakery Ltd	E	40.00		40.00
37	Market Income	11/05/2026		Market Tolls Current		Receipt - Market Rent - May	Dogs In Progress Co.	E	30.00		30.00
38	Market Income	13/05/2026		Market Tolls Current		Receipt - Market Rent - May	The Galley Street Kitchen L	E	104.00		104.00
38	Market Income	13/05/2026		Market Tolls Current		Receipt - Market Rent - May	The Galley Street Kitchen L	E	16.00		16.00
39	Market Income	15/05/2026		Market Tolls Current		Receipt - Market Rent - May	Aagvah Foods	E	60.00		60.00
40	Market Income	15/05/2026		Market Tolls Current		Receipt - Market Rent - May	Mario's Kitchen Catering	E	42.00		42.00
41	Market Income	18/05/2026		Market Tolls Current		Receipt - Market Rent - May	Pisces Self-Care	E	40.00		40.00
42	Market Income	19/05/2026		Market Tolls Current		Receipt - Market Rent - May	Emmulations	E	15.00		15.00
5	Electricity	20/05/2026		Market Tolls Current		Payment - VOID	British Gas	L			
6	Electricity	20/05/2026		Market Tolls Current		Payment - Feeder Pillar	British Gas	L	-25.36	-1.26	-26.62
43	Market Income	26/05/2026		Market Tolls Current		Receipt - Contribution to Webs	Fakenham Cattle Market	E	144.00		144.00
44	Market Income	27/05/2026		Market Tolls Current		Receipt - Market Rent - May	LW Sales	E	120.00		120.00
45	Market Income	28/05/2026		Market Tolls Current		Receipt - Market Rent - June	Village Venison	E	84.00		84.00
46	Market Income	29/05/2026		Market Tolls Current		Receipt - Market Rent - June	Moat Road Nursery	E	60.00		60.00
47	Market Income	29/05/2026		Market Tolls Current		Receipt - Market Rent - June	The Dapper Dog	E	40.00		40.00
48	Market Income	29/05/2026		Market Tolls Current		Receipt - Market Rent - June	Emmulations	E	60.00		60.00
<b>Total</b>									<b>1,676.14</b>	<b>-1.26</b>	<b>1,674.88</b>

**Fakenham Town Council**  
**RECONCILIATION - FTC General Current 30-04-2026**

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From Accounts .....	£40,139.94
Payments not cashed ..... Add .....	
Receipts not entered ..... Subtract .....	
<hr/>	
<b>Statement should be .....</b>	<b>£40,139.94</b>

**Fakenham Town Council**  
**RECONCILIATION - FTC General Reserve 30-04-2026**

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From Accounts . . . . . £164,614.44

Payments not cashed . . . . . Add . . . . .

Receipts not entered . . . . . Subtract . . . . .

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**Statement should be . . . . . £164,614.44**

**Fakenham Town Council**  
**RECONCILIATION - FTC Precept 30-04-2026**

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From Accounts . . . . .	£523,977.95
Payments not cashed . . . . . Add . . . . .	
Receipts not entered . . . . . Subtract . . . . .	
<hr/>	
<b>Statement should be . . . . .</b>	<b>£523,977.95</b>

**Fakenham Town Council**  
**RECONCILIATION - CCLA Investment Account 30-04-2026**

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From Accounts .....	£103,195.85
Payments not cashed ..... Add .....	
Receipts not entered ..... Subtract .....	
<hr/>	
<b>Statement should be .....</b>	<b>£103,195.85</b>

### Fakenham Town Council

Prepared by: \_\_\_\_\_

Date: \_\_\_\_\_

*Name and Role (Clerk/RFO etc)*

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

*Name and Role (RFO/Chair of Finance etc)*

	<b>Bank Reconciliation at 30/04/2026</b>		
	Cash in Hand 01/04/2026		423,909.45
	<b>ADD</b> Receipts 01/04/2026 - 30/04/2026		444,113.00
			868,022.45
	<b>SUBTRACT</b> Payments 01/04/2026 - 30/04/2026		36,037.53
<b>A</b>	<b>Cash in Hand 30/04/2026</b> (per Cash Book)		<b>831,984.92</b>
	Cash in hand per Bank Statements		
	Petty Cash	30/04/2026	56.74
	FTC General Current	30/04/2026	40,139.94
	FTC General Reserve	30/04/2026	164,614.44
	FTC Precept	30/04/2026	523,977.95
	CCLA Investment Account	30/04/2026	103,195.85
			<b>831,984.92</b>
	Less unrepresented payments		
			831,984.92
	Plus unrepresented receipts		
<b>B</b>	<b>Adjusted Bank Balance</b>		<b>831,984.92</b>
	<b>A = B Checks out OK</b>		

**Fakenham Charter Market**  
**RECONCILIATION - Market Tolls Current 30-04-2026**

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From Accounts .....	£1,935.79
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Payments not cashed .....	Add .....
Receipts not entered .....	Subtract .....

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<b>Statement should be .....</b>	<b>£1,935.79</b>
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**Fakenham Charter Market**  
**RECONCILIATION - Market Tolls Deposit 30-04-2026**

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From Accounts .....	£8,083.65
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Payments not cashed .....	Add .....
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Receipts not entered .....	Subtract .....
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<b>Statement should be .....</b>	<b>£8,083.65</b>
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**Fakenham Town Council**  
**RECONCILIATION - FTC General Current 31-05-2026**

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From Accounts .....	£58,741.31
Payments not cashed ..... Add .....	
Receipts not entered ..... Subtract .....	
<hr/>	
<b>Statement should be .....</b>	<b>£58,741.31</b>

**Fakenham Town Council**  
**RECONCILIATION - FTC General Reserve 31-05-2026**

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From Accounts . . . . . £164,614.44

Payments not cashed . . . . . Add . . . . .

Receipts not entered . . . . . Subtract . . . . .

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**Statement should be . . . . . £164,614.44**

**Fakenham Town Council**  
**RECONCILIATION - FTC Precept 31-05-2026**

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From Accounts .....	£493,977.95
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Payments not cashed .....	Add .....
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Receipts not entered .....	Subtract .....
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<b>Statement should be .....</b>	<b>£493,977.95</b>
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**Fakenham Town Council**  
**RECONCILIATION - CCLA Investment Account 31-05-2026**

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From Accounts .....	£103,514.70
Payments not cashed ..... Add .....	
Receipts not entered ..... Subtract .....	
<hr/>	
<b>Statement should be .....</b>	<b>£103,514.70</b>



**Fakenham Charter Market**  
**RECONCILIATION - Market Tolls Current 31-05-2026**

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From Accounts .....	£3,610.67
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Payments not cashed .....	Add .....
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Receipts not entered .....	Subtract .....
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<b>Statement should be .....</b>	<b>£3,610.67</b>
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## Fakenham Charter Market

Prepared by: \_\_\_\_\_

Date: \_\_\_\_\_

*Name and Role (Clerk/RFO etc)*

Approved by: \_\_\_\_\_

Date: \_\_\_\_\_

*Name and Role (RFO/Chair of Finance etc)*

	<b>Bank Reconciliation at 31/05/2026</b>			
	Cash in Hand 01/04/2026			7,662.37
	<b>ADD</b>			
	Receipts 01/04/2026 - 31/05/2026			4,343.00
				12,005.37
	<b>SUBTRACT</b>			
	Payments 01/04/2026 - 31/05/2026			311.05
<b>A</b>	<b>Cash in Hand 31/05/2026</b> (per Cash Book)			<b>11,694.32</b>
	Cash in hand per Bank Statements			
	Petty Cash	31/05/2026	0.00	
	Market Tolls Current	31/05/2026	3,610.67	
	Market Tolls Deposit	31/05/2026	8,083.65	
				<b>11,694.32</b>
	Less unrepresented payments			
				11,694.32
	Plus unrepresented receipts			
<b>B</b>	<b>Adjusted Bank Balance</b>			<b>11,694.32</b>
	<b>A = B Checks out OK</b>			

**Fakenham Charter Market**  
**RECONCILIATION - Market Tolls Deposit 31-05-2026**

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From Accounts . . . . .	£8,083.65
Payments not cashed . . . . . Add . . . . .	
Receipts not entered . . . . . Subtract . . . . .	
<hr/>	
<b>Statement should be . . . . .</b>	<b>£8,083.65</b>

Summary of Receipts and Payments

All Cost Centres and Codes (Between 01/04/2026 and 31/05/2026)

Income	Code	Title	Receipts			Payments			Net Position
			Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
	1076	Precept	861,862.67	430,931.34	-430,931.33				-430,931.33 (-50%)
	1090	Interest Received	4,000.00	645.88	-3,354.12				-3,354.12 (-83%)
	1100	Cemeteries Income	12,600.00	3,785.00	-8,815.00				-8,815.00 (-69%)
	1120	Allotment Income	5,500.00	97.11	-5,402.89				-5,402.89 (-98%)
	1130	Trap Lane Income							(N/A)
	1160	Misc Receipts		50.00	50.00				50.00 (N/A)
	1164	Trail Brochure							(N/A)
	1180	Highways (NCC) Mgmt Receipts	18,308.00	19,076.51	768.51				768.51 (4%)
	1190	Grants Received							(N/A)
	1200	Insurance Claims							(N/A)
		<b>SUB TOTAL</b>	<b>902,270.67</b>	<b>454,585.84</b>	<b>-447,684.83</b>				<b>-447,684.83 (-49%)</b>

Direct Costs	Code	Title	Receipts			Payments			Net Position
			Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
	4000	Salaries & Wages				208,200.00	23,486.54	184,713.46	184,713.46 (88%)
	4001	Additional Staff Wages				5,250.00		5,250.00	5,250.00 (100%)
	4010	PAYE & NI				26,000.00	9,396.60	16,603.40	16,603.40 (63%)
	4020	Pension				26,500.00	5,280.89	21,219.11	21,219.11 (80%)
	4050	Rent/Service Charges				12,000.00	1,722.50	10,277.50	10,277.50 (85%)
	4060	Rates				1,700.00	1,185.62	514.38	514.38 (30%)
	4070	Charter Market Rates				2,000.00	277.20	1,722.80	1,722.80 (86%)
		<b>SUB TOTAL</b>				<b>281,650.00</b>	<b>41,349.35</b>	<b>240,300.65</b>	<b>240,300.65 (85%)</b>

Admin Services	Code	Title	Receipts			Payments			Net Position
			Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
	4110	Telephone/Broadband					71.85	-71.85	-71.85 (N/A)
	4115	IT Equipment & Software				10,500.00	2,274.66	8,225.34	8,225.34 (78%)
	4120	IT Support/Maintenance				5,500.00	463.23	5,036.77	5,036.77 (91%)
	4122	Website Provision				1,000.00		1,000.00	1,000.00 (100%)
	4125	Office Equipment				1,500.00	317.98	1,182.02	1,182.02 (78%)
	4130	Office Repairs & Maintenance				500.00	78.37	421.63	421.63 (84%)
	4135	Stationery & Postage				1,000.00	84.86	915.14	915.14 (91%)
	4140	Photocopying				1,050.00	151.25	898.75	898.75 (85%)
	4145	Publications, Books & Binding				100.00		100.00	100.00 (100%)
	4150	Promotions and Publicity				500.00	75.00	425.00	425.00 (85%)
	4155	Misc Admin Expenses				500.00	324.24	175.76	175.76 (35%)
	4157	Communications - Services				1,500.00	301.85	1,198.15	1,198.15 (79%)
	4158	Communications - Equipment				1,500.00		1,500.00	1,500.00 (100%)
		<b>SUB TOTAL</b>				<b>25,150.00</b>	<b>4,143.29</b>	<b>21,006.71</b>	<b>21,006.71 (83%)</b>

## Summary of Receipts and Payments

All Cost Centres and Codes (Between 01/04/2026 and 31/05/2026)

## Overheads

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
4180	Insurance incl. Vehicle Cover		113.08	113.08	9,000.00		9,000.00	9,113.08 (101%)
4185	Legal Costs				7,500.00	615.00	6,885.00	6,885.00 (91%)
4190	Professional Fees				7,500.00		7,500.00	7,500.00 (100%)
4193	Accountancy Fees				3,000.00	29.03	2,970.97	2,970.97 (99%)
4195	Audit				2,000.00		2,000.00	2,000.00 (100%)
4200	Bank Charges				300.00	17.00	283.00	283.00 (94%)
4202	Card Payment Service				500.00	49.60	450.40	450.40 (90%)
4205	Training - Members				500.00		500.00	500.00 (100%)
4206	Training - Staff				2,500.00	40.00	2,460.00	2,460.00 (98%)
4210	Travel Members				100.00		100.00	100.00 (100%)
4211	Travel -Staff							(N/A)
4215	Subscriptions & Memberships				2,800.00	1,304.21	1,495.79	1,495.79 (53%)
4222	Meeting Expenses				2,550.00	67.49	2,482.51	2,482.51 (97%)
4230	Event Expenses				1,000.00		1,000.00	1,000.00 (100%)
4232	Freight Inwards				500.00	17.19	482.81	482.81 (96%)
4233	Local Government Reform				500.00		500.00	500.00 (100%)
4234	Occupational Health				250.00		250.00	250.00 (100%)
<b>SUB TOTAL</b>			<b>113.08</b>	<b>113.08</b>	<b>40,500.00</b>	<b>2,139.52</b>	<b>38,360.48</b>	<b>38,473.56 (95%)</b>

## Contracts

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
4160	Confidential Paper Disposal				600.00	149.27	450.73	450.73 (75%)
4250	Veolia - Waste Collection				1,890.00	359.43	1,530.57	1,530.57 (80%)
4255	Dog Bin - NNDC				5,000.00		5,000.00	5,000.00 (100%)
4260	Grass Cutting - Estate							(N/A)
4262	Grass - Verges				12,600.00		12,600.00	12,600.00 (100%)
4265	Electricity - Street Lights				15,000.00	1,831.89	13,168.11	13,168.11 (87%)
4270	Lighting Repairs & Renewals				93,000.00	1,042.65	91,957.35	91,957.35 (98%)
4275	CCTV - System & Monitoring				15,000.00		15,000.00	15,000.00 (100%)
4280	CCTV Electricity				1,500.00	131.31	1,368.69	1,368.69 (91%)
4281	Grass - Creake Road Cem Ext				1,080.00	135.00	945.00	945.00 (87%)
4282	Grass - Creake Road Cemetery				6,300.00	718.50	5,581.50	5,581.50 (88%)
4283	Grass - St Peters Parish Church				1,580.00	180.00	1,400.00	1,400.00 (88%)
4284	Grass - Goggs Mill				820.00	204.76	615.24	615.24 (75%)
4285	Grass - Aldiss Park Field				1,640.00	409.50	1,230.50	1,230.50 (75%)
4286	Grass - Trap Lane Playing Field				1,750.00	436.80	1,313.20	1,313.20 (75%)
4287	Grass - Hayes Lane Playing Fiel				1,100.00	273.00	827.00	827.00 (75%)
4288	Grass - Whitelands Play Area				625.00	155.60	469.40	469.40 (75%)
4289	Grass - Millennium Park				2,730.00	682.50	2,047.50	2,047.50 (75%)
4290	Hedges - Trap Lane N & W Bdry				870.00	216.57	653.43	653.43 (75%)
4291	Hedges - Hayes Lane N & W Bd				390.00	97.50	292.50	292.50 (75%)
4292	Minor Project Contracts				5,000.00	358.75	4,641.25	4,641.25 (92%)
4293	Parking Enforcement				2,000.00		2,000.00	2,000.00 (100%)
<b>SUB TOTAL</b>					<b>170,475.00</b>	<b>7,383.03</b>	<b>163,091.97</b>	<b>163,091.97 (95%)</b>

Summary of Receipts and Payments

All Cost Centres and Codes (Between 01/04/2026 and 31/05/2026)

**Estate Running Costs**

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
4315	Workwear				1,000.00		1,000.00	1,000.00 (100%)
4330	Fuel				2,100.00	202.17	1,897.83	1,897.83 (90%)
4331	Vehicle Costs				2,100.00	66.00	2,034.00	2,034.00 (96%)
4335	Repairs- Machinery & Equipmen				2,500.00	37.50	2,462.50	2,462.50 (98%)
4340	New Machinery & Equipment				30,000.00		30,000.00	30,000.00 (100%)
4345	Management & Professional Fee				5,500.00		5,500.00	5,500.00 (100%)
4346	Estate Consumables				1,500.00	133.91	1,366.09	1,366.09 (91%)
4350	Misc Estate Expenditure				500.00	237.11	262.89	262.89 (52%)
<b>SUB TOTAL</b>					<b>45,200.00</b>	<b>676.69</b>	<b>44,523.31</b>	<b>44,523.31 (98%)</b>

**Estate Sites**

Code	Title	Receipts			Payments			Net Position			
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend			
4400	Trap Lane Depot / Field				42,500.00	68.23	42,431.77	42,431.77 (99%)			
4406	Creake Road Cemetery				25,000.00	462.85	24,537.15	24,537.15 (98%)			
4410	Playing Fields				20,000.00	70.26	19,929.74	19,929.74 (99%)			
4412	Millennium Park FRGC				25,000.00	592.42	24,407.58	24,407.58 (97%)			
4415	Allotments				12,500.00	1,017.39	11,482.61	11,482.61 (91%)			
4422	Queens Road Cemetery				5,000.00	913.28	4,086.72	4,086.72 (81%)			
4430	St Peter's Gardens				4,000.00		4,000.00	4,000.00 (100%)			
4435	Goggs Mill Picnic Area				1,000.00		1,000.00	1,000.00 (100%)			
4440	Railway Cutting				500.00		500.00	500.00 (100%)			
4445	War Memorial				5,000.00	850.00	4,150.00	4,150.00 (83%)			
4446	Wayfinding Project				6,500.00		6,500.00	6,500.00 (100%)			
4450	Bus Shelters				1,000.00	208.34	791.66	791.66 (79%)			
4461	Cinema Triangle				250.00	22.50	227.50	227.50 (91%)			
4462	Tree Management				7,500.00		7,500.00	7,500.00 (100%)			
4463	Tunn Street				2,500.00	1,050.00	1,450.00	1,450.00 (58%)			
4464	Refurbishment Program				1,000.00		1,000.00	1,000.00 (100%)			
4465	Public Spaces				5,000.00	3,894.20	1,105.80	1,105.80 (22%)			
4466	Aldiss Park FRGC				2,500.00	1,715.00	785.00	785.00 (31%)			
4470	Heritage Trail Project							(N/A)			
4476	Library Triangle				500.00		500.00	500.00 (100%)			
4477	Market Expenses		209.74	209.74		1,217.32	-1,217.32	-1,007.58 (N/A)			
<b>SUB TOTAL</b>						<b>209.74</b>	<b>209.74</b>	<b>167,250.00</b>	<b>12,081.79</b>	<b>155,168.21</b>	<b>155,377.95 (92%)</b>

**Grants**

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
4500	Grants - S137				15,000.00		15,000.00	15,000.00 (100%)
4502	Grants - S144				500.00		500.00	500.00 (100%)
4505	Misc Grants - other support				11,000.00		11,000.00	11,000.00 (100%)

Summary of Receipts and Payments

All Cost Centres and Codes (Between 01/04/2026 and 31/05/2026)

<b>SUB TOTAL</b>		<b>26,500.00</b>	<b>26,500.00</b>	<b>26,500.00 (100%)</b>
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**Civic**

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
4580	Elections				5,000.00	5,000.00	5,000.00 (100%)	
4585	Annual Meeting				150.00	150.00	150.00 (100%)	
4586	Civic Regalia				1,250.00	1,250.00	1,250.00 (100%)	
<b>SUB TOTAL</b>					<b>6,400.00</b>	<b>6,400.00</b>	<b>6,400.00 (100%)</b>	

**Earmarked Reserves**

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
4003	To/From Reserves				139,145.67	139,145.67	139,145.67 (100%)	
4011	PAYE & NI Reserve						(N/A)	
4025	Staffing Contingencies Reserve						(N/A)	
4183	Insurance Excess Reserve						(N/A)	
4231	Event Expenses Reserve						(N/A)	
4271	S/Light Replacement Reserve						(N/A)	
4332	Vehicle Reserve						(N/A)	
4341	Machinery Reserve						(N/A)	
4401	Depot / Welfare Unit Reserve						(N/A)	
4480	Replacements Reserve						(N/A)	
4481	Local Government Reorganisatic						(N/A)	
4482	Office Space Provision Reserve						(N/A)	
4483	Contingency Builder Reserve						(N/A)	
4484	CCTV - System & Monitoring Re						(N/A)	
4485	War Memorial Reserve						(N/A)	
4899	Capital Reserve						(N/A)	
4900	General Reserve					21.11	-21.11 (N/A)	
5000	Allotment Deposits Held		350.00	350.00			350.00 (N/A)	
<b>SUB TOTAL</b>			<b>350.00</b>	<b>350.00</b>	<b>139,145.67</b>	<b>21.11</b>	<b>139,124.56</b>	<b>139,474.56 (100%)</b>

**Administration**

Code	Title	Receipts			Payments			Net Position
		Budgeted	Actual	Variance	Budgeted	Actual	Variance	+/- Under/over spend
5001	VAT - Reclaim						(N/A)	
<b>SUB TOTAL</b>							<b>(N/A)</b>	

Summary of Receipts and Payments

All Cost Centres and Codes (Between 01/04/2026 and 31/05/2026)

Summary

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NET TOTAL	902,270.67	455,258.66	-447,012.01	902,270.67	67,794.78	834,475.89	387,463.88
V.A.T.		13,595.30			4,065.39		
GROSS TOTAL		468,853.96			71,860.17		

# Fakenham Town Council

03 June 2026 (2026 - 2027)

## PAYMENTS LIST

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Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
42	Market Expenses	02/04/2026		FTC General Current		MKT Expenses - Reimbursemer	Fakenham Charter Market	X	1,134.00		1,134.00
47	Rates	10/04/2026		FTC General Current		Rates - Connect Office	North Norfolk District Coun	X	1,149.20		1,149.20
46	Queens Road Cemetery	10/04/2026		FTC General Current		Rates - Queens Rd Cemetery	North Norfolk District Coun	X	895.05		895.05
61	Pension	14/04/2026		FTC General Current		NEST Pension Contribution	NEST	X	2,264.42		2,264.42
51	IT Equipment & Software	14/04/2026	69/25 GF	FTC General Current		Scribe - Set Up Fee	Starboard Systems Ltd	S	1,644.00	328.80	1,972.80
63	Salaries & Wages	15/04/2026		FTC General Current		Salaries	All Staff	X	12,693.04		12,693.04
64	Pension	15/04/2026		FTC General Current		Norfolk Pension Fund Contribut	Norfolk Pension Fund	X	637.67		637.67
65	Rent/Service Charges	20/04/2026		FTC General Current		Connect Building - Quarterly Se	North Norfolk District Coun	X	1,722.50		1,722.50
72	Grass - Creake Road Cem Ext	22/04/2026		FTC General Current		Contractor Services - Estate	N J Combrink	X	67.50		67.50
72	Grass - Creake Road Cemetery	22/04/2026		FTC General Current		Contractor Services - Estate	N J Combrink	X	360.00		360.00
72	Grass - St Peters Parish Church	22/04/2026		FTC General Current		Contractor Services - Estate	N J Combrink	X	101.25		101.25
72	Minor Project Contracts	22/04/2026		FTC General Current		Contractor Services - Estate	N J Combrink	X	135.00		135.00
72	Cinema Triangle	22/04/2026		FTC General Current		Contractor Services - Estate	N J Combrink	X	22.50		22.50
69	Aldiss Park FRGC	22/04/2026		FTC General Current		Boardwalk - Aldiss Park	Haller Builders	S	1,230.00	246.00	1,476.00
74	Electricity - Street Lights	23/04/2026		FTC General Current		Streetlight Electricity	NPower Business Solutions	S	998.97	199.79	1,198.76
77	Public Spaces	24/04/2026		FTC General Current		Contractor Services - Hedges &	Top Garden Services	S	3,840.00	768.00	4,608.00
<b>Total</b>									<b>28,895.10</b>	<b>1,542.59</b>	<b>30,437.69</b>

# Fakenham Town Council

04 June 2026 (2026 - 2027)

## PAYMENTS LIST

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Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
90	Office Equipment	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	165.20	33.04	198.24
90	Office Equipment	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	7.68	1.54	9.22
90	Office Equipment	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	76.98	15.42	92.40
90	Office Equipment	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	34.80	6.96	41.76
90	Office Repairs & Maintenance	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	78.37	15.67	94.04
90	Stationery & Postage	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	9.99	2.00	11.99
90	Stationery & Postage	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	4.31	0.86	5.17
90	Stationery & Postage	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	7.44	1.49	8.93
90	Training - Staff	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	40.00	8.00	48.00
90	Meeting Expenses	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	Z	9.89		9.89
90	Freight Inwards	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	2.07	0.42	2.49
90	Freight Inwards	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	2.08	0.42	2.50
90	Lighting Repairs & Renewals	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	97.65	19.53	117.18
90	Vehicle Costs	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	66.00	13.20	79.20
90	Misc Estate Expenditure	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	15.82	3.16	18.98
90	Playing Fields	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	70.26	14.05	84.31
90	Millennium Park FRGC	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	42.42	8.48	50.90
90	Allotments	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	X	84.00		84.00
90	Public Spaces	06/05/2026		FTC General Current		Barclaycard Purchases	Barclay Card - Various	S	54.20	10.84	65.04
106	Legal Costs	12/05/2026		FTC General Current		Professional Charges - VU65 VI	Hayes & Storr Solicitors	S	615.00	123.00	738.00
105	Subscriptions & Memberships	12/05/2026		FTC General Current		Norfolk & National ALC Annual	Norfolk ALC	Z	1,194.21		1,194.21
100	Grass - Creake Road Cem Ext	12/05/2026		FTC General Current		Contractor Services - Estate	Nico Combrink	X	67.50		67.50
100	Grass - Creake Road Cemetery	12/05/2026		FTC General Current		Contractor Services - Estate	Nico Combrink	X	358.50		358.50
100	Grass - St Peters Parish Church	12/05/2026		FTC General Current		Contractor Services - Estate	Nico Combrink	X	78.75		78.75
102	Grass - Goggs Mill	12/05/2026		FTC General Current		Contractor Services - Grass & f	TTSR Ltd	S	204.76	40.95	245.71
102	Grass - Aldiss Park Field	12/05/2026		FTC General Current		Contractor Services - Grass & f	TTSR Ltd	S	409.50	81.90	491.40
102	Grass - Trap Lane Playing Field	12/05/2026		FTC General Current		Contractor Services - Grass & f	TTSR Ltd	S	436.80	87.36	524.16
102	Grass - Hayes Lane Playing Field	12/05/2026		FTC General Current		Contractor Services - Grass & f	TTSR Ltd	S	273.00	54.60	327.60
102	Grass - Whitelands Play Area	12/05/2026		FTC General Current		Contractor Services - Grass & f	TTSR Ltd	S	155.60	31.12	186.72
102	Grass - Millennium Park	12/05/2026		FTC General Current		Contractor Services - Grass & f	TTSR Ltd	S	682.50	136.50	819.00
102	Hedges - Trap Lane N & W Bdr	12/05/2026		FTC General Current		Contractor Services - Grass & f	TTSR Ltd	S	216.57	43.31	259.88
102	Hedges - Hayes Lane N & W Bdr	12/05/2026		FTC General Current		Contractor Services - Grass & f	TTSR Ltd	S	97.50	19.51	117.01
102	Minor Project Contracts	12/05/2026		FTC General Current		Contractor Services - Grass & f	TTSR Ltd	S	100.00	20.00	120.00
100	Minor Project Contracts	12/05/2026		FTC General Current		Contractor Services - Estate	Nico Combrink	X	56.25		56.25
100	Minor Project Contracts	12/05/2026		FTC General Current		Contractor Services - Estate	Nico Combrink	X	67.50		67.50
103	War Memorial	12/05/2026		FTC General Current		War Memorial Survey	Cliveden Conservation	S	850.00	170.00	1,020.00
93	Tunn Street	12/05/2026		FTC General Current		Tunn St. Car Park	Haller Builders	S	1,050.00	210.00	1,260.00

PAYMENTS LIST

Vouche	Code	Date	Minute	Bank	Payment Ref.	Description	Supplier	VAT Type	Net	VAT	Total
109	Pension	14/05/2026		FTC General Current		NEST Pension Contribution	NEST	X	1,930.31		1,930.31
111	Salaries & Wages	15/05/2026		FTC General Current		Salaries	All Staff	X	10,793.50		10,793.50
113	PAYE & NI	21/05/2026		FTC General Current		PAYE & NI	HMRC	X	4,718.20		4,718.20
113	Accountancy Fees	21/05/2026		FTC General Current		PAYE & NI	HMRC	X	29.03		29.03
6	Electricity - Street Lights	22/05/2026		FTC General Current		Streetlight Electricity	NPower Business Solutions	S	832.92	166.58	999.50
114	PAYE & NI	28/05/2026		FTC General Current		PAYE & NI	HMRC	X	4,678.40		4,678.40
								<b>Total</b>	<b>30,765.46</b>	<b>1,339.91</b>	<b>32,105.37</b>

# **Governance & Finance Committee 16<sup>th</sup> June 2026**

## **RFO Report**

Please note that this report has been prepared earlier than usual due to annual leave arrangements. As a result, some matters may have progressed since the report was written and any significant updates will be reported verbally at the meeting.

### **1. Fidelity Guarantee Insurance**

Following Members' discussions regarding the adequacy of the Council's Fidelity Guarantee Insurance cover, Clear Insurance has been contacted to review the current level of cover. Whilst the calculated requirement is below £1 million, the insurer's next available level of cover is £1 million and a quotation has therefore been requested on that basis. As part of the underwriting process, the insurer required justification for the increase in cover requested. This has been provided, together with details of the Council's finances and the recognised methodology used to calculate the recommended level of Fidelity Guarantee cover. At the time of writing, a quotation has not yet been received and will be followed up if necessary.

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### **2. Payroll Provider**

An invoice has now been received from the payroll provider in respect of the 2025/26 financial year. I can also confirm that a credit has been applied to reflect the interest incurred as a result of the provider's error in submitting employer obligations to HMRC.

The Council's payroll arrangements will continue to be kept under review.

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### **3. Transition to Scribe Accounts**

The transition to Scribe Accounts continues to progress well. All transactions for April and May 2026/27 have been entered into the system and the relevant bank reconciliations completed.

At the time of writing, the migration of year-end data has not yet been fully completed. All information and supporting data required for the migration has been provided, and the process is continuing in conjunction with Scribe. Whilst I have been able to complete those elements available at user level, certain year-end adjustments and opening balance entries need to be completed within the system as part of the migration process. As a result, reversing journals and reserve reallocations are not yet reflected within the financial reports presented to Members. I have contacted Scribe for an update on the anticipated timescale for completion of these outstanding elements.

Whilst income and expenditure figures are accurate, some balance sheet information remains subject to final adjustment once the migration process is complete. In simple terms, the contents of the house have all been moved in, but there are still a few boxes waiting to be unpacked and put in the correct rooms.

Accounts remain the current priority and, once the migration is fully complete, attention will turn to implementing the Allotments module, followed by the Cemeteries module. The Council is already benefiting from a number of efficiencies, including the ability to generate and issue invoices directly from the software.

As with any new system, there has been a learning curve; however, the transition has been positive overall and continues to provide opportunities to review and streamline existing processes and controls.

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## 4. Financial Reports

Efforts have been made to retain a familiar reporting format whilst taking advantage of the functionality available within Scribe. As with the wider transition to the new system, the reports remain a work in progress and will continue to develop over time. My aim is to ensure that the information provided is meaningful and assists Members in understanding the Council's financial position and making informed decisions. If there is additional financial information that Members would find helpful, please do let me know.

In an effort to reduce paperwork, Payments and Receipts for both the Town Council and Market are now presented in consolidated reports rather than separate reports for each bank account and petty cash account. All of the same information is included, but in a more streamlined format. Similarly, it would be possible in future to provide only the main bank reconciliation summary rather than the individual reconciliation reports for each bank account. However, I am equally happy to continue providing both if Members find them useful.

Members may also notice a slightly different format to the Payments Over £500 report. This report continues to comply with the requirements of the Transparency Code by reporting each individual payment in excess of £500. However, Scribe provides a more detailed breakdown by showing the individual expenditure lines and cost codes to which the payment has been allocated. As a result, some entries may appear to consist of amounts below £500, when in fact they form part of a single payment exceeding the reporting threshold that has been apportioned across multiple budget headings.

I have not included the usual commentary on the Budget v Actuals position at this stage. Whilst I have reviewed the figures and there are currently no significant variances requiring Members' attention, I would prefer to undertake a more detailed review once all opening balances, year-end adjustments and reserve reallocations have been fully reflected within the system. I anticipate this will be possible in time for the next quarterly review, which will provide a more appropriate opportunity to assess financial performance against budget.

Looking ahead, I will also be exploring the possibility of providing Members responsible for authorising invoices with read-only access to the relevant areas of Scribe. This would allow direct access to supporting documentation and transaction records. Whilst the reports presented to Members necessarily provide a summary of financial information, Scribe allows supporting notes and source documents to be attached directly to individual transactions, providing a single point of reference and reducing the need to search through separate emails

or files. This forms part of the ongoing work to streamline processes, improve accessibility of information and strengthen financial controls.

In the meantime, I am happy to answer any questions Members may have regarding the reports presented.

**Fakenham Town Council**

**Fakenham Charter  
Market audit report  
for 25/26**

**MAPUS –SMITH & LEMMON LLP**

# Contents

- Ethical responsibilities
- Introduction and overall summary
- Audit findings



# **Ethical responsibilities**



# Audit independence and objectivity

We confirm we have complied with the Financial Reporting Council's (FRC) Ethical Standard and are able to issue an objective opinion on the financial statements. We have considered our integrity, independence and objectivity in respect of audit services provided and have not identified potential threats for which we need to apply appropriate safeguards.

# Introduction and overall summary

# Introduction and overall summary

## 1. Introduction and Overall Summary.

- 1.1 The Internal Audit programmed for the year 2025/26 included an additional piece of work at year end to examine the accounts of the Charter Market and the financial procedures and controls in place, to report upon the findings and to state whether particular matters have come to our attention. The Town Clerk, Lesley Meanley, and the Deputy Town Clerk and Responsible Financial Officer, Karen Lindsay, assisted the Examiner during the course of the review. The review took place at the Town Council's offices on 7 and 8 May 2026.
- 1.2 The examination of the Charter Market's Account and financial procedures was performed in accordance with agreed terms of reference and audit plan. The audit work included the inspection of evidence relevant to the amounts included in the accounts. It also included a review of the procedures operated by the Fakenham Town Council.
- 1.3 As part of the review, we considered any unusual items within the accounts and requested explanations from the responsible officers concerning any matters arising.

# Introduction and overall summary

## 1. Introduction and Overall Summary.

- 1.4 The review was performed on a sample basis and therefore did not cover all amounts included within the accounts. Our report and opinion is therefore limited in this respect.
- 1.5 We can confirm that no material matters came to our attention which would give us cause to believe that any material misstatements had been made in the accounting records and the figures had not been prepared in accordance with applicable accounting standards.
- 1.6 We can also confirm that we identified no other matters in connection with our examination which we would like to draw attention to within this report except for as hi-lighted in section 3.

I would like to record my appreciation to Karen Lindsay (RFO and Deputy Town Clerk) and Lesley Meanley (Town Clerk) for their assistance and support during the course of the audit.



# Audit findings



## 2. Systems and controls

- 2.1 The Town Council holds a conveyance document dated 3 April 1956 between the Grantor and the Parish Council of Fakenham which grants and conveys the holding of the Fakenham Charter Market including the right to the buying and selling of goods and merchandise and the application of tolls, rents, stallages and profits relating to the Market.
- 2.2 Until the end of May 2025, Charter Market business was considered at meetings of the Town Council's Development and Market Committee and reported in turn to Full Council. The Committee was dissolved at the end of May 2025. The Facilities and Amenities Committee now has delegated authority for the market. The management, supervision and administrative duties are undertaken by the Town Clerk, the Deputy Town Clerk/RFO and the Administrative Assistant.
- 2.3 The Town Council has published a document detailing market rules and regulations which is available on the website.
- 2.4 The accounting system in place provides a detailed breakdown of receipts and payments during the year and balances held at the year-end. The examiner inspected the bank statements for the year 2025/26 and compared them to the detailed nominal ledger reports on a sample basis. See section 3 for a detailed review of the accounts for the year. The applications for grants are considered at the Full Council meeting.

## 2. Systems and controls

- 2.5 The Town Clerk is the Market Supervisor and confirmed that the Town Council holds a register of all the traders and a map/plan indicating where each trader is set up. There are no specific pitch sizes, the Council allocates the stalls into appropriate spaces as and when new traders start. Most traders are long-standing hirers of pitches and use the same location at each Market event.
- 2.6 The Town Council has a risk assessment document in place for the Market and this was inspected by the examiner and found to be in order. The risk assessment is dated 28 May 2025.
- 2.7 The Town Council does not hold separate insurance for the market. The Town Clerk confirmed the examiner that the insurers had advised her that the Council's Public Liability Insurance Cover of £10m includes cover for Charter Market events.
- 2.8 A record is maintained by the Town Council which includes the following information:
  - Food Safety Certificates
  - PAT Testing
  - Public Liability insurance – all stallholders are required to hold their own insurance policies.

The record includes the date of the last checks performed. This is done on an annual basis. The audit performed for the 2023/2024 year included this as a recommendation.

- 2.9 The stallholders are also required to test fire extinguishers on an annual basis.

### 3. Accounting Procedures and Proper Book-keeping

- 3.1 The Charter Market's Accounts for the year ending 31 March 2026 have been approved by Town Councilors as part of the approval of the Town Council's accounts for the year 2025/26.
- 3.2 The Charter Market holds a Current Account and a Deposit Account with Barclays bank under the description of:
  - Fakenham Charter Market Tolls Current Account (£712.72 as at 31 March 2026)
  - Fakenham Charter Market Tolls Deposit Account (£6,949.65 as at 31 March 2026)

The two bank accounts accordingly totalled £7,662.37 as at 31 March 2026.

A bank reconciliation as at 31 March 2026 (reconciling the accounting data with the overall bank balance) has been completed by the RFO.

### 3. Accounting Procedures and Proper Book-keeping

- 3.3 The Independent Examiner has confirmed the following from bank statements presented for the year of account:

Bank balance b/f at 1 April 2025:	£16,187.29	(confirmed to Bank Statements)
Add Income In year 2025/26:	£19,620.29	(confirmed to nominal ledger)
Deduct Expenditure in 2025/26:	(£26,993.50)	(confirmed to nominal ledger)
Movement in creditors	(£1,134.00)	(confirmed to nominal ledger)
Movement in VAT	(£17.71)	(confirmed to nominal ledger)
Bank balance c/f at 31 March 2026:	£7,662.37	(confirmed to Barclays Bank Statements)

- 3.4 The independent examiner has confirmed that the end-of-year accounts were correctly balance and were supported by the bank statements.
- 3.5 The total income in the 2025/26 year of account was £19,620.29 and consisted of the receipt of Market Tolls £19,477.00 and bank interest £143.29.
- 3.6 Expenditure in 2025/26 totalled £26,993.50 and consisted of grants awarded £14,343.00, publicity £565.00, bank charges £102.00, electricity £379.62, management fees £4,753.75, barriers and repairs £6,850.13.

### 3. Accounting Procedures and Proper Book-keeping

- 3.7 The management fee is a new cost for the 2025/2026 year. It takes the council staff a considerable amount of time to properly manage and co-ordinate the market. The total staff cost was calculated and a charge of 25% has been made to the market.
- 3.8 Authorisation for the payment of grants is given by full council. The Examiner confirmed that each of the 9 grants made in the year (totalling £14,343.00) was supported by a minute at a meeting of full council giving approval to the grants and the amounts. See section 4 for a further review of the systems in place for approval of grants.
- 3.9 The reserves balance at the year end 31 March 2026 amounted to £8,814.08 and reflected the overall deficit of £7,373.21 in the 2025/26 year of account. As at 31 March 2026, there remained sufficient reserves and contingency sums to meet, within reason, any unforeseen items of expense that may occur however, grants at the level for this year is not sustainable.

**Recommendation – The market account cannot sustain a deficit of this level in 2026/2027. The grants made by the council from this fund will need to reflect the monies being received. We recommend a balance of 3 months expenditure (£6,748.50) should be retained within reserves.**

### 3. Accounting Procedures and Proper Book-keeping

- 3.10 The Examiner reviewed the arrangements for the receipt of income and the controls in place to ensure that invoices are submitted to traders, correct income is received and banked (including how fees are assessed, who is responsible for sending out accounts and collecting sums due from the market traders). The Town Clerk confirmed that the Deputy Town Clerk and the Administrative Assistant send out invoices to the traders. Those who attend regularly receive these on the last Thursday of the month and pay at the beginning of the next month. One-off traders are invoices before they attend. Payments are made by bank transfers; the Town Council does not accept cash or cheques from the market traders. The bank statements are then checked and payments logged in the market tolls records. Any unpaid fees are then pursued by the Deputy Town Clerk and the Administrative Assistant.
- 3.11 A copy of the invoices is held both electronically and in hard copy. Payment of fees is recorded electronically month by month to control that the amount due is paid within the required period.
- 3.12 The Deputy Town Clerk and the Administrative Assistant monitors payments received through the council's debtors system which provides for a detailed aged debtors analysis which can be used effectively to monitor outstanding debts. The Deputy Town Clerk confirmed that there were no outstanding debts as at 31 March 2026, all accounts having been paid by that date.
- 3.13 The Charter Market Current Account payments, following approval by Committee and the Council, are processed in the same way as the Town Council payments, with two authorising Councillors required in the payment process.

#### 4. Market Toll Grants

- 4.1 The Charter Market's income is not critical to the statutory liabilities of the Town Council and the income cannot be spent to alleviate Town Council obligations; it can only be dispensed in accordance with the Trust Deed 'for the benefit of the community' and this takes the form of grants towards community projects.
- 4.2 A set of guidelines for grant applications is available on the council website along with the market tolls grant application form.
- 4.3 The grant applications are reviewed and discussed at full council meetings before approval and payment is made. We found no evidence that grants were being made without following due process.