



9 am to 4 pm Mondays to Fridays

TO ALL MEMBERS OF THE FINANCE & GENERAL PURPOSES COMMITTEE

Cllr G Newman (Chairman)
Cllr S Bird (Vice Chairman)
Cllr N Barber
Cllr M Deacon
Cllr S Gallant

Cllr Jan Garfield
Cllr D Savage
Cllr A Smith
Cllr S Wiles
Cllr K Williams

You are hereby summoned to attend a meeting of the **FINANCE & GENERAL PURPOSES COMMITTEE** to be held at the **Town Hall, Felixstowe** on **Wednesday 28 September 2016** at **7.30pm** for the transaction of the following business preceded by:

- i. **Public Question Time.** A maximum of 15 minutes will be set aside to enable members of the public to make representation or put questions to the Committee on any Finance & General Purposes matters.

A G E N D A

1. Apologies

To receive apologies for absence.

2. Declarations of Interest

Members and officers are invited to make any declarations of Disclosable Pecuniary or Local Non-Pecuniary Interests that they may have in relation to items on the Agenda and are also reminded to make any declarations at any stage during the meeting if it becomes apparent that this may be required when a particular item or issue is considered.

3. Requests for Dispensation

Councillors with a pecuniary interest in an item on this agenda, who wish to remain, speak and/or vote during consideration of that item, may apply for a dispensation in writing to the Town Clerk prior to the meeting. Applications may also be considered at the meeting itself should the nature of the interest become apparent to a Councillor at the time of the meeting.

4. Confirmation of Minutes

To confirm the Minutes of the Finance & General Purposes Committee meeting held on 27 July 2016 as a true record. **(Pages 3-5)**

5. Budget Monitoring to 31 August 2016

To receive the budget monitoring report to 31 August 2016 and consider any actions deemed necessary. **(Pages 6-10 & Appendix A)**

- 6. Business Banking Charges**
To consider a report following the recent introduction of business banking charges. **(Pages 10-12)**
- 7. Debt Recovery Process**
To consider next steps to recover an outstanding debt to Council. **(Page 13)**
- 8. Local Council Award Scheme Working Group**
To receive an update from the Working Group and consider draft supporting statements as part of Council's application to the award scheme.
(Page 14 & Appendices B&C)
- 9. Consultation: Automatic Precept Referendums**
To consider any response to the 2017/18 Local Government Finance Settlement: Technical Consultation Paper.
(Pages 15-16 & Appendix D)
- 10. SALC Survey**
To consider responding to a SALC survey on local service provision.
(Pages 17-20)
- 11. Closure**
To close proceedings and confirm the date of the next meeting scheduled for Wednesday 23 November 2016 at 7.30pm.



Ash Tadjrishi
Town Clerk
22 September 2016

For information (via email): All Town Councillors
Local Press

Meetings of the Town Council and its Committees are open to the press and public who are welcome to attend.

AGENDA ITEM 4: CONFIRMATION OF MINUTES

**MINUTES of the FINANCE & GENERAL PURPOSES COMMITTEE meeting held at
Felixstowe Town Hall on Wednesday 27 July 2016 at 7.30pm**

PRESENT: Cllr G Newman (Chairman) Cllr D Savage
 Cllr S Bird (Vice-Chairman) Cllr A Smith
 Cllr N Barber Cllr S Wiles
 Cllr S Gallant Cllr K Williams
 Cllr Jan Garfield

OFFICERS: Mr A Tadjrishi (Town Clerk)
 Mrs D Frost (Finance Administration Officer)

138. APOLOGIES FOR ABSENCE

Apologies for absence were received from **Cllr M Deacon**

139. DECLARATIONS OF INTEREST

Member(s)	Minute No.	Nature of Interest
Cllr S Bird Cllr M Deacon Cllr S Gallant Cllr D Savage Cllr A Smith	All	Local Non-Pecuniary (as Members of Suffolk Coastal District Council)
Cllr G Newman Cllr N Barber	All	Local Non-Pecuniary (as a Members of Suffolk County Council)

140. REQUESTS FOR DISPENSATION

There were none.

141. CONFIRMATION OF MINUTES

It was **RESOLVED** that the Minutes of the Finance & General Purposes Committee Meeting held on 25 May 2016 be signed by the Chairman as a true record.

142. BUDGET MONITORING TO 30 JUNE 2016

Committee received the budget monitoring report to 30 June 2016.

A list of those items of expenditure exceeding budget estimates for the period by 10% or £500 was considered. Members discussed various elements of income and expenditure.

It was **RESOLVED** that the budget monitoring report to 30 June 2016 be noted with no other action required at this time.

143. COUNCIL INVESTMENTS

Committee noted that Council's 1 year Investment Bond of £200,000 with Nationwide Building Society had matured in April 2016, receiving interest of £2,393.42. In accordance with the Council's Investment Policy and Strategy, a new Business Fixed Rate Saver had been taken out at a rate of 1.2% for 1 further year maturing on 2 June 2017. £197,606.58 had been transferred from the Council's Tracker Account in to this bond, making a total investment of £400,000.

It was RESOLVED that that the investment of £400,000 in a 1 year Business Fixed Rate Saver with Nationwide Building Society be approved.

144. BANK CHARGES

Committee noted that Barclays Bank had introduced bank charges which would come in to effect from 13 August 2016.

It RESOLVED that:

- i. the introduction of bank charges be noted with no other action required at this time; and,**
- ii. the Clerk provide Committee with a report on bank charges and a projection of the likely cost to Council subsequent to the charging regime coming in to force.**

145. INTERNAL AUDIT REPORT: Q1 2016-17

Committee considered the Internal Audit report for the quarter ending 30 June 2016 and noted that there were no recommended actions recorded.

RESOLVED that the Internal Audit Report for the quarter ending 30 June 2016 be received and a vote of thanks be recorded to the staff for their work.

146. CONSULTATION DEVOLUTION

Members considered the report regarding the public consultation for the Norfolk and Suffolk Devolution Deal proposal launched on Friday 8 July and which would until 23 August. Members felt that the consultation questionnaire that had been issued was directed more towards members of the public than suitable for a Town Council to complete. Following a debate, Committee agreed that it was not in a position to endorse or reject the devolution proposals.

It was RESOLVED that the following statement be recorded at this time:

Felixstowe Town Council is not in a position to endorse or reject the proposals but recognises that there may be opportunities for the region through increased local decision-making.

The Town Council supports the principle of devolution – and indeed double-devolution, however, no recognition for any role for third-tier councils is given or mentioned in any of the proposal documents.

Accordingly, Felixstowe Town Council requests that town and parish councils are engaged with during the next phase of the process, specifically to discuss the role they may play.

147. OUTSIDE BODIES REPORTING

Committee considered the feasibility of introducing a schedule of reports to Council from Members serving on outside bodies. It was agreed that Members should be supported to provide at least one report per four-year term on outside bodies to which they may be appointed on behalf of Council. Although it was not deemed practical to impose a schedule, Members should be invited to indicate at which point during the four-year cycle they would wish to present a report; noting that a report following an AGM or other significant event would be preferable but a general report providing information on the activities of an outside body would also be highly beneficial.

It was RESOLVED that Council be recommended to approve the principle of Members appointed to Outside Bodies reporting to Council at least once per four-year term. A schedule of Council meeting dates to be circulated by the Town Clerk in order that Members may select which meeting they would report to during their four year term.

148. BUSINESS PLAN

Committee noted the results of the Business Plan Consultation. Although the number of responses was disappointing, the remarks received had been very helpful, and as such the Business Plan had been amended to address the comments received.

The Clerk advised that the Action Plan, which would form Appendix 1, had been drafted and would be circulated before the next Council Meeting.

It was RESOLVED that, subject to agreed amendments being incorporated, the finalised Business Plan 2016-2020 be recommended to Council for formal approval and adopted.

149. CLOSURE

The meeting was closed at 9.04pm. The next meeting was noted as being scheduled for 28 September 2016 at 7.30pm.

AGENDA ITEM 5: BUDGET MONITORING TO 31 AUGUST 2016

A summary Income & Expenditure Report to 31 August 2016 is shown below with a detailed report provided at **Appendix A**.

02/09/2016 13:30		Felixstowe Town Council				Page No 1		
Month No : 5		Summary Income & Expenditure by Budget Heading 31/08/2016 Committee Report						
		Actual Last Year	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Of Budget
<u>Finance & General Purposes</u>								
Expenditure		246,186	109,300	254,788	145,488	0	145,488	42.9 %
Income		560,478	282,208	560,711	-278,503			50.3 %
Net Expenditure over Income		<u>-314,292</u>	<u>-172,908</u>	<u>-305,923</u>	<u>-133,016</u>			
<u>Assets & Services</u>								
Expenditure		235,089	80,137	260,452	180,315	0	180,315	30.8 %
Income		127,881	52,784	100,638	-47,854			52.4 %
Net Expenditure over Income		<u>107,208</u>	<u>27,353</u>	<u>159,814</u>	<u>132,461</u>			
<u>Civic & Community</u>								
Expenditure		105,499	59,857	111,481	51,624	0	51,624	53.7 %
Income		11,833	7,730	7,990	-260			96.8 %
Net Expenditure over Income		<u>93,665</u>	<u>52,127</u>	<u>103,491</u>	<u>51,364</u>			
<u>INCOME - EXPENDITURE TOTALS</u>								
Expenditure		586,774	249,294	626,721	377,427	0	377,427	39.8 %
Income		700,192	342,723	669,339	-326,616			51.2 %
Net Expenditure over Income		<u>-113,418</u>	<u>-93,428</u>	<u>-42,618</u>	<u>50,810</u>			

In accordance with Council's Financial Regulations, Committee is to receive explanations of Material Variances for expenditure in excess of the estimated budget of 10% or £500, whichever is the lesser. As the Council's budgets are not produced on a phased basis, the expectation is, being five months in to the year, for overall expenditure to be around 41.67%, with an explanation for any items overspent by £500 or 10% or over this level (i.e. 45.83%). Total expenditure for this period stood at 39.8% Explanatory notes and any recommended action for individual qualifying items in **Appendix A** are as follows:

Cost Centre 101 - Administration
<p>4446 Mobile Phones (80.3%) Cost of running two mobile phones at £10 per month. Budget estimate originally based on £5 per month. Recommendation: Review budget provision for 2017-18</p>
<p>4460 Subscriptions (80.8%) Front loaded – 3 annual subscriptions paid to date. Recommendation: No action needed.</p>
<p>4461 External Audit (100.0%) Complete Recommendation: No action.</p>
<p>4464 Insurance (98.0%) Full year payment up front. Recommendation: No action.</p>
<p>4481 IT Maintenance and Software (59.2%) Front loaded, annual fee for IT support (RBS & Edge Allotments already paid). Recommendation: Continue to monitor on a monthly basis.</p>
Cost Centre 201 - Town Hall
<p>4001 Employer National Insurance (51.9%) De minimis amount in terms of real spending (£24 to date against annual budget estimate of £47) Recommendation: Continue to monitor on a monthly basis.</p>
<p>4110 Rates (49.4%) On target. Rates are paid over 10 months only. Recommendation: No action.</p>
<p>4180 Licences (100%) Paid in full for 2016-17. Recommendation: No action.</p>
<p>4260 Equipment Purchases (58.2%) Step ladder, 4 Coffee Pumps & wheelchair ramp purchased. Recommendation: Continue to monitor on a monthly basis.</p>
Cost Centre 202 – Walton Community Hall
<p>4110 Rates (49.4%) On target. Rates are paid over 10 months only. Recommendation: No further action</p>
<p>1000 Hirings (27.1%) £778.33 (10.4%) invoiced, awaiting payment + £1,667.75 (22%) for year 2015/16 Some long-term regular hirers are invoice monthly in arrears. Recommendation: A&S cttee aware and availability of Hall being promoted.</p>

Cost Centre 203 – Broadway House
<p>1030 Leases, Rents & Licences (0.0%) Annual receipt on invoice in December. Recommendation: No further action.</p>
Cost Centre 204 – Cemetery
<p>4110 Rates (49.2%) On target. Rates are paid over 10 months only. Recommendation: No further action</p>
<p>4300 Vehicle Running Costs (51.2%) Some costs are front loaded e.g. Truck MOT & Tax paid for the year. Also replacement floor for trailer purchased. Recommendation: Continue to monitor on a monthly basis.</p>
<p>1160 Admin Fees (42.3%) £102 (14.5%) invoiced, awaiting payment. Recommendation: No further action.</p>
Cost Centre 205 – Allotments
<p>1080 Allotment Rents (6.4%) All Allotment rents are billed annually in September. Recommendation: No further action</p>
Cost Centre 301 – Civic & Community
<p>4505 Mayoral Allowance (100%) Transferred to the Mayor. Recommendation: No further action</p>
<p>4513 Civic Awards (84.4%) Event has been held. Recommendation: Continue to monitor on a regular basis</p>
<p>4530 Civic Events (68.5%) Two key events (Civic Service and Queen's birthday celebration) already complete. Recommendation: Continue to monitor on a regular basis</p>
<p>4600 CCTV (100%) Full year contract fee paid. Recommendation: No further action</p>
<p>4645 Christmas Lights (100%) Funding advanced to Lions Club for 2016/17. Complete. Recommendation: No further action</p>

Cost Centre 302 – Section 137 Expenditure
<p>4620 Annual Grants (77.9%) All but one annual grant paid. Expect to end year at 100% Recommendation: Continue to monitor on a regular basis</p>
<p>4655 Occasional Grants (49.7%) Round 1 complete. Second round of funding due in November. Recommendation: Continue to monitor on a regular basis</p>
Cost Centre 303 – Felixstowe in Flower
<p>4290 Flowers & Containers (76.5%) Front loaded cost of providing the flowers and containers for Felixstowe in Flower. Recommendation: Continue to monitor on a regular basis</p>
Cost Centre 305 – Community Fund Projects
<p>4625 Felixstowe Harwich Ferry (100.0%) Paid over at start of Financial Year. Recommendation: No further action.</p>
<p>4630 Level 2 (100.0%) Paid over at start of Financial Year. Recommendation: No further action.</p>

Committee is requested to consider the Accounts to 31 August 2016 and decide on any action it deems necessary.

AGENDA ITEM 6: BUSINESS BANKING CHARGES

As reported at the previous meeting of 27 July, Barclays Bank has introduced bank charges. The Town Council is on the **Mixed Payment** plan, see fees below. A loyalty payment will be received each month, which is currently based on a rebate of 30% of the charges. Net bank charges for September amounted to £42.34 (£64.30, less £9.10 for payflow salary transfers and including loyalty rebate of £12.86 refunded a few days afterwards). It is expected that the average net charge will be around £50 per month. However, due to the amount of cheques and cash received in certain months – e.g. Allotments rents in October – this will fluctuate.

It can be seen that charges are based on the type of transaction. E.g cheque, cash, electronic payment. During the past 3 months we have had an average of:

- 21 cheques paid in
- £1,200 cash paid in
- 60 electronic payments

Barclays also offer an **e-payments Plan** but because of the amount of cheque and cash transactions this works out more expensive.

A decision needs to be made whether it is worth moving banks or staying with Barclays Bank.

The Finance Administration Officer has spoken with several Town Councils in Suffolk: Woodbridge, Stowmarket, Needham Market, Sudbury, and Saxmundham. Two bank with Barclays, one of which had charges introduced a couple of years ago, and the other (a smaller Town Council) are yet to have charges introduced. Another banks with Lloyds Bank, who are not the cheapest but have had no problems with them and bank online.

One Town Council changed from Barclays about 18 months ago, they are now using NatWest (as they required the use of a Nightsafe) and are happy with their online banking. Natwest charge on a similar basis to Barclays. Current charges are shown below. We have investigated various other banks, including HSBC and Santander. Santander have the lowest basic fees but if you go over a limited number of transactions (see chart further down) the charges go up considerably. Councils changing banks have reported teething problems; especially with Direct Debit arrangements not being changed on time. One recommendation, should Council consider changing banks, was to keep an amount in the old account to ensure that the move went without too many hitches. However, this method would incur fees on both accounts.

Bank charges comparison:

	Barclays Mixed Plan	Barclays e-payment Plan	Lloyds	Natwest	HSBC E-Banking plan	TSB Electronic plan
Account fee Per month	£6.00	£6.50	£6.50	£6	First year free then £5.50	1 st 18 mths free then £5
Cheques & Assisted payments	65p each	£1.50	65p	70p	1 st 2yrs free 40p in 80p out	65p
Cash payments	90p per £100	£1.50 per £100	£1 per £100 (1 st £1500) 0.80 per £100 (over £1500)	70p per £100	1st 2 yrs <£3k free 1% cash in/out	65p per £100
Electronic payments in or out	35p each	Free	Free	35p	First year free	Free

Santander offer a fixed fee charge:

- **£7.50 tariff** - if you deposit up to £1,000 in cash.
- **£12.50 tariff** - if you deposit up to £3,000 in cash.
- **£20 tariff** - if you deposit up to £5,000 in cash.
- **£40 per month** - if you deposit up to £10,000 in cash

There is then a set number of free cheque deposits of up to 100 which would be fine for what we receive. However, if we were to go over the limits then we could incur extra charges.

Free monthly cash deposit limit	Up to £3,000
Additional cash deposit fee per £100 above limit	£1.00
Number of free cheque deposits each month	Up to 100
Number of free cheque withdrawals each month	Up to 100
Number of free cash withdrawals at ATM each month	Up to 100
Charge per item above limits	£1.00

HSBC offer the cheapest deal as the first year is free and second year has reduced charges. There is an HSBC branch in Felixstowe. However, one Council does online banking with HSBC and to have dual control, and controls on how many/the total amount of payments there is an extra charge. Their auditor has commented that charges for their 'HSBC Net' account are excessive. The other drawback is that any issues with online banking are dealt with by a call centre outside of the UK.

FTC currently has a daily sweep on its current account to £50,000 from its Tracker account where the precept is deposited. This ensures that there is always enough

money for direct debits and saves the regular task of checking the bank accounts and transferring the money manually. TSB make a monthly charge for daily monitoring of £20 per month or Weekly monitoring at £7 per month, which includes transfer as per our instructions, but we would need to investigate with the other banks. Barclays Bank do not charge us for this facility.

One larger Town Council has not been taking cash or cheque payments since 2010. Payments have to be made direct to their bank account either by online banking, or transfer via a branch. They do not have a card machine. If enough people paid in this way, the Barclays e-payment plan could prove cheaper.

The introduction of electronic payments last year has without question been beneficial in providing a quick, efficient payment method and is cheaper per transaction. If we look to minimise the receipt of cheques and cash, we could reduce our bank charges considerably. Our Internal Auditor has remarked on how easy to comprehend Barclays's online banking is, and it currently provides us with the necessary security required.

Members are asked to balance any potential cost saving from moving to a new bank against the service provided. It is possible that cheaper rates than the Barclays Mixed Plan can be secured. However, the accessibility of both online and branch facilities should be considered important alongside the security of Council's finances.

Committee is requested to consider the report on bank charges and whether to change bank, or seek to minimise charges by encouraging more electronic payments and review again in 12 months.

AGENDA ITEM 7: DEBT RECOVERY PROCESS

Last year, one of Council's regular hirers defaulted on payment for hire of Walton Community Hall, having previously made regular payments since taking on bookings in November 2014. In April 2015 payments were not received for invoices billed in arrears (March £626.75 and April £717). The hirer was contacted numerous times by telephone and email during May and June, and offered the option of a payment plan arrangement. On 10 July the debtor was advised that formal action would be taken to recover the debt through the courts if payment was not received by 17 July.

A letter was received on 28 July stating that they did not have the funds to clear the debt but would be happy to pay by instalments. This offer was accepted and the debtor was notified that the first instalment should be made by 5 August; being advised also that no further reminders would be sent. As no payment was received, the Council lodged a claim via www.moneyclaim.gov.uk and was sent to the defendant on 11 August, which gave the defendant until the 30 August to reply. No response from the defendant was received judgment was requested on 23 November, which resulted in the passing of a County Court Judgment.

The next step to recover the funds owed would be to request a Warrant of Control via Money Claims Online which has a cost of £77. Once the warrant is issued the Courts should then appoint a bailiff to collect goods from the defendant's home to auction in order to repay the debt. The warrant, once issued, should be in effect for 12 months. The court will add the fee to the amount the debtor already owes.

Once the Warrant of Control has been requested the warrant will be actioned by an enforcement agent. The enforcement agent will usually send the debtor a letter saying that a warrant has been issued and that he or she must pay within seven days. If the defendant pays, the court will send the money to us, which can take up to 15 days. If the debtor does not pay within seven days, the enforcement agent will call at the address to identify goods which they could sell at auction or collect a payment to prevent goods being sold.

The person to whom this debt is attributed still operates a fitness group in the town, currently using a number of venues.

Committee is requested to consider approving a Warrant of Control, at a cost of £77 in order to recover the outstanding debt.

AGENDA ITEM 8: LOCAL COUNCIL AWARD SCHEME WORKING GROUP

The Local Council Award Scheme Working group met on 6 September to review progress towards Council's aspiration for the Gold award.

Requirements for three award levels are shown at **Appendix B** together with links to qualifying evidence compiled by the Working Group.

Before submitting an entry to the award, Council is required to confirm by resolution that it publishes, or holds, a number of key documents, policies, and statements.

Five statements have been prepared which are shown at **Appendix C** as a draft for consideration and onward referral to Council.

Once an application is submitted it will be considered by the Local Council Award Scheme Panel. Council will receive feedback and suggestions from the panel to support development towards an accreditation. We are advised that this may take some time but there are no resubmission fees.

Committee is requested to note the update from the Local Council Award Scheme Working Group, and consider the draft supporting statements for onward referral to Council.

AGENDA ITEM 9: CONSULTATION: AUTOMATIC PRECEPT REFERENDUMS

Under the Localism Act 2011, Government can make an annual decision on whether to introduce automatic precept referendums where they deem precept increases to be 'excessive' for local councils. Government is able to decide what the threshold will be for triggering referendums and to which councils this trigger will be applied.

Although these referendums have been applied to other types of local authorities, Government has threatened to apply them to local councils but, to date, has not done so.

The Department for Communities and Local Government is now consulting on proposed technical changes to the 2017/18 local government finance settlement, to which response are welcomed by 5pm, 28 October 2016.

The proposals define principles for applying automatic referendums to the highest spending councils but all councils will be concerned about the precedent this would set and about the specific question in the proposals about whether to extend referendums to all local councils. If this proceeds, it would be the first time a Government has interfered with the ability of local councils to determine for themselves what money should be raised for the local community.

Even if the community has been fully consulted and wants an increase, the taxpayer would be forced to pay for the additional cost of an automatic referendum in order to be able to raise its own money for its own needs, based on a blanket threshold set centrally by Government.

The referendum limit proposals in this Consultation for larger local councils (link and extract below) could have implications in future years for Felixstowe Town Council:

<https://www.gov.uk/government/consultations/local-government-finance-settlement-2017-to-2018-technical-consultation>

"We propose that referendum principles are introduced for local precepting authorities (town and parish councils) whose Band D precept is higher than that of the lowest charging district council for 2016/17 (£75.46), and which have a total precept for 2016/17 of at least £500,000 (subject to the next paragraph). These parishes would face the same referendum principles as shire districts: increases of less than 2% or up to and including £5 (whichever is higher) can be set without triggering a referendum. Based on these thresholds, the Government expects this new principle will affect around 120 of England's 8,800 local precepting parishes."

However, there is also a proposed dispensation in respect of precepting for services transferred from other authorities:

"In doing this, the Government wishes to ensure that parishes continue to have the flexibility to take on responsibilities from other tiers of local government without being unduly constrained by council tax referendum principles. It is therefore proposed that parishes will not be in the category to which the referendum principle applies where

there has been a transfer of responsibilities, and where three conditions are satisfied:

- i. the parish council and a principal council covering the area of the parish council have each resolved that a particular function carried out by the principal council in relation to the parish council's area in the financial year 2016-17 is to be carried out instead by the parish council in the financial year 2017-18*
- ii. the parish council and the principal council have agreed the reasonable cost of the exercise of that particular function in the parish council's area by the parish council in the financial year 2017-18*
- iii. that the agreed cost, if collected by way of the parish council precept, would take the parish council over the threshold of a 2% or £5 increase on the previous year."*

Financial Services (Corporate Performance & Risk Management for Suffolk Coastal and Waveney District Councils) have advised that no parishes would be affected for 2017/18, and no other council is particularly close to the criteria.

SALC have produced a Local Associations Information Services paper (LAIS1393) on this subject which is at **Appendix D**.

Committee is requested to consider and decide on any response to the consultation on proposed technical changes to the 2017/18 local government finance settlement.

AGENDA ITEM 10: SALC SURVEY

In response to various concerns raised at recent SALC Area Meetings as well as complaints that come into the SALC Office, the Suffolk Association of Local Councils is seeking councils' feedback on a range of issues and how they feel services are currently being delivered in the County.

Views are sought via an online survey here:
<https://www.surveymonkey.co.uk/r/DPVTC2B> by 30 November.

The questions asked in the survey are as follows:

INFRASTRUCTURE - BETTER BROADBAND TO SUFFOLK

1. Do you feel your Council's area has adequate Broadband provision
 YES NO NOT SURE
2. Are you aware of the Better Broadband to Suffolk Programme?
 YES NO NOT SURE
3. Have you received adequate information on when Better Broadband will be available in your Parish?
 YES NO NOT SURE
4. Have you visited the Better Broadband to Suffolk website to find out when Better Broadband is due in your parish?
 YES NO
5. Have you considered a Community Broadband provision?
 YES NO
6. Please enter any comments on the experiences your parish has had with Better Broadband to Suffolk roll out:

POLICING

7. How do you currently rate community engagement by Suffolk Police?
 GOOD AVERAGE POOR
Please add details of any experiences:
8. Are you aware of the Suffolk Police website and the Safer Neighbourhood Pages which detail your local crime figures?
 YES NO NOT SURE

9. Are you aware of the opportunity to engage with your local Safer Neighbourhood Officer via their local meetings and/or the Police and Crime Commissioner and Chief Constable through their series of public meetings?

YES NO NOT SURE

10. Have you attended either of the meetings detailed in Q8

YES NO

If yes, please give details and how effective you felt the meeting was:

11. Please select concerns which are currently relevant to your parish

- SPEED ENFORCEMENT
- LACK OF POLICE PRESENCE
- PETTY CRIME
- ANTI-SOCIAL BEHAVIOUR
- DRUG ABUSE
- POOR RESPONSE TIMES
- ILLEGAL IMMIGRATION
- LACK OF SUPPORT FOR COMMUNITY INITIATIVES i.e. Match Funded PSCOs

Please detail any other concerns your parish may have

HIGHWAYS

Suffolk County Council awarded the contract for all their Highways work to Kier in 2013. Three years on:

12. Do you feel the service

HAS IMPROVED HAS DECLINED HAS STAYED THE SAME

13. Do you report problems using the Suffolk County Councils Highways on-line reporting tool?

YES NO

14. Is this tool effective in generating a response, and solution, to the highways problem you are reporting?

YES NO

Please give details of your experiences :

15. How do you rate the current standard of work on the highway

GOOD AVERAGE POOR

Please give examples :

16. What are your main concerns with the current service delivery

- POOR RESPONSE TIMES
- LACK OF COMMUNICATION/POINT OF CONTACT
- UNACCEPTABLE COSTS FOR SIMPLE SCHEMES OF WORK
- POTHOLES, NUMBERS AND SIZE AND LACK OF REPAIR WORK
- CONDITION OF ROAD SURFACES
- QUALITY OF WORK
- FLOODING
- SIGNAGE - STATE OF REPAIR
- QUALITY AND FREQUENCY OF VERGE TRIMMING

Please give examples of community initiatives you have tried to deliver in your parish and the support you have received from Suffolk County Council Highways:

17. Any other comments?

PARKING

18. Given the reduction in enforcement of parking restrictions by the Police, do you agree that SALC should adopt a policy of supporting decriminalisation of parking offences so that they can be dealt with through civil enforcement by District and Borough Councils, as is already the case in Ipswich?

- YES NO

19. Are there problems in your parish with parking on restricted or inappropriate areas (yellow lines, entrances, pavements)?

- YES NO

20. Please give examples of problems experienced and any community actions taken:

21. Any other comments?:

22. When your parish is consulted on a planning application do you feel you have adequate time to fully consider the plans and respond?

- YES NO

23. Has your Council considered a Neighbourhood Plan?

- YES NO

24. If you have answered yes to Q23, have you agreed your Neighbourhood Plan area?

- YES NO

25. Do you and your Council fully understand the new Community Infrastructure Levy (CIL) and how it could impact on your community?

YES NO NOT SURE

26. Did your District or Borough Council provide adequate communication on the introduction of the CIL?

YES NO

27. Please give details of any other planning concerns which are currently affecting your parish:

Committee is requested to consider and decide on any response to the SALC survey.
