

LOCAL COUNCIL AWARD SCHEME | FEEDBACK FORM

Name of council	Felixstowe Town Council
Award level	Gold
Date	09/07/26

Summary

The panel were pleased with the overall quality of the application and the evidence provided. Comments below suggest some improvements, along with encouragement in areas thought to be of a particularly good standard. However, the panel felt that certain criteria had not been evidenced (as highlighted below) which were an important requirement for this award level. As they were satisfied that all other criteria had been met, they have agreed that if the below be evidenced/amended, then Gold level would be awarded to the council.

The Bronze Award

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
<u>Council Resolution:</u>	X				
The following documents and information must be evidenced and published:					
1) Standing Orders	X				
2) Financial Regulations	X				
3) Code of Conduct and link to councillors' registers of interests				X	COC has no approved or next review date (or frequency) – Need to add. To note: The word 'Model' can be removed.
4) Accessibility statement	X				
5) Publication scheme	X				
6) Complaints procedure				X	Does not consider complaints against the clerk – Need to add some explanation text.

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
7) Privacy notice				X	No review date – Needs adding.
8) Last annual return	X				Noted the unaudited AGAR was late being published (would expect better promptness at Gold level). The weblink 'Here' on the webpage makes it difficult to see or find the documents and could be made clearer. Suggest making this more prominent so a resident can easily locate.
9) Transparent information about council payments	X				
10) Calendar of all meetings including the annual meeting of electors				X	Details provided on spreadsheet but couldn't find published on website – Need to ensure published (and includes annual meeting).
11) Minutes for at least one year of full council meetings and (if relevant) all committee and sub-committee meetings	X				
12) Current agendas	X				

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
13) The budget and precept information for the current or next financial year	X				Quite a high level budget. Suggest it would be more transparent to have detailed information available too.
14) Biodiversity policy				X	No adoption date – Needs adding. Current review period is 4 years but would recommend more frequent (2 or 3 years at the most).
15) Council contact details and councillor information in line with the transparency code	X				No councillor bios – need to add for Gold level. See also point 5, Silver section below.
16) Action plan for the current year	X				
17) Evidence of consulting the community				X	Evidence provided was from 2023/24 but for Gold level need to see more recent examples of consultations (and outcomes) i.e. questions/responses/how fed into council/actions arising etc.
18) Publicity advertising council activities	X				Excellent newsletter.

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
19) Evidence of participating in town and country planning	X				
20) Evidence of publicising elections and vacancies on the council				X	Only website evidence provided – Just need to see some other methods used such as social media or noticeboard posters.
The following documents and information must be evidenced and in place:					
21) Risk management Policy	X				
22) Register of assets	X				Assume it has been updated for 2026?
23) Up-to-date insurance policies that mitigate risks to public money	X				
24) Evidence of considering the impact of the council's functions	X				

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
and decisions on crime and disorder in local area					
25) Disciplinary and Grievance procedures	X				Good practice to publish both of these.
26) A policy for training and development of staff and councillors	X				
27) A record of all training undertaken by staff and councillors in the last year	X				Some of the training listed is likely to be out of date (i.e. First Aid lasts 3 years). Also noted that some councillors have not undertaken any training at all which is unusual for Gold level.
28) A current clerk who has achieved 12 CPD points in the last year	X				Noted that learning at work and reading made up 9 out of the 12 CPS points accrued. Would like to have seen more of a variety of methods used to gain points, particularly for Gold level.
29) Signed up to the Civility & Respect	X				

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
Pledge and a Dignity at Work policy					

The Silver Award

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
<u>Council Resolution:</u>	X				
The following documents and information must be evidenced and published:					
1) Health and Safety policy	X				
2) Policy on equality	X				
3) Co-option policy	X				

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
4) A community engagement policy involving two-way communication between council and community	X				
5) Councillor profiles				X	As above, point 15 Bronze section - Some councillor bios are missing and a few others are very brief i.e. what year they were mayor. For Gold level need to ensure all have bios with relevant detail.
6) Grant awarding policy	X				
7) Evidence showing how electors contribute to the Annual Parish or Town Meeting	X				Good selection of reports from organisations.
8) Action plan and related budget responding to community engagement and setting out a				X	This information should be presented/collated on just 1 action plan document clearly showing the budget information for each relevant action with details of any community engagement included. The current action plan can be amended to include an additional column for detailed costings where relevant and more detail added against actions that are in response to engagement.

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
timetable for action and review					
9) Evidence of community engagement, council activities and the promotion of democratic processes in an annual report, online material and at least four news bulletins a year	X				
10) Evidence of helping the community plan for its future				X	Would like to see more evidence provided i.e. neighbourhood plan, consultations on planning or planning committee comments on developments. Has the council been involved with any local schools or groups over any projects such as tree planting etc?
11) Evidence of encouraging public engagement in local democracy				X	Would like to see more specific evidence, such as social media examples encouraging people to attend a meeting or campaigns to stand as a councillor etc.
The following documents and information must be evidenced and in place:					

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
12) Scheme of delegation (where relevant)				X	Evidence provided was an agenda item not an actual policy. Nor does it show when it was adopted – Need to provide actual adopted policy document.
13) At least two-thirds of its councillors who stood for election <u>or</u> significant evidence of the council advertising vacancies	X				
14) Evidence of customer service with examples of managing/handling correspondence with the public	X				Couldn't find any evidence of 'customer service training' on the training record as per the narrative.
15) A current qualified clerk	X				
16) A formal appraisal process for all staff	X				Would like to have seen an actual policy.

The Gold Award

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
<u>Council Resolution:</u>	X				
The following documents and information must be evidenced and published:					
1) A business plan covering a financial forecast for at least three years linked to revenue and capital plans for the council and its community				X	Would like to see a properly considered business plan and financial forecast in the same document (not separated). The plan is also very brief and needs more depth. For example, more detail needs to be added to the objectives. A sample business plan can be provided for guidance if required.
2) An annual report, online material, news bulletins and other council communications with evidence of:	X				Good evidence. Some of this would have been better used as evidence for previous criteria.

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
a) engaging with diverse groups in the community using a variety of methods	X				
b) community engagement influencing council activity and priorities	X				
c) a wide range of council activities, including innovative projects, that produce positive outcomes for the community	X				
d) co-operating constructively with other organisations	X				

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
e) Active promotion of elections, including that at least two-thirds of its councillors stood for election	X				
The following criteria require statements which should include a narrative and where applicable, contain document references/hyperlinks as supporting evidence.					
3) Ensures that the council delivers value for money	X				Recommend publishing all statements.
4) Provides leadership in planning for the future of the community	X				
5) Engages with the community on issues related to the environment and climate change	X				

Criteria	Met	Partially met accepted	Not met	Partially met not accepted	Comments
6) Manages the performance of staff and the council as a corporate body to achieve its business plan	X				
7) Supports a culture of civility and respect in the council	X				