



NORTHAMPTON TOWN COUNCIL

Policy and Finance Committee Meeting – 5th July 2021

To: Members of the Policy and Finance Committee

You are summoned to attend the meeting of the **Policy and Finance Committee** of Northampton Town Council to be held via the Zoom Video Conferencing Platform on Monday 5th July 2021 at 18.00.

The meeting will be streamed live via the Town Council's YouTube Channel

Public participation is welcomed in accordance with Standing Orders and the Council's public Participation Policy

Stuart Carter
Guildhall
Interim Town Clerk
30 June 2021

Northampton
NN1 1DE

A G E N D A

- 1. Apologies for Absence**
- 2. Declarations of Interest**
- 3. Minutes of the last meeting including updates on the progress of any item**
Minutes of the meeting held 14th June 2021 attached (p 3 – 6)
- 4. NTC/WNC Coat of Arms on Guildhall**
Chair to give a verbal update
- 5. Printing of Polling Cards for Talavera By-Election**
Interim Town Clerk's report attached (p 7)
- 6. Additional Funding for Northampton Music Festival – Referred from Community Services Committee**
Interim Town Clerk's report attached (p 9 – 11)

7. **Treasury Management Advise Contract with Arlingclose**

Interim Town Clerk's report attached (p 11)

8. **Complaints Policy**

Interim Town Clerk's report and draft policy attached (p 13 – 17)

Members of the Committee: Councillors Marriott (Chair), T Eales (Vice Chair), Brown, Birch, G Eales, Connolly, Hallam, Hibbert, Holland-Delamere, Joyce, Purser, Russell, Tarasiewicz, Vacancy

Cc'd to all councillors for information

**NORTHAMPTON TOWN COUNCIL
POLICY AND FINANCE COMMITTEE**

**Minutes of the meeting held at 18.10 on 14th June 2021
in the Council Chamber at Northampton Guildhall**

PRESENT: Cllrs Marriott (Chair), T Eales (Vice-Chair), Brown, Birch, G Eales, Connolly, Hibbert, Holland-Delamere, Joyce, Purser, Russell, Tarasiewicz.

Also present were Cllrs Alwahabi and Soan.

In attendance: Mr S Carter (Interim Town Clerk)

Before formally starting the Chair welcomed everybody to the first meeting of the Policy and Finance Committee and asked that everybody introduce themselves and say what ward they represented.

1. APOLOGIES

Apologies had been submitted by Cllr Hallam.

2. DECLARATIONS OF INTEREST

None.

3. REPORTS FROM THE ACCOUNTS SUB-COMMITTEE

The Minutes of the Accounts Sub Committee meeting held on 10 May 2021 were attached to the agenda and considered. The Town Clerk informed the committee that this sub-committee had delegated authority to approve payments on behalf of the Council. It also scrutinised expenditure and monitored the budgets. In response to a question the Clerk confirmed that the Council was VAT registered and could therefore reclaim any eligible VAT payments. The minutes were presented to this committee for information. The minutes were **NOTED**.

The Minutes of the Accounts Sub-Committee held 14 June 2021 were tabled and considered. The Clerk was asked to provide an annual cost for the Mircoshade contract for a future meeting. It was commented that the amount spent on streaming the Mayor making was high. In response, the Clerk said that though he was not part of this decision making, the meeting was considered important, it being the first of the new Town Council, and that the covid pandemic prevented the public being present despite them having a legal right to do so. Some sort of streaming was necessary both for public access and for future posterity and it needed to be of a quality to reflect this. The minutes were **NOTED**.

4. TRANSFER OF SERVICES AND RELATED MATTERS

Circulated with the agenda was an update on the progress as to the transfer of services following a meeting with Simon Bowers from WNC. The Chair went through the report item by item.

On the transfer on Civic Regalia and Muniments, the committee expressed their disappointment with the delays and what appeared to be back tracking by the newly formed West Northants Council (WNC). The former Northampton borough Council (NBC) had agreed to the transfer and it had been minuted accordingly but WNC were challenging this. The Acting Town Clerk had been asked to get quotes to value the muniments and civic regalia and to share this with WNC. This had been passed to the Interim Town Clerk to action.

The situation regarding the Mayoral Car and personalised number plate were similar to those of the regalia and muniments. The value of the number plate specifically had resulted in WNC challenging the decisions to transfer it to the Town Council. It was questioned whether there was a charge to have the car stored at St Johns Car Park and why it was not parked at the Guildhall. It was explained that there was a secure space for the car at St Johns Car Park and that security were on hand at all hours for the Mayor, where the chains of office could be deposited and held securely in a safe, a facility which was not available at the Guildhall. At present it was understood there was not a cost for parking the car at St Johns Street Car Park.

Moving on to offices of Civic Dignity and Civic Protocols, it was anticipated that WNC would grant a licence to the Town Council to continue this as the Town Council did not have specific powers to undertake many of these duties. The creation of a Civic Matters Sub Committee would assist with this.

The Clark informed the committee that at present the Council still had no formal lease for their part of the Guildhall. This had been chased a number of times with WNC. The heads of terms had been agreed but no lease had been forthcoming. Mr Bowers had stated that he would chase this up with the WNC legal department. It was understood that the Town Council's desire to take over the old part of the Guildhall was unlikely at present as Mr Bowers explained that WNC planned to use the Chamber and associated meeting rooms. Again, members expressed dissatisfaction with WNC's intentions regarding the historic part of the Guildhall, given that there was an understanding that both parties would work towards it being handed over to the Town Council. In response to a question it was confirmed that the Town Council had to pay for room hire, for example use of the Chamber was chargeable. However, it was also noted that the Town Council had budgeted for use of the whole hall, but that the charge for its demise was considerably less so there was likely to be a surplus.

The Transfer of events had progressed further. Heads of Terms had been agreed and the Council were awaiting further information from WNC on the budget and also the officer that was to be TUPEd. A further report would shortly be presented to the Community Services Committee.

With regards to closed churchyards there was a view that this would be considered later as the maintenance of them was under a long-term contract managed by WNC. Discussion on this would therefore be deferred until the contract was due for renewal.

Allotments had been transferred as part of the document creating Northampton Town Council with 8 sites being transferred. Utility costs were the responsibility of NTC but maintenance and management of the sites was retained by Ideverde as part of their contract with WNC. In turn Ideverde retained the income from the allotments. WNC had been asked to draft an agency agreement.

Finally regarding Bloom, it was reported that WNC would be providing a full breakdown of which precise planting schemes were included with the budget proposed for transfer. As 90% of the total planting budget was being transferred WNC would be advising where the remaining budget was spent outside the area of the Town Council. NTC could then consider if it could provide a more efficient total service in conjunction with the relevant parish council.

The report was **NOTED**.

5. NORTHAMPTON TOWN COUNCIL LOGO – PROPOSED PROCESS

Circulated with the agenda was proposed process regarding the development of a logo for the Town Council. It was explained that officers were of the opinion that a logo was necessary for corporate documents and publicity and to distinguish the newly created town council. The report proposed the establishment of a working group to develop a logo in consultation with local historians and interested parties.

There was some scepticism from members about the need for a logo and the cost that this may incur. It was also highlighted that the Town Council had the perfect logo in the form of the coat of arms. Some members also cited the underwhelming WNC logo. The Clerk confirmed that it was hoped costs would be minimal but that either way, a high resolution version of the coat of arms would be required which would incur a cost.

RESOLVED: That a small working group of four people including the Chair of the Committee be created to investigate the cost and feasibility of a corporate NTC logo and report back to the committee in due course.

6. PUBLIC PARTICIPATION AT COUNCIL AND COMMITTEE MEETINGS

Circulated with the agenda was a draft policy regarding public participation at meetings.

Members agreed that public participation was important and to be encouraged. It was agreed that that a deadline for questions to be submitted should be amended from 5 working days to 3. It was also agreed that members of the public would be permitted to ask a supplementary question at a meeting in follow up to the response they receive. It was also agreed that the Chair be given discretion to extend question and speaking time beyond what was stated in the policy should they want to.

RESOLVED: That the policy as attached at appendix A and including the amendments detailed, be approved and adopted.

7. COUNCILLOR EMAIL POLICY

Circulated with the agenda was a draft councillor email policy.

It was commented that the bullet point stating councillors should not send emails that are 'condescending in nature' was subjective and it was agreed that this should be removed and replaced with 'should not contravene the councillor code of conduct'.

RESOLVED: That the councillor email policy as attached at appendix B and including the amendment detailed, be approved and adopted.

8. COMMUNITY RECEPTIONS – REPORT OF INTERIM TOWN CLERK

Circulated with the agenda was a report seeking the committee's views on whether to hold community receptions to launch the town council given that the covid-19 pandemic had prevented the Council from hosting its usual Mayor Making reception.

RESOLVED: That this item be referred to the to be formed Civic Matters Sub Committee for consideration and recommendation to this committee.

8. CREATION OF CIVIC MATTERS SUB COMMITTEE

Members considered a report on the creation of a Civic Matters Working Group. It was explained that the Mayoralty and civic traditions of the town were of high importance and the establishment of a sub-committee to support the Civic and Mayoralty Officer in her role would be welcome.

RESOLVED: That a Civic Matters Sub Committee is created with members to be:

Cllr Marriott (as Chair of the Policy and Finance Committee)

Cllr Ashraf (as current Mayor)

Cllr Meredith (as current Deputy Mayor)

Cllr Choudary

Cllr G Eales

Cllr Lane

It was noted that Cllrs Choudary, G Eales and Lane were all past NBC Mayors and so had knowledge and understanding of the role and the civic matters.

9. APPOINTMENTS TO SUB COMMITTEES

It was noted that the Appeals Sub Committee had been formed by virtue of the fact that it consisted of the Chairs of Committees and the Town Mayor. Accordingly, Cllrs Ashraf, Birch, Brown, Joyce and Marriott were to serve on this sub committee.

The staffing committee needed to be appointed comprising of the Chair of the Committee (Cllr Marriott), and 6 others from the committee.

RESOLVED: That the Labour Group submit 4 members and the Conservative Group 2 members from the current Policy and Finance Committee membership to serve on the Staffing Committee and to be advised to the Town Clerk in due course.

The meeting concluded at 19.48

Signed.....Chair

Northampton Town Council

Policy and Finance Committee – 5th July 2021

PRINTING OF POLLING CARDS FOR TALAVERA BY-ELECTION – REPORT OF INTERIM TOWN CLERK

Purpose of Report: To inform members of an optional cost for the Talavera by-election

<p>Recommended: (a) That the Committee resolve whether or not it wishes to produce polling cards for the forthcoming Talavera by-election</p>
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Members will be aware that there is to be a by election for one seat in the Talavera Ward due to a disqualification.

The estimated cost of this election is £16,000. West Northamptonshire Council (WNC) will prepare and administer the election on the Town Council's behalf and will charge the town council accordingly.

Polling cards are not legally required to be provided by the electoral authority and electors do not need them to vote. However, they are a means of ensuring that all electors in the ward know that an election is happening. The cost of printing and distributing the polling cards for the Talavera by-election is estimated at £4,000. This cost is in addition to the cost detailed above.

The committee will need to decide whether it would like to pay for the polling cards. The Council has a budget of £70,000 for elections, though the majority of this will be taken up by the cost of the 5th May election so there may well be an overspend in this budget heading.

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Northampton Town Council

Policy and Finance Committee – 5th July 2021

Additional Funding for Northampton Music Festival – Referred from Community Services Committee

Purpose of Report: To advise the committee of a request for additional funding for Northampton Music Festival

Recommended: (a) That the committee consider whether to offer the additional funding to the Northampton Music Festival (NMF) event.

At the recent Community Services Committee, it was agreed to refer a request for further funding for the NMF event to the Policy and Finance Committee.

Within the budget is £10,000 for the event. In addition, Music 365 has in the past received £5,000 in the form of a grant from the former Borough Council. West Northamptonshire Council (WNC) have advised that they are not in a position to offer them a grant at present as they have not concluded their processes and schemes.

The organisers of the NMF have requested that the Town Council look to provide the additional £5,000 in the absence of the funding of WNC. The request from NMF is detailed below:

Thank you for considering the possibility of funding Northampton Music Festival (NMF) with £5000. The festival will be going ahead on Sunday 5th September in the Town Centre. NMF usually receives funding from the Borough Council but due to current restructuring within the new West Northants Council this is not currently possible. I have been told that no money from the Partnership Fund is available until October so your help in filling this funding gap would be hugely appreciated!

Northampton Music Festival is organised by Northampton Music 365, a not for profit organisation that seeks to enhance the cultural profile of Northampton Town Centre through music. It has encompassed a wide variety of music genres from the local community which truly reflects the rich diversity of the town.

NMF hosted its first festival in 2007. It had just one stage, on Market Square and featured a band flown in from New Orleans together with a number of local artists. This event was sponsored by UoN and a number of local businesses.

Since then NMF has continued to grow and in 2019 the festival had six stages, all in the town centre. The footfall has continued to increase year upon year which is verified by the Northampton Town Centre BID who analyse the CCTV cameras within the festival stage areas. The last figures show an attendance of 42,000 throughout the day which is an increase of approximately 10,000 extra people compared to a regular non-festival Sunday.

Feedback has always been positive which has enabled the festival to grow. There are more sponsors than before and more performers together with larger audiences. It is this growth

that has attracted continued sponsorship from both the public and private sectors and demonstrates clearly the sustainability of the festival.

NMF21 currently has support from the Northampton Town Council, Northampton Town Centre BID and a number of private businesses.

You are able to see the NMF21 Promo Video on www.northamptonmusicfestival.co.uk

An up to date budget for the events has been requested from WNC officers and it is hoped this will be received before the meeting. It is understood verbally that there is room in the events budget to allocate an additional £5,000 to the event in addition to the £10,000 that is in the budget.

The most recent budget is estimated is attached for information.

Costc	Costc(T)	Account	Account(T)	Budget	Transfer	Cash to transfer
12780	Entertainment General	417A	Performing Rights Payments	1,540	0%	0
12785	Fireworks	4070	Professional Services	35,000	100%	35,000
14125	Northampton in Bloom	4030	Materials	52,000	90%	46,800
33808	Events Support Services	4070	Professional Services	61,475	50%	30,738
33808	Events Support Services	417T	Professional Fees & Subscrip	300	0%	0
33811	Market Square Events	408B	Mobile Phones	31	0%	0
33813	Christmas	4030	Materials	20,000	100%	20,000
33813	Christmas	4070	Professional Services	125,000	100%	125,000
33815	Bands in the park	4070	Professional Services	9,000	100%	9,000
33819	Diwali	4179	Miscellaneous Costs	3,000	100%	3,000
33821	Music Festival	4070	Professional Services	10,000	100%	10,000
33828	Minor Events	4070	Professional Services	4,000	50%	2,000
33828	Minor Events	9840	Fees and Charges - General	-20,000	0%	0
34100	Town Centre Management	2024	Electricity	870	0%	0
34100	Town Centre Management	2030	Rents	25,458	0%	0
34100	Town Centre Management	4062	Printing	200	0%	0
34100	Town Centre Management	4070	Professional Services	1,580	0%	0
34100	Town Centre Management	4160	Advertising & Publicity	375	0%	0
34100	Town Centre Management	4175	Licences	3,280	0%	0
34100	Town Centre Management	4177	Hospitality	132	0%	0
34100	Town Centre Management	417T	Professional Fees & Subscrip	795	0%	0
34102	Christmas Marketing	2024	Electricity	2,898	100%	2,898
34106	Publicity/Marketing T.Centre	4062	Printing	1,769	0%	0
34106	Publicity/Marketing T.Centre	4160	Advertising & Publicity	5,000	0%	0
34109	Street Exhibitions/Entertainment	2024	Electricity	204	100%	204
				343,907		284,640

Transferred staff costs

37,000

Total

321,640

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Northampton Town Council

Policy and Finance Committee – 5th July 2021

TREASURY MANAGEMENT ADVISE CONTRACT WITH ARLINGCLOSE – REPORT OF INTERIM TOWN CLERK

Purpose of Report: to inform the committee of a proposal to get treasury management advise from Arlingclose

Recommended: (a) That the committee agree to the Chair, Vice Chair and any other interested committee members meeting with the Arlingclose representative and that subject to all parties being satisfied that the Council engage Arlingclose to provide treasury management advise

Members will be aware that Northampton Town Council has a considerable budget (for a town council) with an annual budget of approximately £1.8 million. This is likely to increase as the town council grows, takes on services etc.

At present all the Town Council's funds are held in an account with its banking partner Unity Trust Bank. Whilst secure it is not advisable to have all funds in one account. In addition, it is earning no interest in the account. As the Council grows and reserves increase, this money will need to be allocated and invested wisely, offering security over return.

Whilst officers have knowledge they are not experts in treasury management. Arlingclose offer advice to town/parish councils and principle councils in accordance with legislation and regulations. They offer expert advice on both long and short term investments and are the only company to be able to offer regulated advice to Councils with balances below £10,000,000. They have partnered with NCALC to offer this service to councils in Northamptonshire at a cost of £9,500 per annum, discounted to £8,500 if more than two councils sign up.

The Clerk attended a remote meeting with a representative of Arlingclose and was impressed with their knowledge of the town and parish council sector and treasury management advise. Their first priority would be to advise the Council to spread its cash deposits beyond the Unity Trust Bank in appropriate cash funds. It is important to state that Arlingclose do not invest this money on the Council's behalf but advise it and assist with the processes involved. An information sheet is attached for information.

Whilst the cost is significant, it is anticipated that this would be more than covered by the security realised from moving the council's funds from one account, and from interest payments received from the medium and longer term investments.

Treasury Management Advice for Town and Parish Councils

Arlingclose in association with Northamptonshire County Association of Local Councils

Arlingclose provides town and parish councils with quality, independent advice on investment and borrowing. We possess a depth of knowledge when it comes to understanding local authorities of all sizes, and our experienced team are well equipped to provide bespoke advice accordingly.

We are proud to say Arlingclose is the only local authority specialist authorised to provide regulated investment advice to councils with investment balances below £10m.

Our services include:

Investment advice

- Preparation of an investment strategy in accordance with MHCLG's Investment Guidance
- List of the strongest UK banks and building societies suitable for local councils to deposit with, including continuously monitored credit metrics and same-day notice of any change in our advice
- List of money market funds accessible to smaller local authorities
- Advice on the use of alternative investment funds to enhance long-term returns
- Monitoring investment performance, including benchmarking with similar authorities

Borrowing advice

- Preparation of a borrowing strategy in accordance with best practice
- Interest rate forecasts (8 per year following Bank of England announcements) to inform timing decisions
- Assistance with borrowing from the Public Works Loans Board, including choice of loan and rate
- Finding cheaper loans from alternative sources

Technical advice

- Assistance in compliance with the CIPFA Code of Practice on Treasury Management where relevant
- Support with the investment and borrowing aspects of the annual return and statement of accounts

We deliver our advice though:

- Regular publications and email alerts
- Telephone and email access to a dedicated, highly qualified team of advisers
- Strategy meetings online or at your offices
- Training seminars and workshops
- Templates for strategy reports, performance reports, etc
- Client area on the Arlingclose website holding all of our historic publications

Our price is tailored to the size and particular needs of the local authority. If you would like a quotation for the above service, or if you have queries, please contact the Arlingclose team on 08448 808 200 or email info@arlingclose.com.

Northamptonshire CALC has negotiated a discounted price for its members signing up during 2021.

Northampton Town Council

Policy and Finance Committee – 5th July 2021

COMPLAINTS POLICY – DRAFT POLICY BY INTERIM TOWN CLERK

Purpose of Report: To establish a complaints policy and process.

Recommended: (a) That subject to any amendments, the Committee adopts the policy as detailed below.

NORTHAMPTON TOWN COUNCIL

COMPLAINTS PROCEDURE

This policy has been adapted from the model recommended by the National Association of Local Councils

1. PURPOSE

Northampton Town Council is committed to providing the best quality of service to the residents that it serves, but appreciates that there may be times when things go wrong. The purpose of our complaints procedure is to put things right in such situations. The Council will take all complaints seriously.

At all times, all parties will be treated fairly and the complaints process will be reasonable, accessible and transparent.

2. SCOPE

2.1 Definition of a Complaint

For the purpose of this policy, the following definition of a complaint will be used:

“A complaint is an expression of dissatisfaction by one or more members of the public about the Council’s action or lack of action or about the standard of service, whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council.”

2.2 When the Complaints Procedure is Not Appropriate

The Town Council’s Complaints Procedure will not be used in respect of the following types of complaint:

i. Financial Irregularity

The Town Clerk should endeavour to provide an explanation of the item.

If the complainant is not satisfied, the Town Clerk will advise the complainant of their statutory right to object to the Council's audit of accounts pursuant to S16 Audit Commission Act 1998. On other matters, it may be necessary for the Town Clerk to consult the Council's external auditor.

ii Criminal Activity

The Town Clerk should refer the complainant to the Police.

iii. Member Conduct

In the event of a complaint relating to a Member's failure to comply with the Council's Code of Conduct, the complainant will be advised to make their complaint to the Monitoring Officer of West Northants Council.

iv. Employee Conduct

A complaint relating to the conduct of an employee will be dealt with via the Council's Disciplinary Policy and Procedure.

Complaints that an employee may have about a colleague will be dealt with in accordance with the Council's Grievance Procedure and Whistleblowing Policy. Complaints that an employee may have about a Member will be referred to the Monitoring Officer of West Northants Council.

3. COMPLAINTS PROCEDURE

3.1 Stage One

In the first instance, a complaint about a service, procedure or administration of the Council will be dealt with in the following way:

- a. Contact the member of staff who you have been dealing with and tell them about the problem. This can be done in person by phone, by email, by letter or by using the complaints form attached to this policy document.
- b. Every effort will be made to resolve the complaint straight away. We aim to reply to all correspondence within ten working days.
- c. Should the complaint not be resolved by staff, complainants will be advised that they may, if they wish, instigate stage two of the complaints procedure, which will result in a complaints meeting being held.

3.2 Stage Two

Prior to the Complaints Meeting

- a. The complainant should be asked to put the complaint in writing (letter, fax, email or complaints form) to the Town Clerk. This may be done by the complainant, or

someone acting for him/her; it may be done by a Council officer if the complainant needs help. If the complainant does not wish to put the complaint to the Town Clerk, he/she will be advised to put the complaint to the Town Mayor.

- b. Following receipt of the complaint, the Town Clerk or Town Mayor will immediately refer the written complaint to the Council's Policy and Finance Committee.
- c. The Town Clerk or Town Mayor will provide a written acknowledgement of the complaint within seven working days. The letter will advise the complainant when the matter will be considered by the Policy and Finance Committee. The complainant will also be advised whether the complaint will be treated as confidential or whether notice of it will be given in the usual way. The complainant will be invited to attend the meeting and will be informed that they may bring a representative with them.
- d. The complainant will be notified that they must provide the Council with copies of any documentation or evidence relied on, seven clear working days prior to the Committee meeting.
- e. The Council will provide the complainant with copies of any documentation upon which it wishes to rely at the meeting, and shall do so promptly, allowing the complainant the opportunity to read the material in good time for the Committee meeting.

At the Complaints Meeting

- a. The Policy and Finance Committee shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. It is general practice that the public and press will be excluded due to the confidential nature of many complaints.
- b. The Chair will introduce everyone and explain the procedure.
- c. The complainant, or their representative, will outline the grounds for complaint and then questions may be asked (i) by the Town Clerk or other nominated officer, and then (ii) by Members.
- d. The Town Clerk or other nominated officer may then explain the council's position and questions may be asked (i) by the complainant and then (ii) by Members.
- e. The Town Clerk or other nominated officer should be offered the opportunity to summarise their position.
- f. The complainant is then given the opportunity to summarise their position.
- g. The Town Clerk, or other nominated officer, and the complainant will be asked to leave the room while Members decide whether or not the grounds for the complaint

have been made. If a point of clarification is necessary, **both** parties will be invited back.

- h. The Town Clerk, or other nominated officer, and the complainant will be given the opportunity to wait for the decision, but if the decision is unlikely to be finalised on that day they will be advised when the decision is likely to be made and when it is likely to be communicated to them.
- i. The decision will be confirmed in writing within seven working days of it having been made, together with details of any action to be taken.
- j. The decision will be reported to the next full Council Meeting, which will be open to the public and the press.

After the complaints procedure has been followed, the complainant has no right to further appeal and it remains the position that the Local Government Ombudsman has no jurisdiction over the Town Council.

3.3 Confidentiality

The Council will take care to maintain confidentiality where circumstances demand, e.g. where matters concern sensitive information, or where third parties are concerned.

3.4 Council Representation

If the Town Clerk or other nominated officer represents the position of the Council at the meeting, putting forward justification for the action or procedure complained of, he/she should not advise the Staffing Committee, as they need to determine the matter themselves.

3.5 Analysis

Stage Two complaints will be analysed annually by the Town Clerk to spot patterns of serious complaints and lessons for service improvement, as well as assessing how well the complaints procedure is being followed.

3.6 Unreasonable and Vexatious Complaints

There will be circumstances when a complainant persists in wishing to proceed when the complaint clearly has no reasonable basis, or when the Council has already taken reasonable action in response, or where some other procedure should or has been taken.

These matters will be referred to the Town Clerk with a summary of the issues and of the attempts made to resolve the complaint. The Town Clerk may, in such circumstances, decide that no further action can usefully be taken in response to the complainant and will inform the complainant to this effect, making it clear that only new and substantive issues will merit a response.

3.7 Anonymous Complaints

Anonymous complaints will be referred to the Town Clerk, and may be dismissed at this point depending on the content.

NORTHAMPTON TOWN COUNCIL COMPLAINTS & COMMENTS FORM

Please use this form for comments and complaints.

How we use your data: Northampton Town Council will hold your data for the purposes of dealing with your complaint of comment. Data will be held in line with Data Protection law and will be kept for three years.

Name:	
Address:	
Daytime phone no:	
Email:	
Name of person/department in the Council that you have been dealing with: (if relevant)	
Details of your comment/complaint: (please continue on a separate sheet if necessary)	
If you are making a complaint, what would you like the Council to do to put things right?	

Topic: Policy & Finance Committee

Time: Jul 5, 2021 06:00 PM London

Join Zoom Meeting

<https://zoom.us/j/98839454142?pwd=M2JlMnNVR2xRQXBhUG5uZEpDQlVWQT09>

Meeting ID: 988 3945 4142

Passcode: 542548