



Carnforth Town Council

MEMBERS OF THE PUBLIC AND PRESS ARE WELCOME TO ATTEND

**Summons to attend the meeting of the Finance & Governance Committee at
Carnforth Council Offices at 5:15pm on Wednesday 8th February 2023**

A G E N D A

- 23012. Apologies:** To receive apologies
- 23013. Declarations of Interest:** To receive Declarations of Interest and Dispensations on items on the Agenda
- 23014. Urgent Business:** To consider any items of urgent business not on the agenda
- 23015. Minutes:** To consider Minutes of the meeting held on Wednesday 11th January 2023
- 23016. Actions & Updates:** To consider any actions and updates from the previous Minutes not covered by this Agenda (Clerk to Report)
- 23017. Payments List:** To consider payments list for authorisation (To follow)
- 23018. Budget Monitoring and Bank Reconciliation:** To consider the following:
 - 1) Bank reconciliation as at 31st January 2023
 - 2) Summary report of transactions & net position as at 31st January 2023
- 23019. Community Benefit Fund:** To consider any applications received
- 23020. Local Elections & Annual Town Council Meeting:** To consider plans and arrangements for the May local elections and the Annual Town Council meeting
- 23021. Policy Reviews:** To review Information Management Policies
- 23022. Terms of Reference:** To consider the proposed terms of reference of the Station Car Park Working Group
- 23023. Items for next Agenda:** To consider any agenda items for next meeting
- 23024. Date & Time of next meeting:** To consider date and time of next meeting

A handwritten signature in black ink, appearing to read 'Robert Biddle', with a long horizontal flourish extending to the right.

Town Clerk & Responsible Financial Officer

02 February 2023

Tel: 078282 54149

Email: clerk@carnforhtowncouncil.org

FINANCE & GOVERNANCE COMMITTEE

Draft Minutes of the meeting held on Wednesday 11th January 2023

Present: Councillors Grisenthwaite (Chair); Jones and Smith

In attendance: Bob Bailey, Town Clerk & Responsible Financial Officer

22129	Apologies: Apologies were received from Councillors Gardner and Hanna
22130	Declaration of interests and dispensations: There were no declarations of interest or dispensations for items on the agenda.
22131	Urgent Business: There were no matters of urgent business.
22132	Minutes: After some comments it was RESOLVED that Minutes of the last meeting held on Monday 14th December 2022 be approved. The Chair provided an update on the latest position regarding the discussions with the Carnforth Allotments Association on the future management and governance of the Highfield Allotments.
22133	Payments List: The Town Clerk presented the list of payments awaiting authorisation. After a discussion on the payments made to one supplier, it was RESOLVED that Carnforth Town Council be RECOMMENDED to approve the payments list as presented and considers other payments received up until the date of the meeting.
22134	Budget Monitoring & Bank Reconciliation: The Committee considered the following reports: 1) Bank Reconciliation: The Town Clerk presented the <i>Bank Reconciliation Report</i> as at 31 st December 2023 (Month 9). It was reported that reconciled balances as at that date are £82,448. Receipts to date stand at £124k and payments total £131k. It was noted that despite the unexpected increased costs the £50k target outturn/carry forward at the end of the year remains achievable. 2) Summary Report: The Town Clerk then presented the <i>Summary Report of Receipts and Payments</i> as at 31 st December 2022. It was reported that little had changed from the previous month in terms of the significant overspend on the cost of energy at Council venues and a general increase in revenue costs throughout the year. There followed a general discussion around how much of the increased cost of gas, electricity and fuel was reflected by the global rise in costs and the need for further energy efficiency improvements to be made at Council venues. It was then RESOLVED that the Bank Reconciliation and Summary Report as at 31st December 2022 be approved.

22135 Draft Budget 2023 / 2024: The Committee was advised that following comments received by the final deadline from the Town Mayor and a change in the expected cost of one revenue budget, there had been a further refinement of the draft budget. No other comments or suggestions had been received.

The Town Clerk outlined the amendments that had been made and the reasons behind them – the main points being:

- 1) An acknowledgement that expert advice is needed on improving energy efficiency at Carnforth Civic Hall and Crag Bank Village Hall, together with support on applying for available funding to secure their long term future offers as community assets;
- 2) A review of the charging costs for the Co-wheels community vehicle following its delivery and use in recent weeks.

There followed a discussion on ways in which the Council could deliver its plans, services and functions whilst keeping the cost to the residents of Carnforth to a reasonable level.

This resulted in further amendments, notably a reduction in the planned expenditure of the King's Coronation (the shortfall to be met from external funding) and an increase in income from sponsorship of the newsletter, the *Carnforth Express*.

These further adjustments resulted in the precept required for 2023 / 2024 being £101,275 - representing, overall, a further reduction on the previous version of the required budget based on the Council's plans for the year ahead..

This represents an increase on the previous year's precept of £10.861. The Town Clerk then advised that, subject to approval of this precept, the Band D equivalent annual council tax will be £56.74 (£1.09 per week). This is a percentage increase of 9.28% on the previous year which, in cash terms, is an annual increase of £4.82 (0.09p per week).

It was then **RESOLVED that Carnforth Town Council be recommended to approve the draft budget and annual precept for 2023 / 2024 as amended.**

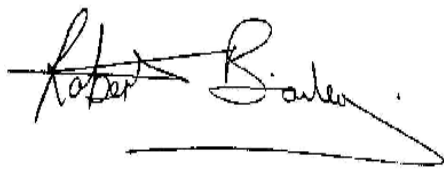
22136 Community Benefit Fund: There were no new applications for consideration.

The Committee were informed that Carnforth Cricket Club had been advised that an application at this time would not fit the funding criteria since a check on previous grant awards had identified that they had received a grant within the last two years.

Councillors were also advised that no application had been received from Crag Bank Under 5's.

After some discussion, it was **RESOLVED that the updates and advice of the Town Clerk be noted and supported and that Carnforth Cricket Club be sent details of funding available through the Lancashire Culture & Sport Fund (LCSF) and Crowdfund Lancashire.**

22137	<p>Legal Services: The Town Clerk reported that, as requested, alternative provision of legal services had been sought.</p> <p>Councillors were reminded that as members of the National Association of Local Councils, Carnforth Town Council benefits from a range of legal services relating to any matters on its powers and duties and governance arrangements.</p> <p>The Council has access to legal advice from a local solicitor on property and land matters and this has been reviewed, resulting in a new offer being made by Ratcliffe and Bibby to provide these services from 1st April 2023.</p> <p>Costs will be on a case by case basis, with a quote being provided ahead of any requested advice so that the Council had decide whether or not to accept or seek alternative arrangements.</p> <p>It was then RESOLVED that a recommendation be made to Carnforth Town Council that Ratcliffe and Bibby, Carnforth be appointed for the provision of Legal Services from 1st April 2023.</p>
22138	<p>Items for next Agenda: It was RESOLVED that at its next meeting the Committee will consider the following matters:</p> <p>1) Any annual policy reviews and updates</p>
22139	<p>Date of next meeting: The next meeting of Finance & Governance Committee will be held on Wednesday 8th February 2023 at 5:15pm. The meeting closed at 6:10</p>



Town Clerk & Responsible Financial Officer

Bob Bailey

Prepared by: _____

Date: _____

Name and Role (Clerk/RFO etc)

Approved by: _____

Date: _____

Name and Role (RFO/Chair of Finance etc)

A	Bank Reconciliation at 01/02/2023		
	Cash in Hand 01/04/2022		89,057.73
	ADD Receipts 01/04/2022 - 01/02/2023		131,845.32
	SUBTRACT Payments 01/04/2022 - 01/02/2023		220,903.05
	Cash in Hand 01/02/2023 (per Cash Book)		149,957.75
B			70,945.30
	Cash in hand per Bank Statements		
	Petty Cash 01/02/2023	40.00	
	Unity Trust - Current 01/02/2023	47,856.69	
	Neighbourhood Plan 01/02/2023	10,057.15	
	Unity Trust - Deposit 01/02/2023	9,322.22	
	Barclays 01/02/2023	12,079.14	
			79,355.20
	Less unrepresented payments		16,279.70
			63,075.50
	Plus unrepresented receipts		7,869.80
	Adjusted Bank Balance		70,945.30
	A = B Checks out OK		



CARNFORTH TOWN COUNCIL

COMMUNITY BENEFIT FUND APPLICATION FORM

Reference Number: _____ <small>Office use only</small>		Date of Submission: <u>29th January 2023</u>	
Project title		Carnforth Spring Half Term 2023 Multi Sports & Activities Holiday Club (Benefits-Related Free School Meals Families Support)	
Name of applying group		Coach Gunn Limited teaming up with Carnforth CP School	
Name of contact person and postal address		Mark Gunn c/o Carnforth Community Primary School North Road Carnforth Lancashire Postcode: LA5 9LQ	
Email Address		coachmarkgunn@gmail.com	
Phone Number/s		07912 178917	
Charity/ Company No <small>(if applicable)</small>		12481039 - if successful the funding would contribute towards the total expenses with a non-for-profit ethos focusing on support local FSM families	
Does your group have its own bank account? Yes / No (Delete where applicable) <small>(This cannot be an individual's account.)</small>			
If 'No' to the above, give the name of the group or organisation, that has agreed to administer the money for you – please provide their full contact details.		N/A	
What does your group/organisation do?		Sports & enrichment activities delivery in schools & holidays across Cumbria, Lancashire & Yorkshire. Coach Gunn (based in Clitheroe, Lancs) delivers lunchtime support at Carnforth Community Primary School plus volunteers as a Y3/4 Teaching Assistant	
What is the total cost of the project?		Total cost of project = £1,408	
How much are you asking for?		Total amount requested = £704 - Additional 50% would be covered by non-FSM paying places to break even.	
Have you previously applied for a Community Benefit Fund Grant? (If yes, please provide dates and indicate whether the application was successful)		No	



CARNFORTH TOWN COUNCIL

COMMUNITY BENEFIT FUND APPLICATION FORM

<p>How do you know there is a need for this project?</p> <p>Describe the evidence you have and the source (e.g. survey, consultations, statistical data etc.)</p>	<p>This project will help bring fun to the school holidays, offering lots of different activities for local benefits-related to take part in with free places and a free lunch for children on benefits-related Free School Meals.</p> <p>Carnforth CP School has 26 children on benefits-related Free School Meals with is reflected with greater numbers in nearby primary schools.</p> <p>In proposing this holiday club to local families (in person feedback on the playground) then the number one barrier to booking on their child is cost.</p>																				
<p>What will the grant be used for?</p> <p>(please provide an itemised breakdown of how the money will be spent on a separate sheet if necessary)</p> <p><u>Requested amount = £704 (50%)</u> Additional 50% would be covered by non-FSM paying places to break even.</p> <p>FSM children target x 40 in total (20 per day) £17.60 per child</p>	<p>Itemised & detailed breakdown:</p> <table border="1"> <thead> <tr> <th>Activity / Service Description:</th> <th>Amount £:</th> </tr> </thead> <tbody> <tr> <td>Venue Hire @ £200 per day (2 Days)</td> <td>£400</td> </tr> <tr> <td>2 x Lead @ £80 & 2 x Junior Coaches @ £30 per day</td> <td>£440</td> </tr> <tr> <td>Free School Meals Lunches @ £4 x 40 children in total</td> <td>£160</td> </tr> <tr> <td>Transport Costs @ £20 Fuel plus Overnight Stay @ £68</td> <td>£88</td> </tr> <tr> <td>Local Schools Taster Sessions @ £90</td> <td>£90</td> </tr> <tr> <td>Promotional Flyers</td> <td>£30</td> </tr> <tr> <td>Management & Administration</td> <td>£200</td> </tr> <tr> <td>Total</td> <td>£1,408</td> </tr> </tbody> </table>			Activity / Service Description:	Amount £:	Venue Hire @ £200 per day (2 Days)	£400	2 x Lead @ £80 & 2 x Junior Coaches @ £30 per day	£440	Free School Meals Lunches @ £4 x 40 children in total	£160	Transport Costs @ £20 Fuel plus Overnight Stay @ £68	£88	Local Schools Taster Sessions @ £90	£90	Promotional Flyers	£30	Management & Administration	£200	Total	£1,408
Activity / Service Description:	Amount £:																				
Venue Hire @ £200 per day (2 Days)	£400																				
2 x Lead @ £80 & 2 x Junior Coaches @ £30 per day	£440																				
Free School Meals Lunches @ £4 x 40 children in total	£160																				
Transport Costs @ £20 Fuel plus Overnight Stay @ £68	£88																				
Local Schools Taster Sessions @ £90	£90																				
Promotional Flyers	£30																				
Management & Administration	£200																				
Total	£1,408																				
<p>If you have applied for other grants for this work, tell us:</p> <ul style="list-style-type: none"> • how much; • where from; • if the grant has been awarded 	<p>Other funds applied for/ secured (including amount):</p> <table border="1"> <thead> <tr> <th>Funding source</th> <th>Amount £</th> <th>Status</th> </tr> </thead> <tbody> <tr> <td>(e.g. Lottery)</td> <td>(£5,000)</td> <td>(Awaiting decision or confirmed)</td> </tr> <tr> <td>N/A</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Funding source	Amount £	Status	(e.g. Lottery)	(£5,000)	(Awaiting decision or confirmed)	N/A											
Funding source	Amount £	Status																			
(e.g. Lottery)	(£5,000)	(Awaiting decision or confirmed)																			
N/A																					
<p>Tell us about your project</p> <ul style="list-style-type: none"> • This should describe what you want to do with the money; • Planned timescales and start date of project; • Who the project will benefit and what age groups; • How it will meet one or more priority outcomes; • Location – where will your project be based 	<p>This project is creating a local school holiday club open to all children in Reception to Y7 (including those with SEN) whilst also striving to engage with local children aged 13-17 providing the opportunity to become a Young Aspiring Sports Leader.</p> <p>Monday 13th & Tuesday 14th February 2023 at Carnforth Community Primary School 8am-5pm</p> <p>Local benefits related free school meals families will be contacted via schools including Carnforth Community Primary School, Carnforth Christ Church CE Primary School plus Our Lady of Lourdes Catholic Primary School. Any additional FSM places will be offered to nearby schools in Warton & Over Kellet.</p> <p>Universal holiday club activity days (inclusive to all children aged 5-12 inc SEN children) delivering action packed days including FREE lunches filled with the children's favourite activities in a safe & secure indoor environment encouraging ALL attending children to make the most of each day having #FUNwithFriends providing active trusted childcare. Activities include multi sports, fun games, bouncy castle, body floor surfing, UV Sports, supervised free play, archery, nerf, lego, let's craft, party games plus lots more!</p>																				



CARNFORTH TOWN COUNCIL

COMMUNITY BENEFIT FUND APPLICATION FORM

Partnership working What other partners are involved in the project and what are their contributions (e.g. monetary or 'in kind'?)	<p>Local Primary Schools helping identify, contact and promote the holidays club to their benefits-related free school meals families (In kind Admin)</p> <p>Local providers will be sourced to help provide free lunches for the attending benefits related free school meals children plus transport expenses such as accomodation & fuel. (Supporting Local Businesses)</p>
Equality of access How will you ensure that your project is open to all or, if you are focusing on a specific group or community that the target audience will have full access to the activity/service?	<p>This project will help ensure equality of access open to all children (including SEN children) aged 5-12 removing logistical and financial barriers whilst delivering a high quality experience for all the attending children with coach to children ratios at 1:8.</p>
Exit Strategy/ sustainability How will your project provide lasting benefit to the local area or group? If applicable how do you plan to sustain your project?	<p>Lasting benefit will be to continue the local holiday club opportunities with funding from the Government's Holiday Activities & Food programme focusing on the longer holidays including Easter, Summer & Christmas.</p> <p>Financially sustainability will be achieved via increased awareness and attendance by local plus travelling non-FSM families.</p>
Monitoring & evaluation After the project is completed we will need you to complete an evaluation form which will request the following information: <ul style="list-style-type: none"> evidence of delivery of the work numbers of people benefiting assessment of impact receipts where appropriate photos where appropriate – visual evidence 	
Signature of applicant	Mark Gunn
Town Councillor supporting your application (Emails confirming councillor support will be accepted)	
Name of Councillor: _____	Ward: _____
Signature: _____	Date: _____

Carnforth Town Council

Information Management and Data Protection Policy

1. Introduction

To conduct its business, services and duties, Carnforth Town Council (the Council) processes a wide range of data, relating to its own operations and some which it handles on behalf of partners. In broad terms, this data can be classified as:

- Data shared in the public arena about the services it offers, its mode of operations and other information it is required to make available to the public;
- Confidential information and data not yet in the public arena such as ideas or policies that are being worked up;
- Confidential information about other organisations because of commercial sensitivity;
- Personal data concerning its current, past and potential employees, Councillors, and volunteers;
- Personal data concerning individuals who contact it for information, to access its services or facilities or to make a complaint.

The Council will adopt procedures and manage responsibly all data which it handles and will respect the confidentiality of its own data; data belonging to partner organisations it works with and data belonging to members of the public. In some cases, we will have contractual obligations governing confidential data, but in addition we will have specific legal responsibilities for personal and sensitive information under data protection legislation.

The Council will periodically review and revise this policy in the light of experience, comments from data subjects and guidance from the Information Commissioners Office.

The Council will be as transparent as possible about its operations and will work closely with public, community and voluntary organisations. In being transparent about our activities and functions, for all information which is not personal or confidential, we will be prepared to make it available to partners

Details of information which is routinely available is contained in the Council's Publication Scheme, which is based on the statutory model publication scheme for local councils.

2. Protecting Confidential or Sensitive Information

The Council recognises it must at times, keep and process sensitive and personal information about both employees and the public. We have, therefore, adopted this policy not only to meet our legal obligations but also to ensure high standards.

The General Data Protection Regulation (GDPR), which became law on 25th May 2018, sets out the responsibilities of organisations and how they can strike a balance between the rights of individuals and the, sometimes competing, interests of those, such as the Council, with legitimate reasons for using personal information.

3. Personal Data

This policy is based on the principles that personal data must be:

- Processed fairly, lawfully and in a transparent manner in relation to the data subject;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Accurate and, where necessary, kept up to date;
- Kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed;
- Processed in a manner that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

The Council processes personal data to:

- fulfil its duties as an employer by complying with the terms of contracts of employment, safeguarding the employee and maintaining information required by law;
- pursue the legitimate interests of its business and its duties as a public body, by fulfilling contractual terms with other organisations, and maintaining information required by law;
- monitor its activities including the equality and diversity of its activities;
- fulfil its duties in operating the business premises including security;
- assist regulatory and law enforcement agencies;
- process information including the recording and updating details about its Councillors, employees, partners and volunteers;
- process information including the recording and updating of details about individuals who contact it for information, or to access a service, or make a complaint;
- undertake surveys, censuses and questionnaires to fulfil the objectives and purposes of the Council;
- undertake research, audit and quality improvement work to fulfil its objects and purposes; and
- carry out Council administration.

Where appropriate, and governed by necessary safeguards, we may carry out the above processing jointly with other appropriate bodies from time to time.

The Council will ensure that **at least one of the following conditions is met for personal information to be considered fairly processed:**

- The individual has consented to the processing;
- Processing is necessary for the performance of a contract or agreement with the individual;
- Processing is required under a legal obligation;
- Processing is necessary to protect the vital interests of the individual;
- Processing is necessary to carry out public functions;

- Processing is necessary to pursue the legitimate interests of the Council or third parties.

Particular attention is paid to the processing of any **sensitive personal information** and the Council will ensure that **at least one of the following conditions is met**:

- Explicit consent of the individual;
- Required by law to process the data for employment purposes;
- A requirement to protect the vital interests of the individual or another person

4. **Diversity Monitoring**

The Council monitors the diversity of its employees, and Councillors, in order to ensure that there is no inappropriate or unlawful discrimination in the way it conducts its activities. It undertakes similar data handling in respect of prospective employees. This data will always be treated as confidential. It will only be accessed by authorised individuals within the Council and will not be disclosed to any other bodies or individuals. Diversity information will never be used as selection criteria and will not be made available to others involved in the recruitment process. Anonymised data derived from diversity monitoring will be used for monitoring purposes and may be published and passed to other bodies. The Council will always give guidance on personnel data to employees, Councillors, partners and volunteers through a Privacy Notice and ensure that individuals on whom personal information is kept are aware of their rights and have easy access to that information on request.

Appropriate technical and organisational measures will be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Personal data **shall not** be transferred to a country or territory outside the European Economic Areas unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

5. Information provided to us

The information provided (personal information such as name, address, email address, phone number) will be processed and stored so that it is possible for us to contact, respond to or conduct the transaction requested by the individual. By transacting with the Council, individuals are deemed to be giving consent for their personal data provided to be used and transferred in accordance with this policy, however, wherever possible specific written consent will be sought. It is the responsibility of those individuals to ensure that the Council is able to keep their personal data accurate and up to date. The personal information will be not shared or provided to any other third party or be used for any purpose other than that for which it was provided.

6. The Council's Right to Process Information

The Council's right to process information is set out in the General Data Protection Regulations (and Data Protection Act) Article 6 (1) (a) (b) and (e), provided that:

- Processing is with consent of the data subject; or
- Processing is necessary for compliance with a legal obligation; or
- Processing is necessary for the legitimate interests of the Council.

7. Information Security

The Council takes care to ensure the security of personal data. We make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies. We will only keep your data for the purpose for which it was collected, and only for as long as is necessary, after which it will be deleted.

8. Children

The Council does not anticipate a need to process children's information. If this does become necessary, we will not process any data relating to a child (defined as under 18) without the express consent of the child's parent or guardian.

9. **Rights of a Data Subject**

Access to Information: An individual has the right to request access to the information we have on them. They can do this by contacting our Town Clerk & Responsible Finance Officer (Town Clerk). The Council will ensure that individuals on whom personal information is kept are aware of their rights and have easy access to that information on request.

Information Correction: If an individual believes that the information we have about them is incorrect, they may contact us so that we can update it and keep their data accurate. Please contact the Town Clerk.

Information Deletion: If the individual wishes the Council to delete the information about them, they can request this by contacting the Town Clerk.

Right to Object: If an individual believes their data is not being processed for the purpose it has been collected for, they may object by contacting the our Town Clerk.

Complaints: If an individual has a complaint regarding the way their personal data has been processed, they may make a complaint to the Town Clerk or the Information Commissioners Office casework@ico.org.uk Tel: 0303 123 1113.

10. **Making Information Available**

The **Publication Scheme** is a means by which the Council can make a significant amount of information available routinely, without waiting for someone to specifically request it. The scheme is intended to encourage local people to take an interest in the work of the Council and its role within the community. In accordance with the provisions of the Freedom of Information Act 2000, this Scheme specifies the classes of information which the Council publishes or intends to publish.

All formal meetings of Council and its committees are subject to statutory notice being given on notice boards and the Website.

All formal meetings are open to the public and press and reports to those meetings and relevant background papers are available for the public to see. The Council welcomes public participation and has a public participation session on each Council and committee meeting. Details can be seen in the Council's Standing Orders, which are available on its Website or from the Town Clerk. Occasionally, Council or committees may need to consider matters in private - examples of this are matters involving personal details of staff, or a member of the public, or where details of commercial/contractual sensitivity are to be discussed. This will only happen after a formal resolution has been passed to exclude the press and public and reasons for the decision are stated. Minutes from all formal meetings, including the confidential parts are public documents. The Openness of Local Government Bodies Regulations 2014 requires written records to be made of certain decisions taken by officers under delegated powers. These are not routine operational and administrative decisions, such as giving instructions to the workforce or paying an invoice approved by Council but would include urgent action taken after consultation with the Town Mayor, such as responding to a planning application in advance of Council. In other words, decisions which would have been made by Council or committee had the delegation not been in place.

The 2014 Regulations also amend the Public Bodies (Admission to Meetings) Act 1960 to allow the public or press to film, photograph or make an audio recording of council and committee meetings normally open to the public. The Council will where possible facilitate such recording unless it is being disruptive. It will also take steps to ensure that children, the vulnerable and members of the public who object to being filmed are protected without undermining the broader purpose of the meeting.

The Council will be pleased to make special arrangements on request for persons who do not have English as their first language or those with hearing or sight difficulties.

11. Disclosure Information

The Council will as necessary undertake checks on both staff and Members with the Disclosure and Barring Service and will comply with their Code of Conduct relating to the secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information

12. Data Transparency

Government has issued a Code of Recommended Practice on Transparency, compliance with which is compulsory for Parish and Town Councils with turnover (gross income or gross expenditure) not exceeding £25,000 per annum.

Carnforth Town Council exceeds this turnover but will, nevertheless, ensure the following information is published on its Website, for ease of access:

- All transactions above £100.
- End of year accounts
- Annual Governance Statements
- Internal Audit Reports
- List of Councillor or Member responsibilities
- Details of public land and building assets
- Draft minutes of Council and committees within one month
- Agendas and associated papers no later than three clear days before the meeting.

Glossary of Data Protection Terminology

Data subject - means the person whose personal data is being processed. This may be an employee, prospective employee, associate or prospective associate of Carnforth Town Council or someone transacting with it in some way, or an employee, Member or volunteer with one of our clients.

Personal data - means any information relating to person or data subject that can be used directly or indirectly to identify the person. It can be anything from a name, a photo, and an address, date of birth, an email address, bank details, and posts on social networking sites or a computer IP address.

Sensitive personal data - includes information about racial or ethnic origin, political opinions, and religious or other beliefs, trade union membership, medical information, sexual orientation, genetic and biometric data or information related to offences or alleged offences where it is used to uniquely identify an individual.

Data controller - means a person who (either alone or jointly or in common with other persons) determines the purposes for which, and the way in which any personal data is to be processed. Parish Councils are exempt from appointing a data controller, but our data will be administered and managed by the Town Clerk on the Council's behalf.

Data processor - in relation to personal data, means any person (other than an employee of the data controller) who processes the data on behalf of the data controller.

Processing information or data - means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including:

- organising, adapting or altering it;
- retrieving, consulting or using the information or data;
- disclosing the information or data by transmission, dissemination or otherwise making it available;
- aligning, combining, blocking, erasing or destroying the information or data. regardless of the technology used.

Who is responsible for protecting a person's personal data?

The Town Council as a corporate body has ultimate responsibility for ensuring compliance with the Data Protection legislation. The Council has delegated this responsibility day to day to out Clerk and Proper Officer.

Email:

clerk@carforthtowncouncil.org

Telephone: 07828254149

Version 0.01 Review 2023

Version 1.0 Adopted by the Town Council: June 2020

Privacy Notice

When you contact us : The information you provide (personal information such as name, address, email address, phone number, organisation) will be processed and stored by Carnforth Town Council (the Council) to enable us to contact you and respond to your correspondence, provide information and/or allow you access to our facilities and services.

Your personal information will be not shared or provided to any other third party.

- Processing is with consent of the data subject; or
- Processing is necessary for compliance with a legal obligation; or
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Information Security: The Council has a duty to ensure the security of personal data. We make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies. Copies of these policies can be requested.

We will only keep your data for the purpose for which it was collected, and only for as long as is necessary. Once this period elapses, the data will be deleted. You may request the deletion of your data held by the Council at any time.

Children: The Council does not anticipate a need to process children's information. If this does become necessary, we will not process any data relating to a child (defined as under 18) without the express consent of the child's parent or guardian.

Access to Information: You have the right to request access to the information the Council holds on you. You can do this by contacting the Clerk & Proper Officer using the contact details provided below.

Information Correction: If you believe that the information we hold about you is incorrect, you may contact us so that we can update it and keep your data accurate. Please contact the Town Clerk to request this.

Information Deletion: If you wish the Council to delete the information about you please contact the Town Clerk to request this.

Right to Object: If you believe that your data is not being processed for the purpose it has been collected for, you may object. Please contact the Town Clerk

Profiling: The Council does not use any form of automated decision making or the profiling of individual personal data.

Conclusion: In accordance with the law, we only collect a limited amount of information about you that is necessary for correspondence, information and service provision. We do not use profiling, we do not sell or pass your data to third parties. We do not use your data for purposes other than those specified. We make sure your data is stored securely. We delete all information deemed to be no longer necessary. We constantly review our Privacy Policies to keep it up to date in protecting your data. You can request a copy of our policies at any time.

Complaints: If you have a complaint regarding the way your personal data has been processed you may make a complaint to the Council by following our Complaints Procedure, available on the Council's Website, or by contacting the Information Commissioners Office, email: casework@ico.org.uk or tel: 0303 123 1113

Bob Bailey, Town Clerk

Email: clerk@carnforthtowncouncil.org; Telephone: 07828 254149

Version 1.01 (2023 review)

Version 1.0 Approved by Parish Council on 18th December 2018

CARNFORTH TOWN COUNCIL - PUBLICATION SCHEME

Class 1 Who we are and what we do - organisational information, locations and contacts		
Information to be published	How the information can be obtained	Cost
Who's who on the Council	<ul style="list-style-type: none"> Council Website – "About Us" Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Roles and Responsibilities	<ul style="list-style-type: none"> Council Website – "About Us" Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free

Class 2 What we spend and how we spend it - Financial Information relating to projected and actual income and expenditure, procurement, contracts and financial audit (Current and previous financial year as a minimum)		
Information to be published	How the information can be obtained	Cost
Annual Governance and Accountability Return and Auditor's Report	<ul style="list-style-type: none"> Council Website – "Council Business" Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Finalised Budget and Precept	<ul style="list-style-type: none"> Council Website – "Council Business" and minutes of Budget/Precept Setting meeting 	Free Free
Statement of Accounts	<ul style="list-style-type: none"> Council Website – "Council Business" Hard Copy of Statement of Accounts - Contact Town Clerk & Responsible Finance Officer 	Free Free
Financial Standing Orders and Regulations	<ul style="list-style-type: none"> Council Website – "Policies" Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
List of current contracts awarded and value of contract	<ul style="list-style-type: none"> Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free
Members expenses	<ul style="list-style-type: none"> Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free

Class 3 What our priorities are and how we are doing - Strategies and plans; performance indicators and reviews		
Information to be published	How the information can be obtained	Cost
Town Council Plan *	<ul style="list-style-type: none"> Council Website Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Neighbourhood Plan	<ul style="list-style-type: none"> Council Website – “Carnforth Neighbourhood Plan” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Annual Report (current and previous year as a minimum)	<ul style="list-style-type: none"> Council Website Hard Copy – All households receive a copy. For additional copies contact Town Clerk & Responsible Finance Officer 	Free Free

* Carnforth Town Council doesn't currently have a Town Plan

Class 4 How we make decisions - Decision making processes and records of decisions (Current and previous council year as a minimum)		
Information to be published	How the information can be obtained	Cost
Procedural Standing Orders	<ul style="list-style-type: none"> Council Website – “Policies” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Timetable of Town Council Meetings	<ul style="list-style-type: none"> Council Website – “Council Business” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Agendas of Town Council Meetings	<ul style="list-style-type: none"> Council Website – “Council Business” Hard Copy – posted on the Council noticeboards Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free Free
Minutes of Meetings – NB this will exclude information that is properly regarded as confidential	<ul style="list-style-type: none"> Council Website – “Council Business” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Reports presented to meetings – NB this will exclude information that is properly regarded as confidential	<ul style="list-style-type: none"> Council Website (as necessary) Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Responses to consultation papers	<ul style="list-style-type: none"> Council Website – “Council Business” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free

Class 5 Our policies and procedures - Current written protocols, policies and procedures for delivering our services and responsibilities (Current information only)		
Information to be published	How the information can be obtained	Cost
Policies and procedures for the conduct of council business: Standing orders; Code of Conduct and Policy Statements	<ul style="list-style-type: none"> Council Website – “Policies” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Policies and procedures for the provision of services, employment of staff, management of information, etc; Complaints Procedure	<ul style="list-style-type: none"> Council Website – “Policies” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free

Class 6 – Lists and Registers - Currently maintained lists and registers only		
Information to be published	How the information can be obtained	Cost
Register of Electors – Copy of the principal authority’s electoral register	<ul style="list-style-type: none"> Visual Inspection – Contact Town Clerk & Responsible Finance Officer 	Free
Asset Register	<ul style="list-style-type: none"> Council Website – “Council Business” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free
Register of Members’ Interests	<ul style="list-style-type: none"> Council Website – “About Us” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free
Register of Gifts and Hospitality	<ul style="list-style-type: none"> Council Website – “About Us” Hard Copy – Contact Town Clerk & Responsible Finance Officer 	Free Free

Class 7 – The Services we offer – Information about the services we offer, including leaflets, guidance and newsletters produced for the public and businesses (Current Information Only)

Information to be published	How the information can be obtained	Cost
Outdoor Maintenance Officer	<ul style="list-style-type: none"> Council Website – “About Us” Update reports in meeting Agendas and Minutes 	Free Free
Allotments	<ul style="list-style-type: none"> Council Website Contact Town Clerk & Responsible Finance Officer 	Free Free
Burial grounds and closed churchyards	<ul style="list-style-type: none"> Currently no direct responsibility 	N/A
Community Centres and Village Halls	<ul style="list-style-type: none"> Council Website Contact Town Clerk & Responsible Finance Officer 	Free Free
Parks, playing fields and recreational facilities	<ul style="list-style-type: none"> Currently no direct responsibility 	N/A
Seating, litter bins, clocks and lighting	<ul style="list-style-type: none"> Council Website Contact Town Clerk & Responsible Finance Officer 	Free Free
Bus shelters	<ul style="list-style-type: none"> Council Website Contact Town Clerk & Responsible Finance Officer 	Free Free
Markets	<ul style="list-style-type: none"> Currently no direct responsibility 	N/A
Public Conveniences	<ul style="list-style-type: none"> Currently no direct responsibility 	N/A
Services for which the council is entitled to recover a fee (e.g. Community Centres & Village Halls)	<ul style="list-style-type: none"> Council Website Contact Clerk & Proper Officer 	Free Free
Newsletter	<ul style="list-style-type: none"> Council Website Hard Copy – delivered to all households 	Free Free

Version 0.01 - 2023

Approved by Town Council June 2020

Recording, Photography and use of Social Media

Protocol and Guidance

This guidance applies to any Town Council or committee meetings that are open to the public.

The Council allows any member of the public or press to report on all public meetings subject to limited exceptions outlined below. The term reporting includes the taking of photographs, filming, audio-recording, tweeting, blogging or generally reporting on proceedings.

Those wishing to undertake any reporting of meetings are asked to advise the Town Clerk in advance of the meeting of their intention to do so, as explained below, to allow necessary arrangements to be made if required.

The Town Mayor or Chair of the meeting shall advise members of the public and Councillors that the meeting may be recorded if notice has been received that reporting is happening.

The purpose of this protocol is to provide guidance, particularly, for members of the press or public on reporting of any Town Council meeting which is held in public.

Although there is a legal right to allow reporting of Council meetings, the proceedings of that meeting must not be disrupted by using any equipment or the way that the reporting is undertaken. It is also important that reporting does not inhibit community involvement in the proceedings.

Guidelines for Reporting

Any member of the public or of the media wishing to report a public meeting should ensure that:

1. Any photography or audio / visual recording takes place from a fixed position in the meeting room approved by the Chair to minimise disruption to the proceedings
2. The use of flash photography, additional lighting, sound booms or other equipment that may, in the Town Mayor / Chairs opinion, be likely to be intrusive or in any way interfere with proceedings will only be allowed if agreed in advance with the Town Mayor / Chair.

3. If the Town Mayor / Chair feels that any photography, audio or visual recording is disrupting the meeting in any way then the operator of the equipment will be required to stop reporting.
4. If during the meeting a motion is passed to exclude the press and public, because confidential or exempt information is likely to be disclosed, then all rights to report the meeting cease and the operator of the equipment will be required to stop reporting and leave the meetings taking all reporting equipment with them.
5. They comply with any request made by the Town Mayor / Chair regarding respecting the public's right to privacy.
6. People seated in the public gallery/seating area should not be photographed, filmed or recorded without the consent of the individuals concerned. This applies to those individuals who may ask a public question, present a petition or make a representation at a Council meeting open to the public and who are not seated in a "public seating area".
7. Photographs, audio, and visual recordings should not be edited in a way that could lead to misinterpretation of the proceedings. This includes refraining from editing the views being recorded in a way that may ridicule or show lack of respect.

Notices advising the public that the public meeting may be reported on will be displayed in or directly outside the relevant meeting room and this will be noted on the agenda. The Chair will also make an announcement that the meeting may be photographed, recorded or filmed.

What if I don't want to be recorded?

If as a member of the public you do not wish to be photographed, filmed or recorded please inform the Proper Officer in advance of the meeting. If you are concerned for your personal safety it may be possible to make alternative seating arrangements.

What is the procedure prior to the Meeting for those Wishing to Record or Photograph a Meeting?

Members of the public wishing to report on a public meeting should wherever possible contact the Proper Officer for the meeting concerned (Contact details available on the Agenda for the meeting and on the Town Council's Website or by emailing clerk@carforthtowncouncil.org at least two working days before the meeting)

The request should include the following information:

1. Which meeting this request refers to;
2. The name, organisation (if applicable) and contact details of the person making the request;
3. What equipment it is intended will be used (e.g. camera/audio recorder/video camera, tri-pod etc.);
4. What photographic, or audio / visual recording will be used for and / or where the information is to be published.

What is the procedure for reporting during the meeting?

All reporting equipment must be set up before the meeting starts to avoid disrupting the meeting.

If the Town Mayor / Chair feels the photography/ audio / visual recording is disrupting the proceedings the operator of the equipment will be required to stop reporting.

If the person continues reporting after having been requested to desist then the Town Mayor / Chair will ask the person to leave the meeting. If the person refuses to leave then the Town Mayor / Chair may adjourn the meeting or make other appropriate arrangements for the meeting to continue without disruption.

Anyone asked to leave a meeting because they have refused to comply with the request may be refused permission to report at future Council meetings that are open to the public.

If during the meeting a motion is passed to exclude the press and public, because confidential or exempt information is likely to be disclosed, then all rights to record the meeting are removed. All equipment shall be removed from the meeting room when members of the public and press are excluded.

If a meeting for which agreement is given to report is adjourned by the Town Mayor / Chair then any reporting should stop at the point at which the meeting is adjourned.

Social Media

There are no restrictions placed on anyone at the meeting using Twitter, blogs, Facebook or similar "social media" provided that the Chair does not consider their actions are disrupting the proceedings of the meeting.

If the Town Mayor / Chair feels the use of social media is at the time disrupting the proceedings the Councillor, member of the public or media representative may be required to stop.

If use continues the Town Mayor / Chair will ask the person to leave the meeting. If the person refuses to leave then the Town Mayor / Chair may adjourn the meeting or make other appropriate arrangements for the meeting to continue without disruption.

What is disruptive behaviour?

Essentially, this could be any action or activity which disrupts the proper conduct of meetings. Examples could include, but are not restricted to:

- moving to areas outside the areas designated for the public or press without the consent of the Town Mayor / Chair;
- excessive noise in recording or setting up or re-siting equipment during the debate/discussion;
- intrusive lighting and use of flash photography; and,
- asking for people to repeat statements for the purposes of recording.

Can I leave recording equipment in a public meeting room and record without being present?

There is no legal prohibition, however, under this guidance and council standing orders the committee may require any such recording to stop if at any stage the meeting became a private meeting and so someone is required to be present to stop the equipment. In addition, the Council will not be responsible for the security of any equipment left unattended.

Are there any limits to what I can say in a tweet or video or report I publish?

The law of the land applies including the law of defamation and the law on public order offences. Freedom of speech within the law should be exercised with personal and social responsibility, showing respect and tolerance towards the views of others.

Will I be able to provide commentary during the meeting?

Any person can provide written commentary during a meeting, as well as oral commentary outside or after the meeting. The new rules do not permit oral commentary during a meeting as this would be disruptive to the good order of the meeting.

Recording by Carnforth Town Council

The Town Mayor / Chair will state at the start of the meeting (before public question time) that an audio recording is being made, which will be made available on request and within 6 months from that day.

The Minutes will show that audio recording of the meeting is available on request within 6 months from the date of the meeting.

The recording will be kept for 6 months. If no requests for a copy of the recording have been made, then the recording is deleted.

If a request for a copy has been made, then the original will be kept for three years, or until such time that the Town Council is dissolved, whichever comes first.

The recorder will not be used for any part of the meeting deemed 'confidential' where the public are excluded.

Carnforth Town Council – Complaints Procedure

1 Introduction

- 1.1 The complaints procedure is for all complaints to the Council, whether these are minor, serious, informal or formal and apply to all services provided by the Council.
- 1.2 Separate arrangements as prescribed by law are in place in respect of Councillors. These arrangements are referred to at paragraph 7 below)
- 1.3 The Council believes that complaints can provide useful information and feedback on the quality of our services, procedures and practices. The effective handling of complaints will help us to improve the services provided on behalf of residents, visitors and those working within the town.

2 Aim

- 2.1 The aim is to swiftly investigate all complaints in an impartial manner and to find a solution locally, whenever possible, to the satisfaction of both the complainant and the Council.

3 Definition of Complaints

- 3.1 People's perceptions differ widely. It is therefore very difficult to give a precise definition of a complaint. However, for our purposes, a complaint is an expression of dissatisfaction about a service undertaken by Morecambe Town Council or any of its employees'
- 3.2 More specifically, a complaint is where:-
 - The Council has not done something it has a duty to do or normally does;
 - The Council has done something it has no right to do or does not normally do as a matter of established practice;
 - The conduct or behaviour of an employee is unsatisfactory;
 - The established levels of service delivery are not reached;
 - A person does not understand or is not informed of why or how a situation arose or exists;

- An adopted and known procedure is not followed;
- Maladministration is alleged.

4 What to do if you have a Complaint

- 4.1 The first priority is to raise the issue with the Town Council. To do this, please contact the Town Clerk, who is the officer responsible for dealing with these matters, as quickly as possible.
- 4.2 Your complaint should be made by email or in writing, giving names and addresses and relevant dates with as much information as possible. The appropriate details for contacting the Town Clerk are by telephone on 078282 54149; by email clerk@carnforthtowncouncil.org; or by letter to: Carnforth Town Council, Carnforth Offices, 46 – 48 Market Street, Carnforth LA5 9LB
- 4.3 In many cases, it will be possible for an issue to be dealt with straight away and the source of the complaint resolved immediately.
- 4.4 For more complex issues, it is much better to put these in writing so that a thorough investigation can be undertaken. Investigations will be dealt with as quickly as possible and you should get a written response within 15 working days.
- 4.5 The Town Council maintains a register of complaints showing dates, details of the complaint, complainant and the action taken to resolve the issue. This is available for all members of the Council and public to inspect.
- 4.6 The Town Clerk will report complaints directly to the Town Mayor and/or Deputy Town Mayor if he/she believes the complaint cannot be satisfactorily dealt with by him/herself or the matter is of a very serious nature.
NOTE: For complaints referred to the Town Mayor / Deputy Town Mayor the procedure outlined in Appendix 1 will be followed by the Council.
- 4.7 If the complaint involves the Town Clerk personally, the complainant should address the complaint direct to the Town Mayor.

5 Putting Things Right

- 5.1 If following the investigation into the complaint the Council is found to be at fault, every effort will be made to resolve the complaint to the satisfaction of the complainant.
- 5.2 Where subsequent actions or simply the passage of time prevents restitution, other actions may be appropriate which may include a local settlement. A local settlement is defined as action taken to restore a complainant to a situation he or she would have been in if the fault had not occurred.
- 5.3 When considering a local settlement, the remedy will need to be appropriate to the injustice and may be reduced where a complainant has contributed to the injustice suffered.

6 What if you are not satisfied?

- 6.1 Unlike for District or County Councils, there is currently no external agency or government body which can investigate a complaint if you are not satisfied with the initial consideration of your complaint. However, if you are not satisfied with action taken by the Town Clerk, you should write to the Town Mayor at our address. S/he will review the complaint, and all of the paperwork relating thereto, and if he believes it appropriate will submit the complaint to the Council's Finance & Governance Committee for consideration.

7 What if I have a Complaint about the behaviour of a particular Councillor (or Councillors)

- 7.1 Councillors are required to observe a 'Code of Conduct'. If you feel a Councillor has broken any of the rules in the Code of Conduct, you can complain to the Standards Board for England. This is an independent body responsible for promoting high ethical standards and also investigating allegations that Councillors' behaviour may have fallen short of the required standards.

7.2 In the first instance complaints concerning Councillors should be addressed to the Monitoring Officer at:

The Monitoring Officer, Lancaster City Council, Town Hall, Lancaster LA1 1PJ

7.3 Further information regarding this procedure and the correct form to use is set out on the Lancaster City Council website using the link below:

<http://www.lancaster.gov.uk/comments-complaints/complaining-about-councillor/>

8 What type of behaviour is covered by the Code Of Conduct

8.1 Broadly, the Code requires Councillors:-

- Not to discriminate unlawfully;
- To treat others with respect;
- Not to do anything to compromise the impartiality of Council employees;
- Not to disclose confidential information;
- Not to stop anyone gaining access to information they are entitled to;
- Not to conduct themselves so as to bring their office or the Council into disrepute;
- Not to use their position to improperly secure an advantage, or disadvantage, for anyone;
- Not to use the Council's resources for unauthorised political purposes;
- To declare any personal or prejudicial interest in any matter that comes before the Council and, if appropriate, not to take part in the decision. Where the interest declared is deemed to be prejudicial, Councillors are not permitted to take part in the decision on that matter;
- To register certain financial and other interests (a copy of the register is available for public inspection).

8.2 A full copy of the Code of Conduct is available on the Council's website at:
www.carnforthtowncouncil.org

9 Assistance or Advice relating to procedures or a complaint

- 9.1 If you need any specific help or general guidance about the Council's procedures or about any specific complaint, contact the Town Clerk at Carnforth Council Officer, 46 – 48 Market Street, Carnforth or telephone 078282 54149 or email clerk@carnforthtowncouncil.org

Appendix 1: Procedure for Complaints referred to the Council's Finance & Governance Committee

Before the Meeting

1. The complainant will have already submitted a complaint about the council's procedures or administration in writing to the Town Clerk.
2. If the complainant does not wish to put the complaint to the Town Clerk, they may be advised to put it to the Town Mayor.
3. The Town Clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the Finance & Governance Committee established for the purposes of hearing complaints.
4. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
5. 7 clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation of other evidence, which they wish to refer to at the meeting. The Town Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely on or refer to at the meeting.

At the Meeting

6. The Complaints Committee shall consider whether the circumstances of the meeting warrant the exclusion of the public and press. Any decision on a complaint shall be announced at the end of meeting in public.
7. The meeting will then follow the following process:
 - The chairman should introduce everyone and explain the procedure.
 - The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the Town Clerk and then (ii), members.
 - The Town Clerk will have an opportunity to explain the council's position and questions may be asked by (i) the complainant and (ii), members.

- The Town Clerk and then the complainant should be offered the opportunity to summarise their respective positions.
- The Town Clerk and the complainant should 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 shall be invited back.
- The Town Clerk and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them

After the meeting

8. The decision of the Complaints Committee will be forwarded in writing to the complainant within within seven working days together with details of any action to be taken.

Proposed Terms of Reference - Station Car Park Working Party

Aims:

- 1) To consult with Northern Rail, Arch Company (formally Network Rail Property Services) and Lancashire County Council.
- 2) To deliver sustainable agreement for the use of the car park for car park users and local businesses .
- 3) Also to clarify the contractual agreements between all parties for the use of the car park.

Working Party Members

Cllr.Bob Roe - Carnforth Town Council / Carnforth Station Trust

Cllr Roly Parker – Carnforth Town Council

Mr Philip Chanley - Secretary Chamber of Trade

Mr Glynn Pearson - Royal Station Hotel / Chamber of Trade

**This Working Group will operate under Carnforth Town Council's
adopted protocol for Working Parties**