



# ANDOVER TOWN COUNCIL

To the Members of the **Policy and Resources Committee**:

Cllrs Phil North (**Chairman**), Katherine Bird (**Vice-Chairman**), Zilliah Brooks, David Drew, Karen Hamilton, Steven Hardstaff, Kevin Hughes, Marion Kerley, Geoff McBride and Roy Shukri.

(copies to all other Members of the council)

You are hereby summoned to attend a meeting of the **POLICY and RESOURCES Committee** to be held at Town Council Offices, 66c, High Street, Andover on **Wednesday 17 October 2012 at 7.00 pm** when it is proposed to transact the following business:-

Wendy Coulter - Town Clerk  
11 October 2012

**THERE IS NO DISABLED ACCESS TO THE TOWN COUNCIL OFFICES – PLEASE CONTACT THE TOWN CLERK THREE DAYS PRIOR TO THE MEETING IF YOU REQUIRE ACCESS.**

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1 **APOLOGIES FOR ABSENCE**

To receive and accept apologies for absence.

2 **DECLARATIONS OF INTEREST**

To receive and note any declarations of interest relevant to the agenda.

3 **MINUTES**

To agree the minutes of the Policy and Resources Committee meeting held on 26 September 2012 – attached at **Appendix A**.

4 **PUBLIC PARTICIPATION**

There is an opportunity for members of the public to make statements or ask questions on items on the agenda or on other items relevant to the Town to which an answer will be given, or if necessary a written reply will follow or the questioner will be informed of the appropriate contact details. Each person is limited to 3 minutes and the total amount of time set aside will be 15 minutes.

5 **ANNUAL BUDGET**

1. Members are requested to consider the Draft Outline Budget for the year 2013/2014 – **to be circulated prior to the meeting Appendix B**
2. Renewal of Contract with ACE Liftaway for the provision of Toilets  
To consider the renewal of a contract for the provision and maintenance of toilets on Allotment Sites – Contract attached at **Appendix B(2)**.

6 **PROJECT PLAN AND WORKFLOW PROGRAMME**

To consider a project plan and workflow programme for the business and administration of the Town Council including the Business Plan and application for Quality Council Status – **to be circulated prior to the meeting Appendix C**.

7 **REVISION OF STANDING ORDERS**

To consider an amendment to Standing Orders to assist Members with the process for adding an item to an

agenda for a Committee or Council – revised Standing Orders attached at **Appendix D.**

8 **CUSTOMER SERVICE STANDARD FOR RESPONDING TO COMMUNICATIONS**

To recommend to Full Council the adoption of a Service Stand for responding to Communications – report attached at **Appendix E.**

9 **REVIEW OF RISK ASSESSMENT**

The Council has a duty under its responsibilities for Corporate Governance to undertake an annual Corporate Risk Assessment.

To consider the Risk Assessment Action Plan and to recommend the Assessment to Full Council.

Report attached at **Appendix F.**

10 **SIGNAGE**

To receive an update from the Town Clerk on the progression of the management of Town Centre signage.

11 **PARISH BOUNDARIES**

To consider and note a report on the implications of the inclusion of Augusta Park within the Parish of Andover – report attached at **Appendix G.**

12 **FINANCE**

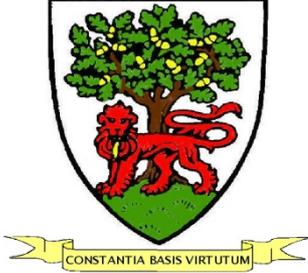
I. Payment of Accounts at 15 October 2012

To approve the Payment of accounts at 15 October 2012 – papers to follow.

13 **COMMITTEE WORK PROGRAMME**

To discuss items on the current Committee work programme and to make changes as necessary – attached at **Appendix H.**

The Chairman will close the meeting.



# ANDOVER TOWN COUNCIL

# A

## Minutes of Policy & Resources Committee

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### Time and date

7.00pm on Wednesday 26 September 2012

### Place

Town Council Offices, High Street, Andover

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#### Details of Attendance:

Cllr P North (Chairman) (P)

Cllr K Bird (Vice-Chairman) (P)

Cllr Z Brooks (P)

Cllr D Drew (P)

Cllr K Hamilton (P)

Cllr S Hardstaff (P)

Cllr K Hughes (P)

Cllr M Kerley (A)

Cllr G McBride (P)

Cllr R Shukri (P).

Cllr A Fitchet (-).

Officers Present: Wendy Coulter (Town Clerk) (taking the minutes)

### **PR15/12 APOLOGIES FOR ABSENCE**

Apologies for absence were received and accepted from Cllr M Kerley.

The Chairman announced to Members that Cllr J Evans had resigned from the Committee and he wished to pass on his thanks for all her hard work.

### **PR16/12 DECLARATIONS OF INTEREST**

There were no declarations of interest.

### **PR17/12 MINUTES**

The Minutes of the Policy and Resources Meeting held on 19 July 2012 were agreed and signed by the Chairman as a correct record.

### **PR18/12 PUBLIC PARTICIPATION**

There were no members of the public present.

### **PR19/12 QUALITY COUNCIL STATUS – PROJECT**

Members received a report on the Quality Council Status Scheme which had been requested at the previous meeting. Members noted that the Scheme would take up around a third of the Town Clerk's administration time to deliver.

It was suggested that the completion date should be set for mid 2014.

Members requested that the Town Clerk produce a Project Plan to include the Work Flow programme for the Town Council for the next 18 months to the next meeting of the Policy and Resources Committee.

Members requested that the Project Plan and Work Flow Programme illustrate the hours worked already and the extra hours that would be required.

The Chairman also reported that the Quality Council Status was being reviewed by the National Association of Local Councils the Associations of Local Councils. The purpose of the review was to focus on Member development and incorporate the new Code of Conduct. Until the review had been completed, all applications for the Quality Status would be on hold.

**RESOLVED:**

- a. **That a Project Plan and Workflow Programme be considered at the October 2012 meeting to consider the extra hours required to complete the Quality Council Status.**
- b. **That the completion date for the Quality Council Status Application be set for mid 2014.**

**PR20/12 PARISH BOUNDARIES**

Members received a brief report on the Mini Best Value Report on the Parish Boundaries that had been requested at the previous meeting of the Committee. Members further noted that Smannell Parish Council had requested an indication of Andover Town Council's intention with regard to their original proposal.

Members agreed that a letter be written to Smannell Parish Council to confirm Andover Town Council's view that if the residents of Augusta Park felt that they were part of Andover, the Town Council would have no objection to Augusta Park being included within the Parish of Andover. It was agreed that the Town Clerk would draft a letter to be confirmed by the Chairman of the Council and Policy and Resources.

It was further agreed that the Town Clerk would submit a short written report on the implications of the Augusta Park being included in the Andover Parish to be attached to the next agenda.

**RESOLVED:**

1. **That a letter be written to Smannell Parish Council confirming the Town Council's position that, if the residents of Augusta Park wished to be included in Andover, the Town Council would have no objections to Augusta Park being included in the Parish of Andover.**
2. **The Town Clerk to submit a short report to the next P&R meeting on the implications of Augusta Park being included in the Andover Parish.**

**PR21/12 PUBLIC PARTICIPATION REVIEW**

Members considered a report on Public Participation and noted that in order to allow greater public participation in Meetings, the agendas be amended slightly. Members agreed the revised wording for the agendas.

Members further considered a proposal from Councillor B Long to consider whether the Town Council should hold forum style meetings, based on the model of Romsey Town Council.

Members agreed that the Chairman and Vice Chairman of the Town Council would attend a Forum Meeting at Romsey to assess how the meeting was managed. It was agreed in principle that the Town Council would have Forum style meetings but that rules would need to be considered about how to manage the meetings and in what

format.

It was agreed that the Town Clerk would bring a 'Communications Policy' to the next meeting of P&R to be considered in the context of how the Town Council responded to the public.

Councillor Z Brooks left the meeting at 8.00pm.

**RESOLVED:**

1. That in principle the Town Council could hold Forum Style meetings, however further work was required on the management of the meetings.
2. The Chairman and Vice Chairman of the Council would attend a Forum meeting at Romsey to assess how it was run and managed.
3. The Town Clerk would prepare and submit a Communications Policy to the next P&R meeting.

**PR22/12 FINANCE SOFTWARE PACKAGE**

Members were asked to consider and approve the purchase of a new software system for the better management of the Town Council's accounts.

The Town Clerk explained to Members that there were very few software packages that were compliant with the rules and regulations for the production and management of Parish and Town Council accounts.

Members approved the purchase of the new accounts system, having taken into account the report.

**RESOLVED: That the Town Clerk purchase the AdvantEdge Finance Software with immediate effect.**

**PR23/12 GRIT BINS**

Members received an update report on the current situation regarding distribution of grit bins in the Andover Area.

Members noted that grit bins had been located in the following locations:

Olaf Close – at entrance to parking area o/s no's 16-21
Andeferas Road, Saxon Fields Area
Ferndale Road (at junction of Silver Birch Road)
St Birsten Gardens on Rosewood Gardens near Anton Lakes
Cole Close
Kiel Drive
St Ann's Close
Jutland Crescent
Burkal Drive (at side of no 8 Jutland Crescent)
Ashlawn Gardens
Mead Road (on the corner o/s no 13)
Wolversdene Road (o/s no 23)
Admirals Way (x3 on corner o/s no 12, on corner o/s 1 Drake Court & on bend by Queen Charlotte PH)
Corruna Main (at junction of Valencia Way)
Colenzo Drive (at entrance to parking area o/s no's 59-73)

**PR24/12 FINANCE**

Payment of Accounts at 24 September 2012

Members noted the payment of accounts up to 24 September 2012 – recorded below:

Supplier	Description of goods/services	Total Paid
Baxter Confidential	Removal of confidential waste	£78.00

Mrs M Bayes	September Salary	£736.74
Mrs M Bayes	Expenses	£1.10
Mr D Bolland	Grass cutting Admirals Way allotment	£10.00
British Telecom (DD)	September telephone & internet charges	£75.75
Miss W Coulter	October Salary	£1,959.49
Miss W Coulter	September Expenses	£96.38
Custom Studio	Website - Allotment subsection additions	£585.00
First Clean Services	Window cleaning 28.08.2012	£18.00
Hampshire A of LC	Councillor Planning Training	£36.00
Hampshire Farmers Market	Hire of stalls for charity day	£480.00
HMRC	September/October Tax contributions	£936.69
Mrs B Long	Painting competition - picture frame	£7.28
Southern Water	Water supply - Churchill Way Allotments	£39.21
Southern Water	Water supply - Admirals Way Allotments	£5.86
Test Valley Borough Council	Hire of Guildhall 06.09.2012	£28.00
Viking Payments	Stationery	£49.66
Viking Payments	Stationery	£78.37
<b>Total Payments September 2012</b>		<b>£5,221.53</b>

#### **PR25/12 WORK PROGRAMME**

Members discussed items on the current work programme and made the following changes:

To add a short report on Parish Boundaries to the next agenda in October 2012

To add an item on Signage to the next agenda in October 2012.

To add an item on a Council Communication Strategy to the next agenda in October 2012.

To add an item on the project plan to the next agenda in October 2012.

To add an item on the implications of the Town Council providing monetary assistance to the Farmers' Market.

The Chairman closed the meeting at 8.35pm.

Chairman

Date



# ANDOVER TOWN COUNCIL

## B<sub>(2)</sub>

## Report

<b>Allotment Toilet Contract</b>	
<b>Author:</b> Wendy Coulter (Town Clerk)	<b>Presented by:</b> Wendy Coulter (Town Clerk)
<b>Produced for:</b> Policy and Resources Committee	<b>Date of Report:</b> Friday 12 October 2012
<b>Summary of Key Issues</b> <ul style="list-style-type: none"> <li>• The Town Council owns and manages 7 Allotment Sites.</li> <li>• The Town Council currently uses a contractor to provide portable loos on 5 Allotment Sites, plus service of 2 toilets which are owned by the Town Council.</li> <li>• It is proposed to shut the Council owned toilets due to their poor condition and replace them with hired toilets.</li> <li>• The contract is due for renewal on 1<sup>st</sup> November 2012, for a period of 2 years.</li> <li>• The weekly hire rate is £10 per site, to provide 1 toilet</li> <li>• The scheduled service rate is £10 per unit for every fortnightly visit.</li> <li>• Any additional cleaning charges are £20 per unit per visit</li> <li>• Due to high use during the summer months there is a recommendation that the toilets be serviced once a week, rather than fortnightly.</li> </ul>	
<b>Financial Implications</b> Hire of 2 additional toilets £1040 Additional Cleaning during 3 months (June, July, August) (12 weeks) - £420 Total additional charge - £1460  To consider this impact on the Allotment Budget for 2013/2014.	
<b>Time Restraints</b> This contract is due for renewal on 1 <sup>st</sup> November 2012.	
<b>Legal and Policy Implications</b> Currently allotment tenants hire their allotments from 1 <sup>st</sup> April to 31 <sup>st</sup> March and have paid for this coming year. This current contract service with allotment holders includes the toilet facilities until 31 <sup>st</sup> March 2013. If Members are minded not to renew this contract for a 2 year period the Town Clerk advises the committee that a short period contract until 31 <sup>st</sup> March 2013, should be entered into to comply with the allotment agreement.  Due to the shortage of time and the legal implications identified above the Committee are requested to treat this matter as urgent and suspend Standing Orders and Financial Regulations to accept one quote.	

**Officer Advice**

In considering the above report the Town Clerk would advise the committee to consider the following action:

1. To suspend Standing Orders and Financial Regulations in order that the Town Council does not breach its current Allotment Agreement with tenants.
2. That the Town Clerk is given delegated authority to negotiate an extension of the current contract under its present Terms and Conditions until 31<sup>st</sup> March 2013.
3. That the Committee in consultation with the Allotments Sub Committee agrees the level of this service to be provided to allotments.
4. That during the next 12 weeks the Town Clerk obtains at least 3 quotes based on the outcome of item 3 above.

**Recommendation**

1. **To suspend Standing Orders and Financial Regulations to accept one quote for the provision of service.**
2. **To renew the above contract for 2 years or**
3. **To enter a contract under its current terms and conditions until 31<sup>st</sup> March 2013**
4. **To agree additional cleaning, weekly for 3 months**

Note: The person to contact about this report is Wendy Coulter (Town Clerk), Andover Town Council, 66C, High Street, Andover, Hampshire. SP10 1NG.

Tel: 01264 335592

Email: [townclerk@andover-tc.gov.uk](mailto:townclerk@andover-tc.gov.uk)

Website: [www.andover-tc.gov.uk](http://www.andover-tc.gov.uk)

Distribution: To all Councillors



# ANDOVER TOWN COUNCIL

# D

## Report

<b>Revision of Standing Orders</b>	
<b>Author:</b> Wendy Coulter (Town Clerk)	<b>Presented by:</b> Wendy Coulter (Town Clerk)
<b>Produced for:</b> Policy and Resources Committee	<b>Date of Report:</b> Friday 12 October 2012
<b>Summary of Key Issues</b> <ul style="list-style-type: none"> <li>• To establish a practice for Councillors to highlight issues for consideration on the agendas of Council and Committees.</li> <li>• To note the current provision for Councillors to ask questions.</li> <li>• To note the process and practice for the preparation of an agenda.</li> </ul>	
<b>Current Situation</b> <p>The legal status of an agenda in any local authority is that the items to be considered on an agenda are determined by the Town Clerk. However, on the basis of good practice this is done in consultation with the relevant Chairman. Currently the Town Clerk receives a number of requests prior to meetings from Councillors requesting items to be placed on the agenda at relative short notice.</p> <p>The implications of this short notice period are that requests are not directed to the appropriate committee and there is limited time available to the officers to research the request and produce an informed report.</p> <p>Current Standing Orders under <b>Item 8</b>, allow Councillors to submit questions to the Council and relevant Committees with three working days prior to the meeting. The response cannot be debated at a meeting and is therefore a statement from the officers.</p>	
<b>Possible Addition to Standing Orders</b> <p>The ability for Councillors to request items to be discussed on an agenda must be formalised to ensure that all the relevant information is available, that it is considered by the appropriate committee and is approved by the Chairman and the Town Clerk.</p> <p>These additional requests also have to be considered with the competing demands of the workloads of the officers and the Committees.</p>	
<b>Proposed Recommendation</b> <ol style="list-style-type: none"> <li>1. <i>All requests should be submitted to the Town Clerk direct.</i></li> <li>2. <i>The Town Clerk will determine whether the request is appropriate by considering the Town Council's legal duties and obligations.</i></li> </ol>	

3. ***All requests must be submitted 10 clear working days before any Committee or Council meeting date to ensure that an informed report can be completed and the item included on the agenda within the legal timeframe for the publication of agendas.***
4. ***The Town Clerk will determine the appropriate committee to consider the request and discuss with the relevant Chairman.***
5. **To make a recommendation to Full Council to amend Standing Orders as appropriate.**

The Wording in ***Italics***, to be included in Standing Orders.

Note: The person to contact about this report is Wendy Coulter (Town Clerk), Andover Town Council, 66C, High Street, Andover, Hampshire. SP10 1NG.

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Email: [townclerk@andover-tc.gov.uk](mailto:townclerk@andover-tc.gov.uk)

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# ANDOVER TOWN COUNCIL

# E

## Report

<b>Customer Service Standard</b>	
<b>Author:</b> Wendy Coulter (Town Clerk)	<b>Presented by:</b> Wendy Coulter (Town Clerk)
<b>Produced for:</b> Policy and Resources Committee	<b>Date of Report:</b> Friday 12 October 2012
<b>Summary of Key Issues</b>	
<ul style="list-style-type: none"> <li>To provide a customer service standard for replies to communications as set out below.</li> </ul>	
<b>Customer Service Standard</b>	
<ol style="list-style-type: none"> <li>All letters will be responded to within 10 working days.</li> <li>Where additional information is required a letter will be responded to as above advising of the reason for the delay and the expected response period.</li> <li>All emails will be acknowledged within 48 hours</li> <li>All emails which require information will be responded to within 10 working days.</li> <li>All Freedom of Information Requests will be responded to the Legal Time Frame of 20 working days, not including the date the request is received.</li> <li>The Customer Service Standard applies to Officers and Members of the Town Council.</li> </ol>	
<b>Notes (The below note is legal advice of Hedley's Solicitors LLP)</b>	
<p>All correspondence entered into by the Council must be conducted through the Town Clerk. In addition to this being the correct procedure, this clearly establishes the corporate responsibility for the item and avoids any possibility of personal liability.</p> <p>If a Councillor writes a letter on behalf of the Council, he or she may only do so when specifically authorised to do so, as otherwise he or she may be laying themselves open to personal responsibility.</p> <p>A copy of the letter <b>must</b> be supplied to the Town Clerk as it is written.</p> <p>Emails should be regarded as written documents for the purposes of production, use, retention and disclosure. They are not to be treated as different from paper documents.</p>	
<b>Recommendation</b>	
<b>To recommend to the above Customer Service Standard to Full Council.</b>	

Note: The person to contact about this report is Wendy Coulter (Town Clerk), Andover Town Council, 66C, High Street, Andover, Hampshire. SP10 1NG.

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Ref	Risk	Hazard	Control	Likelihood	Score	Action to be taken	Action by person/position	Action by date	Action completed
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**Allotments**

415	Administration/ Legal	Absence of a completed agreement with every allotment holder.	Ensure agreement completed and signed by all parties prior to occupation. Maintain allotment register. Review agreement periodically to ensure adequacy of conditions.	Medium Medium	4	Keep all records on file	Town Clerk	01/04/2013	<input type="checkbox"/>
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219	Contractor	Poor Grass Cutting	Regular review/control of staff & equipment including training where necessary. Regular review of grass cutting contract and liaison with contractor. Arrange periodical site inspection. Enforce conditions of contract.	Medium Medium	4	To regularly review maintenance contract and review costs with contractor	Town Clerk	31/03/2014	<input type="checkbox"/>
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**APPENDIX F**

	Environmental	Loss / Damage to water supply	Define responsibility for maintenance of water supply. Ensure that system is in place to report and rectify all faults. Maintain such arrangements as necessary with local contractor.	Medium High	6	Wardens to report any leaks or problems. Plumber to repair any faulty taps. Southern Water responsible for supply to sites.	Town Clerk	01/04/2013	<input type="checkbox"/>
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446	Environmental	Vermis	Define responsibility for standards of hygiene/cleanliness etc. of site. Enforce conditions of tenancy agreement. Carry out periodical physical inspection. Instigate appropriate action to deal with any identified problems	High High	9	To send reminder letters to allotment holders breaking allotment rules. Wardens required to report any problems.	Town Clerk	01/04/2013	<input type="checkbox"/>
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**Andover Town Council  
Assessment for year 2012 To 2013**

**ECRS To All Action Plans**

Ref	Risk	Hazard	Control	Likelihood	Score	Action to be taken	Action by person/position	Action by date	Action completed
448	Environmental	Vandalism	Carry out periodical site inspection. Review security. Maintain liaison with law enforcement agencies. Instigate legal action against perpetrators where appropriate.	High	9	Warden to carry out allotment inspections. Warden asked to complete six weekly checks. Constant liaison with local police.	Town Clerk	01/04/2013	<input type="checkbox"/>
53	Environmental	Dumping/Hazardous substances	Define responsibility for site control/security. Enforce tenancy agreement. Carry out periodical site inspection. Provide proper facilities for control and removal of waste. Liaise with police/other authority where necessary.	High	9	To receive regular reports from Wardens and carry out enforcement accordingly	Town Clerk		<input type="checkbox"/>
	Environmental	Accumulation of rubbish	Ensure responsibility for site maintenance defined. Enforce conditions of tenancy agreement. Maintain liaison with allotment society. Consider provision of skip facility.	High	9	To liaise with Wardens and Allotment Associations. Allotment Sub-Committee to consider provision of skips for waste removal.	Town Clerk	01/04/2013	<input type="checkbox"/>
311	Environmental	Vandalism of sites	Regular monitoring of sites with, where appropriate, the assistance of allotment society. Consider physical improvements to sites. Liaison with local policing teams in the areas affected.	High	9	Wardens to report any problems. Rolling programme of maintenance and replacement of gates and locks	Town Clerk	31/03/2014	<input type="checkbox"/>



**Andover Town Council  
Assessment for year 2012 To 2013**

ICRS 7b - All Action Plans

Ref	Risk	Hazard	Control	Likelihood Impact	Score	Action to be taken	Action by person/position	Action by date	Action completed
214	Environmental	Untidy Plots	Define responsibility Carry out periodical site visits. Enforce requirements of tenancy agreement. Notify Allotment holder of problem & serve notice where necessary. Liaise where appropriate with allotment society.	High High	9	To receive updates from Wardens every six weeks and to follow up immediately with enforcement letters.	Town Clerk	31/03/2014	<input type="checkbox"/>
215	Environmental	Build up of non-compostable rubbish	Enforce controls in tenancy agreement. Make arrangements for removal. Consider provision of skip facility.	High High	9	Allotments sub-committee to consider skip hire and removal of rubbish	Town Clerk	01/04/2013	<input type="checkbox"/>
60	Financial	Failure to collect rents & charges	Define responsibility for collection of income due. Maintain proper records of income received and banked Enforce provisions of tenancy agreements Maintain allotment register. Follow defined procedure for outstanding debt. Enforce conditions of tenancy agreement. Provide for periodical reconciliation to allotment register and financial report to council.	Medium High	6	All income to be entered into receipt book, receipts to be given to all allotment holders. Software system to be updated. All outstanding allotment rents to be pursued by June 2013.	Town Clerk	31/07/2013	<input type="checkbox"/>
60	Physical	Security	Ensure that responsibility of allotment holders is clearly defined in tenancy agreement. Ensure that proper facilities are in place to safeguard council assets.	Medium Medium	4	Ensure all allotment tenants receive updated Rules and Regulations along with new tenancy agreement.	Town Clerk	01/04/2013	<input type="checkbox"/>



**Andover Town Council  
Assessment for year 2012 To 2013**

**LOGS 76 - All Action Plans**

Ref	Risk	Hazard	Control	Likelihood	Score	Action to be taken	Action by person/position	Action by date	Action completed
310	Physical	Unoccupied Plots	Maintenance of waiting list. Regular reports in local free press. Details on website. Contact details on notice boards.	Medium	4	Wardens to provide six weekly reports. Uncultivation letters to be sent. Empty plots to be reallocated.	Town Clerk	01/04/2013	<input type="checkbox"/>
<b>Code of Conduct</b>									
356	Administration/ Legal	Failure to maintain /Update Register of Interests/Gifts	Ensure all council members are aware of their statutory responsibilities. Maintain appropriate registers.	Medium	4	To review annually the Register of Interests/Gifts	Town Clerk	31/05/2013	<input type="checkbox"/>
<b>Computing</b>									
	Physical	Loss arising from theft/misappropriation	Allocate responsibility for security of equipment. Maintain high security of site and equipment. Take particular care in respect of laptops/peripherals. Ensure that where appropriate internal and external security devices are installed	Medium	6	Ensure door shutter is locked each evening. Laptop harddrive backed up on to seprerate hard drive 2 a week. All office equipment insured on Council	Town Clerk	11/06/2013	<input type="checkbox"/>
365	Technical	Crash of IT System	Ensure regular backup of data onto appropriate medium. Ensure that equipment is properly maintained. Restrict access to authorised users. Ensure that only approved software is used. Maintain effective anti virus software.	Medium	4	Data backed up twice a week onto external hard drive. Hard drive taken off site overnight. New software systems stored remolley off-site to minimise risk.	Town Clerk	01/06/2013	<input type="checkbox"/>

**Council Meetings**



**Andover Town Council  
Assessment for year 2012 To 2013**

TCRS 76 - All Action Plans

Ref	Risk	Hazard	Control	Likelihood	Score	Action to be taken	Action by person/position	Action by date	Action completed
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453	Legal	Administration/ Access	Ensure that access is available to all. Have regard to provisions for Disablement & Disability Set aside specific area for Press & Public.	Medium	4	To continue to hire the Guildhall for Council meetings. Relocation of committee meetings is available if requested.	Town Clerk	30/09/2013	<input type="checkbox"/>
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**Employment of Staff**

364	Legal	Administration/ Employment Law	Issue contracts of employment to all employees Arrange annual review of Staff Contracts of Employment Awareness of new legislation. Arrange the necessary training to fulfil requirements	Medium	6	To review annually	Town Clerk	31/12/2013	<input type="checkbox"/>
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358	Professional	Loss of key staff	Ensure procedures for key functions are documented.	Medium	6	To review annually	Town Clerk	31/12/2013	<input type="checkbox"/>
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352	Professional	Attacks on Personnel	Ensure that an effective security system is in operation. Ensure appropriate insurance cover held. Ensure other workers in building are aware of staff working alone. Ensure staff have telephone access at all times during their work. Advise staff to refuse admittance to the Council Offices to people unknown to them until such time as Members of the Council are in attendance.	Medium	6	To periodically review lone working policy. Security cameras installed in office and Members given access via keys.	Town Clerk	30/11/2013	<input type="checkbox"/>
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**APPENDIX F**

**Financial Management**

305	Financial	Risk to third party as a consequence of providing a service	Ensure that appropriate insurance cover/policy is in force.	Medium	6	To review annually	Town Clerk	31/03/2013	<input type="checkbox"/>
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**Andover Town Council  
Assessment for year 2012 To 2013**

LOCAL ACTION PLAN

Ref	Risk	Hazard	Control	Likelihood	Score	Action to be taken	Action by person/position	Action by date	Action completed
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**Meetings of the Council**

0	Administration/ Legal	Disability & Discrimination Act	Ensure that all conditions of the Act as they affect service provision are met. Allocate responsibility to ensure that standards/ongoing requirements are met. Carry out periodical review of service.	Medium Medium	4	To make suitable adaption as required for each meeting	Town Clerk	31/03/2013	<input type="checkbox"/>
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**Newsletters**

0	Financial	Inadequate budget provision	Ensure that service requirements are included in budgetary process.	Medium	4	Review annually	Town Clerk	12/12/2012	<input type="checkbox"/>
	Physical	Non production of newsletter	Determine responsibility for and ensure that all publication deadlines are met. Ensure that all contracts with service provider signed and sealed. Monitor performance to ensure that contract conditions/obligations are met. Enforce contract conditions. Review conditions periodically.	Medium Medium	4	Council to agree on policy for delivering Newsletter	Council	30/06/2013	<input type="checkbox"/>

**APPENDIX F**

**Planning & Development Control**

202	Environmental	Failure to comply within consultation deadline	Ensure adequate number of Planning & Environment Cttee meetings are arranged. Where necessary liaise with the Planning Authority for possible extension.	Medium Medium	4	Town Council holds meetings every three weeks to comply with TVBC deadlines. Reviewed annually.	Town Clerk	30/10/2013	<input type="checkbox"/>
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**Provision of Office Accommodation**



**Andover Town Council  
Assessment for year 2012 To 2013**

**FCRS 76 - All Action Plans**

Ref	Risk	Hazard	Control	Likelihood	Score	Action to be taken	Action by person/position	Action by date	Action completed
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0	Physical	Fire	Ensure Health/Safety testing complete. Ensure appropriate staff training Provide for strict security/control of combustible materials held by council. Provide appropriate extinguishers etc. Ensure appropriate signage in place. Ensure appropriate regulations/controls in hire documentation.	Medium	6	Fire alarms are installed at office premises. Fire exit clearly marked and accessible. Review annually.	Town Clerk	30/06/2013	<input type="checkbox"/>
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**Provision of Website/Internet Access**

0	Financial	Inadequate budget provision	Ensure service requirement included in annual budgetary process	Medium	4	Review annually	Town Clerk	30/11/2013	<input type="checkbox"/>
7/8	Technical	Failure of Website/Internet Providers	Ensure a backup copy of data is maintained. Liaise with provider to ensure early reinstatement of service.	Medium	6	Review annually	Council	30/11/2013	<input type="checkbox"/>

**Tourism**

205	Physical	Inadequate budget provision	Ensure that service requirement is included in annual budget process	Medium	6	Include Events Budget in Annual Budget Provision. To consider expenditure.	Town Clerk	12/12/2012	<input type="checkbox"/>
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**Web Sites**

0	Administration/ Legal	Dependence upon an individual	Ensure that a minimum of two people have the necessary ability to undertake all website activity and are up to date with current site status. Provide training where necessary to minimise risk.	High	9	Provide training to Members to provide back-up should the Clerk be unable to carry out task. Admin Assistant has been provided with training to ensure continuity of service	Town Clerk	30/11/2013	<input type="checkbox"/>
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**Andover Town Council  
Assessment for year 2012 To 2013**

**TORS 76 - All Action Plans**

Ref	Risk	Hazard	Control	Likelihood	Score	Action to be taken	Action by person/position	Action by date	Action completed
0	Administration/ Legal	Confusion arising from links to external websites	Ensure that adequate control is in place and that website makes clear council privacy policy that it is not responsible for the privacy practices or the content of external Web sites.	Medium	4	Council privacy policy must be displayed on website. Completed, reviewed annually.	Town Clerk	30/11/2013	<input type="checkbox"/>
0	Administration/ Legal	The placing of information on site that may put people at risk.	Ensure that all involved are aware of the risks involved when publishing information regarding individuals or groups of individuals . Formulate and implement a policy that follows best practice guidelines to protect those involved.	Medium	6	Provide training to those inputting data onto website. Formulate policy following best practice guidelines to protect those involved.	Town Clerk	30/11/2013	<input type="checkbox"/>
0	Administration/ Legal	Availability of Software tools to build and manage site	Ensure that the council controls ownership of the necessary software including web-site editor, FTP(File Transfer Tool), anti virus software, image management software and a word processor.	Medium	4	Contract agreed with website provider. Access available at any time.	Council	30/06/2013	<input type="checkbox"/>
157	Administration/ Legal	Content	Ensure that all content is specifically approved by council.	Medium	4	Delegation given to Town Clerk to ensure website is kept up to date and amendments to be kept within budget provided.	Town Clerk	30/11/2013	<input type="checkbox"/>
0	Technical	Inadequate control of web site	Ensure in all circumstances where third party is involved in design and control of web site that a written formal agreement is in place that details financial and other responsibilities between the council and third party(s). Issue a set of written guidelines controlling site content.	Medium	6	Written agreement with third party to be reviewed annually.	Town Clerk	30/11/2013	<input type="checkbox"/>



**Andover Town Council  
Assessment for year 2012 To 2013**

**ICRS 7b - All Action Plans**

Ref	Risk	Hazard	Control	Likelihood	Score	Action to be taken	Action by person/position	Action by date	Action completed
0	Technical	Risk arising from poor design / appearance of web site	Ensure that design is undertaken by suitably qualified and experienced operators. Get details of and view previously developed sites. Set standards for site design and ensure that council is provided with full details prior to implementation.	Medium	4	Qualified website designer appointed, compliance with all JANET guidelines. Reviewed annually.	Town Clerk	30/11/2013	<input type="checkbox"/>
0	Technical	Failure to meet needs/expectations of visitors to site.	Employ only suitably skilled persons to design develop site. Maintain a record of all views, comments, complaints received. Carry out a regular review of the web site, with third parties where appropriate and initiate agreed changes/improvements where necessary. Maintain dialogue with site visitors where appropriate.	Medium	4	Website Working Group to review appointment annually	Town Clerk	30/11/2013	<input type="checkbox"/>

**APPENDIX F**



**Andover Town Council  
Assessment for year 2012 To 2013**



Ref Risk Hazard Control Likelihood Impact Score Action to be taken Action by person/position Action by date Action completed

No of issues listed: 37

Submitted to council: \_\_\_\_\_

Minute reference: \_\_\_\_\_

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

Signed by chairperson - **Clr D Drew** \_\_\_\_\_

Signed by responsible Finance officer - **Wendy Coulter** \_\_\_\_\_

**How to complete (individual risk section):**  
 1. Action to be taken - brief description of proposed action that will be taken to control this risk, including any Insurance or Health and Safety issues.  
 2. Action by person - the name or names of the persons taking the relevant actions.  
 3. Action by date - the proposed date that this action should be completed by.  
 4. Action completed - that the proposed action has been taken (ticked) (not recorded on LCRS.

**APPENDIX F**



# ANDOVER TOWN COUNCIL

# G

## Report

<b>Parish Boundary</b>	
<b>Author:</b> Wendy Coulter (Town Clerk)	<b>Presented by:</b> Wendy Coulter (Town Clerk)
<b>Produced for:</b> Policy and Resources Committee	<b>Date of Report:</b> Friday 12 October 2012
<p><b>Summary of Key Issues</b></p> <p>The extension of the Parish Boundary to include Augusta Park will be governed by the Legal Status of the Council and the impact will have to be measured in short, medium and long term results.</p> <p>Short Term –</p> <ul style="list-style-type: none"> <li>• Increase in electorate</li> <li>• Increase in Precept income</li> <li>• Additional election costs</li> <li>• Increase in number of Members elected to the Council</li> <li>• Increase in administration to support new Members and Area</li> </ul> <p>Medium Term –</p> <ul style="list-style-type: none"> <li>• Increased demand on Council functions e.g. provision of allotments</li> <li>• Increase in demand on powers, however this demand cannot be determined at this time</li> <li>• Unknown assets and services that the Town Council may be obliged to administer</li> </ul> <p>Long Term –</p> <ul style="list-style-type: none"> <li>• Transfer or increase in services to the Town Council would have to be extended to the whole of the Parish Area.</li> <li>• The Power of Competence may place increased expectations on the Council and its Members</li> </ul>	
<p><b>Financial Implications</b></p> <ul style="list-style-type: none"> <li>• Increase in Precept income</li> <li>• Additional election costs</li> <li>• Additional costs of services</li> </ul>	
<p><b>Legal and Policy Implications</b></p> <ul style="list-style-type: none"> <li>• Town and Parish Councils are creatures of statute and can only do what statute expressly or impliedly allows.</li> <li>• Functions are duties (obligatory requirements) (must or shall)</li> <li>• Powers (permissive) (may)</li> </ul>	

- The Power of Competence will place an obligation on the Council to consider wider issues, currently outside its Statutory duties.
- The requirement to register interests in Public Assets on the new Register will place an expectation on the Council, its Members and the Public and this expectation may be greater with a larger area.
- The implications of including this area into the Parish apart from the Short Term impact are difficult to estimate in such a uncertain climate.

**Recommendation**

**To note the above report.**

Note: The person to contact about this report is Wendy Coulter (Town Clerk), Andover Town Council, 66C, High Street, Andover, Hampshire. SP10 1NG.

Tel: 01264 335592

Email: [townclerk@andover-tc.gov.uk](mailto:townclerk@andover-tc.gov.uk)

Website: [www.andover-tc.gov.uk](http://www.andover-tc.gov.uk)

Distribution: To all Councillors

## POLICY & RESOURCES WORK PROGRAMME: 17 OCTOBER 2012

Date of Meeting	ITEM	Requested by	Purpose of Item	Expected Outcome
17 October 2012	Parish Boundaries	P&R	To consider a mini Best Value report on Parish Boundary Review	
17 October 2012	Signage	P&R	To consider the response from TVBC re signage management in Town Centre	
17 October 2012	Communication Policy	P&R	To outline the Councils response to enquiries from the Public.	
17 October 2012	Review Council's Risk Assessment	STAT	To fulfil statutory duties	To make recommendation to Full Council
17 October 2012	Annual Budget	STAT	To prepare and recommend to Council the Annual Budget for 2013/2014	Recommend Budget to Full Council
12 December 2012	Annual Budget	STAT	To finalise any changes to Council Budgets	Recommend Budget to Full Council
12 December 2012	Precept	STAT	To finalise any changes to Precept level	Recommend Precept Level to Full Council
12 December 2012	Budgetary Requirements for Farmers' Market	P&R	To consider whether the Town Council can provide monetary assistance to FM.	
January 2013	Internal Audit	STAT	To review arrangements for Internal Audit as necessary	
February 2013	Business Plan Review	P&R	To ensure business plan is being implemented and actioned upon	Report from Town Clerk on progress of actions
February 2013	Annual Report	STAT	To review the Annual Report prior to Annual Meeting of Electors	

Date of Meeting	ITEM	Requested by	Purpose of Item	Expected Outcome
May 2013	Annual Return Preparation	STAT	To review Internal Audit Report and consider Accounts for Annual Return	Recommend to Full Council