

KESWICK TOWN COUNCIL

**Council Offices
50 Main Street
Keswick
Cumbria
CA12 5JS
017687 73607**

Email: townclerk@keswicktowncouncil.gov.uk

10th February 2022

A meeting of Keswick Town Council to be held in the Council Chamber, First Floor, Council Offices, 50 Main Street, Keswick on Thursday 17th February 2022 at **7.30 p.m.**

Yours sincerely



**Vivien Little
Town Clerk**

A G E N D A

- 1. Apologies**
To receive apologies for absence.
- 2. Minutes**
To authorise the Chairman to sign as a correct record the minutes of the Town Council meeting held on Thursday 20th January 2022 (pages 49-53).
- 3. Resignation of Councillor**
The Clerk to report the resignation of Councillor Alexandra Boardman received on Tuesday 1 February 2022.
- 4. Requests for Dispensations**
The Clerk to report any requests received since the previous meeting for dispensations to speak and/or vote on any matter where a member has a disclosable pecuniary interest.
- 5. Declarations of Interests**
To receive declarations by elected and co-opted members of interests in respect of items on this agenda.

Members are reminded that, in accordance with the Code of Conduct, they are required to declare any disclosable pecuniary interests or other registrable interests which have not already been declared in the Council's Register of Interests. (It is a criminal offence not to declare a disclosable pecuniary interest either in the Register or at the meeting). Members may, however, also decide, in the interests of clarity and transparency, to declare at this point in the meeting, any such disclosable pecuniary interests which they have already declared in the Register, as well as any other registrable or other interests.

If a member requires advice on any item involving a possible declaration of interest which could affect his/her ability to speak and/or vote, he/she is advised to contact the Clerk at least 24 hours in advance of the meeting

- 6. Police Report**
To receive the newsletter of the Allerdale Rural Neighbourhood Policing Team (if available).

- 7. Matters to be received from the Public**
Such matters may be received throughout the meeting, however items raised should not be discussed for longer than 10 minutes and the Chairman reserves the right to curtail repetitious matters. Public participation shall not be longer than half an hour throughout the meeting.
- 8. Matters to be raised by Councillors**
An opportunity for Councillors to raise any unforeseen matters which are not on the agenda, with the consent of the Chair, and which do not require a decision – items raised should not be discussed for longer than 10 minutes.
- 9. Applications for Development**
 - i) To examine applications for development and agree observations to be submitted to the Lake District National Park Authority (Planning Group report to be circulated prior to the meeting).
 - ii) To receive update on National Park Planning Decisions.
- 10. Mayor's Report**
To receive details of the Mayor's engagements and meeting attendance for the period 14th January 2022 – 10th February 2022.
- 11. Reports from Ward Representatives**
To receive reports from the following representatives:
 - i) Lake District National Park Authority North Distinctive Area Parishes Representative
 - ii) Allerdale Borough Council Ward Representatives
 - iii) Cumbria County Council Ward Representative
- 12. Council Tax Base Confirmation**
To receive the report from the Responsible Financial Officer.
- 13. Consultation response**
To decide Keswick Town Council's response to the Cumbria County Council consultation on the Back Streets.
- 14. Reports from Representatives on Outside Bodies**
 - i) Keswick Youth Centre – Councillor Campbell-Savours
 - ii) Keswick Fair Trade Committee – Councillor Campbell-Savours
- 15. Payment of Accounts**
To confirm the payment of accounts for February 2022 as approved by the Inspection Committee (to be circulated prior to the meeting) for:
 - i) The Town Council
 - ii) The Trusts
- 16. Quarterly Budgets**
To receive for information the quarterly budget comparisons.
- 17. Annual Risk Management Assessment**
To receive the report of the Responsible Financial Officer.
- 18. Review of Internal Control and Audit**
To receive the report from the Responsible Financial Officer.
- 19. Environmental Working Group**
To receive an update from the Environmental Working Group (to follow).

20. Balsam Bashing

To receive an update from Councillor Terry.

21. Policies for adoption

To adopt the following policies:

- i. Equality and Diversity Policy
- ii. Complaints Policy and Procedure

Prior to the following business the Chairman will move the following resolution:

'That under the Public Bodies (Admission to Meetings) Act 1960, the public and representatives of the press and broadcast media be excluded from the meeting during the consideration of the following items of business as publicity would be prejudicial to the public interest because of the confidential nature of the business to be transacted'

22. Contracting

To consider the report of the Responsible Financial Officer.

23. Contracting

To consider the report of the Responsible Financial Officer.

To: All Councillors, Press, Police

KESWICK TOWN COUNCIL
SEVEN PRINCIPLES OF PUBLIC LIFE
Selflessness – Integrity – Objectivity – Accountability – Openness – Honesty - Leadership

Minutes of the meeting of Keswick Town Council held on Thursday 20th January 2022 at 7.30p.m at the Rawnsley Centre, Main Street, Keswick, CA12 5NP.

Present:

Chairman
 Councillor Steve Harwood

Councillors

Alexandra Boardman	David Burn	Markus Campbell – Savours
Allan Daniels	Duncan Miller	Adam Paxon
Peter Terry	Paul Titley	

Also present were Vivien Little (Town Clerk), Catherine Parker (Responsible Financial Officer), 1 member of the press, and 4 members of the public.

181. Apologies

Apologies for absence were received from Councillors Alan Dunn, Sally Lansbury and Tony Lywood.

182. Minutes

RESOLVED that the Chairman be authorised to sign as a correct record the minutes of the Town Council Meeting held on the 16th December 2021 (pages 44-48).

183. Requests for Dispensations

The Clerk reported that no requests for dispensation had been made.

184. Declarations of Interests

Councillor Boardman gave a Disclosable Pecuniary Interest with regard to Agenda item 12. She stated that she would leave the room for the duration of this item.

Councillor Campbell-Savours made a statement regarding Agenda item 12 in that he was disappointed that rumours had circulated regarding whether he knew the owners of the bar in question. He felt that if Councillors had been informing others of this, it was shocking, and he wished his comments be noted as it was categorically incorrect.

185. Police Report

RECEIVED the report of the Allerdale Rural Neighbourhood Policing Team. Inspector Gale and PCSO Nichol were in attendance. Inspector Gale gave an update on figures regarding crimes this year, as compared to a three year average. One of the more concerning reports was that there were increases in criminal damage, as well as anti-social behaviour Inspector Gale urged Councillors to encourage residents to report these to 101, as it can be highlighted to the local PCSO, and an overall picture be built.

Inspector Gale also gave an update regarding Helvellyn Street, and progress that was made regarding community protection notices.

186. Matters to be received from the Public

A member of the public spoke with regard to Agenda item 12. They owned a guest house in the vicinity of the bar in question, and wished to raise for consideration the noise issues which had been frequent. Visitors to the guest houses had raised complaints regarding the noise. For the previous 5-8 months there had been a number of complaints; music, smoking, public urination, fighting and groups of people staggering out of

the bar. Music was played five times a week, sometimes so loudly that televisions in the guest houses could not be heard.

Any time this had been brought up with the Crafty Baa, it had gone unanswered.

A member of the public spoke in defence of the Crafty Baa in question. A letter had gone out recently to all residents regarding the matter, encouraging residents to contact them if they were concerned about anything, and that this letter had been sent out in good faith. The Crafty Baa intended to be more receptive to concerns, and apologised for any distress which had been caused.

They reassured everyone present that sound proofing had been installed, to industry standards, and that regular monitoring regarding decibel levels was in place, and which were consistently under the level required.

187. Matters to be raised by Councillors

Councillor Daniels had received an email of complaint regarding the flower bed on Heads Road, which was owned by Cumbria County Council but had been neglected, and was seeking that the Town Council contact Cumbria County Council in order to repair it, whereby it would be maintained either by SusKes or one of the local guest house owners.

Councillor Paxon raised concerns over the venue which was hosting the Town Council meeting, as he felt that the Council should be meeting in a venue which was impartial, especially given as there could be controversial items on the agenda. He requested that other venues be considered in the future. The Clerk responded that at the time of organising this meeting, Covid-19 cases were still high, and this was the only suitable venue for social distancing which was available for this night.

Councillor Terry brought up concerns regarding the accuracy of the Allerdale Recycling and Bin Collections calendar over the Christmas period. Councillor Campbell-Savours stated that he would bring this up with Allerdale.

Councillor Terry also brought up a matter regarding the fact that integrated networks would be digital only from 2025, and was concerned regarding office function after this date. The Clerk stated that it would be more appropriate to bring this up with the office directly.

The Clerk reminded all Councillors that matters received under this item were for urgent matters which required no decision only.

188. Applications for Development

- i) Resolved that the following observations be submitted to the Lake District National Park Authority:

Plan Ref.	Description of Development Location
7/2021/2346	Formation of new fire exit door onto Kings Arms Court by extending existing window opening. Internal alterations for retail and café activities: Use Class E (a) and (d) Formation of new fire exit door onto Kings Arms Court by extending existing window opening. Internal alterations for retail and café activities: Use Class E (a) and (d) <i>No comments made</i> SUPPORT
7/2021/2351	Demolition of building of timber and brick construction Building on Station Field, Brundholme Road, Keswick <i>For information only</i>

- 7/2021/2363
 Amendment to the roof material from Cumbrian to Welsh slate for units 1 & 2, condition 5 on planning permission 7/20212270 (development of 2 no. apartments & 2 no. cottages)
 Acorn Garage, Helvellyn Street, Keswick, CA12 4EH
Object – The new development is in the Conservation Area and was approved with a condition requiring the roofs of the Helvellyn Street frontage to be in local green Cumbrian slate. Whilst examples have been provided of isolated individual buildings in the locality where Welsh slate has been used, the predominant roof covering in this area is local green slate. To approve this request would be a green light for any future new buildings to be allowed to use Welsh slate. The recently completed local affordable needs housing development behind the Methodist Church on Southey Street have used local green slate and we feel strongly that this condition should remain for this new development to maintain high standards in the conservation area
OBJECT
- 7/2021/2364
 Proposed additions to existing Base Station installation at rooftop at The Skiddaw Hotel, Main Street, Keswick, Cumbria, CA12 5BN.
 Please refer to drawings
 Skiddaw Hotel, 31, Main Street, Keswick, CA12 5BN
Support – This is a Cellnex application relating to the provision of 5G as the next generation of mobile connectivity. The application confirms that it operates on much lower energy required to transmit the same volume of data as previous 2G, 3G and current 4G systems. This contributes to the aim of reducing CO2 emissions towards the goal of achieving net zero by 2050 and in this context we feel it should be supported
SUPPORT
- 7/2021/2369
 Installation of dormer with balcony above existing two-storey flat roof element to the rear elevation
 4, Victoria Street, Keswick, CA12 5LP
Neutral – Subject to any comments made by neighbouring properties
NEUTRAL
- 7/2021/2372
 Addition of 2 airsource heat pump units to provide heating, cooling and ventilation
 Keswick Scout Hall, Museum Square, Keswick, CA12 5DZ
No comments made
SUPPORT
- 7/2021/2374
 Operation of a Temporary self catering Campsite for 3 weeks, to run in conjunction with the Keswick convention in 2022
 Crosthwaite Conference Centre, Church Lane, Keswick, CA12 5QG
No comments made
SUPPORT
- 7/2022/2006
 Erection of a new detached building consisting of 3 no. light industrial units
 Greta Motor Body Works Ltd, Industrial Estate, Southey Hill, Main Street, Keswick, CA12 5NR

Support in principle subject to Environment Agency approval of the measures proposed in the Flood Risk Assessment provided relative to the high level of flood risk in this location and United Utilities concerns regarding drainage proposals on the original application 7/2021/2017 being addressed
SUPPORT

- ii) **RECEIVED** update on National Park planning decisions.

189. Mayor's Report

RECEIVED details of the Mayor's engagements and meeting attendance for the period 10th December 2021–13th January 2022.

190. Reports from Ward Representatives

RECEIVED reports from the following representatives:

- i) Allerdale Borough Council Ward Representatives:
 Councillor Daniels updated Councillors on progress which had been made regarding the waste caused by the markets. Allerdale Borough Council were meeting with stall holders regarding this, and were investigating purchasing biodegradable containers which stall holders could then purchase. They were also going to experiment with recycling bins in Market Square.
 Councillor Campbell-Savours informed Councillors that the next Allerdale Borough Council meeting would be held at the Rawsley Hall, and he was bringing a motion on notice regarding second homes, and a holiday let licensing scheme. He was encouraging as many people as possible to attend.
- ii) Cumbria County Council Ward Representative - **RECEIVED** the written report of the Cumbria County Councillor.
- iii) Lake District National Park Authority North Distinctive Area Parishes Representative - **RECEIVED** the report of the Lake District National Park Authority Parishes' Representative.

Councillor Boardman left the room at 7.55pm

191. Written Notice of Special Resolution

RECEIVED a Written Notice of Special Resolution, at the request of Councillors Burn, Daniels and Terry. 'That the Town Council resolves to rescind the resolution in Minute No. 170 i.e. 'that Keswick Town Council are concerned with the disruption to neighbouring properties caused by live amplified music at the Crafty Baa, and therefore to formally request that Allerdale Borough Council review the live music licence.'
RESOLVED that the above resolution be rescinded.

192. Crafty Baa

RECEIVED a motion from Councillor Burn as follows:

'Keswick Town Council is concerned about the disturbance to nearby properties caused by noise levels from the Crafty Baa. We request of Allerdale Borough Council that the Premises License be reviewed and that the playing of music be suspended until adequate sound proofing/noise management measures are firmly in place.'

RESOLVED that Keswick Town Council is concerned about the disturbance to nearby properties caused by noise levels from the Crafty Baa. If Keswick Town Council does not see improvements to this situation within three months of this meeting, we will request of Allerdale Borough Council that the Premises License be reviewed and that the playing of music be suspended until adequate sound proofing/noise management measures are firmly in place.

Councillor Boardman returned to the room at 8.20pm

193. Payment of Accounts

RESOLVED that the accounts for January 2022 as approved by the Inspection Committee be authorised for payment for:

- i) For the Town Council, vouchers 199 – 223, amounting to £30,197.52 (thirty thousand one hundred ninety seven pounds and fifty two pence)
- ii) For the Trusts, vouchers HP165 – FP173, amounting to £7,080.68 (seven thousand eight pounds and sixty eight pence)

194. Environmental Working Group

RECEIVED an update from the Environmental Working Group.

The meeting closed at 8.48 p.m.

Chairman

Date

Planning Applications received between 14/01/2022 - 10/02/2022

Plan ref	Location	Description of Proposed Development
7/2021/2360	Lyndhurst, 22, Southey Street, Keswick, CA12 4EF	Change of use to guesthouse or self-catering holiday letting accommodation or House of Multiple Occupation
7/2022/2002	Tourist Information Centre, Moot Hall, Keswick, CA12 5JR	Provision of commemorative slate plaque to the south east elevation of the Moot Hall
7/2022/2004	Keswick Senior Citizens, Heads Road, Keswick, CA12 5HA	Improvements to form accessible entrance and associated alterations to front elevation and boundary treatments
7/2022/2010	3, George Street, Keswick, CA12 4EB	Replacement windows
7/2022/2014	90 Windebrowe Avenue, Keswick, CA12 4JD	Demolish flat roof garage to side and form 2 storey extension to side with off road parking formed
7/2022/2016	2 Eskin Street, Keswick, CA12 4DH	Change of use of guest house to self catering holiday letting
7/2022/2017	2 Eskin Street, Keswick, CA12 4DH	Change of use of guest house to self catering holiday letting(listed Building Consent)
7/2022/2019	11, Manor Park, Keswick, CA12 4AB	Conversion of remaining attached garage store into bedroom
7/2022/2024	Vergers Cottage, 27, St Johns Street, Keswick, CA12 5AA	Addition of single storey dining room extension in yard to the rear of the property.
7/2022/2026	Solway, Crosthwaite Road, Keswick, CA12 5PG	Extension to existing dwelling to create a ground floor shower room and toilet

NOTICE TO THE PUBLIC: Interested parties are invited to let the Town Clerk have their comments, in writing or via email to townclerk@keswicktowncouncil.gov.uk, prior to the meeting regarding any of the planning applications on this sheet.

Decisions Received from LDNPA

Planning Decisions Received between 14/01/2022 & 10/02/2022

Plan Ref	Date of Application	Location	Postcode	Description	KTC Observations	LDNPA Decision	Appeal	Appeal Decision
T/2021/0204	December-21	land directly to the rear of 22 Calvert Way, Keswick,	CA12 4LZ	Ash tree (F1 in the application) - Pollard to suitable growth point; Sycamore tree (F4 in the application) - Reduce crown growing over the garden of 22 Calvert way by up to 3 m, Maple tree (D12 in the application) - Reduce crown growing over the garden of 22 Calvert way by up to 3 m.	SUPPORT	GRANTED		
7/2021/2128	April-21	Former Ravensfield Care Home, High Hill, Keswick	CA12 5NX	3no building signs and 1no entrance totem	SUPPORT	SPLIT		
7/2021/2267	October-21	Site off George Street, Rear of 16 Church Street, Keswick	CA12 4DT	Re-construction of an existing garage and workshop/store building	SUPPORT	GRANTED		
7/2021/2292	October-21	Hazelmere, Crosthwaite Road, Keswick,	CA12 5PG	Change of use from guest house to self catering accommodation	OBJECT	GRANTED		
7/2021/2293	October-21	Lane Rigg, The Heads, Keswick,	CA12 5ES	Change of use of guest house to dwelling	SUPPORT	GRANTED		
7/2021/2318	November-21	Lucy Pittaway Art Gallery, Heads House, 79 Main Street, Keswick	CA12 5DS	2x fascia signs	SUPPORT	GRANTED		
7/2021/2319	October-21	Avondale, 20 Southey Street, Keswick	CA12 4EF	Change of use from guest house (Class C1 - Hotels) to use as a holiday let (Class C3 - Dwellinghouse)	OBJECT	GRANTED		
7/2021/2320	October-21	48, Millfield Gardens, Keswick	CA12 4PD	Amend to design for dormer window/roof, condition 2 (plans) on planning permission 7/2021/2159 for extend the dwelling at the front and side including building second storey	SUPPORT	GRANTED		
7/2021/2327	November-21	7a, Bank Street, Keswick	CA12 5JY	Change of use from office to residential	SUPPORT	GRANTED		
7/2021/2335	November-21	Heads House, 79, Main Street, Keswick	CA12 5DS	Proposed external signage	SUPPORT	GRANTED		
7/2021/2338	November-21	Toll Bar Cottage, Penrith Road, Keswick	CA12 4JR	Change of use of Tollbar Cottage annex to local needs dwelling	SUPPORT	GRANTED		
7/2021/2345	November-21	Travis Perkins Trading Co Ltd, Brownfoot Works, Penrith Road, Keswick	CA12 4LH	New external racking up to 4m high within existing builders merchant yard	SUPPORT	GRANTED		
7/2021/2347	November-21	John Young Furnishings, 12, Main Street, Keswick,	CA12 5JD	Use as retail shop and café	No comments required	GRANTED		
7/2021/2359	December-21	Limhus, High Hill, Keswick	CA12 5PB	Installation of a balcony to the rear of the property at first floor level	SUPPORT	GRANTED		

7/2021/2374	December-21	Crosthwaite Conference Centre, Church Lane, Keswick, Cumbria	CA12 5QG	Operation of a Temporary self catering Campsite for 3 weeks. To run in conjunction with the Keswick convention in 2022	SUPPORT	GRANTED		
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KESWICK TOWN COUNCIL

TOWN COUNCIL MEETING 17TH FEBRUARY 2022

MAYOR'S ENGAGEMENTS & MEETING ATTENDANCE

For period 14th January 2022 – 10th February 2022

Thursday 3rd February Trust Meeting

Monday 7th February The Pocket Bar – Official Opening

Report from the North DA Parishes Member of the LDNPA – January 2022

The Government published its response to the Glover review (“the review”) on 15th January. Some of the ideas they are minded to take forward would require changes to legislation and, therefore, they launched a public consultation on these at the same time. The Government’s response and the consultation questions can be found in a combined document¹. The closing date for the consultation is April 9th 2022.

In its response, Government sets out a vision for “Protected Landscapes”:

‘A coherent national network of beautiful, nature-rich spaces that all parts of society can easily access and enjoy. Protected landscapes will support thriving local communities and economies, improve our public health and wellbeing, drive forward nature recovery, and build our resilience to climate change.’

“Protected landscapes” include AONBs as well as National Parks, but I will focus on the latter here.

The review proposed radical changes to the governance of NPAs. There was to be a new publicly-funded body, the National Landscapes Service, and this would, among other things, set targets for the individual NPAs and appoint their members. Government has not accepted this proposal because it would create another layer of governance at the cost of significant public expenditure and disruption of the activities of the NPAs. While they agree with Glover that the bodies responsible for Protected Landscapes must collaborate much more effectively on matters of common concern, they do also recognise the value of “local input”.

“Our protected landscapes must be managed more consistently, but never at the expense of local input. What works for Dartmoor won’t necessarily work for the Lake District – but they do share national challenges like climate change. That is why we will establish a new national landscapes partnership to coordinate the work of existing organisations at a national level but maintaining current levels of local input.”

The National Landscapes Partnership (NLP) would:

- generate additional private income through green finance initiatives and joint funding bids;
- champion protected landscapes and run national campaigns, such as promoting tourism;
- develop strategic partnerships and programmes with a particular focus on commercial partners;
- create opportunities to provide training and development, and
- share knowledge and expertise to build capacity across the protected landscapes family.

The NLP would include, among others, representation from the NPAs, the AONBs and Natural England. It would not appoint members of the NPAs: government believes that these must continue to include Local Authority members, parish council members and national members appointed by the Secretary of State. However, one of the consultation questions seeks views on whether the Chairs of NPAs should be appointed by the Secretary of State, rather than being elected by NPA members, as is the case now.

¹ [Consultation on the Government response to the Landscapes Review.pdf \(defra.gov.uk\)](https://www.defra.gov.uk/consult/consultations/landscapes-review-response)

The review highlighted that nature has been in long-term decline in our Protected Landscapes and that they are not contributing as they could to restoring nature and responding to climate change. The panel argued that the current first purpose of National Parks ("To conserve and enhance ... wildlife ...") was not strong enough and did not reflect that many of our landscapes are badly degraded, or the urgency of the fight to tackle biodiversity loss. The Government agrees, and they propose to strengthen the first purpose so that a core function of Protected Landscapes should be to drive nature recovery, including increasing biodiversity and emphasising the societal value of nature.

The review also included proposals to improve engagement with all parts of society, particularly younger and more diverse audiences, through expanded opportunities for volunteering and increased numbers of rangers. One of the functions of the NLP would be to foster collaboration to increase the capacity of National Landscapes to plan and promote events and campaigns to enhance volunteering opportunities to help connect hitherto under-represented groups with nature.

The Government recognises that the increased numbers of people visiting National Parks following Covid lockdowns have placed:

"a huge strain on our lead partners and communities. This demonstrated that we do not currently have sufficient resources in place to fully meet public demand for our protected landscapes, particularly if we are to attract new and larger audiences."

"We will encourage sustainable tourism and national engagement programmes, supported by expanded ranger services and improved rural transport. "

The Government therefore proposes to amend the second statutory purpose of National Parks to emphasise the need to improve opportunities and remove barriers to access for all parts of society. Recognising, however, that rangers have observed increasing incidence of anti-social and hostile behaviour from some visitors in recent times, it is proposed to give NPAs additional powers to deal with such behaviour.

"Equally, where people don't respect our protected landscapes, we will ensure strengthened enforcement powers address antisocial behaviour and damage."

This might include, for example, a power to issue fixed-penalty notices for the infringement of byelaws. The Government is also considering empowering NPAs to make Traffic Regulation Orders to control the amount and type of traffic on public roads: currently, they have no such powers. While NPAs do have powers to issue TROs on unsealed roads ("green lanes"), Government is considering strengthening their hand: there are also questions in the consultation regarding the possibility of legislation to restrict the use of motor vehicles, subject to appropriate exemptions, on these routes in Protected Landscapes.

This has necessarily been a selected sample of just some of the proposals in the Government's response. However, both the document and the list of consultation questions are comparatively short, and I would recommend that councils consider making a response.

Geoff Davies

Geoff.Davies@lakedistrict.gov.uk

**Keswick Town Council
Council Tax Base Confirmation
February 2022**

Confirmation has now been received from Allerdale Borough Council of the Council Tax Base for Keswick.

The Council Tax Base for Keswick for 2022/23 set by Allerdale Borough Council = 2033.63

This amount represents an increase of £17.01 for the year, or 32.7p per week, for each Band D property in Keswick – making a total payment of £150.99 for the year equating to £17.01 per month for each Band D property in relation to Keswick Town Council's proportion of the Council Tax bill.

Catherine Parker
Responsible Finance Officer
17th February 2022

For information: -

PRECEPT COMPARISON						
Year	Precept	CTB	Band D	Increase for year	Increase per week	% Increase
2016/17	201554	2001.96	100.68			
2017/18	220930	2062.61	107.11	6.43	12.4p	6.39%
2018/19	246700	2046.35	120.56	13.45	26p	12.56%
2019/20	263757	2058.96	128.10	7.54	14.5p	6.25%
2020/21	270641	2060.73	131.33	3.23	6p	2.52%
2021/22	273697	2042.85	133.98	2.65	5p	2.02%
<i>average of last 6 years</i>		<i>2045.58</i>				
2022/23 - actual	307054	2033.63	150.99	17.01	32.7p	12.69%
2022/23 - estimated	307054	2042.85	150.30	16.32	31.3p	12.19%

Town Clerk

From: KeswickTransportStudy@cumbria.gov.uk
Sent: 24 January 2022 11:23
To: KeswickTransportStudy@cumbria.gov.uk
Subject: Consultation - Proposed Community Parking Management Scheme, Keswick
Attachments: Frequently Asked Questions.pdf; Full Extents of proposal - Proposed Community Parking Management Scheme, Keswick.pdf; Plan 1 - Proposed Community Parking Management Scheme, Keswick.pdf; Plan 2 - Proposed Community Parking Management Scheme, Keswick.pdf; Plan 3 - Proposed Community Parking Management Scheme, Keswick.pdf; Plan 4 - Proposed Community Parking Management Scheme, Keswick.pdf; Plan 5 - Proposed Community Parking Management Scheme, Keswick.pdf; Plan 6 - Proposed Community Parking Management Scheme, Keswick.pdf; Plan 7 - Proposed Community Parking Management Scheme, Keswick.pdf

Dear Sir or Madam

Following many requests from residents, Cumbria County Council would like to invite comments and feedback on a proposed Community Parking Management Scheme for the area known locally as the 'Back Streets'.

The proposed scheme was identified as the recommended solution to on-street parking issues in the Keswick Transport Study, following investigations, assessments and engagement with stakeholders. The Keswick Transport Study was undertaken in 2019 and jointly funded by Cumbria County Council, the Lake District National Park Authority, Allerdale Borough Council and Keswick Town Council. This was commissioned to assess the existing and future traffic movement and parking issues in Keswick, and subsequently identify improvement measures to address them.

Due to the large scale of this consultation, all information relating to the proposed scheme can be found on our website: www.cumbria.gov.uk/keswickparking. An online survey is available here to submit your consultation response, however it is recognised that this may not be appropriate for our key stakeholders. Therefore, those in receipt of this email may reply directly to this mailbox with their consultation response should you find the questions in the survey do not suit your circumstances.

Additionally, Council officers will be holding drop-in sessions at Keswick Library on 3rd and 10th February 2022 from 3pm-6.30pm to view details of the proposals and speak to the team directly.

Please note that the consultation period **ends on 6th March 2022**. Any feedback, either in favour or against the proposals, would be welcomed.

Kind Regards,

Steph Davis-Johnston
 Traffic Management Team Leader – Allerdale

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Frequently Asked Questions

Q1. Why is a community parking management scheme being proposed?

A. Local residents and businesses submitted a petition to Cumbria County Council's Local Committee expressing severe concerns of road safety in the area and highlighting their struggles of being able to park close to their homes. Cumbria County Council, Lake District National Park Authority, Allerdale Borough Council and Keswick Town Council commissioned a study to assess various transport-related matters around the town, including parking in the 'back streets' area. The recommendation of the study is to implement a Community Parking Management Scheme using a Traffic Regulation Order (TRO), for which Cumbria County Council is responsible for as Traffic and Highway Authority.

Q2. Will the community parking management scheme be in operation 24hrs a day?

A. No; the proposed scheme is for permits to be required between the hours of 10am – 4pm. This means that any vehicle could legitimately park in the area (not on double yellow lines) between 4pm-10am.

Q3. How many permits will I be able to apply for?

A. The permit protocol is proposed based upon available kerbside space and number/type of properties in the area. Bearing this in mind, officers have the following suggested protocol for this area as a proposal:

- Residents Permits – maximum of 2 permits per property, vehicle must be registered to the address*
- Visitors Permits – one annual permit for each property on application*
- Guest House Visitor Permits – two annual permits for each Guest House property*

Q4. My property has a white keep clear marking (aka 'H' bar) across the access to my driveway. Will this remain?

A. Our proposal is to replace these markings with double yellow lines to prevent off-street parking and private accesses being obstructed.

Q5. How is the number of parking bays related to the number of permits issued?

A. The number of permits issued is not directly related to the parking capacity of local streets. Permit holders can park anywhere in a Zone (not only in the street they live in) and the introduction of a Permit Parking Zone increases parking space for resident permit holders by reducing parking by non-residents.

Parking demand for permit holders is typically lower during the daytime (when Permit Zones operate) and is expected to rise and fall around the Zone, as people move around during the day

Q6. Will parking bays be marked on the road?

A. No, parking bays will not be marked on the road. Legislation has been relaxed to allow greater flexibility for designers.

Q7. How will non-permit holders know it's a community parking area?

A. Signage will be erected at zone entry and exit points along with repeater signs throughout, detailing the hours of operation. Example signage:



Q8. How will the community parking management scheme be policed?

A. Permits will be allocated accordingly, which are to be displayed in vehicle windscreens. Civil Enforcement Officers will patrol the area, and issue Penalty Charge Notices to any vehicle not displaying a permit within the operational hours of the parking scheme (proposed between 10am-4pm).

Q9. Will the permit allow me to park directly outside of my property?

A. Not necessarily; permit holders can park anywhere within the community parking management scheme, spaces are available on a first come-first served basis.

Q10. Can I accept deliveries when the scheme is in operation?

A. Yes, reasonable loading and unloading is permitted.

Q11. Will the back lanes be included in the scheme?

A. Yes, the back lanes will be included.

Q12. Will permits be registered to a vehicle or an address?

A. Resident permits will be registered to a vehicle, which must be registered to a property within the area. Visitor permits will be registered to an address within the area.

Q13. What if I'm having work done on my house?

A. Trade vehicles will need to display a visitor permit whilst they are working on your property.

Q14. What if I change my vehicle?

A. You will need to contact the CCC Parking Services team and supply them with the new registration details for them to replace the permit.

Q15. What will a permit scheme mean to blue badge holders?

A. Blue badge holders are not exempt to the proposed scheme and therefore will also need to display a valid permit to park within the area, within its hours of operation.

Q16. Will a visitor permit have a limited number of uses per year?

A. No, a visitor permit will have an unlimited number of uses per year.

Q17. What if I need funeral or wedding cars to park outside my house?

A. You should notify the Parking Services team, of the date and time that the cortege or wedding cars will be parked in the street.

Q18. Will I need to renew my permits each year?

A. Yes, permits will need to be renewed each year.

Q19. I'm not eligible for a permit, where else can I park?

A. Off-Street parking is available at the following car parks:

<i>Lakeside car park</i>	<i>Keswick Leisure pool car park</i>
<i>Central car park</i>	<i>Keswick RUFC car park</i>
<i>Rawnsley Hall car park</i>	<i>Keswick FA car park</i>
<i>Otley Road car park</i>	<i>Crosthwaite Road car park</i>
<i>Pencil Museum car park</i>	<i>Skiddaw Street car park</i>

Parking permits are available for purchase from the operators of the following car parks in Keswick:*

<i>Otley Road, Lakeside & Central car parks</i> (Operator: Allerdale Borough Council)	<i>Private car permits</i>	<i>£339</i>
	<i>Commercial permits</i>	<i>£513</i>
	<i>Reserved parking space permits</i>	<i>£513</i>
	<i>Low-pay car park permit</i>	<i>£70</i>
<i>Crosthwaite Road car park</i> (Operator: Fitz Park Trust)	<i>Monthly permit</i>	<i>£11</i>
	<i>Annual permit</i>	<i>£110</i>
<i>Skiddaw Street car park</i> (Operator: Keswick Ministries)	<i>Various options from daily to 12 months</i>	<i>£15-£350</i>

**this information is correct as of 18th January 2022, however other operators may also offer permits and costs / number of permits / permit information is subject to change. For up-to-date information, please contact the car park operators directly.*

Q20. If the proposed scheme is implemented, will the Council review it?

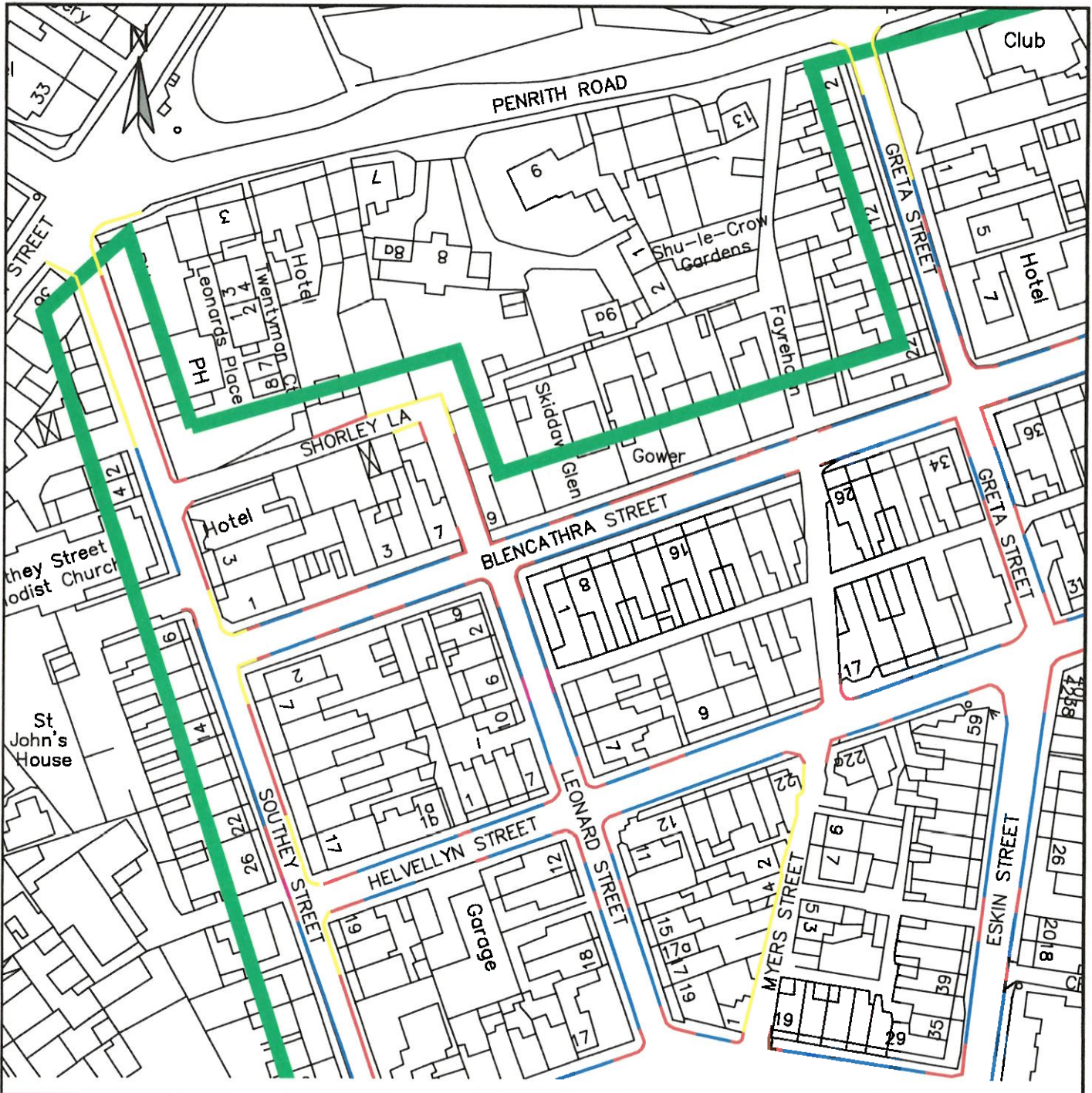
A. Yes, it is the Council's intention to review the scheme approximately 18 months following implementation.

Q21. I live in a House of Multi-Occupancy – how many permits are provided to this type of property?

A. Residents permits are provided as a maximum of 2 per 'household'; 'household' being identified by each individual postal address.

Q22. I operate a Holiday Let property within this area – are permits provided for these users?

A. The visitor permit issued to the property can be used by users of the property.



KEY

- Existing double yellow lines (no waiting at any time)
- Proposed double yellow lines (no waiting at any time)
- Proposed available on-street parking
- Zone boundary



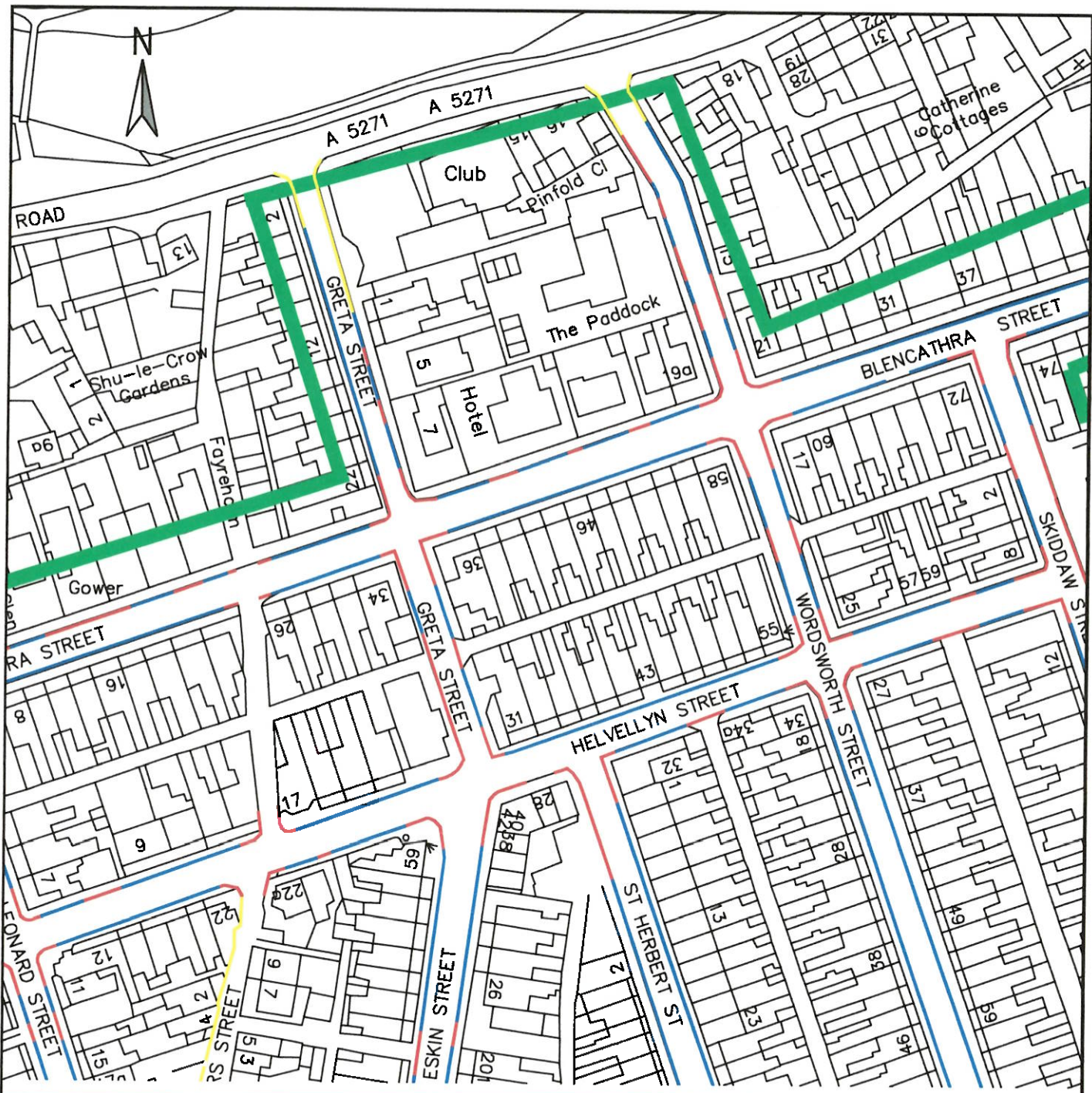
Parkhouse Building, Kingmoor Business Park
 CARLISLE, Cumbria, CA6 4SJ, Tel. 01228 673030

**Keswick TRO Review 2021/2
 Keswick Back Streets #1**

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Drawing No. KTRO21/PNG001.Rev0

Drawn by PNG Scale 1:1250 Date JUN '21



KEY

- Existing double yellow lines (no waiting at any time)
- Proposed double yellow lines (no waiting at any time)
- Proposed available on-street parking
- Zone boundary



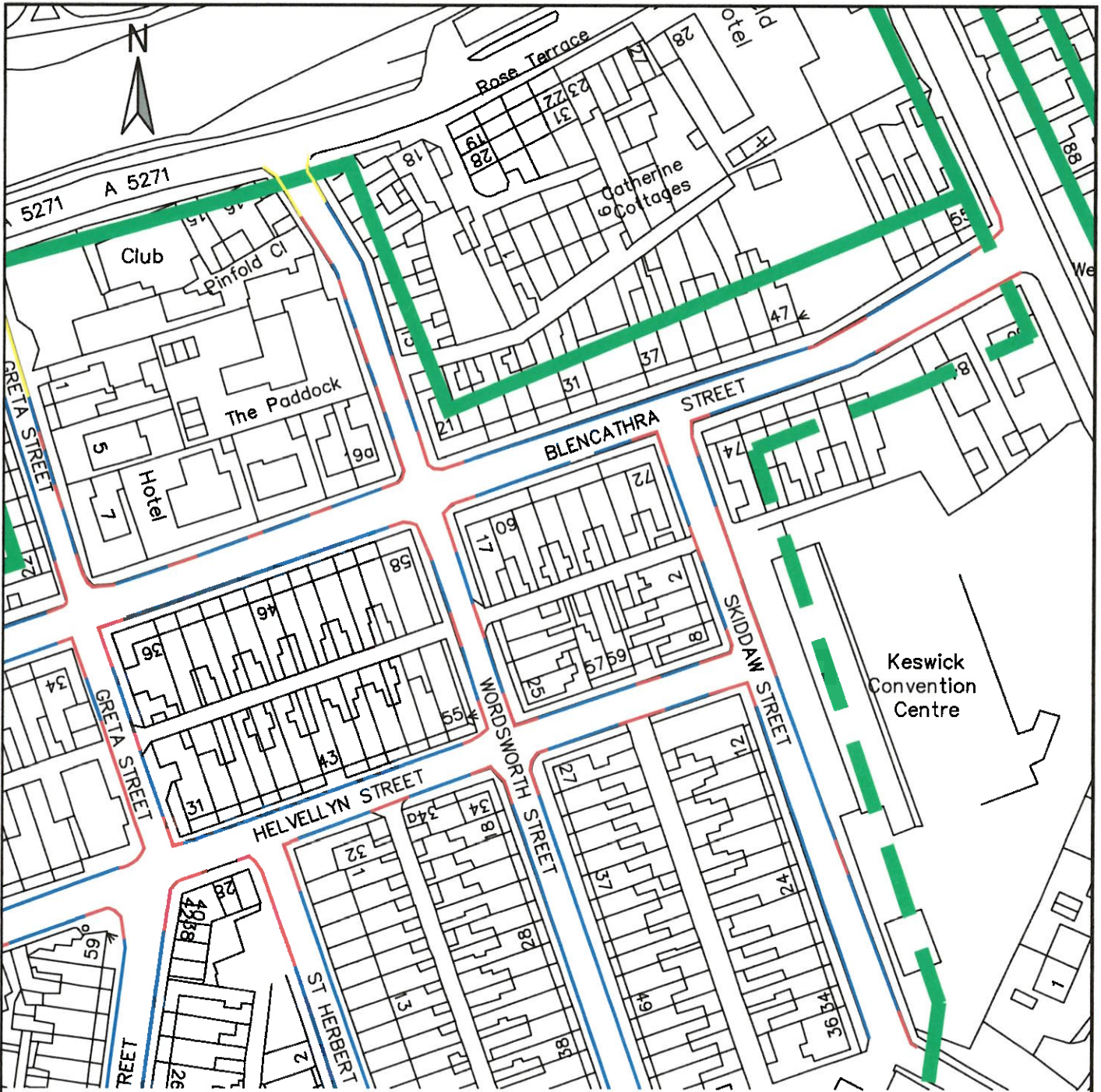
Parkhouse Building, Kingmoor Business Park
 CARLISLE, Cumbria, CA6 4SJ, Tel. 01228 673030

**Keswick TRO Review 2021/2
 Keswick Back Streets #2**

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Drawing No. KTRO21/PNG002.Rev0

Drawn by PNG Scale 1:1250 Date JUN '21



KEY

- Existing double yellow lines (no waiting at any time)
- Proposed double yellow lines (no waiting at any time)
- Proposed available on-street parking
- Zone boundary



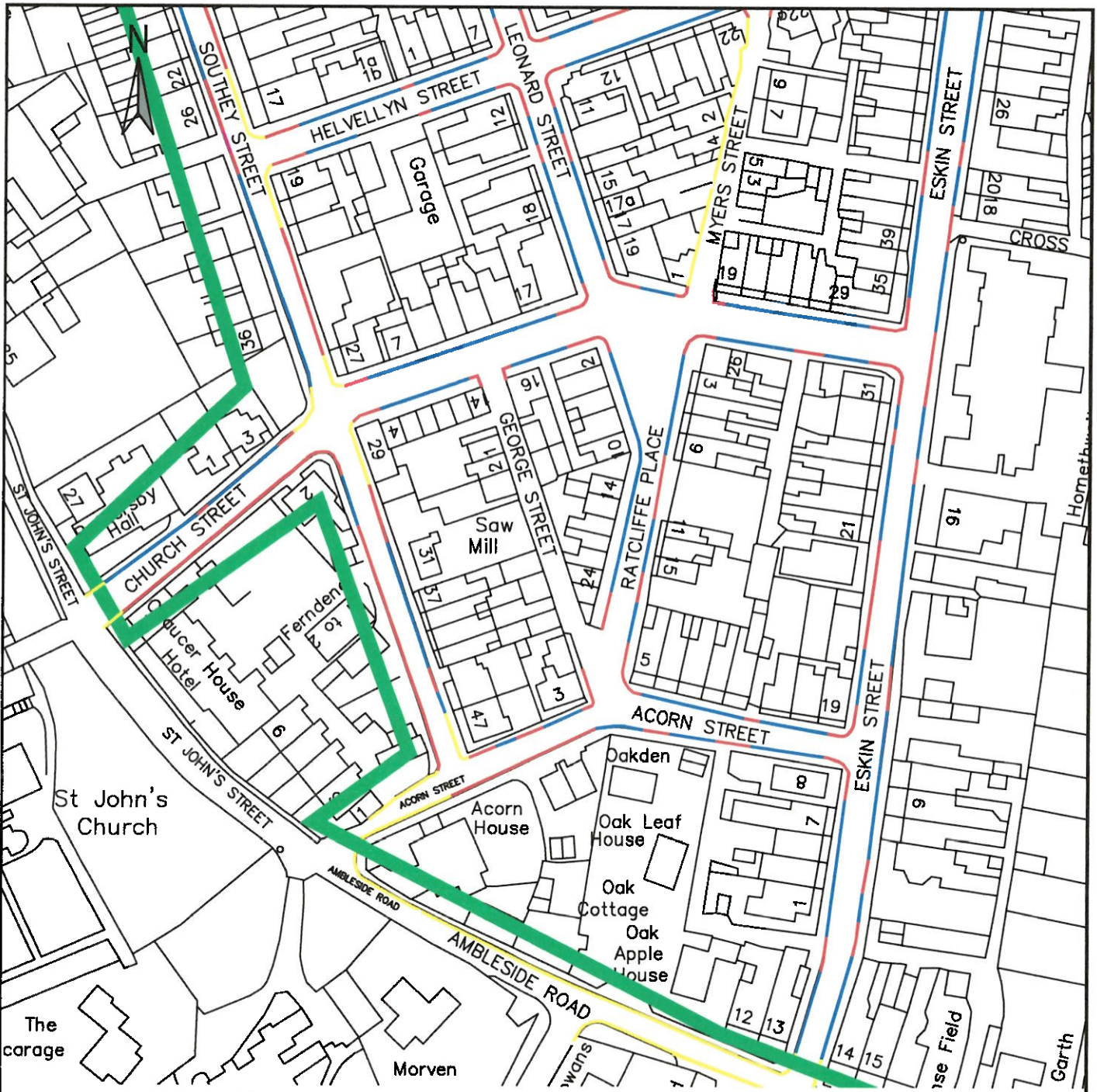
Parkhouse Building, Kingmoor Business Park
CARLISLE, Cumbria, CA6 4SJ, Tel. 01228 673030

**Keswick TRO Review 2021/2
Keswick Back Streets #3**

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Drawing No. KTRO21/PNG003.Rev0

Drawn by PNG Scale 1:1250 Date JUN '21



KEY

- Existing double yellow lines (no waiting at any time)
- Proposed double yellow lines (no waiting at any time)
- Proposed available on-street parking
- Zone boundary



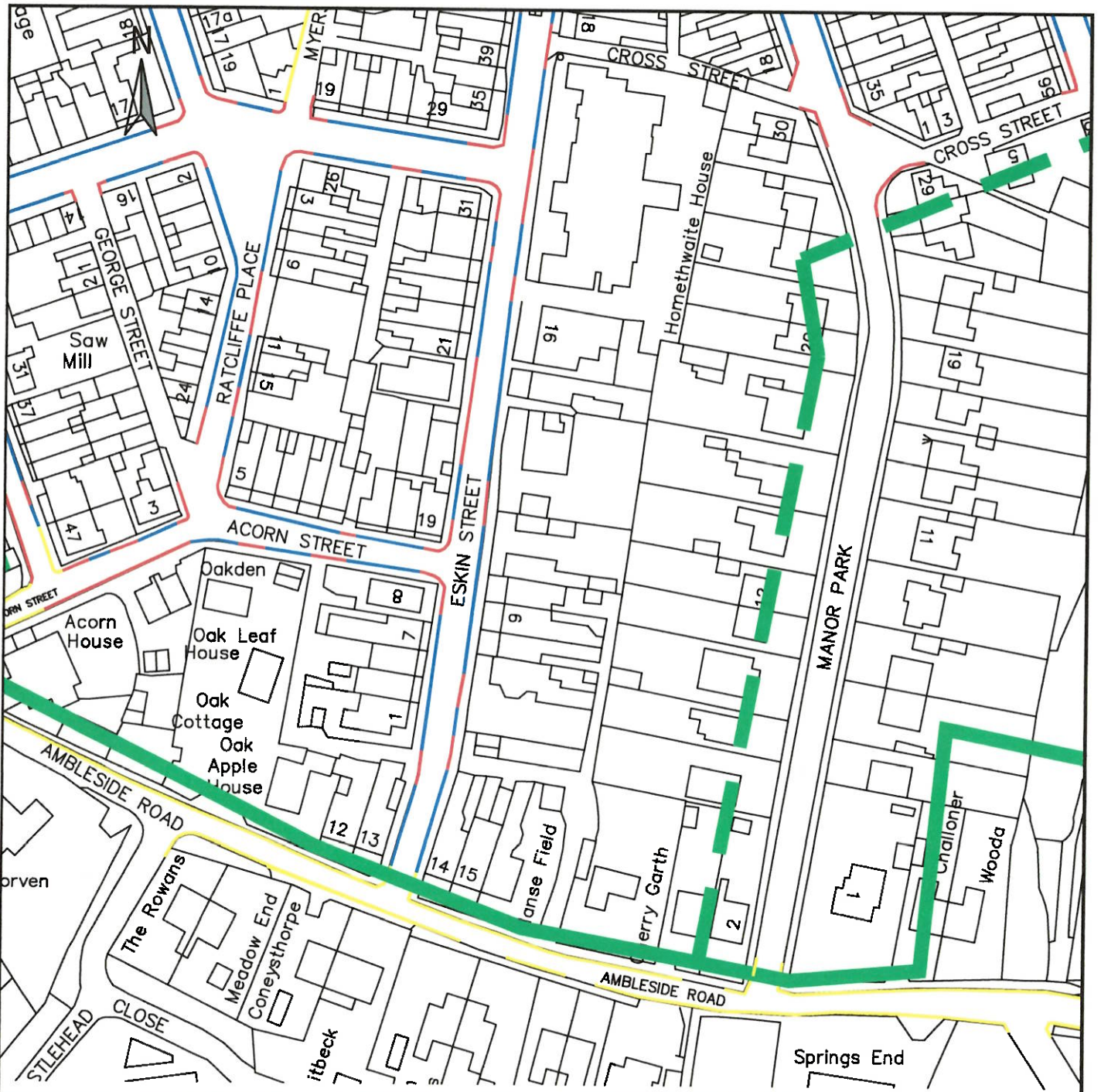
Parkhouse Building, Kingmoor Business Park
 CARLISLE, Cumbria, CA6 4SJ, Tel. 01228 873030

**Keswick TRO Review 2021/2
 Keswick Back Streets #4**

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Drawing No. KTRO21/PNG004.Rev0

Drawn by **PNG** Scale 1:1250 Date JUN '21



KEY

- Existing double yellow lines (no waiting at any time)
- Proposed double yellow lines (no waiting at any time)
- Proposed available on-street parking
- Zone boundary



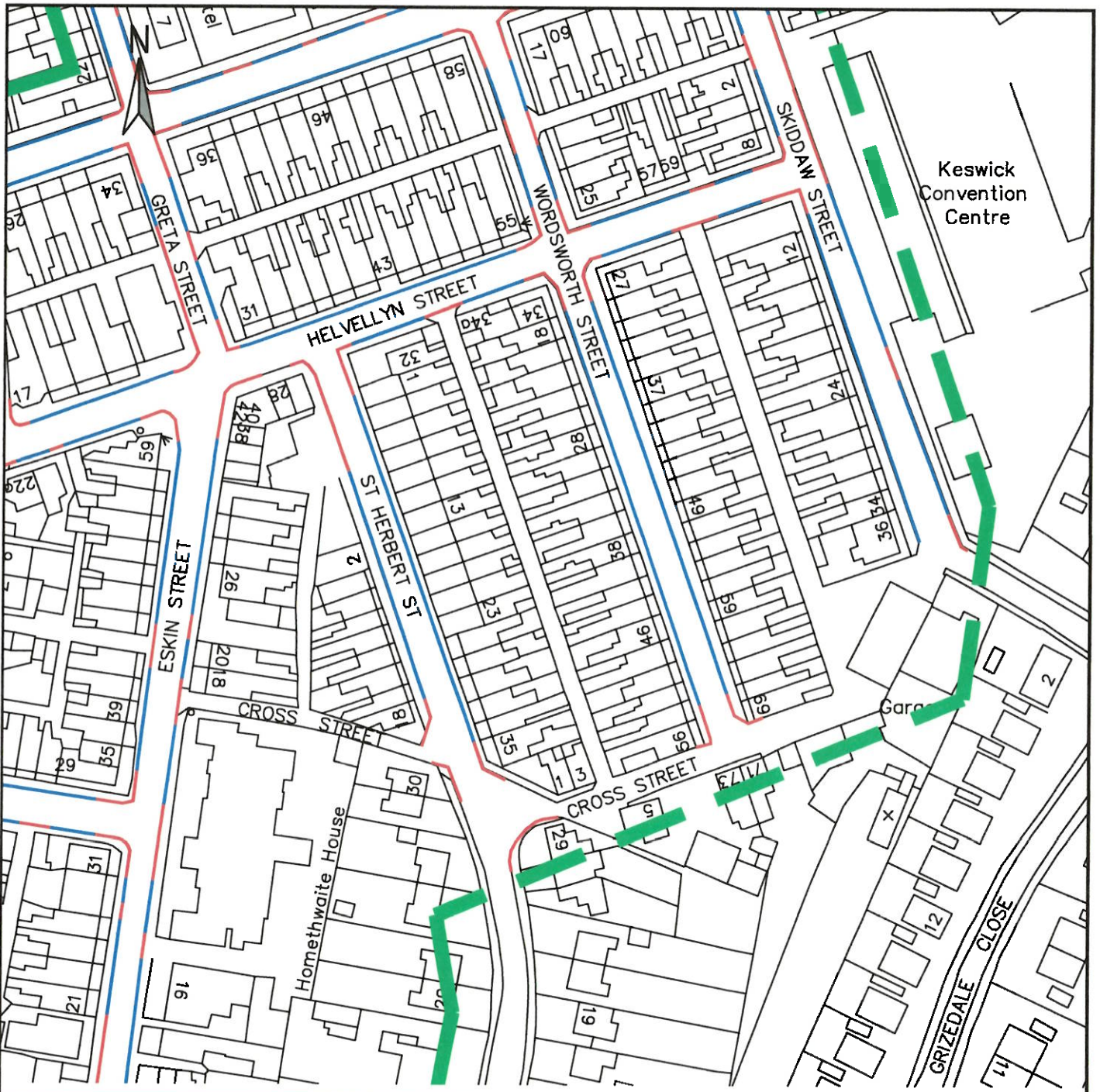
Parkhouse Building, Kingmoor Business Park
CARLISLE, Cumbria, CA6 4SJ, Tel. 01228 673030

**Keswick TRO Review 2021/2
Keswick Back Streets #5**

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Drawing No. KTRO21/PNG005.Rev0

Drawn by PNG Scale 1:1250 Date JUN '21



KEY

- Existing double yellow lines (no waiting at any time)
- Proposed double yellow lines (no waiting at any time)
- Proposed available on-street parking
- Zone boundary



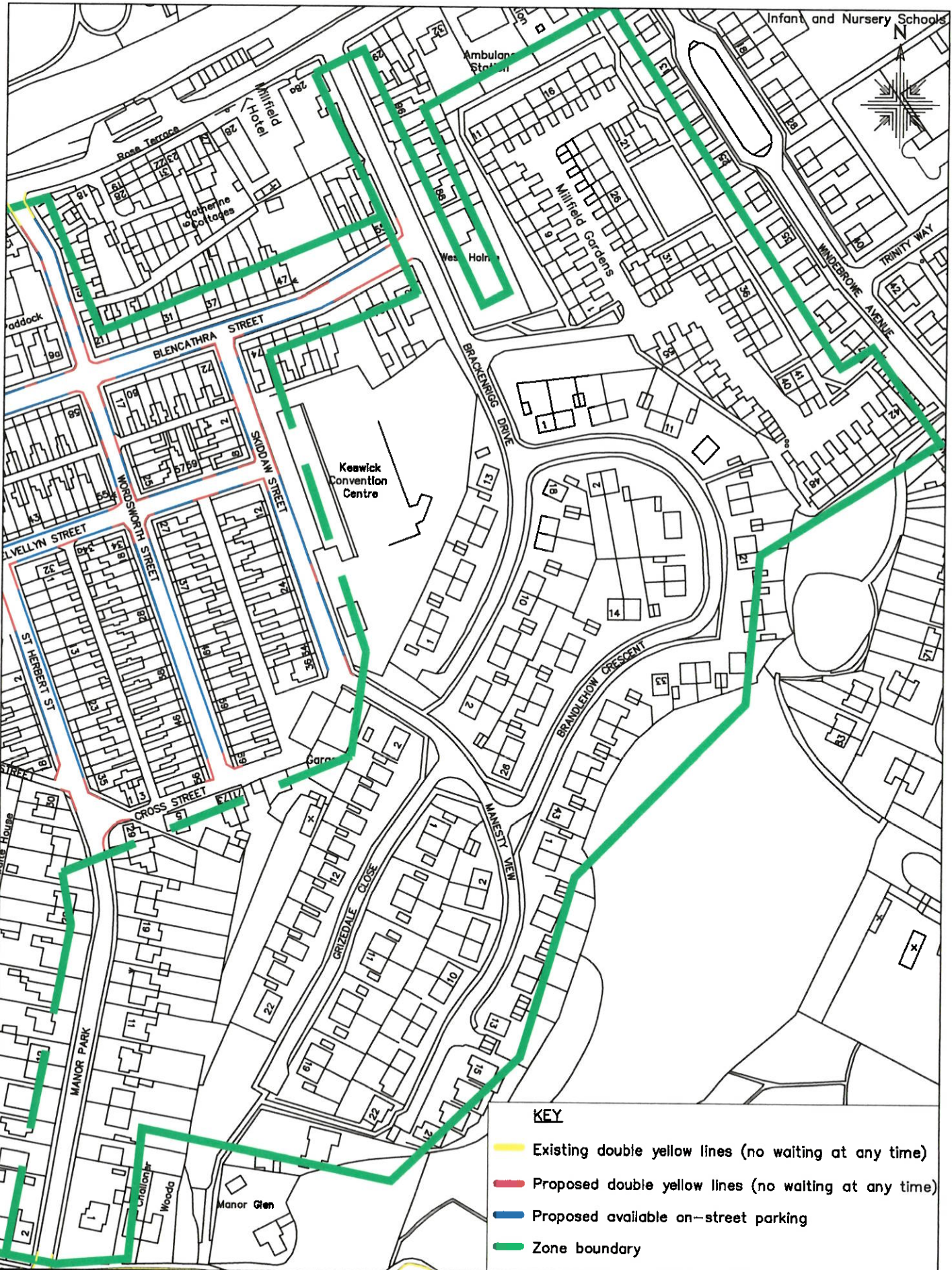
Parkhouse Building, Kingmoor Business Park
CARLISLE, Cumbria, CA6 4SJ, Tel. 01228 673030

**Keswick TRO Review 2021/2
Keswick Back Streets #6**

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Drawing No. KTRO21/PNG006.Rev0

Drawn by PNG Scale 1:1250 Date JUN '21



KEY

- Existing double yellow lines (no waiting at any time)
- Proposed double yellow lines (no waiting at any time)
- Proposed available on-street parking
- Zone boundary



Cumbria Highways
 Joseph Noble Road
 Lillyhall
 Workington
 Cumbria
 CA14 4JH

Proposed Extents of Area B
 Keswick Back Streets

Crown Copyright Licence LA 100019596

Drawing No:	KTRO21/PNG008.Rev0	
Scale:	1:2	Date: 05/10/21
Drawn:		Checked:

Town Clerk

From: Ania Mlynczak
Sent: 28 January 2022 13:58
To: Town Clerk
Subject: FW: Concerns regarding the CCC permit parking consultation

Vivien

Please see below

Ania

From: Clarence House <
Sent: 28 January 2022 13:35
To: Ania Mlynczak <office@keswicktowncouncil.gov.uk>
Subject: Concerns regarding the CCC permit parking consultation

Dear Sir,

In regard to the parking consultation matter we are very concerned about the impact it is going to have on our business and the B&B's close to us.

Parking is an issue and we have faced challenges as well in the short time we've been here but it feels like the choice in making this area in Keswick permit parking is directly targeting the small tourism businesses that have been in Keswick for a very long time.

We are relatively new to the area but have witnessed similar challenges where we previously lived and the only way for a parking enforcement to make any sense is to have a much wider reaching strategy to target the influx of the cars, the management of the cars in the whole area and the locations in the North Lakes that people base themselves in Keswick to see.

I find the decision by Cumbria Council to consider this baffling when the authorities (including LDNP and Allerdale) allow things such as a Premier Inn that relies on town car parks, an extension to a local camp site that could bring an extra 500 people to the area but will need to drive to get into Keswick but do not tackle the cost of the parking, the cost of the local buses or the frequency of the buses to and from Penrith train station. If you want people not to clog up the back streets then you need to give them viable alternatives.

We already have challenges with guests over parking so to then say, I'm sorry we only have 2 permits and you haven't got one so you'll need to move your car even though you're only walking to Friars Crag today is lunacy! Also, we see a lot of people considering visits to the like of Buttermere. Many consider the bus due to the nature of the drive and also parking but at £8.50 return for just 1 adult the prices are crazy! So now saying to someone, you need to pay for parking in Keswick, then pay for an extortionate bus ride they are very likely to just drive which just pushes the problem somewhere else.

I agree with the yellow line improvements as there are residents that can be badly effected by inconsiderate drivers and it is difficult to navigate the junctions at times with limited visibility but other than that I just feel like it is a sticking plaster on a wider issue.

On another issue, the residents are wholly opposed to B&B's changing to holiday rentals but I don't see how this supports the retention of the B&B's any further. We are faced with a deficit of 3 parking permits each day for guests and will have to manage that challenge face to face. If we were a rental then it wouldn't be something that would impact us probably at all.

I would hope that Keswick Town Council will be having detailed discussions with Cumbria County Council to make it clear that this may seem like a resolution for the Back Streets residents but is actually going to impact the residents

on the fringes of this zone to a great extent, ie, Manor Park, Springs Road etc and also highlight the inefficiencies of the wider transportation strategy that the Council seem unable to tackle.

I welcome a response to the matters I have raised.

Regards,

Clarence House
14 Eskin Street
Keswick
CA12 4DQ
Tel:

www.clarencehousekeswick.co.uk

KESWICK TOWN COUNCIL

GENERAL FUND - ADMINISTRATION

1st April 2021 - 31st March 2022

Budget Summary as at 31 December 2021

3rd Quarter

	AGREED Budget 21/22	Expenditure to 31.12.21	% of budget spent
Expenditure:			
Salaries, Nat ins & Pension & Pension Deficit	107545	81141	75.45
Payroll - Outsource Costs	330	236	71.52
Rent	7100	5325	75.00
Rates	0	0	0.00
Building Service Costs	5000	0	0.00
Repairs - Decorating/Carpets/Upgrades	500	89	17.80
Insurances	980	863	88.06
Subscriptions	941	810	86.08
Conferences/Training	750	325	43.33
Stationery	1000	584	58.40
Postage	300	245	81.67
Telephone & Internet (inc Zoom)	900	396	44.00
Photocopier	1660	1186	71.45
Computer maintenance/support	2300	1845	80.22
Office Equipment	200	127	63.50
Staff Expenses	250	0	0.00
Ex Employee Pension	1440	708	49.17
Health and Safety	50	42	84.00
Website (Annual Fee)	300	213	71.00
Council Chamber/Meeting Expenditure	150	408	272.00
Telephone System - Maintenance Fee	200	0	0.00
Staff Recruitment Costs	200	0	0.00
Total Expenditure:	132096	94543	71.57

Overspend due to Covid regulated meetings

	AGREED Budget 21/22	Income to 31.12.21	% of budget income
Income:			
Photocopies	0	0	0.00
Council chamber rental	20	0	0.00
Total Income:	20	0	0.00

To be allocated:	132076	94543	71.58
-------------------------	---------------	--------------	--------------

	Agreed allocation 21/22	% of allocation to date
Allocation:		
General Fund - (60%)	79246	56725
Hope Park - (20%)	26415	18909
Fitz Park - (20%)	26415	18909
	132076	94543

KESWICK TOWN COUNCIL

GENERAL FUND

1st April 2021 - 31st March 2022

Budget Summary as at 31 December 2021

3rd Quarter

Expenditure:	AGREED Budget for 21/22	Expenditure to 31.12.21	% of Budget	
General Administration	79246	56725	71.58	
Grants to outside bodies	18600	16327	87.78	
Christmas Lights	30300	28773	94.96	
Mayors Allowance	2000	1500	75.00	
War memorial	1600	1348	84.25	
Townfield	1300	600	46.15	
Open Spaces	1000	750	75.00	
Fitz Park - Grant from KTC (deficit)	154763	159928	103.34	includes approved additional grant
Communications & Neighbourhood Plan	500	0	0.00	
Audit Fee/Accounts Preparation	1800	55	3.06	
Contingency Sum	5000	120	2.40	Repair work to Mayoral chain
Keswick Events (Inc. Scruffs)	12295	5126	41.69	
Events Co-ordinator	0	0	0.00	
Floral displays	500	500	100.00	
Allotments Expenditure	600	397	66.17	
Annual Parish Meeting (Inc. room hire & refreshments)	200	123	61.50	
Advertising	375	215	57.33	
CCTV Annual Maintenance - Police	3000	0	0.00	
CCTV Annual Maintenance - Moot Hall	200	180	90.00	inc removal during renovation
TOTAL EXPENDITURE:	313279	272667	87.04	

Income:	AGREED Budget 21/22	Income to 31.12.21	% of Budget	
Precept	273697	273697	100.00	
Grant to Fitz Park - ABC	20000	20000	100.00	
Bank/Investment interest (Inc. War Memorial)	5	0	0.00	
Walker Park rent	12267	12267	100.00	
Allotments Income - Rent	600	947	157.83	Includes pre pay
Events Banners Income	1500	50	3.33	
Keswick Events Contributions (Inc. Scruffs)	5000	0	0.00	
Christmas Lights Contributions	200	0	0.00	
Townfield Interest	10	10	100.00	
CCTV Battersby - Moot Hall	0	180	0.00	For removal during renovation
TOTAL INCOME:	313279	307151	98.04	

KESWICK TOWN COUNCIL

Annual Risk Management Assessment

Revised February 2022

Catherine Parker – Responsible Finance Officer

KESWICK TOWN COUNCIL – ANNUAL RISK MANAGEMENT ASSESSMENT	
Key Decision Area	Establishment/Central Administration (Office)

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
a) Insurable Risks					
Council Offices	Buildings insurance arranged by Allerdale Borough Council as landlord Contents organised direct by Town Council with Zurich Public Liability Insurance cover in place £15m	No further action Policy amounts are annually revised for inflation No further action			*
Accident – Member of the Public whilst on site (Public Liability)		No further action			*
Establishment	All covered within Zurich Policy	No further action			*
Libel & Slander	Sum insured £250,000				*
Business Interruption	Sum insured – additional expenditure £100,000 – loss of Gross revenue £170,000	Hope Park, Lake Road, Keswick, CA12 5DJ			*
Money	Sum insured: – <ul style="list-style-type: none"> Loss of money in custody of any member or employee or in transit by registered post (limit £250) or in a bank night safe £5,000 In the private residence of any member or employee £500 In the premises in custody of or under the actual supervision of any member or employee £5k 	No further action			*

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
Establishment cont.	<ul style="list-style-type: none"> In the premises in locked safes or strong rooms £5,000 In the premises in locked receptacles other than safes or strong rooms £250 				
Fidelity Guarantee	Sum insured – all members and employees £1,000,000	No further action			*
Personal Accident	Cover is limited to £500,000 any one person and £2,000,000 any one incident Persons Insured: Employees – Capital Sum £50,000, Weekly Sum - this will be amended by Zurich to state 100% of weekly earnings 5.00 times annual earnings – 1.00 times weekly earnings Volunteers & Directors/Councillors Capital Sum £50,000 Weekly Cover £200 Cover Section 2 and 3 – Accident and Assault Cover	No further action			*
Civic Regalia (Mayoral chains of office x 2 & Deputy Mayors Jewel)	Sum insured £44,299 £45,618.70	Revalued February 2018 – Northern Valuations, Kendal and details supplied to Vincent Liu at Zurich Under All Risks items are insured anywhere within the UK postal code. They are insured whilst in a members home on the understanding that: <ul style="list-style-type: none"> The member takes reasonable precautions .i.e. not leaving in plain site The member has informed their own insurance (home/contents) 			

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
Establishment cont. Tiled Mosaic – Subway Artwork, Lake Road	Sum insured £23,417 £24,120	No further action			*
Street Furniture – Bins, Benches & Picnic Tables	Included in sum insured for street furniture – bins, benches & picnic tables - £17,514 £18,039	No further action <i>Bus Shelter – New shelter built during 2019/2020 flood alleviation work – CCC now to take on full responsibility including insurance for this structure – Emailed Mathew Wanning (CCC) 5th Dec 2019 & 5th Dec 2020 for written confirmation – CONFIRMED THAT CCC WILL BE TAKING FULL RESPONSIBILITY</i>			*
Subway Wall & Seating – Low Wall, Lake Road	Sum insured £6,622 £6,821	No further action			*
Laptops – Office & Parks Managers	Sum insured £1,072 £1,104	No further action			*
Council Office – as per asset register	Sum insured £8,487 £8,742	No further action			*
Council Office Furniture, Fixtures & Fittings	Sum insured £4,371 £4,502	No further action			*
Council Chamber Furniture, Fixtures & Fittings	Sum insured £5,000 £5,150	No further action			*
Secure Yard at rear of Council Offices – Tables & Chairs for use at events	Sum insured £500 £515	No further action			*

Identified Risk	Current Arrangements	Comments	Red	Action	Green
Establishment cont.				Amber	
CCTV System, Moot Hall	Sum insured £2,374 £2,442	No further action			*
Slate Seat Lower Lake Road	Sum insured £949 £874	No further action			*
3 x Planters – Market Square & Derwent Close	Sum insured £4,789 £4,932	No further action			*
HP Copier/Printer leased item	Sum insured £12,360 £12,731	No further action			*
SID (Speed Indication Device) – Chestnut Hill	Sum insured £6,186 £6,372	No further action			*
CCTV Camera's (PCC) – Lower Main Street & Market Square	Sum insured £16,269 £16,758	No further action			*
Water Colour – E Wake-Cooke	Sum insured TBC	Valuation pending		*	
Bench – Manor Brow	Sum Insured £339 £349	No further action			*

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
Establishment cont.					
b) Third Party Arrangements					
Internal Auditor appointed by Council under new Audit regulations following 'Lighter Touch Audit'	Regular internal audit work carried out to establish 'proportionate, affordable & sustainable' process to strengthen Council's own governance & to 'provide proper accountability for public money' and to enable the Council to 'properly address its risk and their management, the principles of good internal controls and the roles of internal & external auditors'.	No change			*
c) Self-Governance					
Back Up of Computer Information	Regular backups of Sage carried out and kept in safe. NAS box installed as 'networked' drive, this has 2 mirrored drives for onsite backups.	<i>Cloud 'offsite' backup now installed (Nov 2016) – accessible 24/7 plus documents can be retrieved from a previous backup if deleted by mistake (Onedrive). This is an additional precaution as NAS box would be destroyed in event of fire.</i> 2022 – Migration of data from NAS box to OneDrive to be carried out by KCS. Daily monitoring and backups plus mailbox backup		*	
Standing Orders & Financial Regulations	Standing Orders & Financial Regulations in place updated annually	No further action			*
Risk Assessments	In place	Review Risk Assessment Annually			*
Annual Budget including regular	In place. Quarterly reports produced and circulated with agenda papers	No further action			*

budget reporting			Red	Action Amber	Green
Identified Risk	Current Arrangements	Comments			
Establishment cont.					
Asset Insurance/Valuation	Assets register held inspected annually	No further action			*
Data Protection Act registration	Registered 01/04/06. Updated annually.	Town Council are registered. Training has been undertaken by Town Clerk & RFO. Procedures put in place by Town Clerk and archiving ongoing. Additional training to take place in Spring 2022 for all office staff			*

KESWICK TOWN COUNCIL – ANNUAL RISK MANAGEMENT ASSESSMENT

Key Decision Area		Keswick Parks (Hope, Fitz, Wivell & Townsfield)			
Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
a) Insurable Risks					
Accidents on site to members of the public	Public Liability Insurance cover in place £15m	No further action			*
Claim by members of the public e.g. collapsed seat, torn clothing, item falling on someone	Public Liability Insurance cover in place £15m Regular inspections take place.	No further action			*
Accidents involving children using designated play areas	Public Liability Insurance cover in place £15m Regular inspections take place	No further action			*
Injury to athletes	Liability left to individuals/clubs themselves	Ensure all event organisers and athletic clubs organising events have appropriate cover		*	
Impact damage to street furniture	Items covered under policy:- • Ornamental Gates, Walls & Fences Sum Insured £10,927 £11,285 Council stand loss re vandalism but counter claim possible. Sum insured £182,757 £188,240				
War Memorial	Buildings insured by Zurich:- • Hope Park £920,206 £947,809 • Fitz Park £949,502 £977,985 Contents in Council use buildings insured by Zurich Keswick Football Club insure buildings & contents for clubhouse	No further action			*
Buildings on site – Sports Clubs and Council (Parks) use	Properties (excluding Football clubhouse) revalued by Edwin Thompson 2013. Copy of valuations supplied to Zurich. Buildings sum insured increases each year – index linked Proof of cover required from Sports Clubs supplied annually				*

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
Keswick Parks cont.....					
	Contents to be insured by sports clubs/lessee: <ul style="list-style-type: none"> • Bowling Club • Sports Pavilion • Tennis Club • Football Club • Kiosk & Café • Golf Hut 				
Loss of rent	Sum insured – Sum insured – Hope Kiosk & café £170,000	No further action			*
Wivell Bridge	Sum insured £374,345 £382,454 Regular structural inspections organised by Parks Manager	No further action			*
Knight's Bridge	Sum insured £374,345 £382,454 Regular structural inspections organised by Parks Manager	No further action			*
Play Equipment, CSA & BMX Track	Sum insured £271,404 £279,546 Annual inspections carried out by ROSPA and any actions carried out by Parks staff with instruction from Parks Manager	No further action			*
Use of chainsaw	Only used by qualified staff member. Insured under All Risks Part C & Public Liability	No further action			*

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
Keswick Parks cont.....					
Townfield	Impact damage – covered under All Risks Part C (Ornamental gates, walls and fences)	No further action			*
Benches & Picnic Tables	Sum insured £17,514 £18,039 – All Risks Part C Street Furniture	No further action			
Fitz Park – Garden equip, tools etc.	Sum insured £13,331 £13,731 As per Material Damage – contents (a), (b), (c) & (d) – Zurich schedule	No further action			*
Hope Park Plant & Machinery – as per asset register	Sum insured £46,680 £48,080 – All risks Asset register updated annually	No further action			*
Hope Park Open Spaces – Memorial Benches as per asset register	Sum insured £18,035 £18,576 – All risks Asset register updated annually	No further action			*
Fitz Park Open Spaces – Memorial Benches as per asset register	Sum insured £14,853 £15,298 – All risks Asset register updated annually	No further action			*
Fitz Park – Secure containers & Attendants Hut – Plant Machinery & Equipment as per asset register	Sum insured £10,927 £11,255 – All risks	No further action			*
b) Third Part Arrangement					
Accountants to authorised contractors/workmen whilst working within the parks	Responsibility of contractors to arrange appropriate insurance cover	Parks Manager to check contractors liability details – counter claim would be made by Keswick Parks/Council if sued		*	

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
Keswick Parks cont.....					
Independent Examiner appointed by Trustees	Annual inspection of accounts to ensure compliance with SORP & Charities Act 2006	No further action require			*
c) Self-Governance					
Play Area, CSA, BMX Track & Parks Open Spaces	Annual inspection of Play Area, CSA & BMX Track carried out by ROSPA. Annual Inspection Contract carried out by Zurich contractor – as per Part K insurance schedule	Inspections carried out by Parks Staff/Manager at frequencies as stated in the Parks Risk Assessment – Inspection Policy Schedule			*
	External Area Inc. Accessibility Assessment & checklist carried out by ROSPA every 3 years	Full documentation kept on file in office – Parks Manager delivers completed inspections to office at regular intervals			
Inspection of seats and other Council/Keswick Parks owned property	Periodic inspections by Parks Staff	Annual seat/property inspections in place (as recommended). Memorials policies adopted January 2012			*
Tree Management for possible problems (falling branches etc.)	Regular checks carried out by Parks Manager. Annual Tree Survey carried out in parks and open spaces suitably qualified by third party contractor	No further action			*
Golf Hut – Staff security	Alarm bell & CCTV surveillance in place Responsibility transferred to lease holder	No further action			*

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
<p>Keswick Parks cont..... Crosthwaite Road – Community Car Park</p>	<p>Regular checks carried out by Parks Staff. Car Park managed by Parking Infrastructure Services Ltd – responsibility of emptying pay machines and banking lies with tis contractor Covered under Public Liability</p>	<p>No further action</p>			<p>*</p>

KESWICK TOWN COUNCIL – ANNUAL RISK MANAGEMENT ASSESSMENT

Key Decision Area War Memorial

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
a) Insurable Risks					
Material & Impact Damage	Sum insured £182,757	No further action			*
Public Liability e.g. if monument collapses on someone	Covered by Public Liability on Zurich policy – sum insured £15m	No further action			*
b) Third Party Arrangements	NIL				
c) Self-Governance	NIL				

KESWICK TOWN COUNCIL – ANNUAL RISK MANAGEMENT ASSESSMENT	
	Events & External Activities

Key Decision Area

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
a) Insurable Risks Injury to person from accident on site	Public Liability in place via Zurich – Cover £15m	No further action			*
b) Third Party Arrangements Injury to individual performing or stall holder	Performers/traders/contractors to be advised to arrange suitable public/employers liability insurance cover & completed necessary risk assessments/inspection	No further action			*
c) Self-Governance Staging, stall & public safety	Suitably qualified contractors appointed to supply staging and stalls. Barriers to be erected around the stage areas at a safe distance to be agreed in conjunction with contractors. Necessary signage put in place. Stewards to be appointed. Risk assessment carried out by appointed person. Premises licence obtained from ABC (which includes notifying higher authorities & emergency services)	Ensure risk assessments are adhered to Ensure all contractors have suitable insurance cover Follow any instruction/advise given by higher authorities		*	

KESWICK TOWN COUNCIL – ANNUAL RISK MANAGEMENT ASSESSMENT					
Key Decision Area		Christmas/Festive Illuminations			
Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
a) Insurable Risks					
Damage to property/person by falling festoon cable etc.	Public Liability in place via Zurich – Cover £15m	No further action			*
Electrocution by tampering or otherwise	Public Liability in place via Zurich – Cover £15m	No further action			*
Accident when helping with arrangements – members, employees & volunteers	Cover is limited to £500,000 any one person and £2,000,000 any one incident Persons Insured: Employees – Capital Sum £50,000, Weekly Sum – This will be amended by Zurich to state '100% of weekly earnings' Volunteers & Directors/Councillors Capital Sum £50,000 Weekly Cover £200 Cover Section 2 and 3 – Accident and Assault Cover	No further action			*
Damage to hired lighting displays whilst installed and in place	Sum insured £22,073 £22,735	Amount reviewed each time new contractor is appointed via tender		*	

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
Christmas/Festive Illuminations cont.....					
b) Third Party Arrangements					
Negligence by Town Council's contractor	<p>Copies of the following required from contractor prior to work commencing to cover any possible counter claim:-</p> <ul style="list-style-type: none"> Public & employers Liability cover Risk Assessments & Method Statements <p>The responsibility for safe installation of all displays rests with contractors</p>	No further action			*
c) Self-Governance					
Accidental electrocution by member of the public	<p>110v lamps with transformers used for Christmas Tree at lower level and safety barriers placed around the tree</p> <p>Contractor instructed to carry out load testing no more than 6 months prior to installation, by a qualified contractor</p> <p>Contractor advised to supply and install wind resistant displays in the Market Square area</p>	No further action			*
Cross street displays falling down					

KESWICK TOWN COUNCIL – ANNUAL RISK MANAGEMENT ASSESSMENT

Key Decision Area

Allotment Site - Hawthorns

Identified Risk	Current Arrangements	Comments	Red	Action Amber	Green
a) Insurable Risks					
Accident – Member of the public whilst on site	Public Liability in place via Zurich – Cover £15m	No further action			*
Damage to property on site	None	Allotment holders to be responsible for insurance and safe keeping of their property on site			*
Accident when preparing site	Cover is limited to £500,000 any one person and £2,000,000 any one incident Persons Insured: Employees – Capital Sum £50,000, Weekly Sum – This will be amended by Zurich to state '100% of weekly earnings' Volunteers & Directors/Councillors Capital Sum £50,000 Weekly Cover £200 Cover Section 2 and 3 – Accident and Assault Cover	No further action			*
b) Third Party Arrangements	NIL				
c) Self-Governance	NIL				

**KESWICK TOWN COUNCIL
REVIEW OF INTERNAL CONTROL AND AUDIT
February 2022**

The regulations require councils to carry out an annual review of the effectiveness of their system of internal control and audit during the financial year. This review is an integral part of continually improving governance and accountability. The results of the review must be included in the annual governance statement which is Part 2 of the annual return. The review should, as a minimum, include making an assessment of each of the following:

- The scope of internal audit
- Independence
- Competence
- Relationships
- Audit planning and reporting

Ian Smithson was appointed as the Council's Internal Auditor in December 2020. This appointment was made to cover the next 3 years.

Financial controls in place:

- The Town Council has fulfilled its statutory obligation to appoint a Responsible Financial Officer (RFO) (LGA 1972 s 151). The RFO has made available a written record of all financial procedures which have been adopted by the Council and included in the Financial Regulations
- The supplier invoices are authorised with an initial by the Responsible Finance Officer/Parks Manager and countersigned by either the Responsible Finance Officer or Town Clerk. Invoices are coded to the relevant approved annual budget head and entered onto the payment list and posted onto Sage accounts.
- A monthly rota of two Councillors has been set up who, when signing cheques and BACS/Direct Debit payment authorities, counter check them to invoices and the schedule of payments approved at Council.
- Accounts are paid by the BACS system where possible or direct debit. Payments are entered onto the Sage Accounts system and made electronically. The payments are checked once again by the Responsible Finance Officer, prior to submission, to ensure that they correspond to the approved payments list. The payments are then submitted to suppliers and a copy of the Barclays payments report is attached to each approved payment list as an audit trail.

The Council is asked to appoint two Councillors to carry out a review of the effectiveness of the current system. A copy of the Annual Review undertaken in 2021 is attached for information.

**Catherine Parker
Responsible Finance Officer**

Keswick Town Council

Annual Review of Effectiveness of Internal Financial Controls March 2021

The above review was undertaken by Councillor Boardman on Monday 8th March 2021 and Councillor Campbell-Savours on Monday 6th April 2021.

Comments & Observations – Councillor Boardman: -

I carried out the review on the 8th March 2021 and I am completely satisfied that Keswick Town Council has the necessary audit arrangements to comply and conform to the regulations set out by the SLCC.

I have however noted the following:

1. Walker Park - KTC requires the formal copy of the Head of Terms documentation from Allerdale Borough Council.
2. Bank Reconciliations - currently these are only viewed by the Town Clerk as the Councillor previously nominated for this role has since left the Council and not been replaced. I propose the bank reconciliations are done as part of the monthly Rota when two Councillors review and authorise the monthly payments.

Comments & Observations – Councillor Campbell - Savours: -

I carried out the review on the 5th April 2021 and I am completely satisfied that Keswick Town Council has the necessary audit arrangements to comply and conform to the regulations set out by the SLCC.

I have however noted the following:

- 1.) Walker Park - I have seen no evidence of a recent rent review of land leased by ABC. Recommend rent review is implemented and frequencies of future reviews agreed upon (the second point could obviously be covered in a replacement heads of terms agreement).
- 2.) GDPR - I have seen no evidence of staff training on GDPR/data protection since the implementation of the new GDPR regime in 2018. Recommend training is implemented for all relevant staff.
- 3.) Data backup - I understand the council have a Network Area Storage device providing data back-up within the office, but the cloud storage has recently stopped working. To reduce the risk and data loss and impact on business continuity appropriate cloud storage should be reinstated. I understand KCS have provided a proposal and I'm happy to look at this if useful. *Note: The cloud backup proposals have been forwarded to Councillor Campbell-Savours for advice and guidance.*



Equality and Diversity Policy

This document sets out the Council's policy for Equality and Diversity in Employment. This policy sits alongside the Anti-Harassment and Bullying Policy.

Vivien Little

Town Clerk

February 2022

Equality and Diversity Policy

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EQUALITY AND DIVERSITY POLICY

Introduction

Keswick Town Council is an Equal Opportunities employer. We are committed to equality of opportunity and to providing a service and following practices which are free from unfair and unlawful discrimination. The aim of this policy is to ensure that no applicant or member of staff receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, or is disadvantaged by conditions or requirements which cannot be shown to be relevant to performance. Whilst this policy stands on its own, it stands alongside Keswick Town Council's Anti-Harassment and Bullying Policy.

We value people as individuals with diverse opinions, cultures, lifestyles and circumstances. All employees are covered by this policy and it applies to all areas of employment including recruitment, selection, training, deployment, career development, and promotion. These areas are monitored and policies and practices are amended if necessary to ensure that no unfair or unlawful discrimination, intentional, unintentional, direct or indirect, overt or latent exists.

The Town Clerk has particular responsibility for implementing and monitoring the Equality and Diversity in Employment Policy, and as part of this process, all personnel policies and procedures are administered with the objective of promoting equality of opportunity and eliminating unfair or unlawful discrimination.

All employees, workers or self-employed contractors whether part time, full time or temporary, will be treated fairly and with respect. Selection for employment, promotion, training or any other benefit will be on the basis of aptitude and ability. All employees will be helped and encouraged to develop their full potential and the talents and resources of the workforce will be fully utilised to maximise the efficiency of the Town Council.

Equality of opportunity, valuing diversity and compliance with the law is to the benefit of all individuals in the Town Council as it seeks to develop the skills and abilities of its people. While specific responsibility for eliminating discrimination and providing equality of opportunity lies with the Town Clerk, individuals at all levels have a responsibility to treat others with dignity and respect. The personal commitment of every employee to this policy and application of its principles are essential to eliminate discrimination and provide equality throughout the Town Council.

Scope

This policy applies to all elected members and employees of Keswick Town Council and the contractors and other parties who act on its behalf. Elected members and employees have responsibilities when representing the Town Council or carrying out their functions, responsibilities and duties to act in accordance with this and other policies of the Council. This policy will apply in particular to council decision making, the delivery of services and activities, community consultation and engagement,

procurement and employment. All elected members and employees have a responsibility for equality and in ensuring that we meet our duties and obligations.

The Equality Act 2010

The Equality Act protects people against discrimination, harassment or victimisation in employment and as users of public services on nine protected characteristics. The protected characteristics are:

- Age
- Disability
- Race
- Gender re-assignment
- Sex
- Sexual Orientation
- Religion or belief
- Pregnancy or maternity
- Marriage and civil partnership

Our Commitment as an Employer

- i. To create an environment in which individual differences and the contributions of our staff are recognised and valued.
- ii. Every employee, worker or self-employed contractor is entitled to a working environment that promotes dignity and respect to all. No form of intimidation, bullying or harassment will be tolerated.
- iii. Training, development and progression opportunities are available to all staff.
- iv. Equality in the workplace is good management practice and makes sound business sense
- v. We will review all our employment practices and procedures to ensure fairness.

Our Commitment as a Service Provider

- i. We aim to provide services to which all clients are entitled regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation, offending past, caring responsibilities or social class.
- ii. We will make sure that our services are delivered equitably and meet the diverse needs of our service users and clients by assessing and meeting the diverse needs of our clients.
- iii. This policy will be monitored and reviewed annually.
- iv. We have clear procedures that enable our clients, candidates for jobs and employees to raise a grievance or make a complaint if they feel they have been unfairly treated.
- v. Breaches of our equality and diversity policy will be regarded as misconduct and could lead to disciplinary proceedings.

Equal Opportunity Policy Statements

The Equality Act 2010 s.4 introduced the term 'protected characteristics' to refer to groups that are protected under the Act.

Age

Keswick Town Council will:

- ensure that people of all ages are treated with dignity and respect;
- ensure that people of working age are given equal access to our employment, training, development and promotion opportunities; and
- challenge discriminatory assumptions about younger and older people.

Disability

This is a physical or mental impairment which has (or is likely to have) a substantial effect on a person's ability to carry out day-to-day activities for a period of a year or more. Certain medical conditions are considered a disability from the outside, whatever their impact on day-to-day activities. Protection from discrimination covers a person who has had a disability in the past.

There is no unfavourable treatment if the 'discriminator' did not know or could not reasonably have known the person had a disability. More favourable treatment of disabled persons is not unlawful discrimination against non-disabled people.

Keswick Town Council will:

- provide any reasonable adjustments to ensure disabled people have access to our services and employment opportunities;
- challenge discriminatory assumptions about disabled people; and
- seek to continue to improve access to information by ensuring availability of loop systems and alternative formatting of written documents.

Race

Race includes colour, nationality, ethnic or national origins.

Keswick Town Council will:

- challenge racism whenever it occurs;
- respond swiftly and sensitively to racist incidents; and
- actively promote race equality in the Town Council.

Gender re-assignment

Keswick Town Council will:

- challenge discriminatory assumptions about women and men;
- take positive action to redress the negative effects of discrimination against women and men;

- offer equal access for women and men to representation, services, employment, training and pay and encourage other organisations to do the same; and
- provide support to prevent discrimination against transsexual people who have or who are about to go gender reassignment.

Sexual Orientation

Keswick Town Council will:

- Ensure that we take account of the needs of lesbians and gay men; and
- Promote positive images of lesbians, gay men and bisexuals

Religion or belief

Keswick Town Council will:

- Ensure that employee's religion or beliefs and related observances are respected and accommodated where possible; and
- Respect people's beliefs where the expression of those beliefs does not impinge on the legitimate rights of others.

Pregnancy or Maternity

This protected characteristic covers the course of a pregnancy and any illness suffered as a result of the pregnancy or because a woman is exercising or is seeking to exercise the right to compulsory, ordinary or additional maternity leave.

Keswick Town Council will:

- ensure that people are treated with respect and dignity and that a positive image is promoted regardless of pregnancy or maternity;
- challenge discriminatory assumptions about the pregnancy or maternity of our employees; and
- ensure that no individual is disadvantaged and that we take into account the needs of our employee's pregnancy or maternity.

Marriage and Civil Partnership

Keswick Town Council will:

- ensure that people are treated with respect and dignity and that a positive image is promoted regardless of marriage or civil partnership;
- challenge discriminatory assumptions about the marriage or civil partnership of our employees; and
- ensure that no individual is disadvantaged and that we take account of the needs of our employee's marriage or civil partnership.

Ex-offenders

Keswick Town Council will:

- prevent discrimination against our employees regardless of their offending background (except where there is a known risk to children or vulnerable adults).

Equal Pay

Keswick Town Council will:

- ensure that all employees, male or female, have the right to the same contractual pay and benefits for carrying out the same work, work rated as equivalent work or work of equal value.

Adopted February 2022

Next review February 2023

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Complaints Policy and Procedure

This document sets out the Council's policy for dealing with complaints.

Vivien Little

Town Clerk

February 2022

Complaints Policy and Procedure

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Complaints Handling and Model Complaints

Keswick Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this Council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the Council and how we shall try to resolve your complaint.

We want to provide high quality service at all times. If you feel any aspect of our service has been at fault we want to know about it and investigate. We believe that complaints and compliments provide useful information and feedback on the quality of our services, procedures and practice. They help us improve our service to residents, visitors, and those working within the town. This policy and procedure note is for members of the public considering making any complaint to the Council, whether minor, serious, informal or formal and applies to all services provided by the Council.

This Complaints Procedure applies to complainants about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Procedure does not apply to:

- Complaints by one council employee against another council employee;
- Complaints by one Council employee and the Council as an employer. These matters are dealt with under the Council's disciplinary and grievance procedures; and
- Complaints against Councillors. Complaints against councillors are covered by the Code of Conduct for Members, and if a complaint against a councillor is received by the Council, it will be referred to the Standards Committee of Allerdale Borough Council. For complaints against Councillors, please contact the Monitoring Officer at Allerdale Borough Council.

The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

You may make your complaint about the council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below.

Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.

If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Mayor who will report your complaint to the Council if he/she is unable to deal with your complaint directly.

The Clerk or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

The Clerk or the Mayor will notify you within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases, the twenty working days timescale may have to be extended. If it is, you will be kept informed.)

If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint.

Contacts:

The Clerk of Keswick Town Council
50 Main Street
Keswick
CA12 5JS
Tel: 017687 73607

The Mayor of Keswick Town Council – Alan Dunn
St Johns House
St Johns Street
Keswick
CA12 5AP
Tel: 07712 591469

Monitoring Officer
Allerdale Borough Council
Allerdale House
Workington
Cumbria
CA14 3YJ
Tel: 0303 123 1702

Complaints Procedure

The Importance of Complaints

Complaints are valuable because they provide a chance to put things right if there has been an error, and to make sure that the same mistake is not repeated.

It is essential that complaints are dealt with positively. The Town Council is anxious to hear people's comments and is committed to making full use of complaints information to contribute to continuous service improvement. Important information about areas for improvement can be obtained both from a single complaint and from patterns of complaints, highlighted by detailed monitoring.

Definition of a Complaint

A complaint is any expression or dissatisfaction, however made, about the standard of service, actions or lack of action by the Town Council or its staff which affects an individual customer or group of customers.

What the complaints procedure will deal with: -

The complaints procedure will deal with matters of maladministration, which is if the Town Council does something the wrong way, fails to do something it should do or does something it should not do. Some examples include:

- Neglect or unjustified delay
- Malice, bias or unfair discrimination
- Failure to tell people their rights
- Failure to provide advice or information when reasonably requested
- Providing misleading or inaccurate advice
- Inefficiency, ineffectiveness, bad or unprofessional practice or conduct

What the complaints procedure will not deal with: -

Complaints for which where is a legal remedy or where legal proceedings already exist

Complaints about employment matters – the Town Council operates alternative procedures to deal with grievances or disciplinary matters against staff.

Complaints Officer

The Complaints Officer for the Town Council is the Town Clerk. Their main duties are:

- The day to day operation and management of the procedure, including providing a reference point for staff queries on informal complaints;
- To oversee, and undertake, where necessary, the investigation of formal complaints at the first stage, within the relevant timescales;
- To maintain a record of all complaints received including details of the nature of the complaint, action taken, outcome, and time taken to resolve;

- To identify improvement points arising from any complaints;
- To identify staff training issues.

Stages of the Procedure

The stages of the procedure are designed to provide the complainant with a thorough and fair means of redress and to provide a framework for officers to work within. However there may be occasions when a complainant makes an approach in a different manner and it is important that the procedure does not in itself become a barrier to effective communication.

Everyday problems, queries and comments

The Council receives queries, problems and comments as part of its day to day running, and they should not all be regarded as complaints. These are routine and expected and are generally resolved quickly to the customer's satisfaction.

If someone is dissatisfied with the original service or response they received and wishes to take the matter further then the issue should be recognised as a complaint.

Informal Complaint

During the course of daily business, minor complaints are made to officers about the services we provide. These will usually be dealt with by the relevant officer as appropriate. It is not appropriate for every comment to be treated as a formal complaint. Every effort should be made to deal with these problems immediately, either by providing information, instigating the appropriate action or explaining a decision.

Stage 1- Informal

1. If you feel that the staff response has not dealt properly or fully with your complaint, you should contact the Town Clerk.
2. If your complaint involves the Town Clerk, please go straight to Stage 2.
3. Contacting the Town Clerk can be done by telephone, email, in person or in writing. You should give your name, address, relevant dates and as much information as possible to help us deal with the complaint.
4. Once we receive your complaint, we will acknowledge receipt. We will make a written record, noting your name and contact details, and the nature of the complaint. We will then investigate, obtaining further information from you, staff or Councillors as necessary.
5. Within 20 working days we will send you a full written reply, or let you know if our reply will take longer, and explain the reason for the delay.
6. If we do not hear from you within ten working days of our reply, we will close the complaint.
7. A record of the complaint and investigation will be kept for six years.

Stage 2 – Formal

1. By now, we hope that we have resolved your complaint. If we haven't, and if you have been through Stage 1 you will be asked to give a reason why you remain dissatisfied.
2. If your initial complaint involves the Town Clerk, you should write to the Chairman of the Council will report it to full Council.
3. Your complaint will be investigated following the procedure outlined below.
4. If your complaint is against a procedure administered by the Town Clerk a member of the Council will investigate the complaint and report to the Council and make representation in a hearing.

Complaint hearing procedure

1. The complainant shall be invited to attend the relevant meeting and with them such representation as they wish.
2. Seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Council shall similarly provide the complainant with copies of any documentation upon which they wish to rely on at the meeting.
3. At the meeting, the Council shall consider whether the circumstances of the meeting warrant the exclusion of the press and public. Any decision on a complaint shall be announced at the Council meeting in public.
4. At the meeting, the following procedure shall be followed:
 - a. Chairman to introduce everyone;
 - b. Chairman to explain procedure;
 - c. Complainant (or representative) to outline grounds for the complaint;
 - d. Councillors to ask any question of the complainant;
 - e. If relevant, Clerk or other proper office to explain the Council's position;
 - f. Councillors to ask any question of the Clerk or other Proper Officer;
 - g. Clerk or other Proper Officer and complainant to be offered opportunity of last word (in this order);
 - h. Clerk or other Proper Officer and complainants to be asked to leave room while Councillors decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, all parties will be invited back.;
 - i. Clerk or other Proper Officer and the complainant return to hear decision, or advised when decision is to be made.
5. The decision will be confirmed in writing within seven working days, together with details of any action to be taken.