

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

KESWICK TOWN COUNCIL

Council Offices
50 Main Street
Keswick
CA12 5JS

Email: townclerk@keswicktowncouncil.gov.uk

11th August 2022

A meeting of Keswick Town Council to be held at the Council Chamber, Town Hall, Keswick on Thursday 18th August 2022 at **7.00 pm**.

Yours sincerely



Vivien Little
Town Clerk

AGENDA

- 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 the 21 July 2022 (pages 13- 17).
- 3. Requests for Dispensations**
The Clerk to report any requests received since the last meeting for dispensations to speak and/or vote on any matter where a member has a disclosable pecuniary interest.
- 4. 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

5. Police Report

To receive the report of the Allerdale Rural Neighbourhood Policing Team (if available).

6. 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 ten minutes and the Chairman reserves the right to curtail repetitious matters. Public participation shall not be longer than half an hour throughout the meeting.

7. Matters to be raised by Councillors

An opportunity for Councillors to raise any unforeseen matters, with the consent of the Chair, which do not require a decision – items raised should not be discussed for longer than 10 minutes.

8. Applications for Development

- i) To examine applications for development and agree observations to be submitted to the Lake District National Park Authority (LDNPA) (Planning Group report to be circulated prior to the meeting).
- ii) To receive update on National Park planning decisions.

9. Licensing Applications

To receive Planning and Licensing Group report on licensing applications received.

10. Mayor's Report

To receive details of the Mayor's engagements and meeting attendance for the period 15 July 2022 – 11 August 2022.

11. Lake District National Park Correspondence – Neighbourhood Plan

To consider a report from the Clerk.

12. Local Government Reorganisation

To consider a report from the Clerk.

13. Reports from Ward Representatives

To receive reports from the following representatives:

- i) Allerdale Borough Council
- ii) Cumbria County Council
- iii) Cumberland Council
- iv) LDNPA North Distinctive Area Parishes Representative

14. Payment of Accounts

To authorise the payment of accounts for August 2022 as approved by the Inspection Committee (to be circulated at the meeting):

- i) For the Town Council
- ii) For the Trusts

15. Community Engagement Strategy

To consider a report from the Clerk.

16. Clerk's Report

To consider a report from the Clerk.

17. Policy Adoptions

To adopt the following policies for Keswick Town Council

- i) Vexatious Complainant Policy
- ii) Communication Policy
- iii) Social Media Policy

18. Consultation

To consider the Town Council's response to the consultation by the Northern Culture APPG into the cultural value of sport.

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'

19. Clerk's Report

To consider the report of the Clerk.

To: All Councillors, Police, Press

KESWICK TOWN COUNCIL
SEVEN PRINCIPLES OF PUBLIC LIFE
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Minutes of the meeting of Keswick Town Council held in the Council Chamber, Town Hall, Keswick on Thursday 21st July 2022 at 7.00 pm.

Present:

Chairman
 Councillor Steve Harwood

Councillors		
David Burn	Allan Daniels	Alan Dunn
Louise Dunn	Lewis Forsyth	Sally Lansbury
Tony Lywood	Jean Murray	Adam Paxon
Paul Titley		

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

53. Apologies

Apologies for absence were received from Councillor Miller. His apologies were noted and accepted by Councillors.

54. Minutes

RESOLVED that the Chairman be authorised to sign as a correct record the minutes of the Town Council meeting held on 16th June 2022 (pages 7-12).

55. Co-option of Councillor

- i) **RECEIVED** a presentation from one co-option applicant giving the reasons they would like to be a Town Councillors, and what they feel they can offer to the community.
- ii) A vote took place and it was **RESOLVED** that Jean Murray be co-opted as the candidate to fill the vacancy in the West Ward.
- iii) Councillor Murray duly signed the Declaration of Acceptance of Office.

56. Requests for Dispensations

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

57. Declarations of Interests

Councillor Burn declared a personal interest in planning application 7/2022/2155 as he was a close friend of the applicant. He would remain in the room and vote on this item.

Councillor L Dunn declared a personal interest in planning application 7/2022/2155 as she was a neighbour of the applicant. She would remain in the room and vote on this item.

58. Police Report

RECEIVED the report of the Allerdale Rural Neighbourhood Policing Team.

Councillors requested that the police be contacted about attending the next Council meeting.

59. Matters to be received from the Public

A member of the public discussed the proposals put forward in the paper for agenda item 12, Keswick Smarter. They were requesting support for filling a gap in knowing what groups were out there, and what

each group did. They requested that Keswick Town Councillor allowed a landing page for Community Groups to find out information about each other.

Councillors pointed out that anything set up would also need to work with groups who had no internet access, and would be able to be flexible.

Peter Walker, Chairman of Keswick Tourism Association spoke in relation to agenda item 16, supporting the proposal put forward, and offering support through membership of the KTA. He also suggested working through the agencies first, but also through the cleaning companies and support companies that work with the holiday let owners.

60. Matters to be raised by Councillors

No matters were raised by Councillors at this meeting.

61. Lake District National Park – Keswick Conservation Area Appraisal

Rose Lord, Environment Advisor at LDNPA, attending the meeting to discuss the proposed changes to the Keswick Conservation Area.

RESOLVED that delegated authority be given to the Planning Group to prepare an official response to the proposals, to be sent to the LDNPA within three weeks of this date.

62. Applications for Development

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

Plan Ref.	Description of Development Location
7/2022/2136	Proposed youth centre and residential development following refusal ref 7/2019/2166 Keswick Youth Centre, The Old Mill, Main Street, Keswick, CA12 5NJ <i>Defer decision until meeting on 18 August to allow new plans to be submitted</i>
7/2022/2155	Amendment to local occupancy to correspond with housing SPD, May 2021, condition 3 on planning permission 7/2013/2007 for construction of one new dwelling Oak House, Penrith Road, Keswick, CA12 4LJ No comments made SUPPORT
7/2022/2162	Extension to provide WC at ground floor level and addition of Rooflights to main house roof 56, Wordsworth Street, Keswick, CA12 4BZ No comments made SUPPORT
7/2022/2169	Change of use from guest house to self catering holiday accommodation and provision of a parking space 18, Eskin Street, Keswick, CA12 4DG <i>Object – the application plans submitted indicate that the owners accommodation is omitted and that all bedrooms will be available to book as one unit, not individual bedrooms. This is the 25th application of this type since June 2020 with no on – site management proposed. With reference to Policy 18 of the Local Plan which includes a condition for consideration of such</i>

applications that they “do not introduce inappropriate levels of use in this location”, we maintain our concern that the significant number of recent approvals granted is changing the balance of holiday accommodation available and does now introduce an inappropriate level of use. We also object to the provision of a parking space in this location due to insufficient space standards as advised by Cumbria CC Highways

OBJECT

7/2022/2171

Removal of rooflight and replacing with dormer window to existing kitchen together with additional rooflight to bedroom 2, Brundholme Mews, Keswick, CA12 4NR

No comments made

SUPPORT

7/2022/2174

Roof refurbishment, repairs to render, chimneys & internal structural repairs & plaster works

Greta Hall, Main Street, Keswick, CA12 5NH

Support – This represents a range of repair works to safeguard the fabric of this Grade I Listed building. It has been carefully considered and detailed by a specialist conservation architect using traditional construction techniques and sympathetic materials. No visual changes are proposed which would harm the character of this important building in Keswick’s heritage

SUPPORT

7/2022/2183

Non-material amendment to planning permission 7/2020/2039 (Erection of Hotel (C1) with restaurant / bar at ground floor, together with means of access, car parking, creation of loading/delivery bay and ancillary works) to make alterations to enclosure around bin store, render to access ramp, a flanking stone wall, relocation of main entrance door, omission of louvres to plant room and replace with stone, alterations to drainage, omission of green roof to bin store(for information only)

Former Ravensfield Site, High Hill, Keswick, Cumbria, CA12 5NX

For information only

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

63. Licensing application

RECEIVED the Planning Group’s report on licensing applications received for the period 10 June – 14 July 2022

64. Keswick Smarter

Consideration was given to a report from Councillor Harwood that proposed that Keswick Town Council support the set-up of a Keswick Smarter network.

RESOLVED that a central hub for information about community groups would be developed and placed on the Keswick Town Council’s ‘Community’ page on its website.

65. Mayor’s Report

RECEIVED details of the Mayor’s engagements and meeting attendance for the period 10 June 2022 –14 July 2022.

66. Reports from Ward Representatives

RECEIVED reports from the following representatives:

- i) Allerdale Borough Council – Councillor Daniels gave an update regarding the flats which were being developed on Otley Road. The flats would be put out to tender for trusts to lease for five years until the new Cumberland Council was in a position to take them back over.
Councillor Daniels also stated that Allerdale Borough Council and the Lake District National Park had been working on enforcing breaches of Local Occupancy Clauses within S106 agreements.
- ii) Cumbria County Council – Councillor Lywood stated that the pedestrian crossing by the Co-op was still going ahead, though work had paused due to the Convention. United Utilities had tried to close a road in Borrowdale to undertake some work, but had not applied for a Road Closure Order.
Money was also being sought to extend the Keswick to Threlkeld path through to St John's in the Vale.
- iii) Cumberland Council – no report.
- iv) LDNPA North Distinctive Area Parishes' Representative – Dr Geoff Davies was in attendance at the meeting. He focused on the fact that Natural England's recent advice on Nutrient Neutrality, which was already beginning to affect planning applications. He commented on the fact that a potential licensing scheme for second homes may be timely, and that a letter had been sent to the Mayor from the Lake District National Park Authority offering help for Keswick Town Council to prepare a Neighbourhood Plan.
RECEIVED the report from Dr Geoff Davies, Lake District National Park Authority North Distinctive Area Parishes Representative.

67. Payment of Accounts

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

- i) For the Town Council, vouchers 66 - 99, amounting to £46,846.02 (forty six thousand eight hundred and forty six pounds and two pence)
- ii) For the Trusts, vouchers, HP45 – FP78, amounting to £21,943.64 (twenty one thousand nine hundred and forty three pounds and sixty four pence)

68. Holiday House Good Neighbours Scheme

Consideration was given to a report by Councillor L Dunn regarding a Holiday House Good Neighbours Scheme.

RESOLVED that a small working group be set up, consisting of Councillors Burn, Daniels, L Dunn, Lansbury, and Murray to look at the next steps involved with this.

69. Consultations

- i) Consideration was given to the Government's Call for Evidence with a view to the possible introduction of a registration scheme for tourist accommodation, and to consider what Keswick Town Council's response should be.
RESOLVED that a Working Group be set up to consider Keswick Town Council's response, consisting of Councillors Daniels, Harwood, Forsyth, Lywood as well as Councillor Markus Campbell-Savours (Allerdale Borough Council and Cumberland Council) with guidance from Dr Geoff Davies, Lake District National Park Authority North Distinctive Area Parishes Representative, with a report being prepared for the September Town Council meeting.
- ii) Consideration was given to the Lake District National Park's Draft Statement of Community Involvement, and to consider the Keswick Town Council response.
RESOLVED that the Planning Group be given delegated authority to respond to this consultation on behalf of Keswick Town Council.

70. Budget Summary Comparisons as at 30 June 2022

RECEIVED budget comparisons for the 1st Quarter.

71. Pedestrian Crossing on High Hill beside Keswick School

Consideration was given to the attached motion from Councillor Burn.

RESOLVED that the Clerk send a letter to Cumbria County Council highways emphasising the importance of the crossing following a site visit.

72. Environmental Working Group Update

Consideration was given to a report from Councillor Lansbury.

RESOLVED that:

- i) The Clerk write a letter to the Lakes and Dales Co-op, requesting that they consider removing disposable barbeques from sale; and
- ii) The organisers of Lakesman Triathlon be contacted, asking them to not supply plastic bags for kits in the future.

73. Correspondence

Consideration was given to an email from Friends of the Lake District regarding lobbying for ensuring that Common Land remains protected.

RESOLVED that support be given to the Friends of the Lake District's campaign to raise awareness regarding common land.

Prior to the following business the Chairman moved 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'

74. Contracting

Consideration was given to the report from the Responsible Financial Officer.

RESOLVED that:

- i) Workington and Cockermouth Town Councils be contacted in order to find out what their response is;
- ii) Following the conclusion of i) above, an offer to pay the amount discussed over a five year period is made to Allerdale Borough Council; and
- iii) the Clerk write a letter to Allerdale Borough Council seeking what amount Keswick Town Council can be expected to pay for the 2023 elections.

The meeting closed at 9.10 p.m.

Chairman

Date

Decisions Received from LDNPA

Planning Decisions Received between 15/07/2022 & 11/08/2022

Plan Ref	Date of Application	Location	Postcode	Description	KTC Observations	LDNPA Decision	Appeal	Appeal Decision
7/2022/0083				Fell 1 small ash tree		Withdrawn		
7/2021/2348	Nov-21	2-6 The Chief Justice Of The Common Pleas, Bank Street, Keswick,	CA12 5LY	Amendment to opening hours for external customer seating area, condition 5 on planning permission 7/2020/2228 for conversion of an existing car park to the north-east side of the existing public house to form an external customer and landscaped area	OBJECT	REFUSED	04/05/2022	ALLOWED
7/2022/2082	July-22	28, Eskin Street, Keswick	CA12 4DG	Change of use from Bed & Breakfast to residential dwelling	Not received for comments	Withdrawn		
7/2022/2092	March-22	14, Manor Park, Keswick	CA12 4AA	Demolition of existing single storey detached garage and replacement with a new garage with the same dimensions	SUPPORT	GRANTED		
7/2022/2101	June-22	Keswick Senior Citizens, Heads Road, Keswick	CA12 5HA	Improvements to form accessible entrance and associated alterations to front elevation and boundary treatments including entrance canopy (revised scheme)	SUPPORT	GRANTED		
7/2022/2126	May-22	Proposed hotel on former Ravensfield Site, High Hill, Keswick	CA12 5NX	Approval of details reserved by condition no 8 (site access, loading bay, pedestrian refuge relocation and associated works) on planning permission ref 7/2020/2039 for erection of hotel (C1) with restaurant/bar at ground floor, together with means of access, car parking, creation of loading/delivery bay and ancillary work	No comments required	GRANTED		
7/2022/2131	May-22	Travis Perkins Trading Co Ltd, Browfoot Works, Penrith Road, Keswick	CA12 4LH	Amendment to opening hours, condition 5 on planning permission 7/2006/2340 for change of use to builders and timber merchants and plumbers merchants (storage and distribution of builders materials and plumbing and heating materials and hire of tools with trade counters and offices and ancillary retail sales) and changes to external elevations	SUPPORT	GRANTED		
7/2022/2153	June-22	Former Ravensfield Care Home, High Hill, Keswick	CA12 5NX	Approval of details reserved by condition 13 on planning permission 7/2020/2039	SUPPORT	GRANTED		
7/2022/2155	June-22	Oak House, Penrith Road, Keswick	CA12 4LU	Amendment to local occupancy to correspond with housing SPD, May 2021, condition 3 on planning permission 7/2013/2007 for construction of one new dwelling	SUPPORT	GRANTED		
7/2022/2162	June-22	56, Wordsworth Street, Keswick	CA12 4BZ	Extension to provide WC at ground floor level and addition of rooflights to main house roof	SUPPORT	GRANTED		
7/2022/2171	June-22	2, Bruntholme Mews, Keswick	CA12 4NR	Removal of rooflight and replacing with dormer window to existing kitchen together with additional rooflight to bedroom	SUPPORT	GRANTED		

Planning Applications received between 15/07/2022 - 11/08/2022

Plan ref	Location	Description of Proposed Development
T/2022/0111	19 , Stanger Street, Keswick, Cumbria, CA12 5JU	T1 Yew Tree - reduce crown by appro 1.5 to 2 mtrs to allow more light into garden
T/2022/0112	Bishops House, Ambleside Road, Keswick, CA12 4DD	T1 - Holly Tree, Reduce by approx. 4 -5 m T2 - Yew Tree, Crown raise over sign. T3 - Yew tree, Remove 1x Yew stem
7/2022/2119	4 Victoria Street, Keswick	Amended plan to application
7/2022/2136	Keswick Youth Centre, The Old Mill, Main Street, Keswick, CA12 5NJ	Proposed youth centre and residential development following refusal ref 7/2019/2166
7/2022/2191	High Keld, Keswick, CA12 4LR	Retention of access AP07 approved under 7/2016/2027 and 7/2020/2087 (amended scheme)
7/2022/2193	Kingsway, Penrith Road, Keswick, CA12 4LJ	Alterations to existing front and rear dormers and single storey rear extension, additional window in first floor rear elevation
7/2022/2197	41, Briar Rigg, Keswick, CA12 4NN	Demolition of existing garage and sun room, to be replaced with side extension. Over-cladding of house walls and roof with insulation and airtightness membrane
7/2022/2198	The Rowans, Ambleside Road, Keswick, CA12 4DN	Single storey side and rear extension to dwelling
7/2022/2201	Brookfield, Penrith Road, Keswick, CA12 4LJ	Change of use from a guest house to self catering holiday letting accommodation
7/2022/2203	Badgers Wood, 30, Stanger Street, Keswick, CA12 5JU	Change of use of guest house to self catering holiday letting accommodation
7/2022/2204	Proposed Hotel On Former Ravensfield Site, High Hill, Keswick, Cumbria, CA12 5NX	Approval of details reserved by condition of planning permission 7/2020/2039 (erection of Hotel (C1) with restaurant / bar at ground floor, together with means of access, car parking, creation of loading/ delivery bay and ancillary works), condition 5 (external lighting)
<p>NOTICE TO THE PUBLIC: Interested parties are invited to let the Town Clerk have their comments, in writing or via email to:</p> <p>townclerk@keswicktowncouncil.gov.uk , prior to</p> <p>the meeting regarding any of the planning applications on this sheet.</p>		

AGENDA ITEM 9. LICENSING GROUP REPORT ON LICENCE APPLICATIONS RECEIVED

Business Name	Location	Details of Application	Date Consultation Period Ends	Comments	Date Comments sent to ABC Licensing Dept.
Fellpack Limited	Hazeldene, The Heads, Keswick, CA12 5ER	<p>Plan is to evolve the space and experience so that it feels more boutique and differentiated from the rest of the Keswick accommodation market. Guests will be offered a selection of interesting drink options from a small hotel bar, for enjoyment in the shared ground floor spaces and garden areas-such as pre theatre drink or post – Keswick meal nightcap. Simple add on experiences such as champagne on arrival may also be included.</p> <p>Supply of alcohol: - Mon – Sun 11.00 – 00.00 on and off premises</p> <p>Hours premises are open to the public: Mon – Sun 11.00 – 00.00</p>		Support – no comments made	25.07.2022

KESWICK TOWN COUNCIL**TOWN COUNCIL MEETING 18 TH AUGUST 2022****MAYOR'S ENGAGEMENTS & MEETING ATTENDANCE**

For period 15th July 2022 – 11th August 2022

Saturday 16 th July	Attended Keswick Convention Opening to give Welcome Speech
Sunday 17 July	Attended Wigton Civic Service at Wigton Methodist Church, Allan Daniels also attended as Deputy Mayor and Mayor of Allerdale.
Sunday 17 July	Attended Scruffs Dog Show in Fitz Park in the afternoon. Paul Titley officiating on behalf of KTC.
Monday 18 July	Attended Great North Air Ambulance Publicity Event and Photo Shoot at Hope Park, Duncan Miller also attended
Tuesday 19 July	Attended a Tour of the Former Pencil Mill converted for use by Keswick Convention, David Burn also attended.
Wednesday 20 July	Attended Mothers Union gathering at St. Johns Church. Allan Daniels also attended as Deputy Mayor and Mayor of Allerdale.
Wednesday 20 July	Attended Microsoft Teams meeting of CALC AGM. Paul Titley also attended
Thursday 21 July	Town Council meeting
Friday 22 July	Attended Schools Art Exhibition at Theatre by the Lake by NW Schools Arts Society, gave opening speech and acted as judge to select 1 st , 2 nd and 3 rd winners
Thursday 28 July	Attended meeting of Friends of Keswick Leisure Group re progress on Allerdale proposals for new Swimming Pool & Future Sports / Leisure Provision for Keswick
Friday 5 August	Attended meeting with Keswick Mountain Festival organisers re their plans for 2023

KESWICK TOWN COUNCIL

18 AUGUST 2022

LAKE DISTRICT NATIONAL PARK CORRESPONDENCE – NEIGHBOURHOOD PLAN

In mid-June 2022, a letter from Steve Radcliffe, the Lake District National Park's Director of Sustainable Development, was sent to Councillor Harwood (enclosed), following a question raised at the Authority by Councillor Lywood. Councillor Harwood has responded to the letter, which is attached for your information moving forward.

The communication had regard to the growing concern Keswick Town Council has over the number of guesthouses which are being changed into holiday let accommodation, the majority of it unmanaged, which has the potential to lead to anti-social behaviour, with suggested solutions on how our concerns can be progress further, with one of the suggestions being that there was an opportunity to develop a Keswick Neighbourhood Plan.

A Neighbourhood Plan area was formally approved by the LDNPA in September 2017, which allows Keswick Town Council to proceed to preparing a Neighbourhood Plan if required.

Councillors have raised concerns in the past that if Keswick prepared a Neighbourhood Plan, any proposal would be contrary to the LDNPA Local Plan, something which is not allowed. However having studied the letter and the Local Plan, I believe the key is to be found within Policy 18 of the Local Plan – Sustainable tourism and holiday accommodation.

Hotels and guest houses

Proposals for hotels and guest houses will be supported where they:

- are located within or well related to a Rural Service Centre or Village; or
- appropriately and sympathetically reuse a building or archaeological or historic interest; or
- are located within or adjoined to an existing visitor accommodation site: and
- are commensurate with the level of suitable housing and dedicated accommodation for staff which is available locally and accessible to the development by sustainable transport opportunities; and
- do not introduce inappropriate levels of use to the location.

If Keswick Town Council were minded to introduce a Neighbourhood Plan which gave a definition to what the public considered 'inappropriate levels of use' to the location, as confirmed by a referendum (a requirement for a Neighbourhood Plan to be accepted), then this does not go against any policy of the Local Plan, merely sets out what is considered 'reasonable' in Keswick.

Following discussion with Councillor Harwood, I am recommending that Keswick Town Council formally invite the Strategy, Partnerships and Policy team at the LDNPA to meet with Town Council members as offered in the letter to Councillor Harwood to discuss possible options before deciding to move on with any next steps.

Vivien Little

XX August 2022



**Lake District
National Park**

Keswick Town Council
Via email townclerk@keswicktowncouncil.gov.uk

14 June 2022

Your Reference:
Our Reference: 0.1RA/SR

Subject: Change of Use of Guesthouses to residential and holiday lets

Dear Councillor Harwood,

At the Authority's Park, Strategy, and Vision Committee held on the 7th June 2022, Members considered a Paper on the Change of Use of Guest Houses in Keswick (link provided and copy in Annex 1). This followed a question being raised at full Authority by Tony Lywood.

Members were presented with and agreed three recommendations, these were:

- A. You agree to continue to monitor changes of Guest Houses through the Annual Monitoring Report of the Local Plan and gather evidence until the next review of the Local Plan;
- B. You agree to continue to focus resources to deliver affordable housing, and continue the work on advocating on the second homes and holiday lets issue as identified in the Partnership's Management Plan; and
- C. You agree Officers write to Keswick Town Council to identify the opportunity available to introduce a Neighbourhood Plan covering this issue

As you will see from the recommendations, the Authority has committed to continue monitoring the number of applications approved/refused where the permission involves the change of use of guesthouses. This monitoring will be reported in our Annual Monitoring Report. This Report provides valuable evidence to demonstrate the effectiveness of planning policy, identify where there are issues, and support a change of planning policy if required when the Local Plan is reviewed.

You will note the third recommendation. Members have asked that I highlight the opportunity available to you to consider the option of preparing a Neighbourhood Development Plan specifically for Keswick that could seek to introduce a specific policy to address the issue that you have raised. In September 2017, the Authority agreed to designate Keswick Civil Parish plus an area of Underskiddaw Civil Parish to the south of the A66 as a neighbourhood area for the purposes of drafting a neighbourhood plan. You are therefore in a position to start developing a Neighbourhood Development Plan if

you so wish. The next step would be to prepare a draft plan – this might be focussed solely on the guesthouse issue or have a wider policy remit. Any subsequent draft policy would be the subject of independent examination to ensure legal compliance and that it would meet basic conditions, including to be in general conformity with the Lake District National Park Local Plan 2020-2035. I consider that there would be scope for Keswick Town Council to introduce a locally specific policy on this matter that would still be in general conformity with the Local Plan if it is something you wish to pursue.

Further guidance on Neighbourhood Plan preparation can be found on our website under [Neighbourhood Plans](#) and GOV.UK's [Neighbourhood Planning Guidance](#) (links provided). If the Town Council is interested in exploring this option then I would be happy to arrange a meeting with colleagues in our Strategy, Partnerships and Policy Team to provide further advice.

A grant is available (up to £10,000) from DLUHC for you to help prepare a Neighbourhood Plan. More details can be found at [Neighbourhood Planning provided by Locality](#) (link provided).

There are currently two Neighbourhood Plan's adopted in the Lake District and links to these are provided below so you can see what has previously been adopted to form part of the Development Plan for the Lake District:

[Coniston Neighbourhood Plan](#)

[Matterdale Neighbourhood Plan](#)

If you have any questions please do not hesitate to contact me.

Yours sincerely

Steve Ratcliffe
Director of Sustainable Development

Stephen.ratcliffe@lakedistrict.gov.uk

Annex 1: Item 10 Change of Use of Guest Houses in Keswick

Change of Use of Guest Houses in Keswick

1 Summary

- 1.1 At Authority in March 2022 Mr Lywood raised a question under Standing Order 16(2) (Annex 1). The matter concerned the increasing trend for B&Bs [guesthouses] to change into holiday let accommodation. Since that meeting the Housing and Employment Working Group have met to consider the evidence to date and to propose the appropriate next steps.

Recommendation that:

- a You agree to continue to monitor changes of Guest Houses through the Annual Monitoring Report of the Local Plan and gather evidence until the next review of the Local Plan;**
- b You agree to continue to focus resources to deliver affordable housing, and continue the work on advocating on the second homes and holiday lets issue as identified in the Partnership's Management Plan; and**
- c You agree Officers write to Keswick Town Council to identify the opportunity available to introduce a Neighbourhood Plan covering this issue.**

2 Background

- 2.1 In 2016 preparation began on the Local Plan 2020-2035, adopted 2021. This preparation involved multiple rounds of consultation to ensure that environmental and social issues, constraints and opportunities were identified and assessed. Early engagement with our communities took place before drafting options and preferred options. A matter raised of concern at that time by Keswick Town Council was the need to continue lobbying on the second homes and holiday lets issue, stop the transfer of B&Bs into self-catering properties and address the issue regarding the change of use of guest houses in Keswick in particular. Changing visitor demands/ market for B&B accommodation meant the selling of these, often larger and older properties were proving difficult, meaning they remained on the market for years with the owners not able to retire. At the time of writing this report we understand a neighbourhood plan is not being prepared.
- 2.2 A new policy approach was developed taking account of strategies in the Partnership's Management Plan (2015-2020), in particular Strategy PE3 – Increase the number of staying visitors, VE3 – Diversity and availability of a high standard of accommodation, VC5 – Availability and supply of a full range of housing types, sizes and tenures to meet local needs, and VC6 – a high proportion of housing in permanent accommodation. The new policy approach featured in the draft North Distinctive Area Policy and draft Sustainable Tourism and Holiday Accommodation Policy in the Local Plan Options and Suggested Approach Consultation which took place in May 2018. Following consultation feedback it was noted that the issue affected other communities too and it became a draft Park wide housing policy whilst also remaining in the sustainable tourism and holiday accommodation policy in the Pre-Submission Local Plan, which was made available for public consultation between April and June 2019. A final version of the Local Plan was examined in October 2020 by Planning Inspectors before being adopted in May 2021. Relevant extracts of Local Plan Policy 15 - Housing and Policy 18 - Sustainable Tourism and Holiday Accommodation, are included in the briefing note in Annex 2.

- 2.3 In the monitoring period 2021-2022, there were 22 planning applications for change of use from guest houses to another use determined. 15 of the 22 applications have been approved for changes of use of a guest house to a different form of holiday accommodation (e.g. self-catering/holiday let). The remaining 7 applications have been approved for a change of use to a permanent residential use.
- 2.4 There are 14 change of use applications currently awaiting determination from a guest house to another use; 12 of these are changes of use to other types of holiday accommodation, of which 10 are in Keswick.
- 2.5 Following the adoption of the Local Plan Keswick Town Council has become increasingly concerned about the number of change of use applications from guest houses to holiday let accommodation within the town for a number of different reasons for different proposals, including:
- *where management is off site. The Town Council is concerned about the social and environmental impact where it is reliant on off site management which is difficult to control in a predominantly residential area;*
 - *guesthouses are also the home of the proprietor. Each change to off site management results in the loss of a family home which can have a cumulative impact on houses available for local needs; and*
 - *Keswick Town Council feel there is a sufficient number of holiday lets within the town and any further loss of C1 businesses reduces the diversity of accommodation within the town.*
- 2.6 The Town Council now consistently objects to such proposals when consulted on specific planning applications. At Authority in March 2022 Mr Lywood raised a question under Standing Order 16(2) relating to this matter. It was agreed Park Strategy and Vision Committee would consider this matter. To assist this Committee's deliberations the matter was referred to the Housing and Employment Working Group when it met on 9th May and the briefing note (Annex 2) summarises the issue and options considered.
- 2.7 One of the reasons Keswick Town Council is concerned with our approach is that, with no on-site control, they consider that there will be increasing instances of anti-social behaviour. As outlined in the briefing note Allerdale Borough Council have not noted an upturn in requests for their service from Keswick resulting from guest house conversions. Nor does the data of anti-social behaviour crimes being reported in Keswick highlight any increasing trends.
- 2.8 Additionally the Town Council is also concerned that where on site management, provided by the owner, is lost through a change of use, that this is the loss of a family home. It is important to note that Guest Houses are ordinarily classified in the use class order as C1 – hotels, and not dwellinghouses (C3). Where applicants are applying for a change of use but retaining on-site management, the Town Council is supporting them. Local Plan Policy 15 – Housing supports this change of use, as reflected by the approvals in 2021/21 (Annex 2).

3 Policy Context

- 3.1 Links to Local Plan: Policy 15 supports the change of use of guest houses to dwellinghouses where they are secured for permanent occupation, and where it can be demonstrated there is no detrimental impact on the range of visitor accommodation types in the area.

- 3.2 Links to Local Plan: Policy 18 supports the delivery of a high quality, sustainable tourism experience for the diverse range of visitors to the Lake District. Policy 18 states that proposals seeking to change guest houses to different forms of holiday accommodation to meet changing market demands will be supported where a range of tourism accommodation is available in the local area and the relevant policy criteria are met
- 3.3 Links to Business Plan: Action 12 identifies we will support vibrant communities and a prosperous economy. 2022/23 milestones align to the actions identified in the Partnership's Management Plan 2020-2025.

4 Options

- 4.1 You have a number of possible options. These include:
- A. Continue to monitor changes through the Annual Monitoring Report of the Local Plan and gather evidence until the next review of the Local Plan.
 - B. Continue to focus resource to deliver affordable housing, and continue the work on advocating on the second homes and holiday lets issue as identified in the Partnership's Management Plan.
 - C. Commence a review of the Local Plan, or undertake a partial review of the Local Plan.
 - D. Ask Officers to write to Keswick Town Council to identify the opportunity available for Keswick Town Council to introduce a Neighbourhood Plan covering this issue.
 - E. Members suggest an alternative approach.

5 Proposals

- 5.1 I propose you accept options A, B, and D. The Housing and Employment Working Group considered the options above and concluded that, whilst there is sympathy and understanding of the concerns expressed by Keswick Town Council, options A and B are the only realistic short-term solutions for the Authority. The Local Plan has only recently been adopted and to commence a review at this stage has significant staffing and financial implications that should not be underestimated. Importantly the Authority did expect a number of applications to be submitted for such changes of use from B&B on adoption of the Local Plan due to the pent up demand that had been building prior to an enabling policy framework. The numbers now coming forward may, in effect, be the result of a relief valve being opened and reflect a change in customer expectations and demands. However, we do fully appreciate the need to monitor such figures. Importantly we also need to consider the wider context of our housing stock, which members are rightly concerned about, and the need to prioritise resources to pursue transformational action 2 of the Partnership Plan concerning second homes and holiday lets. This is needed to be rigorously pursued to address wider issues of the continued loss of permanent residential homes in Lake District communities.

I also propose you accept Option D. Keswick Town Council has already submitted and had a neighbourhood plan area formally approved by the LDNPA in September 2017 which allows them to progress a neighbourhood plan. We can advise them that, if there is sufficient concern in the Town Council, then there is merit in exploring the creation of a targeted Neighbourhood Plan containing a single locally distinct policy on this issue. We may be able to provide some officer support e.g. advice

and/or technical assistance, albeit this will need to reflect the other pressures on the team

6 Demonstrating Best Value

6.1 How has the recommendation:

- a) Challenged – monitoring is essential to establish what is happening and what may happen in the future. It means we can compare trends against existing policies to assess performance and whether we need to make changes. Option A will help us determine whether policies are achieving their intention and delivering sustainable development. It is the first time the Annual Monitoring Report will be reporting on the new Local Plan policies, and too early to understand the data trends. Policies 15 and 18 was tested through the preparation of the Local Plan and the examination of the Local Plan by Planning Inspectors against the tests of soundness and legal compliance.
- b) Compared – Not relevant.
- c) Consulted – Public consultation on Local Plan Policies 15 and 18 took place during the Local Plan Review. During consultation we considered and engaged with stakeholders to produce a sound and sustainable plan.
- d) Compete – Not relevant.

7 Finance Considerations

- 7.1 Options A and B are already built into the delivery of the Business Plan and would not incur any further unplanned financial considerations. Officer support to deliver Option D is captured through our Service Planning.
- 7.2 Option C, reviewing the Local Plan would come with significant resource, time, and cost implications. As well as staff time delivering the review there would be a cost for the examination of any new Local Plan for which there is no financial resource currently allocated.

8 Risk

	Risk	Mitigation
R1	If the recommendations proposed are not taken there could be a substantial financial and resource implication which would affect delivery of the Business Plan and Partnership's Management Plan	Understanding of commitments in the Business Plan and Partnerships Management Plan to address the wider issue of second and holiday homes in the Lake District.
R2	Government do not review the use classes order nationally.	Through the Partnership's Management Plan activity LDNPA are speaking to National Parks England and colleagues in other National Parks to gather support for this activity.
R3	There may be reputational risk to the Authority that it is not taking action to address the increasing proportion of holiday homes and	Continue to work on the actions identified in the Partnership's Management Plan and Authority's Business Plan to seek to address the

	second homes, and that the existing policy approach is exacerbating the problem.	wider issue of holiday and second homes. Monitor policy performance through the annual monitoring of the Local Plan.
R4	Police crime statistics may not be sensitive enough to capture the extent of anti-social behaviour resulting from changes of use to guest houses.	Work with Allerdale Borough Council Environmental Health Team to identify where reports of anti-social behaviour are reported in Keswick and determine whether reports are caused by tourists.

9 Legal Considerations

- 9.1 There are no legal considerations of relevance to this recommendation.

10 Human Resources

- 10.1 There are no direct human resources implications as a direct result of this report.

11 Diversity Implications

- 11.1 There are no diversity implications as a direct result of this report.

12 Sustainability

- 12.1 There are no sustainability implications as a direct result of this report.

Background Papers
Author/Post

C Swift – Strategy Planner, R Allison Team Leader –
Strategy, Partnerships and Policy

Responsible Director
Date Written

S Ratcliffe – Director of Sustainable Development
18 May 2022

Annex 1 – Extract of Draft Authority Minutes of 18 March 2022

17/22 Questions

Mr Lywood raised the following question under Standing Order 16(2) -

"We all know of the issue of second homes and holiday lets and the hollowing out of our communities. In my division of Keswick we are now up to nearly 40% of dwellings not permanently occupied and one in two houses sold are going to those who will not be living there on a permanent basis.

This flies in the face of our commitment within the Lake District National Park's plan for vibrant and resilient communities.

These Lakeland clearances of the people who live in our towns and villages may not follow the trend of brutal enforcement but the economics of holiday lets do exactly the same thing (without the violence). Why would anyone let to local young families when they can earn three or four times that with AirBnB or Booking.com. The economic realities are such that it is hard to resist.

Much of this is out of this Authority's control. We cannot enforce planning regulations when none are required and we cannot change the rating system without powers so to do. Although we can persuade and influence, the power lies mostly with Westminster and Whitehall and not with us.

But what we can do we should do, and unfortunately we have unwittingly shot ourselves in the foot and I include myself in this.

Since June 2020 in Keswick we have had 19 planning applications from B&Bs to change into holiday let accommodation because under our most recent plan they can do so.

The intention was to help many B&B owners who were struggling to sell their businesses and actually trading B&B rooms for holiday let rooms is not really a big issue. They are both commercial and the only real difference is the lack of a catered breakfast and the permanent presence of the owners.

What we had not really thought through was that these B&B owners and families will effectively leave the dwelling at the same time. 19 permanently occupied dwellings have now been lost to holiday lets. This has made a bad situation even worse.

This actually is within our gift and we should really review this decision as the number of B&Bs applying has been well beyond what was expected."

The Acting Chair read out the following response to the question posed –

"The issue of guest houses being on the market for long periods and owners not being able to sell them was identified, particularly in Keswick, during the evidence gathering for the Local Plan Review which began in 2017. Through the review of the Local Plan different policy options were developed, consulted upon, and examined by Planning Inspectors at the Examination in Public before being adopted by this Authority in May 2021.

Local Plan Policy 18: Sustainable tourism and holiday accommodation, supports proposals that seek to change guest houses to different forms of holiday accommodation to meet changing market demands, where a range of tourism accommodation is available in the local area and the relevant policy criteria are met. In these circumstances, the established use is holiday accommodation and the new use would be holiday accommodation. In theory no residential dwellings are being lost, but I appreciate there may be unintended consequences of some families being displaced which could place further pressure on

housing need. If Keswick Town Council has such evidence then, I know, officers would be grateful to receive it.

From the information officers have received from Keswick Town Council of the 19 applications identified since June 2020 there have been 11 planning applications determined against the new Local Plan policies adopted in May 2021. Of these 11 applications approved against the new policies five applications have been granted for residential housing (secured through permanent occupancy condition) and six have been approved for holiday letting. A further five applications are yet to be determined. It is important that we get these details correct.

To ensure our Local Plan is effective there is a requirement that we monitor our policies and this is done through our Annual Monitoring Report. That is scheduled to be reported to the Park Strategy and Vision Committee at its meeting in October. Given the recent adoption of our Local Plan, you will appreciate that any review is not currently scheduled and indeed is unlikely before May 2025 given the resources required to support it.

However I appreciate that Keswick Town Council has frequently brought this matter to the attention of the Development Control Committee and I have agreed, with the Director of Sustainable Development, that Policy 18 be referred to the Housing and Employment Member Working Group for more detailed, early consideration and then for it to be subsequently reported to Park Strategy and Vision Committee."

Annex 2: Housing and Employment Working Group Briefing Note

Housing and Employment Working Group Briefing note: Change of Use of Guest Houses in Keswick May 2022

Attendees: Geoff Davies, Tony Lywood, Michael Carter

Apologies Judith Derbyshire

Officers: Steve Ratcliffe, Hanna Latty, Rob Allison, Chloe Swift

The Lake District Local Plan policies 15 and 18 enable:

Policy 15: Housing

Based on the level of identified housing need we will make provision for a minimum of 1,200 new permanent homes between 2020 and 2035 to increase the supply of homes to meet local community need.

We will achieve this by supporting:[.....]

6. the change of use of guest houses to dwellinghouses where they are secured for permanent occupation, and where it can be demonstrated there is no detrimental impact on the range of visitor accommodation types in the area.

Policy 18: Sustainable tourism and holiday accommodation

We will support proposals which deliver a high quality, sustainable tourism experience for the diverse range of visitors to the Lake District, and ensure proposals benefit our local communities and businesses.

To achieve this we will support proposals which:

- enhance and improve the quality of visitor experiences; or*
- increase the length of stay of overnight visitors; or*
- encourage year round sustainable tourism. [...]*

Hotels and guest houses

Proposals for hotels and guest houses will be supported where they:

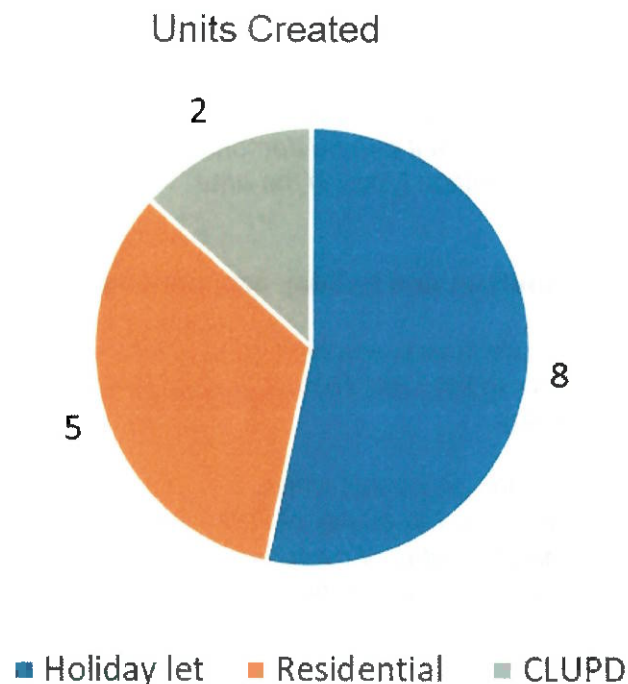
- are located within or well related to a Rural Service Centre or Village; or*
- appropriately and sympathetically reuse a building of archaeological or historic interest; or*
- are located within or adjacent to an existing visitor accommodation site; and*
- are commensurate with the level of suitable housing and dedicated accommodation for staff which is available locally and accessible to the development by sustainable transport opportunities; and*
- do not introduce inappropriate levels of use to the location.*

We will seek to retain and evolve a range of high quality holiday accommodation. Proposals seeking to change guest houses to different forms of holiday accommodation to meet changing market demands will be supported where a range of tourism accommodation is available in the local area and the relevant policy criteria are met.

We will only support the change of use of holiday accommodation to other uses where it can be demonstrated there is no demand for it resulting from an appropriate marketing exercise and other evidence.

Background - Change of Use of Guest Houses to other uses in Keswick

- Keswick Town Council identified 17 relevant change of use applications since June 2020. Two others were approved before the adoption of the Local Plan, hence haven't been considered in this review.
- 5 of the 17 applications approved have been granted for residential housing (secured through permanent occupancy condition).
- 8 of the 17 applications are approved changes of use from a guest house to a holiday let (2 units approved pre-adoption of Local Plan not included).
- 2 of 17 applications are certificate of lawfulness applications.
- There are currently 10 change of use applications (guest house to a holiday let) awaiting a decision in Keswick.



Annual Monitoring Report Data 2021-22

Local Plan Indicator	North Distinctive Area	East Distinctive Area	West Distinctive Area	South Distinctive Area	Central and South East Distinctive Area	Total
Number of applications received and determined for change of use from guesthouses to different forms of holiday accommodation	7	2	2	0	4	15
Number of applications approved for change of use from guesthouses to different forms of holiday accommodation	7	2	2	0	4	15
Number of applications received and determined for change of use from guesthouses to residential dwelling	5	0	0	0	2	7
Number of applications approved for change of use from guesthouses to residential dwelling	5	0	0	0	2	7

Anti-social behaviour in Keswick

- With no on-site control there it is assumed that there is an increasing trend in instances of anti-social behaviour.
- In the past twelve months there have been 132 anti-social behaviour crimes reported in the mapped area. Equating to 22% of all crimes.
- Allerdale Borough Council Environmental Health have not noted an upturn in requests for their service from Keswick resulting from guest house conversions.
- The graph shows the number of anti-social behaviour crimes in comparison to the total crimes in Keswick (and the surrounding area) between January 2018 and January 2022.

Anti-social behaviour in comparison to all crimes in Keswick, 2018-2022



Initial conclusions

- 22 planning applications for changes of use from guest houses to another use have been determined for the annual monitoring period 2021/2022.
- 15 applications have been approved for CoU of a guest house to a different form of holiday accommodation (e.g. self-catering/holiday let).
- 7 applications have been approved for CoU of a guest house to a residential use.
- 14 CoU applications are awaiting determination from a guest house:
 - 12 of these are for CoU to other holiday accommodation. Of which 10 are in Keswick (1 in Caldbeck and 1 in Windermere).
 - 2 CoU applications are awaiting a decision to residential use (both located in Windermere)
- Policy has been discussed and developed with the communities since 2017 as the policy through engagement and consultation. It is not uncommon to see 'pent up demand' and a spike in applications following adoption of the Local Plan. The policy approach to the change of use of guest houses was initially identified in North Distinctive Area Policy therefore it is not surprising to see the greatest number of Change of Use applications are coming forward in Keswick.
- Securing planning permission does not guarantee that the planning approval will be implemented.
- The policy approaches identified in Policy 15 and Policy 18 align to the Strategic Objectives of Local Plan and are delivering its outcomes, which have been subject to an Examination in Public by a Planning Inspector. The relevant Strategic Objectives are:
- The Lake District is a year round destination with more longer staying visitors supporting the economy.
- A balanced and resilient housing market with a high proportion of properties in permanent occupation, and a supply of new homes that meet local people's needs and maximises the delivery of affordable housing.
- Changing visitor expectations are met by a diverse range of quality accommodation.
- We cannot condition an application to require staff accommodation to be provided onsite because it would be different from the development proposed. We can only assess and determine what is submitted.

Options:

- A. Continue to monitor changes of Guest Houses through the Annual Monitoring Report of the Local Plan and gather evidence until the next review of the Local Plan.
- B. Continue to focus resource to deliver affordable housing, and continue the work on advocating on second homes and holiday lets issue as identified in the Partnership's Management Plan.
- C. Review Local Plan, or partial review of the Local Plan.
- D. Officers to write to Keswick Town Council to identify the opportunity available for Keswick Town Council to introduce a Neighbourhood Plan covering this issue.
- E. Members propose and alternative approach.

Housing and Employment Working Group conclusion

- Members concluded that option C represents a long-term solution, and one that would take significant time and resources to undertake and deliver.
- Members concluded that Option D represents a medium-term solution but could be explored by Keswick Town Council. The Authority would provide support to the Neighbourhood Plan Group as prescribed by the regulations. A Neighbourhood Plan policy would need to be in general conformity with the Local Plan.
- Members concluded that whilst there is sympathy and understanding of the concerns expressed by Keswick Town Council, Options A and B are the only realistic short-term solution, and expressed the need to continue to dedicate resource to deliver the agreed Partnership's Management Plan actions to address the loss continued of residential homes to holiday lets in Lake District communities.

Town Clerk

From: sajharwood@gmail.com
Sent: 08 August 2022 09:51
To: stephen.ratcliffe@lakedistrict.gov.uk
Cc: Geoff.Davies@lakedistrict.gov.uk; Town Clerk
Subject: Change of Use of Guest Houses in Keswick

Dear Steve
Re. Change of Use of Guest Houses in Keswick

Thank you for your letter of 14 June 2022 on this important issue for Keswick Town Council. I have taken some time to respond as there are differing views on the best way forward. Your recommendations are noted. This issue will be included on the agenda for our next Town Council meeting on 18 August 2022 to try and reach a consensus on how to respond.

Your letter is quite clear on the views of your members but I would be grateful for your advice and clarification on issues of concern with particular reference to item C of your recommendations. A draft Neighbourhood Plan was prepared in 2017 – before my time as a Town Councillor – but was not taken forward as the LDNPA Local Plan was being developed. The perception was that the only point of developing a Neighbourhood Plan was to provide a local perspective on issues where it was felt that the adopted Local Plan did not adequately address local concerns. Central Government were also proposing a significant review of planning legislation which could negate any work done – which remains the case.

In the context of the issue concerning Change of Use of Guest Houses in Keswick, the planning policy statement appears to be quite reasonable in supporting the principle of changing to alternative forms of holiday accommodation. However we feel it is not sufficiently refined in detail to deal with changes which result in the loss of on-site management. The Town Council has consistently taken a different view in objecting to recent applications on this issue which the LDNPA have subsequently approved. It is being portrayed that we are against holiday accommodation in Keswick which is not the case. We are fully supportive of good quality well managed holiday accommodation which is the life blood of the town and our success as a tourist destination. However we feel that the number of recent applications, particularly resulting in the loss of on-site management, could have a major impact on the town in terms of the balance / quality of accommodation provided, anti social behavior and housing for local needs.

To assist in our consideration of the way forward, I would be grateful for your comments on the following issues of concern. I will send separately a copy of KTC's response to the LDNPA Statement of Community involvement.

1 I am grateful for the clarification set out by Geoff Davies in his e-mail of 25 July 2022 advising the timescales for a review of the current Local Plan. I note this was Option C at your Park Strategy and Vision Committee of 7 June 2022 which was rejected. I believe a partial review of Local Plan Policy 18 is required given the importance of this issue for the town and cannot wait the projected 4 year period for a conclusion. I can understand why a full review could take so long but why is it not possible to deal with a partial view of a specific policy in a reasonable time scale.

2 Thank you for the information on grants available for preparation of Neighbourhood Plans which we will investigate. However the procedure and time involved suggests it is likely to take at least a year to reach a conclusion. It is my view that this is too long if we continue to get a succession of applications of this type.

3 Earlier this year I attended a series of 3 Zoom Seminars on Neighbourhood Plans by Stuart Todd Associates Ltd. Who specialize in this field to gain a better understanding. One very clear point made was that a Neighbourhood Plan does not override Local Plan Policies adopted by Planning Authorities but does have a greater weight when applications are considered. This raises the question

" Is the Planning Authority sympathetic to the policy refinement we would like to see ?" If the answer is 'yes' this does give weight to our proceeding with a Neighbourhood Plan. If the answer is 'no'- it would have no value.

4 I was disappointed to see the standard condition on the recent batch of 9 outstanding applications which were approved stating

" The accommodation hereby permitted shall only be used either as short term holiday letting accommodation or " – the rest does not matter as this first option gives ' carte blanche ' for it to be managed without any restrictions. This suggests you are not sympathetic to our representations / concerns about the loss of on-site management or volume of such changes. Is this a fair assessment ?

In conclusion we would like to have a good reason that a Neighbourhood Plan would make a difference. Rather than going through the pros and cons here,I think it would be helpful if we could have a meeting with you involving interested parties given the differences of opinion that exist. I will contact you after our Town Council meeting on 18 August 2022 to discuss this option.

Yours sincerely

Steve Harwood

Keswick Town Councillor

Mayor of Keswick

Sent from [Mail](#) for Windows

KESWICK TOWN COUNCIL

18 AUGUST 2022

LOCAL GOVERNMENT REORGANISATION

Local Government Reorganisation in Cumbria is now not very far away, with Vesting Day for the new Cumberland Council set for 1 April 2022. At this stage, all work being done by the incoming Council is high level strategic work, ensuring that the basics are all in place before the main work begins. After that, there will be a lot more work which Town and Parish Councils will be involved in, and this work will last a number of years.

We have already been in contact with Allerdale regarding the future of the Fitz Park grant, and they have been unable to answer the question as to whether it will carry on with the new Council, but we have also been in contact regarding the Walker Park Heads of Terms. Allerdale recently agreed to a rent increase for Walker Park, in line with RPI over the previous five year period, but as yet we have been unable to obtain a copy of the Heads of Terms, but efforts are still ongoing.

It is difficult for Keswick Town Council to plan for Local Government Reorganisation, but I feel it is reasonable to assume that there will be a certain amount of Devolution of Assets to Town and Parish Councils. I would like Councillors to consider setting up a small working group to look at what assets Keswick Town Council could put forward an expression of interest in. Strong communication between Keswick Town Council and Cumberland Council will be essential moving forward, and this would be a good starting point.

Things for the working group, in consultation with officers to consider are:

- Powers – research the power the Council has to deliver services and assets.
- Assets – what do the Town Council want and what do they think they may be offered
- Service Provision – can we run services more efficiently and to a better standard
- Resources – Councillors need to consider current and future staff resources
- Budgeting – rigorous and realistic budget planning
- Training – for both staff and elected members
- Shared working – consider working with other neighbouring Towns and Parishes
- Negotiating Position – review protocol for devolution and asset transfer
- Communication and Engagement – there is a need to engage with all stakeholders including members of the public.

There are a number of assets which Cumbria County Council and Allerdale Borough Council are responsible for which are listed below. Please note, this is not an exhaustive list, merely a starting point.

Litter Bins	Leisure Centre	Bus Shelters
Town Hall	Launch area	Car Parks
Market Square	Markets	Flower Beds
Other buildings and land	Open Spaces	Foreshore
Footway Lighting		

CALC will assist Town and Parish Councils during this period of uncertainty. It should be noted that Keswick Town Council do not have a duty to take on any asset which may be devolved, and a business plan for every item offered would need to be drawn up to enable that the Council would be able to appropriately resource any asset offered.

Councillors should consider the best way to put forward Expressions of Interest in assets in Keswick, and make recommendations based on consideration of the above.

Vivien Little

4 August 2022

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

Last year, UK Government published a Tourism Recovery Plan which, amongst other things, set out how they would support a swift recovery of the industry from the effects of the pandemic. Their aim is to ensure that England “continues to provide a safe and competitive guest accommodation offer”. In their Recovery Plan, Government set out their intention to consider a tourist accommodation registration scheme in England, and they have now opened a Call for Evidence¹ to inform their thinking. The Ministerial foreword to this consultation says.

“... England’s guest accommodation landscape has changed over the last fifteen years. Most notably, the rise of digital platforms such as Airbnb and Booking.com have led to significant growth in the range and volume of guest accommodation on the market, particularly short-term and holiday lets. These platforms have brought many benefits, including new routes to market for many forms of accommodation business, expanded consumer choice and access to new income streams for homeowners. We recognise however that some have raised concerns about compliance with existing regulations and the impact on local communities.”

The focus is on short-term holiday letting, which takes place in premises that could or would otherwise be used as residences. While a number of cities and countries (including Scotland and Northern Ireland) have introduced registration or licensing schemes for tourist accommodation in recent years, the short-term letting sector is currently unregulated in England outside of London. By contrast, the Scottish Parliament approved a Licensing Order in January 2022. It applies only to short-term lets, and its stated purpose is:

“... to ensure short-term lets are safe and address issues faced by neighbours; and to facilitate local authorities in knowing and understanding what is happening in their area as well as to assist with handling complaints.”

Appendix A in the consultation document provides more detail of the Scottish scheme, together with others that have been introduced in other cities and countries around the world. Government is considering whether it would be beneficial to introduce some form of scheme in England and, if so, what form it should take.

Government considers that the growing holiday let market brings benefits, but also recognises that there are accompanying challenges. The Call for Evidence is open to everyone, and the closing date for submissions is 21st September. It is Government’s intention, having considered the submitted evidence, to bring forward specific policy options for consultation later in the year.

Geoff Davies

Geoff.Davies@lakedistrict.gov.uk

¹¹ <https://www.gov.uk/government/consultations/developing-a-tourist-accommodation-registration-scheme-in-england/developing-a-tourist-accommodation-registration-scheme-in-england-call-for-evidence>

KESWICK TOWN COUNCIL
18 AUGUST 2022

COMMUNITY ENGAGEMENT STRATEGY

At the Annual Town Council meeting in April 2022, one of the nine written notices of resolution which was received was one regarding raising the profile of the Town Council over the following 12 months in order to encourage more people from diverse backgrounds to stand as candidates for Keswick Town Council at the elections in May 2023. This is important, as a number of Councillors are intending to stand down at this election, so in order to retain General Power of Competence, there needs to be a minimum of eight elected Councillors.

Keswick Town Council has a problem which faces many Town and Parish Councils – lack of engagement from the public, as well as a poor understanding of what exactly Keswick Town Council can and can't do. Keswick Town Council also does not currently engage on social media as other councils do, which can lead to messages being difficult to get out – for example, the recent postponement of Scruffs was reported by Councillors on their individual pages, but one Keswick Town Council page would make the reporting of this easier. It could also be used to focus Keswick based messages from upper-tier authorities to residents.

A Community Engagement Strategy would aid Keswick Town Council set out how to increase public engagement on issues of relevance to the Keswick area. This is important in the lead up to the Town Council elections next year, but also moving forward. This Strategy can be used to create tangible objectives and tactics to improve engagement, including the best ways to reach out to the community for their views, as well as manage the resident's expectations about what we can and can't do, and how we can influence others.

Councillors are asked to accept the Community Engagement Strategy, to allow more work to be done to begin engaging with residents and visitors to Keswick in a more positive manner.

Vivien Little
8 August 2022



Community Engagement Strategy

This document sets out Keswick Town Council's Community Engagement Strategy, what Community Engagement is and which we do it, with the aims and actions to support it.

Vivien Little

Town Clerk

XXX 2022

Introduction

The Town Council recognises that it is uniquely placed to represent the views of its constituents and provide community leadership. This strategy sets out how it intends to engage with the local community to identify its needs and aspirations and how it can improve community engagement to give people a voice and involve them in decisions affecting their quality of life.

What is Community Engagement

Community Engagement is a term covering many different activities carried out with people who make up our communities. It is about making sure that people can participate and be engaged in lots of different ways to make Keswick a better place. Community engagement can happen in many ways, from Town meetings, survey polls, questionnaires, big events, and festivals. Community engagement can also take place at a number of different levels from low involvement activity, to high involvement activity. For example, this can range from providing information to people, to consultation by asking for feedback on a particular service or policy, to participation when decision making is shared and through empowerment which gives people ownership of the decisions and support to carry out their own activities.

What is a Community?

Communities can be:

- Communities of Place – people within a defined geographical area, for instance the whole of Keswick, or the Back Streets area.
- Communities of interest – People who share a particular experience or characteristic, such as young people, faith groups, older people, disabled people, ethnic groups or LGBTQIA+ groups.

Communities may define themselves, definitions change and people often belong to more than one community and communities themselves are often diverse. The main point is that we will always endeavour to engage with all residents.

Why do we engage?

- Community Engagement gives individuals, communities and partners a range of very important benefits.
- Developing a better understanding of relationships with communities through genuine dialogue.
- Involving residents in public services and making sure their knowledge, experience and priorities shape those services so they are more responsive to needs.
- Encouraging more voluntary and community groups to become more involved in planning and delivering local services.
- Helping people to establish an improved sense of neighbourhood and more cohesive communities.
- Engaging more people in local democracy.

Our partners

There are different partnerships involved in working together on community engagement:

- All residents of Keswick
- All residents of surrounding parishes
- Visitors to the Town
- Councillors who as elected representatives of their communities play a key part in delivering the aims of this strategy
- Council staff and volunteers
- Voluntary and community groups both individually and through local organisations
- Private sector organisations and local businesses
- Public service providers

Keswick Town Council seeks to work with other organisations both within and outside the parish, together with individuals from the community, voluntary and private sectors to ensure that engagement activities influence the future direction of the Town.

The Council also recognises that we need to work with our local and visiting communities to encourage effective community engagement and ensure that process are flexible and can be tailored to different groups and individuals in different areas of the Town. The Council understands that sometimes people are reluctant to get involved and we will work with other partners to ensure that community engagement is as straight forward as possible and targeted appropriately.

Attendance at meetings

- All members of the public are welcomed and encouraged to attend any Town Council meeting and dates of all meetings are publicised through Noticeboards, our website or direct from the Town Clerk's office.
- Public speaking is available and encouraged at the Town Council meeting, and full details are widely available.
- Residents are also able to attend and take a full part in the Annual Town Meeting.

Our principles which support engagement

Through this strategy and the engagement work we are all involved in across the town, we aim to:

- Have clear objectives for engagement and to communicate clearly and openly about decisions and actions and the reasons for them
- Seek to reach those communities and individuals not yet engaged
- Share information and expertise
- Engage in innovative and creative ways using 21st century media where appropriate

- Recognise and value existing channels and work to make these more responsible and effective
- Engage using a range of flexible methods to avoid relying on one source or route

Our Commitments

Through this strategy we are committed to:

- Use the most appropriate level of involvement and participation for each activity
- Build on the existing skills of local people and communities so they are empowered to engage in decision making.
- Develop the voluntary and community sector to play a key role in helping in delivering services
- Develop a culture where other people's views are valued and listened to and are a part of the decision making process and help build cohesion in Keswick.

How will we do it?

To help us achieve effective community engagement we will make sure of:

Noticeboards, the website, polls and surveys, Facebook, Twitter and other social media, public meetings, Councillors surgeries and regular press releases.

How will we measure success?

- Through attendance at meetings of the Council, Committees and Annual Town Meeting
- Responses received to questionnaires, surveys and polls
- Statistics from the website
- Statistics from Facebook and Twitter
- The activity of an interest in the town forums

We will include a section on Community Engagement in the Town Council's Annual Report.

Role of Councillors

Every Councillor is involved in a range of representational roles within the community and is available to his/her electors to engage in a range of local issues, raising these with the Town Council or other body as appropriate.

Every type of involvement is important in the community engagement process and different methods will be used depending on the activity and circumstances. Our aim is to demonstrate how community engagement activity can make a genuine improvement to services.

Want to get involved further?

For more information on this strategy, or to find out more about becoming involved in putting it into action, please contact Vivien Little, Town Clerk

By email: townclerk@keswicktowncouncil.gov.uk

By telephone: 017687 73607

By post:

Keswick Town Council
50 Main Street
Keswick
CA12 5JS

Or visit our website: www.keswicktowncouncil.gov.uk

DRAFT

KESWICK TOWN COUNCIL
18 AUGUST 2022

CLERK'S REPORT

The National Association of Local Council's (NALC), the Society of Local Council Clerks (SLCC) and One Voice Wales (OVW) believe now is the time to put civility and respect at the top of the agenda and start a culture change for the local council sector.

By Keswick Town Council signing up to the civility and respect pledge we are demonstrating that our council is committed to treated Councillors, clerks, employees, members of the public, representatives of partner organisations and volunteers with civility and respect in their role.

Signing up is a simple process, which requires Councils to register and agree to the following statements:

- Our Council has agreed that it will treat all Councillors, clerk, and all employees, members of the public, representatives of partner organisations, and volunteers, with civility and respect in their role.
- Our Council has committed to training Councillors and staff.
- Our Council has signed up to Code of Conduct for Councillors.
- Our Council has good governance arrangements in place including staff contracts, and policies to protect staff (grievance, anti-bullying and harassment policies).
- Our Council will commit to seeking professional help in the early stages should civility and respect issues arise.
- Our Council will commit to calling out bullying and harassment if and when it happens.
- Our Council will continue to learn from best practice in the sector and aspire to being a role model/champion council e.g. via the Local Council Award Scheme.
- Our Council supports the continued lobbying for the change in legislation to support the Civility and Respect Pledge, including sanctions for elected members where appropriate.

Councillors are asked to pass a resolution to sign up to the civility and respect pledge.

Vivien Little
11 August 2022



Vexatious Complaints Policy

This document sets out Keswick Town Council's policy for dealing with abusive, persistent or vexatious complaints and complainants

Vivien Little

Town Clerk

August 2022

Vexatious Complaints Policy

Introduction

This policy identifies situations where a complainant, either individually or as part of a group, or a group of complainants, might be considered to be habitual or vexatious. The following clauses form the Council's policy for ways of responding to these situations.

In this policy, the term habitual means 'done repeatedly or as a habit'. The term vexatious is recognised in law and means 'denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant'. This policy intends to assist in identifying and managing persons who seek to be disruptive to the Council through pursuing an unreasonable course of conduct.

The term complaint in this policy includes requests made under the Freedom of Information Act 2000 and the Data Protection Act 2018 and referenced to the Complaints Procedure is, where relevant, to be interpreted as meaning a request under those Acts.

Habitual or vexatious complaints can be a problem for Council staff and members. The difficulty in handling such complainants is that they are time consuming and wasteful of resources in terms of Officer and Member time. While the Council endeavours to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can reasonably be done to assist or to rectify a real or perceived problem.

The raising of legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause him or her to be labelled vexatious or unreasonably persistent.

The aim of this policy is to contribute to the overall aim of dealing with all complainants in ways which are demonstrably consistent, fair and reasonable.

Habitual or Vexatious Complainants

For the purposes of this policy the following definitions of habitual or vexatious complainants will be used:

The repeated and/or obsessive pursuit of:

- i. unreasonable complaints and/or unrealistic outcomes; and/or
- ii. reasonable complaints in an unreasonable manner.

Prior to considering its implementation the Council will send this policy to the complainant to give them prior notification of its possible implementation.

Where complaints continue and have been identified as habitual or vexatious in accordance with the criteria set out in the definitions of this policy, the Clerk along with the Mayor and Deputy Mayor (or in the case of a complaint pertaining to Keswick Parks Trusts, the Chairman and the Vice-Chairman of the Trusts) will seek agreement to treat the complainant as a habitual or vexatious complainant for the appropriate course of action to be taken. The Imposing Restrictions section of this policy details the options for dealing with habitual or vexatious complaints.

The Clerk on behalf of the Council will notify complainants in writing of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken. District/County/Unitary Councillors for Keswick Town Council will also be informed that a constituent has been designated as an habitual or vexatious complainant.

The status of the complainant will be kept under review. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.

Definitions

Keswick Town Council defines unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contact with the Council, hinder the Council's consideration of their or other people's complaints.

The description 'unreasonably persistent' and 'vexatious' may apply separately or jointly to a particular complainant.

Examples include the way in which, or frequency with which, complainants raise their complaints with staff or how complainants respond when informed of the Council's decision about the complaint.

Features of an unreasonably persistent and/or vexatious complainant include the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):

An unreasonably persistent and/or vexatious complainant may:

- have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious)
- refuse to specify the ground of a complaint despite offers of assistance
- refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure
- refuse to accept that issues are not within the power of the Council to investigate, change or influence

- insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (i.e. insisting that there must not be any written record of the complaint)
- make what appear to be groundless complaints about the staff dealing with the complaints, and seek to have them dismissed or replaced
- make an unreasonable number of contacts with the Council, by any means in relation to a specific complaint or complaints
- make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to questions, frequent and/or complex letters, telephone calls or e-mails)
- harass or verbally abuse or otherwise seek to intimidate staff dealing with their complaint, in relation to the complaint by use of foul or inappropriate language or by the use of offensive and racist language or public their complaints in other forms of media
- raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process
- introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be taken into account and commented on
- change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- deny statements he or she made at an earlier stage in the complaint process
- are known to have electronically recorded meetings and conversations without the prior knowledge and consent of the other person(s) involved
- adopts a 'scattergun' approach, for instance, pursuing a complaint or complaints not only with the Council, but at the same time with, for example, a Member of Parliament, other Councils, elected Councillors of this and other Councils, the Council's Independent Auditor, the Police, other public bodies or solicitors
- refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome and/or denying that an adequate response has been given
- make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded and insist that the minor differences make these 'new' complaints which should be put through the full complaints procedure
- persistently approach the Council through different routes or other persons about the same issue
- persist in seeking an outcome which Council has explained is unrealistic for legal or policy (or other valid) reasons
- refuse to accept documented evidence as factual
- complain about or challenge an issue based on an historic and/or irreversible decision or incident
- combine some or all of these features.

Imposing Restrictions

The Council will ensure that the complaint is being, or has been, investigated properly according to the adopted complaints procedure.

In the first instance the Clerk will consult with the Mayor and Deputy Mayor (or Chairman and Vice-Chairman of the Keswick Parks Trusts if appropriate) prior to issuing a warning to the complainant. The Clerk will contact the complainant in writing, or by e-mail, to explain why their behaviour is causing concern and ask them to change this behaviour and outline the actions that the Council may take if they do not comply.

If the disruptive behaviour continues, the Clerk will issue a reminder letter to the complainant advising them that the way in which they will be allowed to contact the Council in future will be restricted. The Clerk will make this decision in consultation with the Mayor and Deputy Mayor (or Chairman and Vice-Chairman of the Keswick Parks Trusts if appropriate) and inform the complainant in writing of what procedures have been put in place and for what period of time.

Any restriction that is imposed on the complainant's contact with the Council will be appropriate and proportionate and the complainant will be advised of the period of time over which that restriction will be in place. In most cases restrictions will apply for between three and six months, but in exceptional cases this may be extended. In such cases the restrictions would be reviewed on a quarterly basis, or at the next Full Council Meeting.

Restrictions will be tailored to deal with the individual circumstances of the complainant and may include:

- banning the complainant from making contact by telephone except through a third party e.g. a solicitor, a Councillor or a friend acting on their behalf
- requiring contact to take place with one named member of staff only
- restricting telephone calls to specified days and/or times and/or duration
- requiring any personal contact to take place in the presence of an appropriate witness
- letting the complainant know that the Council will not reply or acknowledge any further contact from them on the specific topic of the complaint (in this case, a designated member of staff will be identified who will read future correspondence).

When the decision has been taken to apply this policy to a complainant, the Clerk will contact the complainant in writing to explain:

- why the decision has been taken
- what action has been taken
- the duration of that action.

The Clerk will enclose a copy of this policy in the letter to the complainant.

Where a complainant continues to behave in a way that is unacceptable, the Clerk, in consultation with the Mayor and Deputy Mayor (or Chairman and Vice-Chairman

of the Keswick Parks Trusts if appropriate) may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

New complaints from complainants who are treated as abusive, vexatious or persistent

New complaints from people who have come under this policy will be treated on their merits. The Clerk, the Mayor and Deputy Mayor (or Chairman and Vice-Chairman of the Keswick Parks Trusts if appropriate) will decide whether any restrictions that have been applied before are still appropriate and necessary in relation to the new complaint. A blanket policy is not supported, nor is ignoring genuine service request or complaints where they are founded.

The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on Council's contact with him or her will be recorded and notified to those who need to know within the Council.

Review

The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Clerk and the Mayor and Deputy Mayor (or Chair and Vice-Chair of the Keswick Parks Trusts if appropriate) after three months, and at the end of every subsequent three months within the period during which the policy is to apply, or by the next Full Council meeting.

The complainant will be informed of the result of this review if the decision to apply this policy has been changed or extended.

Record Keeping

The Clerk will retain adequate records of the details of the case and the action that has been taken. Records will be kept of:

- the name and address of each member of the public who is treated as abusive, vexatious or persistent, or any other person who so aids the complainant.
- when the restrictions came into force and when they end
- what the restrictions are
- when the person and Council were advised.

Full Council will be provided with a regular report giving information about members of the public who have been treated as vexatious/persistent as per this policy.

Adopted XXX 2022

Next review date: August 2023



Communications Protocol

This document sets out Keswick Town Council's protocol for communicating with its Councillors, staff and external parties.

Vivien Little

Town Clerk

XXX 2022

Communications Protocol

Town Council Correspondence

The point of contact for the Town Council is the Clerk, and it is to the Clerk that all correspondence for the parish council should be addressed.

The Clerk should deal with all correspondence following a meeting.

No individual Councillor or Officer should be the sole custodian of any correspondence or information in the name of the Town Council, a committee, sub-committee or working party. In particular, Councillors and officers do not have a right to obtain confidential information/documentation unless they can demonstrate a 'need to know'.

Most official correspondence should be sent by the Clerk in the name of the Council using Council letter headed paper. For correspondence not sent by the Clerk, they must be provided with a copy.

Agenda items for Council, Committees, Sub-Committees and Working Groups

Agenda items should be clear and concise. They should contain sufficient information to enable Councillors to make an informed decision, and for the public to understand what matters are being considered and what decisions are to be taken at a meeting.

Items for information should be kept to a minimum on the agenda.

Where the Clerk or a Councillor wishes fellow Councillors to receive matters for 'information only', this information will be circulated via the Clerk.

Communications with the Press and Public

The Clerk will clear all press reports, or comments to the media, with the Mayor or the Chairman of the relevant Committee.

Press reports from the Council, its committees or working parties should be from the Clerk or via the reporter's own attendance at a meeting.

Unless a Councillor has been authorised by the Council to speak to the media on a particular issue, Councillors who are asked for comment by the press should make it clear that it is a personal view and ask that it be clearly reported as their personal view.

Unless a Councillor is reporting the view of the Council, they must make it clear to members of the public that they are expressing a personal view.

If Councillors receive a complaint from a member of the public, this should be dealt with under the Council's adopted complaints procedure.

Councillor Correspondence to External Parties

As the Clerk should be sending most of the Council's correspondence from a Councillor to other bodies, it needs to be made clear that it is written in their official capacity and has been authorised by the Town Council.

A copy of all outgoing correspondence relating to the Council or a Councillor's role within it should be sent to the Clerk, and it be noted on the correspondence, for example "copy to the Clerk" so that the recipient is aware that the Clerk has been advised.

Communications with the Town Council Staff

Councillors must not give instructions to any member of staff, unless authorised do to so (for example, three or more Councillors sitting as a committee or sub-committee with appropriate delegated powers from the Council).

No individual Councillor, regardless of whether or not they are the Mayor, Chairman of a Committee or any other meeting, may give instruction to the Clerk or to another employee which are inconsistent or conflict with council decisions or arrangements for delegated power.

Telephone calls should be appropriate to the work of the Town Council.

Emails:

- Instant replies should not be expected from the Clerk; reasons for urgency should be stated.
- Information to Councillors should normally be directed via the Clerk.
- Emails from Councillors to external parties should be copied to the Clerk.
- Councillors should acknowledge their emails when requested to do so.

Meetings with the Clerk or other officers

- Wherever possible an appointment should be made.
- Meetings should be relevant to the work of that particular officer.
- Councillors should be clear that the matter is legitimate council business and not matters driven by personal or political agendas.

Adopted XXX 2022

Date of next review: August 2023



Social Media and Electronic Communications Policy

This document sets out the council's policy on how it will use Social Media and Electronic Communications.

Vivien Little

Town Clerk

August 2021

Social Media and Electronic Communications Policy

The use of digital and social media and electronic communication enables Keswick town Council to interact in a way that improves the communications both within the Council and between the Council and the people, business and agencies it works with and serves.

The Council has a website and is developing a Facebook page and Twitter account (therefore, this policy will apply to any communications there), and uses email to communicate. Keswick Town Council will always try to use the most effective channel for its communications. Over time, the Council may add to the channels of communication that it uses as it seeks to improve and expand the services it delivers. When these changes occur this Policy will be updated to reflect the new arrangements.

Keswick Town Council's Facebook pages and Twitter account intend to provide information and updates regarding activities and opportunities within Keswick and the surrounding areas and promote our community positively.

Communications from the Council will meet the following criteria:

- Be civil, tasteful and relevant;
- Not contain content that is knowingly unlawful, libellous, harassing, defamatory, abusive, threatening, harmful, obscene, profane, sexually oriented or racially offensive;
- Not contain content knowingly copied from elsewhere, for which we do not own the copyright;
- Not contain any personal information;
- If it is official Council business, it will be moderated by the Clerk to the Council, or one of the other officers to the Council;
- Social media will not be used for the dissemination of any political advertising;

In order to ensure that all discussions on the Council page are productive, respectful and consistent with the Council's aims and objectives, we ask you to follow these guidelines;

- Be considerate and respectful of others. Vulgarity, threats or abuse of language will not be tolerated;
- Differing opinions and discussion of diverse ideas are encouraged, but personal attacks on anyone, including the Council members or staff, will not be permitted;
- Share freely and be generous with official Council posts, but be aware of copyright laws; be accurate and give credit where credit is due;
- Stay on topic;
- Refrain from using the Council's Facebook page or Twitter site for commercial purposes or to advertise, market or sell products.

The website and social media is not monitored 24/7, and we will not always be able to reply individually to all messages or comments received. However, we will endeavour to ensure that any emerging themes or helpful suggestions are passed to

the relevant people or authorities. Please do not include personal/private information in your social media posts to us.

Sending a message/post via Facebook or Twitter will not be considered as contacting the Council for official purposes and we will not be obliged to monitor or respond to requests for information through these channels. Instead, please make direct contact with the office, Clerk and/or members of the Council by emailing them individually.

We retain the right to remove comments or content that includes:

- Obscene or racist content.
- Personal attacks, insults, or threatening language.
- Potentially libellous statements.
- Plagiarised material; any material in violation of any laws, including copyright.
- Private, personal information published without consent.
- Information or links unrelated to the content of the forum.
- Commercial promotions or spam.
- Alleges a breach of a Council's policy or the law.

The Council's response to any communication received not meeting the above criteria will be to either ignore, inform the sender of our policy or send a brief response as appropriate. This will be at the Council's discretion based on the message received, given our limited resources available. Any information posted on the Facebook page not in line with the above criteria will be removed as quickly as practically possible. Repeat offenders will be blocked from the Council's social media. Keswick Town Council may post a statement that '*A post breaching the Council's Social Media Policy has been removed*'. If the post alleges a breach of a Keswick Town Council policy or the law the person who posted it will be asked to submit a formal complaint to the Council or report the matter to the Police as soon as possible to allow due process.

Keswick Town Council Website

Where necessary, we may direct those contacting us to our website to see the required information, or we may forward their question to one of our Councillors for consideration and response. We may not respond to every comment we receive particularly if we are experiencing a heavy workload.

The Council may, at its discretion, allow and enable approved local groups to have and maintain a presence on its website for the purpose of presenting information about the group's activities. The local group would be responsible for maintaining the content and ensuring that it meets the Council's rules and expectations for the website. Keswick Town Council reserves the right to remove any or all of a local group's information from the website if it feels that the content does not meet the Council's rules and expectation for its website. Where content on the website is maintained by a local group it should be clearly marked that such content is not the direct responsibility of the Council.

Keswick Town Council email

Staff of Keswick Town Council have their own Council email addresses. These accounts are monitored mainly during office hours, Monday to Friday, and we aim to reply to all questions as soon as we can. An out of office message should be used when appropriate.

The Clerk is responsible for dealing with email received and passing on any relevant mail to members or external agencies for information and/or action. All communications on behalf of the Council will usually come from the Clerk, and/or otherwise always be copied to the Clerk. All new emails requiring data to be passed on will be followed up with a Data Consent form for completion before action is taken with that correspondence.

Individual Councillors are at liberty to communicate directly with parishioners in relation to their own personal views, and if appropriate, copy to the Clerk. Please note – any emails copied to the Clerk become official and will be subject to the Freedom of Information Act 2000.

These procedures will ensure that a complete and proper record of all correspondence is kept.

Do not forward personal information on to other people or groups outside of the Council, this includes names, addresses, email addresses, IP addresses and cookie identifiers.

SMS (texting)

Members and the Clerk may use SMS as a convenient way to communicate at times. All are reminded that this policy applies to such messages.

Video Conferencing (Teams, Zoom)

If this medium is used to communicate please note that this policy also applies to the use of video conferencing.

Internal communication and access to information within the Council

The Council is continually looking at ways to improve its working and the use of social media and electronic communications is a major factor in delivering improvement.

Councillors are expected to abide by the Code of Conduct and the Data Protection Act in all their work on behalf of the Council.

As more and more information becomes available at the press of a button, it is vital that all information is treated sensitively and securely. Councillors are expected to maintain an awareness of the confidentiality of information that they have access to and not to share confidential information with anyone. Failure to properly observe confidentiality may be seen as a breach of the Council's Code of Conduct and will be dealt with through its prescribed procedures (at the extreme it may also involve a criminal investigation).

Members should also be careful only to cc essential recipients on emails – please avoid use of the 'Reply to All' option if at all possible, but of course copying in all who need to know and ensuring that email trails have been removed.


Adopted: XXX 2022

Date of next review: August 2023

Town Clerk

From: James Daly MP & Julie Elliott MP <northerncultureappg@devoconnect.co.uk>
Sent: 26 July 2022 12:18
To: Town Clerk
Subject: Call for Written Evidence: A Question of Sport? An Inquiry into the cultural value of sport to the North's cities, towns and communities

Submit evidence to the Northern Culture APPG Inquiry



Tuesday 26th July 2022

Dear Clerk:

CALL FOR WRITTEN EVIDENCE
A QUESTION OF SPORT?
Inquiry into the cultural value of sport to the North's cities, towns
and communities

[CLICK HERE TO FIND OUT MORE](#)

The Northern Culture APPG is holding a major Inquiry into the role sporting activity plays – across the North – in terms of shaping the region's cultural identity, value and economy.

We are calling for written evidence from all those with a stake in rebalancing and levelling up the North's cultural value through sport in the North's cities, towns and communities.

The Northern Culture APPG wants to receive evidence from all those organisations who are supporting, creating and investing in cultural opportunities to maximise the North's growth potential. Sport and culture are intrinsically linked in our communities; developing a rich seam of talent and tackling inequalities. This Northern Culture APPG Inquiry will look at the contribution ALL sport makes – from elite to grassroots football to rugby, cycling, cricket, etc. – to building stronger places and more diverse communities.

The definition of "sport" used for this Inquiry is that used in the European Sports Charter:

"All forms of physical activity which, through casual or organised participation, aim at expressing or improving physical fitness and mental wellbeing, forming social relationships or obtaining results in competition at all levels."

Call for Submissions

We are inviting you to submit evidence on any, or all, of the three questions below. You do not have to answer all questions. Only those where you have evidence or knowledge to

submit to support your view. If you cannot contribute, please forward on this email to any relevant interested parties.

INQUIRY QUESTIONS:

1. What is needed to boost the cultural value of sport and build stronger communities across the North?

- How can sport contribute to generating better and more inclusive places and communities?
- What is the economic contribution of sport to culture?
- What investment is needed to increase the cultural output of sporting institutions?
- How can sporting institutions turn funding into cultural value for their communities?
- Should more powers and funding be devolved to connect the value of sport to Northern Culture?

2. How much more cultural value could sport add to levelling up opportunities and access to culture?

- How can sport aid participation in culture?
- How do we ensure a fair spread of funding for sport across the North?
- How do we ensure funding is fairly distributed across different sports?
- How can we ensure communities and spectators are able to access sport and its cultural value?
- How can we ensure fair access to sport for underrepresented communities?

3. How can sport drive cultural value, identity and diversity and contribute to the North's rich seam of talent and grow the North's economy?

- What is the value of sport to the North's cultural identity?
- How can sporting institutions contribute to a sense of place and community?
- How can sport contribute to a strong Northern cultural brand a strong and cohesive brand for the North, building recognition of its world-class reputation
- How do we develop a strong and diverse supply chain for sporting talent?

Instructions

Please submit through the website portal [here](#) by **9:00 on Monday 5th September**. Please indicate which questions your answers and evidence relate to.

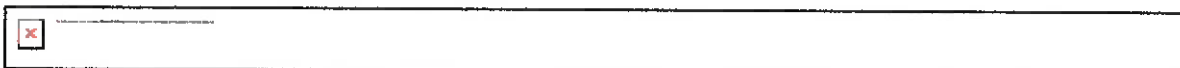
Please note that the submission is limited to 2,000 words. If you would like to submit a longer piece of evidence, please email it with a summary to northerncultureappg@devoconnect.co.uk. We will be in touch if we require you to give oral evidence at one of the sessions.

Please do get in touch if you need to discuss or want to find out more about how to support the Northern Culture APPG.

Regards

James Daly MP
Co-Chair
Northern Culture APPG

Julie Elliott MP
Co-Chair
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