

BARTON BENDISH PARISH COUNCIL

The Ordinary Parish Council Meeting will be held on
14th January 2026 starting at 7.30pm in Barton Bendish Village Hall

All members of the Council are hereby summoned to attend for the purpose of considering and resolving upon the business to be transacted at the meeting. Members of the public and press are welcome to attend.

AGENDA

1. To receive apologies for absence
2. To receive Declaration of Interests and any requests for dispensation
3. To agree the minutes of the last meeting on 12th Nov 2025
4. Public forum for members of the public to comment on agenda items, and updates from Borough and County Councillors
5. Highways
 - a) To note the update from NCC regarding overgrown hedge on Fincham Road:
"A site visit has been carried out. NCC is currently confirming tree ownership and will contact relevant landowners to cut back overhanging trees. Issue resolved on site."
 - b) To note that the new grit bin on Boughton Long Road was not filled during NCC's November refill and to receive any available update
6. Defibrillator
 - a) To note the replacement defibrillator has been installed at the village hall and registered with The Circuit. The warranty has been registered & extended to 10 yrs
 - b) To consider recycling the old defibrillator with Defib Shop (for details [WEEE Regulations: Electrical & Battery Recycling | defibshop](#)) and approve expenses for postage and packaging
7. Governance
 - a) To review Internal Controls Statement
 - b) To review Risk Assessment
 - c) To review updated Asset Register
 - d) To review Complaints Policy
 - e) To review draft 'council news update' for noticeboards
8. Finance
 - a) To note Unity Trust Bank charge will increase from £6pm to £7pm from February 2026
 - b) To authorise payments and note any monies received
 - c) To review and sign cash book reconciliation
 - d) To receive reserves report
 - e) To consider agree the budget 2026-27 and set the Precept 2026-27
9. To consider planning applications received from the Borough Council for consideration at this meeting (none received). Any applications received after the issuing of this agenda will be considered at the meeting.
10. To note planning decisions from the Borough Council of King's Lynn and West Norfolk:
 - a) **25/01642/CU** Change of Use from Class E(g)(i) / E(g)(ii) (Office/Research) to Class E(a) (Hair and Beauty Salon) at The Old Workshops Fincham Road Barton Bendish KINGS LYNN Norfolk PE33 9DL – application permitted
11. To receive items for inclusion on the next agenda
12. To consider advance booking of Barton Bendish Village Hall for parish council meetings **2027**: 13th Jan; 10th March; 12th May; 7th July; 1st Sept; 10th Nov
13. To confirm date of next meeting as Wednesday **11th March 2026** 7.30pm for the Annual Parish Meeting, immediately followed by the Parish Council meeting both at Barton Bendish Village Hall

BARTON BENDISH PARISH COUNCIL

Minutes of Ordinary Parish Council meeting held on Wednesday 12th November 2025
commencing at 7.30pm in Barton Bendish Village Hall

Present: Cllr W Chapman (Chairman), Cllr R Simon, Cllr A Stephen, Cllr P Swallow, Cllr S Tilburn,
Cllr T Webster, Cllr D Wells

Sharon Sweet - Parish Clerk

No members of the public were in attendance

1. To receive apologies for absence

None.

2. To receive Declaration of Interests and any requests for dispensation

None.

3. To agree the minutes of the last meeting on 3rd September 2025

Agreed as an accurate record and signed by the chairman.

4. Public forum for members of the public to comment on agenda items, and updates from Borough and County Councillors

Apologies received from Borough Councillor Sue Lintern. No members of the public present.

5. To consider reporting to NCC overgrown hedge on Fincham Road

Some members had individually reported the overgrown hedge to NCC and received confirmation that the matter was being dealt with. The hedge has not yet been cut back. It was **AGREED** that the Parish Council will report the issue again to NCC due to road safety concerns.

6. To receive correspondence regarding Operation Radium, a Norfolk Constabulary initiative on tackling courier fraud and consider their request for assistance

Correspondence noted, it was felt this was not a parish council matter, no further action.

7. To note correspondence from Anglian Water on local survey work

Correspondence noted and information to be displayed on parish council noticeboards.

8. To receive correspondence from Norfolk County Council regarding the review of subsidised local bus services in the Swaffham area and consider any further actions required

Correspondence noted.

9. To receive update on defibrillator purchase

It was **AGREED** to proceed with the purchase up to £1,000. The Clerk will arrange direct payment to Defib Supplies (£954.00 incl. VAT). Only if direct payment cannot be arranged is authority given for Cllr Webster to purchase the defibrillator and be reimbursed immediately.

10. To note installation of one grit bin on Boughton Long Road, note that the second bin was refused due to being too close to the first, and agree any further action if needed

A new grit bin had been installed on the corner near the Barton Bendish village sign on Boughton Long Road. It was noted the second bin on the next corner was not approved. Members agreed to monitor the issues, with winter weather, on this corner.

- 11. To review the information displayed on the Parish Council noticeboards and consider arrangements to ensure statutory and public information is kept up to date**

Information on the boards was reviewed and it was confirmed that Cllrs Tilburn & Stephen would continue to update the noticeboards. The Clerk provided some information to be displayed on the boards.

- 12. To note Norfolk County Council's 2026-27 budget consultation and consider council response**

Information noted, and information to be displayed on parish council noticeboards.

- 13. Governance**

a) To appoint Internal Auditor 2025-26 – It was **AGREED** to appoint C Bailey as the internal auditor 2025-26

b) To review the bank account signatories and confirm arrangements for payment authorisation – it was **AGREED** to add Cllr Simon and Tilburn to the banking mandate for online payments

c) To review H&S Policy – It was **AGREED** to update the policy to include a paragraph regarding the Village Hall. At the meeting, Cllr Simon requested that the policy specify annual PAT testing and require that contractors engaged by the Council provide Risk Assessments and Method Statements (RAMS).

- 14. Finance**

a) To authorise payments and note any monies received – **AGREED** appendix A.

b) To review and sign cash book reconciliation – reviewed and signed by the Chairman.

c) To review budget monitoring document 2025-26 – reviewed, no concerns raised.

d) To review general and earmarked reserves – reviewed, no concerns or amendments raised.

e) To consider draft budget document 2026-27 – first draft reviewed, no concerns or points raised.

- 15. To note planning application considered between meetings under delegated authority:**

a) **25/01358/F** Proposal: Householder- kitchen utility room extension. Location: Brendan The Paddocks Church Road Barton Bendish King's Lynn - No observations

b) **25/01642/CU** Change of Use from Class E(g)(i) / E(g)(ii) (Office/Research) to Class E(a) (Hair and Beauty Salon) at The Old Workshops Fincham Road Barton Bendish KINGS LYNN Norfolk PE33 9DL - support

- 16. To consider planning applications received from the Borough Council for consideration at this meeting. Any applications received after the issuing of this agenda will also be considered at the meeting.**

None.

- 17. To note planning decisions from the Borough Council of King's Lynn and West Norfolk:**

a) **25/01358/F** Proposal: Householder- kitchen utility room extension. Location: Brendan The Paddocks Church Road Barton Bendish King's Lynn – Decision: permitted

Chairman's signature.....

Date.....

b) **25/00062/TPO 2/TPO/00095:** T1 and T2 Limes - Pollard next to the front drive. Re-pollard to previous cuts (approx. 3 meters), leaving a monolith at The Limes Church Road Barton Bendish King's Lynn Norfolk PE33 9GF – Decision: consent granted

18. To receive items for inclusion on the next agenda

No new matters were brought forward.

19. To confirm date of next meeting as Wednesday 14th January 2026 7.30pm Barton Bendish Village Hall

The date as above confirmed.

Meeting closed at 8.15pm

Appendix A

Payments for Nov 2025 meeting:

Payee	Amount	Type	Description
S Sweet	£373.10	SO	Clerk salary & allowance (Oct)
Vodafone	£24.27	DDM	Mobile bill (Aug & Sept)
Vodafone	£13.20	DDM	Mobile bill (Nov)
CommTech	£118.80	BACS	Mobile phone (Samsung Galaxy)
Glasdons	£313.14	BACS	1x Grit bins
Defib Supplies	£954.00	BACS	Defibrillator
Unity Bank	£ 6.00	BACS	bank charges (Nov)

Chairman's signature.....

Date.....

BARTON BENDISH PARISH COUNCIL

INTERNAL CONTROL STATEMENT FOR YEAR ENDING 31 MARCH 2026

1. INTRODUCTION

Barton Bendish Parish Council is a local authority funded largely by public money and is responsible for ensuring its financial business is conducted in accordance with the law and proper standards, and that public money is safeguarded, properly accounted for, and used economically, efficiently and effectively. In discharging this overall responsibility, the Council is also responsible for ensuring that there is a sound system of internal control which facilitates the effective exercise of the Council's functions and which includes arrangements for the management of risk.

The Council is required to review at least annually the effectiveness of its systems of financial control. This is informed by the work of the internal auditor and the Council as the body corporate who has responsibility for the development and maintenance of the internal audit environment and any comments made by the Council's appointed internal and external auditors in their respective interim and annual reports.

2. THE PURPOSE OF THE SYSTEM OF INTERNAL CONTROL

The system of internal control is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an on-going process designed to identify and prioritise the risks to the achievement of the Council's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.

3. THE INTERNAL CONTROL ENVIRONMENT

The Council:

The council reviews its obligations and objectives throughout the year and approves budgets for the following year at its January meeting. The January meeting of the council is also when the council approves the level of precept for the following financial year.

The full council meets 6 times each year and monitors progress against its aims and objectives at each meeting by receiving relevant reports from the Parish Clerk.

The council carries out regular reviews of its internal controls, systems and procedures.

Clerk to the council/responsible finance officer:

The Council has appointed a Clerk to the Council who acts as the Council's advisor and administrator. The Clerk is the Council's Responsible Financial Officer and is responsible for administering the Council's finances. The Clerk is responsible for advising on the day-to-day compliance with laws and regulations that the Council is subject to and for managing risks. The Clerk also provides advice to help the Council ensure that its procedures, control systems and policies are adhered to.

Payments:

All payments are reported to the council for approval. Two members of the council must sign every cheque or authorise every online payment. The signatories should consider each cheque or online payment against the relevant invoice, sign the invoice and initial the cheque counterfoil. All authorised cheque signatories are members of the Council. No officer of the Council can sign cheques.

Online Payments:

In addition to traditional cheque payments, Barton Bendish Parish Council also facilitates online payments for greater efficiency and convenience.

Online payments are initiated and set up by the Clerk to the Council, who acts as the Responsible Financial Officer. Before any online payment is authorised, two members of the council, appointed as authorised signatories, independently review and authorise each online payment. This process includes a thorough examination of the relevant invoices, ensuring accuracy and adherence to the council's financial policies. The authorised signatories are council members, and no officer of the Council has the authority to authorise online payments.

Income:

All income is received and banked in the council's name in a timely manner and reported to the council.

Risk Assessments/Risk Management:

The council reviews its risk assessment annually, and regularly reviews its systems and controls.

Internal Audit:

The council appoints an independent internal auditor who reports to the council on the adequacy of its:

- | | |
|---------------|--------------------|
| • Records | • Procedures |
| • Systems | • Internal control |
| • Regulations | • Risk management |

External Audit:

Providing the council is able to certify that it meets the various qualifying criteria set out on the Certificate of Exemption, and the higher of its annual gross income and gross expenditure was £25,000 or less, the council will declare itself exempt from a limited assurance review by the external auditor by **resolution** at a meeting of the council after the conclusion of a financial year. The Certificate of Exemption will then be completed, signed and returned to the external auditor.

Where the council does not meet the exemption criteria, the council's external auditors, submit an annual certificate of audit which is presented to the Council.

4. REVIEW OF EFFECTIVENESS

The council has responsibility for conducting an annual review of the effectiveness of the system of internal control, which should include a review of the effectiveness of internal audit. The results of that review must be considered by the Council, which should also approve the Statement on Internal Control.

W Chapman

S Sweet

Chairman

RFO/Clerk

Reviewed Jan 2026

Review Jan 2027

BARTON BENDISH PARISH COUNCIL

Parish Council Risk Management Plan Assessment

Notes

“The greatest risk facing a local authority is not being able to deliver the activity or services expected of the Council.”

Risk assessment is a systematic general examination of working conditions, workplace activities and environmental factors that will enable the employer to identify any and all potential risks inherent in the place or practices. Based on a recorded assessment the employer should then take all practical and necessary steps to reduce or eliminate the risks, insofar as is practically possible. Making sure that all employees are made aware of the results of the risk assessment.

This document has been produced to enable the Parish Council to assess the risks that it faces and satisfy itself that it has taken adequate steps to minimise them. In conducting this exercise, the following plan was followed:

- Identify the areas to be reviewed.
- Identify what the risk may be.
- Evaluate the management and control of the risk and record all findings.
- Review, assess and revise each November

Reviewed Jan 2026 – updates – Digital and Data Compliance added

FINANCIAL AND MANAGEMENT

Topic	Risk	H/M/L	Management/control of risk	Review/Assess/Revise
Business Continuity	Risk of Council not being able to continue its business due to an unexpected or tragic circumstance.	L	The small scale of the functions of the council would be supported through NALC membership. The Council hold a HR reserve to cover the cost of a Locum Clerk.	Instigate mitigation dependent on specific circumstances when necessary.

Digital & Data Compliance	Inadequate IT systems, non-compliance with data protection laws, risks related to website accessibility, and digital security	L/M	The Council has implemented policies for GDPR compliance, data security, and website accessibility. The Council ensures that email addresses are hosted on a gov.uk domain that the council owns, and that personal data is processed in line with the General Data Protection Regulation (GDPR). IT policy in place to guide secure digital operations and business continuity.	Existing procedure adequate
Precept	Adequacy of precept	L	The existing budget is regularly reviewed throughout the year and discussed at full Council meetings. At the November meeting, the Council receives budget reports that include actual and projected financial data for the year, along with cost estimates from the Clerk. Using this information, the Council calculates the funds needed for ongoing expenses and projects for the next year, assigning specific amounts to budget categories. The Clerk & RFO presents a draft budget for the next financial year at November meeting, and with amendments made represents the draft budget at the January meeting.	Council holds the recommended general reserve of between 3-12 months, holding closer to 12 months as recommended by JPAG.
	Requirements not submitted to Borough Council	L	The Parish Council determines its precept request amount at the January meeting and instruct the Clerk & RFO to request this amount from the Borough Council.	Existing procedure adequate
	Amount not received from Borough Council	L	The Clerk informs Council when the monies are received (usually May meeting).	Existing procedure adequate

Financial Records	Inadequate records Financial irregularities	L L	The Council has Financial Regulations and standing orders which set out the requirements to prevent this.	Existing procedure adequate. Review the Financial Regulations as required at least tri-annually.
Bank and Banking	Inadequate checks Bank mistakes Loss Charges	L L L L	The Council has Financial Regulations which set out the requirements for banking, cheques and reconciliation of accounts. The bank does make occasional errors in processing cheques which are discovered when the Clerk reconciles the bank accounts when the statement arrives, these are dealt with immediately by informing the bank and awaiting their correction.	Existing procedure adequate. Review the Financial Regulations when necessary and bank signatory list when necessary, especially after an Annual Meeting and an election. Verification of the bank statements on receipt.
Cash	Loss through theft or dishonesty	L	The Council has Financial Regulations which set out the requirements. Cash received is banked within 3 banking days. There is no petty cash or float.	Existing procedure adequate. Review the Financial Regulations when necessary.
Reporting and Auditing	Information communication Compliance	L M	A monitoring statement is produced regularly before Council meetings with the agenda, discussed and approved at the meeting. This statement includes, bank reconciliation, budget monitoring update, and a breakdown of receipts and payments balanced against the bank. Council should regularly audit internally to comply with the Fidelity Guarantee.	Existing communication procedures adequate. Council annually reviews its statement of internal control.

Direct costs Overhead expenses Debts	Goods not supplied but billed Incorrect invoicing Cheque payable incorrect Unpaid invoices	L L L L	The Council has Financial Regulations which set out the requirements. At each Council meeting the list of invoices awaiting approval is distributed to Councillors and considered. Two signatories are nominated to check each invoice against the cheque book or online payments and associated paperwork. Council approves the list of requests for payment. Unpaid invoices to the Council for services are pursued and where possible, payment is obtained in advance.	Existing procedure adequate. Review the Financial Regulations when necessary.
Grants and support - payable	Power to pay Authorisation of Council to pay	L	The Council adopted the Power of General Competence May 2023 this will remain in place until the next local parish council elections. All such expenditure goes through the required Council process of approval, minuted and listed accordingly if a payment is made using the S137 power of expenditure (see above re GPC).	Existing procedure adequate.
Grants - receivable	Receipts of Grant Donations	L L	The Parish Council does not presently receive any regular grants. New grant applications would require terms and conditions to be satisfied. As of Oct 2023 the Council receive a donation of £360 pa from the Poor's Charity in respect of administrative work of the charity (now part of the Parish Clerk role). This payment is due	Procedure would need to be reviewed dependent on nature of an application, if required. Existing procedure adequate. Review arrangement every 3 years.

			for review Oct 2026. The viability of this arrangement was verified by the SLCC charity and employment national advisors.	
Best value Accountability	Work awarded incorrectly Overspend on services	L M	Normal Parish Council practice would be to seek, if possible, more than one quotation for any substantial work required to be undertaken or goods. For major contract services, formal competitive tenders would be sought. If a problem is encountered with a contract the Clerk would investigate the situation, check the quotation/tender, research the problem and report to Council.	Existing procedure adequate. Include when reviewing Financial Regulations.
Salaries and associated costs	Salary paid incorrectly Wrong hours paid Wrong rate paid False employee Wrong deductions of NI or Tax Unpaid Tax & NI contributions to the Inland Revenue	L L L L L L	The Parish Council authorises the appointment of all employees. Salary rates are assessed annually in line with the contract of employment by the council and applied on 1 April each year. Salary analysis and slips are produced by the Clerk monthly together with a schedule of payments to the Inland Revenue (for Tax and NI). These are inspected at the Council meetings and signed off. The Tax and NI is worked out using an Inland Revenue computer programme (Basic PAYE Tools) and software updated regularly on prompt from HMRC. All Tax and NI payments are submitted in the Inland Revenue Annual Return. The clerk has a contract of employment and job description. All contracts of employment contain a section on overpayment and recoup.	Existing appointment and payment systems are adequate.

Employees	Loss of key personnel	L	In case of loss of key personnel the Council hold a HR reserve to enable a Locum Clerk to be hired while recruitment of a permanent clerk takes place.	Existing procedure adequate.
	Fraud by staff	L	The requirements of the Fidelity Guarantee insurance to be adhered to with regards to Fraud.	
	Actions undertaken by staff	L	The Clerk should be provided with relevant training, reference books, access to assistance and legal advice required to undertake the role.	Purchase revised books. Membership of the SLCC/Norfolk ALC.
	Health & Safety	L	Clerk to complete a Display Screen Assessment and report to Council any actions required.	Monitor working conditions, safety requirements and insurance regularly.
Councillor allowances	Councillors over-paid Income tax deduction	L	No allowances are allocated to Parish Councillors	No procedure required
Election costs	Risk of an election cost	L/M	Risk is higher in an election year. When an election is due the Clerk will obtain an estimate of costs from the Borough Council for a full election and an uncontested election. There are no measures which can be adopted to minimise the risk of having a contested election as this is a democratic process and should not be stifled. An earmarked reserve is held to cover the cost of an election (either contested or by-election).	Existing procedure adequate

VAT	Re-claiming/charging	L	The Council has Financial Regulations which set out the requirements. The accounting software Scribe provided accurate VAT reports.	Existing procedure adequate
Annual Return	Submit within time limits	L	Employer's Annual Return is completed and submitted online and to the Inland Revenue within the prescribed time frame by the Clerk. The Accounting Annual Return is completed and signed by the Council, submitted to the internal auditor for completion and signing then checked and sent on to the External Auditor (if not declaring exempt) within time limit.	Existing procedures adequate
Legal Powers	Illegal activity or payments	L	The Council adopted the Power of General Competence May 2023 this will remain in place until the next local parish council elections.	Existing procedures adequate
Minutes/Agendas/Notices Statutory Documents	Accuracy and legality	L	Minutes and agenda are produced in the prescribed method by the Clerk and adhere to the legal requirements. Minutes are approved and signed at the next Council meeting. Minutes and agenda are displayed according to the legal requirements.	Existing procedure adequate.
	Business conduct	L	Business conducted at Council meetings should be managed by the Chairman with advice from the Proper officer.	Guidance/training to Chair should be given (if required). Members to adhere to Code of Conduct.

Members interests	Conflict of interest	L	The declaring of interests by members at a meeting should be an obvious process to remind Councillors of their duty and remains on the agenda.	Existing procedure adequate.
	Register of Members interests	M	Register of Members Interest forms should be reviewed regularly by Councillors.	Members take responsibility to update their Register of Interests.
Insurance	Adequacy	L	An annual review is undertaken (before the time of the policy renewal) of all insurance arrangements in place.	Existing procedure adequate.
	Cost	L	Employers and Employee liability insurance is a necessity and must be paid for.	Review insurance provision annually.
	Compliance	L	Ensure compliance measures are in place.	Review of compliance.
	Fidelity Guarantee	M	Ensure Fidelity checks are in place.	
Data protection	Policy Provision	L	The Council is registered with the Data Protection Agency.	Ensure annual review of registration
Freedom of Information Act	Policy	L	The Council has a model publication scheme for Local Councils in place.	Monitor and report any impacts of requests made under the F of I Act.
	Provision	M	There have been no requests for information to date but the Clerk is aware that if a substantial request arrives then this may require many hours of additional work. The Council is able to request a fee if the work will take more than 15 hours but the applicant also has the right to re submit the request broken down into sections, thus negating the payment of a fee.	

FACILITIES, EQUIPMENT & AREAS of LAND				
Subject	Risk(s) Identified	H/M/L	Management/control of risk	Review/Assess/Revise
Assets	Loss or Damage Risk/damage to third party/property	L L	An annual review of assets is undertaken for insurance provision, storage and maintenance provisions.	Existing procedure adequate.
Maintenance	Poor performance of assets or amenities Loss of income or performance Risk to third parties	L L L	The Council own minimal assets, all assets owned by the Parish Council are regularly reviewed and maintained. All repairs and relevant expenditure for these repairs are actioned/authorised in accordance with the correct procedures of the Parish Council. Assets with a value greater than the policy excess are insured and reviewed annually. The Councils main assets are the 2 telephone kiosks (one is Grade 2 listed); defibrillator; village gateways; village sign. Councillors regularly check these and all other assets and risks to third parties are reported as urgent to the Clerk.	Existing procedure adequate. Ensure inspections carried out. Existing procedure adequate.
Notice boards	Risk/damage/injury to third parties Roadside safety	L L	Parish Council has 2 notice boards sited in the parish. All locations have approval by relevant parties, insurance cover, inspected regularly by Councillors - any repairs/maintenance requirements brought to the attention of the Parish Council.	Existing procedure adequate.

Street furniture	Risk/damage/injury to third parties	L	The Parish Council is responsible for the village sign, a memorial bench, around the village and other items such as planters on Church Road (all identified in the Asset Register). Items are covered by insurance. Inspections are carried out during the year and all reports of damage or faults are reported to Council and/or dealt with.	Existing procedure adequate.
Meeting location	Adequacy Health & Safety	L	The Parish Council Meetings are held at Barton Bendish Village Hall. The premises and the facilities are considered to be adequate for the Clerk, Councillors and Public who attend from Health and Safety and comfort aspects.	Existing locations adequate.
Council records – paper	Loss through theft fire damage	L M L	The Parish Council records are stored at the Clerk's home. Records include historical correspondence, minute books and copies, records such as personnel, insurance, salaries etc. Recent materials are in a lockable (metal filing cabinet (not fireproof)) and older more historical records in the Clerk's home and NCC Records Office.	Damage (apart from fire) and Theft is unlikely and so provision adequate. Any Deeds/leases to be copied and deposited off-site.
Council records - electronic	Loss through: Theft, fire, damage corruption of computer	L	The Parish Council's electronic records are securely stored in a cloud based account.	Existing procedure adequate.

Barton Bendish Parish Council
Fixed Assets and Long Term Investments

Asset Description	Date Acquired	Purchase Value	Current Value	Location /Responsibility	Estimated Life	Usage/Capacity	Charges
Admin							
Laptop	June 2023	899.00	899.00	Clerk home address	2031		
Mobile phone	27.09.2025	99.00	99.00	Clerk home address	5 yrs		
		998.00	998.00				
Misc							
Chairmen's name board		280.00	280.00	Village Hall			
		280.00	280.00				
Open spaces							
BT call box		1.00	4,000.00	Eastmoor			
BT call box (Grade 2 listed)		1.00	4,000.00	Church Road			
Defib Cabinet	May 2023	1.00	705.00	Village Hall			
Defibrillator - iPad SP1 AED Fully Automatic	24.11.2025	795.00	795.00	Outside Village Hall	2037		
Diamond Jubilee plant holders		300.00	300.00	Church Road			
Grit Bin	14.10.2025	248.45	248.45	Boughton Long Road (W:			
Grit Bins		654.00	370.00	Various			
Memorial bench			300.00	Church Road			
Notice Board		300.00	300.00	Church Road			
Notice Board		287.00	287.00	Eastmoor			
Village Gateways	May 2023	3,579.00	3,579.00	Boughton Long Road			
Village sign		750.00	1,000.00	Church Road			
		6,916.45	15,884.45				
Grand Total:							
		8,194.45	17,162.45				

Old defibrillator removed from asset register, cabinet retained on register as above

Barton Bendish Parish Council

Complaints Policy

Introduction

We value your feedback at Barton Bendish Parish Council, and we encourage you to contact us if you have any complaints about our services or operations. This policy outlines the procedure for filing complaints and provides information on how we handle and resolve them. It also clarifies who is responsible for addressing complaints, the representation options available, the decision-making process, and how we communicate our responses.

Feedback from our residents is essential as it helps us continually improve our services and operations. Our objectives are:

1. To facilitate an easy and accessible process for making complaints.
2. To expedite the resolution of issues.
3. To implement preventive measures to avoid recurring problems.
4. To promote best practices within the Council.

How to Contact Us With Your Complaint

You can submit your complaint to Barton Bendish Parish Council via our email address:

clerk@bartonbendish-pc.gov.uk

We have included a formal complaint form with this policy, which you can complete and return to us. This policy also provides insight into the procedures that follow upon receiving your complaint.

What We Will Do When We Hear From You

Upon receiving your complaint, we will handle it promptly and efficiently. We commit to contacting you within 15 working days of receiving your complaint. We will either provide a full response or a progress report, explaining why additional time is required for further investigation. We will also specify when you can expect a comprehensive answer.

While we aim to address most complaints through our established complaints procedure, some complaints may require special consideration. In such cases, we may engage external procedures or bodies to ensure a fair resolution. If this is the case, we will inform you accordingly.

Examples of issues requiring special consideration include:

- Financial irregularity (Refer to External Auditor)
- Criminal activity (Refer to The Police)
- Member conduct (Refer to District Council)
- Employee conduct (Refer to Internal disciplinary procedure)
- Persistent complaints

We will make every effort to answer your complaint within the terms outlined in this policy. However, if we provide a full response and subsequently receive further correspondence on the same matter, we will issue only one acknowledgment.

Confidentiality

We treat your complaint with the utmost confidentiality. Detailed information regarding your complaint will only be shared with the councillors/members of staff directly involved in the resolution process.

Procedure

The following procedure has been approved by Barton Bendish Parish Council to ensure that complainants can be confident that their complaints will be thoroughly and fairly considered.

Informal Complaints:

We believe that most complaints can be resolved amicably and efficiently through informal channels. Complaints should be directed to the Clerk, or to the Chairman if the complaint concerns the Clerk. While a complainant may advise a Councillor of the complaint's details, individual Councillors do not have the authority to resolve complaints. The Parish Clerk (or Chairman) will report any complaints resolved through direct action with the complainant to the next Parish Council meeting.

In cases where an informal approach fails to resolve the issue or if the complaint is deemed particularly serious, the formal complaints procedure outlined below should be followed.

Formal Complaints:

If a complaint about the Council is orally communicated to the Clerk or Chairman and remains unresolved, the complainant will be requested to submit a written complaint using the provided form. The Clerk will acknowledge receipt of the complaint within 15 working days.

The Clerk will conduct an initial investigation into the complaint and will, within 15 days, provide the complainant with an update on progress or suggest a resolution. If the complainant is satisfied with the resolution, the complaint will be closed, and the Clerk will report to the Council at the next meeting.

If the complaint remains unresolved, or if the complainant is dissatisfied with the proposed resolution, the matter will be referred to the Complaints Panel of the Council.

Complaints Panel:

When necessary, the Council will appoint a Complaints Panel, consisting of all Council members, to be quorate three members must be available, including the Chairman. The Panel is delegated authority from the Parish Council to review and decide on complaints. The complainant will be invited to attend a meeting and may bring a representative. Relevant documentation should be provided in advance.

At the meeting, the Council will determine whether it is necessary to exclude the public and the press. The Chairman will introduce everyone and explain the procedure. The complainant (or representative) will be invited to outline the grounds for the complaint, followed by questions from the Clerk or other nominated officer and members. The Clerk will then have an opportunity to explain the Council's position, followed by questions from the complainant and members. Both the Clerk and the complainant will be offered the opportunity to summarise their positions.

If a final decision is unlikely to be reached on that day, the complainant will be advised of the expected decision timeframe and when it will be communicated to them.

After the Meeting:

The decision will be confirmed in writing within 10 working days, along with details of any action to be taken. The decision will be announced publicly at the next Council meeting.

Additional Points of Interest

- A complaints incident book will be maintained by the Council. Staff involved in any incident or disagreement with a member of the public or councillor, regardless of whether it results in a complaint, must record the details within 24 hours of the incident. An incident includes situations where voices are raised, strong language is used, or threatening or violent behaviour occurs through any medium. All written complaints will also be recorded in this book.
- Details of complaints will be retained for as long as necessary and in compliance with Data Protection regulations.

Formal Complaint Form - Barton Bendish Parish Council

Please complete this form if you wish to submit a formal complaint to Barton Bendish Parish Council. Your complaint will be treated with the utmost confidence.

Your Details:

- Your name (block capitals please):
- Address:
- Email address:
- Telephone number (day):
- Telephone number (evening):
- Preferred contact time:

Details of Your Complaint:

Please provide details of your complaint here. If necessary, continue on additional pages.

- Have you spoken with, emailed, or written to anyone at the Council? (Yes/No)
 - If yes, please provide their name:
 - What happened as a result of this contact?
- What outcome are you looking for? How do you believe the Council can best resolve your complaint?

Please return this completed form to the Parish Clerk at: clerk@bartonbendish-pc.gov.uk

2025 Update from Barton Bendish Parish Council

Happy New Year from everyone at Barton Bendish Parish Council! Below is a brief round-up of some parish council activities over the past year.

New grit bin

A new grit bin has been installed on Boughton Long Road. This was fully funded by Community Infrastructure Levy (CIL) money, which is funding held by the Parish Council specifically for local infrastructure improvements.

Village defibrillator replaced

The defibrillator at the Village Hall has been replaced. The old unit was nearly 12 years old and no longer receiving software updates. The new defibrillator was:

- Part funded by remaining CIL funds, and
- Part funded from money set aside over several years specifically for long-term defibrillator maintenance and replacement.

Abbey Barns signage

Following concerns raised in the previous council year, the Parish Council contacted Abbey Barns to ask whether directions could discourage traffic from using Chapel Lane. As a result, additional signage was installed during summer 2025, helping to guide visitors directly to the venue.

Planning matters

The Parish Council has continued to comment on local planning applications, sharing local knowledge and village concerns. While planning decisions are made by the Borough Council of King's Lynn and West Norfolk, the Parish Council is always asked for its views so that local insight is part of the process.

Council budget for 2026–27

At the January 2026 Parish Council meeting, councillors agreed to set the council budget for 2026–27 at £X and the precept at £X. (Last year's budget 2025–26 £6575.00 and precept £6293.50)

Get in touch & meeting dates

Parish Council meetings are open to everyone, and residents are always welcome to attend or raise local issues. All meetings are held at Barton Bendish Village Hall at 7.30pm

Meeting dates 2026: 14th Jan; 11th March; 13th May; 8th July; 9th Sept; 11th Nov

Meeting dates 2027: 13th Jan; 10th March; 12th May; 7th July; 1st Sept; 10th Nov

Contact details for the council:

email: clerk@bartonbendish-pc.gov.uk

Tel: 07345 450 989 (The Clerk works part-time. The council mobile may go to voicemail, please leave a message.)

Payments for Jan 2026

Unity Bank	£ 12.00	BACS	bank charges (Dec & Jan)
S Sweet	£1119.30	SO	clerk salary & WFH allowance (Nov, Dec Jan)

To note receipts since last meeting:

Unity Trust	£56.27	Interest
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Barton Bendish Parish Council

Prepared by: _____

Date: _____

Name and Role (Clerk/RFO etc)

Approved by: _____

Date: _____

Name and Role (RFO/Chair of Finance etc)

A	Bank Reconciliation at 05/01/2026		
	Cash in Hand 01/04/2025		12,479.21
	ADD Receipts 01/04/2025 - 05/01/2026		6,961.43
	SUBTRACT Payments 01/04/2025 - 05/01/2026		19,440.64
			5,969.28
	Cash in Hand 05/01/2026 (per Cash Book)		13,471.36
B	Cash in hand per Bank Statements		
	Petty Cash 05/01/2026	0.00	
	Current account 05/01/2026	3,205.41	
	Savings 05/01/2026	10,265.95	
			13,471.36
	Less unrepresented payments		
			13,471.36
	Plus unrepresented receipts		
	Adjusted Bank Balance		13,471.36
	A = B Checks out OK		

Barton Bendish Parish Council
Reserves Balance
2025-2026

<u>Reserve</u>	<u>OpeningBalance</u>	<u>Transfers</u>	<u>Spend</u>	<u>Receipts</u>	<u>CurrentBalance</u>
Earmarked					
Jubilee Grant					0.00
HR Reserve	3,011.00				3,011.00
CIL	567.29		567.29		0.00
Election costs	2,500.00				2,500.00
Defib maintenance & replaceme	1,732.05	-500.00	476.16		755.89
Village sign maintenance		500.00			500.00
Total Earmarked	7,810.34		1,043.45		6,766.89
TOTAL RESERVE	7,810.34		1,043.45		6,766.89
GENERAL FUND					6,685.27
TOTAL FUNDS					13,452.16

**BARTON BENDISH PARISH COUNCIL
THREE YEAR BUDGET COMPARSION
2026-27**

	ACTUALS 24-25	BUDGET 25-26	<i>Acutal spend as at 06.10.2025</i>	DRAFT Budget 2026-27	NOTES for 2026-27
Payments					
Council Administration					
Staff Costs - Clerk Salary incl. PAYE & Arrears	£ 3,755.31	£ 4,375.00	£ 1,731.15	£ 4,450.00	assumes 3% increase on 2025 pay scale
Staff Costs - Employer NI wef April 2025	£ -	£ -	£ -	£ -	n/a employer NI costs commence at £5,000
Staff Costs - Employer pension contributions	£ -	£ -	£ -	£ -	n/a lower qualifying earnings threshold = £6240
Clerk expenses (WFH;mileage)	£ 156.00	£ 200.00	£ 65.00	£ 200.00	no change (WFH plus potential mileage to meet Internal Auditor)
Office supplies (paper;ink;stamps)	£ 199.81	£ 100.00	£ -	£ 50.00	stamps & paper etc
Council phone	£ -	£ -	£ 119.23	£ 120.00	2 year phone contract till summer 2027
Training	£ 120.00	£ 200.00	£ -	£ 150.00	
Insurance	£ 372.41	£ 407.00	£ 355.09	£ 400.00	assumes 10% increase. 3 year long term agreement ends 2025-26.
Subscriptions	£ 653.00	£ 441.00	£ 277.94	£ 672.00	ICO; NPTS; SLCC; Scribe Acc's; NALC website & domain; (see page 2)
Payroll services	£ -	£ -	£ -	£ -	n/a
Audit	£ 54.80	£ 50.00	£ 59.80	£ 120.00	
Meeting room hire	£ 109.50	£ 130.00	£ 57.00	£ 130.00	6 meetings
Bank charges	£ -	£ 72.00	£ 36.00	£ 84.00	Unity Bank £7 pm (updated since Nov 2025 draft budget)
election costs	£ -	£ -	£ -	£ -	Elections 2027
Grants & donations					
Community grants	£ 300.00	£ 250.00	£ -	£ -	
PCC donation	£ 325.00	£ 350.00	£ 350.00	£ 375.00	
S137	£ -	£ -	£ -	£ -	n/a General Power of Competence adopted May 2023
Assets & Open Spaces					
EMR Defib	£ 223.00	£ -	£ 925.00	£ 300.00	£300 for rebuilding the EMR over the coming years for pads/battery/new defib
EMR CIL	£ -	£ -	£ 248.45	£ -	
Asset - replacement/new	£ -	£ -	£ -	£ -	
Asset - maintenance	£ -	£ -	£ -	£ -	village sign maintenace see EMR
Other					
Contingency - unplanned spend	£ -	£ -	£ -	£ -	
TOTAL PAYMENTS	£ 6,268.83	£ 6,575.00	£ 4,224.66	£ 7,051.00	payments equals receipts

**BARTON PARISH PARISH COUNCIL
THREE YEAR BUDGET COMPARSION
2026-27**

	NET Budget	<i>Acutal spend as at 06.10.2025</i>	DRAFT NET Budget	NOTES for 2025-26
ACTUALS 24-25	25-26	06.10.2025	2025-26	

Receipts									
Other Income									
Grants and Donations	£	-	£	-	£	-			
CIL	£	-	£	-	£	-			
Bank interest			£	200.00	£	200.00			
VAT reclaimed	£	-	£	-	£	-			
Poor's Donation for admin	£	360.00	£	360.00	£	410.00			
						estimate, new agreement with Poor's Charity required in 2026			
TOTAL RECEIPTS		£	6,260.00	£	6,853.50	£	6,770.11		
						£	610.00		
Precept									
Precept	£	5,900.00	£	6,293.50	£	6,293.50	£	6,441.00	
					PAYMENTS LESS OTHER INCOME = PRECEPT REQUIRED				
Band D Equivalent			2025-26		2026-27				
Tax Base			102.30		102.20				
Precept			£ 6,293.50		£ 6,441.00				
Band D Equivalent			£ 61.52		£ 63.02				
RESERVES REVIEW & RECOMMENDATIONS									
		01.04.2025		in-year		transfers		06.10.2025	
EMR - Parish CIL	£	567.29	less	£	567.29			£	-
EMR - Election costs	£	2,500.00					£	2,500.00	grit bin purchase Oct 2025 £248.45 PLUS remainder £318.84 for defibrillator
EMR - HR fund	£	3,011.00					£	2,500.00	next election 2027
Village sign maintenance	£	-	plus	£	500.00			£	3,011.00
Defib maintenance & replacement	£	1,732.05	less	£	476.16	£	500.00	£	500.00
TOTAL Earmarked reserves	£	7,810.34					£	755.89	locum cover or overtime
							£	500.00	£500 reallocated to village sign maintenace; £600 est new defib cost (less CIL)
							£	755.89	
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Draft Budget 2026–27 – Tax Base and Band D Equivalent

For 2026–27 the tax base is 102.2.

Based on the draft budget, the precept required is £6,441.00, giving a Band D equivalent of £63.02 per year.

Last year the Council decided to keep the Band D figure the same as the year before. If the Band D amount were again held at last year's level (£61.52), the precept raised would be £6,287, leaving a shortfall of around £154, which would need to be met from reserves.

Keeping Band D unchanged can help in the short term, but if costs continue to rise this can increase the pressure on reserves and lead to a larger 'catch-up' increase in future years.

Recommendation:

That the Council sets the precept at £6,441.00, resulting in a Band D equivalent of £63.02, an increase of £1.50 per year for a Band D household compared with last year.