

## CONGLETON TOWN COUNCIL

### COMMITTEE REPORTS AND UPDATES

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| COMMITTEE:                    | Council  |   |                     |
| MEETING DATE AND TIME         | 11 <sup>th</sup> December 2025<br>7.00 pm  | LOCATION  | Congleton Town Hall |
| REPORT FROM                   | Serena Van Schepdael: R.F.O/Finance Manager  |   |                     |
| AGENDA ITEM REPORT TITLE      | 8.1<br>Policy Review   |   |                     |
| Background                    | Congleton Town Council have adopted Polices to support the running and the operations of the Town Council. It is best practice to have these reviewed from time to time, and the introduction of new polices should best practice requirements indicate as such. |   |                     |
| Updates                       | There are 4 polices for review in this agenda item, three are existing policies, and 1 is a new policy discussion.<br><br>The policies below were approved in draft format by Finance and Policy on 20 <sup>th</sup> November 2025.                              |   |                     |
| Policy                        | New/Review   | Information   |                     |
| Flag Flying Policy            | Review   | Due for a review according to the policy, last updated in 2020, the policy states to be reviewed every 5 years.<br><br>One update: In section The Union Flag-Flag Flying Days section, delete <i>Date for 2020 can be seen in Appendix A.</i>   |                     |
| ICT and Cyber Security Policy | Review   | Due to updates in the Governance Requirements of the Annual Return, Section 10 Email Use has been added. <i>Only emails set up with congleton-tc.gov.uk may be used for Council business. This is in line with Proper Practices in accordance with the Data and Digital Compliance section of the Annual Governance and Accountability Return.</i><br><br>Further updates after FAP discussion:<br><br>1:Section 10: Correct spelling of 'of' to 'or'<br>2:Section 11: remove references to social media names<br>3: Section 11: <i>Remove but this to be restricted to break periods</i><br>4:Section 12: Add a reference to scams awareness |                     |

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|  |   | 5: Section 4: Remove Social Media Policy reference as this policy is currently not adopted. Once approved, this will be added back in.  |
| SAR Complaints Policy                          | New   | The introduction of this policy has been recommended by our Data Protection Officer (DPO) in October 2025, changes in Data Protection now require an organisation to take steps to help data subjects where they wish to make a complaint about SARs and how you process/manage their personal information, and the council will need to acknowledge SAR complaints within 30 days and respond, 'without undue delay'. A policy will assist in this matter. |
| Compliments, Suggestions and Complaints Policy | REVIEW/REPLACING  | <p>We currently have an adopted Complaints Policy, see <a href="#">Complaints Policy CTC</a>. This was last reviewed in 2018. We also hold a Unreasonably Persistent or Vexatious Complaints Policy.</p> <p>This review, if approved, will replace the current adopted Complaints Policy and move the Unreasonably Persistent or Vexatious Complaints Policy from a standalone policy to an appendix in the new Complaints Policy.</p>                      |
| <b>Financial</b>                               | No requirements/implications for this decision.                                 |   |
| <b>Environmental</b>                           | No implications for this decision.  |   |
| <b>Equality and Diversity</b>                  | No implications for this decision.  |   |
| <b>Decision Request</b>                        | To discuss and approve updates to the policies and adopt into the Constitution. |   |