



# Congleton Town Council

Historic Market Town

Chief Officer: David McGifford CILCA

5<sup>th</sup> December 2025

Dear Councillor,

You are summoned to attend a meeting of the Council on **Thursday 11<sup>th</sup> December 2025** to be held at Congleton Town Hall commencing at **7.00 pm**

- **The Public and Press are welcome to attend the meeting, please note** - There will be 15 minutes at each meeting to receive any questions from Members of the Public, either verbally or at the meeting, including those which have been received in writing 7 days prior to the meeting.
- There may be confidential items towards the end of the meeting which the law requires the Council to make a resolution to exclude the public and press in accordance with Section 100 (B) (2) of the Local Government Act 1972.

Yours sincerely,

D McGifford  
Chief Officer

Congleton  
**beartown**  
*where friends are made*

Congleton Town Council, Town Hall, High Street, Congleton, Cheshire CW12 1BN

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## **AGENDA**

### **1. Apologies for absence**

Members are respectfully reminded of the necessity to submit any apologies for absence in advance and to give a reason for non-attendance.

### **2. Minutes of Previous Meeting**

To approve and [sign the minutes of the Council meeting held on the 23<sup>rd</sup> October 2025.](#)

### **3. Declarations of Disclosable Pecuniary Interest**

Members are requested to declare both “non-pecuniary” and “pecuniary” interests as early in the meeting as they become aware of it.

### **4. Questions from Members of the Public**

There will be 15 minutes at each meeting to receive any questions from Members of the Public, either verbally at the meeting, including those which have been received in writing 7 days prior to the meeting.

### **5. Urgent Items**

Members may raise urgent items related to Council Business, but no discussion or decisions may be taken at the meeting.

### **6. Town Mayor Announcements and Engagements (Enclosed)**

To receive any announcements by the Town Mayor and to receive a list of the Mayor’s engagements.

### **7. Minutes of the Planning Committee (Enclosed)**

To approve and sign the minutes of the Planning Committee meetings held on 16<sup>th</sup> October 2025.

#### **7.1 CEC Environment & Communities Meeting Call for Sites (Enclosed)**

To receive information from the CEC Environment and Communities Committee on the call for development sites potentially affecting Congleton.

## **8. Minutes of the Finance and Policy Committee** (Enclosed)

To approve and sign the minutes of the Finance and Policy Committee held on 25<sup>th</sup> September 2025.

### **8.1 Policy Review Report** (Enclosed)

To discuss and approve updates to the policies and adopt into the Constitution.

**8.11 Compliments, Suggestions and Complaints Policy** (Enclosed)

**8.12 Flag Flying Policy** (Enclosed)

**8.13 ICT and Cyber Security Policy** (Enclosed)

**8.14 SAR Complaints Policy** (Enclosed)

### **8.2 Salary Virement Report** (Enclosed)

To approve the virement of salary budgets.

## **9. Minutes of the Environment Committee** (Enclosed)

To approve and sign the minutes of the Environment Committee held on the 2<sup>nd</sup> October 2025.

### **9.1 Weed Spraying Quad Bike** (Enclosed)

To approve the procurement of a quad bike for weed spraying.

### **9.2 Vehicle Lease Extension** (Enclosed)

To approve the 12-month extension to a vehicle lease and approve the use of EMR 320 Capital Contingency to allow the Health & Safety to update the vehicles.

### **9.3 Livery To Streetscape Vans** (To Follow)

To approve adding Livery to Streetscape Vans.

## **10. Minutes of the Community Committee** (Enclosed)

To approve and sign the minutes of the Community Committee held on 18<sup>th</sup> September 2025.

## **11. Minutes of the Town Hall Assets and Services Committee** (Enclosed)

To approve and sign the minutes of the Town Hall Assets and Services Committee held on 11<sup>th</sup> September 2025.

**11.1 Grand Hall Interactive Screen** (Enclosed)

To approve the procurement of an Interactive Screen for the Grand Hall.

**12. Appointment of Representative for Congleton Partnership** (Enclosed)

To approve a change of the council representative for Congleton Partnership.

**13. Resolution to Exclude the Public and Press from Item 14**

To consider passing a resolution in accordance with the Public Bodies (Admission to Meetings) Act 1960, that public and press be excluded from the meeting due to Commercial sensitivities.

**14. Congleton Museum** (Verbal)

To receive an update on the current situation at Congleton Museum.

**To All Members of the Council**

CC: Town Burgess (5), Congleton Information Centre,  
Congleton Library, Press (3)



## Congleton Town Council

Title	Council
Date of Meeting Time	23 <sup>rd</sup> October 2025 7 pm
Status	<b>Draft Minutes – to be ratified at the next Council meeting</b>
Reference Documents	<a href="#">Agenda &amp; Papers for the Council – 23 October 2025</a>

### Attendance

<b>Committee Members</b>	Cllr Robert Brittain – Town Mayor (Chair) Cllr Suzy Firkin – Deputy Mayor (Vice Chair) Cllr Suzie Akers Smith <i>left at 8:36 pm</i> Cllr Dawn Allen Cllr Charles Booth Cllr David Brown Cllr Robert Douglas Cllr Mark Edwardson Cllr Emma Hall Cllr Sally Ann Holland <i>arrived at 7.36 pm</i> Cllr Amanda Martin Cllr Susan Mead Cllr Rob Moreton Cllr Heather Peace Cllr Heather Seddon Cllr Richard Walton Cllr Liz Wardlaw Cllr Kay Wesley Cllr Glen Williams
<b>Officers</b>	David McGifford (Chief Officer) Cathy Dean (Communities Manager)
<b>Members of the Press</b>	1
<b>Members of the Public</b>	1

### 1. Apologies for Absence

Apologies were received from Councillors Russell Chadwick and Shaun Radcliffe.

## **2. Minutes of Previous Meetings**

**CTC/21/2526 resolved** to approve and sign the Council minutes held on 22<sup>nd</sup> May and 12<sup>th</sup> June 2025 as a correct record.

## **3. Declarations of Disclosable Pecuniary Interest**

Non-pecuniary declarations of interest were received by Cllrs Williams & Firkin for Item 13 as members of Congleton Partnership. Cllrs Moreton, Brown, Seddon, Wardlaw, Hall and Holland in matters relating to Cheshire East. And Cllr Holland on item 9.5 Annual Pay Report.

## **4. Questions from Members of the Public**

There were no questions from members of the public.

## **5. Urgent Items**

No urgent items.

## **6. Congleton Train Station Sunday Service**

**CTC/22/2526 resolved for** the Chief Officer, on behalf of the Town Council, to contact senior executives at Northern Rail and request an urgent meeting to discuss the need to establish a suitably robust train service from Congleton Station on a Sunday.

2. For the Town Council to publicise this petition on its website, in social media and in Bear Necessities.

## **7. Town Mayor Announcements and Agreements**

**CTC/23/2526 resolved to** receive a list of the Mayor's engagements.

## **8. Minutes of the Planning Committee**

**CTC/24/2526 resolved** to approve and sign the minutes of the Planning Committee meetings held on the 29<sup>th</sup> May, 10<sup>th</sup> July, 7<sup>th</sup> August and 4<sup>th</sup> September 2025.

### **8.1 Tree Policy**

**CTC/25/2526 resolved that** Council adopts Tree Guidance when considering planning applications and as a guide to our residents, highlighting the significant contribution trees and shrubs bring to our environment and thereby encourage best practice to maximise the number of suitable trees and shrubs in our community.

## **9. Minutes of the Finance and Policy Committee**

**CTC/26/2526 resolved** to approve and sign the minutes of the Finance and Policy Committee held on the 5<sup>th</sup> June 2025.

### **9.1 Investment Policy and Strategy Report**

**CTC/27/2526 resolved to** 1) To approve updates to the Investment Strategy. 2) To approve the Investment Policy for 2025. 3) To approve to renew and reinvest for 12 months of the Cambridge and Counties 1-year investment (Subject to clause 4 of the Investment Strategy).

### **9.2 Budget Update Report**

**CTC/28/2526 resolved to** approve: 1) The overspends as noted in the report. 2) The use of EMR as noted in the report.

### **9.3 Finance and Policy Signatory**

**CTC/29/2526 resolved to** approve Cllr Kay Wesley is reinstated as a signatory, and Cllr Russell Chadwick is added as a signatory.

### **9.4 Direct Debit and BACS Report**

**CTC/30/2526 resolved to** 1) note the Direct Debit list. 2) Approve that Direct Debit payments continue for relevant suppliers. 3) To approve that payments by BACS transfer to pay suppliers continue.

### **9.5 Annual Pay Report**

**CTC/31/2526 resolved to** 1) note the Annual Pay Agreement award for 2025-26 in accordance with the National Joint Council (NJC) agreement. 2) To note that the back pay due from 1st April 2025 to 30th July 2025 was implemented and paid in the August 2025 payroll.

### **9.6 Notice of Conclusion of Audit**

**CTC/32/2526 resolved to** note the Conclusion of the Audit for the year ending 31st March 2025. And that Council records its appreciation to the Finance Department for their excellent work.

## **10. Minutes of the Environment Committee**

**CTC/33/2526 resolved** to approve and sign the minutes of the Environment Committee held on the 3<sup>rd</sup> April and 3<sup>rd</sup> July 2025.

## **11. Minutes of the Community Committee**

**CTC/34/2526 resolved** to approve and sign the minutes of the Community Committee held on the 17th April and 17th July 2025.

### **11.1 Town Centre Code of Conduct**

**CTC/35/2526 resolved that** the Code of Conduct be returned to the Working Group for revision, taking into account Council's suggested changes and improving the overall positivity of the guidelines. And a plan for how this would be promoted/communicated to the public.

## **12. Minutes of the Town Hall Assets and Services Committee**

**CTC/36/2526 resolved** to approve and sign the minutes of the Town Hall Assets and Services Committee held on the 10th April and 26th June 2025.

## **13. Congleton Partnership Reserves**

**CTC/37/2526 resolved** that Council approves the transfer of the £10,000 from EMR 326 [EMR Congleton Partnership] into available funds to enable Congleton Partnership to continue delivering its core activities and maintain support for community and environmental initiatives during 2026/27 and 2027/28.

## **14. Speed Indication Device**

**CTC/38/2526 resolved to** 1) Agree to purchase a SID for £3052.74, which includes a 24-month 4G contract from Ear Marked Reserve 324 Crime Prevention/Traffic Calming. 2) Pay a yearly licence fee to Cheshire East Council, currently £115. 3) To note that Congleton Town Council would be responsible for any maintenance costs outside of the warranty on the device and that Streetscape Operatives would be tasked with moving the device between locations.

**Action** – confirm the warranty period on the device.



**Council Meeting 11.12.2025 ITEM 6**  
**TOWN MAYOR'S ENGAGEMENTS 2025/26**

**20 Engagements since 15.10.25 - Town Mayor, Cllr Robert Brittain**

- 19.10 Mayor of Leek's Civic Service
- 25.10 Congleton Poppy appeal Launch
- 29.10 Witchy Wednesday
- 1.11 Rotary Bonfire & Fireworks Display
- 8.11 Autumn Kids Tubs Plant-Up
- 9.11 Remembrance Sunday
- 11.11 Armistice Service
- 13.11 In Bloom Presentation Evening
- 14.11 Taste for Life Café Launch
- 15.11 Lantern Making Workshop
- 15.11 Refugees Welcome 10 Years Event
- 16.11 CAYT Elf the Musical
- 22.11 Visit to White Ribbon Stall
- 24.11 Congleton Rotary's 78th Charter Dinner
- 28.11 Congleton Christmas Switch-On
- 29.11 Congleton Lions Santa Launch
- 29.11 Rotary Tree of Light Switch On Event
- 30.11 Sunday Service at New Life Church
- 2.12 Astbury Mere Xmas Switch-On
- 4.12 Congleton Town Mayor's "Festive Feast Fundraiser"

**6 Engagements – Deputy Town Mayor, Cllr Suzy Firkin**

- 19.10 Mayor of Nantwich, Civic Service
- 22.10 Visyon AGM
- 24.10 Little Shop of Horrors
- 15.11 Congleton Choral Society - Autumn Concert
- 1.12 St. John Ambulance Presentation Evening
- 5.12 Park Lane Care Home Christmas Switch-On



## Congleton Town Council

<b>Title</b>	<b>Planning Committee</b>
<b>Date of Meeting Time</b>	16 <sup>th</sup> October 2025 7 pm
<b>Status</b>	<b>Final Minutes</b>
<b>Reference Documents</b>	<a href="#">Agenda Papers for Planning – 16<sup>th</sup> October 2025</a>

### Attendance

<b>Committee Members</b>	Cllr Amanda Martin (Chair) Cllr Charles Booth (Vice Chair) Cllr Robert Douglas Cllr Mark Edwardson Cllr Rob Moreton Cllr Kay Wesley
<b>Ex Officio</b>	Cllr Robert Brittain (Mayor) Cllr Suzy Firkin (Deputy Mayor)
<b>Non-Committee Members</b>	Cllr Emma Hall
<b>Officers</b>	David McGifford (Chief Officer)
<b>Members of the Press</b>	0
<b>Members of the Public</b>	1

### 1. Apologies for Absence

Apologies were received from Cllrs Cllr Suzie Akers Smith, Cllr David Brown, and Cllr Liz Wardlaw.

### 2. Minutes of Previous Meetings

**PLN/13/2526 resolved** to approve and sign the Planning Committee minutes held on 4<sup>th</sup> September 2025 as a correct record.

### 3. Declaration of Disclosable Pecuniary Interests

Declarations were received by Cllrs Rob Moreton, Cheshire East Council and Kay Wesley, non-pecuniary on Planning application (25/3282) 6 Bradbury Gardens.

#### **4. Outstanding Actions**

See updates in item 7 Planning Enforcement.

#### **5. Questions from Members of the Public**

There were no questions from members of the public.

#### **6. Urgent Items**

There were no urgent items

#### **7. Planning Enforcement**

##### **7.1 Astbury Place / Congleton Park**

No further updates have been received from Cheshire East Council & Resident enquiry is ongoing and awaiting feedback.

##### **7.2 Section 106**

Cllr Robert Douglas provided an update to the committee – see Appendix 1

#### **8. Planning Applications Section 1**

**PLN/14/2526 resolved** to bring the item forward. Planning application 25/3691 – see Planning Application comments Section 2 item 30.

#### **9. Neighbourhood Plan**

**PLN/15/2526 resolved** to receive the report advising that the Neighbourhood Plan had progressed to Regulation 16.

#### **10. Licensing Applications**

**PLN/16/2526 resolved** to have no objection to the licensing application for Unit CP5, Glebe Farm, Astbury, Congleton CW12 4RQ.

#### **11. Planning Applications Section 2**

**PLN/17/2526 resolved** to remove the star from item 13 25/3351, and that all remaining starred items have No Objection.

**Cllr Amanda Martin**

	App Ref	Location Details	Proposal	
1.	<a href="#">25/3048</a>	25 Isis Close, Congleton, Cheshire East, CW12 3RT	TPO Tulip Tree - Remove regrowth back to the previous level of reduction (knuckles). Reduce lateral spread a further 0.7m (target pruning back to historic prune sites). TPO Walnut Tree - Reduce new growth height and lateral spread as needed up to 1-1.5m. Clear low-hanging secondary lateral growth to clear 2m from the ground.	<b>No Objection</b>
2*.	<a href="#">25/3122</a>	Mangold Bank Cottage, Middle Lane, Congleton, CW12 3PU	Demolition of existing two-storey semi-detached dwelling and single-storey detached garage. Erection of a replacement one-and-a-half-storey detached dwelling and single-storey detached garage.	<b>CEC Decision Issued - Refused</b>
3*.	<a href="#">25/3207</a>	The Brambles, Mossley Hall Biddulph Road, Congleton, , CW12 3LZ	Lawful Development Certificate for proposed conversion of existing double garage into two functional internal spaces	<b>No Objection</b>
4*.	<a href="#">25/3215</a>	Copeland And Craddock Limited Greenfield	Infill single-storey extension to existing single-storey office block	<b>No Objection</b>

	App Ref	Location Details	Proposal	
		Road, Congleton, CW12 4PX	with 1st floor office extension above.	
5.	<a href="#">25/3282</a>	6 Bradbury Gardens, Congleton, Cheshire East, CW12 3SR	Tree work to fell Oak tree (T1)	<b>Objection</b> – Totally unnecessary loss of a tree. Advice needs to be sought from a professional body for treatment of the tree to deal with sugary extractions, potential insect infestations.
6.	<a href="#">25/3299</a>	The Club, 2 Chapel Street, Congleton, Cheshire East, CW12 4AB	Conversion and extension of ground floor to create residential flats.  (Note: <a href="#">25/1956</a> Refused insufficient information/not provide a high standard of amenity)	<b>No Objection</b>
7.	<a href="#">25/3300</a>	The Club, 2 Chapel Street, Congleton, Cheshire East, CW12 4AB	Listed Building Consent for conversion and extension of the ground floor to create residential flats	<b>No Objection</b>
8.	<a href="#">25/3339</a>	Visions Of Earth, 77 West Street,	Advertisement consent for new business signage.	Defer to CEC Heritage Officer
9.	<a href="#">25/3340</a>	Visions Of Earth, 77 West Street, Congleton, CW12 1JY	Change of use to Sui generis for the sale of hot/cold oven-baked foods including installation of an extraction flue to rear elevation	Defer to CEC Heritage Officer

	App Ref	Location Details	Proposal	
10*.	<a href="#">25/3342</a>	37 Blythe Avenue, Congleton, Cheshire East, CW12 4LQ	Erection of two storey side and rear extension.	<b>No Objection</b>
11*.	<a href="#">25/3345</a>	Unit 2, Autocross Euroshel Limited Back Lane, Congleton, Cheshire East,	Conversion and extension of existing commercial units.	<b>No Objection</b>
12*.	<a href="#">25/3350</a>	23 Lawton Street, Congleton, Cheshire East, CW12 1RU	Conversion of existing garage into a residential annexe, loft conversion including insertion of skylight windows to the rear roof slope, and replacement of existing stone tiles with slate tiles on the rear roof.	<b>No Objection</b>
13.	<a href="#">25/3351</a>	23 Lawton Street, Congleton, Cheshire East, CW12 1RU	Listed Building consent for the Conversion of existing garage into a residential annexe, loft conversion including insertion of skylight windows to the rear roof slope, and replacement of existing stone tiles with slate tiles on the rear roof.	Defer to CEC Heritage Officer

	App Ref	Location Details	Proposal	
14.	<a href="#">25/3371</a>	Land To The North Of Moss Lane, Eaton, Cheshire East,	Permission in principle for the construction of One New Dwelling	<b>Objection</b> – Intrusion into open countryside, loss of trees not in keeping with the area
15*.	<a href="#">25/3418</a>	64 Longdown Road, Congleton, CW12 4QR	Erection of single storey rear extension.	<b>No Objection</b>
16*.	<a href="#">25/3421</a>	101 Astbury Street, Congleton, , CW12 4EG	Certificate of proposed lawful use for proposed single story rear extension.	<b>No Objection</b>
17.	<a href="#">25/3457</a>	Cross Street Garage Cross Street, Congleton, Cheshire East, CW12 1HQ	Proposed Redevelopment of Cross Street Garage to create 6 townhouses, including demolition.	<b>Fully support</b> , subject to satisfying concerns raised by the Environment Department in respect of ground contamination and the provision of adequate drainage.
18.	<a href="#">25/3458</a>	Cross Street Garage, Cross Street, Congleton, , CW12 1HQ	Demolition - Proposed Redevelopment of Cross Street Garage to create 6 town houses, including demolition.	<b>No Objection</b>
19.	<a href="#">25/3483</a>	22 Bosley View, Congleton, Cheshire East, CW12 3TU	T1 Oak Crown lift to approx 2m. Lateral reduction of no more than 2 meters to approx 6 areas marked on photo attached. 2 areas over owners roof reduce as part of ongoing maintenance.	<b>No Objection</b>





	App Ref	Location Details	Proposal	
26.	<a href="#">25/3621</a>	40 Melton Drive, Congleton, Cheshire East, CW12 4YF	Oak - Fell to low stump.	<b>Objection</b> as works are totally unnecessary
27.	<a href="#">25/3625</a>	18 Lower Meadow Drive, Congleton, Cheshire East, CW12 4UX	T1and T2 Scotts Pine	<b>No Objection</b>
28.	<a href="#">25/3633</a>	33 Hulton Close, Congleton, Cheshire East, CW12 3TF	T1- Copper beech tree in front garden crown raise to 5.5 meters above ground level. T2- Maple tree in front garden crown raise to 5.5 meters above ground level. T3- Copper beech tree in back garden	<b>No Objection</b>
29.	<a href="#">25/3676</a>	Clayton Manor Rood Hill, Congleton, Cheshire East, CW12 1YZ	Reduce large oak tree to give 2m clearance from property and tidy up previously poorly pruned branches. Remove deadwood from x 1 oak tree and remove epicormic growth to 5.2m above ground level.	<b>No Objection</b>
30.	<a href="#">25/3691</a>	Land Off Padgbury Road, West Heath, Congleton, CW12 4LU	Full planning application for residential development for 18 dwellings (Use Class C3), including access, landscaping, parking,	<b>Objection</b> – Intrusion into open countryside and overdevelopment of the area . Ongoing issue and continued risk with flooding and sewage leakage on Padgbury Lane. Highways

	App Ref	Location Details	Proposal	
			servicing and ancillary infrastructure.	safety issues with speeding cars adjacent to narrow pavements. Bat survey not undertaken and proposed damage to hedges to enable the erection of scaffolding
31*.	<a href="#">25/3835</a>	John Morley Importers Limited Morley Drive, Congleton, Cheshire East, CW12 3LF	Non-material amendment to approval 24/2497C	<b>No Objection</b>
32*.	<a href="#">25/3641</a>	Former Dane Bridge Mill Site Mill Street, Congleton, Cheshire East, CW12 1AG	Discharge of condition 20 on approval 21/4841C.	<b>No Objection</b>
33.	<a href="#">25/3787</a>	75 Park Lane, Congleton, Cheshire East, CW12 3DD	Copper Beech (T1) - Crown lift canopy to approx 5m. Laburnam (T2) - remove - poor specimen, heavily leaning.	<b>T1 No Objection</b> <b>T2</b> Leave decision to CEC tree officer. If felled request replacement with 3 trees of native species
34*.	<a href="#">25/3785</a>	4 Clayton Avenue, Congleton, Cheshire East, CW12 2AY	Single-storey side extension to create a ground-floor bedroom to aid the comfort and safety of a disabled person	<b>No Objection</b>

	App Ref	Location Details	Proposal	
35.	<a href="#">25/3498</a>	Land South Of Sandbach Road, Congleton	Screening Opinion relating to a proposed residential development at Sandbach Road, Congleton.	<b>Objection</b> – intrusion into open countryside and impact on wildlife

### **Appendix 1 - PLANNING COMMITTEE MEETING S106 - OCTOBER 2025**

On 2nd September, 2025, I sent an update to the committee advising :

- I would be sending a further Freedom of Information Request asking whether the four Developments marked not started and the one marked check if development commenced were now deemed out of time and therefore, could not now legally commence.
- I would also be asking Cheshire East for additional information about the additional resources that have recently been added to the S106 Team.

I have not yet had a response from Cheshire East to these two Freedom of Information Requests, even though they were required to respond by yesterday. I will give Cheshire East a little more time before chasing them.

Following the last report that I submitted, I received a response on 4th September, 2025, from the Service Owner about the six lines of Available funds for Education totalling £ 267,825, which appeared in the October 2024 S106 Report but not in the April 2025 Report.

They advised that all this sum had been utilised before October 2024 and should not have appeared in the October 2024 Report.

They advised the Primary S106 contributions from Tall Ash Farm had been used to fund a Capital project at Buglawton Primary School and the SEN S106 contribution had been used to fund a Resource Provision at Shavington Primary, which is in Crewe.

I forward a copy of this response to committee members on 9th September, 2025.

Councillor Robert Douglas 16th October, 2024

Meeting ended 8.58 pm

**Chair**  
**Cllr Amanda Martin**

**CONGLETON TOWN COUNCIL**

**COMMITTEE REPORTS AND UPDATES**

<b>COMMITTEE:</b>	<b>Council</b>		
<b>MEETING DATE AND TIME</b>	<b>11<sup>th</sup> December 2025 7 pm</b>	<b>LOCATION</b>	<b>Congleton Town Hall</b>
<b>REPORT FROM</b>	<b>David McGifford – Chief Officer</b>		
<b>AGENDA ITEM REPORT TITLE</b>	<b>7.1 CEC Environment &amp; Communities Meeting Call for Sites</b>		
<b>Background</b>	<p>Cheshire East Council Environment and Communities Committee – Thursday, 13 November, <a href="#">Agenda Item 7: Local Plan Update</a></p> <p>Cheshire East Council is reviewing progress on the Local Plan in light of national planning reforms. The Committee will consider launching a further “call for sites” and delegate authority for future decisions on the Local Plan.</p> <p><b>Purpose of the Local Plan</b> The Local Plan guides where development, infrastructure, and services should go, supporting priorities in the Cheshire East Plan and Local Transport Plan. It ensures development is coordinated and supported by the right infrastructure.</p> <p><b>Call for Sites 2024</b> A total of 365 sites were submitted across the borough for potential housing and economic use. These have been mapped and recorded. This report highlights potential Congleton sites that may come forward for further assessment, although no decisions or commitments have yet been made.</p> <p>Appendix 1 (see below) lists the potential sites in the Congleton Boundary and includes sites in neighbouring parishes as Congleton will still be the main service centre.</p> <p><a href="#">You can view the mapped site on this link:</a></p> <p><b>National Planning Reform</b> The Government’s reforms are introducing major changes:</p> <ul style="list-style-type: none"><li>• Housing requirement has increased to 2,603 homes per year (including a 5% buffer), creating a five-year land supply shortfall and triggering the “tilted balance” in planning decisions – favouring approval of sustainable housing proposals unless material harm is identified.</li><li>• Introduction of “Grey Belt” land - areas within the Green Belt that make a limited contribution to its main purposes – may open new development opportunities.</li><li>• A Green Belt Review is underway to identify Grey Belt locations and assess the performance of existing Green Belt land.</li></ul>		

<b>Financial Implications</b>	None related to this report.
<b>Environmental Implications</b>	None related to the report. The environmental impact of any new development would need to be assessed for each application.
<b>Equality and Diversity</b>	None related to this report. Equality and diversity of any new development would need to be assessed for each application.
<b>Decision Requested</b>	None. This paper is for information purposes.

REF	Site Name	Address	Size (ha)	Submitted Uses
HE 39	Land off Higginson Close	Higginson Close, Congleton	0.64	Housing
HE 53	Land adjacent to Buxton Rd	Buxton Rd Congleton CW12 3PH	13.08	Housing
HE 110	Land West Of Padgbury Lane	Congleton, CW12 4LP	1.97	Housing
HE 151	Land of Waggs Rd	Congleton CW12 4BU	4.06	Housing
HE 159	Land North Of Banky Fields	Banky Field/ Waggs Rd CW12	2.05	Housing
HE 327a	Land at Beech House	Buxton Rd, Congleton	1.7	Housing (Inc C2)
HE 327b	Land South of Tommys Lane	Tommys Lane	0.98	Housing (Inc C2)
HE 327c	Land at Bank Place Farm	Tommys Lane	3.77	Housing (Inc C2)
HE 327d	Land North of Brookhouse Lane	Brookhouse Lane/Bromley Farm	0.89	Housing (Inc C2)
HE 350	Land at Belbro Farm	Padgbury Lane Congleton	1.37	Housing
<b>Total Hectares</b>			<b>30.51</b>	

#### SITES LISTED AS CONGLETON SUBMISSIONS TO THE CALL FOR SITES 2024 BUT IN FACT RELATE TO NEARBY PARISH

<b>Somerford</b>				
HE 32a	Land off Chelford Road	Chelford Road, Congleton, CW12 4ZG	14.17	Housing /Commercial Housing/Industry/C
HE 163	Land east of New House Farm	Holmes Chapel Road, CW12 4SN	39.83	ommercial
HE 296	Land at Sandbach Rd	Congleton, CW12 4SQ	5.02	Housing
<b>Astbury</b>				
HE 13	Land at Whetstone Edge Farm	Congleton, CW12 4TE	8.39	Housing
HE 113	Land North of Sandbach Road	Sandbach Road, Congleton, CW12 4TE	5.7	Housing
HE 189	Land South of Sandbach Rd	Sandbach Rd, Congleton CW12	5.43	Housing
<b>Hulme Walfield &amp; Somerford Booths</b>				
HE 43	Land North of Dane Valley Roundabout	Wolstenholme Elmy Way	6.65	Housing
HE 190	Land to the west of Giantswood Lane	Giantswood Lane	5.59	Housing
HE201	Land East of Hallgreen Lane	Hallgreen Lane, CW12 2LY	9.3	Housing
<b>Eaton</b>				
HE 150	Land of Macclesfield Rd	Macclesfield Rd, CW12 2NB	7.45	
HE 236	Land West of Macclesfield Rd	Congleton, CW12 2NA	2.91	Housing
<b>Total Hectares</b>			<b>110.44</b>	



<b>Title</b>	<b>Finance and Policy Committee</b>
Date of Meeting Time	25 <sup>th</sup> September 2025 7 pm
Status	<b>Final Minutes</b>
Reference Documents	<a href="#">Agenda Papers for Finance &amp; Policy – 25 September 2025</a>

### Attendance

<b>Committee Members</b>	Cllr Robert Douglas (Chair) Cllr Dawn Allen Cllr Russell Chadwick Cllr Arabella Holland
<b>Ex Officio</b>	
<b>Non-Committee Members</b>	
<b>Officers</b>	David McGifford (Chief Officer) Serena Van Schepdael – Finance Manager/Responsible Financial Officer Doug Christie- Streetscape Development Manager
<b>Members of the Press</b>	None
<b>Members of the Public</b>	2: Grant applicants

### 1. Apologies for absence

Apologies were received from Cllrs Edwardson, Firkin (Deputy Mayor), Booth, Brittain (Mayor), and Wardlaw.

### 2. Minutes of Previous Meetings

**FAP/12/2526 RESOLVED** to approve and [sign the minutes of the Finance and Policy Committee held on 5<sup>th</sup> June 2025.](#)

### **3. Declarations of Interest**

Declarations were received from Cllr Chadwick in any matters relating to Cheshire East.

### **4. Outstanding Actions**

**FAP/13/2526 RESOLVED** to receive updated Action log summary.

### **5. Questions from Members of the Public**

There were none.

### **6. Presentations to the Committee**

There were none.

### **7. Urgent Items**

Chief Officer made the Committee aware of emergency expenditure of £5,127 for repairs to the control panel for the boilers/heating system, expenditure approved in line with Financial Regulations item 5.3.

### **8. Minutes of Working Groups**

There were none.

### **9. Committee Items Relating to Working Groups**

There were none.

### **10. Grant Approvals and Commitments**

**FAP/14/2526 RESOLVED** to receive a statement showing the current position as of 31<sup>st</sup> July 2025.

### **11. New Applications for Financial Assistance**

**FAP/15/2526 RESOLVED** to approve grant applications:

11.1- The Green Tree House- £1,000

11.2- Congleton Talking Newspaper- £1,000

11.3- Electric Picture House Artists Co-operative- £550

11.4- No Tier Snooker- £1,000



## **12. New Grant Activities Monitoring Forms**

**FAP/16/2526 RESOLVED** to receive the Grant Monitoring Forms:

12.1- Wild Salt GR09-2425

12.2- RSPCA GR07-2526

## **13. Management Accounts 2025-2026**

**FAP/17/2526 RESOLVED** to receive the management accounts for the financial year to 31<sup>st</sup> July 2025.

## **14. Bank Reconciliations**

**FAP/18/2526 RESOLVED** to receive the bank reconciliation as at 31<sup>st</sup> July 2025.

## **15. Savings Account Balances**

**FAP/19/2526 RESOLVED** to receive the Savings Account balances as at 31<sup>st</sup> July 2025.

**Action: To consider a mid-year new investment, dependent on CCLA interest rates.**

## **16. List of Payments**

**FAP/20/2526 RESOLVED** to receive and approve the List of Payments for 1<sup>st</sup> May to 31<sup>st</sup> July 2025.

**Action: Cllr Chadwick to be added to the signatory list.**

## **17. Investment Strategy and Policy Review**

**FAP/21/2526 RESOLVED** to:

1. Approve updates to the Investment Strategy and recommend to Council for approval and adoption into the Constitution.
2. Approve the Investment Policy for 2025-2026 and recommend to Council for approval and adoption into the Constitution.
3. Approve to renew and reinvest for 12 months of the Cambridge and Counties 1-year investment (Subject to clause 4 of the Investment Strategy) and recommend this to Council on 23rd October 2025.

## **18. Petty Cash Verification**

**FAP/22/2526 RESOLVED** to note verification of Petty Cash.

**19. Virement of Salary Budgets**

**FAP/23/2526 RESOLVED** to withdraw the item due to clarification and further re-allocation of salaries, item to be presented at the November 2025 Finance and Policy meeting.

**20. Annual Governance & Accountability Return**

**FAP/24/2526 RESOLVED** to receive the update on the Notice of Conclusion for the Annual Return for 2024-2025.

**Meeting Closed at 8.06pm  
Cllr R Douglas  
Chair of Finance**

	OK
	Monitor
	Over/Under (Exp./Income)

Month 4

Percentage 33.3%

Finance and Policy Committee

<b>101: Corp Management</b>							
Staff Costs (re-allocated)	245,382	81,794	82,566	-772	100.94%	33.6%	0.35%
Travel	250	83	0	83	0.00%	0.0%	-33.30%
Training / Conferences	2,500	833	0	833	0.00%	0.0%	-33.30%
Rent Payable	17,017	5,672	5,672	0	99.99%	33.3%	0.03%
Miscellaneous Office Costs	2,000	667	315	352	47.25%	15.8%	-17.55%
Telephone/Fax/Internet	3,000	1,000	1,139	-139	113.90%	38.0%	4.67%
Postage	1,000	333	71	262	21.30%	7.1%	-26.20%
Stationery & Printing	3,300	1,100	678	422	61.64%	20.5%	-12.75%
Subscriptions & Publications	5,100	1,700	2,951	-1251	173.59%	57.9%	24.56%
Insurance	16,243	5,414	15,965	-10551	294.87%	98.3%	64.99%
Computer/IT Costs	25,000	8,333	13,276	-4943	159.31%	53.1%	19.80%
Photocopy Charges	2,000	667	459	208	68.85%	23.0%	-10.35%
Recruitment Advertising	500	167	462	-295	277.20%	92.4%	59.10%
Bank Charges	1,240	413	333	80	80.56%	26.9%	-6.45%
Audit Fees - External	2,500	833	0	833	0.00%	0.0%	-33.30%
Audit Fees - Internal	1,900	633	0	633	0.00%	0.0%	-33.30%
Accountancy Support	5,300	1,767	480	1287	27.17%	9.1%	-24.24%
Legal & Professional fees	3,500	1,167	2,943	-2355	252.26%	84.1%	50.79%
HR & H&S support	5,000	1,667	2,558	-891	153.48%	51.2%	17.86%
Central Overheads reallocated	-78,320	-26,107	-37,535	11428	143.78%	47.9%	14.63%

Corporate Management-Expenditure

Precept 2025-2026	-1,333,233	-444,411	-666,617	222206	150.00%	50.0%	100.00%
Interest Receivable	-30,000	-10,000	-6,694	-3306	66.94%	22.3%	44.63%
Miscellaneous Income	0	0	0	0	0.00%		

Corporate Management-Income

Net Income Over Expenditure	-1,098,821	-366,274	-580,978	214126	158.62%	52.9%	19.57%
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**102: Civic**

Staff Costs (re-allocated)	21,097	7,032	2,056	4976	29.24%	9.7%	-23.55%
Training / Conferences	1,000	333	25	308	7.50%	2.5%	-30.80%
Stationery & Printing	550	183	0	183	0.00%	0.0%	-33.30%
Marketing/Promotions	1,200	400	396	4	99.00%	33.0%	-0.30%
Council Newsletter	8,700	2,900	1,688	1212	58.21%	19.4%	-13.90%
Council Website	2,000	667	1,085	-418	162.75%	54.3%	20.95%
Mayor's Allowance	3,000	1,000	3,000	-2000	300.00%	100.0%	66.70%
Members Expenses	200	67	0	67	0.00%	0.0%	-33.30%
Civic Expenses	9,500	3,167	3,874	-707	122.34%	40.8%	7.48%
Civic Regalia	250	83	205	-122	246.00%	82.0%	48.70%
Hall & Room Hire	6,500	2,167	2,188	-21	100.98%	33.7%	0.36%
Civic Artefacts and Treasures	500	167	0	167	0.00%	0.0%	-33.30%
Election Expenses	5,500	1,833	5,500	-3667	300.00%		
Central Overheads reallocated	1,696	565	820	-255	145.05%	48.3%	15.05%

Civic-Expenditure

<b>107: Grants</b>							
Initial Grant Commitment	15,000	5,000	1,675	3325	33.50%	11.2%	-22.13%
Subsidised Use	4,500	1,500	0	1500	0.00%	0.0%	-33.30%
Tfr from EMR Committed Grants	0	0	-4,199	4199			-33.30%
Specified Grants	16,333	5,444	12,711	-7267	233.47%	77.8%	44.52%
C/F to 26-27							

Grants- Expenditure

Capital

F&P Income - Income	-1,363,233	-454,411	-677,991	223580	149.20%	49.7%	16.43%	Full Committee Summary includes Mayor cost centre Income £5,571
Expenditure	423,716	141,239	167,774	-26535	118.79%	39.6%	6.30%	Full Committee Summary includes Mayor cost centre expenditure £116

NOTES

Expenditure Variance 0-100% Green 101-115% Amber 115% over Red  
Income Variance 100% Green, 75% to 99% Amber, 0%-75% Red

Start of year invoices received  
Full year for Zurich and Critical Illness paid to date.  
£1461: Windows 11 works, new starter costs and annual subscription included in total

For 2 vacancies in 25-26

Legal fees for lease work.  
2 quarters paid

Paid in April and September  
Paid in arrears will catch up.

Annual subscription/hosting fees paid in full  
Paid in full

3 civic events have taken place to date: Mayor Making, Annual Town Meeting and Civic Sunday.  
2 replacement flags required.  
Dependant on civic bookings.

Full amount moved to Earmarked Reserves at start of financial year.

Month 4

Percentage 33.3%

	ANNUAL BUDGET			£ VARIANCE OF M4 BUDGETS	% AGAINST M4 BUDGETS	% OF ANNUAL BUDGET	% VARIANCE AGAINST M4 EXPECTED	NOTES
		BUDGET TO M4	ACTUAL TO M4					
<b>Community and Environment Committee</b>								
<b>215: Floral Displays</b>								
Floral Displays Income	-4,000	-1,333	-7,140	5807	535.50%	178.5%	145.20%	See appendix See appendix
Floral Displays Expenditure	16,172	5,391	13,014	-7623	241.42%	80.5%	47.17%	
<b>Total Floral</b>	12,172	4,057	5,874	-1817	144.77%	48.3%	14.96%	
<b>241: Allotments</b>								
Allotments Income	-190	-63	0	-63	0.00%	0.0%	-33.30%	
Allotments Expenditure	1,200	400	50	350	12.50%	4.2%	-29.13%	
<b>Total Allotment</b>	1,010	337	50	287	14.85%	5.0%	-28.35%	
<b>300: Public Realm</b>	5,000	1,667	210	1457	12.60%	4.2%	-29.10%	
<b>301: Congleton Partnership</b>								
Congleton Partnership Income	0	0	-3,240	3240	0.00%	0.0%	-33.30%	
Congleton Partnership Expenditure	9,971	3,324	16,415	-13091	493.88%	164.6%	131.33%	Dependant on Partnership projects.Details are issued in Partnership Executive meetings. Carried forward balance from 24/25
Congleton Partnership C/F		0	-32,153	32153	0.00%	0.0%	-33.30%	
<b>Total Partnership</b>	9,971	3,324	-18,978	22,302	-571.00%	-190.3%	-223.63%	
<b>302: Community Development</b>								
Community Development Staff Costs	137,755	45,918	36,430	9488	79.34%	26.4%	-6.85%	Annual subscription paid
Community Development Marketing/Promotions	6,250	2,083	766	1317	36.77%	12.3%	-21.04%	
Green Initiatives	5,000	1,667	128	1539	7.68%	2.6%	-30.74%	
Campaign Expenditure	1,000	333	388	-55	116.40%	38.8%	5.50%	
Tfr to EMR	0	0	0	0	0.00%	0.0%	-33.30%	
Tfr From EMR	0	0	0	0	0.00%	0.0%	-33.30%	
Community Development Overheads	11,072	3,691	5,353	-1662	145.04%	48.3%	15.05%	
<b>Total Community Development</b>	161,077	53,692	43,065	10,627	80.21%	26.7%	-6.56%	
<b>303:Crime</b>								
Crime Reduction/CCTV Expenditure	11,426	3,809	0	3809	0.00%	0.0%	-33.30%	
<b>Total Crime</b>	11,426	3,809	0	3809	0.00%	0.0%	-33.30%	
<b>305: Christmas</b>								
Christmas Fayre/lights Income	-3,000	-1,000	-826	-174	82.60%	27.5%	-5.77%	Sponsorship and funding
Christmas Fayre/lights Expenditure	18,000	6,000	23	5977	0.38%	0.1%	-33.17%	
<b>Total Christmas</b>	15,000	5,000	-803	5803	-16.06%	-5.4%	-38.65%	
<b>310: Neighbourhood Plan</b>								
Neighbourhood Plan	5,500	1,833	3,430	-1597	0.00%	0.0%	-33.30%	Costs covered by EMR funds
Neighbourhood Plan Tfr From EMR	0		-3,250	3250	0.00%	0.0%	-33.30%	
<b>Total Neighbourhood Plan</b>	5,500	1,833	180	1653	0.00%	0.0%	-33.30%	
<b>321: Tourism</b>								
Tourism Income	0	0	-10,903	10903			-33.30%	Includes Tribute Events, and Food & Drink Income fo £8,916 Includes Food & Drink costs of £11,004
Tourism Expenditure	22,000	7,333	16,740	-9407	228.27%	76.1%	42.79%	
<b>Total Tourism</b>	22,000	7,333	5,837	1496	79.60%	26.5%	-6.77%	
<b>351: Luncheon Club</b>	12,000	4,000	2,194	1806	54.85%	18.3%	-15.02%	
<b>C.E &amp; S</b>								
Income	-7,190	-2,397	-22,109	19712	922.49%	307.5%	274.20%	Full Committee Summary
Expenditure	262,346	81,807	59,738	22069	73.02%	22.8%	-10.53%	Full Committee Summary
<b>Town Hall, Assets and Services Committee</b>								
	ANNUAL BUDGET	BUDGET TO M4	ACTUAL TO M4	£ VARIANCE OF M4 BUDGETS	% AGAINST M4 BUDGETS	% OF ANNUAL BUDGET	% VARIANCE AGAINST M4 EXPECTED	NOTES
<b>201: Paddling Pool</b>	48,640	16,213	17,096	-883	105.44%	35.1%	1.85%	Income Variance 100% Green, 75% to 99% Amber, 0%-75% Red Expenditure Variance 0-100% Green 101-115% Amber 115% over Red See Appendix
<b>221: Town Hall</b>								
Town Hall - Expenditure	253,392	84,464	82,886	1578	98.13%	32.7%	-0.59%	See Appendix
Town Hall - Income	-111,050	-37,017	-40,369	3352	109.06%	36.4%	3.05%	
Net Expenditure over Income	142,342	47,447	42,517	4930	89.61%	29.9%	-3.43%	

<b>225: Congleton Information Centre</b>									
CIC - Expenditure	90,104	30,035	40,086	-10051	133.47%	44.5%	11.19%	See Appendix	
CIC - Income	-11,550	-3,850	-16,075	12225	417.53%	139.2%	105.88%		
Net Expenditure over income	78,554	26,185	24,011	2174	91.70%	30.6%	-2.73%		
<b>263: Public Toilets</b>									
	8,900	2,967	1,226	1741	41.33%	13.8%	-19.52%		
<b>270: Cenotaph</b>									
	375	125	99	26	79.20%	26.4%	-6.90%		
<b>280: Streetscape</b>									
Streetscape Expenditure	852,149	284,050	290,926	-6876	102.42%	34.1%	0.84%	See Appendix	
Streetscape - Income CEC	-427,199	-142,400	-219,067	76667	153.84%	51.3%	17.98%		
Streetscape - External work income	-17,500	-5,833	-9,159	3326	157.01%	52.3%	19.04%		
Streetscape - Misc. Income	-900	-300	0	-300	0.00%	0.0%	-33.30%		
S/S Income	-445,599	-148,533	-228,226	79693	153.65%	51.2%	17.92%		
Net Expenditure over Income	406,550	135,517	62,700	72817	46.27%	15.4%	-17.88%		
THAS Income	-568,199	-189,400	-284,670	95,270	150.30%	50.1%	16.80%	Full Committee Summary	
THAS Expenditure	1,253,560	417,853	432,319	-14,466	103.46%	34.5%	1.19%	Full Committee Summary	
Total Income	-1,938,622	-646,207	-984,770		152.39%	50.8%	17.50%	Overall summary includes mayor summary figures not on this sheet Overall summary Rounding allowed	
Total Expenditure	1,939,622	640,899	659,831		102.95%	34.0%	0.72%		
Net Income /Expenditure			-324,943						
<b>401: Personnel</b>									
1* Staff Costs: To date	1,211,260	403,753	383,370	20383	94.95%	31.7%	-1.65%		
Personnel with Pay Award for reference									
Permanent Staff Costs - Included budget pay award *1	1,211,260	403,753	383,370	20383	94.95%	31.7%	-1.65%		
Add on budgeted pay award to current month			15,335						
Add on Temp/Agency			0						
Total	1,211,260	403,753	398,705		98.75%	32.9%	-0.38%		

Congleton Town Council  
Management Accounts 2025-26  
Jul-25

Page 3/3

	£	£	£	£
01/04/2025	In	Out	Balance	
CF Balance			31/07/25	
310 General Reserve	343,771			343,771
<b>Ear Marked Reserves</b>				
318 Capital Equipment Fund	457	25,000	5,347	20,110
320 Capital Contingency Fund	85,806	15,000	-	100,806
321 EMR Elections	20,000			20,000
324 EMR Crime Prevention/Traffic calming	4,357			4,357
325 EMR Committed Grants	4,199	-	4,199	-
326 EMR Congleton Partnership	42,153	-	32,153	10,000
330 EMR Ancient Treasures	3,000			3,000
331 EMR Website	8,330		-	8,330
333 EMR Training	5,686			5,686
337 EMR Toilets	24,012			24,012
339 EMR Public Realm	8,153			8,153
340 EMR Legal Fees	21,119		-	21,119
342 EMR Tourism	1,516		-	1,516
343 EMR Marketing	5,000			5,000
344 EMR Congleton Neighbourhood Plan	5,469		3,250	2,219
346 EMR Rotary Bonfire	5,000			5,000
348 EMR Civic	1,000			1,000
349 EMR CIL	21,684			21,684
354 EMR Carbon Offsetting	3,000			3,000
355 EMR Property Maintenance	124,468	-	-	124,468
356 EMR Salix/ Boiler Replacement	79,691	-		79,691
357 EMR Election Expenses	-	5,500	-	5,500
<b>EMR TOTALS</b>	<b>474,100</b>	<b>45,500</b>	<b>44,949</b>	<b>474,651</b>

Congleton Partnership will be making a request to draw down on these funds.

A request is due to be made to Council to allocate this to the remaining expenditure to complete the project by October 25

Approved that funds will be transferred to Boiler Replacement costs

**Congleton Town Council**  
**Management Accounts 2025-26**  
**TOWN HALL**

Jul-25

	OK
	Monitor
	Over/Under (Exp./Income)

Month 4  
Percentage 33.3%

**TOWN HALL**

		ANNUAL BUDGET	BUDGET TO M4	ACTUAL TO M4	£ VARIANCE OF M4 BUDGETS	% AGAINST M4 BUDGETS	% OF ANNUAL BUDGET	% VARIANCE AGAINST M4 EXPECTED
4000	Staff Costs (re-allocated)	81,150	27,050	27,075	-25	100.1%	33.4%	0.06%
4008	Training	1,000	333	0	333	0.0%	0.0%	-33.30%
4009	Protective Clothing\H & Safety	550	183	372	-189	202.9%	67.6%	34.34%
4010	Cleaners	8,400	2,800	2,467	333	88.1%	29.4%	-3.93%
4011	Rates	25,449	8,483	9,980	-1,497	117.6%	39.2%	5.92%
4012	Water	7,875	2,625	2,194	431	83.6%	27.9%	-5.44%
4014	Electricity	33,000	11,000	6,019	4,981	54.7%	18.2%	-15.06%
4015	Gas	30,000	10,000	2,345	7,655	23.5%	7.8%	-25.48%
4016	Cleaning materials	2,250	750	772	-22	102.9%	34.3%	1.01%
4017	Refuse Disposal	2,350	783	986	-203	125.9%	42.0%	8.66%
4020	Miscellaneous Office Costs	2,500	833	886	-53	106.3%	35.4%	2.14%
4025	Insurance	14,346	4,782	13,969	-9,187	292.1%	97.4%	64.07%
4033	Marketing/Promotions	3,500	1,167	90	1,077	7.7%	2.6%	-30.73%
4040	Maintenance Contracts	9,000	3,000	4,594	-1,594	153.1%	51.0%	17.74%
4041	Property Maintenance	21,300	7,100	3,774	3,326	53.2%	17.7%	-15.58%
4065	Architect/Surveyor Fees	0	0	1,645	1,645			
4068	Licences (incl PRS)	4,200	1,400	4,235	-2,835	302.5%	100.8%	67.53%
6000	Central Overheads Reallocated	6,522	2,174	3,154	-980	145.1%	48.4%	15.06%
	Town Hall Expenditure	253,392	84,464	81,267	3,197	96.2%	32.1%	-1.23%
3020	Catering costs	0	0	1,334	-1,334			
3021	Security Supplies	0	0	285	-285			
		0	0	1,619	1,619			
	Total Town Hall Expenditure	253,392	84,464	82,886	1,578	98.1%	32.7%	-0.59%
1009	Rent Rec'd - Museum Notional	-4500	-1500	-1500	0	100.0%	33.3%	0.03%
1010	Rent Received - 3rd Party Partnership	-1533	-511	-511	0	100.0%	33.3%	0.03%
1011	Rent Received - Internal CTC	-26517	-8839	-8839	0	100.0%	33.3%	0.03%
1013	Letting Income - Grand Hall	-30000	-10000	-9598	-402	96.0%	32.0%	-1.31%
1014	Letting Income - Bridestones	-5000	-1667	-858	-809	51.5%	17.2%	-16.14%
1015	Letting Income - Spencer Suite	-5000	-1667	-2065	398	123.9%	41.3%	8.00%
1018	Letting Income - Campbell Suite	0	0	0	0		0.0%	-33.30%
1016	Letting Income - Brasserie, Kitchen and Bar	-12000	-4000	-25	-3975	0.6%	0.2%	-33.09%
1021	Letting Income - Internal	-9000	-3000	-2872	-128	95.7%	31.9%	-1.39%
1022	Letting income - F&F	-2500	-833	-667	-166	80.0%	26.7%	-6.62%
1023	Commission- CP	-6000	-2000	0	-2000	0.0%	0.0%	-33.30%
1024	Letting Income- Security	0	0	-817	817		0.0%	-33.30%
1035	Service Charges - Brasserie	-4000	-1333	-1331	-2	99.8%	33.3%	-0.03%
1037	Service Charges - Other	-5000	-1667	-798	-869	47.9%	16.0%	-17.34%
1038	Letting Income- Offices	0	0	-1167	1167			
1051	Catering Sales (recharges)	0	0	-1816	1816		0.0%	-33.30%
1199	Miscellaneous income	0	0	0	0			
1179	Grants Receivable- Salix Project	0	0	-7505	7505			
	Total Town Hall Income	-111050	-37017	-40369	3352	109.1%	36.4%	3.05%
	Net Expenditure over Income	142,342	47,447	42,517	4,930	89.6%	29.9%	-3.43%

NOTES

Expenditure Variance 0-100% Green 101-115% Amber 115% over Red

Top up of uniform

Paid over 10 months rather than 12

Cost increase, review/quote exercise taking place

Full year for Zurich and Critical Illness paid to date.

Start of year 1st quarter costs  
£1200 is upgrade to electricity box  
Salix Grant project, see below  
Music License paid in full

Recharged to customers  
Recharged to customers

Income Variance 100% Green, 75% to 99% Amber, 0%-75% Red

Recharge to customers  
Dependant on use by Commercial Partner  
Dependant on use by Museum

Recharge to customers

Grant income for Surveyor fees, 24-25 c/f

	OK
	Monitor
	Over/Under (Exp./Income)

Month 4  
Percentage 33.3%

STREETSCAPE

ANNUAL BUDGET	BUDGET TO M4	ACTUAL TO M4	£ VARIANCE OF M4 BUDGETS	% AGAINST M4 BUDGETS	% OF ANNUAL BUDGET	% VARIANCE AGAINST M4 EXPECTED
4000 Staff Costs	629,524	209,841	194,238	15,603	92.6%	30.9%
4008 Training	3,200	1,067	0	1,067	0.0%	-33.30%
4009 Protective Clothing\H & Safety	5,900	1,967	2,619	-652	133.2%	44.4%
4013 Office rent	2,000	667	667	-0	100.0%	33.4%
4016 Cleaning Materials	8,000	2,667	1,492	1,175	56.0%	18.7%
4021 Telephone	1,175	392	201	191	51.3%	17.1%
4025 Insurance	10,369	3,456	9,978	-6,522	288.7%	96.2%
4041 Property maintenance	1,500	500	60	440	12.0%	4.0%
4043 Horticultural etc Supplies	14,000	4,667	11,327	-6,660	242.7%	80.9%
4047 Vehicle maintenance/Serv etc	12,800	4,267	2,115	2,152	49.6%	16.5%
4048 Vehicle fuel and oil	16,285	5,428	5,555	-127	102.3%	34.1%
4049 Vehicle rental charges	81,000	27,000	34,248	-7,248	126.8%	42.3%
4050 Street Cleansing	8,000	2,667	2,060	607	77.3%	25.8%
4152 Propagation Unit	2,500	833	70	763	8.4%	2.8%
4162 General expenditure	5,300	1,767	1,449	318	82.0%	27.3%
4168 Other Expenditure	0	0	0	0	0.0%	-33.30%
4951 Tfr from EMR			0			
6000 Central Overheads Reallocated	50,596	16,865	24,464	-7,599	145.1%	48.4%
Streetscape Expenditure	852,149	284,050	290,543	-6,493	102.3%	34.1%
3030 Purchases for recharging	0	0	383	-383		0.0%
1165 CEC - Income	-427,199	-142,400	-219,067	76,667	153.8%	51.3%
1167 External work income	-17,500	-5,833	-9,159	3,326	157.0%	52.3%
1199 Miscellaneous	-900	-300	0	-300	0.0%	0.0%
Streetscape Income	-445,599	-148,533	-228,226	79,693	153.7%	51.2%
Net Expenditure over Income	406,550	135,517	62,700	72,817	46.3%	15.4%

Expenditure Variance 0-100% Green 101-115% Amber 115% over Red

Replenishment required

Full year for Zurich and Critical Illness paid to date.

Summer planting complete

Mower hire required due to our own being in for repairs: £4022

Start of year annual fees paid

No budget

Income Variance 100% Green, 75% to 99% Amber, 0%-75% Red

Congleton Town Council  
Management Accounts 2025-26  
Floral/In Bloom  
Jul-25

Month 4  
Percentage 33.3%

Floral  
Income

1180 Donations Received  
1195 Sponsorship Income  
1199 Misc Income: Hanging Baskets  
Total

Expenditure

4011 Rates  
4162 General Expenditure  
Total

Net Expenditure over income

Expected Expenditure  
Awards Ceremonies  
Thank you Evening  
Judging Day expenses  
General

Total Spend to date  
Plus expected  
Total estimated spend

	OK
	Monitor
	Over/Under (Exp./Income)

ANNUAL BUDGET	BUDGET TO M4	ACTUAL TO M4	E VARIANCE OF M4 BUDGETS	% AGAINST M4 BUDGETS	% OF ANNUAL BUDGET	% VARIANCE AGAINST M4 EXPECTED
0	-	-	237	237		
0	-	-	2,540	2,540		
-4,000	-	1,333	-	4,363	3,030	327.23%
-4,000	-	1,333	-	7,140	5,807	535.50%
172	162	162	-	-	100.00%	94.2%
16,000	5,333	12,852	-	7,519	240.98%	80.3%
16,172	5,495	13,014	-	7,519	236.82%	80.5%
12,172	4,162	5,874	-	1,712	141.13%	48.3%
1,500						
1,025						
950						
300						
3,775						
13,014						
3,775						
16,789						

NOTES

Expenditure Variance 0-100% Green 101-115% Amber 115% over Red

Paid in Full for the year  
See below for expected future expenditure



Congleton Town Council  
Management Accounts 2025-26  
CONGLETON INFORMATION CENTRE  
Jul-25

	OK
	Monitor
	Over/Under (Exp./Income)

Month 4  
Percentage 33.3%

TOWN HALL  
CONGLETON INFORMATION CENTRE

	ANNUAL BUDGET	BUDGET TO M4	ACTUAL TO M4	£ VARIANCE OF M4 BUDGETS	% AGAINST M4 BUDGETS	% OF ANNUAL BUDGET	% VARIANCE AGAINST M4 EXPECTED
3000 Stock at 1st April	0	-	-	-	0.0%		
3041 3rd Party ticket resales	0	-	9,730	- 9,730			
3042 Books, Maps, Guides resale	2,850	950	139	811	14.6%	4.9%	-28.42%
3043 Souvenirs for resale	2,375	792	114	678	14.4%	4.8%	-28.50%
3044 Stamps for resale	475	158	172	14	108.6%	36.2%	2.91%
3046 Local Produce for resale	0	-	854	- 854			
3047 Theatre gift cards for resale	0	-	38	- 38			
3048 Food & Drink for resale	1,188	396	178	218	44.9%	15.0%	-18.32%
3049 CTC Merchandise	0	-	-	-	0.0%	0.0%	-33.30%
3999 Stock at 31st March 2022	0	-	-	-	0.0%	0.0%	-33.30%
<b>Direct Expenditure</b>	<b>6,888</b>	<b>2,296</b>	<b>11,225</b>	<b>- 8,929</b>	<b>488.9%</b>	<b>162.96%</b>	<b>129.66%</b>
4000 Staff costs	62,381	20,794	21,301	- 507	102.4%	34.1%	0.85%
4011 Rates	5,321	1,774	2,248	- 474	126.7%	42.2%	8.95%
4013 Rent Payable	7,500	2,500	2,500	-	100.0%	33.3%	0.03%
4162 General Expenditure	2,000	667	388	279	58.2%	19.4%	-13.90%
6000 Central Overheads Reallocated	6,014	2,005	2,424	- 419	120.9%	40.3%	7.01%
<b>Indirect Expenditure</b>	<b>83,216</b>	<b>27,739</b>	<b>28,861</b>	<b>- 1,122</b>	<b>104.0%</b>	<b>34.7%</b>	<b>1.38%</b>
1041 Third Party Ticket Sales	0	-	13,191	13,191			
1042 Books, Maps, Guides sales	-3,000	1,000	259	741	25.9%	8.6%	-24.67%
1043 Souvenir sales	-2,500	833	717	116	86.0%	28.7%	-4.62%
1044 Stamp Sales	-500	167	41	126	24.6%	8.2%	-25.10%
1045 Photocopy sales	-300	100	51	49	51.0%	17.0%	-16.30%
1046 Local Produce for resale	0	-	872	872			
1047 Theatre gift cards	0	-	40	40			
1048 Food and Drink sales	-1,250	417	423	6	101.5%	33.8%	0.54%
1049 CTC Merchandise sales	0	-	23	23		0.0%	-33.30%
1199 Commission	-4,000	1,333	458	875	34.4%	0.0%	-33.30%
<b>Income</b>	<b>-11,550</b>	<b>- 3,850</b>	<b>- 16,075</b>	<b>13,100</b>	<b>417.5%</b>	<b>139.2%</b>	<b>105.88%</b>
<b>Total Income</b>	<b>-11,550</b>	<b>- 3,850</b>	<b>- 16,075</b>	<b>13,100</b>	<b>417.5%</b>	<b>139.2%</b>	<b>105.88%</b>
<b>Net Expenditure over Income</b>	<b>78,554</b>	<b>26,185</b>	<b>24,011</b>	<b>3,049</b>	<b>91.7%</b>	<b>30.6%</b>	<b>-2.73%</b>

NOTES

Expenditure Variance 0-100% Green 101-115% Amber 115% over Red  
Yellow are 3rd party expenditure, traffic lights CTC

Third Party Income see corresponding expense line

Third Party Income see corresponding expense line  
Third Party Income see corresponding expense line

Paid over 10 months rather than 12

Yellow are 3rd party income, traffic lights our own income  
Income Variance 100% Green, 75% to 99% Amber, 0%-75% Red  
Third Party expenditure

Third Party expenditure  
Third Party expenditure

Will update quarterley

## Jul-25

## PADLDING POOL

### Pool Expenditure

OK  
Monitor  
Over/Under (Exp./Income)

**ANNUAL  
BUDGET**

**Expenditure Variance 0-100% Green 101-115% Amber 115% over Red**

Expected to be £6200, 125% of budget.

## CONGLETON TOWN COUNCIL

### COMMITTEE REPORTS AND UPDATES

COMMITTEE:	Council		
MEETING DATE AND TIME	11 <sup>th</sup> December 2025 7.00 pm	LOCATION	Congleton Town Hall
REPORT FROM	Serena Van Schepdael: R.F.O/Finance Manager		
AGENDA ITEM REPORT TITLE	8.1 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.  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.  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>  Further updates after FAP discussion:  1:Section 10: Correct spelling of 'of' to 'or' 2:Section 11: remove references to social media names 3: Section 11: <i>Remove but this to be restricted to break periods</i> 4:Section 12: Add a reference to scams awareness	

		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.	

**CONGLETON TOWN COUNCIL**

**COMMITTEE REPORTS AND UPDATES**

COMMITTEE:	Council																																																									
MEETING DATE AND TIME	11 <sup>th</sup> December 2025 7.00 pm	LOCATION	Congleton Town Hall																																																							
REPORT FROM	Serena Van Schepdael- R.F.O																																																									
AGENDA ITEM	8.2																																																									
REPORT TITLE	Virement of Salary budgets																																																									
Background	Due to the resignation of the Deputy Manager in November 2024, a review of the Staff Structure and Salaries took place. The current distribution of the 2025-2026 salary budgets is based on the previous structure. Due to the recent changes, the structure salary distribution no longer aligns with the original approved budget. (The 25-26 budget was approved in January 2025). This report was presented to Finance and Policy on 20 <sup>th</sup> November 2025, and resolved: <b>FAP/36/2526 resolved</b> to approve the virement of salaries due to the revaluation of staffing structure and recommend this to Council on 11 <sup>th</sup> December 2025 for approval.																																																									
Update	Below is the breakdown of the virements required to fit the new distribution of salaries:																																																									
<table><tr><th colspan="2"><u>Original Budget</u></th><th colspan="2"><u>Current after restructure</u></th><th></th></tr><tr><th></th><th>£</th><th></th><th></th><th>Movement £</th></tr><tr><td>Corporate Management</td><td>236,792</td><td>264,167</td><td></td><td>27,375</td></tr><tr><td>Civic</td><td>21,097</td><td>5,358</td><td></td><td>-15,739</td></tr><tr><td>Paddling Pool</td><td>25,380</td><td>25,717</td><td></td><td>337</td></tr><tr><td>Town Hall</td><td>81,150</td><td>82,245</td><td></td><td>1,095</td></tr><tr><td>Information Centre</td><td>62,381</td><td>70,062</td><td></td><td>7,681</td></tr><tr><td>Partnership</td><td>17,180</td><td>10,716</td><td></td><td>-6,464</td></tr><tr><td>Streetscape</td><td>629,524</td><td>651,186</td><td></td><td>21,662</td></tr><tr><td>Comm Development</td><td>137,755</td><td>101,806</td><td></td><td>-35,949</td></tr><tr><td>TOTAL BUDGET</td><td>1,211,259</td><td>1,211,259</td><td></td><td></td></tr></table>				<u>Original Budget</u>		<u>Current after restructure</u>				£			Movement £	Corporate Management	236,792	264,167		27,375	Civic	21,097	5,358		-15,739	Paddling Pool	25,380	25,717		337	Town Hall	81,150	82,245		1,095	Information Centre	62,381	70,062		7,681	Partnership	17,180	10,716		-6,464	Streetscape	629,524	651,186		21,662	Comm Development	137,755	101,806		-35,949	TOTAL BUDGET	1,211,259	1,211,259		
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TOTAL BUDGET	1,211,259	1,211,259																																																								
Decision Request	To approve the virement of salary budgets.																																																									



# Congleton Town Council

Historic Market Town

Chief Officer: David McGifford CILCA

# COMPLIMENTS, SUGGESTIONS AND COMPLAINTS POLICY

VERSION CONTROL	Version 1
Previous Version Approval Date	N/A
Current Version FAP Review Date	20 <sup>th</sup> November 2025
Current Version Approval Date	
Current Version Approval Reference	
This version of the Policy supersedes any previous versions.	



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### **1. Introduction**

This policy and procedure document details the approach the Council will take on dealing with compliments, suggestions and complaints received from our customers and/ or third parties. The Council is committed to providing consistently high quality services, but we acknowledge that occasionally things do go wrong. We welcome feedback from our customers and we recognise that compliments, suggestions and complaints are a valuable source of information to help us:

- Improve the standard of services we deliver
- Put things right when they have gone wrong
- Learn from our mistakes

The aim of this policy is to provide a fair, consistent and structures process for members of staff to follow when customers are providing feedback. We will ensure staff understand their responsibilities under this policy so they can deal with feedback effectively, and lessons learned from complaint investigations will be used to inform service improvements.

The Local Government Ombudsman defines a complaint as follows:

*A complaint is an expression of dissatisfaction about the Council's action or lack of action or about the standard of a service, whether the action was taken or the services provided by the Council itself or a person or body acting on behalf of the Council.*

All complaints about services the Council provides will be dealt with under the Council's Corporate Compliments, Suggestions and Complaints Policy and Procedures. All other complaints with the exception of those exclusions set out in this document will be dealt with under this policy.

## **2. How to make suggestion, compliment or complaint**

A customer or third party can make a suggestion, compliment or complaint in a number of ways:

- Call us on 01260 270350
- E-mail the Chief Officer of the Council  
[David.McGifford@Congleton-tc.gov.uk](mailto:David.McGifford@Congleton-tc.gov.uk)
- Write to us at: Compliments Suggestions and Complaints, Congleton Town Hall, High Street, Congleton Cheshire CW12 1BN

## **3. What can you expect?**

Customers and/ or third parties can expect all compliments, suggestions and complaints to be dealt with promptly, efficiently and with courtesy, and can expect to receive a consistently high quality service when they contact the Council. We will:

- Treat all compliments, suggestions and complaints seriously and confidentially
- Act impartially, objectively and professionally
- Maintain a record of all compliments, suggestions and complaints received in accordance with Data Protection requirements
- Aim to resolve the problems brought to our attention as soon as possible and, wherever possible, at a local level
- Keep the complainant informed about the progress of the investigation into their complaint when necessary
- Provide a response within the timescales provided in this policy either verbally or in writing
- Take appropriate action to resolve the complaint when necessary
- Record monitor and evaluate complaints so that we can continually improve and develop services, as well as identifying training and development needs for our staff



- Monitor and report our performance in complaint handling

#### **4. Compliments and Suggestions**

All staff should record compliments so we can report on the good news received from our customers. Details of all customer/ third party compliments received should be recorded on the complaints/ compliments database. An acknowledgement letter or e-mail as appropriate, thanking the customer/ third party for their compliment should be sent within 7 calendar days.

When a suggestion is received, the information will be passed to the relevant Committee to consider and respond to within 14 calendar days of that Committee meeting.

#### **5. Complaints**

The complaints procedure is a two stage process. Any employee receiving a complaint should send it to the Chief Officer who may allocate an officer to act as the Complaints Co-ordinator.

##### **5.1 Stage One**

This is the first opportunity to try to resolve a complaint, and the majority of complaints will be resolved at this stage. The complaint will initially be investigated by an appropriate member of staff. Where no appropriate investigating officer can be identified a member of the Councils Management Team may investigate. It is not appropriate for any staff member named in a complaint to be the investigating officer but they should be informed of the complaint and given the opportunity to comment.

The complaint will be acknowledged by the Chief Officer or a member of the Management Team providing the complainant with the name of the investigating officer and the estimated timescales. Where necessary further information will be requested to ensure the complaint is fully understood.

The Investigating Officer will carry out the initial investigation into the complaint and respond to the complainant with their findings within 14 calendar days wherever possible. Where it is necessary to extend this timescale the complainant will be informed and provided with an expected completion date which should be within 28 days

Where the outcome of a complaint leads to action being taken under the Council's Disciplinary Policy and Procedure the complainant will not be entitled to be informed of that action, they will be informed that their complaint has been upheld and appropriate action will be taken.

## **5.2 Stage 2 (Review)**

The appeal stage of the process is an independent review carried out by a member of the HR Team who has not previously been involved in dealing with the complaint. They will either; support the original investigation findings, provide further clarification, or propose a different solution.

For a complaint to proceed to Stage 2 credible new information or other matters which call the original decision into doubt need to be provided.

The appeal will be acknowledged by the Chief Officer who will inform the complainant of the name of the appeal manager and the expected timescale for response. Stage 2 complaints will be responded to within 28 calendar days wherever possible. Where it is necessary to extend this timescale the appeal manager will discuss with the Chief Officer and the complainant will be informed and provided with an expected completion date.

## **5.3 Anonymous Complaints**

Anonymous complaints will be considered and recorded when appropriate, but they will not be responded to. However, if a customer wishes to remain anonymous to the services being complained about, the complaint will be responded to, and the name withheld from the service.

## **6. Exclusions**

Some types of complaints, detailed below are excluded from this policy. Furthermore the Company reserves the right to reject a complaint if the customer is rude, vexatious, uses profanities, is using a pseudonym or makes racist/ homophobic etc. remarks in their communication. The complaint may also be rejected if the complainant is unable to identify/ evidence the alleged injustice.

- Complaints about services provided on behalf of the Council will be dealt with under the Council's Corporate Compliments, Suggestions and Complaints Policy and Procedures.

- Social Media Complaints; when a complaint is received on the Company's official Social Media account (s), complainants will be requested to make contact in line with section 2 of this policy to ensure that the requisite details are captured in order that an appropriate response can be issued.
- Complaints where the complainant or the Council has started legal proceedings or there is a right of redress in law and where it is reasonable to have expected the complainant to have pursued that course of action.
- A complaint which the complainant was aware of for more than 12 months before they contacted or formally complained to the Council
- Complaints made by staff under the Whistleblowing Policy.
- Internal HR matters which will be dealt with under the appropriate internal procedure.
- Complaints regarding personal injury or motor claims against the Company
- Allegations of criminal behaviour or financial impropriety; such allegations are unlikely to be handled under this policy. The matter may need to be directed to the police, treated as a tip off via the Council Anti Fraud and Corruption Strategy or handled by another more appropriate process. The complainant will be advised of the route to be followed once the information has been considered.
- Freedom of Information Requests; these will be dealt with by the Chief Officer
- Data Protection; All requests to review or complain about the information supplied in relation to a Subject Access Request are exempt from this policy but will be considered by the Council's Data Protection Officer.

## **7. Unreasonable and Vexatious Complaints (see appendix A)**

- There will be circumstances when a complainant persists in wishing to proceed when it clearly has no reasonable basis, or when the Council has already taken reasonable action in response, or where some other process, whether through the courts or some other recognised procedure, should or has been taken.
- These matters should be referred to the Chief Officer with a summary of the issues and of the attempts made to resolve the complaint. The Chief Officer may, in such circumstances, decide that no further action can usefully be taken in response to the complainant, and inform the complainant so, making it clear that only new and substantive issues will merit a response.

## APPENDIX 1

### **Congleton Town Council – Employees and Councillors**

#### **Unreasonably Persistent or Vexatious Complaints Policy**

This policy was adopted by Council on 22<sup>nd</sup> February 2024 (version 1 Approved 22.02.2024 CTC/83/2324)

Congleton Town Council strives to provide a high standard of service to the public. It will treat all members of the public in a courteous and professional manner. This behaviour is also part of our Equality and Inclusion Policy. we will try hard to recognise their needs as an individual or as part of a local community. It will always try to offer a way forward on the particular issue being raised.

In particular, the Council will strive to:-

- Provide information in accordance with its Marketing Programme and Information and Data Protection Policy (2018);
- Respect confidentiality unless it is legally required to disclose information;
- Deliver its services in accordance with stated standards and its Equality Policy (2021);
- Be transparent;
- Return telephone calls within 2 working days;
- Respond to letters and e-mails within 21 working days of receipt;
- Where it is unable to resolve an issue for a member of the public , it will advise where further help can be obtained or, where practicable, act as advocate by contacting the other organisation on the member of the public 's behalf;

#### **Unreasonably Persistent or Vexatious Complaints**

The procedure will not be used to impede the ability of anyone to have reasonable access to services provided, nor will it be assumed that because a member of the public /complainant has submitted a large number of enquiries they are vexatious or unreasonably persistent.

Unreasonably persistent and vexatious complainants are those individuals who, because of the nature or frequency of their contacts with the Council hinder our ability to effectively deliver services to our member of the public . Some examples of behaviour and actions taken by these individuals are listed below, however this is not an exhaustive list.

These are some of the actions and behaviours which can prove problematic. Single incidents may be unacceptable, but more often the difficulty is caused by unreasonably persistent behaviour that is time consuming to manage and interferes with proper handling of the issues being raised.

These behaviours can be:-

- Refusing to specify the grounds of the service request, despite offers of assistance;
- Refusing to co-operate with the process for handling service requests;
- Refusing to accept that certain issues are not within the scope of the Council;
- Insisting on the request being dealt with in ways which are incompatible with adopted procedure(s) or with good practice;
- Making repeated and/or unjustified complaints about staff who are trying to deal with the issues, and seeking to have them replaced;
- Changing the basis of the service request as the issue proceeds;
- Denying or changing statements made at an earlier stage;
- Introducing trivial or irrelevant new information at a later stage;
- Raising numerous, detailed but what the council reasonably feels to be unimportant questions and insisting they are all or some are answered;
- Covertly recording meetings and conversations, otherwise than allowed by law at a public meeting;
- Submitting falsified documents from themselves or others;
- Adopting a 'scatter gun' approach: inappropriately pursuing parallel service requests on the same issue with a variety of organisations or with a variety of individuals within the Council;
- Making excessive demands on the time and resources of staff with lengthy phone calls or e-mails to numerous council staff or detailed letters on a regular basis, and expecting immediate responses;
- Submitting repeat requests with minor additions/variations that the service user insists make these 'new' issues;
- Refusing to accept the decision or outcome; repeatedly arguing points with no new evidence or with new evidence that is very similar to the original;
- Making numerous, repetitious or unreasonable contact because an individual is unable or unwilling to accept or agree with a policy decision or approach which has been adopted by the Council or individual services or functions;
- What the council perceives to be an individual adopting a threatening, violent or aggressive demeanour towards staff.

Any of the above behaviours can trigger this process. The Chief Officer or in his/her absence the Deputy Chief Officer will write to the individual and clearly explain the actions the Council may take if their behaviour does not change, outlined below.

Very rarely, in extreme or rapidly escalating cases, it may be necessary to immediately impose restrictions to ensure the safety of staff members. This is a decision which will be taken by the Chief

Officer or in his/her absence the Deputy Chief Officer and the Mayor or in his/her absence the Deputy Mayor with the utmost consideration for circumstances surrounding the incident(s).

Any restrictions imposed by the Chief Officer will be appropriate and proportionate, and examples of some options most likely to be considered are:-

- Requesting contact in a particular format e.g. letters only
- Requiring contact to take place with a single named person only.
- Restricting telephone calls to specified days and times; and/or a particular member of staff.
- Restricting the amount of times that a member of the public may be in contact over a certain time period.

The decision to restrict or stop a person's contact and access to the Council's offices and officers altogether can only be taken by the Personnel Committee, advised by the Chief Officer or in his/her absence the Deputy Chief Officer.

A letter will then be sent to the complainant outlining the decision. All letters will include:-

- Why the decision has been taken;
- What action will be taken;
- The duration of that action;
- The date of review for the action; if required;

Where the behaviour is so extreme that it threatens the immediate safety and welfare of the Council's staff **and councillors**, other options will be considered; for example, reporting the matter to the Police or taking civil legal action.

The Chief Officer will keep a record of all individuals who have had this procedure applied to them. Decisions taken under this procedure are subject to the Data Protection principles and the Human Rights Act. The position will be reviewed after 6 months if requested by the complainant.



# Congleton Town Council

Historic Market Town

Chief Officer: David McGifford CILCA

# FLAG FLYING POLICY

VERSION CONTROL	Version 2
Previous Version Approval Date	2 <sup>ND</sup> July 2020
Current Version FAP Review Date	20 <sup>th</sup> November 2025
Current Version Approval Date	
Current Version Approval Reference	
This version of the Policy supersedes any previous versions.	



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## **CONGLETON TOWN COUNCIL**

### **FLAG FLYING POLICY**

#### **PURPOSE OF THE POLICY**

The Union flag is one of the best-known national symbols in the world. This policy has been adopted in relation to the flying of flags at Congleton Town Hall and other council-owned buildings/flagpoles. This policy standardises procedures to make it clear which alternative flags can be flown in addition to the Union flag.

#### **MANAGEMENT OF THE POLICY**

The day to day management of the flying of flags at Congleton Town Council will be overseen by the Chief Officer.

Any change from the Policy as stated would be subject to consideration and approval by the Finance & Policy Committee.

#### **THE UNION FLAG - FLAG FLYING DAYS**

The Union Flag will be flown at full mast at the Town Hall on the designated days for Union Flag flying as recommended by the Government, (flag flying days) with the additional date of the election of the Congleton Town Mayor in May. The Government periodically updates its list so this would be to be regularly checked by the Town Hall Manager.

Note: \* = date fixed annually

#### **FLYING THE UNION FLAG AT HALF MAST**

Flags should be flown at half-mast (i.e. two-thirds of the way up the flagpole, with at least the height of the flag between the top of the flag and the top of the flagpole) at the Town Hall on the following occasions:

- From the announcement of the death until the funeral of the Sovereign, except on Proclamation Day, when they are fully hoisted from 11am to sunset.
- The funerals of members of the Royal Family, subject to special commands from Her/His Majesty in each case.
- The funerals of Foreign Rulers, subject to special commands from Her/His Majesty in each case.
- The funerals of Prime Ministers and former Prime Ministers of the United Kingdom, subject to special commands from Her/His Majesty in each case.
- Any other occasion where Her/His Majesty has given special command.

If a flag flying day coincides with days for flying flags at half-mast, flags should be flown at half-mast unless special commands are received from Her/His Majesty or Government to the contrary.

When a flag is to be flown at half-mast it should first be raised all the way to the top of the mast, allowed to remain there for a second and then be lowered to the half-mast position.



When it is being lowered from half-mast it should again be raised to the top of the mast for a second before being fully lowered.

When a British national flag is at half-mast, other flags on the same stand of poles should also be at half-mast or should not be flown at all.

On days that are not subject to the existing flag regulations, the Congleton Town flag, together with the Union Flag may be flown.

### **SUPERIOR FLAG POSITION**

Where a building has two or more flag poles and both flags (Union and Congleton Town Flag are to be flown), the Union Flag will take precedence i.e. the most "Superior position".

The Superior Position is to be the first flag on the left of an observer facing the main entrance of the building. The remaining flags then appear in order of precedence from left to right.

### **CONGLETON TOWN FLAG**

The Congleton Town Flag should be flown:

- On the day of the Annual Town Meeting.
- Annual Council Meeting (Mayor Making).
- Civic Sunday.
- Whenever the Mayor holds an official reception and on other occasions according to local custom.

### **CONGLETON TOWN FLAG AT HALF MAST**

The Congleton Town flag should be flown at half-mast at the town hall from the day of death until after the funeral of:

- A Member of the Council.
- A Mayor of Congleton Town.
- An Honorary Burgess of the Town.
- A Member of Parliament for the Town.
- A Chief Officer
- A former Chief Officer/ Town Clerk \*\*
- A former member of the Council \*\*
- A former member of a constituent authority of the Council who represented Congleton. (Cheshire East Councillor/ Congleton Borough Councillor) \*\*
- A member of staff who died whilst still in the employment of the Council.

*\*\*As notified to the Chief Officer or Town Mayor*

If a Union Flag Day occurs on a day when the local authority's flag is flying at half-mast, the Union flag will be flown at half-mast in its place.

## **OTHER FLAGS**

### **ARMED FORCES FLAG**

The Armed Forces Flag will be flown for one week every year in support of the nation's armed forces. The date which is fixed annually to coincide with armed forces week in June.

### **COMMONWEALTH FLAG**

- Commonwealth Day, second Monday in March, the Commonwealth Flag will be flown.

### **INTERNATIONAL LINKS/TOWN TWINNING FLAGS**

- These flags will be flown when an official delegation visits Congleton, for the duration of the visit. E.g. Princess Irene Brigade.

### **RAINBOW FLAG**

- The Rainbow Flag demonstrates support for the Lesbian, Gay, Bi-Sexual, Non-Binary and Transgender community and can be flown to support National and Local Pride events.

### **ROYAL BRITISH LEGION REMEMBRANCE FLAG**

- Remembrance in November; Royal British Legion Remembrance Flag will be flown from the Launch of the Poppy Appeal until after Armistice Day (Remembrance Day).

### **THE UNION FLAG AND LOCAL AUTHORITY FLAG**

- Formal visits by other authorities or royal visitors – the Union and the local authority flag can be flown together with the flag of the visiting authority and/or the royal visitor (if appropriate).

## **QUESTIONS AND APPROVALS**

The Chief Officer will consider and determine any request to fly a flag on the Town Hall or other Council owned flagpoles where it is not set out in the Policy. (e.g. International sporting events).

Flags of a Political nature will NOT be considered.

The request must come from a serving Town Councillor and be made in writing at least 4 weeks before the event.

This decision is final. Any decisions for continued or regular flag flying must be considered by the Finance & Policy Committee where it is not set out in the Policy.

No flag flying activity by, or on behalf of the Council, is to be undertaken without the approval of the Chief Officer. The Chief Officer will be consulted on all matters relating to the Flag Protocol and any questions should be submitted in writing to the Chief Officer.

## **POLICY REVIEW**

This policy will be reviewed every five years to ensure that it remains fit for purpose, and the national dates for flag flying will need to be checked with the Government websites annually (in January).



**Congleton Town Council**

Historic Market Town

Chief Officer: David McGifford CILCA

# ICT AND CYBER SECURITY POLICY

VERSION CONTROL	Version 7
Previous Version Approval Date	14 <sup>TH</sup> March 2025
Current Version FAP Review Date	20 <sup>th</sup> November 2025
Current Version Approval Date	
Current Version Approval Reference	
This version of the Policy supersedes any previous versions.	



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**CONGLETON TOWN COUNCIL**  
**ICT AND CYBER SECURITY POLICY**

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## Introduction

- Congleton Town Council has a duty to ensure the proper security and privacy of its computer systems and data. All users have some responsibility for protecting these assets.
- The Chief Officer is responsible for the implementation and monitoring of this policy but may delegate that responsibility to another officer.
- Line managers have a responsibility to ensure that staff they supervise comply with this policy.
- The Council has a duty laid down in the Data Protection Act 2018, to ensure the proper security and privacy of its computer systems and data. All users have, to varying degrees, some responsibility for protecting these assets. Users also have a personal responsibility for ensuring that they and, where appropriate, the staff they supervise or have control over, comply fully with this policy – See also the Council’s Information and Data Protection Policy.

### 1. Who does the policy apply to/ General Principles

- All staff and Councillors and volunteers using CTC equipment.

- All employees, members and other users should be aware of the increasingly sophisticated scams and risks posed to cybersecurity and when in any doubt should seek guidance from the Chief Officer. As a general rule, users will never be asked to share passwords by email and users should be aware of odd language used in emails which may indicate a fraudulent email.
- All employees, members and other users of council IT equipment must be familiar with and abide by the regulations set out in the council's 'Data Protection & Retention Policy'.
- All council devices will have up-to-date antivirus software installed and this must not be switched off for any reason without the authorisation of the Chief Officer.
- All users are reminded that deliberate unauthorised use, alteration, or interference with computer systems, software or data is a breach of this policy and in some circumstances may be a criminal offence under the Computer Misuse Act 1990.
- All software installed on council devices must be fully licensed and no software should be installed without authorisation from the Chief Officer.

## 2. What communications, IT equipment and other areas does the policy cover

- Computers and Laptops
- Remote Access Connections
- Mobile Phones and Tablets
- Emails and Email Servers
- Portable Devices
- Internet Access
- Website and Social Media
- Passwords
- Viruses
- Software
- Cyber Security
- Training

## 3. Who is responsible for monitoring and reviewing the policy?

- CO Reviewing
- Line Management for Monitoring of staff.

## 4. Related policies

- Data Protection Policy
- 
- Equality and Inclusion Policy

## 5. Passwords and Password Protection

All council computers and systems must be password protected to prevent unauthorised access.

- Where possible, two factor authentication should be utilised.
- Users should ensure that unattended devices are password protected.
- Where users have unique access permissions and/or accounts for systems, these must not be shared with other users.
- Different passwords should be used for different devices and accounts.
- Passwords should be routinely changed.
- Passwords should not be written down or left in unsecure locations.
- Passwords must not be inserted into email messages or any other form of communication, or saved onto a shared computer.
- Additional Information:
  - The National Cyber Security Centre Website provides information on passwords.

## 6. Training

Employees and Councillors should be provided with regular cybersecurity training as is appropriate for their role and level of systems access.

## 7. Misuse of I.T

Misuse includes, but is not limited to:

- Creation or transmission of any offensive, obscene or indecent images, data or other material or any data capable of being resolved into obscene or indecent images or material.
- Creation of material which is designed or likely to cause annoyance, inconvenience, or needless anxiety.
- Creation or transmission of defamatory material
- Transmission of material which in anyway infringes the copyright of another person.
- Transmission of unsolicited commercial advertising material to networks belonging to other organisations
- Deliberate actions or activities with any of the following characteristics:
  - i. Wasting staff effort or networked resources
  - ii. Corrupting or destroying another users' data.
  - iii. Violating the privacy of other users.
  - iv. Disrupting the work of other users.
- Other misuse of the networked resources by the deliberate introduction of viruses/malware
- Playing games during working hours

- Altering the set up or operating perimeters of any computer equipment without authority.
- Unauthorised access, use, destruction, modification and/or distribution of council information, systems or data is prohibited.
- Any personal IT equipment must not be connected to any Council IT equipment.

## 8.Security and Virus Controls

- Consideration must be given to the secure location of equipment and documentation to help safeguard the Council's ICT assets. Portable equipment must be locked away when not in use and must not be removed from the premises without permission.
- Only persons authorised by the Chief Officer may use Council computer systems. The authority given to use a system must be sufficient but not excessive and users must be notified that the authority given to them must not be exceeded.
- Operating procedures are required to control use of ICT equipment.
- Security incidents relating to any aspect of this policy must be reported to the Chief Officer immediately.
- Avoid using public wi-fi connections that are not secure.

### **Virus Controls**

- Viruses are undesirable pieces of computer code that can corrupt systems, equipment, and data. They are a serious, increasing threat to the computer systems of the Council.
- If a virus is suspected, the equipment should be switched off and isolated and the Council's support contractor should be contacted.
- Viruses are easily transmitted via email and internet downloads. In particular, users must:
  - not transmit by email any file attachment which they know to be infected with a virus.
  - not download data or programs of any nature from unknown sources
  - not forward virus warning
  - contact the Councils IT providers of any scam emails that arrive.
- All computer and servers will have loaded and operate the Council's standard virus detection software for scanning.

- No software should be located onto the Council's equipment without the permission of the Chief Officer.

## 9. Computer use

- Laptops and Computers must be shut down at the end of every day and kept in a secure locked cabinet.
- Laptops and Computers must be logged out when member of staff is away from their desk.
- For computers in public areas, these must be secure and out of reach of the public and logged out when away from desk.

## 10. Use of E-mail

Only emails set up with [congleton-tc.gov.uk](mailto: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.

E-mails sent or received form part of official records of the Council, they are not private property. E-mails may be disclosed under the Freedom of Information Act, as part of legal proceedings (e.g. tribunals) and as part of disciplinary proceedings.

Employees are responsible for all actions relating to their e-mail accounts/username and must ensure that no other person has access to their account without the permission or knowledge of the Chief Officer or Deputy Chief Officer.

When using the Council's e-mail employees **must**:-

- Correctly maintain their own e-mail folders and delete all unwanted mail on a regular basis.
- Not use e-mail for the creation, retention, or distribution of disruptive or offensive messages, images, materials, or software that includes offensive or abusive comments about ethnicity, nationality, gender, disabilities, age, sexual orientation, appearance, religious beliefs and practices, political beliefs, or social background. Employees who receive e-mails with this content must report the matter to their line manager.
- Not send e-mail messages that might be considered by the recipients as bullying, harassing, abusive, malicious, discriminatory, defamatory and libellous or containing illegal or offensive material or foul language
- Not upload, download, use, retain, distribute, or disseminate any images text materials or software which might reasonably be considered indecent, obscene, pornographic, or illegal.
- Not engage in any activity that is outside the scope of normal work related duties.



- Not send chain-letters or joke e-mails
- Personal use of the Council's e-mail is NOT permitted without the prior permission of your line manager and should be restricted to the employees break periods if permitted.

## 11. Use of the Internet

Use of the internet by employees is encouraged where such use is consistent with their work and with the goals and objectives of the Council in mind reasonable personal use is permissible.

Employees **must not**:-

- Participate in any on-line activity that would bring the Council into disrepute.
- Visit, view, or download any material from an internet site which contains illegal or inappropriate material. This includes, but is not limited to, pornography (including child pornography) obscene matter, race hate material, gambling, and illegal drugs.
- Knowingly introduce any form of computer virus into the Council's computer network
- Download commercial software or any copyright material belonging to third parties unless agreed.
- Use the internet for personal financial gain.
- Use gambling or on-line auction sites or social networking sites, unless it is for the purpose of carrying out their duties, such as Facebook/Twitter for marketing.
- Abuse of these procedures could lead to disciplinary action being taken.

## 12. Cyber Security

Implementing effective ICT security measures is a key part of safety controls and risk management of running the Council. Following the ICT Policy procedures will help to keep awareness of cyber security and protection.

- Training and awareness course should be made available to all Staff and Councillors.
- Current and up to date information should be shared with all Staff and Councillors.
- Cyber Security must be included as part of the Councils Risk Management Policy.
- Training and awareness of Scams, Scam emails and threats to be made available to all officers and councillors.

### Additional Information

National Cyber Security Centre: Toolkit for Public Bodies:

- <https://www.ncsc.gov.uk/section/information-for/public-sector>
- <https://www.ncsc.gov.uk/collection/board-toolkit/toolkits-toolbox>



**Congleton Town Council**

Historic Market Town

Chief Officer: David McGifford CILCA

# COMPLAINTS POLICY FOR SUBJECTS ACCESS REQUESTS

VERSION CONTROL	Version 1
Previous Version Approval Date	N/A
Current Version FAP Review Date	20 <sup>th</sup> November 2025
Current Version Approval Date	
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This version of the Policy supersedes any previous versions.	



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# Complaints Policy for Subject Access Requests (SAR's)

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### **1-Introduction**

The data protection legislation provides you with a right of access to obtain copies of your personal data which are held by our organisation. This is known as a subject access request (SAR). The council makes every effort to ensure that SARs are answered promptly and professionally. However, if you are not satisfied, you have the right to complain about the response that you have received or the way we have handled your request.

In this policy, 'complaint' refers to an expression of dissatisfaction with the council's approach to applying data protection legislation, the council's processing of your personal data, or a request for a review into the way we have handled your request or the outcome of your request to access your personal data. We will apply an internal review procedure for complaints received regarding SARs.

### **2-What can I do if I think my personal information held by the organisation is incorrect?**

If you think the information we hold is incorrect, please contact us as soon as possible in writing (see address and email contact details below) and ask us to review the accuracy of the data so we can ensure your data is up to date and accurate. Further information on how we process your personal data can be found on the council website.

### **3-How can I complain and request a review?**

You must put your complaint and request for an internal review in writing. Please send this to: Chief Officer, David McGifford, Congleton Town Council, Town Hall, High Street, Congleton, CW12 1BN or Email: [info@congleton-tc.gov.uk](mailto:info@congleton-tc.gov.uk)

Your request should be made within 40 working days after receipt of our initial response to your SAR. We are not obliged to accept an internal review request after this date, and unless there are extenuating circumstances, requests made more than 40 working days after the response will not be considered.

Please explain clearly, with as much detail as possible, what you are disputing about the original decision reached in response to your SAR, or why you are dissatisfied with the handling of your request. If you think personal information is missing from the response that was provided to you, please let us know what other information you think we also have. This will help us to review our records.

The internal review process can only review and consider the scope of the original SAR which was made to us. If you wish to make amendments to the scope or ask for additional information, a further SAR should be made to our organisation.

#### **4-What happens next?**

Your request for a review of our response will be considered free of charge. It will be acknowledged promptly, usually within 5 working days of receipt. Our acknowledgement letter will confirm the target date for a response. In the event that clarification is required from you, e.g. it is not clear what you are dissatisfied with in particular, the response period will not begin until clarification is received.

Once an internal review request is accepted as valid, our organisation will aim to respond within 30 days, and without undue delay, from the day after the internal review request was received. It should be noted that this timeframe is currently not a legislative requirement, and we may need additional time to complete the internal review. We will contact you to inform you if that is the case, and will confirm what date you will receive a response by.

Reviews will be dealt with in a fair, thorough and impartial manner. As such, the review will be carried out by an individual who did not deal with your original request.

The review will take a fresh look at the SAR and may also seek guidance from the Information Commissioner's Office (ICO). It will re-evaluate the handling of the original request reviewing decisions made regarding what information would be disclosed, and particular attention will be paid to any concerns raised by you. As part of this process, the reviewing individual may need to consult with the original responding officer as to how and why previous decisions were made. However, the reviewing individual is not bound by any views expressed by those who dealt with the original request, the views will simply be treated as background information rather than a suggestion as to how to handle the review.

The reviewing individual will make a decision about the validity of any exemptions applied. Different or additional exemptions may also be applied on review. A response, in writing, will be provided to let you know the outcome of the review, giving a full explanation of the decision reached.

### **5-Possible outcomes and potential actions that could be taken**

1.) Information that was previously withheld should be disclosed:

*The information in question will be provided, usually at the same time as the review decision, or, if that is not possible, you will be informed how soon this will be provided.*

2.) Further information is identified which was not considered as part of the original response:

*This will be provided to you, or, if any exemptions apply this will be explained to you and the information redacted / withheld accordingly.*

3.) Procedures have not been properly followed by our organisation:

*The complaint will be upheld and an apology will be offered. Appropriate steps will be taken to learn lessons and prevent similar issues occurring in future.*

4.) The initial decision to withhold information is upheld, or otherwise, in our organisation's favour:

*You will be informed of the decision and the reasons for this. Please note that abuse of the review procedure, such as repeated requests for review following every request made, may be treated as vexatious.*

### **6-What can I do if I am not satisfied with the response to the complaint?**

You have the right to appeal to the Information Commissioner's Office (ICO) and ask them to review our responses. The ICO are the UK's independent body that oversees information rights including those set out in the data protection legislation. The ICO can be contacted as follows: Information Commissioner's Office Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF



## Congleton Town Council

<b>Title</b>	<b>Environment Committee</b>
<b>Date of Meeting Time</b>	2 October 2025 7 pm
<b>Status</b>	<b>Final Minutes</b>
<b>Reference Documents</b>	<a href="#">Agenda Papers for Environment - 2<sup>nd</sup> October 2025</a>

### Attendance

<b>Committee Members</b>	Cllr Suzy Firkin (Chair and Deputy Mayor) Cllr Heather Pearce (Vice Chair) Cllr Dawn Allen Cllr Charles Booth Cllr Sally Ann Holland Cllr Susan Mead Cllr Heather Seddon Cllr Glen Williams
<b>Ex Officio</b>	Cllr Robert Brittain (Mayor)
<b>Non-Committee Members</b>	Cllrs Robert Douglas, Arabella Holland & Kay Wesley
<b>Officers</b>	David McGifford (Chief Officer) and Doug Christie (Streetscape Development Manager).
<b>Members of the Press</b>	0
<b>Members of the Public</b>	2

#### 1. Apologies for Absence

Apologies for the absence were received from Cllrs Suzie Akers Smith and David Brown.

#### 2. Minutes of Previous Meeting

**ENV/09/2526 Resolved** to approve and sign the minutes of the Environment Committee held on 3rd July 2025 as a correct record.

#### 3. Declarations of Interest

Declarations of non-pecuniary interest were received from Cllrs Sally Ann Holland, re Cheshire East Council and agenda items 8 & 11, Cllr Heather Seddon, Cheshire East Council and Cllr Glen Williams on items 9 & 14.

#### **4. Outstanding Actions**

None

#### **5. Questions from Members of the Public**

Two residents from Henshall Hall wished to advise the council that they were not responsible for comments in the Chronicle that stated that Cheshire East Council had supported the clearance of grass and verge debris through work undertaken by residents. They wanted it noted that it was not correct and that it was Congleton Town Council that had assisted the residents in the clearance, and wanted to express their gratitude.

**Action** – Comms team to contact Congleton Chronicle to request that a correction/apology be made, and advise relevant social media channels.

#### **6. Urgent Items**

No urgent items

#### **7. Congleton In Bloom Working Group**

**7.1 ENV/10/2526 Resolved to** receive Floral In Bloom Management Accounts.

Noted that there was a query on a bulb planting project – Cllr Williams to check with Patti Pinto.

#### **8. Streetscape Management Account**

**ENV/11/2526 Resolved to** receive the Streetscape Management account.

#### **9. Streetscape Update**

**ENV/12/2526 Resolved to** receive the Streetscape update.

**Action** to arrange a meeting with Plus Dane to discuss joint working on the fly-tipping issue.

**10. Carbon Footprint Summary**

**ENV/13/2425 Resolved to receive** updates and comments regarding the Town Council Carbon Footprint.

**11. Town Hall Environmental Project**

**ENV/14/2425 Resolved to receive** the update on the Town Hall double/secondary glazing project.

**12. Mobile Waste Service**

**ENV/15/2425 Resolved to receive** the verbal update, which advised that there were no dates for the commencement of this project.

**13. Resolution to Exclude the Public and Press from Items 15 & 16**

**ENV/16/2425 Resolved to** pass a resolution in accordance with the Public Bodies (Admission to Meetings) Act 1960, that public and press be excluded from the meeting due to commercial sensitivities.

**14. Brunswick Wharfe**

**ENV/17/2425 Resolved to** receive the report from the Chief Officer.

**15. Streetscape Private Works Update**

**ENV/18/2425 Resolved to** receive the report from the Chief Officer.


**Meeting ended 8:10pm**

**Cllr Suzy Firkin  
(Chair)**



**CONGLETON TOWN COUNCIL**

**COMMITTEE REPORTS AND UPDATES**

<b>COMMITTEE:</b>	<b>Council</b>		
<b>MEETING DATE AND TIME</b>	<b>11<sup>th</sup> December 2025 7.00 pm</b>	<b>LOCATION</b>	<b>Congleton Town Hall</b>
<b>REPORT FROM</b>	<b>Chief Officer</b>		
<b>AGENDA ITEM</b>	<b>9.1</b>		
<b>REPORT TITLE</b>	<b>Weed Spraying Quad Bike</b>		
<b>Background</b>	<p>A significant volume of recent reports from residents concerns the prevalence of weeds throughout Congleton. This issue largely stems from Cheshire East Council's decision to cease weed-spraying activities across the borough. In the absence of clear guidance or a revised service offer from Cheshire East, the current assumption is that this function will not be reinstated by them. Town and parish councils may therefore be required either to commission Cheshire East to undertake the work at cost, or to deliver the service independently. At present, no formal direction has been provided regarding any future service development or devolution.</p> <p>To explore potential local solutions, the Town Council has been trialling an Eco Charger quad bike fitted with the latest Nomix VMU spray system. This equipment is currently in use by several other councils, and we are engaging with them to gather feedback on performance and operational considerations.</p>  <p>To explore potential local solutions, the Town Council has been trialling an Eco Charger quad bike fitted with the latest Nomix VMU spray system. This equipment is currently in use by several other councils, and we are engaging with them to gather feedback on performance and operational considerations.</p> <p>The new quad bike model retails at just over £15,000, with the spray system priced at approximately £4,000. We have been offered a three-year-old demonstration unit, with only minimal hours of use, for £7,000 plus VAT. This price has been negotiated and the equipment is being held for us until the week commencing 15 December 2025.</p> <p>The proposed operational plan is to undertake weed-spraying across Congleton three times per year, with each cycle expected to take</p>		

	<p>approximately three weeks. While the annual cost of weed-spray materials is difficult to quantify precisely, current estimates indicate an annual expenditure in the region of £30,000.</p> <p>In addition to its weed-spraying capability, the quad bike is a versatile asset that can also be used for other tasks around the town and park areas through the attachment of a small trailer.</p>
<b>Financial</b>	The cost to purchase would be £7000 plus VAT, which would be paid for via the capital reserve, and the weedkiller costs would be a budget line each year.
<b>Environmental</b>	The Eco Charger bike would be more carbon-friendly, and regular weed spraying and clearing would reduce local flood risks, assuming Cheshire East continue to do the drain clearing
<b>Equality and Diversity</b>	A current driving license is required to drive the quad bike, and we are not aware of adaptations that are available to support people with physical limitations.
<b>Decision Request</b>	To approve the purchase of the Eco Charger Quad Bike for £7,000 plus Vat

## **CONGLETON TOWN COUNCIL**


### **COMMITTEE REPORTS AND UPDATES**

<b>COMMITTEE:</b>	<b>Council</b>		
<b>MEETING DATE AND TIME</b>	<b>11<sup>th</sup> December 2025 7.00 pm</b>	<b>LOCATION</b>	<b>Congleton Town Hall</b>
<b>REPORT FROM</b>	<b>Doug Christie, Streetscape Development Manager/Serena Van Schepdael, Finance Manager/RFO</b>		
<b>AGENDA ITEM REPORT TITLE</b>	<b>9.2 Streetscape Vehicles: Lease and Chapter 8</b>		
<b>Background</b>	Our Streetscape operations have 7 vehicles and a sweeper on hire for use in the day-to-day operations. The contract for 4 of these vans ran out in July 2025 after a three-year time period. The remaining vehicles are on a Flexit contract hire basis. The sweeper is under contract from 27.5.2022 until 26.5.2027. This report covers a lease extension and the requirement to install 'Chapter 8' safety livery on the vehicles.		
<b>Updates</b>	<b><u>Vehicle Lease Contract</u></b> <ul style="list-style-type: none"><li>• We have been offered a lease extension of 12 months at the same cost as the previous contract. This will take the contract from 18.1.2026 until 17.1.2027. The cost per vehicle remains at £537 per van.</li><li>• 2 vans have recently been swapped over, both within the approved budget spends for this financial year. These vans have been ordered with Chapter 8 installed.</li></ul> <b><u>'Chapter 8'</u></b> <p>Chapter 8 markings are essential for carrying out Streetscape activities on or close to the Highway to ensure compliance with road safety and visibility while working on the Highway. We have begun to update all the vehicles so they have the chapter 8 health &amp; safety chevrons/beacons etc installed on to the vans, the 2 new vans have been completed for £440 per vehicle, we have other vehicles to update, as this is not an item that was budgeted, the request is that for this expenditure to be covered by the Capital Contingency Ear Marked Reserve as there is insufficient budget to cover this health &amp; safety update. It has been noted for future budgets in the draft budget for 2026-2027 onwards.</p>		

<b>Financial</b>	The request is that Ear Marked Reserves are used to cover the Chapter 8 expenditure of £2,640.
<b>Environmental</b>	No implications for this decision due to a lease extension.
<b>Equality and Diversity</b>	No implications for this decision due to a lease extension.
<b>Decision Request</b>	<ol style="list-style-type: none"> <li>1. To approve the 12-month extension to the lease with West Wallasey Fleet Hire Services.</li> <li>2. To approve the use of EMR 320 Capital Contingency to allow the Health &amp; Safety to update the vehicles.</li> </ol>

## CONGLETON TOWN COUNCIL

### COMMITTEE REPORTS AND UPDATES

<b>COMMITTEE:</b>	<b>Council</b>		
<b>MEETING DATE AND TIME</b>	<b>11<sup>th</sup> December 2025 7.00 pm</b>	<b>LOCATION</b>	<b>Town Hall</b>
<b>REPORT FROM</b>	<b>Chief Officer</b>		
<b>AGENDA ITEM</b>	<b>9.3</b>		
<b>REPORT TITLE</b>	<b>Livery on Town Council's Streetscape Vehicles</b>		
<b>Background</b>	<p>At the meeting of the Environment Committee on the 4<sup>th</sup> December 2025 there was an update on the Streetscape Service.</p> <p>The committee were advised that when the Streetscape Service started in 2014, all the vans were emblazoned with the Town Council name and on the front and side of the vehicle. Over the years, vans were replaced, and as of today, there are no streetscape vehicles that carry the Town Council's logo and name.</p> <p>We are aware there is confusion with local residents about the highways and grounds work that Cheshire East Council does and what Congleton Town Council does. We are also aware that Cheshire East Council are in a very difficult situation and we are most likely going to have to undertake additional works.</p> <div data-bbox="362 963 743 1480"></div> <p>Our intention is to re-introduce the basic graphics to our current fleet that will show the Town Crest, the name of the Town Council and Historic Market Town on the cabin of the vehicle. As the fleet will shortly need to be renewed, we will not be adding the green swathes down the sides of the van; these will be added to new vans as we upgrade and potentially any relevant messaging relating to the service.</p> <p>An informal suggestion was made at the meeting about including the White Ribbon logo on the Vans, as we are an accredited White Ribbon Council, now one of many across the UK.</p> <p><a href="https://www.whiteribbon.org.uk/organisations">https://www.whiteribbon.org.uk/organisations</a></p> <p>I would suggest that we need to ensure that the Town Council's logo is the most prominent logo on the van, and if it is agreed to add the White Ribbon Logo, it needs to be clearly visible.</p>		
<b>Financial Considerations</b>	The cost for adding the Town Crest, the name of the Town Council and Historic Market Town on the cabin of the vehicle costs circa £50 per vehicle. The full livery as previously applied would now cost Circa £250 per vehicle.		
<b>Decision Requested</b>	To approve: <ol style="list-style-type: none"><li>1. The addition of Congleton Town Council Livery to the Streetscape fleet of vehicles</li><li>2. The addition of the White Ribbon logo onto the Streetscape fleet of vehicles</li></ol>		



## Congleton Town Council

<b>Title</b>	<b>Community Committee</b>
Date of Meeting Time	18 September 2025 7 pm
Status	<b>Final Minutes</b>
Reference Documents	<a href="#"><u>Agenda &amp; Papers for the Community – 18<sup>th</sup> September 25</u></a>

### Attendance

<b>Committee Members</b>	Cllr Kay Wesley (Chair) Cllr Sally Ann Holland (Vice Chair) Cllr Mark Edwardson Cllr Emma Hall Cllr Susan Mead Cllr Shaun Radcliffe Cllr Glen Williams
<b>Ex Officio</b>	Cllr Robert Brittain (Mayor)
<b>Non-Committee Members</b>	Cllr Heather Seddon
<b>Officers</b>	David McGifford (Chief Officer) Cathy Dean (Communities Manager) Debbie Coxon (Communications & Civic Manager)
<b>Members of the Press</b>	0
<b>Members of the Public</b>	0
<b>Also in Attendance</b>	Sergeant Kark Tatlock – <i>left at 7:25 pm</i>

### 1. Apologies for Absence

Apologies were received from Cllrs Suzy Firkin, Cllr David Brown and Cllr Amanda Martin.

## **2. Minutes of Previous Meetings**

**CO/12/2526 resolved** to approve and sign the Community Committee minutes held on 17 July 2025 as a correct record.

## **3. Declaration of Interest**

Cllr Emma Hall declared a non-pecuniary interest as a Cheshire East Councillor.

## **4. Questions from Members of the Public**

There were no questions from members of the public

## **5. Urgent Items**

Cllr Susan Mead, in light of the recent vote in favour of Devolution, can we get the Congleton/Parish boundaries re-examined?

**Action** – What does devolution mean for Congleton? A separate discussion is needed.

## **6. Cheshire Police Update**

Sergeant Karl Tatlock gave a verbal update with the latest crime statistics for Congleton (East & West). Local priorities are focusing on anti-social behaviour and traffic operations. From January to August, crime is down from 1,392 to 1,220

Operation Sidelines – a national strategy drive to police on foot in town centres, which has come from central government, staff can be drafted from other areas and allocated anywhere in Cheshire.

Cllr Emma Hall raised concerns about parking on double yellow lines outside Quinta Primary School and speeding on Padbury Lane. Cllr Sally Holland commented that all local schools are facing similar issues with inconsiderate/dangerous parking.

Action – Cllr Edwardson asked if it was possible to accompany the police to promote Operation Sidelines. Discuss with Debbie Coxon (Communications Manager) for press/Bear Necessities.

## **7. Committee Updates**

**CO/13/2526 resolved** to note the report.

## **8. White Ribbon Working Group**

**CO/14/2526 resolved** to receive notes of the White Ribbon Working Group held on 15<sup>th</sup> July 2025.

**9. Community Safety Working Group**

**CO/15/2526 resolved to** receive the minutes of the Community Safety Working Group meeting held on the 4<sup>th</sup> September 25.

**10. Equal Access Group**

**CO/16/2526 resolved to** receive the minutes of the Equal Access Advisory Group meeting on 11<sup>th</sup> September 25.

**11. Communications Update**

**CO/17/2526 resolved to** receive and note the report from Debbie Coxon, Communications & Civic Manager, highlighting the Town Council's communications from 11<sup>th</sup> July to 10<sup>th</sup> September.

**12. CIL's Update**

**CO/18/2526 resolved to** receive the report on the Community Infrastructure Levy survey.

**13. Growing Up Wired Event**

**CO/19/2526 resolved to** receive the report on the 'Growing Up Wired' Event to be held on 30<sup>th</sup> September at Congleton Town Hall.

**14. Christmas Lights Switch On 2025**

**CO/20/2526 resolved to** receive the report from Rachel McCarthy (Town Centre & Events Manager) on plans for the Christmas Lights Switch On 2025.

Meeting ended at 7:57 pm

Cllr Kay Wesley  
(Chair)





## Congleton Town Council

<b>Title</b>	<b>Town Hall, Assets and Services Committee</b>
Date of Meeting Time	11 <sup>th</sup> September 2025 7 pm
Status	<b>Final Minutes</b>
Reference Documents	Agenda Papers for THAS – <a href="#">11<sup>th</sup> September 2025</a>

### Attendance

<b>Committee Members</b>	Cllr Russell Chadwick (Chair) Cllr Liz Wardlaw (Vice Chair) Cllr Susan Mead Cllr Heather Pearce Cllr Glen Williams
<b>Ex Officio</b>	Cllr Robert Brittain (Mayor)
<b>Non-Committee Members</b>	Cllr Kay Wesley
<b>Officers</b>	David McGifford (Chief Officer) Mark Worthington (Town Hall Manager)
<b>Members of the Press</b>	0
<b>Members of the Public</b>	2

### 1. Apologies for Absence

Apologies were received from Cllr Suzie Akers Smith, Cllr Robert Douglas, Cllr Arabella Holland, Cllr Sally Ann Holland, Cllr Richard Walton and Cllr Suzy Firkin (Deputy Mayor).

### 2. Minutes of Previous Meetings

**THAS/11/2526 resolved** to approve and sign the Town Hall, Assets and Services Committee minutes held on the 26<sup>th</sup> June 2025 as a correct record.

### 3. Declaration of Interest

Declarations were received by Cllrs Russell Chadwick, Liz Wardlaw (Cheshire East Council) & Glen Williams (Friends of Congleton Park).

#### **4. Outstanding Actions**

There were no questions from members of the public.

#### **5. Questions from Members of the Public**

A question was raised by Mr R Wharfe, which was not related to this committee. The Chief Officer offered to provide some advice on the matter outside of the meeting.

#### **6. Urgent Items**

None

#### **7. Management Accounts for Town Hall**

**THAS/12/2526 resolved** to receive the Management Accounts for the Town Hall to 30th April 2025 and to note the content of the summary report.

#### **8. Paddling Pool Accounts**

**THAS/13/2526 resolved** to receive the Paddling Pool Accounts to 30th April 2025 and to note the content of the summary report.

#### **9. Management Accounts for Congleton Information Centre**

**THAS/14/2526 resolved** to receive Information Centre accounts to 30th April 2025 and to note the content of the summary report.

#### **10. Paddling Pool and Send Sessions 2025 Season Report**

**THAS/14/2526 resolved** to receive updates relating to the 2025 paddling pool season and SEND sessions and noted that the paddling pool season was a great success.

##### **Actions:**

- Source bigger bins for nappies.
- Advertise on the website and at the pool that there are no changing facilities.
- QR code on the website and at the paddling pool for donations.
- Consider the feasibility of offering refreshments.

#### **11. Paddling Pool Feasibility Study**

**THAS/15/2526 resolved** to receive the updates within the report on the feasibility of a Splash Pad in Congleton Park or other locations.

## **12. Town Hall Recycling and Waste Disposal Contract**

**THAS/16/2526 resolved** to receive updates within the report relating to the Town Hall Recycling and Waste Disposal contract and for the decision to be delegated to the Chief Officer following a site visit to an alternative service provider or providers, which will include an officer and a councillor or councillors from the committee.

## **13. Grand Hall Interactive TV Screen**

**THAS/17/2526 resolved** to receive updates within the report relating to the screen options for the Grand Hall.

## **14. Improved, Greener Community Facilities Fund Grant**

**THAS/18/2526 resolved** to receive updates within the report relating to the Improved, Greener, Community Facilities Fund Grant.

## **15. Remembrance and Christmas Projection**

**THAS/19/2526 resolved** to receive updates within the report relating to Remembrance and Christmas Projection, and for officers to contact Light-tec for alternative options due to Reeds Rains building no longer being made available, this may include adjoining premises to Reeds Rains. Delegated Authority to the Chief Officer to spend the budget if alternative methods/ locations of projection are available.

## **16. Town Hall Gas Boiler Replacement Quotes**

**THAS/20/2526 resolved** to receive updates within the report relating to Town Hall Gas Boiler Replacements and progress to appointing a company to undertake a Detailed Mechanical Design for the boiler room refurbishment and replacement of fan convectors and destratification fans in the main hall – total budget £4700 plus VAT.

## **17. Town Hall Regeneration and Maintenance Plan**

**THAS/21/2526 resolved** to receive the report relating to the Town Hall Regeneration and Maintenance Plan and noted that there would be Strategy Working Group Meetings to finalise proposals for inclusion in the business planning for the 2026-27 budget.

Meeting ended: 8:30 pm

**Chair**  
**Cllr Russel Chadwick**

## CONGLETON TOWN COUNCIL

### COMMITTEE REPORTS AND UPDATES

<b>COMMITTEE:</b>	<b>Council Meeting</b>		
<b>MEETING DATE AND TIME</b>	<b>11<sup>th</sup> December 2025 7pm</b>	<b>LOCATION</b>	<b>Congleton Town Hall</b>
<b>REPORT FROM</b>	<b>Town Hall Manager – Mark Worthington</b>		
<b>AGENDA ITEM REPORT TITLE</b>	<b>11.1 Grand Hall Interactive Screen</b>		
<b>Background</b>	<p>Officers have applied for the Enabling Communities Grant Programme 2025, funded by the UK Shared Prosperity Fund and UK Rural England Prosperity Fund. Funding will be awarded to projects which demonstrate investment and support for digital infrastructure for local community facilities. To apply for this fund, applicants must be a voluntary or community organisation, local council, registered charity or other not-for-profit organisation, including community faith sector organisations, community groups and community buildings operating within Cheshire East. Funds available are £100,000 with a maximum application amount of £7,000.</p>		
<b>Update</b>	<p>The Cheshire East Grants team contacted Officers at the end of September to inform us that, following a thorough review by the assessment panel, our application was not successful on this occasion. However, CE Grants acknowledged that the project was eligible and showed potential to contribute positively to improving our community facility and digital inclusion; therefore, CE Grants strongly encourage Officers to reapply for this grant funding opportunity. Officers have reapplied for the Enabling Communities Grant Programme funding to purchase the iiyama 98" Touch Screen if the grant application is successful. Applications closed on 10<sup>th</sup> October with no date given for notification of a successful application.</p> <p>At the meeting of THAS Committee on 6<sup>th</sup> November 2025, <b>THAS/31/2526 resolved</b> to continue to receive updates on the grant application; however, if the grant application is not successful THAS Committee to recommend the purchase of the iiyama 98" PureTouch interactive screen to the Finance &amp; Policy Committee and Council for £5,857.50.</p> <p>As this was initially a grant application, three quotes were not sourced, as only the equipment cost was required. These costs were researched</p>		

	<p>in July 2025 using a local supplier who has previously supplied CTC with two interactive screens.</p> <p>If the grant is unsuccessful, all Capital expenditure over £3,000 must be approved by Council; therefore, 2 other quotes will be obtained for the same screen and specifications, which will align with our Financial Regulations requirements.</p> <p>The expenditure for this item will either need to be budgeted for in the 2026-2027 budget setting or covered by the Capital Contingency Ear Mark Reserves.</p>
<b>Financial</b>	To be in accordance with allocated budgets and financial regulations
<b>Environmental</b>	To assess via the procurement process, the environmental impact and benefits.
<b>Equality</b>	Where applicable in the procurement of services, this is taken into consideration
<b>Decision Request</b>	<ol style="list-style-type: none"> <li>1. On receiving confirmation from Cheshire East of an unsuccessful grant application, and on receipt of three like-for-like quotes, to agree the purchase of the iiyama 98" PureTouch interactive screen and stand at a maximum cost of £5,857.50.</li> <li>2. To approve the expenditure option for this item, Option 1 via a set budget in 2026-2027 or Option 2 via Capital Contingency Earmarked Reserve.</li> </ol>

**CONGLETON TOWN COUNCIL**

**COMMITTEE REPORTS AND UPDATES**

<b>COMMITTEE:</b>	<b>Council</b>		
<b>MEETING DATE AND TIME</b>	<b>11<sup>th</sup> December 2025 7.00 pm</b>	<b>LOCATION</b>	<b>Congleton Town Hall</b>
<b>REPORT FROM</b>	<b>Cathy Dean, Communities Manager</b>		
<b>AGENDA ITEM REPORT TITLE</b>	<b>12 Appointment of Representative for Congleton Partnership</b>		
<b>Background</b>	<p>Congleton Town Council appoint two councillors to the Partnership Oversight Committee.</p> <p><b>CTC/06/2526</b> Resolved to appoint the following councillors as representatives to outside Bodies, other offices and panels:</p> <p>Congleton Partnership elected council representatives are Cllrs Richard Walton and Amanda Martin.</p>		
<b>Update</b>	<p>Cllr Kay Wesley, as chair of the community committee, has requested to be the council representative on the Partnership Oversight Group.</p> <p>Cllr Amanda Martin is happy to step down from the Partnership Oversight Committee.</p> <p>The councillors elected to the oversight group have voting rights.</p>		
<b>Decision Request</b>	To approve Cllr Kay Wesley being one of the two council representatives on the Congleton Partnership Oversight Committee.		