



## UCKFIELD TOWN COUNCIL

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**Town Clerk – Holly Goring**

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A meeting of the **General Purposes Committee** to be held on  
**Monday 17<sup>th</sup> July 2017**

in

**The Council Chamber, Civic Centre**

### **AGENDA**

#### **1.0 DECLARATIONS OF INTEREST**

Members and officers are reminded to make any declarations of personal and/or prejudicial interests that they may have in relation to items on this Agenda. Should any Member consider that they require a dispensation in relation to any prejudicial interest that they may have, they are asked to make a written application to the Clerk well in advance of the meeting.

Notice should be given at this part of the meeting of any intended declaration. The nature of the interest should then be declared later at the commencement of the item or when the interest becomes apparent.

#### **2.0 STATEMENTS FROM MEMBERS OF THE PUBLIC ON MATTERS ON THE AGENDA AT THE CHAIRMAN'S DISCRETION**

#### **3.0 APOLOGIES FOR ABSENCE**

#### **4.0 MINUTES**

4.1 Minutes of the meeting of the General Purposes Committees held on the 5<sup>th</sup> June 2017

4.2 Action list – for information only  
(Attached)

4.3 Project list – for information only  
(Attached)

4.4 To receive the minutes of the Personnel Sub-Committee held on 20<sup>th</sup> June 2017 (Attached)

4.5 To consider the recommendation(s) of the Personnel Sub-Committee on 20<sup>th</sup> June 2017 (Attached)

**5.0 FINANCIAL MATTERS**

- 5.1 To note bills paid
- 5.2 To note income and expenditure  
(Attached)
- 5.3. Bad Debts  
(Attached)
- 5.4 Banking Update  
(to follow)

**6.0 BUILDINGS**

- 6.1 To note the current position with the Council's buildings  
(Attached)

**7.0 POLICY**

- 7.1 To consider an update regarding the General Data Protection Regulations due to be implemented May 2018  
(to follow)
- 7.2 To review the Serving Alcohol Policy – Policy no. 52  
(to follow)

**8.0 ADMINISTRATION**

- 8.1 To receive a report on the administration of the Council  
(Attached)
- 8.2 To receive Members' audit reports  
(Attached)

**9.0 REPORTS FROM COUNCIL REPRESENTATIVES ON OUTSIDE ORGANISATIONS**

- 9.1 To consider reports from:-
  - (i) Citizens Advice Bureau (Attached)
  - (ii) Ridgewood Village Hall Management Committee (nothing to report)
  - (iii) Uckfield and District Preservation Society (Attached)
  - (iv) Uckfield Volunteer Centre (Attached)
  - (v) Wealden District Association of Local Councils – Management Committee (nothing to report)
  - (vi) Wealden District Association of Local Councils – Planning Panel (nothing to report)

**10.0 CHAIRMAN'S ANNOUNCEMENTS**

**11.0 TOWN CLERK'S ANNOUNCEMENTS**

**12.0 CONFIDENTIAL BUSINESS**

To consider whether to **RESOLVE** to exclude the press and public (pursuant to the Public Bodies (Admission to Meetings) Act 1960) during consideration of the following confidential business to be conducted:-

- 12.1 To consider a report on Luxfords Restaurant  
(Attached)



Town Clerk  
11<sup>th</sup> July 2017

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## UCKFIELD TOWN COUNCIL



Minutes of the meeting of the **Personnel Sub-committee** held, in the Martlets Room,  
Civic Centre on Tuesday 20<sup>th</sup> June 2017 at 11.30am

**PRESENT:** Cllr. H. Firth (Chairman), Cllr. L. Eastwood, Cllr. P. Meakin, Cllr. P. Sparks

### IN ATTENDANCE

Holly Goring – Town Clerk

Christine Wheatley – Assistant Town Clerk and Responsible Financial Officer

Minutes taken by Christine Wheatley

#### 1.0 **DECLARATION OF INTERESTS**

Members and officers were reminded to make any declarations of personal and/or prejudicial interests that they may have in relation to items on the agenda.

None were forthcoming.

#### 2.0 **STATEMENTS FROM MEMBERS OF THE PUBLIC ON MATTERS ON THE AGENDA AT THE CHAIRMAN'S DISCRETION**

There were no members of the public in attendance.

#### 3.0 **APOLOGIES FOR ABSENCE**

Cllr. D. Ward

#### 4.0 **MINUTES**

##### 4.1 Minutes of the Personnel Sub-committee meeting held on the 27<sup>th</sup> February 2017

**PS.003.06.17** It was **RESOLVED** that the minutes of the meeting of the Personnel Sub-committee of the 27<sup>th</sup> February 2017 be taken as read, confirmed as a correct record and signed by the Chairman.

#### 5.0. **REVIEW OF PENSION POLICY NO. 32**

Members reviewed and accepted the changes to the Pension Policy.

**PS.004.06.17** It was **RESOLVED** to recommend to the General Purposes Committee the changes to Pension Policy No. 32

**6.0 TOWN CLERK REVIEW**  
**PS.005.06.17**

It was **RESOLVED** that pursuant to Section 1 (2) of the Public Bodies (Admission to Meetings) Act 1960, because of the confidential nature of the business to be transacted it was advisable in the public interest that the public be temporarily excluded and they were instructed to withdraw.

The Town Clerk was congratulated on obtaining CilCA

The Town Clerk presented details of the six-month probation objectives previously set which had been achieved. They also provided Members with details of future priorities.

The meeting closed at 12.06pm

## **Meeting of the General Purposes Committee**

**Monday 17<sup>th</sup> July 2017**

### **Agenda Item 4.5**

#### **TO CONSIDER THE RECOMMENDATION OF THE PERSONNEL SUB-COMMITTEE ON 20<sup>TH</sup> JUNE 2017**

##### **1.0 Summary**

- 1.1 This report sets out the recommendation of the Personnel Sub-Committee from their recent meeting on 20<sup>th</sup> June 2017 whereby they considered amendments to the Pension Policy (Policy No. 32) (see copy attached at appendix A).
- 1.2 Members of the Personnel Sub-Committee reviewed and accepted these changes, and resolved the following:

**PS004.06.17** It was **RESOLVED** to recommend to the General Purposes Committee the changes to Pension Policy No. 32.

##### **2.0 RECOMMENDATION**

- 2.1 Members are asked to approve the recommendation of the Personnel Sub-Committee.

#### **Appendices:**

Appendix A: Copy of the Pension Policy (No. 32)

Contact Officer: Christine Wheatley

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# UCKFIELD TOWN COUNCIL



## PENSION POLICY

Policy Number 32		
Issue No.	Date completed	Details of amendments
1	24.11.1998	FC.48.11.98
2	12.03.07	GP.099.03.07
3	12.02.08	GP.065.03.08
4	28.04.14	GP.69.04.14
5	09.06.14	GP.05.06.14

## 1. Introduction

All staff are ~~eligible to join the~~ automatically enrolled into the Local Government Pension Scheme (LGPS) ~~after a minimum of three months service if they meet certain criteria, details of which can be found on the East Sussex County Council's website.~~ Employee contribution rates will be in accordance with salary bandings.

~~Staff not eligible for auto enrolment will still be invited to join the scheme. -and\_~~The Council actively supports and encourages all staff to join. ~~Information packs on the full LGPS are enclosed within the staff handbook and -t~~The Council has adopted some amendments to the scheme which are listed below.

The Council is unable to give financial advice, however, if you need clarification as to contribution rates etc. please contact the Assistant Town Clerk.

### Employing Authority Discretions Under the Local Government Pension Scheme Regulations 2007/2008 (As Amended)

Each employing authority must prepare a written statement of its policy in relation to the exercise of its functions under regulations

- 12 (power of employing authority to increase total membership of active members),
- 13 (power of employing authority to award additional pension);
- 18 (flexible retirement) and
- 30 (choice of early payment of pension) and 30A (choice of payment of pension: pensioner member with deferred benefits) of the Benefits Regulations.

<u>Regulation</u>	<u>Discretion</u>	<u>Employer's Policy on the exercise of this discretion</u>
<b>The Local Government Pension Scheme (Benefits, Membership and Contributions) Regulations 2007 as amended</b>		
12	Whether to augment membership of an active member (by up to 10 years)	UTC will not have a general policy to augment membership of an active member by up to 10 years, but may to do so where a sound business case can be made to exercising this discretion. Each case will be considered on its individual merits.
13	Whether to grant additional pension to a member (by up to £5,000 p.a.)	UTC will not have a general policy to grant additional pension to a member (by up to £5,000 p.a.) but may consider doing so where a sound business case can be made for exercising this discretion. Each case will be considered on its individual merits.
18(1)	Whether all or some benefits can be paid if an employee reduces their hours or grade after reaching age 55 (flexible retirement)	UTC will not have a general policy of exercising this discretion but may do so where a sound business case can be made for granting flexible retirement with immediate access to all or part of the members benefits. UTC will consider requests on a case by case basis.

18(3)	Whether to waive, in whole or in part, any actuarial reduction on benefits paid on flexible retirement.	UTC will not waive, in whole or in part, the actuarial reduction on the benefits paid on flexible retirement.
30(2)	Whether to grant application for early payment of benefits on or after age 50/55 and before age 60.	UTC will not have a general policy of granting early payment of benefits on or after age 50/55 and before age 60 but will consider requests on a case by case basis. UTC may exercise this discretion where a sound business case can be made for doing so or where other exceptional circumstances arise that make payment of benefits justifiable.
30(5)	Whether to waive, on compassionate grounds, the actuarial reduction on benefits paid early.	UTC will not generally waive the actuarial reduction applied to benefits paid early under regulation B30(2). UTC may consider waiving the actuarial reduction where exercising that discretion can be justified in terms of the sound business case made for initially paying those benefits or where other exceptional circumstances arise that make payment of those benefits justifiable. Each case will be considered on its individual merits.
30A(3)	Whether to grant application for early payment of benefits to a former member on or after age 50/55 and before age 60.	UTC will not have a general policy of granting early payment of benefits on or after the age 50/55 and before age 60 but will consider requests on a case by case basis. UTC may exercise this discretion where a sound business case can be made for doing so or where other exceptional circumstances arise that make payment of those benefits justifiable.
30A(5)	Whether to waive, on compassionate grounds, the actuarial reduction on benefits paid early.	UTC will not generally waive the actuarial reduction applied to benefits paid early under regulation B30A(5). UTC may consider waiving the actuarial reduction where exercising that discretion can be justified in terms of the sound business case made for initially paying those benefits or where other exceptional circumstances arise that make payment of those benefits justifiable. Each case will be considered on its individual merits

<b>The Local Government (Early Termination of Employment) (Discretionary Compensation) (England and Wales) Regulations 2006</b>		
Each employing authority must formulate, publish and keep under review the policy that they apply in the exercise of their discretionary powers under regulations 5 and 6.		
5	Gives a power to increase a redundancy payment made under the Employment Rights Act 1996.	UTC will not generally increase statutory redundancy payments above statutory weekly pay limits.
6	Allows an employer to award compensation in the form of a lump sum of an amount that must not exceed 104 weeks' pay. The regulation sets out the basis for calculating a week's pay for an individual.	UTC will not generally award up to 104 weeks compensation instead of compensatory added years.
<b>the Local Government (Discretionary Payments)(Injury Allowances) Regulations 2011</b>		
14	An LGPS employer must formulate, publish and keep under review the policy that it applies in the exercise of its discretionary powers to make any award under these Regulations.	UTC will not make any award these regulations.
<i>The above Regulation does not apply to Admitted Bodies</i>		

Whilst employers are not required to have a policy statement under the regulations for the following discretions they may wish to take them into consideration during this exercise.

<b>The Local Government Pension Scheme (Administration) Regulations 2008 as amended</b>		
16(4)(ii)	Whether to extend the 12 month option period for aggregation of deferred benefits.	UTC will not generally extend the normal time limit for aggregation beyond 12 months from joining the scheme but may do so where exceptional circumstances can be proven. In any event the maximum extension will be a period of two years from members joining the scheme. Each case will be considered on its individual merits.
83(8)	Whether to extend the normal time limit for acceptance of a transfer value beyond 12 months from joining the LGPS.	UTC will not generally extend the normal time limit for acceptance of the transfer value beyond 12 months from joining the scheme but may do so where exceptional circumstances can be proven. In any event the maximum extension will be a period of two years from the member joining the scheme. Each case will be considered on its merits.

Regulation	Discretion	Employer's Policy on the exercise of this discretion
<b>The Local Government Pension Scheme Regulations 2013</b>		
<b>R16(2)(e)</b>	Where Additional Pension Contributions (APCs) are to be paid by regular contributions, whether to fund in whole or in part a members additional pension contribution. The maximum additional pension which can be purchased from 1 <sup>st</sup> April 2014 is £6,500.	UTC will not have a general policy where APCs are paid by regular contributions, whether to fund in whole or in part a members additional pension contribution but may consider doing so where a sound business case can be made for exercising this discretion. Each case will be considered on its individual merits.
<b>R16(4)(d)</b>	Where APCs are to be paid by a lump sum contribution, whether to fund in whole or in part a member's additional pension contribution. The maximum additional pension which can be purchased from 1 <sup>st</sup> April 2014 is £6,500.	UTC will not have a general policy where APCs are paid by a lump sum contribution, whether to fund in whole or in part a members additional pension contribution but may consider doing so where a sound business case can be made for exercising this discretion. Each case will be considered on its individual merits.
<b>R30(6) &amp; TP11(2)</b>	Whether to allow an active member who has attained the age of 55 or over who reduces their working hours or grade to receive immediate payment of all or part of their retirement pension to which the member is entitled to in respect of that employment subject to an actuarial reduction.	UTC will not have a general policy to allow an active member who has attained the age of 55 or over who reduces their working hours or grade to receive immediate payment of all or part of their retirement pension to which the member is entitled to in respect of that employment subject to an actuarial reduction but may consider doing so where a sound business case can be made for exercising this discretion. Each case will be considered on its individual merits.

<b>R30(8)</b>	Whether to waive in whole or in part any reduction in a members pension benefits as a result of a member who has not attained normal pension age but who has attained the age of 55 or over and has elected to receive immediate payment of a retirement pension.	UTC will not generally waive in whole or in part any reduction in a members pension benefits as a result of a member who has not attained normal pension age but who has attained the age of 55 or over and has elected to receive immediate payment of a retirement pension but may consider doing so where a sound business case can be made for exercising this discretion. Each case will be considered on its individual merits.
<b>R31</b>	Whether to award additional pension up to a maximum of £6,500 to an active member or a member who was an active member who was dismissed by reason of redundancy, or business efficiency, or whose employment was terminated by mutual consent on grounds of business efficiency within 6 months of the date the member's employment ended.	UTC will not have a general policy to award additional pension up to a maximum of £6,500 to an active member or a member who was an active member who was dismissed by reason of redundancy, or business efficiency, or whose employment was terminated by mutual consent on grounds of business efficiency within 6 months of the date the member's employment ended but may consider doing so where a sound business case can be made for exercising this discretion. Each case will be considered on its individual merits.
<b>The Local Government Pension Scheme (Transitional Provisions, Savings and Amendment) Regulations 2014</b>		
<b>TPSch 2, 2(2)</b>	Whether to "switch on" the 85 Year Rule for a member voluntarily drawing benefits on or after age 55 and before age 60.	UTC will not have a general policy to "switch on" the 85 Year Rule for a member voluntarily drawing benefits on or after age 55 and before age 60 but may consider doing so where a sound business case can be made for exercising this discretion. Each case will be considered on its individual merits.
<b>TPSch 2, 2(3)</b>	Whether to waive, on compassionate grounds, the actuarial reduction applied to benefits from pre 1/4/14 membership where the employer has "switched-on" the 85 Year Rule for a member voluntarily drawing benefits on or after age 55 and before age 60.	UTC will not generally waive on compassionate grounds, the actuarial reduction applied to benefits from pre 1/4/14 membership where the employer has "switched-on" the 85 Year Rule for a member voluntarily drawing benefits on or after age 55 and before age 60 but may consider doing so where a sound business case can be made for exercising this discretion. Each case will be considered on its individual merits.

**General Purposes Financial Forecast as at 30th June 2017**

	Apr 17 Actuals £	May 17 Actuals £	Jun 17 Actuals £	Actuals to Date	Budget to date	Jul 17 Budget £	Aug 17 Budget £	Sep 17 Budget £	Oct 17 Budget £	Nov 17 Budget £	Dec 17 Budget £	Jan 18 Budget £	Feb 18 Budget £	Mar 18 Budget £	Total £	2017/2018 Budgets
<b>Sales</b>																
<b>Sales</b>																
Administration	33	7	14	54	75	25	25	25	25	25	25	25	25	25	279	300
Luxfords - re-allocation Administration fees	0	0	0	0	0	0	0	0	0	0	0	0	0	3,700	3,700	3,700
Festive Light Income	0	0	0	0	0	0	0	0	0	0	0	0	2,000	0	2,000	2,000
Special Int. Bearing Interest	6	9	0	15	28	8	8	8	8	8	8	8	8	8	87	100
Civic Centre	7,331	8,557	5,005	20,893	23,128	8,071	8,071	8,071	8,071	9,171	8,071	8,071	8,071	8,071	94,632	96,867
Community Toilet scheme	0	0	0	0	0	0	0	0	0	1,100	0	0	0	0	1,100	1,100
Civic Centre Vending Machine	22	47	50	119	750	250	250	250	250	250	250	250	250	250	2,369	3,000
Feed-in Tariff Payments	0	0	0	0	1,155	1,155	0	0	1,155	0	0	1,155	0	0	3,465	4,620
Quickborn Suite rent	663	663	0	1,326	1,992	663	663	663	663	663	663	663	663	663	7,293	7,959
West Park Pavilion	0	0	0	0	628	8	8	8	8	8	8	8	8	8	72	100
Victoria Pavilion	1,734	792	818	3,344	2,806	1,208	800	800	1,208	800	800	1,208	800	800	11,768	11,230
RHI - C.Centre Boiler	0	0	0	0	2,500	2,500	0	0	2,500	0	0	2,500	0	0	7,500	10,000
Cemetery Chapel workshop	0	1,050	0	1,050	0	0	0	0	0	0	4,200	0	0	0	5,250	4,200
Foresters Hall, regular users	650	1,537	161	2,348	4,022	1,342	1,342	1,342	1,342	1,342	1,342	1,342	1,342	1,342	14,426	16,100
Foresters Chapel	272	0	0	272	268	91	91	91	91	91	91	91	91	91	1,091	1,087
2a Vernon Road, rent	495	495	495	1,485	1,485	495	495	495	495	495	495	495	495	495	5,940	5,940
Signal Box	333	333	0	666	1,003	333	333	333	333	333	333	333	333	333	3,663	4,000
Osborn Hall	0	0	330	330	0	0	0	0	440	0	0	0	0	0	770	440
Ridgewood Village Hall	0	0	0	0	0	0	0	0	0	1,140	0	0	0	0	1,140	1,140
Bridge Cottage	0	0	0	0	0	0	0	0	0	0	1	0	0	0	1	1
CAB/Source	600	6,394	(332)	6,662	5,766	5,768	0	0	5,768	0	0	5,768	0	0	23,966	23,070
<b>Total Sales</b>	<b>12,139</b>	<b>19,884</b>	<b>6,541</b>	<b>38,564</b>	<b>45,606</b>	<b>21,917</b>	<b>12,086</b>	<b>12,086</b>	<b>22,357</b>	<b>15,426</b>	<b>16,287</b>	<b>21,917</b>	<b>14,086</b>	<b>15,786</b>	<b>190,512</b>	<b>196,954</b>
<b>Purchases</b>											16,287					
Administration	2,048	1,874	577	4,499	4,395	925	2,550	925	925	2,550	925	925	2,550	925	17,699	17,595
General Advertising	0	0	362	362	628	208	208	208	208	208	208	208	208	208	2,234	2,500
Recruitment Advertising	0	240	0	240	550	0	0	0	0	550	0	0	0	0	790	1,100
Office Equipment/Computers	519	8,877	79	9,475	8,000	0	0	0	0	1,900	0	0	0	0	11,375	9,900
Hospitality	0	0	0	0	45	15	15	15	15	15	15	15	15	15	135	180
Health & Safety	0	0	668	668	314	104	104	104	104	104	104	104	104	104	1,604	1,250
Insurances	0	10,299	0	10,299	10,299	0	0	24,701	0	0	0	0	0	0	35,000	35,000
Mayor's Allowance	0	0	426	426	428	0	0	426	0	0	426	0	0	426	1,704	1,706
Accountants Fees	0	4,400	0	4,400	4,480	0	0	0	0	0	0	0	0	0	4,400	4,480
Grants Section142	0	9,000	0	9,000	9,000	0	0	0	0	10,500	0	0	0	0	19,500	19,500
Grants - Power of Competence	0	11,305	0	11,305	11,305	0	0	0	0	11,145	0	0	0	0	22,450	22,450
Volunteer Bureau SLA	0	8,000	0	8,000	8,000	0	0	0	0	0	0	0	0	0	8,000	8,000
Clothing - Corp & Prot - Indoor staff	0	0	0	0	0	200	0	0	0	250	0	0	0	0	450	450
Internal Audit Fees	0	0	420	420	1,100	0	0	550	0	0	0	550	0	0	1,520	2,200
Audit Fees	0	0	0	0	0	0	0	0	2,300	0	0	0	0	0	2,300	2,300
Professional Fees	3,496	1,890	0	5,386	2,625	875	875	875	875	875	875	875	875	875	13,261	10,500
Festive Lights	0	0	0	0	0	0	0	0	0	0	0	0	12,700	0	12,700	12,600
Festive Light Electricity	0	0	0	0	0	0	0	0	0	0	0	0	0	300	300	400
Office Staff - Salaries	12,848	12,933	12,829	38,610	41,459	13,818	13,818	13,818	13,818	13,818	13,818	13,818	13,818	13,818	162,972	165,821
Members Allowances	0	0	3,716	3,716	4,638	0	0	4,639	0	0	4,639	0	0	4,739	17,733	18,655
Newsletter	352	352	352	1,056	1,097	367	367	367	367	367	367	367	367	367	4,359	4,400
Bank Charges	43	40	40	123	150	50	50	50	50	50	50	50	50	50	573	600
Civic Centre Running Costs	11,679	4,886	5,997	22,562	25,056	8,324	10,540	9,300	9,300	9,380	9,300	10,460	5,010	4,930	99,106	101,600
Caretakers - Salaries	8,728	9,286	7,934	25,948	28,266	9,421	9,421	9,421	9,421	9,421	9,421	9,421	9,421	9,421	110,737	113,055
West Park	495	0	204	699	554	184	379	684	184	219	209	859	219	184	3,820	3,675
Victoria Pavilion	2,160	550	879	3,589	3,580	1,150	1,235	1,500	1,200	1,160	1,150	1,640	1,160	1,150	14,934	14,925
Cemetery Buildings	120	122	122	364	0	0	0	0	0	0	0	0	1,265	0	1,629	1,265
The Hub	774	1,269	455	2,498	2,072	692	692	692	692	692	692	692	692	692	8,726	8,300
Foresters Hall	1,354	449	659	2,462	2,177	1,397	642	447	2,397	447	572	2,397	237	317	11,315	11,030
2a Vernon Road	0	0	64	64	225	0	0	0	0	0	225	0	0	225	514	225
Building Maintenance Fund	32,318	7,608	15,202	55,128	22,810	0	0	0	1,590	0	0	0	0	0	56,718	24,400
Subscriptions	2,533	75	0	2,608	0	0	3,600	0	0	0	0	0	0	0	6,208	3,600

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	Apr 17 Actuals £	May 17 Actuals £	Jun 17 Actuals £	Actuals to Date	Budget to date	Jul 17 Budget £	Aug 17 Budget £	Sep 17 Budget £	Oct 17 Budget £	Nov 17 Budget £	Dec 17 Budget £	Jan 18 Budget £	Feb 18 Budget £	Mar 18 Budget £	Total £	2017/2018 Budgets
Training	340	516	150	1,006	0	2,750	0	0	0	2,750	0	0	0	0	6,506	5,500
Other Buildings - Salaries	0	1,170	520	1,690	1,800	600	600	600	600	600	600	600	600	600	7,090	7,200
Total Purchases	79,807	95,141	51,655	#####	#####	41,080	45,096	69,322	44,046	67,001	43,596	42,981	49,291	39,346	668,362	636,362

\*\*\*\* Some Funds from Earmarked Reserves

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**Luxfords Financial Forecast as at 30th June 2017**

	Apr 17 Actuals £	May 17 Actuals £	Jun 17 Actuals £	Actuals to Date	Budget Estimate to Date	Jul 17 Budget £	Aug 17 Budget £	Sep 17 Budget £	Oct 17 Budget £	Nov 17 Budget £	Dec 17 Budget £	Jan 18 Budget £	Feb 18 Budget £	Mar 18 Budget £	Total £	2017/2018 Budgets
<b>Sales</b>																
<b>Sales</b>																
Restaurant Food sales	7,326	8,692	7,481	23,499	31,753	10,583	10,583	10,583	10,583	10,583	10,583	10,583	10,583	10,583	118,746	127,000
Restaurant Bar sales	420	457	588	1,465	1,950	650	650	650	650	650	650	650	650	650	7,315	7,800
Hire of Luxfords Restaurant	147	175	133	455	516	171	171	171	171	171	171	171	171	171	1,994	2,055
Function Food Sales	1,460	3,113	809	5,382	7,753	2,583	2,583	2,583	2,583	2,583	2,583	2,583	2,583	2,583	28,629	31,000
Function Bar sales	517	1,581	982	3,080	3,628	1,208	1,208	1,208	1,208	1,208	1,208	1,208	1,208	1,208	13,952	14,500
Urn hire	81	99	56	236	130	45	45	45	45	45	45	45	45	45	641	535
Sundry Income	33	33	33	99	158	52	52	52	52	52	52	52	52	52	567	626
<b>Total Sales</b>	<b>9,984</b>	<b>14,150</b>	<b>10,082</b>	<b>34,216</b>	<b>45,888</b>	<b>15,292</b>	<b>15,292</b>	<b>15,292</b>	<b>15,292</b>	<b>15,292</b>	<b>15,292</b>	<b>15,292</b>	<b>15,292</b>	<b>15,292</b>	<b>171,844</b>	<b>183,516</b>
<b>Purchases</b>																
Food purchases	2,799	4,043	2,597	9,439	11,220	3,740	3,740	3,740	3,740	3,740	3,740	3,740	3,740	3,740	43,099	44,880
Bar purchases - non-alcoholic	101	330	372	803	888	298	298	298	298	298	298	298	298	298	3,485	3,570
Bar purchases - alcoholic	263	698	786	1,747	1,530	510	510	510	510	510	510	510	510	510	6,337	6,120
Lux. Paper goods/Consumables	168	75	105	348	618	208	208	208	208	208	208	208	208	208	2,220	2,490
Lux. Maintenance & Repairs	0	0	736	736	736	0	0	682	0	0	682	0	0	0	2,100	2,100
Lux. Equipment - New & Replacements	118	293	1,216	1,627	422	142	142	142	142	142	142	142	142	142	2,905	1,700
Lux. Equipment Hire	0	0	0	0	0	0	0	0	0	0	575	0	0	0	575	575
Lux. Postage	56	0	0	56	68	23	23	23	23	23	23	23	23	23	263	275
Rates	625	624	624	1,873	2,121	707	707	707	707	707	707	707	707	707	8,236	8,484
Electricity	534	422	478	1,434	1,338	448	448	448	448	448	448	448	448	448	5,466	5,370
Gas	24	26	27	77	300	100	100	100	100	100	100	100	100	100	977	1,200
Water	165	0	120	285	282	92	92	92	92	92	92	92	92	92	1,113	1,100
Lux. Telephone	13	13	0	26	58	18	18	18	18	18	18	18	18	18	188	220
Refuse collection	322	18	322	662	272	92	92	92	92	92	92	92	92	92	1,490	1,100
StockTaking	185	0	0	185	250	250	0	0	0	250	0	0	250	0	935	1,000
Lux. Stationery	0	0	0	0	0	0	0	0	0	0	0	0	0	80	80	80
Lux. Recruitment Advertising	0	0	0	0	0	0	0	0	0	0	120	0	0	0	120	120
Lux. General Advertising	162	0	0	162	272	92	92	92	92	92	92	92	92	92	990	1,100
Lux. Uniforms	0	40	60	100	0	0	0	0	0	200	0	0	0	0	300	200
Lux. Training	0	0	0	0	0	0	0	0	0	0	0	0	0	550	550	550
Management Salaries	0	0	0	0	0	308	308	308	308	308	308	308	308	308	2,772	3,700
Luxfords Salaries	7,030	6,988	7,382	21,400	21,690	7,228	7,228	7,228	7,228	7,228	7,228	7,228	7,228	7,228	86,452	86,742
Luxfords Casual wages	315	292	250	857	1,500	500	500	500	500	500	500	500	500	500	5,357	6,000
Lux Credit Charges	103	85	101	289	293	98	98	98	98	98	98	98	98	98	1,171	1,175
<b>Total Purchases</b>	<b>12,983</b>	<b>13,947</b>	<b>15,176</b>	<b>42,106</b>	<b>43,858</b>	<b>14,854</b>	<b>14,604</b>	<b>15,286</b>	<b>14,604</b>	<b>15,054</b>	<b>15,981</b>	<b>14,604</b>	<b>14,854</b>	<b>15,234</b>	<b>177,181</b>	<b>179,851</b>

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## **Meeting of the General Purposes Committee**

**Monday 17<sup>th</sup> July 2017**

### **Agenda Item No. 5.3**

#### **BAD DEBTS UPDATE**

##### **1.0 Summary**

1.1 The report details the current position regarding bad debts.

##### **2.0 Details**

2.1 The following bad debts are being pursued by the office.

- East Sussex County Council
- NHS

##### **3.0 Recommendation**

3.1 Members are asked to note the report.

Contact Officer: Christine Wheatley

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## **Meeting of the General Purposes Committee**

**Monday 17<sup>th</sup> July 2017**

### **Agenda Item 5.4.**

#### **BANKING UPDATE**

##### **1.0 Summary**

- 1.1 This report sets out the current position with the Council's investment with Lloyds Bank.

##### **2.0 Background**

- 2.1. The Council's main bank accounts are with NatWest, and we currently receive free banking providing an agreed balance is maintained in the General Reserve account and the Business Reserve account currently pays 0.01% interest.
- 2.2. In 2013 the Council felt it prudent to open an account with another bank, and an account with Lloyds Bank was opened with a minimum sum of £1,000. A further sum of £300,000 was invested in a 12-month bond in 2014. This has since been re-invested in various fixed rate deposit accounts

##### **3.0. Current Situation**

- 3.1. Lloyds Bank has advised that the current Fixed Rate Term Deposit will mature on 12<sup>th</sup> July and the balance of £310,888.13p will be transferred into a 0% general account. As from 10<sup>th</sup> September 2017 this account will attract a £5.00 monthly account fee.
- 3.2. The Town Council has 10days to decide if it wishes to re-invest in a further fixed rate term. Lloyds Bank are currently offering the following rates:

3 months	0.22%
6 months	0.36%
9 months	0.44%
12 months	0.65%

- 3.3. NatWest are offering fixed rate terms as follows:

3 months	0.04%
6 months	0.2%
12 months	0.4%

##### **4.0. Recommendation**

- 4.1. Members are asked to note the report and consider reinvesting the money into a 12-month fixed rate term with Lloyds Bank.

Contact Officer: Christine Wheatley

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## Meeting of the General Purposes Committee

Monday 17<sup>th</sup> July 2017

### **Agenda Item 6.1**

#### **TO NOTE THE CURRENT POSITION WITH THE COUNCIL'S BUILDINGS**

##### **1.0 Summary**

1.1 This report sets out the current position with the Council's buildings.

##### **2.0 The Buildings**

2.1 The Civic Centre, Victoria Pavilion, The Cemetery Chapels, The Signal Box, West Park and Foresters Hall, Osborn Hall.

Works are now nearing completion for year two of the Town Council's maintenance programme. The only works outstanding include the external doors at Victoria Pavilion, one remaining external door on the Civic Centre and the installation of new roller shutters at West Park Pavilion.

A recent assessment was undertaken of the roof at Victoria Pavilion. This highlighted a cricket ball wedged between the roof tiles. This has been rectified and nearby tiles repaired.

A new outside coldstore (refrigerator) has been ordered and will be installed week beginning 24<sup>th</sup> July 2017 for Luxfords Restaurant.

The Council is working with Lawson Queay to start obtaining quotes for works to be undertaken to the steps of the Signal Box. The works include removing the existing staircase and footings, for all associated groundworks including providing new foundations, decoration, and slip resistant treads and installation of steps in softwood, hardwood or metal. Quotes using softwood have come in at around £6,500 - £7,000. In hardwood, quotes reach around £8-8,500 and we are waiting estimated costs using metal.

2.2 Bridge Cottage, 2A Vernon Road, Ridgewood Village Hall

The defibrillator has been delivered and will be installed on the building of Ridgewood Village Hall, shortly. Contact has been made with a local electrician to arrange installation.

##### **3.0 Annual maintenance programme**

3.1 The tendering process will commence in the next few weeks for year 3 of the Town Council's maintenance programme. At present the schedules of work are being drawn up in preparation.

##### **4.0 Recommendations**

4.1 Members are asked to note the report.

Background Papers: None

Contact Officers: Holly Goring

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## **Meeting of the General Purposes Committee**

**Monday 17<sup>th</sup> July 2017**

### **Agenda Item 7.1**

#### **TO CONSIDER AN UPDATE REGARDING THE GENERAL DATA PROTECTION REGULATIONS DUE TO BE IMPLEMENTED MAY 2018**

##### **1.0 Summary**

1.1 This report provides an update on data protection legislation.

##### **2.0 The Buildings**

2.1 Changes will take place to Data Protection legislation from May 2018, as a result of the 2016 EU Directive (GDPR) coming into effect.

2.2 This directive will effectively replace the Data Protection Act 1998. Parish and town councils will be required to adhere to this directive, like other public sector bodies and private industries. Many of the principles are the same, but there are new obligations which will require changes to the way in which organisations work.

2.3 The Information Commissioner's Office has produced a 12 step guide to preparing for the change in legislation. The checklist recommends looking at the following areas:

- Carry out an information audit to record what personal data the organisation holds, where it comes from and who the organisation shares it with;
- Review current privacy notices (i.e. *how we intend to use any information that we maintain/hold*). In the future this will include advising people of the organisation's retention policy;
- Considering how and where information is recorded and if someone asks for their personal data to be deleted, how we would do this;
- Revise procedures for dealing with subject access requests;
- Be able to explain the purpose of processing information;
- Review how we seek, record and manage consent;
- Understand the proposed changes to reporting any breaches of data protection;
- Organisations have been advised to appoint a Data Protection Officer, who will be required to inform and advise the organisation of their obligations, monitor compliance and be the first point of contact for enquiries. It is not yet known if this requirement will reach to parish and town councils, but consideration will be given as to whether an officer (or Town Clerk for example) should take on this responsibility as part of their day to day work.

2.4 Further information and an updated Data Protection Policy will be created to reflect the changes, once we know more. In the meantime, preparations will commence to ensure we have a clear understanding of how we process and retain existing data.

##### **3.0 Recommendations**

3.1 Members are asked to note the report.

Background Papers: None

Contact Officers: Holly Goring

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# UCKFIELD TOWN COUNCIL



## SERVING ALCOHOL POLICY

Policy Number 52		
Issue No.	Date completed	Details of amendments
1	03.01.06	
2	15.08.08	In line with current legislation.
3	12.09.11	Amendments – GP.41.09.11
4.	19.01.15	GP – Removal of guidelines for staff and updating
<u>5.</u>	<u>17.07.17</u>	<u>GP – Reminder and refresh for all staff/councillors</u>

## 1.0 INTRODUCTION

Uckfield Town Council recognises that there are many laws that relate to the licensed trade, and it is crucial that the law is followed. Many of the responsibilities lie with managers, but there are specific obligations placed upon individuals to see that the law is upheld.

- 1.1 ~~4.1~~ Failure to meet these obligations can result in a fine ~~of £5,000~~ and a criminal record, and may also result in disciplinary action being taken.

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Style: 1, 2, 3, ... + Start at: 1 + Alignment: Left + Aligned at:  
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- 1.2 ~~The Town Council has a premises licence for Uckfield Civic Centre and a designated premises supervisor is appointed to have overall responsibility for the sale or supply of alcohol from these premises. However, although this individual has overall responsibility, all members of staff should have adequate understanding of the legal requirements when serving alcohol.~~

- 1.2 All staff who will be working behind the bar in Luxfords Restaurant will be given a copy of this policy and will be required to sign an acknowledgement stating that they have received not only the policy but that the policy has been explained to them by their line manager.

## 2.0 LEGAL OBLIGATIONS

When serving alcohol these procedures must be followed.

### 1. The Under 25 Rule

If the customer looks under 25 years of age ask for identification.

Ensure that when serving alcohol that the person or persons are over the age of 18 years. It is an offence to sell/ serve alcohol to anyone under 18 years or to sell/ serve it to adults who are buying it for persons under 18 years.

In simple terms **"Never, never break or bend this rule"**.

Serving persons under 18 or those purchasing drinks for under 18's is an offence and could lead to the bar staff being given a £90 fixed penalty notice and prosecuted.

Procedure to follow:

Customer approaches the bar – are you sure they are over 18?

Use the Under 25 Rule.

YES Serve

NO If in the slightest doubt – challenge.

Request evidence to prove that they are over 18. Identification comes in many forms and variations but due to many fraudulent forms of identification being readily available, -The Town Council only accept the following:

- Passport
- Driving licence with photograph
- Provisional driving licence with photograph
- Armed forces identification card

Take time to study the identification matching the photograph with the customer and checking the date of birth. If happy to serve – do so, but if

in any doubt about the customer's integrity, attitude or believe the identification to have been tampered with, call for the duty manager or supervisor.

Be tactful and do not be afraid to ask the manager for help. Remember, failure to apply this procedure correctly could lead to the person serving the alcohol being prosecuted and heavily fined. It is their responsibility.

## **2. Behaviour and Responsible Serving**

Overall, the majority of customers will behave in an orderly fashion but there may be occasions when some will cause problems.

### **Alcohol**

The alcohol in a drink makes it intoxicating. Alcohol is classed as a drug because when consumed it alters the physical, mental and emotional state of the drinker.

Moderate drinking can be part of a healthy lifestyle and often contributes to sociability and relaxation. On the other hand, drinking too much on one occasion or on a regular basis may result in anti-social behaviour or disorderly behaviour and especially in the long term, can be damaging to health. It is for these reasons that those who sell and serve intoxicating drinks should understand the nature of the products they are selling and behave responsibly.

Drink containing alcohol is classified as intoxicating for the purpose of licensing law if it contains more than 0.5% of alcohol by volume (0.5%abv) and requires a Justices Licence for its retail sale.

The formula for expressing abv on labels is alc % Vol or % Vol. So a fortified wine, such as sherry or Vermouth labelled as : alc 18% or 18% Vol – means that 18% of any given quantity is pure alcohol. Here are some examples:

WHISKY	Labelled as "alc 40% Vol" or "40% Vol" Means that 40% of any given quantity is pure alcohol. Most spirits are around 40% abv
WINES	Labelled as "alc 12% Vol" or "12% Vol" Means that 12% of any given quantity is pure alcohol. Wines can vary from 8% to 16% abv
BEER	Labelled as "alc 3.2% Vol" or "3.2% Vol" Means that 3.2% of any given quantity is pure alcohol. Beers and ciders can range from 3% to 9% abv.

Overall, never serve a customer who appears to be drunk, troublesome, quarrelsome, abusive or violent.

The Act states that the licensee is forbidden to serve drunken, disorderly or violent customers, and/ or prostitutes who are soliciting for business.

The manager can expel anyone who is drunk, troublesome, violent or disorderly from the premises, and if necessary call for the police to assist in the removal or to prevent a breach of the peace.

People who have had too much to drink or who are behaving aggressively can be difficult to handle because they are not rational. Do not argue with drunken customers, it may only get worse. Inform the caretakers and/ or the duty manager and let them deal with the customer.

### **3.0 Drugs, Pubs and Clubs**

It is a fact that drug taking and dealing can take place in most licensed premises. The best run licensed public house or nightclub is not immune to this problem.

Under the Misuse of Drugs Act 1971 heavy penalties can be imposed on those who permit drug related activities to take place on their premises, including the supply and smoking of cannabis.

#### Why be concerned?

1. Damage to the trade and reputation of the business
2. Potential for other criminal activity, violence, etc.
3. Risk of loss of license and livelihood

#### Prevention

In line with preventing under 18s drinking alcohol and the vigilance that all staff have to employ in this regard, the early detection along with high standards of service and cleanliness are a powerful deterrent to the drugs trade.

They also show that you care about your premises, and that you will not tolerate illegal activity. Low standards indicate the "don't care" management that dealers and users are looking for – uncollected glasses, and sloppy service are as good as a written invitation to the drugs trade.

High profile staffing – being there, knowing your customers, making your presence felt and staying alert will discourage the drugs trade from using your premises. It is the bar staff that are the ambassadors, the all-seeing-eyes, the behind-the-bar security force who may detect the signs of drug activity first.

Dealers and users alike come in all shapes and sizes, and thus are not identifiable by appearance, they may be very respectable looking.

Frequent glass collecting, and the wiping of tables provides a high standard for the customer and the chance for staff to provide surveillance against the drug user and the drug dealer.

Once again, it is the bar staff and the glass collectors who are in the front line in the early detection of a potential problem, but remember:



If you see what you believe to be drug use, or drug dealing, do not attempt to deal with the customer yourself. Inform the nearest member of security staff or the management immediately.

If you come across any drug paraphernalia on tables, etc, inform the nearest member of caretaking team or the manager. Do not move or throw away what you believe you have found, the manager may get a better understanding of the problem if he/ she is allowed to view first. Remember: never touch syringes or needles they are likely to be infected. The manager will arrange for the proper removal.

If you see somebody acting in an unusual or suspicious manner, tell the manager or a member of the caretaking team immediately.

**Appendix A: Form to be completed by staff serving alcohol**

**Serving Alcohol Policy for All Bar Staff**

Name:

Department: ~~Luxfords Restaurant~~ Uckfield Civic Centre

Line Manager: ~~Susan Allum, Civic Centre Manager~~ Holly Goring, Town Clerk

I acknowledge receipt of the Town Council's Serving Alcohol Policy for aAll Bar Staff (No.52), and can confirm that the policy has been fully explained to me by my line manager and I am aware of my responsibilities when serving behind the bar in ~~Luxfords Restaurant~~ Uckfield Civic Centre.

Signed:

Date:

Please note: this form will be kept on your personnel file as a record that you have received and understood the Council's policy on Serving Alcohol at the Bar.

## Meeting of the General Purposes Committee

Monday 17<sup>th</sup> July 2017

### **Agenda Item 8.1**

#### **TO RECEIVE A REPORT ON THE ADMINISTRATION OF THE COUNCIL**

##### **1.0 Summary**

- 1.1 This report details activities and statistics in relation to staff and other areas of Council business.

##### **2.0 Sickness:**

2.1

	<b>As at 11.07.17 (26 staff)</b>	<b>As at 06.06.16 (22 staff)</b>
Actual days taken as short term Doctors' certificate	42 days	0 days
Actual days taken as self-certificated sick leave	10 days	6 days
Average number of days self-certificated sick leave per person	0.38 days	0.27 days
Actual days taken as long term sick leave	73 days	0 days
Average number of days sickness per person	4.80 days	0.27 days
National average of sick days taken in the public sector per person ( <i>*sickness absence in the labour market – ONS 2016</i> )	4.3 days	5.5 days (CBI/AXA)

N.B The most recent figures are for the current period from 1 April 2017. We currently have one member of staff on long term sick leave.

##### **3.0 IT and Computers**

- 3.1 Since the last report in June 2017 the website ([www.uckfieldtc.gov.uk](http://www.uckfieldtc.gov.uk)) has had 608 regular users and 820 sessions of which 64.39% are new visitors.
- 3.2 The Civic Centre website ([www.uckfieldciviccentre.com](http://www.uckfieldciviccentre.com)) has had 365 regular users and 443 sessions since the last report in June 2017 of which 74.4% (92 sessions) are new visitors.
- 3.3 The Facebook page ([www.facebook.com/uckfieldtowncouncil](https://www.facebook.com/uckfieldtowncouncil)) has had 581 "likes" since launch in June 2012. This is the same as the last report.
- 3.4 The Facebook page ([www.facebook.com/luxfords](https://www.facebook.com/luxfords)) has had 283 "likes" since the launch in June 2013. This is four more "likes" since the last report.

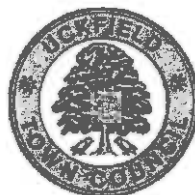
- 3.5 The Twitter account for the Town Council (@UckfieldTC) has 835 “followers” since the launch in June 2013. This is 17 more than the last report.
- 3.6 The Twitter account for Luxfords (@LuxfordsUCC) has 352 “followers” since its launch in June 2013. This is 3 more than the last report.
- 4.0 Risk Assessments and Training**
  - 4.1 Nothing to report.
- 5.0 Accidents and First Aid**
  - 5.1 Nothing to report.

Background Papers: None

Contact Officer: Christine Wheatley

Appendix A

**UCKFIELD TOWN COUNCIL**



**MEMBERS AUDIT FORM**

MONTH *MAY 2017*

**Checklist:**

**Documents will be chosen at random by Members carrying out the Audit.**

**SAGE AUDIT TRAIL (DETAILED)**

Check source documents including nominal code and authorisation.

Supplier Invoices  
Customer Invoices  
Timesheets



**BANK RECONCILIATION AND VERIFICATION TO NOMINAL CODE:**

Check bank reconciliation to SAGE print outs, bank statement and nominal codes.

Clerks Account  
General Account  
Special Interest Bearing  
Lloyds Bank Account



**PETTY CASH**

Check cash balance and vouchers

Town Council Petty Cash  
Luxfords Petty Cash



Signed *D. Ward* .....

Print Name *D WARD* .....

Dated *10/7/17* .....

### Supplier Invoice Checked

Supplier Name	Invoice No. and Date	P. Order No	Confirmed Stamped, signed, correct nominal code	Confirmed Cheque No. entered and signed by two Cllrs.
SWANKS TICKET PRINTING	10941 16/5/17	10473	YGS.	YGS. 113072
E MILES.	24/5/17	—	YGS	YGS 113170

### Customer Invoices Checked

Customer Name	Invoice No.	Charges correct	Payment date on invoice	Bank Paying in receipt No.
NGBUS.	CC33126	YGS.	10/5/17.	BACS. 10/5/17.
BY THE BRIDGE	L33229	YGS.	11/5/17	CHEQ. 105621.

### Timesheets checked

Staff Name	Week/month Checked	Hours correct	Payment correct	Payslip date	BACS Form
L RIDLEY	MAY 2017	YGS	YGS.	26/5/17.	395426896

**Bank Reconciliation Checked**

Bank Account	Statement No.	Signed	Reconciled	Nominal Code
GENERAL	521	1/65	1/65.	1/65.

**Petty Cash Checked**

Account Name	Reconciliation Correct, Month	Voucher Name	Correct float to SAGE balance
Town Council			
Luxfords	MAY 2017	ALL SETS.	1/65.

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## **Meeting of the General Purposes Committee**

**Monday 17<sup>th</sup> July 2017**

### **Agenda Item 9.1 (i)**

#### **Citizens Advice Bureau**

As agreed earlier in the year, the Citizen's Advice Bureau are required to provide a quarterly update as part of their funding agreement with Uckfield Town Council. The following report provides a progress update at the end of quarter one (April to June 2017):



#### **Quarterly Performance Report to Uckfield Town Council - 2017/18 Quarter 1**

##### **Aim of the service**

To provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives. WCA will provide a free, confidential, independent and impartial service, valuing diversity, promoting equality and challenging discrimination. The service is open to all, informing people of their rights and responsibilities.

##### **Key Performance Indicators**

###### **1. Opening Hours**

The Uckfield office has provided advice: face to face, over the phone, by email and by skype during the following opening times. The bureau has only been closed for staff meetings and training, including sessions on dealing with debt and employment given these are a growing concern for our clients.

Day	Face to face	Telephone	email	Skype
Monday	9.30 to 3	9.30 to 3	9.30 to 3	10 to 12
Tuesday	Closed except for specialist appointments	9.30 to 1	9.30 to 1	10 to 12
Wednesday	9.30 to 3	9.30 to 3	9.30 to 3	10 to 12
Thursday	9.30 to 3	9.30 to 3	9.30 to 3	10 to 12
Friday	9.30 to 3	9.30 to 3	9.30 to 3	10 to 12

Specialist appointments for money advice have been offered on Tuesdays and Wednesdays. This has been made possible with the support of High Weald Lewes Havens Clinical Commissioning Group (HWLH CCG) who funded the service in 16/17 when existing County Council and Lottery funding expired and are committed to continuing their support in 2017/18.

Our phone service ADVICELINE, is operated in partnership with other East Sussex Citizens Advice offices. This means that telephone advice is now available 5 days a week until 4pm every day within the county. Callers ringing outside these times have access to a central Citizens Advice team until 5pm and also to recorded information.

## 2. Premises

There have been no accessibility issues for clients during this period.

## 3. Reporting

The Uckfield bureau helped **422 clients** in the first quarter of 2017/18, comparable with the number of people helped in the same period in 2016/17. Together with our East Sussex partners we helped **182** Uckfield residents with **701** issues.

**2 in 5** of our clients had a disability or long-term health condition and **1 in 5** were 60 or over.

Clients raised **1,364 issues** - giving a ratio of **3.4 issues per client**. A full summary of the issues handled is attached at appendix A.

Of the issues raised the main five areas of advice were as follows: welfare benefits 34%; debt 13%; employment 10%, housing 9%; relationships & family 8%.

The Uckfield team achieved some impressive outcomes for 1 in 6 clients. This included securing **over £100k in improved financial outcomes** in this quarter - this could be anything from an increase in benefits, compensation, a refund, debt write-off, successful appeal or challenge. The team gained **£60,848 in additional income** (e.g. benefits/tax credits) for clients over this period. The team also helped 13 people who were homeless or threatened with homelessness.

Our annual customer satisfaction survey (Jan-March 17) showed **100%** of clients as being happy or very happy with the service they received. There have been no complaints about the service this quarter.

The team has continued to be proactive in research & campaigning, submitting 22 evidence forms to national Citizens Advice.

Current areas being targeted for action concern:

- The operation of the welfare benefits system (over three quarters of Uckfield returns and over half of all the evidence forms that Wealden Citizens Advice submit). The benefits system process remains slow and difficult to navigate for clients - especially for those without internet access. We are currently working with Wealden District Council to ensure we can effectively support the transition to Universal Credit which is happening over the course of the next year. Experience to date has shown some clients facing long waits for any help - in one case a mother of three deserted by her partner had to wait around 3 months for her claim to be processed and had to rely on the Food Bank to see her through in the meantime.
- Fuel poverty (see other service developments below).
- Employment rights (including zero hours contracts and maternity rights).
- Scams - we are working with a range of partners across the county as part of Trading Standards *Friends against Scams* initiative. In addition to providing advice to individual clients we publicise hints and tips and warning about local scams through our Scam of the Month initiative.

We are fortunate to have 30 volunteers at Uckfield, including 5 who help us with finance, payroll and IT for the whole service.

These volunteers are supported by:

- Full time equivalent advice session supervision
- 1 day a week admin support
- A share of full time equivalent trainer

- Access to the help of specialist staff e.g. Hastings Advice & Representation Centre advice on benefit appeals.

Wealden Citizens Advice is also supported by 10 volunteer trustees.

#### 4. Other service developments

We have now evaluated our **Warm in Wealden** campaign, which was focused on providing a single point of contact to help those at risk of living in a cold home. During the six month life of the project our volunteers helped **230 people** secure around **£90k** in benefits, including £47k savings identified from switching, over £30k in additional benefits/debt write-offs and over £11k in Warm Home discount payments.

We are proud members of the **Wealden Dementia Action Alliance**, including the Uckfield Dementia Forum. We now have a trained Volunteer Dementia Champion who will be ensuring all our volunteers have refresher training on supporting those with dementia and their carers. We will also be looking to build our relationships with organisations supporting those with dementia over the coming months.

#### Appendix A:

Part 1	Number of Advice Events	% Issues
Benefits & tax credits	470	34%
Consumer goods & services	35	3%
Debt	182	13%
Education	10	1%
Employment	136	10%
Financial services & capability	45	3%
Health & community care	33	2%
Housing	117	9%
Immigration & asylum	15	1%
Legal	79	6%
Other	48	4%
Relationships & family	111	8%
Tax	9	1%
Travel & transport	20	1%
Utilities & communications	25	2%
Discrimination	9	1%
<b>Grand Total</b>	<b>1,364</b>	<b>98%</b>

Citizen's Advice Bureau/Councillor Paul Sparks

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## **Meeting of the General Purposes Committee**

**Monday 17<sup>th</sup> July 2017**

### **Agenda Item 9.1 (iii)**

#### **REPORT FROM UCKFIELD AND DISTRICT PRESERVATION SOCIETY (BRIDGE COTTAGE)**

**Update from Annual General Meeting held at Bridge Cottage**  
**23rd June 2017**

Following the formalities of agreeing previous minutes and accounts there was an update on Nutley Windmill. It was reported that visitor numbers and income was up.

- Liz Penton was introduced as the new Bridge Cottage Heritage Centre Manager;
- We heard that concerts and talks throughout the year had been popular and well received;
- The centre had also held its first wedding.

New executive committee members were voted in and new membership rates for the coming year were discussed and agreed.

Future events were discussed and attendees were then able to view displays including the new post office stamp set featuring Nutley Windmill.

Councillor Donna French

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## **Meeting of the General Purposes Committee**

**Monday 17<sup>th</sup> July 2017**

### **Agenda Item 9.1 (iv)**

#### **TO RECEIVE A REPORT UCKFIELD VOLUNTEER CENTRE**

1. A Community forum /lunch took place on the 16<sup>th</sup> June 2017 which was very well attended. A very interesting presentation was given by Margaret Dode–Angel, of Sussex Support Services Ltd., on how to understand Dementia with special emphasis on the project progress to make Uckfield a Dementia friendly town.

Another speaker outlined how she got involved in volunteering with a small local Company who needed a receptionist, but couldn't afford one. She enquired about volunteering with this Company, they offered her the chance, and both parties are very happy with the outcome.

The plans for the 'Celebrate' event in September are well advanced. Many organisations are very keen to attend in the Weald Hall in the Civic Centre and it looks to being a great success.

2. A Trustees meeting was held on Thursday 6<sup>th</sup> July to discuss the on-going management and position of the Volunteer Centre. The Centre is busy and the operation is running smoothly.

The Centre is moving its bank account to HSBC where they believe they will get a better service.

Progress on the 'Celebrate' event was discussed. Already they have 23 organisations with places reserved of the 25 places available. The writer and public speaker, Lembit Opik, will be making the keynote speech at the event. Uckfield FM will be 'live' from the Weald Hall. A full communications programme of press and social media is nearly complete to start promotion of the event in mid-August.

Future projects on a range of issues are under review. The office space is in need of upgrading but funds are not currently available. The Centre has always been cold so new convector heaters have been purchased and await wall mounting. The front doors are also to be replaced with new draught-proof ones before the Winter, to improve the office environment for helpers and visitors.

The Centre will be having a stand at the Festival 'Big Day' to promote its services and opportunities to the public.

Councillor Paul Meakin

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