



Pontypool Community Council
Cyngor Cymuned **Pont-Y-Pŵl**

31 August/Awst 2023

Dear Sir/Madam,

You are summoned to attend a Multi-Location meeting of the **FINANCE, GOVERNANCE & POLICY COMMITTEE** at **6.30 PM** on **WEDNESDAY 6th SEPTEMBER 2023**.

The meeting will be held remotely, using Microsoft Teams and physically for those who wish to attend the Council Chamber. Councillors have been provided with a link to attend the meeting. If any member of the public wishes to attend the meeting remotely, please contact the Clerk of the Council (by e-mail or telephone) at least 24 hours before the meeting.

Members of the public have the right to ask questions at Council meetings and to speak in Welsh or English, provided that at least 3 working days' notice in writing of the question has been provided to the Clerk.

The agenda for the meeting is set out below and relevant papers are attached.

Gofynnir drwy hyn i chi fynychu **PWYLLGOR POLISI, LLYWODRAETHU A CHYLLID** yn **Rhith Gyfarfod** am **6:30 yf, DYDD MERCHER 6 MEDI 2023**

Cynhelir y cyfarfod o bell ar Microsoft Teams. Mae cynghorwyr wedi derbyn dolen i fynychu'r cyfarfod. Os yw unrhyw aelod o'r cyhoedd yn dymuno mynychu'r cyfarfod o bell, cysylltwch â Chlerc y Cyngor (trwy e-bost neu dros y ffôn) o leiaf 24 awr cyn y cyfarfod.

Mae gan aelodau o'r cyhoedd yr hawl i ofyn cwestiynau yng nghyfarfodydd y Cyngor, mae gan aelodau o'r cyhoedd hefyd yr hawl i siarad yn y Gymraeg neu'r Saesneg, cyn belled ag y rhoddir tri diwrnod o rybudd ysgrifenedig o'r cwestiwn i'r Clerc.

Mae agenda'r cyfarfod wedi'i nodi isod ac mae papurau perthnasol ynghlwm.

Yours faithfully/ Yr eiddoch yn gywir

Lisa McMail

CLERK TO THE COUNCIL/ CLERC I'R CYNGOR

AGENDA

FINANCE

1. **Apologies for absence**
To receive apologies for absence.
2. **Declarations of Interest**
Members to declare any interests in any items on Agenda.
3. **Schedule of Receipts and Payments**
To approve schedule of receipts and payments for June and July 2023
(attached: page(s) 1 – 7)
4. **Use of Credit Card**
To approve the credit card payments covering:
 - (i) 15th May – 7 June 2023 (attached: page(s) 8 – 9)
 - (ii) 12 June - 9 July 2023 (attached: page(s) 10)
5. **Financial Budget Comparison with Earmarked Reserves breakdown**
 - (i) To receive and consider the financial monitoring report for July 2023
(attached: page(s) 11 – 14)
 - (ii) To receive a report of Earmarked Reserves (attached: page(s) 15)
6. **Youth Project Petty Cash**
To approve the petty cash payments for Youth Project for:
5th April – 5th May 2023 (attached: page(s)16)
7. **CCLA Account**
 - (i) To receive a verbal update on the CCLA Account. Refer Clerk/Finance Manager.
 - (ii) To readopt the Investment Plan Sept 2023, see attached page(s)17 – 18)
8. **Local Voluntary Funding**
To approve the Local Voluntary Funding applications, table attached.
(attached: page(s) 19)
Copies of applications available on request.
9. **Council Vacancy – Cwmynyscoy**
To receive an update in relation to the above vacancy. Refer Clerk.
(If an election is called election costs would be approximately £5,000 due to increased inflation costs. This would include the £1200 – £1500 for polling cards – need a minute to this effect). This would be funded from earmarked reserves.
10. **To consider a funding request for Hanging Baskets**
To consider a financial request for Hanging Basket from TCBC – refer to Finance Manager.

11. **Grounds Maintenance Grants**

To consider applications for annual funding from the following organisations:

- (i) Cwmffrwdroer Sports Club
- (ii) New Inn AFC Junior & Youth
- (iii) West Mon RFC
- (iv) Pontypool Town AFC
- (v) Panteg Cricket Club
- (vi) Talywain RFC
- (vii) Fairfield United AFC
- (viii) Penygarn and Trevethin Junior AFC
- (ix) Griffithstown Junior AFC
- (x) Pontnewynydd Cricket Club
- (xi) Sebastopol JAFC
- (xii) Race AFC
- (xiii) Pontnewynydd AFC

[To date no responses have been received from Garndiffaith RFC, Pontypool Park Bowls or Torfaen Tigers RL. In relation to Garndiffaith Bowls awaiting information].

[Note: there is £10,000 in the budget for 2023/2024]. Applications available on request, with exception of Chair and Vice-Chair of F, G & P]

12. **Junior Sponsorship**

To consider applications for annual funding from the following organisations:

- (i) Griffithstown Junior Football Club
- (ii) New Inn Juniors and Youth AFC
- (iii) Garndiffaith Bowls Club
- (iv) Race Association Football Club
- (v) Sebastopol Juniors AFC
- (vi) PIL Cs FC
- (vii) Panteg Cricket Club
- (viii) Talywain RFC Mini and Juniors

To date information is awaited from the following organisations:

- (i) Cwmffrwdroer Sports Club
- (ii) Pontnewynydd AFC
- (iii) Panteg AFC
- (iv) Panteg Park Bowls Club – No youth team this year
- (v) New Panteg RFC
- (vi) Pontypool Park Bowls Club
- (vii) Garndiffaith RFC

- (viii) Fairfield United
- (ix) Penygarn and Trevethin FC
- (x) Pontypool Town AFC

[Note: there is £11,000 in the budget for 2023/2024. £5,000 budgeted and £6,000 in earmarked reserves as agreed at the P & F meeting in February 2023 (minute 380)]

13. **Financial Requests:**

To receive financial requests from the following organisations:

- (i) Menter Iaith, Blaenau Gwent, Torfaen a Mynwy (attached: page(s) 20 – 21)
- (ii) Mic Morris 2024 Sponsorship 2024/25(attached: page(s) 22 – 24)
- (iii) Royal Ordnance Fellowship Retiree(s) Glascoed (attached: page(s) 25)
- (iv) Severn Area Rescue Association (Sara) (attached: page(s) 26) – 27)
- (v) Cerebral Palsy (attached: page(s) 28)

14. **Thank you letter(s)**

To receive a thank you letter from TCBC Social Care and Housing in relation to grant funding to TCBC for uniforms and stationery (attached: page(s) 29)

15. **Community Development Officer - Report on progress**

To receive a summary from Ms CJ, the Community Development Officer on the role and progress made to date. (attached: page(s) 30 – 31)

GOVERNANCE

16. **Finance and Governance toolkit.**

To review Theme C, Community Engagement & Partnership - attached page: (s) 32 – 37)

17. **Member Training**

- (i) To receive a schedule of member training completed to date.
- (ii) Members to advise the Clerk if any additional training has been attended (attached: page(s) 38)

POLICY

18. **Policies**

To approve/review the following:

- (i) Code of Conduct (attached: page(s) 39 – 59)
- (ii) Concerns & Complaints Policy (attached: page(s) 60 – 81)

19. **EXCLUSION OF PRESS AND PUBLIC**

By virtue of The Public Bodies (Admission to Meetings) Act 1960, the press and public are excluded from discussions on the following items on the basis that disclosure thereof would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted.

20. **To consider timeframe and application(s) for an Internal Auditor**

- (i) To consider the timeframe to offer the appointment for, see advert attached page(s) 82)
- (ii) To consider the following Internal Auditor application(s) from:
 - a. Mr Hugh O Sullivan (attached: page(s) 83)
 - b. JDH Business Services Ltd 9 (attached: page(s) 84 – 86)

Councillors: Lizzie Hunt (Chair) Nick Byrne (Vice-Chair), Jon Horlor, Jon James, Nick Jones, Jonathon Martin, Allan Peploe, Caroline Price, Bob Rogers, Jools Rogers, Chairman (Councillor Matt Ford) and Leader (Councillor Gaynor James) Ex-officio.

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AGENDA ITEM 3

**FINANCE, GOVERNANCE & POLICY COMMITTEE - 6 SEPTEMBER 2023
SCHEDULE OF RECEIPTS & PAYMENTS - JUNE**

Income - June 2023

05/06/2023	9	Barclaycard	Creditcard Rebate	125.19
01/06/2023	10	CCLA	Dividend Reinvested - June	3,283.86
06/06/2023	11	Police & Crime Commissioner	Funding - Youth Project	500.00
				<u>3,909.05</u>

Expenditure - June 2023

04/06/2023	90	DD	Cathedral Leasing	Hygiene Disposal Bins	41.59
08/10/2023	91	DD	British Gas	Gas Charges - Office	107.77
19/05/2023	92	DD	Barclaycard	Credit Card - Various	1,456.20
28/06/2023	93	DD	BT Payment Services	Mobile Phone	22.79
21/06/2023	94	DD	123 Telecom	Broadband/Telephone Charges	202.75
15/06/2023	95	SO	Torfaen County Borough Council	Salaries	14,000.00
04/06/2023	96	DD	Peninsula Business	Personnel Services	184.18
27/06/2023	97	DD	Torfaen County Borough Council	Rates - April - Office	803.00
27/06/2023	98	DD	Torfaen County Borough Council	Rates - April - Unit 8	192.00
12/06/2023	99	DD	British Gas	Gas Charges - Unit 8	24.49
16/06/2023	100	DD	Twenty Four	Maint Smart Plan - Fire Alarm	74.10
04/06/2023	101	DD	Peninsula Business	H & S Services	199.43
13/06/2023	102	BP	Go Local	1 Pop Up Banner - Poetry Trail	82.80
13/06/2023	103	BP	Restore Datashred	Disposal of Confidential Papers	155.95
13/06/2023	104	BP	Torfaen County Borough Council	Building Cleaning - June	655.67
13/06/2023	105	BP	Torfaen County Borough Council	Welsh Translation	22.93
13/06/2023	106	BP	Chloe Goddard	Expenses - YP	98.00
13/06/2023	107	BP	Dean Groves	Maintenance - Noticeboards	1,200.00
13/06/2023	108	BP	West Monmouth School	Environmental Grant	1,160.00
					<u>20,683.65</u>

FINANCE, GOVERNANCE & POLICY COMMITTEE - 6 SEPTEMBER 2023
SCHEDULE OF RECEIPTS & PAYMENTS - JUNE

					Bal b/f
22/06/2023	BP	Amazon		Supplies - Yth Project	51,516.85
22/06/2023	BP	Blackwood Fire Ltd		Fire Extinguisher Training	48.17
22/06/2023	BP	Primary Times		Advertising - MHPT	384.00
22/06/2023	BP	New Inn Pensioners		LVF - RO	96.00
22/06/2023	BP	Co-operative Bank		Transfer Fee	500.00
15/06/2023	BP	Cwmffrdoer Primary School		Env Quiz - 1st Place	25.00
16/06/2023	BP	George Street Primary School		Env Quiz - 1st Place	100.00
16/06/2023	BP	Padre Pio RC School		Env Quiz - 1st Place	60.00
29/06/2023	BP	Event Prop Shop		Balance - Entertainment PIP	40.00
29/06/2023	BP	Mr H O'Sullivan		Internal Auditor	571.50
29/06/2023	BP	Eden Springs UK Ltd		Water Cooler	2698.00
29/06/2023	BP	Go Local		Leaflets / Banners - Poetry Trail	113.98
29/06/2023	BP	Go Local		Gazebo Banner - PIP	492.88
29/06/2023	BP	J S Cleaning Services		Window Cleaner	136.80
29/06/2023	BP	Paul's Pianos		Hire of Piano - Eisteddfod	108.00
29/06/2023	BP	VOID			440.00
29/06/2023	BP	Initial Washroom Hygiene		Mat Services	23.50
29/06/2023	BP	Orbits IT		Replacement Laptop CC	757.20
29/06/2023	BP	Joogleberry		Balance - Human FB PIP	900.00
29/06/2023	BP	Joogleberry		Balance - Simulator PIP	3240.00
29/06/2023	BP	Joogleberry		Balance - BiPlane PIP	390.00
29/06/2023	BP	Joogleberry		Balance - Bubbleologist PIP	282.00
29/06/2023	BP	Comet Security		Supervisor Steward - PIP	240.00
30/06/2023	BP	SHP Ltd		H & S Provision - PIP	250.00
13/06/2023	BP	Percussion Play Ltd		Play Equipment - Pontypool Park	
13/06/2023	BP	Percussion Play Ltd		Play Equipment - Pontypool Park	5,395.20
05/06/2023	BP	Torfaen County Borough Council		CCTV Payment	-
05/06/2023	BP	Torfaen County Borough Council		CCTV Refund	2,448.00
					<hr/>
					55,570.68

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FINANCE, GOVERNANCE & POLICY COMMITTEE - 6 SEPTEMBER 2023
SCHEDULE OF RECEIPTS & PAYMENTS - JUNE

30/06/2023	164	DD	Orbits IT	Bal b/f	55,570.68
30/06/2023	165	BP	Torfaen County Borough Council		
			Additional IT Work		24.00
			Welsh Translation		22.93
					<u>55,617.61</u>

FINANCE, GOVERNANCE & POLICY COMMITTEE - 6 SEPTEMBER 2023
SCHEDULE OF RECEIPTS & PAYMENTS - JULY

Income - July 2023

04/07/2023	12	Penrhiwgyngi Farm Bakery	Stall / Generator - Party in the Park	317.15
14/07/2023	13	Torfaen & Gwent Small Bus	Contribution for Stall - Party in the Park	1,000.00
17/07/2023	14	Torfaen & Gwent Small Bus	Contribution for Stall - Party in the Park	342.50
24/07/2023	15	Torfaen County Borough Council	Funding - Summer Activities Yth Project	800.00
01/07/2023	16	CCLA	Dividend Reinvested - July	3,425.99
				5,885.64

Expenditure - July 2023

04/07/2023	164	DD	Cathedral Leasing	Hygiene Disposal Bins	41.59
08/07/2023	165	DD	British Gas	Gas Charges - Office	390.93
19/07/2023	166	DD	Barlaycard	Credit Card - Various	446.59
28/07/2023	167	DD	BT Payment Services	Mobile Phone	22.79
21/07/2023	168	DD	123 Telecom	Broadband/Telephone Charges	203.41
15/07/2023	169	SO	Torfaen County Borough Council	Salaries	14,000.00
04/07/2023	170	DD	Peninsula Business	Personnel Services	184.18
27/07/2023	171	DD	Torfaen County Borough Council	Rates - April - Office	803.00
27/07/2023	172	DD	Torfaen County Borough Council	Rates - April - Unit 8	192.00
12/07/2023	173	DD	British Gas	Gas Charges - Unit 8	24.79
16/07/2023	174	DD	Twenty Four	Maint Smart Plan - Fire Alarm	74.10
04/07/2023	175	DD	Peninsula Business	H & S Services	199.43
04/07/2023	176	DD	Powys County Council	DBS Checks - Staff AA RC MW	132.00
05/07/2023	177	BP	Wood Art Works	Sculpture - MHPT - 1st Payment	2,000.00
05/07/2023	178	BP	Webjects	Website Design	4,301.28
05/07/2023	179	BP	SLCC	Safeguarding Course - LM	36.00
					23,052.09

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**FINANCE, GOVERNANCE & POLICY COMMITTEE - 6 SEPTEMBER 2023
SCHEDULE OF RECEIPTS & PAYMENTS - JULY**

				Bal b/f	
05/07/2023	180	BP	Torfaen County Borough Council		23,052.09
18/07/2023	181	BP	Comet Security	Building Cleaning - July	655.67
18/07/2023	182	BP	Sarah Campbell-Horner	Stewards / SIA - PIP	2,233.44
18/07/2023	183	BP	Contact Radios	Stage Management - PIP	750.00
18/07/2023	184	BP	Peter Johnson Entertainment	Hire of Radios - PIP	468.00
18/07/2023	185	BP	Torfaen County Borough Council	Entertainers - PIP	1,470.00
18/07/2023	186	BP	SHP Ltd	Hire of Pontypool Park - PIP	1,242.00
18/07/2023	187	BP	Top Table Catering	H & S Services - PIP (Balance)	625.00
18/07/2023	188	BP	Gallagher Insurance	Hire of Marquees/Tables/Chairs - PIP	1,979.10
18/07/2023	189	BP	Torfaen County Borough Council	Cyber Insurance Renewal	417.36
18/07/2023	190	BP	Torfaen County Borough Council	Salary Adjustment - May	8,512.47
19/07/2023	191	BP	DJ Slider - Simon Rue	Provision of Disposal of Waste - PIP	350.00
19/07/2023	192	BP	Jane Williams	Stage Entertainment - PIP	200.00
19/07/2023	193	BP	Maddie & The Pandas	Stage Duo - PIP	200.00
19/07/2023	194	BP	Torfaen Play Lending Library	Headliner - PIP	700.00
19/07/2023	195	BP	H C Challenger	Play Provision - PIP	2,400.00
19/07/2023	196	BP	Cold Barn Farm	Reimbursement - Wifi Charges CP 5mth	151.09
19/07/2023	197	BP	1st Griffithstown Guides	LVF - JHorlor	500.00
19/07/2023	198	BP	St Alban's School	LVF - AG/LH/NW	399.99
28/07/2023	199	BP	Pleasant Court Senior Citizen's Assoc	LVF - Mford	500.00
28/07/2023	200	BP	DYT Dance	LVF - JHorlor	500.00
28/07/2023	201	BP	Paterson	LVF - JHorlor	500.00
28/07/2023	202	BP	Mini Mayhem	Entertainment - PIP	100.00
28/07/2023	203	BP	Speedy Asset Service	Inflatables - PIP	495.00
28/07/2023	204	BP	Pontypool Waste Disposal	Hire of Barriers - PIP	402.00
28/07/2023	205	BP	Chris Langford	Waste Disposal - PIP	156.00
28/07/2023	206	BP	Initial Washroom Hygiene	Provision of Services - PIP	78.00
28/07/2023	207	BP	Comet Security	Mat Service	23.50
				Stewards - MHPT	232.32

49,293.03

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FINANCE, GOVERNANCE & POLICY COMMITTEE - 6 SEPTEMBER 2023
SCHEDULE OF RECEIPTS & PAYMENTS - JULY

28/07/2023	208	BP	Mrs L McMail									49,293.03
28/07/2023	209	BP	Wood Art Works						Reimbursement - Refs MHPT			19.75
28/07/2023	210	BP	Torfaen County Borough Council						Sculpture - MHPT - Final Payment			3,000.00
28/07/2023	211	BP	SLCC						Salary Adjustment - June			14,182.41
28/07/2023	212	BP	One Voice Wales						Safeguarding Course - RC			36.00
28/07/2023	213	BP	Consortium						Module Training - Staff / Members			152.00
28/07/2023	214	BP	Torfaen County Borough Council						Stationery			24.02
28/07/2023	215	BP	Go Local						Trade Refuse Sacks			624.00
28/07/2023	216	BP	Consortium						Logo Stickers - PIP			60.00
28/07/2023	217	BP	Varteg Community Association						Stationery / Cleaning Supplies			342.40
28/07/2023	218	BP	SLCC						Grant Aid - 2022/23			500.00
31/07/2023	219	BP	New Inn Neighbourhood Watch						Finance Summit - LM			72.00
19/07/2023	220	BP	Torfaen County Borough Council						Refund - LVF RO			500.00
28/07/2023	221	DD	Orbits IT						Provision of Play Service - Part Paymt			15,000.00
									Additional IT Services			24.00
												<u>82,829.61</u>

FINANCE, GOVERNANCE & POLICY COMMITTEE - 5 JULY 2023
 BREAKDOWN - CREDITCARD PURCHASES (15 May - 7 June 2023)

DATE	PAYEE	DETAILS	DEPARTMENT	SubTtl	Total	VAT
Credit Card - Finance Manager						
15/05/2023	Amazon	Photo Frames	Office Equipment		14.99	2.50
16/05/2023	Amazon	Stationery	Stationery		47.50	7.90
17/05/2023	Amazon	Photo Frames	Office Equipment		14.99	2.50
18/05/2023	Amazon	Certificate Paper	Env Quiz		11.19	1.87
23/05/2023	Amazon	Badge Maker	Youth Project	69.99		
		Sticker Paper		6.99		
		Badge Pins		13.99	95.96	15.99
27/05/2023	Amazon	Measure Steel Tape	Party in the Park	15.68		
		Cable Ties	Party in the Park	11.89		
		Laptop Stand	Office Equipment	28.99		
		Headset, Headphones	Office Equipment	24.97	81.53	13.58
29/05/2023	Amazon	Stationery	Stationery		31.80	6.05
30/05/2023	Protect the Planet	Notebooks	Env Quiz		117.83	18.64
31/05/2023	Protect the Planet	Pencils	Env Quiz		43.41	6.32
02/06/2023	Amazon	Grey Felt Board	Office Equipment		24.00	4.00
05/06/2023	Amazon	Musical Items	Party in the Park		50.58	8.43
05/06/2023	Amazon	Musical Items	Party in the Park		39.56	7.11
07/06/2023	Contrado	Printed Ribbon	Office Equipment		29.18	4.86
07/06/2023	Mrs Bouquets	Massed Wreath	Advertising		100.00	

Credit Card - Clerk

17/05/2023	Amazon	Recycled Paper	Youth Project	35.86	5.15
24/05/2023	Amazon	Parish Cllrs Guide	Stationery	31.00	
31/05/2023	Wildflower Nursery	Seeds	Bio Diversity	499.50	83.25
02/06/2023	Amazon	Biscuits	Refreshments	18.40	3.07
02/06/2023	Amazon	Biscuits	Refreshments	15.48	2.58
04/06/2023	Amazon	Biscuits	Refreshments	7.49	
05/06/2023	Amazon	Torch	Office Equipments	28.99	4.83
		Biscuits	Refreshments	15.50	
		Oat Sticks	Refreshments	50.95	
		Training - CJ	Training	95.00	
06/06/2023	EB Bid Writing				

TOTAL

1,456.20 **198.63**

**FINANCE, GOVERNANCE & POLICY COMMITTEE - 6 SEPTEMBER 2023
BREAKDOWN - CREDITCARD PURCHASES (12 June - 9 July 2023)**

DATE	PAYEE	DETAILS	DEPARTMENT	SubTtl	Total	VAT
Credit Card - Finance Manager						
29/06/2023	Amazon	Drinks - Spring Water	Party in the Park		19.77	3.30
30/06/2023	Facebook	Advertising	Party in the Park		26.03	
03/07/2023	Amazon	Craft Supplies	Youth Project		101.56	13.92
03/07/2023	Amazon	Cable Ties	Party in the Park		9.99	1.67
04/07/2023	Amazon	Ponchos	Party in the Park		14.95	2.49
06/07/2023	Canva	Yearly Subscription	Subscriptions		99.99	
					<u>272.29</u>	
Credit Card - Clerk						
12/06/2023	Mrs Bouquets	Wreath (To be reimbursed - Bretten)	Twinning		85.00	
14/06/2023	Lebara	Mobile Phone LM	Telephone/Internet		0.49	
09/07/2023	Bookers	Drinks / Crisps	Twinning		88.81	14.80
					<u>174.30</u>	
					<u>446.59</u>	<u>36.18</u>
			TOTAL			

**FINANCE, GOVERNANCE & POLICY MEETING
WEDNESDAY 6 SEPTEMBER 2023**

Financial Budget Comparison

Comparison between 01/04/23 and 31/07/23 inclusive. Includes due and unpaid transactions.
Excludes transactions with an invoice date prior to 01/04/23

	2023/2024	Reserve Movements	Actual Net	Balance
INCOME				
Council				
101 Precept	£715,824.00	£0.00	£238,608.00	£-477,216.00
Total Council	£715,824.00	£0.00	£238,608.00	£-477,216.00
Policy & Finance Committee				
301 Bank Interest (CCLA)	£12,000.00	£0.00	£12,167.79	£167.79
310 Barclaycard Rebate	£100.00	£0.00	£125.19	£25.19
Total Policy & Finance Committee	£12,100.00	£0.00	£12,292.98	£192.98
Events Committee				
501 Party in the Park	£0.00	£0.00	£1,606.79	£1,606.79
Total Events Committee	£0.00	£0.00	£1,606.79	£1,606.79
Youth Work Project				
701 Youth Project Misc Income	£0.00	£0.00	£1,550.00	£1,550.00
Total Youth Work Project	£0.00	£0.00	£1,550.00	£1,550.00
Total Income	£727,924.00	£0.00	£254,057.77	£-473,866.23

Financial Budget Comparison

Comparison between 01/04/23 and 31/07/23 inclusive. Includes due and unpaid transactions.
Excludes transactions with an invoice date prior to 01/04/23

	2023/2024	Reserve Movements	Actual Net	Balance	
EXPENDITURE					
Establishment Committee					
2001	Salaries	£245,904.00	£0.00	£78,694.88	£167,209.12
2005	Professional Membership	£320.00	£0.00	£0.00	£320.00
2008	HR Support Costs (Peninsular)	£1,848.00	£0.00	£834.63	£1,013.37
2010	Conferences/Training	£5,000.00	£0.00	£1,087.00	£3,913.00
2015	Health and Safety & PPE	£1,500.00	£0.00	£815.76	£684.24
2020	Payroll Charges	£700.00	£0.00	£0.00	£700.00
Total Establishment Committee		£255,272.00	£0.00	£81,432.27	£173,839.73
Policy & Finance Committee					
3001	Rent, Rates & Water	£29,200.00	£0.00	£22,707.00	£6,493.00
3010	Fuel Charges	£7,500.00	£0.00	£1,370.96	£6,129.04
3015	Office Equipment & Consumables	£9,000.00	£0.00	£1,487.68	£7,512.32
3025	Cleaning	£9,100.00	£0.00	£2,807.96	£6,292.04
3030	Refuse/Disposal of waste	£500.00	£0.00	£159.96	£340.04
3035	Office Contracts	£11,470.00	£0.00	£4,898.49	£6,571.51
3040	Maintenance Costs	£3,000.00	£0.00	£0.00	£3,000.00
3110	Insurance	£5,800.00	£0.00	£417.36	£5,382.64
3120	Association Subscriptions	£6,500.00	£0.00	£0.00	£6,500.00
3122	Stationery	£1,500.00	£0.00	£511.39	£988.61
3125	Audit Fee	£4,200.00	£0.00	£2,698.00	£1,502.00
3130	Postages	£2,000.00	£0.00	£0.00	£2,000.00
3160	Photocopying Costs	£1,500.00	£0.00	£417.82	£1,082.18
3165	Advertising	£1,000.00	£0.00	£650.00	£350.00
3170	Publications & Licences	£750.00	£0.00	£280.99	£469.01
3175	Website Design	£4,500.00	£0.00	£3,584.40	£915.60
3180	Welsh Language Translation	£500.00	£0.00	£38.22	£461.78
3185	Bank Charges	£100.00	£0.00	£25.00	£75.00
3190	Mobile Telephone	£0.00	£0.00	£19.48	-£19.48
3200	Local Voluntary Funding	£55,000.00	£0.00	£8,739.99	£46,260.01
3600	Election Expenses	£5,000.00	£0.00	£0.00	£5,000.00
3605	Chairman's Allowance	£1,500.00	£0.00	£0.00	£1,500.00
3610	Members Remuneration IRPW	£6,000.00	£0.00	£0.00	£6,000.00
3615	Repairs, Chain of Office	£500.00	£0.00	£0.00	£500.00
3620	Vice-Chairman's Allowance	£500.00	£0.00	£0.00	£500.00

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Financial Budget Comparison

Comparison between 01/04/23 and 31/07/23 inclusive. Includes due and unpaid transactions.
Excludes transactions with an invoice date prior to 01/04/23

		2023/2024	Reserve Movements	Actual Net	Balance
3625	Conference Fees & Expenses	£500.00	£0.00	£0.00	£500.00
3630	Attendance Allowance	£500.00	£0.00	£0.00	£500.00
3635	Members Training	£2,000.00	£0.00	£38.00	£1,962.00
3640	Publicity Items	£1,000.00	£0.00	£184.40	£815.60
3645	Photographs	£150.00	£0.00	£0.00	£150.00
3650	Refreshments	£500.00	£0.00	£281.19	£218.81
4105	Playschemes/FoodisFun	£35,000.00	£0.00	£15,000.00	£20,000.00
6001	Running Costs Grants	£25,000.00	£1,500.00	£1,500.00	£25,000.00
6005	Grounds Maintenance	£10,000.00	£0.00	£0.00	£10,000.00
6010	Junior Sponsorship Grant (Section 19)	£5,000.00	£0.00	£1,000.00	£4,000.00
6015	Grant Aid for Community Halls/Facilities	£10,000.00	£0.00	£500.00	£9,500.00
6020	Grants- Misc	£5,000.00	£0.00	£85.00	£4,915.00
6035	Community Hardship Fund	£5,000.00	£0.00	£0.00	£5,000.00
Total Policy & Finance Committee		£266,270.00	£1,500.00	£69,403.29	£198,366.71
Planning & Environment Committee					
4001	Environmental Awards/Projects	£4,000.00	£0.00	£0.00	£4,000.00
4005	Litter Bins / Doggy Bins	£4,000.00	£0.00	£0.00	£4,000.00
4006	Community Notice Boards	£9,000.00	£0.00	£100.00	£8,900.00
4015	Forest School	£3,300.00	£0.00	£0.00	£3,300.00
4025	Biodiversity Projects	£5,000.00	£0.00	£1,616.25	£3,383.75
4030	Poetry Trail	£0.00	£13,837.29	£13,913.99	£-76.70
4035	Environmental Quiz	£800.00	£0.00	£403.52	£396.48
4055	Woodland Rent & Amazing Tree	£150.00	£0.00	£67.50	£82.50
4090	Playground Equipment	£0.00	£4,496.00	£4,496.00	£0.00
Total Planning & Environment Committee		£26,250.00	£18,333.29	£20,597.26	£23,986.03
Events Committee					
3655	Annual Dinner	£2,500.00	£0.00	£0.00	£2,500.00
5001	Party in the Park	£30,000.00	£0.00	£23,556.46	£6,443.54
5020	Christmas Lights	£50,000.00	£0.00	£20,518.94	£29,481.06
5025	Christmas Trees	£2,500.00	£0.00	£0.00	£2,500.00

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Financial Budget Comparison

Comparison between 01/04/23 and 31/07/23 inclusive. Includes due and unpaid transactions.

Excludes transactions with an invoice date prior to 01/04/23

		2023/2024	Reserve Movements	Actual Net	Balance
5030	Christmas Cavalcade	£15,000.00	£0.00	£157.71	£14,842.29
5050	Eisteddfod	£9,000.00	£0.00	£9.33	£8,990.67
5065	Additional Events	£12,500.00	£0.00	£3,475.96	£9,024.04
5085	Testimonials	£500.00	£0.00	£0.00	£500.00
5090	Chairman's Concert	£500.00	£0.00	£0.00	£500.00
5100	Youth Festival - Pontypool Festival	£2,000.00	£0.00	£0.00	£2,000.00
5105	Youth Festival - incl Overseas Airfares	£4,000.00	£0.00	£0.00	£4,000.00
5205	Twinning - Council's Visits	£1,000.00	£0.00	£74.01	£925.99
Total Events Committee		£129,500.00	£0.00	£47,792.41	£81,707.59
Youth Work Project					
7001	Youth Project	£65,000.00	£0.00	£1,079.42	£63,920.58
Total Youth Work Project		£65,000.00	£0.00	£1,079.42	£63,920.58
Total Expenditure		£742,292.00	£19,833.29	£220,304.65	£541,820.64
Total Income		£727,924.00	£0.00	£254,057.77	-£473,866.23
Total Expenditure		£742,292.00	£19,833.29	£220,304.65	£541,820.64
Total Net Balance		-£14,368.00		£33,753.12	

AGENDA ITEM 5 (ii)

Earmarked/Restricted Reserves - July 2023

Heading	Committee Responsible	31.03.2023	2023/24		Balance
		Balance b/f	In	Out	
Party In the Park 2022	Events	-			1,237.46
Events		1,237.46			1,237.46
Election Expenses	F, G & P	26,803.36			26,803.36
Repairs		5,000.00			5,000.00
Mic Moris April 23 £1500		1,500.00		1,500.00	-
Office Equipment		4,944.58			4,944.58
Twinning Youth Festival		21,305.57			21,305.57
Sponsorship Grants c/f from 31.03.22 Min No 400		6,000.00			6,000.00
Grant Aid - Halls Min No 247		-			-
Play Equipment	P & E	54,164.00		4,496.00	49,668.00
Notice Boards (purchase and installation)		4,000.00			4,000.00
Litter/Doggy Bins replacment programme		-			-
Environmental Awards/Projects 2022		-			-
Play Equipment - Maintenance 2022 -2027		5,000.00			5,000.00
Youth Project	Youth	3,429.00			3,429.00
Youth Project Reserve		17,900.00			17,900.00
Youth Council - Bank account closure		4,390.40			4,390.40
MH Poetry Trail		12,000.00	8,000.00	13,837.29	6,162.71
Earmarked Reserves Sub Total		167,674.37			
Pontypool Regeneration	F, G & P	200,000.00			200,000.00
Total Earmarked Reserves		367,674.37			355,841.08

YOUTH PROJECT - PETTY CASH
April - May 2023

AGENDA

ITEM 6

Date	Details	Rec No	£ Paid In	£ Paid Out	£ Balance	£ VAT
				Bal b/f	7.78	
	Cash		192.22		200.00	
05-Apr-23	Craft Cabin-Crafts	32		35.17	164.83	5.86
05-Apr-23	Aldi- Food Supplies	33		10.00	154.83	
06-Apr-23	Aldi- Food Supplies	34		17.45	137.38	
19-Apr-23	Iceland-Food	35		15.64	121.74	
13-Apr-23	Aldi- Food Supplies	36		8.74	113.00	
28-Apr-23	B&M Bargains- Storage	37		15.00	98.00	2.50
03-May-23	Aldi- Food Supplies	38		12.35	85.65	
13-Apr-23	Morrisons- Food supplies	39		4.58	81.07	
10-May-23	Iceland- Food Supplies	40		22.18	58.89	
27-Apr-23	Iceland-Food Supplies	41		22.54	36.35	
05-May-23	what- Craft supplies	42		29.61	6.74	4.94
						13.30
				193.26	6.74	
	IMPREST				200.00	
16-Jun-23	Reimbursement Due				193.26	

PONTYPOOL COMMUNITY COUNCIL
INVESTMENT POLICY 2023 (3 YEAR PLAN)
Reviewed March 2023- readopted September 2023

INTRODUCTION

Pontypool Community Council acknowledges the importance of prudently investing all funds held on behalf of the community by the Council.

This strategy complies (as appropriate) with the revised requirements set out in Guidance on Local Government Investments issued by the Department of Communities and Local Government in April 2019.

This strategy should be read in conjunction with the Council's Financial Regulations.

INVESTMENT OBJECTIVES

In accordance with Section 15(1) of the 2003 Act, the Council will have regard (a) to such guidance as the Secretary of State may issue, and (b) to such other guidance as the Secretary of State may by regulations specify.

The Council's investment priorities are as follows in order of priority:

1. Security of Capital
2. Liquidity
3. Yield (The effect of any charges should be taken into account when considering investments)
4. Ethical

The Council will aim to achieve the optimum return on its investments commensurate with proper levels of security and liquidity.

The Department for Communities and Local Government maintains that borrowing of monies purely to invest or to lend and make a return, is unlawful and this Council will not engage in such activity.

The Council's Finance Committee will monitor the risk of loss on investments and only recommend investing in institutions of high credit rating. Investments will be spread over different providers where appropriate to minimise risk.

- The Council holds its general funds in a current account with the Cooperative Bank and 2 investment accounts with:
 1. Public Sector Deposit Account - CCLA
 2. Gateway Credit Union, Pontypool
- In order to spread the risk of investment the Council invests the majority of it reserves with Public Sector Deposit Fund.- CCLA Investment Management Limited (AAA Rated Deposit Fund) – unspecified term withdrawal within 1 day. CCLA is one of the UK's largest charity fund managers according to the latest Charity Finance Survey, managing investments for charities,

religious organisations and the public sector. The balance must be continually reviewed by Responsible Finance Officer.

This Annual Investment Strategy is prepared in accordance with the statutory guidance on Local Government Investments issued by the National Assembly for Wales.

All cash, bank balances, financial assets, borrowings and credit arrangements are defined as a part of the Council's treasury management activities. This Investment Plan will concentrate on the Council's surplus resources (or other financial assets it holds) and the investments it undertakes of these resources.

The Council undertakes to ensure that for all its investments, priority will be given to security and liquidity rather than to yield. In drafting this Annual Investment Strategy the Council has made appropriate arrangements for:

- identification, management and control of risks in the investment/treasury management activities it undertakes,
- budgeting, accounting and audit arrangements,
- its cash and cash flow management requirements,
- segregation of responsibilities, organisational arrangements, adequate documentation and the identification of a responsible officer for investment/treasury management activities,
- corporate governance,
- procedures to ensure it is alert to the possibility it may become subject to an attempt to involve it in a transaction involving the laundering of money.

All investments undertaken by this Council will be made and repaid in Sterling.

L McMail
Clerk

Implemented June 2020
Review due June 2023
Reviewed September 2023

FINANCE, GOVERNANCE & POLICY

6TH SEPTEMBER 2023

LOCAL VOLUNTARY FUNDING

<u>Councillor</u>	<u>Requested Amount</u>	<u>Organisation</u>	<u>Reason</u>	<u>Power/Act to Ward Grant</u>
Councillor J. James	£200	Pontypool Retired Men's Bowls Club	We are looking to replace our second bowls mat 15m Long x 2m wide. We replaced the other mat in 2017 at a cost of £840	Local Government (Miscellaneous Provisions) Act 1976, s.19
Councillor C. Price	£300	Abersychan Alexander's R.F.C.	It will be used to maintain and preserve existing facilities and to invest in improving our pitch and fence surroundings and our changing rooms	Local Government (Miscellaneous Provisions) Act 1976, s.19

Jane Wright

AGENDA ITEM 13 (i)

From: Lewis Barber <lewis@menterbgtm.cymru>
Sent: 22 August 2023 15:39
Subject: Grants I Can Apply For/Grant Gallai Ceisio Am

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Shwmae,

Yr wyf yn ysgrifennu atoch i ofyn am nawdd ariannol i gynnal sesiynnau gemau cyson yn y Gymraeg. Mae hyn yn rhan o'n ymgyrch i hybu'r defnydd a phrofiad o'r iaith Gymraeg drwy'r medium hynod o apelgar o gemau.

Bydd y nawdd hwn yn cael ei ddefnyddio i dalu am leoliadau, cyflog, offer, a'r adnoddau cysylltiedig i sicrhau bod y sesiynnau yn rhedeg yn llwyddiannus. Bydd hyn yn gyfle i blant ac oedolion ddysgu a chymdeithasu trwy chwarae gemau ac ar yr un pryd i ddysgu ac ymarfer yr iaith Gymraeg.

Pe baech yn fodlon ystyried cefnogi'r achos hwn, byddem yn ddiolchgar iawn. Byddai hyn yn cynnig cyfle i gefnogi ein cymuned leol ac i hyrwyddo defnydd yr iaith Gymraeg mewn modd llawn hwyl a diddordeb. Cynnalwyd sesiwn yn Duke's Gaming ym Mhont-y-pwl wythnos diwethaf ac roedd hi'n llwyddianus iawn, gyda 10 o blant a 6 oedolyn yn dod i chwarae gemau megis Pokemon, Dungeons and Dragons ayyb. Rwy'n chwilio am grant o tua £1000 ar gyfer 10 sesiwn am 10 o bobl. Os gallech chi helpu fydd hynny'n wych!

Hi there,

I'm writing to you to inquire about financial support for maintaining consistent gaming sessions in Welsh. This is part of our campaign to promote the use and experience of the Welsh language through the highly appealing medium of games.

This sponsorship will be used to cover venue costs, wages, equipment, and related resources to ensure the sessions run successfully. This presents an opportunity for both children and adults to learn, socialize, and play games, all while immersing themselves in the Welsh language.

If you would be willing to consider supporting this cause, we would be greatly appreciative. This endeavour would offer a chance to contribute to our local community and to promote the use of the Welsh language in a fun and engaging manner. Menter Iaith BGTM held a session at Duke's Gaming in Pontypool last week, which was highly successful, with 10 children and 6 adults attending to play games like Pokemon, Dungeons and Dragons, and more.

I'm searching for a grant of approximately £1000 for 10 sessions with around 10 participants each session. Your assistance would be truly wonderful!

Diolch yn fawr/Thank you very much

Lewis Barber

Swyddog Datblygu Cymunedol/Community Development Officer Menter Iaith Blaenau Gwent, Torfaen a Mynwy

Menter Iaith Blaenau Gwent, Torfaen a Mynwy
Ystafell/Room 4
Alder Suite
Tŷ Mamhilad House C
Llawr Cyntaf Gogledd/1st Floor North.
Ystad Mamhilad Park Estate
Pontypwl
NP4 0HZ

lewis@menterbgtm.cymru

Swyddfa- 01495 755861

RYDYM YN CROESAWU GOHEBIAETH YN GYMRAEG NEU'N SAESNEG
WE WELCOME CORRESPONDENCE IN WELSH OR IN ENGLISH

www.menterbgtm.org



MIC MORRIS MEMORIAL SPORTING TRUST
(Charity No: 519636)

The charity is named after a local policeman who was an excellent British athlete, but unfortunately died during a training run at the age of 24.

Torfaen Borough Council and Gwent Police established the charity in 1986 to help and encourage young people from age 11 - 21 years involved in a range of different sports that currently perform, train or compete at a national level and who reside in Torfaen.

All applications are considered at a meeting of the Trustees every three months. The following are the uses which a grant can be applied for:

- Travelling expenses
- Competition costs
- Accommodation
- Clothing
- Equipment

The Trust has helped on average 34 young people per year who have each received a grant to help with their expenses.

The Trust endeavours to encourage every young person to be physically active and those who apply and are successful in obtaining this grant, encourages them to carry on with their chosen sport.

Torfaen has an exceptional amount of sporting talent which is being harnessed by community clubs around the borough and this talent has led to individuals being chosen to represent Wales at the Commonwealth Games and the Paralympics.

Each application reflects the amount of funding the Trustees decide to give. According to ability/ranking/national governing body/elite level, the amount of funding can range from £150 to £3000. The structure of grant funding below is a guideline for what can be included in the decision-making process.

Description
Ranked within the top 5 for Welsh and/or top 10 for GB (age group performance level for their discipline)
Member of a national team or squad
Possible Olympic/Commonwealth Games participant within the year of that event
Elite level



MIC MORRIS MEMORIAL SPORTING TRUST
 (Charity No 519636)
SPONSORSHIP OPPORTUNITIES

MIC MORRIS TORFAEN 10K – 14 JULY 2024

SPONSORSHIP BENEFITS	Platinum £2,500	Gold £2,000	Silver £1,000	Bronze £500
FREE RACE ENTRIES	20	15	10	5
PRE-EVENT RECOGNITION				
Specific press release to announce title sponsorship and your support of the Mic Morris Memorial Sporting Trust (charity no 519636) In the build up to the race.	✓	✓	✓	✓
Sponsor name incorporated into the event logo to be used on all promotional material including signage, race banners, etc	✓	✓	✓	✓
Brand exposure to 1200 participants, plus spectators, media and social media both locally and nationally	✓	✓	✓	✓
Brand logo on regular updates	✓	✓	✓	✓
Brand profile and links to your website on the Mic Morris Torfaen 10k and relevant attached social media platforms.	✓	✓	✓	✓
ON SITE RECOGNITION				
Brand logo to be on promotional material at the start and end of the race	✓	✓	✓	✓
Opportunity for your representative to award prizes	✓	✓	✓	✓
Logo on finisher t-shirt	✓	✓	✓	x
POST-EVENT RECOGNITION				
Outgoing press release	✓	✓	✓	✓
Thank you email blast	✓	✓	✓	✓

MIC MORRIS TORFAEN 10K – 14 JULY 2024

SPONSORSHIP TABLE

Item	Sponsor	Cost (Est)	Contribution
T-shirts		£3,948.00	
Prizes		£511.80	
Medals (1,200)		£1,500.00	
Race Numbers/Chip Timing StuWeb		£2,828.40	
Entertainment (Daryll Barnby) Ceri Rees (Dixie Jazz Quartet)		£450.00	
Forrest Traffic		£4,212.00	
First Aid Cover St John Ambulance		£650.70	
Portaloos		£662.40	

----- Original Message -----

Subject: Grant application

From: Lynda Patchin

To: clerk@pontypoolcc.gov.uk.Once

CC:

AGENDA ITEM 13 (iii)

Hello Lisa

My name is Lynda Patchin and I'm the secretary for the Royal Ordnance Fellowship Retirees Glascoed. I believe you recently met with Colin Nunnery, our chairman, unfortunately at a funeral. He said you were the person to contact for our society to apply for a council grant. Our group meets monthly at Little Mill Village Hall. We have a membership of 20, with an average age of 75. It was a larger group pre COVID but numbers are beginning to rise again recently. An important aspect of our monthly meetings is that it is very beneficial to a lot of our members, some of whom have mobility problems and are not able to go out as much as they would like. Socially it's a good time for a catch up with a lot of laughs. We provide tea and coffee in one of the halls' rooms that we hire. On occasions we sometimes have a speaker with a topic that would be of interest to our members. Would we be eligible for a grant and is there a form I have to fill out when applying for a grant that would help go towards our expenses? Could you be so kind to email or send me this application form.

My address is 4 Trelawny Close Usk Monmouthshire NP15 1SP . Tel no. 01291 672953

Kind regards

Lynda Patchin

AGENDA ITEM 13 (iv)

Lisa McMail

From: Pontypool
Sent: 04 July 2023 11:57
To: Lisa McMail
Subject: FW: Gwent Lifeboat PPE appeal - Severn Area Rescue Association (SARA)

Hi Lisa

This e-mail was on the Pontypool account.

Kind Regards

Carol

From: Richard Dainty (SARA) <richard.dainty@sara-rescue.org.uk>
Sent: Tuesday, July 4, 2023 10:50 AM
Subject: Gwent Lifeboat PPE appeal - Severn Area Rescue Association (SARA)

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Dear Sir/Madam,

I am writing to you on behalf of the Severn Area Rescue Association (SARA) Newport Lifeboat Station. SARA is a registered charity with over 100 volunteers. Unlike some large charitable organisations, SARA has no paid members, we are all 100% volunteers, to which we are very proud of.

SARA's operational responsibilities to provide a Lifeboat and search & rescue service, stretches regionally North Cardiff to Birmingham, and more locally, we have a HM Coastguard declared purpose built lifeboat based in Newport. This lifeboat is specifically designed and placed to serve the communities of Gwent. The lifeboat (SARA 14) is typically requested to launch immediately on average once per week to assist those in imminent danger, having entered the fast flowing and cold waters of the river Usk. SARA 14 also provides back up cover to our Beachley lifeboat station, offering a further asset to assist persons or vessels within the river Severn and Wye.

Also based in Newport is a flood and technical rescue team who specialise in supporting complex water rescues. These assets are regularly called to attend incidents all over Gwent. These types of rescues include entering flooded locations to rescue trapped and vulnerable people, and searching ponds, quarries, lakes etc for missing persons. During the 2018 storms, the crew rescued two elderly persons from a literally sinking car, having entered a flooded river in Monmouth.

More recently, we have searched and subsequently rescued a person missing in the river during the early hours of a weekend, having been in the water for 40 minutes. There is no doubt that this person would have lost his life in the absence of the lifeboat.

Some other recent examples include the sad recovery of missing person near St Brides & Bargoed, response to a mayday call and providing lifesaving medical assistance to a member of the public during a fundraising bucket collection, who unexpectedly become very unwell.

Within the last 6 weeks, we have attended 8 emergency calls, sadly recovered a body near Newport and rescued a child that entered the water near Caerleon.

As volunteers, our fundamental purpose is to offer our wide set of skills which are made available at a moment's notice to assist our emergency service partners.

To ensure we can deliver our service, for free, we rely on the good will of members of the community to join the team. As such, we have members who live across Gwent including - Newport, Torfaen, Blaenau Gwent, Caldicot, Magor and Monmouth.

As a charity we are dependent on donations and grants to cover our costs, which for the Newport Station are around £20,000 per year. We have some big expenditure expected within the next 12-18 months, including the replacement of the lifeboat engine, at an estimated cost of £13,000. But for now, our priority is to seek funds to assist in the specific purchase of water rescue PPE. We are in desperate need to replace some worn equipment and buy additional to enable us to kit out some new members.

below is the list of requirements and we are actively appealing for donations to aid this fund, no matter how small.

4x Lifeboat dry suit (2 to replace existing damaged suits and 2 for new crew) @£581.50 ea ***priority purchase***
3x Lifeboat helmets @£200 ea
6x lifeboat helmet visors (to replace scratched/damaged ones) at £70 ea
2x Lifeboat life jackets (inc emergency distress flare & knife) at £500 ea
3x flood rescue manta helmets (inc headtorch) at £130 ea

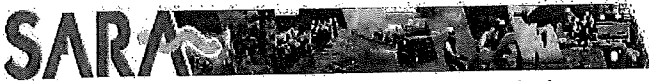
Total fund - £4,736

I very much hope that you will be able to support SARA Newport in the not-too-distant future. Please let me know how we could best proceed.

Kind Regards,

Richard

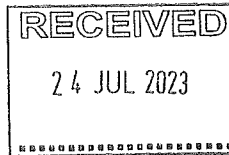
Richard Dainty
Newport Station General Manager



Please support the Severn Area Rescue Association - www.sara-rescue.org.uk - find us on Facebook & Twitter

UK Registered Charity CIO N°. 1193634

Pontypool Community Council
35a Commercial Street
Torfaen
Pontypool
NP4 6JQ



19th July 2023

Dear Clerk,

I hope this letter finds you and your members well.


I am writing to ask if Pontypool Community Council would be able to support us in making a life-changing difference to children and families across Wales living with cerebral palsy this year.

Cerebral Palsy Cymru is a national centre of excellence and the only charity in Wales that provides specialist therapy and support to babies and children across Wales. Cerebral palsy is the most common physical disability in children worldwide, and it is estimated that here in Wales every 5 days a baby will be born who will have the condition.

Last year was one of our busiest years on record for our early intervention service 'Better Start, Better Future' which you can read more about on the enclosed flyer. Overall, we provided 1,056 life changing therapy sessions to 323 families like Noah's across Wales. Noah's Mum commented:

"Being involved with Better Start, Better Future has made such an incredible difference to our life. There was a time when I wondered if Noah would move normally at all and now to look at him, that thought is almost unbelievable. Every time he cruises along the furniture or crawls across the floor, I am reminded of how much time and effort the team at Cerebral Palsy Cymru has invested in both him and my family. They have enabled him to achieve so much."

As demand for our services continues to increase, we would be so grateful for your support in 2023-2024. By providing a donation, you will be helping to ensure that we are able to provide our specialist services to every family in Wales that needs us.



Marie Wood
Director of Fundraising & Communications at Cerebral Palsy Cymru

Please note that a copy of our 2021/2022 Annual Review is available online in both English and Welsh: www.cerebralpalsycymru.org/annual-reports-and-newsletters

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AGENDA ITEM 14

Lisa McMail

From: Allen, Julian <Julian.Allen@torfaen.gov.uk>
Sent: 01 August 2023 08:50
To: Lisa McMail; Mitchell, Katherine
Subject: RE: School Uniform Events August 2023 - Request for Grant Funding

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Good morning Lisa,

Thank you so much for this and it will help towards the event in Pontypool at the Market on the 16th Augustz.

I have copied in Kath who is our finance Officer and she will be able to arrange the transfer of funds.

Once again thank you so much and if you need receipts or proof of who this has supported then please let me know.

Thank you

Cofion Cynnes/Kind regards

Julian Allen

Mentor Arweiniol Cyngor ac Arweiniad / Lead Advice and Guidance Mentor

Rheolwr Adeiladu Cymunedau / Building Resilient Communities
Gofal Cymdeithasol a Thai/ Social Care and Housing
Torfaen County Borough Council/ Cyngor Bwrdeistref Sirol Torfaen
Phone/Ffon: 01495 742855
Mob/Sym: 07951 822017
Email/Ebost: julian.allen@torfaen.gov.uk

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Community Development Officer's Update Report to members

30th AUGUST 2023

Contact made with:

- **Trevethin and Penygarn Community Association.**
- **Coldbarn Farm –**
- **Pontymoile Community Centre: –**
- **Market Traders**
- **Torfaen Museum**
- **Pantygasseg**
- **Men's Shed Sebastopol**

Councillor Requests.

- Anne Gunter has asked me to support the Griffithstown hall with finding funding for I.T. equipment. I have spoken to Rebecca and agreed to look at this at the end of September.
- Sue Malson asked me to research funding options for another group of over 55's for I.T. funding. I said I would look at this at the same time at the end of September when my current workload eases.
- I was asked to look for funding for Pontnewynydd park as a joint project with TBCB where approximately £150k is needed to restore the park. I have identified several sources available for this and am in the process of producing a report on the way forward. This is needed in time to report to the next committee meeting. Funding would be so much quicker and easier to achieve if a third sector group in the area could be identified to apply for funding too.

Black History -Equality and Diversity

Meeting arranged with a variety of different BAME groups to discuss the way forward for including diversity, social inclusion and community cohesion into our work for 2023/24 so that inclusive opportunities are available in our youth, play and community provision. **The theme for 23/24 is Celebrate to Elevate.** The meeting is taking place at Llantarnam Grange on Friday 25th August. Race Council Cymru no longer supports Black History month in October but supports Black History 365 days of the year.

Llantarnam Grange has agreed to partner with us to support this provision in Pontypool through the arts.

They have also agreed to link with us (within youth project) in an online arts link with a similar arts centre in Los Angeles. This will launch in the autumn term.

PCC Youth Project

Looking for funding for future projects. Have given Liv various funding streams. On going.

Providing youth team leader with advice and support on a few issues as discussed with Lisa McMail.

Supported end of term and summer holiday workshops and events at Garndiffaith and Pontymoile community centres as well as trips to Big Pit and Llandegfydd Reservoir. The Bryn Bach trip that I was due to support was cancelled as I was needed in the office to complete grants admin deadlines.

I facilitated workshops on social inclusion and diversity at a full day session in Llandegfydd as well as a team building and getting to know each other workshop. I liaised with Sharon Church and Pontymoile community centre for the delivery of youth resources from the church to Pontymoile community centre.

Nights Out Arts Scheme takes place on Wednesday 30th August and community councillors have been invited as VIP guests. The youth council are the organisers and the event takes place in Pontymoile community centre. I have supported this project and will continue supporting next week. This has been a brilliant opportunity for our young people. <https://www.nightout.org.uk/>

Tea for Trussell - £175 raised

Community Council Grants

- **Core/Running Cost Grants were processed in July.** Eight groups requested funding with two new applicants and all were awarded funds.
- Junior Sponsorship grant forms went out in July with the first returned to us on 21st. These have been copied and ready for distribution.
- Grounds Maintenance application forms were sent out at the same time with a return date of 24th and 25th August. I sent out forms and criteria again on 22nd asking if anyone still wanted to submit applications for both funds.

Ceri Jones

Community Development Officer

Theme C – Community engagement and partnerships

Community and town councils play an active role in engaging, involving and consulting with their communities. An effective council understands its community's (people and places) needs and desires, and knows the positive difference it is making. Councils should aim to ensure that no one feels disadvantaged, and that all groups within the community are engaged.

A partnership is an agreement to do something together that will benefit all involved, bringing results that could not be achieved by a single partner operating alone and reducing duplication of efforts. Partnership working allows services to be delivered in a joined-up way, such as through shared goals and/or sharing resources.

Statutory obligation

Theme C – Community engagement and partnerships			
Statement	In place (Yes/No)	Further information	Comments and actions
The council engages with its community			
C.1 The council has an agreed community engagement strategy		A community engagement strategy sets out how the council will understand its community, involve the community in their work and communicate with their electors.	
C.2 The community engagement strategy is reviewed periodically			
C.3 The council complies with the requirements of the		The council is expected to treat the Welsh language reasonably and proportionately in its dealing with the public.	

Theme B – Leadership and people – Summary of actions

Summary of actions	By who	By when
•	•	•

Theme C – Community engagement and partnerships

Statement	In place (Yes/No)	Further information	Comments and actions
<p>Welsh Language (Wales) Measure 2011.</p>		<p>A scheme endorsed by the Welsh Language Commissioner sets out the principle, context and use of the Welsh Language and how it is applied to council activities and in the workplace.</p> <p><u>Welsh Language (Wales) Measure 2011, Part 4 Chapter 1: Duty to comply with standards – Welsh Language Commissioner – The Welsh Language Measure</u></p>	
<p>C.4 The council makes provision to translate documents when required</p>			
<p>The council communicates with its partners and community</p>			
<p>C.5 The council has an electronic presence / website</p>		<p>A community or town council must make certain information available electronically as set out in the <u>Local Government (Democracy) Wales Act 2013 section 55</u> and associated guidance.</p>	
<p>C.6 The council publishes electronically</p> <p>a) Information on how to contact it and, if different, its clerk including—</p> <ul style="list-style-type: none"> • a telephone number 		<p>See <u>Welsh Government Statutory Guidance: Access to Information on Community and Town Councils</u></p> <p><u>Schedule 4 of the Local Government and Elections (Wales) Act 2021</u> includes changes to the Local Government Act 1972 relating to community council notices e.g. giving notice</p>	

Theme C – Community engagement and partnerships

Statement	In place (Yes/No)	Further information	Comments and actions
<ul style="list-style-type: none"> • a postal address; • an email address <p>b) information about each of its members, including—</p> <ul style="list-style-type: none"> • the member's name • how the member may be contacted • the member's party affiliation (if any) • the ward which the member represents (where relevant) • any office of the council held by the member • any committee of the council to which the member belongs <p>c) the minutes of the council's meetings and (in so far as is reasonable) any practicable) any documents which</p>		<p>of meetings and their arrangements and the issuing of a short note within 7 days of council meetings. These should be read in conjunction with section 55 of the Local Government (Democracy) (Wales) Act 2013, which requires community councils to make available electronically certain information and documents (including minutes of meetings).</p>	

Theme C – Community engagement and partnerships

Statement	In place (Yes/No)	Further information	Comments and actions
<p>all referred to in the minutes of any audited statement of the council's accounts</p>			
<p>C.7 The council has a social media policy published on its website</p>			
<p>C.8 The council has an agreed process for handling complaints which is published on its website</p>		<p>See model complaints handling process available from the <u>Complaints Standards Authority</u></p> <p><u>Public Services Ombudsman Wales</u> has legal powers to look into complaints about public services</p>	

Theme C – Community engagements and partnerships – Summary of actions

Summary of actions	By who	By when
<ul style="list-style-type: none">•	<ul style="list-style-type: none">•	<ul style="list-style-type: none">•

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AGENDA ITEM 17

Date Of Course	Training Course Booked	Employee	Councillors	Completed	Expires
11/02/2022	Advanced Local Government Finance Module 21	Lizzie Hunt	Lizzie Hunt	11/02/2022	
12/05/2022	Code of Conduct - Module 9	Nathan Warren	Nathan Warren	12/05/2022	
12/05/2022	New Councillor Induction	Nathan Warren	Nathan Warren	12/05/2023	
19/05/2022	Code of Conduct - Module 9	Jools Rogers	Jools Rogers	19/05/2022	
19/05/2022	Code of Conduct - Module 9	Bob Rogers	Bob Rogers	19/05/2022	
19/05/2022	New Councillor Induction	Jools Rogers	Jools Rogers	19/05/2022	
19/05/2022	New Councillor Induction	Bob Rogers	Bob Rogers	19/05/2022	
19/05/2022	New Councillor Induction	Anne Gunter	Anne Gunter	19/05/2022	
24/05/2022	Code of Conduct - Module 9	Anne Gunter	Anne Gunter	24/05/2022	
08/06/2022	Local Government Module 6	Lizzie Hunt	Lizzie Hunt	08/06/2022	
15/06/2022	Chairing Skills - Module 10	Lizzie Hunt	Lizzie Hunt	15/06/2022	
29/06/2022	The Council - Module 1	Anne Gunter	Anne Gunter	29/07/2022	
30/06/2022	The Councillor Module 2	Anne Gunter	Anne Gunter	30/06/2022	
04/07/2022	Understanding the Law - Module 4	Anne Gunter	Anne Gunter	04/07/2022	
11/07/2022	Advanced Local Government Finance Module 21	Lizzie Hunt	Lizzie Hunt	11/07/2022	
12/07/2022	Health and Safety Module 7	Anne Gunter	Anne Gunter	12/07/2022	
14/07/2022	The Councillor Module 2	Nathan Warren	Nathan Warren	14/07/2022	
19/07/2022	The Council Meeting - Module 5	Anne Gunter	Anne Gunter	19/07/2022	
20/07/2022	The Council - Module 1	Nathan Wairren	Nathan Wairren	20/07/2022	
21/07/2022	The Council as an Employer - Module 3	Anne Gunter	Anne Gunter	21/07/2022	
25/07/2022	Local Government Finance - Module 6	Anne Gunter	Anne Gunter	25/07/2022	
26/07/2022	Introduction to Community Engagement - Module 8	Anne Gunter	Anne Gunter	26/07/2022	
04/08/2022	Creating a Community Place Plan - Module 12	Nathan Wairren	Nathan Wairren	04/08/2022	
10/08/2022	Introduction to Community Engagement - Module 8	Nathan Warren	Nathan Warren	10/08/2022	
11/08/2022	Chairing Skills - Module 10	Anne Gunter	Anne Gunter	11/08/2022	
16/08/2022	Community Engagement Part 11 - Module 13	Nathan Warren	Nathan Warren	16/08/2022	
17/08/2022	Creating a Community Place Plan - Module 12	Anne Gunter	Anne Gunter	17/08/2022	
08/09/2022	Information Management - Module 15	Anne Gunter	Anne Gunter	08/09/2022	
20/10/2022	Understanding the Law - Module 4	Nathan Warren	Nathan Warren	20/10/2022	
02/11/2022	Community Engagement Part 11 Tools and Techniques - Module 13	Nathan Warren	Nathan Warren	02/11/2022	
20/01/2023	First Aid	Caroline Price	Caroline Price	20/01/2023	
20/01/2023	First Aid	Lyn Clarkson	Lyn Clarkson	20/01/2023	
27/03/2023	Planning Aid Wales	Anne Gunter	Anne Gunter	27/03/2023	

AGENDA ITEM 18(i)

Local Government Act 2000	Deddf Llywodraeth Leol 2000
<p>Model Code of Conduct for Members and Co-opted Members with voting rights</p>	<p>Cod Ymddygiad Enghreifftiol ar gyfer Aelodau ac Aelodau Cyfetholedig â hawliau pleidleisio</p>
<p>The attached Annex sets out the text (in English and Welsh) of the Model Code of Conduct prescribed by the Local Authorities (Model Code of Conduct) (Wales) Order 2008, as amended by the following statutory instruments:</p> <ul style="list-style-type: none"> • Co-operative and Community Benefit Societies and Credit Unions Act 2010 (Consequential Amendments) Regulations 2014 – (No. 2014/1815) (“the 2014 Regulations”) – effective from 1 August 2014. • Local Authorities (Model Code of Conduct) (Wales) (Amendment) Order 2008 (No. 2016/84) – effective from 1 April 2016. <p>This document has been produced for the benefit of relevant authorities to whom the Model Code applies, but it does not itself have any legal standing. It is believed to be a true and accurate representation of the law as at 1 April 2016, but no assurance is given in this regard and authorities should take their own legal advice on matters relating to the Code.</p> <p>Please note the 2014 Regulations were made by the UK Government. They amend the Model Code to insert a definition of a ‘registered society’. It appears that the Welsh language version of the Model Code was not amended at the same time. The Welsh Government is in discussion with the UK Government about this with a view to the Welsh language version being amended as soon as practicable.</p> <p>In the interim, the Welsh Government does not believe this anomaly has a material bearing on the operation of the Model Code.</p>	<p>Mae'r Atodiad amgaeedig yn nodi testun (yn Gymraeg a Saesneg) y Cod Ymddygiad Enghreifftiol a bennir gan Orchymyn Awdurdodau Lleol (Cod Ymddygiad Enghreifftiol) (Cymru) 2008, fel y'i diwygiwyd gan yr offerynnau statudol canlynol:</p> <ul style="list-style-type: none"> • Rheoliadau Deddf Cwmnïau Cydweithredol a Chymdeithasau Budd Cymunedol ac Undebau Credyd 2010 (Diwygiadau Canlyniadol) 2014 - (Rhif 2014/1815) (“Rheoliadau 2014”) - yn dod i rym ar 1 Awst 2014. • Gorchymyn Awdurdodau Lleol (Cod Ymddygiad Enghreifftiol) (Cymru) (Diwygio) 2008 (Rhif 2016/84) – yn dod i rym ar 1 Ebrill 2016. <p>Cynhyrchwyd y ddogfen hon er budd awdurdodau perthnasol y mae'r Cod Enghreifftiol yn gymwys iddynt, ond nid oes ganddi unrhyw statws cyfreithiol. Credir ei bod yn cynrychioli'r gyfraith ar 1 Ebrill 2016 yn wir ac yn gywir, ond ni roddir unrhyw sicrwydd yn hyn o beth, a dylai'r awdurdodau geisio eu cyngor cyfreithiol eu hunain ar faterion sy'n ymwneud â'r Cod.</p> <p>Sylwer: Gwnaed Rheoliadau 2014 gan Lywodraeth y DU. Maent yn diwygio'r Cod Enghreifftiol drwy fewnosodi diffiniad o 'cymdeithas gofrestredig'. Mae'n ymddangos na ddiwygiwyd fersiwn Gymraeg y Cod Enghreifftiol ar yr un pryd. Mae Llywodraeth Cymru wrthi'n trafod hyn â Llywodraeth y DU gyda'r bwriad o ddiwygio'r fersiwn Gymraeg cyn gynted ag y bo'n ymarferol.</p> <p>Yn y cyfamser, nid yw Llywodraeth Cymru yn credu bod yr anghysondeb hwn yn effeithio'n ymarferol ar weithredu'r Cod Enghreifftiol.</p>

THE MODEL CODE OF CONDUCT

PART 1 INTERPRETATION

1.—(1) In this code —

"co-opted member" ("*aelod cyfetholedig*"), in relation to a relevant authority, means a person who is not a member of the authority but who —

- (a) is a member of any committee or sub-committee of the authority, or
- (b) is a member of, and represents the authority on, any joint committee or joint sub-committee of the authority, and who is entitled to vote on any question which falls to be decided at any meeting of that committee or subcommittee;

"meeting" ("*cyfarfod*") means any meeting —

- (a) of the relevant authority,
- (b) of any executive or board of the relevant authority,
- (c) of any committee, sub-committee, joint committee or joint sub-committee of the relevant authority or of any such committee, sub-committee, joint committee or joint sub-committee of any executive or board of the authority, or
- (d) where members or officers of the relevant authority are present other than a meeting of a political group constituted in accordance with regulation 8 of the Local Government (Committees and Political Groups) Regulations 1990,

and includes circumstances in which a member of an executive or board or an officer acting alone exercises a function of an authority;

"member" ("*aelod*") includes, unless the context requires otherwise, a co-opted member;

"registered society" means a society, other than a society registered as a credit union, which is —

- (a) a registered society within the meaning given by section 1(1) of the Co-operative and Community Benefit Societies Act 2014; or
- (b) a society registered or deemed to be registered under the Industrial and Provident Societies Act (Northern Ireland) 1969;

"register of members' interests" ("*cofrestr o fuddiannau'r aelodau*") means the register established and maintained under section 81 of the Local Government Act 2000;

"relevant authority" ("*awdurdod perthnasol*") means—

- (a) a county council,
- (b) a county borough council,
- (c) a community council,

(d) a fire and rescue authority constituted by a scheme under section 2 of the Fire and Rescue Services Act 2004 or a scheme to which section 4 of that Act applies,

(e) a National Park authority established under section 63 of the Environment Act 1995;

"you" ("*chi*") means you as a member or co-opted member of a relevant authority; and

"your authority" ("*eich awdurdod*") means the relevant authority of which you are a member or co-opted member.

(2) In relation to a community council—

(a) "proper officer" ("*swyddog priodol*") means an officer of that council within the meaning of section 270(3) of the Local Government Act 1972; and

(b) "standards committee" ("*pwylgor safonau*") means the standards committee of the county or county borough council which has functions in relation to the community council for which it is responsible under section 56(1) and (2) of the Local Government Act 2000.

PART 2 GENERAL PROVISIONS

2.—(1) Save where paragraph 3(a) applies, you must observe this code of conduct —

(a) whenever you conduct the business, or are present at a meeting, of your authority;

(b) whenever you act, claim to act or give the impression you are acting in the role of member to which you were elected or appointed;

(c) whenever you act, claim to act or give the impression you are acting as a representative of your authority; or

(d) at all times and in any capacity, in respect of conduct identified in paragraphs 6(1)(a) and 7.

(2) You should read this code together with the general principles prescribed under section 49(2) of the Local Government Act 2000 in relation to Wales.

3. Where you are elected, appointed or nominated by your authority to serve —

(a) on another relevant authority, or any other body, which includes a Local Health Board you must, when acting for that other authority or body, comply with the code of conduct of that other authority or body; or

(b) on any other body which does not have a code relating to the conduct of its members, you must, when acting for that other body, comply with this code of conduct, except and insofar as it conflicts with any other lawful obligations to which that other body may be subject.

4. You must —

(a) carry out your duties and responsibilities with due regard to the principle that there should be equality of opportunity for all people, regardless of their gender, race, disability, sexual orientation, age or religion;

(b) show respect and consideration for others;

(c) not use bullying behaviour or harass any person; and

(d) not do anything which compromises, or which is likely to compromise, the impartiality of those who work for, or on behalf of, your authority.

5. You must not —

(a) disclose confidential information or information which should reasonably be regarded as being of a confidential nature, without the express consent of a person authorised to give such consent, or unless required by law to do so;

(b) prevent any person from gaining access to information to which that person is entitled by law.

6.—(1) You must —

(a) not conduct yourself in a manner which could reasonably be regarded as bringing your office or authority into disrepute;

(b) report, whether through your authority's confidential reporting procedure or direct to the proper authority, any conduct by another member or anyone who works for, or on behalf of, your authority which you reasonably believe involves or is likely to involve criminal behaviour (which for the purposes of this paragraph does not include offences or behaviour capable of punishment by way of a fixed penalty);

(c) report to your authority's monitoring officer any conduct by another member which you reasonably believe breaches this code of conduct;

(d) not make vexatious, malicious or frivolous complaints against other members or anyone who works for, or on behalf of, your authority.

(2) You must comply with any request of your authority's monitoring officer, or the Public Services Ombudsman for Wales, in connection with an investigation conducted in accordance with their respective statutory powers.

7. You must not —

(a) in your official capacity or otherwise, use or attempt to use your position improperly to confer on or secure for yourself, or any other person, an advantage or create or avoid for yourself, or any other person, a disadvantage;

(b) use, or authorise others to use, the resources of your authority —

(i) imprudently;

(ii) in breach of your authority's requirements;

(iii) unlawfully;

(iv) other than in a manner which is calculated to facilitate, or to be conducive to, the discharge of the functions of the authority or of the office to which you have been elected or appointed;

(v) improperly for political purposes; or

(vi) improperly for private purposes.

8. You must —

(a) when participating in meetings or reaching decisions regarding the business of your authority, do so on the basis of the merits of the circumstances involved and in the public interest having regard to any relevant advice provided by your authority's officers, in particular by —

(i) the authority's head of paid service;

(ii) the authority's chief finance officer;

(iii) the authority's monitoring officer;

(iv) the authority's chief legal officer (who should be consulted when there is any doubt as to the authority's power to act, as to whether the action proposed lies within the policy framework agreed by the authority or where the legal consequences of action or failure to act by the authority might have important repercussions);

(b) give reasons for all decisions in accordance with any statutory requirements and any reasonable additional requirements imposed by your authority.

9. You must —

(a) observe the law and your authority's rules governing the claiming of expenses and allowances in connection with your duties as a member;

(b) avoid accepting from anyone gifts, hospitality (other than official hospitality, such as a civic reception or a working lunch duly authorised by your authority), material benefits or services for yourself or any person which might place you, or reasonably appear to place you, under an improper obligation.

PART 3 INTERESTS

Personal Interests

10.—(1) You must in all matters consider whether you have a personal interest, and whether this code of conduct requires you to disclose that interest.

(2) You must regard yourself as having a personal interest in any business of your authority if —

(a) it relates to, or is likely to affect —

(i) any employment or business carried on by you;

(ii) any person who employs or has appointed you, any firm in which you are a partner or any company for which you are a remunerated director;

(iii) any person, other than your authority, who has made a payment to you in respect of your election or any expenses incurred by you in carrying out your duties as a member;

(iv) any corporate body which has a place of business or land in your authority's area, and in which you have a beneficial interest in a class of securities of that body that exceeds the nominal value of £25,000 or one hundredth of the total issued share capital of that body;

(v) any contract for goods, services or works made between your authority and you or a firm in which you are a partner, a company of which you are a remunerated director, or a body of the description specified in sub-paragraph (iv) above;

(vi) any land in which you have a beneficial interest and which is in the area of your authority;

(vii) any land where the landlord is your authority and the tenant is a firm in which you are a partner, a company of which you are a remunerated director, or a body of the description specified in subparagraph (iv) above;

(viii) any body to which you have been elected, appointed or nominated by your authority;

(ix) any —

(aa) public authority or body exercising functions of a public nature;

(bb) company, registered society, charity, or body directed to charitable purposes;

(cc) body whose principal purposes include the influence of public opinion or policy;

(dd) trade union or professional association; or

(ee) private club, society or association operating within your authority's area,

in which you have membership or hold a position of general control or management;

(x) any land in your authority's area in which you have a licence (alone or jointly with others) to occupy for 28 days or longer;

[Note: subparagraph (b) is omitted.]

(c) a decision upon it might reasonably be regarded as affecting —

(i) your well-being or financial position, or that of a person with whom you live, or any person with whom you have a close personal association;

(ii) any employment or business carried on by persons as described in 10(2)(c)(i);

(iii) any person who employs or has appointed such persons described in 10(2)(c)(i), any firm in which they are a partner, or any company of which they are directors;

(iv) any corporate body in which persons as described in 10(2)(c)(i) have a beneficial interest in a class of securities exceeding the nominal value of £5,000; or

(v) any body listed in paragraphs 10(2)(a)(ix)(aa) to (ee) in which persons described in 10(2)(c)(i) hold a position of general control or management,

to a greater extent than the majority of—

(aa) in the case of an authority with electoral divisions or wards, other council tax payers, rate payers or inhabitants of the electoral division or ward, as the case may be, affected by the decision; or

(bb) in all other cases, other council tax payers, ratepayers or inhabitants of the authority's area.

Disclosure of Personal Interests

11.—(1) Where you have a personal interest in any business of your authority and you attend a meeting at which that business is considered, you must disclose orally to that meeting the existence and nature of that interest before or at the commencement of that consideration, or when the interest becomes apparent.

(2) Where you have a personal interest in any business of your authority and you make —

(a) written representations (whether by letter, facsimile or some other form of electronic communication) to a member or officer of your authority regarding that business, you should include details of that interest in the written communication; or

(b) oral representations (whether in person or some form of electronic communication) to a member or officer of your authority you should disclose the interest at the commencement of such representations, or when it becomes apparent to you that you have such an interest, and confirm the representation and interest in writing within 14 days of the representation.

(3) Subject to paragraph 14(1)(b) below, where you have a personal interest in any business of your authority and you have made a decision in exercising a function of an executive or board, you must in relation to that business ensure that any written statement of that decision records the existence and nature of your interest.

(4) You must, in respect of a personal interest not previously disclosed, before or immediately after the close of a meeting where the disclosure is made pursuant to sub-paragraph 11(1), give written notification to your authority in accordance with any requirements identified by your authority's monitoring officer, or in relation to a community council, your authority's proper officer from time to time but, as a minimum containing —

(a) details of the personal interest;

(b) details of the business to which the personal interest relates; and

(c) your signature.

(5) Where you have agreement from your monitoring officer that the information relating to your personal interest is sensitive information, pursuant to paragraph 16(1), your obligations under this paragraph 11 to disclose such information, whether orally or in writing, are to be replaced with an obligation to disclose the existence of a personal interest and to confirm that your monitoring officer has agreed that the nature of such personal interest is sensitive information.

(6) For the purposes of sub-paragraph (4), a personal interest will only be deemed to have been previously disclosed if written notification has been provided in accordance with this code since the last date on which you were elected, appointed or nominated as a member of your authority.

(7) For the purposes of sub-paragraph (3), where no written notice is provided in accordance with that paragraph you will be deemed as not to have declared a personal interest in accordance with this code.

Prejudicial Interests

12.—(1) Subject to sub-paragraph (2) below, where you have a personal interest in any business of your authority you also have a prejudicial interest in that business if the interest is one which a member of the public with knowledge of the relevant facts would reasonably regard as so significant that it is likely to prejudice your judgement of the public interest.

(2) Subject to sub-paragraph (3), you will not be regarded as having a prejudicial interest in any business where that business—

(a) relates to —

(i) another relevant authority of which you are also a member;

(ii) another public authority or body exercising functions of a public nature in which you hold a position of general control or management;

- (iii) a body to which you have been elected, appointed or nominated by your authority;
- (iv) your role as a school governor (where not appointed or nominated by your authority) unless it relates particularly to the school of which you are a governor;
- (v) your role as a member of a Local Health Board where you have not been appointed or nominated by your authority;

(b) relates to —

- (i) the housing functions of your authority where you hold a tenancy or lease with your authority, provided that you do not have arrears of rent with your authority of more than two months, and provided that those functions do not relate particularly to your tenancy or lease;
- (ii) the functions of your authority in respect of school meals, transport and travelling expenses, where you are a guardian, parent, grandparent or have parental responsibility (as defined in section 3 of the Children Act 1989) of a child in full time education, unless it relates particularly to the school which that child attends;
- (iii) the functions of your authority in respect of statutory sick pay under Part XI of the Social Security Contributions and Benefits Act 1992, where you are in receipt of, or are entitled to the receipt of such pay from your authority;
- (iv) the functions of your authority in respect of an allowance or payment made in accordance with the provisions of Part 8 of the Local Government (Wales) Measure 2011, or an allowance or pension provided under section 18 of the Local Government and Housing Act 1989;

(c) your role as a community councillor in relation to a grant, loan or other form of financial assistance made by your community council to community or voluntary organisations up to a maximum of £500.

(3) The exemptions in subparagraph (2)(a) do not apply where the business relates to the determination of any approval, consent, licence, permission or registration.

Overview and Scrutiny Committees

13. You also have a prejudicial interest in any business before an overview and scrutiny committee of your authority (or of a sub-committee of such a committee) where—

- (a) that business relates to a decision made (whether implemented or not) or action taken by your authority's executive, board or another of your authority's committees, sub-committees, joint committees or joint subcommittees; and
- (b) at the time the decision was made or action was taken, you were a member of the executive, board, committee, sub-committee, joint-committee or joint sub-committee mentioned in subparagraph (a) and you were present when that decision was made or action was taken.

Participation in Relation to Disclosed Interests

14.—(1) Subject to sub-paragraphs (2), (2A), (3) and (4), where you have a prejudicial interest in any business of your authority you must, unless you have obtained a dispensation from your authority's standards committee —

(a) withdraw from the room, chamber or place where a meeting considering the business is being held—

- (i) where sub-paragraph (2) applies, immediately after the period for making representations, answering questions or giving evidence relating to the business has ended and in any event

before further consideration of the business begins, whether or not the public are allowed to remain in attendance for such consideration; or

(ii) in any other case, whenever it becomes apparent that that business is being considered at that meeting;

(b) not exercise executive or board functions in relation to that business;

(c) not seek to influence a decision about that business;

(d) not make any written representations (whether by letter, facsimile or some other form of electronic communication) in relation to that business; and

(e) not make any oral representations (whether in person or some form of electronic communication) in respect of that business or immediately cease to make such oral representations when the prejudicial interest becomes apparent.

(2) Where you have a prejudicial interest in any business of your authority you may attend a meeting but only for the purpose of making representations, answering questions or giving evidence relating to the business, provided that the public are also allowed to attend the meeting for the same purpose, whether under a statutory right or otherwise.

(2A) Where you have a prejudicial interest in any business of your authority you may submit written representations to a meeting relating to that business, provided that the public are allowed to attend the meeting for the purpose of making representations, answering questions or giving evidence relating to the business, whether under statutory right or otherwise.

(2B) When submitting written representations under sub-paragraph (2A) you must comply with any procedure that your authority may adopt for the submission of such representations.

(3) Sub-paragraph (1) does not prevent you attending and participating in a meeting if —

(a) you are required to attend a meeting of an overview or scrutiny committee, by such committee exercising its statutory powers; or

(b) you have the benefit of a dispensation provided that you —

(i) state at the meeting that you are relying on the dispensation; and

(ii) before or immediately after the close of the meeting give written notification to your authority containing —

(aa) details of the prejudicial interest;

(bb) details of the business to which the prejudicial interest relates;

(cc) details of, and the date on which, the dispensation was granted; and

(dd) your signature.

(4) Where you have a prejudicial interest and are making written or oral representations to your authority in reliance upon a dispensation, you must provide details of the dispensation within any such written or oral representation and, in the latter case, provide written notification to your authority within 14 days of making the representation.

THE REGISTER OF MEMBERS' INTERESTS

Registration of Personal Interests

15.—(1) Subject to sub-paragraph (4), you must, within 28 days of—

(a) your authority's code of conduct being adopted or the mandatory provisions of this model code being applied to your authority; or

(b) your election or appointment to office (if that is later),

register your personal interests, where they fall within a category mentioned in paragraph 10(2)(a), in your authority's register of members' interests by providing written notification to your authority's monitoring officer.

(2) Subject to sub-paragraph (4), you must, within 28 days of becoming aware of any new personal interest falling within a category mentioned in paragraph 10(2)(a), register that new personal interest in your authority's register of members' interests by providing written notification to your authority's monitoring officer.

(3) Subject to sub-paragraph (4), you must, within 28 days of becoming aware of any change to a registered personal interest falling within a category mentioned in paragraph 10(2)(a), register that change in your authority's register of members' interests by providing written notification to your authority's monitoring officer, or in the case of a community council to your authority's proper officer.

(4) Sub-paragraphs (1), (2) and (3) do not apply to sensitive information determined in accordance with paragraph 16(1).

(5) Sub-paragraphs (1) and (2) do not apply if you are a member of a relevant authority which is a community council when you act in your capacity as a member of such an authority.

(6) You must, when disclosing a personal interest in accordance with paragraph 11 for the first time, register that personal interest in your authority's register of members' interests by providing written notification to your authority's monitoring officer, or in the case of a community council to your authority's proper officer.

Sensitive information

16.—(1) Where you consider that the information relating to any of your personal interests is sensitive information, and your authority's monitoring officer agrees, you need not include that information when registering that interest, or, as the case may be, a change to the interest under paragraph 15.

(2) You must, within 28 days of becoming aware of any change of circumstances which means that information excluded under sub-paragraph (1) is no longer sensitive information, notify your authority's monitoring officer, or in relation to a community council, your authority's proper officer asking that the information be included in your authority's register of members' interests.

(3) In this code, "sensitive information" ("*gwybodaeth sensitif*") means information whose availability for inspection by the public creates, or is likely to create, a serious risk that you or a person who lives with you may be subjected to violence or intimidation.

Registration of Gifts and Hospitality

17. You must, within 28 days of receiving any gift, hospitality, material benefit or advantage above a value specified in a resolution of your authority, provide written notification to your authority's monitoring officer, or in relation to a community council, to your authority's proper officer of the existence and nature of that gift, hospitality, material benefit or advantage.

Y COD YMDDYGIAD ENGHREIFFTIOL

RHAN 1 DEHONGLI

1.—(1) Yn y cod hwn —

mae "aelod" ("*member*") yn cynnwys aelod cyfetholedig onid yw'r cyd-destun yn mynnu fel arall;

ystyr "aelod cyfetholedig" ("*co-opted member*"), mewn perthynas ag awdurdod perthnasol, yw person nad yw'n aelod o'r awdurdod ond—

(a) sy'n aelod o unrhyw bwyllgor neu is-bwyllgor i'r awdurdod, neu

(b) sy'n aelod o unrhyw gyd-bwyllgor neu gyd-is-bwyllgor i'r awdurdod, ac sy'n cynrychioli'r awdurdod arno,

ac sydd â'r hawl i bleidleisio ar unrhyw gwestiwn sydd i'w benderfynu mewn unrhyw gyfarfod o'r pwyllgor neu o'r is-bwyllgor hwnnw;

ystyr "eich awdurdod" ("*your authority*") yw'r awdurdod perthnasol yr ydych chi'n aelod neu'n aelod cyfetholedig ohono;

ystyr "awdurdod perthnasol" ("*relevant authority*") yw—

(a) cyngor sir,

(b) cyngor bwrdeistref sirol,

(c) cyngor cymuned,

(ch) awdurdod tân ac achub a gyfansoddwyd drwy gynllun o dan adran 2 o Ddeddf Gwasanaethau Tân ac Achub 2004 neu gynllun y mae adran 4 o'r Ddeddf honno yn gymwys iddo,

(d) awdurdod Parc Cenedlaethol a sefydlwyd o dan adran 63 o Ddeddf yr Amgylchedd 1995;

ystyr "cofrestr o fuddiannau'r aelodau" ("*register of members' interests*") yw'r gofrestr a sefydlir ac a gedwir o dan adran 81 o Ddeddf Llywodraeth Leol 2000;

ystyr "cyfarfod" ("*meeting*") yw unrhyw gyfarfod —

(a) o'r awdurdod perthnasol,

(b) o unrhyw weithrediaeth neu fwrdd i'r awdurdod perthnasol,

(c) o unrhyw bwyllgor, is-bwyllgor, cyd-bwyllgor neu gyd-is-bwyllgor i'r awdurdod perthnasol neu unrhyw bwyllgor, is-bwyllgor, cyd-bwyllgor neu gyd-is-bwyllgor o'r fath i unrhyw weithrediaeth neu fwrdd i'r awdurdod, neu

(ch) y mae aelodau neu swyddogion yr awdurdod perthnasol yn bresennol ynddo ac eithrio cyfarfod grŵp gwleidyddol a gyfansoddwyd yn unol â rheoliad 8 o Reoliadau Llywodraeth Leol (Pwyllgorau a Grwpiau Gwleidyddol) 1990,

ac mae'n cynnwys amgylchiadau pan fo aelod o weithrediaeth neu fwrdd neu swyddog sy'n gweithredu ar ei ben ei hun yn arfer un o swyddogaethau awdurdod; ac

ystyr "chi" ("you") yw chi fel aelod neu aelod cyfetholedig o awdurdod perthnasol.

(2) Mewn perthynas â chyngor cymuned—

(a) ystyr "swyddog priodol" ("proper officer") yw swyddog o'r cyngor hwnnw o fewn ystyr adran 270(3) o Ddeddf Llywodraeth Leol 1972; a

(b) ystyr "pwyllgor safonau" ("standards committee") yw pwyllgor safonau'r cyngor sir neu'r cyngor bwrdeistref sirol sydd â swyddogaethau mewn perthynas â'r cyngor cymuned y mae'n gyfrifol amdano o dan adran 56(1) a (2) o Ddeddf Llywodraeth Leol 2000.

RHAN 2 DARPARIAETHAU CYFFREDINOL

2.—(1) Ac eithrio pan fo paragraff 3(a) yn gymwys, rhaid i chi gydymffurfio â'r cod ymddygiad hwn —

(a) pa bryd bynnag y byddwch yn cynnal busnes eich awdurdod, neu'n bresennol mewn un o gyfarfodydd eich awdurdod;

(b) pa bryd bynnag y byddwch yn gweithredu, yn honni gweithredu neu'n rhoi'r argraff eich bod yn gweithredu yn rôl aelod y cawsoch eich ethol neu eich penodi iddi;

(c) pa bryd bynnag y byddwch yn gweithredu, yn honni gweithredu neu'n rhoi'r argraff eich bod yn gweithredu fel un o gynrychiolwyr eich awdurdod; neu

(ch) ar bob adeg ac mewn unrhyw gapasiti, mewn cysylltiad ag ymddygiad a nodir ym mharagraffau 6(1)(a) a 7.

(2) Dylech ddarllen y cod hwn ar y cyd â'r egwyddorion cyffredinol a ragnodir o dan adran 49(2) o Ddeddf Llywodraeth Leol 2000 o ran Cymru.

3. Os byddwch wedi eich ethol, eich penodi neu eich enwebu gan eich awdurdod i wasanaethu —

(a) ar awdurdod perthnasol arall, neu ar unrhyw gorff arall, sy'n cynnwys Bwrdd Iechyd Lleol rhaid i chi, pan fyddwch yn gweithredu ar ran yr awdurdod arall neu'r corff arall hwnnw, gydymffurfio â chod ymddygiad yr awdurdod arall neu'r corff arall hwnnw; neu

(b) ar unrhyw gorff arall nad oes ganddo god sy'n ymwneud ag ymddygiad ei aelodau, rhaid i chi, pan fyddwch yn gweithredu ar ran y corff arall hwnnw, gydymffurfio â'r cod ymddygiad hwn, ac eithrio pan yw'n gwrthdaro ag unrhyw rwymedigaethau cyfreithlon eraill y gall y corff hwnnw fod yn ddarostyngedig iddynt neu i'r graddau y mae'n gwrthdaro â'r cyfryw rwymedigaethau.

4. Rhaid i chi —

(a) cyflawni eich dyletswyddau a'ch cyfrifoldebau gan roi sylw dyladwy i'r egwyddor y dylai fod cyfle cyfartal i bawb, waeth beth fo'u rhyw, eu hil, eu hanabledd, eu cyfeiriadedd rhywiol, eu hoed neu eu crefydd;

(b) dangos parch at eraill ac ystyriaeth ohonynt;

(c) peidio ag ymddwyn fel bwli neu harasio unrhyw berson; a

(ch) peidio â gwneud dim sy'n cyfaddawdu, neu sy'n debygol o gyfaddawdu, didueddrwydd y sawl sy'n gweithio i'ch cyngor neu ar ei ran.

5. Rhaid i chi —

(a) peidio â datgelu gwybodaeth gyfrinachol neu wybodaeth y byddai'n rhesymol ystyried ei bod o natur gyfrinachol, heb gydsyniad datganedig person a awdurdodwyd i roi cydsyniad o'r fath, neu onid yw'r gyfraith yn mynnu eich bod yn gwneud hynny;

(b) peidio â rhwystro unrhyw berson rhag gweld gwybodaeth y mae gan y person hwnnw hawl i'w gweld yn ôl y gyfraith.

6.—(1) Rhaid i chi —

(a) peidio ag ymddwyn mewn ffordd y gellid yn rhesymol ei hystyried yn un sy'n dwyn anfri ar eich swydd neu ar eich awdurdod;

(b) adrodd, p'un ai drwy weithdrefn adrodd gyfrinachol eich awdurdod neu'n uniongyrchol i'r awdurdod priodol, ar unrhyw ymddygiad gan aelod arall neu gan unrhyw un sy'n gweithio i'ch awdurdod neu ar ei ran ac y mae'n rhesymol i chi fod o'r farn ei fod yn golygu neu'n debygol o olygu ymddygiad troseddol (nad yw at ddibenion y paragraff hwn yn cynnwys tramgwyddau neu ymddygiad y gellir ei gosbi drwy gosb benodedig);

(c) adrodd i swyddog monitro eich awdurdod ar unrhyw ymddygiad gan aelod arall y mae'n rhesymol i chi fod o'r farn ei fod yn groes i'r cod ymddygiad hwn;

(ch) peidio â gwneud cwynion blinderus, maleisus neu wacsaw yn erbyn aelodau eraill neu unrhyw un sy'n gweithio i'ch awdurdod neu ar ei ran.

(2) Rhaid i chi gydymffurfio ag unrhyw gais gan swyddog monitro eich awdurdod, neu gan Ombwdsmon Gwasanaethau Cyhoeddus Cymru, mewn cysylltiad ag ymchwiliad a wneir yn unol â'u gwahanol bwerau statudol.

7. Rhaid i chi —

(a) yn eich capasiti swyddogol neu fel arall, beidio â defnyddio neu geisio defnyddio eich safle yn amhriodol i roi neu i sicrhau mantais i chi eich hun neu i unrhyw berson arall, neu i greu neu i osgoi anfantais i chi eich hun neu i unrhyw berson arall;

(b) peidio â defnyddio adnoddau eich awdurdod, neu awdurdodi eraill i'w defnyddio—

(i) yn annoeth;

(ii) yn groes i ofynion eich awdurdod;

(iii) yn anghyfreithlon;

(iv) ac eithrio mewn dull a fwriedir i hwyluso neu i ffafrio cyflawni swyddogaethau'r awdurdod neu'r swydd yr ydych wedi eich ethol neu eich penodi iddo neu iddi;

(v) yn amhriodol at ddibenion gwleidyddol; neu

(vi) yn amhriodol at ddibenion preifat.

8. Rhaid i chi —

(a) pan fyddwch yn cyfrannu mewn cyfarfodydd neu'n gwneud penderfyniadau ynghylch busnes y mae a wnelo eich awdurdod ag ef, wneud hynny ar sail rhinweddau'r amgylchiadau o dan sylw ac er budd y cyhoedd gan roi sylw i unrhyw gyngor perthnasol a ddarperir gan swyddogion eich awdurdod, ac yn benodol gan —

- (i) pennaeth gwasanaeth taledig yr awdurdod;
 - (ii) prif swyddog cyllid yr awdurdod;
 - (iii) swyddog monitro'r awdurdod;
 - (iv) prif swyddog cyfreithiol yr awdurdod (y dylid ymgynghori ag ef pan fo unrhyw amheuaeth ynghylch pw^er yr awdurdod i weithredu, ynghylch a yw'r cam a arfaethir yn dod o fewn y fframwaith polisi y cytunwyd arno gan yr awdurdod neu os gallai canlyniadau cyfreithiol gweithredu neu fethu â gweithredu gan yr awdurdod gael ôl-ffeithiau pwysig);
- (b) rhoi rhesymau dros bob penderfyniad yn unol ag unrhyw ofynion statudol ac unrhyw ofynion rhesymol ychwanegol a osodir gan eich awdurdod.

9. Rhaid i chi —

- (a) parchu'r gyfraith a rheolau eich awdurdod sy'n llywodraethu hawlio treuliau a lwfansau mewn cysylltiad â'ch dyletswyddau fel aelod;
- (b) osgoi derbyn rhoddion oddi wrth neb, na lletygarwch (ac eithrio lletygarwch swyddogol, megis derbyniad dinesig neu weithio dros ginio, a awdurdodir yn briodol gan eich awdurdod) na buddiannau materol neu wasanaethau i chi eich hun neu i unrhyw berson os byddai gwneud hynny'n eich rhoi o dan rwymedigaeth amhriodol, neu os gallai'n rhesymol ymddangos fel pe bai'n gwneud hynny.

RHAN 3 BUDDIANNAU

Buddiannau Personol

10.—(1) Ym mhob mater rhaid i chi ystyried a oes gennych fuddiant personol, ac a yw'r cod ymddygiad hwn yn ei gwneud yn ofynnol i chi ddatgelu'r buddiant hwnnw.

(2) Rhaid i chi ystyried bod gennych fuddiant personol mewn unrhyw fusnes y mae a wnelo eich awdurdod ag ef —

(a) os yw'n gysylltiedig â'r canlynol, neu'n debygol o effeithio arnynt —

- (i) unrhyw gyflogaeth yr ydych yn ymgymryd â hi neu fusnes yr ydych yn ei redeg;
- (ii) unrhyw berson sy'n eich cyflogi neu sydd wedi eich penodi, unrhyw ffyrm yr ydych yn bartner ynddi neu unrhyw gwmni yr ydych yn gyfarwyddwr arno ac yn derbyn tâl;
- (iii) unrhyw berson, ac eithrio eich awdurdod, sydd wedi rhoi taliad i chi mewn cysylltiad â'ch ethol neu mewn cysylltiad ag unrhyw dreuliau a dynnwyd gennych wrth i chi gyflawni eich dyletswyddau fel aelod;
- (iv) unrhyw gorff corfforaethol y mae ganddo le busnes neu dir yn ardal eich awdurdod, ac y mae gennych chi fuddiant llesiannol mewn dosbarth o warannau sydd gan y corff hwnnw ac sy'n werth mwy na'r gwerth enwol o £25,000 neu un ganfed ran o gyfanswm cyfalaf cyfrannau dyroddedig y corff hwnnw;
- (v) unrhyw gontract am nwyddau, gwasanaethau neu waith neu weithfeydd a wnaed rhyngoch chi, rhwng ffyrm yr ydych yn bartner ynddi, neu rhwng cwmni yr ydych yn gyfarwyddwr arno ac yn derbyn tâl, neu rhwng corff o'r math a ddisgrifir yn is-baragraff (iv) uchod a'ch awdurdod;

- (vi) unrhyw dir y mae gennych fuddiant llesiannol ynddo ac sydd yn ardal eich awdurdod;
- (vii) unrhyw dir y mae eich awdurdod yn landlord arno ac y mae ffyrm yr ydych yn bartner ynddi, cwmni yr ydych yn gyfarwyddwr arno ac yn derbyn tâl, neu gorff o'r math a ddisgrifir yn is-baragraff (iv) uchod yn denant arno;
- (viii) unrhyw gorff yr ydych wedi eich ethol, eich penodi neu eich enwebu gan eich awdurdod i fod arno;
- (ix) unrhyw —
- (aa) awdurdod cyhoeddus neu gorff sy'n arfer swyddogaethau o natur gyhoeddus;
 - (bb) cwmni, cymdeithas ddiwydiannol a darbodus, elusen, neu gorff arall a chanddo ddibenion elusenol;
 - (cc) corff y mae dylanwadu ar farn neu bolisi cyhoeddus ymhlith ei brif ddibenion; (chch)undeb llafur neu gymdeithas broffesiynol; neu
 - (dd) clwb preifat neu gymdeithas breifat sy'n gweithredu o fewn ardal eich awdurdod, yr ydych yn aelod ohono neu ohoni neu mewn safle rheolaeth neu reoli cyffredinol ynddo neu ynddi;
- (x) unrhyw dir yn ardal eich awdurdod y mae gennych drwydded (ar eich pen eich hun neu ar y cyd ag eraill) i'w feddiannu am 28 o ddiwrnodau neu fwy;

[Nodyn: Mae is-baragraff (b) wedi ei hepgor.]

- (c) pe byddai'n rhesymol ystyried penderfyniad arno yn benderfyniad a fyddai'n effeithio —
- (i) ar eich llesiant neu eich sefyllfa ariannol, neu lesiant neu sefyllfa ariannol person yr ydych yn byw gydag ef, neu unrhyw berson y mae gennych gysylltiad personol agos ag ef;
 - (ii) ar unrhyw gyflogaeth yr ymgymerir â hi neu fusnes a redir gan bersonau fel a ddisgrifir yn 10(2)(c)(i);
 - (iii) ar unrhyw berson sy'n cyflogi neu sydd wedi penodi'r cyfryw bersonau ag a ddisgrifir yn 10(2)(c)(i), unrhyw ffyrm y mae'r cyfryw bersonau'n bartneriaid ynddi, neu unrhyw gwmni y maent yn gyfarwyddwyr arno;
 - (iv) ar unrhyw gorff corfforaethol y mae gan bersonau fel a ddisgrifir yn 10(2)(c)(i) fuddiant llesiannol mewn dosbarth o warannau sy'n werth mwy na'r gwerth enwol o £5,000; neu
 - (v) ar unrhyw gorff a restrir ym mharagraffau 10(2)(a)(ix)(aa) i (dd) y mae personau a ddisgrifir yn 10(2)(c)(i) mewn safle rheolaeth neu reoli cyffredinol ynddo,

a hynny i raddau mwy—

- (aa) yn achos awdurdod â dosbarthiadau etholiadol neu wardiau, na'r rhelyw o bobl eraill sy'n talu'r dreth gyngor, bobl eraill sy'n talu ardrethi neu breswylwyr eraill yn y dosbarth etholiadol neu'r ward, yn ôl y digwydd, y bydd y penderfyniad yn effeithio arnynt; neu
- (bb) ym mhob achos arall, na'r rhelyw o bobl eraill sy'n talu'r dreth gyngor, o bobl eraill sy'n talu ardrethi neu breswylwyr eraill yn ardal yr awdurdod.

Datgelu Buddiannau Personol

11.—(1) Pan fydd gennych fuddiant personol mewn unrhyw fusnes y mae a wnelo eich awdurdod ag ef ac y byddwch yn bresennol mewn cyfarfod lle y caiff y busnes hwnnw ei ystyried, rhaid i chi ddatgelu ar lafar gerbron y cyfarfod hwnnw fodolaeth a natur y buddiant hwnnw cyn i'r cyfarfod ystyried y busnes neu ar ddechrau'r ystyriaeth, neu pan ddaw'r buddiant i'r amlwg.

(2) Pan fydd gennych fuddiant personol mewn unrhyw fusnes y mae a wnelo eich awdurdod ag ef ac y byddwch yn gwneud —

(a) cynrychioliadau ysgrifenedig (p'un ai drwy lythyr, neges ffacs neu ar ryw ffurf arall ar gyfathrebu electronig) i un o aelodau neu o swyddogion eich awdurdod ynghylch y busnes hwnnw, dylech gynnwys manylion am y buddiant hwnnw yn y gyfathrebiaeth ysgrifenedig; neu

(b) cynrychioliadau llafar (p'un ai'n bersonol neu ar ryw ffurf ar gyfathrebu electronig) i un o aelodau neu o swyddogion eich awdurdod dylech ddatgelu'r buddiant ar ddechrau'r cyfryw gynrychioliadau, neu pan ddaw'n amlwg i chi fod gennych fuddiant o'r fath, a chadarnhau'r cynrychioliad a'r buddiant yn ysgrifenedig o fewn 14 o ddiwrnodau ar ôl gwneud y cynrychioliad.

(3) Yn ddarostyngedig i baragraff 14(1)(b) isod, os bydd gennych fuddiant personol mewn unrhyw fusnes y mae a wnelo eich awdurdod ag ef ac y byddwch wedi gwneud penderfyniad wrth arfer un o swyddogaethau gweithrediaeth neu fwrdd, rhaid i chi mewn perthynas â'r busnes hwnnw sicrhau bod unrhyw ddatganiad ysgrifenedig ynghylch y penderfyniad hwnnw'n cofnodi bodolaeth a natur eich buddiant.

(4) Rhaid i chi, mewn cysylltiad â buddiant personol nas datgelwyd eisoes, cyn cyfarfod neu'n syth ar ôl diwedd cyfarfod pan ddatgelir y buddiant yn unol ag is-baragraff 11(1), roi hysbysiad ysgrifenedig i'ch awdurdod yn unol ag unrhyw ofynion a nodir gan swyddog monitro eich awdurdod, neu mewn perthynas â chyngor cymuned, swyddog priodol eich awdurdod o bryd i'w gilydd ond, rhaid cynnwys o leiaf —

(a) manylion am y buddiant personol;

(b) manylion am y busnes y mae'r buddiant personol yn gysylltiedig ag ef; ac

(c) eich llofnod.

(5) Pan fydd eich swyddog monitro wedi cytuno bod yr wybodaeth sy'n ymwneud â'ch buddiant personol yn wybodaeth sensitif, yn unol â pharagraff 16(1), mae eich rhwymedigaethau o dan y paragraff 11 hwn i ddatgelu'r cyfryw wybodaeth, p'un ai ar lafar neu'n ysgrifenedig, i'w disodli gan rwymedigaeth i ddatgelu bodolaeth buddiant personol ac i gadarnhau bod eich swyddog monitro wedi cytuno bod y cyfryw fuddiant personol o natur gwybodaeth sensitif.

(6) At ddibenion is-baragraff (4), dim ond os bod hysbysiad ysgrifenedig wedi ei ddarparu yn unol â'r cod hwn ers y dyddiad diwethaf pryd yr etholwyd chi, y penodwyd chi neu yr enwebwyd chi'n aelod o'ch awdurdod y bernir bod buddiant personol wedi ei ddatgelu eisoes.

(7) At ddibenion is-baragraff (3), os na ddarperir hysbysiad ysgrifenedig yn unol â'r paragraff hwnnw bernir na fyddwch wedi datgan buddiant personol yn unol â'r cod hwn.

Buddiannau sy'n Rhagfarnu

12.—(1) Yn ddarostyngedig i is-baragraff (2) isod, os bydd gennych fuddiant personol mewn unrhyw fusnes y mae a wnelo eich awdurdod ag ef bydd gennych hefyd fuddiant sy'n rhagfarnu yn y busnes hwnnw os bydd y buddiant yn un y bydd yn rhesymol i aelod o'r cyhoedd sy'n gwybod y ffeithiau perthnasol fod o'r farn ei fod mor arwyddocaol fel y bydd yn debygol o ragfarnu eich barn ynghylch buddiant cyhoeddus.

(2) Yn ddarostyngedig i is-baragraff (3), nid ystyrir bod gennych fuddiant sy'n rhagfarnu mewn unrhyw fusnes os bydd y busnes hwnnw—

(a) yn gysylltiedig—

- (i) ag awdurdod perthnasol arall yr ydych hefyd yn aelod ohono;
- (ii) ag awdurdod cyhoeddus arall neu gorff sy'n arfer swyddogaethau o natur gyhoeddus lle yr ydych mewn safle rheolaeth neu reoli cyffredinol;
- (iii) â chorff yr ydych wedi cael eich ethol, eich penodi neu eich enwebu gan eich awdurdod i fod arno;
- (iv) â'ch rôl fel llywodraethwr ysgol (os na chwsoch eich penodi neu eich enwebu gan eich awdurdod) oni bai bod y busnes yn benodol gysylltiedig â'r ysgol yr ydych yn un o'i llywodraethwyr;
- (v) â'ch rôl fel aelod o Fwrdd Iechyd Lleol os na chwsoch eich penodi neu eich enwebu gan eich awdurdod i fod arno;

(b) yn gysylltiedig:

- (i) â swyddogaethau tai eich awdurdod os oes gennych denantiaeth neu les gyda'ch awdurdod, ar yr amod nad oes arnoch i'ch awdurdod ôl-ddyledion rhent o fwy na deufis, ac ar yr amod nad yw'r swyddogaethau hynny'n ymwneud yn arbennig â'ch tenantiaeth neu â'ch les;
- (ii) â swyddogaethau eich awdurdod mewn cysylltiad â phrydau ysgol, cludiant a threuliau teithio, os ydych chi'n warchodwr, yn rhiant, yn fam-gu neu'n nain neu'n dad-cu neu'n daid, neu os oes gennych gyfrifoldeb rhiant (fel y'i diffinnir yn adran 3 o Deddf Plant 1989) dros blentyn sy'n cael addysg lawnamser; onid yw'r busnes yn benodol gysylltiedig â'r ysgol y mae'r plentyn hwnnw'n ei mynychu;
- (iii) â swyddogaethau eich awdurdod mewn cysylltiad â thâl salwch statudol o dan Ran XI o Ddeddf Cyfraniadau a Budd-daliadau Nawdd Cymdeithasol 1992, os ydych yn cael, neu os oes gennych hawl i gael, taliad o'r fath gan eich awdurdod;
- “(iv) â swyddogaethau eich awdurdod mewn cysylltiad â lwfans neu daliad a wneir yn unol â darpariaethau Rhan 8 o Fesur Llywodraeth Leol (Cymru) 2011, neu lwfans neu bensiwn a ddarperir o dan adran 18 o Ddeddf Llywodraeth Leol a Thai 1989;

(c) yn gysylltiedig â'ch rôl fel cynghorydd cymunedol mewn perthynas â grant, benthyciad neu fath arall ar gymorth ariannol a wnaed gan eich cyngor cymuned i gyrrff cymunedol neu wirfoddol hyd at uchafswm o £500.

(3) Nid yw'r esemptiadau yn is-baragraff (2)(a) yn gymwys os yw'r busnes yn gysylltiedig â dyfarnu ar unrhyw gymeradwyaeth, cydsyniad, trwydded, caniatâd neu gofrestrriad.

Pwyllgorau Trosolygu a Chraffu

13. Bydd gennych hefyd fuddiant sy'n rhagfarnu mewn unrhyw fusnes sydd gerbron un o bwyllgorau trosolygu a chraffu eich awdurdod (neu un o is-bwyllgorau pwyllgor o'r fath)—

(a) os bydd y busnes hwnnw'n gysylltiedig â phenderfyniad a wnaed (p'un a gafodd ei weithredu ai peidio) neu gam a gymerwyd gan weithrediaeth, bwrdd, neu un arall o bwyllgorau, is-bwyllgorau, cyd-bwyllgorau neu o gyd-is-bwyllgorau eich awdurdod; a

(b) os oeddech chi, ar yr adeg pan wnaed y phenderfyniad neu pan gymerwyd y cam, yn aelod o'r weithrediaeth, y bwrdd, y pwyllgor, yr is-bwyllgor, y cyd-bwyllgor neu'r cyd-is-bwyllgor a

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grybyyllir yn is-baragraff (a) a'ch bod chi'n bresennol pan wnaed y penderfyniad hwnnw neu pan gymerwyd y cam hwnnw.

Cyfrannu mewn Perthynas â Datgelu Buddiannau

14.—(1) Yn ddarostyngedig i is-baragraffau (2), (2A), (3) a (4), os bydd gennych fuddiant sy'n rhagfarnu mewn unrhyw fusnes y mae a wnelo eich awdurdod ag ef rhaid i chi, oni roddwyd i chi ollyngiad gan bwyllgor safonau eich awdurdod —

(a) ymadael â'r ystafell, y siambr neu'r man lle y mae cyfarfod i ystyried y busnes yn cael ei gynnal—

(i) pan fo is-baragraff (2) yn gymwys, yn syth ar ôl i'r cyfnod ar gyfer gwneud cynrychioliadau, ateb cwestiynau neu roi tystiolaeth sy'n ymwneud â'r busnes ddoed i ben a beth bynnag cyn i ystyriaeth bellach o'r busnes ddechrau, p'un a ganiateir i'r cyhoedd aros yn bresennol ar gyfer y cyfiyw ystyriaeth ai peidio; neu

(ii) mewn unrhyw achos arall, pa bryd bynnag y daw i'r amlwg bod y busnes hwnnw'n cael ei ystyried yn y cyfarfod hwnnw;

(b) peidio ag arfer swyddogaethau gweithrediaeth neu fwrdd mewn perthynas â'r busnes hwnnw;

(c) peidio â cheisio dylanwadu ar benderfyniad ynghylch y busnes hwnnw;

(ch) peidio â gwneud unrhyw gynrychioliadau ysgrifenedig (p'un ai drwy lythyr, neges ffacs neu ar ryw ffurf arall ar gyfathrebu electronig) mewn perthynas â'r busnes hwnnw; a

(d) peidio â gwneud unrhyw gynrychioliadau llafar (p'un ai'n bersonol neu ar ryw ffurf ar gyfathrebu electronig) mewn cysylltiad â'r busnes hwnnw neu rhaid i chi roi'r gorau ar unwaith i wneud y cyfiyw gynrychioliadau llafar pan ddaw'r buddiant sy'n rhagfarnu i'r amlwg.

(2) Os oes gennych fuddiant sy'n rhagfarnu mewn unrhyw fusnes y mae a wnelo eich awdurdod ag ef cewch fod yn bresennol mewn cyfarfod ond dim ond er mwyn gwneud cynrychioliadau, ateb cwestiynau neu roi tystiolaeth sy'n ymwneud â'r busnes, ar yr amod y caniateir hefyd i'r cyhoedd fod yn bresennol yn y cyfarfod i'r un diben, p'un ai o dan hawl statudol neu fel arall.

(2A) Os oes gennych fuddiant sy'n rhagfarnu mewn unrhyw fusnes y mae a wnelo eich awdurdod ag ef cewch gyflwyno cynrychioliadau ysgrifenedig i gyfarfod sy'n ymwneud â'r busnes hwnnw, ar yr amod y caniateir i'r cyhoedd fod yn bresennol yn y cyfarfod at y diben o wneud cynrychioliadau, ateb cwestiynau neu roi tystiolaeth sy'n ymwneud â'r busnes, pa un ai o dan hawl statudol neu fel arall.

(2B) Pan fyddwch yn cyflwyno cynrychioliadau ysgrifenedig o dan is-baragraff (2A), rhaid i chi gydymffurfio ag unrhyw weithdrefn y caiff eich awdurdod ei fabwysiadu ar gyfer cyflwyno cynrychioliadau o'r fath.

(3) Nid yw is-baragraff (1) yn eich rhwystro rhag bod yn bresennol a chyfrannu mewn cyfarfod —

(a) os gofynnir i chi fod yn bresennol mewn cyfarfod pwyllgor trosolwg neu graffu, gan y cyfiyw bwyllgor ac yntau'n arfer ei bwerau statudol; neu

(b) os oes gennych y fantais o fod gollyngiad wedi ei roi i chi ar yr amod—

(i) eich bod yn datgan yn y cyfarfod eich bod yn dibynnu ar y gollyngiad; a

(ii) eich bod, cyn y cyfarfod neu'n syth ar ôl i'r cyfarfod orffen, yn rhoi hysbysiad ysgrifenedig i'ch awdurdod a bod hwnnw'n cynnwys —

(aa) manylion y buddiant sy'n rhagfarnu;

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(bb) manylion y busnes y mae'r buddiant sy'n rhagfarnu'n gysylltiedig ag ef;

(cc) manylion y gollyngiad a'r dyddiad pryd y'i rhoddwyd; a

(chch) eich llofnod.

(4) Os bydd gennych fuddiant sy'n rhagfarnu a'ch bod yn gwneud cynrychioliadau ysgrifenedig neu lafar i'ch awdurdod gan ddibynnu ar ollyngiad, rhaid i chi ddarparu manylion am y gollyngiad o fewn unrhyw gynrychioliad ysgrifenedig neu lafar o'r fath ac, yn yr achos olaf hwn, rhaid i chi ddarparu hysbysiad ysgrifenedig ar gyfer eich awdurdod o fewn 14 o ddiwrnodau ar ôl gwneud y cynrychioliad.

RHAN 4 COFRESTR BUDDIANNAU AELODAU

Cofrestru Buddiannau Personal

15.—(1) Yn ddarostyngedig i is-baragraff (4), rhaid i chi, o fewn 28 o ddiwrnodau ar ôl—

(a) i god ymddygiad eich awdurdod gael ei fabwysiadu neu i ddarpariaethau gorfodol y cod enghreifftiol hwn gael eu cymhwyso i'ch awdurdod; neu

(b) i chi gael eich ethol neu eich penodi i swydd (os digwydd hynny'n ddiweddarach),

gofrestru eich buddiannau personal, os ydynt yn dod o fewn categori a grybwyllir ym mharagraff 10(2)(a), yng nghofrestr eich awdurdod o fuddiannau'r aelodau drwy ddarparu hysbysiad ysgrifenedig ar gyfer swyddog monitro eich awdurdod.

(2) Yn ddarostyngedig i is-baragraff (4), rhaid i chi, o fewn 28 o ddiwrnodau ar ôl dod yn ymwybodol o unrhyw fuddiant personal newydd sy'n dod o fewn categori a grybwyllir ym mharagraff 10(2)(a), gofrestru'r buddiant personal newydd hwnnw yng nghofrestr eich awdurdod o fuddiannau'r aelodau drwy ddarparu hysbysiad ysgrifenedig ar gyfer swyddog monitro eich awdurdod.

(3) Yn ddarostyngedig i is-baragraff (4), rhaid i chi, o fewn 28 o ddiwrnodau ar ôl dod yn ymwybodol o unrhyw newid i fuddiant personal a gofrestrwyd sy'n dod o fewn categori a grybwyllir ym mharagraff 10(2)(a), gofrestru'r newid hwnnw yng nghofrestr eich awdurdod o fuddiannau'r aelodau drwy ddarparu hysbysiad ysgrifenedig ar gyfer swyddog monitro eich awdurdod, neu, yn achos cyngor cymuned, swyddog priodol eich awdurdod.

(4) Nid yw is-baragraffau (1), (2) a (3) yn gymwys i wybodaeth sensitif a benderfynir yn unol â pharagraff 16(1).

(5) Nid yw is-baragraffau (1) a (2) yn gymwys os ydych yn aelod o awdurdod perthnasol sy'n gyngor cymuned pan fyddwch yn gweithredu yn eich capasiti fel aelod o awdurdod o'r fath.

(6) Pan fyddwch yn datgelu buddiant personal yn unol â pharagraff 11 am y tro cyntaf, rhaid i chi gofrestru'r buddiant personal hwnnw yng nghofrestr eich awdurdod o fuddiannau'r aelodau drwy ddarparu hysbysiad ysgrifenedig ar gyfer swyddog monitro eich awdurdod, neu, yn achos cyngor cymuned, swyddog priodol eich awdurdod.

Gwybodaeth sensitif

16.—(1) Os byddwch yn ystyried bod yr wybodaeth sy'n ymwneud ag unrhyw un neu rai o'ch buddiannau personal yn wybodaeth sensitif, a bod swyddog monitro eich awdurdod yn cytuno, nid oes angen i chi gynnwys yr wybodaeth honno pan fyddwch yn cofrestru'r buddiant hwnnw, neu, yn ôl y digwydd, newid i'r buddiant o dan baragraff 15.

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(2) Rhaid i chi, o fewn 28 o ddiwrnodau ar ôl i chi ddod yn ymwybodol o unrhyw newid yn eich amgylchiadau sy'n golygu nad yw gwybodaeth sydd wedi ei heithrio o dan is-baragraff (1) mwyach yn wybodaeth sensitif, hysbysu swyddog monitro eich awdurdod, neu mewn perthynas â chyngor cymuned, swyddog priodol eich awdurdod gan ofyn am i'r wybodaeth gael ei chynnwys yng nghofrestr buddiannau aelodau eich awdurdod.

(3) Yn y cod hwn, ystyr "gwybodaeth sensitif" ("*sensitive information*") yw gwybodaeth y mae ei rhoi ar gael i'w harchwilio gan y cyhoedd yn creu, neu'n debygol o greu, risg ddifrifol y gallech chi neu berson sy'n byw gyda chi fod yn destun trais neu fygythion.

Cofrestru Rhoddion a Lletygarwch

17. Rhaid i chi, o fewn 28 o ddiwrnodau ar ôl i chi gael unrhyw rodd, lletygarwch, buddiant materol neu fantais faterol, sy'n fwy na gwerth a bennir mewn penderfyniad gan eich awdurdod, ddarparu hysbysiad ysgrifenedig ar gyfer swyddog monitro eich awdurdod, neu mewn perthynas â chyngor cymuned, swyddog priodol eich awdurdod yn nodi bodolaeth a natur y rhodd honno, y lletygarwch hwnnw, y buddiant materol hwnnw neu'r fantais faterol honno.

AGENDA ITEM 18 (ii)

Guidance for Pontypool Community Council on Implementing the Concerns and Complaints Policy

Preface

This document consists of two separate elements:

The first is the element to be issued to members of the public. This complaints policy is based on a model complaints policy for government organisations.

The second element is guidance to which public service providers, and therefore Pontypool Community Council, should have regard when developing arrangements for the delivery of the concerns and complaints handling within their organisations.

Concerns and Complaints Policy Pontypool Community Council

Pontypool Community Council is committed to dealing effectively with any concerns or complaints you may have about our service. We aim to clarify any issues about which you are not sure. If possible, we'll put right any mistakes we may have made. We will provide any service you're entitled to which we have failed to deliver. If we got something wrong, we'll apologise and where possible we'll try to put things right. We also aim to learn from our mistakes and use the information we gain to improve our services.

When to use this policy

When you express your concerns or complain to us, we will usually respond in the way we explain below. However, sometimes you may have a statutory right of appeal so, rather than investigate your concern, we will explain to you how you can appeal. Sometimes, you might be concerned about matters that are not decided by us e.g., if it is a matter which is dealt with by a local authority such as school places and we will then advise you about how to make your concerns known.

Also, this policy does not apply if the matter relates to a Freedom of Information or Data Protection issue. In this circumstance, you should contact the clerk to Pontypool Community Council.

Have you asked us yet?

If you are approaching us for a service for the first time, (e.g., about a grant for a community organisation etc) then this policy does not apply. You should first give us a chance to respond to your request. If you make a request for a service and then are not happy with our response, you will be able to make your concern known as we describe below.

Informal resolution

If possible, we believe it's best to deal with things straight away rather than try to sort them out later. If you have a concern, raise it with the person you're dealing with. They will try to resolve it for you there and then. If there are any lessons to learn from addressing your concern then the member of staff will draw them to the attention of Councillors. If the member of staff can't help, they will explain why, and you can then ask for a formal investigation.

How to express concern or complain formally

You can express your concern in any of the ways below.

- You can ask for a copy of our form from the person with whom you are already in contact. Tell them that you want us to deal with your concern formally.
- You can call 01495 365951 if you want to make your complaint over the phone.
- You can e-mail us at pontypool@pontypoolcc.gov.uk
- You can write a letter to us at 35A Commercial Street, Pontypool, Torfaen, NP4 6JQ.

Dealing with your concern

We will formally acknowledge your concern within 5 working days and let you know how we intend to deal with it.

We will ask you to tell us how you would like us to communicate with you and establish whether you have any particular requirements – for example, if you have a disability.

We will deal with your concern in an open and honest way.

We will make sure that your dealings with us in the future do not suffer just because you have expressed a concern or made a complaint.

Normally, we will only be able to look at your concerns if you tell us about them within 6 months. This is because it's better to investigate your concerns while the issues are still fresh in everyone's mind.

We may exceptionally be able to look at concerns which are brought to our attention later than this. However, you will have to give us strong reasons why you have not been able to bring it to our attention earlier and we will need to have sufficient information about the issue to allow us to consider it properly. (In any event, regardless of the circumstances, we will not consider any concerns about matters that took place more than three years ago.)

If you're expressing a concern on behalf of somebody else, we'll need their agreement to you acting on their behalf.

What if there is more than one body involved?

If your complaint covers more than one body and includes another, such Torfaen County Borough Council, we will usually work with them to decide who should take a lead in dealing with your concerns.

If the complaint is about a body working on our behalf such as a contractor, you may wish to raise the matter informally with them first. However, if you want to express your concern or complaint formally, we will investigate this ourselves and respond to you.

Investigation

We will tell you who we have asked to investigate your concern or complaint. If your concern is straightforward, we'll usually ask somebody from the Community Council investigate it and get back to you. If it is more serious we may use someone from elsewhere, for example Torfaen County Borough Council, if there are legal concerns or we may appoint an independent investigator.

We will set out to you our understanding of your concerns and ask you to confirm that we've got it right. We'll also ask you to tell us the outcome you are seeking.

The person looking at your complaint will usually need to see the files we hold relevant to your complaint. If you don't want this to happen, it's important that you tell us.

If there is a simple solution to your problem, we may ask you if you're happy to accept this. For example, where you asked for a service and we see straight away that you should have had it, we will offer to provide the service rather than investigate and produce a report.

We will aim to resolve concerns as quickly as possible and expect to deal with the vast majority within 20 working days. If your complaint is more complex, we will:

- let you know within this time why we think it may take longer to investigate
- tell you how long we expect it to take.
- let you know where we have reached with the investigation, and give you regular updates, including telling you whether any developments might change our original estimate.

The person who is investigating your concerns will aim first to establish the facts. The extent of this investigation will depend on how complex and how serious the issues you have raised are. In complex cases, we will draw up an investigation plan.

In some instances, we may ask to meet you to discuss your concerns. Occasionally, we might suggest mediation or another method to try to resolve disputes.

We'll look at relevant evidence. This could include files, notes of conversations, letters, e-mails or whatever may be relevant to your particular concern. If necessary, we'll talk to the staff or others involved and look at our policies and any legal entitlement and guidance.

Outcome

If we formally investigate your complaint, we will let you know what we have found in keeping with your preferred form of communication. This could be by letter or e-mail. If necessary, we will produce a longer report. We'll explain how and why we came to our conclusions.

If we find that we got it wrong, we'll tell you what and why it happened. We'll show how the mistake affected you.

If we find there is a fault in our systems or the way we do things, we'll tell you what it is and how we plan to change things to stop it happening again.

If we got it wrong, we will always apologise.

Putting Things Right

If we didn't provide a service, you should have had, we'll aim to provide it now if that's possible. If we didn't do something well, we'll aim to put it right. If you have lost out as a result of a mistake on our part, we'll try to put you back in the position you would have been in if we'd got it right.

If you had to pay for a service yourself, when you should have had one from us, or if you were entitled to funding you did not receive, we will usually aim to make good what you have lost.

Ombudsman

If we do not succeed in resolving your complaint, you may complain to the Public Services Ombudsman for Wales. The Ombudsman is independent of all government bodies and can investigate your complaint if you believe that you personally, or the person on whose behalf you are complaining:

- have been treated unfairly or received a bad service through some failure on the part of the body providing it
- have been disadvantaged personally by a service failure or have been treated unfairly.

The Ombudsman expects you to bring your concerns to our attention first and to give us a chance to put things right. You can contact the Ombudsman by:

phone: 0300 790 0203
e-mail: ask@ombudsman-wales.org.uk
the website: www.ombudsman-wales.org.uk
writing to: Public Services Ombudsman for Wales
1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

There are also other organisations that consider complaints. For example, the Welsh Language Board about services in Welsh. We can advise you about such organisations.

Learning lessons

We take your concerns and complaints seriously and try to learn from any mistakes we've made. Our clerk and managers will consider a summary of all complaints and our Council will also consider our response to complaints as soon as possible after action has been taken.

Where there is a need for change, we will develop an action plan setting out what we will do, who will do it and when we plan to do it by. We will let you know when changes we've promised have been made.

What we expect from you

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern or a complaint. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that all complainants have the right to be heard, understood and respected. However, we also consider that our staff have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence. We have a separate policy to manage situations where we find that someone's actions are unacceptable.

What if I need help?

Our staff will aim to help you make your concerns known to Councillors of the Council. If you need extra assistance, we will try to put you in touch with someone who can help. You may wish to contact a support agency and we can put you in contact with Torfaen Voluntary Alliance which will be able to point you in the direction of the most appropriate one to assist you.

You can use this concerns and complaints policy if you are under the age of 18. If you need help, you can speak to someone on the Meic Helpline (phone 080880 23456, www.meiccymru.org) or contact the Children's Commissioner for Wales. You can contact the Commissioner by:

phone: 01792 765600 / 0808 801 1000
e-mail: post@childcomwales.org.uk
the website: www.childcom.org.uk
writing to: Llewellyn House, Harbourside Business Park,
Harbourside Road, Port Talbot, SA13 1SB

Section A: Your details

Surname:

Forename(s):

Title: Mr/Mrs/Miss/Ms/if other please state:

Address and postcode:

Your e-mail address:

Daytime contact phone number

Mobile number:

Please state by which of the above methods you would prefer us to contact you:

Your requirements: if our usual way of dealing with complaints makes it difficult for you to use our service, please tell us so that we can discuss how we might help you.

The person who experienced the problem should normally fill in this form. If you are filling this in on behalf of someone else, please fill in section B. Please note that before taking forward the complaint we will need to satisfy ourselves that you have the authority to act on behalf of the person concerned.

Section B: Making a complaint on behalf of someone else: Their details:

Their name in full:

Address and postcode:

What is your relationship to them?

Why are you making a complaint on their behalf?

Section C: About your concern/complaint:

(Please continue your answers to the following questions on a separate sheet(s) if necessary)

What do you think we did wrong, or failed to do?

Describe how you personally have suffered or have been affected.

What do you think should be done to put things right?

When did you first become aware of the problem?

Have you already put your concern to a member of staff? If so, please give brief details of how and when you did so.

If it is more than 6 months (12 months for health concerns) since you became first aware of the problem, please give the reason why you have not complained before now.

If you have any documents to support your concern/complaint, please attach them with this form.

Signature:

Date:

When you have completed this form, please send it to: The Clerk at 35A Commercial Street, Pontypool,
Torfaen, NP4 6JQ

or email it to: pontypool@pontypoolcc.gov.uk

Concerns and Complaints Policy Guidance for Pontypool Community Council

Section 1 - Introduction

1.1 Purpose of the Model Concerns and Complaints Policy

- 1.1.1 The Welsh Assembly Government's vision for improving public services in Wales is well documented and it recognises that complaints systems and redress can make an important contribution to the improvement of those services.
- 1.1.2 The purpose of the model policy for handling concerns and complaints (hereafter referred to as „the policy“) is to establish across the spectrum of public service providers:
- common principles for the effective handling of concerns and complaints
 - a common model for dealing with concerns and complaints.
- 1.1.3 In addition, it is intended that this guidance will also enable:
- common data collection procedures
 - common methods for learning from concerns and complaints.
 - a common means to identify and disseminate good practice.
 - consistency in how the Council deals with Concerns and Complaints

1.2 Statutory Basis and Scope of the Model Policy and Guidance

- 1.2.1 The policy and guidance comes into effect on 24 November 2021.
- 1.2.2 They are issued under existing powers of the Welsh Assembly Government in respect of the various sectors of the public service devolved to Wales, and Section 31 of the Public Services Ombudsman (Wales) Act 2005.
- 1.2.3 Complainants should not be disadvantaged where they complain through the medium of Welsh.
- 1.2.4 The model policy and guidance applies to the list of public service providers set out at Appendix A.

Section 2 - Definition and Principles

What is a Complaint?

A complaint is: an expression of dissatisfaction or concern either written or spoken or made by any other communication method made by one or more members of the public about a public service provider's action or lack of action or about the standard of service provided which requires a response whether about the public service provider itself, a person acting on its behalf, or a public service provider partnership.

A complaint is not:

- an initial request for a service, such as reporting a faulty streetlight
- an appeal against a „properly made“ decision where Pontypool Community Council has followed relevant laws and procedures correctly
- a means to seek change to legislation or a „properly made“ policy decision
- a means for lobbying groups/organisations to seek to promote a cause.

Principles for dealing with complaints

When someone complains they inevitably have an issue about a service which has been received or not received. Complaints need to be handled in such a way that the complainant is the focus and not the process itself. It is within this context that the following principles should be applied.

Accessible and Simple

Well publicised.

Easy to find, understand and use – both for public and staff.

Simple and clear instructions for the public about how to make a complaint.

Has flexibility to meet the different needs of different people, ensuring that those who face challenges in access are not excluded.

Provides information on advocacy and support services.

The stages in the complaint handling process are kept to a minimum.

Fair and Impartial

Concerns are dealt with in an open-minded and impartial way.

Complainants are assured that making a complaint will not adversely affect their future dealings and contacts with the body concerned.

Ensures that complainants get a full response and that decisions are proportionate, appropriate and are fair.

The staff complained about are treated as fairly as complainants

Timely, Effective and Consistent

Within the parameters of what is appropriate and possible, frontline staff themselves should seek to resolve complaints

„Investigate Once, Investigate Well“ – when a complaint requires formal investigation, this should be done thoroughly to establish the facts of the case.

Dealt with as quickly as possible. It should normally take no longer than

20 working days from receipt at the Formal Stage to resolution. If a complaint is more complex, complainants should be told why it may take longer to investigate and how long it is expected to take. Complainants and staff involved should be kept informed of progress throughout.

Consistent so that people in similar circumstances are treated in similar ways.

Concerns involving more than one public service provider are dealt with in such a way that the complainant's experience is of one system.

Accountable

Provides honest, evidence-based explanations and gives reasons for decisions.

Information is provided in a clear and open way.

When concerns are found to be justified, as appropriate, the Community Council will

- *acknowledge mistakes*
- *apologise in a meaningful way*
- *put matters right*
- *provide prompt, appropriate and proportionate redress.*

Follow up to ensure any decisions are properly and promptly implemented.

Where appropriate, the complainant is told about the lessons learnt and changes made to the service, guidance or policy.

Ensures that complainants are informed of their right to complain to the Public Services Ombudsman for Wales (or of other appropriate routes open to them, for example, Welsh Language Board in respect of complaints about compliance with Welsh Language Schemes, Equality and Human Rights Commission).

Delivers Continuous Improvement

Lessons learnt from complaints are gathered and feedback is used to improve service design and delivery.

Systems will be in place to record, analyse and report on the learning from concerns.

The leadership of Pontypool Community Council will:

- *take ownership of the complaints process*
- *regularly review and scrutinise its effectiveness*
- *receive regular complaints monitoring reports, and*
- *demonstrate what the organisation has done to improve service delivery as a result of complaints.*

Section 3 - Complaint Handling Arrangements

The aim is to provide a common approach for handling complaints by replacing "Process heavy" systems with one that is simple, flexible and places emphasis on getting the most appropriate outcome for individuals and services. It requires Pontypool Community Council to take a much more proactive approach to dealing with concerns by focusing on people's needs and not the complaints process itself.

By being widely adopted it will help to streamline complaints arrangements across Pontypool Community Council and make it easier to deal with concerns that relate to more than one service provider.

A Commitment Statement

The Welsh Assembly Government has published a principle on redress for public services (Making the Connections – Building Customer services, March 2007). This is the touchstone for the model complaints policy and every public service provider in Wales in adopting the model should in turn publish a commitment statement as follows:

“People will find it easy to complain and get things put right when the service they receive is not good enough.”.

[Note: The above statement also applies to circumstances where there has been a failure to deliver a service someone is entitled to receive. However, it does not apply in circumstances where people are making a request for an initial service.]

The people who may put forward a concern

Any member of the public, including a child, who has received, or was entitled to receive, a service from Pontypool Community Council may make a complaint. The same applies if they have suffered due to the inappropriate action or lack of action by Pontypool Community Council.

Where a concern is notified by a young person or child, the responsible body must provide them with such assistance that they may reasonably require in order to pursue the concern. This should include making the young person or child aware of the help that could be provided by the Children’s Commissioner for Wales.

A concern can also be put forward by someone on behalf of another person, as follows:

- a) someone who has died
- b) a child
- c) those who lack the capacity (as defined by the Mental Capacity Act 2005(1))
- d) if they have been asked to do so by the person affected.

In the case of (b), (c) and (d), Pontypool Community Council must satisfy itself, as far as the circumstances of the person affected allow for it, that the representative is acting with the authority of that person and if possible, obtain their signature to confirm this.

This procedure is not however a means for a member of staff to raise employment issues. There are other internal mechanisms for these types of concerns, for example, whistleblowing, bullying, or grievance procedures.

Roles

The Council should ensure that the policy is adopted and in place. It is not appropriate for the Council to be involved in the investigation of individual complaints. However, it should receive reports on the number and type of complaints received, their outcomes and any remedial action taken as a consequence. It is for the Council to determine how frequently it should receive such reports; however, this should be at least twice a year. Organisations with such arrangements in place may, in addition, want to include the consideration of complaints reports to be included within the remit of a scrutiny or similar type committee.

Responsible Officer – The Clerk shall have responsibility for ensuring the policy is adopted and the guidance is followed and will co-ordinate responses to all complaints.

The number of complaints received should be reported to the Establishment Committee at least every six months.

Resources

Pontypool Community Council shall ensure that the necessary resources are made available to enable delivery of the policy, this includes:

- staffing (including administrative support, if necessary)
- training
- complaint handling administration systems.

Accessibility and publicising the complaints procedure

The Complaints Commitment Statement and complaints process shall widely publicised. E.g., on the Council's website. This should be done by:

- promoting the existence of the procedure, together with appropriate contact details, on a regular basis in any newsletters that the organisation publishes for its service users
- producing a bilingual complaints information leaflet when requested
- the leaflet shall be available at Pontypool Community Council's Office

Local advocacy organisations shall be made aware of the Concerns and Complaints Policy. Pontypool Community Council shall keep a list of such organisations e.g., Citizens Advice, Age Concern

The complaints information leaflet/complaint form

The wording of the English and Welsh complaints information leaflet should be as in the Council's policy.

In raising a concern, ideally people should complete a complaint form either printed version or webform.

However, people may prefer to present their complaint by telephone, e-mail, or in person (or other method). In doing so staff dealing with the complaint should ensure that they have gathered the same information as that being sought on the complaint form and ensure it is recorded appropriately.

The complaints procedure

Stage 1 - Informal Resolution

This stage offers the opportunity for informal engagement at the point of service delivery to seek to resolve complaints either at the time the concern arises or very shortly thereafter. This stage should be part and parcel of front-line service delivery and not viewed as separate from it. This first step will normally be an explanation or other appropriate remedial action by Council staff.

Staff should understand what is expected of them in dealing with Comments and Complaints so they can deal with them as they arise with the aim of resolving issues on the spot.

Staff will be informed so they can recognise the seriousness of a complaint and understand when it should be referred to a manager or the clerk.

Staff may receive complaints that do not involve them personally. They should be able to direct the complainant to their manager or the clerk who will then be able to advise the complainant appropriately.

Staff must advise complainants how to progress their complaint to the formal investigation stage if they are not satisfied with the outcome of their complaint at the end of the informal stage.

Complainants may wish their complaint to be „fast tracked“ straight through to internal investigation (Stage 2). This may particularly be so if there have been disagreements with staff directly responsible

delivering the service. It is the complainant's prerogative to seek to take their complaint directly to Stage 2 of the procedure and frontline staff should advise how they may do so.

Frontline staff should be informed about how and encouraged to provide appropriate information on advice and advocacy support at Stage 1 of the complaints process. However, it is recognised that they may not have (nor could they be expected to) have the breadth of knowledge of all organisations for all types of help available, particularly when operating in a specialist field themselves.

The clerk should be a source of support for all staff in respect of local resolution.

The informal resolution stage should be completed as quickly as possible and certainly take no longer than 10 working days. If it is not possible to resolve the concern within the relevant timescale, then the matter should be escalated to the formal investigation stage.

Stage 2 Formal Internal Investigation

"Investigate once, investigate well" is the principle for this stage of the process. Emphasis is placed on one investigation to deal thoroughly with the concerns raised, rather than multiple investigations at different levels in the organisation which can result in protracted and sometimes open-ended investigations.

However, the Stage 2 element of the complaints process is intended to be flexible to respond appropriately to the complaint. „Investigating well“ also means conducting an investigation in a manner that is proportionate to the nature and degree of seriousness of the complaint. Proportionate means that for those complaints not so serious in their nature, the investigation may not need to be so detailed. The following sets out how a complaint should be dealt with at Stage 2.

Stage 2 complaints should be sent by the complainant to the clerk. Any other staff receiving a complaint form should forward it promptly.

Having formally received a complaint at Stage 2, an acknowledgement should be sent by the clerk as soon as is possible but within a maximum of five working days.

If the complaint is "out of time" – i.e., the issue being complained about is older than six months (from the time that the complainant first became aware of the problem), consideration should be given as to whether there are good reasons as to why it should nevertheless be accepted.

The clerk should offer to discuss the matter with the complainant, including:

- helping the person who is complaining understand the process
- confirming with them their preferred method of communication and what they want as an outcome to making the complaint
- providing advice of relevant advocacy and support services if they need help in making their complaint.

Depending on the nature of the complaint it may be necessary to obtain the complainant's permission to access their personal file. If the complainant refuses to give permission, then it should be explained to them that this will influence the ability to conduct a thorough investigation.

If the complainant is complaining on behalf of someone else, consideration will need to be given as to whether consent is needed to investigate the complaint.

Having satisfied themselves that they sufficiently understand the details of the complaint, the central complaints handler should grade the seriousness of the complaint to decide on the appropriate level of investigation (where the organisation has such an arrangement in place) and identify an officer within the organisation with sufficient seniority, credibility, and independence from the source of the complaint to

undertake the investigation; in the case of Pontypool community council, it is accepted that the Clerk will usually take the role of "frontline, informal resolution" and that the Chair of the Council or Chair of the Establishment Committee should where necessary take the role of "investigator".

Having recorded the complaint on the complaints handling system on receipt, the central complaints handler should keep track of (and record) progress and take responsibility for monitoring the smooth running of the investigation, ensuring that timescales are met. The Stage 2 complaints process should normally be concluded within 20 working days. Where this is not possible complainants must be informed of the reasons and be agreeable to any extension. In any event, there should be regular contact with the complainant, updating them on progress on the case.

A complainant may withdraw their concern at any time; however, the public service provider may continue to investigate if it feels that it is necessary to do so.

It is recommended that the clerk produces a specimen documents/template to assist other staff involved in the complaints process which may include:

- a form for frontline staff for logging relevant complaints at the informal stage (these will be essential for any complaints progressed to Stage 2)
- an acknowledgement letter

Complaints Investigations

A complaint investigation should be a fact-finding exercise which is impartial, open and transparent and proportionate to the seriousness of the complaint. For serious complaints, a plan needs to be drawn up enabling the complaint to be investigated systematically.

However, even though the complaint has reached the Formal Internal Stage, there may still be potential for resolving the concern to the complainant's satisfaction through a „quick fix" and without having to undertake a full and lengthy investigation. Consideration should be given to the possibility of this. Consideration should also be given as to whether face to face meetings and/or mediation could be a means to resolving the complaint.

Evidence gathering can include:

- correspondence (letters and e-mails)
- notes of telephone conversations
- organisational policies and procedures
- good practice guidance
- records (including those specifically relating to complaint, under consideration and training records of staff involved in the complaint)
- legislation
- interviews (including detailed notetaking)
- site plans and visits
- photographic evidence
- recordings in various formats (e.g., phone, video, CCTV)
- obtaining professional/expert advice

Recommendations arising from investigations should be Specific, Measurable, Achievable, Realistic and Timed (SMART).

At the end of an investigation a written outcome such as letter or e-mail should be produced, and in more serious cases a report. Where a report is produced this should include where appropriate:

- the scope of the investigation
- a summary of the investigation:
 - details of key issues, setting out a brief chronology of events leading to the complaint)
 - those who were interviewed (including setting out to what degree the complainant, and if appropriate, any affected relatives, advocates, etc were involved in the investigation)
 - conclusion
 - if the complaint is found to be justified/upheld
 - how it happened - i.e., what went wrong
 - why it happened – i.e., the root cause of the problem (e.g., human error, a systemic failure)
 - what impact did it have on the complainant?
 - if a systemic failing has been identified, an explanation of actions taken to put things right, with a view to ensuring the same problem does not occur again
 - if appropriate, an apology
 - if appropriate, an offer of redress
 - if the complaint has not been upheld, there should be an explanation of why this conclusion has been reached, demonstrating that it has been arrived at based on the evidence gathered.

Overall, the report should demonstrate throughout that the complaint has been taken seriously, that the investigation undertaken has been fair and, in accord with the seriousness of the complaint, proportionately thorough.

Even in cases where an investigation upholds the complaint and offers remedy/redress, it may be that the complainant remains dissatisfied for some reason. Therefore, in all cases, the report should inform the complainant that if they remain dissatisfied then they have the right to seek an independent external consideration of their complaint. Information about making a complaint to the Public Services Ombudsman for Wales and other appropriate complaint handlers including the Welsh Language Board should be provided.

The final steps

The fact that complaints will vary in the degree of seriousness has already been referred to. Pontypool Community Council should decide at what level decisions on recommendations in the report can be taken and who should sign off on the complaint (i.e., who should sign any report or letter).

In cases where a complaint has been upheld and there is a clear systemic issue, the clerk should ensure that an action plan is devised setting out how the recommendations will be implemented and identify who will be responsible for ensuring their implementation. When it affects them, other staff should be involved in this process. The plan should also include arrangements for confirming to the complainant that changes have been implemented and make provision for the monitoring and evaluation of new arrangements introduced to assess their impact.

On closing a complaint case, the clerk should ensure that working documents used during the course of the investigation are retained in an orderly fashion and stored securely. If the complaint becomes the subject of further external investigation such as by the Public Services Ombudsman for Wales, these working documents may be needed as the public service provider's evidence.

Complaint case records should be retained for at least one year following closure at the end of Stage 2.

An Independent Person

It may be that for some investigations, it is considered appropriate to include the involvement of an independent person in the Stage 2 investigation. This is particularly the case in respect of concerns relating to children and adults in vulnerable circumstances. It will be the responsibility of the clerk to ensure that the organisation has a suitable person to call upon where necessary.

Complaints Involving Other Legal or Disciplinary Proceedings

Occasionally, complaints received will involve legal or disciplinary proceedings. It may from time to time be necessary to put the investigation of a complaint "on hold" until the conclusion of those other proceedings. However, it should not automatically be assumed that this is necessary in every case. An assessment should be made (with legal advice sought, if appropriate) to identify whether it is possible to address the subject of the complaint, without impacting unfairly on the other proceedings underway. It is important that if a complainant is in a continued state of disadvantage as a result of likely poor service delivery that every step is taken to conclude this part of their complaint. This will mean that, if the complaint is upheld, it has been demonstrated that the organisation is doing everything it can to return them as soon as possible to the position they would have been in if that failure had not occurred in the first place.

Complaints involving more than one service provider

There are very rare occasions when a complaint received will involve more than one organisation. In this case the role of the clerk will be to establish the elements of the complaint and which organisations are involved and then contact their counterpart(s) in the other organisation(s) involved. The complaints officers should then decide which of them should lead on co-ordinating the response to the complainant. It would seem sensible that this should be the organisation with the greatest involvement in the complaint. However, it may be appropriate for the organisation with the largest complaints handling resource to undertake this role.

Complaints concerning services that have been contracted out

Even though public service providers may contract out the provision of services to private/voluntary organisations, this does not absolve the public service provider of their responsibility for those functions. The clerk should, therefore, ensure that contracts include, as a matter of course, a provision for complaints handling. This should include the requirement for organisations contracted to provide services to comply with similar complaint handling arrangements (i.e., the two stages), with the outcome report/letter being copied to the public service provider. Such organisations should also inform complainants of the third external stage and their right to complain to the Public Services Ombudsman for Wales.

Section 4 - Learning Lessons

Learning from complaints/continual improvement

Complaints information should be used to improve Pontypool Community Council's service delivery and increase its effectiveness.

To support this, Pontypool Community Council should:

- Ensure that the clerk periodically reviews all complaint outcomes and their recommendations to identify whether there are any lessons to be learnt that may not be apparent from individual complaints alone. When considering the lessons that can be learnt from a complaint, an assessment should be made as to whether:
 - These are limited to the section/department in question
 - They have an organisation wide implication
 - They are ones that should be shared across the sector of the public service or indeed across the whole of the public service in Wales.
- Ensure that complaints reports are considered on a regular basis by senior management, including an analysis of the data gathered and information on recommendations that have been made for improving service delivery.
- Ensure that the information received by the clerk is used to target any problem areas and consider if there is potential to improve policies, procedures and accordingly services.
- Ensure that the Council receives reports giving an overview of complaints received, setting out what changes have been made as a result of complaints information, and following monitoring of their implementation what results have been received.
- Ensure that an annual report on complaints is produced with lessons learnt over this period demonstrating how they have contributed to improved service delivery.

Recording & monitoring complaints

Effective approaches to complaints management collect specific data and identify recurring or system wide problems. All feedback and complaints received should be recorded to ensure that a comprehensive evaluation of data can be made.

To support this, Pontypool Community Council shall:

- Have a system to collect organisation-wide complaints data
- Use the system to help track complaints and compliance with timescales
- Record data to identify system wide or recurring complaints
- Enable points from lessons learned to be captured
- Write to the complainant detailing the findings of the investigation, providing an apology for any shortfalls and describing what action will be taken to prevent recurrence.

It is not intended that Pontypool Community Council should implement a new IT system for these recording purposes and manual recording may suffice.

Section 5 - Staff and Training

Staff

Whilst it is not uncommon for people to look for someone to blame when things go wrong, staff should be assured that this is not the aim of an investigation. It should be made clear that any interview that may take place is to establish facts as part of the investigation of a complaint, and that it does not form part of a disciplinary procedure. (However, a separate disciplinary process could take place if this appropriate.).

When requiring staff to attend for interview, they should be told the purpose of the interview, what to expect and what preparation they need to do. They should be advised that they can bring someone (such as a colleague) for support – although the position of confidentiality and their role should be made clear). They should also be advised as to what will happen after the interview.

Being the subject of a complaint is in any event a stressful situation and depending on the circumstances of the complaint and the issues involved, it may be prudent to inform the interviewee of staff support available.

In the same way that it is important to keep complainants informed on progress in the investigation and its outcome, the same is true in respect of staff.

As well as informing staff involved of the outcomes of complaints and any recommendations that arise, other staff may be informed about how they deal with complaints through internal communication such as staff meetings so it can contribute to better public services. The organisational culture should be that reporting a complaint and action taken is seen as a positive act in that it assists organisational learning.

Training

The complaints' function needs to be adequately resourced by appropriately trained or informed staff.

The clerk should ensure that all staff have the skills and competencies required to deal with the complaints process

General training or information giving should also be included in the induction programme of all in the organisation (this includes staff and Council members).

Unacceptable Actions by complainants

The model policy recognises that some people may act out of character in times of trouble or distress. It should be borne in mind that there may have been upsetting or distressing circumstances leading up to a complaint. A complainant's behaviour should not be regarded as unacceptable just because they are forceful or determined. However, the actions of complainants who are angry, demanding or persistent may result in unreasonable demands on an organisation or unacceptable behaviour towards staff. It is these actions that are considered unacceptable. Pontypool Community Council shall therefore have in place a process for dealing with "unacceptable actions by complainants" and ensure that staff are informed accordingly.

Pontypool Community Council may use the Public Services Ombudsman for Wales policy to deal with this (available at www.ombudsman-wales.org.uk) as a basis for their own procedure.

Appendix A

This Concerns and Complaints Policy and Guidance has been adapted from model policy and guidelines which are available to the following which includes Community Councils:

Government of Wales

The Welsh Assembly Government

The National Assembly for Wales Commission

Local government, fire and police

A local authority in Wales (this includes county/county borough councils and community councils)

A joint board the constituent authorities of which are all local authorities in Wales

A fire and rescue authority in Wales constituted by a scheme under section 2 of the Fire and Rescue Services Act 2004 (c. 21) or a scheme to which section 4 of that Act applies A police authority for a police area in Wales

Environment

A National Park Authority for a National Park in Wales The Countryside Council for Wales

The Environment Agency The Forestry Commissioners

A regional flood defence committee for an area wholly or partly in Wales

An internal drainage board for an internal drainage district wholly or partly in Wales

Health and social care

The Care Council for Wales

The Board of Community Health Councils in Wales A Local Health Board

An NHS trust managing a hospital or other establishment or facility in Wales

An independent provider in Wales*

A family health service provider in Wales

A person with functions conferred by regulations made under section 113(2) of the Health and Social Care (Community Health and Standards) Act 2003 (c. 43)

Housing

A social landlord in Wales (this includes housing associations)

Education and training

The Office of Her Majesty's Chief Inspector of Education and Training in Wales or Prif Arolygydd Ei Mawrhydi dros Addysg a Hyfforddiant yng Nghymru (ELWA)

The Higher Education Funding Council for Wales

An admission appeal panel constituted in accordance with regulations under section 94(5) or 95(3) of the School Standards and Framework Act 1998 (c. 31).

The governing body of any community, foundation or voluntary school so far as acting in connection with the admission of pupils to the school or otherwise discharging any of their functions under Chapter 1 of Part 3 of the School Standards and Framework Act 1998.

An exclusion appeal panel constituted in accordance with regulations under section 52 of the Education Act 2002 (c. 32).

Arts and leisure

The Arts Council of Wales The Sports Council for Wales

Miscellaneous

The Welsh Language Board

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