



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

21 September/Medi 2023

Dear Sir/Madam  
Annwyl Syr/Fadam

You are summoned to attend a **MULTI-LOCATION MEETING OF PONTYPOOL COMMUNITY COUNCIL TO BE HELD AT 6:30 PM** on **WEDNESDAY 27 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 **CYFARFOD Y CYNGOR** yn yn Rhith Gyfarfod am **6:30 PM, DYDD MERCHER 27 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*

Lisa McMail

**CLERK TO THE COUNCIL/ CLERC I'R CYNGOR**

## A G E N D A

1. **Questions from the Public**  
To receive any questions from the public on matters on the agenda.
2. **Apologies for absence**  
To receive apologies for absence.
3. **Declarations of Interest**  
Members are required to declare any interests they may have in any items on the Agenda.
4. **Resignation**  
To note the resignation submitted to the Clerk from previous Councillor John Killick on 27 July 2023.
5. **Council Meeting – 26 July 2023**  
To confirm the minutes of the Council meeting held on 26 July 2023 (attached: page(s) 1 – 6)
6. **Finance, Governance & Policy Committee – 6 September 2023 - Minutes**  
To approve the minutes of the Finance, Governance & Policy Committee held on 6 September 2023 and adopt the recommendations of that committee (attached: page(s) 7 – 17)
7. **Events Committee – 13 September 2023**  
To approve the minutes of the Events Committee held on 13 September 2023 and adopt the recommendations of that committee (attached: page(s) 18 – 22)
8. **Planning & Environment Committee – 13 September 2023 - Minutes**  
To approve the minutes of the Planning and Environment Committee held on 13 September 2023 and adopt the recommendations of that committee (attached: page(s) 23 – 30)
9. **Regeneration meeting – 27 July 2023**
  - (i) To receive notes of a Communities/Regeneration meeting held at Pontypool Community Council held on Thursday 27<sup>th</sup> July 2023 (attached: page(s) 31 – 32)
  - (ii) To receive a verbal update from the Chair of Council of a further meeting held on 23 September. Refer Chair Cllr MF.
  - (iii) To nominate an additional 4 members to serve on the Pontypool Operational Group as agreed at the meeting held on 23<sup>rd</sup> September. Full minutes of this meeting will be presented to October Council.
10. **Youth Festival/Conference (Monday 21<sup>st</sup> to Sunday 27<sup>th</sup> August)**  
To receive a report on the Youth Festival/Conference produced by OW, Youth Project Lead (attached: page(s) 33 – 34)

11. **Council Vacancy – Cwmyrnyscoy**  
To receive an update that the Election for the above council vacancy will go to a ballot. Refer Chair of Council.
12. **Pontypool Community Council's Annual Report**  
To inform the Council that Emyr John (Communications Officer) from One Voice Wales has stated that the Council's Annual report was fantastic. He will pick out certain 'project' or 'activities' to promote further in future One Voice Wales newsletters and/or social media. Please note Mr EJ will be attending October Council.
13. **Public Services Ombudsman for Wales Press Annual Report 2022- 23**  
To receive an executive summary of the above, e-mail previously sent to members by Clerk in August 2023 (attached: page(s) 35 – 44)
14. **Welsh Ombudsman's public consultation on "Our Equality Plan 2023-2026**  
To receive an e-mail and information from One Voice Wales in relation to the above. If the Council has any comments they are required by 2 October 2023 (scanned copy attached separately).
15. **Policies**  
To adopt the following as agreed at F, G & P on the 6<sup>th</sup> September 2023
  - (i) Code of Conduct (attached: page(s) 45 – 75)
  - (ii) Concerns & Complaints Policy (attached: page(s) 76 – 88)
16. **Consultation on Fee Scales 2024 – 2025**  
To receive information from Audit Wales in relation to consultation on Fee Scales 2024-2025 (attached: page(s) 89 – 91)  
Responses required by 10<sup>th</sup> October 2023.
17. **Outside Bodies**  
To nominate an additional member to serve on each of the following:
  - (i) Torfaen Museum
  - (ii) Mic Morris Memorial Trust
18. **Reports/Minutes**  
To receive the following minutes:
  - (i) National Executive Committee meeting held on Friday 23 June 2023 (attached: page(s) 92 – 98)
  - (ii) One Voice Wales Gwent Valleys Area Committee held on 4<sup>th</sup> July 2023 (attached: page(s) 99 – 118)
19. **Junior Sponsorship**  
Item previously deferred from Finance, Governance and Policy dated 6<sup>th</sup> September 23, Minute number 168.
  - (i) Griffithstown Junior Football Club
  - (ii) New Inn AFC Junior & Youth

- (iii) Garndiffaith Bowls Club
- (iv) Race Association Football Club
- (v) Sebastopol Juniors AFC
- (vi) PILCs FC
- (vii) Panteg Cricket Club
- (viii) Talywain RFC Mini and Juniors
- (ix) Garndiffaith RFC
- (x) Penygarn and Trevethin FC
- (xi) Cwmffrwdroer Junior Sports Club (information awaited)
- (xii) Fairfield United Junior FC (information awaited)

20. **Grounds Maintenance**

Additional Grounds Maintenance applications as per Finance, Governance minutes (Minute number 167).

- (i) Griffithstown Junior AFC
- (ii) Garndiffaith Rugby Club
- (iii) Pontypool Park Bowls (information still awaited)
- (iv) Panteg Park Bowls Club
- (v) PILCS FC
- (vi) Abersychan Alexanders RFC
- (vii) New Panteg RFC
- (viii) Panteg Cricket Club
- (ix) Pontyfelin Bowls Club

21. **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.**

22. **Charity Commission**

To receive e-mail correspondence relating to the charity commission concern as agreed at the Establishment Committee (attached: page(s) 119)

23. **Testimonials**

To consider the following nomination(s) for Council Testimonials:

- (i) Steve Malson (attached: page(s) 120 – 121)
- (ii) Pontypool Youth Councillors (attached: page(s) 122 – 123)
- (iii) Claire Pearce Crawford (attached: page(s) 124)
- (iv) Cath Johnson, Gail Gulliford, Clare Norma, Vera Jeremiah and Brenda Jones (attached: page(s) 125 – 126)
- (v) Allun Davies (attached: page(s) 127 – 128)
- (vi) Shane Kennedy (attached: page(s) 129)
- (vii) Jenni Crane (attached: page(s) 130 – 131)
- (viii) Colin Guest (attached: page(s) 132 – 133)
- (ix) Karen Middle (attached: page(s) 134 – 135)

24. **Finance, Governance & Policy Committee – 6 September 2023**  
To approve confidential minute 176 of the Finance, Governance & Policy Committee held on 6 September 2023 and adopt the recommendation(s) of that committee (attached: page(s) 136)
25. **Events Committee – 13 September 2023**  
To approve confidential minute 186 of the Events Committee held on 13 September 2023 and adopt the recommendation(s) of that committee (attached: page(s) 137)
26. **Establishment Committee – 6 September 2023**  
To approve the confidential minutes of the Establishment Committee held on 6 September and adopt the recommendation(s) of that committee (attached: page(s) 139 - 143)

To: All Members

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AGENDA ITEM 5

MINUTES OF A MULTI-LOCATION MEETING OF PONTYPOOL  
COMMUNITY COUNCIL HELD ON WEDNESDAY 26<sup>th</sup> JULY 2023

**In attendance:**

Councillor: #Matt Ford (in the Chair)

Councillors: #Nick Byrne, J Cox, Anne Gunter, Lizzie Hunt, Gaynor James, Jon James, Rose Matthews, Jonathan Martin, Allan Peplow and Nathan Warren  
\*Lynda Clarkson and Nick Jones

Officers: #Mrs Lisa McMail, Clerk, Mrs Cindy Challenger, Finance Manager, Ceri Jones, Community Development Officer and Olivia Williams, Youth Project Leader

Also attended: 3 of the youth

\* *Attending remotely via Microsoft Teams*

# *Attending physically in the Council Chamber*

*The meeting was recorded for minute taking purposes as agreed by Members.*

Min. no.	Subject and Decision	Action
124.	<b><u>Questions from the Public</u></b>  There were no questions from the public	
125.	<b><u>Apologies for absence</u></b>  Apologies received from Councillors: Jon Horlor, John Killick, Sue Malson, Richard Overton, Caroline Price, Bob Rogers, Jools Rogers and Nick Simons	JW
126.	<b><u>Declarations of Interest</u></b>  Councillors: Lynda Clarkson, Gaynor James, Jon James, Nick Byrne and Rose Matthews declared personal and non-prejudicial interests in any agenda items relating to Torfaen County Borough Council (TCBC) as they were members of TCBC, as well as being members of Pontypool Community Council.	JW
127.	<b><u>Youth Project</u></b>  The Chair welcomed Olivia Williams to present a short tik tok video of the youth describing what the project means to them and how	

	<p>they celebrated world youth work week.</p> <p>Olivia stated that the Police &amp; Crime Commissioner had kindly donated £500 to the project to help fund summer activities for the youth.</p> <p>The members were informed of the many activities that had already taken place and what activities had been planned for the summer.</p> <p>The Chair congratulated the youth and the officer for their presentation and thanked them for attending.</p> <p><b>RESOLVED:</b> that the information be received and noted.</p>	
128.	<p><b><u>Police &amp; Crime Commissioner</u></b></p> <p>Apologies were received from Mr Jeff Cuthbert the Police &amp; Crime Commissioner for Gwent (P &amp; CC), Superintendent Mike Richards (MR).</p> <p><b>RESOLVED:</b> that the Police &amp; Crime Commissioner be invited to Full Council in October.</p>	
129.	<p><b><u>Council Meeting – 28 June 2023 - Minutes</u></b></p> <p>The Chair of Council moved the minutes. Unanimously agreed subject to:</p> <p>The Clerk referred to minute number 83 and requested that a working group be set up to resolve an issue relating to Party in the Park on Saturday 8 July 2023.</p> <p>It was agreed that the Clerk, Events Manager and Chair of Events, Rose Matthews meet to resolve the matter.</p> <p><b>RESOLVED:</b> (i) that the minutes of the Council meeting held on 28 June 2023 be confirmed as a true record and signed by the Chair.</p> <p>(ii) that the Clerk, Events Manager and Chair of Events meet to resolve the issue relating to Party in the Park on Saturday 8 July 2023.</p>	<p>JW</p> <p>LM/ RC/ Cllr RM</p>
130.	<p><b><u>Finance, Governance &amp; Policy Committee – 5 July 2023 - Minutes</u></b></p>	

	<p>The Chair of F, G &amp; P moved the minutes. Unanimously agreed.</p> <p><b>RESOLVED:</b> that the minutes of the F, G &amp; P Committee held on 5 July 2023 be confirmed as a true record and signed by the Chair, and the information outlined by the Clerk noted.</p>	JW
131.	<p><b><u>Planning &amp; Environment Committee – 12 July 2023 - Minutes</u></b></p> <p>The Chair of P &amp; E moved the minutes. Unanimously agreed subject to:</p> <p>Minute Number 116(c) – Benches That the cost of £222 for a plaque to commemorate Ruth Tucker be approved.</p> <p>Minute Number 119 – Forest Schools That no response had been received and therefore it be discussed again at P &amp; E in September.</p> <p><b>RESOLVED:</b> (i) that the minutes of the Planning and Environment meeting held on 12 July be confirmed as a true record and signed by the Chair subject to:</p> <p style="padding-left: 40px;">(ii) Minute Number 116(c) – Benches That the cost of £222 for a plaque to commemorate Ruth Tucker be approved.</p> <p style="padding-left: 40px;">(iii) Minute Number 119 – Forest Schools That no response had been received and therefore it be discussed again at P &amp; E in September.</p>	CC/ LM  RC/ AA/ MW
132.	<p><b><u>Supplementary Planning Guidance (SPG) Consultation</u></b></p> <p>The Council received a letter from Rachel Standfield, Principal Planner at TCBC.</p> <p><b>RESOLVED:</b> that the information be received.</p>	
133.	<p><b><u>Schedule 18 – Publicity and Consultation before applying for Planning Permission Notice under Articles 2C and 2D – town and Country Planning (Development Management Procedures) (Wales) Order 2012</u></b></p> <p>The Council received notification that South Wales Fire &amp; Rescue Services had brought forward plans for the demolition of the existing fire station and erection of a new fire station.</p> <p><b>RESOLVED:</b> that the information be received.</p>	
134.	<p><b><u>Member Remuneration Policy</u></b></p>	

	<p>The Council received the Member Remuneration Policy as requested at F,G &amp; P on 5 July 2023.</p> <p><b>RESOLVED:</b> that the Member Remuneration Policy be approved.</p>	
135.	<p><b>Local Voluntary Funding</b> The Council were requested to approve the Local Voluntary Funding applications.</p> <p><b>RESOLVED:</b> that the LVF applications outlined in the appendix be approved.</p>	CC
136.	<p><b>Forest Schools</b> An update was received on the Forest Schools, deferred from the P &amp; E committee. This was discussed under Council Minutes – see Minute Number 130.</p> <p><b>RESOLVED:</b> that the information be received and noted.</p>	
137.	<p><b>Myfanwy Poetry Trail</b> The Clerk gave a verbal update on the Myfanwy Poetry Trail. It was stated that the launch was very successful and was well attended.</p> <p>The local talent in attendance and the sculpture was admired and appreciated by all. Also in attendance, the Deputy Lord Lieutenant, Jack Hanbury-Tennison said the event had been a triumph.</p> <p><b>RESOLVED:</b> that the information be received and noted.</p>	
138.	<p><b>Welsh Language Champion</b></p> <p>It was agreed that Councillor Anne Gunter be nominated as the Welsh Language Champion for the Council who would work towards updating the Council's Welsh Language scheme.</p> <p><b>RESOLVED:</b> that Councillor Anne Gunter be nominated as the Council's Welsh Language Champion.</p>	Cllr AG LM
139.	<p><b>D-Day 80<sup>th</sup> Anniversary Guide</b> Members received an email from Chris Slade at TCBC regarding the D-Day 80<sup>th</sup> Anniversary on 6 June 2024.</p> <p>It was agreed that the Council hold a best dressed window competition for businesses within Pontypool town and that Councillor Horlor be asked to dress the window in the office.</p> <p><b>RESOLVED:</b> that a best dressed window competition be held within the town and that Councillor Jon Horlor be asked to dress</p>	

	the office window.	
140.	<p><b><u>Youth Festival/Conference – Monday 21 to Sunday 27 August</u></b>  The Clerk gave a verbal update on the arrangements for youth festival / conference.</p> <p>Members considered nominating a representative to attend the Youth Festival / Conference and it was agreed that a representative would not be present at the event, but that a web cam be set up for the conference. This would enable all members to take part in the conference.</p> <p>It was agreed that the two youth officers attending would be Olivia Williams and Chloe Goddard as previously approved, and they be accompanied by 3 of the youth.</p> <p><b>RESOLVED:</b> (i) that a web cam be set up for inclusion at the Youth Conference.  (ii) that the nominated youth officers and 3 of the youth be part of the arrangements for the Youth Festival/Conference.</p> <p>[Footnote: 4 youth councillors attended the Youth Festival/Conference instead of 3 in agreement with the Twinning Youth festival/working party after the request from Youth Project Lead after the Council meeting].</p>	
141.	<p><b><u>Clothes Bank</u></b>  A request was received from the Child and Teenage Cancer support group to set up a clothes bank.</p> <p>Unfortunately, it was agreed that the Council could not accommodate a clothes bank, but would be happy to send requests on for them.</p> <p><b>RESOLVED:</b> that the information be received and noted.</p>	
142.	<p><b><u>Crownbridge School</u></b>  Members received a letter from TCBC updating their proposal to increase the capacity at the school.</p> <p><b>RESOLVED:</b> that the information be received and noted.</p>	
143.	<p><b><u>EXCLUSION OF PRESS AND PUBLIC</u></b>  <b>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.</b></p>	

144.	<p><b><u>Full Council – Confidential minute numbers – 28 June 2023</u></b></p> <p>The Chair of Council moved confidential minute numbers 90 and 96 of the Council meeting held on 28 June 2023.</p> <p><b><u>RESOLVED:</u></b> that the minutes of the Full Council held on 28 June 2023 be confirmed as a true record and signed by the Chair.</p>	
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Signed by the Chair .....

AGENDA ITEM 6

**MINUTES OF A MULTI-LOCATION MEETING OF THE FINANCE,  
GOVERNANCE AND POLICY COMMITTEE OF PONTYPOOL COMMUNITY  
COUNCIL HELD  
ON WEDNESDAY 6 SEPTEMBER 2023**

**In attendance:**

Councillor Lizzie Hunt# (in the Chair)

and Councillors: Nick Byrne# Matt Ford#, Jon Horlor#, Gaynor James#,  
Jon James#, Jonathon Martin\*, Caroline Price#

Officers: Lisa McMail (Clerk)#, Cindy Challenger (Finance Manager)# and  
Jane Wright (Assistant Clerk and minute taker)#

\* Attending remotely via Microsoft Teams

# Attending physically in the Council Chamber

The meeting was recorded for minute taking purposes as agreed by Members.

<b>Min. no.</b>	<b>Subject and Decision</b>	<b>Action</b>
157.	<b>FINANCE</b> <b><u>Apologies for Absence</u></b>  No apologies received.	
158.	<b><u>Declarations of Interest</u></b>  Councillors Nick Byrne, Jon Horlor, Gaynor James, Jon James and Caroline Price declared personal and non-prejudicial interests in any agenda items relating to Torfaen County Borough Council (TCBC) as they were members of TCBC, as well as being members of Pontypool Community Council.  Councillor Lizzie Hunt declared a personal interest in relation to the item on Grounds Maintenance in relation to Griffithstown AFC.  <b><u>RECOMMENDED:</u></b> that the declarations of interest be recorded.	JW
159.	<b><u>Schedule of Receipts and payments</u></b>  The Committee was asked to approve the Schedule of receipts	

	<p>and payments for June and July 2023.</p> <p><b><u>RECOMMENDED:</u></b> that the receipts and payments for June and July 2023, as shown in the report, be approved noting the information.</p>	
160.	<p><b><u>Use of Credit Card</u></b></p> <p>The committee was requested to approve the credit card payments covering:</p> <p>(i) 15 May – 7 June 2023 (ii) 12 June – 9 July 2023</p> <p><b><u>RECOMMENDED:</u></b> that the payments made on the Council's credit card as shown in the report, for the above period, be approved.</p>	
161.	<p><b><u>Financial Budget Comparison Reports with Reserves</u></b></p> <p>The committee was asked to approve the financial budget comparison reports along with the earmarked/restricted reserves for July 2023. The Chair gave members the opportunity to ask any questions in relation to the report. None were asked.</p> <p><b><u>RECOMMENDED*:</u></b> that the financial monitoring report to the end of March and April 2023 be approved and the information contained in it be noted.</p>	CC
162.	<p><b><u>Youth Project Petty Cash</u></b></p> <p>The committee was asked to approve the petty cash payments for the Youth Project for 5<sup>th</sup> April to 5<sup>th</sup> May 2023. The Chair stated they were mostly food based.</p> <p><b><u>RECOMMENDED:</u></b> that the payments made from petty cash for the Youth Project be approved.</p>	
163.	<p><b><u>CCLA Account</u></b></p> <p>The Clerk gave a verbal update on the CCLA Account, stating that the Finance Manager had investigated alternative options of investing Council money, but the money would not have the same security it has with the CCLA account with the alternative options. The Clerk stated that although the Council had talked about the ethical background of the CCLA in the past, she had</p>	

	<p>undertaken research and consulted with other community councils, in conclusion the CCLA account is the safest option for the Council to invest in and one of the most ethical investments.</p> <p>In was further agreed that the Council readopt its Investment policy for the next three years.</p> <p><b><u>RECOMMENDED*</u></b>:</p> <ul style="list-style-type: none"> <li>(i) that the Council continues investing with the CCLA account for the reasons outlined above.</li> <li>(ii) that the Council readopt its Investment Policy for next three years.</li> </ul>	CC LM
164.	<p><b><u>Local Voluntary Funding.</u></b></p> <p>The Committee was requested to approve the Local Voluntary Funding applications (attached as appendix A to the minutes).</p> <p>The Chair stated that all applications had been checked and vetted by staff.</p> <p><b><u>RECOMMENDED:</u></b> that the LVF applications as outlined in the appendix be approved.</p>	CC
165.	<p><b><u>Council Vacancy - Cwmynyscoy</u></b></p> <p>The Clerk informed the Committee that she had been notified that there will be an election in relation to the above vacancy, which would involve a cost of approximately £5,000; this would need to be taken from general reserves, explaining to the Committee that as the Council already had an election earlier in the year the money within the election budget would be used for that, therefore the Council would need to bear this in mind when setting the budget for future years.</p> <p><b><u>RECOMMENDED*</u></b>:</p> <ul style="list-style-type: none"> <li>(i) that £5,000 be taken from the general reserves to cover the election cost for the Cwmynyscoy Council vacancy.</li> <li>(ii) the Council would need to review Election Expense(s) when setting the budget for future years.</li> </ul>	CC/ LM
166.	<p><b><u>Funding Request</u></b></p> <p>The Finance Manager informed the Committee that she had received a request from Torfaen County Borough Council in</p>	

relation to the Council funding Hanging Baskets which had previously been purchased out of the Pontypool Regeneration fund. The Chair stated that the Council had agreed to ring fence the Pontypool Regeneration money for strategic projects and enquired what the cost would be to purchase the Hanging Baskets. The Finance Manager stated around £3,000 plus but did not have the exact figure in front of her. It was agreed that the Council create a budget line called town improvement(s) and that the money be taken from this budget line, with a footnote being put in the minutes of the exact cost.

**RECOMMENDED\***: that a budget line be created called Town Improvements and the monies paid for hanging baskets for 2023/24.

[Footnote: The exact figure for the hanging baskets is £4000]

CC

167. **Grounds Maintenance Grants**

The Chair stated there had been some process delays in relation to the Grounds Maintenance Grants applications, stating that Panteg Bowls House should be listed but were not on the list. The Committee was informed that there is £10,000 in the budget for Grounds Maintenance Grants. It was unanimously agreed for fairness that the grant be awarded by organisation and the £10,000 divided equally based on 20 clubs applying, so each club who had applied (and may further apply) would be awarded £500.00 as follows:

- (i) Cwmffrwdoler Sports Club
- (ii) New Inn AFC Junior & Youth
- (iii) Garndiffaith Bowls Club
- (iv) West Monmouth RFC
- (v) Pontypool Town AFC
- (vi) Panteg Cricket Club
- (vii) Talywain RFC
- (viii) Fairfield United AFC
- (ix) Penygarn and Treveithin Junior AFC
- (x) Griffithstown Junior AFC
- (xi) Pontnewynydd Cricket Club
- (xii) Sebastopol Junior AFC
- (xiii) Race AFC
- (xiv) Pontnewynydd AFC

It was agreed that the Community Development Officer (CDO) make further enquiries with those clubs who had not yet applied

	<p>and those that she was awaiting further information from to ensure that all organisations had the opportunity be awarded a grant, with an update being given at Full Council.</p> <p><b>RECOMMENDED*:</b> that each club be awarded £500.00 as outlined above and that the CDO make further enquiries as outlined above.</p>	CC/ CJ
168.	<p><b><u>Junior Sponsorship</u></b></p> <p>It was agreed that this item be deferred to Full Council as it seemed several clubs had not submitted applications. The Chair stated that the clubs may be unaware that they are entitled to both a financial grant for Grounds Maintenance and Junior sponsorship, so they needed to be made aware of this. Unanimously agreed.</p> <p><b>RECOMMENDED*:</b> that Junior Sponsorship be deferred to Full Council for further consideration in order that Clubs can be informed by the CDO that they are entitled to both grants.</p>	CJ
169.	<p><b><u>Financial Requests</u></b></p> <p>The Committee received financial requests from the following organisations with the recommended amounts/decisions as follows:</p> <ul style="list-style-type: none"> <li>(i) Menter Iaith, Blaenau Gwent, Torfaen a Mynwy - more information to be obtained in relation to this request (Clerk will invite this group to next FGP meeting to provide further information)</li> <li>(ii) Mic Morris 2024 Sponsorship - £2,500 unanimously agreed to sponsor Platinum award. - It is hoped that PCC will use some of its 20 free race entries in 2024, several Members and the Finance Manager expressed interest.</li> <li>(iii) Royal Ordnance Fellowship Retiree(s) Glascoed - £200.00 unanimously agreed. - Finance Manager to check how many of the members live in Pontypool.</li> <li>(iv) Severn Area Rescue Association (SARA) - £500.00 unanimously agreed.</li> <li>(v) Cerebral Palsy The Finance Manager stated that they had been recently awarded a financial donation in March 2023</li> </ul>	

	<p>so out of 2022/2023 budget, she stated a donation could be made of out of the 2023/24 budget. It was agreed that a further grant of £200 be awarded out of 2023/2024 budget but they would then not be entitled to a grant until financial year 2024/25.</p> <p><b>RECOMMENDED*</b>: that the payments/decisions as outlined above be given subject to Council approval.</p>	CC
170.	<p><b><u>Thank you letter(s)</u></b></p> <p>The Committee received a thank you letter from TCBC Social Care and Housing in relation to grant funding for uniforms and stationery. The Chair stated that it was very nice that they had acknowledged the Council for the financial donation.</p> <p><b>RECOMMENDED</b>: that the Committee welcome the gratitude shown from Torfaen in relation to the financial donation awarded.</p>	
171.	<p><b><u>Community Development Officer (CDO) - Report on progress</u></b></p> <p>The Committee received a summary from Ms CJ, the Community Development Officer on the role and progress made to date.</p> <p><b>RECOMMENDED</b>: that the report be received.</p>	
172.	<p><b>GOVERNANCE</b></p> <p><b><u>Finance &amp; Governance Toolkit</u></b></p> <p>The Chair stated that as part of the Finance &amp; Governance Toolkit Theme C was Community Engagement &amp; Partnership. The Chair read out the statements to see if the Council had them in place or if there were any comments/actions needed in relation to each statement (attached as appendix B to the minutes).</p> <p><b>RECOMMENDED*</b>: that the comments/actions as outlined on the document be progressed and actioned.</p>	All Staff
173.	<p><b><u>Member Training</u></b></p> <p>The Committee received a schedule of member training</p>	

	<p>completed to date. Firstly, in future it was agreed to list training undertaken by members by modules as this would be more useful, secondly, members to e-mail the Clerk to advise of any additional training that they had attended outside the training offered by the Council.</p> <p><b><u>RECOMMENDED*</u></b>:</p> <p>(i) that the training attended by members be noted, and that future training be listed by modules.</p> <p>(ii) members to e-mail the Clerk to advise of any additional outside training they had received.</p>	<p>LM Cllrs</p>
<p>174.</p>	<p><b>POLICIES</b></p> <p>The Committee was asked to re-adopt the following policies:</p> <p>(i) Code of conduct for members</p> <p>(ii) Concerns &amp; Complaints Policy</p> <p>In relation to the Code of conduct for members the Clerk stated that following on from Theme B as agreed at last month's F, G &amp; P meeting every member needed to be provided with a copy of the Code of Conduct.</p> <p>The Chair stated that she had updated the Concerns &amp; Complaints policy very slightly by putting in the correct phone numbers and addresses but other than that it was very similar to how it was before. The Chair gave members the opportunity to add, change or correct anything within the policy.</p> <p><b><u>RECOMMENDED*</u></b>: that the Code of conduct for members and the Concerns &amp; Complaints Policy be readopted by Council.</p>	<p>LM/ JW</p>
<p>175.</p>	<p><b><u>EXCLUSION OF PRESS AND PUBLIC</u></b></p> <p><b>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.</b></p>	

Signed by the Chair .....

\* This is a recommendation to the Council. The Council will make the final decision at a future meeting.

**FINANCE, GOVERNANCE & POLICY****6<sup>TH</sup> 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

**FINANCE AND GOVERNANCE TOOLKIT****THEME C – COMMUNITY ENGAGEMENT AND PARTNERSHIPS**

Statement	In place (Yes/No)	Comments and actions
C.1 The Council has an agreed community engagement strategy	Unfortunately no.	<p>It was agreed that this be added as an agenda item for the budget priority day.</p> <p>The Clerk stated that all members had been sent an e-mail regarding community engagement training. Unfortunately, One Voice Wales are unable to give face to face training, but they would be able to offer Teams session(s).</p> <p>It was agreed two sessions be arranged; one in the afternoon and one in the evening to accommodate all members.</p>
C.2 The community engagement strategy is reviewed periodically	No	Follows on from above, so cannot do that until we have one in place.
C.3 The council complies with the requirements of the Welsh Language (Wales) Measure 2011		The Chair stated that she believed some work had been done on this over the summer. Clerk confirmed and stated an item would be placed on September Council.
C.4 The Council makes provision to translate documents when required.	Yes	
C.5 The Council has an electronic presence/website.	Yes	The Council's website is being updated in November.

<p>C.6 The Council publishes electronically:</p> <p>(a) Information on how to contact it and if difference, its clerk including:</p> <ul style="list-style-type: none"> <li>• A telephone number</li> <li>• A postal address</li> <li>• An e-mail address</li> </ul> <p>(b) Information about each of its members including:</p> <ul style="list-style-type: none"> <li>• The member's name</li> <li>• How the member may be contacted</li> <li>• The member's party affiliation (if any)</li> <li>• The ward which the member represents (where relevant)</li> <li>• Any office of the council held by the member</li> <li>• Any committee of the Council to which the member belongs</li> <li>• The minutes of the proceedings of the Council's meetings and (in so far as is reasonably practicable) any documents which are referred to in the minutes.</li> <li>• Any audited statement of the council's accounts.</li> </ul>	<p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p> <p>Yes</p>	
<p>C.7 The Council has a social media policy published on its website.</p>	<p>Yes</p>	<p>This policy is updated every six months.</p>

C.8 The Council has an agreed process for handling complaints which is published on its website.	Yes	Being updated and approved at Finance, Governance & Policy on 06/09/2023.
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AGENDA ITEM 7

**MINUTES OF A MULTI-LOCATION MEETING OF THE EVENTS  
COMMITTEE OF PONTYPOOL COMMUNITY COUNCIL**

**HELD ON**

**WEDNESDAY 13<sup>th</sup> SEPTEMBER 2023**

**In attendance:**

Councillor: Rose Matthews# (in the Chair)

Councillors in attendance: Matt Ford#, Gaynor James#, Caroline Price\*,  
Nick Jones\*, Nick Simons\*.

Officers: Lisa McMail\*, Rebecca Cronin# and Miriam Watts#.

Also in attendance:

\* *Attending remotely via Microsoft Teams*

# *Attending physically in the Council Chamber*

*The meeting was recorded for minute taking purposes as agreed by Members.*

Min No	Subject and Decision	Action
177	<b><u>Apologies for absence</u></b> Apologies received from Councillors E Hunt, A Gunter, S Malson.	
178	<b><u>Declarations of Interest</u></b> Councillors Rose Matthews, Caroline Price, Gaynor James and Nick Simons declared personal and non-prejudicial interests in any agenda items relating to Torfaen County Borough Council (TCBC) as they were members of TCBC, as well as members of Pontypool Community Council.	JW
179	<b><u>Party in the Park 2023</u></b> Councillors received a report on the 2023 Pontypool Party in the Park event held on 9 July 2023 at Pontypool Park. The Projects and Events Manager asked if there were any questions on the report, no questions or comments from Councillors.  <u>Recommended</u> i. That the report be noted.	

180	<p><b><u>Garden Competition</u></b></p> <p>The Committee received a report on the 2023 Garden Competition.</p> <p>The Projects and Events Manager shared the report stating that there were 13 entries, down from 15 last year. The Judges were impressed by the high standard although numbers were low.</p> <p>Members were asked whether they thought it was a worthwhile competition to run given the number of entrants; the Committee agreed to continue with the competition in 2024.</p> <p><u>Recommended</u></p> <ol style="list-style-type: none"> <li>i. That the report be noted.</li> <li>ii. That the Council continue with the competition in 2024/25.</li> </ol>	RC
181	<p><b><u>Community Celebration Evening 2023 (formerly Grants Presentation Evening)</u></b></p> <p>The Committee received a report on the proposed Community Celebration Evening. The Projects and Events Manager gave an update to the report, based on the clubs and organisations that would be invited, due to time frames:-</p> <ul style="list-style-type: none"> <li>➤ Junior sponsorship awardees: these will need to be approved at Full Council before the number of clubs to be invited can be confirmed.</li> <li>➤ Poetry competition: so far 10 adult entries and 5 Junior entries, with the competition deadline on Friday this week.</li> <li>➤ Environmental grants have not been sent for this year as yet, but it was suggested to invite last year grant awardees i.e. 5 schools, for grants awarded in March 23. The Clerk suggested that these schools give a short presentation on how they used the grants received. Unanimously agreed.</li> <li>➤ Grounds maintenance – responses from 19 clubs</li> <li>➤ Grant Aid awardees will not be invited to attend as these are yet to be sent out.</li> <li>➤ Testimonials: the Council had received 4 nominations to date.</li> <li>➤ Addition to the evening: Core funding grant awardees, i.e St, Davids, Torfaen Museum, TOGs, Citizens Advice etc.</li> </ul>	

	<p>The venues in the report were discussed; the Leader suggested the Comrades Club could also be a good venue. The Chair of Council suggested that as this was the first presentation evening since covid that a different venue be selected, he suggested Pontypool Golf Club if numbers are acceptable.</p> <p>Cllr NJ commented that a lot of invitees are to children's clubs, and therefore the scheduled time of 6pm to 10pm may be too late a finish. The Chair of Council stated that he thought any earlier would impact people finishing work at 5pm.</p> <p>The Projects and Events Manager stated that she was hoping that the junior sports sponsorship and junior poetry winners would be allocated time early in the evening with a short break for the buffet so younger participants can leave earlier, should they choose to do so. Agreed to keep the times as they are.</p> <p>The Committee agreed that plenary powers be awarded to the Clerk and Chair of Events to proceed with booking of the venue, once numbers are agreed.</p> <p><u>Recommended</u></p> <ol style="list-style-type: none"> <li>i. that the date of the event be confirmed as Thursday 26<sup>th</sup> October 2023.</li> <li>ii. The suggested attendees and evening schedule was approved, as outlined above.</li> <li>iii. First choice for venue agreed as Pontypool Golf Club, if numbers rise above 100, Pontypool Active Living Centre to be used.</li> <li>iv. That the venue for the event be confirmed subject to numbers</li> <li>v. that plenary powers be awarded to the Clerk and Chair of Events to book the venue.</li> </ol>	<p>RC/AA /MW RC/AA /MW RC/AA /MW</p>
182	<p><b><u>Christmas Cavalcade</u></b></p> <p>Councillors received minutes of the Christmas Cavalcade working party held on 5<sup>th</sup> September 2023. The minutes were received with no comments.</p> <p>The Committee received a brief report on a proposed new addition to the Cavalcade - a land train which could accommodate 35 people at any one time to provide rides throughout the town on the day of the Christmas Cavalcade.</p>	

	<p>The Projects and Events Manager stated that Events Officer MW had contacted a company that could work in the town and on the highway at a cost of £3395. This would be an addition to the current £15,000 budget.</p> <p>The additional events reserve and budget would be utilised.</p> <p>The Chair of Council stated that he felt PCC should expand events and liked the idea that children and parents can take part. It is costly but previously the Council have had fireworks which were far more costly.</p> <p>All Councillors agreed that the land train would make a great addition to the event and plenary Powers be awarded to the Chair of Events and Clerk to proceed with booking of the land train for the event.</p> <p><u>Recommended</u></p> <ol style="list-style-type: none"> <li>i. That the working party minutes be noted.</li> <li>ii. That the Land Train be booked for the event; with plenary powers being awarded to the Clerk and Chair of Events to progress this.</li> </ol>	RC/AA /MW
183	<p><b><u>Christmas Market – Day Trip</u></b></p> <p>Councillors received a report on a new proposed Event for Christmas 2023 for the older community of Pontypool.</p> <p>The Projects and Events Manager report stated that the new event would be more geared to the older community as other events organised by the Council are more family/children.</p> <p>Use budget we have in additional events, but charge approx. £12-£15 towards cost, therefore it would be an almost neutral cost to PCC.</p> <p>Cllr NJ asked whether there would be any implication for staffing and/or advertising.</p> <p>The Projects &amp; Events Manager suggested that the Council market it as PCC, via Facebook, newspaper, posters and not manned by staff on the day.</p> <p>All agreed that the bus trip sounded a good idea and the additional events budget would be used to offset any cost in association with the trip. The Committee awarded plenary powers to the Chair of Events and Clerk to proceed with booking of the bus for the event. Suggested to go with the larger bus as more cost effective, but will depend on availability.</p>	

	<p><u>Recommended</u></p> <p>i. That the report be noted.</p> <p>ii. Advertise bus trip as all Councillors in agreement, suggested to state for over 60's on posters and target specific groups/clubs.</p> <p>iii. That the 53-seater bus be booked for the event with plenary powers being awarded to the Clerk and Chair of Events to progress this.</p>	RC/AA /MW RC/AA /MW
184	<p><b><u>Committee Budget</u></b></p> <p>Councillors received a copy of the Events budget (and reserves) and the spend to date.</p> <p>Projects &amp; Events Manager stated that all appeared on track at this stage, with all budget lines looking to be spent by April 2024.</p> <p>No comments received from Councillors.</p> <p><u>Recommended</u></p> <p>i. The information be noted</p>	
185	<p><b><u>Exclusion of Press and Public</u></b></p> <p><b>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.</b></p>	

Signed by Chair .....

AGENDA ITEM 8

**MINUTES OF A MULTI-LOCATION MEETING OF THE PLANNING AND ENVIRONMENT COMMITTEE OF PONTYPOOL COMMUNITY COUNCIL  
HELD ON WEDNESDAY 13<sup>TH</sup> SEPTEMBER 2023**

**In attendance:**

Councillor: Jon James (In the Chair)#

and Councillors: Nathan Warren#, John Cox#, Gaynor James#, Richard Overton#, Matt Ford#, Caroline Price\*, Nick Simons\*, Lynda Clarkson\*

Officers: Mrs L McMail (Clerk) \*, Mrs R Cronin (Projects & Events Manager) # and Mrs M Watts (Events Officer)

\* *Attending remotely via Microsoft Teams*

# *Attending physically in the Council Chamber*

*The meeting was recorded for minute taking purposes as agreed by Members.*

Min No	Subject and Decision	Action
187	<b><u>Apologies for absence</u></b>  Apologies from Councillors Nick Byrne and Anne Gunter.	
188	<b><u>Declarations of Interest</u></b>  Councillors Jon James, Gaynor James, Lynda Clarkson, Caroline Price and Nick Simons declared personal and non-prejudicial interests in any agenda items relating to Torfaen County Borough Council (TCBC) as they were members of TCBC, as well as members of Pontypool Community Council.  <i>*Councillor Nick Simons joined at this point</i>	JW
189	<b><u>Biodiversity Sub-Committee</u></b> The Chair asked that items 3(ii) and 3(iii) be covered first, and then come back to discuss 3(i).  3(ii) The minutes of the Biodiversity Sub Committee meeting were received. The Chair asked if the term "place plan" be clarified. Cllr NW stated that Torfaen are doing a County wide development plan which is under review. Members can say what the Community Council would like to see in Pontypool "place plan" and submit to Torfaen. Cllr RO asked whether when Pontypool was mentioned whether it meant the Town or Town and district. Cllr NW confirmed – all that is covered by PCC.	

3(iii) Cllr NW gave a verbal update on the Biodiversity Sub Committee meeting held in July and the budget. £15,000 in budget, of which £10,000 is funded from reserves. £3000 spent so far and no significant spend projected.

The current projects being worked on are focusing on the Community Wood with ongoing work with Park Estates and with the Cradle for Nature site. There is an on site meeting next week.

Cllr LC stated that an ecology/biodiversity report had been received on the two sites from Mr Chris Hatch an Ecologist. This provides further information on the sites. Cllr LC clarified that this refers to the Cradle for Nature site and the Pontypool Community Council Wood site, both sites are side to side.

The Chair requested some further information on the 300 packets of seeds that were purchased. It was confirmed that the seeds were given out at two events. Projects & Events Manager confirmed that there were approx. 50 packets remaining and that there was a plan to give these to Pontypool Indoor Market and Cllr NW for a selected local site at Pantygasseg. Cllr MF suggested that if seeds are given out in the future that timings are reviewed, as seeds need to be planted earlier in the year.

The Chair requested further information on the Forest Fun days, due to poor attendance. It was discussed how the Council could further our reach for future events and it was discussed that the Council needed to ensure other events are not scheduled for the same day. The Cwmbran Big event was on when the Forest Fun session was scheduled. The Chair asked how the decisions on the budget spend were being made. Cllr NW confirmed that the planned spend was broken down by activity and had been approved at a previous Full Council meeting.

3(i) Terms of Reference was received with no comments.

RECOMMENDED: (i) that the future biodiversity events be advertised ahead of time and reach extended

(ii) should seeds be purchased in the future, that they be given out in Spring time

(iii) the remaining seeds on site be given out to Pontypool Indoor Market and Cllr NW for a selected site at Pantygasseg.

(iv) the terms of reference for the Biodiversity Sub committee be approved.

Cllr  
NW/AA  
/RC

190

Planning Applications

Members received and considered the list of planning applications on which it was being consulted by Torfaen

	County Borough Council (TCBC).  <u>RECOMMENDED</u> : that the observations stated be submitted to Torfaen County Borough Council.	CP
191	<b><u>Planning Applications: Plenary Powers</u></b> Members received and noted Torfaen County Borough Council planning determinations including reasons for approvals or refusals.  <u>RESOLVED</u> : that the planning determinations be noted.	CP
192	<b><u>Planning Determinations</u></b> Members received and noted Torfaen County Borough Council planning determinations including reasons for approvals or refusals.  <u>RESOLVED</u> : that the planning determinations be noted.	CP
193	<b><u>British Ironworks – Pre-application Consultation regarding Land at the British, Talywain</u></b>  Cllr NW suggested from reading the report that there are positive and negative effects on the environment. Negative effects relating to the built environment and a risk to historical buildings which should be considered.  Cllr LC discussed concerns in more detail as more knowledgeable of this site and project. The risks are that colliery soil needs to be removed and placed somewhere on site. No risk in the waterway, confirmed by various methods, running in the area which is furthest away from an underground workings. Another issue is that the plan for two shallow ponds with attenuation areas have changed as the North pond “The British Ironworks Reservoir” is now planned to be a deeper permanent pond, with no attenuation around it due to increase in costs for materials. Ecologists are happy with the plan – there will still be a wildlife island in the middle. This varies from what the public had requested, as they wanted two nature ponds. Reservoirs are now involved and consultants are involved in the design. Positives are that water is coming from underground, the culverts are collapsing so it solves that issue, but the negative is that the “spoil” needs to be moved and off site movement proved to be expensive. It was suggested that Cllr NW compile a response with support from Cllr LC noting that the deadline is 22 <sup>nd</sup> September.	

	<p><b>RECOMMENDED:</b> Cllr NW to compile a response with support from Cllr LC noting that the deadline is 22<sup>nd</sup> September.</p>	NW/LC
194	<p><b><u>Travel opportunities at Usk Road – Stakeholder workshop on Tuesday 26<sup>th</sup> September 2023</u></b></p> <p>The Chair and Leader both stated they were unable to put themselves forward for this and as no-one volunteered it would be put to Full Council Committee on 27<sup>th</sup> September</p> <p><b>RECOMMENDED:</b> that the item be raised at Full Council</p> <p><i>Footnote: Stakeholder workshop will have taken place the day before the Full Council meeting.</i></p>	JW
195	<p><b><u>Play Equipment</u></b></p> <p>9(i) A report was received from the Community Development Officer in relation to funding opportunities for a new play park within Pontnewynydd Park. Cllr MF raised concerns with information within the report in regards to the lottery funding that could be applied for and that setting up a Community group could cause issues in the future.</p> <p>The Chair stated that setting up a Community group to manage the park could be a liability rather than an asset. Cllr LC stated that should it be set up, it would need weekly, monthly, annual checks and be covered by Public Liability. There could be an option to improve a Torfaen or Bron Afon park in the area, as Torfaen and Bron Afon would then be responsible for urgent repairs. Cllr LC suggested working in partnership with Bron Afon as it is close to a lot of their properties. Bron Afon have a Welsh Government commitment now so it could be worthwhile in suggesting they are involved in improving the area.</p> <p>It was agreed by all Councillors that rather than setting up and supporting a group for a new park that Bron Afon be contacted to see if they would partner with PCC to provide this.</p> <p>Cllr NW has a contact at Bron Afon who has had a similar partnership in Cwmbran, therefore he would lead on this.</p> <p>9(ii) The Chair stated that as the funding route for a new park was not progressing, this item did not require a member to be nominated. All agreed.</p> <p>9(iii) To receive a verbal request regarding a change of</p>	

	<p>purpose for funding approved in minute 117 (i) of P&amp;E meeting on 13<sup>th</sup> July 23. Cllr NW confirmed that the fencing at Pantygasseg Park had been completed by a contractor as Pantygasseg Community Group had received other funding for it. Pantygasseg Community Group have now requested that the PCC money be used towards sensory play equipment instead.</p> <p>The Chair suggested that the item be brought back to the next P&amp;E meeting, once a proposal had been received from Panygasseg Community Group for sensory play equipment. All agreed.</p> <p>The Clerk suggested that clarification is needed as to whether PCC would be responsible for the upkeep of the equipment or whether TCBC could supply and maintain if PCC did fund it.</p> <p>Cllr LC asked whether PCC could provide Pantygasseg Community Group help with grant applications for the sensory play equipment. Also suggested that the money be used for other sensory play equipment for other areas.</p> <p>The Chair asked what budget line was being used for the £8200. The Clerk confirmed that the £8200 is within General Reserves and unless confirmed at this meeting to move the money, it would stay in General Reserves.</p> <p><b>RECOMMENDED:</b> (i) Cllr NW to contact Bron Afon to ask if they are willing to assist/partner with PCC for a park in Pontnewynydd</p> <p>(ii) £8200 previously agreed for Pantygasseg park fencing remain in general reserves at this time</p> <p>(ii) Costings for sensory/specialist play equipment be sought and brought back to the next P&amp;E meeting to be considered as a new proposal for Pantygasseg Park.</p>	<p>NW</p> <p>LM</p> <p>N</p>
196	<p><b>Office Signage</b></p> <p>The Committee received a report on new office signage. The Clerk asked if anyone had seen the new signage on the windows of the building, the Leader stated that it was better.</p> <p>The Chair stated it is an improvement and the cost over the years is not a great amount.</p> <p>Cllr MF requested that the Youth Council logo be mentioned above the door alongside the PCC logo. The Clerk agreed that this could be brought into the design.</p> <p>All approved cost to add PCC Youth logo.</p> <p><b>RECOMMENDED:</b> (i) to proceed with vinyl print for the window and door</p>	LM/CC

	(ii) the Youth Council logo be brought into the design for above the door.	LM
197	<p><b>Forest Schools</b></p> <p>The Committee received a report from Mrs AA, Projects and Events Officer. The purpose of the report was for the Council to decide upon the provision of Forest School Sessions for 2023.</p> <p>The Projects and Events Manager stated that the overspend detailed in the report was due to increased costs associated with hiring of coaches to take the children to the forest school sessions. Mrs RC also stated that the overspend may be less as some schools may be within walking distance of the Canal Basin.</p> <p>Cllr MF stated that Forest School provision has many benefits for children.</p> <p>Vice Chair Cllr NW stated that there is a £300 provision within the biodiversity budget that can be used to go towards the projected £660 overspend.</p> <p>All Councillors agreed to proceed with the Forest School provision, paying for the Canal Trust to run 9 sessions and Pontymoile Canal basin, with the costs of coaches from schools to the Basin to be covered by PCC as required.</p> <p><b>RECOMMENDED:</b> (i) that the Canal Trust be booked to supply Forest School sessions and the Canal; Basin, Pontymoile, and transport for children be arranged where required.</p> <p>(ii) Additional £300 to be taken from the biodiversity budget.</p>	<p>AA/RC /MW</p> <p>RC/CC</p>
198	<p><b>Litter bins</b></p> <p>The Committee received a report and demonstration by the Projects and Events Officer Mrs MW on a Google map for the litter bins owned by PCC. A total of 57 bins were mapped and this can now be shared with Councillors and the general public. It can be used by Councillors to see if there are too many in one area or areas are in need of additional bins.</p> <p>Cllr LC agreed to check all bin locations in her ward for consistency against the map.</p> <p>The Chair stated it was down to all Councillors to check bins in their wards and report any issues.</p> <p>Cllr MF commended the Staff for their hard work and making the map.</p>	

	<p><b><u>RECOMMENDED:</u></b> (i) that Councillors check the map reflects bins in their wards</p>	
199	<p><b><u>Notice Boards</u></b></p> <p>The Committee received a report and a Google map for the noticeboards owned by PCC.</p> <p>The Projects and Events Manager stated that all notice boards have now been refurbished.</p> <p>Cllr RO confirmed he would be the keyholder for the New Inn Lower noticeboard at Berry's Corner and confirmed the location as the junction between The Highway and Newport Road. Cllr RO also noted that the Upper New Inn noticeboard has been vandalised – The Chair confirmed this was in hand.</p> <p>Cllr JC asked why there were no noticeboards in the Abersychan/Garndiffaith ward. Cllr LC confirmed that they had all been removed over time, one community owned noticeboard does exist. Cllr JC suggests that notice boards are potentially needed in other wards for even distribution. Cllr LC and Cllr JC will converse to discuss possible new locations for notice boards in the Abersychan/Garndiffaith ward.</p> <p>Cllr NS asked whether the noticeboard in Pontnewynydd adjacent to the Methodist Church had been refurbished – the Chair confirmed that it had been done.</p> <p>Chair – still requests for noticeboard so we should provide these.</p> <p>The Chair raised that there are currently communication issues in regards to litter bins/noticeboards and benches with TCBC. The Chair has asked the Executive Member at TCBC to reestablish communications.</p> <p>The Chair also stated that notice boards should be kept up to date with relevant material.</p> <p><b><u>RECOMMENDED:</u></b> (i) that Councillors check that the map reflects noticeboards in their wards (ii) Cllr JC and Cllr LC review their ward and let staff know if they require a noticeboard</p>	
200	<p><b><u>Benches</u></b></p> <p>The committee received a verbal request from Cllr NW for a picnic bench in Sebastopol Park. Cllr NW stated he was awaiting quote from a supplier for three different types of picnic bench.</p> <p>It was confirmed that the bench would need to be installed via TCBC.</p>	

	<p><b><u>RECOMMENDED:</u></b> the picnic bench be approved subject to costings being received for Sebastopol Park and brought back to the next meeting.</p>	
201	<p><b><u>(Christmas) Trees</u></b></p> <p>15(i) It was confirmed that the Christmas Tree to be sited at Pontypool Park Gates, would not be placed early as the gates are used for the Memorial service in November.</p> <p>15(ii) Cllr NW provided a verbal update on the live trees to be planted at the Christmas tree sites. The site visit had been postponed, and Mr Steve Williams, Torfaen's Ecologist will investigate the sites for electrical cables etc first. Ongoing project.</p> <p><b><u>RECOMMENDED:</u></b> that the information be noted.</p>	
202	<p><b><u>Canal Strategy: Task &amp; Finish Group</u></b></p> <p>16(i) The committee received the objectives from the Canal Task and Finish group with no comments.</p> <p>16(ii) Cllr NW is the contact for the 10-year project to connect canal all the way to Cwmbran Town centre. It is a high level meeting, but should anything arise Cllr NW will report back to the committee.</p> <p><b><u>RECOMMENDED:</u></b> that the information be noted</p>	
203	<p><b><u>Committee Budget</u></b></p> <p>Councillors received a copy of the budget (and reserves) within its remit and the spend to date.</p> <p>No comments were raised.</p> <p><b><u>Recommended:</u></b></p> <p>i. That the information be noted.</p>	

Signed by Chair .....

AGENDA ITEM 9(i)

**NOTES OF A COMMUNITIES/REGENERATION MEETING HELD AT  
PONTYPOOL COMMUNITY COUNCIL HELD ON THURSDAY 27<sup>TH</sup> JULY  
2023**

**In attendance:**

Councillor: Matt Ford# (nominated lead for communities and regeneration as agreed at Annual meeting).

Officer(s): Mrs Lisa McMail, Clerk#

Also in attendance: Dave Leech, Torfaen County Borough Council \*

Jack Hanbury Tenison# (Invited by Chair MF)

Subject and decision	Action
<p><u>Agenda</u></p> <p>No formal agenda was in place for this meeting as it was the first meeting of this group where the Chair of Council Matt Ford (MF) had been nominated as the Lead person in liaison with the Clerk and Dave Leech (DL) at the Council's Annual meeting before a meeting is arranged with nominated members of the Regeneration group as agreed at the Annual meeting.</p> <p>The Chair Councillor MF had invited Mr Jack Hanbury Tenison to attend this informal meeting.</p> <p><u>Resources</u></p> <p>DL explained how stretched his department are so unfortunately his staff would have little time to commit to any future project work. MF and LM stated that they were in the same position with the staff resources at PCC. MF suggested that out of the Regeneration money it may be a possibility that a person could be funded to project manage a specific programme(s).</p> <p><u>Priorities for our communities/regeneration?</u></p> <p>MF said he didn't see this as planters and benches but as substantial revenue funding for a specific project(s) in order that it could have a wider impact on the community.</p> <p>It was agreed that "improving the Communities Health" be an agreed outcome.</p> <p>Jack Hanbury Tenison (JHT) discussed his concern for the</p>	

maintenance of Pontypool Park and enquired regarding the possibility of whether monies could be used to improve the park which would reduce maintenance requirements. This would give the public a better experience whilst in the park.

The Italian gardens needed additional maintenance to improve the experience of the public; particularly when the new café is built to bring people into the town.

DL suggested communities/regeneration priorities to be the area from the café to the market street area, to make the town more appealing from the Italian Gardens. DL made it clear that there are no more monies available from TCBC for revenue expenditure, but he could look at capital expenditure.

MF suggested extending rent reduced periods for the market to promote the market. Regeneration monies could fund this.

JHT suggested improving the car park at the Trostnant entrance to link it to the Clarence/town/Tesco area.

Other projects were discussed, i.e. Eden project for outer town/bike track project in the park. Bike Park Wales had carried out a survey and Andrew Osbourne from TCBC had previously stated that this is something Pontypool Park would benefit from to draw in visitors. Aberavon and Merthyr Tydfil parks have similar tracks.

#### Budget

DL asked what amount of reserve(s) PCC had available. LM stated £200k.

LM asked DL to report back on how much TCBC had in the regeneration pot that PCC and other community councils had contributed over the years. DL to feedback.

#### RECOMMENDED:

- (i) that the Pontypool Regeneration Partnership Group be informed of the above and a meeting be set up of the group to discuss these ideas further – DL to provide LM dates available for said meeting.
- (ii) that DL to report back as outlined above on Reserves held.

**FULL COUNCIL**

**WEDNESDAY 27<sup>TH</sup> SEPTEMBER 2023**

**Twinning festival report- Condeixa 2023**

On Monday 21<sup>st</sup> myself, Youth Project Lead and Chloe Goddard, Youth Support worker took four youth councillors to our twinned town Condeixa in Portugal. Young people were very excited for this experience, but this excitement was also mixed with nerves for all our young people with it being the first time away from their families for most of the young people and the first time abroad and on a plane for two of the young people.

Unfortunately, we were delayed at the airport for just over an hour which meant that we didn't arrive at accommodation on Monday evening until just after midnight. This meant our young people were very tired from a long day of travelling, when we arrived at our accommodation there was a potential issue with staff and adult leaders who were going to be sharing rooms with young people, although this was resolved once I explained about our safeguarding policies, so rooms were then age appropriate allocated.

We woke at 7:00am each morning throughout the week to be ready to leave the accommodation for a day of activities by 8:30am. Throughout the week daily activities consisted of visiting museums, beaches, pools, hikes, city tours, shopping and high ropes. Each day we were provided with traditional meals at the restaurant, these dishes were a set menu for everyone, however, if young people really struggled exploring new foods specific requests could be made to ensure all young people were fed throughout the visits, in order that all were catered for.

On Saturday, young people took part in the conference where they engaged in discussions around 'Social Inclusion and Diversity' as well as delivering a presentation around the topic in relation to their local area.

On Saturday evening, young people enjoyed an evening meal with representatives from each twinned town and gifted Ana, the representative from Condeixa a wooden Welsh dragon from local business T-lighted as a gesture of our gratitude for her hospitality for the week as well as a love spoon for the leaders from Condeixa who delivered all the activities throughout the week and made us and all our young people feel welcome. We finished the night with performing 'You've got a friend in me' as a symbol of the friendships we have made from the twinning festivals and was in line with the theme social inclusion and diversity. Performing on the final evening took a lot of courage for our young people as the group do not perform often and this pushed them out of their comfort zones.

We are so proud of the young people and how well they represented Pontypool during the twinning festival with many positive comments from twinned towns

leaders as well as other young people commenting on how kind and polite our group was. The young people's self-esteem and confidence has grown since this event and have developed excellent presentation and social skills because of their week away.

Olivia Williams,  
Youth Project Lead



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# **A year of change - a year of challenge**

## **Annual Report and Accounts 2022/23**

### **EXECUTIVE SUMMARY**

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July 2023



We can provide a summary of this document in accessible formats, including Braille, large print and Easy Read.  
To request, please contact us:

Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae  
Pencoed  
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Tel: 0300 790 0203  
Email: [communications@ombudsman.wales](mailto:communications@ombudsman.wales)

**Mae'r ddogfen hon hefyd ar gael yn y Gymraeg.**

**This document is also available in Welsh.**



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# **A year of change - a year of challenge** **Annual Report and Accounts 2022/23**

of the Public Services Ombudsman for Wales  
for the year ended 31 March 2023

## **EXECUTIVE SUMMARY**

# Our role

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We have three main roles.



We investigate complaints about public services.



We consider complaints about councillors breaching the Code of Conduct.



We drive systemic improvement of public services and standards of conduct in local government in Wales.

# Our ambition

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People of Wales feel that public services treat them fairly and respond when things go wrong.



Welsh public services listen to individuals and use their complaints to learn and improve.



Welsh local government is trusted to deliver the highest standards of conduct.



The Public Services Ombudsman for Wales continues to be an influential and respected voice in public service improvement.

# Our principles

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We are independent, impartial, fair and open to all who need us.



## A word from the Ombudsman

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**This annual report reflects my first year in office. It has been a year of many successes and positive change, but also some challenges.**

We have had fewer new complaints about breaches of the Code of Conduct by Welsh councillors. We also closed a record number of complaints about public services, delivering justice to many more people. During the year, we have continued to help public services improve. We delivered over 180 free training sessions to public bodies on good complaint handling. We also consulted on our next 'own initiative investigation' – which will look at carers needs assessments. Internally, we launched our new Service Quality process and celebrated removing our median gender pay gap.

Despite these and other positives, it has also been a very challenging year. We are seeing more and more complaints about public services. Health continues to be the subject of over 80% of our investigations overall and these investigations are often lengthy and complex. This workload meant that some people have had to wait longer for an outcome, and impacted the well-being of our staff.

We trust that our new Strategic Plan will help us work more efficiently

and have more impact, while also allowing us to remain a supportive and healthy workplace. Nevertheless, our increasing caseload pressures are a growing concern and we will be realistic about the resources and capacity available to us to deliver change as we embark on this new chapter in our service to the people of Wales.

**Michelle Morris**






# Strategic Aim 1: Deliver justice

We received **2%** more new complaints about public services and Code of Conduct.



We had **2%** more new public service complaints:

-  37% were about healthcare
-  18% were about housing
-  18% were about complaint handling

We saw a **21%** increase in complaints about Health Boards.



We closed **10%** more complaints about public services and Code of Conduct.



We intervened (found that an organisation got things wrong and should put things right) in **19%** of complaints about public services...

... and 3 out of 4 times, we intervened early, without having to conduct a full investigation.



Organisations complied with **90%** of our recommendations due during the year.



We issued **1** Special Report about an organisation not complying with our recommendations.



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We received **4% fewer** new complaints about the Code of Conduct.



**61%** of these new complaints were about promotion of equality and respect.

We received fewer new complaints about councillors at Town and Community Councils.



**12**

We made 12 referrals of Code of Conduct complaints made to the Adjudication Panel for Wales or local Standards Committees.

The Adjudication Panel for Wales and Standards Committees upheld and found breaches in **96%** of our referrals they considered in 2022/23.



We upheld only **7%** of requests for review of our decisions, which gives us confidence that our process is sound.



We launched our new **Service Quality** process, through which we will look at how well we meet our service standards.



**48%** of people - and **95%** of those satisfied with the outcome of their complaint - were happy with our service.



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## Strategic Aim 2: Promote improvement

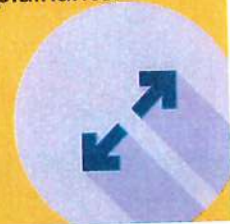
We delivered 183 training sessions on good complaint handling.



Since the training I am trying to change my behaviour so that I listen to incoming calls with an open mind and not type up the log notes before they have finished speaking.

My many thanks for the training sessions. They really did make me think very deeply about how we respond to clients.

We completed 2 extended investigations, when we are already investigating a problem and we extend the investigation to other issues or complainants.



We published 5 Public Interest Reports, about serious cases related to healthcare.



We completed public consultation on our next 'Own Initiative' investigation - which will look at carers' needs assessments.



For the fourth time, we published a casebook in which we highlight complaints where human rights or equality issues have either been raised as part of the complaint or have been central to our findings.



## Strategic Aim 3: Use resources wisely

We had no median gender pay gap.



It cost us 16% less to consider each complaint this year.



We avoided 134kg of CO2 in emissions.



Cymraeg

A higher proportion of our staff told us that they had good or fluent Welsh language skills.

We developed our new Strategic Plan, which sets out 4 aims:

1. Delivering justice with a positive impact for people and public services
2. Increasing accessibility and inclusion
3. Increasing the impact of our proactive improvement work
4. Ensuring that we are a healthy, efficient and accountable organisation.



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4  
4



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

**Model Code of Conduct for Members**  
**and Co-opted Members with voting rights**

Local Government Act 2000	Deddf Llywodraeth Leol 2000
<b>Model Code of Conduct for Members and Co-opted Members with voting rights</b>	<b>Cod Ymddygiad Enghreifftiol ar gyfer Aelodau ac Aelodau Cyfetholedig â hawliau pleidleisio</b>
<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>	<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"><li>• 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.</li><li>• Local Authorities (Model Code of Conduct) (Wales) (Amendment) Order 2008 (No. 2016/84) – effective from 1 April 2016.</li></ul>	<ul style="list-style-type: none"><li>• 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.</li><li>• Gorchymyn Awdurdodau Lleol (Cod Ymddygiad Enghreifftiol) (Cymru) (Diwygio) 2008 (Rhif 2016/84) – yn dod i rym ar 1 Ebrill 2016.</li></ul>
<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 <b>1 April 2016</b>, but no assurance is given in this regard and authorities should take their own legal advice on matters relating to the Code.</p>	<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 <b>1 Ebrill 2016</b> 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>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>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>In the interim, the Welsh Government does not believe this anomaly has a material bearing on the operation of the Model Code.</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 I(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,

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(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 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

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(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 —

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(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.

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## 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 cyfiyw 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 hasasio 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 antifantais 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 —

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(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 ffyrn yr ydych yn bartner ynddi neu unrhyw gwmmi 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 llesionol 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 ffyrn yr ydych yn bartner ynddi, neu rhwng cwmmi 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 llesionol ynddo ac sydd yn ardal eich awdurdod;

(vii) unrhyw dir y mae eich awdurdod yn landlord arno ac y mae ffyrn yr ydych ynartner 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 elusennol;

(cc) corff y mae dylanwadu ar farn neu bolisi cyhoeddus ymhlith ei brif ddibenion; (chch) undeb llafur neu gymdeithas broffesiynol; neu

(dd) ciwb 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 ymgymeryd 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 ffyrn 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 llesionol mewn dosbarth o warannau sy'n werth mwy na'r gwerth enwol o £5,000; neu

(v) ar unrhyw gorff a restrir yn mbaragraffau 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 eftoliadol neu wardiau, na'r rhyw 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 rhyw 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 personol 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 rbiant, yn fam-gu neu'n nain neu'n dad-cu neu'n daid, neu os oes gennych gyfrifoldeb rhiant (fel y'i diffinir yn adran 3 o Ddeddf Plant 1989) dros blantyn sy'n cael addysg lawnamser, onid yw'r busnes yn benodol gysylltiedig â'r ysgol y mae'r blantyn 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 cyngorydd 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 penderfyniad 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

grybwyllir 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 ddod 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 cyfryw 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 cyfryw 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 cyfryw 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;

(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 olyngiad, 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 Personol

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 personol, 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 personol newydd sy'n dod o fewn categori a grybwyllir ym mharagraff 10(2)(a), gofrestru'r buddiant personol 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 personol 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 personol yn unol â pharagraff 11 am y tro cyntaf, rhaid i chi gofrestru'r buddiant personol 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 personol 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.

(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.

# 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.

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## 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](mailto: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](mailto:ask@ombudsman-wales.org.uk)  
the website: [www.ombudsman-wales.org.uk](http://www.ombudsman-wales.org.uk)  
writing to: Public Services Ombudsman for Wales  
1 Ffordd yr Hen Gae, Pen-coed 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](http://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](mailto:post@childcomwales.org.uk)

the website: [www.childcom.org.uk](http://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](mailto:pontypool@pontypoolcc.gov.uk)

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## AGENDA ITEM 15 (ii)

### 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.*

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### 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 the 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](http://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

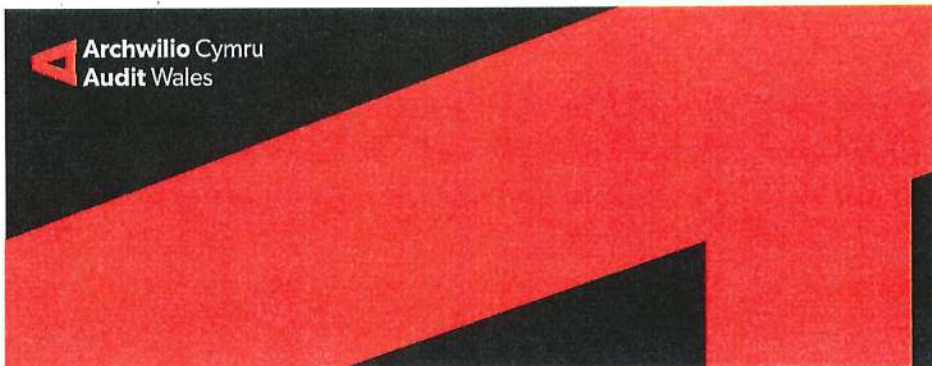
**From:** Tracy Gilmartin <tgilmartin@onevoicewales.wales>  
**Sent:** 05 September 2023 15:03  
**To:** Tracy Gilmartin  
**Subject:** Consultation on Fee Scales 2024-25 / Ymgynghoriad ar Raddfeydd Ffioedd 2024-25

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.

For your information / Er gwybodaeth i chwi

**From:** Audit Wales Media <Media@audit.wales>  
**Sent:** Tuesday, September 5, 2023 12:41 PM  
**Subject:** Consultation on Fee Scales 2024-25

Mae'r neges hon yn ddwyieithog. Darlennwch y fersiwn Saesneg isod.  
This communication is bilingual. Read the English version below



05 Medi 2023

## Ymgynghoriad ar Raddfeydd Ffioedd 2024-25

Mae'r ymgynghoriad yn gwahodd barn a sylwadau ar gynigion Archwilio Cymru ar gyfer cyfraddau ffioedd ac agweddau eraill ar y drefn ffioedd statudol ar gyfer gwaith archwilio.

Mae'r ymgynghoriad hwn yn cynnwys gwybodaeth am gynnydd arfaethedig i'n cyfraddau ffioedd o fis Ebrill 2024, a chynnig i newid cyllid ar gyfer rhai o'n gwaith archwilio perfformiad lleol o'r ffioedd i Gronfa Gyfunol Cymru i helpu i hwyluso ein hadolygiadau thematig a chroes sectoraidd.

Peidiwch ag oedi i gysylltu â'ch Cyfarwyddwr Ymgysylltu os hoffech drafod yn fanylach.

Yn dilyn yr ymgynghoriad, bydd Archwilio Cymru yn cyflwyno Cynllun Ffioedd 2024-25 i'w ystyried gan Bwyllgor Cyllid y Senedd yn gynnar yn 2024.

## Sut i ymateb

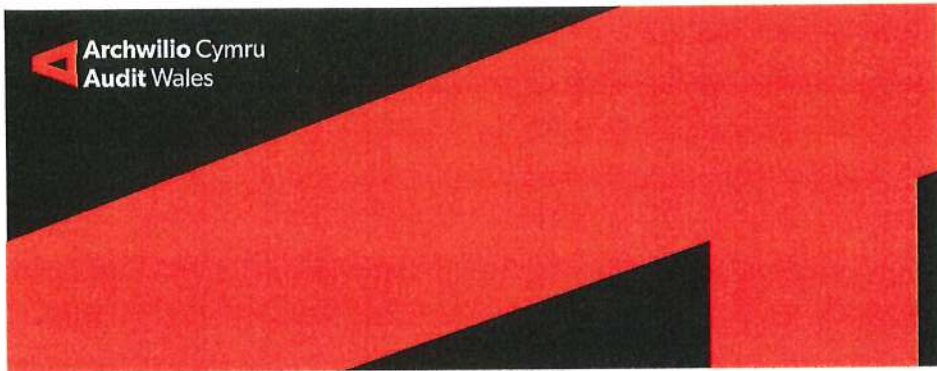
Rydym yn gwahodd eich barn ac rydym wedi darparu mwy o wybodaeth ar ein gwefan.

Ymatebwch erbyn 10 Hydref 2023 os gwelwch yn dda.

Os oes gennych unrhyw gwestiynau am yr ymgynghoriad, anfonwch e-bost at: post@archwilio.cymru.

Archwilio Cymru / Audit Wales  
[www.audit.wales](http://www.audit.wales)

Rydych chi'n cael yr e-fwletin hwn gan fod angen inni gyfathrebu â chi i roi cyhoeddusrwydd i'n gwaith yn rhinwedd ein pwerau atodol, o dan adrannau 9 a 14 Deddf Archwilio Cyhoeddus (Cymru) 2013, sy'n ymwneud â pherfformio tasg er budd y cyhoedd.



05 September 2023

## Consultation on Fee Scales 2024-25

This consultation invites views and comments on Audit Wales's proposals for fee rates and other aspects of the statutory fee regime for audit work.

This consultation includes information on proposed increases to our fee rates from April 2024, and a proposal to switch funding for some of our local performance audit work from fees to the Welsh Consolidated Fund to help facilitate our thematic and cross sectoral reviews.

Please do not hesitate to get in touch with your Engagement Director if you'd like to discuss in more detail.

Following the consultation, Audit Wales will submit a Fee Scheme 2024-25 for consideration by the Senedd Finance Committee early in 2024.

## How to respond

We invite your views and have provided more information on our website.

Please respond by 10 October 2023.

If you have any questions about the consultation, please email info@audit.wales.

**Archwilio Cymru / Audit Wales**  
[www.audit.wales](http://www.audit.wales)

You are receiving this e-bulletin because we need to communicate with you to publicise our work in exercise of our supplementary powers, under sections 9 and 14 of the Public Audit (Wales) Act 2013, which is in the performance of a task in the public interest.

## AGENDA ITEM 18(i)

### **Minutes of the National Executive Committee Meeting held on Friday 23 June 2023 at 11.30am in the International Pavilion, Royal Welsh Showground, Builth Wells**

#### **Present:**

Cllr Mike Theodoulou (Chair of OVW); Cllr Ellen Walsh Moorman (Brecon/Radnor) – part meeting; Cllr John Hughes (Bridgend/Cardiff/Vale of Glamorgan); Cllr Mike Cuddy (Bridgend/Cardiff/Vale of Glamorgan); Cllr Elwyn Evans (Meirionnydd); Cllr Ann MacGarry (Montgomery); Cllr Rita Edwards (Monmouth/Newport); Cllr Derrick Pugh (Montgomery); Cllr Mal Davies (RCT/Merthyr/Caerphilly); Cllr Linda Frame (Swansea); Cllr Mike Harriman (Wrexham/Flint).

#### **One Voice Wales Staff:**

Lyn Cadwallader, Chief Executive; Paul Egan, Deputy Chief Executive; Dr Catrin Jones.

#### **Apologies:**

Cllr Bryan Grew (Larger Council's Representative); Cllr Margaret Thomas (Anglesey); Cllr Tudor Owen (Arfon/Dwyfor); Cllr Mark Hammond (Brecon/Radnor); Cllr Kim Broom (Carmarthen); Cllr Philip Warlow (Carmarthen); Cllr Glyndwr Evans (Gwent Valleys); Cllr Glyn Morvan (Gwent Valleys); Cllr Josephine Rao (RCT/Merthyr/Caerphilly); Cllr Joanna Hale (Neath/Port Talbot); Cllr Al Musaiid (Neath/Port Talbot); Cllr David Thomas (Pembrokeshire); Cllr Alun Wyn Evans (Meirionnydd); Cllr David Thomas (Pembroke); Cllr Carrie Townsend-Jones (Swansea).

#### **WELCOME BY THE CHAIR**

The Chair welcomed everyone to the meeting. He introduced Pia Towell, Senior Policy Manager from the Welsh Government's Local Government and Partnerships Division and invited her to speak about her work in relation to the sector. Pia made the following points:

- She outlined her work history and her academic qualifications which included a Degree in Law and a Master of Business Administration.
- She had worked as a Legislation Manager in the WG and been working in the WG for some 6 years – prior to her move to the current Division she had worked in the Education Division.
- Since joining the current Division she had been motivated by the excellent work undertaken in the local authority sector including the work of community and town councils.
- She had been involved in the implementation of the LGE (Wales) Act 2021 and was currently involved in the digital health and democratic health projects – this entailed working closely with sector representatives as well as others.
- As part of the work of these projects she was hoping that the work of the democratic health project would result in the wider involvement of all sections of the community in local democracy.

In the discussion that followed, the following matters were raised:

- It was pointed out that a number of the recommendations of the independent review of the sector remained outstanding and it was hoped that they would be addressed in the new future.
- It was pointed out that smaller councils might prefer to place greater reliance on co-opting members to vacancies unlike the approach of larger councils.
- There was a general lack of awareness of the local council election process and the work of local councils.
- There was also a lack of awareness of the beneficial impact that local councils could have on local communities.
- One member suggested that County Councillors did little to create such awareness on the part of local residents.
- It was suggested that the WG as well as County Councils rarely saw local councils as a key consultee and often sought the views of other organisations instead – it was considered that local councils should be the first port of call when looking to access views based on local knowledge and intelligence.
- Some people preferred not to stand for election as they consider that local councils do not have much influence on local affairs.
- Smaller councils are not well placed to challenge other public bodies in support of their residents.
- It was suggested that Area Committees were well placed to ascertain the views of Councils which could be fed back to the Chair and CEO of OVW.
- It was further suggested that Area Committees needed to discuss and collate relevant information in support of local councils within their geographical areas.
- Concern was expressed about low levels of attendance at Area Committees which needed to be addressed.
- The majority of people did not want to get involved in local council work due to other commitments which was not the fault of local councils – it was suggested that it is simply not true that large numbers of people wanted to become councillors.
- There remained confusion about the respective roles of County Councils and local councils.
- It was considered that due to the range of sizes of councils it would not be possible to adopt a one size fits all approach.
- It was suggested that multi-location meetings were not welcomed by many Councils as to operate them effectively required a substantial investment of funds which was difficult for many smaller Councils. This was considered to be a 'one size fits all' approach adopted by the WG and for certain matters it was not appropriate to treat local councils on the same basis as County Councils.
- It was suggested that if local councils are operating well why change something that is already working well.
- It was suggested that the WG should assess the investment it makes in the WLGA compared with OVW as OVW needed to sustain and develop the support it provided to its member councils.
- A number of members suggested that hybrid facilities should be available to support attendance at Area Committees and that minutes of such Committees should be available as soon as possible after each meeting. It was noted that it was often not possible to book a venue with hybrid facilities and it may be difficult for Development Officers to use the equipment.

- o It was suggested that some County Councillors simply treat local councillors as volunteers which fails to appreciate the important contribution they make in their respective Councils.
- o It was suggested that politics do not have a good name at the moment and maybe the WG does not promote itself enough.
- o There needed to be a focus on the appointment of youth representatives as well as Youth Councils and there might be merit in democracy featuring in the Welsh Baccalaureate.
- o The nature of communities can change over a period of time.
- o There was a need for local councils to endeavour to work in partnership with County Councillors.
- o Concern was expressed that the two Community Councillor representatives on the Powys PSB had been removed from membership of the Board. It was noted that the matter had been raised with the Minister and it was hoped that she would seek to ensure that PSBs included sector representatives across Wales.

The Chair and CEO thanked Pia for attending the meeting and hoped that she would have the time to attend future meetings on an occasional basis. They both commented about the effective working arrangements with WG.

## **AFTERNOON SESSION**

### **1. WELCOME BY THE CHAIR**

The Chair welcomed members to the afternoon session pointing how well progress was going with the WG where the working relationship had improved markedly with additional grant funding being provided to support the work of OVW. He wanted to thank the small team of OVW staff for their excellent support which had been invaluable to the organisation. The position was that the WG had granted over £600k of funding and it was clear that there was a significant amount of trust and support for the organisation. It was now necessary to examine the internal structure of the organisation to ensure that it was fit for purpose going forward. It was also vital that the right level of resource was secured to enable the executive to better support the governance structure. He enlarged upon an earlier point he had made that Councils did not constitute a single sector as such and that the role of Councils varied by size and scale of operations and there remained a lot to do to provide effective support to all member Councils.

### **2. DECLARATIONS OF INTEREST**

There were none.

### **3. MINUTES OF THE MEETING HELD ON 17 MARCH 2023**

**RESOLVED** that: The minutes of the meeting held on 17 March 2023 be approved as a correct record.

#### 4. MATTERS ARISING FROM THE MINUTES

##### Attendance Levels at Meetings of the NEC

It was noted with concern that there were only 15 in attendance at the previous meeting and only 11 members at today's meeting.

##### Election Costs

The CEO had again raised this matter with the WLGA and at the bilateral meeting with the Minister as well as issues concerning the apparent breakdown in the working relationships with the WLGA. Despite the best endeavours of OVW, there were still issues of concern including election costs and improving the effectiveness of charters that needed joint consideration. It was considered that the stance being taken by the WLGA was disappointing and there appeared to be a developing culture of lack of respect for the local council sector. An example of concern related to the propensity of the WG to target funding through County Councils in relation to the development of place plans and other funding streams which appeared to miss out the contribution that local councils could play in relation to priority policy areas. OVW's stance has always been that local councils should be required by law to develop place plans. It was pointed out however that some local councils might not have the structures and funding to manage large grants for place-making.

##### New Communications Officer

It was reported that Emyr John had been appointed to the new post.

##### Harassment and Abuse of Councillors

It was important that Councils read the latest advice from the WLGA which was available on their website. It was noted that OVW had published a guide for local councils in 2022.

##### WG Review of the Ethical Framework

It was noted that OVW had submitted its response to the consultation on 23 June 2023.

##### Attendance Levels at Area Committees

The need to investigate the introduction of hybrid facilities for Committee meetings was raised which might increase attendance levels. The CEO explained that although desirable there could be some issues relating to the operation of equipment by Development Officers which would need to be assessed. It was suggested that Area Committees should be responsible for determining their own meeting arrangements but the CEO emphasised the point that an overall policy was required and would need to be developed by the officer team. The position would inevitably vary by Area Committee given that there might be translation issues to address in some Committees. The CEO acknowledged that a review was needed but it was his role to

assess the issues associated with the initiative as well as any additional staffing costs arising as a result.

**5. FINANCE, RESOURCES AND GENERAL PURPOSES COMMITTEE – 8 JUNE 2023**

The minutes of the meeting had been circulated with the agenda. Councillor Hughes advised the NEC that the Committee had recently lost the excellent services of Cllr Arthur Davies, the late Cllr Ben Davies, Cllr Brian Miles and Cllr Marjorie Thompson. He had attended the late Cllr Ben Davies's funeral which had been very well attended. It was noted that the CEO had sent a letter of appreciation to Cllr Marjorie Thompson for her work on the NEC in the capacity of Vice-Chair of OVW.

**RESOLVED** that: The minutes of the meeting held on 8 June 2023 be approved.

**6. COMMERCIAL AND COMMUNICATIONS COMMITTEE – 8 JUNE 2023**

The minutes of the meeting had been circulated with the agenda. Some concern had been expressed at the meeting that Clerks did not appear to be routinely circulating the e-bulletin to their members. It had been noted that an OVW Facebook page has been set up and in the near future the new Digital Project Manager would be responsible for enhancing or replacing the OVW website.

**RESOLVED** that: The minutes of the meeting held on 8 June 2023 be approved.

**7. POLICY COMMITTEE – 8 JUNE 2023**

The minutes of the meeting had been circulated with the agenda.

**RESOLVED** that: The minutes of the meeting held on 8 June 2023 be approved.

In relation to matters considered at the Committee the following update was provided:

- a) It was reported that the documentary film of the Wales Air Ambulance Service had been published yesterday and Cllr Pugh would arrange to forward a link to the CEO for onward transmission to NEC members.
- b) It was suggested that the separation of dates for NEC Committees and the NEC itself may have had an adverse impact on numbers attending these meetings and the current arrangements might require review. This was a matter for the Strategic Coordination Committee to consider.
- c) A number of matters had been raised about the increasing requirements from WG without any additional funding to support the core work of OVW and local councils. It might be appropriate to consider an audit of the cost of delivering on these statutory requirements. It was suggested that Lisa James, Kevin Griffiths and Pia Towell from the WG be invited to a future meeting to engage in effective dialogue which would need to be effectively managed.

**8. PARTNERSHIP COUNCIL**

A very brief report was received from the Chair which was duly noted.

## **9. BILATERAL MEETING WITH THE MINISTER**

A summary of the content of the meeting had been circulated with the agenda for the information of members.

## **10. CLIMATE CHANGE**

It was noted that OVW was seeking funding from the WG to support the climate change agenda at the local level.

The Climate Change toolkit produced by OVW in association with Friends of the Earth Cymru would be launched at the Innovative Practice Conference on 5 July 2023.

## **11. OVW BUSINESS PLAN 2023/24**

It was reported that the Communications Officer would be arranging to prepare a slimline version of the Plan for sharing with member councils and outside organisations. The action plan would be used as the basis for a reporting mechanism to provide regular feedback to the NEC on the progress of implementation. It was agreed to use capital 'C' in any reference to Councils in all publications.

**RESOLVED** that:

- a) The position be noted.
- b) The Strategic Coordination Committee be requested to consider the issue relating to geographical areas of Wales that did not have the benefit of a local council.

## **12. DIGITAL DEVELOPMENTS**

The post of Digital Project Manager had been advertised and the four applicants would all be interviewed on Friday 7 July 2023.

## **13. LOCAL PLACES FOR NATURE**

A paper providing an update on the project had been circulated with the agenda.

**RESOLVED** that:

- a) The paper be noted.
- b) The CEO to pass on the compliments of the NEC on the excellent work being undertaken including RC's presentation at a recent climate change Conference.

## **14. SHARING OF CONTACT DETAILS BETWEEN NEC MEMBERS**

It was noted that 16 NEC members had consented to have their contact details shared. The CEO explained that it was not possible to force all members to share their contact details and they should not be pressurised to do so.

**15. NPT AREA COMMITTEE -- CLARIFICATION OF ARRANGEMENTS FOR TAXATION OF COUNCILLOR PAYMENTS AND EXPENSES**

The Area Committee had referred the matter to the NEC for consideration. It was noted that the matter had been considered by the Finance, Resources and General Purposes Committee on 8 June 2023 and the minute of that meeting read as follows:

*Paul Egan informed the Committee that he was waiting for the IRPW to provide him with a named contact in the HMRC who he could approach to confirm that the basic payments to councillors of £156 and £52 respectively could be paid without deduction of taxation. He reflected on discussions previously held with a Welsh Government civil servant who had sought to negotiate with HMRC for the payments to be considered as free of any taxable liability. One of the reasons why the reference in the 2023/24 annual report of the IRPW to the £156 payment being linked to home working expenses was that it could be directly linked to the guidance from the HMRC in relation to an allowance of £6 per week being paid without taxable liability to employees required to work from home. The basic payment for councillors was less than this sum and it could reasonably argued that it could be paid to councillors without tax being deducted. One Voice Wales would only be able to confirm this view to member councils if it received suitable written confirmation from the HMRC. The reimbursement for carer expenses would remain taxable despite representations made by One Voice Wales and it was clear from discussions with the Welsh Government official that the HMRC's position in this regard would not change. The Committee was of the view that taxation of such payments was one of the key reasons why councillors were opting out of receiving such payments and could possibly discourage people from becoming councillors. There was also the issue of the costs of processing payments through PAYE which would be best avoided.*

**RESOLVED** that: The Area Committee be advised of the minute of the Committee.

**16. ATTENDANCE AT WLGA CONFERENCE 2023**

The Chair had decided that a stand at the Conference would not be purchased but he and the CEO would attend as delegates.

It was reported by the CEO that the 20<sup>th</sup> anniversary of OVW would occur in 2024 and he was in discussion with the Chair as to how this should be celebrated to include the launch of a new manifesto. He was also hoping that a new President could be appointed by next year.

**17. DATE OF NEXT MEETING**

The next meeting to be held on 15 September 2023 at 10.30am.

Signed.....  
Chair

15 September 2023

# AGENDA ITEM 18(ii)

## UN LLAIS CYMRU - ONE VOICE WALES

Minutes of Gwent Valleys Area Committee, held remotely on 4<sup>th</sup> July 2023

### PRESENT:

Cllr Kebba Manneh (Chair)	Cwmbran CC
Cllr Nathan Matthews	Blaenavon TC
Cllr Stewart Matthews	Croesyceiliog & Llanyrafon CC
Gareth Davies (Clerk)	Cwmbran CC
Cllr Brenda Everett	Henllys CC
Cllr Glyn Morvan (Vice Chair)	Nantyglo & Blaina CC
Lisa McMail (Clerk)	Pontypool CC

### APOLOGIES:

Kevin Warren (Clerk)	Blaenavon TC
Sian Davies (Clerk)	Croesyceiliog & Llanyrafon CC
Cllr Valerie Waters	Henllys CC
Cllr L Morgan	Ponthir CC
Cllr R Matthews	Pontypool CC

### In attendance-

Jenny McConnel – Future Generations for Wales, Public Body Lead  
Maria Mulcahy – One Voice Wales – South Wales Development Officer (MM)

### ORDINARY MEETING

1. Members were welcomed by the Chairman.
2. Apologies for absence – as stated above.
3. There were no declarations of interest.
4. Presentation – Jenny McConnel – Future Generations for Wales, Public Body Lead

Jenny is the Public Body Lead for the Mid and West Wales area. Samuel Guy who is the Public Body Lead for the Gwent area is currently on leave and Jenny agreed to attend the meeting on his behalf.

Jenny works as part of the team working with public bodies at the Future Generations Office to ensure the interests of future generations are at the heart of all they do, with Wales facing a number, of challenges such as climate change and fuel poverty, they are looking at how they can improve things.

### Overview of the Act / Goals:

- Prosperous – uses resources efficiently, develops a skilled and well-educated population, and takes advantage of the wealth generated through securing decent work.

- Resilient – A nation which maintains and enhances a biodiverse natural environment and the capacity to adapt to change
- Healthier – A society in which peoples physical and mental well-being is maximised
- More Equal – A society that enables people to fulfil their potential
- Cohesive Communities – Attractive, viable, safe and well-connected communities
- Vibrant culture and thriving Welsh language – A society that promotes and protects culture, heritage and the Welsh Language
- Globally responsible – A nation which takes account of whether doing something would make a positive contribution to global well-being

The over-riding work of the commissioner is to secure the position of the wellbeing of Future Generations Act, future generations thinking and acting in Wales.

A Public Body has an individual duty, Public Services Bodies have a collective duty and community councils have a well-being duty to make it happen.

The Well-being Act sets out 5 ways of working: long term, integration, involvement, collaboration and prevention.

The Future Generations commissioner for Wales role is to act as a guardian for the interest of future generations in Wales. Sophie Howe retired as the Future Generations commissioner and Derek Walker who formally worked for Cwmpas and has a background in the third sector took over the role in March 2023. Derek wants everyone to continue doing what they already started but would like to take some time to listen to what people's issues are. As a consequence, there is a huge national conversation. Sources of information will be future trends, the public, PSBs and other sections. This included a survey which has been shared with councils via One Voice Wales to gather feedback. They should be able to share outcomes in the Autumn.

Future Generations are able, to advise and support public bodies to do different and better things -

- Statutory consultation with public services boards
- Constructive and consistent relationships
- Facilitating, signposting, convening
- Case studies and good practice

Jenny will forward a copy of the presentation in order that it can be shared with members.

MM confirmed that the survey that has been referred to had been sent to all the members and the closing date was 3.7.23.

The Chair thanked Jenny for her presentation and opened the floor to questions.

### General questions/observations

Members agreed the need of communication and information. They also recognise there is a lot that they can do to consider the environment. Also, how they share key themes and how they could look at doing things more collaboratively.

Jenny left the meeting.

### **ANNUAL GENERAL MEETING**

#### **5. To Elect a Chair for the year 2023/24**

Cllr Manneh was re-elected as Chairman. Nominated by Cllr S Matthews and seconded by Cllr Everett and all in favour. No objections

#### **6. To Elect a Vice-Chair for the year 2023/24**

Cllr Morvan was re-elected as Vice Chair. Nominated by Cllr S Matthews and seconded by Cllr Everett and all in favour.

#### **7. To Elect two representatives to serve on the National Executive Committee.**

Vice Chair has agreed to continue to serve on NEC. All in favour no objections. Due to other responsibilities, members present were unable to commit to being the second representative.

Resolved - MM to send an email to all the members of this Area Committee asking for a second representative.

#### **8. Arrangements for meetings in 2023/24 – Members agreed the following dates: -**

17th October 2023

23rd January 2024

30th April 2024

2nd July 2024

### **ORDINARY MEETING AGENDA**

9. Members resolved that the minutes of the meeting held on 4<sup>th</sup> April 2023 be approved as a correct record subject to it being stated that the waste collections in Torfaen which had been going to 3 or 4 weeks has been suspended. Proposed by Cllr S Matthews and seconded by Cllr Morvan.

10. Matters arising from the minutes -

a. Recruitment and retention of clerks

One Voice Wales has set up a Clerks Task and Finish Group to focus on-

- Recruitment of Clerks
- Induction and Appraisals

b. Self-Evaluation Toolkit – update

The conclusions from the health check and self-assessment, should help a council to inform a plan of action to be taken and the council should then be proactive in implanting it.

MM reiterated the importance of the toolkit and any questions about it should be directed to myself and the other Development Officers at One Voice Wales.

There were no other matters arising from the minutes.

11. **Members noted the draft minutes of the:**

- a. Larger Councils Committee held on 19.4.23
- b. NEC held on 23.6.23 (to follow)

12. **Upcoming One Voice Wales Conferences 2023**

Innovative Practice Conference tomorrow (5th July 2023) at the Royal Welsh Showground.

13. **Councillor Training Programme and Consultancy Services**

Members were reminded of the following: -

Training

One Voice Wales is pleased to announce that the Welsh Government is to continue the bursary scheme for another financial year.

If council turnover is £100,000 or less, a council can claim 50% of the cost of training sessions to the maximum £100 in the financial year 2023/2024 and must be claimed by 28th February 2024.

Each council can apply to have two free training places on each of the modules –

- Council as an Employer – Module 3
- Understanding Local Government Finance (Basic) - Module 6
- Understanding Local Government Finance (Advanced) - Module 21
- Understanding the Law - Module 4
- Code of Conduct – Module 9

Consultancy

OVW continues to undertake consultancy projects relating to HR investigations, provision of employment policies, health and safety as well as business planning and community engagement.

14. **Developments in Relation to Charters/Asset Transfers/Devolved Services – reports from Councils**

Torfaen CBC – In a couple of weeks, the Clerks from Cwmbran CC and Blaenavon TC are due to meet with David Leach (Chief officer for Communities at Torfaen County Borough) about updating the Charter.

Blaenau Gwent CBC – no updates

15. **Consultations/survey**

- a. Members noted -Torfaen Replacement Local Development Plan
- b. Future Generations Commissioner for Wales Survey – Our Future Focus work – discussed earlier during the speakers presentation.

16. **Correspondence/Information –**

- Members noted the information that had been provided and confirmed receipt of the revised model standing orders.

- MM advised that once a One Voice Wales Digital Officer is in place, they would be able to assist/guide councils in respect of digital issues.
- MM advised that Alison Owen the Project coordinator for Community Transport Association (CTA) had contacted One Voice Wales since the last area meeting to see if she could attend a Gwent Valleys area meeting.

As it is a transport to Health funded project in the Aneurin Health Board Area, she is not sure whether, or not it will still be in place in October. This project is specifically looking at the Blaenau Gwent area, as they are aware that many residents struggle to access their healthcare appointments and CTAs members are trying to close the gaps in the service. If your council requires further information, please contact Alison at [alison.owen@ctauk.org](mailto:alison.owen@ctauk.org).

#### 17. News and Reports from Councils

Council representatives highlighted areas of good practice they have recently been involved with.

- Henllys – Held a fete and dog show.
- Pontypool - Party in the Park. Also, launching the Myfanwy Haycock Poetry Trail in Pontypool Park on July 22nd 2023. The walk will be aided by an audio app and at certain spots, relevant Myfanwy poems will be heard.
- Blaenavon TC – Working on numerous projects. Looking at Health, recreation and older residents, for the council to be able to deliver the Torfaen Wellbeing Strategy.  
Photography exhibition in Blaenavon Workmen's hall.  
Several litter picks being done and community events happening in August.
- Cwmbran CC – Cwmbran big event had taken place. It is the flagship with other community councils including Croesyceiliog and Ilanyrafon CC and Henylls CC. It demonstrates how community councils can work together. Between 7000 and 10000 people attended the event this year.

MM advised that the new One Voice Wales Communications Officer Emyr John is interested in hearing about any good new stories etc. One Voice Wales is now active on Twitter, Facebook and linked in. Once a new Digital Officer has been appointed the One Voice Wales website will also be revamped.

#### 18. Guest Speakers for future meetings

MM advised members why Caroline Genever-Jones – Torfaen CBC Elections and Business Manager had not attended this meeting. MM contacted Caroline and was advised that she would be happy to attend the meeting but as it would be a long way into the boundary review by July, Caroline advised there would be no benefit in her coming to the meeting in July as it could be a bit late with regards to informing people.

Due to members concern at the last meeting, we asked Caroline why Town and Community Councillors are not represented on the Task and Finish Group. Caroline has advised that the task and finish group is made up of local Borough Councillors who do not sit on as a community

councillor as well, as it was felt there would be a conflict of interests. She has confirmed that the group has a cross party membership and is made up of members who volunteered to support her in the review. Any decisions made by the task and finish group will go to Full council for approval. The first stage will be the Terms of Reference which was currently being developed.

Caroline confirmed that as she has now met will all the councils, each council will have an opportunity at each stage to respond to the review.

Future speakers - If Alison from the Community Transport Association is not available for the next meeting, they would like the Police and Crime Commissioner to be invited.

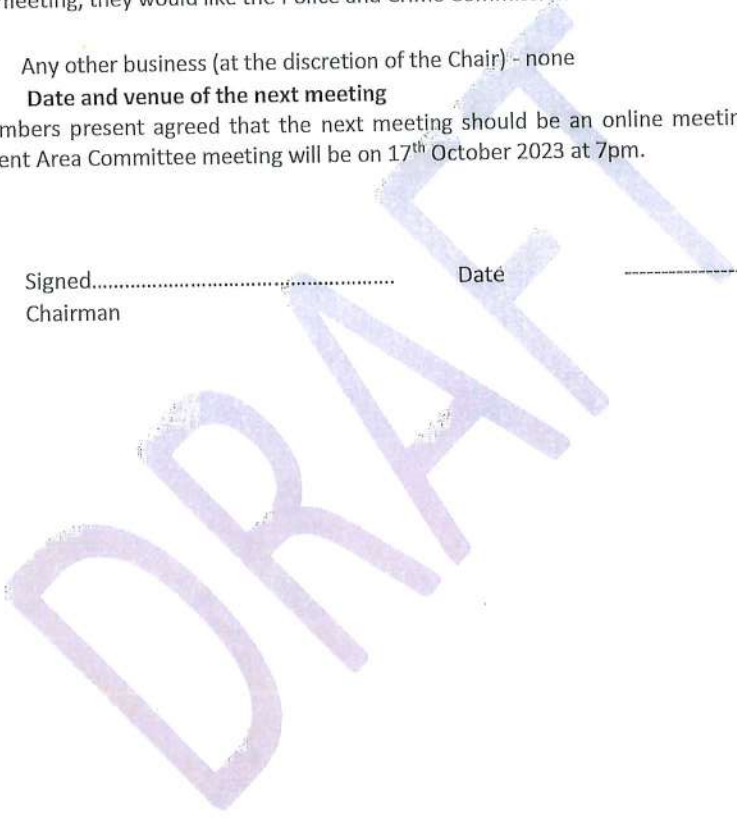
19. Any other business (at the discretion of the Chair) - none

**20. Date and venue of the next meeting**

Members present agreed that the next meeting should be an online meeting. The next Gwent Area Committee meeting will be on 17<sup>th</sup> October 2023 at 7pm.

Signed.....  
Chairman

Date \_\_\_\_\_



Awethredu  
peddiw ar gyfer  
well yfory

# Deddf Llesiant Cenedlaethau'r Dyfodol (Cymru)

## Well-being of Future Generations (Wales) Act

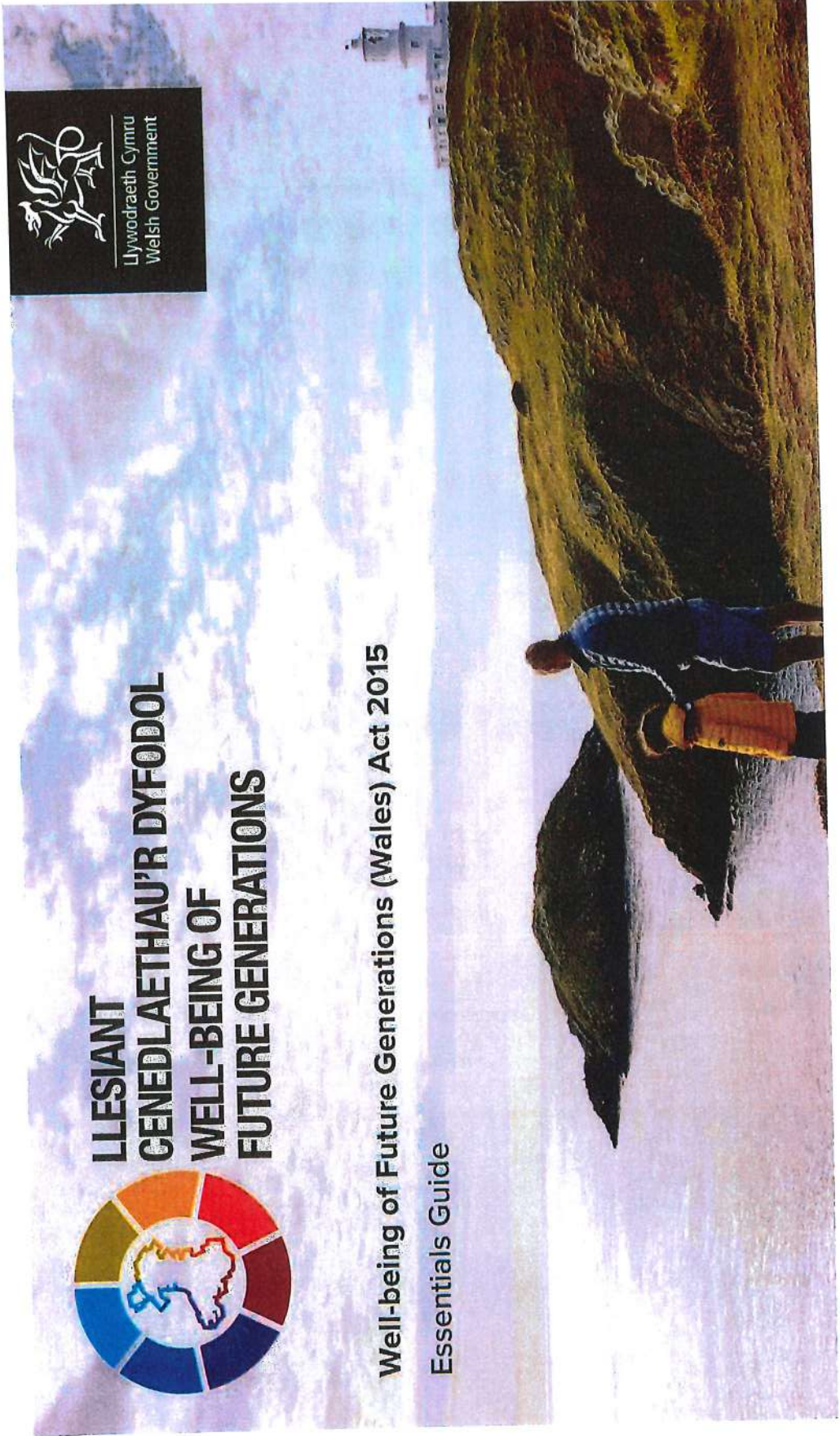
Jenny McConnell  
Dadansoddwr Newid / Change Analyst  
04/07/2023



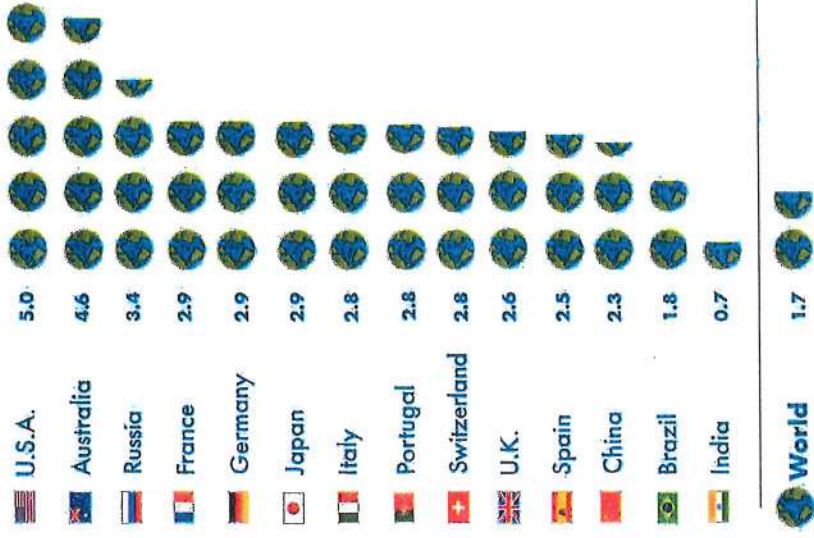


# LLESIAANT CENEDLAETHAU'R DYFODOL WELL-BEING OF FUTURE GENERATIONS

Well-being of Future Generations (Wales) Act 2015  
Essentials Guide



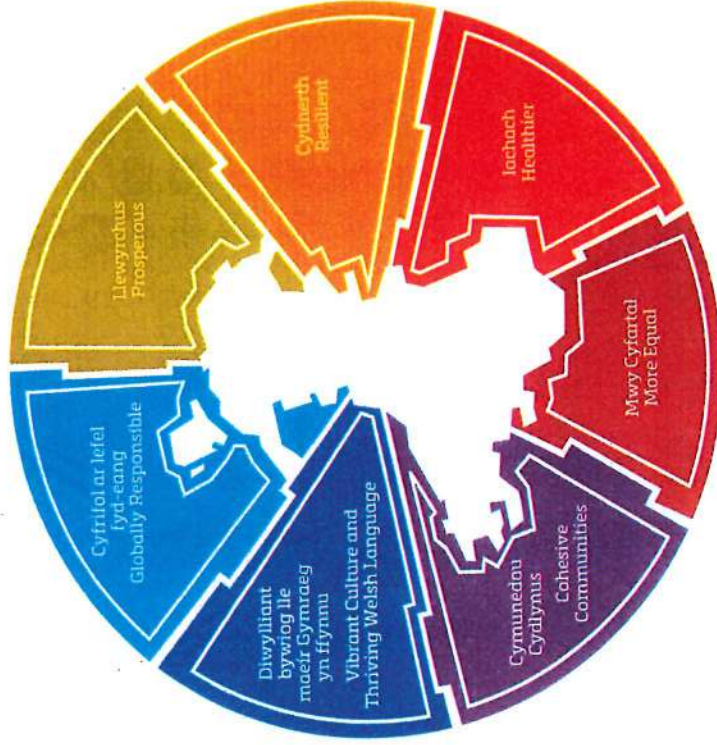
# Ecological footprint for the World is the equivalent of 1.7 planets



Source: National Footprint and Biocapacity Accounts 2021  
Additional countries available at [oversthoody.org/how-many-earths](http://oversthoody.org/how-many-earths)

# National Well-being Goals

Goal	Description of the goal
A prosperous Wales	An innovative, productive and low carbon society which recognises the limits of the global environment and therefore uses resources efficiently and proportionately (including acting on climate change) and which develops a skilled and well-educated population in an economy which generates wealth and provides employment opportunities, allowing people to take advantage of the wealth generated through securing decent work.
A resilient Wales	A nation which maintains and enhances a biodiverse natural environment with healthy functioning ecosystems that support social, economic and ecological resilience and the capacity to adapt to change (for example climate change).
A healthy Wales	A society in which people's physical and mental well-being is maximised and in which choices and behaviours that benefit future health are understood.
A more equal Wales	A society that enables people to fulfil their potential no matter what their background or circumstances, (including their socio economic background and circumstances).
A Wales of cohesive communities	Attractive, viable and well-connected communities.
A Wales of vibrant culture and thriving Welsh language	A society that promotes and protects culture, heritage and the Welsh language, and which encourages people to participate in the arts, and sports and recreation.
A globally responsible Wales	A nation which, when doing anything to improve the economic, social, environmental and cultural well-being of Wales, takes account of whether doing such a thing may make a positive contribution to global well-being.



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## Hirdymor

Pwysigrwydd sicrhau cydbwysedd rhwng anghenion tymor byr a'r angen am ddiogelu'r gallu i ddiwallu anghenion tymor hir hefyd



## Long-term

The importance of balancing short-term needs with the needs to safeguard the ability to also meet long-term needs

## Integreiddio

Ystyried sut gall gweithredu i atal problemau rhag digwydd neu waethygu helpu cyrff cyhoeddus i gyflawni eu hamcanion



## Integration

Considering how the public body's well-being objectives may impact upon each of the well-being goals, on their objectives, or on the objectives of other public bodies

## Cynnwys

Pwysigrwydd cynnwys pobl sydd â diddordeb mewn cyflawni'r nodau llesiant, a sicrhau bod y bobl hynny'n adlewyrchu amrhywiaeth yr ardal maent yn ei gwasanaethu



## Involvement

The importance of involving people with an interest in achieving the well-being goals, and ensuring that those people reflect the diversity of the area which the body serves

## Cydweithio

Gallai cydweithredu ag unrhyw berson arall (neu wahanol adrannau yn y corff ei hun) helpu'r corff i fodloni ei amcanion llesiant



## Collaboration

Acting in collaboration with any other person (or different parts of the body itself) that could help the body to meet its well-being objectives

## Atal

Sut gall gweithredu i atal problemau rhag digwydd neu waethygu helpu cyrff cyhoeddus i gyflawni eu hamcanion



## Prevention

How acting to prevent problems occurring or getting worse may help public bodies meet their objectives

## Which public bodies does the Act include?

Welsh Ministers

Local Authorities (22)

Local Health Boards (7)

Public Health Wales NHS Trust

Velindre NHS Trust

National Park Authorities (3)

Fire and Rescue Authorities (3)

Natural Resources Wales

The Higher Education

Funding Council for Wales

The Arts Council of Wales

Sports Council of Wales

National Library of Wales

National Museum of Wales

Additional bodies TBC:

Qualifications Wales

Social Care Wales

Health Education & Improvement Wales

Welsh Revenue Authority

Digital Health & Care Wales

Transport for Wales

Centre for Digital Public Services

Wales Ambulance Service Trust



**Cefnogi cyrff cyhoeddus a BGCau o dan Deddf  
Llesiant Cenedlaethau'r Dyfodol Cymru**

**Supporting public bodies and PSBs under the  
Well-being of Future Generations (Wales) Act**



## Cynnig cefnogaeth: Offering support:

- 1** Cynnal y prif cysylltiadau  
Maintain named contacts
- 2** Hyfforddi  
Provide training
- 3** Ymateb i geisiadau  
Respond to requests
- 4** Monitro ac asesu cyflawniad  
Monitor and assess progress

**5** Dylanwadu ar arweinywyr  
Influence leadership

**6** Cynnull pobl  
Convene people

**7** Casglu a rhannu arfer  
Gather & share practice

**8** Cyngori BGC  
Advise PSBs



# Public Body Leads for Public Bodies, PSBs and Regions

## North Wales

**Ynys Môn**  
Gwynedd  
Denbighshire  
Flintshire and  
Wrexham  
Conwy  
Flintshire  
Wrexham

**PSB**

Conwy and  
Denbighshire  
Flintshire and  
Wrexham  
Gwynedd and  
Anglesey

**Alice Horn**

Betsi Cadwaladr University Health Board  
North Wales Fire & Rescue Service  
Snowdonia National Park Authority  
Arts Council of Wales  
Transport for Wales  
Welsh Ambulance Service NHS Trust

## Gwent

**Blisnau Gwent**  
Caerphilly  
Monmouthshire  
Newport  
Torfaen

**PSB**

Gwent

**Samuel Guy**

Annuân Bwrdd University Health Board  
South Wales Fire & Rescue Service  
Eisteddfod National Park Authority  
National Library of Wales  
Public Health Wales  
Sport Wales  
Qualifications Wales  
Social Care Wales

## South Central Wales

**Merthyr Tydfil**  
Cardiff  
Bridgend  
Rhondda  
Cynon Taf  
Vale of  
Glamorgan

**PSB**

Cwm Taf  
Morgannwg  
Cardiff  
Vale of  
Glamorgan

**Colleen Cluett**

Cardiff & Vale University Health Board  
Cwm Taf Morgannwg University Health Board  
Velindre University NHS Trust  
National Museum Wales  
HEFCW  
Welsh Revenue Authority  
Centre for Digital Public Services

## Mid & West Wales

**Carmarthenshire**  
Ceredigion  
Pembrokeshire  
Powys  
Neath Port Talbot  
Swansea

**PSB**

Pembrokeshire National Park Authority  
Digital Health and Care Wales  
Health Education and Improvement Wales

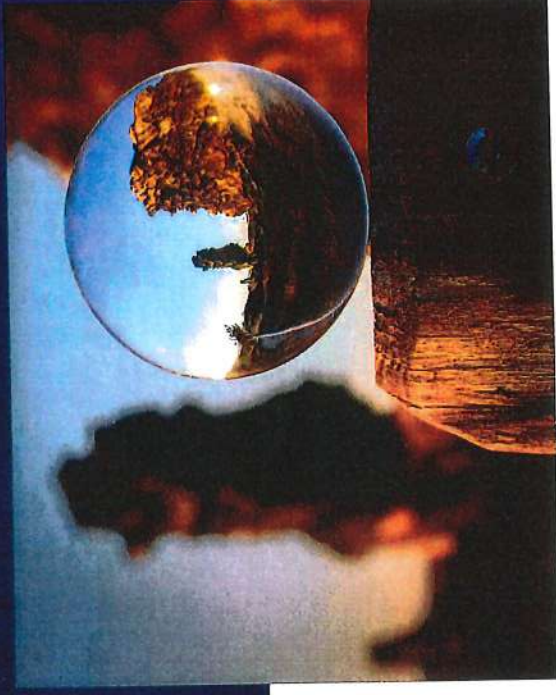
**Jenny McConnell**

Hywel Dda University Health Board  
Powys Teaching Health Board  
Swansea Bay University Health Board  
Mid & West Wales Fire & Rescue Service  
Pembrokeshire National Park Authority



# Ffocws ein Dyfodol

## Our Future Focus



Information: [Our Future Focus landing page](#)  
Gwybodaeth: [Tudalen wefan Ffocws ein Dyfodol](#)

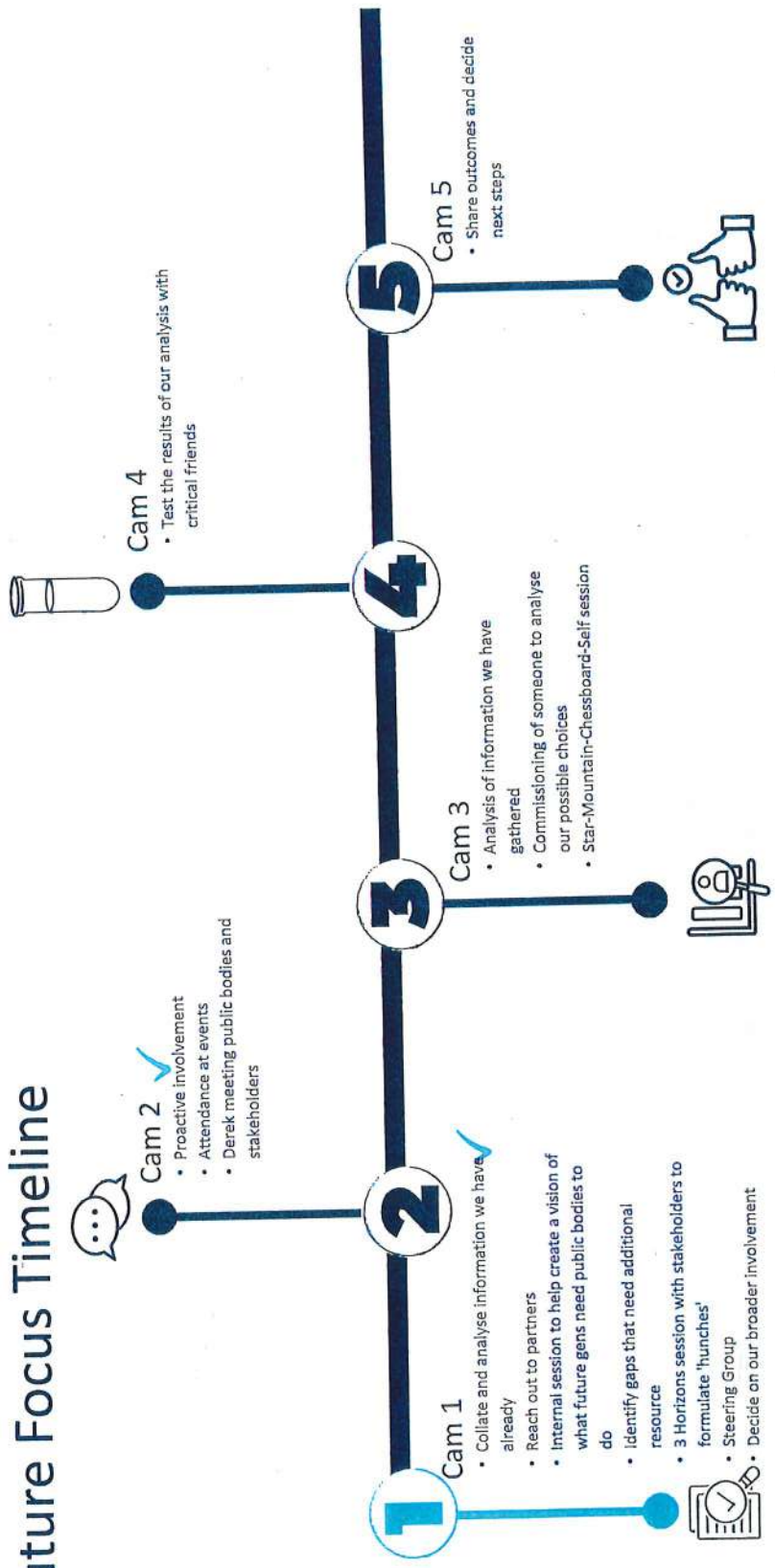
# #FutureFfocws



Comisiynydd  
Generations  
Dyfodol  
Cymru  
Commissioner  
for Wales

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# Amserlen Ffocws ein Dyfodol / Our Future Focus Timeline



## Future Trends

- Global future trends reports
- Welsh Government's Future Trends Report
- Black Elephants and Gray Rhinos



## Other Sectors

- Business Review
- Movement for Change work
- Sandy's Voluntary sector intel



## Partners' existing work

- Natur i Ni
- Galwad Involvement
- WCIA



# Sources of Information

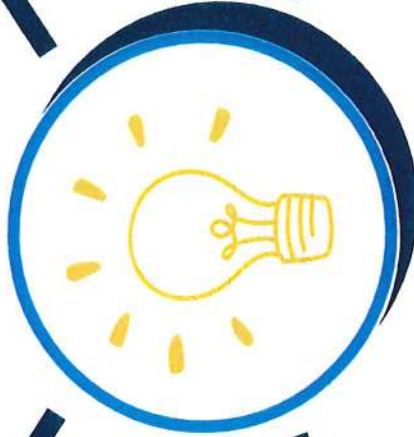
## The Public

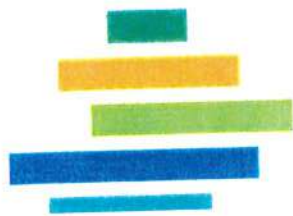
- Involvement of Young people
- FG Report Sensemaker
- Correspondence
- PSB Involvement



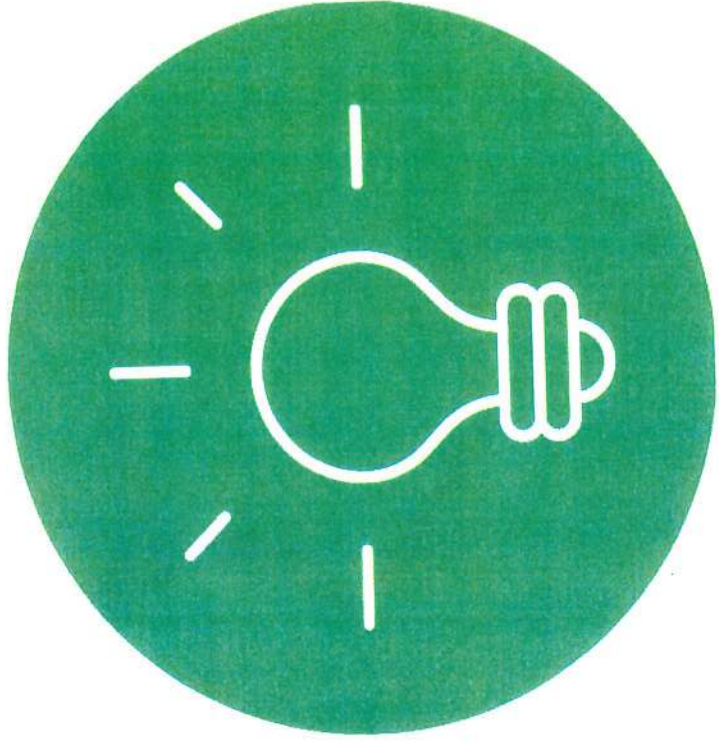
## Public Bodies and PSBs

- Public body pilot
- PSB assessment summary
- Requests for support
- Well-being of Wales report





# Cwestiynau? Questions?



**Diolch!**  
**Thank you!**

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