

Swaffham Town Council

Minutes of the **Full Town Council** meeting held on **Wednesday 9th October 2019** at **6.30pm** in the Council Chamber, Town Hall Swaffham.

Present: Mayor Cllr J Skinner (in the Chair)

Councillors: Mrs J Anscombe, Mrs L Beech, Mr S Bell, Mrs W Bensley, Mr P Darby, Mr G Edwards, Mr C Houghton, Mrs S Matthews, Mr K Sandle

Town Clerk: Mr R Bishop
Minute Taker: Ms K Furnass

Breckland & Norfolk Cllr: Mr E Colman (until 7.20pm)
Breckland Cllr: Mr I Sherwood (until 7.05pm)
Breckland Cllr: Mr D Wickerson
Police: 2
Public: 2

Prayers were led by Cllr Skinner

1. Apologies and reason for absence

1.1 Cllr W Bensley – work commitments

2. **Declarations of Interest** – *for items included on the Agenda.*
There were no declarations of Interest noted.

3. Mayor's Report

3.1 **Civic Events** - The Mayor reported that she had attended the following Civic events since the last meeting:

- 13/09/2019 NCC Battle of Britain Commemorative event - County Hall
- 15/09/2019 Dereham TC Battle of Britain Memorial Service - St Nicholas Parish Church
- 18/09/2019 Royal British legion Presidents Reception - The Great Hospital Norwich
- 27/09/2019 RAF Mildenhall "Joan Mann Special Sports Day"
- 04/10/2019 Samaritans Annual General meeting - Kings Lynn
- 05/10/2019 Norfolk Knitters & Stitchers Grand Exhibition - Central Hall, Wymondham

3.2 **Urgent reports, correspondence or information at the Mayor's discretion**
None received.

3.3 To receive any Mayor's Announcements:-
The next Cabinet meeting for Breckland Council is at Attleborough Connaught Hall on Monday 14th October. Public questions take place at 9.30am and the meeting starts at 10am.

4. Reports: local charity, police, principal authority etc

4.1 **Police report** – PC Jo Higgins Beat Manager reported that over all the crime figures were down. There had been one arrest in relation to a cannabis set up in a vacant shop in the precinct. Investigations were progressing. The next SNAP meeting is next week 15th October. There were no questions from the floor.

4.2 **County Councillor** – Cllr Colman read from his report. *See appendix 2*
Cllr Colman confirmed from his report that although the Norse Group were taking over maintenance from the Highways dept nothing would change in how services were carried out or how they were reported.

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4.3 Breckland District Councillors

Cllr Wickerson read from his report. *See appendix 3*

As three of his items were already on the agenda he would leave those out.

5. Minutes

- 5.1. The minutes of the Full Council meeting held on 11th September 2019 were agreed and signed as an accurate record.

6. Report from the Town Hall by the Town Clerk

- 6.1 To receive a brief report from the Town Clerk:

Swimming Pool land – there will be an update in item13.2 as there is confidential correspondence included. Meetings are being arranged to bring this matter to an end.

Public toilets at the Recreation Ground – vandalism at the newly opened toilets had been reported. Unfortunately, the late change of specification had left the Council vulnerable, as they are not anti-vandal proof toilets, as per the original specification. The committee were asked how they wished to proceed? Do they want estimates to go to the Estates Committee next week for some blow dry machines?

It was suggested to not provide paper towels and to only open on specific days for events. This item would be looked at again at the Council meeting next week. The Town Clerk offered to check if the Town Council were legally obliged to supply paper towels and to find out costs for hand driers for the toilets.

It was agreed for the Town Clerk to check if the Town Council were legally obliged to supply paper towels and to find costs for hand driers for the toilets.

Town Clock – There are ongoing problems with the Church clock at the moment, but these are the first since February. Digitalisation of the Town Clock will be taken to the Finance Committee meeting on 30th October.

It had been agreed that repairs would be carried out and the issue would be re-visited in the spring. Cllr Edwards asked that this item should not be forgotten and to make sure it was on the agenda for April. Cllr Pilcher asked for his comments be on record, he said that residents cannot be expected to keep on paying for an historical clock just to keep it going, it must be digitalised.

SLCC Training Conference – The Town Clerk ran through the agenda items and reported that it had been a good informative conference.

- 6.2 Councillors questions relating to ongoing business - It was asked why the hedge on Sporle Road had not been replaced yet. The Town Clerk would chase this up.

7. Finance

- 7.1. Accounts for payment for October 2019 (*recorded as Appendix 1*).

An interim list of accounts was circulated with the agenda pack, an up dated list was circulated at the meeting, tabled for approval.

It was agreed to accept the accounts for payment for October 2019, recorded as Appendix1.

- 7.2. Request from Swaffham Bowls Club to repair track alongside Myers Playing

During discussions it was noted that planings given to the football club two years ago to fill potholes in the roadway were still unused. It was suggested to send a letter stating they should try to resolve it themselves with volunteers from both clubs.

It was agreed to send a letter stating they should try to resolve it themselves with volunteers from both clubs.

8. Correspondence or Information

- 8.1 General

- a) To consider notification of the Government Boundary Commission consultation on division of boundaries for Norfolk County Council.
Councillors were asked whether they wish to comment individually or as a Council to this consultation.

It was agreed for Councillors to comment individually.

- b) To consider Draft Collections Development Policy – Swaffham Heritage 2019
The Draft Collections Policy relates to the collection of artefacts held in the name of Swaffham Town Council. It is recommended to agree the policy and to sign this off at the next meeting of the Estates Committee.

It was agreed for the Draft Collections Policy and to be taken to the next Estates Committee for signing off.

- c) To consider notification of Listing assessment and invitation to comment – Swaffham War Memorial, Market Place, Swaffham
As the consultation was received the day after the Planning Committee meeting in September with only 21 days for response it has been brought to this agenda. It was asked whether the railings and cobbles were included? The Town Clerk confirmed that everything inside the railings was included.

- d) To consider RAF Marham Community Information Event on 30th October
For information only.

- e) To receive details of Norfolk Local access Forum – Parish Paths Seminar (West) at Narborough Community Centre Monday 28th October
For information only.

8.2 Breckland Council

- a) To consider notes from “Swaffham Marketplace Group” meeting held on 17th September 2019 and subsequent correspondence with MTI officer Dave Notley
A meeting had been held between the Town Clerk, the Manager of Icen Partnership and Vanessa Scott from the Town, Dave Notley the new MTI Officer and Cassie Ruffell from Breckland Council. During the course of the meeting a long-term events programme was discussed.

The notes from this meeting had been circulated with the recent exchanges of correspondence outlining the concerns of the Town Clerk.

A very involved discussion followed with many concerns raised:

- The Town Council already have an events Committee.
- Breckland could have attended these meetings.
- Concerns about working with too many groups, and not working together.
- Breckland seem to be dictating to the Town Council.
- More commitment from Breckland was needed.
- Mixed messages were being received.
- More communication from Breckland.
- The Council need clarification on what is expected.

Cllr Wickerson offered to contact Mr Notley to invite him to the next Market, Events & Tourism Committee meeting.

It was agreed for Cllr Wickerson to contact Mr Notley to invite him to the next Market, Events & Tourism Committee meeting

- b) To consider on-going correspondence in respect of Sec 106 claim for the Tesco/Millngate Ltd development

There has been extensive correspondence on this long-standing issue. Confirmation was received that Millngate were to meet with Tesco to get the final projects sanctioned. This will allow the Town Council to draw down the remaining funds from Breckland Council.

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It was commented that it was a ridiculous position.

c) To consider correspondence regarding Swaffham Market Place High Street Heritage Action Zone funding bid

Having got through the first stage of this bid a meeting with John Mullen from Breckland Council was held. For the next stage, full details will need to be fleshed out to submit a stage 2 bid in January 2020, which if successful will result in the outlined 'heads of terms projects' being taken forward over the next four years.

An update was received this morning from Mr Mullen - a rough guide as to what will be required via the Programme Design Guide over the next two and half months.

- To have a programme design completed by 20th December.
- To create a map of the high street area that will be the focus for the HAZ in a shape file (digitalised and layered geo-mapping model)
- To identify a range of projects with phasing and funding identified.
- To confirm partnership funding.
- To engage the community in the planning process. (Community Engagement Statement required)
- To begin to gather baseline data for evaluation (footfall, empty buildings.)
- To create a cultural consortia.
- To plan to appoint a project officer with an advert in January.

There will be a lot of detail and resource allocation that needs to be assessed and decided.

A first meeting with the Historic England Regional adviser is to be arranged for the first week of November. Therefore a meeting will be held 17th October in the Town Hall, to be attended by the Mayor & Deputy Mayor, the 'Chair' of the Planning Committee, the Market, Events and Tourism Committee, and the Transport, Access and Environment Committee, a Swaffham Heritage representative, an Icen Partnership representative, a Town Team representative and the Town Clerk. The information from this meeting will be taken back to the Committees for allocation of tasks that will need to be done.

9. Correspondence & Information received

The monthly list of correspondence was noted.

10. Committee & Working Group Reports

10.1 COMMITTEES

a) To receive current COMMITTEE Reports

(Planning & Built Environment, Market, Events & Tourism, Recreation & Community Services, Transport, Access & Environment, HR & Governance, Estates, Heritage/Town Hall & Site Maintenance)

PLANNING – Cllr Scott reported that the application for the Old School had been refused and that hopefully they would come back with a better proposal.

There were two large applications where it was hoped they would come back with new designs and material more suited and to look at ways to connect footpaths.

Two business's in the town centre had applied for CU to convert to dwellings.

Cllr Anscombe had offered to fill a vacancy on the Estates, Heritage/Town Hall & Site Maintenance Committee, as she is currently on three other Committees, this in within the terms of reference.

It was agreed for Cllr Anscombe to fill the vacancy on the Estates, Heritage/town Hall & Site Maintenance Committee

10.2 WORKING GROUPS, TASK GROUPS or TOPIC GROUPS

a) To receive current WORKING GROUP reports

(Twinning Liaison, Swaffham Heritage Liaison, Christmas Lights Event Working Group, Swaffham/Watton Liaison)

Toilet Working Group – Cllr Anscombe informed the meeting that plans were drawn up. They were going back to the original plans from 2015 of having only two toilets. She also mentioned

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that lots of other towns do not provide any public toilets. The Police suggested to the group to consider not having any sort of lobby in the plans, to discourage any unwanted behaviour. All the details need to be agreed ready to claim from Breckland Council S.106 by 31st December 2019.

11. Reports by Representatives of Outside Bodies

SPA – they are in communication with the Sacred Heart to use their indoor pool.

NALC – Any Councillors wanting to attend the AGM please inform Cllr Matthews,

12. Date of forthcoming meeting

Market, Events & Tourism Committee	Mon	14 th Oct	6.30pm	Council Chamber
Estates Heritage Committee	Tues	16 th Oct	6.30pm	Council Chamber
Finance Committee	Mon	28 th Oct	6.30pm	Council Chamber
Planning & Built Environment Committee	Wed	29 th Oct	4.00pm	Council Chamber
Transport, Access & Environment Committee	Wed	5 th Nov	4.00pm	Council Chamber
Full Council	Wed	13 th Nov	6.30pm	Council Chamber

13. ADMISSION TO MEETINGS ACT (PUBLIC BODIES) 1960:

CONFIDENTIAL BUSINESS following the exclusion of the public and press

13.1 Staff related issues from the HR & Governance Committee.

The Deputy Clerk had passed on her thanks for the flowers sent. She was unable to return to work at this time but was hopeful for next week.

The Town Clerk read out the report from the last HR & Governance meeting.

13.2 To consider on-going correspondence in respect of the two-acre site owned by the Town Council, with the local farmer and landlord.

The correspondence was circulated at the meeting for the Councillors.

13.3 Green Britain Centre

The Town Clerk gave a brief progress report.

The meeting closed at 8.40 pm

Mayor.....

Swaffham Town Council - Accounts for October 2019

No	Payment	Name	Details	Price	VAT	Total	
Paid - 1st -9th October 2019 Town Council meeting							
325	BACS	Brook HR	HR Services - Aug 19	£ 135.00	£ -	£ 135.00	
326	BACS	JP Skips	Skip Hire - Sept 19	£ 187.50	£ 37.50	£ 225.00	
327	BACS	Mr L Martin	Market rent - overpayment Aug 19	£ 337.44	£ -	£ 337.44	
328	Card	Lloyds Bank	Corporate Card Fee - Oct 19	£ 3.00	£ -	£ 3.00	
329	Card	Breckland DC	Xmas event - TENS licence	£ 21.00	£ -	£ 21.00	
330	Card	Kedel Trade	Town Centre - bench slats	£ 125.96	£ 25.19	£ 151.15	
331	Card	Amazon	Workshop - fire assembly sign	£ 4.14	£ 0.84	£ 4.98	
332	Card	Amazon	Xmas event - Santa's Grotto	£ 66.02	£ -	£ 66.02	
333	d/d	Hitachi	Truck Lease - Sept 19	£ 336.88	£ 67.37	£ 404.25	
334	d/d	Npower	Town Hall - Gas - Sept 19	£ 254.00	£ -	£ 254.00	
335	d/d	SSE Southern Electric	Public Toilets - electricity - Sept 19	£ 114.36	£ 5.71	£ 120.07	
336	d/d	SSE Southern Electric	Cemetery Chapel - electricity - Sept 19	£ 19.63	£ 0.98	£ 20.61	
337	d/d	SSE SWALEC	Buttercross - electricity - Sept 19	£ 73.83	£ 3.69	£ 77.52	
338	d/d	SSE SWALEC	Rec Ground Toilets - electricity - Sept 19	£ 11.66	£ 2.33	£ 13.99	
339	d/d	Unity Trust Bank	Service Charge - July - Sept 19	£ 58.65	£ -	£ 58.65	
340	d/d	Unity Trust Bank	Manual Handling fee - July - Sept 19	£ -	£ -	£ -	
341	d/d	Vodafone	Mobile Phone bills - Aug 19	£ 41.00	£ 8.20	£ 49.20	
342	d/d	WorldPay	Monthly payment charges - Sept 19	£ 12.91	£ 0.09	£ 13.00	
				Sub Total	£ 1,802.98	£ 151.90	£ 1,954.88
To be authorised and paid - post 9th October 2019 Town Council meeting							
343	BACS	Net Salaries	Town Council	£ 15,185.06	£ -	£ 15,185.06	
344	BACS	Inland Revenue	Tax & National Insurance	£ 5,125.60	£ -	£ 5,125.60	
345	BACS	Norfolk Pension Service	Superannuation	£ 5,754.22	£ -	£ 5,754.22	
346	d/d	Breckland Council	Town Hall - Rates	£ 1,031.00	£ -	£ 1,937.00	
			Market - Rates	£ 344.00	£ -		
			Cemetery - Rates	£ 187.00	£ -		
			Public Toilet - Rates	£ 375.00	£ -		
347	d/d	Immervox (Sept 2019)	Town Council - Fax & Broadband 720469	£ 48.20	£ 9.64	£ 201.41	
			Museum - Telephone 721230	£ 22.77	£ 4.55		
			Town Council - Telephone 722922	£ 37.42	£ 7.49		
			Town Council - Alarm 724968	£ 13.00	£ 2.60		
			Town Wi-Fi	£ 46.45	£ 9.29		
348	300275		Petty Cash	£ 266.76	£ -	£ 266.76	
349	BACS	Allotment Deposit Refund	Four Acres 15	£ 40.00	£ -	£ 40.00	
350	BACS	Allotment Deposit Refund	Tumbler Hill 9	£ 40.00	£ -	£ 40.00	
351	BACS	Anglian Chemicals	Public Toilets - general supplies	£ 196.94	£ 39.38	£ 236.32	
352	BACS	CPRE	Rural Housing Conference - Cllr Scott	£ 25.00	£ -	£ 25.00	
353	BACS	Dereham Hire	Rec Ground Toilets - Breaker hire	£ 33.50	£ 6.70	£ 40.20	
354	BACS	PKF Littejohn	Annual Governance Audit	£ 1,340.00	£ 268.00	£ 1,608.00	
355	BACS	R K Resprays	Truck final repairs - AJ63 LXN	£ 95.00	£ 19.00	£ 114.00	
356	BACS	St John Ambulance	Aug Car Event - first aid	£ 144.00	£ 28.80	£ 172.80	
357	BACS	T K Drakes	Public Toilets - lights/replacement locks	£ 152.95	£ 30.59	£ 183.54	
358	BACS	WAVE/Anglian Water	Recreation Ground - 15/5 - 2/9	£ 36.34	£ -	£ 36.34	
359	BACS	WAVE/Anglian Water	Town Hall - 15/5 - 2/9	£ 109.68	£ -	£ 109.68	
360	BACS	WAVE/Anglian Water	Public Toilets - 15/5 - 2/9	£ 819.57	£ -	£ 819.57	
361	BACS	WAVE/Anglian Water	Shouldham Lane - 15/5 - 2/9	£ 321.82	£ -	£ 321.82	
				Sub Total	£ 33,272.44	£ 577.94	£ 33,850.38
Late Bills - received after agenda issued							
362	BACS	Allotment Deposit Refund	Tumbler Hill 48	£ 40.00	£ -	£ 40.00	
363	BACS	Brook HR	HR Services - Sept 19	£ 135.00	£ -	£ 135.00	
364	BACS	Cooleraid	Town Hall - drinking water	£ 11.85	£ 2.37	£ 14.22	
365	BACS	KL Magazine	Xmas advert - November edition	£ 120.00	£ 24.00	£ 144.00	
366	BACS	Lyreco	Genral stationery supplies	£ 60.56	£ 12.11	£ 72.67	
367	BACS	Narford Scaffolding	Town Hall - scaffolding hire	£ 80.00	£ 16.00	£ 96.00	
368	BACS	The Gem Shop	Mayor Chain repairs	£ 32.00	£ -	£ 32.00	
369	BACS	Veolia	waste Collection - Sept 19	£ 106.32	£ 21.26	£ 127.58	
370	BACS	Breckland Council	Street Lighting 2019-20 - 1st installment	£ 8,882.01	£ 1,776.40	£ 10,658.41	
371	BACS	ICO Systems	IT Support + MS Office 01/11/19 - 31/01/20	£ 873.00	£ 174.60	£ 1,047.60	
372	BACS	Swaffham Service Station	Monthly Fuel - Sept 19	£ 143.12	£ 28.63	£ 171.75	
373	BACS	E-On	War Memorial electricity - Jul - Sept 19	£ 12.02	£ 0.60	£ 12.62	
374	Card	DVLA	Vehicle Tax - AU68 CNC	£ 262.50	£ -	£ 262.50	
				TOTAL	£ 44,030.82	£ 2,633.91	£ 46,664.73

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Bank Transfers					
	Transfere	Unity Trust Bank	From deposit to current - cover pymts		£ -
Summary of Income - September 2019 (market rents, allotment deposits, cemetery invoices, room rentals, loan payments etc)					
03-Sep-19	Cash Analysis	Cash & Cheques taken over the counter			£ 654.13
13-Sep-19	Cash Analysis	Cash & Cheques taken over the counter			£ 1,365.81
17-Sep-19	Cash Analysis	Cash & Cheques taken over the counter			£ 648.97
24-Sep-19	Cash Analysis	Cash & Cheques taken over the counter			£ 499.00
Total BACS		Total Additional Income received by BACS			£ 208,764.14
TOTAL					£ 211,932.05
Items of expenditure to be reclaimed					
Watton TC		Monthly reclaim	£ 1,186.35	£ 2.00	£ 1,188.35
Museum		Museum - Telephone 721230	£ 22.77	£ 4.55	£ 27.32
Sues News		Electricity - Sept 19	£ 54.79	£ 10.96	£ 65.75
TOTAL			£ 1,209.12	£ 6.55	£ 1,215.67

Council unveils budget proposals

A 3.99% Council Tax rise and new savings of £15.8m next year are being considered, after the council warned additional Government money will be “substantially absorbed by ongoing demand and demographic pressures”.

The council has already agreed to save £31.1m next year. Now, the cabinet is to consider £15.8m of new savings for 2020-21 and proposals for up until 2023-24. Consultation will take place over the autumn, before the Government confirms the council’s funding in December and the full council takes a final decision to set a budget in February.

The key proposals are:

A Council Tax rise of 3.99% next year, in line with Government expectations – 1.99% for all services and 2% through the Government’s adult social care precept. A 3.99% increase would see the County Council’s share of band D bills rise by £54.27, to £1,416.51.

New savings and increased income of £15.8m next year, rising to a total of £29.9m over 4 years

Proposed new savings or increased income, per department, 2020/21:

Adult social services: £7.2m – including saving £3.75m by increasing reablement, which helps people regain independence after being in hospital

Children’s services: £3.8m – including saving £3.5m by commissioning new care for children, with better outcomes and lower costs

Community and environmental services: £1.9m – including saving £250,000 by renegotiating highways contracts

Strategy and governance department: £500,000 – including saving £320,000 through income generation and vacancy management

Finance and commercial services and finance general: £800,000 – including raising an extra £500,000 from organisational change budgets

Business transformation: £1.6m through making the council’s processes more modern, efficient and business-like

The council has budgeted to save £395m since 2011-12. Over that time, its funding from the Government has reduced by £220m and cost pressures have risen by £440m.

A new service for children aged 0-5 launches in Norfolk today (October 1).

A new Early Childhood and Family Service for Norfolk

Norfolk’s Early Childhood and Family Service, funded by Norfolk County Council, and run in partnership with Action for Children, will offer a range of support and advice to families across the county.

The service, which replaces Norfolk’s children’s centre services, will focus on helping families who might need extra support to care for their child. There will be one-to-one and group support for parents, with a range of activities and courses on offer such as play sessions, baby massage, healthy relationships courses and programmes to boost self-esteem.

The aims of the new Early Childhood and Family Service are to support children to achieve their developmental milestones, prevent more children aged 0-5 from experiencing neglect or emotional harm and to increase social mobility.

Families will be able to access support and group activities provided by qualified and experienced staff working out of 15 Early Childhood and Family Service bases.

There are two bases in each district and three in Norwich. There will also be Bounce and Rhyme sessions at each of the council’s 47 libraries, in addition to the wide range of toddler groups and play sessions already taking place across Norfolk’s communities.

“This service will get to more families that really need help by reaching out to those who might not have been accessing services in the past. Action for Children staff will really get to know their communities and will be out and about meeting families and providing advice and help.

“There will be group and one-to-one support for those who need it, particularly those who might be finding parenting tough and this will include work in families’ homes and in places like village halls, libraries and cafes, wherever people feel most comfortable.

"We want all families to be able to go to fun activities in their area, so in addition to what's already happening in communities, we have set aside £250,000 each year, as a community development fund to support local groups and activities."

£10,000 fund launched to mark WW2 anniversary

The Norfolk Armed Forces Covenant Board has launched a fund to commemorate the 75th Anniversary of the end of the Second World War.

The Norfolk 2020 Commemoration Fund is open for events or projects that commemorate the 75th anniversaries of Victory in Europe (VE) Day, Victory in Japan (VJ) Day, or the 80th anniversary of the Battle of Dunkirk and Operation Dynamo.

The Covenant Board are working with Norfolk Community Foundation, who will manage the £10,000 fund, making individual grants of up to £500 available to non-profit groups.

Norse Group to take over routine maintenance of Norfolk's roads

The routine maintenance of Norfolk's roads, including pothole repairs and winter gritting, will be carried out by the Norse Group from October on behalf of Norfolk County Council.

Around 150 members of staff will transfer from Norfolk County Council's highways team to Norse, who will also be responsible for fleet services, laboratory and Fast Lane training services. This does not affect the Council's contract for highway improvements, construction and surfacing with Tarmac.

The decision to transfer the service was taken by members of the Environment, Development and Transport committee in January 2019 to save Norfolk County Council £500,000 per year by the fifth year of the contract.

Breckland Council Report to Swaffham Town Council – October 9th 2019

The Council at its last meeting agreed to declare a Climate Change Emergency with a full action plan to be in place by early 2020

A designated Senior Officer has been allocated to oversee the process of preparing the Council for Brexit

The September meeting of the Swaffham Air Quality Management Group was postponed with a new date hoped to be in place for later this month

The recent announcement that Swaffham had been chosen as one of four towns in Norfolk – one of only seven in the East of England - as a potential recipient of funding from the Historic England's Heritage Action Zone initiative was to be welcomed although there is much work to be done to finalise our detailed application by the December 20th deadline. A further meeting with the BDC Officer is planned for next week

Further funding for Swaffham may be forthcoming from the £392,000 Breckland Town Delivery Plans programme currently under consideration

There is still no decision published with respect to the STC proposed "land swap" concept on the Green Britain Centre and Day's Field

The results of the January Swaffham Sports and Leisure Consultation have yet to be published and are unlikely to be released until the end of the year

Breckland has recently been given an RSPCA Gold Status Award for its work on a stray dog programme

The Leader has recently been appointed to the LEP Board and involved in the Norfolk and Suffolk Local Industrial Strategy meeting where concerns were raised over the lack of attention to our market towns in the centre and west of Norfolk.

From: Highways - CSC <highways@norfolk.gov.uk>
Sent: 06 November 2019 10:11
To: Reception | Swaffham Town Council
Subject: 'ENQ-375292-L6M0G6'

Dear Kerry,

Thank you for contacting Norfolk County Council.

As the original enquiry was sent anonymously we have not been able to contact Mr Bealey with a response.

The job target completion date for repairs to the pothole is 09/01/2020

Going forward, you may want to set up an account and report issues directly. This will allow you to be kept updated on the status of the problem/s you are reporting.

To report problems on the roads, Public Rights of Way and Norfolk Trails, that we are responsible for maintaining, please use this link:





<https://apps.norfolk.gov.uk/HighwaysDefect/>

If you have a question about road maintenance, Public Rights of Way or Norfolk Trails, more information can be found on our dedicated web pages.

Please do not hesitate to contact us again if we can be of further assistance.

Yours sincerely,

Sophie Blake, Customer Service Advisor
Customer Services
County Hall, Martineau Lane, Norwich NR1 2DH
Tel: 0344 800 8020
Email: information@norfolk.gov.uk

 **Norfolk County Council**   



How would you rate your overall experience of our Customer Service Centre?



GOV.METRIC EMAIL V1.0

From: Reception | Swaffham Town Council <reception@swaffhamtowncouncil.gov.uk>
Sent: 04 November 2019 13:32
To: Information <information@norfolk.gov.uk>
Subject: Pot hole

WARNING: External email, think before you click!.

Good afternoon
ENQ 900149414


This complaint was logged about 12weeks ago by a Mr Bealey. He has visited the office today as he is very concerned that it has not been completed. I am unable to look this up on the website as I cannot find where to track the ticket. I used to be able to do this but now it seems this option is no longer available. Could you please either let me have a date for this work to be scheduled or contact the gentleman direct on 07442177942.

Many thanks
Kerry

Kerry Furnass
Receptionist & Clerical Assistant



Swaffham Town Council, Town Hall, 4 London Street, Swaffham, Norfolk, PE37 7DQ
Tel **01760 722922** Fax **01760 720469** www.swaffhamtowncouncil.gov.uk

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@SwaffhamClerk and our Traditional Market **@SwaffhamMarket**

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