



MALVERN TOWN COUNCIL

POLICY AND RESOURCES COMMITTEE

REPORTS

**For meeting on Wednesday 29 October 2025 at 6.00 pm
In the Park View Meeting Room, Community Hub, Victoria Park Road,
Malvern Link**

MALVERN TOWN COUNCIL

Town Clerk
Community Hub
Victoria Park Road
Malvern Link
WR14 2JY



23 October 2025

townclerk@malvern-tc.org.uk
Tel: 01684 566667

MEETING OPEN TO MEMBERS OF THE PUBLIC

To Members of the Policy and Resources Committee (Quorum 5):

Councillors Iain Dawson (Chair), Clive Fletcher, Clive Hooper, Melanie Jones, Lou Lowton, Ronan McLaverty-Head, Karen Newbigging

All other Members of the Town Council for information only.

You are hereby invited to attend a meeting of the Policy and Resources Committee to be held in the Park View Community Room, Victoria Park Road, Malvern Link on Wednesday 29 October 2025, commencing at 6.00pm for the transaction of the business shown on the Agenda below.

A handwritten signature in purple ink, appearing to read 'L. Blake'.

Linda Blake
Town Clerk

No.	Agenda Item
1.	Apologies for Absence To receive and note apologies for absence
2.	Declarations of Interest To receive declarations of disclosable pecuniary interests and other disclosable interests
3.	Minutes of Previous Meeting To receive and confirm as a correct record the Minutes of the previous Policy and Resources Committee meeting: ➤ Wednesday 8 October 2025
Public Participation <i>The Meeting will be adjourned for public participation when the Chairman will invite members of the public to present their questions, statements or petitions submitted under the Council's Public Participation Procedure.</i>	
4.	Appointment of new member to join Grants Sub-Committee ➤ Report PR01/25 to follow
5.	Funding for Additional Lighting at Victoria Park ➤ Report PR02/25 to follow
6.	Budget Discussion Document 2026/27 Committee Discussion on factors to be included and/or considered in the budget for 2026/27. Report PR03/25 to follow
7.	Review of Complaints Procedure ➤ Report PR04/25 to follow
8.	Date and Time of Next Meeting ➤ Wednesday 26 November 2025 at 6pm

**MINUTES OF A MEETING OF
THE POLICY AND RESOURCES COMMITTEE
MALVERN TOWN COUNCIL**

**held in the Community Hub Meeting Room, Victoria Park
on Wednesday 8 October 2025 at 6pm**

Councillors

I Dawson (Chair)
C Fletcher
K Newbigging
C Hooper
S Austin (substituting for R.
McLavery-Head)

Absent

J Green (Apologies)
M Jones (Apologies)
R McLavery-Head (Apologies)
L Lowton (Apologies)

Also in attendance

Linda Blake - Town Clerk
Julia Winkworth – Minute Clerk
M Birks – Mayor of Malvern
Cllr D Watkins
8 Members of the public relating to
Large Grant Applications

The meeting commenced at 6.01pm.

21. APOLOGIES FOR ABSENCE

Apologies for absence were **NOTED** from Cllrs Jude Green, Mel Jones, Ronan McLavery-Head and Lou Lowton. Cllr McLavery-Head had substituted Cllr Sean Austin.

22. DECLARATIONS OF INTEREST

None.

23. MINUTES OF PREVIOUS MEETING

It was **RESOLVED** that the minutes of the following meeting be approved and adopted as a correct record of the proceedings, and these were signed by the Chair:

- Policy and Resources Committee meeting 10 September 2025

PUBLIC PARTICIPATION

The Chair welcomed all the applicants to the meeting.

There were 8 representatives from organisations who had applied for a large grant.

We are Men United CIC - £2,422

Christian was in attendance in place of Matt White who was unable to attend the meeting and gave a small presentation informing the committee of what 'We are Men United' offer to the Malvern community in terms of mentoring confidentially and offering a base to discuss matters. There are other networks in the Worcestershire area including Droitwich and Kidderminster.

Strange Futures Theatre CIC - £2,000

Jane Matt and Eliza represented Strange Futures Theatre and shared their project plans surrounding their grant application. They are working on a pilot scheme at present incorporating physical theatre and puppetry with reluctant readers with children from a local school. They would like to use this funding to carry out 6-8 week workshops with children that have a lower reading level or SEND requirements within schools.

Malvern Hills Wellbeing Hub CIC - £1,000

Sarah Rouse, a Social Prescriber from The Wellbeing Hub came along to discuss the application for subsidising counselling sessions for those unable to pay full costs. She noted that it can take up to 33 weeks for a person to obtain CBT in the community, therefore having this grant will enable the group to hold these interim sessions and help those who are struggling.

Community Action Malvern and District - £1,590

Launa Brooks represented Community Action Malvern and District and informed the committee that they would like their grant to provide training for two members of staff who are currently in place, but unable to drive their minibuses to assist with hospital appointments, taking to and from events and other community requirements. They provide a very important service alleviating social isolation and loneliness within the community.

The Coach House Theatre - £1,320

Chris Bassett attended on behalf of the Coach House Theatre Malvern. His application is to fund complimentary tickets to a performance of The Snow Queen for under 14's and approximately 15 families from the Food Bank.

St Mary's Community Fridge - £1,367.28

Anna, a volunteer from St Mary's Community Fridge came along and talked about their project and what they offer. They have concerns regarding the longevity of a freezer that they use to store donated food/food from supermarkets that they collect on a regular basis and give out to the community where needed. The group would be able to use the grant to buy a new freezer and then as and when the other stops working, they would be covered for any eventuality.

This completed the end of Public Participation

24. SMALL GRANTS SCHEME – 1st ROUND 2025/26

Report PR01/25 was received and accepted.

The committee are asked to consider and approve two small grant scheme applications for the following groups:

- 1) 1st Malvern Company Boys' Brigade and Girls Association for £500

Following a discussion between Councillors, it was **AGREED** that the 1st Malvern Company Boys' Brigade and Girls Association be awarded £500.

- 2) Association of Ukrainians in Great Britain (AUGB) for £500

Councillors discussed this application, with many feeling that there could have been more detail and that more financial information was needed. It was **AGREED** that the Association of Ukrainians in Great Britain (AUGB) be awarded £500 subject to the provision of adequate financial information and some basic accounts.

25. LARGE GRANTS SCHEME – 1st ROUND 2025/26

Report PR02/25 was received and accepted.

- A. St Mary's Community Fridge - £1,367.28

It was **AGREED** that £1,367.28 is awarded to St Mary's Community Fridge.

- B. South Worcester Flood Rescue – South Worcestershire Lifesaving & Lifeguard Group - £2,000

Following discussion, committee **AGREED** that this grant would not be awarded as the benefits to the Malvern Community as a part of South Worcestershire were not clear.

- C. Strange Futures Theatre CIC - £2,000

It was **AGREED** that £2,000 be awarded to the Strange Futures Theatre.

- D. We Are Men United CIC - £2,422

It was **AGREED** that £2,000 be awarded to We Are Men United CIC.

- E. Community Action Malvern and District - £1,590

It was **AGREED** that £1,590 be awarded to Community Action Malvern and District.

- F. The Coach House Theatre - £1,320

Following a discussion between Councillors, it was **AGREED** that Malvern Town Council give a part grant award of £540 towards the 15 sets of 4 tickets for the Foodbank Families.

- G. Malvern Hills Wellbeing Hub CIC - £1,000

It was **AGREED** that £1,000 is awarded to Malvern Hills Wellbeing Hub.

H. Malvern Community Art Therapy - £2,100

Following a discussion between Councillors, it was **AGREED** not to award this large grant to Malvern Community Art Therapy due to the requirements appearing to be running costs.

Cllr Watkins left the room at 7.30pm.

26. APPOINTMENT OF MEMBER TO JOIN GRANTS SUB-COMMITTEE

It was **AGREED** to defer this item to the next meeting of P & R Committee.

27. REVIEW OF VEXATIOUS BEHAVIOUR AND COMPLAINTS POLICY

Report PR04/25 was received and accepted.

It was **AGREED** to defer this discussion to the next P & R meeting later on in October 2025.

28. REVIEW OF COMPLAINTS POLICY

Report PR05/25 was received and accepted.

It was **AGREED** to defer this discussion to the next P & R meeting.

29. DATE AND TIME OF NEXT MEETING

It was **AGREED** that the date of the next meeting would be Wednesday 29 October 2025 at 6pm.

The meeting finished at 7.52pm.

.....(Chair)

**A REPORT OF THE TOWN CLERK TO
A MEETING OF THE POLICY AND RESOURCES COMMITTEE
MALVERN TOWN COUNCIL**

**to be held on Wednesday 29 October 2025 at 6.00pm
in the Park View Meeting Room, Victoria Park Road, Malvern Link**

APPOINTMENT OF MEMBER TO GRANTS SUB-COMMITTEE

1. Purpose of Report

1.1. For decision.

2. Recommendation

2.1. Committee is asked appoint a member to the Grants Sub-Committee.

3. Background

3.1. Four members were appointed to the Grants Sub-Committee at Policy and Resources Committee in June 2025.

3.2. There is now a vacancy on the group following the resignation of Cllr Jude Green.

4. Financial Implications

4.1. None pertaining to this report.

5. Legal Implications

5.1. Standing Order 8 sets out the process for voting on appointments.

End

Linda Blake
Town Clerk

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FUNDING FOR ADDITIONAL LIGHTING AT VICTORIA PARK

1. Purpose of Report

- 1.1. For decision.

2. Recommendation

- 2.1. The Committee is asked to approve the release of an additional £850 for the installation of the path lights in Victoria Park.

3. Background

- 3.1. At a meeting of Operations and Planning on Wednesday 29 January 2025, it was agreed to purchase and installation of 5 Victorian style lamps to light the footpath from Pickersleigh Road Car Park to the Community Hub.
- 3.2. At that time installation costs were quoted, and it was intended that the operations team would install the new armoured cabling for the lights.
- 3.3. However, upon digging test pits recently, it has been found that the compaction of the stone and subsoil is so bad that it would be impossible to drive an iron bar to create the cable way underneath the pathway by hand.
- 3.4. Therefore, officers have sought a price to put an hydraulic mole underneath each pathway and thereby creating a large enough hole to run ducting through in order to future proof the lighting cable and lighting columns.
- 3.5. Because hydraulic moling is going to be used, the cable pathway must be ducted.

4. Financial Implications

- 4.1. A further £850 will be required for the moling and purchase of ducting.

5. Legal Implications

- 5.1. None.

End

Linda Blake
Town Clerk

**A REPORT OF THE TOWN CLERK TO
A MEETING OF THE POLICY AND RESOURCES COMMITTEE
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BUDGET DISCUSSION DOCUMENT 2026/27

		Budget 2025/26	Actual, if known
1.	Level of inflation to include within the budget		
	• NNDR (business rates)	7.5%	Most sites 0% Cemetery +23.7%
	• Fuel	2%	-2%
	• Utilities	5% 10% water	Variable average +15%
	• Contracts	3%	0-8%
	• Inflation	3%	3.8%
	• Cost of living increase on salaries (set nationally) Already discussed by Staffing Committee	5%	3.5%
2.	Strategic Assumptions		
	• Victoria Park Play Area		
	• Skatepark		
	• Sale of land		
	• Rose Bank Gardens		
	• Community Hub		
	• Other		
	What to include in the budget?		
3.	Grants Budget		
	Small Grants	£5,000	£1,000 awarded to date
	Large Grants	£18,000	£8,919 awarded to date
	Community Support Grants: CAB	£18,000	£19,000

AGENDA ITEM 6
REPORT PR03/25

4.	Events 2025/26 Budget	£48,350	
	Including: Bands in the Park	£7,350	£7,825
	Mayor's Bonanza	£6,300	£6,488
	Christmas Lights Switch On event	£6,450	£6,450
	Malvern in Bloom	£6,750	£6,800 to date
	Christmas Lights	£17,950	£19,300
	Other Events	£3,550	£3,900
	Budget for 2026/27		
5.	Suggestions for additional expenditure or income		
6.	Staffing Committee	Recommendation for contingency budget of £60,000 in 2026/27	
7.	Contingency Fund	£20,000	
8.	Public Works Loan Board repayments	2024/25	£22,475.76
		2025/26	£22,475.76
9.	Malvern Town Council Tax Base		
	• 2025/26 – 11,194.90		
10.	Precept Level 2025/26		
	• Precept was increased from £828,000 to £867,850 in 2025/26		
	• Council Tax Band D - £77.52		
	• Precept level to aim for 2026/27		

End
Linda Blake
Town Clerk



MALVERN TOWN COUNCIL

COMPLAINTS PROCEDURE

Review of Complaints Policy
Policy and Resources meeting
Wednesday 29 October 2025

Reviewed by:	Policy and Resources Committee – 6 July 2021
Agreed:	Policy and Resources Committee – 6 July 2021
Next review due:	July 2025

MALVERN TOWN COUNCIL

COMPLAINTS PROCEDURE

1. Malvern Town Council's elected members and officers are here to serve those who live in, work in, or visit Malvern.
2. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant committee, as appropriate, for consideration.
3. This procedure does not cover the complaints about the conduct of a member of the Town Council.
4. If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a councillor, or to the Town Clerk, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint.
5. The complainant will be asked to put the complaint in writing to the Town Clerk. The Town Clerk will acknowledge receipt within seven days and specify the date by which the complaint will be dealt with. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
6. If the complainant prefers not to put the complaint to the Town Clerk (because the matter refers to the Town Clerk for example) they should be advised to write to the Mayor. The Town Clerk will be formally advised of the matter and given an opportunity to comment.
7. On receipt of a written complaint, the Town Clerk (except where the complaint is about his or her actions) or Mayor (if the complaint relates to the Town Clerk) will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her opportunity to comment. Efforts should be made to resolve the complaint informally at this stage.
8. If the Town Clerk or Mayor cannot satisfactorily resolve a complaint at 7 above or should they feel that further opinion should be canvassed before making a decision, then a meeting of the Emergency Decision Making Group will be called to discuss the matter. The Emergency Decision Making Group will be elected at Annual Council every May and will include The Mayor, the Deputy Mayor, the Chair and Vice-Chair of Policy and Resources committee and the Chair and Vice-Chair of Operations and Planning Committee. Every effort should be made to achieve a suitable resolution at this stage.

9. If the stages outlined at 7 and 8 do not successfully resolve a complaint, then it shall be forwarded to a meeting of an appropriate Committee or to Full Council. The Town Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Committee or to Full Council in person.
10. The Town Clerk or Mayor will report any complaint disposed of by direct action with the complainant at the next meeting of Council.
11. Matters relating to grievance or disciplinary proceedings that are taking place or are likely to take place, will be dealt with in accordance with the Council's grievance and disciplinary procedures.
12. The appropriate Committee or Full Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public. The Council must bear in mind the necessity to maintain confidentiality if it has been requested and to comply with the requirements of Data Protection Legislation with regard to personal information.
13. As soon as possible after the decision has been made (and in any event no later than ten working days after the meeting) the complainant will be notified in writing of the decision and any action that will be taken.
14. The appropriate Committee or Full Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after the advice has been received.
15. In the event of serial facetious, vexatious or malicious complaints from a member of the public, the Council shall consider taking legal advice before writing letters to the complainant.

Where to send your complaint

Personally, at the Town Council Offices: 28 – 30 Belle Vue Terrace, Malvern, WR14 4PZ

Office Hours: 9.00 am to 1.00 pm, and 2.00 pm to 5.00 pm, Monday to Thursday

8.30 am to 1.00pm, and 2.00 pm to 4.00 pm, Friday

By post to the above address

By telephone: 01684 566667

By email: townclerk@malvern-tc.org.uk

16. Review and action
- 16.1. The Council recognises that it is important to review this policy regularly to ensure that it reflects up to date legislation and best practice.
- 16.2. A review of the Complaints Procedure will be carried out at least once every council term as a minimum and any necessary actions taken.