



MALVERN TOWN COUNCIL

POLICY AND RESOURCES COMMITTEE

REPORTS

**For meeting on Wednesday 8 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



1 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, Jude Green, 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 8 October 2025, commencing at 6.00pm for the transaction of the business shown on the Agenda below.

A handwritten signature in black 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: <ul style="list-style-type: none">➤ 10 September 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.	Small Grants Scheme – 1st Round 2025/26 <ul style="list-style-type: none">➤ Report PR01/25 to follow
5.	Large Grants Scheme – 2nd Round 2025/26 <ul style="list-style-type: none">➤ Report PR02/25 to follow
6.	Appointment of member to join Grants Sub-Committee <ul style="list-style-type: none">➤ Report PR03/25 to follow
7.	Review of Vexatious Behaviour and Complaints Policy <ul style="list-style-type: none">➤ Report PR04/25 to follow

8.	Review of Complaints Policy ➤ Report PR05/25 to follow
9.	Date and Time of Next Meeting ➤ Wednesday 29 October 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 10 September 2025 at 6pm**

Councillors

I Dawson (Chair)
C Fletcher
J Green
M Jones
L Lowton
C Hooper
R McLaverty-Head

Absent

K Newbigging (apologies)

Also in attendance

Linda Blake - Town Clerk
Lyndsey Davies – Minute Clerk
M Birks – Mayor of Malvern
Cllr S Austin
Cllr D Watkins
4 members of the public

11. APOLOGIES FOR ABSENCE

Apologies for absence were **NOTED** from Cllr Karen Newbigging.

12. DECLARATIONS OF INTEREST

None.

13. MINUTES OF PREVIOUS MEETING

Minutes were received and noted.

PUBLIC PARTICIPATION

All four members the public present wished to speak on Agenda item 4, Flag Raising Policy. There were concerns that the Council would agree to fly the Pride Flag as part of its policy and those present felt that this was a political flag, that it was controversial and that it raised issues around the ideology of rights for single safe spaces for women and girls.

It was felt that the Progress Pride flag promoted a controversial and political agenda, and it would be inappropriate for the Town Council to support and promote the flying of the Progress Pride next year. The Rainbow Flag should be flown or alternatively neither of these flags.

14. **REVIEW OF FLAG FLYING POLICY**

Report PR01/25 was received and accepted.

There was a lengthy debate regarding the flag flying policy, which flags it should cover and what changes were required.

Committee **RECOMMENDED** that Council should approve the following revisions to the Flag Flying Policy.

Point 1.1 should read - Malvern Town Council manages two main flag poles within the town. One in front of the Town Council Community Hub Building and the other in the grounds of Malvern Library.

In addition, the Town Council provides flags during the summer months to be erected in flagpole holders of commercial properties within Great Malvern, Barnards Green and Malvern Link.

Point 2.2 - Flags to be included as part of the annual calendar will include:

v. The words Pride Flag will be replaced with the words 'The Rainbow Flag' (6 horizontal equal stripes of red, orange, yellow, green, blue and violet)

vi. National Flags for the towns of Marianske Lazne and Bagneres de Bigorre will be replaced with 'Any Countries National Flag'

The committee discussed the current national and local issues being caused by the flying of St George's Flags and Union Flags on building and lampposts. It was **NOTED** that the Town Council did not have any powers or responsibility for any flags flown anywhere except on Town Council land or buildings or those placed in its flagpole holders during the summer.

It was **RECOMMENDED** that the Council's annual activity of flying St George's Flags and Union Flags on commercial properties during the summer months should be reviewed in April 2026 ahead of summer 2026.

The Town Clerk confirmed that all flags currently flying on Town Council owned flagpoles in the three town centres will be taken down in mid-September as is the procedure every year. The Union Flag will remain on flagpoles at Malvern Library and the Community Hub Building.

15. **REVIEW OF VEXATIOUS BEHAVIOUR AND COMPLAINTS POLICY**

Report PR02/25 was received and accepted.

The Committee discussed whether this policy required any changes particularly in the light of recent issues with a vexatious complainant. It was noted that this policy should provide protection for both staff members and councillors should there be continuous vexatious behaviour from members of the public.

Committee members felt that it would be useful for this policy to contain a flow chart of step-by-step actions that would be taken in the event of a vexatious complaint or vexatious behaviour. It was therefore **AGREED** that the Town Clerk would work alongside the Mayor to draft a flow chart of actions which would be reviewed by the committee at the next Policy and Resources meeting.

16. **REVIEW OF CCTV POLICY**

Report PR03/25 was received and accepted.

The Town Clerk confirmed that this was a relatively new policy which was required when the new Community Hub building at Victoria Park began to be used. There had only been one request from the police to look at CCTV footage to date.

The Committee **RECOMMENDED** that Council should approve the CCTV Policy in its current format.

17. **REVIEW OF COMPLAINTS POLICY**

Report PR04/25 was received and accepted.

Cllr Lou Lowton informed the committee that she had researched the local Ombudsman Code of Conduct – Local Government Guide, and that the current Town Council Policy needed to be updated to be fully compliant with this Code of Conduct.

Committee **AGREED** that Cllr Lowton would circulate the Code of Conduct – Local Government Guide to all committee members for review and discussion at the next meeting of Policy and Resources Committee on Wednesday 8 October 2025.

18. **UPDATE TO SECTION 19 OF STANDING ORDERS; HANDLING STAFF MATTERS**

Report PR05/25 was received and accepted.

It was **RECOMMENDED** that Full Council should adopt the changes to Section 19 of Standing Orders as outlined in Appendix A, subject to the word annual being inserted before the word's appraisal of the Town Clerk under Point C.

19. **UPDATE TO POLICY AND RESOURCES TERMS OF REFERENCE**

Report PR06/25 was received and accepted.

It was **RECOMMENDED** that the Terms of Reference for Policy and Resources as presented to the meeting be adopted by Full Council as this reflects the transfer of staffing responsibilities to the new Staffing Committee.

20. **DATE AND TIME OF NEXT MEETING**

It was **AGREED** that the date of the next meeting would be Wednesday 8 October 2025 at 6pm.

The meeting finished at 7.40pm.

.....(Chair)

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

**to be held on Wednesday 8 October 2025 at 6pm
in the Park View Meeting Room, Victoria Park Road, Malvern Link**

SMALL GRANTS SCHEME – 1st ROUND 2025/26

1. Purpose of report

- 1.1. For decision.

2. Recommendation

- 2.1. Committee is recommended to consider and approve as appropriate applications for the Town Council's small grants scheme.

3. Background

- 3.1. The Town Council has received two qualifying requests for donations that can be assessed under the small grants scheme:

- 1) 1st Malvern Company Boys' Brigade and Girls Association £500
- 2) Association of Ukrainians in Great Britain (AUGB) £500

- 3.2. Policy and Resources Committee have appointed a sub-committee to review the Council's Grants Policy, but any changes will not be introduced until the next financial year, so there are no changes to the current guidelines which can be found on the Town Council's website, www.malverntowncouncil.org/grants-scheme.

- 3.3. Officers have completed a marking scheme form to assess each application and to give an indication of how closely they feel an application adheres to the scheme criteria by way of a score against five criteria. Each small grant application is scored out of a maximum of 30 points with applicants requiring 20 points to qualify for consideration. The allocated score is only guidance, and it is the role of the Policy and Resources Committee to review each grant application and determine which applications to agree and the size of each award.

- 3.4. A copy of each application form is included with this report. Supporting information, such as bank statements and accounts, has been supplied and checked by Officers and is available on request from the office. Members are invited to familiarise themselves with the full details of these applications, and if any Councillor has any specific questions on an application, they should contact the office in advance of the meeting.

- 3.5. Members are reminded that small grants are for amounts up to £500 and should provide benefit both to the individual organisation and to residents of Malvern Town. Part grants or conditions of award can be considered if the committee feels these are appropriate.

- 3.6. 1st Malvern Company Boys' Brigade and Girls' Association - £500

This application has scored 23 points out of a maximum of 30. This grant is a contribution towards providing assistance for lower income families within the organisation and for minibus training for two leaders. A donation has already been

received towards the minibus training, but more funds are being sought. A constitution and set of accounts for 2024-25 has been provided and the only lower scoring category relates to the fact that only 22 children and 11 adults will benefit from this grant.

3.7. Association of Ukrainians in Great Britain (AUGB) Malvern Branch - £500

This application has scored 20 points out of 30, this is the minimum for an application to qualify. The grant will be spent on teaching materials for the Ukrainian school but does lack in more specific details about the project. A constitution has been provided and proof of a bank account but there are no further accounts or financial information. Whilst it is clear that local residents will benefit from this project, there is no detail supplied on this.

4. Financial Implications

- 4.1. The Council has set aside a total of £5,000 in its 2025/26 budget, for the payment of small grants.
- 4.2. Two qualifying small grant applications have been received, totalling £1,000. This is within the budget for the year, but members should be mindful that each application must be assessed on its individual merit.

5. Legal Implications

- 5.1. The Town Council has the power to award grants under sections 137, 142, 144 and 145 of the Local Government Act 1972 and section 19 of the Local Government (Miscellaneous Provisions) Act 1976.
- 5.2. The Town Council can also award grants using the Power of General Competence.

End

Linda Blake
Town Clerk

MALVERN TOWN COUNCIL SMALL GRANTS MARKING CRITERIA

Name of organisation:	1 st Malvern Company Boys' Brigade and Girls Association
Amount Requested:	£500
Purpose of Grant	Contribution towards support for lower income families and minibus driving course for two leaders
Time of Grant Application:	October 2025

Assessment of small grant applications is made against the following five criteria, where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 4, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems in place?	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver?	1	2	3	4	5
3. Own bank account and financial information supplied?	1	2	3	4	5
4. Demonstration that project is beneficial to Malvern Town residents?	2	4	6	8	10
5. One-off cost to support a particular project, event, activity or purchase of equipment (ie not running costs)?	1	2	3	4	5
SUB TOTAL			9	4	10
OVERALL SCORE (OUT OF 30) A minimum of 20 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				23	

**MALVERN TOWN COUNCIL
SMALL GRANT APPLICATION FORM**

SMALL GRANTS are for amounts up to and including £500.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation		
Name of organisation:	1 st Malvern Company Boys' Brigade and Girls' Association	
Address:	Malvern Baptist Church, Abbey Road	
Nature of organisation:	Voluntary Organisation	
VAT registration number (if applicable):		
Date organisation established:	Locally re-formed May 1988, Nationally 1883	
2. Contact details		
Contact name:	Mrs Angela Noble	
Position within organisation:	Officer and Section Leader	
Correspondence address:		
Daytime telephone:		
Email address:	1stMalvernBoysBrigade@gmail.com	
3. About your application		
Amount requested: £500		

Briefly outline the reason for your application and how the amount requested will be spent:

As part of our work we aim not to exclude anyone from attending residential events and we have a number of families living in the LOSA areas of Malvern. We aim to give appropriate discounts to enable all to participate. The last two years accounts show that averaged across the families we provide 50% of the funding.

Also, some of our children have additional needs and this means we need extra adult support on residential events. This money would go towards supporting the additional leader, if required.

We also need a minibus to transport the children to events. The current minibus drivers have just had their 60th birthdays. To allow more flexibility in drivers, we are putting two of our younger leaders through minibus training at a cost of £895 each.

How will the grant benefit Malvern Town residents/the Malvern Town community?

The Volunteer helpers are all based in Malvern Town. All but one child is from Malvern Hills District, one lives in Worcester.

How many residents of Malvern Town will benefit?

22 children (9 from LOSA areas) and 11 adults.

Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:

The Volunteer helpers and Children are mainly based in Malvern Town.

Residential events allows them to experience activities that they would not usually manage. They also have to learn a degree of independence in looking after their own clothing and equipment. We have a policy that no child should miss out because the family cannot afford to send them.

The target groups will be the

- Hard to recruit Anchor & Junior members aged between 5 & 11 years
- Difficult to retain 11 to 18-year old age group

Their experiences in the Brigade help to build assertiveness, resilience, confidence & skills for work and friendship groups so as to encourage community awareness; all to the benefit of Malvern and its citizens. We have past members for example now actively engaged locally, in public services as part of the Link & Dyson Police Team and Army reserves in 6th form colleges & local modern apprenticeships. A strong company will also ensure a continued provision of a band for the Towns traditional activities

Have you received any grant funding from the Council in previous years? If so, please give details:

2020 £500 grant for gazebo, feather and back to face to face activity

2021 £500 towards environmental project and uniform costs

2022 £000 No application made

2023 £1400 towards support for camping and band tour activities for low income families

2024 £500 for sports and band equipment and support to children attending camp

What is the planned delivery date for the project/activity?

Camps take place in May half term for the 8-11 year olds, and July for the 11-18 year olds.

Minibus training is November or December 2025

There will be DofE expeditions in June 26, requiring minibus transportation

What arrangements are in place for the delivery and management of this project?

These activities are part of our ongoing work.

4. Financial information

Total cost of your project:

Camps last year cost £2,500

Minibus training is £1790

What funding has been secured to date and from where?

A donation of £1000 has been given towards the minibus training. The two leaders are providing a contribution as they are able.

If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?

Parents and Leaders will pay towards camp, as they are able.

Fundraising events are planned during the year.

	Now	Previous year
Annual income	£ 11,997.73	£ 13,038.11

Annual expenditure	£9,383.60	£10,976.47
Surplus/loss for the year	£2,614.14	£2,061.64
Savings/reserves	£6654.13	£4040
5. Bank details		
Does your organisation have its own bank account and manage its own funds?	<input type="radio"/> Yes	
Sort code:	40-31-09	
Account number:	81162675	
Account name:	First Malvern Company Boys' Brigade	
6. Supporting information to be included		Attached
Latest available statement of accounts		✓
A copy of your organisation's aims and objectives		✓
7. Declaration		
<p>I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.</p> <p>I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.</p> <p>I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.</p> <p>In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.</p>		
Name:	Angela Noble	
Signature:		
Date:	14 Sept 2025	

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

**MALVERN TOWN COUNCIL
SMALL GRANTS MARKING CRITERIA**

Name of organisation:	Association of Ukrainians in Great Britain (AUGB) Malvern Branch
Amount Requested:	£500
Purpose of Grant	Purchase of materials to support lessons within a Ukrainian school in Malvern
Time of Grant Application:	October 2025

Assessment of small grant applications is made against the following five criteria, where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 4, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems in place?	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver?	1	2	3	4	5
3. Own bank account and financial information supplied?	1	2	3	4	5
4. Demonstration that project is beneficial to Malvern Town residents?	2	4	6	8	10
5. One-off cost to support a particular project, event, activity or purchase of equipment (ie not running costs)?	1	2	3	4	5
SUB TOTAL			12	8	
OVERALL SCORE (OUT OF 30) A minimum of 20 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				20	

MALVERN TOWN COUNCIL SMALL GRANT APPLICATION FORM

SMALL GRANTS are for amounts up to and including £500.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation	
Name of organisation:	Association of Ukrainians in Great Britain Limited(AUGB) Malvern branch
Address:	Association of Ukrainians in Great Britain Limited(AUGB) 49 Linden Gardens, London W2 4HG. Association of Ukrainians in Great Britain Limited(AUGB) Malvern branch 114 Pound Bank Malvern WR14 2NU
Nature of organisation:	The Association of Ukrainians in Great Britain (AUGB) established 1946 and Association of Ukrainians in Great Britain Limited(AUGB) Malvern branch is a registered, non-profit, community-based organization, formed as a private company limited by guarantee. Its purpose is to support, promote, and develop the interests of the Ukrainian community in the UK by fostering culture, knowledge, and social interaction, and by providing welfare and advice to those in need.
VAT registration number (if applicable):	00446916
Date organisation established:	01/08/2023
2. Contact details	
Contact name:	Natalia Kuchmak
Position within organisation:	Chair Association of Ukrainians in Great Britain Limited (AUGB) - Malvern Branch
Correspondence address:	
Daytime telephone:	07393741062

Email address:	malvern@augb.co.uk
3. About your application	
Amount requested: £500	
<p>Briefly outline the reason for your application and how the amount requested will be spent:</p> <p>This amount will be spent on the development of the Ukrainian school. Namely, for the purchase of materials for teaching science lessons, dancing, sports, writing, reading, drawing with a psychologist. We live in an extremely wonderful city of Malvern and there are many around us nature, so we want children to feel calm and enjoy nature. Our volunteer teachers can teach children and show them what it means to explore nature, be close to it, go to Mountains are a way to help children who are currently stressed by war to see the beauty and peace of nature. By exploring nature, we want to teach children through clay modeling, hiking, drawing maps, writing, reading, terrain, placing and exploring trees, flowers, grasses, drawing them on paper, how children feel in nature, their reflection.</p>	
<p>How will the grant benefit Malvern Town residents/the Malvern Town community?</p> <p>After the project is finished, we want to make an exhibition and show how wonderful Malvern is. What beautiful things Ukrainian children encountered and found peace of mind while being stressed, but found beautiful things Being in the mountains, reconnecting with nature, hiking, played sports, did yoga, danced new emotions, healing the soul of reconnecting with nature. In paintings, research, we will show the emotional state and how the wonderful community of Malvern, The Malvern community area helps our children adapt to Ukrainian children.</p>	
<p>How many residents of Malvern Town will benefit?</p> <p>We have a joint project with Liz Johnson in which we can engage our community with other Malvern residents. We are happy to be in the same family with the wonderful residents of Malvern.</p>	
<p>Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:</p> <p>This is extremely necessary for our Ukrainian community in Malvern, we have many children and people who fled the war but continue to live in Malvern. Children are the main focus of the community, so we have created a Ukrainian school to develop, support and educate Ukrainian children. Our teachers have willingly volunteered and teach the children. We have joint celebrations of Christmas at the Catholic Church in Malvern with the English Christian School. We want our children to show our Ukrainian traditions and learn English traditions for the sake of the Malvern community.</p>	

Have you received any grant funding from the Council in previous years? If so, please give details: NO

What is the planned delivery date for the project/activity?
01/10/2025

What arrangements are in place for the delivery and management of this project?
Our branch of the Ukrainian Union in Malvern oversees and participates in the process of teaching, developing Ukrainian educational and art schools, as well as a sports club.
The process takes place in accordance with the Statute of the school and the supervisory body. Association of Ukrainians in Great Britain to whom we provide financial and others statements.

4. Financial information

Total cost of your project:	£500
-----------------------------	------

What funding has been secured to date and from where?
Association of Ukrainians in Great Britanian Limited(AUGB) grand and payment to parents.

If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?
We are planning to develop our Ukrainian Educational and Art School also has a sports club.
We also plan to open a Ukrainian cafe to receive additional funding for the schools. We also have problems with transportation, it is difficult for children to get from other villages. We plan to apply for funding to rent a school bus. Also the problem is paying for the premises.

	Now	Previous year
Annual income	£0	£ 0
Annual expenditure	£0	£ 5 000
Surplus/loss for the year	£ 5 000	£ 5 000

Savings/reserves		£0	£0
5. Bank details			
Does your organisation have its own bank account and manage its own funds?		<input checked="" type="radio"/> Yes	<input type="radio"/> No
Sort code:	30-54-66		
Account number:	11655568		
Account name:	Association of Ukrainians in Great Britain - Malvern Branch		
6. Supporting information to be included			Attached
Latest available statement of accounts			✓
A copy of your organisation's aims and objectives			✓
7. Declaration			
<p>I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.</p> <p>I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.</p> <p>I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.</p> <p>In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.</p>			
Name:	Natalia Kuchmak		
Signature:			
Date:	12/09/2025		

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

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

**to be held on Wednesday 8 October 2025 at 6pm
in the Park View Meeting Room, Victoria Park Road, Malvern Link**

LARGE GRANTS SCHEME – 1ST ROUND 2025/26

1. Purpose of report

- 1.1. For decision.

2. Recommendation

- 2.1. Committee is recommended to consider and approve as appropriate, applications for the Town Council's large grants scheme.

3. Background

- 3.1. The Town Council has received eight qualifying requests for funding that can be assessed under the large grants scheme:

3.2.

- A. St Mary's Community Fridge - £1,367.28
- B. South Worcester Flood Rescue - £2,000
- C. Strange Futures Theatre CIC - £2,000
- D. We Are Men United CIC - £2,422
- E. Community Action Malvern and District - £1,590
- F. The Coach House Theatre - £1,320
- G. Malvern Hills Wellbeing Hub CIC - £1,000
- H. Malvern Community Art Therapy - £2,100

- 3.3. Policy and Resources Committee have appointed a sub-committee to review the Council's Grants Policy, but any changes will not be introduced until the next financial year, so there are no changes to the current guidelines which can be found on the Town Council's website, www.malverntowncouncil.org/grants-scheme

- 3.4. Officers have completed a marking scheme form to assess each application and to give an indication of how closely they feel an application adheres to the scheme criteria by way of a score against eight criteria. Each large grant application is scored out of a maximum of 45 points. This is only guidance, and it is the role of the Policy and Resources Committee to review each grant application and determine which applications to agree and the size of each award.

- 3.5. A copy of each application form is included with this report. Supporting information, such as bank statements, business plans and annual accounts, has been supplied and checked by Officers and this information is available on request from the office. Members are invited to familiarise themselves with the full details of these applications, and if any Councillor has any specific questions on an application, they should contact the office in advance of the meeting.

- 3.6. Members are reminded that large grants are for amounts over £500 and should provide a **significant** and wide-reaching benefit to the residents of Malvern Town.

Part grants or conditions of award can be considered if the committee feels these are appropriate.

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

This application has scored 38 out of 45 points and is to purchase a new freezer for the storage and preservation of food used by the Community Fridge at St Mary's Church, Pickersleigh. Approximately 100 households regularly use this facility which has been running for four years. The application has provided information on its constitution but has lost marks as it does not have its own bank account, with funds being ringfenced within the church's account. The current freezer is four years old and needs replacing, so the project details are simple but clearly outlined, and the form has been fully completed.

3.8. South Worcester Flood Rescue (part of South Worcester Lifesaving and Lifeguard Club - £2,000

This organisation is based in Evesham and covers all of South Worcestershire including Malvern. Officers have scored this application 31 points out of a possible 45. The grant is for the continued provision of personal protective equipment for team members allowing them to respond to a multitude of rescue requirements. The grant will also provide funding to carry out staff training and therefore comply with changing legislation and guidance. Officers felt that the clarity of the benefits of the grant could have been clearer within the application and in particular details of how it will specifically benefit Malvern. Full accounts, a constitution and an outline plan for the future have all been submitted, but the financial information on the application form has not been completed so marks have been deducted for this.

3.9. Strange Futures Theatre CIC - £2,000

The grant being requested of £2,000 is to complete the funding required for a community theatre project for families. The amount will be used to run 5 workshop days teaching puppetry making and performance skills and a series of 6 workshops for primary school children who are reluctant readers. These sessions will culminate in 4 performances of a short story called 'The Boy Who read Aloud to The Sea' at Malvern Cube in March 2026. Whilst 50 children will benefit from the workshops, the audiences for the play will be 350. This application has scored 34 points and whilst it has received next to top marks in nearly every category, it has been scored slightly less against community benefit as those benefitting from the workshops are limited. Full accounts, a constitution and business plan have all been submitted.

3.10. We Are Men United CIC - £2,422

We are Men United submitted a grant application to the Town Council in February 2025. This was deferred, because it was a new start-up organisation and it was felt that more information was needed. This grant application is for a twelve-month provision of mental health and wellbeing support for men across Worcestershire, by delivering a free fortnightly session in Malvern. During the last few months, 8 men in Malvern have received benefits from these initial sessions. Officers have awarded this application a score of 33. The application form has been fully completed, but marks have been deducted as there have been no accounts submitted, and the business plan does not contain any financial information. It is also not a one-off

project as it will continue to run after the twelve-month period, which the Town Council are helping to fund.

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

Community Action are requesting £1,590 to train two staff members to drive their larger vehicles, thus helping to keep wheelchair accessible vehicles and large minibuses on the road and ensuring service delivery. After evaluation by officers, this application has received high marks across all categories scoring 38 out of 45. 879 residents of Malvern are registered to use Community Action's services and many of these would benefit from keeping services running, even when there is a shortage of volunteers. This is a comprehensive, well detailed application with all supporting information being provided. Community Action have previously received an annual Community Support Grant from the Council, but this has not been paid since they moved out of Belle Vue Terrace.

3.12. The Coach House Theatre - £1,320

This application, scoring 32 out of 45 marks, is to provide free tickets for the Christmas production of The Snow Queen at the Coach House Theatre. 97 tickets would be given to under 14s and 15 tickets to families referred by the Food Bank. Full accounts, and a constitution have been submitted, and the project is clearly defined. Unfortunately, Officers have felt it necessary to give lower scores as this is a similar scheme to those previously awarded grants and therefore it is not a one-off project or new initiative.

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

The Wellbeing Hub are applying for a grant of £1,000 to subsidise counselling sessions for those unable to pay the full costs. This is a pilot project being held at Malvern Football Club. It is stated within the application that subsidising the costs of counselling sessions ensures that no one will be turned away and that £1,000 will help deliver at least 100 subsidised sessions. Officers have given this application a score of 38 out of 45. There is a clear and detailed business plan with full costings for the pilot scheme and articles of association have also been provided along with a clear proposal outlining the Community Counselling and Wellbeing Hub Scheme. The application form is fully completed and there is a full and detailed description of the project.

3.14. Malvern Community Art Therapy - £2,100

This application is to pay for art materials and room hire for a 12-month period to support a new art group for young adults not in employment or who are managing mental health issues. It is estimated that 15 young adults will benefit from this scheme with the remaining costs to be covered by membership income and £1,050 of funding still be found. Officers have given this application a score of 25 out of 45. Lower marks have been given as this group shares a bank account with the Art Therapy Collective, it is also not a one-off project as it will continue to run after the twelve-month period, which the Town Council are helping to fund. The numbers of those gaining benefit are also fairly low.

4. Financial Implications

- 4.1. The Council has set aside a total of £18,000 in its 2025/26 budget, for the payment of large grants.
- 4.2. Eight large grant applications have been received in the first round this year with a requested amount of £13,799.28. This total is within the overall budget allocation for the entire financial year, but councillors should be mindful that there is another grant application window due in February / March 2026.
- 4.3. Members are asked to critically assess all five applications against grant scheme rules and to make recommendations as to whether each application should be a full award, part award or declined. Policy and Resources Committee can award large grants of up to £18,000 this year, any expenditure above this level must be made as a recommendation to Full Council as it would need to be taken from general reserves.

5. Legal Implications

- 5.1. The Town Council has the power to award grants under sections 137, 142, 144 and 145 of the Local Government Act 1972 and section 19 of the Local Government (Miscellaneous Provisions) Act 1976.
- 5.2. The Town Council can also award grants using the Power of General Competence.

End

Linda Blake
Town Clerk

**MALVERN TOWN COUNCIL
LARGE GRANTS MARKING CRITERIA**

Name of Organisation:	St Mary's Community Fridge
Amount Requested:	£1,367.28
Purpose of Grant:	Purchase of a new freezer to be used at St Mary's Community Fridge
Time of Grant Application:	October 2025

Assessment of large grant applications is made against the following eight criteria where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 5, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems and constitution in place	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver	1	2	3	4	5
3. Own bank account and financial information supplied	1	2	3	4	5
4. Clear outline of project financing and sources of funding	1	2	3	4	5
5. Demonstration that project will provide significant benefit to Malvern Town residents/community	2	4	6	8	10
6. One-off cost to support a particular project, event, activity or purchase of equipment (i.e. not running costs)	1	2	3	4	5
7. New initiative or demonstration of continued benefit of annual event	1	2	3	4	5
8. Grant form fully completed with all relevant information supplied	1	2	3	4	5
SUB TOTAL			3	20	15
OVERALL SCORE (OUT OF 45) A minimum of 25 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				38	

**MALVERN TOWN COUNCIL
LARGE GRANT APPLICATION FORM**

LARGE GRANTS are for amounts between £501 and £2,500 inclusive. If you require a higher amount, you must state the specific reason for this limit to be exceeded.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation	
Name of organisation:	St Mary's Community Fridge
Address:	St Mary's Church, Sherrard's Green Road, Malvern, WR14 2EE
Nature of organisation:	Community Fridge
Charity registration number (if applicable):	N/A
VAT registration number (if applicable):	N/A
Date organisation established:	2021
2. Contact details	
Contact name:	Cherry Clarke
Position within organisation:	Coordinator
Correspondence address:	St Mary's Church, Sherrard's Green Road, Malvern, WR14 2EE
Daytime telephone:	07514 114680
Email address:	cherry.clarke600@gmail.com

3. About your application

Amount requested (if above £2,500 please state specific reason for this):

£1367.28

Briefly outline the reason for your application and how the amount requested will be spent:

To replace an unreliable freezer used by the Community Fridge at St Mary's Church Pickersleigh. The current freezer has been there since the Fridge began and is no longer working properly.

The amount of food donated from supermarkets requires sufficient storage in a freezer that maintains a safe temperature so that it can be preserved beyond its use by date and given to the people in the local community who need it and prevent the food going into landfill.

Should the present freezer completely stop working most of the food offered by the supermarkets would either be rejected or go to waste.

How will the grant benefit Malvern Town residents/the Malvern Town community?

There are many people in Malvern, especially the local community around Pickersleigh, who are struggling financially and for whom food poverty is a real and constant concern. A new freezer will enable us to continue to provide free food to those who use our community fridge, both the regulars and the new people who frequently turn up asking for food for the first time. In addition, our community fridge saves tonnes of food from being dumped into landfill each year, thus reducing waste whilst helping the local community and the environment.

How many residents of Malvern Town will benefit?

Approximately 100 households regularly use the Fridge. Although no personal details are taken it is possible to estimate the number that use the fridge from the statistics gained from weighing the food per household that is taken and saved from going to landfill.

Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:

The community fridge at St Mary's, began in 2021 and is a space where all people are welcomed. It was initially started by the church leader and along with a group of volunteers who wanted to reduce the environmental impact of food waste. Every year, the UK bins a shocking 6.4 million tonnes of edible food which is worth a staggering £21 billion (WRAP, 2023). The fridge, as part of a nationwide network of fridges, makes a huge impact on the environment by redistributing good food from local supermarkets in Malvern that would otherwise go into landfill.

It has been found that community fridges do so much more than stopping good food from going to waste. At St Mary's fridge we have noticed how people want to drop in and talk with each other and with our volunteers while they collect their food. It is clear that many are lonely and coming to the fridge on Thursdays and Fridays is an opportunity to meet up with familiar faces and share news. It has become a valuable meeting place in the local community. The church café works to support people at the same time and that there is a valuable cross over – for example we give out

free vouchers to the café each week.

We've witnessed a positive transformation in awareness and behaviours, as individuals embrace sustainable practices and take pride in being part of a movement against food waste. We suspect that our community fridge also helps to prevent food crises and to take pressure off the food bank in Malvern.

Have you received any grant funding from the Council in previous years? If so, please give details:

Other than donations and money from St Mary's, the Community Fridge has received donations, from the Household Support Fund via MHDC or from St Mary's itself. All of this money goes to buy additional food to supplement the surplus collected from supermarkets. None of it goes to support the running costs which are donated by St Mary's church.

What is the planned delivery date for the project/activity?

This is an ongoing project that began in 2021 and has no end date as long as there is enough financial support to keep it going. If successful in our funding application, we would purchase a new freezer as soon as possible.

What arrangements are in place for the delivery and management of this project?

The location, volunteers and general infrastructure are already in place and working well. The supermarkets offer food, otherwise destined for landfill, on a weekly basis which is collected by volunteers.

Is this a new initiative for your organisation and if not, what are the ongoing benefits of a repeat event or project?

The fridge has been running for four years, having started in 2021, and there has been a noticeable increase in need of food for those living in the local community, mainly due to the financial crisis but there is also a group of people who attend who want to help reduce the environmental impact of food waste.

4. Financial information

Total cost of your project:		
<p>What funding has been secured to date and from where?</p> <p>The Community Fridge received grants from Hubbub in 2021 and 2022 to support set up and to help with running costs. The current running costs: electricity for operation of Freezer and Fridge 24/7 and consumables are funded by St Mary's PCC. There is sufficient money in the running costs budget at the moment to fund 2 further years of operation, but not the purchase of a new freezer.</p> <p>The only income received by the Community Fridge comes from donations, the Household Support Fund via MHDC or from St Mary's itself. All of this money goes to buy additional food to supplement the surplus collected from supermarkets. None of it goes to support the running costs.</p>		
<p>If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?</p> <p>The money requested is for a one-off item to help maintain a safe temperature for the food collected from local supermarkets. The requested funds are sufficient to fund the new freezer.</p>		
	Now	Previous year
Annual income	£0	£0
Annual expenditure	£1173 ytd	£1800
Surplus/loss for the year	£ n/a	£ n/a
Savings/reserves – For Fridge Running Costs	£2632 as at 22/09/2025	£3805 as at 31/12/24
5. Bank details		
Does your organisation have its own bank account and manage its own funds?	<input type="radio"/> Yes	NO
Sort code:	20-98-61	
Account number:	20259268	

Account name:	St Mary's Pickersleigh PCC	
6. Supporting information to be included	Attached	
A written constitution/set of rules that sets out the organisation's purpose and how it is managed.	✓	
A list of those involved in running the organisation, including trustees if appropriate.	✓	
A copy of your most recent annual accounts or financial records showing the balance of funds, income and expenditure. If you do not have financial records that cover a full year, you will need to provide what records you have currently.	✓	
A recent bank statement in the name of the organisation.	✓	
A business plan or other similar document showing future plans for the organisation.	✓	

7. Declaration

I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.

I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.

I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.

In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.

Name:	Cherry Clarke
Signature:	
Date:	22.09.2025

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

**MALVERN TOWN COUNCIL
LARGE GRANTS MARKING CRITERIA**

Name of Organisation:	South Worcestershire Flood Rescue (Part of South Worcester Lifesaving and Lifeguard Club)
Amount Requested:	£2,000
Purpose of Grant:	Purchase of personal protective equipment for team members to assist with service provision and training requirements
Time of Grant Application:	October 2025

Assessment of large grant applications is made against the following eight criteria where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 5, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems and constitution in place	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver	1	2	3	4	5
3. Own bank account and financial information supplied	1	2	3	4	5
4. Clear outline of project financing and sources of funding	1	2	3	4	5
5. Demonstration that project will provide significant benefit to Malvern Town residents/community	2	4	6	8	10
6. One-off cost to support a particular project, event, activity or purchase of equipment (i.e. not running costs)	1	2	3	4	5
7. New initiative or demonstration of continued benefit of annual event	1	2	3	4	5
8. Grant form fully completed with all relevant information supplied	1	2	3	4	5
SUB TOTAL			15	16	0
OVERALL SCORE (OUT OF 45) A minimum of 25 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				31	

MALVERN TOWN COUNCIL LARGE GRANT APPLICATION FORM

LARGE GRANTS are for amounts between £501 and £2,500 inclusive. If you require a higher amount, you must state the specific reason for this limit to be exceeded.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation	
Name of organisation:	South Worcester Flood Rescue Team – Part of South Worcester Lifesaving & Lifeguard Club
Address:	173 ST. PHILIPS DRIVE EVESHAM WR11 2RQ
Nature of organisation:	<p>Education provider to community members relating to water safety matters.</p> <p>Provision of preventative actions, rescue, casualty care and public welfare for small, medium and large scale flooding nationally, regionally and locally.</p> <p>The provision of water safety and medical cover at local and national events, with the aim of providing water safety advice to all members of the public.</p>
Charity registration number (if applicable):	1184813
VAT registration number (if applicable):	
Date organisation established:	May 2012
2. Contact details	
Contact name:	Luke Haines
Position within organisation:	South Worcester Flood Rescue Unit – Team Member
Correspondence address:	
Daytime telephone:	07885887998
Email address:	luke.haines@swfloodrescue.org.uk

3. About your application

Amount requested (if above £2,500 please state specific reason for this):

£2250

Briefly outline the reason for your application and how the amount requested will be spent:

The rationale for this grant application is for the acquisition of funding for the South Worcester Flood Rescue Unit to continue to provide a water rescue service, and community welfare provision to the residents of Malvern, Worcester and the surrounding areas, in the event of a major flooding event. It will also assist in the continued provision of drowning education and prevention strategies to local residents and the surrounding region. The funding will be spent so there is a continued provision of PPE to our team members. This is to include Dry Suits, PFD's and other lifesaving equipment. This allows the team to be deployable for a multitude of water rescue activities which includes local, regional and national flooding events.

The funding will also allow the team to continue to adapt and comply with changing legislation and national clinical guidance. This includes continued analysis and evolving of our First Aid equipment. This allows the team to continue the provision of medical care at annual events within the Malvern local area which includes the Malvern Christmas Lights event and previously the Mayors Peaks challenge.

How will the grant benefit Malvern Town residents/the Malvern Town community?

In the event of a significant flooding event, the team through the newly obtained PPE can continue to be directly involved in the education, resident welfare, immediate rescue, emergency response and attendance of trained personnel to a national safety standard. There will also be a provision of welfare supplies to residents of Malvern as well as working alongside members of the statutory services which can include but not limited to, Environment Agency, Fire and Rescue, Police and Ambulance Services.

This also allows the team to continue in providing medical cover for public events, which directly involves Malvern residents and takes place within the Malvern Town area. This helps with the continued safety and welfare of Malvern residents at public events. This includes the annual Malvern Christmas lights and the Mayors Peaks challenge. for example which the team has assisted with for a number of years.

Due to changes within national legislation which includes Martyn's Law, the above grant funding will allow training provision to members of the town council and community members of Malvern Town, in the management of catastrophic haemorrhage and basic Life Support principles.

How many residents of Malvern Town will benefit?

5000

Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:

The grant funding will allow the team to continue to regularly train with appropriate PPE to fall in line with national regulatory and safety standards. This intern ensures the team can continue to meet strict national training guidelines which ensures they have the ability to respond to local, regional and national flooding events. Due to the team members PPE is frequently used, alongside the materials used which naturally wears over time, the natural lifespan of some of the PPE the team uses is coming towards the end of it life.

The grant funding will also allow the team continue to provide welfare support and recovery assistance which can include pumping of flood water from flooded areas, which includes flooded properties. This was most recently used in a recent deployment of team members in November 2024, where over 1000 people were assisted in the evacuation which predominantly included members of the public. This included the welfare provision to members of the public alongside rescue of persons in immediate danger, alongside the casualty management of those involved which includes medical management and intervention. This is also directly relevant to the residents of Malvern, as highlighted by the Community Risk Register produced by the West Mercia Local Resilience Forum, which highlights flooding events are one of the main risk to members of the public with the West Merica region. Both the Worcester LRF and Worcestershire CVEC committee are organisations which the teams are a part of and work alongside other stakeholders.

Alongside the above, the funding will allow the team to continue to provide Casualty care and First Aid management to members of the public. That being within an inland environment or aquatic environment. This ensures the Flood Rescue Unit can continue to provide high levels of care in the event of a medical emergency and adhere to UKSAR medical standards, DEFRA concept of operations, National legislation which includes Martyn's Law and Clinical Guidelines set out by national governing bodies which includes Surf Lifesaving Great Britian. This will also allow our team members, some of which are water event safety managers, which is advocated within the Purple Guide, to assist, supervise and work alongside event organisers within the area of Malvern.

Have you received any grant funding from the Council in previous years? If so, please give details:

No.

What is the planned delivery date for the project/activity?

Ongoing

What arrangements are in place for the delivery and management of this project?

Liaising with national providers of PPE and direct communications with specialist national suppliers of medical equipment to ensure that the equipment required is of the appropriate standard and meet current and future regulations and standards.

Training sessions are to be arranged for team members to become familiar and competent with changes to legislation. This enables them to be confident with new equipment and changes to clinical practices. This will also allow for more realistic training scenarios, and the increased provision of high acuity, low occurrence events and training.

Is this a new initiative for your organisation and if not, what are the ongoing benefits of a repeat event or project?

The benefits of this project allows for the continued provision of services provided by the South Worcester Flood Rescue Unit. This includes welfare provision of members of the public, to continue to promote water safety practices to all aspect of water activities, the provision of Search and Rescue Qualifications and medical management of ill or injured people. Education and training in water safety which includes the provision of drowning prevention advice and water safety awareness.

4. Financial information

Total cost of your project:	£2000
-----------------------------	-------

What funding has been secured to date and from where?

No current funding secured.

If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?

No.

	Now	Previous year
Annual income	£	£

Annual expenditure	£	£
Surplus/loss for the year	£	£
Savings/reserves	£	£
5. Bank details		
Does your organisation have its own bank account and manage its own funds?	<input type="radio"/> Yes	
Sort code:	30-93-11	
Account number:	01343631	
Account name:	SOUTH WORCS LIFEGUARDS	
6. Supporting information to be included		Attached
A written constitution/set of rules that sets out the organisation's purpose and how it is managed.		<input type="checkbox"/>
A list of those involved in running the organisation, including trustees if appropriate.		<input type="checkbox"/>
A copy of your most recent annual accounts or financial records showing the balance of funds, income and expenditure. If you do not have financial records that cover a full year, you will need to provide what records you have currently.		<input type="checkbox"/>
A recent bank statement in the name of the organisation.		<input type="checkbox"/>
A business plan or other similar document showing future plans for the organisation.		<input type="checkbox"/>

7. Declaration

I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.

I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.

I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.

In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.

Name:	Luke Haines
Signature:	
Date:	09-09-25

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

**MALVERN TOWN COUNCIL
LARGE GRANTS MARKING CRITERIA**

Name of Organisation:	Strange Futures Theatre CIC
Amount Requested:	£2,000
Purpose of Grant:	5 workshop days teaching puppetry making and performance skills and 6 workshops for primary aged children who are reluctant readers.
Time of Grant Application:	October 2025

Assessment of large grant applications is made against the following eight criteria where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 5, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems and constitution in place	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver	1	2	3	4	5
3. Own bank account and financial information supplied	1	2	3	4	5
4. Clear outline of project financing and sources of funding	1	2	3	4	5
5. Demonstration that project will provide significant benefit to Malvern Town residents/community	2	4	6	8	10
6. One-off cost to support a particular project, event, activity or purchase of equipment (i.e. not running costs)	1	2	3	4	5
7. New initiative or demonstration of continued benefit of annual event	1	2	3	4	5
8. Grant form fully completed with all relevant information supplied	1	2	3	4	5
SUB TOTAL			6	28	0
OVERALL SCORE (OUT OF 45) A minimum of 25 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				34	

**MALVERN TOWN COUNCIL
LARGE GRANT APPLICATION FORM**

LARGE GRANTS are for amounts between £501 and £2,500 inclusive. If you require a higher amount, you must state the specific reason for this limit to be exceeded.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation	
Name of organisation:	Strange Futures Theatre CIC
Address:	c/o Malvern Cube Community & Arts Centre, Albert Road North, Malvern WR14 2YF
Nature of organisation:	Theatre company and CIC with focus on community engagement
Charity registration number (if applicable):	CIC company reg no: Company number 14867574
VAT registration number (if applicable):	n/a
Date organisation established:	Company initially established 2019. CIC registered 2023
2. Contact details	
Contact name:	Jane George
Position within organisation:	Co-Artistic Director
Correspondence address:	c/o Malvern Cube Community & Arts Centre, Albert Road North, Malvern WR14 2YF
Daytime telephone:	Jane's mobile: 07828 694887
Email address:	strangefutures@outlook.com

3. About your application

Amount requested (if above £2,500 please state specific reason for this):

£2000

Briefly outline the reason for your application and how the amount requested will be spent:

Strange Futures is currently developing a community theatre project for families, based on the Joan Aiken short story, *The Boy Who Read Aloud To The Sea*. The project includes the creation of a performance of this story, a series of community workshops in puppetry creation and operation for a community cast, and a programme of associated creative reading aloud workshops for children aged 9 – 11. The overall project has received funding from National Lottery Community Fund, but to complete the budget we need £2000 towards:

- (i) The costs of running a series of 5 workshop days teaching puppetry making and performance skills to a community cast (which includes people of various ages from 18 to 75, including those with varying health or social needs), at Malvern Cube Community & Arts Centre between November 2025 and March 2026.
- (ii) A series of 6 workshops working with primary aged children who are 'reluctant readers' due to low literacy, lack of confidence or conditions such as ADHD or autism. In these workshops the children will read aloud to puppets that we have made for the performance of *The Boy Who Read Aloud To The Sea*.

The show of *The Boy Who Read Aloud To The Sea* will take place in 4 performances at Malvern Cube in March 2026 for family audiences, totalling approximately 350 people.

How will the grant benefit Malvern Town residents/the Malvern Town community?

The community workshops will build on our previous workshop programme in spring 2025, funded by Worcestershire County Council Public Health (titled Theatre in the Making) which brought together 22 participants over 3 months, including refugees, disabled and neurodivergent adults, people with complex needs and isolated older residents, introducing a range of creative skills including aerial movement, shadow puppetry, video projections and soundscapes. This current workshop series will develop the participants' skills in puppetry further and facilitate them in performing within *The Boy Who Read Aloud To The Sea* show.

The workshops for children aged 9 – 11 in creative reading aloud have been inspired by the success of the success of the national 'Reading to Dogs' programme, which has demonstrated that socially anxious children, children for whom English is a second language, and children with dyslexia or other cognitive challenges, can benefit from the non-judgemental and experience of reading aloud to specially trained dogs to help find confidence in their own voice, and take pleasure in the act of reading aloud <https://www.bera.ac.uk/blog/reading-to-dogs-childrens-perspectives>. Our aim is that our puppets (from the show) act much like the dogs, offering positive non-judgemental listening and fun verbal interactions (to help with oracy, a new priority for primary schools) within a creative space.

The performances of *The Boy Who Read Aloud To The Sea* will provide an original high quality show for family audiences in Malvern, at an affordable ticket price.

How many residents of Malvern Town will benefit?

Up to 20 adults in the puppetry workshops.

Up to 30 children in the reading aloud workshops.

Up to 350 audience members (children and adults) for the performance of *The Boy Who Read Aloud To The Sea*.

Total of around 400 Malvern residents.

Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:

Strange Futures previous workshops and projects have been very successful and highly valued by those taking part. Strange Futures Theatre Company pioneers community arts projects that integrate people with disabilities, including neurodiverse & mental health issues. Since 2019, we have successfully engaged 900 participants, 35 emerging artists & 3000 audience over 7 projects. Feedback on our work includes: "SF's projects connect across ages, social and cultural divides" (Malvern Community Arts Co-ordinator); "SF make the process of creating theatre accessible" (Teacher, New College for Blind & Visually Impaired young people).

Evaluation of our most recent workshop series (January – March 2025), Theatre in The Making, resulted in 88% participants reporting decreased loneliness. More than half of attendees identified as disabled, neurodivergent or living with a long-term health condition, and they highlighted the programme's inclusive ethos—crediting the team's care in adapting tasks and checking access needs. Feedback demonstrated appreciation of "Freedom to have fun exploring theatre techniques in a safe, sociable & inclusive environment, gently guided by a lovely team." The workshops also tackled social isolation. For those who lived alone, or experiencing unemployment, the Thursday sessions became a weekly anchor; one participant celebrated having "already made friends", and another valued "the mix of people of different ages... the creativity and camaraderie." The diverse cohort (spanning ages 18-65+, Black African, Latvian and White British, and English, Kurdish and Russian speakers) experienced a rare chance to make theatre side-by-side, reinforcing community cohesion. By nurturing skills, confidence and social bonds, Theatre in the Making has laid foundations for a more creatively engaged, resilient and interconnected local community that this project, *The Boy Who Read Aloud To The Sea*, can build on, enhancing confidence, creative skills and community collaboration.

An initial test of our reading aloud workshops took place in July this year, in collaboration with St. Matthias Primary School as an 'additional to curriculum' opportunity for children, particularly those who might benefit from extra reading support through a different approach. This testing of our process elicited a high level of responses from the group of 14 children we worked with, all of whom reported enjoying the process of reading aloud to the puppets. The initial aim of the project is to engage 'reluctant readers' in reading aloud, on the basis that this provides a first step towards increasing their literacy confidences and reading level. The teacher we liaised with, Paula Maidens, gave this feedback:

"In my classroom, there was high engagement. All the children wanted to be chosen to meet Tommy (the puppet) and read to him. In particular, the children with SEND were noticeably

engaged with this activity. One child with SEND who is usually reluctant to read (at home and in school) volunteered to read to the puppet. He remained engaged throughout the session, even though he was not able to remain engaged in learning activities before and after this session. Another success was a pupil (SEND) who is very quiet and shy - she is highly anxious and does not like contributing her ideas in lessons or reading aloud to others. Again, she wanted to be chosen and enjoyed the session.

The younger children in Year 2 were similarly engaged and enjoyed meeting the cat puppet.

We would be keen to trial this approach further to see if reading aloud to a puppet could break down barrier to learning and encourage children to feel less anxious when reading aloud to others.”

Have you received any grant funding from the Council in previous years? If so, please give details:

No

What is the planned delivery date for the project/activity?

The 5 community workshops to take place on either Thursday afternoons or Sunday afternoons, once a month, 2- 5pm at Malvern Cube through November 2025 – March 2026 (varying the days so people with differing commitments can participate).

The workshops for children in reading aloud to puppets will take place from November 2025 to February 2026.

The final performances of *The Boy Who Read Aloud To The Sea* will take place on 19th, 20th and 21st March 2026.

What arrangements are in place for the delivery and management of this project?

Strange Futures Theatre Company has been operating since 2019 and was established as Strange Futures CIC in May 2023. We have managed seven substantial theatre projects, including community participation and education workshops, in the last 6 years. The company is based at Malvern Cube Community and Arts Centre and benefits from support, advice and excellent networking opportunities through The Cube.

The company is managed by 3 experienced Co-Directors, Dr Jane George, William Moore and Matthew Simmonds. This series of workshops will be led and managed by the 3 Co-Directors and delivered at Malvern Cube.

Strange Futures has an up-to-date Safeguarding policy and all 3 Co-Directors have enhanced CRB checks.

Annual company reports and accounts are prepared and can be found on Companies House (Registered Company number **14867574**).

Is this a new initiative for your organisation and if not, what are the ongoing benefits of a repeat event or project?

This project is a new initiative. We have been testing the workshops for children over the last few months, and preparing the project structure and ideas.

4. Financial information

Total cost of your project:	£23520
-----------------------------	--------

What funding has been secured to date and from where?
£19920 from National Lottery Awards For All

If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?

£1600 anticipated Box Office

	Now	Previous year
Annual income NB Includes carry over from 2023-24 grant funding committed to ongoing Strange Futures project	(May 2024 - 2025) £37711	(May 2023 - 2024) £34153
Annual expenditure	£15883	£24215
Surplus/loss for the year NB This consists of specific grant funding committed to ongoing Strange Futures projects	£21328	£9938 (committed funds) £178 (unreserved funds)
Savings/reserves	£500	£178

5. Bank details		
Does your organisation have its own bank account and manage its own funds?		<input type="radio"/> Yes
Sort code:	60-83-71	
Account number:	60811384	
Account name:	Strange Futures Theatre CIC	
6. Supporting information to be included		Attached
A written constitution/set of rules that sets out the organisation's purpose and how it is managed.		✓
A list of those involved in running the organisation, including trustees if appropriate.		✓
A copy of your most recent annual accounts or financial records showing the balance of funds, income and expenditure. If you do not have financial records that cover a full year, you will need to provide what records you have currently.		✓
A recent bank statement in the name of the organisation.		✓
A business plan or other similar document showing future plans for the organisation.		✓

7. Declaration

I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.

I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.

I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.

In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.

Name:	Jane George
Signature:	
Date:	13/9/25

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

**MALVERN TOWN COUNCIL
LARGE GRANTS MARKING CRITERIA**

Name of Organisation:	We are Men United CIC
Amount Requested:	£2,422
Purpose of Grant:	12-month provision of male specific face to face mental health support sessions.
Time of Grant Application:	October 2025

Assessment of large grant applications is made against the following eight criteria where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 5, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems and constitution in place	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver	1	2	3	4	5
3. Own bank account and financial information supplied	1	2	3	4	5
4. Clear outline of project financing and sources of funding	1	2	3	4	5
5. Demonstration that project will provide significant benefit to Malvern Town residents/community	2	4	6	8	10
6. One-off cost to support a particular project, event, activity or purchase of equipment (i.e. not running costs)	1	2	3	4	5
7. New initiative or demonstration of continued benefit of annual event	1	2	3	4	5
8. Grant form fully completed with all relevant information supplied	1	2	3	4	5
SUB TOTAL			12	16	5
OVERALL SCORE (OUT OF 45) A minimum of 25 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				33	

**MALVERN TOWN COUNCIL
LARGE GRANT APPLICATION FORM**

LARGE GRANTS are for amounts between £501 and £2,500 inclusive. If you require a higher amount, you must state the specific reason for this limit to be exceeded.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation	
Name of organisation:	We Are Men United CIC
Address:	C/o Ormerod Rutter, The Oakley, Kidderminster Road, Droitwich. WR9 9AY
Nature of organisation:	Mental Health Support for Men
Charity registration number (if applicable):	
VAT registration number (if applicable):	
Date organisation established:	September 2024 (Company Number 15974089)
2. Contact details	
Contact name:	Matthew White
Position within organisation:	Founder & Company Director
Correspondence address:	28 Rectory Lane, Rock, Worcestershire. DY14 9RS
Daytime telephone:	07879 846630
Email address:	support@men-united.co.uk

3. About your application

Amount requested (if above £2,500 please state specific reason for this):

£2422

Briefly outline the reason for your application and how the amount requested will be spent:

'We Are Men United CIC' provides mental health and wellbeing support for men across Worcestershire and wants to deliver a free, fortnightly evening session in Malvern for the next 12 months. There is currently no other evening provision of male specific, face to face mental health support in Malvern.

Clinical services are overstretched, and many men face barriers to community wellbeing support, including transport difficulties, digital exclusion, physical limitations or social anxiety. We fill this gap with free, accessible, face-to-face groups for those who do not meet clinical thresholds or avoid formal support services.

Our focus is men with mild to moderate struggles which are negatively affecting everyday life, such as isolation, low mood, anxiety, or low self-esteem. By offering someone to talk to and somewhere to turn early, we reduce the risk of men reaching crisis point.

We run small, facilitated groups that combine peer support, discussion, coaching, and skills training, led by an experienced mental wellbeing coach. Our sessions provide trusted, welcoming spaces where men can speak openly, build supportive relationships, and access practical tools to improve their wellbeing.

The funds from this application will allow us to cement service delivery in the area after our initial first few weeks, funded by a donation from Cllr McVey of Malvern. Funding will cover venue hire, refreshments and time for promotion and community engagement activities. Overheads and delivery staffing costs are being sought from other funding sources.

Venue Hire - £18 an hour, 1.5 hours a fortnight for 26 weeks = £702

Refreshments and printing of information materials, £20 per session = £520

Marketing and Community Engagement = £800

Monitoring and Impact Reporting = £400

Total £2422

Support from the council to fund our service for Malvern residents for 12 months will allow us to embed the offer and gather traction in our work. The impact evidence collected over the 12 months will be used to seek additional funds to continue delivery in the area from other sources, with no further funds being sought from the Town Council.

How will the grant benefit Malvern Town residents/the Malvern Town community?

We will address both emotional and practical barriers to wellbeing for Malvern residents. Issues such as housing, money, work, and addiction often sit alongside poor mental health. The driving factors of poor mental fitness are often multi-layered and complex. Our work helps men look deeper at the causes of their challenges, while consistent coaching builds personal responsibility, resilience, and long-term coping skills. A greater sense of mental wellbeing leads to improvement in morale, self-esteem, confidence, aspiration and allows for an improved outlook and engagement in life.

Our approach helps men not only improve their mental fitness but also make lasting changes in work, at home and in community life. The benefits of improvements in mental wellbeing will extend beyond the men attending our groups, also having a positive impact for the people around

them, their families, their work colleagues and the wider community.

How many residents of Malvern Town will benefit?

We aim to directly support at least 25 unique individuals over the 12 month period. Since June, we have engaged with 8 unique men through our initial session in the Malvern area.

It is difficult to estimate the number of attendees for several reasons. We recognise that there is an enormous societal stigma that prevents men talking about their mental wellbeing and seeking support. Overcoming these barriers will be a long-term effort and we aren't expecting huge numbers overnight.

We aim to positively influence the wellbeing of everyone we have contact with, and create a ripple effect for others that they interact with. We will indirectly benefit many people that we don't meet personally. We hope that seeing support being delivered will help others to have hope and to feel differently about themselves.

Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:

The advantages of local delivery are in being able to reflect local issues and create a sense of belonging, being invested in each other and taking pride in their community. The project will create a safe and inclusive space for men to connect, reducing feelings of isolation. Strengthening social networks will promote ongoing engagement in community activities and other support services.

By addressing barriers such as digital exclusion, stigmas, and initial hesitations during the project, participants will feel more confident in accessing other local support services in the future. Participants will leave with tools and strategies for ongoing mental health management, creating long-term ripple effects in their families and local community.

Examples of Recent Impact:

- Peter was off work with long-term mental health struggles. With mentoring, he regained confidence, returned to employment, and progressed to a new role. Today, he is in steady work with stronger self-esteem and renewed belief in his future.
- Robert came to us through outreach at a local food bank. Homeless and feeling isolated, he found community in our sessions and reconnected with an old friend after 22 years. He now feels less vulnerable, is engaging in local activities, and is exploring volunteering. Our support also helped him access housing services, giving him hope and practical steps towards stability.
- Jason was a single father out of work for eight years that had lost all confidence. With support he identified his strengths and secured part-time work. The change has lifted his self-esteem, improved life at home with his girls, and given them the chance to plan their first holiday together.

Have you received any grant funding from the Council in previous years? If so, please give details:

No

What is the planned delivery date for the project/activity?

To continue from October 2025 for 12 months (Current delivery will cease without funding)

What arrangements are in place for the delivery and management of this project?

Our group facilitators bring together decades of experience in social housing, youth work, digital skills, rehabilitation and employability programmes, working with those most vulnerable and hard to reach in the community. We have strong referral links to local addiction, housing, and employment services, allowing us to signpost wider support where needed. Our team's professional skills are also backed by lived experience of mental health struggles. With this combination of professional knowledge and lived experience, we provide a uniquely tailored support service.

Management of the project will be undertaken by Matt White, who has 16 years' experience as a job coach and life skills mentor, supporting vulnerable people in employment and community settings. We will look to continue hire of the Community Hub, Victoria Park following the success of initial sessions delivered there with the support of Waitrose and Malvern Hills District Councillor's Divisional Funds.

We will gather case studies and testimonials to capture person impact over the course of the project. Reporting, including gathered good news stories will be offered quarterly. Regular reflective practice within the facilitation team will inform how we refine our approach and delivered services over time.

Is this a new initiative for your organisation and if not, what are the ongoing benefits of a repeat event or project?

We have run evening sessions at The Community Hub, Victoria Park for an initial 3 months, thanks to funding support from Waitrose and Councillor's Divisional Funds.

We also currently run 5 daytime groups across Worcestershire funded through social housing providers, including one group in Malvern. These sessions are specifically aimed at housing providers' customer base and are daytime only, preventing men in work or with daytime commitments from attending. This project would provide evening sessions open to all.

8 men have attended sessions so far in Malvern, 4 of these joining in the last couple of weeks. We need longer term funding support to establish a stable and consistent presence in the area and build real traction.

4. Financial information		
Total cost of your project:	£5000	
<p>What funding has been secured to date and from where?</p> <p>We have received donations from Cllrs Ester McVeigh and Malcolm Victory, which can fund some Malvern-based sessions on a short-term basis, but is not enough to offer a long-term service in the area.</p>		
<p>If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?</p> <p>We are currently actively seeking funding support to cover the full costs of service delivery in the area. We have identified several Trusts and corporate grant schemes which appear aligned with our aims and we have grant applications submitted. We also have an active "Go Fund Me" page for community fundraising donations.</p> <p>A grant from Malvern Town Council would demonstrate local support for our service and help us in securing the remaining funds for delivery.</p> <p>Delivery of services are dependent on funding and delivered pro-rata of what is secured. We would like to deliver fortnightly interventions, but monthly sessions will be available to local men if full funding is not forthcoming.</p>		
	Now	Previous year
Annual income	£ 34350	£ NIL
Annual expenditure	£ 25880	£ NIL
Surplus/loss for the year	£ 8470 surplus	£ NIL
Savings/reserves	£ 3625 (unrestricted funds)	£ NIL
5. Bank details		
Does your organisation have its own bank account and manage its own funds?	<input checked="" type="radio"/> Yes	<input type="radio"/> No
Sort code:	30-99-50	
Account number:	68859063	
Account name:	We Are Men United CIC	

6. Supporting information to be included	Attached
A written constitution/set of rules that sets out the organisation's purpose and how it is managed.	✓
A list of those involved in running the organisation, including trustees if appropriate.	✓
A copy of your most recent annual accounts or financial records showing the balance of funds, income and expenditure. If you do not have financial records that cover a full year, you will need to provide what records you have currently.	✓
A recent bank statement in the name of the organisation.	✓
A business plan or other similar document showing future plans for the organisation.	✓

7. Declaration	
<p>I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.</p> <p>I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.</p> <p>I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.</p> <p>In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.</p>	
Name:	Matthew White
Signature:	
Date:	11/9/25

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

**MALVERN TOWN COUNCIL
LARGE GRANTS MARKING CRITERIA**

Name of Organisation:	Community Action Malvern and District
Amount Requested:	£1,590
Purpose of Grant:	Training for two staff to drive larger community transport vehicles
Time of Grant Application:	October 2025

Assessment of large grant applications is made against the following eight criteria where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 5, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems and constitution in place	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver	1	2	3	4	5
3. Own bank account and financial information supplied	1	2	3	4	5
4. Clear outline of project financing and sources of funding	1	2	3	4	5
5. Demonstration that project will provide significant benefit to Malvern Town residents/community	2	4	6	8	10
6. One-off cost to support a particular project, event, activity or purchase of equipment (i.e. not running costs)	1	2	3	4	5
7. New initiative or demonstration of continued benefit of annual event	1	2	3	4	5
8. Grant form fully completed with all relevant information supplied	1	2	3	4	5
SUB TOTAL				28	10
OVERALL SCORE (OUT OF 45) A minimum of 25 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				38	

MALVERN TOWN COUNCIL LARGE GRANT APPLICATION FORM

LARGE GRANTS are for amounts between £501 and £2,500 inclusive. If you require a higher amount, you must state the specific reason for this limit to be exceeded.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation	
Name of organisation:	Community Action Malvern and District
Address:	112 Worcester Road Malvern Link WR14 1SS
Nature of organisation:	Charity providing community transport and activities for older and disabled people to reduce isolation and loneliness. We also support Malvern Men's Shed and run Volunteering Malvern which provides a matching service for volunteers for all community groups across Malvern and District.
Charity registration number (if applicable):	1149335
VAT registration number (if applicable):	211475537
Date organisation established:	1972
2. Contact details	
Contact name:	Launa Brooks
Position within organisation:	Chief Executive Officer
Correspondence address:	112 Worcester Road Malvern Link WR14 1SS
Daytime telephone:	01684 892381
Email address:	launab@communityaction.org.uk

3. About your application

Amount requested (if above £2,500 please state specific reason for this):

£1590

Briefly outline the reason for your application and how the amount requested will be spent:

We are applying for funding to train two of our staff to drive our larger vehicles so we have more capacity within the team to manage, maintain and keep them on the road. These staff will also be able to drive for us when we can not find a volunteer available, helping us to keep the people we support out and about.

How will the grant benefit Malvern Town residents/the Malvern Town community?

The Malvern Town older and disabled community access our transport services for many reasons. Firstly, we arrange our own outings to places of interest such as garden centres and stately homes. We run a Sunday afternoon tea club and regular film clubs at The Cube, all supported by our community transport. We also have minibus routes which go to the Retail Park in Malvern Link and Tewkesbury Market, and we run a contract with Worcestershire County Council for their Worcestershire on Demand, Demand Responsive Transport service.

We also hire out our vehicles to community groups such as the local Ukrainian Community, Scout and Guide Groups and local homes for older and disabled people.

Having more drivers trained within our team will help us keep our minibuses and larger wheelchair accessible vehicles (WAVs) on the road. We have three minibuses which are stored at Malvern Police Station but need moving if we clean them, service them, arrange for work to be carried out on them or for driver training. We also have larger WAVs which cannot be driven on a license for car drivers.

If we have more drivers qualified to train within the team, we will be able to keep the four vehicles active, supporting the residents of Malvern Town get out and about using our services and borrowing the buses too. Our larger WAV is also used to deliver food parcels for Malvern Town foodbank which can be impacted by us not having a driver to deliver this vital service on occasion.

We also have a number of contracts supporting the community which would benefit from us having more drivers for occasional cover. The main one is our Worcestershire on Demand minibus service which runs 7-7pm Monday to Saturday.

How many residents of Malvern Town will benefit?

We have 879 residents of Malvern Town who are registered to use our services so may well benefit from us being able to keep our services running. This does not include the local people using Worcestershire on Demand buses as they do not need to be registered with us, so the total is likely to be over 1000 people.

Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:

In 1997 the law was changed so that everyone passing their driving test in a car no longer had the automatic permission to drive a larger vehicle as well. Since then, all people driving a larger people carrier such as our wheelchair accessible electric vehicle or a minibus had to have a further qualification known as a D1 on their license.

Though we are lucky that many of our older volunteers have that D1, younger volunteers and now our younger staff members do not have that qualification. This can make scheduling the vehicles in for their regular checks and services as well as arranging recovery and repair following any incidents and accidents very challenging for us as we are limited in who can do this.

We have recently recruited a new Community Transport Supervisor and a Community Transport Assistant who we would like to sponsor to have this training. It will help us maintain our vehicles, keep them on the road and continue to offer the high-level support we do delivering community transport in the Malvern area. They will also be able to train new volunteers to drive our vehicles, ensuring a smoother volunteer journey for people who want to support us.

There are also occasional trips which cannot be covered by a volunteer due to last minute issues and they have to cancel. Having more drivers on the team will allow us to cover the event for the day and not have to cancel on the passengers. For many of the people they support, getting out and about with us is vital to their health and wellbeing. We are therefore very keen to increase our resilience to ensure we are not letting people down unnecessarily.

(N.B. The training will sit with the role and not the individual. We have procedures in place so that if an employee leaves unexpectedly, they have to pay back the funding costs we have invested. We will therefore be able to pay this training forward if necessary.)

Have you received any grant funding from the Council in previous years? If so, please give details:

Community Action Malvern and District (CAMD) used to be resident in the offices of the council, then received funding to cover the bills paid so incoming funds were as follows: £5450 in 2022-3 and £10899.98 in 2023-4

Following the Council's move to Victoria Park, CAMD found new accommodation, so income has been reduced.

Malvern Men's Shed who we support received £1800 funding in 2023 and £1277 in 2024

What is the planned delivery date for the project/activity?

We hope that both members of staff will undergo their training in 2025, depending on the availability of our buses to train in and of the DVSA (Driver and Vehicle Standards Agency) testing station schedules.

What arrangements are in place for the delivery and management of this project?

We will ensure that the two candidates we would like to be trained fully understand their commitment to the offer and ensure their agreement that monies would be paid back to us if they did not remain employed by us long term.

We have researched local trainers and plan to use Tyler Training to deliver this service:
<https://www.tylertraining.org/>

Our Community Transport Manager would manage the execution of the training and ensure both members of staff use their skills immediately by offering buddying up with other drivers and eventual lone driving opportunities.

Is this a new initiative for your organisation and if not, what are the ongoing benefits of a repeat event or project?

Sponsoring staff to get further driving qualifications is new to us. We have identified the need to do this to support us as we employ younger people to the team, expanding our diversity.

It is something on our agenda for the future as our staff and volunteers too will progressively not have a D1 on their license, so we hope to show through this funding that investing in our staff in this way is very beneficial to them, to our team and to the people we support.

4. Financial information

Total cost of your project:	£1590
-----------------------------	-------

What funding has been secured to date and from where?

None sought

If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?

None as yet. Were the funds not to be given by the Town Council, we would then seek elsewhere to cover this training as it is not presently in our budgets.

	Now	Previous year
Annual income	£ 333,217	£ 288,167
Annual expenditure	£ 356,969	£262,595
Surplus/loss for the year	£23,752 loss	£25,572 surplus
Savings/reserves	£40,000	£40,000
5. Bank details		
Does your organisation have its own bank account and manage its own funds?	Yes X	No
Sort code:	40-31-09	
Account number:	71876821	
Account name:	Community Action Malvern and District	
6. Supporting information to be included		Attached
A written constitution/set of rules that sets out the organisation's purpose and how it is managed.		✓
A list of those involved in running the organisation, including trustees if appropriate.		✓
A copy of your most recent annual accounts or financial records showing the balance of funds, income and expenditure. If you do not have financial records that cover a full year, you will need to provide what records you have currently.		✓
A recent bank statement in the name of the organisation.		✓
A business plan or other similar document showing future plans for the organisation.		✓

7. Declaration

I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.

I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.

I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.

In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.

Name:	Launa Brooks
Signature:	
Date:	08/09/25

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

MALVERN TOWN COUNCIL LARGE GRANTS MARKING CRITERIA

Name of Organisation:	The Coach House Theatre
Amount Requested:	£1,320
Purpose of Grant:	Free tickets to attend a Christmas production of The Snow Queen for under 14s and families referred from the food bank.
Time of Grant Application:	October 2025

Assessment of large grant applications is made against the following eight criteria where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 5, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems and constitution in place	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver	1	2	3	4	5
3. Own bank account and financial information supplied	1	2	3	4	5
4. Clear outline of project financing and sources of funding	1	2	3	4	5
5. Demonstration that project will provide significant benefit to Malvern Town residents/community	2	4	6	8	10
6. One-off cost to support a particular project, event, activity or purchase of equipment (i.e. not running costs)	1	2	3	4	5
7. New initiative or demonstration of continued benefit of annual event	1	2	3	4	5
8. Grant form fully completed with all relevant information supplied	1	2	3	4	5
SUB TOTAL		4	6	12	10
OVERALL SCORE (OUT OF 45) A minimum of 25 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				32	

**MALVERN TOWN COUNCIL
LARGE GRANT APPLICATION FORM**

LARGE GRANTS are for amounts between £501 and £2,500 inclusive. If you require a higher amount, you must state the specific reason for this limit to be exceeded.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation	
Name of organisation:	THE COACH HOUSE THEATRE
Address:	Theatre House, GRANGE ROAD< MALVERN< WORCS WR14 3HA
Nature of organisation:	Community Theatre Company
Charity registration number (if applicable):	1169603
VAT registration number (if applicable):	N/A
Date organisation established:	11 October 2016
2. Contact details	
Contact name:	CHRIS BASSETT
Position within organisation:	EXECUTIVE TRUSTEE
Correspondence address:	THEATRE HOUSE, GRANGE ROAD, MALVERN, WORCS WR14 3HA
Daytime telephone:	01684 569011 / 07768 235574
Email address:	<u>chrisb_mtp@yahoo.co.uk</u>

3. About your application

Amount requested (if above £2,500 please state specific reason for this):

£1320

Briefly outline the reason for your application and how the amount requested will be spent:

Community Access Theatre (CAT) Scheme

1. It is understood that there are a number of Malvern residents who do not attend their local theatre for reasons of cost.

2. Following the success of last year's production of Pantomash, which was funded by Malvern Town Council to provide free tickets for children, it is proposed to extend a similar offering to fund **free admission** to :-

2.1 the Phoenix Theatre / Coach House Theatre Christmas production of ***The Snow Queen*** at the Coach House Theatre for under 14s

3. Cost -

3.1 Under 14s - 97 tickets @ £8 **£780-00**

3.2 15 Food Bank families of 4 = @ £36 / family **£540-00**

4. Implementation

4.1 Tickets for *The Snow Queen* will be booked through Malvern Theatres box office. **All under 14s and users of Malvern Food Bank** will be given free tickets with attendance of over 97 funded by other donors and / or The Coach House Theatre.

How will the grant benefit Malvern Town residents/the Malvern Town community?

The proposed Free Ticket Scheme for under 14s and family users of the Malvern Food Bank will make a theatre experience available to disadvantaged young people and families who cannot afford to attend similar shows at other venues.

How many residents of Malvern Town will benefit?

A minimum of 157 will benefit from the MTC Grant. Total audience may be c 260 which will include under 14s funded by The Coach House Theatre and other donors.

Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:

It is clear that a significant number of Malvern residents do not have the opportunity to attend theatre performances locally. The Coach House Theatre in staging *The Snow Queen*, are able to make available performances of shows designed to appeal to young people at cost price.

The Snow Queen will be performed by emerging actors training at Drama Studio London who will benefit from the experience of appearing in the professionally run Coach House Theatre.

The Coach House Theatre will benefit from the broadening of their audience base and the student performers will experience working with a live audience.

Have you received any grant funding from the Council in previous years? If so, please give details:

Yes.

2024. For free tickets to under 14s attending performances of "Pantomash" at the Coach House Theatre - **£1400**

2023. For free tickets to attend a dementia friendly performance of *Snow White* at the Coach House Theatre. 2023 For free tickets for clients of Malvern Food Bank to attend a performance of *Snow White* at the Coach House Theatre. **Total £812**

What is the planned delivery date for the project/activity?
"The Snow Queen" – December 11 to 13 (4 performances)

What arrangements are in place for the delivery and management of this project?

"The Snow Queen" will be staged in collaboration with producer Phoenix Theatre assisted by Resident Company Malvern Theatre Players

All events will be sold through Malvern Theatres box office

Publicity and marketing will acknowledge funders and donors

Overall supervision will be the responsibility of the Trustees of The Coach House Theatre

Is this a new initiative for your organisation and if not, what are the ongoing benefits of a repeat event or project?

A similar scheme to provide free tickets to the 2024 Coach House Theatre Christmas show, *Pantomash*, proved popular and worthwhile and benefitted 78 under 14s, 36 FB adults and 59 FB under 14s.

4. Financial Information

Total cost of your project:		£1320
<p>What funding has been secured to date and from where?</p> <p>Friends of the Coach House Theatre and private donors will underwrite the project and will seek additional funding to provide free tickets for under 14s additional to those funded by MTC.</p>		
<p>If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?</p> <p>No additional funding will be required as Friends of The Coach House Theatre and other donors will underwrite any losses on the show.</p>		
	Now	Previous year
Annual income	£32255 (11 months)	£21083
Annual expenditure	£30039 (11 months)	£17325
Surplus for the year	£2216 (11 months)	£3758
Reserves - £15000 set aside to fund emergency repairs to the Grade 2 listed Theatre building.	£15000	£15000
5. Bank details		
Does your organisation have its own bank account and manage its own funds?		NatWest Bank, Worcester <input checked="" type="radio"/> Yes <input type="radio"/> No
Sort code:	53 81 33	
Account number:	85640999	

Account name:	The Coach House Theatre (Malvern) Ltd	
6. Supporting Information to be Included		Attached
A written constitution/set of rules that sets out the organisation's purpose and how it is managed. – REF CHARITABLE AIMS		<input checked="" type="checkbox"/>
A list of those involved in running the organisation, including trustees if appropriate.		<input checked="" type="checkbox"/>
A copy of your most recent annual accounts or financial records showing the balance of funds, income and expenditure. If you do not have financial records that cover a full year, you will need to provide what records you have currently.		<input checked="" type="checkbox"/>
A recent bank statement in the name of the organisation.		<input checked="" type="checkbox"/>
A business plan or other similar document showing future plans for the organisation. REF CHARITABLE AIMS		<input type="checkbox"/>

I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.

I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.

I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.

In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.

Name:

Signature:

Date: 16 August 2025

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

MALVERN TOWN COUNCIL LARGE GRANTS MARKING CRITERIA

Name of Organisation:	Malvern Hills Wellbeing Hub CIC
Amount Requested:	£1,000
Purpose of Grant:	Pilot scheme for subsidised counselling sessions at Malvern Football Club to make them accessible for those unable to pay.
Time of Grant Application:	October 2025

Assessment of large grant applications is made against the following eight criteria where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 5, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems and constitution in place	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver	1	2	3	4	5
3. Own bank account and financial information supplied	1	2	3	4	5
4. Clear outline of project financing and sources of funding	1	2	3	4	5
5. Demonstration that project will provide significant benefit to Malvern Town residents/community	2	4	6	8	10
6. One-off cost to support a particular project, event, activity or purchase of equipment (i.e. not running costs)	1	2	3	4	5
7. New initiative or demonstration of continued benefit of annual event	1	2	3	4	5
8. Grant form fully completed with all relevant information supplied	1	2	3	4	5
SUB TOTAL				28	10
OVERALL SCORE (OUT OF 45) A minimum of 25 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				38	

MALVERN TOWN COUNCIL LARGE GRANT APPLICATION FORM

LARGE GRANTS are for amounts between £501 and £2,500 inclusive. If you require a higher amount, you must state the specific reason for this limit to be exceeded.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation	
Name of organisation:	Malvern Hills Wellbeing Hub CIC
Address:	HDAnywhere Stadium ,Langland Avenue,Malvern WR142EQ
Nature of organisation:	Affordable counselling and peer support groups
Charity registration number (if applicable):	CIC 16434305
VAT registration number (if applicable):	
Date organisation established:	07/05/2025
2. Contact details	
Contact name:	Philippa Thomas
Position within organisation:	Director / Counsellor
Correspondence address:	7 Davenham Close, Malvern WR142TY
Daytime telephone:	07867805567
Email address:	Philippa.counsellor@gmail.com

3. About your application

Amount requested (if above £2,500 please state specific reason for this):

£1000

Briefly outline the reason for your application and how the amount requested will be spent:

Funding Request to Malvern Town Council – Malvern Wellbeing Hub (Pilot)

The **Malvern Wellbeing Hub**, based at **Malvern Town Football Club**, is a **resident-led initiative** improving local mental health and tackling health inequalities. We provide a welcoming, non-clinical space offering **affordable counselling**, wellbeing activities, and **practical support** in partnership with **Platform Housing, the local council, and community builders**. Our neighbourhood sits within the **top 10% most deprived areas** nationally, and the **cost-of-living crisis** is intensifying need.

Why this matters. Local NHS waits are long (around **33 weeks for 6 weeks of CBT** and **14–18 months for longer-term counselling**). For people in distress, these delays are harmful. We deliver counselling **at the heart of the community**, removing barriers of cost, stigma, and travel. Sessions are offered at an **affordable £10**, but for residents in hardship—even this can be too much. Without flexibility, people miss out, or we see fewer people than our capacity allows.

What we are asking for. We request **£1,000** from Malvern Town Council to subsidise counselling for those unable to pay in this **pilot project**.

- **Cost per session: £30** (therapist, room hire, resources).
- **Usual client contribution: £10**, but some can only afford a smaller amount (even £1).
- **What this funds:** The grant will cover the **shortfall for at least 100 sessions, and potentially more**, ensuring that everyone can contribute something while no one is excluded due to poverty.

We believe it is vital that people make **some level of contribution, however small**, as this demonstrates **commitment to the process** and a sense of **investment in themselves**. This investment, even if just £1, is critical to the success of counselling, helping individuals engage fully and value the support they are receiving.

Peer support and community connection. Counselling is often the **gateway to ongoing support**. Once people receive therapy, they are far more likely to join our **peer support groups** and linked community offers, strengthening recovery and resilience. We run local peer groups and connect residents to partners such as **Men United, JOY, CORE, and MoodMasters**, creating safe, social routes to continued wellbeing.

How we will measure success. We will track and report:

- **Access & reach:** number of sessions subsidised; total individuals supported; proportion from the most deprived streets.
- **Timeliness:** average time from first contact to first session.

- **Engagement beyond counselling:** referrals into peer groups; attendance at **Men United, JOY, CORE, MoodMasters** or Hub groups.
- **Outcomes:** pre/post measures of anxiety, low mood, and wellbeing; self-reported improvements in coping and relationships.
- **System benefits:** resident feedback on reduced GP visits or crisis contacts; personal testimonies showing impact on families.
- **Equity:** evidence of how the funding removed financial barriers and enabled participation.

Conclusion. A **£1,000** council grant will allow us to subsidise the cost of **at least 100 counselling sessions**, ensuring **no one is turned away** due to poverty and enabling us to operate at full capacity. By requiring even a small contribution, we build ownership, resilience, and commitment, helping people fully benefit from the process. Your support will **reduce health inequalities**, strengthen families, and build a more resilient Malvern—now, when residents need it most.

How will the grant benefit Malvern Town residents/the Malvern Town community?

This grant directly **removes the cost barrier** for residents unable to afford our £10 contribution, allowing immediate access to structured, evidence-based counselling delivered in a familiar community setting. Early access matters: economic hardship is associated with increased anxiety and depression, and delaying help risks escalation, crisis contacts and knock-on pressures on families and primary care. [PMC](#)

Locating counselling **at the heart of the community** reduces stigma and practical barriers (transport, childcare). National guidance confirms that NICE-recommended talking therapies are effective when delivered at the right intensity and duration; by funding the client shortfall we can keep sessions consistent and clinically meaningful. [NHS England](#)

Importantly, a **small client contribution** (even £1) signals **commitment and self-investment**, which supports engagement and outcomes. After counselling, residents are **more likely to join peer support**, which international and UK evidence links to improved symptoms and self-management. Our active links to **Men United, JOY, CORE and MoodMasters** extend benefits into daily life—building connection, routine and confidence. [BioMed CentralPMC](#)

At population level, this work supports the **reduction of health inequalities**. The Marmot reviews emphasise that people in the most deprived areas experience worse health and fewer opportunities; community-based, early mental-health support is a recommended lever for fairer outcomes. By stabilising mental health for parents and carers, we help children, too—mitigating the wider harms of the cost-of-living crisis (e.g., strained relationships, isolation). [Institute of Health Equity+1Mental Health Foundation](#)

In summary, the grant converts into more residents seen **now**, stronger engagement (via a modest contribution), and an on-ramp to ongoing, low-cost support groups. The result is **better wellbeing, fewer crises, and community resilience**—benefits that reach beyond individual clients to families, neighbours and local services.

How many residents of Malvern Town will benefit? Across the **entire project**, we plan to deliver **around 1,200 counselling sessions** to **100+ residents** over the year. This equates to typical therapy “doses” aligned with NICE-supported talking therapies (e.g., 6–12 sessions), tailored to need. Because the £1,000 grant covers the **client shortfall** (when residents cannot afford the £10), it enables **at least 100 sessions** to proceed that might otherwise be delayed or missed—helping us reach capacity and prioritise those in hardship. [NHS England](#)

The number of **people directly helped** is only part of the story. Mental health improvements create **positive ripple effects**: households function better, parenting capacity improves, and

reliance on crisis services may reduce. During the cost-of-living crisis, many adults report worse sleep, reduced social contact and less exercise—all of which compound poor mental health. By improving mood and coping skills through counselling and peer connection, the **indirect beneficiaries** include partners, children and carers—conservatively, **many dozens more** across the town. [Mental Health Foundation](#)

Post-therapy, we expect a significant proportion of clients to **engage with peer groups** (Hub groups plus **Men United, JOY, CORE, MoodMasters**). Evidence syntheses show peer support can improve depressive symptoms and self-management and is particularly valuable when embedded with formal care. Each new attendee strengthens group viability and community bonds, extending benefits well beyond the initial cohort. [BioMed CentralPMC](#)

Finally, the project targets residents in and around our **most deprived streets**, where the **health gap** is widest. By bringing effective, acceptable support closer to those who need it most, we contribute to **fairer health outcomes** across Malvern—aligning with recommendations from the Marmot reviews on acting early and locally to reduce inequalities.

Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:

What makes the Malvern Wellbeing Hub different is **where** and **how** we work. We are based at **Malvern Town Football Club**—a place people already know, trust, and feel part of. On match days it's where families gather; during the week it's where neighbours bump into each other and say hello. That familiarity matters. When support sits in a building people see as **theirs**, it feels safe to walk through the door, to ask for help, and to keep coming back.

This model grew from the success of the **Platform Housing Help Centre**, run weekly at the club. Residents told us they valued getting help in a **friendly, everyday setting**—no intimidating corridors, no clinical feel, just a warm welcome on their own doorstep. From that success, the idea of a **person-centred counselling hub** naturally followed: bring therapy to the heart of the area, shape it around people's lives, and remove the practical and emotional barriers that stop them seeking help.

Being in the **centre of our most deprived streets** means we can act early. A parent can drop in after school pick-up; a carer can step in between shifts; a young person can arrive with a friend. The venue itself reduces stigma—"I'm going to the club" is easier to say than "I'm going to a clinic." Inside, the offer is **flexible and person-centred**: qualified counsellors, gentle signposting, and a clear on-ramp into **peer support** (our groups and links with **Men United, JOY, CORE, MoodMasters**). People start with counselling and, when they're ready, move into groups that keep progress going—friendship, routine, confidence.

Your **£1,000** grant turns this welcoming place into **immediate, practical help** for those who can't afford our £10 contribution. We ask everyone to contribute ****something—even £1—****because it builds commitment and a sense of investing in themselves. Your funding then covers the **shortfall for at least 100 sessions**, ensuring nobody is turned away and we can run at full capacity.

The change this unlocks is real and close to home. Picture a mum who hasn't slept, juggling debts and worry; six steady sessions help her breathe again, talk to school, and set small goals. Imagine a dad who keeps it all in; counselling gives him language for stress, and a Men United group gives him mateship to keep going. Children feel that change first: calmer mornings, warmer evenings, a

home with fewer arguments. Teachers notice it; GPs see fewer urgent appointments; neighbours see someone re-joining community life.

For our organisation, the grant provides **certainty**: we can say “yes” at the point of need, not after a delay or a means-test. For councillors, it is a direct investment in **visible, local outcomes**—sessions delivered, residents supported, parents steadier, children safer. It is also an investment in **fairness**: the right help, in the right place, for people who might otherwise go without.

Backed by Malvern Town Council, a familiar community venue becomes a **lifeline**. You will be helping residents reclaim their futures, and helping **children and families change the direction of their lives**—right here, at the heart of Malvern.

Have you received any grant funding from the Council in previous years? If so, please give details:

No

What is the planned delivery date for the project/activity?

WE had intended to launch the project Sept 1st, but due to delays in the resurfacing of the football club car park we are now looking at an opening date of Mid Oct .

What arrangements are in place for the delivery and management of this project? The Malvern Wellbeing Hub is a **community-focused CIC** operating from **Malvern Town Football Club**, modeled on the successful **Droitwich Wellbeing Hub**. This approach demonstrates that accessible, person-centred support in trusted community settings improves mental health outcomes and helps address health inequalities in areas of high deprivation.

Operational delivery

- **Counselling team:** Five qualified counsellors deliver one-to-one sessions tailored to client needs. The CIC is overseen by **three directors**, all **Level 5 qualified counsellors** with extensive experience in **bereavement, domestic violence, and neurodiversity**, ensuring expert leadership and clinical oversight.
- **Venue & access:** Private rooms at the football club are available during weekdays, offering a welcoming, non-clinical environment that reduces stigma and practical barriers to engagement.
- **Session model & payments:** Each session costs £30 to deliver. Clients contribute what they can (usually £10, sometimes £1). The requested £1,000 will cover contributions for those in hardship, ensuring no one is turned away while encouraging personal commitment to their wellbeing.
- **Peer support & groups:** Clients are encouraged to join groups such as **Men United, JOY, CORE, MoodMasters**, delivered in collaboration with **local community builders**, to sustain the benefits of counselling and foster social support networks.

Referral pathways

- Client referrals are managed internally and can come from:
 - **Partner organisations** such as Citizens Advice, Platform Housing, and local community groups
 - **Healthcare networks** including the Primary Care Network (PCN) and local GPs
 - **Malvern District Council (MHDC)** and other statutory partners
 - **Self-referrals** from local residents seeking support

Project management & governance

- **Governance:** The CIC is governed by its three directors, providing professional oversight and strategic direction.
- **Operational lead:** Responsible for scheduling, managing referrals, matching clients to counsellors, and monitoring capacity.
- **Counsellor management:** All counsellors follow professional standards and receive regular clinical supervision.
- **Partnerships:** Close collaboration with Platform Housing, the council, community builders, and other stakeholders ensures integrated support pathways.

Financial & sustainability arrangements

- **Core funding secured:** £21,000 from Platform Housing and other sources covers CIC running costs for the pilot. The requested £1,000 from Malvern Town Council will subsidise client contributions for those unable to pay.
- **Transparent accounting:** Detailed financial records will be maintained and shared with funders.

Safeguarding, data protection & quality assurance

- Policies for safeguarding, confidentiality, and GDPR compliance are fully implemented.
- Risk management and escalation procedures are in place.
- Outcomes will be monitored using validated measures and client feedback.

Monitoring, reporting & evaluation

- **Metrics tracked:** Sessions delivered, residents supported, referral sources, and participation in peer groups.
- **Impact evaluation:** Pre/post wellbeing measures, satisfaction surveys, and case studies will demonstrate the difference made to individuals, families, and the wider community.

Is this a new initiative for your organisation and if not, what are the ongoing benefits of a repeat event or project?

4. Financial information

Total cost of your project:	£50 590
-----------------------------	---------

The Malvern Wellbeing Hub has successfully secured a combination of financial and in-kind support to enable the delivery of its pilot project:

Financial contributions

- **Platform Housing:** £20,590 secured
- **Primary Care Network (PCN):** £250 secured
- **District Councillors:** £500 (Christine Wild and Julie Wood) secured
- **County Councillor:** £1,000 (Natalie McVey) secured

In-kind support

- **Volunteer administration and staffing support:** £23,450
- **Free use of rooms at Malvern Town Football Club** included in in-kind support
- **Predicted income from room hire:** £4,800

Additional funding applications

- **MHDC Community Legacy Grant:** £3,700 applied for to fund equipment to transform the hub rooms into safe, warm, and welcoming spaces. While awaiting confirmation, the Hub has already donated furniture and essential supplies to enable the project to launch successfully.

These combined financial and in-kind contributions ensure that the Hub is well-resourced and able to deliver a high-quality, accessible counselling service to Malvern Town residents. The requested £1,000 from the Customer Donation Fund will supplement these resources to allow those in genuine financial hardship to access counselling and benefit from the Hub's services.

If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?

If funding were to be awarded by Malvern Town Council, the Malvern Wellbeing Hub would continue to operate with a combination of secured funding, in-kind support, and income generation. While the core costs of the pilot project are largely covered, there remain additional resources that we aim to secure to enhance the service and create a fully welcoming, safe, and accessible environment.

- **MHDC Community Legacy Grant:** We have applied for £3,700 to fund equipment and furnishings to transform the hub rooms into safe, warm, and welcoming spaces for clients. This will support the quality and accessibility of the counselling service.
- **Income generation:** The Hub anticipates generating approximately £4,800 from room hire, which will contribute towards ongoing operational costs.
- **Partnership fundraising:** We will continue to work with Platform Housing, local councillors, and community partners to identify additional grant opportunities, sponsorship, or small-scale fundraising initiatives to support the sustainability of the Hub.
- **Awaiting response form the lottery funding application for £15 000**

The £1,000 requested from Malvern Town Council will ensure that clients in financial hardship can access counselling without missing out due to inability to pay. This funding will complement existing secured funding and in-kind support, allowing the Hub to reach as many residents as possible while continuing to deliver high-quality, professional, and person-centred mental health support.

Our approach ensures that every additional funding source directly increases accessibility, supports families, and maximises impact on health inequalities in the most deprived areas of Malvern.

	Now	Previous year
Annual income	£ 23340	£ NA
Annual expenditure	£23340	£NA
Surplus/loss for the year	£ 0	£NA
Savings/reserves	£0	£NA
5. Bank details		
Does your organisation have its own bank account and manage its own funds?	<input checked="" type="checkbox"/> x	<input type="radio"/> No
Sort code:	08-92-99	

Account number:	67419786	
Account name:	Malvern Hills Wellbeing Hub	
6. Supporting information to be included		Attached
A written constitution/set of rules that sets out the organisation's purpose and how it is managed.		<input type="checkbox"/>
A list of those involved in running the organisation, including trustees if appropriate.		<input type="checkbox"/>
A copy of your most recent annual accounts or financial records showing the balance of funds, income and expenditure. If you do not have financial records that cover a full year, you will need to provide what records you have currently.		<input type="checkbox"/>
A recent bank statement in the name of the organisation.		<input type="checkbox"/>
A business plan or other similar document showing future plans for the organisation.		<input type="checkbox"/>


7. Declaration

I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.

I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.

I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.

In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.

Name:	Philippa Thomas
Signature:	
Date:	17/08/2025

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

**MALVERN TOWN COUNCIL
LARGE GRANTS MARKING CRITERIA**

Name of Organisation:	Malvern Community Art Therapy
Amount Requested:	£2,100
Purpose of Grant:	12 months of group support for an art group for young adults not in employment and managing mental health issues. Funding to cover art materials and room hire.
Time of Grant Application:	October 2025

Assessment of large grant applications is made against the following eight criteria where each item is marked out of five – 1 being low compliance and 5 indicating that the applicant has complied with the grant scheme rules as fully as possible, except in the instance of criterion 5, which is double weighted.

CRITERIA	LOW		MED		HIGH
1. Voluntary organisation with governance systems and constitution in place	1	2	3	4	5
2. Clear description of project/activity with arrangements in place to manage and deliver	1	2	3	4	5
3. Own bank account and financial information supplied	1	2	3	4	5
4. Clear outline of project financing and sources of funding	1	2	3	4	5
5. Demonstration that project will provide significant benefit to Malvern Town residents/community	2	4	6	8	10
6. One-off cost to support a particular project, event, activity or purchase of equipment (i.e. not running costs)	1	2	3	4	5
7. New initiative or demonstration of continued benefit of annual event	1	2	3	4	5
8. Grant form fully completed with all relevant information supplied	1	2	3	4	5
SUB TOTAL		8	6	12	0
OVERALL SCORE (OUT OF 45) A minimum of 25 points must be reached in order for your application to qualify for consideration by the Policy and Resources Committee.				25	

**MALVERN TOWN COUNCIL
LARGE GRANT APPLICATION FORM**

LARGE GRANTS are for amounts between £501 and £2,500 inclusive. If you require a higher amount, you must state the specific reason for this limit to be exceeded.

Please refer to the Town Council's grants scheme guidance notes, available on its website, for further details and before filling in this application form.

All sections must be completed. Please continue on an extra sheet as necessary.

1. About your organisation	
Name of organisation:	Malvern Community Art Therapy (part of Art Therapy Collaborative CIC)
Address:	28-30 Belle Vue Terrace, WR14
Nature of organisation:	Community arts and mental health
Charity registration number (if applicable):	
VAT registration number (if applicable):	
Date organisation established:	Feb 2022
2. Contact details	
Contact name:	Genevieve Collier
Position within organisation:	Director and Art Psychotherapist
Correspondence address:	28-30 Belle Vue Terrace, WR14
Daytime telephone:	07951 237015
Email address:	genevieve@arttherapycollaborative.co.uk

3. About your application

Amount requested (if above £2,500 please state specific reason for this):

£2,100

Briefly outline the reason for your application and how the amount requested will be spent:

Our request is to support the next 12 months of our new group Quiet Creatives, an art group for young adults not in employment and who are managing autism, ADHD, or Complex PTSD.

The group started in June this year after two young women attended one of our monthly Anxiety Art Cafes and explained they were looking for a creative group attuned to the needs of their age and their neurodivergence. This echoed a need we were already aware of for supportive activities for young adults with complex mental health issues.

There are currently 8 members of the group (and 2 pending), all of whom:

- are aged 20-28 years
- experienced significant distress and missed days of school and a subsequent lack of qualifications despite individual capabilities and skills
- have experienced bullying, shaming and extended isolation resulting in high levels of social anxiety despite a strong desire for friendship
- need preparation, pace and understanding of their preferences and symptoms
- turn to artmaking for distraction, soothing and communicating personal experiences
- have a strong sense of justice and fairness and need the group to be actively inclusive of all expressions of gender and sexuality (not always found in autism support groups)

The group meets weekly, in an open-studio style so members can choose to work on an ongoing project or try something new with guidance. At their request, sessions have recently extended to 3 hours to allow for an optional mental health check-in and discussion about personal struggles.

As part of the ethos of the MCAT studio, we also discuss how the group can take part in local events and campaigns. Only a few weeks after forming, we hosted the Quiet Space at Malvern Pride, providing a comfortable spot and gentle art activities away from the main stage so those triggered and overwhelmed could withdraw and still take part. We are currently looking at collectively entering an art exhibition in Worcester and developing a public Zine Library for anyone to exchange personal and creative DIY booklets.

The fee for the group is set at £5 per person, charged only for sessions attended as most members are living with parents and have access to very small independent incomes. The facilitator is currently running the group voluntarily. We are requesting support to cover the cost of a year's overheads and art materials

Amount requested

£1,890 £45 x 42 weeks for 3 hrs room hire and overheads

£ 210 £5 x 42 weeks towards art materials

£2,100

How will the grant benefit Malvern Town residents/the Malvern Town community?

All group members live in different areas of Malvern Link, Great Malvern and Barnards Green.

Feedback from family members of the young adults is very positive, saying that for many, attending this group is their first voluntary socialising in several years

Our community projects are local and public-facing eg providing the quiet space at Malvern Pride.

How many residents of Malvern Town will benefit?

We estimated 15 young adults will take part over the next year based on:

Needing to cap the maximum group number at about 10

8 members currently with others due to be inducted, and more recruited into future gaps

An expected drop out as people leave for college or other commitments

Some expected non-attendance due to anxiety, illness and other factors

Please give a supporting statement of no more than 500 words explaining how the grant will be beneficial to your organisation and the residents of Malvern Town:

MCAT is still new and in addition to offering subsidised art psychotherapy, is responding to gaps in community support by setting up art-based groups to suit particular needs. Our other growing groups include the 'Anxiety Art Club' who host regular Anxiety Art Café's, and 'Sad Sundays', drop-in art-making sessions to support people through grief and loss.

The Quiet Creatives group is an important development for us, establishing the studio as a place for safe, socially engaged, inclusive support and creative expression for young adults. Many members are extremely concerned with social justice issues but struggle with personal social interactions, isolation and in some cases prejudice. Many have attempted higher education courses but had to drop-out and feel very separate from their peers who are moving on through the usual milestones of early adult life.

We plan to make links with Hereford College of Art as a high number of members have tried courses there but dropped out or are very keen to apply and will need additional support to sustain their attendance.

This group inspired a recent proposal to the Henry Smith Foundation to set up a creative advocacy project in partnership with Cube Youth and Eddy (Everybody Dance) project. Building on their lived experience, the project was to support neurodivergent and LGBTQ+ teenagers and young adults struggling with mainstream education and life in general. We have just heard that we were unsuccessful in progressing the Expression of Interest stage but wish to develop the local partnership in some way.

Have you received any grant funding from the Council in previous years? If so, please give details:

We were very grateful to receive £500 last autumn which helped pay for installing a bespoke double sink and shelf unit in the art therapy studio (the former council chamber with curved wall).

What is the planned delivery date for the project/activity?

This funding would help cover the cost of 42 weekly sessions, which with breaks would support the group for the next year, Nov 2025 to Oct 2026

What arrangements are in place for the delivery and management of this project?

As outlined, the group is already up and running, hosted by the main contact, Genevieve Collier, and overseen by the company directors.

We have plans this year to develop a studio steering group, made up of studio members and their relatives to help make sure we are growing and strengthening in relevant directions.

Is this a new initiative for your organisation and if not, what are the ongoing benefits of a repeat event or project?

Quiet Creatives started in June 2025 with three members. At the time of writing, we have eight regular members and two more waiting for an introductory meeting. This feels like enough of pilot period to state that the project is now established, has an identity and that it needs to find ways to cover its full costs.

Continuity and dependability are highly valued by members with anxiety, autism, and poor mental health and it has taken a lot of courage for many members to find their way to the group and to keep coming. We would like to ensure the group can grow and develop knowing the main costs are supported.

4. Financial information

Total cost of your project:	<u>Total project costs</u>		
	Room hire 3 x 15ph	@ £45ph x 42 weeks	£1,890
	Art materials*	@ £ 5 x 42 weeks	£ 210
	Group facilitator	@ £60 x 42 weeks	£2,520
	<u>Total cost £4,620</u>		
	*Art materials will be purchased in response requests over the year but will include for example printing lino and inks, paints and specialist papers.		

What funding has been secured to date and from where?

Members are asked for £5 per session.

Estimated income from membership average @£35 collected x 42 weeks £1,470

If Town Council funding were to be given, are there any funds still to be secured and what are your organisation's plans for raising these?

Total project costs £4,620

Town Council funding £2,100

Membership income £1,470

Amount to find £1,050

We are members of Easyfundraising (who facilitate cash donations when people shop online) and have raised nearly £300 over the last 12 months. As studio members and supporter numbers grow, we think we can raise nearer £500 over the next year. In addition we will be looking for trusts and foundation support across all the studio activities. Quiet Creatives will continue to be run voluntarily until funding can be found for the facilitator fee.

	Now	Previous year
Annual income (please see business plan)	£	£
Annual expenditure	£	£
Surplus/loss for the year	£	£
Savings/reserves	£	£

5. Bank details

Does your organisation have its own bank account and manage its own funds?	<input type="radio"/> Yes Yes	<input type="radio"/> No
--	----------------------------------	--------------------------

Sort code:	60-83-71
------------	----------

Account number:	59878083
-----------------	----------

Account name:	Art Therapy Collaborative CIC
---------------	-------------------------------

6. Supporting information to be included	Attached
A written constitution/set of rules that sets out the organisation's purpose and how it is managed.	✓
A list of those involved in running the organisation, including trustees if appropriate.	✓

A copy of your most recent annual accounts or financial records showing the balance of funds, income and expenditure. If you do not have financial records that cover a full year, you will need to provide what records you have currently.	✓
A recent bank statement in the name of the organisation.	✓
A business plan or other similar document showing future plans for the organisation.	✓
7. Declaration	
<p>I confirm that I have read and agree to the conditions within the Town Council's grants scheme guidance notes, and that the details given above and in any supporting information are correct to the best of my knowledge.</p> <p>I understand that if successful, I will be required to confirm that any grant money has been spent in accordance with the purpose outlined at section 3 of this form and will provide a written report to the Council by the date requested.</p> <p>I will ensure that the contribution made by the Council is reflected in any promotional materials produced and copies of these and details of any press coverage are forwarded to the Council.</p> <p>In making this application, I declare that the organisation to which the application relates subscribes to the principles of equal opportunities in all of its activities and is operated on a not-for-profit basis.</p>	
Name:	Genevieve Collier
Signature:	G Collier
Date:	2nd Sept 2025

Please submit your application by emailing it along with required supporting documents to Deborah Powell: dpowell@malvern-tc.org.uk

Grant applications are determined by the Council during public meetings, and this application form will therefore appear in the public domain. Your signature will be redacted but if you do not wish for any of your other personal contact information to be included in the public papers, please specify when submitting your application.

We will only use your personal information to contact you about your application, and other sources of funding that may be applicable. To find out more, you can view our privacy policy at www.malverntowncouncil.org/policies

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

**to be held on Wednesday 8 October 2025 at 6pm
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

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

3. Background

3.1. Four members were appointed to the Community Engagement 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

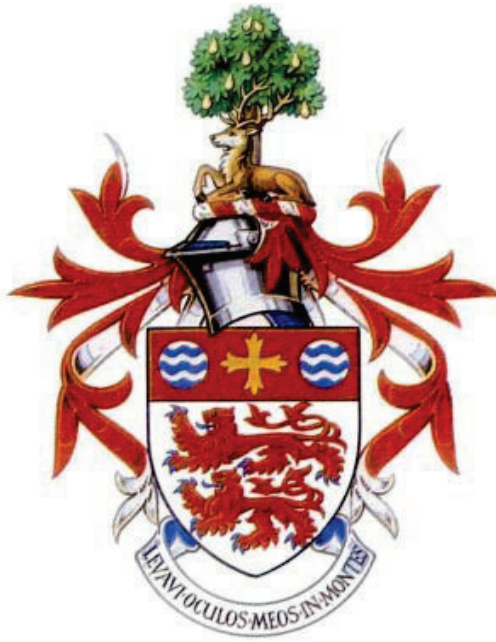
4.1. None pertaining to this report.

5. Legal Implications

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

End

Linda Blake
Town Clerk



MALVERN TOWN COUNCIL

VEXATIOUS BEHAVIOUR AND COMPLAINTS POLICY

Review of Vexatious Behaviour and Complaints Policy
Policy and Resources meeting
Wednesday 8 October 2025

MALVERN TOWN COUNCIL

VEXATIOUS BEHAVIOUR AND COMPLAINTS POLICY

1. Introduction

- 1.1. This policy sets out Malvern Town Council's approach to vexatious behaviour and unreasonably persistent complaints. Malvern Town Council (hereafter known as 'the Council') aims to deal fairly, honestly, consistently and appropriately with all complainants and requests for information but retains the right to restrict or change access to our services where we consider an individual's actions to be unacceptable.
- 1.2. This policy is consistent with anyone's rights under the Data Protection Act 1998, Freedom of Information Act 2000 and Environmental Information Regulations.

2. Purpose

- 2.1. The purpose of the document is to:
- Explain what the Council considers to be unreasonable behaviour and how this will be dealt with. (section 1)
 - Define vexatious requests (section 2)
 - Explain what the Council considers to be a vexatious request and how these will be dealt with.
- 2.2. This policy helps employees and councillors to understand what options for action are available, and who can authorise these actions. It also assists employees to manage the expectations and behaviour of complainants while their complaint is addressed and when a request for information can be refused.
- 2.3. This policy applies to all forms of communication, including social media.
- 2.4. The Council welcomes feedback from service users and will always try to resolve any complaint or request for information as quickly as possible and therefore this policy should only be applied where absolutely necessary.
- 2.5. With each complaint the Council must consider whether it is persistent, unreasonably persistent or a new complaint. With each request for information, the Council must consider whether it is manifestly unjustified, inappropriate or improper use of formal procedure.
- 2.6. This policy covers behaviour associated with general service complaints, complaints about the standards of elected members, requests for information and general contact with members of the public.

- 2.7. The Council needs to differentiate between those individuals whose concerns relate to a series of service failures and those whose behaviour is unreasonable. The use of the word “individual” as someone who may be acting unreasonably, refers, within the context of this document, to those who deal directly with the Town Council including members of the public, suppliers, customers and other stakeholders.
- 2.8. Whilst some complaints may relate to serious and distressing incidents, the Council does not tolerate abusive, offensive or threatening behaviour and will take steps to protect employees and town councillors who are subject to unreasonable behaviour.

SECTION 1 - UNREASONABLY PERSISTENT COMPLAINTS AND BEHAVIOUR

3. Definition of unreasonable behaviour

- 3.1. Individuals may act out of character when under stress and the Council does not view behaviour as unacceptable just because someone is forceful or determined. However, the actions of those who are angry, demanding or persistent may result in unreasonable demands on workloads and behaviour towards employees and town councillors.
- 3.2. Behaviour can be unreasonable and can turn into becoming unreasonably persistent. Unreasonable behaviour may include one or two isolated incidents. Unreasonably persistent behaviour is usually an accumulation of incidents or behaviour over a longer period.
- 3.3. The Council differentiates between ‘persistent’ individuals and ‘unreasonably persistent’ individuals.
- 3.4. Those making a complaint can be ‘persistent’ where they feel the Council has not dealt with their complaint properly and are not prepared to leave the matter there. For example, it is not unreasonable for an individual to criticise how their complaint is being handled when published procedures are not followed.
- 3.5. However, some individuals may have justified complaints or requests but may pursue them in inappropriate ways such as lengthy phone calls, emails expecting immediate responses, detailed letters or emails every few days. Others may pursue complaints or requests which have no substance or which have already been considered and dealt with. Their contacts with the Council may be amicable but still place very heavy demands on employees.
- 3.6. Some examples of the actions and behaviours of unreasonably persistent individuals are as follows; it is by no means an exhaustive list:
- Refusing to specify the grounds of a complaint, despite offers of assistance

- Refusing to co-operate with the complaints investigation process
 - Refusing to accept that certain issues are not within the scope of a complaints process
 - Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or within good practice
 - Making unjustified complaints about the employees dealing with the complaints, and seeking to have them replaced
 - Introducing new information, at a late stage, expecting it to be taken into account and commented on, or raising large numbers of detailed, but unimportant, questions and insisting they are all fully answered
 - Covertly recording meetings and conversations
 - Submitting falsified documents from themselves or others
 - Bringing complaints designed to cause disruption or annoyance or lacking any serious purpose or value
 - Adopting a 'scattergun' approach: pursuing parallel complaints on the same issue with a variety of organisations
 - Making excessive demands on the time and resources of employees and town councillors with lengthy and/or repeated telephone calls, emails to numerous Council officers, or detailed letters every few days and expecting immediate responses
 - Causing distress to employees – including use of hostile, abusive or offensive language or an unreasonable fixation on an individual member of employees
 - Refusing to accept the outcome decision of a complaint – repeatedly arguing the point and complaining about the decision, with no new evidence
 - Behaviour which has a significant and disproportionate adverse effect on the Council's resources and other residents
 - Inappropriate behaviour towards Council employees investigating or involved in the complaint such as inappropriate use of language, aggression or violence
 - Persistently complaining about town councillors without grounds for complaint
- 3.7. Care must be taken not to discard new issues which are significantly different from the original issues; however these should be treated as a separate complaint issue.

4. Designating behaviour as unreasonable

- 4.1. It is vital that all attempts are made to maintain effective communication and relationships with those individuals who contact with the Council. Prior to taking action under this policy, the investigating officer should ensure that:

- Every reasonable effort has been made to investigate the complaint
- Every reasonable effort has been made to communicate with the individual

Prior warning

- 4.2. When the Council considers that an individual is unreasonably persistent in pursuing complaints or otherwise is acting unreasonably a risk assessment will be completed in line with health and safety policies and, if it is concluded that the behaviour is unacceptable/unreasonable, the Town Clerk will write to tell the individual why they find their behaviour unreasonable and/or unacceptable and ask them to change the behaviour.

Decision to restrict or terminate contact with the Council

- 4.3. If unreasonable behaviour continues, the Town Clerk will call a meeting of the Council's Emergency Decision Making Committee to review the case.
- 4.4. When making decisions on how to manage the unreasonable behaviour, all relevant factors should be taken into account to ensure that action taken is appropriate and proportionate to the nature and frequency of the contacts with the Town Council at that time.
- 4.5. Due consideration should be given to the individual's health, including any related illnesses or disabilities that may be impacting on behaviour (for example, dementia, learning disability, mental illnesses etc.).
- 4.6. If the individual has not responded appropriately to the prior warning letter a decision may be made to restrict contact with the Council. The individual involved will be notified in writing (or an appropriate alternative format) why it is believed their behaviour falls into the category of unreasonably persistent and/or unreasonable behaviour. They will also be notified what action will be taken and the duration of that action, as well as what they can do to have the decision reviewed.
- 4.7. The following is a list of possible options for managing an individual's involvement with the Council from which one or more might be chosen and applied, if warranted. Any action taken should be appropriate and proportionate. It is not an exhaustive list and often the specific circumstances of the individual case will be relevant in deciding what might be appropriate action:

- Placing limits on the number and duration of contacts with employees per week or month
 - Offering a restricted timeslot for necessary calls
 - Offering one medium of contact only (telephone, letter, email etc.)
 - Requiring the individual concerned to communicate only with one named member of employees
 - Requiring any personal contact to take place in the presence of a witness and in a suitable location
 - Refusal to register further complaints about the same matter
 - Where behaviour is unreasonable and threatens the safety and/or welfare of members, employees, or our partners the Council may decide to terminate contact with the individual.
 - Other action may be taken, for example reporting the matter to the police or taking legal action. Where such action is necessary the Council need not give prior warning
- 4.8. Where a decision on the complaint has been made, the individual can be informed that future correspondence will be read and placed on the file but not acknowledged, unless it contains material new information. The Town Clerk will be identified as the designated officer who will read future correspondence.
- 4.9. Where following restriction of access being implemented an individual continues to behave in a way that is unacceptable or where the behaviour is so extreme that it threatens the immediate safety and welfare of town councillors, employees or partners, the Council may:
- Terminate contact
 - Temporarily or permanently restrict/not allow access to the Council offices
 - Report the matter to the police
 - Take legal action

Reviewing the decision to restrict contact

- 4.10. When imposing a restriction on access there will be a specified review date, usually 6 months from the initial decision. The review will be carried out by the Emergency Decision Making Panel in conjunction with the Town Clerk. Restrictions should be lifted and the relationship returned to normal unless there are good grounds to extend the restrictions.

- 4.11. The individual will be informed of the outcome of the review. If the restrictions are to continue, they will be given the reasons and told when the restrictions will next be reviewed.

Referral to the Local Government and Social Care Ombudsman

- 4.12. Relationships between organisations and individuals sometimes break down badly when complaints are under investigation and there is little prospect of achieving a satisfactory outcome. In such circumstances there may be nothing to gain from following through all stages of the Council's Complaints procedure. In these circumstances, the Ombudsman may, exceptionally, be prepared to consider complaints before complaints procedures have been exhausted – if the request is made by both sides to the dispute.
- 4.13. An individual who has been treated as behaving unreasonably may make a complaint to the Ombudsman about it. The Ombudsman is unlikely to be critical of the Council's action if it can show that it acted proportionately, reasonably and in accordance with its adopted policy.

Appeals against decisions

- 4.14. All individuals must be informed in writing when the Council wishes to apply a policy to restrict or terminate contact and must be given information on how to appeal the decision.
- 4.15. The appeal will be heard by a panel of three Town Councillors who have not previously been involved with the case.
- 4.16. An individual who is dealt with under this policy will be informed of their right to contact the Local Government and Social Care Ombudsman if they feel the Council has not acted correctly in the administration of the complaint.

Recording actions and contacts with the customer

- 4.17. Any decision to apply this policy must be recorded on the Council's complaints database and the Council must keep adequate records of all actions and contacts.

5. Confidentiality

- 5.1. Complaints made to the Council will be treated in confidence.
- 5.2. The Town Clerk will arrange that the details of unreasonably persistent complainants and/or unreasonable behaviour is only passed to those Council employees, town councillors and partner organisations who need to know in order to implement the policy or to protect employees' safety.
- 5.3. Confidentiality cannot, however, be guaranteed where a vulnerable person is considered to be at risk and safeguarding procedures apply. In these circumstances, the Council may

have to share the information with other external agencies.

- 5.4. Individuals who make their complaints public in the media may forfeit their right to anonymity and the right to confidentiality.

SECTION 2 – VEXATIOUS REQUESTS

6. Definition of Vexatious Behaviour

- 6.1. A vexatious request is: 'a request that is likely to cause distress, disruption, and irritation without any proper or justified cause'.
- 6.2. A vexatious request may include one or two individual requests for information or may form part of a wider pattern of vexatious behaviour. For example, if there is a wider dispute or it is the latest in a lengthy series of overlapping requests.
- 6.3. Examples of vexatious requests are:
- Abusive or aggressive language used by the requester
 - Excessive burden is placed on us in dealing with the request
 - Targeted correspondence towards one individual against whom they have some personal enmity
 - Unreasonable persistent requests relating to matters which have already been dealt with
 - The request makes completely unsubstantiated accusations against the authority or specific individuals
 - The requester takes an unreasonably entrenched position, rejecting attempts to assist and advice out of hand and shows no willingness to engage with us.
 - The requester makes frequent or overlapping requests
 - The requester's intention and purpose is to deliberately to cause annoyance
 - The requester has adopted a "scattergun" approach
 - The request relates to a trivial matter and it is not proportionate to deal with the request.
 - The requester is abusing their rights of access to information by abusing the legislation to vent anger or harass and annoy members, employees or partners

- The information requested affects the individual and has already been resolved by us or by independent investigation
- The request is made for the sole purpose of the amusement of the requester.

Designation of vexatious and decision to refuse to provide requested information

- 6.4. In some cases, it will be obvious to the Council that a request is vexatious, for instance the tone or content of the request is so objectionable that it would be unreasonable to expect the Council to tolerate it. In these circumstances the Council will consider making a decision to refuse the request under Section 14(1) Freedom of Information Act 2000 (or under the Environmental Information Regulations where relevant).
- 6.5. In other cases, it will not be so obvious then the Council will take into account if the request is likely to cause a disproportionate or unjustified level of disruption, irritation or distress. To assess this, the Council will objectively judge the evidence of the impact and weigh this against any evidence about the purpose and value of the request.
- 6.6. However, the Council will not automatically refuse a request simply because it is made in the context of a dispute or if it forms part of a series of requests.
- 6.7. The Council will consider each request for information on its own merits and will not automatically refuse a request because the individual may have caused problems in the past. The Council will ensure that we consider whether the request (and not the requester) is vexatious
- 6.8. Where the request is considered to be vexatious the Council may make the decision not to provide the information and will issue a refusal notice to the requester.
- 6.9. The decision to classify a request as vexatious and to refuse the request will be taken by the Town Clerk in consultation with the Mayor and Deputy Mayor.
- 6.10. A refusal notice setting out why the Council is refusing the request will be issued, unless the Council has already given the requester a refusal notice for a previous vexatious request, and it would be unreasonable to issue another one.

Application for Review

- 6.11. A Requester may request a review of the decision to classify a request as vexatious and to issue a refusal notice. Such a review will be carried out by the Council's Emergency Decision Making Panel.
- 6.12. A requester who has been dealt with under this policy will be informed of their right to contact the Information Commissioner if they feel the Council has not acted correctly in dealing with

their request.

Recording Actions

- 6.13. Any decisions to apply this policy to the request must be recorded on the Council's information requests data base.

7. Review and action

- 7.1. The Council recognises that it is important to review this policy regularly to ensure that it reflects up to date legislation and best practice.
- 7.2. A review of the Vexatious Behaviour and Complaints Policy will be carried out at least once every council term as a minimum and any necessary actions taken.



MALVERN TOWN COUNCIL

COMPLAINTS PROCEDURE

Review of Complaints Policy
Policy and Resources meeting
Wednesday 8 October 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.