



MALVERN TOWN COUNCIL

POLICY AND RESOURCES COMMITTEE

REPORTS

**For meeting on Wednesday 6 May 2026 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



28 April 2026

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

MEETING OPEN TO MEMBERS OF THE PUBLIC

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

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

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 6 May 2026, 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">➤ Wednesday 25 March 2026 (previously circulated)
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.	Large Grants Scheme 25/26, additional item omitted from 2nd Round – Museum of Fashion Malvern CIC <ul style="list-style-type: none">➤ Report PR01/25 to follow
5.	Social Media Policy <ul style="list-style-type: none">➤ Report PR02/25 to follow
6.	Review of Information Technology Users' Policy <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.	Councillor Induction/Training Policy ➤ Report PR05/25 to follow
9.	Review of Flag Flying Policy ➤ Report PR06/25 to follow
10.	Online Banking Payment Schedules – April 2025 to December 2025 ➤ Report PR07/25 to follow
11.	Date and Time of Next Meeting ➤ Wednesday 10 June 2026 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 25 March 2026 at 6pm**

Councillors

I Dawson (Chair)
C Fletcher
Ronan McLaverty-Head
K Newbigging
Sean Austin
D Ward
H Clements (6.01pm)
C Hooper (6.03pm)

Absent

M Jones (Apologies)
L Lowton

Also in attendance

Linda Blake - Town Clerk
Julia Winkworth – Minute Clerk
M Birks – Mayor of Malvern
Cllr D Watkins
Cllr D Mead

38. APOLOGIES FOR ABSENCE

Apologies for absence were **NOTED** from Cllr Mel Jones. Cllr Austin substituted for Cllr Jones.

39. DECLARATIONS OF INTEREST

None.

40. MINUTES OF PREVIOUS MEETING

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

- Policy and Resources Committee meeting 4 February 2026.

PUBLIC PARTICIPATION

The Chair welcomed all the applicants to the meeting.

There were representatives from all of the organisations who had applied for a large grant.

Amy Goff – ARCOS

Amy Goff was in attendance on behalf of ARCOS and gave a report on the provision of age-appropriate resources to help service users develop coding and digital art skills. The monies would be used to purchase equipment applicable to young people aged from 4 to 16 years old and potentially up to 24-year-olds too.

Time to Play

Samantha Craig and Emma Hoyle were in attendance representing 'Time to Play'. The committee were presented with 3 role play scenarios demonstrating the reasoning behind the pilot scheme and examples of the items that would be included in the craft box were shown to Councillors.

The provision would support 164 families linked with St Matthias School, Malvern and enable them to each have a craft box for the summer holidays, as these resources are not readily available to all families.

Malvern Music and Arts CIC

Steve Fox and Ralph Tittley (Festival Director of Malvern Rocks) were in attendance.

The CIC would like to purchase PA equipment for use at a festival taking place during August 2026. Following the festival, they would be able to use the equipment to generate further income for the CIC.

Worcestershire Mums Network CIC

Siani Driver, Director and Founder of Worcestershire Mums Network presented a report to the Committee. The CIC would like to provide 2 weekly sessions in Malvern targeting disadvantaged families. The session would run in 12-week blocks to enable the mums to grow in confidence to take forward in the next stage of their motherhood.

Everybody Dancing

Rachel Freeman, Programme Development Manager gave a brief report regarding the project 'BREATHE', an inclusive yearlong project to help remove barriers that prevent local women experiencing anxiety, low self-esteem or mental health issues from engaging in physical activity.

Severn Arts

Debbie Birch was in attendance in place of Lee Farley of Severn Arts who was unable to attend, and she gave a small presentation outlining 3 new Arts Workshop Projects where community groups would be matched with professional artists and there would be a showcase of the final performances and artwork at a summer event.

Malvern Greenspace

Dibah Farooqui, Volunteer Fundraiser presented a report to the Committee. Funding is sought for a monthly craft club at the Sharing Hub on Saturdays and would cover advertisement flyers, sewing machine, craft items, refreshments and cleaning supplies.

Theatre of Small Convenience

Loz Samuels gave a report about the forthcoming Great Malvern's Festival of Stories for Children 2026 and detailed that the monies from the grant would be spent on festival lead, a puppet show, a fun inflatable installation, publicity and volunteer expenses.

In addition to the aforementioned groups, Sarah Rouse from Malvern Hills Wellbeing Hub attended the meeting and spoke briefly regarding their small grant application and passed on her thanks for the previous year's grant award which had benefitted

All of the public participants left the meeting at 7.22pm.

Cllr Karen Newbigging left the room at 7.22pm and returned at 7.24pm. The meeting was still quorate.

41. SMALL GRANTS SCHEME – 2ND ROUND 2025/26

Report PR01/25 was received and accepted.

The committee were asked to consider three small grant scheme applications from the following groups:

- 1) Cube Youth for £500

It was **AGREED** that Cube Youth be awarded £500.

- 2) Malvern Hills Wellbeing Hub for £500

It was **AGREED** that Malvern Hills Wellbeing Hub be awarded £500.

- 3) Friends of Malvern Library for £240

It was **AGREED** that Friends of Malvern Library be awarded £240.

42. LARGE GRANTS SCHEME – 2ND ROUND 2025/26

Report PR02/25 was received and accepted.

It was **AGREED** to discuss the eight applications in score order from lowest to highest.

- 1) Theatre of Small Convenience - £2,500

Following a discussion between Councillors, it was **AGREED** that Malvern Town Council give a part grant award of £937 towards the Puppet Show which is due to take place during Great Malvern's Festival of Stories for Children 2026.

- 2) Malvern Greenspace - £1,175

Following a discussion between Councillors, it was **AGREED** that Malvern Town Council give a part grant award of £350 for the purchase of a Sewing Machine to be used at their monthly Repair Café sessions.

Under Standing Order 3X, the Chair of Policy and Resources Committee, Councillor Iain Dawson, proposed that the meeting be extended until 8.30pm. A vote was taken and the extension agreed.

3) Worcestershire Mums Network CIC - £2,500

Following discussion, committee **AGREED** that a grant would not be awarded on this occasion as there were concerns relating to duplication of work covered by other groups and how widely the project would reach.

It was further **AGREED** that the Town Council would arrange a meeting to discuss the project with the applicant in the near future.

4) Severn Arts - £2,500

Following discussion, Committee **AGREED** a grant would not be awarded as with available Town Council funds being limited, it was felt that Severn Arts were in a stronger financial position than many applicants.

5) Everybody Dancing - £2,000

Following a discussion between Councillors, it was **AGREED** a grant would not be awarded as committee felt the benefits for Malvern Residents were not wide enough.

The Town Clerk left the room at 8.09pm and returned at 8.10pm.

6) Malvern Music Arts CIC - £2,500

It was **AGREED** that £2,500 be awarded to Malvern Music Arts CIC.

7) ARCOS - £2,470

Following discussion, committee **AGREED** to award £2,470 to ARCOS.

It was further **AGREED** for Cllrs Newbigging and Clements to contact the group and have a meeting to find out more how they are going to develop the project.

8) Time to Play - £2,500

Councillors discussed this application and it was **AGREED** to award £2,500 to Time to Play along with the condition that the group meet with Malvern Town Council to talk through their costings and discuss how the project will progress forward along with the potential of adding further craft resources in the box.

43. REVIEW OF EARMARKED RESERVES

Report PR03/25 was received and accepted.

It was **RECOMMENDED** to approve the details of Earmarked Reserves as summarised in the Policy and Resources report.

44. REVIEW OF INFORMATION TECHNOLOGY USERS' POLICY

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

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

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

46. **ONLINE BANKING PAYMENT SCHEDULES – APRIL TO DECEMBER 2025**

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

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

It was **AGREED** that the date of the next meeting would be Wednesday 6 May 2026 at 6pm.

The meeting finished at 8.30pm.

.....(Chair)

DRAFT

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

to be held on Wednesday 6 May 2026 at 6pm

in the Park View Meeting Room, Victoria Park Road, Malvern Link

**LARGE GRANTS SCHEME 25/26, ADDITIONAL ITEM OMITTED FROM 2ND ROUND –
MUSEUM OF FASHION MALVERN CIC**

1. Purpose of Report

- 1.1. For discussion and recommendation to Full Council as required.

2. Recommendation

- 2.1. Policy and Resources Committee are recommended to consider the grant application from The Museum of Fashion Malvern CIC and to make a recommendation to Full Council for any grant award.

3. Background

- 3.1. Policy and Resources Committee considered the second round of applications for the Large Grants Scheme at the meeting held on 25 March 2026.
- 3.2. A number of grants were awarded, using all except £323 of the budget for 2025/26.
- 3.3. Unfortunately, Officers have been made aware that an application from the Museum of Fashion Malvern CIC went into the 'junk email' of the grants administering officer and was therefore not submitted with the remainder of the grants.
- 3.4. The application form and marking sheet are therefore submitted for committee consideration at this meeting.
- 3.5. This application is for a variety of items to improve and expand on the events programme offered and includes the following main items.

• Projector and Projector Screen	£ 239.98
• 20 tie-on Cushions for Chairs	£ 399.80
• Wireless Microphone system	£ 99.99
• Accession Registers	£ 258.00
• Really Useful Boxes	£ 544.50
• Acid Free Buffered Tissue Paper	£ 160.19
• Other	<u>£ 580.37</u>
	<u>£2282.83</u>

The application has been given a score of 33 out of 45 points.

- 3.6. Members are reminded that large grants should provide significant benefit both to the organisation and to residents of Malvern Town. Part grants or conditions of funding can be considered if the committee feels these are appropriate.

4. Financial Implications

- 4.1. The Town Council set aside £18,000 in its 2025/26 budget for large grants. £17,676.28 of this has been spent, leaving £323.72.
- 4.2. Policy and Resources Committee has delegated to spend up to the budgeted amount, but any overspend would need to be agreed by Full Council.

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

Email
address:

[REDACTED]

3. About your application

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

We are requesting £2282.83.

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

This money will be spent on new equipment to improve and expand on the events programme we currently offer. Plus, to order new equipment to improve how we store, preserve and display our growing collection to help us continue working towards becoming an accredited museum.

Spreadsheet of complete list of products attached to email with product links.

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

The equipment we would like to buy will benefit the town by improving the quality of our current programming and allow us to expand it. The projector, projector screen & microphones will improve the talks & events we will have in the future. Talks will be a part of our future programming so this equipment would be a long-term investment for us.

During the quiz it was hard for the quiz master to be heard by everyone without a microphone.

We would like to provide the speakers with a proper screen to aid in their talks going forward as this has been requested in the past. We would also like to have the ability to start showing old films, fashion films and locally made films.

Having visuals and microphones will also improve the accessibility of these events and talks. To further improve the experience of those at our talks, workshops and events we have asked for cushions to fit on the chairs we have. It is essential that those who attend our events have a pleasant and comfortable time so they will return for the next one.

To properly advertise these events so we can reach the most people in Malvern possible we have also asked for silk paper, ink for posters and leaflets making. This will allow us to continue to advertise on local notice boards, shops and at the tourist information centre.

By improving our offering of paid talks and workshops, this will help us work towards becoming financially sustainable, enabling us to keep the museum free to enter and accessible to all.

Using the improved equipment to work towards becoming a self-sustainable museum also allows us to continue helping other community groups in Malvern. For example, we are currently working with the Coach House Theatre to help promote they're initiative in which they hire out costumes. Our ability to have a space open to the public is not only helpful to the public but also to other local community run groups as they do not have the space to put on a display like this. They have come to us for help as they are struggling with promotion of this great initiative. We plan to continue with mutually beneficial collaborations like this with other local groups.

In addition to the equipment to improve the events programme we will also be using the money to purchase equipment to improve our processes for accessioning new donations and coordinating loans for temporary displays. Using object entry forms, transfer of title forms and accession registers in line with official spectrum standards will support our long-term goal of becoming an accredited museum. Achieving this will allow us to be able to loan more objects from other heritage organisations, bringing culture usually only accessible in larger towns and cities to Malvern, whilst increasing credibility of the museum and helping put Malvern on the map as a destination. We would also use the money to order vital archival materials to both improve the way we care for the collection and allow us to keep accessioning new donations. Since we opened, the local community have donated 65 items to us, and we have offers of more. However, we have now reached a point where we may not be able to continue accepting donations as we are set to run out of storage boxes and materials. Local fashion, people and social history are a strong focus of our museum, and we want to be able to continue recording, preserving and telling these local stories. New archival materials for our collection of photographs and magazines would also provide the opportunity for volunteers and work experience students to gain skills in a project cataloguing and storing archives to spectrum standards.

How many residents of Malvern Town will benefit?

We monitor how many people visit our museum on a weekly basis just on visitors' alone and not including those who have attended the events, and we have already had well over 1,100 visitors in 4 months over the winter, if we project the same rate over the whole year we would have approx. 3,300 visitors, but with equipment expanding our programmes and being able to print more marketing materials we would expect to this to increase even more.

In addition, to our visitor numbers we also have those who attend our talks (capacity 25) and workshops (capacity 8 per session). A workshop for glass fusing has already sold out and the host has asked if she can do more dates due the amount of interest she has had and the Warwick House talk is only 3 tickets away from being sold out.

When fund raising to open the museum the Spacehive had 139 backers.

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:

Being awarded the grant to access vital archival materials would help us preserve the collection for years to come and be used by future generations as a form of education, research and enrichment. We have a library and fashion archive containing many historic photographs and magazines, at present we do not have archival storage materials for these, meaning they are not stored with full sensitivity to their condition. This is a valuable resource for students and academic researchers which needs to be conserved for long-term use, to enable us to do this we need clamshell archival storage boxes, acid free backing boards, archival magazine sleeves and a photography storage kit. This would also enable us to offer local people the opportunity to be part of a project to catalogue the archive and gain skills doing this to spectrum museum standards, open to volunteers and work experience students.

Another focus would be improving the storage of our collections, with preventative conservation being key. We would purchase self-indicating silica gel to manage microclimate relative humidity in display cases and storage by adsorbing moisture, protecting artifacts from corrosion, mould, and degradation. Alongside these, we would purchase more acid free tissue paper, which we are currently set to run out of very soon. This is important for padding and wrapping the historic garments, preventing yellowing. Lastly, we would order more archival storage boxes to enable us to continue accessioning objects from the local community, telling and preserving local stories for future generations.

As previously mentioned, we would also order object entry forms which would support Spectrum object entry procedure, capture signatures, and record details about all objects entering the care of the museum. Transfer of title forms would support the Spectrum acquisition and accessioning procedure, allowing us to capture signatures, and record details about the legal ownership of the object and its transfer to the museum. These forms would then be kept in the lever arch folders. Accession registers would create a secure and tamperproof record of objects accessioned into the museum's long-term collections, again supporting spectrum standards. To achieve the UK Museum Accreditation Scheme, museums must demonstrate they follow, or have a plan to meet, the primary procedures of the Spectrum collections management standard.

Further to the importance of accreditation, the additional equipment will also help the museum work towards becoming financially self-sustaining, improving our programme of workshops and events. We have already held workshops including T-shirt yarn & wreath making, a Christmas gift market, Valentines quiz and a vintage & craft market. On our current events programme coming up we have a glass fusing workshop (sold out), Ruth Lowe (boutique history) talk, Warwick house talk (almost sold out), visible mending workshop, knitting workshop and felting workshop. We believe having this programme of events available in the town centre would benefit those in Malvern who are not able to travel to other parts of town. It will also help the residents of Malvern develop important sustainable skills such as making their clothes last for longer and learn more about the fashion and social history of their town. We aim for our programming to help residents form a stronger sense of belonging and shared identity with their local community.

To keep people coming back to this event and enable us to start new ones we are requesting a projector and screen, Bluetooth speaker, microphones and tie-on chair

cushions. Along with materials to promote these events including silk finish paper & printer ink.

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

We have previously received the Tourism Grant from the district council for improvements to the building on the 10.07.2025 for £3,800.

In 2025 we also received match funding through the spacehive where the Malvern district council gave £28,060.

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

25th April equipment to be ordered and ready to be used as we head into the spring/summer programming.

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

To deliver and manage this project we have a project manager, curator, 8 volunteers (with enquires for more) and a board of directors. We have already created a list of all items and where they can be purchased from.

The project manager and the curator will be responsible for the ordering of the equipment with permission and oversight from the directors. All receipts will be kept and recorded. All those involved with the museum and will be made aware of what the equipment has been purchased for and will be trained in the use of the equipment. All equipment will be kept at the museum and only leave the museum if the museum is putting an event in another location.

The project manager and curator along with input from the directors will be responsible in creating the programming of events for the year. This will include booking workshops, talks, markets and collaborating with other local groups. For example, this week the curator is sending off a proposal for the project we are working on with the Coach House theatre/Malvern Theatre Players to help this with their project of hiring out their large

costume collection. This project will include displays of the costume collection inside the museum in collaboration with the museum's collection.

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

This equipment will be used to improve our current events programme. It will allow more access to our events by giving the speaker a microphone and a screen to put text, images or film. It will also encourage people to return to our events if they have comfortable time with the cushions and a positive experience with us. Further to this we will also be able to encourage more workshop hosts and speakers to want to work with us if we can offer them access to this type of equipment.

Having this equipment will mean we are ready to put on a wider range of events such as film nights. Having the ink & silk paper will also have long lasting positive impacts as we can use them to advertise all future upcoming events.

The success of our events programme is essential to the continued running of the museum as this is how we make a large portion of our funds to cover running costs. If these events are well advertised and we have people wanting to come back each time we can develop a great positive reputation, and it all help towards the museum becoming as self-sustaining as possible for years to come. Improving our process of accessioning and storing new objects entering the collection is vital to us achieving our long-term goal of becoming an accredited museum. This would have a long-lasting impact both for both our organisation and the wider town, improving our eligibility for funding for future projects and allowing us the potential to collaborate with other accredited institutions.

4. Financial information

Total cost of your project:

£2282.83

What funding has been secured to date and from where?

We have previously received 2 grants from the Malvern District Council with their Tourism grant of £3,800 (10.07.25) and then match funding on space hive for £28,060 in 2025.

We are also funded through our shop which we have taken £2,282.51(at the time of writing this (01.03.26) which all goes back into funding the museum. In addition to this our workshop hosts pay a booking fee of £50. Plus, additional money is made through ticket sales for workshops, talks and quizzes.






We have a Gofundme that through which we have raised £1,156 so far and will keep this open for donations.

Images of till attached to show taking at the time of completing this application.


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 will continue to raise funds for the continuation of the museum through our shop, events programme, Gofundme and other grants that become available.

	Now	Previous year
Annual income	£ Information attached in email	£ Information attached in email
Annual expenditure	£ Information attached in email	£ Information attached in email
Surplus/loss for the year	£ Information attached in email	£ Information attached in email
Savings/reserves	£ Information attached in email	£ Information attached in email
5. Bank details		
Does your organisation have its own bank account and manage its own funds?	Yes	[Control]
Sort code:	82-12-08	

Account number:	20152400
Account name:	Museum of Fashion Malvern CIC
6. Supporting information to be included	
A written constitution/set of rules that sets out the organisation's purpose and how it is managed.	 (Certificate of corporation)
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:	Jazmine Horsfall (curator) Molly Brittain (project manager)

Signature:	
Date:	01/03/26

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:	Museum of Fashion Malvern CIC
Amount Requested:	£2,282.83
Time of Grant Application:	March 2026

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 (ie 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			9	24	
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	

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

**to be held on Wednesday 6 May 2026 at 6pm
in the Park View Meeting Room, Victoria Park Road, Malvern Link**

SOCIAL MEDIA POLICY

1. Purpose of Report

- 1.1. For discussion and recommendation to Full Council.

2. Recommendation

- 2.1. Committee is asked to consider the draft Social Media Policy and to agree any amendments and additions as required for recommendation to Full Council.

3. Background

- 3.1. Malvern Town Council adopted its current Social Media Policy in May 2023. This is available on the Town Council's website.
- 3.2. Officers have noted that this policy needs updating and adding to and therefore the Council's Events and Communications Officer has drafted an updated Social Media Strategy, attached at Appendix A to this report.

4. Financial Implications

- 4.1. None pertaining to this report.

5. Legal Implications

- 5.1. The Council must have due regard to GDPR, Copyright, Equality and Accessibility in its Social Media activity.

End

Linda Blake
Town Clerk



Social Media Policy

1. Purpose & Objectives

The purpose of this Social Media Policy is to establish a clear framework for the effective, consistent and responsible use of social media by Malvern Town Council.

Social media is one of the key channels of communication that the community can use to contact the Town Council and that the Council can use to contact the community. Ensuring that these channels are streamlined and working together at their fullest is vital for Malvern Town Council to share key information with the community.

This policy aims to:

- Define the role of social media in supporting organisational objectives
- Ensure all social media activity aligns with council aims and objectives and communication strategies
- Promote transparency, accountability and community engagement
- Provide guidance to staff and elected members on the appropriate use and management of social media
- Guide staff and councillor behaviour when interacting with members of public on their personal social media with regard to council business
- Mitigate risks associated with digital communications

1.1 Objectives

Malvern Town Council have a set of social media objectives that they are working towards as part of this policy and strategy:

- Deliver high quality communications that recognise the different communities and what they need from Malvern Town Council
- Identify key communication opportunities that take advantage of spreading key messages to the wider community
- Develop a clear understanding and implement the tools and voices available
- Support council staff and elected members with the tools to act as advocates for Malvern Town Council while creating a better understanding of how these platforms work

- Use social media to support Malvern Town Councils digital journey (see appendix 1 for details regarding digital journeys) through all our digital platforms whilst providing a clear and consistent message.
- Increase the transparency and trust with the community in how information is shared whilst promoting services, events and initiatives in a timely update to encourage increased engagement.

1.2 Risks

What are the risks?

The following risks are identified with the use of social media:

- Damage to the Council's reputation
- Civil or criminal action relating to breaches of legislation
- Disclosure of confidential information/breach of safeguarding through use of images or personal data
- Virus or other malware (malicious software) infection/social engineering attacks (sometimes known as 'phishing')
- Potential effect on ICT network performance
- Bullying or witch-hunting
- Lost productivity as a result of personal use of social media during work time

2. Scope

This policy applies to all official social media accounts operated by Malvern Town Council as well as employees, contractors and elected members who contribute to or manage these accounts. It also provides guidance for staff and elected members using personal social media where their role within Malvern Town Council may be identifiable.

This policy covers content creation and publishing, account management, engagement with the public and the conduct of staff/elected members online.

3. Target Audience

Our social media content and channels are designed to reach local residents, businesses and employers, visitors and tourists, community and voluntary groups and partner organisations and stakeholders.

The Council aims to ensure that content is relevant to local and organisational need, is easily understandable and accessible to all that view it including those with disabilities.

4. Platforms and Channels

Malvern Town Council maintains a presence using the following channels and accounts:

- **Facebook Business Account (Malvern Town Council)**
- **Facebook Personal Account (Malvern T Council)**
- **X Account (@malvern_town)**
- **Instagram Account (@malverntowncouncil)**
- **YouTube Account (Malvern Town Council)**

Malvern Town Council use each of the platforms stated above for the following ideology:

- Facebook – Community updates, service information, event promotion & highlights, behind the scenes content
- Instagram – Visual storytelling, community highlights, events, community updates, behind the scenes content
- X – real-time updates, emergency communications, event highlights
- YouTube – video content, highlighting events, digital events, behind the scenes content

Each platform has a defined purpose and audience with content being tailored specifically to this ideology. Any new platforms will only be introduced following council process and approval.

The Communications Officer will be responsible for reviewing social media platforms yearly with inactive and low-performing channels being proposed to close with feedback given to the Town Clerk and Council.

5. Content Strategy

5.1 Content Pillars

Malvern Town Council adopts a 3-pillar approach to communicating on social media which directly links to each platform's algorithm (please see appendix 2 for explanation of algorithms):

- **Pillar 1 – Problem Awareness;** Names the frustration your audience already feels and provides them an answer
Example content: Educational content around which council does what, who do I call for X service, emergency closures and opening.
- **Pillar 2 – Solution Awareness;** Explains frameworks, case studies and how this works
Example Content: Grant case studies, community engagement awareness days, operations updates.
- **Pillar 3 – Offer Awareness;** Invites people into specific next steps
Example Content: promotion of events: tickets on website, competitions, event highlights.

5.2 Tone of voice

Malvern Town Council's tone of voice should be represented across all platforms and content via the organisational channels. All content should be:

- Clear and Jargon-free
- Professional yet approachable
- Respectful and inclusive
- Consistent with organisational values and objectives

Tone of voice also applies to staff and elected members in their recognisable roles at Malvern Town Council.

5.3 Accessibility

We are committed to accessible communication via our social media channels by:

- Using plain English
- Providing alt text for images
- Including captions/subtitles on videos
- Avoiding excessive use of emojis or complex formatting

6. Roles and Responsibilities

The Town Clerk is responsible for overseeing strategy, governance and performance markers.

The Town Clerk and Operations Manager are responsible for the approval of sensitive or high-risk communications.

The Events and Communications Officer is responsible for developing, producing and scheduling content to ensure that it meets brand and accessibility standards.

The Events and Communications Officer and Office Admin Officer are responsible for monitoring channels and responding to enquiries and comments as well as escalating issues where necessary.

7. Posting Guidelines

- **Frequency:** Content should be posted regularly to maintain engagement with audiences however this frequency will vary by platform.
- **Best Practices:** Ensuring that all information is accurate and up to date using high quality visuals to illustrate the message.
- **Being consistent:** this includes having a consistent tone of voice and visual branding, including events, council meetings and general information.
- **Tone of Voice:** Ensuring that all messages are kept concise and focused on the main message of the content and include clear calls to action where appropriate.
- **Tailoring content to new and existing audiences:** Prior to July 2024 the content for the social media was more based on having a presence without using the platforms effectively. From May 2026 each platform will have different tailor-made content to benefit the current audience while adapting further content to engage missed audiences. This is a process that will take place over time with results showing in due course.
- **Purpose and aim:** Each platform having a specific purpose and set of content this will then allow Malvern Town Council to reach a wider audience and tailor content.
- **Accessibility Compliance:** All posts must adhere to accessibility standard including descriptive alt text, readable font styles in graphics including colours and subtitled video content.

8. Community Management and Engagement

- **Response Times:** Aim to respond within 72hrs (Monday – Friday) with emergency responses being prioritised outside normal hours.
- **Engagement Principles:** Be polite, helpful and professional to all messages and comments, acknowledge feedback that is both positive and negative and provide clear and accurate information.

9. Moderation Policy

Malvern Town Council is committed to maintaining a safe, respectful and inclusive environment across all social media channels. We welcome open discussion and constructive feedback; however, we reserve the right to moderate content to protect staff, residents and the wider community.

9.1 Unacceptable Content

The organisation may remove, hide, or report content that includes

- Offensive, abusive or discriminatory language
- Hate speech or content targeting individuals or groups
- Harassment, intimidation, or personal attacks
- Promotion of misinformation that could cause harm or public confusion
- Spam, promotional, or irrelevant content
- Content that breaches confidentiality or GDPR
- Repeated posting of the same message also known as flooding

9.2 Blocking Policy

In certain circumstances, the organisation may block or restrict users from interacting with its social media channel. This action is taken to protect the safety, wellbeing and integrity of our online spaces

Reasons for blocking:

A user may be blocked where they:

- Repeatedly post abusive, offensive or discriminatory content
- Engage in harassment or target attacks towards staff, councillors or other users
- Persistently spread harmful misinformation after correction
- Share content that is unlawful or incites illegal activity
- Repeatedly ignore moderation warnings or guidelines
- Engage in spam, scams, or malicious activity

- Attempt to compromise the security or operation of our channel

9.3 Process for Blocking:

Where appropriate, the organisation will take a proportionate approach:

1. First Instance: Content may be removed and/or the user issued a warning
2. Repeated Behaviour: Temporary restriction or muting may be applied
3. Serious or Ongoing Breaches: The user may be permanently blocked

In cases involving serious threats, hate speech or illegal activity, immediate blocking may occur without prior warning.

9.4 Transparency & Accountability:

- Decisions to block users will be made by the Town Clerk or Deputy Town Clerk and communicated to the Mayor and Deputy Mayor
- A record of blocked users and the reasons for action will be maintained
- Users may contact the organisation through alternative channels if they believe they have been unfairly blocked

9.5 Appeals:

Users who have been blocked may request a review of the decision by contacting the Town Clerk via townclerk@malvern-tc.org.uk. Each request will be considered on a case-by-case basis.

9.6 Safeguarding Staff:

We have a duty of care to protect staff managing social media channels. Any behaviour that causes distress, alarm or harm to staff will be taken seriously and may result in immediate blocking and further action if required.

10. Crisis Communications

In the event of an emergency (e.g. severe weather, public safety incidents):

- Social media will be used to provide timely updates
- Information must be verified before publication
- Messaging must align with emergency services and partners
- Updates will be issued regularly to keep the public informed

10.1 Escalation Process

All crisis communications must be approved by the Town Clerk, Operations Manager and Events and Communications Officer and a central log of updates will be maintained for each incident.

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11. Legal & Compliance

All social media activity must comply with:

- UK GDPR and Data Protection Act
- Copyright and intellectual property laws
- Equality and accessibility legislation

11.1 Data Protection

- Personal data must not be shared publicly
- Sensitive enquiries should be handled privately

11.2 Copyright

- Only use images, videos, and content with appropriate permissions

12. Employee and Elected Members use of Social Media

Malvern Town Council have a variety of staff and volunteers who may use social media for personal use. It is important both staff and elected members should:

- Maintain professionalism online
- Avoid sharing confidential or sensitive information regarding the council and council business
- Make it clear when expressing personal opinions that this is their view as an individual and that this could not reasonably be seen as representing the Town Council.

Employees and elected members must not:

- Represent personal views as those of the organisation
- Engage in behaviour that could damage or defame the organisation's reputation

13. Security & Account Management

- Access to accounts is restricted to authorised personnel
- Strong passwords and two-factor authentication are required
- Accounts should be managed using secure systems and in line with the IT Users Policy

13.1 Incident Management

- Any suspected breach must be reported immediately
- Access should be revoked when staff leave or change roles

14. Monitoring and Analytics

Malvern Town Council is committed to monitoring and improving its social media channels to align with both industry trends and community needs. Monitoring will take place every 3 months and will be uploaded into a main bank of data looking into the following areas:

- Engagement rates (likes, comments, shares)
- Reach and impressions (how many accounts we have hit)
- Follower growth
- Visits to our social media channels

15. Review and Governance

This policy will be reviewed once per council term or as required and will be updated in line with legislation, algorithm or platform changes.

Responsibility for this policy sits with the Policy and Resources Committee.

Appendices

Appendix 1 - Digital journey

A digital journey is the series of interactions a customer/user has with a brand through their digital channels to achieve the desired outcome i.e making a sale, finding information, booking an event. This can be done through websites, social media or mobile app. The goal of a digital journey is to simplify the process for the user and improve their experience.

Malvern Town Council's audience can be broken down into 3 main categories in regard to a digital journey:

- **Information Gathers** – this user is using our digital platforms for a specific purpose to find information or gather a particular service. These users are direct and want to find information quickly.
- **Events Attendants** – these users are looking for local events in which they either want to support or attend. This group of users will be made up of small business owners, local communities and general public.
- **General Users** – these users might have found us indirectly from suggested content on social media or via google search they aren't looking for anything specific. They are just more seeing what we do and how we do it.

SEO (search engine optimisation) is becoming one of the biggest pushes that is changing social media and how organisations like Malvern Town Council make content. By making content and captions that are SEO friendly and in turn making content findable via a search engine changes how people could find content. Platform are wanting users to use strategic keywords that are search engine friendly (example – Local Government, Malvern Hills) making digital journeys even shorter and changing how users find and engage directly with content.

Appendix 2 – Algorithm

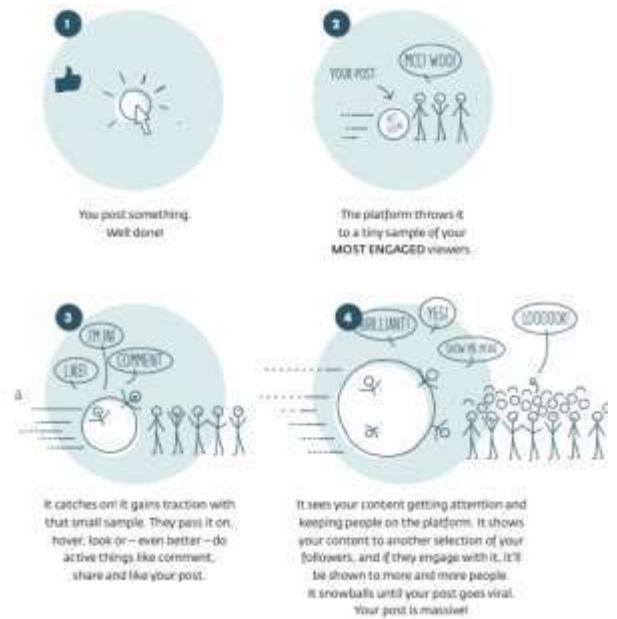
Social media algorithms exist to funnel certain kinds of content to specific audiences, encouraging people to spend more time on their platforms viewing the content that they want to see.

Algorithms help decide which pieces of content rank higher than others on specific platforms as it matches the content to its suggested audience. This ranking doesn't use follower counts as a matrix went deciding on how content is shared it based upon how users have previously engaged with an organisations content through likes, comments and shares and whether that user has engaged previously with similar types of content encouraging the algorithm to show them more of that style. There are many other factors that the algorithm will look at including dates, times, style of content and active users when deciding how and why to push out content.



Algorithms working in a not so good way

Algorithms working in a good way



Appendix 3 – Example Response Templates

“Thank you contacting Malvern Town Council – we’re looking into this and will update you shortly”

“Please send us a direct message with your details so we can assist further, thanks, Malvern Town Council”

Appendix 4 – Crisis Checklist

- Confirm facts – What is the situation, who is involved, confirm external partners
- Confirm severity – What level is this crisis?
- Seek approval – speak to Town Clerk and Operation Manager
- Publish initial update
- Monitor responses – positive/negative (look out for unacceptable content – refer to 9.1)
- Provide regular updates

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

to be held on Wednesday 6 May 2026 at 6pm

in the Park View Meeting Room, Victoria Park Road, Malvern Link

REVIEW OF INFORMATION TECHNOLOGY USERS' POLICY

1. Purpose of Report

1.1. For review and decision.

2. Recommendation

2.1. Policy and Resources Committee is recommended to consider, review and revise as necessary, the Town Council's Information Technology Users' Policy.

3. Background

3.1. The last review of the Town Council's IT Users' Policy was approved by Full Council in April 2023.

3.2. Although a review is not officially due until 2027, this has been brought forward due to a change in the Annual Governance and Accountability Return that will need to be submitted as part of the Council's External Audit requirements in June 2026.

3.3. Assertion 10 is a new requirement in the 2025/26 Annual Governance and Accountability Return (AGAR) for English Parish and Town councils, focusing on digital, data protection, and IT security compliance. It requires councils to demonstrate lawful personal data processing, website accessibility and proper IT policies.

3.1. The Town Clerk has compared the model IT Policy provided by Worcestershire CALC with the current MTC policy and made some small amendments to ensure that all sections are fully covered. The draft policy for consideration is attached at Appendix A to this report.

3.2. Members of Policy and Resources Committee are invited to make comments as necessary and recommendations for any updates or changes will go to Full Council for approval and adoption.

4. Financial Implications

4.1. None pertaining to this report.

5. Legal Implications

5.1. The following laws and code of practice will apply to this policy:

- Data Protection Acts 1998 & 2018
- GDPR
- Freedom of Information Act 2000
- Requirements from External Audit

End
Linda Blake
Town Clerk



MALVERN TOWN COUNCIL

INFORMATION TECHNOLOGY USERS' POLICY

Reviewed by:	Policy and Resources Committee -
Adopted:	Full Council –
Next review due:	

MALVERN TOWN COUNCIL

INFORMATION TECHNOLOGY USERS' POLICY

1. Introduction

Malvern Town Council henceforth known as "The Council" recognises the importance of effective and secure information technology (IT) and email usage in supporting its business, operations, and communications.

This policy outlines the guidelines and responsibilities for the appropriate use of IT resources and email by council members, employees, volunteers, and contractors

2. Scope

- 2.1. This policy applies to all individuals who use IT resources, including computers, networks, software, devices, data, and email accounts. The authority endeavours to provide digital devices but acknowledges that some small members may be using their own personal devices. Everyone must adhere to this policy to maintain digital security.

3. Acceptable Use of Council Provided IT resources and email

- 3.1. When using IT resources for the Council's purposes, you must adhere to ethical standards, and respect copyright and intellectual property rights.
- 3.2. To control the use of the Council's computer equipment the following will apply:
- i. Only authorised employees should have access to the Council's computer equipment.
 - ii. Employees and councillors are personally responsible for the protection of council data and information which they use and access as part of their roles.
- 3.3. All sensitive and confidential data should be stored and transmitted securely. You must regularly backup any important data to prevent data loss and follow your organisation's data retention policies.
- 3.4. Employees and councillors must be careful about which Wi-Fi networks they join. and make sure they are using a trusted internet connection, which is password protected when carrying out official business
- 3.5. Individuals must not:
- i. leave their user accounts logged in at an unattended and unlocked computer;
 - ii. perform any unauthorised changes to the IT systems or information;
 - iii. access, or attempt to access, data which they are not authorised to use or access;
 - iv. connect any unauthorised device to the council's network or IT systems;
 - v. store council data on any unauthorised equipment;
 - vi. give or transfer council data or software to any person or organisation outside of the Council without permission from the Town Clerk.

4. Use of Computer Equipment in the Offices

- 4.1. Employees are responsible for their own workstations and equipment which should be kept in good condition.
- 4.2. All computers must be password protected by a strong password, consisting of at least eight letters, and must include at least one upper case letter, a number and a special character. Passwords must be kept secure.
- 4.3. Employee-used computer equipment should remain on council premises unless permission is received from the Town Clerk for it to be used elsewhere.

5. Use of Computer Equipment for Home / Remote Working

- 5.1. Employees and councillors should ensure that they have authority from the Town Clerk before equipment is removed from the office.
- 5.2. Employees may use computer equipment when working from home as part of their agreed working arrangements or on a one-off basis as agreed with the Town Clerk. Remote working may also be required due to extreme weather, unsuitable conditions within the office or other significant factors and these will be considered and agreed with all staff on an individual basis.
- 5.3. Computer equipment must be securely stowed for transport purposes, should not be visible within the vehicle and must not be left unattended.
- 5.4. Computer equipment should only be retained outside of the office for the agreed period of home / remote working. The remote location will be the employee's home address unless otherwise agreed by the Town Clerk.
- 5.5. Employees working from home must be logged on to the Council's system at all times of their working hours.
- 5.6. This policy must be adhered to when working from home.

6. Internet access on council-owned equipment

- 6.1. The Council's employees are provided with internet access to assist with their job roles. The short and occasional use of the council's internet is permitted for personal use by employees if kept to reasonable limits which do not obstruct the productivity of the Council and if carried out during official break times.
- 6.2. The equipment services and technology that employees use as part of their job role are the property of Malvern Town Council. Therefore, the Council reserves the right to monitor how employees use the internet and email.

7. Use of council emails

- 7.1. Town Council email addresses are provided to employees and councillors for use in their respective roles.
- 7.2. Town Council emails should be restricted to council-related activities only. All data that is written, sent or received through the Council's computer systems is part of official records and therefore information contained in email messages should be accurate, appropriate, ethical and legal.
- 7.3. Employees and councillors must use their designated Town Council email address for all Town Council business. Private email addresses must not be used for Town Council business.
- 7.4. Employees and councillors must make sure that emails are professional and respectful in tone and must always check that confidential or sensitive information is being sent to the correct recipients.
- 7.5. Be cautious when downloading attachments and opening links to avoid phishing and malware. Before opening any attachments or clicking on links, verify the source by looking at the email it has come from carefully. Do not download and open anything if you are unsure who has sent it.
- 7.6. The Council reserves the right to check email communications to ensure compliance with this policy and relevant laws. Monitoring will be conducted in accordance with the Data Protection Act and GDPR. Officers may need to access emails so that they respond to FOI or subject-access requests.
- 7.7. The following are not deemed acceptable:
- i. distributing, disseminating or storing images, text or materials that are illegal or might be considered discriminatory, offensive, obscene, threatening, harassing, intimidating or disruptive to any employee or other person;
 - ii. forwarding council confidential messages or information to external locations;
 - iii. broadcasting unsolicited personal views on social, political, religious or other non-council related matters.
- 7.8. Employees and councillors should regularly review and delete emails when they are no longer required. Emails should not be kept longer than they are required in line with the Council's Data Retention Policy. All employees and councillors should be alert to the characteristics of spam and phishing emails and should not reply to those emails.
- 7.9. Emails sent must have an appropriate disclaimer relating to the use of the information within the email.

- 7.10. Email messages should only be sent to those for whom they are relevant and must not be used as a substitute for face-to-face communication, or for the exchange of gossip.
- 7.11. All devices used to access the Council's emails should be password-protected and care should be taken so that they are not left unattended or could be read by unauthorised individuals.
- 7.12. Employees may only use non-council owned equipment to access council emails with the express permission of the Town Clerk.

8. Use of internet on Council-Owned Equipment

- 8.1. Employees should not access personal email mailboxes from council-owned equipment.
- 8.2. The following are deemed unacceptable:
 - i. visiting illegal or fraudulent sites;
 - ii. using the internet to send offensive or harassing material to other users;
 - iii. revealing confidential information about the Council in a personal online posting, upload or transmission;
 - iv. publishing defamatory and/or knowingly false information about any aspect of the Council in any format.

9. Social media

- 9.1. Social media posts should be professional and respectful in tone and should only be used in accordance with Malvern Town Council's Social Media Policy.

10. General

- 10.1. Whilst using the council's IT equipment and software, the following is not permitted:
 - i. sending or posting discriminatory, harassing or threatening messages, images or other content;
 - ii. using the organisation's time and resources for personal gain;
 - iii. violating copyright law;
 - iv. failure to observe licensing agreements;
 - v. sending or posting messages or material that could damage the organisation's image or reputation;
 - vi. sending or posting messages that defame or slander other individuals.
- 10.2. Violation of the law or any aspect of Malvern Town Council policy will result in disciplinary action.

11. Support and security

- 11.1. Employees should not interfere with the everyday running of the council's information technology systems, unless asked to do so.

- 11.2. Employees should ensure that all updates are installed regularly and no later than 48 hours after the advisory notice is seen.
- 11.3. Employees or councillors experiencing any problems with Town Council hardware, software or emails should contact the PA to the Town Clerk or in their absence the Operations and Office Co-ordinator, who will refer the issue to the Council's IT support contractors.
- 11.4. All suspected security breaches, including email breaches or incidents should be reported immediately to The Town Clerk.

12. Training and Awareness

- 12.1. The Council will source regular training and resources to educate users about IT security best practices, privacy concerns, and technology updates. You should engage in regular training on email security and best practices.

13. Compliance and Consequences

- 13.1. Breach of this IT and Email Policy may result in the suspension of IT privileges.



MALVERN TOWN COUNCIL

VEXATIOUS BEHAVIOUR AND COMPLAINTS POLICY

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.

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

to be held on Wednesday 6 May 2026 at 6pm

in the Park View Meeting Room, Victoria Park Road, Malvern Link

COUNCILLOR INDUCTION/TRAINING POLICY

1. Purpose of Report

- 1.1. For discussion and recommendation to Full Council.

2. Recommendation

- 2.1. Committee are asked to consider the introduction of a Councillor induction/training policy and to make any recommendations to Full Council as necessary.

3. Background

- 3.1. Historically the Town Council through the Town Clerk have carried out an informal induction for all new Councillors. The aim being to have an informal chat to explain the role of being a Town Councillor along with the processes and procedures in place at the Town Council.
- 3.2. All Councillor Training is currently provided through Worcestershire CALC with available courses being advertised on the weekly memo.
- 3.3. The Town Council may wish to consider introducing a more formal procedure for induction and/or Councillor training for new Councillors, and following a conversation between the Town Clerk and Chair of Policy and Resources, it was agreed that this matter would be considered at a meeting of this Committee.
- 3.4. Officers contacted Worcestershire CALC to ask if they hold a template induction policy. This is not something currently held by either CALC or NALC, but there are plans to have something in place before full Town Council elections in May 2027.
- 3.5. The Chief Executive Officer of Worcestershire CALC has suggested that Council could use a policy in place at Wiltshire Association of Local Councils which is a fairly comprehensive document. Two further and more succinct policies have been identified from Bingley Town Council and Cinderford Town Council.

All three documents are attached to this report.

- 3.6. Committee members are asked to review the sample policies alongside any specific needs or requirements for Malvern Town Council and to decide if a policy is required and what format it should take.

4. Financial Implications

- 4.1. The budget for Councillor Training is currently £500 per annum, and consideration may need to be given to increasing this for future years, particularly following Full Council elections.

5. Legal Implications

- 5.1. All new Councillors must sign a Declaration of Acceptance of Office and cannot act as a Councillor until they do so. By signing this document all Councillors undertake to observe the Code of Conduct adopted by the Council and should make themselves aware of this policy.

- 5.2. All Councillors are also required to complete a Register of Interests form which should be completed within 28 days.

End
Linda Blake
Town Clerk



New Councillor Induction Guide - Wiltshire Association of Local Councils

Wiltshire Association of Local Councils (WALC)

01380 732808

walcenquiries@communityfirst.org.uk

www.wiltshire-alc.org.uk



Welcome to your role as a Councillor!

The Wiltshire Association of Local Councils (WALC) is pleased to welcome you as a new councillor serving your community in Wiltshire.

This guide aims to provide you with essential information to help you understand your duties, role, and the council's procedures. WALC is here to support and advise town and parish councils across Wiltshire and Swindon.

This guide is structured to help you get started in your new role.

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Section A: Getting Started

1. Introduction

Congratulations on your election or co-option to serve as a member of your local council! You have taken up a civic office that can make a real difference to the community you represent. This guide will help you understand:

- Your obligations as a councillor.
- Your role as an elected member.
- The council's rules and procedures for the conduct of its business.

This guide also contains details of the Council's policies, Standing Orders, Financial Regulations, and other documents that offer helpful guidance. WALC provides further support and training to assist you in your role. Engaging in learning and development will be essential.

The Wiltshire Association of Local Councils

WALC is a membership organisation that represents town and parish councils across Wiltshire and Swindon. Its primary role is to support and advise these councils as they serve their communities. WALC provides information and guidance to both council officers (clerks) and councillors. A key part of its function is to offer training provision, which is particularly important for new councillors after elections. WALC also facilitates networking opportunities and engages with other organisations to support the work of local councils.

www.wiltshire-alc.org.uk

Telephone: 01380 732808

Email: WALCenquiries@communityfirst.org.uk

The National Association of Local Councils

NALC is the only recognised national membership organisation for community, neighbourhood, parish, and town councils. Working in partnership with county associations like WALC, NALC's role involves keeping them up-to-date with legislation, policy, and guidance, and feeding information from member councils up to a national level.

NALC supports councils and their officers by providing information, advice, and guidance, offering a range of training opportunities, and producing essential resources such as model standing orders, financial regulations, codes of conduct, and various guides on council activities and governance.

Congratulations on your election or co-option to serve as a member of your local council! You have taken up a civic office that can make a real difference to the community you represent.

NALC also advocates for the sector and is involved in initiatives to promote sector-led improvement and uphold standards.

If your Council is a member of WALC you can have access to the NALC website. Information on how to sign up to the NALC website can be found here: <https://www.wiltshire-alc.org.uk/news/2024/10/register-for-the-new-nalc-website>

2. Declarations of Acceptance of Office

On accepting the office as councillor, you will be asked to complete a **Declaration of Acceptance of Office**. You cannot act as a Councillor until you have signed this declaration. This must be signed at or before the first council meeting following your election or co-option, in the presence of another councillor or the Clerk. If you cannot attend the first meeting of the council, you should contact the clerk to give your apologies. The council may resolve for the Declaration of Acceptance of Office to be done at a later date. By signing, you undertake to observe the **Code of Conduct** adopted by the Council, so it is essential you have read it.

3. Registering Financial and Other Interests

As a councillor, you are required to declare any **disclosable pecuniary interests**. You will need to complete a Register of Interests form. DPIs are legally defined interests and are categories set out in regulations made under the Localism Act 2011.

DPIs need to be registered and disclosed so that the public, council officers, and fellow councillors know which of your interests might give rise to a conflict of interest. This helps ensure decision-making is seen as open and honest, maintaining public confidence. It is about putting the public interest first and not improperly using knowledge or position for personal gain or to further private interests. In Wiltshire, councillors can register their interests on the Wiltshire Council website. This ensures transparency and helps to maintain public trust.

4. Code of Conduct

All councils are required to have a local Councillor Code of Conduct. Your council has adopted a Code of Conduct, which you should read carefully. This Code is typically based on the [Local Government Association's \(LGA\) Model Councillor Code of Conduct](#). The Code is designed to:

All councils are required to have a local Councillor Code of Conduct. Your council has adopted a Code of Conduct, which you should read carefully.

-
- Protect our democratic role.
 - Encourage good conduct.
 - Safeguard the public's trust in local government.
 - Assist you in modelling the behaviour expected of you.
 - Provide a personal check and balance.
 - Set out the type of conduct that could lead to action being taken against you.
 - Protect you, the public, fellow councillors, local authority officers, and the reputation of local government.

WALC encourages positive conduct and positive democracy. Please consider signing the [Positive Conduct equals Positive Democracy Charter on the Wiltshire Council website](#). Remember that councillors are held to a higher standard in public life. The National Association of Local Councils (NALC) and county associations like WALC can offer advice and support on the application of the Code. Code of Conduct training is often expected within six months of your election.

5. Freedom of Information

The Freedom of Information Act 2000 gives the public a right to request access to information held by public authorities, including local councils. As a councillor, information you hold relating to council business (including notes, emails on your council email address, etc.) may also be subject to requests. You should seek advice from the Clerk if you have any concerns or are approached for information. Your council should have a publication scheme outlining what information it makes routinely available.

Further information on Freedom of Information is available on the [NALC website](#).

6. Training

WALC strongly recommends that all new councillors undertake induction training and ongoing development. Training is crucial to help you understand your role, responsibilities, and the legal framework within which the council operates. WALC provides a full range of training provision for new councillors after the May elections. This may cover topics such as:

- Code of Conduct.
- Financial management/responsibilities.
- Planning.
- Chairing skills.

WALC encourages positive conduct and positive democracy. Please consider signing the Positive Conduct equals Positive Democracy Charter on the Wiltshire Council website

A full list of training courses can be found on the [WALC website](#).

WALC also offers a variety of e-learning courses that can be useful to Councillors and Clerks. These courses can be accessed at any time and completed at your convenience.

The two courses WALC recommend as an induction for New Councillors are:

[An Introduction to Local Councils](#)

[Standards in Public Life](#)

Contact WALC or your Council Clerk to find out about available training events, conferences, and seminars. NALC and the [Society of Local Council Clerks \(SLCC\)](#) also offer valuable resources and training. Your council should have an adequate training budget for officers and councillors.

Contact WALC or your Council Clerk to find out about available training events, conferences, and seminars

Section B: Meetings and Committee Meetings

1. Attending your first meeting

You will be formally notified ('summoned') to attend council meetings, and you will receive an **agenda** and supporting material beforehand, usually giving you at least three clear days' notice. The agenda will detail the items to be discussed and the level of discussion required. It is crucial to read these papers before the meeting to familiarise yourself with the issues. If you have any queries, contact the Clerk. Sometimes, you may receive reports marked "CONFIDENTIAL," which should not be shared with anyone who is not a member of the council (or relevant committee).

2. The Annual Town Meeting

The Annual Town Meeting is a distinct meeting from the Annual Meeting of the Town Council. It is a meeting of the local government electors for the parish or town. It is open to all electors in the parish or town. Each local government elector present can give one vote on any question.

It is primarily a community engagement event. Electors can contribute to the agenda. These meetings often celebrate local activities and debate current issues in the community. It can include discussions of ideas for future action, public comment and questions on council performance, or a celebration of

Sometimes, you may receive reports marked "CONFIDENTIAL," which should not be shared with anyone who is not a member of the council (or relevant committee).

community organisations. Councillors are not obliged to attend, but it can be useful for them to be present.

Details about the specific procedures of the Annual Town Meeting are usually outlined in your council's Standing Orders. Please consult these documents and your Clerk for further information.

3. The Annual Council Meeting

The Annual Council Meeting is typically held in May and is where key decisions are made for the upcoming year, such as electing the Chair and Vice-Chair, and determining the committee structure.

4. More about meetings

- **Public Participation:** Your council has a system for public participation, where residents can raise issues, speak to agenda items, and question council decisions.
- **Committees:** The council may establish committees to focus on specific areas of its work (e.g., open spaces, finance, planning). Each committee will have Terms of Reference outlining its responsibilities and decision-making powers. You will usually receive papers for all committee meetings and may be able to attend and observe, even if you are not a member of that committee (subject to Standing Orders). However, you can only participate and vote on committees to which you have been appointed.
- **Voting:** Decisions at meetings are typically made by a vote of the councillors present and eligible to vote (details are in Standing Orders).

Your council has a system for public participation, where residents can raise issues, speak to agenda items, and question council decisions.

Section C: The Respective Roles of Members and the Clerk

1. Introduction

It is essential to understand the distinct yet equally important roles of councillors and the Clerk. A good working relationship based on mutual respect is vital for the effective functioning of the council.

2. The Role of Members

As a councillor, you are part of the democratic framework, representing the interests of your community. Your key responsibilities include:

- **Serving the Community:** Understanding and representing the needs of all parts of the community.
- **Collective Decision-Making:** Acting collectively as one corporate body in your dealings.
- **Policy Development:** Contributing to the development and implementation of council policies.
- **Scrutiny:** Monitoring the council's performance and ensuring value for money.
- **Upholding the Law:** Acting in accordance with the trust the public places in you and upholding the law.
- **Stewardship:** Ensuring the council's resources are used prudently and lawfully.
- **Leadership:** Promoting and supporting high standards of conduct.

3. The Role of the Clerk

The Clerk (also known as the Proper Officer) is the **chief administrative officer** of the council and plays a crucial role in its effective operation. The Clerk's responsibilities include:

- **Legal Advisor:** Advising the council on legal matters and ensuring lawful procedures are followed.
- **Financial Administrator:** Administering the council's finances, often acting as the Responsible Financial Officer (RFO).
- **Meeting Management:** Preparing agendas, minutes, and other meeting documentation.
- **Information Management:** Gathering information to help the council make informed decisions.
- **Communication:** Acting as a key point of contact for the council.
- **Implementation:** Implementing the council's decisions.
- **Staff Management:** Managing any other council employees.

The Clerk is employed by the whole council and is only answerable to the whole council, not to individual members.

They provide a consistent presence and have a unique and highly professional role.

The Clerk (also known as the Proper Officer) is the chief administrative officer of the council and plays a crucial role in its effective operation.

4. How These Roles Work in Practice

Councillors and the Clerk should work together with [civility and respect](#). Councillors set the strategic direction and make decisions, while the Clerk provides professional advice and ensures the smooth administration of the council's business. A **Councillor-Officer Protocol**, available from [NALC](#), can help establish clear guidelines for communication and working relationships.

5. Statutory Powers and Duties

Local councils have a range of **statutory powers and duties** conferred upon them by various Acts of Parliament. These powers allow councils to deliver services and projects for the benefit of their communities. WALC have published a summary of these powers and duties on their [website](#). The **General Power of Competence (GPC)**, if adopted by your council, gives it the power to do anything that individuals generally may do, subject to certain limitations. Eligibility for GPC depends on having a qualified clerk and a certain proportion of elected members. Further information on the GPC is available on the SLCC [website](#).

Understanding and respecting the different roles of councillors and the Clerk is crucial for effective local governance.

6. Summary

Understanding and respecting the different roles of councillors and the Clerk is crucial for effective local governance. Councillors provide democratic representation and strategic direction, while the Clerk provides professional expertise and manages the council's administration. Working together collaboratively and with mutual respect will enable your council to best serve your community.

Section D: Code of Conduct and Declarations of Interest

1. Introduction

As highlighted in Section A, the **Code of Conduct** is a fundamental document that governs your behaviour as a councillor. Adhering to the Code is essential for maintaining public trust and ensuring the integrity of the council.

2. Declarations of Personal and

Prejudicial Interests at Meetings

The Code of Conduct will outline the requirements for declaring **personal and prejudicial interests** in matters being discussed at council meetings. You must declare any interests that could reasonably be perceived as affecting your impartiality on a particular issue. If you have a prejudicial interest, you will likely be required to withdraw from the meeting during the discussion and vote on that item.

Key aspects and details about Disclosable Pecuniary Interests include:

- **What it covers:** A DPI includes interests of the councillor themselves and, if the councillor is aware of it, interests of their **partner** (“partner” meaning a spouse, civil partner, or a person living as husband or wife or as if they were civil partners).
- **Categories:** The specific categories of DPIs are defined by the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 and typically include:
 - Employment, office, trade, profession, or vocation carried on for profit or gain.
 - Sponsorship (payments for expenses or election expenses, including from a trade union) received in the previous 12 months.
 - Contracts (any contract made between the councillor/partner or their business and the council, where goods/services/works are to be provided to the council).
 - Land (any beneficial interest in land which is within the area of the council).
 - Licences (any licence to occupy land in the council’s area for a month or longer).
 - Corporate tenancies (any tenancy where the council is the landlord and the tenant is a body in which the councillor/partner has a specific interest like being a director or having a beneficial interest in securities).
 - Securities (beneficial interest in securities of a body with a place of business or land in the council’s area, exceeding certain value thresholds).
- **Registration Requirement:** Councillors must register their DPIs with the monitoring officer of the principal authority (e.g., the district or county council). This must be done within **28 days** of becoming a member or re-elected/re-appointed (for new or unlisted interests).
- **Disclosure at Meetings:** If a matter comes up at a meeting that **directly**

You must declare any interests that could reasonably be perceived as affecting your impartiality on a particular issue.

relates to one of your DPIs, you must disclose the interest. If the interest is not registered, you must also notify the monitoring officer within 28 days of the meeting.

- **Non-Participation:** When you have a DPI in a matter being considered at a meeting, you **must not participate** in any discussion or vote on that matter. Often, you must withdraw from the room while the matter is discussed.
- **Dispensations:** In certain limited circumstances, a council can grant a dispensation, which would allow a councillor with a DPI to participate and vote on a matter. A request for dispensation must be in writing and considered according to the council's policy.
- **Sensitive Interests:** If disclosing the details of a DPI could lead to violence or intimidation for the councillor or a connected person, it can be treated as a "sensitive interest". While the interest must still be registered with the monitoring officer, the details are withheld from the public register. At a meeting, you would only disclose that you have a DPI, not the nature of it.

Generally, you should avoid accepting any gifts or hospitality that could be seen as influencing your decisions as a councillor.

3. Gifts and Hospitality

The Code of Conduct will also typically include guidance on the acceptance of **gifts and hospitality**. Generally, you should avoid accepting any gifts or hospitality that could be seen as influencing your decisions as a councillor. Transparency is key, and you may be required to declare certain gifts or hospitality received.

Section E: Guidance Notes

1. The General Principles of Public Life (Nolan Principles)

All councillors should be aware of and adhere to the **Nolan Principles** of public life:

- **Selflessness:** Holders of public office should act solely in terms of the public interest.
- **Integrity:** Holders of public office must avoid placing themselves under any obligation to outside individuals or organisations that might seek improperly to influence them in the performance of their official duties.
- **Objectivity:** In carrying out public business, including making public

appointments, awarding contracts, and recommending individuals for rewards and benefits, holders of public office should make choices on merit.

- **Accountability:** Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.
- **Openness:** Holders of public office should be as open as possible about all the decisions and actions that they take. They should give reasons for their decisions and restrict information only when the wider public interest clearly demands it.
- **Honesty:** Holders of public office have a duty to declare any private interests relating to their public duties and to take steps to resolve any conflicts arising in a way that protects the public interest.
- **Leadership:** Holders of public office should promote and support these principles by leadership and example.

Holders of public office are accountable for their decisions and actions to the public and must submit themselves to whatever scrutiny is appropriate to their office.

These principles underpin the Code of Conduct and should guide your actions as a councillor.

Section F: Policies and Guidance

1. Standard Documentation

Your Clerk should be able to provide you with copies of the following information, on request:

- **Standing Orders**
- **Financial Regulations**
- **Complaints Procedure**
- **Code of Conduct**
- **Other Information**
 - Copies of past minutes with associated reports.
 - Budget and accounts for the current and previous years.
 - A schedule of meetings for the coming year.

2. Useful Contacts

Wiltshire Association of Local Councils (WALC)

Tel: 01380 732808

Email: WALCenquiries@communityfirst.org.uk

Website: wiltshire-alc.org.uk

Wiltshire Council

Website: wiltshire.gov.uk

National Association of Local Councils (NALC)

Tel: 020 7637 1865

Email: nalc@nalc.gov.uk

Website: nalc.gov.uk

Society of Local Council Clerks (SLCC)

Website: slcc.co.uk

3. NALC/SLCC Guides

- [The Good Councillor's Guide](#)
- [The Good Councillor's Guide to Finance and Transparency](#)
- [The Good Councillor's Guide to Employment](#)
- [JPAG Governance and Accountability – Practitioners' Guide](#)

Please retain this guide as a first point of reference during your term of office. WALC is here to support you in your important role serving the communities of Wiltshire. Do not hesitate to contact us with any questions or for further assistance.

WALC is here to support you in your important role serving the communities of Wiltshire.



New Councillor Induction Guide - Wiltshire Association of Local Councils

- www.wiltshire-alc.org.uk
- WALCenquiries@communityfirst.org.uk
- 01380 732 808

Connect with us on LinkedIn:

<https://uk.linkedin.com/company/the-wiltshire-association-of-local-councils>

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Unit C2, Beacon Business Centre,
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SN10 2EY





Cinderford Town Council Councillor Induction Procedure 2023-2026

Councillor Induction Programme

The purpose of the induction programme is to help ensure that new councillors:

- understand the Town Council's duties and responsibilities
- understand the Town Council's policies and procedures
- understand the operating requirements of the Town Council
- have the skills and knowledge to undertake their role as a councillor

The management of the induction programme is the responsibility of the Town Clerk, under the direction of the Chair/Council.

In the first 12 month of serving on the council:

1. A new councillor will need to sign various documents before they take up the position of a town councillor. Councillors need to agree that they will follow the standard code of conduct which includes a need to declare matters of interest and prejudicial interest before all meetings. A Councillor will also need to contribute to a public register of specific interests in town (e.g. property owned, businesses run). These are designed to encourage councillors to behave with respect and honesty to the council and the populace in all their dealings.

2. A new councillor will meet with the clerk to go through their induction pack, which includes

- Council Standing Orders and Financial Regulations
- Details of Working Committees/Overview of Council Responsibilities
- Council Contact Details Sheet (Confidential)
- Annual Meeting Time Table
- Details of Annual Events
- Overview of policies adopted by the Council
- The Good Councillors Guide
- To establish routes of communications and ensure any special needs are catered for
- Code of conduct

3. A serving councillor will be allocated/chosen to act as buddy to offer ongoing support for the first year.

4. Arrangements will be made for a Town Council Email address.
5. The new councillor will be asked to identify areas of interest and will be allocated a council working committee. Committee membership will also be reviewed annually. The chair of that committee will act as a mentor and will explain the workings of the particular committee.
6. The new councillor can request a follow up meeting with the clerk if they have any further questions about the role and responsibilities.
7. Councillors will be offered ongoing access to training courses provided by Gloucestershire Association of Parish and Town Councils. See <https://www.gaptc.org.uk/> for training opportunities and events.

Policy Title:	Staff Induction Policy		Last Updated By:
Version, Date & Change History:	Version 1.0	13.07.2021	
	Version 2.0	October 2023	
	Version 3.0		
	Version 4.0		
	Version 5.0		
Author:	Locum Clerk EB		

Considered 14th November 2023
To review in November 2026

Cinderford Town Council

Induction Procedure

Appendix 1

Induction Checklist

Councillor Name:

Area to be covered	To be covered by	Date	Trainee Signature	Trainer Signature
<ul style="list-style-type: none"> • Tour of the office: • Council Chamber • Fire Exits Fire Procedures • Location of Extinguishers Photocopier Recycling • WC • Kitchen • 				
<p>Property update:</p> <ul style="list-style-type: none"> ➢ Rheola House ➢ Miners field • Double View Area • Mount Pleasant • Skate Park • Other open spaces • HSBC site • Town Centre • Methodist Church 				
<p>Meet CTC staff</p>				
<p>GAPTC training Agree training needs</p>				
<p>IT & Data Protection:</p> <ul style="list-style-type: none"> ➢ User ID/log on to software ➢ Rules regarding password use ➢ E-mails ➢ Internet ➢ Website <p>Issues Ipad</p>				
<p>Health & Safety Matters</p> <ul style="list-style-type: none"> ➢ General Health & Safety • Policies on www 				

**Cinderford Town Council
Induction Procedure
Appendix 2
Personal Details Form**

To help us meet the requirements of the Data Protection Act in maintaining accuracy, please ensure that changes that affect the following details are notified promptly to your line manager.

FOR COMPLETION BY ALL NEW EMPLOYEES

Personal Details

Full Name:		
Address:		
Postcode:		
Date of Birth:		
Telephone Number:		
Mobile Telephone Number:		
E-mail address:		
NI Number:		

Emergency Contact:

Full Name:		
Relationship to you:		
Address:		
Telephone Numbers:		
Mobile Telephone Number:		
Evening Telephone Number:		
Daytime Telephone Number:		

Bank Details

You will be paid by cheque pending the move to internet banking. By Autumn 2021 you will be paid directly into your Bank or Building Society via BACS. Please give your account details below:

Name of Bank:		
Bank address:		
Sort Code:		
Account number:		
Account holder name:		

Cinderford Town Council's payroll provider holds a confidential computerised record containing details such as your name, address, date of birth, post number, job title. Cinderford Town Council holds the above information and your application form, job description, appointment letters, contract of employment and sickness absence forms.

Confidentiality: Data of a personal nature is treated as confidential and will not be disclosed externally without an individual's permission except in the case of mortgage reference requests or requests from organisations such as the Department for Work and Pensions where there is a requirement in law to do so.

Access to Records: It is the policy of this Authority to allow reasonable access by an employee to their own records. If you wish to view items on your file please contact your line manager. Items obtained in confidence (usually your references) will be removed but access is allowed to all other items.

BINGLEY TOWN COUNCIL



The Hub, Myrtle Place, Bingley, BD16 2LF

Councillor Induction and Access Policy

Date of review: 30th September 2025

Next review date: September 2028

Introduction

Bingley Town Council recognises that councillors bring a range of strengths and life experiences to their new role and wishes to ensure that they are quickly helped to feel part of the existing group so that their talents can be harnessed for the benefit of the individual, the Council and the residents that it serves.

This policy provides an induction procedure that outlines how the Council should welcome new councillors and ensure that they are prepared for their role and are able to make an effective contribution to the Council's work.

The induction may involve providing information about how the Council operates in practice, seeking information about what a councillor may need to enable them to serve effectively and explaining what they should expect from their fellow councillors and Council staff.

To assist this policy, the Council will run seminars in the period leading up to the ordinary four-yearly elections that explain to prospective candidates the realities of life as a councillor.

Induction

As soon as is practicable after election, the Town Clerk/Deputy Clerk should contact new councillors in order to deal with the necessary formalities. Where more than one councillor has been elected at a similar time, it is preferable to arrange for a group induction course, for example with Yorkshire Local Councils Associations (YLCA).

Formalities include:

- Declaration of Acceptance of Office – this must be signed before a person can act as a councillor.
- Register of Interests – Bradford Council must be notified of any Disclosable Pecuniary Interests and other disclosable interests.

If the councillor does not already have one, they will be provided with a copy of 'The Good Councillor's Guide' published by the National Association of Local Councils (NALC) (or an online link).

Other documentation

Councillors will be expected to familiarise themselves with essential policies and procedures (available on the website) including:

- The Council's Code of Conduct¹ (the purpose of the Code of Conduct is to assist councillors in modelling the behaviour that is expected of the office, to provide a personal check and balance, and to set out the type of conduct that could lead to action being taken against you. It is also to protect councillors, the public, fellow councillors, local authority officers and the reputation of local government. It sets out general principles of conduct expected of all councillors and councillors' specific obligations in relation to standards of conduct. The fundamental aim of the Code is to create and maintain public confidence in the role of councillor and local government).
- The Nolan Principles² (Seven Principles of Public Life, namely: Selflessness, Integrity, Objectivity, Accountability, Openness, Honesty and Leadership; these apply to anyone who works as a public office-holder, including all those who are elected or appointed to public office, nationally and locally, and all people appointed to work in the Civil Service, local government, the police, courts and probation services, non-departmental public bodies (NDPBs), and in the health, education, social and care services).
- Standing Orders.
- Financial Regulations.
- Equality Policy.
- Budget for the current year.
- List of all councillors and contact details.
- Committee structure and membership.
- Schedule of meetings.

The Town Clerk/Deputy Clerk will also ensure that certain practicalities are completed, including:

- Setting up of email address.
- Identification badge – to be worn when on official Council business.
- Photograph and contact details for the Council website.

It will be important for new councillors to familiarise themselves with the difference between the **duties** of a Council and the **powers** available to a Council. There is a useful summary in the Good Councillor's Guide.

¹ Bingley Town Council's adopted Code of Conduct can be found [here](#).

² More information on the Nolan Principles can be found [here](#).

The Council is a corporate body and decisions are taken collectively in properly constituted meetings or by the officers of the Council. The role of an individual councillor is to attend Council meetings, represent constituents and undertake any additional responsibilities the Council has agreed by resolution. Councillors should take care not to issue any order, instruction or direction or make any inspection of land or premises, unless authorised by the Council. The Town Clerk will endeavour to advise in which situations it is appropriate for a councillor to act as an individual.

Communication

New councillors should be signed up to receive updates from the Council's website and will be expected to familiarise themselves with all the documentation on the site.

Role of the Council's paid officers

The Town Clerk of the Council and other paid staff are employed by the Council and their responsibilities are to the Council as a whole and not to individual councillors. The role of the Town Clerk is to provide advice and administrative support and to facilitate and progress the decisions of the Council and its committees.

Access needs

Every councillor should meet individually with the Chair and the Town Clerk for an informal welcome and to discuss any individual needs. Councillors should speak to the Town Clerk about any help they might need to enable them to undertake their duties. The Council will make reasonable adjustments to accommodate the needs of councillors, in accordance with the Equality Act 2010. Councillors will be expected to work with the Council to put any necessary measures in place.

The work of a council can be very varied, and there is a need for a range of skills if the council is to be effective. However, councillors should be advised, if not already aware, that their role will, as a minimum, involve a number of meetings, regular engagement with members of the public and a good deal of reading.

Council meetings will be arranged in venues with good physical access. The Council's Standing Orders state that meetings will not exceed 2.5 hours in length. Communication within the Council is mainly by email, and most residents will expect to be able to contact their councillor in this way.

Expenses

The role of the parish councillor is usually unpaid, although the Council can choose to pay allowances, including a specific allowance to the chair. Expenses can only be claimed for travel to specific training and to external meetings outside Bingley parish and for minor out-of-pocket expenses.

Training

New councillors may be asked to attend training on some specific issues shortly after they take up their role, for example on the Code of Conduct.

Ongoing support

Where requested, the Council will endeavour to identify an experienced councillor to provide advice and support for new councillors.

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

**to be held on Wednesday 6 May 2026 at 6pm
in the Park View Meeting Room, Victoria Park Road, Malvern Link**

REVIEW OF FLAG FLYING POLICY

1. Purpose of Report

1.1. For review and decision.

2. Recommendation

2.1. Policy and Resources Committee is recommended to consider the flying of St George's Flags and Union Flags on commercial properties during Summer 2026 and make recommendations to Full Council as appropriate.

3. Background

3.1. Committee is asked to note the current Flag Flying Policy as attached at Appendix A.

3.2. The Town Council now has two flagpoles under its control. One at Great Malvern Library and a new one outside the Community Hub Building in Victoria Park. In addition, the Council erects flagpoles outside business premises during the summer months as part of the "Bloom" project to brighten up the town.

3.3. The current flag flying policy was approved by Full Council in October 2025, but it was agreed at this meeting that the Council's annual activity of flying St George's Flags and Union Flags on commercial properties should be reviewed in April 2026 ahead of Summer 2026.

4. Financial Implications

4.1. Council Staff erect and take down the flagpoles and flags each Summer and this cost is contained within the operational salary budget.

5. Legal Implications

5.1. The government updated the regulations relating to the types of flags that you may fly in England in July 2021. This guidance entitled "Flying Flags: a plain English Guide" is attached at Appendix B.

End

Linda Blake
Town Clerk



MALVERN TOWN COUNCIL

FLAG FLYING POLICY

MALVERN TOWN COUNCIL

FLAG FLYING POLICY

1. Introduction

- 1.1. 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. 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.
- 1.2. For the purposes of this policy, the National Flag of the United Kingdom will be referred to as the Union Flag.

2. Scope of this policy

- 2.1. Council-owned flag poles will fly the Union Flag at full mast as standard.
- 2.2. Flags to be included as part of the annual calendar will include:
 - i. The Commonwealth flag
 - ii. The Cross of St George
 - iii. The Armed Forces Day flag
 - iv. The Merchant Navy flag
 - v. The Rainbow flag (6 horizontal equal stripes of red, orange, yellow, green, blue and violet)
 - vi. Any Countries National flag
- 2.3. The Union flag shall always be flown the correct way up. Therefore, in the half of the flag nearest the flag pole, the wider white diagonal stripes must be above the red diagonal stripes.
- 2.4. Flags will not be flown in a worn or damaged condition which could show disrespect to those they represent.
- 2.5. The Union Flag may be flown at half-mast to mark the following occasions:
 - i. On the death/funeral of the Sovereign
 - ii. On the death/funeral of another senior member of the Royal Family
 - iii. On the death/funeral of the Prime Minister or ex-Prime Minister
 - iv. On the death/funeral of a member of the council or a former Mayor
 - v. At the discretion of the Town Clerk, Mayor and Deputy Mayor to mark an occasion of national mourning where British lives have been lost

- 2.6. When flying the Union Flag at half-mast, it will be flown two-thirds of the way up the flag pole with at least the height of the flag between the top of the flag and the flag pole where possible.
- 2.7. The Council shall not allow the use of flags for political purposes or for the purposes of advertising.
- 2.8. Delegations to consider requests outside of the agreed flag list will be given to the Town Clerk who may call a meeting of the Emergency Decision Making Group should any contentious issues arise.

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

**to be held on Wednesday 6 May 2026 at 6pm
in the Park View Meeting Room, Victoria Park Road, Malvern Link**

**REPORT ON ONLINE BANKING PAYMENT SCHEDULES
APRIL 2025 TO DECEMBER 2025**

1. Purpose of report

- 1.1. For noting and comment, as necessary.

2. Recommendation

Policy and Resources Committee should note the online banking payments as attached to this report and to note any issues that have arisen with control checks.

3. Background

- 3.1. Malvern Town Council recently reviewed its Financial Regulations with a new version being adopted by Full Council on 13 November 2024.
- 3.2. Within the new Financial Regulations, changes have been made to the way in which online banking payments are processed, checked, and approved.
- 3.3. Previously all online banking payments were approved in person by two approved Councillor signatories, however, it was felt that this process was both too onerous, particularly for small amounts and in most cases could not stop the need for payment when goods and services had already been delivered. Members of Policy and Resources Committee decided it was more important to check amounts paid for accuracy against bank statements and orders and thus amendments were made.
- 3.4. The new Financial Regulations state that:
“The Responsible Finance Officer will present schedules of online banking payments to the next scheduled meeting of Policy and Resources Committee. Prior to this meeting, the Chair and Vice-Chair of this Committee will randomly select three invoices to be checked against the bank statement. A record of the check will be made and any issues identified will be reported at the meeting.”
- 3.5. There are payment schedules from April through to December 2025 to be considered at this meeting of Policy and Resources Committee.

4. Financial Implications

- 4.1. None pertaining to this report.

5. Legal Implications

- 5.1. The Town Council adopted the current Financial Regulations in November 2024.
- 5.2. As part of the annual audit process, the Town Council must ensure it has an effective system of internal control in place, this includes arrangements for bank payments.

End

Linda Blake
Town Clerk

Malvern Town Council
Online Banking Payment Schedule
1 APRIL 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
2944	13651	01/04/2025	DAC BEACHCROFT CLAIMS LTD	160.00	Vat payable in respect of insurance claim for damage to gas lamp on Peachfield Common	DP	KJB
2945	13647 13648 13649	01/04/2025	DESIGN IN THE SHIRES	460.80	Quarterly web hosting and website support January and February 2025	DP	KJB
2946	13652 13653	01/04/2025	DOLPHINTEC	80.73	February phone call charges and photocopy charges 5/2/25 - 13/3/25 at the community hub	DP	KJB
2947	13631	01/04/2025	DULUX DECORATOR CENTRE	30.66	Painting materials for play equipment at Jamaica Crescent	DP	KJB
2948	13641	01/04/2025	HEART OF ENGLAND IN BLOOM	165.00	Entry fee for the 2025 Heart of England in Bloom Campaign	DP	KJB
2949	13639	01/04/2025	HOUSEKEEPERS OF MALVERN	96.00	Cleaning contract cemetery 25/2/25 - 11/3/25	DP	KJB
2950	13628	01/04/2025	LEDBURY PLANT HIRE	1944.00	Grave digger hire March, April and May 2025	DP	KJB
2951	13632 13633	01/04/2025	LINK TOOLS	65.61	Screwdriver bit set to repair bus shelters and padlock for Goodwood Road Allotments	DP	KJB
2952	13650	01/04/2025	MALVERN HILLS DISTRICT COUNCIL	100.00	Temporary road closure for the Christmas Festival - 22 November 2025	DP	KJB
2953	13642 13643 13644 13645 13646	01/04/2025	NPOWER	278.82	Electricity charges former water feature Hampden Road 1 October 2024 - 28 February 2025	DP	KJB
2954	13635 13636	01/04/2025	P&R ALARMS LTD	590.40	Intruder alarm maintenance and monitoring at the cemetery 17/1/25 - 6/1/26 and 2 extra alarm fobs for the café at the community hub	DP	KJB
2955	13629	01/04/2025	RPM MALVERN	225.00	Electrical repairs to window and door on Ford Transit - WF16 ZHN	DP	KJB
2956	13634	01/04/2025	BLACK COUNTRY METALWORKS LTD	1900.00	5 Lamposts and lanterns to light pathway between the community hub and Pickersleigh Avenue	DP	KJB
2957	13630	01/04/2025	I P SKIPP AGRICULTURAL ENGINEERS LTD	805.13	Service and repairs to the Kubota Tractor and service kits for 4 John Deere Mowers	DP	KJB
2958	13637	01/04/2025	ALL ABOUT LOCAL MAGAZINES LTD	522.72	Half page advert for Park View Community Room in magazines for Malvern	DP	KJB
2959	13661	01/04/2025	EE	85.74	Mobile phone charges March 2025 - admin / events phone and operations Team	DP	KJB
2960	13662	01/04/2025	FIRST DRAINAGE	264.00	Emergency call out to unblock drainage at the community hub, Victoria Park	DP	KJB

Bank details checked KJB

Bank details checked KJB

Bank details checked KJB

Total Payments: 7,774.61

Malvern Town Council
Online Banking Payment Schedule
16 APRIL 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
2961	13668 13679 13681	16/04/2025	A J GAMMOND	199.18	Pipe wrench, water fittings and Knapsack sprayer for the cemetery. Trailer plug and jockey wheel for the trailer. Shut off valve and fittings for Tank Quarry Clock	DP	KJB
2962	13670	16/04/2025	ALLIANCE PAYROLL SERVICES	137.10	Payroll charges March 2025	DP	KJB
2963	13705	16/04/2025	BIG GREEN CLEANING COMPANY	1092.00	Cleaning contract Community Hub - April 2025	DP	KJB
2964	13702	16/04/2025	BLUE BIRD CATERING	144.00	90 cakes for Mayor's Civic Service	DP	KJB
2965	13700	16/04/2025	BRITISH GAS TRADING	457.38	Gas charges gas lamps 1/1/25 - 31/3/25	DP	KJB
2966	13677 13678	16/04/2025	BROADLEAF TREE CARE	740.00	Removal of one large conifer tree in decline near graves at the cemetery and removal of one dead Oak tree in hedgerow at Craig Lea play area	DP	KJB
2967	13698	16/04/2025	BRITISH GAS	33.26	Electricity charges Link Church clock 8/2/25 - 21/3/25	DP	KJB
2968	13697	16/04/2025	BRITISH GAS	708.34	Electricity charges Lower Howsell 2/2/25 - 1/3/25	DP	KJB
2969	13695	16/04/2025	CHARLES PORTER	58.95	Mileage claim Operations Manager 2/12/24 - 31/3/25	DP	KJB
2970	13704	16/04/2025	FBC MANBY BOWDLER LLP	1800.00	Professional fees up to 28/3/25 regarding land slippage at Rose Bank Gardens	DP	KJB
2971	13680	16/04/2025	FLEET LINE MARKERS LTD	203.10	5 x 10 litre cans of white line marking paint for football pitches	DP	KJB
2972	13669	16/04/2025	FURNITURE @ WORK LTD	102.00	Community noticeboard for foyer in the community hub	DP	KJB
2973	13701	16/04/2025	HERON PRESS UK	590.00	Printing of 11,500 Spring MTC Newsletters	DP	KJB
2974	13665 13666 13671	16/04/2025	LEIGH SINTON GARDEN MACHINERY LTD	126.80	Pole saw guide bar and chain, 2 strimmer heads and 5 litres of 2 stroke oil for machinery	DP	KJB
2975	13699	16/04/2025	MHDC-NNDR	4266.45	Business rates for the community hub 25/8/24 - 31/3/25	DP	KJB
2976	13667	16/04/2025	NOMIX ENVIRO LTD	473.76	2 x 5 litres of Dual and 3 litres of Synero for Malvern in Bloom and the cemetery	DP	KJB
2977	13703	16/04/2025	NPOWER	73.37	Electricity charges former water feature at Hampden Road - March 2025	DP	KJB
2978	13664	16/04/2025	PURE STAFF LTD	441.70	Temporary grounds worker w/e 6/4/25 - 21.5 hours	DP	KJB
2979	13696	16/04/2025	PCC MALVERN LINK	162.50	Hire of St Matthias Church for the Mayor's Civic Service	DP	KJB
2980	13694	16/04/2025	WFL (UK) LTD	1286.55	953 litres of white diesel for machinery	DP	KJB
2981	13706	16/04/2025	JAMES HALLAM LTD	304.00	Insurance for the Mayor's Peaks Challenge 5/4/25	DP	KJB

Bank details checked KJB

Bank details checked KJB

Malvern Town Council
Cheque Payment Schedule
30 May 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
300036	Payment requisition	30/05/2025	POST OFFICE LTD	345.00	12 months tax for the Isuzu - VU17 JKY	JP	KJB

Total Payments: 345.00

Malvern Town Council
Online Banking Payment Schedule
13 May 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
2994	13638	13/05/2025	ALL ABOUT LOCAL MAGAZINES LTD	483.00	Delivery of 11,500 MTC Newsletters March / April edition	DP	PB
2995	13715 13716	13/05/2025	A L B SERVICES	2772.00	Installation of new heaters in the cemetery chapel and a vehicle charging socket. Installation of new lights outside the Community Hub and lighting control in the meeting room	DP	PB
2996	13735	13/05/2025	ASTONS COACHES LTD	530.00	2 x 57 seater coaches for the Mayor's Peaks challenge 3/5/25	DP	PB
2997	13722	13/05/2025	BHGS LTD	107.00	20kg of grass seed for the cemetery	DP	PB
2998	13739	13/05/2025	BIG GREEN CLEANING COMPANY	1092.00	Cleaning of Community Hub - May 2025	DP	PB
2999	13746	13/05/2025	BRITISH GAS	43.91	Electricity charges - Lower Howsell 2/3/25 - 1/4/25	DP	PB.
3000	13757	13/05/2025	BRITISH GAS	13.78	Electricity charges - Link Church Clock 22/3/25 - 9/4/25	DP	PB.
3001	13748 13749 13750 13751	13/05/2025	DESIGN IN THE SHIRES	622.80	Website support March, April and May 2025 and quarterly web hosting	DP	PB.
3002	13728	13/05/2025	FLEX COURT EUROPE (Play Sport International)	3178.23	Replacement equipment for basketball courts at Victoria Park		
3003	13720	13/05/2025	FUELGENIE BUSINESS ACCOUNT	210.10	Fuel account - March 2025	DP	PB
3004	13723	13/05/2025	GREENBARNES LTD	4624.45	2 x Oak Notice Boards - Victoria Park and Adam Lee	DP	PB
3005	13734	13/05/2025	KITZ UK LTD	2565.00	150 x medals and 150 x t-shirts for the Mayor's Peaks Challenge - 3/5/25 (costs covered by event sponsorship)	DP	PB
3006	13726	13/05/2025	LANDSCAPE SUPPLY COMPANY	56.15	Strimmer Cord	DP	PB
3007	13727	13/05/2025	MALVERN ELECTRICAL WHOLESALE LTD	20.10	Cable ties and electrical equipment for events and general use	DP	PB
3008	13721	13/05/2025	M MIDDLETON WELDING & FABRICATION	230.40	Repairs to grave digger bucket	DP	PB
3009	13733	13/05/2025	ONE STOP PROMOTIONS LTD	256.74	25 x Union Jack flags and 25 x St George flags for Malvern in Bloom	DP	PB
3010	13736	13/05/2025	PARTY PACKS	57.00	150 x table flags for VE Day 80th Anniversary	DP	PB
3011	13741 13742	13/05/2025	PHS GROUP	1726.66	Washroom hygiene services Community Hub and Cemetery 1/4/25 - 31/3/26	DP	PB
3012	13730 13731 13732	13/05/2025	PURE STAFF LTD	2259.84	Temporary Ground Worker - 7/4/25 - 2/5/25	DP	PB

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*Bank detail
checked 1/5/25*

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description.	Payment Posted (initials)	Authorisation Given (initials)
3013	13747	13/05/2025	RURAL SERVICES PARTNERSHIP LTD	172.62	Subscription - Market Town Group 1/4/25 - 31/3/26 as agreed at the Annual Council Meeting	DP	KB
3014	13729	13/05/2025	SCREWFIX (TRADE UK)	15.96	4 x hi-vis waistcoats for the Operations Team	DP	KB
3015	13755	13/05/2025	WATER PLUS LTD	106.37	Water charges - cemetery lodge 4/3/25 - 4/4/26	DP	KB
3016	13753 13754	13/05/2025	WATER PLUS LTD	42.31	Water charges - cemetery 11/2/25 - 11/4/25	DP	KB
3017	13752	13/05/2025	LINDA BLAKE	391.40	Reimbursement of Cipta Membership 1/1/25 - 31/12/25 as agreed as part of Annual Subscriptions at Annual Council Meeting	DP	KB
3018	13738	13/05/2025	THE FANDANGOS (MISS A R GILL)	300.00	Band performance in Priory Park for the Mayor's Peaks Challenge 3/5/25	DP	KB
3019	13724	13/05/2025	THE HELPING HAND COMPANY	80.94	5 x litter pickers for general use	DP	KB
3020	13743	13/05/2025	WORCESTERSHIRE CALC	3104.92	Annual subscription to Worcestershire CALC / NALC as agreed at the Annual Council Meeting	DP	KB
3021	3021	13/05/2025	JOSEPHINE LEIBRANDT	50.00	Printing allowance 2024/25	DP	KB
3022	3022	13/05/2025	GIRLGUIDING MALVERN	500.00	Small grant as agreed at Policy and Resources - 26/3/25	DP	KB
3023	3023	13/05/2025	MALVERN GREEN SPACE	380.00	Small grant as agreed at Policy and Resources - 26/3/25	DP	KB
3024	3024	13/05/2025	KOROSTEN MALVERN TWINNING ASSOCIATION	1500.00	Release of twinning reserve as agreed at Policy & Resources 7/5/25	DP	KB

Bank details checked KB

Bank details checked KB

Bank details checked KB

Bank details checked KB

Total Payments:

~~27,493.68~~

24,315.45

Malvern Town Council
Online Banking Payment Schedule
20 May 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3025	13759	20/05/2025	EE	85.02	Mobile phone charges Operations Team and Events / Admin phone - April 2025	OP	KJB
3026	13760	20/05/2025	FBC MANBY BOWDLER	1560.00	Professional fees regarding land slippage at Rose Bank Gardens up to 29 April 2025	OP	KJB
3027	13761	20/05/2025	SIGNS CENTRAL	48.00	Supply of a start and finish banner for the Mayor's Peaks Challenge 3 May 2025	OP	KJB
3028	13737	20/05/2025	SEVERN VALLEY TRAINING	360.00	2 x First Aiders for the Mayor's Peaks Challenge - 3 May 2025	OP	KJB

Total Payments: 2,053.02

Bank details checked KJB

Malvern Town Council
Online Banking Payment Schedule
9 June 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3029	13784	09/06/2025	ACE ATV & EQUIPMENT	382.37	Supply and fit front brakes to Corvus All Terrain Vehicle - VU73 ZTK	JP	JB
3030	13810	09/06/2025	A J GAMMOND LTD	84.60	Replacement brass tap for the well room in North Malvern Clock Tower	JP	JB
3031	13813 13815	09/06/2025	ALLIANCE PAYROLL SERVICES LTD	356.70	Payroll charges April and May 2025	JP	JB
3032	13785	09/06/2025	BHGS LTD	459.00	75 x 40 litres of peat free compost for planters on Belle Vue Island	JP	JB
3033	13795	09/06/2025	BLACKWELL CONCERT BAND	285.00	Brass band for VE Day at Victoria Park - 10 May 2025	JP	JB
3034	13798	09/06/2025	BLUE BIRD CATERING	350.00	30 x breakfast boxes for veterans and 50 x bite size cakes for VE day at Victoria Park - 10 May 2025	JP	JB
3035	13789 13790	09/06/2025	BRADFORDS BUILDING SUPPLIES LTD	22.38	1 x tin of WD40 and 8 x pairs of safety gloves for the Operations Team	JP	JB
3036	13816	09/06/2025	BRITISH GAS	30.41	Electricity charges Lower Howsell 2/4/25 - 1/5/25	JP	JB
3037	13835	09/06/2025	BRITISH GAS	28.96	Electricity charges Link Church Clock 10/4/25 - 21/5/25	JP	JB
3038	13797	09/06/2025	THE DEMD QUARTET (MD DAVISON / T PREDOTA)	250.00	Jazz Quartet for VE Day at Victoria Park - 10 May 2025	JP	JB <i>Bank details checked JB</i>
3039	13811 13812	09/06/2025	DESIGN IN THE SHIRES	298.80	Website support June 2025 and quarterly web hosting	JP	JB
3040	13744 13745 13814	09/06/2025	DOLPHINTEC	142.47	March and April 2025 call charges and photocopy charges 12/3/25 - 11/4/25	JP	JB
3041	13787 13788	09/06/2025	DULUX DECORATOR CENTRE	49.11	Painting supplies to cover graffiti in Barnards Green Bus Shelter	JP	JB
3042	13834	09/06/2025	EE	85.02	Mobile phone charges May 2025 - Operations Team and Events / Admin Phone	JP	JB
3043	13809	09/06/2025	FBC MANBY BOWDLER LLP	2160.00	Professional fees regarding land slippage at Rose Bank Gardens	JP	JB
3044	13837	09/06/2025	FIRST DRAINAGE	336.00	Emergency drainage works at Victoria Park due to blockage	JP	JB
3045	13800	09/06/2025	HARTLEBURY CASTLE PRESERVATION TRUST (CHANTEL SUMMERFIELD)	40.00	Art and Craft workshop at VE Day - Victoria Park - 10 May 2025	JP	JB <i>Bank details checked JB</i>
3046	13802	09/06/2025	HERON PRESS UK	330.00	Printing of 11,500 Bands in the Park Leaflets for the All About Magazine	JP	JB

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3047	13818	09/06/2025	INSTITUTE OF CEMETERY & CREMATORIUM	105.00	Annual subscription to ICCM	DP	VB
3048	13799	09/06/2025	IMPACT STEEL (MR FAREED SIDDIQUI)	875.00	Bands in the Park 25/5/25	DP	VB
3049	13791	09/06/2025	LEDBURY PLANT HIRE	1944.00	Grave digger hire June, July and August 2025	DP	VB
3050	13786	09/06/2025	NOMIX ENVIRO LTD	135.55	4 x Hillie and 1 x Cleaner for Malvern in Bloom	DP	VB
3051	13806 13807 13808	09/06/2025	PAPERSTATION LTD	548.44	Stationery, black sacks and cleaning products - May 2025	DP	VB
3052	13805	09/06/2025	PERSONNEL ADVICE & SOLUTIONS LTD	600.00	Staffing Committee training for all members of Staffing Committee - 1 and 7 May 2025	DP	VB
3053	13804	09/06/2025	PRINTWASTE RECYCLING	15.30	Collection of recycling papers	DP	VB
3054	13792 13793 13794	09/06/2025	PURE STAFF LTD	2239.30	Temporary grounds worker - 3 weeks	DP	VB
3055	13801	09/06/2025	SEVERN ARTS (WORCESTERSHIRE YOUTH CONCERT BAND)	300.00	Bands in the Park 11/5/25	DP	VB
3056	13830	09/06/2025	WATER PLUS LTD	66.25	Water charges Lower Howsell - 14/12/24 - 14/3/25	DP	VB
3057	13820 13821 13822 13823	09/06/2025	WATER PLUS LTD	128.11	Water charges Knapp Way Allotments - 10/01/25 - 10/05/25	DP	VB
3058	13819	09/06/2025	WATER PLUS LTD	137.46	Water charges Cemetery Office - 4/4/25 - 4/5/25	DP	VB
3059	13828 13829	09/06/2025	WATER PLUS LTD	15.79	Water charges Dukes Meadow - 15/10/24 - 15/10/25	DP	VB
3060	13725	09/06/2025	BROXAP (SUNSHINE GYM)	4477.20	Supply of new Childrens exercise equipment at Victoria Park	DP	VB
3061	13740	09/06/2025	VIKING OFFICE UK	206.35	4 x packs of Tork Toilet Rolls for public toilet in the entrance way of the Community Hub	DP	VB
3062	13796	09/06/2025	WAITING FOR GARY (MR ELLIOT H NIXON)	300.00	Waiting for Gary 20/5/25	DP	VB
3063	13838	09/06/2025	ALL ABOUT LOCAL MAGAZINES LTD	483.00	Distribution of 11,500 Bands in the Park Leaflets	DP	VB

See details checked VB

See details checked VB

Total Payments:

18,182.55

Malvern Town Council
Online Banking Payment Schedule
23 June 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3064	13852	23/06/2025	CLARK & KENT CONTRACTORS	82554.85	Design and construction of bike pump track at Adam Lea - final invoice (80% of costs)	<i>RT</i>	<i>RTB</i>
3065	13853	23/06/2025	FUELGENIE BUSINESS ACCOUNT	220.08	Fuel account April 2025	<i>RT</i>	<i>RTB</i>
3066	13854 13855	23/06/2025	NPOWER	108.79	Electricity charges former water feature Hampden Road - April and May 2025	<i>RT</i>	<i>RTB</i>
3067	13836 13850 13851	23/06/2025	PURE STAFF LTD	1705.15	Temporary Operational Staff- 3 weeks	<i>RT</i>	<i>RTB</i>

Bank details added RTB

Total Payments: 84,588.87

Malvern Town Council
Online Banking Payment Schedule
4 July 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3068	13878	04/07/2025	APPELBY STONE (PINDROP EVENTS LTD)	400.00	Bands in the Park - 1/6/25	DP	KJB
3069	13888	04/07/2025	BIG GREEN CLEANING COMPANY	1092.00	Cleaning contract - June 2025	DP	KJB
3070	13883	04/07/2025	BRITISH GAS	31.12	Electricity charges Lower Howsell 2/5/25 - 27/5/25	DP	KJB
3071	13884	04/07/2025	DKE AUDIT SERVICES (DK Edwards)	1750.00	Internal audit 2024/25	DP	KJB
3072	13890	04/07/2025	EE	85.02	Mobile phone charges June 2025 - Events / Admin phone and Operations Team	DP	KJB
3073	13887	04/07/2025	ENFORCEMENT BAILIFFS LTD	594.00	Risk assessment & serving of Notices on unauthorised encampment at Victoria Park - 2/7/25	DP	KJB
3074	13891	04/07/2025	FUELGENIE BUSINESS ACCOUNT	283.94	Fuel account May 2025	DP	KJB
3075	13867	04/07/2025	FUSION WINDOWS	330.00	Supply and fit toughened glass unit into patio door caused by accidental damage by operatives working at Malvern Cube	DP	KJB
3076	13877	04/07/2025	SUNSET LEVELS (MR CURTIS L FUDGE)	385.00	Bands in the Park - 15/6/25	DP	KJB
3077	13873	04/07/2025	JBA CONSULTING	5220.00	50% final payment - hydraulic modelling and risk assessment at Elgar Avenue	DP	KJB
3078	13881	04/07/2025	IDEA	561.60	Employer Link Subscription 1/4/25 - 31/3/26	DP	KJB
3079	13886	04/07/2025	NPOWER	55.28	Electricity charges former water feature Hampden Road - May 2025	DP	KJB
3080	13882	04/07/2025	PURE STAFF LTD	677.95	Temporary grounds worker week ended - 22/6/25	DP	KJB
3081	13860	04/07/2025	RPM MALVERN	172.56	Supply and fit 2 rear tyres to the Isuzu Truck - VU17 JKY	DP	KJB
3082	13889	04/07/2025	WATER PLUS LTD	137.46	Water charges cemetery office 4/4/25 - 4/5/25	DP	KJB
3083	13879	04/07/2025	WEST COAST SOUND (ROBIN MILLER)	300.00	Bands in the Park - 22/6/25	DP	KJB

Bank details checked KJB

Bank details checked KJB

Bank details checked KJB

Total Payments: 12,075.93

Malvern Town Council
Online Banking Payment Schedule
25 July 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3084	13861 13862	25/07/2025	A J GAMMOND LTD	366.94	Drainage pipes for Adam Lee	DP	VJB
3085	13918	25/07/2025	ALL ABOUT LOCAL MAGAZINES LTD	483.00	Delivery of 11,500 MTC Summer Newsletters	DP	VJB
3086	13923	25/07/2025	ALLIANCE PAYROLL SERVICES LTD	132.30	Payroll charges July 2025	DP	VJB
3087	13859	25/07/2025	ALPHA AGGREGATES LTD	552.96	19.2 ton of 20mm stone for access area at Adam Lee Pump Track	DP	VJB
3088	13912	25/07/2025	BIG GREEN CLEANING COMPANY	1041.60	Cleaning contract Community Hub - July 2025	DP	VJB
3089	13880	25/07/2025	BLUE FUSION WEB	30.00	Annual registration renewal - malverntowncouncil.org	DP	VJB
3090	13916	25/07/2025	COMMUNITY ACTION	73.20	Hire of a mini bus for the Mayor's Peaks Challenge	DP	VJB
3091	13865 13910 13911	25/07/2025	DH PHILLIPS SAND & GRAVEL	391.68	2 ton of pea gravel for Station Gardens, sand and gravel for new Children's fitness equipment at Victoria Park and half a ton of gravel for drainage at Adam Lee	DP	VJB
3092	13928	25/07/2025	FBC MANBY BOWDLER LLP	2100.00	Professional fees regarding land slippage at Rose Bank Gardens up to 26/6/25	DP	VJB
3093	13872	25/07/2025	FIRSTAID4LESS (Value Products Ltd)	135.12	First aid supplies for community hub and operational vehicles	DP	VJB
3094	13870	25/07/2025	FLEET LINE MARKERS LTD	82.73	2 tins of white line marking paint for football pitches	DP	VJB
3095	13917	25/07/2025	FOREST OF DEAN BRASS DP	300.00	Bands in the Park - 29/6/25	DP	VJB
3096	13920	25/07/2025	FORTE ENTERTAINMENT LTD DP	765.00	Hire of Land Zorb Arena and Inflatable Dartboard with generator for the Mayor's Bonanza - 50% advance required	DP	VJB
3097	13914	25/07/2025	ALL ABOUT FUN	336.30	25% deposit for hire of inflatable slide, football shot game, toddler centre and 9 hole mini golf for the Mayor's Bonanza	DP	VJB
3098	13913	25/07/2025	GOWN ENGINEERS LTD	8580.00	Management of tender process for landslip remediation works at Rose Bank Gardens	DP	VJB
3099	13906	25/07/2025	HAZLEWOOD TRAILERS	249.98	2 replacement wheels and nuts for the cemetery trailer	DP	VJB
3100	13869	25/07/2025	JERRY WIDDAS DP	27456.00	Victoria Park - Refurbishment of toddlers play area (£21,180) and new fencing and gates around toddler area (£6,276)	DP	VJB
3101	13871	25/07/2025	KILNWORX (G Sandhu)	417.00	50% payment in advance for hire of a climbing wall for The Mayor's Bonanza - 23/8/25	DP	VJB
3102	13876	25/07/2025	MALVERN HILLS DISTRICT BRASS BAND DP	280.00	Bands in the Park - 8/6/25	DP	VJB

Bank details checked VJB

Bank details checked VJB

Bank details checked VJB

Bank details checked VJB

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (Initials)	Authorisation Given (Initials)
3103	13922	25/07/2025	NPOWER	135.40	Electricity charges bus shelter outside Rosa Bank Gardens 1/3 - 31/5/25	DP	VJB
3104	13924	25/07/2025	NPOWER	53.44	Electricity charges former water feature Hampden Road - June 2025	DP	VJB
3105	13921	25/07/2025	P & R ALARMS LTD	936.00	Contract for alarm maintenance and monitoring at the Community Hub 29/7/26 - 28/7/26	DP	VJB
3106	13919	25/07/2025	PAPERSTATION LTD	244.68	Stationery and cleaning products	DP	VJB
3107	13915	25/07/2025	POLLY EDWARDS	270.00	Soloist singer for unveiling of Nick Houghton Memorial in Rose Bank Gardens	DP	VJB
3108	13903	25/07/2025	READY RENT LTD	60.00	Hire of a cement mixer for new gym equipment at Victoria Park	DP	VJB
3109	13904 13905	25/07/2025	RICHARD GODSALL BUILDING & CIVIL ENGINEERING	1370.00	Ground works and laying of drainage pipes at Adam Lee Pump Track	DP	VJB
3110	13909	25/07/2025	ROGER GEE	335.00	Survey checks at Elgar Avenue	DP	VJB
3111	13874 13875 13907	25/07/2025	SCREWFIX (TRADE UK)	73.76	Drill bits and fixings for memorial at Rosa Bank Gardens and safety boots for the new Operations Staff Member	DP	VJB
3112	13926 13927	25/07/2025	WATER PLUS LTD	193.53	Water charges cemetery office - 4/5/25 - 4/7/25	DP	VJB
3113	13886	25/07/2025	THE SIGN SHED	148.50	22 x signs for various locations "No Dogs Allowed"	DP	VJB
3114	13902	25/07/2025	YARD HOUSE PLANTS	8211.00	Summer bedding and hanging baskets for Malvern in Bloom	DP	VJB
3115	13567 13868	25/07/2025	TRAVIS PERKINS TRADING COMPANY LTD	47.94	Wood to repair hole near tennis courts and for new gym equipment at Victoria Park	DP	VJB
3116	13865	25/07/2025	WORCESTERSHIRE CALC	42.00	Breakthrough training for the Town Clerk	DP	VJB
3117	13803	25/07/2025	YORKSHIRE LOCAL COUNCILS	27.40	Allotment management webinar 21/5/25	DP	VJB
3118	13908	25/07/2025	SH LANDSCAPES & GROUNDWORKS	6000.00	Extension of patio area on western side of the Community Hub	DP	VJB
3119	13857 13858	25/07/2025	KIDZ & KITZ UK	505.19	Clothing for the Operations Team and Office Staff	DP	VJB
3120		25/07/2025	MALVERN WELLS PARISH COUNCIL	4630.00	Payment of funeral income collected on behalf of Malvern Wells Parish Council	DP	VJB
3121		25/07/2025	EVA DEAN	23.17	Refund of allotment deposit less rent owing - end of contract	DP	VJB

Bank details checked VJB

Bank details checked VJB

Bank details checked VJB

Bank details checked VJB

Bank details checked VJB

Total Payments: 67,080.82

Malvern Town Council
Online Banking Payment Schedule
15 August 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3122	13422	15/08/2025	A4 APPAREL LIMITED	382.50	Clothing for the Operations Team 2024 (late payment as awaiting missing items, which never arrived, so no longer using this supplier)	BP	VJB
3123	13968	15/08/2025	ACE ATV & EQUIPMENT	39.06	Supply of 2 replacement wing mirrors for the Corvus electric vehicle	BP	VJB
3124	13947 13948	15/08/2025	A J GAMMOND LTD	52.73	Tap ball valves to repair leaking tap at Goodwood Road Allotments and hose fittings, nuts and bolts for hanging baskets	BP	VJB
3125	13958	15/08/2025	ALLIANCE PAYROLL SERVICES LTD	147.06	Payroll charges - July 2025	BP	VJB
3126	13963	15/08/2025	BIG GREEN CLEANING COMPANY	1092.00	Cleaning Contract August 2025	BP	VJB
3127	13962	15/08/2025	BRITISH GAS TRADING	457.38	Gas charges gas lamps 1/4/25 - 30/6/25	BP	VJB
3128	13961	15/08/2025	BRITISH GAS	46.38	Electricity charges Lower Howsell - 28/5/25 - 1/7/25	BP	VJB
3129	13935 13936	15/08/2025	BRITISH GAS	38.75	Electricity charges Link Church Clock 22/5/25 - 11/7/25	BP	VJB
3130	13951	15/08/2025	COMMUNITY ACTION	46.20	Hire of a mini bus for the Heart of England in Bloom judging day	BP	VJB
3131	13966	15/08/2025	EE	85.02	Mobile phone charges Operations Team and Events / Admin Phone - July 2025	BP	VJB
3132	13955	15/08/2025	FAMILY 3 STEEL BAND (JAMES CROSDALE)	535.00	Bands in the Park - 27/7/25	BP	VJB
3133	13944	15/08/2025	FLAGPOLE EXPRESS LTD	714.00	Flagpole with hinged base for Community Hub at Victoria Park	BP	VJB
3134	13938 13939	15/08/2025	JERRY WIDDAS	648.78	Victoria Park - Supply and installation of new hydraulic closing mechanism for access gate and supply of 5 swing seats and 2 trolley wheels for cableway	BP	VJB
3135	13967	15/08/2025	NEWSQUEST MEDIA GROUP	240.00	Advertisement package for summer / autumn grants scheme	BP	VJB
3136	13953	15/08/2025	PARTY PACKS	109.03	100 x VJ Day Flags and 189 x toys for the Mayor's Bonanza	BP	VJB
3137	13958	15/08/2025	PPL PRS LTD	2666.23	Music licence for fitness classes (£190.68) in the community hub and Events 2025 (£2475.55)	BP	VJB
3138	13934 13974	15/08/2025	QUINTECH COMPUTER SYSTEMS LTD	421.20	1 x new HP laptop housing base and keyboard and 1 x replacement hardrive for laptop at the Community Hub	BP	VJB
3139	13940 13941	15/08/2025	RPM MALVERN	2020.05	Replacement tyre and valve and glow plug & DPF system repairs on the Ford Transit WF16 ZHN	BP	VJB

*Font details
Overlaid VJB*

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (Initials)	Authorisation Given (Initials)
3140	13945 13946	15/08/2025	SCREWFIX (TRADE UK)	50.95	8 piece spanner set for general use and 4 pairs of ear defenders for the Operations Team	DF	VJB.
3141	13975	15/08/2025	SOLO BOUTIQUE	81.00	Refund of money for hanging baskets as unable to fix brackets to building	DF	VJB.
3142	13956	15/08/2025	THE BARFLYS (J HULLAND)	230.00	Bands in the Park - 20/7/25	DF	VJB.
3143	13957	15/08/2025	THE RETROS (PAUL AITKEN)	400.00	Bands in the Park - 13/7/25	DF	VJB.
3144	13954	15/08/2025	TOTALLY STU'D (STUART SPIERS)	300.00	Bands in the Park - 3/8/25	DF	VJB.
3145	13942	15/08/2025	WFL LTD	1363.08	1,000 litres of white diesel for machinery	DF	VJB.
3146	13959 13960	15/08/2025	JAMES HALLAM LTD	17857.33	Commercial Combined Insurance 1/8/25 - 31/7/26 and credit for motor insurance due to sale of vehicle - Mitsubishi VN15 JZK	DF	VJB.
3147	13950	15/08/2025	SIGNS CENTRAL	168.00	2 x Banners for Events General, 1 x Banner for The Mayor's Bonanza and 1 x Banner for Bands in the Park	DF	VJB.
3148	13972 13976	15/08/2025	WATER PLUS LTD	113.56	Water charges Knapp Way Allotments - 10/6/25 - 10/8/25	DF	VJB.
3149	13965	15/08/2025	PAPERSTATION LTD	32.36	3 reams of white copier paper	DF	VJB.

Bank details added VJB

Bank details added VJB

Bank details added VJB

Total Payments: 30,337.65

Malvern Town Council
Online Banking Payment Schedule
22 August 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3150	13981	22/08/2025	BRITISH GAS	40.72	Electricity Charges Lower Howsell 2/7/25 - 1/8/25	df	KJB
3151	13989	22/08/2025	EAT & SIP CAFÉ	36.00	Cakes for Heart of England in Bloom Judging Day - 17/7/25	df	KJB
3152	13984	22/08/2025	FBC MANBY BOWDLER LLP	3600.00	Professional fees in respect of the landslip in Rose Bank Gardens up to 1/8/25	df	KJB
3153	13982	22/08/2025	FUELGENIE BUSINESS ACCOUNT	250.03	Fuel account - June 2025	df	KJB
3154	13991	22/08/2025	HERON PRESS UK	590.00	Printing of 11,500 Newsletters for July 2025	df	KJB
3155	13937 13986 13987	22/08/2025	JERRY WIDDAS	7080.00	Supply and installation of fencing and gateway at Adam Lee, discounted due to delays on job completion, and 1 bucket seat for Jamaica Crescent	df	KJB
3156	13988	22/08/2025	LESTER ALDRIDGE	1762.32	Professional fees to prepare eviction notice to travellers at Victoria Park	df	KJB
3157	13990	22/08/2025	NPOWER	57.40	Electricity charges former water feature Hampden Road - July 2025	df	KJB
3158	13985	22/08/2025	POLLY EDWARDS	450.00	Duo performance at VJ Day Event at the Community Hub 15/8/25	df	KJB
3159	13983	22/08/2025	SPECSAVERS	102.00	6 x VDU eyecare vouchers for MTC Staff	df	KJB

Bank details checked KJB

Bank details checked KJB

Bank details checked KJB

Total Payments: 13,968.47

Malvern Town Council
Online Banking Payment Schedule
1 September 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3160	14002	01/09/2025	AMPLIFIED SOUND	725.00	Sound and amplification services for the Mayor's Bonanza 23/8/25	JP	JB
3161	13999	01/09/2025	APF EVENT HIRE MARQUEE SPECIALISTS	518.40	Hire of a large marquee for the Mayor's Bonanza 23/8/25	JP	JB
3162	13949	01/09/2025	BRADFORDS BUILDING SUPPLIES LTD	14.69	1 x chisel for general use	JP	JB
3163	14000	01/09/2025	FORTE ENTERTAINMENT LTD	765.00	Hire of inflatables for the Mayor's Bonanza 23/8/25 (50% final payment)	JP	JB
3164	14005	01/09/2025	FUELGENIE BUSINESS ACCOUNT	250.11	Fuel account July 2025	JP	JB
3165	13998	01/09/2025	ALL ABOUT FUN	1704.90	Hire of inflatables for the Mayor's Bonanza 23/8/25 (final payment deposit already paid)	JP	JB
3166	14003	01/09/2025	KAREN JOHNS DESIGNS	225.00	Face painting at the Mayor's Bonanza 23/8/25	JP	JB
3167		01/09/2025	THE COACH HOUSE THEATRE	50.00	Donation for loan of childrens dressing up clothes for the fancy dress competition at the Mayor's Bonanza	JP	JB
3168	14001	01/09/2025	NEWSQUEST MEDIA GROUP	264.00	Advertising of the Mayor's Bonanza in the Malvern Gazette 15/8/25	JP	JB
3169	14009 14010 14011 14012	01/09/2025	WATER PLUS LTD	119.93	Water charges cemetery 11/4/25 - 11/8/25	JP	JB
3170	14008	01/09/2025	WATER PLUS LTD	104.51	Water charges cemetery office 4/7/25 - 4/8/25	JP	JB
3171	14013	01/09/2025	WATER PLUS LTD	234.96	Water charges Lower Howsell 14/3/25 - 14/6/25	JP	JB
3172	14007	01/09/2025	WATER PLUS LTD	252.97	Water charges Knapp Way Allotments 10/7/25 - 10/8/25	JP	JB
3173	14006	01/09/2025	THE INSTITUTIONS (MR BL PAGE)	300.00	Band performance at the Mayor's Bonanza 23/8/25	JP	JB
3174	13943	01/09/2025	WICKSTEED LEISURE LIMITED	47580.00	Refurbishment / enhancement of play equipment at Adam Lee	JP	JB
3175		01/09/2025	AMELIA K ACADEMY	50.00	Donation for dance performances at the Mayor's Bonanza	JP	JB
3176		01/09/2025	DANCE IN MOTION	50.00	Donation for dance performances at the Mayor's Bonanza	JP	JB

Bank details checked JB

Bank details checked JB

Bank details checked JB

Bank details checked JP

Total Payments: 53,209.47

Malvern Town Council
Online Banking Payment Schedule
10 September 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3177	14031	10/09/2025	BLUE FUSION WEB	20.00	Website updates required for Cyber Insurance	DP	VJB
3178	14028	10/09/2025	BOURBON ALLEY BAND (MR M S ARCHER)	300.00	Bands in the Park 31/8/25	DP	VJB
3179	14018 14019	10/09/2025	BROADLEAF TREE CARE	1710.00	Tree works at Townsend Way, Yates Hay and the Cemetery	DP	VJB
3180	14026	10/09/2025	CANDY AND THE SOUND (NICOLA SAUNDERS)	300.00	Live music performance for the Mayor's Bonanza - 23/8/25	DP	VJB
3181	14029	10/09/2025	FLAT TONIC (SHARON MASON)	350.00	Bands in the Park 7/9/25	DP	VJB
3182	14023	10/09/2025	KILNWORX (G Sandhu)	417.00	50% final payment for the hire of climbing wall at The Mayor's Bonanza 23/8/25	DP	VJB
3183	14025	10/09/2025	LEDBURY PLANT HIRE	1944.00	Grave digger hire September, October and November 2025	DP	VJB
3184	14024	10/09/2025	LEE RICHARDSON	400.00	Bands in the Park 24/8/25	DP	VJB
3185	14027	10/09/2025	PPL PRS LTD	43.32	Music licence for VJ days 15 & 17 August 2025 - at the Community Hub and Priory Park	DP	VJB Bank details checked VJB
3186	14015 14016	10/09/2025	RPM MALVERN	89.95	MOT of the Ford Transit - WF16 ZHN and MOT of the Isuzu - VU17 JKY	DP	VJB
3187	14035 to 14042 - (9 x invoices)	10/09/2025	WATER PLUS LTD	3896.23	Water charges Community Hub Victoria Park for the period after the fitting of the new meter - 27/11/24 - 27/8/25	DP	VJB Bank details checked VJB
3188	14032	10/09/2025	WORCESTERSHIRE CALC	168.00	Councillors "Chair" training x 4	DP	VJB
3189	14021 14033 14034	10/09/2025	JAMES HALLAM LTD	4517.11	Insurance renewal 1/8/25 - 31/7/26 - Motor, Cyber package, GPA, sickness and Business Travel	DP	VJB
3190		10/09/2025	MALVERN CUBE PROJECTS	3561.91	Charity money raised in the Mayoral year 2024/25	DP	VJB Bank details checked VJB
3191		10/09/2025	HEARTSTART MALVERN	2727.59	Charity money raised in the Mayoral year 2024/25	DP	VJB Bank details checked VJB

Total Payments:

20,445.11

Malvern Town Council
Online Banking Payment Schedule
30 September 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3192	14030	30/09/2025	BIG GREEN CLEANING COMPANY	1170.00	Cleaning contract community hub - September 2025	DP	VJB
3193	14070	30/09/2025	BIKE 2 WORK SCHEME	3398.96	Electric bike with extras purchased through the bike to work scheme for a member of Operational Team	DP	VJB
3194	14058	30/09/2025	BRITISH GAS	29.00	Electricity charges Link Church Clock 12/7/25 - 21/8/25	DP	VJB
3195	14057	30/09/2025	BRITISH GAS	34.07	Electricity charges Lower Howsell 2/8/25 - 1/9/25	DP	VJB
3196	14050	30/09/2025	COMMUNITY ACTION LEDBURY & DISTRICT	46.20	Minibus hire for Bloom Judges 17/7/25 (paid again as funds to go to Ledbury Branch)	DP	VJB
3197	14062 14063 14064 14065	30/09/2025	DESIGN IN THE SHIRES	622.80	Website support July, August and September 2025 and quarterly web hosting	DP	VJB
3198	14014	30/09/2025	DH PHILLIPS SAND & GRAVEL	32.64	Sand & Gravel for fixing flag pole at Victoria Park Community Hub	PP	VJB
3199	14066	30/09/2025	EE	85.02	Mobile phone charges August 2025 - Operations Team and Admin / Events phone	PP	VJB
3200	14049	30/09/2025	FUELGENIE BUSINESS ACCOUNT	299.99	Fuel account August 2025	DP	VJB
3201	14022	30/09/2025	L H SERVICES & FARM SUPPLIES	227.88	Hire of a portable toilet and a disabled toilet for the Mayor's Bonanza 23/8/25	DP	VJB
3202	14060	30/09/2025	CITIZENS ADVICE SOUTH WORCESTERSHIRE	9500.00	Community support grant July to December 2025 (first instalment of two)	DP	VJB
3203	14048	30/09/2025	MALVERN ELECTRICAL WHOLESALE LTD	32.16	4 packs of cable ties for general use	DP	VJB
3204	14055	30/09/2025	NOTHIN' BUT DUST (LIAM P KILLEEN)	285.00	Bands in the Park 10/8/25	DP	VJB
3205	14059	30/09/2025	NPOWER	57.40	Electricity charges August 2025 - former water feature - Hampden Road	DP	VJB
3206	14061	30/09/2025	PKF LITTLEJOHN LLP	2520.00	External Auditor fee for Limited assurance review year ended 31 March 2025	DP	VJB

Bank details checked 10/9/25

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (Initials)	Authorisation Given (initials)
3207	14046	30/09/2025	READY RENT LTD	30.00	Hire of a whacker plate for Adam Lee Pump Track	DP	VJB
3208	14004	30/09/2025	SCREWFIX (TRADE UK)	46.99	1 pair of safety boots for the Operations Manager	DP	VJB
3209	14071	30/09/2025	WATER PLUS LTD	49.20	Water charges Knapp Way Allotments - 10/8/25 - 10/9/25	DP	VJB
3210	14072	30/09/2025	WATER PLUS LTD	104.52	Water charges Cemetery 4/8/25 - 4/9/25	DP	VJB
3211	14051	30/09/2025	SEVERN VALLEY TRAINING SERVICES	660.00	First Aid at Work & Forrestry Training Course 13, 20 and 27 October 2025 x 4 MTC staff	DP	VJB
3212	14020	30/09/2025	THE SIGN SHED	192.10	25 x dog signs for various MTC sites	DP	VJB
3213	14053	30/09/2025	TEWKESBURY TOWN BAND	250.00	Bands in the Park 17/8/25	DP	VJB
3214	14067 14068 14069	30/09/2025	WORLDPAY (UK) LTD	126.00	Bank charges June, July and August 2025	DP	VJB
3215	14073 - 14079	30/09/2025	BT	1930.42	Telephone and Broadband charges - 28-30 Belle Vue Terrace, Cemetery and Community Hub - 23/9/24 -23/9/25	DP	VJB
3216		30/09/2025	MALVERN WELLS PARISH COUNCIL	630.00	Refund for monies due, Malvern Wells paid invoice twice in error	DP	VJB

Bank details cleared VJB

Bank details cleared VJB

Total Payments: 22,360.35

Malvern Town Council
Online Banking Payment Schedule
17 October 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (Initials)	Authorisation Given (initials)
3217	14085	17/10/2025	ACE ATV & EQUIPMENT	1745.72	Repairs to Corvus Vehicle - fix brakes and supply and fit new seals	<i>KB</i>	<i>KB</i>
3218	14052 14114	17/10/2025	ALL ABOUT LOCAL MAGAZINES LTD	684.60	Half page advert for the Christmas Light Switch on Event in the October / November edition and delivery of 11,500 Autumn Newsletters	<i>KB</i>	<i>KB</i>
3219	14102 14103	17/10/2025	ALLIANCE PAYROLL SERVICES LTD	310.24	Payroll charges August and September 2025	<i>KB</i>	<i>KB</i>
3220	14099	17/10/2025	BIG GREEN CLEANING COMPANY	1222.00	Cleaning contract Community Hub - October 2025	<i>KB</i>	<i>KB</i>
3221	14044 14045 14017	17/10/2025	BRADFORDS BUILDING SUPPLIES LTD	47.74	10 pairs of safety gloves, set of 9 hex keys and 1 tin of white line marking paint for Lower Howsell Football Pitch	<i>KB</i>	<i>KB</i>
3222	14108	17/10/2025	BRITISH GAS	21.51	Electricity charges Link Church Clock 22/8/25 - 20/9/25	<i>KB</i>	<i>KB</i>
3223	14056	17/10/2025	WORCESTER CONCERT BRASS	300.00	Bands in the Park 14/9/25	<i>KB</i>	<i>KB</i>
3224	14095	17/10/2025	DAC BEACHCROFT CLAIMS LIMITED	239.58	Vat payable in respect of damage to the gateway at Great Malvern Cemetery	<i>KB</i>	<i>KB</i>
3225	13931 14111 14112	17/10/2025	DOLPHINTEC	137.01	Photocopy charges June 2025, July and August 2025 and telephone call charges Community Hub for July and August	<i>KB</i>	<i>KB</i>
3226	14098	17/10/2025	FBC MANBY BOWDLER LLP	2340.00	Professional fees - Rose Bank Gardens up to 29/9/25	<i>KB</i>	<i>KB</i>
3227	14113	17/10/2025	HERON PRESS UK	590.00	Printing of 11,500 Autumn Newsletters	<i>KB</i>	<i>KB</i>
3228	14089 14090	17/10/2025	I P SKIPP AGRICULTURAL ENGINEERS LTD	1176.83	Supply replacement battery and drive belts for the John Deere Mower and carry out repairs and repairs to the Kubota Tractor	<i>KB</i>	<i>KB</i>
3229	14097	17/10/2025	JBA CONSULTING	3600.00	Hydraulic modelling and post development modelling for land at Elgar Avenue	<i>KB</i>	<i>KB</i>
3230	14086	17/10/2025	PARALLEL LINES (MARKING) LTD	2340.00	Marking of parking bays Pickersleigh Road Car Park at Victoria Park	<i>KB</i>	<i>KB</i>

Bank details checked for

Bank details checked KB

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (Initials)	Authorisation Given (initials)
3231	14088	17/10/2025	ROADWARE LTD <i>(BIBBY COMMERCIAL)</i>	756.00	6 water filled bollards for Adam Lee	DP	KJB
3232	14087	17/10/2025	RPM MALVERN LTD	532.80	Supply and fill 6 replacement tyres for the Ford Transit WF16 ZHN	DP	KJB
3233	14092 14093	17/10/2025	SCREWFIX (TRADE UK)	92.07	1 mega phone for events and a chisel set for general use	DP	KJB
3234	14115	17/10/2025	WATER PLUS LTD	65.61	Water charges cemetery - 11/9/25 - 12/10/25	DP	KJB
3235	14096	17/10/2025	THE HELPING HAND COMPANY	43.80	2 litter pickers and 1 litter bag hoop	DP	KJB
3236		17/10/2025	CLARKE WILMOTT LLP	8141.64	Payment in relation to Water Plus account balance for Victoria Park (account has been in query since demolition of former pavilion)	DP	KJB
3237		17/10/2025	LISA KELLY	22.72	Refund of allotment deposit less rent owing end of tenancy	DP	KJB

Bank details checked KJB

Bank details closed KJB

Bank details checked KJB

Total Payments: 24,409.87

Malvern Town Council
Online Banking Payment Schedule
31 October 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3238	14084 14143 14144	31/10/2025	A J GAMMOND LTD	63.14	2 long handle pitch forks and grinding disks for general use and a bolt lock to repair the garage door at the cemetery	<i>JP</i>	<i>KB</i>
3239	14139	31/10/2025	BROADLEAF TREE CARE SPECIALISTS	200.00	Removal of one dead Willow Tree overhanging boundary at Maybank Estate	<i>JP</i>	<i>KB</i>
3240	14116	31/10/2025	AMY BROMAGE	15.21	Mileage claim - Events & Communications Officer	<i>JP</i>	<i>KB</i>
3241	14147	31/10/2025	BRITISH GAS	33.12	Electricity charges Lower Howsell 2/9/25 - 30/9/25	<i>JP</i>	<i>KB</i>
3242	14149 14150	31/10/2025	CHARLES PORTER	134.55	Mileage claim - Operations Manager - May to September 2025	<i>JP</i>	<i>KB</i>
3243	14141	31/10/2025	D H PHILLIPS SAND & GRAVEL	250.62	2 tonnes of sand and 15 bags of cement for installation of new benches	<i>JP</i>	<i>KB</i>
3244	14140	31/10/2025	D J YAPP ROOFING CONTRACTOR	440.00	Renewal of lead flashing on canopy and repair both ends on bus shelter at Rose Bank Gardens	<i>JP</i>	<i>KB</i>
3245	14138	31/10/2025	FUELGENIE BUSINESS ACCOUNT	176.81	Fuel account - September 2025	<i>JP</i>	<i>KB</i>
3246	14145	31/10/2025	HEART OF ENGLAND IN BLOOM	105.00	7 tickets for the Heart of England in Bloom Awards Presentation - 21/10/25	<i>JP</i>	<i>KB</i>
3247	14100 14101	31/10/2025	PAPERSTATION LTD	342.54	Stationery, coffee and cleaning products	<i>JP</i>	<i>KB</i>
3248	14146	31/10/2025	RBL POPPY APPEAL	55.00	2 x type c wreaths for Remembrance Sunday and the Poppy to Paddington Train	<i>JP</i>	<i>KB</i>
3249	14142	31/10/2025	STREETMASTER	2481.60	1 x Georgian Bench for Victoria Park and 1 x memorial bench for the cemetery (paid for by Mrs Kendrick)	<i>JP</i>	<i>KB</i>
3250	14148	31/10/2025	VIKING OFFICE UK	206.35	4 x packs of tork toilet rolls for the disabled toilet at the Community Hub	<i>JP</i>	<i>KB</i>
3251	14151	31/10/2025	EE	85.02	Mobile phone charges Operations Team and Events / Admin phone - September 2025	<i>JP</i>	<i>KB</i>

Bank details checked KB

Bank details checked KB

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (Initials)	Authorisation Given (Initials)	
3252	14152	31/10/2025	COMMUNITY ACTION	70.00	Contribution towards Warm Spaces Project as agreed by Full Council through The Mayoral Allowance	By	KJB	
3253		31/10/2025	STRANGE FUTURES THEATRE	2000.00	Large Grant as approved at Policy & Resources - 8/10/25	By	KJB	Bank details checked KJB
3254		31/10/2025	ST MARY'S CHURCH	1367.28	Large Grant as approved at Policy & Resources - 8/10/25	By	KJB	
3255		31/10/2025	WE ARE MEN UNITED	2422.00	Large Grant as approved at Policy & Resources - 8/10/25	By	KJB	Bank details checked KJB
3256		31/10/2025	MALVERN HILLS WELLBEING HUB	1000.00	Large Grant as approved at Policy & Resources - 8/10/25	By	KJB	Bank details checked KJB
3257		31/10/2025	COMMUNITY ACTION	1590.00	Large Grant as approved at Policy & Resources - 8/10/25	By	KJB	
3258		31/10/2025	THE COACH HOUSE THEATRE	540.00	Large Grant (part) as approved at Policy & Resources - 8/10/25	By	KJB	
3259		31/10/2025	1ST MALVERN COMPANY BOYS BRIGADE & GIRLS ASSOCIATION	500.00	Small Grant as approved at Policy & Resources - 8/10/25	By	KJB	
3260	14096	31/10/2025	THE HELPING HAND COMPANY LTD <i>End Payment - bank details updated.</i>	43.80	1 standard litter picker and 1 picker with hoop (paid previously - money returned as bank account changed)	By	KJB	Bank details checked KJB
Total Payments:				14,122.04				

Malvern Town Council
Online Banking Payment Schedule
21 November 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3261	14163	21/11/2025	A J GAMMOND LTD	202.80	13 x lengths of ducting for trenches at Victoria Park as part of the new lighting project	JP	KJB
3262	14161	21/11/2025	A J GRIFFITHS ENGINEERING LTD	840.00	Impact Molding at Victoria Park for 50mm solid ducting as part of new lighting project	JP	KJB
3263	14176	21/11/2025	ALLIANCE PAYROLL SERVICES LTD	153.42	Payroll charges October 2025	JP	KJB
3264	14168	21/11/2025	BRADFORDS BUILDING SUPPLIES LTD	23.08	19 piece drill bit set for general use	JP	KJB
3265	14171	21/11/2025	BRITISH GAS	22.49	Electricity charges Link Church Clock 21/9/25 - 21/10/25	JP	KJB
3266	14165	21/11/2025	COLCARDS	120.00	200 x Charity Christmas Cards to be sold at the Christmas Light Switch on event	JP	KJB
3267	14154	21/11/2025	COLWALL STONE (Andrew Cameron)	3600.00	Repairs to brick planter and bench in Barnards Green following damage from a car (all costs paid by insurance)	JP	KJB
3268	14166	21/11/2025	COMMUNITY ACTION	420.00	Donation from the Mayor towards the Warm spaces project (as agreed by Council)	JP	KJB
3269	14177	21/11/2025	EE	85.02	Mobile phone charges October 2025 - Events / Admin phone and Operations Team	JP	KJB
3270	14157	21/11/2025	ELLIS DAWE & SON LTD	25.73	Hydraulic hose for the John Deere Mower	JP	KJB
3271	14174	21/11/2025	GRAHAME GIBBINS	29.70	Mileage claim for the Operations Supervisor	JP	KJB
3272	14164	21/11/2025	I P SKIPP AGRICULTURAL ENGINEERS LTD	1144.80	Repairs to John Deere Mower and John Deere Tractor	JP	KJB
3273	14162	21/11/2025	LEIGH SINTON FARM & NURSERIES LTD	273.00	2 x 14ft Norway Spruce trees for Malvern Link and Barnards Green	JP	KJB
3274	14094	21/11/2025	LINK TOOLS	30.36	Socket set and adapters for repair garage door at the cemetery	JP	KJB

Bank details checked KJB

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3275	14158 14159	21/11/2025	LITE	6450.00	Supply and install new permanent Christmas Lights in Priory Walk and 2 transformers for repairs to Christmas Lights	JP	KJB
3276	14175	21/11/2025	P & R ALARMS LTD	120.00	Six monthly fire alarm testing at the Community Hub	JP	KJB
3277	14167 14170	21/11/2025	PAPERSTATION LTD	616.95	Stationery, cleaning products and black sacks	JP	KJB
3278	14172	21/11/2025	RPM MALVERN	30.00	Puncture repair on the Corvus electric vehicle	JP	KJB
3279	14160	21/11/2025	R STYLES PAT SERVICE LTD	310.60	Service of fire extinguishers at the Community Hub, Cemetery, Dukes Meadow and Lower Howsell	JP	KJB
3280	14173	21/11/2025	JAMES HALLAM LTD	631.95	Insurance for the Christmas Event 22/11/25	JP	KJB
3281	14169	21/11/2025	FURNITURE @ WORK	322.80	Whiteboard / magnetic projection for the Community room at Victoria Park	JP	KJB

Bank details approved VOB

Bank details approved VOB

Total Payments:

15,452.90

Malvern Town Council
Online Banking Payment Schedule
5 December 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3282	14233	05/12/2025	ALLIANCE PAYROLL SERVICES LTD	148.14	Payroll charges November 2025	<i>FB</i>	<i>FB</i>
3283	14207	05/12/2025	A L B SERVICES	16200.00	Erection of Christmas Lights 2025	<i>FB</i>	<i>FB</i>
3284	14231 14232	05/12/2025	BIG GREEN CLEANING COMPANY	2288.40	Cleaning contract for Community Hub November and December 2025	<i>FB</i>	<i>FB</i>
3285	14227	05/12/2025	BLUE BIRD CATERING	213.30	Supply of buffet for 20 people as farewell to Parade Marshall on Remembrance Sunday	<i>FB</i>	<i>FB</i>
3286	14227	05/12/2025	BRADFORD'S BUILDING SUPPLIES LTD	23.39	2 drill bit sets for general use	<i>FB</i>	<i>FB</i>
3287	14234	05/12/2025	AMY BROMAGE	19.98	Mileage claim - November 2025	<i>FB</i>	<i>FB</i>
3288	14239	05/12/2025	BRITISH GAS	34.26	Electricity charges Lower Howsell - 14/3/25 - 14/9/25	<i>FB</i>	<i>FB</i>
3289	14220	05/12/2025	MALVERN CHASE BRASS BAND	85.00	2 x band performances at the Christmas Event - 22/11/25	<i>FB</i>	<i>FB</i>
3290	14221	05/12/2025	CJ'S EVENTS WARWICKSHIRE LTD	564.00	Hire of 10 x market stalls for the Christmas Event - 22/11/25	<i>FB</i>	<i>FB</i>
3291	14230	05/12/2025	COLCARDS	120.00	200 x Christmas Cards for the Mayor	<i>FB</i>	<i>FB</i>
3292	14235 - 14238	05/12/2025	DESIGN IN THE SHIRES	622.80	Website support - September, October and November 2025 and quarterly web hosting	<i>FB</i>	<i>FB</i>
3293	14240	05/12/2025	EE	85.02	Mobile phone charges November 2025	<i>FB</i>	<i>FB</i>
3294	14091 14223	05/12/2025	FLEET (LINE MARKERS) LTD	1323.65	32 x tins of white line marking paint for football pitches	<i>FB</i>	<i>FB</i>
3295	14204	05/12/2025	FUELGENIE BUSINESS ACCOUNT	302.08	Fuelgenie business account - October 2025	<i>FB</i>	<i>FB</i>
3296	14217	05/12/2025	LEDBURY PLANT HIRE	1944.00	Grave digger hire - December 2025, January and February 2026	<i>FB</i>	<i>FB</i>
3297	14222	05/12/2025	MALVERN HILLS DISTRICT BRASS BAND	150.00	Band performance for Remembrance Sunday 9/11/25	<i>FB</i>	<i>FB</i>
3298	14211 14212 14229	05/12/2025	MALVERN ELECTRICAL WHOLESALE LTD	58.88	Insulation tape, connectors, plugs and cable ties for Christmas Lights	<i>FB</i>	<i>FB</i>
3299	14224	05/12/2025	NOTHIN' BUT DUST (L P KILLEEN)	150.00	Band performance at the Christmas Event - 22/11/25	<i>FB</i>	<i>FB</i>
3300	14218	05/12/2025	R J PHILPOTTS	510.00	Hedge trimming at Victoria Park Bowling Club, Lower Howsell, Townsend Way and Yates Hay	<i>FB</i>	<i>FB</i>

Bank details checked FB

Bank details checked FB

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (Initials)	Authorisation Given (Initials)
3301	14155	05/12/2025	READY RENT LTD	15.00	Hire of a cement mixer to install benches at Victoria Park and the Cemetery	VP	KJB
3302	14156 14208 14209 14210	05/12/2025	SCREWFIX (TRADE UK)	42.46	Batteries for gas lamps, bolts, washers, glue and timers for general use	DP	KJB
3303	14199	05/12/2025	WATER PLUS LTD	68.12	Water charges Cemetery office - 11/10/25 - 11/11/25	BP	KJB
3304	14202 14203	05/12/2025	WATER PLUS LTD	119.97	Water charges Knapp Way - 10/9/25 - 10/11/25	BP	KJB
3305	14195 - 14197	05/12/2025	WATER PLUS LTD	1667.67	Water charges Victoria Park - 27/10/25 - 27/11/25	BP	KJB
3306	14198	05/12/2025	WATER PLUS LTD	33.22	Water charges Lower Howsall - 14/3/25 - 14/9/25	VP	KJB
3307	14219	05/12/2025	SIGNS CENTRAL	228.00	3 x banners and selfie station for Christmas Event	BP	KJB
3308	14225	05/12/2025	SOLO CIRCUS (MARK RUSSELL)	425.00	Circus workshops and performances at the Christmas Event 22/11/25	BP	KJB
3309	14226	05/12/2025	SOUTH WORCESTERSHIRE LIFEGUARDS & LIFESAVING	360.00	5 x First Aiders for the Christmas Event 22/11/25	BP	KJB
3310	14206	05/12/2025	SPORTY-CO	401.88	1 x set of replacement tennis posts with steel sockets for Victoria Park	DP	KJB
3311	14215	05/12/2025	TRADE ROOTS HORTICULTURAL SALES LTD	99.60	40 x Beech Saplings for the Cemetery	DP	KJB
3312	14216	05/12/2025	TRAVIS PERKINS TRADING COMPANY LTD	50.32	Sandbags and a digging spade for the cemetery	DP	KJB
3313	14228	05/12/2025	UNITED REFORM CHURCH	25.00	Hire of room for staffing committee meeting - 27/11/25	DP	KJB
3314	14241 - 14243	05/12/2025	WORLDPAY (UK) LTD	126.00	Bank charges - September, October and November 2025	DP	KJB
3315		05/12/2025	CLIVE HOOPER	50.00	Annual printing claim 2025/26	DP	KJB
3316	14158	05/12/2025	SHEILA FELLOWS	10.00	Round of money paid for Farmer Christmas tickets - overpayment		
3317	14200 14201	05/12/2025	WATER PLUS LTD	206.21	Water charges Cemetery 4/9/25 - 4/11/25	DP	KJB

Bank details checked KJB
 Bank details checked KJB

Total Payments:

628,761.55

628,761.55

Malvern Town Council
Online Banking Payment Schedule
22 December 2025

IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3318	14247	22/12/2025	ANGLIA SIGN CASTING LTD	104.30	1 x memorial plaque for Malvern Wells Cemetery (money will be reimbursed from Malvern Wells Parish Council)	<i>df</i>	<i>VJB</i>
3319	14248 14249	22/12/2025	BRADFORD'S BUILDING SUPPLIES LTD	59.63	2 flap discs for the angle grinder, 7 pairs of gloves for the Operations Team and 2 brooms	<i>df</i>	<i>VJB</i>
3320	14255 14256 14257	22/12/2025	BROADLEAF TREE CARE	1750.00	Crown reduction of maple tree and removal of 2 Sycamore trees at Tomato Land and height reduction of hedge in Maybank	<i>df</i>	<i>VJB</i>
3321	14254	22/12/2025	BRITISH GAS	37.01	Electricity charges Lower Howsell 2/11/25 - 26/11/25	<i>df</i>	<i>VJB</i>
3322	14263	22/12/2025	COMMUNITY ACTION	300.00	Transport costs for the Warm Spaces Initiative funded from the Mayor's Allowance	<i>df</i>	<i>VJB</i>
3323	14246	22/12/2025	FUELGENIE BUSINESS ACCOUNT	214.08	Fuel account - November 2025	<i>df</i>	<i>VJB</i>
3324	14264	22/12/2025	MALVERN GREEN SPACE	1000.00	Hall hire, food and staffing costs for Warm Spaces Initiative	<i>df</i>	<i>VJB</i>
3325	14205 14245	22/12/2025	JRS CONSULTING	337.00	Service and repairs to Lyttelton Well Clock - replacement of main weight cable and re-starting	<i>df</i>	<i>VJB</i>
3326	14047 14250	22/12/2025	LEIGH SINTON GARDEN MACHINERY	29.20	Chainsaw file and 5 litres of oil	<i>df</i>	<i>VJB</i>
3327	14253	22/12/2025	NEWSQUEST MEDIA GROUP	292.25	Public Notice re: Malvern Hills Bill Petition published in the Malvern Gazette on 21 November 2025	<i>df</i>	<i>VJB</i>
3328	14265 - 14270	22/12/2025	NPOWER	164.47	Electricity charges former Water Feature Hampden Road (Invoices that were missed from the period 2022 to 2024)	<i>df</i>	<i>VJB</i>
3329	14262	22/12/2025	PAPERSTATION LTD	487.96	Stationery, cleaning products, printer cartridges, tea and coffee	<i>df</i>	<i>VJB</i>
3330	14260 14261	22/12/2025	PHS GROUP LTD	170.98	Annual Duty of Care hygiene certificates for the Cemetery and Community Hub	<i>df</i>	<i>VJB</i>
3331	10227	22/12/2025	PLAYSAFETY LTD	1046.64	Annual Rospa play ground inspections 13 sites	<i>df</i>	<i>VJB</i>
3332	14251	22/12/2025	READY RENT LTD	18.00	Hire of a cement mixer for Victoria Park	<i>df</i>	<i>VJB</i>
3333	14244	22/12/2025	RPM MALVERN	1516.50	Repairs to Ford Transit - WF16 ZHN	<i>df</i>	<i>VJB</i>
3334	14252	22/12/2025	MALVERN SAMBA BAND (SCRAP TO INSTRUMENTS)	300.00	Band performance and parade at the Christmas Event - 22/11/25	<i>df</i>	<i>VJB</i>

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IB No.	Invoice Number	Date	Supplier Name / Payee	Payments	Description	Payment Posted (initials)	Authorisation Given (initials)
3335	14258	22/12/2025	SCREWFIX (TRADE UK)	44.99	1 pair of safety boots for Operations Team	DP	VJB
3336		22/12/2025	MALVERN WELLS PARISH COUNCIL	2235.00	Payment of cemetery income collected on behalf of Malvern Wells Parish Council	DP	VJB
3337		22/12/2025	ARCOS	354.16	Payment of 25% of monies raised at Christmas Light Switch on Event - 22/11/25	DP	VJB
3338		22/12/2025	LEGACY MOTO	354.16	Payment of 25% of monies raised at Christmas Light Switch on Event - 22/11/25	DP	VJB
3339		22/12/2025	MALVERN COMMUNITY FOREST	354.16	Payment of 25% of monies raised at Christmas Light Switch on Event - 22/11/25	DP	VJB
3340		22/12/2025	MALVERN WELCOMES	354.16	Payment of 25% of monies raised at Christmas Light Switch on Event - 22/11/25	DP	VJB

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Total Payments: 11,524.65