

Topic	Complaint /feedback	Presenter	BPC Position	BPC actions	Timescale
Riverside parking	<p>Parking a key concern for residents but working group ineffective</p> <p>Failure to introduce Smart Parking 3 hour parking limit despite BPC approval</p> <p>Contracts inappropriately assigned to a councillor not the clerk</p> <p>Formal complaint Nov 2020</p> <p>Assured a new working group would be established but it hasn't.</p>	<p>E Wright</p> <p>Penny Corley</p>	<p>Council approved actions to progress to contract with SMART Parking, but no acceptable contract was ever presented to Council.</p>	<p>Develop TOR for a new working group to make recommendations for parking at Riverside and across Batheaston (Derek/Cath/Sue/James)</p>	<p>For April BPC mtg; to be circulated by 13/4</p>
Neighbourhood plan	<p>Incomplete (without the plan we cannot access CIL money and lose influence over housing developments)</p>	<p>E Wright</p> <p>Penny Corley</p>	<p>Note that it is not quite the case that the Council cannot access CIL funding; the proportion of the fund is reduced from 25% to 15%.</p>	<p>Cllr Greener to consult with Ward Councillors to establish their view.</p> <p>Cllr Pavlou to seek views of residents to establish reasons to develop an NP.</p>	<p>27/4/21</p> <p>01/09/2021</p>

Communication				Clerk to report back on resourcing required to deliver up-to-date Comms	For April BPC mtg; to be circulated by 13/4
	No TOR for working group	Andrew Jeffryes		Draft TOR for approval by BPC (Andrew/Hannah/Tamsin)	May-21
	Website not up to date and information missing	Irene Greener		Undertake website review Create website schedule for required work to include RAG rating to highlight level of priority of each action Undertake scheme of work to website Redirect from old to new site	Apr-21 Aug-21
	Overreliance on Batheaston Forward to engage instead of BPC Facebook page	?	Will take time to build engagement with BPC Facebook page, in the interim use several digital channels to reach residents	Compile content schedule & plan for BPC Facebook page and Twitter to increase engagement	May-21
	Inappropriate use of social media by councillors & not in line with our social media protocol (poor behaviours seen on Facebook)	E Adams P Corley		Review and agree social media protocol Training workshop for councillors	May-21 Sept 21
	Lethargy/no response to emails - H&S Cllr Warren?	Jonathan		Clerk to review specific issues with Jonathan Clerk: ensure resident emails are dealt with within 48 hours (see below "set standard email response time in Comms Plan")	By 31/3/21 May-21
	Received no response to email about playground working group	Jonathan		All councillors to respond to emails in a timely way As above, set standard email response time in Comms Plan	May-21
	Website not compliant with accessibility standard	Andrew Jeffryes		Resolve as a priority as part of website schedule	Jun-21
	Verify Facebook page/posts must be compliant with accessibility standard	Andrew Jeffryes		Include in Comms Plan: any communication on Facebook appears - ideally first - on BPC	May-21
	BREDAC e-newsletter system broken	Andrew Jeffryes		Clerk: Work with AJ to launch newsletter	Jun-21

Playground	Working group disbanded, equipment in a terrible state	E Wright		There is a working group (Andrew, Hannah, Tamsin) All equipment back in use Progress with quotes for repairs and upgrades to existing equipment and flooring using the £18K	May-21
	Not progressed £9K+ of CIL funding	E Wright		As above	
				Explore other funding streams (AL)	
	Chair has discredited funding application	E Wright	This is not a fair reflection of the comments made in the meeting. Cllr Squire was noting a minor issue with the application, which has been corrected	No action - closed	
	Equipment taped off because it is unsafe	E Wright	This was the case, and reflected a long period of lack of attention to the Playground, which is now being very actively remedied by the WG.	No action - closed	
	Tennis court dilapidated	Francis Okumu		To include in plans for refurbishment	May-21
	Unsafe to play basketball	Francis Okumu		To include in plans for refurbishment	

Green corridor	Poor governance; secret meetings/unofficial working groups/no interests declared/no engagement / not endorsed by Parish Council. Individuals had discussions with landowners in councillor role but unauthorised by BPC.	E Wright	There were no meetings in secret with interested parties about the green corridor. A council representative was invited by landowners to discuss the opportunity to develop green spaces. He then briefed councillors in a closed meeting. New working group now established to consider and engage on all options	No action - closed	
	Motion to halt activity until engagement had begun rejected by council on 1 December	Irene Greener	This is not a fair reflection of the meeting; there were two motions, firstly to "resolve to stop all work ... until full engagement with all residents households by sending a questionnaire" and secondly "to cease all other activities to progress this project until the questionnaire has been completed, its results analysed and Council has formally approved that the project should progress". The effect of these motions would have been (1) to delay the project by 2-3 months at the minimum, (2) to limit the value of any engagement with residents, as there would be no indication of the possible options to be considered.	No action - closed	
	Progressed with meetings without minuting, or sharing in public	Irene Greener	There is now a Working Group, formally approved.	No action - closed	
	Public grants loan unsuccessful as did not engage?	Irene Greener	This is not the case; a Public Works Loan has not been submitted. A Public Works Loan will only be submitted after consultation with residents, and formal approval at a public meeting.	No action - closed	
	Meeting papers not published between BPC and interested parties	Irene Greener	These meetings were not minuted, as they were informal	No action - closed	

Policies / operating procedures	Standing orders changed from Sept 2020 means chair has inappropriate control of agenda & some clauses illegal	Irene Greener	The SOs are legal but perhaps not practical	We will consider reverting to previous SOs	Apr-21
	Policies are confused; multiple versions of the same one, 15-20 policies missing and not published	Andrew Jeffryes		Clerk: Review and ensure policies to added to website.	Apr-21
	Finance committee delegated powers - has inappropriate decision-making powers	Irene Greener	TOR has been amended	No action - closed	
	Working groups have been dissolved or have no rules governing them	Irene Greener	Council Standing Orders set out the rules for establishing Working and Other subordinate Groups, and a number have been established.	No action - closed	
	Removal of HR committee	E Wright	The HR Cttee became inquorate in January 2020, and was disbanded in May 2020. Responsibilities for HR matters are delegated to the Finance Cttee.	No action - closed	
	No training for councillors & clerk (include policies)	E Wright	We have training booked for Councillors and the Clerk	No action - closed	
	Legitimacy of decisions make at mtgs in December onwards. Co-option policy was changed in July 2020. Means co-option takes place as an emergency meeting immediately before main meeting where the new co-optee participates without having signed the declaration	Andrew Jeffryes	Co-options have been checked with Deborah White, and found to be legitimate.	Review Co-option policy with a view to adopting standards (Clerk)	May-21

Leadership / culture	Failure to behave in line with Nolan Principles - no accountability and transparency Poor behaviours	Andrew Jeffryes Penny Corley Catherine Gregory		Councillors to attend training courses Councillors to respect their collective responsibility - holding each other to account	
	Recent co-optee was questioned repeatedly about skills and expertise. Ali Rogers complained about results of co-option - no response.	E Wright		Clerk is following up the complaint, and will progress according to Council Policies Standardise process for selection (add to Co-option Policy, above)	
Failure to engage with Grow Batheaston & support plans	Penthouse Steps - the Chair demanding a contract.	E Wright	Not happening now - legacy For the future, BPC is open to collaborating with other parties to improve and maintain its property. We have to seek to ensure that all parties involved are appropriately protected from risks, but in a proportionate and accommodating way.	BPC to register ownership of property with Land Registry Develop processes for collaborating with third parties	Jun-21 Sep-21
	No Parish liaison	E Wright	There is a parish liaison officer - Alexis	No action - closed	
	Accused of inviting cllrs without permission to BG meetings	E Wright		No action - closed	
	Turn toilet into seed store, 500 trees, playground proposal - not supported by council	E Wright		Re-visit these initiatives, and ensure that any that are still open for discussion are progressed	Apr-21
	Grant for sharing shed - progressed?	E Wright	This grant was paid	No action - closed	
	Green space - interference from council	E Wright		?	
	Bullying & harassment	E Adams	Any allegations of bullying and harassment by Councillors should be referred to BANES Monitoring Officer. Complaints against the Council, including its staff will be addressed by Council.		
Xmas lights	No extra Xmas lights as promised	E Wright	A joint initiative with B&NES Council which could not go ahead because Covid meant the lighting officer had to be redeployed.	Will be re-visited for Christmas 2021	

Misc concerns/ideas / positive feedback	Failure to provide support to village during Covid	Irene Greener	The community pulled together extremely well and there was no clear role for BPC	No action - closed	
	Get young people involved	Multiple		Seek funding for sports facilities as part of playground development Consider a specific group to focus on young people	
	Nothing for young people	Toffee Dan		as above	
	Concerns about drugs and underage sex	Francis Okumu		Noted	
	Riverside security	Francis Okumu		?	
	Youth club being underutilised	Sid		Meeting to discuss the support the Parish Council gives to the Youth Club, and how this can be best used	May-21
	Please use Batheatson Forward for engagement	Vicky	Batheaston Forward is a very effective forum, but Council has an obligation to ensure communication reaches non-Facebook users too.	Noted	
	No jetty next to car park	Penny Corley		To scope out various options, noting the needs for approval from agencies such as the Environment Agency	May-21
	Commendation: Removal of Japanese knot weed	P Lewis		Noted, and thank you!	
	Commendation: Removal of perilous railings	P Lewis		Noted, and thank you!	
	Commendation: Secret Garden is a fantastic project			Noted, and thank you!	
Commendation: School / village hall / Penny's pantry / Robbie's Plaice all good initiatives	Martin Veal		Noted, and thank you!		