

# WEST LANCASHIRE BOROUGH COUNCIL

## TENANTS' AND RESIDENTS' FORUM

### CONSTITUTION

## 1.0 TITLE

- 1.1 The West Lancashire Tenants' and Residents' Forum (hereinafter referred to as "the Forum")

## 2.0 AIMS AND OBJECTIVES

- a) To provide a regular method of consultation between residents of West Lancashire, Council tenants and leaseholders from across the Borough elected Members and Council Officers.
- b) To be used as a method of consultation with tenants and residents to ensure their views are central to shaping Council services. However, substantial matters will also be consulted upon with tenants in accordance with S105 of the Housing Act 1985
- c) To provide an informal communication network, offering support and advice to West Lancashire Borough Council tenants and residents
- d) To promote and encourage good practice in Tenant and Resident Participation.
- e) To represent, as far as possible, tenants and residents living in West Lancashire
- f) To organise and participate in regular information and training opportunities, which raise awareness on housing strategy and housing policy issues, through training, seminars and visits.
- g) To maintain an effective consultation link between Tenants, Residents, Council Officers and Councillors.
- h) To provide the opportunity for council departments and external agencies to consult and discuss services and other issues with tenants and residents on matters as necessary.
- i) To participate in the development of projects, programmes and policies which determine the future of housing provision and management in the Borough and have an effective influence on housing issues in general
- j) To encourage and support environmental and community issues, by funding the development of agreed projects.
- k) To be involved in the development, review and monitoring of the Tenant Participation Compact.

- l) To be accountable for the fair and effective distribution of grants provided to the Forum.
- m) To discuss matters which affect tenants and residents at a local, Borough wide and national level
- n) To ensure the Council is kept informed and made aware of the views, needs, aspirations, priorities and issues of concern for its tenants and residents and issues are addressed as appropriate.
- o) To share good practice between Forum members and Tenant and Resident Associations and bench mark against other similar organisations.

### **3.0 MEMBERSHIP**

- a) The Forum is open to all tenants and residents who are interested in their community and want a say in how the Housing and Property Maintenance Division operates.
- b) Any member, who fails to attend 3 consecutive meetings without tendering acceptable apologies, will be contacted by the Tenant Participation Officer to enquire if they wish to continue their membership.
- c) It is intended that the majority of the membership will always be West Lancashire Borough Council tenants, and admission to membership of the Forum may be restricted at times to ensure this.
- d) Officer positions available at the AGM will be the Chairperson, Vice Chairperson, Secretary and Treasurer.
- e) It is envisaged that the elected Chairperson will also Chairperson the Finance Committee and in conjunction with the Tenant Participation Officer, will support and consult regularly with the elected Chairpersons of the other groups.

### **4.0 FORUM STRUCTURE**

#### **Tenants' and Residents' Forum**

The Forum is to have a Chairperson, Vice Chairperson, Secretary and Treasurer, with meetings to be “open” and made available to all tenants and residents of the Borough. In order for a meeting to be quorate, there must be at least 10 members in attendance who are eligible to vote. A copy of the Forum structure can be found at Appendix A.

### **Project Approval Group**

- a) A group consisting of the Chairperson, Treasurer, 3 West Lancashire Borough Council Tenants' and Residents' Forum members, one of which must be a Tenant\*, 2 Councillors and 2 Officers with responsibility for:
  - Monitoring the expenditure of the Forum's budget
  - Approving grants to Tenants' and Residents' Associations
  - Approving applications for Tenants' and Residents' Forum members to attend meetings that require payment of fees/expenses from the Forum Budget
  - Approving expenditure for Forum events
- b) A member of the Committee may remain in the room and participate during the discussion of a request involving his/her local association, but shall not vote on that application.

### **Training Committee**

A group consisting of 5 tenants\*, 1 Housing Staff and 2 Councillors will work with the Tenant Participation Officer to identify suitable training for members of the Tenants' and Residents' Forum and agree a training plan which would then be submitted to the Finance Committee for approval. A member of the Committee may not participate in the discussion or vote on an application for training for themselves.

The Training Committee shall carry out a skills audit with members of the Forum to ensure an effective and relevant training programme is developed. Capacity building for Committee/group/board members is essential to ensure the Forum runs effectively. Relevant training will be given to Forum members on request, subject to budgetary constraints.

### **Tenant Participation Working Group**

A working group of 5 tenants\*, 2 Housing Staff and 2 Councillors will look at the issue of the Tenant Participation issues in general for the Borough. The Chairperson of the Working Group should be a tenant representative. This Group will also be responsible for considering agreements which might be entered into between the Tenants' and Residents' Forum and any other parties; the details of those proposed agreements shall be approved on behalf of the Council and Forum by the Tenant Participation Officer.

### **Quorum**

In order for meetings of the Finance Committee, Training Committee and the Tenant Participation Monitoring Group to take place, there must be a quorum of 4 members in attendance.

### **Grievance Committee**

Any Committee, Group, Board or members aggrieved by a decision made by any other Committee can have their case reviewed by the Grievance Committee.

The Grievance Committee will consist of a West Lancashire Borough Council Officer and 3 Forum members elected to the Grievance Committee by the Forum\*. The Officer will not be able to vote on this Committee.

The Grievance Committee will make the final decision on any grievance claims, in accordance with any policy agreed by the Forum and within any available budgetary provision. The Committee will report their decision in writing to the member/s making the claim and will also report the decision back to the Tenants' and Residents' Forum.

NB \* Members shall be appointed annually at the Forum AGM; casual vacancies may be filled at any Forum meeting.

## **5.0 FORUM REPRESENTATIVES AND EQUAL OPPORTUNITIES**

- a) Each Tenants' and Residents' Association representative must seek to represent the views of the community they represent; all Forum members must not discriminate on the grounds of, race and ethnicity, religion or belief, gender, transgender, sexual orientation, age or disability.
- b) The Forum will actively promote equal opportunities wherever possible and encourage Tenants and Residents to become involved with the Forum.
- c) The Forum will encourage equality of opportunities for tenants and residents by actively encouraging wide participation and will attempt to develop membership from the whole community.
- d) The Forum will work in line with the West Lancashire Local Strategic Partnership's Community Strategy 2007-2017. A copy of the policy is available from the Tenant Participation Officer on request.
- e) The Forum will also try to be aware of and identify solutions to any barriers or obstacles that may prevent Tenants and Residents from attending meetings.
- f) If a member fails to fulfil the membership criteria (e.g. a tenant leaves West Lancashire) he/she ceases to be a member of the Forum.
- g) Tenants and Residents attending Forum meetings, or any other meetings where they have been asked to represent the Forum may claim the cost of reasonable travelling expenses from the Forum budget where transport has not been provided. Representatives attending any such meeting must provide a detailed report back to the Forum.
- h) Forum members will be encouraged to attend Local Strategic Partnership meetings and other appropriate community meetings. Relevant feedback from these meetings should then be given to the Forum.
- i) Councillors are invited to attend Forum meetings as observers only but can raise points of information through the Chairperson for clarification purposes.

## **6.0 OFFICER REPRESENTATION**

- a) Officers of the Council will attend meetings of the Forum & associated Committees, Boards or groups, as appropriate, to provide advice, information and assistance but will not be entitled to vote.

## **7.0 CHAIRPERSON, VICE-CHAIRPERSON, SECRETARY AND TREASURER**

- a) A Chairperson, Vice-Chairperson, Secretary and Treasurer shall be appointed annually. At each AGM in June, all officers will stand down but may be re-elected. The Chairperson and Vice Chairperson **must** be tenants of the Council.
- b) In the absence from a meeting of the Chairperson and Vice-Chairperson, a Chairperson for the meeting shall be appointed by the Forum who **must** be a Council tenant.
- c) In the absence from a meeting of the Secretary, a Secretary for the meeting shall be appointed by the Forum.
- d) The Treasurer will ensure that proper accounts are kept and will produce a Financial Report at the AGM for the previous financial year
- e) Vacancies arising during the year in the above posts may be filled at a Forum meeting.

## **8.0 CODE OF CONDUCT**

- a) There will be a code of conduct for all members of the Forum both at meetings and whilst representing the Forum externally. Forum members will show common courtesy to each other at all times. If a member does not show courtesy the Chairperson can ask them to leave the meeting. The Code of Conduct is shown in Appendix C.
- b) The Chairperson will facilitate and control the meeting in accordance with the agenda, ensuring that it runs to time and that the members present get a fair opportunity to contribute to the meeting.
- c) The use of bad language, offensive or aggressive behaviour will not be accepted.

- d) Members who breach the Code of Conduct may be excluded from attending further Forum meetings by the Forum's Officers (Chairperson, Vice Chairperson, Secretary and Treasurer) voting in accordance with clause 10. If the member who has breached the Code is one of the Forum's Officers, the remaining Officers may act.
- e) Members who have been asked to leave a meeting or who have been excluded from attending future meetings have the right to appeal to the Forum Secretary in writing for consideration by the Grievance Committee.

## **9.0 MEETINGS, MINUTES AND PROCEDURES**

- a) All Forum meetings, including Committees, Boards and Groups, shall have a maximum time limit of 3 hours. It is the responsibility of the Chairperson to ensure that meetings run to the Agenda and within the set time limit.
- b) The Forum shall meet every two months and will be held at the Council Offices, 52 Derby Street, Ormskirk. The Chairperson may call a meeting at any time by giving at least seven working days' notice.
- c) There shall be no fewer than 6 Forum meetings per year.
- d) The Secretary of the Forum will be responsible for producing the minutes, which will be submitted to the next meeting of the Forum for approval as a correct record.
- e) The Secretary of the Forum will, with the assistance of the Tenant Participation Officer be responsible for the distribution of the minutes, agenda and any other relevant paper work, to the members of the Forum.
- f) An agenda and minutes of the previous meeting shall, wherever practicable, be issued to all members of the Forum seven days prior to the next scheduled meeting. Late agenda items will need to be agreed by the Chairperson before the meeting by reason of urgency. AOB will be allowed by the Chairperson if time allows and matters raised are relevant to the Forum. Requests for agenda items can be made at a Forum meeting or by contacting the Chairperson.
- g) Appropriate items arising from the meetings of the Forum including Committees, Boards and Groups shall be placed by the Executive Manager, Housing and Property Maintenance Services on the Agenda of the appropriate Committee of the Council.
- h) No matter shall be included on an agenda if, in the view of the Chairperson, it relates to the individual affairs of a resident, or the particular circumstances of a decision taken by or on behalf of the Council on the basis of confidential/exempt information or offends the aims and objectives of the Forum.

- i) Complaints regarding the action of Council staff shall be dealt with via the Council's normal procedures and not by the Forum. Complaints of misconduct by Councillors shall be dealt with via the Standards Committee.
- j) Focus groups, training sessions or any other Committee/Board/Group meetings may be held in various locations throughout the Borough.

### **9.1 Annual General Meetings**

- a) Officers of the Forum will be elected by a majority vote of those eligible to vote at the Annual General Meeting of each year.
- b) Nomination papers for officer positions will be available at the meeting prior to the AGM and sent out upon request
- c) Nomination papers must be returned to the TPO no later than 35 days before the AGM. Nomination papers will be opened by the TPO and the Executive Manager of Housing and Property Maintenance
- d) Forum members will be given at least 21 days notice of when the AGM is to be held detailing the nominations received.
- e) Members eligible to vote who cannot attend the AGM can vote by proxy or by post.
- f) Postal and Proxy votes must be received by the TPO at least 7 days prior to the AGM and will be opened by the TPO and the Executive Manager of Housing and Property Maintenance.
- g) Were a member submits a proxy vote and then subsequently attend the meeting, the proxy vote will stand.

### **10.0 VOTING ARRANGEMENTS**

- a) With the exception of the Forum's first year of operation, a member of the Forum must attend 4 out of the previous 6 meetings, in order to be eligible to vote. .
- b) In the case of an equality of votes the Chairperson, or the Member of the Forum acting as Chairperson for the occasion, shall upon any question have a second or casting vote.
- c) Voting will usually be done by a show of hands, however a secret ballot may be held at the request of members attending if necessary.
- d) Any proposals must have a seconder.



- e) Council officers and Councillors cannot vote at the Tenant and Resident Forum.

## **11.0 CONSTITUTION**

- a) The Forum may review its operation and Constitution at the AGM or at a Special General Meeting.
- b) The Forum Constitution will be reviewed annually by the Tenant Participation Working Group.
- c) The Tenant Participation Officer may call a Special General Meeting, if requested to do so by 5 eligible voting members; sufficient information shall be provided of the issue concerned to enable an agenda to be compiled. If an SGM is called, 14 days notice will be given.
- d) Any amendments to the Constitution will need to be approved by the Council.

## **12.0 FINANCIAL REGULATIONS**

- a) The Council's Borough Treasurer may specify Financial Regulations to apply to the Forum's activities.

If such Financial Regulations are specified, they shall be observed by Forum members at all times.

- b) All income shall be used solely towards the promotion of Tenant Participation or for Community projects.
- c) The Treasurer will ensure that proper accounts are kept and that regular budget review meetings are held by the Project Approval Group.
- d) A Financial Report and Accounts will be presented at the AGM for the previous financial year
- e) Members of the Forum will not receive payment for their work.
- f) All expenses allowed to members will be as agreed and monitored by the Project Approval Group.
- g) As the Forum is a Council sponsored body, the Tenant Participation Officer and Service Manager for Tenant Participation, shall report to the Council on the performance, achievements and spending decisions of the Forum by means of a Annual Report.

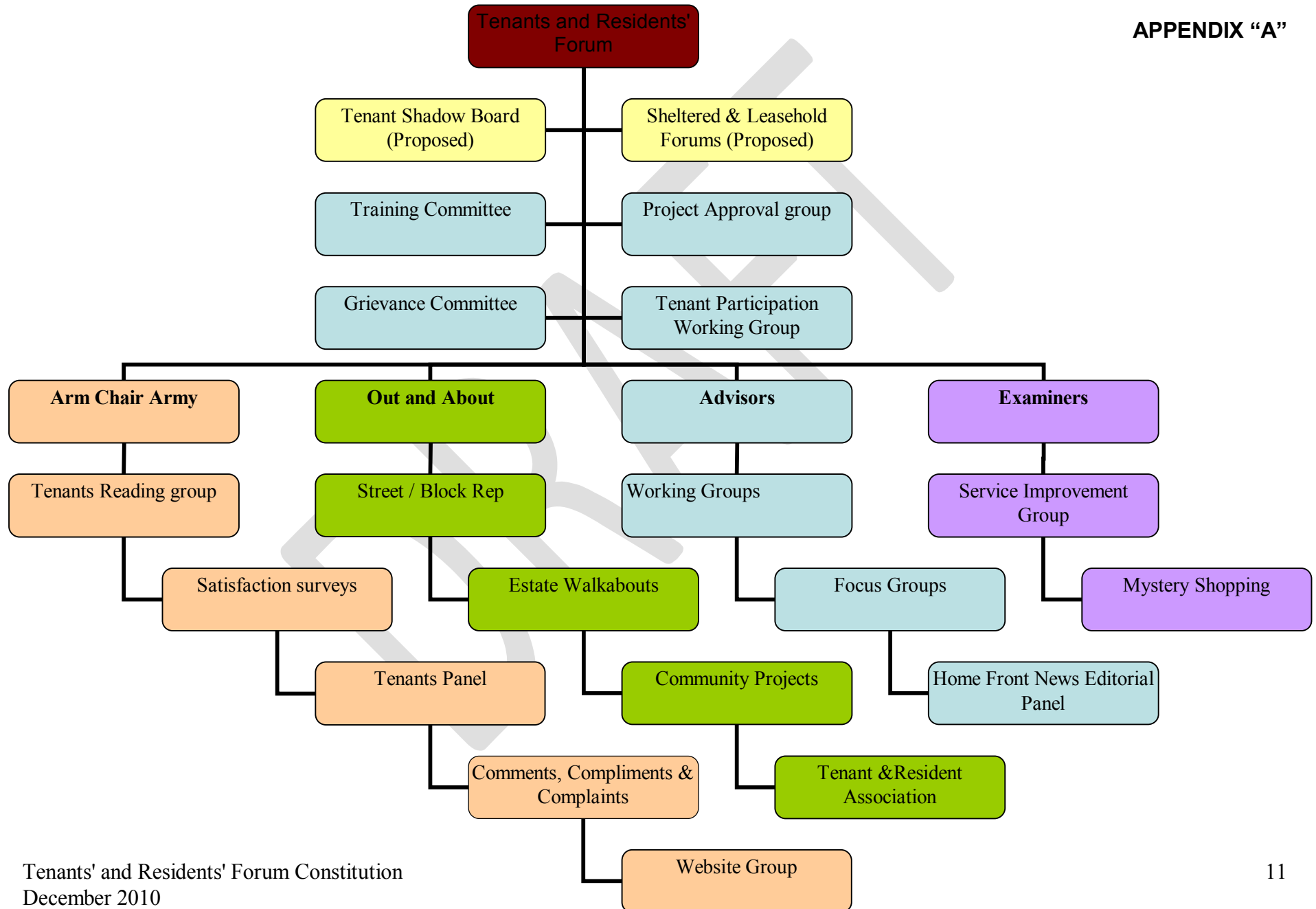
### **13.0 RELATED PROCEDURES**

The related procedures set out in Appendices A, B C and D attached shall form part of this Constitution. The related procedures may be amended as and when necessary, following the procedures at clause 11.

Signature of the Chairperson of the Forum: .....

Signature of the Portfolio Holder for Housing: .....

Date: .....



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## **RELATED PROCEDURES**

### **1 MINUTES**

Minutes shall be kept of all General Meetings, Ordinary meetings and meetings of other Forum bodies, by the relevant secretary, who shall record all attendances, proceedings and resolutions. The Chairperson is responsible for ensuring that minutes are taken.

### **2 DISCIPLINARY PROCEEDINGS**

Action will be taken if a member of the Forum, Council Officer, Elected Member or any other person involved in the Forum makes racist or other offensive remarks, or behaves in such a way as to contravene the aims and objectives of the Forum. The procedure shall be as follows:

Where misconduct, which is not serious, occurs at a meeting organised or convened by the Forum, the person concerned will be challenged and asked to apologise and or withdraw their remarks. If the meeting is not satisfied with the response, the person concerned will be asked to leave by the Chairperson of the meeting.

If a formal complaint is made following misconduct alleged against Council Staff or Councillors, action shall be taken as detailed in 9.0 i)

### **3 VOTING**

- Voting will take place as per the Constitution
- The Chairperson has the right to defer any decision to a later meeting.
- Council Officers are unable to vote at the Forum or any other associated meetings of the Forum

**Tenants' and Residents' Forum Code of Conduct**

The Code of Conduct sets out the working relationship between members of the Tenants' and Residents' Forum, Council Officers and Councillors and the rules and procedures that should be followed at the Tenants' and Residents' Forum meetings and all related meetings.

The Code of Conduct has been drawn up following joint discussion between Tenant Representatives, Housing staff and Councillors.

It has been developed in the spirit of mutual respect and understanding of each other roles and responsibilities. The aim of the Code of Conduct is to ensure that the Tenants' and Residents' Forum has a culture of partnership and co-operation. The Code of Conduct will also allow for a professional and positive relationship to develop between members of the Tenants' and Residents' Forum, Council Officers and Councillors.

Members of the Tenants' and Residents' Forum, Council Officers and Councillors must agree to adopt and abide by the Code of Conduct; any failure to do so may result in the individual being excluded permanently from the Forum.

This Code of Conduct complements the rules laid down in the Tenants' and Residents' Forum Constitution.

All elements of the following Code of Conduct apply equally to Tenants, Residents, Councillors and Council staff, who will hereafter be referred to as Participants, unless specifically noted.

**Conduct at meetings of the Forum and all related bodies**

- The Chairperson should welcome participants and any others to the meeting.
- All participants will prepare for Tenants' and Residents' Forum meetings by reading the information sent to them prior to the meeting and bringing it with them to the meeting.
- Participants are expected to stay for the duration of each meeting. However if a Participant wishes to leave the meeting early for whatever reason, they should inform the Chairperson at the beginning of the meeting.
- Participants should exit the meeting with minimum disruption.
- Refreshment breaks should only be taken at an agreed point in the meeting
- Participants who arrive late to a meeting should enter quietly and not disrupt the meeting with apologies.

- Speakers should go through the Chairperson and keep to the subject being discussed. Any participant wishing to ask a question or raise a point, must raise their hand and wait. The Chairperson or the Tenant Participation Officer will note the raised hands and will note the order for questions to be asked or points to be raised. This is to ensure that all participants get an opportunity to speak.
- Any participant unable to attend a meeting should always give apologies in advance of meetings.
- Only one participant should speak at a time and there should be no cross-talking or separate discussions held.
- Where available, a microphone should be used when a participant is speaking
- Participants must listen respectfully to whoever is speaking and not hold their own conversation with others who are sat around them.
- Wherever possible, jargon should be avoided, however if it is used, then a full explanation should be given.
- Participants should remember that the purpose of the meeting is to benefit tenants and residents generally and not specific individual/s.
- No smoking is allowed during the meeting and smoking is not allowed immediately outside any Council buildings, where the meeting is being held.
- All dealings will be fair and impartial.
- During a meeting, participants may be assertive in an attempt to put over their view, however this must not be in an aggressive manner.
- In carrying out their role, no participant will discriminate against any person in a manner that is contrary to the Councils Equal Opportunities Policy. All participants shall ensure that everybody is treated with respect and dignity regardless of their sex, race, colour, ethnic origin, religion, creed, marital status, disability, age, or sexual orientation or any other matter, which causes people to be treated with injustice.

### **Code of Conduct**

All participants:

- are required to act in a courteous manner and treat each other with a mutual respect that is open and honest. Personal attacks, offensive and abusive comments will not be tolerated.

- will listen to each other's points of view and respect that people sometimes have differing views.
- Should learn from each other and work together as a team and recognise the work that each other does.
- will remember that everyone is human and sometimes makes mistakes.
- will recognise that everyone is an individual and has their own area of expertise.
- Will address each other in a professional manner.
- Will declare any personal or professional connection they have with an issue if relevant.
- Will not abuse any personal connections.
- Will expect to be treated equally.
- Will use the proper procedures to report issues and not use meetings of the Tenants' and Residents' Forum as a reporting platform.
- Will not bring personal or political issues to the attention of the Forum,
- Will recognise that Councillors are elected to perform their duties in the best interests of the Council and will fully respect the position regardless of their own personal political views.
- Will remember that demands on tenants and residents time must be kept to a minimum.
- Will offer full explanations about decisions, which have been made.
- Will ensure all their communications are in plain English.

### **Additional information**

Council Officers and Councillors are non-voting participants and will abide by the Tenants' and Residents' Forum Code of Conduct when attending meetings or in representing the Tenants' and Residents' Forum.

### **Council Officers Code of Conduct**

- Officers are responsible to WLBC and will fulfil their duties in mindful recognition of the Council's Tenant Participation Policy statement to increase the involvement of tenants in the delivery of services and will support and encourage the development of the Tenants' and Residents' Forum.



- Officers will support and advise the Tenants' and Residents' Forum on issues concerning Council policy, but will not discuss details of individual tenancies.
- Officers will also abide by the Council's Code of Conduct.

### **Councillors Code of Conduct**

- Councillors will recognise that the Tenants' and Residents' Forum is a non-political organisation and will not politicise meetings unless they are asked to clarify a point of information relating to Council policy.
- Councillors are also bound by the Council's own Member Code of Conduct.

### **Breach of Conduct**

Should any Tenants' and Residents' Forum member, Council officer or Councillor breach the Code of Conduct at a meeting, they may be given a verbal warning. If the individual continues to breach the Code, or in the case of more serious breaches, that person may be excluded or suspended from the meeting by the Chairperson.

Complaints regarding the action of Council staff shall be dealt with via the Council's normal procedures and not by the Forum. Complaints of misconduct by Councillors shall be dealt with via the Standards Committee.

Participants who breach the Code of Conduct may be excluded from attending further Forum meetings.

If any participant refuses to leave a meeting, after being excluded, the meeting can be closed and reconvened at the Chairpersons discretion.

Participants who have been asked to leave a meeting or who have been excluded from attending future meetings have a right to appeal to the Forum Secretary in writing for consideration by the Grievance Committee.

If a participant of the Tenants' and Residents' Forum feels another participant is breaching the Code of Conduct, the details of the alleged breach shall be made in writing to the Tenant Participation Officer.

## 1 Duties of Officers

- a) **The Chairperson is the person who makes sure things get done, not the person who “does everything”.**

The Chairperson shall be responsible for:

- Chairing the Tenants' and Residents' Forum and other associated meetings
- Ensuring that the Forum functions in accordance with its Constitution
- Ensuring that the duties of all Officers and Representatives of the Forum are properly fulfilled.
- Signing correspondence on behalf of the Forum except as may be assigned to another Officer or Committee member
- Carrying out such other relevant duties as she/he may from time to time be called upon to perform by the Forum
- Guiding the Forum to achieving its' Aims and Objectives
- Preparing the agenda in conjunction with the Tenant Participation Officer
- Encouraging all Forum Members to contribute to meetings
- Challenging any forms of discrimination
- Networking in the community to promote the Forum and obtain views on any issues.

- b) The **Vice-Chairperson** shall fulfil the duties of the Chairperson in his/her absence or when otherwise called upon to do so.

- c) **The Secretary is the caretaker of the Forum's files and paperwork**

The Secretary will have responsibility for:

- Ensuring that accurate minutes are kept of all meetings and that these are open for general inspection.
- Ensuring that membership records and all other records are kept up to date
- Ensuring that all members concerned are duly notified of meetings of the Forum
- Distribution of the minutes, agenda and any other relevant paper work, with assistance from the Tenant Participation Officer
- Assisting the Chairperson with follow up work between meetings
- Ensuring the correct number of meetings are held in line with the Constitution
- Challenging any forms of discrimination
- Networking in the community to promote the Forum and obtain views on any issues.

- d) **The Treasurer has overall responsibility for the Forum's finances, however all members should know how the Forum's finances are managed**

The Treasurer will be responsible for:

- Opening a bank account
- Keeping a record of all money received by the organisation and making sure it is properly managed
- Paying any bills as agreed by the Finance Committee
- Paying any money received into the Forums' banks account promptly
- Preparing regular reports for the Finance Committee and the Forum members about the financial position
- Providing a financial statement on the years income and expenditure to the Forum Annual General Meeting
- Making the accounts available to any member or Council Officer on request
- Acting as counter signatory on cheques (must have a minimum of 2 signatures for all cheques, who will be members of the Finance Committee)
- Challenging any forms of discrimination
- Networking in the community to promote the Forum and obtain views on any issues.

- e) **The Members help the Forums' elected officers to achieve the aims and objectives as set out in the Constitution**

The Members are responsible for:

- Attending meetings or sending their apologies
- Turning up on time with any information needed
- Listening and contributing to discussions
- Carrying out decisions as decided by the Forum
- Challenging all forms of discrimination
- Providing receipts to the Treasurer for any agreed expenses incurred
- Networking in the community to promote the Forum and obtaining views on any issues.

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## Useful Contacts numbers

<p><b>Tenants' and Residents' Forum</b>          John Fleet – Chairperson, 0752226318          Tracy Berry – Tenant Participation Officer 01695 585227          PO Box 16, 52 Derby Street, Ormskirk, L39 2DF</p>	<p><b>Estate Management &amp; Tenant Participation Team</b>          Tracy Berry – Tenant Participation Officer 01695 585227          tracy.berry@westlancs.gov.uk           Cath Pulford – Service Manager 01695 585204          cath.pulford@westlancs.gov.uk</p>
<p><b>Ashurst Tenants' and Residents' Association</b>          Clare Pollard – Chairperson 01695 726488          66 Lindens          Ashurst          Skelmersdale          WN8 6TL</p>	<p><b>Birch Green Tenants' and Residents' Association</b>          Brenda Malloret          9 Ivybridge          Birch Green          Skelmersdale          WN8 6RR</p>
<p><b>Clay Brow &amp; Holland Moor EMB</b>          Margaret Highton – Chairperson 01695 725483          Digmaor Community Centre          Birleywood,          Digmaor,          Skelmersdale          WN8 9HR</p>	<p><b>Digmaor EMB</b>          Margaret Nind – Chairperson 01695 51014          185 Banksbarn          Digmaor          Skelmersdale          WN8 9ER</p>
<p><b>Tanhouse Action Group (TAG)</b>          John Yates – Acting Chairperson 01695 50957          103 Elmridge          Tanhouse          Skelmersdale          WN8 6DE</p>	<p><b>West Lancashire Borough Council</b>          01695 577177</p>