



Loddon Parish Council

The Library Annexe | Church Plain | Loddon | NR14 6EX

www.loddonpc.org.uk | clerk@loddonpc.org.uk | 01508 522 020

Minutes of the Meeting of Loddon Parish Council (LPC) held on Wednesday 09 March 2022, 7.00pm in the Library Annexe Rear Hall.

Present: Kay Mason-Billig (KB) - Chairman, Cllr June Strickland (JS) - Vice-Chairman, Cllr Arthur Morris (AM), Cllr Jane Hale (JH), Cllr Jessie Powell (JP), Cllr Margaret Wallace (MW), Cllr Colin Binfield (CB), and Cllr Alan Wildman (AW).

In Attendance: Emily Curtis (Parish Clerk), Georgina Hirst, (Responsible Finance Officer, RFO), Jo Leonard (Administration and Allotment Officer, AAO), Paul Leonard (Parish Warden) and three members of the public.

Absent: None.

1. Welcome, Meeting Protocol and Etiquette:

Cllr KB welcomed everyone to the meeting and introduced Paul Leonard, LPC's Parish Warden. The Chairman informed the Council that members of the public will be invited to contribute during the Public Forum. The Clerk confirmed that she wished to record the meeting.

2. Apologies for Absence: The Council accepted apologies from Cllr Stephen Jones (SJ) as he has a family engagement, Cllr Liz Marsham (LM) as she is unwell and Cllr Daniel Scott (DS) as he is away from home.

3. Declarations of Interest and Requests for Dispensations: None.

4. To Approve the Minutes of the Meeting Held on the 02 February and the 09 February 2022:

Minutes of the meeting held on the 02 February 2022 and the 09 February 2022 were **APPROVED** as a correct record of the meeting.

5. Matters Arising:

5.1 Electrical Cabinets Church Plain, Staithes Car Park and Pyes Mill

DCLlr KB has confirmed with South Norfolk Council (SNC) that they will carry out the remedial repairs to the electrical cabinet at The Staithes before LPC adopts the cabinets.

5.2 Staithes Footbridge

LPC has received a response from SNC regarding the repairs required to the Staithes Footbridge;

"Thanks for your email and the attached report. This project is being handled internally by our Jubilee committee and I understand they are currently working through options as to how and when the repairs could be made. Our Assistant Director for Economic Growth, George Denton is liaising with them and will I'm sure update you when firm proposals are in place".

DCLlr KB confirmed that SNC have earmarked funds to complete the repairs to the footbridge as a legacy project to link in the Queen's Platinum Jubilee.

5.3 Jubilee Hall Car Park

The Parish Clerk has instructed LPC's Solicitor Allens Cadge and Gilbert to establish the Council's legal standing with respect to the ownership and maintenance of the Car Park at the Jubilee Hall.

5.4 Church Plain Bus Shelter

The first toughened glass pane was replaced on the 07 March 2022, but due to an error by the contractor, the work will not be completed until the 24 March 2022.

5.5 War Memorial Survey

A representative from Norfolk ALC has advised the Council to have a building survey carried out by an RICS Heritage Building Surveyor. There are no immediate concerns regarding the Memorial's condition, however quotes will be sought for a building survey.

5.6 Kitten's Lane Play Area Refurbishment

Hags UK have informed the Council that the works have been scheduled for mid-April 2022, and the repairs should be completed in time for the Queen's Platinum Jubilee event on the Loddon & Chedgrave Playing Field on 04 June 2022.

5.7 Freedom of Loddon Award 2022

The AAO has advertised the award widely and several nominations have been received. The deadline for nominations is the 30 April 2022, and the item will be considered by Council at the May meeting.

6. To receive reports from County and District Councillors in attendance and Public Forum:

6.1 Report from District Councillor Jeremy Rowe (written by Jeremy Rowe)

In conjunction with Loddon and Chedgrave Parish Councils, I'm working on an Emergency Plan for our neighbourhoods, to ensure that help is available in an emergency, for example serious snow or flooding. We'll let you have more details as this begins to take shape.

Over Easter we'll again be distributing flowers and Easter eggs to our over-60s friends and neighbours; please let me have any names of anyone you would like to nominate.

Please get in touch if our ChetChat group can help you if you are aged over-60; times are tough out there, and I fear they will become more difficult for too many people. It's never been more important for us to look out for each other, as well as restoring some much-needed faith in the good that politics and politicians can do.

If you, or someone over-60 that you know, would like some help and maybe just some friendship, please phone ChetChat on 07876050110.

My regular surgeries will start up again next year, when it will be safe to hold them again. In the meantime, please ring me anytime on 07733323581 if I can help you, as many people do.

6.2 Report from District/County Councillor Kay Mason-Billig

Work is progressing on the George Lane roundabout, and it will be necessary to close the roundabout and the Loddon part of the A146 for at least one weekend to paint the road markings. The letter from Walkers Construction was inaccurate and caused the residents confusion. It is hoped that George Lane will re-open as a two-way road imminently.

The Lord Lieutenants office is promoting Jubilee walking trails for Norfolk and CCllr KB is liaising with Cllr JS to find a suitable circular route that is 3-4 miles long in Loddon that is suitable for inclusion in the scheme. All being well, the newly formed 'Loddon Jubilee Trail' will be advertised, and maps will be printed which should bring visitors into the town.

South Norfolk Council (SNC) have instructed a consultant to carry out the assessment of Loddon's street scene. Their initial assessment is that Loddon is a 'viable and reasonably vibrant' small market town and the access to the Broads is unique. They commented on the attractive properties in the Conservation Area, Holy Trinity Church, War Memorial and Church Plain. Although, it was felt the Church Plain Car Park disconnects the vista. There needs to be a connection between Church Plain and the Staithe (i.e paving). Suggestions of what can be done to enhance the area will come back to DCllr KB on the 21 March 2022 and will be shared with LPC thereafter.

With respect to the proposed double yellow lines on High Bungay Road/Beccles Road, CClr KB has spoken to the Highways Officer and confirmed that the double yellow lines on Beccles Road (surrounding Farthing Green) were a new addition to the plan and has commented that it did not reflect the Parish' request to ensure the buses can continue to access High Bungay Road. The consultation will run its course, and then the plan can be revisited. Concerns were raised regarding the proposed single white line outside AJ Wards on High Bungay, as this is the area that should have double yellow as this is a pinch point that buses struggle to pass.

6.3 Public Forum

A member of the public who resides in a supported housing scheme for older people raised concerns about the lack of appointments available for the residents at Loddon's Doctors Surgery. It was commented that it is a national problem and the RFO recommended that concerns could be sent to the Patients Advisory Liaison Service (PALS) or contact the surgery directly with the concerns.

A member of the public thanked the Council for acting so promptly and removing the pollarded trees that recently fell on the Loddon & Chedgrave Playing Field, which resulted in damage to their fencing.

The Hopkins Homes development on Beccles Road was recently mentioned in the EDP. It was also reported that Hopkins Homes have also recently been purchased.

A member of the public enquired about the footpath that runs alongside the beck/Broadland Meadow, and the Council confirmed that although a large area of public open space has been adopted by the Council, the footpath will still be NCC's responsibility.

7. Reports from Council

7.1 Chairman's Report

Cllr KB completed the Clerk's annual appraisal on the 07 March 2022.

7.2 Parish Councillors' Reports

Cllr JP spoke to AJ Ward Butchers, and they commented that they had noticed a decrease in customers since the temporary parking measures have been introduced.

Cllr AM suggested that the Council needs to signpost support to people that are in hardship i.e Local Foodbank. Cllr KB suggested that the Cllrs send the details of local support organisations to the office, and she will collate the details. Cllr MW suggested that LPC signposts this support on social media. **Action:** LPC Cllrs and Cllr KB.

Cllr JH informed the Council that Jubilee Hall AGM takes place on the 14 March 2022, 7.45pm at the Jubilee Hall.

Cllr JH reported that the roadside hedge on Kitten's Lane has been cut, but clippings have been left on the Playing Field.

7.3 Clerk's Report (*circulated to Cllrs and displayed on the LPC website prior to the meeting*)

Office

The Parish Warden commenced his role on the 22 February 2022 and has received a thorough induction. An initial order of equipment has been submitted to ensure that the PW has the tools required to do the role.

The Council received and replied to a second Subject Access Request from the Complainant. Cllr Marsham has completed her Cllr training.

The Clerk attended the SNC Town and Parish Forum on the 07 March 2022 and will circulate the recording once it has been received.

The Chet Neighbourhood Plan has circulated a survey and the deadline for responses is the 31 March 2022; www.smartsurvey.co.uk/s/chetnp.

The Clerk has uploaded notes from the discussion with the Broads Authority representative regarding planning issues at Loddon Marina to Dropbox.

Public Open Space

The Parish Warden and Clerk met with B-Line representatives to discuss the Parish trees. B-Line recommended that a foot of silt was removed from the Old Hockey Field Pond, so the Officers will seek a grant to fund the work. It is also necessary to install a deep-water sign and gate the entrance to the pond for safety reasons. It has been agreed with the Grounds Contractor to cut the Hawthorn hedge around the pond every three years, as Hawthorn flowers bi-annually.

The Old Hockey Field gate closure was damaged and has been repaired by the Parish Warden.

Various graffitied obscenities have been removed by the Parish Warden from the Men's toilet cubicle at the Staith.

A litter bin on the Playing Field was kicked off its post and damaged.

7.4 Admin and Allotments Officers Report (*circulated to Cllrs and displayed on the LPC website prior to the meeting*)

The Plot Letting Agreement & Invoices continue to come with payments being made.

I have been unable to contact the prospective tenant for the unallocated plot, despite repeated emails and a phone call, so will now be moving on to the next person on the waiting list.

The ditch clearance at the front of site will go ahead as soon as possible.

I am looking at possibilities for replacing the shed as requested.

I continue to monitor the standards at the Allotment Gardens and communicate regularly with the allotment holders.

8. Finance Report

8.1 Accounts for Payment in Accordance with the Budget

The RFO presented the list of payments, and it was **resolved** to approve this list of payments.

Action: RFO.

It was **resolved** that Cllrs KB and AM will attend the office to authorise the above payments.

Action: Cllr KB/Cllr AM/RFO. **Action:** RFO to set up additional signatories as soon as possible.

| Date | Payee | Item | Payment Method | Amount / £ |
|------------|--------------------|--------------------|----------------|------------|
| 10/02/2022 | Adept IT Solutions | IT support | DD | 31.20 |
| 10/02/2022 | British Gas | Staith Electricity | DD | 98.01 |
| 11/02/2022 | Everflow Water | Staith water | DD | 9.24 |

| | | | | |
|-----------------------|-------------------------------------|--|--------|------------------|
| 13/02/2022 | EE | Parish Warden mobile | DD | 19.82 |
| 19/02/2022 | SSE Southern Electric | Streetlights Electricity | DD | 204.44 |
| 21/02/2022 | Saffron Housing | Garage Rent | SO | 54.17 |
| 21/02/2022 | Plusnet | Phone & Broadband | DD | 40.80 |
| 28/02/2022 | British Gas | Office Electricity | DD | 39.54 |
| 08/03/2022 | British Gas | Staithes Electricity | DD | 68.70 |
| 08/03/2022 | intY Ltd | 2 x Office 365 | DD | 151.15 |
| 09/03/2022 | HM Revenue & Customs | Tax & NI - March 2022 | 300037 | 1,206.53 |
| 09/03/2022 | Adept IT Solutions | IT Support | BACS | 365.96 |
| 09/03/2022 | Cozens | Streetlight maintenance Jan 2022 | BACS | 36.00 |
| 09/03/2022 | Loddon Garden & DIY | Grounds maintenance & supplies | BACS | 132.57 |
| 09/03/2022 | Norfolk County Council | Qtr Office rent - 25/03/22-23/06/22 | BACS | 1,500.00 |
| 09/03/2022 | Norfolk SLCC | SLCC Conference | BACS | 39.00 |
| 09/03/2022 | Top2Bottom Commercial | Cleaning & security Feb 2022 | BACS | 1,296.97 |
| 09/03/2022 | Roberts & Sons | Chet Neighbourhood Plan Printing | BACS | 478.40 |
| 09/03/2022 | Collective Community Planning Ltd | Chet Neighbourhood Plan Consultant Fees | BACS | 1,680.00 |
| 09/03/2022 | Norfolk ALC | Training Feb 2022 | BACS | 120.00 |
| 09/03/2022 | East Anglian Plumbing & Heating Ltd | Staithes toilets maintenance | BACS | 60.00 |
| 09/03/2022 | South Norfolk Council | Annual Dog Bin Emptying Charge | BACS | 1,725.36 |
| 09/03/2022 | Norwich Office Supplies | Parish Warden storage | BACS | 54.00 |
| 09/03/2022 | Saffron Housing | Garage Rent | BACS | 17.27 |
| 09/03/2022 | Community Action Norfolk | Play Area Inspection Training 24/03/2022 | BACS | 40.00 |
| 09/03/2022 | Salaries | March 2022 | BACS | 4,625.42 |
| 09/03/2022 | E Curtis | Mileage | BACS | 20.81 |
| 09/03/2021 | G Hirst | Expenses | BACS | 53.15 |
| 09/03/2022 | Norfolk Pension Fund | Pensions - March 2022 | BACS | 1,687.88 |
| Total Payments | | | | 15,856.39 |

| Date | Received From | Item | Payment Method | Amount / £ |
|----------------|--|----------------|----------------|------------|
| Feb / Mar 2022 | Plots 5A, 5B, 9B, 9E, 9F 12, Plot - Servant, | Allotment Rent | BACS | 185.00 |
| Feb 2022 | Plots 13A | Allotment Rent | CHQs | 15.00 |

| | | | | |
|-----------------------|---------------|---|------|-----------------|
| 01/03/2022 | Customer | Rear Hall Hire Deposit | BACS | 50.00 |
| 04/03/2022 | Quidco | Cashback earned | | 12.42 |
| 04/03/2022 | Groundwork UK | Neighbourhood Plan Locality Grant 2021-22 | BACS | 1,900.00 |
| Feb 2022 | Bridge Stores | Shower Tokens | CASH | 0 |
| Feb 2022 | Kings Head PH | Shower Tokens | CASH | 0 |
| Total Receipts | | | | 2,162.42 |

| | |
|--|--------------------|
| 28th February 2022 Balance b.fwd - bank reconciliation | £181,066.13 |
| Total March Payments | £15,359.17 |
| Total March Receipts | £2,127.42 |
| 9th March 2022 Balance | £167,834.38 |

| | |
|-----------------|--------------------|
| Earmarked Funds | £79,425.00 |
| General Fund | £88,409.38 |
| Total | £167,834.38 |

8.2 Bank Reconciliation to 28 February 2022

It was resolved to approve the bank reconciliation. The balance of Loddon Parish Council's bank accounts as of the 28 February 2022 was £181.066.13. The transfer of funds from the Broadland Meadow Public Open Space have not yet been received.

8.3 Internal Auditor 2021-2022

References have been received for two of the recommended auditors. It was **resolved** to appoint Sonya Blythe to carry out the 2021-2022 Internal Audit. **Action:** RFO.

8.4 Subscriptions 2022-2023

It was **resolved** to subscribe to NPTS and Norfolk ALC. **Action:** RFO.

8.5 PHS Sanitary Waste Collection Contract

Under Delegated Powers the Clerk has agreed a two-year contract to commence on 16 March 2022 which has saved the Council £700.00 p.a for sanitary waste collection at the Staith Toilets.

8.6 Drury Lane Garage Tenancy

Saffron has been given notice that LPC wish to end the garage tenancy on 21 Drury Lane. This will save the Council £650.00 p.a.

8.7 Insurance Claim for Tree Work and repairs on the Loddon and Chedgrave Playing Field

Storm Dudley on 16/02/2022 caused two of the pollarded poplars covered with ivy on the side of the Playing Field to fall over into the garden of 2 Old Market Green. LPC were notified of this on 17/02/2022 and instructed Target Trees to assess the damage and inform the LPC office of work required to clear the fall. Further movement / damage occurred during Storm Eunice on 18/02/2022. Target Trees cleared the fallen, pollarded poplars and overhanging ivy from the garden on 02/03/2022. Once the greenery fall was cleared there was also damage observed to 2 Old Market Green's fencing. RFO is in contact with insurers, Zurich Municipal to progress a claim. **Action:** RFO on behalf of PFC.

8.8 Local Government Services Pay Agreement 2021-2022

LPC has received a Letter from the National Joint Council for local government services (dated 28/02/2022) confirming the pay award agreed for 2021-22. The Council noted that

staff salaries paid in March 2022 include the pay award backdated to 01/04/2021, an increase of 2.75% for SCP1 and 1.75% for other SCP's and **resolved** to confirm the agreement. **Action:** RFO.

8.9 Virement to Salaries Budget

It was **resolved** to vire £1,060 to the salaries budget from the Neighbourhood Plan budget to cover the Project Officer costs. **Action:** RFO.

9. Emergency Plan Update

Cllr AM reported that after the recent national and international events, this emergency plan should be prioritised. The plan is to build on the idea of volunteer Street Wardens, that can aid vulnerable people. DCllr JR and a CPC Councillor, have suggested that they would require 30 wardens. Cllr AM requested more people to assist with developing the plan and the next meeting is on the 31 March 2022, 7.00pm at Library Annexe Rear Hall. Cllr JP and Cllr CB offered to join the group. **Action:** Cllr AM, Cllr CB, Cllr JP and Cllr DS.

10. Events Committee Update

10.1 Draft Minutes - Events Committee

Draft Minutes from the Events Committee meeting on the 16 February 2022 were circulated to Cllrs for their information.

10.2 Events Committee Update

Cllr JP gave a verbal update. The Committee met to discuss the Queen's Platinum Jubilee event on the 02 March 2022 and eleven members of the public attended. CPC have agreed to co-host the event and confirmed their contribution of £500.00.

The website for the Jubilee event is now on LPC's website and banners will be placed on the A146. **Action:** Cllr JP to contact Victorian Evening for banner location information.

The office will compose a leaflet that Cllr AM can deliver to local business to see if they would sponsor the event or contribute an item to the raffle. **Action:** Clerk.

Much of the entertainment has been booked and Cllr JP invited Cllrs to give the Committee any contact details they may have for additional local entertainment. More food vendors are required for the event. Details of the event are on the master spreadsheet in Dropbox. The Committee is looking for more volunteers, and the next meeting is the 16 March 2022 at 8.00pm in the Library Annexe Rear Hall.

11. Public Open Space

11.1 Broadland Meadow Update

There has been no further update from LPC's Solicitor as to whether the adoption of the land has been completed. **Action:** Clerk.

The Parish Warden and Clerk met LPC's grounds maintenance contractor to ensure that the works quoted (i.e. grass cutting etc) would be adequate for the public open space and play area. There are five grass beds in total; two of them could be accessed for cutting but one bed will not be accessible by the grounds contractor. The Council agreed to explore with B-Line if the bed could be designated a wildflower bed. **Action:** Parish Warden.

11.2 Semi-Dwarf Fruit Trees at Loddon Allotments

The Council had sought advice from B-Line and it **resolved** to plant several dwarf fruit trees adjacent to the road with a plaque in recognition of the Queen's Platinum Jubilee. **Action:** Clerk.

12. Loddon & Chedgrave Playing Field Committee (PFC)

The Chedgrave Parish Clerk has sent the Terms of Reference to Norfolk ALC for approval and LPC's Clerk has sent them to Norfolk PTS. The representatives are meeting on the 15 March 2022 to finalise the terms.

13. Neighbourhood Plan Working Party

An update from the Neighbourhood Plan Project Officer was circulated prior to the meeting.

13.1 Chet Neighbourhood Plan Committee

It was **resolved** to form a Chet Neighbourhood Plan Committee.

13.2 Chet Neighbourhood Plan Committee Terms of Reference

It was **resolved** to adopt the Neighbourhood Plan Committee Terms of Reference with one amendment; the "12-month fixed term contract for the Project Officer to be renewed if funding allows". **Action:** Clerk.

14. Building Refurbishment Working Party

- 14.1** A report on the proposal has been previously circulated to Council. In summary, the Council had received five estimates to replace the Staithe doors, and it was **resolved** at the January 2022 meeting to receive two fixed price quotes from two contractors; Healthmatic and Door Technik.

The proposed doors will be steel, have an automatic locking system and allow the Council to charge a fee for the use of the toilets. Charging a fee will enable the cost of the toilets to be shared proportionally between visitors and the residents of Loddon. The Council resolved at the February 2022 meeting to proceed with a contactless payment system.

The Council considered the three options offered and it was **resolved** to install Healthmatic doors at a cost of £18,740.00. Cllr AW abstained from the vote. **Action:** Clerk.

The Clerk raised concerns regarding the mobile signal at the Staithe, as this would prevent the payment system working successfully and the Council **resolved** to install a Local Area Network (LAN) at the Staithe. **Action:** Clerk to obtain quotes for next meeting.

15. Personnel Committee

The Council **resolved** to adopt the Personnel Committee Terms of Reference, with one amendment, "the Committee will appoint a Chairman after the annual meeting". **Action:** Clerk.

16. Planning

16.1 Planning Working Report: No report circulated.

- 16.2** The Planning Working Party had considered several applications at 1 High Bungay Road, Loddon

2022/0292 - Re-open historic vehicle access to site with adjusted boundary fence line to create vehicle pull-in – no objections

2022/0450 – Re-opening historic vehicle access to site with adjusted boundary fence line to create vehicle pull in – no objections

2022/0344 – Revised design of approved single storey extension (2021/1140) - no objections

2022/0492 – Erection of single storey side extension, new sky lights and external door - no objections.

Action: AAO.

16.3 Decisions on Planning Applications from South Norfolk Council: Please refer to the Planning Schedule on the LPC website.

16.4 Planning Applications from the Broads Authority: None.

16.5 Planning Decisions from The Broads Authority: None.

17. Highways

17.1 Speed Awareness Message (Sam2)

The Sam2 report had been previously circulated to Council. The Sam2 is currently positioned on the High Street opposite Loddon Garden & DIY. Thanks to the Council volunteer and Cllr Morris for relocating the Sam2 on a four-weekly basis.

17.2 High Bungay Road TRO

The Council **resolved** to submit a formal objection to the proposed scheme (PHA045 Various Roads Prohibition of Waiting Order (71308) for the following reasons;

- The Council wishes to see double yellow lines on High Bungay Road outside AJ Ward Butchers continue up to Kitten's Lane, as this was one of the pinch points that was causing the bus companies to consider rerouting.
- The additional double yellow lines proposed for Beccles Road surrounding Farthing Green should be removed, as this parking bay is used by AJ Ward customers during the day, and residents in the evening. This parking bay does not cause any safety issues, or concerns for the bus routes, and losing it would directly affect an essential business in Loddon.

Action: Clerk.

17.3 Loddon Bypass TRO

Item covered under 6.2.

18.0 Correspondence

All correspondence had been previously circulated to Cllrs and no actions were agreed.

- 18.1: Alder's at Loddon Allotments
- 18.2: Objection to High Bungay Road TRO x 2
- 18.3: Emails from Complainant
- 18.4: Date of Jubilee Hall AGM
- 18.5: Congestion on Loddon High Street
- 18.6: Loddon Marina Pre-Planning Notification
- 18.7: Community Police Forum
- 18.8: Ditch work at Loddon Allotments
- 18.9: Western Link update and map
- 18.10: NRF support to Community Resilience

19 Formal Complaint Hearing

The Formal Complaint Hearing took place on the 02 February 2022 at 7.00pm in the Library Annex Rear Hall and neither the Complainant nor a representative attended. Within the Formal Complaint, the Complainant made several complaints without supplying examples or evidence to support these allegations. The Council considered the Formal Complaint, and the additional statement provided on the 02 February 2022 at the Formal Complaint Hearing and unanimously **resolved** that none of the complaints made by the Complainant could be upheld.

However, the Council unanimously **resolved** that should the Complainant wish to provide examples and evidence of the complaints by the 28 February 2022, the Council will reconsider the Formal Complaint. Evidence was submitted to the Council and circulated to

Cllrs prior to the meeting. Cllr AW read a statement from the Complainant's partner and the Council considered the contents. **Action:** Cllr AW to forward statement to Clerk.

The Cllrs considered the evidence submitted and resolved that it did not substantiate any of the allegations made in the Formal Complaint. The Council **resolved** to dismiss the complaint. Cllr AW abstained from the vote. **Action:** AAO to inform the complainant in writing on behalf of the Council.

The Council resolved to update the Complaints Procedure. **Action:** Clerk.

20. Classify Complainant as Unreasonably Persistent or as Behaving Unreasonably

The Council considered the excessive communication from the Complainant and compared it to the Council's Unreasonably persistent and/or vexatious contact or complaints/complainants Vexatious Policy.

The Chairman and the Clerk in line with the policy resolved to classify the Complainant as unreasonably persistent or as behaving unreasonably. As per clause 11 of the policy, the complainant was offered a final face to face meeting to explain the policy and what may happen should the Council decide to ratify the proposal, which the complainant did not accept.

The Chairman proposed that the Council ratify this decision and the Council **resolved** to ratify the decision to classify the complainant as unreasonably persistent or as behaving unreasonably. Cllr AW and Cllr JH abstained.

In line with the policy, the Council resolved to implement some restrictions on the communications with the complainant.

1. Request that any future correspondence from the complainant must be by letter. Any other form of communication will not receive a response.
2. Not reply or acknowledge any further contact with the complainant on the specific topics of their previous complaints.

These restrictions will be reviewed after six months. **Action:** Clerk.

21. Items for a future agenda

- Complaints Procedure
- Quotes for War Memorial survey
- Resettlement of Ukrainian Refugees
- LAN at Staithe
- Freedom of Loddon Award

22. Exclusion of Public and Press - It was resolved to exclude the public and press under the Public Bodies (Admissions to Meetings) Act 1960 Schedule 12A SS1 & 2

23. Planning Breaches at Loddon Marina

The Clerk had previously circulated a summary of the discussion held with the Broads Authority's Head of Planning to Cllrs. The Chet WP **resolved** to meet with the BA representative in April. **Action:** Clerk.

24. Next meeting date:

The next meeting of the Parish Council will be Wednesday 13 April 2022 at 7.00pm. (Agenda items to Clerk by 05 April 2022).

The meeting ended at 9.30pm.