

Town Clerk
Mrs S. Villafuerte-Richards (CiLCA)

Our Ref: FC 23.09.2026
Date: 17/09/2026

For Information:
Diss Express

Diss Town Council
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Notice of Meeting

Dear Members of the Public and Press,

You are hereby cordially invited to attend a meeting of **Full Council** to be held in the **Council Chamber** at **Diss Corn Hall** on **Wednesday 23rd September 2026** at **7:15pm** to consider the business detailed below.

Town Clerk

Agenda

1. Apologies

To receive and consider apologies for absence.

2. Declarations of Interest and Requests for Dispensations¹

To note any declarations of members' pecuniary and/or non-pecuniary/other interests pertaining to items on the following agenda, to note any dispensations granted in respect of business to be discussed and to consider any requests for dispensations.

3. Minutes

To confirm as a true record, the minutes of Full Council on Wednesday 29th July 2026 (copy herewith).

4. Public Participation

To consider a resolution under Standing Orders 3d to 3h to suspend the meeting to hear comments from members of the public on items to be discussed on the agenda (*The period of designated time for public participation is 20 minutes, unless directed by the Chair of the meeting, and individual members of the public are entitled to speak for a maximum of five minutes each*).

5. Items of Urgent Business

To discuss any item(s) of business which the Town Mayor or Town Clerk has previously been informed at least 24 hours before the meeting and decides should be considered as a matter of urgency (*Councillors are reminded that no resolutions can be made under this agenda item*).

6. Finance

- To note bank outgoings for July & August 2026 (copies herewith).
- To note the Income & Expenditure report for July & August 2026 (copies herewith).
- To note the Earmarked Reserves report for July & August 2026 (copies herewith).
- To appoint Victoria Waples as the Council's Internal Auditor for the 2026-27 financial year.
- To receive the external auditor report and certificate for the Council's Year End 2025/26 Accounts (copy herewith) and note that the notice of conclusion of the audit was announced on 16th September 2026.

7. Co-Option

To consider an application for co-option to Diss Town Council (copy details herewith).

8. Community Grant Scheme (Small)

- To consider the Grant Panel's recommendation regarding an application from DISScovered (report reference 30&31/2627 herewith).

- b) To consider the Grant Panel's recommendation regarding an application for a tree planting project (report reference 30&31/2627 herewith).

9. Tree Works

To consider the tender evaluation report and appoint a contractor to undertake the approved tree works programme (report 32/2627 herewith).

10. Youth Provision

- a) To consider quotes received for providing additional youth provision in Diss (report reference 33/2627 herewith).
- b) To consider the Youth Provision Grant Funding Agreement from South Norfolk Council (copy details herewith).

11. Community Climate Action Plan

To consider the Town Council's role in developing a Community Climate Action Plan (copy details herewith).

12. 3D Map of Diss

To consider a request from the Diss & District Rotary Club for the Town Council's support in principle for a proposed tactile 3D map of the historic town centre (copy herewith).

13. Park

To consider the quote received to replace the trampoline bed in Diss Park (copy herewith).

14. Norfolk County Council Preliminary Consultation

To consider Norfolk County Council's preliminary consultation on proposed traffic regulation and highway improvements at Heywood Road (copy details herewith).

15. Mere

To consider a report regarding governance arrangements for grant applications developed by the 'Clear Mere' Working Party, including ratification of recent actions taken to meet funding deadlines (report reference 34/2627 herewith).

16. Events

- a) To ratify the recommendations from Officers regarding the Christmas Lights Switch-On event on 5th December following the cancellation of the events committee meeting (copy details herewith).
- b) To note the minutes of the Remembrance committee meeting held on 7th September 2026 (copy herewith).

17. Policies

- a) To consider and adopt three new policies; Proof of Life; Artificial Intelligence; Memorial Testing (report reference 35/2627 herewith).
- b) To adopt the four revised policies; Health and Safety; Protocol for Marking Death of Senior National Figure; Freedom of Information Publication Scheme; Complaints (report reference 35/2627 herewith).

18. Items for Noting

- a) The Clerk's updates on activities since the last report (report 36/2627 herewith).
- b) To receive a verbal update from the Town Mayor on activities since the last report.
- c) The Facilities & Buildings Manager updates on activities since the last report (report 37/2627 herewith).
- d) To note progress on decisions made at the last meeting of Council (copy herewith).

19. Date of Next Meeting

To note that the next meeting of Full Council is scheduled for Wednesday 21st October 2026 at 7.15pm.

Notes

1 - Council has a statutory legal duty under the Localism Act 2011 s2 and has adopted a code dealing with the conduct that is expected of members in order to promote high standards of conduct as required by the Act. Members' disclosable pecuniary interests are kept on a register available to view on the Council's website. Allegations about the conduct of a councillor may be made to the district council's monitoring officer. Diss Town Council has also adopted a dispensation policy.

The reports and enclosures referred to in this agenda are available (unless marked confidential) for public inspection at the Council Offices during normal opening hours or on our website at <https://www.diss.gov.uk/full-council>.

Diss Town Council

Minutes

Draft

A minute's silence was observed in memory of former Town Councillor Eric Taylor, who served as Mayor for two years and played a pivotal role in the development and delivery of the Diss & District Neighbourhood Plan. Eric sadly passed away earlier this month after many years of dedicated service to the Plan and the community.

Minutes of the meeting of the **Town Council** held in the **Ceremony Room** at **Diss Town Council Office** on **Wednesday 29th July 2026** at **7.15pm**.

Present: Councillors D. Craggs (Chair), C. Dente, S. Kiddie, A. Kitchen, T. Knights, R. Peaty, T Shava, L Sinfield, J. Welch, P. Wilson

In attendance: S. Villafuerte-Richards (Town Clerk)
Adrian Ramsay MP
County Councillor Porteous
District Councillors Kiddie & Minshull
5 members of the public

FC0726/01

Apologies

There were none.

Post-Meeting Note: It was subsequently noted that an apology for absence had been received from District Councillor Murphy prior to the meeting. However, the message was not seen until after the meeting had concluded and was therefore not reported at the time.

FC0726/02

Declarations of Interest

Minute No.	Councillor's Name	Personal/Other Interest	Pecuniary Interest	Reason
FC0726/09b	D. Craggs	☒	☐	This councillor is a Governor at Diss Primary Academy Partnership.
FC0726/09b	P. Wilson	☒	☐	This councillor's daughter attends Diss Junior School.
FC0726/09b	T. Shava	☒	☐	This councillor's son attends Diss Infant School.

FC0726/03

Minutes

Members received the minutes of the Full Council meeting on Wednesday 24th June 2026.

Resolved: To approve the minutes of the meeting of the Full Council held on Wednesday 24th June 2026 as a true record and were signed by the Chair.

FC0726/04

Public Participation

Nine members of the public were in attendance.

Adrian Ramsay MP provided an update on several parliamentary and constituency matters. He highlighted concerns regarding young people's use of social media, noting that current regulations do not adequately protect children and young people from online harms while still allowing access to the benefits of digital platforms. He has engaged with parents, schools, teachers and young people through roundtable discussions to inform his contributions in Parliament. Topics discussed included educational platforms, support for vulnerable children and potential measures to improve online safety.

Mr Ramsay also updated members on ongoing work relating to Special Educational Needs (SEN). He advised that this remains a key area of focus for Government and generates significant constituency casework, with many young people still not receiving the support they require. Concerns remain regarding alternative provision and the lack of SEN training and support available to teachers

in mainstream schools. He has raised these issues in Parliament on several occasions and continues to await further details of proposed reforms to the SEN system.

Members were informed about his continuing campaign to improve access to NHS dentistry across Waveney Valley and East Anglia. Research commissioned by Mr Ramsay found that only a small proportion of practices advertising NHS availability were accepting new NHS patients, with the region among the worst affected nationally. He continues to lobby the Secretary of State for Health and has welcomed steps such as the expansion of urgent dental care and proposals for a dental school, including work with the University of Suffolk to increase dentist training and retention. However, he stressed that current Government funding remains insufficient and limits access to NHS dentistry.

Mr Ramsay also spoke about the impacts of climate change, emphasising the need for stronger action to mitigate long-term effects while ensuring communities are prepared for current challenges relating to infrastructure, food production and water security. He advised that he will be leading a parliamentary debate on Nature Recovery later in the year.

In response to questions, discussion took place regarding SEN provision, with an offer made by a councillor with relevant experience to gather feedback from affected families and forward comments to Mr Ramsay.

The recent meeting regarding bus services was referenced, noting that Norfolk and Suffolk County Councils had received Government funding to support service improvements. Mr Ramsay requested evidence of gaps in local provision to help inform future representations.

Further discussion took place regarding social media regulation, including proposals previously raised by ministers concerning age restrictions, night-time curfews and measures to limit excessive online use by young people. Mr Ramsay noted that regulation has struggled to keep pace with developments in technology, including artificial intelligence, and that current regulatory frameworks do not cover all platforms. It was suggested that limits could be placed on doomscrolling - compulsively consuming negative online content for long periods, often at the expense of your mental well-being - which would be investigated and the emphasis on social media engagement as a condition for youth sports sponsorship deals.

Mr Ramsay also referred to forthcoming events in Diss, including the autumn conference, and commented on the town's central location within East Anglia.

A written report from County Councillor Will Porteous was received. Members noted updates regarding ongoing gas works and road closures, particularly on Victoria Road, as well as delays to road-marking works. Roundabout lining works are scheduled to take place during August. Updates were also received on litter-picking initiatives, enhancements sought at Diss Library, the Summer Reading Challenge, healthy ageing programmes, discussions with Waveney Foodbank, accessibility at Diss railway station, climate change matters, Co-Lab, community engagement activities, and highways issues affecting Roydon, including proposed works at Snow Street and pavement repairs near the primary school.

Additional highways updates included the closure of Walcot Road, the reopening of Priory Road, and concerns regarding drainage infrastructure opposite Diss High School, where damage has been caused by heavy goods vehicles turning over a drain cover.

District Councillor Minshull reported that South Norfolk District Council maintains a dedicated emergency planning team and regularly undertakes multi-agency emergency response exercises across the district.

An update was also provided regarding a proposed care home application. Councillor Minshull advised that the application had been unanimously refused by the Development Management Committee and was likely to go to appeal. He expressed confidence that there were strong planning grounds to support the decision should it be reconsidered.

Members received updates on grant funding, including support for South Norfolk in Bloom, and on Local Government Reorganisation proposals. Concerns were raised that the current proposals could have a negative impact on South Norfolk and Diss. Representations have been made to the relevant Government minister.

Councillor Minshull also highlighted changes to approaches supporting victims of domestic abuse, with a greater emphasis on enabling individuals to remain within their local area where appropriate while moving to a place of safety.

Members were advised that food waste collections are due to commence on 28 September. Households will receive bins and liners in advance of the launch. Residents are reminded that food waste should not be placed in black bins, and enforcement action may be taken in cases of persistent non-compliance.

It was noted that councillors are increasingly experiencing abuse both online and in person. The National Counter Terrorism Security Office has produced guidance for elected members on personal safety and online security.

Members also noted the launch of the new South Norfolk tourism website, which will promote local towns, attractions and walking routes.

In response to a question regarding waste bins in St Nicholas Street, concerns were raised that the area was being used for fly-tipping, resulting in vermin issues. It was suggested that property owners could consider providing bin storage facilities, although South Norfolk District Council does not own the pavement in question.

FC0726/05 **Items of Urgent Business**
There were none.

- FC0726/06** **Finance**
- a) Members authorised bank outgoings for June 2026 retrospectively.
 - b) Members noted the Income & Expenditure report for June 2026. One of the precept / income figures had not been updated and would be corrected. **(Action: RFO; immediately)**
 - c) Members noted the Earmarked Reserves report for June 2026.
 - d) Members noted the internal control councillor bank reconciliations for April, May and June 2026.
 - e) Members received and noted the 1st Quarterly Financial Report (report 21/2627).

FC0726/07 **Diss Park**
Members considered a revised proposal for the provision of a sauna facility within Diss Park. The proposers outlined the concept, emphasising a collaborative approach and highlighting the potential community benefits of the scheme.

Members reviewed the supporting information provided, including details of the proposed sauna facilities, community wellbeing initiatives, and potential opportunities for future development. Discussion took place regarding the suitability of Diss Park as a location, the anticipated community benefits, local demand, operational arrangements, environmental considerations, and the relationship between the proposal and wider leisure and wellbeing provision in the town. Members also considered how the proposal related to the ongoing work of the Pavilion Working Group.

A member of the Pavilion Working Group spoke about the potential financial contribution the facility could make to Diss Town Council, referring to projected revenue generation and increased use of the site throughout the week. The economic benefits of the proposal were discussed, and the proposers indicated that they would be happy to provide further information to members regarding the financial projections.

The proposers explained that sauna facilities are typically heated either electrically or by wood-fired systems. Given the town centre location, an electric sauna was considered the most appropriate option, with the potential to utilise the existing electrical infrastructure at the Pavilion. They advised that electricity usage was comparable to that of wood-fired systems and noted that associated facilities, including ice baths and lighting, could be supported through renewable energy sources. They also referred to the possibility of entering a green energy contract and incorporating biodiversity measures, such as a living roof, to minimise environmental impact.

Members sought clarification regarding the operation of mixed and single-sex sessions. The proposers advised that a range of options could be offered, including mixed sessions, private bookings, and sessions designated for particular groups. It was noted that they had successfully operated similar facilities elsewhere, serving approximately 10,000 users, without significant issues. The facility would be always staffed, and measures would be in place to address any concerns regarding anti-social behaviour or inappropriate conduct.

Reference was made to a previous sauna facility at the swimming pool, where issues relating to inappropriate behaviour had been experienced. It was

Resolved: To support in principle the proposal by Sauna Box Ltd to establish *The Sanctuary* at the Pavilion, recognising its potential community wellbeing and economic benefits, and authorises the Town Clerk to provide an appropriate letter of support for planning and external funding applications, subject to all statutory consents and detailed agreements being obtained.

(Action: Clerk; to facilitate discussions and report back to Council)

FC0726/08

Gas Contract Renewal

Members considered report 22/2627 regarding renewal of the Council's gas supply contract for the Council Offices and Diss Youth & Community Centre. Members noted that quotations had been obtained from two energy brokers and considered the potential financial implications of each option, together with the benefits of fixed-term contract arrangements and current market conditions. The advantages and disadvantages of the respective proposals were discussed, including contract length, standing charges, anticipated costs and flexibility should the gas supply at the DYCC no longer be required. Members were given assurances that there is a penalty free break within the three years on either removal of the meter or sale of either building. It was

Resolved: To approve the recommended fixed three-year gas supply contract from Broker Two.

(Action: RFO; 30.08.26)

FC0726/09

Community Grant Scheme

- a) Members considered report 23/2627 and the revised grant policy, together with the proposed small & standard community grant application forms. Members noted that the revised arrangements would simplify the application process whilst maintaining appropriate controls and accountability for the award of public funds. Discussion took place regarding the introduction of two application routes and the proportional approach to assessment and due diligence. A member of the public was impressed with the introduction of the smaller grant process as it may increase interest in the funds. It was

Resolved: To adopt the revised community grant policy and small and standard grant application forms with immediate effect.

(Action: Office Admin; immediately)

Cllr Peaty stood in as Chair for this item given the cllr Craggs interest noted above.

- b) Members considered the Grant Panel's recommendation to support, in part, the application from the Diss Primary Academy Partnership for funding towards emergency anaphylaxis kits. Members noted the importance of the project in supporting pupil welfare and compliance with emerging allergy management requirements as well as the challenge of funding the scheme after budgets had been set. External funding contributions were considered particularly a request to the Diss & District Rotary Club. It was

Resolved: To approve a grant contribution of up to £1,300 to the Diss Primary Academy Partnership towards the first year's anaphylaxis kit subscription costs, with the final grant amount to be determined following confirmation of any contribution from the Diss & District Rotary Club.

(Action: Clerk; immediately)

FC0726/10

Youth Provision

Members considered report 25/2627 regarding progress towards the development of enhanced youth provision in Diss. Members noted the outcomes of engagement work undertaken with local young people, which identified demand for safe social spaces, sport and recreational activities, creative opportunities, wellbeing support, and personal development opportunities.

Members also considered the proposed delivery arrangements, funding application, procurement process, and the longer-term sustainability of the project. Discussion centred on identifying the most appropriate delivery partner, ensuring that any new provision complements existing services, and coordinating efforts with other organisations.

Members noted that additional government funding has been announced, although further details have yet to be released. It was also noted that the evaluation criteria do not currently total 100% and will require adjustment. It was

Resolved:

1. To approve the draft tender documentation attached at Appendix D subject to amendment to evaluation criteria.
2. To approve commencement of a procurement exercise to appoint a suitably qualified organisation to deliver youth provision for 11 to 20-year-olds in Diss and surrounding communities, subject to the award of the anticipated £20,000 grant funding and additional funding at a later date.
3. To identify sustainable funding arrangements for a minimum period of three years beyond the initial grant-funded programme.
4. To receive a further report setting out the outcome of the procurement exercise and recommending a preferred provider prior to any contract award.

(Action: Clerk / Projects & Grants Administrator; to progress the procurement process and report back to Full Council)

FC0726/11

Policies

- a) Members considered a new Information Technology (IT) Policy to support compliance with AGAR Assertion 10 (Digital and Data Compliance) requirements. Members noted that the policy provides a framework for the secure and appropriate use of Council IT systems, equipment, mobile devices, email and data, whilst supporting compliance with current data protection and cybersecurity requirements. The new policy has been reviewed by both VMit, the Council's IT provider and Worknest, its HR & Legal contractor. It was

Resolved:

To adopt the Information Technology (IT) Policy with immediate effect.

(Action: Office Admin; immediately)

- b) Members considered report 26/2627 and the reviewed policies presented for approval. Members noted that the revisions reflected legislative updates, current Council operations, improved readability and recognised good practice. It was

Resolved:

To approve and adopt the following revised policies:

1. Equal Opportunities Policy;
2. Illegal Encampment Policy;
3. Vexatious Complaints Policy;
4. Elected Member Training Policy;
5. Virtual Meetings Policy;
6. Protocol for Recording Meetings;
7. Child Safeguarding Policy;
8. CCTV Policy;
9. Recording Officer Decisions Policy.

(Action: DTC Admin; immediately)

FC0726/12

Events

- a) Members considered a report outlining the rationale for postponing the Diss Carnival in 2027, with a planned return in 2028. The Council noted the increasing resource demands associated with delivering the event, including financial pressures, reduced staff capacity, challenges in volunteer recruitment, growing regulatory requirements, and the need to prioritise several significant strategic projects. Members recognised that the proposal represented a temporary pause to support the long-term sustainability and future success of the Carnival, rather than its cancellation.

During discussion, Members raised questions regarding funding, budget implications, public perception, and the continuing challenge of volunteer recruitment. It was acknowledged that the workload associated with other priority projects supported the case for postponement. Members noted similar experiences elsewhere, including Roydon Parish Council's restructuring of its Big Green Week programme into a series of events throughout the year to improve manageability and delivery.

Members emphasised the importance of maintaining momentum on key strategic projects and noted that the Transport Fayre would take place on Fair Green on 20th September

2026. The need for clear communications, including a press release, was highlighted to manage public expectations and explain the rationale for the decision. Discussion also focused on improving lead times for vendors and sponsorship opportunities and exploring ways to encourage greater community engagement and volunteering. Members noted that a revised approach to events delivery could be more cost-effective and provide increased opportunities for public engagement. It was

Resolved: To postpone Diss Carnival in 2027 and return the event in 2028, enabling resources to be focused on strategic Council priorities whilst developing a more sustainable long-term Carnival model.
(Action: Events Committee; to develop proposals for the return of Diss Carnival in 2028; by June 2027)

At 21.29, it was

Resolved: To invoke Standing Orders 3x and continue with the meeting beyond the two hours from commencement to complete the business on the agenda.

- b) Members noted the minutes of the Events Committee meetings held on 2nd June, 16th June and 21st July 2026.

FC0726/13

Items for Noting

Members received the following updates and reports:

- a) Members received the Town Clerk's update on activities (report 27/2627) since the last report. Updates included progress on the DYCC redevelopment project, stakeholder engagement relating to the Leisure & Community Centre project, discussions regarding the former Citizens Advice building, community partnership initiatives, climate action engagement and the inaugural Diss Strategic Liaison Forum.
- b) Members received the Town Mayor's update on activities (report 28/2627) since the last report, including attendance at community events, civic engagements and fundraising activities undertaken in support of the Mayor's chosen charity.
- c) Members received the Facilities & Buildings Manager's update on maintenance activities (report 29/2627) since the last report. Updates included works at the Cemetery Chapel, repairs and improvements to Council assets, installation of vehicle tracking systems, repairs to speed indicator signs and ongoing grounds and facilities maintenance. District councillor Minshull confirmed he will follow up on the street cleaning equipment. Cllr Craggs keen to review the maintenance team distribution around the town & will liaise with George Waterman accordingly.
(Action: DC; by October meeting)
- d) Members noted progress on decisions made at the previous meeting of Council. Cllr Shava updated members he is creating a digital space for the Mere working party.
(Action: TS; by September meeting)

FC0726/14

Date of Next Meeting

Members noted that the next meeting of the Full Council is scheduled to take place on Wednesday 23rd September 2026 at 7.15pm.

Meeting closed: 21.39.

Councillor D. Craggs
Chair / Town Mayor

BANK OUTGOINGS JULY 2026				
<u>Date Paid</u>	<u>Payee Name</u>	<u>Bacs Ref</u>	<u>Amount Paid</u>	<u>Transaction Detail</u>
02.07.2026	Red5 Networks Ltd	DD885	£ 156.48	Phone/Broadband June 26 - Council Office, CCTV Broadband - Skatepark & DYCC
14.07.2026	Radius Ltd	DD886	£ 124.56	Vehicle Tracker Set Up and Monthly Fee - Council Vans
14.07.2026	Waterplus Ltd	DD887-892	£ 434.09	Water Supplied June 2026 - All Sites
15.07.2026	Alliance Disposables Ltd	Bacs3036	£ 461.93	Sanitary Products - All Sites
15.07.2026	Baldwin Skip Hire Ltd	Bacs3037	£ 290.75	Skip Hire - All Sites
15.07.2026	Ben's Gutters Commercial	Bacs3038	£ 2,760.00	Gutter Cleaning & Waste Removal - Cornhall
15.07.2026	Camguard Fire & Security	Bacs3039	£ 342.00	Twice Annual Service of Fire Alarm Contract 26/27
15.07.2026	Cooks Blinds & Shutters	Bacs3040	£ 342.00	Inspection & Service of Flameshield Fire Curtain - Cornhall
15.07.2026	Hanna Instruments Ltd	Bacs3041	£ 840.84	Oxygen Meter - Mere Water Quality
15.07.2026	HCL Safety Ltd	Bacs3042	£ 564.00	Roofline Fall Protection Equipment Inspection - Cornhall
15.07.2026	Hillside Office Supplies Ltd	Bacs3043	£ 40.68	Copier Paper - Council Office
15.07.2026	LR Wyard-Scott Ltd	Bacs3044	£ 217.35	Van Diesel for June 2026
15.07.2026	Top Garden Services	Bacs3045	£ 1,500.00	Ground Maintenance Contract 4th Installment
15.07.2026	Trustees of Diss Museum	Bacs3046	£ 103.45	Re-imburse Electricity for April to June 2026
15.07.2026	British Gas Trading Ltd	DD893-895	£ 111.95	Electricity June 2026 - Cemetery, Park Toilets & Marketplace
17.07.2026	BNP Paribas Leasing Solutions	DD896	£ 531.37	Photocopier Rental July to October 2026
21.07.2026	Barclaycard	Jun-26	£ 519.62	Carnival Bunting & Decorations, Carnival Volunteer Refreshments
21.07.2026	British Gas Trading Ltd	DD897-902	£ 1,117.05	Electricity June 2026 - Fountain, Council Office, DYCC, Sportsgrounds, Mere Mouth Toilets & Park
24.07.2026	Employees	BACS	£ 19,280.25	Salaries Month 4
27.07.2026	EE Ltd	DD903	£ 74.88	Mobile Phones x5 - Council Staff & Councillors
31.07.2026	HM Revenue & Customs	BACS	£ 6,035.01	NI/PAYE Month 4
31.07.2026	Norfolk Pension Fund	BACS	£ 6,049.10	Pension Contributions Month 4
31.07.2026	C&H Cleaning Services Ltd	Bacs3047	£ 1,705.90	Monthly Cleaning of Council Offices, Park and Meres Mouth Toilets - July 2026
31.07.2026	ESPO	Bacs3048	£ 127.86	Gas Supplied June 2026
31.07.2026	Eyre Building Services Group Ltd	Bacs3049	£ 708.00	Gas Heater Service & Isolation of Unused Heaters at DYCC
31.07.2026	PAT Test Plugs Ltd	Bacs3050	£ 220.80	PAT Testing of all Electrical Equipment - All Sites
31.07.2026	Paul Rackham	Bacs3051	£ 720.00	Grave Digging x2 - May/June 2026
31.07.2026	P.Cottrell	Bacs3052	£ 59.00	Bus Shelter and Window Cleaning - Council Offices & Museum
31.07.2026	Screwfix Ltd	Bacs3053	£ 13.96	Rawlplugs - Fixing Bins to Concrete in Town
31.07.2026	SJS Plumbing	Bacs3054	£ 340.00	Repair 3x Toilet Flushers - Sports Pavilion
31.07.2026	Travis Perkins Trading Co Ltd	Bacs3055	£ 19.19	Magnolia Paint - Sports Pavilion
31.07.2026	Vmit Ltd	Bacs3056	£ 1,056.00	IT Software & Support July 2026 - Council & DDNP
31.07.2026	Voland Roofing	Bacs3057	£ 948.00	Diss Cornhall Roof Inspections & Repairs
31.07.2026	Unity Trust Plc	Charges	£ 21.20	Monthly Transaction Charges for Unity Trust
			£ 47,837.27	

BANK OUTGOINGS AUGUST 2026

<u>Date Paid</u>	<u>Payee Name</u>	<u>Bacs Ref</u>	<u>Amount Paid</u>	<u>Transaction Detail</u>
03.08.2026	Red5 Networks Ltd	DD904	£ 150.67	Phone & Broadband for CCTV - DYCC, Skatepark & Council Office
03.08.2026	South Norfolk Council	DD905	£ 2,156.96	Waste Collections July to September 2026 - All Sites
12.08.2026	Water Plus Ltd	DD906-911	£ 418.39	Water July 2026 - All Sites
14.08.2026	Radius Ltd	DD912	£ 28.80	3x Van Trackers monthly charges
17.08.2026	Evolve Business Solutions (EA)	DD913	£ 113.84	Photocopier Charges April - July 2026
20.08.2026	Barclaycard	Jul-26	£ 119.49	Blood Oximeter & Blood Pressure Machines - H&S, Batteries - Loud Hailer
20.08.2026	British Gas Trading Ltd	DD914-922	£ 1,236.82	Electricity July 2026 - All Sites
21.08.2026	Alpha Surveys (East Anglia) Ltd	Bacs3058	£ 678.00	Topological Survey at Diss Youth & Community Centre as part of RIBA 0-2
21.08.2026	Anglia Stone Consultants	Bacs3059	£ 258.00	VE/VJ Seat End Inscription
21.08.2026	Ashill Fire Protection Ltd	Bacs3060	£ 776.40	Annual Service of Fire Extinguishers - All Sites
21.08.2026	Claverhouse Ltd	Bacs3061	£ 12.00	Annual Mere Fountain Licence 2026/2027
21.08.2026	Complete Flooring Ltd	Bacs3062	£ 804.00	Replacement & Fitting of Carpet in Cemetery Chapel
21.08.2026	Core Highways (Traffic Management)	Bacs3063	£ 1,200.00	Road Closure Signs, Cones & Operatives for Carnival 2026
21.08.2026	CPRE Norfolk	Bacs3064	£ 36.00	Annual Subscription to CPRE Norfolk for 2026/2027
21.08.2026	Eastern Shires Purchasing Organisation	Bacs3065	£ 127.80	Gas Supplied July 2026 - Council Office & DYCC
21.08.2026	Fenland Leisure Products (Online Play)	Bacs3066	£ 204.00	Wet Pour Surfacing Kits - Mere Park Play Area
21.08.2026	Glasdon (UK) Ltd	Bacs3067	£ 341.95	Dog Waste Bin - Champneys Road
21.08.2026	Latta Hire Ltd	Bacs3068	£ 54.00	Service & Restock of Portable Toilet at Cemetery
21.08.2026	LR Wyard-Scott Ltd	Bacs3069	£ 279.25	Van Fuel July 2026
21.08.2026	Norfolk County Council	Bacs3070	£ 92.70	Road Closures for Remembrance & Christmas Lights Switch On 2026
21.08.2026	PHS Group Ltd	Bacs3071	£ 2,372.78	Sanitary Disposal Sept 2026-2027 - Council Office, Sports Pavilion & Public Toilets
21.08.2026	Proludic Ltd	Bacs3072	£ 2,768.72	Repairs to Twinfly & Trampoline on Mere Park
21.08.2026	Screwfix Direct Ltd	Bacs3073	£ 86.00	Disposable & Chemical Gloves - Maintenance, Padlock - Cemetery Gates
21.08.2026	Top Garden Services	Bacs3074	£ 1,500.00	Ground Maintenance August 2026 - All Sites
21.08.2026	Travis Perkins Trading Co Ltd	Bacs3075	£ 50.38	Graffiti Remover - All Sites & Pipe, Coupling & Postcrete - Park Standpipe Water Leak
21.08.2026	Vmit Ltd	Bacs3076	£ 4,803.46	IT Support & Software August 26, Microsoft 365 Business Licences 2026/2027
24.08.2026	Employees	BACS	£ 19,273.28	Salaries Month 5
26.08.2026	EE Ltd	DD923	£ 74.88	5x Mobile Phones 18/08 to 17/09
28.08.2026	HM Revenue & Customs	BACS	£ 6,050.28	NI/PAYE Month 5
28.08.2026	Norfolk Pension Fund	BACS	£ 6,058.70	Pension Contrbutions Month 5
31.08.2026	Unity Trust Plc	Charges	£ 22.70	Bank Charges Incurred June 2026
			£ 52,150.25	

Income Expenditure July 2026

Item 6b

	Budget 26-27	Actual YTD 26-27	Percentage Spend
Agency Services			
Total Income	£0	0	0%
Overhead Expenditure	-£100	£0	0%
Income Less Expenditure	-£100	£0	0%
Allotments			
Total Income	£1,017	£0	0%
Overhead Expenditure	-£1,030	-£30	3%
Income Less Expenditure	-£13	-£30	231%
Amenities			
Total Income	£3,000	£2,914	97%
Overhead Expenditure	-£84,297	-£18,530	22%
Income Less Expenditure	-£81,297	-£15,616	19%
Mini Recycling Centre Adopter			
Total Income	£0	0	0%
Bank Interest rec'd/Bank Charges			
Total Income	£18,000	£14,761	82%
Bank Charges	-£550	-£119	22%
Income Less Expenditure	£17,450	£14,642	84%
Capital Expenditure - Loans	-£14,170	£0	0%
Cemetery			
Total Income	£37,800	£15,218	40%
Overhead Expenditure	-£13,727	-£4,984	36%
Income Less Expenditure	£24,073	£10,234	43%
General Equipment			
Overhead Expenditure	-£4,618	-£1,873	41%
Christmas Lights			
Total Income	£0	0	0%
Overhead Expenditure	-£19,083	-£4,057	21%
Income Less Expenditure	-£19,083	-£4,057	21%
Corn Hall			
Overhead Expenditure	-£8,655	-£6,886	80%
Council Offices			
Total Income	£7,034	£2,943	42%
Overhead Expenditure	-£24,417	-£7,825	32%
Income Less Expenditure	-£17,383	-£4,882	28%
Other Council Properties			
Health & Safety	-£1,500	-£351	23%
PK Toilets	-£15,209	-£3,656	24%
Mere's Mouth Toilet	-£15,500	-£3,742	24%
Staff Uniforms/Replacements	-£500	£0	0%
Total Expense	-£32,709	-£7,749	24%
Diss Youth & Community Centre			
Total Income	£0	0	0%
Overhead Expenditure	-£24,166	-£6,308	26%
Income Less Expenditure	-£24,166	-£6,308	26%
Grants			
Grants Expenditure	-£10,000	£0	0%
Highways - Parish Partnership Bid			
Income	£0	0	0%
Parish Partnership Bid	£0	0	0%
DDNP Contribution	£0	-£16	0%
Income Less Expenditure	£0	-£16	0%

Income Expenditure July 2026

	Budget 26-27	Actual YTD 26-27	Percentage Spend
Market			
Total Income	£21,000	£10,024	48%
Overhead Expenditure	-£3,170	-£1,180	37%
Income Less Expenditure	£17,830	£8,844	50%
Promotion			
Overhead Expenditure	-£600	-£163	27%
Precept			
Total Income	£752,684	£376,342	50%
General Expenditure (inc IT)			
Total Income	£0	£0	0%
Overhead Expenditure	-£62,315	-£24,676	40%
Sports Ground			
Total Income	£9,000	£3,100	34%
Overhead Expenditure	-£21,192	-£5,095	24%
Income Less Expenditure	-£12,192	-£1,995	16%
Events			
Event Income	£0	£0	0%
Overhead Expenditure	-£1,300	-£501	39%
Income Less Expenditure	-£1,300	-£501	39%
Christmas Switch-On Event			
Total Income	£4,000	£0	0%
Overhead Expenditure	-£5,250	£0	0%
Income Less Expenditure	-£1,250	£0	0%
Carnival			
Total Income	£10,000	£9,986	100%
Overhead Expenditure	-£12,750	-£12,297	96%
Income Less Expenditure	-£2,750	-£2,311	84%
Wages			
Recharge	£0	£5,256	0%
Recharge	£0	-£5,292	0%
Wages Admin	-£216,812	-£67,409	31%
Wages Maint	-£202,624	-£58,013	29%
Income Less Expenditure	-£419,436	-£120,166	29%
Town Mayors Charity			
Total Income	£0	0	0%
Overhead Expenditure	£0	-£1,643	0%
Income Less Expenditure	£0	-£1,643	0%
CIL			
Total Income	£0	£1,656	0%
Overhead Expenditure	£0	£0	0%
Sec 106 Income	£0	0	0%
Sec 106 Expenditure	£0	0	0%
Streetlighting			
Total Income	£0	0	0%
Overhead Expenditure	-£18,000	-£1,821	10%
Income Less Expenditure	-£18,000	-£1,821	10%
Earmarked Reserves Budgeted			
Income Less Expenditure	-£82,000	£0	0%
Total Income	£863,535	£442,200	51%
Total Expenditure	-£863,535	-£274,877	32%

Income Expenditure August 2026

	Budget 26-27	Actual YTD 26-27	Percentage Spend
Agency Services			
Total Income	£0	0	0%
Overhead Expenditure	-£100	£0	0%
Income Less Expenditure	-£100	£0	0%
Allotments			
Total Income	£1,017	£0	0%
Overhead Expenditure	-£1,030	-£30	3%
Income Less Expenditure	-£13	-£30	231%
Amenities			
Total Income	£3,000	£3,103	103%
Overhead Expenditure	-£84,297	-£23,528	28%
Income Less Expenditure	-£81,297	-£20,425	25%
Mini Recycling Centre Adopter			
Total Income	£0	0	0%
Bank Interest rec'd/Bank Charges			
Total Income	£18,000	£15,588	87%
Bank Charges	-£550	-£151	27%
Income Less Expenditure	£17,450	£15,437	88%
Capital Expenditure - Loans	-£14,170	£0	0%
Cemetery			
Total Income	£37,800	£16,743	44%
Overhead Expenditure	-£13,727	-£6,361	46%
Income Less Expenditure	£24,073	£10,382	43%
General Equipment			
Overhead Expenditure	-£4,618	-£1,873	41%
Christmas Lights			
Total Income	£0	0	0%
Overhead Expenditure	-£19,083	-£4,057	21%
Income Less Expenditure	-£19,083	-£4,057	21%
Corn Hall			
Overhead Expenditure	-£8,655	-£6,886	80%
Council Offices			
Total Income	£7,034	£3,203	46%
Overhead Expenditure	-£24,417	-£8,762	36%
Income Less Expenditure	-£17,383	-£5,559	32%
Other Council Properties			
Health & Safety	-£1,500	-£486	32%
PK Toilets	-£15,209	-£5,072	33%
Mere's Mouth Toilet	-£15,500	-£5,691	37%
Staff Uniforms/Replacements	-£500	£0	0%
Total Expense	-£32,709	-£11,249	34%
Diss Youth & Community Centre			
Total Income	£0	0	0%
Overhead Expenditure	-£24,166	-£7,527	31%
Income Less Expenditure	-£24,166	-£7,527	31%
Grants			
Grants Expenditure	-£10,000	£0	0%
Highways - Parish Partnership Bid			
Income	£0	0	0%
Parish Partnership Bid	£0	0	0%
DDNP Contribution	£0	-£82	0%
Income Less Expenditure	£0	-£82	0%

Income Expenditure August 2026

	Budget 26-27	Actual YTD 26-27	Percentage Spend
Market			
Total Income	£21,000	£10,485	50%
Overhead Expenditure	-£3,170	-£1,216	38%
Income Less Expenditure	£17,830	£9,269	52%
Promotion			
Overhead Expenditure	-£600	-£163	27%
Precept			
Total Income	£752,684	£376,342	50%
General Expenditure (inc IT)			
Total Income	£0	£0	0%
Overhead Expenditure	-£62,315	-£28,739	46%
Sports Ground			
Total Income	£9,000	£3,100	34%
Overhead Expenditure	-£21,192	-£5,668	27%
Income Less Expenditure	-£12,192	-£2,568	21%
Events			
Event Income	£0	£0	0%
Overhead Expenditure	-£1,300	-£547	42%
Income Less Expenditure	-£1,300	-£547	42%
Christmas Switch-On Event			
Total Income	£4,000	£0	0%
Overhead Expenditure	-£5,250	-£46	1%
Income Less Expenditure	-£1,250	-£46	4%
Carnival			
Total Income	£10,000	£9,986	100%
Overhead Expenditure	-£12,750	-£13,297	104%
Income Less Expenditure	-£2,750	-£3,311	120%
Wages			
Recharge	£0	£5,256	0%
Recharge	£0	-£5,292	0%
Wages Admin	-£216,812	-£84,261	39%
Wages Maint	-£202,624	-£72,537	36%
Income Less Expenditure	-£419,436	-£151,542	36%
Town Mayors Charity			
Total Income	£0	0	0%
Overhead Expenditure	£0	-£1,643	0%
Income Less Expenditure	£0	-£1,643	0%
CIL			
Total Income	£0	£1,656	0%
Overhead Expenditure	£0	£0	0%
Sec 106 Income	£0	0	0%
Sec 106 Expenditure	£0	0	0%
Streetlighting			
Total Income	£0	0	0%
Overhead Expenditure	-£18,000	-£1,821	10%
Income Less Expenditure	-£18,000	-£1,821	10%
Earmarked Reserves Budgeted			
Income Less Expenditure	-£82,000	£0	0%
Total Income	£863,535	£445,462	52%
Total Expenditure	-£863,535	-£324,361	38%

SUMMARY REPORT OF EARMARKED RESERVES 2026-27

NC	Committee	Site	EMR	Balance as at 1st April 2026	Less: Actual Year to date Expense	Balance	Add: Year to date receipts	Balance as at 31st July 2026
320	AIE	Cemetery	Cemetery Bungalow Sale	£ 268,841.60		£ 268,841.60		£ 268,841.60
330	Exec	By-election	By-election costs	£ 5,000.00		£ 5,000.00		£ 5,000.00
335	AIE	Mere	Flock Project	£ 8,296.07	£ 180.00	£ 8,116.07		£ 8,116.07
340	Exec	Council Offices	IT Hardware	£ 3,141.36	£ 503.85	£ 2,637.51		£ 2,637.51
342	AIE	Events	Christmas Lights switch on	£ 2,456.21		£ 2,456.21		£ 2,456.21
344	AIE	Events	Carnival	£ 7,058.23		£ 7,058.23		£ 7,058.23
350	AIE	Events	Additional Events	£ 529.58		£ 529.58		£ 529.58
370	AIE	Cemetery	Cemetery Grounds (Inc Monuments)	£ 5,951.80		£ 5,951.80	£ 5,000.00	£ 10,951.80
375	AIE	Corn Hall	Corn Hall	£ 24,455.21		£ 24,455.21		£ 24,455.21
384	AIE	Council Offices	Council Office Building Maint	£ 24,889.58		£ 24,889.58		£ 24,889.58
390	AIE	DYCC	Van Replacement	£ 10,000.00		£ 10,000.00	£ 5,000.00	£ 15,000.00
392	AIE	DYCC	Replacement Ride-On Lawnmower	£ 6,345.00		£ 6,345.00		£ 6,345.00
396	AIE	DYCC	CAB Community Space	£ 10,000.00		£ 10,000.00		£ 10,000.00
398	AIE	DYCC	DYCC	£ 84,860.24		£ 84,860.24	£ 14,000.00	£ 98,860.24
400	AIE	Market	Maintenance Market	£ 21,500.00		£ 21,500.00		£ 21,500.00
410	AIE	Mere	Anglian Gardens	£ 503.00		£ 503.00	£ 1,000.00	£ 1,503.00
412	AIE	Mere	Boardwalk	£ 5,000.00		£ 5,000.00	£ 5,000.00	£ 10,000.00
414	AIE	Mere	Maintenance Mere's Mouth	£ 20,165.00		£ 20,165.00	£ 1,000.00	£ 21,165.00
416	AIE	Mere	Mere Fountain	£ 31,815.00	£ 745.35	£ 31,069.65		£ 31,069.65
420	AIE	Rectory Meadow	Rectory Meadow Fencing	£ 1,808.86		£ 1,808.86		£ 1,808.86
422	AIE	Park	Park General - Beacon Project	£ 16,168.03		£ 16,168.03	£ 10,000.00	£ 26,168.03
424	AIE	Park	Play Equipment	£ 34,316.82		£ 34,316.82		£ 34,316.82
426	AIE	Park	Park Toilets	£ 15,028.30		£ 15,028.30		£ 15,028.30
430	AIE	SPG	SPG Improvement Project	£ -		£ -	£ 20,000.00	£ 20,000.00
434	AIE	SPG	SPG Pav maintenance	£ 6,695.57		£ 6,695.57		£ 6,695.57
436	AIE	SPG	SPG - Skateboard Park	£ 53,029.03	£ 42,273.20	£ 10,755.83	£ 5,000.00	£ 15,755.83
440	AIE	St Marys	Closed churchyard repairs	£ 6,434.00		£ 6,434.00		£ 6,434.00
445	AIE	Town	Parish Partnership Works	£ 5,000.00		£ 5,000.00		£ 5,000.00
450	AIE	Facilities	Tree Management	£ 8,600.00		£ 8,600.00		£ 8,600.00
455	AIE	HTP	HTP	£ 4,867.59		£ 4,867.59		£ 4,867.59
460	AIE	Town	Bus Shelters maintenance	£ 15,571.04		£ 15,571.04		£ 15,571.04
462	AIE	Town	Streetlights	£ 24,858.33		£ 24,858.33	£ 15,000.00	£ 39,858.33
464	AIE	Town	Community Infrastructure Levy (CIL)	£ 78,085.52		£ 78,085.52	£ 1,655.92	£ 79,741.44
466	AIE	Town	CCTV	£ 3,025.75		£ 3,025.75		£ 3,025.75
468	AIE	Town	D&D Neighbourhood Plan	£ 6,918.68	£ 12.00	£ 6,906.68		£ 6,906.68
469	AIE	Maintenance	5 Yr Electrical Testing	£ 3,300.00		£ 3,300.00	£ 1,000.00	£ 4,300.00
472	AIE	Town	Parking Scheme	£ 15,000.00		£ 15,000.00		£ 15,000.00
			TOTAL	£ 839,515.40	£ 43,714.40	£ 795,801.00	£ 83,655.92	£ 879,456.92

31.07.2026	Current Year End balance (Precept)	£ 167,320.00
	General Reserves	£ 318,413.00
	EMR	£ 879,456.92
	Total Funds	£ 1,365,189.92

	Streetlighting Funds Breakdown	
	Capital Reserves (ring fenced)	£ 4,096.11
	EMR General	£ 35,762.22
		£ 39,858.33

SUMMARY REPORT OF EARMARKED RESERVES 2026-27

NC	Committee	Site	EMR	Balance as at 1st April 2026	Less: Actual Year to date Expense	Balance	Add: Year to date receipts	Balance as at 31st July 2026
320	AIE	Cemetery	Cemetery Bungalow Sale	£ 268,841.60		£ 268,841.60		£ 268,841.60
330	Exec	By-election	By-election costs	£ 5,000.00		£ 5,000.00		£ 5,000.00
335	AIE	Mere	Flock Project	£ 8,296.07	£ 180.00	£ 8,116.07		£ 8,116.07
340	Exec	Council Offices	IT Hardware	£ 3,141.36	£ 503.85	£ 2,637.51		£ 2,637.51
342	AIE	Events	Christmas Lights switch on	£ 2,456.21		£ 2,456.21		£ 2,456.21
344	AIE	Events	Carnival	£ 7,058.23		£ 7,058.23		£ 7,058.23
350	AIE	Events	Additional Events	£ 529.58		£ 529.58		£ 529.58
370	AIE	Cemetery	Cemetery Grounds (Inc Monuments)	£ 5,951.80		£ 5,951.80	£ 5,000.00	£ 10,951.80
375	AIE	Corn Hall	Corn Hall	£ 24,455.21		£ 24,455.21		£ 24,455.21
384	AIE	Council Offices	Council Office Building Maint	£ 24,889.58		£ 24,889.58		£ 24,889.58
390	AIE	DYCC	Van Replacement	£ 10,000.00		£ 10,000.00	£ 5,000.00	£ 15,000.00
392	AIE	DYCC	Replacement Ride-On Lawnmower	£ 6,345.00		£ 6,345.00		£ 6,345.00
396	AIE	DYCC	CAB Community Space	£ 10,000.00		£ 10,000.00		£ 10,000.00
398	AIE	DYCC	DYCC	£ 84,860.24		£ 84,860.24	£ 14,000.00	£ 98,860.24
400	AIE	Market	Maintenance Market	£ 21,500.00		£ 21,500.00		£ 21,500.00
410	AIE	Mere	Anglian Gardens	£ 503.00		£ 503.00	£ 1,000.00	£ 1,503.00
412	AIE	Mere	Boardwalk	£ 5,000.00		£ 5,000.00	£ 5,000.00	£ 10,000.00
414	AIE	Mere	Maintenance Mere's Mouth	£ 20,165.00		£ 20,165.00	£ 1,000.00	£ 21,165.00
416	AIE	Mere	Mere Fountain	£ 31,815.00	£ 745.35	£ 31,069.65		£ 31,069.65
420	AIE	Rectory Meadow	Rectory Meadow Fencing	£ 1,808.86		£ 1,808.86		£ 1,808.86
422	AIE	Park	Park General - Beacon Project	£ 16,168.03	£ 215.00	£ 15,953.03	£ 10,000.00	£ 25,953.03
424	AIE	Park	Play Equipment	£ 34,316.82		£ 34,316.82		£ 34,316.82
426	AIE	Park	Park Toilets	£ 15,028.30		£ 15,028.30		£ 15,028.30
430	AIE	SPG	SPG Improvement Project	£ -		£ -	£ 20,000.00	£ 20,000.00
434	AIE	SPG	SPG Pav maintenance	£ 6,695.57		£ 6,695.57		£ 6,695.57
436	AIE	SPG	SPG - Skateboard Park	£ 53,029.03	£ 42,273.20	£ 10,755.83	£ 5,000.00	£ 15,755.83
440	AIE	St Marys	Closed churchyard repairs	£ 6,434.00		£ 6,434.00		£ 6,434.00
445	AIE	Town	Parish Partnership Works	£ 5,000.00		£ 5,000.00		£ 5,000.00
450	AIE	Facilities	Tree Management	£ 8,600.00		£ 8,600.00		£ 8,600.00
455	AIE	HTP	HTP	£ 4,867.59		£ 4,867.59		£ 4,867.59
460	AIE	Town	Bus Shelters maintenance	£ 15,571.04		£ 15,571.04		£ 15,571.04
462	AIE	Town	Streetlights	£ 24,858.33		£ 24,858.33	£ 15,000.00	£ 39,858.33
464	AIE	Town	Community Infrastructure Levy (CIL)	£ 78,085.52		£ 78,085.52	£ 1,655.92	£ 79,741.44
466	AIE	Town	CCTV	£ 3,025.75		£ 3,025.75		£ 3,025.75
468	AIE	Town	D&D Neighbourhood Plan	£ 6,918.68	£ 81.93	£ 6,836.75		£ 6,836.75
469	AIE	Maintenance	5 Yr Electrical Testing	£ 3,300.00		£ 3,300.00	£ 1,000.00	£ 4,300.00
472	AIE	Town	Parking Scheme	£ 15,000.00		£ 15,000.00		£ 15,000.00
			TOTAL	£ 839,515.40	£ 43,999.33	£ 795,516.07	£ 83,655.92	£ 879,171.99

31.08.2026	Current Year End balance (Precept)	£ 121,096.00
	General Reserves	£ 318,696.00
	EMR	£ 879,171.99
	Total Funds	£ 1,318,963.99

	Streetlighting Funds Breakdown	
	Capital Reserves (ring fenced)	£ 4,096.11
	EMR General	£ 35,762.22
		£ 39,858.33

Section 3 – External Auditor’s Report and Certificate 2025/26

In respect of

Diss Town Council – NO0127

1 Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a **limited assurance review** is set out by the National Audit Office (NAO). A limited assurance review is **not a full statutory audit**, it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it **does not** provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02) as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/>

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2026; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

2 External auditor’s limited assurance opinion 2025/26

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return (AGAR), in our opinion the information in Sections 1 and 2 of the AGAR is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

Other matters not affecting our opinion which we draw to the attention of the authority:

In the completion of the their detailed internal auditor’s report, the internal auditor has drawn attention to weaknesses in relation to website accessibility requirement, noting that some documents published on the Council’s website are not fully compliant with the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard. The smaller authority must ensure that action is taken to address these areas of weakness in a timely manner.

3 External auditor certificate 2025/26

We certify that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2026.

External Auditor Name

PKF LITTLEJOHN LLP

External Auditor Signature

PKF Littlejohn LLP

Date

11/09/2026

DISS TOWN COUNCIL



11-12 Market Hill,
Diss, Norfolk, IP22 4JZ.
Telephone and Fax: (01379) 643848
Email: towncouncil@diss.gov.uk
Website: www.diss.gov.uk

Application for Co-Option

1. NameDr Stephen Willoughby.....

Address[REDACTED] Diss.....

.....Postcode.....[REDACTED].....

Telephone.....[REDACTED].....Mobile.....[REDACTED].....

Email.....[REDACTED].....

2. Please provide a brief description of the nature of your employment throughout your working life and any skills, training or experience you have which may be useful to the Council:

I am a retired academic, having spent much of my working life as a lecturer and personal tutor. I was also latterly a part-time outreach worker for the Open University.

One of my interests has always been in ensuring that communities have access to clear and reliable information. With this in mind I developed the skills needed to create public information systems, and I worked with Basingstoke, Kent County and Uttlesford District Councils over a period of years to implement systems to achieve this, using a technology known as Viewdata. This was before the Internet was established or was in its infancy. In later years I did migrate Uttlesford's system to the World Wide Web.

3. Please explain your interest in Diss and why you would be interested in becoming a Councillor:

It is quite evident that there are currently powerful forces afoot intent on dividing communities. I believe that this can, at least in part, be countered by providing a resilient, safe and sustainable environment in which local facilities and activities can thrive. I should be pleased to help in that endeavour.

4. Please list any other voluntary or community work that you are currently or have previously been involved in:

I am currently the Neighbourhood Watch volunteer representing the Ensign Way/Nelson Road estate in town. I regard this as much more than simply looking out for possible criminal activity, but it also serves as a point of contact for anyone who is seeking help with other matters and can be signposted as necessary. It also has a social function.

While living in Saffron Walden between 1992 and 2015, I ran two community schemes, Freecycle and Time Banking, primarily designed for those who were time-rich but cash-poor (such as the unemployed or disabled), but they also attracted wider participation.

I have a keen interest in Early Music, and set up Saffron Walden Early Music through which various groups were invited to perform. I intend to do something similar in Diss.

5. Please provide any other information that you feel may be of interest to the Council in considering your application for co-option:

.....

.....

.....

.....

.....

Please also complete the nomination papers attached and arrange for two current members of Diss Town Council to propose and second your application.

Thank you for taking the time to complete this application form. Once received, applicants will meet the Town Clerk and a Council member to go through the application and answer any questions relating to becoming a Diss Town Councillor.

Applications for co-option will be considered by Full Council. You are welcome to attend this meeting (all meetings of Council are open to the public) and if co-opted will be invited to join members at the table.

DISS TOWN COUNCIL



Co-Option of a Town Councillor

Nomination Paper

I would like to be considered for co-option as a Councillor with Diss Town Council. I understand that I must seek nomination by two existing town councillors (one to nominate me and one to second the nomination). The period of service is from the date of co-option to the next local government parish elections or until you stand-down or are no longer eligible to hold the office of councillor.

Candidate

Surname	WILLOUGHBY
Other names in full	STEPHEN DAVID
Title (please delete as appropriate)	Other (please state) DR
Home address in full	██████████ Diss Postcode: ██████████

Proposer

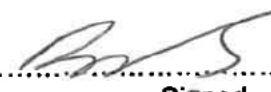
I, RICHARD PEART (print name) being a serving Member of Diss Town Council do hereby PROPOSE the above-named individual for the vacancy of councillor with Diss Town Council.


Signed

14 July 2026
Date

Seconder

I, Declan Craggs (print name) being a serving Member of Diss Town Council do hereby SECOND the proposal for the above-named individual to be co-opted to fill the vacancy of councillor with Diss Town Council.


Signed

08/07/2026
Date

Nomination papers MUST be delivered to the Clerk of the Council at the Council Offices, 11-12 Market Hill, Diss, Norfolk, IP22 4JZ

For office use only

No. of Nomination Paper (in order of delivery)	Date Delivered	Hour Delivered	Received by:

Candidate's Consent to Nomination

I hereby consent to my nomination as a candidate for co-option as a councillor with Diss Town Council. I declare that on the day of my nomination I qualify for co-option.

To be eligible for co-option as a Diss Town Councillor you must satisfy certain criteria. You must satisfy both a and b below and at least one of the options c. to f.

I confirm that (please tick all which apply to you):-

a.	I am 18 years of age or over	☒
b.	I am a British citizen or a citizen of the Commonwealth or a citizen of any other member state of the European Union	☒
c.	I am registered as a local government elector for the Town at this address (give address)	☒
d.	I have, during the whole of the twelve months preceding my application occupied, as owner or tenant, land or other premises in the Town (give address)	
e.	My principal or only place of work during those twelve months has been in the Town (give details and address) Retired	☒
f.	I have during the whole of those twelve months resided in the Town or within three miles of it (give address) [REDACTED]	☒

Under Section 80 of the Local Government Act 1972 there are some reasons why a person is disqualified from being a Town Councillor, including these reasons:

I confirm that (please tick all which apply to you):

i.	I am not employed by the Town Council or hold paid office under the Town Council;	☒
ii.	I am not employed by an entity controlled by the Town Council;	☒
iii.	I am not the subject of a bankruptcy restrictions order or an interim bankruptcy restrictions order or a debt relief restrictions order or an interim debt relief restrictions order;	☒
iv.	I have not within the last five years, been convicted in the UK, Channel Islands or Isle of Man of any offence and been sentenced to imprisonment (whether suspended or not) for not less than three months without the option of a fine;	☒
v.	I am not otherwise disqualified under Part III of the Representation of the People Act 1983 (relating to corrupt or illegal electoral practices and offences relating to donations) or the Audit Commission Act 1998.	☒

Use of Personal Information

The Council will use the information provided on this form to assess your eligibility to be co-opted as a Town Councillor. The information will be treated as confidential by the Council and Councillors and will not be retained after the co-option meeting unless your application is successful, when it will be destroyed after your resignation from Council.

Declaration & Consent (please tick all which apply to you):-

I have read the section entitled 'Use of Personal Information' and by signing this form I consent to the use and disclosure of my information included in this application form.	☒
I will complete a Declaration of Acceptance of Office, Declaration of Interests form, and I will comply at all times with the Council's Code of Conduct.	☒
I declare the information given on this form to be true and correct.	☒

Signature DR STEPHEN DAVID WILLOUGHBY Name (BLOCK CAPITALS)

Address [REDACTED] Diss

S.D. Willoughby

Email Address [REDACTED]

Date of signature: 21/1/26

I declare that to the best of my knowledge and belief I am not disqualified from being co-opted by reason of any disqualification set out in section 80 of the Local Government Act 1972 and that the information supplied above is accurate. I understand that by providing misleading or inaccurate information, my nomination may be disqualified.

S.D. Willoughby
Signed

21/1/26
Date

**DISS TOWN COUNCIL**

Council Offices, 11-12 Market Hill,
Diss, Norfolk, IP22 4JZ.
Telephone & Fax: (01379) 643848
Email: towncouncil@diss.gov.uk
Website: www.diss.gov.uk

Report Number:
30 & 31 / 2627

Report to:	Full Council
Date of Meeting:	23 rd September 2026
Authorship:	Grant Panel
Subject:	Grant applications – DISSCovered & Diss & District Tree Planting Project

Introduction

1. Two applications for Council grant funding have been received from DISSCovered & for a tree planting project (see Appendices A & B).
2. There is currently £8,700 remaining in the grant budget of a total annual budget of £10k.
3. The total request for funding is £1,530.
4. The Grant Panel has met to consider both applications and puts forward the following summary and recommendation to Full Council.

DISSCovered

5. This project seeks to provide an accessible, warm, and welcoming community crafting space in the heart of the Diss Heritage Triangle.
6. The Grant Panel did not feel able to support the funding of electric panel heaters and recommended an award of £650.
7. The Clerk's view is that the Grant Policy does not prohibit funding the purchase and installation of heaters, as Section 4 permits grants towards equipment and facilities that improve community venues. As the heaters represent a one-off capital purchase rather than an ongoing utility cost, the Clerk recommends approval of the full grant request of £1,000.

Trees for Diss and District

8. This project aims to make Diss and District greener through tree planting initiatives. The project is being delivered by Trees for Diss and District under the umbrella of the registered charity, Diss Community Woodland Project.
9. The Grant Panel expressed concerns regarding the proposed speaker fee and considered the publicity budget may be insufficient. Members were otherwise supportive of the initiative and requested that any trees funded through a Town Council grant be planted within Diss. The Panel therefore recommended an award of £330.
10. The Clerk notes that the Grant Policy does not preclude funding a speaker where the expenditure forms part of a community project or event. As the speaker fee relates

directly to the delivery of the proposed project, it is not considered an ongoing operational expense that would normally fall outside the scope of the policy.

11. Additional information provided by the applicant regarding potential external funding opportunities is included at Appendix C.
12. The Clerk's recommendation is therefore to approve the full grant request of £530, subject to the grant being used for trees planted within Diss.
13. If members are minded to support the Clerk's recommendations, there would be a total of £7,170 remaining in the grant budget until 31st March 2026.

Recommendations

That members support:

- 1) A grant award of £1,000 to DISSCovered to support a project providing an accessible, warm, and welcoming community crafting space.
- 2) A grant award of £530 to the Diss Community Woodland Project in support of the Diss & District Tree Planting Project, subject to the grant funding being used only for trees planted within the town of Diss.

SMALL COMMUNITY GRANT APPLICATION FORM

For grant applications of up to £1,000

This form should be used by community groups, voluntary organisations, charities and other not-for-profit organisations applying for a grant of up to £1,000 from Diss Town Council.

Applicants should read the Council's Grant Policy before completing this form.

Grants are awarded at the discretion of Diss Town Council and are subject to the availability of funds. Applications will normally be considered at the next appropriate meeting of Full Council.

1. Applicant Details

Name of organisation:

DISScovered

Organisation address:

13 St Nicholas Street , Diss IP22 4 LB

Website or social media page, if applicable:

https://www.facebook.com/profile.php?id=61583495727584&locale=en_GB

Name of main contact:

Position in organisation:

Business owner

Telephone number:

Email address:

2. About Your Organisation

Type of organisation:

Please tick all that apply:

- ☐ Registered charity
- ☐ Community group
- ☐ Voluntary organisation
- ☐ Sports, arts or cultural organisation
- ☐ Community interest organisation
- ☐ Other not-for-profit organisation
- ☒ Other — please state: Private business

Charity number, if applicable:

[Insert details]

Please briefly describe your organisation, its aims and main activities.

DISScovered is a community-focused creative hub and local maker showcase located in the Diss Heritage Triangle. Our core aim is to combat social isolation, foster local creative skills, and build a welcoming, inclusive space where residents can gather, collaborate, and learn. We run a weekly schedule of accessible social and educational activities—including "The Thursday Table" (a low-cost social crafting circle), "The DISScovered Chapter Silent Reading Group, and tailored educational and craft sessions children and local makers.

While this initiative operates under my single business umbrella account for banking purposes, the project itself is run strictly as a non-profit community effort to ensure sessions remain heavily subsidised at £5 per person for Diss residents.

Does your organisation have a bank account in the organisation's name?

☒ Yes

☐ No

If no, please explain how any grant funding would be received, held and managed on behalf of the organisation:

3. Project Details

What are you applying for?

Please describe the project, activity or item for which funding is requested.

This project provides an accessible, warm, and welcoming community crafting space in the heart of the Diss Heritage Triangle (at DISScovered).

The grant will fund essential physical equipment to make the space practical, safe, and comfortable for local residents during the colder months — specifically two wall-mounted electric panel heaters to keep the room warm, and 9x9 Kallax storage units with boxes so craft materials are clean, organized, and safely accessible.

It will also support sessional facilitation fees to deliver structured, relaxed mini-make and social craft workshops for people to come together, learn new skills, and combat social isolation.

Those items above will last beyond the initial 4-month crafting session, so the grant will continue to benefit Diss residents beyond the initial 4-month programme.

How will this benefit the residents of Diss?

Please explain who will benefit and what difference the funding will make.

This initiative benefits local Diss residents by offering a warm, pressure-free sanctuary to build social connections, improve mental health, and learn new creative skills. By fully funding the initial sessions for attendees, we remove the financial barrier to participation. It directly serves local makers, elderly residents seeking company, and individuals looking for affordable wellbeing activities in the heart of town.

Where will the project or activity take place?

DISScovered, 13 St Nicholas Street, Diss IP22 4JS

When will the project or activity take place?

They are ongoing weekly activities

Approximately how many people are expected to benefit?

☐ Up to 10

☐ 11–25

☐ 26–50

☐ 51–100

☒ More than 100

4. Funding Request

How much funding are you requesting from Diss Town Council?

£1000

What is the total cost of the project or activity?

£1270

Please provide a simple breakdown of costs:

Item or activity		Cost
Craft materials & supplies (papercraft, textiles, paints, seasonal make kits)		£250
Community outreach, printed flyers, business cards etc..		£250
Wall-Mounted Heaters & Fixings	2x Electric panel heaters with wall mounts (eliminates trip/burn hazards)	£170.00
Storage Furniture & Boxes	3x 9x9 Kallax units & storage baskets for organizing craft materials	£350.00
Folding tables and chairs		£250
Total		£1270

Have you applied for, or received, funding from any other source for this project or activity?

X Yes, but I was unsuccessful. I have also tried the Jarrold Growth Fund.

No

If yes, please provide details.

Funding Source	Amount Applied For	Amount Secured
Creative workshop equipment and materials	£6000	£0
Essential furniture such as folding tables and chairs, wall mounted heaters		
Workspace improvements to create a welcoming, flexible studio in the back of the shop including decorating and fixing extra lights.		
Branding and visibility to reach more residents and support local makers		

Programme development to expand structured creative learning and artisan opportunities		
	£6000	£0

Is your organisation contributing any funding, resources or volunteer time towards the project?

☒ Yes

☐ No

If yes, please provide details:

DISScovered is contributing £270 in venue/equipment co-funding alongside voluntary facilitation time (approx. 4–6 hours weekly dedicated to session planning, setup, and running the events for free to the public).

If unrestricted reserves exceed the amount requested from Diss Town Council, please explain why external funding is required.

As a developing community venture, our income is modest and reinvested entirely into space maintenance and supporting local independent makers. External funding is vital to cover start-up material costs and subsidize free access for residents without placing financial risk on the space.

5. Supporting Information

Please provide the following where available:

☒ Evidence of the proposed expenditure (e.g. quotation, estimate or simple budget)

☐ Evidence of other funding, if applicable

☒ Any supporting information that will help the Council understand the project or activity

The Council may request additional information where this is considered necessary to assess the application.

6. Conditions of Grant

If awarded funding, the organisation agrees:

- To use the grant solely for the purpose stated in this application.

- To notify the Council of any significant changes to the project.
- To provide monitoring information when requested.
- To acknowledge support from Diss Town Council where appropriate.
- To return any grant funding not used for the approved purpose.
- To provide evidence of expenditure if requested by the Council.
- That unused grant funding may be returned to Diss Town Council.
- That grant awards may be recorded in Council minutes and published in line with normal transparency requirements.

Failure to comply with grant conditions may affect future applications and may result in a request for repayment of all or part of the grant.

7. Declaration

I confirm that:

- I am authorised to submit this application on behalf of the organisation named above.
- The information provided in this application is accurate to the best of my knowledge.
- The organisation agrees to comply with the conditions of grant.

Name:

Position in organisation:

Business Owner

Signature:

Date:

03.09. 2026

8. Submission

Please return the completed form to:

The Town Clerk

Diss Town Council

11–12 Market Hill

Diss

Norfolk

IP22 4JZ

DISScovered Community Space

Supporting Documents for Diss Town Council Grant Application (£1,000)

Applicant:	DISScovered (Timea / Tilly)	Location:	Heritage Triangle, Diss
Project Title:	The Thursday Table & Community Crafting Tonic	Grant Amount:	£1,000.00 (Total Project: £1,250.00)

DOCUMENT 1: EVIDENCE OF PROPOSED EXPENDITURE

The following itemized budget provides a detailed breakdown of expenditure required to establish and run "The Thursday Table: A Crafting Tonic" and associated weekly community workshops at DISScovered over a 4-month period. Quotations have been sourced from established craft suppliers, local printers, and venue operating estimates.

Detailed Budget Breakdown

ITEM / CATEGORY DESCRIPTION	SUPPLIER / SOURCE	QTY / DURATION	COST (£)
Craft Tools & Starter Packs Cutting mats, precision tools, scissors, brushes, rulers.	Baker Ross / Works Direct	15 sets	£160.00
Specialist Workshop Tooling Book-box bases, diorama framing, glue guns, scoring tools.	Hobbycraft / Craftology	Bulk Batch	£140.00
Consumable Craft Supplies (4-Month Supply) 4-month supply of specialty paper, adhesives, textiles, dried florals.	Fred Aldous / Craft Consortium	4 Months	£250.00
Venue Utility Contribution 4 months towards heating, lighting, and workspace upkeep (£75/month).	DISScovered Operating Fund	4 Months	£300.00
Outreach & Promotion Diss Matters feature inserts, printed flyers, town posters.	Diss Community Print / Local Mail	2 Runs	£200.00
Accessibility Subsidies Covering the cost so that every resident's first session at The Thursday Table is 100% free.	DISScovered Project Subsidies	100+ Residents	£200.00
TOTAL ESTIMATED PROJECT EXPENDITURE			£1,250.00

Funding Summary:

- **Grant Requested from Diss Town Council:** £1,000.00
- **DISScovered In-Kind Contribution (Venue, Facilitation & Equipment Co-funding):** £250.00

DOCUMENT 2: SUPPORTING INFORMATION & ACTIVITY BREAKDOWN

DISScovered is a dedicated creative sanctuary located in the Diss Heritage Triangle. The space offers a combination of a local maker showcase and a community workshop hub. Our goal is to promote mental well-being, tackle rural loneliness, and create accessible pathways into creative and mindful hobbies.

Weekly Schedule & Activity Framework

SESSION NAME	FOCUS / ACTIVITY	FEE / COST	TARGET AUDIENCE & COMMUNITY FOCUS
The Thursday Table	Social Crafting & Connection	£5.00 (First Session Free)	Informal social crafting circle focused on tackling isolation. Participants bring projects or work on guided mini-makes over tea and coffee.
Kids Craft	Youth Creativity & Skills	Subsidised	Structured, hands-on creative workshops for children, youth, and home-educated young people, exploring book art and accessible crafts.
DISScovered Chapters	Silent Reading Club	Free / Subsidised	A cozy, welcoming space for book lovers to gather, read quietly together, and enjoy shared community time without pressure to chat.
The Saturday Spotlight	Walk-in Mini-Makes	£10.00+	Drop-in creative workshops for families, shoppers, and visitors strolling through the Diss Heritage Triangle.

Featured Creative Projects Highlighted for Funding

The grant will support various structured, accessible craft sessions designed to foster mindfulness, connection, and skill-building, including:

- **"Hollow Heart" Book Box:** Upcycling vintage books into hidden decorative trinket boxes, teaching papercraft, aging techniques, and structural art.
- **"Apothecary Diorama":** Creating miniature detailed scenes using natural materials, miniature glass bottles, and wooden framing to encourage intricate hand skill development.

Community Impact Statement

This project directly targets social isolation, promotes mental well-being, and serves local Diss residents by offering an inclusive, welcoming sanctuary. By funding accessibility subsidies and essential supplies, Diss Town Council helps ensure that cost is never a barrier for residents seeking connection, quiet focus, or creative expression.

Impact Measurement: DISScovered will track beneficiary numbers, collect attendee feedback forms, and publish regular progress summaries to Diss Town Council demonstrating the grant's social return on investment.

SMALL COMMUNITY GRANT APPLICATION FORM

For grant applications of up to £1,000

This form should be used by community groups, voluntary organisations, charities and other not-for-profit organisations applying for a grant of up to £1,000 from Diss Town Council.

Applicants should read the Council's Grant Policy before completing this form.

Grants are awarded at the discretion of Diss Town Council and are subject to the availability of funds. Applications will normally be considered at the next appropriate meeting of Full Council.

1. Applicant Details

Name of organisation:

Trees For Diss & District

Organisation address:

Roydon, Diss, Norfolk

Website or social media page, if applicable:

None set up yet, but there are plans to do so

Name of main contact:

Position in organisation:

Founder – looking to establish a core volunteer group to jointly share leadership roles within the project

Telephone number:

Email address:

2. About Your Organisation

Type of organisation:

Please tick all that apply:

- ☐ Registered charity
- ☒ Community group
- ☒ Voluntary organisation
- ☐ Sports, arts or cultural organisation
- ☐ Community interest organisation
- ☐ Other not-for-profit organisation
- ☐ Other — please state: [Insert details]

Trees For Diss and District is not a charity, but we are working under the umbrella of a registered charity: Diss Community Woodland Project.

Charity number, if applicable:

Charity Ref: 1213736

Please briefly describe your organisation, its aims and main activities.

Aim: To make Diss and district greener by planting trees in our towns and villages.

Activities: Mapping areas where tree planting would benefit the local community, consulting with public bodies and private landowners to gain relevant permissions, planting trees, monitoring and caring for newly planted trees. Holding events locally on the benefits of urban trees and the importance of protecting old and ancient trees.

Following consultation with those living in the areas we identify for planting, trees will be planted by volunteers. The right tree in the right place, will be our guiding maxim – understanding the potential impact of any tree at a given location, both positive and potentially negative impacts. Good practice guidelines will be drawn up to assess locations to reduce the likelihood of any conflict and to bring maximum benefit to the community. Plans will be made for after care, particularly in the early years when saplings are establishing and are more vulnerable to both vandalism and drought.

Does your organisation have a bank account in the organisation's name?

- ☐ Yes
- ☒ No

If no, please explain how any grant funding would be received, held and managed on behalf of the organisation

Working in collaboration with Diss Community Woodland Project, will allow us to hold funds within the charities bank account.

3. Project Details

What are you applying for?

Please describe the project, activity or item for which funding is requested.

- Supplying trees, support stakes and tree guards - for planting this winter
- Leaflets for promoting future events
- Event costs, hall hire, refreshments
- Fee for visiting speaker for events

How will this benefit the residents of Diss?

Please explain who will benefit and what difference the funding will make.

This project will benefit a significant number of people in Diss and neighbouring area who will be able to enjoy the trees if they either live near them or if they walk, cycle or drive passed them.

Studies have shown that trees in urban areas can:

- reduce air pollution, quieten noise and keep cities shaded and cool
- improve ecosystems and boost biodiversity
- create a sense of place, beauty and heritage
- create attractive environments where businesses want to invest and people want to live, work and play
- alleviate stress, stabilise blood pressure, ease anxiety and depression, and provide opportunity for healthy, active lifestyles.

Where will the project or activity take place?

We will begin by exploring planting opportunities for busy streets and communal areas in Diss. For example, Skelton Road, Factory Lane and areas around Clare House. We will consult with the local community to identify which areas are most lacking in trees and which areas the residents would like to see planted with trees.

Less affluent areas tend to have lower tree cover and therefore miss out on the numerous benefits that urban trees bring, see the [Tree Equity Map Shows Tree Cover Inequality - Woodland Trust](#). With only 16% cover Diss is well below the recommended 30% canopy cover and is highlighted as a priority area for tree planting. We will prioritise planting in less affluent areas of Diss where there are appropriate opportunities for planting.

When will the project or activity take place?

First meeting Sat 26th September, with plans to assess planting areas and begin first round of planting Winter 2026/27, provided necessary permissions are in place

Approximately how many people are expected to benefit?

- ☐ Up to 10
☐ 11–25
☐ 26–50
☐ 51–100
☒ More than 100

4. Funding Request

How much funding are you requesting from Diss Town Council?

£530

What is the total cost of the project or activity?

£559 (this includes funds already spent on leaflets for first event)

Please provide a simple breakdown of costs:

Item or activity	Cost
Tree saplings x 30	£50
Tree guards x 30	£92
Tree stakes x 30	£63
Leaflets x 500	£35
Speaker for event	£200
Refreshments for event	£30
Hall hire	£60
Total	£530

Have you applied for, or received, funding from any other source for this project or activity?

- ☐ Yes
☒ No

If yes, please provide details.

Funding Source	Amount Applied For	Amount Secured
	£	£
	£	£
	£	£

Is your organisation contributing any funding, resources or volunteer time towards the project?

☒ Yes

☐ No

If yes, please provide details:

I have paid for printing of leaflets for the first event and will use my time to deliver leaflets and to promote the event.

No. 8 Market Place have contributed use of their hall for free for the first event.

Once a group of community volunteers is established, they will give their time to plan and develop the project and to plant and care for trees.

If unrestricted reserves exceed the amount requested from Diss Town Council, please explain why external funding is required.

[Insert details]

5. Supporting Information

Please provide the following where available:

☒ Evidence of the proposed expenditure (e.g. quotation, estimate or simple budget)

☐ Evidence of other funding, if applicable

☐ Any supporting information that will help the Council understand the project or activity

The Council may request additional information where this is considered necessary to assess the application.

6. Conditions of Grant

If awarded funding, the organisation agrees:

- To use the grant solely for the purpose stated in this application.
- To notify the Council of any significant changes to the project.
- To provide monitoring information when requested.
- To acknowledge support from Diss Town Council where appropriate.
- To return any grant funding not used for the approved purpose.
- To provide evidence of expenditure if requested by the Council.
- That unused grant funding may be returned to Diss Town Council.
- That grant awards may be recorded in Council minutes and published in line with normal transparency requirements.

Failure to comply with grant conditions may affect future applications and may result in a request for repayment of all or part of the grant.

7. Declaration

I confirm that:

- I am authorised to submit this application on behalf of the organisation named above.
- The information provided in this application is accurate to the best of my knowledge.
- The organisation agrees to comply with the conditions of grant.

Name:

Trees For Diss and District

Position in organisation:

Founder

Signature:

Date:

31.08.26

8. Submission

Please return the completed form to:

The Town Clerk

Diss Town Council

11–12 Market Hill

Diss

Norfolk

IP22 4JZ

Trees for Diss & District Total Budget £530

Item description	Cost	Quantity	Expected Total Cost	Actual Cost	Balance	Supplier	Invoice date	Notes
Tree saplings x 30	£1.44	30	£43.20			Sandy Lane Nursery, Wattisfield		Costs for sapplings varies depending on species, average cost before VAT £1.20
Tree stakes x 30	£2.10	30	£63.00			Sandy Lane Nursery, Wattisfield		
Tree guards x 30	£3.06	30	£91.80			Sandy Lane Nursery, Wattisfield		
25lt pot trees	£28.80							Only purchase if residents set on a specific tree for their street that is not available bareroot and if budget allows Explored volunteer speaker via Woodland Trust, none in area, waiting to hear from Urban Tree Festival and Tree Council. If Speaker available at a lower cost - surplus funds would either be held and used to fund more trees in the next planting season or be used for to cover cost of some pot grown trees.
Speaker for event			£200.00			TBC		
Hall hire			£60.00			No 8 or room at Cornhall		
Refreshments			£30.00					
Leaflets		500	£35.00			Town & Country Printers, Diss		
Total Cost			£523.00					

There are other grants available to continue to develop this project in future, via Woodland Trust, NCC, Forestry Commision, Tree Council, Urban Tree Challenge Fund, International Tree Foundation and probably others I have yet to discover. What we are looking for at the moment is a small fund to get started, as we grow and gain experience and expertise we can then explore other funds to expand the project.

Diss & District Community Tree Project

Aim: To make Diss and district greener by planting trees in our towns and villages.

There are many reasons to plant trees, but at the heart of this project is the aim to invest time and energy into our town and surrounding villages so that they are more beautiful and pleasant places to live for ourselves and future generations.

Through the planning and delivery of a community led tree planting project we will bring people together to make our district greener, healthier, and more connected.

Some of the **benefits** of planting more trees in our community:

- Create a more beautiful neighbourhood
- Create shade and increase resilience to extreme heat
- Provide habitat for birds and insects
- Connect green spaces, create wildlife corridors
- Improve mental health through connection to nature
- Slow flow of surface water and bring a small reduction to flood risk
- Store carbon
- Improve air quality
- Community projects build community cohesion

People will want to get involved for any number of the reasons outlined above, there is so much to be gained from planting trees within our communities.

First Steps:

Connect with district, town and parish councils and other key figures in community to gain advice and support.

Hold a community meeting to introduce the project, establish core team and a list of people who would like to be involved, but not part of the core team.

Promote the meeting with leaflets, posters, press release, local radio and social media.

Use the meeting to develop a plan and to begin to consider areas we need to research, for example

- Funding
- What permissions are needed – from councils, highways and other landowners
- What are the challenges?
- Areas that would most benefit from trees – find platform for mapping
- Agreeing a policy for areas where trees could pose a safety risk or be detrimental to an existing habitat
- What species and size of tree is appropriate where

- Identify existing trees to be protected – Tree preservation orders

Next Steps:

Following on from the initial meeting and further research, identify key areas where planting would be beneficial – knock on doors in that area and get an understanding of whether there is good community support – have a small, localised gathering to reach agreement and develop a plan.

Get appropriate permissions in place

Apply for funding

Organise planting day/s

Make sure all events involve tea, coffee and cake, keep it social and not just work.

Keep track of number of trees planted, volunteers involved, events held – often required by funders and can be useful for future funding bids

Start small, scale up gradually and celebrate milestones.

Organisations that support tree planting projects:

Research which organisations will be best placed to support the project

The Tree Council

Offers grants, guidance, and practical resources for community tree planting

[\[treecouncil.org.uk\]](http://treecouncil.org.uk)

Runs funding programmes with partners like Network Rail [\[treecouncil.org.uk\]](http://treecouncil.org.uk)

Provides how-to guides, training, and advice

Trees for Cities

Focused specifically on urban tree planting

Has planted millions of trees in towns and cities with community volunteers

[\[treesforcities.org\]](http://treesforcities.org)

Works directly with local groups, schools and councils

Trees for Streets

A national scheme helping people plant trees on streets and in neighbourhoods
[\[treesforstreets.org\]](https://treesforstreets.org)

Designed specifically for urban areas and communities

Provides a simple system councils and residents can use together

Woodland Trust

Provides free saplings to community groups [\[woodlandtrust.org.uk\]](https://woodlandtrust.org.uk)

The Conservation Volunteers TCV - I Dig Trees

Provides completely free community tree packs [\[tcv.org.uk\]](https://tcv.org.uk)

Includes urban-friendly mixes like:

- “Greener Cities” packs
- Promotion materials
- Guides and toolkits

International Tree Foundation

Offers community tree planting grants

- Funding
- Trees
- Expert advice

Government Schemes

Urban Tree Challenge Fund

- Specifically for urban and peri-urban tree planting
[\[assets.pub...ice.gov.uk\]](https://assets.publishing.service.gov.uk)

Forestry Commission funding

- Various grants for tree planting in different settings
- Includes funding for trees outside woodlands (urban included) [\[gov.uk\]](https://gov.uk)

Naturesave Trust & others

- Grants (e.g. up to £5,000 for community environmental projects) [\[nbn.org.uk\]](http://nbn.org.uk)

Norfolk County Council – 1 Million Trees

- Subsidised tree packs (up to 50% off)
- Community grants [\[norfolk.gov.uk\]](http://norfolk.gov.uk)



DISS TOWN COUNCIL

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Website: www.diss.gov.uk

Item 9

Report Number:

32 / 2627

Report to:	Full Council
Date of Meeting:	23 rd September 2026
Authorship:	Town Clerk
Subject:	Tree Works Tender Evaluation Report

Background

1. Diss Town Council invited quotations for tree works identified within the 2026 Tree Survey. The survey identifies one High Priority item, a number of Medium Priority items to be completed within 12 months, and a number of Low Priority monitoring and future maintenance items.
 2. Three quotations were received and have been evaluated against:
 - a) Compliance with tender requirements
 - b) Health and safety arrangements
 - c) Qualifications and competence
 - d) Insurance cover
 - e) Supporting documentation
 - f) Quality assurance arrangements
 - g) Value for money
 3. For the purposes of this report, tenderers have been anonymised as:
 - a) Contractor 1
 - b) Contractor 2
 - c) Contractor 3
-

Compliance Assessment

Criteria	Contractor 1	Contractor 2	Contractor 3
Quotation submitted	✓	✓	✓
Insurance evidence	⚠ Partial evidence provided	✓	✓
Health & Safety Policy	✓	✓	⚠ No standalone H&S Policy identified
RAMS	✓	✓	✓
Qualifications	✓	✓	✓
Waste Carrier Evidence	✓	✓	⚠ Not provided
LOLER Records	✗	✓	✗
References	✓	✓	✗
Quality Assurance Audits	✗	✓	✗
Environmental Information	✓	✓	Limited
Overall Compliance	Good	Very Good	Moderate

Assessment

- Contractor 2 submitted the most comprehensive supporting documentation package. Contractor 1 also submitted a strong package, although one element of the insurance evidence was not supplied within the tender return. Contractor 3 supplied a compliant quotation together with insurance evidence, qualifications and RAMS documentation, although the submission contained less supporting information than Contractors 1 and 2.

Tendered Prices

Contractor	Tender Price
Contractor 1	£16,850.00 + VAT
Contractor 2	£7,955.00 + VAT
Contractor 3	£35,820.00

Prices are based upon the submitted quotations and supporting pricing schedules reviewed during the evaluation process.

Quality Assessment

Contractor 1

Strengths

- a) Extensive experience in arboricultural works.
- b) More than 15 years' experience maintaining Diss Town Council's tree stock, providing strong familiarity with the sites, trees and historic management requirements.
- c) Detailed quotation and supporting documentation.
- d) In-house traffic management capability.
- e) Good environmental and operational procedures.

Weaknesses

- a) One insurance certificate referred to in the quotation was not included within the tender return.
 - b) Less supporting quality assurance evidence than Contractor 2.
-

Contractor 2

Strengths

- a) Most comprehensive tender submission.
- b) Full insurance evidence provided.
- c) LOLER inspection records supplied.
- d) Waste Carrier registration supplied.
- e) Detailed RAMS documentation.
- f) Evidence of internal quality monitoring, staff training, competency management and auditing.
- g) Strong evidence of health and safety management systems.

Weaknesses

- a) No previous experience of undertaking tree works for Diss Town Council, therefore less familiarity with the Council's tree stock and maintenance history than Contractor 1.
-

Contractor 3

Strengths

- a) Appropriate insurance evidence supplied.
- b) Relevant qualifications supplied.
- c) RAMS documentation supplied.

Weaknesses

- a) Limited supporting documentation.
 - b) No Health & Safety Policy submitted.
 - c) No Waste Carrier evidence submitted.
 - d) No references were identified within the submission.
 - e) No LOLER records were identified within the submission.
 - f) No previous experience of undertaking tree works for Diss Town Council, therefore less familiarity with the Council's tree stock and maintenance history than Contractor 1.
 - g) No quality assurance or audit records were identified within the submission.
-

Value for Money Assessment

- 5. A review of the Tree Survey schedule indicated that the contractor had not completed the survey.
 - 6. Whilst tender price remains a significant consideration, value for money extends beyond cost alone. Contractor 1 demonstrated extensive familiarity with the Council's tree stock and historic management arrangements through more than 15 years of previous work for Diss Town Council.
 - 7. This experience was recognised as a positive factor within the evaluation and considered alongside compliance, competence, quality assurance arrangements and tendered cost.
-

Officer Conclusion

- 8. All three quotations were considered substantially compliant with the Council's requirements and demonstrated the necessary arboricultural competence to undertake the works. Differences arose principally in the completeness of supporting documentation and interpretation of certain survey items.
- 9. However, when considering:
 - a) compliance with tender requirements;
 - b) quality of documentation;
 - c) health and safety management;
 - d) insurance arrangements;
 - e) evidence of competence;
 - f) quality assurance systems; and
 - g) overall value for money,

Contractor 2 submitted the strongest overall tender.

10. The submission demonstrated the highest level of organisational control, supporting evidence and documented management systems, whilst also offering the lowest overall tendered cost for the reviewed works schedule.
-

Appendix A – Scope Clarification: Sports Ground Poplars

Background

The 2026 Tree Survey identifies a group of poplar trees at the Sports Ground (Trees 161, 162, 163, 164, 165, 206, 207, 209, 212, 229, 230, 231, 232 and 233). These trees are described as having historic topping, significant regrowth, weak attachments and signs of hornet moth activity. However, the recommended action recorded within the survey is **“Monitor”**, with re-pollarding being identified as a potential requirement within the next **5–7 years**. These trees are classified as Low Priority.

Tender Evaluation Issue

The evaluation identified differing interpretations of these survey recommendations by tenderers.

One contractor included substantial costs for immediate re-pollarding/reduction works, whilst other contractors treated these trees as monitoring items in accordance with the survey recommendations.

Officer Assessment

The Tree Survey does not identify these trees as requiring immediate remedial action. The recommendation is monitoring with future consideration of re-pollarding as part of a longer-term maintenance programme.

Accordingly, these future works have not been given significant weight when assessing the current tender submissions.

Conclusion

For the purposes of this tender evaluation, the Sports Ground poplar re-pollarding works are considered a future management consideration rather than an immediate contractual requirement. The evaluation has therefore focused primarily on the survey works identified for completion within the current inspection cycle, together with contractor competence, compliance and value for money.

Recommendation

To appoint Contractor 2 to undertake the Council's 2026 Tree Survey works, subject to completion of all necessary contractual documentation and confirmation of the final schedule of works.

3
2
1
0

Quotation
10/07/26

Diss Town Council
Council Offices
11-12 Market Hill,
Diss
IP22 4JZ

Tree work as per specifications provided.

High priority

T1 Birch to fell Price £200.00

Medium priority

T2 Oak remove dead wood above 50mm and strip Ivy. Price £800.00

T3 Oak remove dead wood above 50mm and strip ivy Price £400.00

T4 Horse Chestnut prune to clear service lines Price £100.00

T5 Beech Reduce to 8m standing trunk (Monolith) Price £2,400.00

T6,7,8,9,10,11,12,13 to remove epicormic growth and crown lift to 4.5m for tractor mower
Price £800.00

T14 Ash lift crown on roadside to 5m Price £100.00

T15 Poplar Fell Price £400.00

T16 Poplar to re-pollard Price £400.00

T17 Poplar to fell Price £400.00

T18 Poplar to fell Price £500.00

T19 Ash monitor

T20 Cypress hedge to re-trim top and allotment side Price £1,200.00

T21 Horse Chestnut monitor

T22,23,24,25,26,27,28,29,30,31, Limes to re-pollard Price £2,000.00

T32 Trees on southern side of cemetery to keep basal growth cut Price £200.00

Low priority

T33 Scots Pine monitor

T34 Weeping Willow strip Ivy Price £50.00

T35 Horse Chestnut monitor

T36 Horse Chestnut monitor

Continued..

Continued.

Insurance

We carry 10 million public liability and 10 million employers' liability insurance.

Environmental.

The environmental considerations on site which are included on our job sheet to check for nesting birds or any possible bat roosts. Cavity checks can be made with our borescope and canopy checks with thermal imaging if required.

Ideally work would be carried out between September and March, outside bird nesting, but ground conditions or emergencies may require work to be carried out not in this period after checks are made.

Environmental considerations to operators and the wider environment include the use of biodegradable vegetable chain oil. The use of battery powered chain saws and hedge trimmers where required and practical.

Maximizing the end use of all of the arisings, wood chip into the power station, wood for fuel or milling into timber, clippings and leaf litter composted.

Experience and references

have been operating for 30 years and have carried out work for Diss town Council for over 15 years. The tree stock and history of work is well known to me.

We carry out work for a mix of private and commercial customers.

References are available from grounds services manager at Center Parcs Elveden.

Garden Manager at Fullers Mill Gardens, Perennial Charity.

Programme of work.

High priority work only has one Dead Silver Birch that could be carried out with in 1 month of awarding the contract. Possibly September. Cost £200.00 plus VAT

Medium priority possibly October to December. Cost £9,700.00 plus VAT

Low priority possibly January to March, depending on ground conditions for the Sports Ground. Cost £6,950.00 plus VAT

If any further information is required, please feel free to contact us.

Yours sincerely

QUOTE

Date

24 Jul 2026

Expiry

18 Oct 2026

Diss Town Council
11-12 Market Hill
Diss
Norfolk
IP22 4JZ
GBR

Reference

2026 Survey Quote

VAT Number

Description	Quantity	Unit Price	VAT	Amount GBP
Location -- Cricket Ground -- Tree 68 -- Tree Species -- Horse Chestnut Works description - Prune to clear wires Arisings removed from site.	1.00	425.00	20%	425.00
Location -- The Lows -- Tree 85 -- Tree Species -- Oak Works description - Remove dead wood; strip ivy from base to ensure no hidden defects Arisings removed from site.	1.00	125.00	20%	125.00
Location -- The Lows -- Tree 83 -- Tree Species -- Oak Works description - Strip ivy to ensure no hidden defects; remove dead wood over footpath and adjacent garden Arisings removed from site.	1.00	250.00	20%	250.00
Location -- Cricket ground -- Tree 2881 -- Tree Species - -Birch Works description - Fell and remove. Arisings removed from site.	1.00	250.00	20%	250.00
Location -- St Mary's Church -- Tree 000309-- Tree Species -- Beech Works description - Monolith (risk reduction) Works will be subject to the approval and comments of tree officer due to conservation area considerations. Arisings removed from site.	1.00	1,850.00	20%	1,850.00
Location -- Diss Park -- Tree T1 -- Tree Species -- Lime/Sycamore Works description - Continue general maintenance (Deadwood and crossing limbs removed) Arisings removed from site.	1.00	50.00	20%	50.00
Location -- Diss Park -- Tree T2 -- Tree Species -- Lime/Sycamore Works description - Continue general maintenance (Deadwood and crossing limbs removed) Arisings removed from site.	1.00	50.00	20%	50.00



Description	Quantity	Unit Price	VAT	Amount GBP
Location -- Diss Park -- Tree T3 -- Tree Species -- Lime/Sycamore Works description - Continue general maintenance (Deadwood and crossing limbs removed) Arisings removed from site.	1.00	50.00	20%	50.00
Location -- Diss Park -- Tree T4 -- Tree Species -- Lime/Sycamore Works description - Continue general maintenance (Deadwood and crossing limbs removed) Arisings removed from site.	1.00	50.00	20%	50.00
Location -- Diss Park -- Tree T5 -- Tree Species -- Lime/Sycamore Works description - Continue general maintenance (Deadwood and crossing limbs removed) Arisings removed from site.	1.00	50.00	20%	50.00
Location -- Diss Park -- Tree T6 -- Tree Species -- Lime/Sycamore Works description - Continue general maintenance (Deadwood and crossing limbs removed) Arisings removed from site.	1.00	50.00	20%	50.00
Location -- Diss Park -- Tree T7 -- Tree Species -- Lime/Sycamore Works description - Continue general maintenance (Deadwood and crossing limbs removed) Arisings removed from site.	1.00	50.00	20%	50.00
Location -- Diss Park -- Tree T33 -- Tree Species -- Lime Works description - Remove epicormic growth to ensure no defects are hidden Arisings removed from site.	1.00	50.00	20%	50.00
Location -- Denmark street -- Tree T49 -- Tree Species -- -- Ash Works description - Raise canopy over highway to give clearance of 5m Arisings removed from site.	1.00	75.00	20%	75.00
Location -- Sports Ground -- Tree 151 -- Tree Species -- Poplar Works description - Fell Arisings removed from site.	1.00	705.00	20%	705.00
Location -- Sports Ground -- Tree 154 -- Tree Species -- Poplar Works description - Re-Pollard Arisings removed from site.	1.00	855.00	20%	855.00
Location -- Sports Ground -- Tree 158 -- Tree Species -- Poplar Works description - Fell Arisings removed from site.	1.00	705.00	20%	705.00
Location -- Sports Ground -- Tree 191 -- Tree Species -- Poplar Works description - Fell Arisings removed from site.	1.00	855.00	20%	855.00
Location -- Council Offices -- Tree 612 -- Tree Species -- Ash	1.00	0.00		0.00



Description	Quantity	Unit Price	VAT	Amount GBP
Works description - Monitor for signs of ash dieback				
Location -- Allotments -- Tree H1 -- Tree Species -- Cypress Hedge				
Works description - Continue annual maintenance Arisings removed from site.	1.00	495.00	20%	495.00
Location -- Anglia Gardens -- Tree T1 -- Tree Species -- Horse Chestnut				
Works description - Inspect annually to ensure clearances are being met Arisings removed from site.	1.00	0.00		0.00
Location -- Cemetery -- Tree 324 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree 325 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree 326 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree 327 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree 328 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree 329 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree 330 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree 331 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree 332 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree 333 -- Tree Species -- Lime				
Works description - Cyclical pollarding Arisings removed from site.	1.00	65.00	20%	65.00
Location -- Cemetery -- Tree - no details provided -- Tree Species -- not provided				
Works description - Bases of trees along the southern boundary should continue to be kept clear to support ongoing inspection and early detection of any issues. Arisings removed from site.	1.00	100.00	20%	100.00
Location -- Cricket Ground -- Tree T124 -- Tree Species -- Scots Pine				
Works description - Monitor for signs of decline	1.00	0.00		0.00
Location -- Diss Park -- Tree 20 -- Tree Species -- Weeping Willow				
	1.00	85.00	20%	85.00



Description	Quantity	Unit Price	VAT	Amount GBP
Works description - Consider stripping ivy to ensure no defects are hidden Arisings removed from site.				
Location -- Diss Park -- Tree 39 -- Tree Species -- Horse Chestnut Works description - Monitor	1.00	0.00		0.00
Location -- Diss Park -- Tree 40 -- Tree Species -- Horse Chestnut Works description - Monitor	1.00	0.00		0.00
Location -- Diss Park -- Tree 46 -- Tree Species -- Horse Chestnut Works description - Monitor	1.00	0.00		0.00
Location -- Denmark Street -- Tree - 50 -- Tree Species - - Robinia Works description - Remove dead wood Arisings removed from site.	1.00	60.00	20%	60.00
Location -- Denmark Street -- Tree - 51 -- Tree Species - - Elm Works description - Monitor	1.00	0.00		0.00
Location -- Denmark Street -- Tree - 52 -- Tree Species - - Plum Works description - Monitor	1.00	0.00		0.00
Location -- Denmark Street -- Tree - 53 -- Tree Species - - Birch Works description - Monitor	1.00	0.00		0.00
Location -- Sports Ground -- Tree - 262 -- Tree Species - - Rowan Works description - Fell Arisings removed from site.	1.00	70.00	20%	70.00
Subtotal				7,955.00
Total VAT 20%				1,591.00
TOTAL GBP				9,546.00

Terms

Payment terms – The fees for services provided will be set out in the written agreement. The client agrees to pay for services rendered in accordance with the payment terms agreed upon in the written agreement. Any additional services or work outside the scope of the original agreement will be subject to additional fees. Final payment is due on satisfactory completion of the job no more than 30 days from the date of invoice unless agreed by both parties in writing upon work acceptance. If a cancellation is made by the client within 48 hours of the scheduled job hold the right to charge a cancellation fee to that which is reasonable of costs incurred at that time. Any query/complaint of work should be made within 14 days of completion. Full T&Cs are available upon request or our website. Acceptance of the quotation is acceptance of these terms.

Scope of Work - The scope of work and services to be provided by be outlined in a written agreement agreed by both parties prior to the commencement of work.

Cancellation - In the event that the client wishes to cancel services, they must provide written notice to fees may apply, as outlined in the written agreement.

Liability - not be liable for any damages or losses arising from the services provided, unless such damages or losses are due to the gross negligence or willful misconduct of The client is responsible for ensuring that the site is safe for work and for any damages or losses caused by third parties.

Insurance -] carries adequate insurance coverage to protect against damages or losses arising from its services.



Quote ref: #1671 – Diss Town Council - across multiple sites

Job list

- The completion of all works listed with Diss Town Council's 'Tree Works Contract – 2026 Programme'
- High priority works - £780.00
- Medium Priority works - £33,480
- Low Priority works - £1,560

Additional notes

- All waste timber to be chipped and wood chip to be taken away
- Any stumps to be cut low and left in situ

Total price for the works listed in Quote ref #1671: **£35,820.00**

Please note that all quotes are valid for 30 days



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Report Number:
33 / 2627

Report to:	Full Council
Date of Meeting:	23 rd September 2026
Authorship:	Town Clerk
Subject:	Youth Provision Tender Evaluation Report

Background

1. Diss Town Council issued a Request for Quotation (RFQ) for the provision of youth services for young people aged 11-20 living in Diss and surrounding communities.
2. The contract was advertised with an initial funding allocation of £20,000 for a one-year period, with the possibility of additional funding becoming available subject to confirmation.
3. The RFQ was sent to 10 youth providers and three organisations expressed interest in the opportunity.
4. Two compliant submissions were received and evaluated (Appendices A & B).
5. Prior to the procurement process commencing, Contractor A provided support with school engagement activities that informed the development of the RFQ. This was undertaken before the tender exercise and was not considered as part of the tender evaluation. An indicative value of approximately £400 has been attributed to this work. Members should note the possibility that Contractor A may request payment for these preliminary activities notwithstanding that no formal agreement for such payment was entered into at the time.
6. A third organisation, The Mix Stowmarket, declined to submit a tender due to capacity and strategic priorities.
7. Tenders were evaluated against the published criteria:
 - a) Understanding Local Need
 - b) Quality of Delivery Proposal
 - c) Young People's Outcomes
 - d) Partnership Working
 - e) Youth Voice, Monitoring and Impact
 - f) Sustainability and Legacy
 - g) Experience and Capacity
 - h) Value for Money.

Compliance Assessment

Criteria	Contractor A	Contractor B
Tender submission received	✓	✓
Safeguarding declaration provided	✓	✓
Health & Safety declaration provided	✓	✓
Equality & Diversity declaration provided	✓	✓
Data Protection declaration provided	✓	✓
Public Liability Insurance declaration provided	✓	✓
Enhanced DBS declaration provided	✓	✓
Risk Assessment procedures declared	✓	✓
Supporting compliance evidence reviewed	✗ Not yet reviewed	✗ Not yet reviewed
Overall tender compliance	Compliant submission	Compliant submission

Note: Both tenderers declared compliance with the Council's mandatory requirements. However, supporting evidence has not yet been reviewed and remains subject to post-award due diligence checks.

Assessment

8. Both submissions demonstrated a clear understanding of the Council's objectives and the findings of the youth consultation work undertaken in Diss.
 9. Both tenderers proposed open-access youth provision, outreach activity, youth engagement, life-skills development and partnership working.
 10. Each proposal sought to complement rather than duplicate existing provision within Diss.
 11. Whilst there was considerable overlap between the submissions, differences were evident in their delivery models and areas of emphasis. Contractor A proposed a programme centred on separate age-specific youth groups, mental health and wellbeing support, community integration and countywide partnership networks. Contractor B proposed a relationship-based youth hub model with a particularly strong emphasis on outreach, trusted adult relationships, youth voice, progression pathways, volunteering and employability opportunities for older young people.
-

Tender Evaluation Scores

Criteria	Weighting	Contractor A	Contractor B
Understanding Local Need	15%	4/5	5/5
Quality of Delivery Proposal	25%	4/5	5/5
Young People's Outcomes	20%	4/5	5/5
Partnership Working	10%	5/5	4/5
Youth Voice, Monitoring & Impact	10%	4/5	5/5
Sustainability & Legacy	5%	4/5	4/5
Experience & Capacity	10%	5/5	4/5
Value for Money	5%	4/5	4/5
Tenderer	Weighted Score		
Contractor A	84%		
Contractor B	94%		

Financial Assessment

Contractor	Tender Value
Contractor A	£19,930
Contractor B	£20,000

12. The Request for Quotation identified the possibility of a further £10,000 becoming available, subject to confirmation. The two contractors propose to use this funding as follows:

Contractor A	Contractor B
Contractor A offers two alternative uses for the additional funding. Option 1 would provide a further 38-week, term-time youth club operating once a week for two hours. Option 2 would provide five additional weeks of holiday provision, with each week comprising three days of delivery. Either option is priced at £10,000.	Contractor B proposes to expand the core programme through additional youth-worker capacity, targeted work with older young people, further outreach and additional evening or holiday provision. The funding would also support specialist activities, trips, venue costs, reusable equipment, volunteers, training, evaluation and an allocation intended to support continuity beyond the initial contract period.

13. The difference in tendered cost is negligible and neither tender was considered to offer a material price advantage over the other. Accordingly, quality and deliverability were considered more significant factors during the evaluation process.
14. Contractor A's proposal provides the Council with a choice between an additional term-time youth club or five weeks of holiday provision.
15. Contractor B's proposal distributes the additional funding across an expansion of the core service and measures intended to support its longer-term sustainability.

16. Any use of the additional £10,000 would be subject to confirmation that the funding is available and agreement with the appointed contractor on the final delivery programme.
 17. Contractor A structured its proposal around mobilisation, outreach activity, two weekly age-specific youth groups and holiday provision.
 18. Contractor B proposed a youth hub model supported by outreach activity, youth voice engagement, enhanced activities and holiday opportunities.
 19. The difference in tendered cost is negligible and neither tender was considered to offer a material price advantage over the other.
 20. Although structured differently, both proposals were capable of delivering services within the available funding envelope and therefore price was not considered a significant distinguishing factor during the evaluation process.
 21. Accordingly, quality and deliverability were considered more significant factors during the evaluation process.
-

Quality Assessment

Contractor A

Strengths

- Extensive experience of delivering youth provision across Norfolk.
- Operates multiple youth clubs and outreach programmes.
- Strong emphasis on mental health and wellbeing support.
- Established countywide partnership network.
- Detailed mobilisation, monitoring and reporting arrangements.
- Strong experience supporting young people facing disadvantage and social isolation.
- Proposed separate age-specific sessions recognising the differing needs and interests of younger and older young people.

Weaknesses

- Delivery commencement is dependent upon a mobilisation phase extending into January 2027.
 - Proposal places greater emphasis on consultation and mobilisation before service delivery begins.
 - Less directly focused on the specific findings of the Diss consultation than Contractor B.
-

Contractor B

Strengths

- Strong alignment with the Diss Youth Voice and stakeholder consultation findings.

- Clear and detailed delivery model centred around relationship-based youth work.
- Strong emphasis on trusted adult relationships and consistent engagement.
- Comprehensive outreach strategy aimed at young people who do not currently access existing services.
- Earlier mobilisation and programme commencement timetable.
- Strong monitoring, evaluation and reporting framework.
- Demonstrated experience delivering similar commissioned youth services for a town council environment.
- Strong focus on progression pathways, volunteering, leadership development, skills-building and employability opportunities.

Weaknesses

- Smaller geographical delivery footprint than Contractor A.
- Fewer existing local Norfolk delivery examples presented within the submission.
- Some proposed venues remain subject to agreement with the Council.

Value for Money Assessment

- Both submissions were considered capable of delivering meaningful youth provision within the available budget.
- Contractor A demonstrated strong organisational capacity, an established Norfolk delivery network and a youth provision model incorporating separate age-specific groups and significant wellbeing support.
- Contractor B demonstrated particularly strong alignment with the locally identified needs of young people in Diss, together with a comprehensive outreach programme, clear progression opportunities for young people and an earlier implementation timetable.
- Given the minimal difference in tender price, value for money was assessed primarily on the quality of the proposed provision, anticipated outcomes, responsiveness to local need and ability to establish services promptly.
- Contractor B achieved the highest overall evaluation score and therefore demonstrated the strongest overall value proposition for the Council.

Officer Conclusion

- Both quotations were considered substantially compliant with the requirements of the Request for Quotation and demonstrated the organisational capacity necessary to deliver youth provision within Diss.
- Differences arose principally in the level of alignment with the Diss consultation findings, delivery methodology, implementation timetable and proposed approach to youth engagement.
- Contractor A demonstrated significant organisational experience, established Norfolk partnerships and a strong track record of delivering youth services, whilst Contractor B's proposal demonstrated closer alignment with the specific priorities identified through the

Diss consultation process.

30. Whilst Contractor A scored more strongly in relation to partnership working and organisational experience, Contractor B achieved higher scores in the most heavily weighted evaluation criteria relating to understanding local need, quality of delivery, young people's outcomes, youth engagement arrangements and implementation.
31. When considering:
- understanding of local need;
 - quality of delivery proposal;
 - anticipated outcomes;
 - youth engagement arrangements;
 - sustainability;
 - deliverability; and
 - overall value for money,

Contractor B submitted the strongest overall tender.

32. The submission demonstrated a clear understanding of local need, a comprehensive delivery model, strong outreach arrangements, robust monitoring and evaluation proposals, a clear focus on progression and youth development, and an implementation timetable capable of commencing delivery earlier than the alternative submission.

Recommendation

To appoint Contractor B to deliver Diss Town Council's Youth Provision Programme for an initial one-year period, subject to:

- a) satisfactory review of safeguarding arrangements;
- b) satisfactory review of insurance documentation;
- c) satisfactory DBS and compliance checks;
- d) agreement of venue arrangements;
- e) completion of contractual documentation; and
- f) confirmation of the final delivery programme and funding arrangements.
- g) confirmation of the availability and permitted use of any additional funding.



Youth Provision: Request For Quotation 2026/27

Information Required	Response
Organisation Name	
Contact Name	
Position	Communities Partnership Manager
Email	
Telephone	
Charity/Company Number	

Section 1: Organisation Details

Section 2: Experience and Capacity (10%)

Please use the response sheets at the end of the document to provide further supporting information along with the tables within the questionnaire.

Question 1

Please tell us about your organisation and experience of delivering youth work.

Include:

- Relevant experience.
- Similar projects delivered.
- Experience working with young people aged 11-20.
- Relevant qualifications, accreditations and partnerships.

About

is delighted to submit this proposal to Diss Town Council for the development and delivery of a sustainable, high-quality youth provision for young people in Diss.

Founded in 1856, Norfolk has over 165 years of experience supporting children, young people and families across Norfolk. As part of the wider movement, we are committed to creating opportunities for young people to belong, contribute and thrive. We deliver a broad range of youth services, education programmes, housing support and community initiatives that improve outcomes for young people facing both universal and complex needs.

Our youth work is founded on the principles of participation, inclusion, empowerment and early intervention. We work alongside young people to help them build confidence, resilience, skills and positive aspirations for the future.

Relevant Experience Delivering Youth Work

Norfolk currently delivers eleven youth clubs and outreach programmes across Norfolk, engaging more than 140 (on average) young people each week aged 5-18. These services include both open-access youth provision and targeted support for young people facing challenges such as poor mental health, social isolation, low school attendance, risk-taking behaviours and barriers to employment.

Our youth work programmes provide safe, welcoming environments where young people can:

- Build trusted relationships with trained youth workers.
- Develop social, emotional and life skills.
- Participate in sports, creative arts and recreational activities.
- Access information, advice and guidance.
- Improve confidence, wellbeing and resilience.
- Have their voices heard and influence services that affect them.

Norfolk currently delivers youth clubs in Horsford, Mattishall, Marham, Norwich, Rackheath and Newton Flotman. Each one is shaped to the needs of the young people and the community where it is based. The average attendance per group, per week is currently 15-20.

Alongside universal youth work, we deliver targeted interventions that address emerging and complex needs. During the last year alone, our trained Mental Health Champions supported more than 250 young people through early intervention, wellbeing support and resilience-building programmes.

Similar Projects Delivered

██████████ Norfolk has extensive experience delivering community-based youth provision similar to that sought by Diss Town Council.

Examples include:

Community Youth Clubs

We operate youth clubs across multiple Norfolk communities, providing structured activities, issue-based workshops, social opportunities and youth-led projects. These clubs create safe spaces where young people can develop confidence, build positive peer relationships and access trusted adult support.

Outreach and Detached Youth Work

Our outreach teams engage young people in community settings, particularly those less likely to access traditional services. Through relationship-based youth work, we support young people at risk of isolation, anti-social behaviour and disengagement.

Mental Health and Wellbeing Programmes

We deliver programmes focused on emotional wellbeing, resilience and early intervention. These include group workshops, one-to-one support and signposting to specialist services when required.

Employability and Life Skills Programmes

Through our Life Ready/Work Ready programme, we support young people who are not in education, employment or training (NEET), helping them develop employability skills, confidence and pathways into education, training and work.

Experience Working with Young People Aged 11-20

Supporting young people aged 11-20 is a core part ██████████ Norfolk's work. We have significant experience engaging young people through the transitional teenage years and into early adulthood.

Our programmes in community-based projects and housing projects support young people to:

- Build healthy relationships.
- Develop emotional resilience and wellbeing.
- Improve self-confidence and self-esteem.
- Increase participation within their communities.
- Prepare for adulthood, employment and independent living.
- Make informed choices about health, relationships and personal safety.

We recognise that adolescence can be a period of significant growth and development. Our youth work model combines informal education, trusted relationships and young person-led activities to ensure young people feel valued, heard and supported.

Qualifications, Accreditations and Partnerships

Norfolk maintains high standards of governance, safeguarding and professional practice. We employ appropriately trained and experienced youth workers and ensure all staff and volunteers receive ongoing professional development, safeguarding training and role-specific qualifications.

Our delivery is strengthened through partnerships with:

- Norfolk County Council
- Local schools and education providers
- NHS and public health services
- Community and voluntary sector organisations
- Local businesses and employers

These partnerships enable us to provide holistic support, effective referral pathways and coordinated interventions that improve outcomes for young people.

As part of the network, we benefit from nationally recognised standards, resources and best practice guidance, whilst maintaining strong local knowledge and community relationships across Norfolk.

Evidence of Impact

The effectiveness of our youth work is demonstrated through measurable outcomes and positive feedback from young people, families and partners. Recent achievements include:

- Consistent growth in attendance and engagement across youth provision.
- Support provided to over 250 young people through mental health and wellbeing initiatives in the last year.
- Positive feedback from young people and families, with over 90% reporting improvements in confidence and wellbeing.
- Successful delivery of funded youth programmes recognised by commissioners for their quality, impact and sustainability.
- Strong partnership working that has supported young people at risk of exclusion, poor mental health and social isolation.

Through our combination of experienced staff, evidence-based practice, strong local partnerships and a commitment to youth voice, YMCA Norfolk is well placed to deliver an engaging, inclusive and sustainable youth provision for the young people of Diss.

Section 3: Understanding Local Need (15%)

Question 2

Using the evidence provided in Appendices A-C, explain how your proposal responds to the needs and priorities identified by young people and stakeholders.

Norfolk has carefully considered the findings presented within the South Norfolk Youth Advisory Board Action Plan (Appendix A), the Diss Youth Voice Report (Appendix B), and the Stakeholder Engagement Summary (Appendix C). Collectively, the evidence highlights a clear need for inclusive, accessible and youth-led provision that provides young people with a safe place to belong, opportunities to develop skills, support for their wellbeing, and meaningful involvement in shaping services. Our proposal has been specifically designed to respond to these priorities.

Creating a Safe and Welcoming Place to Belong

The strongest message emerging from the youth consultation was the desire for "somewhere to go", with young people identifying the need for a dedicated youth-focused space where they can socialise, access activities and feel part of their community. Young people also highlighted in the reports the importance of safe, affordable and inclusive environments that are available after school, during evenings and at weekends.

Stakeholders reinforced this need, highlighting the importance of safe spaces where young people can build positive relationships and access trusted adults.

In response, Norfolk will deliver regular open-access youth sessions that provide a welcoming and inclusive environment where young people can spend time with friends, participate in activities, access support and develop positive relationships with youth workers. Our approach focuses on creating a sense of belonging and community while making effective use of existing community assets and facilities within Diss.

Recognising that not all young people will feel able or ready to engage in an open-access setting, we will also provide targeted interventions for those experiencing barriers to participation, including young people affected by poor mental health, involvement in anti-social behaviour, special educational needs, or social isolation. Our experienced staff will provide tailored support to help young people build confidence, develop social skills and successfully engage with wider opportunities.

Supporting Mental Health, Wellbeing and Resilience

Both young people and stakeholders highlighted wellbeing as a significant priority. Young people spoke about the importance of trusted adults in the Youth Voice Report and positive friendships, safe environments and opportunities that reduce boredom and isolation. The SNYAB Action Plan also identifies mental health and wellbeing as a priority area, with a specific focus on prevention, anti-bullying initiatives and ensuring young people have someone to talk to.

Our proposal embeds wellbeing throughout the programme rather than treating it as a standalone activity. Through relationship-based youth work, young people will have access to trained youth workers who can provide early intervention support, mentoring, guidance and signposting. Activities will be designed to build confidence, resilience and social connections whilst reducing loneliness and isolation. In addition, a dedicated youth worker will act as a consistent trusted adult and point of contact for young people in Diss, ensuring relationships and support networks can develop over time.

Delivering a Diverse Programme of Activities

Consultation findings provided within the appendices show that young people want a broader range of activities, including sport, creative arts, music, gaming, social opportunities and experiences beyond traditional sports provision. There was also strong demand for evening, weekend and holiday activities.

Norfolk will deliver a balanced programme shaped directly by young people. Alongside social spaces, we will offer a mix of sports, creative workshops, wellbeing activities, life skills sessions, community projects and trips. To ensure activities remain relevant and appealing, we will use focus groups, surveys and pilot activities to gather feedback from young people, parents and key stakeholders, enabling us to continuously refine and improve the programme based on local need.

Developing Skills, Aspirations and Future Opportunities

Stakeholders identified a need for more opportunities that help young people prepare for adulthood, employment and independent living, including practical life skills, volunteering, careers guidance and leadership opportunities. Similarly, the SNYAB Action Plan highlights careers support, hands-on learning and life skills as key priorities for young people.

Our proposal incorporates a structured programme of personal development opportunities, including:

- Life skills workshops.
- Employability and careers activities.
- Volunteering opportunities.
- Leadership development.
- Youth-led projects.
- Community engagement activities.

These opportunities will be embedded throughout delivery, helping young people build confidence, develop transferable skills and raise aspirations for the future.

Reaching Young People Who Are Not Currently Engaged

Stakeholders highlighted the importance of engaging young people who may not currently access existing services, particularly those experiencing isolation, poor mental health, financial barriers or who feel current provision is not relevant to them. There was also recognition that older teenagers and young adults are often underserved.

Our outreach and engagement approach will actively target underrepresented groups through strong partnership working with schools, community organisations, local businesses, statutory agencies and other support services. Regular stakeholder meetings will help ensure that provision remains responsive to emerging local needs and aligned with wider community priorities. We will remove barriers to participation by ensuring provision is affordable, welcoming and accessible, with activities tailored to different age groups and interests.

Strengthening Community Connections

Young people and stakeholders identified the importance of creating stronger connections between young people and their communities through volunteering, environmental projects, community improvement initiatives and civic participation. The SNYAB Action Plan similarly highlights safer and more inclusive communities, volunteering opportunities and encouraging young people to contribute positively to local life.

Norfolk will provide opportunities for young people to design and lead community projects, participate in volunteering activities and contribute positively to Diss. We will also facilitate restorative practice meetings where appropriate, helping

young people and other members of the community build relationships and address concerns constructively. This will develop a sense of ownership, pride and connection to the local area whilst strengthening relationships between generations and community groups.

Keeping Youth Voice at the Heart of Delivery

A consistent theme across all engagement activities was that young people want to influence decisions and shape the activities available to them. Stakeholders strongly supported ongoing consultation and co-production to ensure provision remains relevant and responsive.

Youth voice will underpin every aspect of [REDACTED] Norfolk's delivery model. Young people will be involved in planning activities, evaluating sessions, identifying emerging needs and influencing future development of the project. Through regular focus groups, surveys, feedback mechanisms, youth forums and co-production opportunities, we will ensure provision continues to reflect the priorities of local young people and remains responsive to changing needs.

Section 4: Delivery Proposal (25%)

Question 3

Describe the programme you would deliver.

Information Required	Response
Proposed activities	Initial activities will include sports, wellbeing, life skills, digital activities and creative arts, with future activities shaped through ongoing youth consultation. A schedule of activities would be YP led, therefore the following is an outline providing an example of a potential programme: • Run weekly structured sessions at an accessible community venue, with the Taylor Road Meeting Room identified as the preferred location subject to final agreement. • Partner with high schools to introduce educational mentoring, homework clubs, and skills workshops. • Launch sports and recreational programs designed to engage youth in positive activities and discourage anti-social behaviour. • Provide mental health and well-being support, including mindfulness workshops, peer mentoring, and access to one-on-one youth worker support.

	• Offer employment readiness training, CV writing workshops, job application support, and interview skills training. • Host monthly community engagement events to strengthen intergenerational relationships and create networking opportunities for young people.
Target age groups	The target age range for the service is 11-20 years and provision would be delivered through the following groups: We propose, based on consultation feedback, delivering two age-specific groups: • 11-14 (Years 7-9) • 15-18 (Years 10-12) • A volunteer programme for the 11-14 club, targeting 18-20 year olds, would be put in place. This volunteer pathway will provide leadership experience, accredited training where available, and progression opportunities into employment, volunteering or further youth leadership roles.
Anticipated participant numbers	▪ 25 per session. ▪ 100-150 unique young people. ▪ 80% retention. ▪ 90% satisfaction.
Frequency of delivery	one two-hour session per week term time, per age group
Holiday provision	A holiday programme can be opted in for. An example holiday club package is one week to include three days of delivery from 9am-4pm each day. An additional thirty minutes either side for pack up and down as well as admin time pre/during and post-holiday club.
Outreach activity (if applicable)	Highly recommended before commencing delivery. The outreach programme would be over at least a six-week period. This would involve: • Recruitment of a Youth Engagement Worker, with young people from Diss involved in the recruitment panel where possible. • Conduct further consultations. Information will be gathered from residents, young people, local Beat Officer, Parish Council members and other relevant parties identified organically through the consultation period.

	• Identify local volunteers who can contribute to programme delivery. • Establish key locations for activities, ensuring accessibility and safety. • Deliver pilot youth activities, including sports, creative arts, leadership development, and health and wellbeing. • Develop in partnership with young people a structured timetable of activities based on young people's needs, themes and trends, public holidays and awareness campaigns.
Proposed venues	Further assessment would need to be conducted, however, what was found from the discussions had with YP of Diss is that a venue off-site from the school would be preferable, for the older age bracket (15-18). Subject to final venue agreement, [REDACTED] Norfolk proposes the Taylor Road Meeting Room as the primary delivery venue due to its accessibility and suitability for youth provision. The younger age group could be delivered directly after school for ease of access.

Section 5: Young People's Outcomes (20%)

Question 4

How will your proposal:

- Improve wellbeing and confidence?
- Develop skills and aspirations?
- Increase participation and inclusion?
- Support young people to feel connected to their community?

Improving Wellbeing and Confidence

[REDACTED] Norfolk will improve young people's wellbeing and confidence through consistent access to trusted youth workers, positive peer relationships and a safe, welcoming environment where young people feel valued and heard. Through participation in youth-led activities, social opportunities, creative projects and informal mentoring, young people will build self-esteem, resilience and emotional wellbeing.

Our relationship-based approach enables staff to identify emerging concerns early, provide support and guidance, and help young people develop coping strategies and positive social networks. We will measure improvements through young person feedback, attendance data and wellbeing outcome monitoring.

Developing Skills and Aspirations

Young people will have opportunities to develop practical, social and leadership skills through life skills workshops, volunteering, project planning, community activities and youth leadership opportunities. Participation will help young people build confidence in communication, teamwork, problem-solving and decision-making.

We will also expose young people to new experiences, careers information, community role models and volunteering opportunities that broaden horizons and raise aspirations. Young people will be encouraged to set personal goals and recognise their achievements as they progress.

Increasing Participation and Inclusion

Our provision will be open, accessible and designed to remove barriers to participation. Taking into consideration the venue, as previously mentioned under section 4, question 3, will account for separation from the school for the older age bracket and ease of access for the younger age bracket.

Activities will be shaped by young people themselves to ensure they remain relevant and appealing to a diverse range of interests and age groups.

Through targeted outreach and partnership working with schools, community organisations and support services, we will actively engage young people who may be at risk of isolation, have additional needs or may not currently access existing provision. By creating an inclusive environment where every young person feels welcome and respected, we will increase participation across the community.

Supporting Young People to Feel Connected to Their Community

Young people will be encouraged to develop a sense of belonging and pride in Diss through volunteering, community projects, intergenerational activities and opportunities to contribute to local decision-making.

A future aspiration would be for a young person's voice to be represented on the Town Council. The project can support young people to develop the confidence, communication skills and understanding of governance required to effectively represent the views of their peers within local decision-making structures.

Our youth-led approach will empower young people to identify issues that matter to them and work alongside community partners to develop solutions. By providing opportunities to make a positive contribution locally, young people will build stronger connections with their community, develop civic pride and feel that their voices are valued.

We expect:

- 80% of participants to report increased confidence.
- 80% to report improved wellbeing.

- 75% to report stronger community connections.
- 20 young people to engage in volunteering or leadership opportunities.
- 90% to report feeling safe and included.

Section 6: Partnership Working (10%)

Question 5

How will your proposal complement existing activities and opportunities available to young people in Diss?

Please include any proposed partnerships and how you will add value rather than duplicate existing provision.

Complementing Existing Activities and Opportunities in Diss

██████████ Norfolk recognises that Diss already benefits from a range of activities and services provided by schools, community groups, sports clubs, faith organisations, voluntary sector partners and statutory services. Our proposal has been designed to complement and strengthen this existing provision rather than duplicate it.

Through ongoing engagement with stakeholders and local partners, we will map existing opportunities available to young people and identify gaps in provision, particularly relating to open-access youth work, early intervention support, youth participation, wellbeing and personal development opportunities. Our programme will be shaped around these gaps, ensuring that resources are used effectively and that young people have access to a broader range of opportunities.

Rather than operating in isolation, ██████████ Norfolk will adopt a partnership-based approach that connects young people to existing local services and activities. Youth workers will actively signpost and refer young people to appropriate organisations, clubs and specialist support where their needs can be best met. This will help strengthen pathways between services and increase awareness and uptake of opportunities already available within the community.

Proposed Partnerships

We will work collaboratively with a range of partners including:

- Diss High School
- Diss Town Council.
- Norfolk County Council services.
- South Norfolk and Broadland District Council
- Local voluntary and community organisations.
- Sports, arts and recreational groups.

- Health and wellbeing providers.
- Local businesses and employers.

Regular partnership meetings and communication will ensure provision remains coordinated, responsive and aligned to local priorities.

Added Value Through [REDACTED] Norfolk

[REDACTED] Norfolk brings significant added value through our extensive experience of delivering youth provision across Norfolk and our wider [REDACTED] network. This includes:

- Access to experienced and professionally trained youth workers.
- Established safeguarding, quality assurance and outcome monitoring systems.
- Mental health and wellbeing expertise, including trained Mental Health Champions.
- Employability, volunteering and life skills programmes that can be adapted for local delivery.
- Links to wider countywide services, opportunities and referral pathways.
- Proven approaches to engaging young people who may be vulnerable, isolated or reluctant to access traditional services.

Our experience of both open-access and targeted youth work enables us to support young people with a broad range of needs while maintaining an inclusive and welcoming environment for all.

Creating a Coordinated Youth Offer for Diss

By working collaboratively with existing providers, listening to local stakeholders and continually engaging young people themselves, [REDACTED] Norfolk will help create a coordinated and complementary youth offer for Diss. Our focus will be on filling identified gaps, strengthening partnerships and enhancing opportunities for young people rather than replicating services already available locally.

This approach will maximise the impact of existing community resources, improve access to support and ensure young people benefit from a more connected and effective network of provision.

Section 7: Youth Voice, Monitoring and Impact (10%)

Question 6

Please explain:

- How young people will influence delivery.

- How feedback will be gathered.
- How outcomes will be measured.
- How impact will be reported to Diss Town Council.

Youth Voice and Participation in Delivery

Youth voice will be central to the design, delivery and ongoing development of the project. Consistent with [REDACTED] Norfolk's youth-led approach, young people will be given regular opportunities to influence decisions about activities, themes, events and future priorities.

Young people will be involved through informal discussions during sessions, dedicated youth forums, focus groups and surveys. We will encourage young people to identify emerging needs, suggest new activities and take leadership roles in planning and delivering projects. This approach will ensure the provision remains relevant, engaging and responsive to changing local needs and interests.

We will also seek feedback from young people who are less likely to participate in formal consultation processes, ensuring that a diverse range of views and experiences help shape delivery.

Gathering Feedback

Feedback will be collected through a combination of formal and informal methods throughout the life of the project. These will include:

- Regular participant surveys.
- Session evaluations and activity feedback forms.
- Focus groups and consultation events.
- Informal discussions between young people and youth workers.
- Parent, stakeholder and partner feedback.
- Attendance and participation monitoring.

Feedback will be reviewed regularly by the project team and used to inform programme planning, identify emerging needs and continuously improve the quality and relevance of provision.

Measuring Outcomes

[REDACTED] Norfolk has robust systems in place to record, monitor and evaluate outcomes across all of its youth services. We utilise Salesforce, our secure and GDPR-compliant Customer Relationship Management (CRM) system, to capture participant information, engagement data and outcomes achieved.

We will measure outcomes against the objectives of the project, including:

- Improvements in confidence, wellbeing and resilience.
- Development of skills, leadership abilities and aspirations.

- Increased participation in youth provision and co
- Growth in volunteering and youth-led initiatives.
- Improved feelings of belonging and connection to the local community.
- Engagement of young people who may previously have been isolated or underserved.

Outcome measurement will combine quantitative data, such as attendance figures and participation levels, with qualitative evidence gathered through surveys, observations, case studies and young people's own reflections on their progress.

Reporting Impact to Diss Town Council

Norfolk is committed to providing transparent and meaningful reporting to Diss Town Council throughout the contract period.

We will provide:

- Monthly progress reports detailing attendance, engagement levels, activities delivered and emerging themes.
- Regular feedback summaries from young people, partners and stakeholders, highlighting how feedback has influenced service development.
- Impact assessment reports demonstrating progress against agreed outcomes, including evidence of improvements in wellbeing, participation, skills development and community engagement.
- Case studies and success stories that showcase the difference the project has made to individual young people and the wider community.
- Partnership and community engagement updates highlighting collaborative working and links with local services.

This approach will provide Diss Town Council with both statistical evidence and real-life examples of impact, ensuring a clear understanding of how the project is contributing to positive outcomes for young people and delivering value for the community.

Section 8: Sustainability and Legacy (5%)

Question 7

How will your proposal create lasting benefits for young people beyond the initial funding period?

Creating Lasting Benefits Beyond the Initial Funding Period

Norfolk is committed to creating a sustainable youth provision that delivers benefits for young people long after the initial funding period has ended. Our approach focuses not only on delivering activities but also on building community capacity, developing local partnerships and creating opportunities that can continue to grow and evolve over time.

Building Sustainable Community Partnerships

Strong partnership working will be central to the long-term success of the project. Throughout delivery, we will work closely with Diss Town Council, local schools, community organisations, businesses and statutory services to develop a coordinated and sustainable offer for young people.

By embedding the project within existing community structures and demonstrating impact through robust monitoring and evaluation, we will seek to secure ongoing support and investment from local stakeholders. We will work collaboratively with Diss Town Council and other partners to explore opportunities for successful elements of the programme to become part of future community and budget planning.

Securing Future Funding Opportunities

Norfolk has a strong track record of securing external funding from a variety of sources. During the contract period, we will actively pursue additional funding through grants, charitable trusts, sponsorship opportunities and community fundraising initiatives that we can support Diss Town Council in applying for.

We will also develop funding strategies that identify regional and national funding opportunities capable of supporting the continuation and growth of youth provision within Diss. Our intention is to reduce reliance on a single funding source and create a more resilient model for future delivery.

Developing Local Volunteer Capacity

A key element of sustainability will be the recruitment, training and development of local volunteers. Norfolk will create opportunities for community members and young people to become involved in supporting delivery, building local ownership and strengthening community connections.

Young people will be encouraged to progress into volunteering and leadership roles, helping to shape activities and contribute to future delivery. Over time, this will create a pool of trained volunteers capable of supporting and sustaining provision beyond the initial funding period.

Developing Young Leaders

We believe that one of the most powerful legacies of youth work is the development of young people who are equipped to support and inspire others. Through leadership training, volunteering opportunities and youth-led projects, participants will gain the skills, confidence and experience needed to take active roles within their communities and the club.

This approach will encourage peer-led initiatives and empower young people to continue creating opportunities for future generations of young people in Diss.

Creating Long-Term Pathways and Opportunities

The project will establish lasting pathways into education, employment, training and volunteering. Through our partnerships with local businesses, employers and training providers, young people will be connected to opportunities that support their long-term development and future aspirations.

We will also establish a mentoring network that links young people with professionals, employers and positive role models from a range of sectors. These relationships can continue beyond participation in the project and provide valuable support as young people move into adulthood.

Lasting Impact for the Community

Beyond individual outcomes, the project will help create stronger relationships between young people, community organisations and local stakeholders. By promoting volunteering, community participation and youth-led initiatives, we aim to foster a culture where young people feel valued, connected and invested in the future of Diss.

The combination of stronger partnerships, additional funding, trained volunteers, youth leadership opportunities and established progression pathways will ensure that the benefits of the project continue well beyond the initial funding period, creating a sustainable and lasting legacy for young people and the wider community.

Section 9: Delivery Plan

Question 8

Provide a proposed timetable for delivery.

Activity	Date	Milestone
Mobilisation	Months 1-3: Oct-Dec'26 Starting after October half term; week commencing 26 th October 2026	▪ Recruit one Youth Engagement Worker and advertise for adult volunteers. ▪ Establish partnerships with at least 3 local organisations (schools, community groups, statutory partners). ▪ Engage 50+ young people through consultation activities. ▪ Hold 3 stakeholder consultation meetings. ▪ Complete any relevant needs assessment and delivery plan by end of Month 3. ▪ Market new club and register YP for attendance

Programme launch	Month 4 and 5: Jan'27 (start of school term; week commencing 4th Jan'27) to Feb'27 half term; 15th Feb'27	▪ Deliver (dependent on whether two sessions are delivered per week or one). ▪ Engage 75 unique young people. ▪ Achieve average attendance of 15-20 young people per session. ▪ Trial 4-6 activity themes (sports, arts, wellbeing, life skills, etc.). ▪ Gather feedback from at least 30 participants. ▪ Establish baseline wellbeing and participation measures.
Delivery phase	Month 6-12 From week commencing 22nd Feb'27 – week commencing 18th Oct'27	▪ Deliver minimum 38 youth sessions annually. ▪ Engage 100-150 unique young people across the year. ▪ Maintain average attendance of 20-25 young people per session. ▪ Support 15-20 young people in leadership, volunteering or peer mentor roles. ▪ Deliver at least two youth-led community projects. ▪ Achieve 80%+ of participants reporting increased confidence, wellbeing or social connection. ▪ Hold at least one partnership review meeting with key stakeholders.
Review points	In addition to month 3 and 5, a monthly report will be submitted to Diss Town Council. Month 3	Month 3: ▪ Submit a mobilisation progress update to Diss Town Council, outlining achievements, risks, and next steps ▪ Review recruitment progress for the Youth Engagement Worker and adult volunteers. ▪ Confirm partnerships established with at least three local organisations (schools,

	Month 5	common statutory partners). ▪ Demonstrate engagement of 50+ young people through consultation and outreach activities. ▪ Complete and review findings from 3 stakeholder consultation meetings. ▪ Finalise the needs assessment and delivery plan, ensuring activities are aligned with identified needs. ▪ Assess marketing and promotion activity, including registration levels for the new youth club. Month 5: ▪ Review participation and attendance data. ▪ Demonstrate 70%+ participant satisfaction. ▪ Identify and implement at least three programme improvements informed by youth feedback. ▪ Submit Interim Report to Diss Town Council.
Final evaluation	Month 13 (Nov'27)	Produce an annual impact report. • Complete case studies demonstrating impact. • Evidence positive outcomes for at least 80% of surveyed participants. • Develop sustainability and funding plan for Years 2-3.

In addition to what has been requested above, [REDACTED] Norfolk would also like to add the following to the timetable:

Activity	Date	Milestone
Sustainability Planning	Month 10 and 12 (August'27-Oct'27)	▪ Support submission of at least three external funding applications.

		▪ Scope for sponsorship or in-kind support agreements from local businesses. ▪ Recruit and train ten community and youth volunteers. ▪ Support 20+ young people into volunteering, employment, training or leadership opportunities. ▪ Present final impact and sustainability report to Diss Town Council with Final Evaluation.	
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Section 10: Budget and Value for Money (5%)

Question 9

Provide a detailed breakdown of how the £20,000 will be spent.

Budget Heading	Amount (£)	Details
██████████ Norfolk's proposed youth service packages incorporate all elements outlined in the requested cost breakdown. The costs detailed below are presented for Diss Town Council's consideration when evaluating the available options and determining the preferred delivery model. Package 1: 1 x youth provision, 30 weeks (term time only, from month 4-12), 2 hours inclusive of pack up and pack down time		
Staffing	£4,370	1 x YEW for 2.5 hours per week; delivery and admin 1 x senior YEW for 4 hours per week; delivery and admin
Venue Costs	£500	Sports gear, arts materials, digital resources, venue rentals
Equipment/Resources		
Volunteer Costs	£200	Training, recruitment, designated volunteer coordinator at ██████████
Training	£100	Contribution towards staff training
Monitoring and Evaluation	£1,450	Impact assessments, reporting, technology tools for tracking progress

Management Costs	£1,030	(HR, finance, ICT, marketing and fundraising, directors)
Other	£250	Staff Travel
Total	£7,900	
Sub total	£15,800	2 x groups for each age bracket

Budget Heading	Amount (£)	Details
Outreach and Mobilisation package: Week 1-8 is the mobilisation period as described under question 8 (Month 1-3)		
Staffing	£1100	1 x YEW for 2.5 hours per week; delivery and admin 1 x senior YEW for 3.5 hours per week; delivery and admin
Venue Costs (N/A)	£50	Sports gear, arts materials, digital resources,
Equipment/Resources		
Volunteer Costs	£100	Advertising and recruitment, designated volunteer coordinator at
Training	£100	Contribution towards staff training
Monitoring and Evaluation	£390	Impact assessments, reporting, technology tools for tracking progress
Management Costs	£340	Central management (HR, finance, ICT, marketing and fundraising, directors)
Other	£50	Staff Travel
Total	£2,130	

Budget Heading	Amount (£)	Details
Holiday package: 1 week, 3 days (each day is 8 hours delivery)		
Staffing	£1100	1 x YEW for 24 hours per week; delivery and admin

		hours per week; delivery and admin
Venue Costs (N/A)	£100	Sports gear, arts materials, digital resources,
Equipment/Resources		
Volunteer Costs	£60	Expenses, advertising and recruitment, designated volunteer coordinator at [REDACTED]
Training	£40	Contribution towards staff training
Monitoring and Evaluation	£200	Impact assessments, reporting, technology tools for tracking progress
Management Costs	£450	Central management (HR, finance, ICT, marketing and fundraising, directors)
Other	£50	Staff Travel
Total	£2,000	

Total of all 3 packages = £19,930

Please explain how the proposal represents value for money.

For an investment of £19,930, Diss Town Council will receive:

- An initial mobilisation and consultation phase.
- Targeted outreach and engagement activity.
- Two age-appropriate weekly youth provision sessions over 30 weeks.
- School holiday activities.
- Qualified and experienced youth work staff.
- Volunteer recruitment and development.
- Comprehensive monitoring and evaluation.
- Access to [REDACTED] Norfolk's established infrastructure, safeguarding systems, partnerships, and expertise.
- A clear sustainability plan designed to secure future investment and extend provision beyond the funded period.

In addition to direct delivery, Diss Town Council benefits from access to [REDACTED] Norfolk's existing safeguarding systems, policies, quality assurance framework, training infrastructure, volunteer management systems, funding expertise and partnership networks. This significantly increases the value generated from the

investment and reduces the need for the Council to provide these mechanisms independently.

Based on an anticipated reach of 100-150 unique young people annually, alongside outreach, holiday provision, volunteer development and community engagement activity, the proposal delivers a cost-effective investment that generates both immediate benefits for participants and longer-term social value for the wider Diss community.

Question 10

Provide a detailed breakdown of how the further £10,000 will be spent.

Please see tables above of budget breakdowns. Diss Town Council would have a couple of options of how the additional £10,000 could be spent.

Option 1 – 38-week (term time only) youth club, once per week for 2 hours (inclusive of pack up and pack down time). = **£10,000**

Option 2 – purchase an additional five weeks of holiday provision at £2,000 per week, = **£10,000**

Section 11: Compliance

Requirement	Yes/No
Safeguarding Policy	Yes
Health and Safety Policy	Yes
Equality, Diversity, and Inclusion Policy	Yes
Data Protection Policy	Yes
Public Liability Insurance	Yes
Enhanced DBS Checks	Yes
Risk Assessment Procedures	Yes

Evaluation Criteria

Criteria	Weighting
Understanding Local Need	15%
Quality of Delivery Proposal	25%
Young People's Outcomes	20%
Partnership Working	10%
Youth Voice, Monitoring and Impact	10%
Sustainability and Legacy	5%
Experience and Capacity	10%
Value for Money	5%
Total	100%

Tender Application Form

Section 1: Organisation Details

Organisation Name	
Contact Name	
Position	Head of Youth Services
Email	
Telephone	
Charity/Company Number	

Section 2: Experience and Capacity (10%)

Question 1

Please tell us about your organisation and experience of delivering youth work.

Response:

██████████ is an experienced provider of youth services, education and training programmes, delivering safe, inclusive and engaging opportunities for children and young people across a range of local authority and community settings.

Our approach to youth work is relationship-led, youth-focused and community-based. We recognise that effective youth provision is about more than providing activities. It is about creating consistent spaces where young people feel safe and welcome, develop trusted relationships with adults, build friendships, increase their confidence and have genuine opportunities to influence what happens within their community.

██████ has experience delivering both universal open-access and targeted youth provision, including commissioned youth services, Holiday Activities and Food (HAF) programmes, youth clubs, anti-social behaviour prevention and diversionary programmes, SEND-inclusive provision, personal development programmes, residential experiences and employability-focused activities.

Our current and recent experience includes:

- Costessey Town Council, Norfolk – ████████ was successfully commissioned to provide local youth provision following a competitive process. We deliver three regular weekly youth sessions, engaging young people through consistent community-based provision and responding to local priorities. Alongside the core service, we have worked to attract additional opportunities and investment into the area, including holiday provision and a residential opportunity supported through our national partnership with PGL.
- Local authority HAF programmes – ████████ has extensive experience delivering large-scale youth and holiday provision across multiple local authority areas.

Our programmes combine sports and physical activity with creative opportunities, enrichment, trips, food, social activities and informal youth work. This experience has developed our ability to engage young people with significantly different interests, backgrounds and support needs rather than relying on a single activity to attract participation.

- Wolverhampton youth provision – Through the city's youth offer, [REDACTED] has delivered community-based weekend youth opportunities, providing safe spaces and positive activities for young people while contributing to wider local youth and community priorities.
- Dudley youth and inclusion provision – We have delivered open-access and inclusive programmes alongside targeted opportunities for young people with additional needs, supported by our wider safeguarding and inclusion structures.
- Education and targeted engagement – [REDACTED] works with schools and education partners to engage young people through enrichment, personal development and targeted intervention. This includes work with young people at risk of disengagement, NEET outcomes and anti-social behaviour, using positive activities as a vehicle for developing trusted relationships and supporting progression.

Our youth work is supported by a wider organisational structure that brings together experienced youth workers, project leads, inclusion expertise and safeguarding leadership. Staff are recruited through safer recruitment processes, appropriately DBS checked and receive ongoing training and operational support.

Alongside traditional youth club activities, we can draw upon sports, creative activities, cooking and life skills, team challenges, outdoor and adventurous activities, residential experiences, community projects and specialist enrichment. This allows young people themselves to shape an offer that reflects their interests rather than being expected to fit into a predetermined programme.

We also recognise that no single organisation can meet every need of a young person. Partnership working is therefore central to our approach. We work with councils, schools, community organisations, activity providers and other youth services to complement existing provision, create progression pathways and connect young people with opportunities and specialist support where appropriate.

This experience is particularly relevant to Diss. The consultation evidence demonstrates that young people are not simply asking for additional activities; they want somewhere to go, trusted adults to build relationships with, opportunities to socialise, a greater variety of experiences and a meaningful say in what is provided.

■■■■■ has the experience and capacity to turn those priorities into consistent local provision while working collaboratively with Diss Town Council, young people and existing community partners. Our intention would not be to duplicate the positive opportunities already available in Diss, but to connect, complement and strengthen them, while addressing the gaps identified by young people and stakeholders.

Question 2

Using the evidence provided in Appendices A-C, explain how your proposal responds to the needs and priorities identified by young people and stakeholders.

Response:

Our proposal has been designed directly around the evidence presented in Appendices A-C and the clear message from young people and stakeholders that Diss needs safe places to go, positive opportunities, greater variety, stronger youth voice and trusted adults who are consistently present in young people's lives.

The evidence demonstrates significant demand. 91.8% of young people surveyed said they would like more things for young people in Diss, while 75.3% felt there is currently not enough for young people to do. However, 63% still described Diss as a good place for young people to grow up. We therefore see the opportunity not as replacing what already exists, but as strengthening the local youth offer, addressing identified gaps and helping young people access the assets and opportunities already available within their community.

Our proposed Diss Youth Hub and Outreach Programme will respond through consistent open-access youth provision, proactive outreach, trusted adult relationships, youth-led activities, skills development and stronger community connections.

- Creating "somewhere to go"

The strongest message emerging from the consultation was simple: young people want "somewhere to go."

We will establish a regular and recognisable youth offer using an existing community venue in Diss, directly responding to the stakeholder recommendation that current investment should make effective use of existing community spaces and assets.

The Hub will combine informal social space with activities such as gaming, pool and table tennis, creative activities, music, food, cooking, sport and themed sessions. Young people will not be required to participate in a particular activity simply to attend. Having somewhere safe to meet friends, talk to youth workers and feel welcome will be equally important.

- Providing trusted adults

Central to our approach will be providing young people with access to consistent, trusted adults, reflecting both the findings of the Diss consultation and the direction of the national youth strategy.

██████ recognises that activities can provide the initial reason for a young person to engage, but trusted relationships create longer-term impact.

We will therefore prioritise continuity of staffing so young people regularly see the same youth workers. This enables relationships to develop naturally and provides young people with approachable adults who listen, recognise their achievements, understand their individual circumstances and can provide guidance when challenges arise.

Our approach can be summarised as:

Positive Activity - Regular Engagement - Trusted Relationship - Support & Development - Progression

This is particularly important for young people experiencing isolation, poorer wellbeing or a lack of positive relationships. Where specialist intervention is required, our youth workers can use that trusted relationship to support appropriate signposting and access to other services.

- Reaching young people who are not currently engaged

Appendix C specifically identifies young people experiencing isolation or loneliness, older teenagers and young adults, those facing financial barriers, young people struggling with wellbeing, and those who may not feel that existing activities are relevant or accessible to them.

We will not simply open a venue and expect these young people to attend. ██████ has significant experience of proactively identifying, recruiting and engaging young people who are disengaged from mainstream opportunities.

Through our delivery of The King's Trust programmes, including provision specifically supporting young people who are NEET (Not in Education, Employment or Training), our teams have developed extensive experience in targeted recruitment and engagement. We understand that young people who are most likely to benefit from support are often the least likely to respond to traditional advertising or independently access a new service.

Our approach therefore combines targeted recruitment, outreach and relationship-building. We work with schools, education providers, local authorities, community organisations, referral partners and other professionals to identify young people who may benefit from provision. Alongside professional referrals, our youth workers build

relationships directly with young people and use peer networks and existing participants to extend our reach.

Our experience has taught us that engagement starts with trust rather than attendance. A young person may require several conversations or informal contacts before feeling comfortable attending structured provision. Our youth workers are experienced in maintaining that engagement, understanding individual barriers and supporting young people at a pace appropriate to them. This approach will enable us to reach beyond those young people who already participate in organised activities and actively engage those identified within the consultation as being at greater risk of isolation or disengagement.

Importantly, our support will not end when a young person first attends the Youth Hub. Our experience through The King's Trust demonstrates the importance of maintaining relationships and supporting progression. Depending on individual need and age, this could include sustained participation in the Hub, volunteering, becoming a Young Leader, accessing skills development, reconnecting with education or training, or progressing into wider community and employment opportunities.

- Responding to different ages and interests

The consultation recommends distinct approaches for Years 7-9, Years 10-11 and Sixth Form/older young people. We recognise that an 11-year-old and a 19-year-old are unlikely to want the same youth offer.

Our programme will therefore incorporate age-appropriate activities and targeted opportunities. Younger participants may initially focus on friendship, confidence, recreation and positive experiences, while older participants will have increased access to life skills, volunteering, employability, leadership and progression opportunities.

Young people were particularly clear that they want greater variety beyond traditional sports. Our programme will therefore be shaped around their interests and could include:

- gaming and social activities;
- arts, music, media and creative opportunities;
- cooking and food activities;
- football, basketball and informal physical activity;
- specialist enrichment activities;
- trips and experiences;
- life skills and independence;

- volunteering and community projects.

This diversity allows us to engage young people with different interests rather than designing provision around a single activity. [REDACTED] IMS have a range of enrichment equipment in which we use to recruit, support and develop young people including Archery Combat, Mobile Adventurous Unit, Silent Disco. We also have commitment from PGL to support residential experiences for our youth provisions.

Girls' football was identified as a specific priority. [REDACTED] will work with schools, local clubs and community partners to provide taster and development opportunities, creating pathways into sustainable local provision rather than duplicating what already exists.

- Supporting wellbeing, confidence & Developing skills and future aspirations

The evidence highlights wellbeing, loneliness, positive friendships and access to trusted adults. Our relationship-led approach provides consistent youth workers, safe spaces and positive activities that build confidence, resilience and belonging. Where specialist support is required, young people will be appropriately signposted to relevant services.

We will embed life and employability skills naturally throughout delivery. Cooking can develop budgeting and independent living skills; organising activities builds planning and teamwork; and community projects develop leadership and responsibility. Older young people will also be connected with volunteering, training, education and employment opportunities.

Young people will actively shape the programme through a Diss Youth Voice group, influencing activities, equipment, trips and future priorities. A "You Said, We Did" approach will demonstrate how their views directly influence delivery. Our provision will complement rather than compete with existing services. We will map local clubs, organisations, employers and support services, creating pathways for young people while providing opportunities to participate in volunteering and community projects.

Question 3 –

Describe the programme you would deliver.

Information Required	Response
Proposed activities	Diss Youth Hub: open-access youth sessions combining informal social space with gaming, pool/table tennis, sports, arts and creative activities, music/media, cooking, life skills and food. Regular enhanced activities will include specialist workshops, trips and experiences shaped by young people. Delivery will also incorporate wellbeing, employability, volunteering, leadership and community projects. A Diss Youth Voice group will enable young people to co-design the programme.
Target age groups	Young people aged 11–20, with activities tailored to different stages: Years 7–9, Years 10–11 and Sixth Form/16–20. Older young people will have increased access to employability, life skills, volunteering and leadership opportunities.
Anticipated participant numbers	Target of 60–80 unique young people during Year 1, with an ambition to establish a regular core group of approximately 20–30 young people per session. We will monitor both unique participants and repeat engagement, recognising that consistent attendance is important for developing trusted relationships and achieving longer-term outcomes.
Frequency of delivery	A weekly 2-3 hour open-access Youth Hub, delivered consistently throughout the year, supported by targeted outreach, Youth Voice activity and enhanced/specialist sessions. Delivery patterns will remain responsive to young people's feedback, including consideration of evening and weekend demand.
Holiday provision	A programme of enhanced holiday activities and experiences will complement the weekly Hub. Activities will be shaped by young people and could include trips, outdoor/adventure activities, creative programmes, sports, gaming and community projects. Pilot will also actively explore opportunities to attract additional holiday funding, including HAF where eligibility and local commissioning arrangements allow.
Outreach activity (if applicable)	Yes. Targeted outreach will be integral to the programme. Pilot has significant experience identifying and engaging disengaged young people, including through our King's Trust work with young people who are NEET. We will work with Diss High School, local partners and community organisations alongside direct youth outreach to engage young people who may not independently access organised provision.
Proposed venues	We propose using an existing, accessible community venue within Diss, reflecting stakeholder feedback that current investment should maximise existing community assets. The final venue will be agreed with Diss Town Council and young people, considering accessibility, location, evening availability, suitability for informal youth work and opportunities for indoor/outdoor activity. - Diss Youth & Community Centre

Question 4

How will your proposal improve wellbeing and confidence, develop skills and aspirations, increase participation and inclusion, and support community connection?

Response: Our proposal will improve outcomes for young people by providing consistent youth provision built around trusted relationships, positive experiences and opportunities to develop.

Young people will have somewhere safe and welcoming to spend time, build friendships and develop relationships with consistent, trusted adults. Our youth workers will take time to get to know young people, recognise when they may need additional support and provide encouragement and informal guidance.

Activities will give young people opportunities to try new things, experience success and build confidence. For young people experiencing isolation or poorer wellbeing, simply having somewhere they feel welcome and known can make an important difference. Where specialist support is needed, our team will help young people connect with appropriate local services.

Skills development will be built naturally into activities. Cooking sessions can introduce budgeting, healthy living and independent living skills; planning events and trips develops teamwork and decision-making; and community activities provide opportunities to take responsibility and develop leadership.

For older young people, we will draw on our experience delivering The King's Trust, particularly our work with young people who are NEET or disengaged. We will support young people to explore volunteering, education, training and employment and look to involve local employers and community organisations where this can broaden their experiences and aspirations.

We want the provision to reach young people who are not already involved in clubs and organised activities. Alongside open-access sessions, our youth workers will undertake targeted outreach and work with schools, community organisations and other local partners to identify young people who could benefit.

The programme will offer a broad mix of social, creative, sporting, gaming, food and personal development activities. Young people will help decide what is delivered, allowing the offer to change as their interests and needs develop. Keeping provision affordable and accessible will also be important in ensuring financial circumstances do not become a barrier to participation.

We will actively work with the organisations and opportunities that already exist in Diss rather than seeking to recreate them. Youth workers will help young people discover

local clubs, services, volunteering opportunities and community activities that they may otherwise not know about or feel confident accessing.

Young people will also have opportunities to become involved in community projects and local volunteering and to contribute their views to decisions affecting youth provision in Diss.

Over time, we want young people to feel that the provision belongs to them and that they have a genuine place within the wider Diss community. Success will therefore be about more than attendance; it will be reflected in young people becoming more confident, developing positive relationships, trying new opportunities and feeling increasingly connected to the community around them.

Question 5

How will your proposal complement existing activities and opportunities available to young people in Diss?

Response: Our approach will be to add capacity and fill identified gaps rather than duplicate the activities already available in Diss. The consultation shows that young people value existing sports clubs, school activities, Hope Church, Scouts, Guides, Cadets, swimming and other local opportunities. Our role will be to help young people access these opportunities while providing the open-access youth provision that young people have said is currently missing.

During mobilisation, we will work with Diss Town Council to build relationships with local schools, youth and community organisations, sports clubs, voluntary groups and support services. This will help us understand what is already available, where there are gaps and where joint working could create additional opportunities.

Our youth workers will also act as a link between young people and existing provision. For example, if a young person develops an interest in a particular sport or activity through one of our sessions, we can help them identify an appropriate local club and support that connection. Similarly, where a young person requires support beyond the role of our youth workers, we will connect them with appropriate local or specialist services.

The demand for girls' football provides a good example of this approach. Rather than immediately establishing a competing football club, we would engage with Diss High School, existing football clubs and relevant community partners to understand current opportunities and barriers. [REDACTED] could then support taster sessions, increased promotion or additional opportunities where a genuine gap exists, with pathways into sustainable local participation.

We will also look for opportunities to bring existing organisations into the youth programme through workshops, demonstrations, volunteering opportunities and community projects. This gives local organisations another route to engage young people while introducing participants to opportunities they may not previously have considered.

Our wider partnerships can also bring additional opportunities into Diss. Through relationships with organisations such as PGL, and our experience delivering HAF, The King's Trust and enrichment programmes, we will explore opportunities for trips, residential experiences, skills development and additional funded activity where appropriate.

Most importantly, we will maintain regular communication with Diss Town Council and local partners throughout delivery. This will allow the programme to respond to changes in local provision, identify emerging gaps and ensure that the funding strengthens the overall youth offer in Diss rather than creating an isolated service.

Question 6

How young people will influence delivery, how feedback will be gathered, how outcomes will be measured, and how impact will be reported to Diss Town Council.

Response: Young people will have an active role in shaping the provision from the outset. The consultation already provides a strong starting point, but we recognise that youth voice must continue throughout delivery rather than ending once the contract is awarded.

During the first weeks of delivery, our youth workers will spend time getting to know young people and understanding what they want from the provision. Young people will influence the activities offered, use of the space, trips and experiences, food offer, opening times and future priorities.

We will use informal conversations during sessions alongside more structured opportunities for young people who want greater involvement. Importantly, we will regularly demonstrate how their views have influenced decisions through a simple “You Said, We Did” approach.

Feedback will be gathered in ways that are appropriate and accessible to young people rather than relying solely on formal questionnaires. This will include conversations with youth workers, quick session feedback, polls and activity voting, periodic surveys and small-group discussions.

We will also seek feedback from parents/carers, schools, community partners and Diss Town Council where appropriate, giving us a broader understanding of how the provision is performing and any emerging local needs.

Pilot will record both participation and the difference the provision is making. This will include:

- unique young people engaged and overall attendances;
- repeat attendance and sustained engagement;
- young people reached through outreach;
- participation across different ages and groups;
- involvement in activities, volunteering and community opportunities;
- young people's reported confidence, wellbeing and sense of belonging;
- skills developed and progression into further opportunities;
- feedback from young people and partners.

Alongside quantitative information, we will capture case studies and examples of individual progress. This is particularly important in youth work, where significant outcomes such as a previously isolated young person regularly attending, developing a trusted relationship or becoming confident enough to try something new may not be demonstrated by attendance figures alone.

We will agree a proportionate reporting framework with Diss Town Council at mobilisation and provide regular updates throughout the contract. Reports will combine attendance and participation data with progress against agreed outcomes, youth feedback, examples of activities delivered, partnership activity, emerging needs and case studies demonstrating impact.

We would also welcome regular review meetings with the Council to discuss progress and adapt delivery where required.

At the end of the year, [REDACTED] will provide an annual impact summary bringing together participation, outcomes, young people's feedback, case studies and learning from the programme. This will demonstrate the value of the Council's investment while providing useful evidence to support decisions about future youth provision and potential additional funding.

Question 7

How will your proposal create lasting benefits for young people beyond the initial funding period?

Response: Our aim is for the investment from Diss Town Council to establish sustainable youth provision, stronger local partnerships and opportunities that continue to benefit young people beyond the initial funding period.

A key part of this will be building relationships between young people and the organisations, clubs and opportunities already available in Diss. Rather than creating a service that operates in isolation, we will help young people become more confident accessing existing community activities, volunteering opportunities and support. These connections can continue regardless of the length of [REDACTED] contract.

We will also invest in young people's own skills and confidence. Through involvement in activities, community projects, volunteering and youth voice, young people will develop practical skills, leadership, communication and confidence that remain with them beyond their participation in the programme. Older young people will be supported to explore education, training, volunteering and employment opportunities.

Developing local capacity will also be important. We will encourage local people and community partners to become involved in the provision, including identifying potential volunteers who can support activities and contribute their own skills and experience. This helps create greater local ownership of youth provision rather than making it entirely dependent upon external delivery.

[REDACTED] will also actively seek opportunities to bring additional investment and added value into Diss. We have experience securing and delivering externally funded youth opportunities, including HAF, and developing partnerships that provide additional experiences for young people. Through our relationship with PGL, for example, we have previously been able to secure additional opportunities alongside commissioned youth provision. We would take the same proactive approach in Diss, exploring grants, partnership contributions and other funding opportunities that could extend or enhance the Council's investment.

The potential additional funding from South Norfolk Council would provide an opportunity to further develop the programme. If secured, we would work with Diss Town Council to use this strategically, including considering how elements could support provision beyond the first year rather than simply increasing short-term activity.

Finally, our monitoring and evaluation will leave the Council with a stronger evidence base for future investment. Participation data, young people's feedback, case studies and demonstrated outcomes will provide clear evidence of what young people use, what works and where needs remain.

Our intention is therefore that the initial £20,000 acts as a foundation rather than a standalone year of activity: establishing trusted relationships with young people, strengthening connections across Diss, demonstrating impact and creating a stronger case for continued investment in local youth provision.

Question 8 - Provide a proposed timetable for delivery.

Activity:	Date:	Milestone:
Mobilisation	October 2026	Contract mobilisation with Diss Town Council; confirm venue and delivery schedule; safeguarding and operational arrangements; local partnership mapping; engagement with Diss High School and existing community/youth organisations; local promotion and targeted recruitment; finalise staffing and equipment.
Programme launch	Late October / Early November 2026	Launch the Diss Youth Hub and begin regular open-access sessions. Initial weeks focused on building relationships, establishing the space with young people and gathering further youth voice to shape activities. Outreach activity begins alongside the Hub.
Delivery phase	November 2026 – October 2027	Consistent weekly youth provision alongside targeted outreach, youth voice, skills and wellbeing activities, community opportunities and enhanced activities/trips. Programme continually adapted in response to participation and young people's feedback. Holiday activities incorporated during school holiday periods.
Review points	January, April, July & October 2027	Quarterly review of attendance, reach, youth feedback, outcomes and partnership activity with Diss Town Council. Identify gaps or underrepresented groups and adjust delivery accordingly. Review additional funding and opportunities to strengthen or extend provision.
Final evaluation	October 2027	Year 1 impact evaluation covering participation, sustained engagement, wellbeing and confidence, skills, youth voice, community connections and case studies. Present learning and recommendations to Diss Town Council and agree priorities for future delivery and sustainability.

Question 9 – Provide a detailed breakdown of how the £20,000 will be spent.

Budget Heading	Amount (£)	Details
Staffing	£10,000	Delivery of weekly youth provision by appropriately trained youth workers, including session preparation, targeted outreach and engagement, youth voice activity and associated delivery time.
Delivery Costs	£3,000	Enhanced activities, workshops, food/cooking activities, trips and experiences, community projects and youth-led activities throughout the year.
Venue Costs	£1,500	Contribution towards hire of an accessible community venue in Diss for regular youth provision. Final arrangements to be agreed during mobilisation.
Equipment/ Resources	£1,500	Initial and replacement youth club resources including games, creative materials, sports equipment, cooking resources and equipment identified by young people.
Volunteer Costs	£500	Volunteer recruitment and support, including reasonable expenses and resources required to enable local involvement.
Training	£500	Staff and volunteer development relevant to local delivery, safeguarding, inclusion and identified needs.
Monitoring & Evaluation	£500	Attendance and outcome monitoring, youth feedback, case studies, quarterly reporting and Year 1 impact evaluation.
Management Costs	£1500	Contract management, safeguarding oversight, quality assurance, partnership coordination and operational support.
Other	£1000	Outreach and promotional activity, additional engagement activity and contingency to respond to priorities identified by young people during delivery.
Total	£20,000	Total Year 1 contract value

Please explain how the proposal represents value for money.

Response: Our proposal represents value for money by ensuring the majority of the £20,000 investment is directed towards frontline delivery and opportunities for young people, while keeping management and administration proportionate to the size of the contract. The funding will provide consistent youth worker presence throughout the year alongside outreach, activities, equipment, youth voice and opportunities for personal development. This means the Council is investing not simply in individual sessions, but in the trusted relationships and consistent presence that effective youth work requires.

██████ can also draw on its existing organisational infrastructure, including safeguarding leadership, inclusion support, quality assurance, programme management and established delivery systems. Diss therefore benefits from the capacity and assurance of a wider youth organisation without needing to fund these functions as separate local posts. We will maximise existing community assets rather than creating unnecessary

premises costs and will work with local clubs, schools, community organisations and services to complement opportunities already available. Where appropriate, we will connect young people into existing provision rather than using Council funding to duplicate it.

Our wider delivery experience and partnerships also allow us to bring added value beyond the core contract. We will actively explore additional funding, HAF opportunities, partner contributions and experiences through relationships such as our partnership with PGL. Our experience in Costessey demonstrates our approach of using a commissioned youth service as a foundation from which to attract additional opportunities for local young people.

Question 10 - Provide a detailed breakdown of how the further £10,000 will be spent.

Budget Heading	Amount (£)	Details
Staffing	£3500	Additional youth worker capacity to extend delivery beyond the core programme, including targeted work with older young people, additional outreach and additional evening/holiday provision. A proportion will support continued delivery beyond Year 1.
Delivery Costs	£2000	Additional specialist activities, trips and experiences identified through youth voice, including creative, leisure, wellbeing and skills-based opportunities that would not be achievable within the core programme alone
Venue Costs	£750	Additional venue hire associated with expanded sessions, holiday provision and continuation of activity beyond the initial Year 1 programme.
Equipment/ Resources	£1000	Additional reusable equipment and resources shaped by young people's priorities, increasing the range of activities available while creating assets that can continue to be used in future years.
Volunteer Costs	£250	Additional support for local volunteer involvement and reasonable expenses, helping build local capacity around the programme.
Training	£250	Additional staff/volunteer development in response to needs identified during delivery.
Monitoring & Evaluation	£250	Additional evaluation of the expanded programme and evidence gathering to demonstrate the impact of the South Norfolk Council investment.
Management Costs	£500	Coordination and oversight of the additional delivery, partnerships and funding requirements.
Other	£1500	Sustainability allocation to help extend youth provision beyond the initial 12-month contract period and provide continuity while longer-term funding and partnership opportunities are developed.
Total	£10,000	

Section 11: Compliance

Requirement	Yes/No
Safeguarding Policy	Yes
Health & Safety Policy	Yes
Equality, Diversity and Inclusion Policy	Yes
Data Protection Policy	Yes
Public Liability Insurance	Yes
Enhanced DBS Checks	Yes
Risk Assessment Procedures	Yes

South Norfolk Council

The Horizon Centre
Peachman Way
Broadland Business Park
Norwich
Norfolk
NR7 0WF

Sarah Villafuerte-Richards
Diss Town Council
11-12 Market Hill
Diss
Norfolk
IP22 4JZ

Email	communities@southnorfolkandbroadland.gov.uk
Our ref	Youth Provision
Date	16 th September 2026

Dear Sarah,

South Norfolk Council Youth Provision Grant

We are pleased to confirm that South Norfolk Council has agreed in principle to award Diss Town Council a one-off grant of £20,000 to establish, expand or improve local youth provision in Diss.

The funding is intended as seed funding for provision that has been developed in partnership with local young people and reflects their needs and interests. The Town Council will be expected to support the continuation of the youth provision beyond the expenditure of the grant, in accordance with the attached Youth Provision Grant Funding Agreement.

The grant will be paid as a single payment once the Council has received the completed documents listed below and is satisfied that the pre-payment conditions have been met. A further grant of up to £10,000 may be offered within the 2026/27 financial period subject to budget availability and evidence of progress with the project. The grant/s must be fully spent on eligible project costs within 12 months of receipt, unless otherwise agreed in writing by South Norfolk Council.

Please return the following:

- the Youth Provision Grant Funding Agreement, signed by an authorised representative of the Town Council;
- the completed Sustainability Statement at Schedule 1;
- the Town Council's organisation bank details, together with any verification requested by South Norfolk Council; and

- any further information reasonably requested to confirm the proposed project, delivery arrangements or safeguarding provisions.

Please return the signed documents by 31st December 2026 to communities@southnorfolkandbroadland.gov.uk . This offer may be withdrawn if the required documents are not received by that date, unless an extension has been agreed in writing.

If you have any questions about the agreement or the information required, please contact Louise Freeman at communities@southnorfolkandbroadland.gov.uk or on 01508 533933.

Yours sincerely,

Louise Freeman

Community Capacity Officer

Youth Provision Grant Funding Agreement

Parties

THE COUNCIL	THE RECIPIENT
South Norfolk Council The Horizon Centre Peachman Way Broadland Business Park Norwich Norfolk NR7 0WF ("the Council")	Diss Town Council 11-12 Market Hill Diss IP22 4JZ ("the Recipient")

1. Purpose of this Agreement

- 1.1** The Council has agreed to provide an initial award of £20,000 (the "Initial Grant") to the Recipient for the purpose of establishing, expanding or improving local youth provision within the parish or community of Diss. The Council may also, in accordance with clause 3, offer a further payment of up to £10,000 (the "Further Grant"). The Initial Grant and any Further Grant paid are together referred to as the "Grant".
- 1.2** The Grant is intended as seed funding to create sustainable youth provision which will continue beyond the expenditure of the Grant and which has been developed in partnership with local young people so that provision reflects local need and demand.
- 1.3** The Recipient acknowledges that:
- a)** the Grant is intended to support the development of long-term youth services,
 - b)** the Council does not intend to provide ongoing funding for the Project,
 - c)** future operation of the provision will be the responsibility of the Recipient and its partners.

2. The Project

- 2.1** The Grant shall be used solely for delivery of the following project ("the Project"):

Project name – Youth Provision

Project description – To enhance and expand youth Provision in Diss for young people.

Establish a consistent and structured youth provision offer

- **Enable professional delivery and safeguarding**
- **Create a sustainable foundation for future growth and development**

2.2 Eligible expenditure

2.2.1 The Grant may be used for:

- youth worker salaries and associated costs;
- commissioned youth services;
- equipment and resources;
- venue hire;
- safeguarding and training costs;
- outreach and engagement activities; and
- project promotion and communications.

2.3 Ineligible expenditure

2.3.1 The Grant shall not be used for:

- activities unrelated to youth provision;
- political activities;
- expenditure incurred before this Agreement is signed;
- repayment of debt; or
- any unlawful purpose.

2.4 Co-production with young people

2.4.1 The Recipient shall demonstrate that local young people have been meaningfully involved in shaping the proposed provision, with their views informing project design and activities.

2.5 Expenditure deadline

2.5.1 The Initial Grant must be fully spent on eligible Project costs within 12 months of receipt. Any Further Grant must be fully spent on eligible Project costs within 12 months of its receipt, unless the Council agrees otherwise in writing.

3. Payment of Grant

- 3.1** Subject to execution of this Agreement and receipt of the Sustainability Statement in Schedule 1, the Council shall make a single payment of £20,000 to the Recipient as the Initial Grant.
- 3.2** The Council may offer one Further Grant of up to £10,000 at any time within the 2026/27 financial period. Any Further Grant is discretionary, subject to the Council being satisfied with the evidence of progress and to the availability of budget. The Recipient has no entitlement to a Further Grant based upon receipt of the initial grant.
- 3.3** A Further Grant shall be payable only after the Council has confirmed its approval and the amount in writing. The approved amount must be used solely for eligible expenditure on the Project and will otherwise be subject to all terms of this Agreement.
- 3.4** The Recipient shall maintain accurate financial records demonstrating how the Initial Grant and any Further Grant have been spent.

4. Sustainability Commitment

- 4.1** As a fundamental condition of receiving the Grant, the Recipient commits to maintaining support for local youth provision following expenditure of the Grant.
- 4.2** The Recipient shall:
 - a)** include youth provision within future strategic and financial planning,
 - b)** consider the use of precept income, Community Infrastructure Levy (CIL), grants, fundraising, sponsorship and other resources to sustain provision,
 - c)** make reasonable endeavours to secure continuation of the funded activities for a minimum period of three years following completion of the grant-funded period,
 - d)** actively explore opportunities to strengthen and grow provision during that period,
 - e)** not cease the funded provision immediately upon exhaustion of the Grant except in exceptional circumstances.
- 4.3** Prior to payment of the Initial Grant, the Recipient shall submit a Sustainability Statement in the form attached at Schedule 1.
- 4.4** Nothing in this Agreement requires the Recipient to commit future expenditure unlawfully or fetter future budget-setting decisions. However, the Recipient must demonstrate a genuine intention and reasonable plan for sustaining provision.

5. Procurement, Safeguarding and Delivery

- 5.1** Where external providers are commissioned, procurement shall be carried out in accordance with the Recipient's standing orders, financial regulations and applicable legislation.
- 5.2** The Recipient shall ensure appropriate safeguarding arrangements are maintained throughout delivery of the Project.
- 5.3** All staff, volunteers and contractors working directly with young people shall have:

[Type here]

- appropriate training and experience;
- Disclosure and Barring Service checks where required; and
- access to safeguarding policies and procedures.

5.4 The Recipient shall comply with all relevant legislation, including the Equality Act 2010, UK General Data Protection Regulation and Data Protection Act 2018, health and safety legislation, and safeguarding requirements relating to children and young people.

6. Monitoring and Reporting

6.1 Interim report

6.1.1 Within six months of receiving the Initial Grant, the Recipient shall submit an interim report detailing:

- expenditure to date,
- activities delivered,
- participation figures,
- emerging outcomes,
- issues and risks.

6.2 Final report

6.2.1 Within three months of Project completion, the Recipient shall submit a final report detailing:

- total expenditure,
- number of young people engaged,
- activities delivered,
- outcomes achieved,
- case studies and testimonials, where available,
- evidence of how young people's views influenced provision,
- sustainability arrangements and future funding plans.

6.2.2 The Council may request any further information reasonably needed to assess the Project's delivery and impact.

7. Project Changes

7.1 The Recipient shall notify the Council promptly of any significant change affecting:

- Project scope,
- delivery arrangements,
- timetable,

[Type here]

- expenditure plans,
- key personnel,
- safeguarding concerns.

8. Outcomes

8.1 The Recipient shall use reasonable endeavours to contribute towards one or more of the following outcomes:

- increased access to youth provision,
- increased youth participation and engagement,
- improved wellbeing and resilience of young people,
- reduced anti-social behaviour,
- increased community cohesion,
- sustainable local youth provision.

9. Publicity

9.1 The Recipient shall acknowledge the support of South Norfolk Council in all reasonable publicity and promotional materials relating to the Project.

9.2 The Council may use information regarding the Project and its outcomes for reporting, evaluation and promotional purposes.

10. Records and Audit

10.1 The Recipient shall retain all records relating to the Grant, including invoices, receipts and supporting documentation, for a minimum period of six years following completion of the Project.

10.2 Upon reasonable notice, the Council may inspect relevant records relating to the use of the Grant.

11. Assets

11.1 Any equipment or assets purchased using the Grant shall be used primarily for the benefit of local youth provision.

11.2 The Recipient shall be responsible for the maintenance, insurance and replacement of any such assets.

11.3 The Recipient shall not sell or otherwise dispose of any asset purchased wholly or partly with the Grant within three years of purchase without first notifying the Council.

[Type here]

12. Repayment of Grant

12.1 The Council may require repayment of all or part of the Initial Grant and/or any Further Grant where:

- a) the Grant has not been used for the approved purpose;
- b) false or misleading information has been provided;
- c) the Recipient commits a material breach of this Agreement;
- d) the Project is abandoned or substantially fails to proceed; or
- e) significant sums remain unspent after the agreed expenditure period.

12.2 Any repayment decision shall be proportionate and at the Council's discretion.

13. Termination

13.1 The Council may terminate this Agreement by written notice where there has been a material breach of the Agreement, the Project cannot proceed, or the Grant has been misused.

13.2 Termination shall not affect any requirement to repay all or part of the Initial Grant or any Further Grant.

14. Liability and Status

14.1 The Recipient remains solely responsible for the delivery, management and operation of the Project.

14.2 Nothing in this Agreement shall create a partnership, joint venture, employment relationship or agency relationship between the parties.

15. Term

15.1 This Agreement shall commence on the date of the last signature below and continue until the Council has accepted the Final Report and all outstanding obligations under this Agreement have been completed.

16. Signatures

For South Norfolk Council

For Diss Town Council

Signed:

Signed:

Name:

Name:

[Type here]

Position:

Date:

Position:

Date:

[Type here]

Schedule 1

Sustainability Statement

The Recipient confirms that:

- ☐ Youth provision will be incorporated into future strategic planning.
- ☐ Local young people have been engaged in shaping the proposed provision and their views have informed Project design.
- ☐ Provision will be made within future budgets and/or alternative funding sources have been identified.
- ☐ The Recipient intends to support youth provision for a minimum period of three years following expenditure of the Grant.
- ☐ The Recipient intends to spend the £20,000 Initial Grant within 12 months of receipt and, if awarded, any Further Grant within 12 months of its receipt.

Estimated annual budget beyond the Grant period

£ _____

Signed: _____

Name: _____

Position: _____

Date: _____

CoLab | Community Climate Action planning | Diss

Following a successful national lottery funding award CoLab have launched **Imagine Diss**, the beginning of a community-led **Community Climate Action** planning process to co-design Diss's first Community Climate Action plan. This process will build capacity in the community, connect existing projects (and create new), with action on: homes, energy, food, travel and biodiversity. The process will also connect projects with funding and expert advice.

Over the coming months, residents, businesses, schools, community organisations and local partners will work together through a series of community conversations and workshops to identify practical actions that respond to climate change while strengthening our town.

The Town Council has an important leadership role to play by participating in the process, helping to engage the wider community, identifying opportunities for collaboration, and supporting the development of projects that align with the Council's priorities. This includes building on existing initiatives, such as the emerging nature recovery and water quality work centred on the Mere, ensuring these projects become part of a shared, community-owned vision for a greener, healthier and more resilient Diss.”

The project will run until April 2027 with our first event on 15th August and a follow up community workshop to start to write the plan in October.

Recommendation

That the Town Council participates in the process of developing a Community Climate Action plan, helps to engage the wider community, identify opportunities for collaboration, and support the development of projects that align with the Council's priorities such as the Mere ensuring these projects become part of a shared, community-owned vision for a greener, healthier and more resilient Diss.

Tactile 3D Map of Diss

Purpose of Report

To consider a request from Diss & District Rotary Club for the Town Council's support in principle for a proposed tactile 3D map of the historic town centre. The support would be used as evidence within future grant applications.

Background

The Town Council has received a proposal, supported by Diss & District Rotary Club, for the creation and installation of a cast bronze tactile 3D map of the historic centre of Diss. The concept is based on similar installations located in Cambridge, York and elsewhere in Europe.

The proposed map would provide an accessible way for residents and visitors, including those with visual impairments, to understand the layout, geography and historic buildings of the town. The installation could also incorporate Braille and QR codes linking to historical information, self-guided walks and other visitor information.

The proposal has received support in principle from Diss & District Rotary Club together with encouragement from local organisations and businesses.

Proposal

The indicative proposal is for:

- A cast bronze tactile map measuring approximately 100cm x 100cm or 100cm x 60cm.
- Installation close to the Diss Museum, subject to any necessary permissions and approvals.
- Incorporation of Braille text and QR codes.
- Construction on a secure concrete plinth.
- An estimated production cost of approximately £21,500, with installation costs additional.

Potential Benefits

The proposal identifies a number of potential benefits, including:

- Improved accessibility for visually impaired residents and visitors.
- Enhanced interpretation of the town's heritage and historic environment.
- Additional visitor information through digital content accessed via QR codes.
- Promotion of local tourism and increased footfall within the town centre.
- Educational opportunities relating to the history, geography and architecture of Diss.
- A durable public feature requiring minimal ongoing maintenance.

Financial Implications

No funding commitment is currently requested from Diss Town Council.

The request is for support in principle only, to assist the project promoters in pursuing external grant funding and sponsorship opportunities.

Considerations

Should the project progress, further work would be required to determine:

- Suitable location.
- Land ownership.
- Planning or other statutory consent requirements.
- Installation and maintenance responsibilities.
- Funding arrangements.
- Detailed design and accessibility considerations.

These matters are not currently before Council for decision. They would require separate consideration if a future proposal were submitted. (Officer comment)

Recommendation

It is recommended that Full Council:

Supports in principle the aspiration to provide a tactile 3D map of Diss, recognising its potential accessibility, heritage, educational and tourism benefits, whilst noting that any future installation would remain subject to all necessary permissions, approvals and funding arrangements.

Appendix A – Example Images Supplied by Applicant

Figure 1. Example tactile 3D map installation (Cambridge).



Figure 2. Example of tactile detail and interaction with the map surface.



Figure 3. Example showing Braille and tactile elements incorporated within the design.

Prepared for: Diss Town Council
 Our Reference: 2608.53899
 Date: 24 August 2026

Quotation for Maintenance - Diss Park (Trampoline Unit) - Aug 26

Qty	Code	Product Name	Unit Price	Total Line Price
13. Spare Parts				
1	UKSPARESOT HER	E21004 Trampoline Bed 4m Track Bed including anchors & mounting tool - Black	2,723.38	2,723.38
10	UKE31120	Steel spring 145x20mm, hot dip galvanized, for Kids Tramp	7.76	77.60
5	M10440N	Black Cap Standard	1.08	5.40
5	MI2503N	Black Base Cap onto 40mm Tube	3.78	18.90
Total:				£2,825.28
Delivery Charge:				£316.33
Discount:				£316.33
Total Quote Amount:				£2,825.28

This quote is valid until 22/11/2026
 Please note all prices quoted are excluding VAT





Norfolk County Council

Community and
Environmental Services
County Hall
Martineau Lane
Norwich
Norfolk NR1 2SG

Tel: 0344 800 8020

Text relay no.: 18001 0344 800 8020
www.norfolk.gov.uk

Friday 11th September 2026

My ref: PRZ333

Dear Sir/Madam,

Ref: PRZ333 - Heywood Road, Diss

Norfolk County Council is undertaking a preliminary consultation on a proposed highway improvement scheme on Heywood Road, Diss.

The proposed scheme includes the realignment of the C472 Heywood Road to provide a connection with a new road, Neve Way, serving the adjacent housing development. The scheme also includes the introduction of traffic-calming measures, the provision of shared pedestrian and cycle infrastructure, and amendments to existing speed limits. These improvements are intended to enhance safety, accessibility, and connectivity for all users of the highway network.

The proposals are as follows:

- The introduction of a 20mph speed limit zone on sections of the C472 Heywood Road, C472 Burston Road, and U76269 Heywood Road, replacing the existing 30mph speed limit.
- The construction of a shared-use, unsegregated footway and cycle track along the C472 Heywood Road.
- The installation of traffic calming measures in the form of double road cushions on the C472 Burston Road and Neve Way.

The aim of the scheme is to facilitate the safe movement of pedestrians and cyclists, improve road safety through reduced vehicle speeds, and support active travel. The proposals will also help accommodate travel demand associated with new development in the area, improve connectivity between communities, and encourage more sustainable transport choices.

The proposed extent of the scheme is shown on the enclosed drawing:

PRZ333 -100-01 to 04 -TRO PLAN



Norfolk County Council

I would be grateful if you could consider these proposals and return the enclosed reply slip to me by **9th October 2026**. If you require additional time to respond, please contact me as soon as possible to discuss an extension.

If I do not hear from you by this date, I will assume that you have no comments at this stage. Please note that there will be a further opportunity to comment should the proposals proceed to formal advertisement.

If you have any queries regarding the scheme, please do contact me to discuss the proposals in more detail.

Yours sincerely,

Aidan Chase
TRO Support Officer



Ref: PRZ333 - Heywood Road, Diss

From: «Address»

I / We have considered the above proposals and:

am/are in favour /
do not object

☐

Object

☐

(please tick as appropriate)

Comments:

.....

.....

.....

.....

.....

Signed: Dated:

Name (please print):

Please return by 9th October 2026



KEYS

- Existing 30mph speed limit to become 20mph zone
- Existing 30 mph speed limit
- Existing 60 mph speed limit
- Proposed 20mph zone
- Proposed non segregated shared use path in adoptable land
- Proposed footway in adoptable land
- Proposed footway
- Proposed speed cushion

Scale 1:500



FOR CONTINUATION REFER TO DRAWING
PRZ333-100-002-TRO

DRIVEWAY

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2025. Ordnance
Survey 100019340



Grahame Bygrave
Director of Highways, Transport & Waste
Norfolk County Council
County Hall
Martineau Lane
Norwich NR1 2DH

DRAWING TITLE

TRO PLAN
PROPOSED SPEED LIMIT
SHEET 1 OF 4

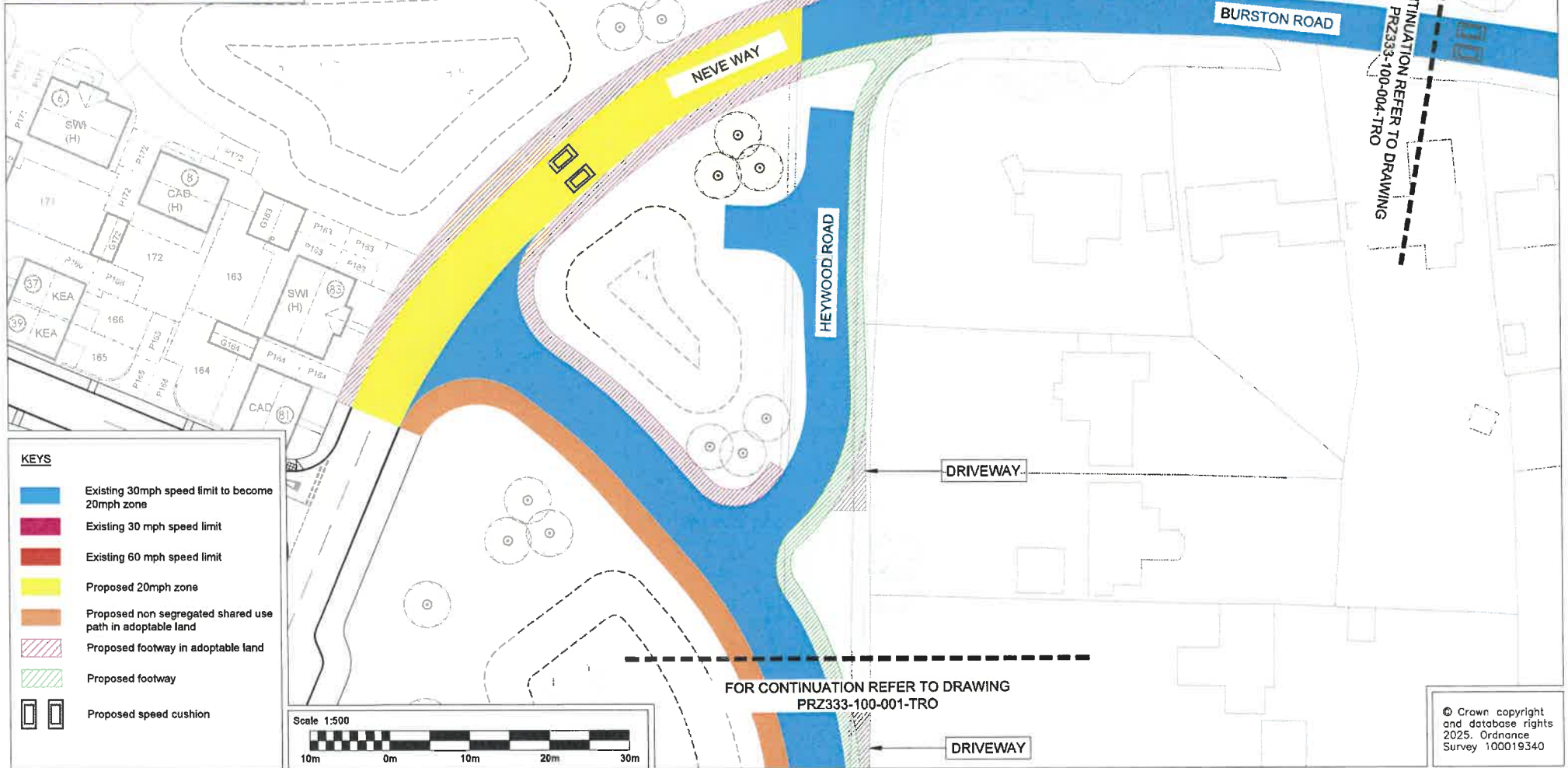
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P01	FIRST ISSUE	JR	PP	04-SEP-2025
P02	ADDITION OF 2m FOOTPATH + DRIVEWAY	JA	AC	04-SEP-2025

INITIALS	DATE	DRAWING No.
DESIGNED BY JR	04-SEP-2025	PRZ333-100-001-TRO
DRAWN BY JR	04-SEP-2025	PROJECT TITLE
CHECKED BY PP	04-SEP-2025	HEYWOOD ROAD, D166.
APPROVED BY		SCALE 1:500
		FILE No. PRZ 333



FOR CONTINUATION REFER TO DRAWING
PRZ333-100-003-TRO

FOR CONTINUATION REFER TO DRAWING
PRZ333-100-004-TRO



KEYS

- Existing 30mph speed limit to become 20mph zone
- Existing 30 mph speed limit
- Existing 60 mph speed limit
- Proposed 20mph zone
- Proposed non segregated shared use path in adoptable land
- Proposed footway in adoptable land
- Proposed footway
- Proposed speed cushion

Scale 1:500



FOR CONTINUATION REFER TO DRAWING
PRZ333-100-001-TRO

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Survey 100019340



Grahame Bygrave
Director of Highways, Transport & Waste
Norfolk County Council
County Hall
Martineau Lane
Norwich NR1 2DH

DRAWING TITLE

TRO PLAN
PROPOSED SPEED LIMIT
SHEET 2 OF 4

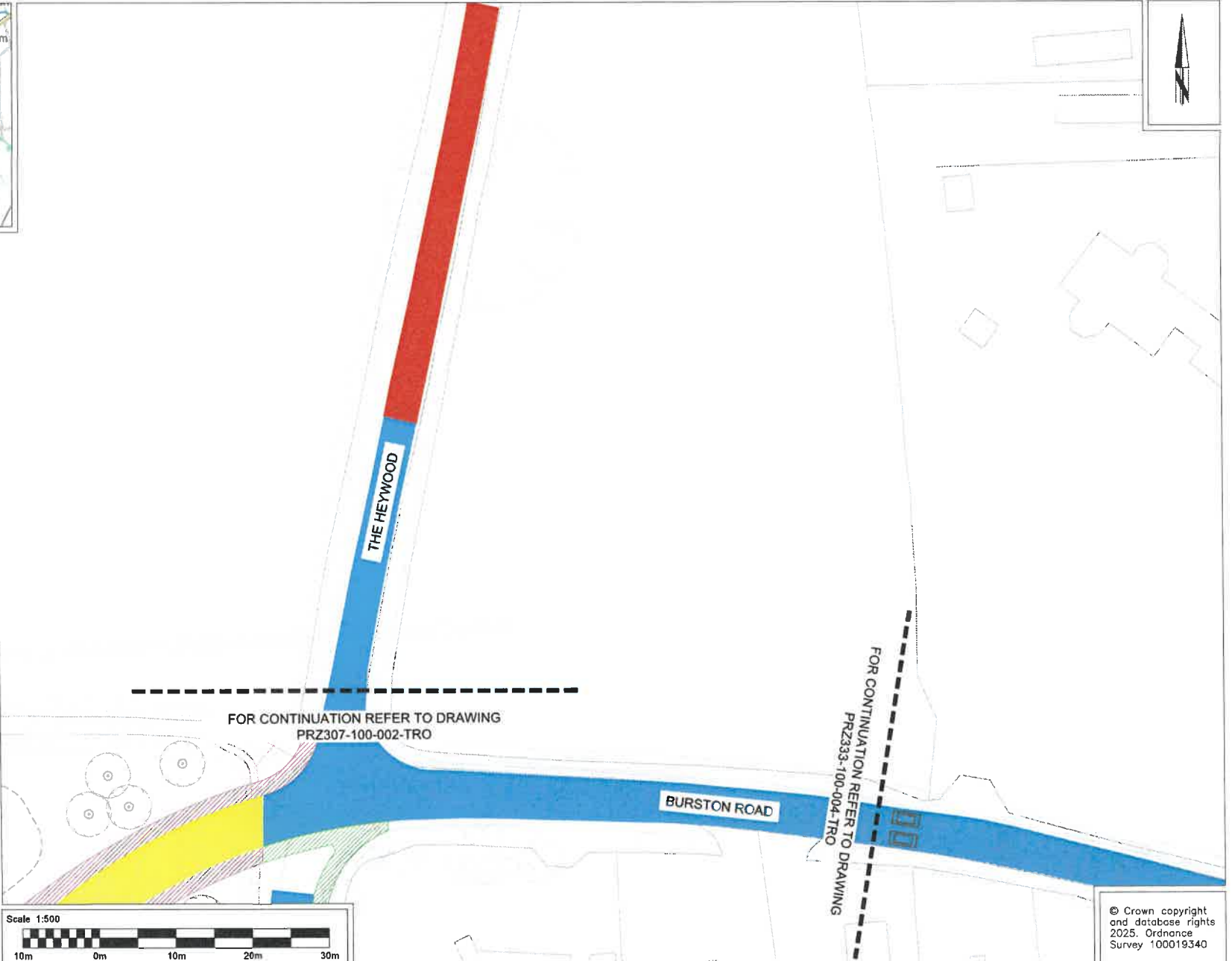
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P01	FIRST ISSUE	JR	PP	04-SEP-20
P02	ADDITION OF 2m FOOTPATH + DRIVEWAY	JA	AG	10-SEP-21

DESIGNED BY	INITIALS	DATE	DRAWING No.
JR	JR	04-SEP-20	PRZ333-100-002-TRO
DRAWN BY	INITIALS	DATE	PROJECT TITLE
JR	JR	04-SEP-20	HEYWOOD ROAD, DIS.
CHECKED BY	INITIALS	DATE	SCALE
PP	PP	04-SEP-20	1:500 @A3
APPROVED BY	INITIALS	DATE	FILE No.
			PRZ 333



KEYS

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- Existing 60 mph speed limit
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- Proposed non segregated shared use path in adoptable land
- Proposed footway in adoptable land
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Survey 100019340



Grahame Bygrave
Director of Highways, Transport & Waste
Norfolk County Council
County Hall
Martineau Lane
Norwich NR1 2DH

DRAWING TITLE
TRO PLAN
PROPOSED SPEED LIMIT
SHEET 3 OF 4

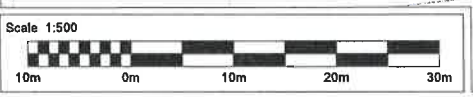
REV.	DESCRIPTION	DRAWN BY	CHECKED	DATE
P01	FIRST ISSUE	JR	PP	04-SEP-20
P02	ADDITION OF 2m FOOTPATH + DRIVEWAY	JA	AC	10-SEP-20

DESIGNED BY	INITIALS	DATE	DRAWING No.
JR	JR	04-SEP-20	PRZ333-100-003-TRO
DRAWN BY	INITIALS	DATE	PROJECT TITLE
JR	JR	04-SEP-20	HEYWOOD ROAD, DSS.
CHECKED BY	INITIALS	DATE	SCALE
PP	PP	04-SEP-20	1:500 @A3
APPROVED BY	INITIALS	DATE	FILE No.
			PRZ 333



KEYS

- Existing 30mph speed limit to become 20mph zone
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- Proposed speed cushion



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Grahame Bygrave
Director of Highways, Transport & Waste
Norfolk County Council
County Hall
Martineau Lane
Norwich NR1 2DH

DRAWING TITLE

TRO PLAN
PROPOSED SPEED LIMIT
SHEET 4 OF 4

REV.	DESCRIPTION	DRAWN BY	CHECKED	DATE
P01	FIRST ISSUE	JR	PP	04-SEP-26
P02	ADDITION OF 2m FOOTPATH + DRIVEWAY	JA	AC	10-SEP-26

DESIGNED BY	INITIALS	DATE	DRAWING No.
JR	JR	04-SEP-26	PRZ333-100-004-TRO

DRAWN BY	INITIALS	DATE	PROJECT TITLE
JR	JR	04-SEP-26	HEYWOOD ROAD, DISS.

CHECKED BY	INITIALS	DATE	SCALE
PP	PP	04-SEP-26	1:500 @A3

APPROVED BY	INITIALS	DATE	FILE No.
			PRZ 333



DISS TOWN COUNCIL

Council Offices, 11-12 Market Hill,
Diss, Norfolk, IP22 4JZ.
Telephone & Fax: (01379) 643848
Email: towncouncil@diss.gov.uk
Website: www.diss.gov.uk

Report Number:
34 / 2627

Report to:	Full Council
Date of Meeting:	23 rd September 2026
Authorship:	Town Clerk
Subject:	'Clear Mere' Governance Arrangements for Grant Applications

Background

1. The Clear Mere Working Party, comprising Town Councillors and local volunteers with relevant scientific, environmental and technical expertise, has been investigating opportunities to improve water quality within the Diss Mere, one of the town's most important environmental, historic and recreational assets. The group has started to develop a long-term programme aimed at improving the ecological health of the Mere through evidence-based monitoring, public education, habitat enhancement and natural water quality improvements.
2. Initial proposals include establishing a comprehensive water quality monitoring programme, investigating nutrient sources contributing to seasonal algal blooms, engaging the public in behavioural change initiatives, and delivering habitat-based measures such as reed planting and floating treatment wetlands. The intention is to develop sustainable, nature-based solutions that improve water quality over the longer term while protecting the Mere's environmental and heritage value.
3. A substantial external funding opportunity has been identified with an application deadline of 18 September 2026. Due to the funder's timescales, there has been insufficient opportunity for Full Council to consider the detailed proposals prior to submission of the application.
4. The purpose of this report is therefore to consider the governance arrangements necessary to enable the application process to proceed whilst ensuring appropriate Council oversight and decision-making.

Governance Considerations

5. Under the Council's adopted Committee Terms of Reference and Delegations, working groups may investigate matters and make recommendations but do not have delegated decision-making powers.
6. The Council may, however, delegate appropriate functions to officers and review its delegation arrangements as necessary.

7. The proposed delegation would authorise the Town Clerk, in consultation with any two of the Town Mayor, Council Leader, and Chair of the Executive Committee, to submit grant applications where funding deadlines fall between scheduled Council meetings, thereby reducing the risk of missing funding opportunities.
8. The proposed delegation relates solely to the submission of grant applications. It would not authorise:
 - acceptance of any grant award;
 - commitment to match funding;
 - expenditure outside existing delegated powers;
 - procurement activity; or
 - contractual commitments on behalf of the Council.
9. Any such matters would be reported to Full Council for determination.
10. Members should note that the approval sought at this stage relates only to the submission of funding applications and associated governance arrangements. It does not constitute approval of any specific project element, expenditure commitment or implementation programme. Should funding be secured, detailed proposals, costs, risk assessments and delivery arrangements would be brought before Council for consideration and approval in accordance with the Council's Standing Orders, Financial Regulations and delegated powers.

Financial Implications

11. The recommendations do not authorise expenditure or financial commitments. Any future expenditure arising from a successful application would remain subject to the Council's Financial Regulations and approval processes.

Recommendations

That Council:

1. Ratifies the submission of the grant application on behalf of Diss Town Council in advance of the meeting in order to meet the funder's deadline.
2. Confirms that the Clear Mere Working Party shall continue to operate as an advisory working group, developing proposals and making recommendations to the Council.
3. Delegates authority to the Town Clerk, in consultation with any two of the Town Mayor, Council Leader, and Chair of the Executive Committee, to submit grant applications on behalf of Diss Town Council where funding deadlines do not reasonably allow consideration by Full Council.
4. Requires details of any grant application submitted under delegated authority to be reported to the next available meeting of Full Council.
5. Confirms that any grant offer, funding agreement, match-funding commitment, procurement activity or project expenditure shall be referred to Full Council for determination unless already covered by existing delegated powers.

Events Agenda Recommendations from RL and KJ 15.09.26

E0926/06 Infrastructure

RL and KJ reviewed quotes received for security and radios.

Phoenix Security and Tripleguard quotes received. Phoenix has agreed to reduce their quote to include a donation instead of sponsorship (as we are not offering sponsorship packages this year) and are more competitive than Tripleguard. In response to cllr Wilson's comments, there is a five hour minimum charge for their security so their quote is correct.

Our recommendation: Once we receive Phoenix's revised quote, we would opt for their services for this year.

RL and KJ reviewed quotes received for traffic cones to block off Market Place before the road closure.

Core Highways have quoted £240 including delivery & collection of 40 cones for the event.
TMO Highways have quoted £130 including delivery and collection of 40 cones for the event.

Our recommendation: We would opt for TMO Highways.

RL and KJ discussed the staging, lights and sound provider for this event.

We have an email from Park Radio Ltd (dated 24th July) with estimated costs for £1,000 (staging, lights and sound) and £300 for Park Radio to host. Require a formal quote to include Lost Children's Point / DBS and Santa services.

Our recommendation: Include Park Radio's quote on the 13th October agenda for consideration.

E0926/07 Stalls

RL and KJ reviewed stalls for the event.

Harris Hog Roast has cancelled due to other commitments. We have 5 food vendors confirmed. Admin will continue to chase all for paperwork and payment as we are past the deadline (18th Sept).

Our recommendation: We think 5 vendors is sufficient for the reduced timings of this event.

RL and KJ reviewed two bar tender applications from Wonky Donkey Mobile Bar and Azure Bars.

Our recommendation: Both bars have attended various events of ours. Committee decision on 13th October.

E0926/08 Entertainment

RL and KJ reviewed entertainment for the event. Salvation Army has confirmed they are unable to accompany 5 carols at 5 due to another event they're attending on the same evening.

Our recommendation: May be an option for another accompanying brass band. If not, ask Park Radio to play the backing music.

Carla Balls has suggested a fee of £150 for a stage performance (20 minutes) and possibly her performance group students involved in parade. We paid her the same fee for a 25-minute performance in 2025.

Our recommendation: Committee to approve and admin will arrange booking.

E0926/09 Event Management Plan

Our recommendation: EMP is almost complete. Just waiting on finalised details of infrastructure services and bar vendor. RL will continue to complete and send off once received all information.

E0926/10 Committee Tasks

Our recommendation: Tasks listed are mostly for DTC staff to complete. We are aware of timescales for completion and will continue to update progress.

E0926/11 Member Updates

Note for committee: RL said Rotary Club can bring their sleigh for the parade but have requested that they are allowed to bring their own charity buckets to collect along route. Also, would committee approve a small donation of £40-£50 for use of the sleigh at the event.

E0926/12 Date of Future Meetings

Members noted the next meeting of this committee is scheduled for Tuesday 13th October 2026.

Monday 7 September 2026, 6.00pm**Diss Town Council Offices****Attendance**

Sarah Villafuerte-Richards (Town Clerk), Iain Sturgeon (Salvation Army), Andy Rackham, Andy Davidson, Mike Garnham, Robert Rogers (Royal British Legion), Robert Ludkin (Facilities & Buildings Manager), Kimberley Jaynes (Marketing & Events Administrator), Cllr Craggs (Town Mayor), Cllr Kiddie, Cllr Wilson, Richard Youngs (RAFA), Sue Brazier (1st Diss Scouts), James Grint (Park Radio).

Apologies

Mary Cotton, Mo Blogg (RBL), Andy Knowles (RAFA), Lindsey Vernon (Diss High School).

Key Decisions and Agreements

- The overall format of the Remembrance events will broadly follow the successful arrangements implemented in 2025, with minor improvements identified through the debrief process.
- Additional radios will be purchased to improve event communications.
- Wreath ordering will be coordinated through Diss Town Council, with a deadline introduced for organisations to confirm requirements.
- A revised wreath-laying process will be explored, with cadets receiving and laying wreaths on behalf of participants to improve the flow of the ceremony.
- A draft wreath-laying order will be prepared and reviewed at the next meeting.
- Opportunities to display wreaths in advance of Remembrance Sunday, and the potential provision of a purpose-built display frame, will be investigated.
- The drumhead service and parade format will remain largely unchanged, including the parade formation used in previous years.
- Names from the war memorial will be read between sections of the wreath-laying ceremony.
- The church service will commence at 3.15pm to allow sufficient time following the drumhead service.
- A separate church service planning meeting will be arranged to consider timings, readings, refreshments, decorations and contingency arrangements.
- Young people will be encouraged to participate with an established war poem preferred.

- The committee supported inviting the High Sheriff of Norfolk to attend the Remembrance events.
- There was general support for a stronger focus on Remembrance flags within the town centre decorations this year.
- Diss & District Camera Club will again provide official photography, with formal cadet photographs to be arranged.
- Planning meetings for Armed Forces Day 2027 will be scheduled to support early coordination and organisation.
- Funding opportunities for Armed Forces Day 2027 will be explored.

1. Feedback from 2025 Remembrance Events

Members reviewed feedback and debrief notes from the 2025 Remembrance events.

Overall, the events were considered successful, with only a small number of improvements identified for 2026.

Actions

- RL to order six additional radios.

2. Road Closure and Traffic Management

The road closure application for Sunday 8 November 2026 has been submitted on the same basis as last year.

RL advised that quotations for traffic management were being obtained for consideration at the next meeting.

Members also discussed arrangements for managing large crowds. While it was felt that existing stewarding arrangements were generally appropriate for an outdoor event of fewer than 500 attendees, additional security measures will be reviewed as part of event planning.

Actions

- KJ to include traffic management options on next agenda.
- RL to review crowd management and security measures.

3. Wreath Ordering and Wreath-Laying Arrangements

To avoid issues experienced in previous years, all wreath orders will be coordinated through the Town Council. Organisations will be contacted and asked to submit their requirements by a specified deadline to enable accurate planning.

A draft wreath-laying order will be considered at the next meeting. A new knitted poppy wreath is also being created for Diss Town Council.

Members discussed improving the flow of the wreath-laying ceremony. It was agreed that the principal wreaths would continue to be laid by organisations and invited dignitaries. Remaining wreaths could be passed to a line of cadets positioned in front of the plinth, who would then lay them at the memorial. This would help reduce congestion and improve the overall presentation of the ceremony.

Members also discussed displaying wreaths in advance of the event, potentially in local shop windows or community locations, and agreed to explore the idea further.

Andy Rackham offered to investigate constructing a purpose-built display frame to showcase wreaths at the Drumhead Service, improving visibility and photography opportunities. The proposed frame could accommodate approximately up to 40 wreaths.

It was agreed that wreath layers should be invited forward by announcement rather than making their way through the crowd individually.

The condition of the war memorial railings was noted, and members discussed whether additional wreath supports could be installed to reduce the number of wreaths placed on the ground.

Actions

- KJ to include wreath-laying order on the next agenda.
- Further explore opportunities for pre-event wreath displays.
- AR to provide a quote for additional wreath supports / painting the war memorial.

4. Market Place Drumhead Service and Parade

IS advised that the overall format of the drumhead service should largely remain unchanged, with only minor refinements discussed with AD.

The parade formation will follow the same arrangement as last year, with standards at the front, cadets in the middle section, and remaining participants behind. Cadets will lay wreaths on behalf of wreath layers (except for initial group), reflecting arrangements used at the Cenotaph.

It was agreed that names from the war memorial would be read between sections of the wreath-laying ceremony.

Members also discussed ways to support those with limited mobility, including joining the parade further along the route or receiving assistance from cadets.

Following the drumhead service, wreaths will be relocated to the war memorial by volunteers. There will be no separate dedication service at the memorial, although photographs will be taken once the wreaths are in place.

Members considered whether two separate services remained necessary. The general view was that there continued to be support for both the outdoor drumhead service and a traditional church service.

A rehearsal involving the key participants and cadets will be arranged for 3rd or 4th November.

Actions

- DTC to arrange a rehearsal meeting involving AD, IS, standard bearers and cadets.

5. Church Service

Members agreed that the church service should commence at 3.15pm to allow sufficient time between the drumhead service and participants moving to the church. The service is expected to conclude at approximately 4.00pm.

The possibility of involving members of the public and young people in readings was discussed.

SK confirmed willingness to coordinate refreshments in the church hall following the service.

A separate planning meeting will be arranged to discuss timings, decorations, youth involvement, refreshments and contingency arrangements for adverse weather.

Actions

- SV-R to arrange a church service planning meeting with IS.
- SK to coordinate refreshments.

6. Diss Matters Autumn/Winter Edition

Members reviewed the draft article for inclusion in the Autumn/Winter edition of Diss Matters. Amendments were discussed and will be incorporated into the final version.

Actions

- SV-R and KJ to finalise the article.

7. Poetry and Musical Contributions from Young People

Members discussed involving young people in the event programme through poetry or music. It was agreed that a reading of an established war poem would be most appropriate.

Actions

- IS to identify suitable poems and present options at the next meeting.

8. Any Other Business

Extreme Weather Plan

Contingency arrangements to move the drumhead service into the church in the event of severe weather will be reviewed.

Drone Photography

Members agreed that drone footage could be captured during the event, subject to all regulatory requirements being met.

Decorations

Members discussed decorations in the Market Place and Mere Street, including flags, poppies and school-led displays. There was general support for a stronger focus on flags this year. Should additional decorative installations be pursued, a volunteer will be required to liaise with local schools.

Photography

Diss & District Camera Club will provide official photography. Members requested formal group photographs of the cadets at the drumhead before the church service. Photographs of the wreath displays at the war memorial can be taken during the church service.

High Sheriff of Norfolk

Members supported inviting the High Sheriff of Norfolk to attend the Remembrance events.

Lost Children's Point and Sound Support

Park Radio will provide a gazebo to serve as the Lost Children's Point. A quotation for sound support is awaited.

Programmes

Approximately 400 programmes will be required for distribution before the parade. Printing is expected to be arranged through Rosedale Funeral Home.

Actions

- SV-R to discuss poppy displays with Dave Hines.
- RL to check availability of Remembrance flags previously used by Photo Elite.
- JG to arrange drone footage
- JG to extend an invitation to the High Sheriff.

- JG to provide sound support quotation.
 - KJ to coordinate programme arrangements.
-

9. Future Meetings

Future meetings will take place at 6.00pm on:

- 5 October 2026
- 2 November 2026
- 23 November 2026 (debrief)

Members will meet in the Market Place at the start of the 5 October meeting to discuss event positioning and site layout. Apologies were noted from Andy Davidson for that meeting.

10. Armed Forces Day 2027

RY requested that two planning meetings be organised by Diss Town Council to support coordination of the 2027 Armed Forces Day event:

- 25 January 2027
- 10 May 2027

Members noted the success of the previous Armed Forces Day event and discussed identifying funding opportunities to help support future costs.

Actions

- KJ to add dates for Armed Forces Day meetings to calendars.
 - SV-R to speak with Alex Rolfe regarding potential grant and funding opportunities.
-

11. Outstanding Tasks

Members reviewed the current action list and noted outstanding items.

Action

- KJ to update the task list.
-

Meeting closed: 7.20pm.



DISS TOWN COUNCIL

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Report Number:
35 / 2627

Report to:	Full Council
Date of Meeting:	23 rd September 2026
Authorship:	Administrator
Subject:	Policy Review and Approval of Updated Policies

1. Introduction

The Council has continued its programme of reviewing and updating its governance, operational and compliance policies. This work is intended to ensure that the Council's policies remain clear, current, appropriate to its activities and fit for purpose.

The policies presented with this report fall into two categories:

- a) new policies; and
- b) existing policies that have been reviewed and revised.

This follows the format used in the Council's previous policy review report, which separated routine policy updates from policies requiring Full Council approval.

2. New Policies

The following new policies are presented to Full Council for consideration and adoption:

- i. Proof of Life Policy
- ii. Artificial Intelligence (AI) Policy
- iii. Memorial Testing Policy

The adoption of these policies will provide a documented Council position and an agreed framework for the matters covered by each policy.

3. Revised Policies

The following existing policies have been reviewed and revised and are presented to Full Council for approval:

- i. Health and Safety Policy
- ii. Protocol for Marking the Death of a Senior National Figure
- iii. Freedom of Information Publication Scheme
- iv. Complaints Policy

The revised documents will replace the existing published versions following approval.

4. Purpose of the Review

The previous policy review report identified the general purposes of the Council's review programme as:

- a) clarifying responsibilities and procedures;
- b) removing outdated references and wording;
- c) improving readability and accessibility;
- d) aligning policies with relevant legislation, regulations and recognised good practice; and
- e) reflecting current Council operations and governance arrangements.

The current group of policies has been brought forward as part of that continuing review programme.

5. Financial Implications

No specific direct financial implications have been identified within this report.

Any expenditure arising from the practical implementation of an individual policy will remain subject to the Council's approved budget, financial procedures and any further authorisation required.

6. Legal and Governance Implications

Maintaining an appropriate programme of policy review supports good governance and assists the Council in keeping its documented arrangements current and fit for purpose. This is consistent with the governance rationale recorded in the previous policy review report.

Once adopted, the policies will be added to the Council's policy register and published or replaced on the Council's website, where appropriate. The relevant review and next review dates will also be recorded.

Recommendations

Adopt the following new policies:

Proof of Life Policy;
Artificial Intelligence (AI) Policy; and
Memorial Testing Policy;

Approve and adopt the following revised policies:

Health and Safety Policy;
Protocol for Marking the Death of a Senior National Figure;
Freedom of Information Publication Scheme; and
Complaints Policy;

Authorise officers to make minor typographical, formatting or presentational corrections that do not alter the substance or intent of the policies.



Proof of Life Certification Policy

1. Purpose

Diss Town Council periodically receives requests from residents for certification of 'Proof of Life' documents required by overseas pension providers and other organisations.

This policy sets out the circumstances in which Council officers may complete such certifications and the evidence required before doing so.

2. Scope

This policy applies to all officers asked to complete or witness Proof of Life documentation.

The service will normally only be provided to residents of Diss. At the discretion of the Town Clerk, requests from residents of neighbouring parishes may also be accepted. Other applicants may be referred to their relevant parish or town council.

3. Principles

Council officers may only certify facts that they have personally observed.

Officers must not make assumptions regarding a person's identity, entitlement to a pension, or any matter that they have not directly verified.

The Council reserves the right to refuse any request where it is unable to verify the information required to complete the certification.

4. Standard Verification Procedure

Proof of Life certifications will normally only be completed where:

- The resident attends the Council offices in person.
- The resident is physically present before the officer completing the certification.
- The resident provides valid, in-date photographic identification.
- The officer is satisfied that the certification accurately reflects what has been personally observed.

The officer's certification shall be limited to confirming that the individual attended in person on the date stated.

5. Remote Verification

The Council will not accept the following as sole evidence that a person is alive or present:

- Photographs.
- Video recordings.
- Live video calls.
- Images displaying newspapers, dates or other objects.
- Statements provided by relatives, carers or third parties.

This restriction reflects the increasing risk of fraud, image manipulation and artificial intelligence generated content.

6. Residents Unable to Attend

Where a resident is unable to attend the Council offices due to illness, hospitalisation, mobility limitations or similar circumstances, Council officers will not normally complete a Proof of Life certification unless the individual can be seen in person.

Any request for an officer to undertake an in-person verification away from the Council offices will be considered at the discretion of the Town Clerk. The Council is not obliged to provide an off-site service.

Residents should be advised to contact their pension provider or organisation to determine whether alternative certifiers, such as healthcare professionals or other authorised persons, may complete the documentation.

7. Disclaimer

Completion of a Proof of Life certification by the Council does not constitute confirmation of a person's entitlement to receive any pension, benefit or payment. It confirms only those facts personally witnessed by the certifying officer.

Purpose of the Policy

Diss Town Council periodically receives requests from residents to certify 'Proof of Life' documentation for overseas pensions and other purposes. While these requests are infrequent, there has previously been no formal policy setting out the circumstances in which officers may provide such certification. This policy establishes a clear and consistent approach, protects both residents and Council officers, and reduces the risk of fraud, identity misuse and disputes arising from certifications. The policy ensures that officers only certify facts they have personally witnessed, provides transparency regarding the evidence required, and clarifies the Council's position where in-person verification is not possible. The policy also supports good governance by ensuring requests are handled fairly, consistently and within the limits of the Council's authority.



Artificial Intelligence (AI) Policy

1. Purpose

Diss Town Council recognises that Artificial Intelligence (AI) technologies are increasingly being used to support administrative functions, communication, and service delivery. The Council supports the responsible use of AI where it can improve efficiency and productivity, while ensuring that all use remains transparent, lawful, proportionate, and subject to appropriate human oversight.

The Council is committed to the responsible, ethical, transparent, and lawful use of AI. This policy establishes the principles and requirements governing the use of AI systems by councillors, employees, contractors, volunteers, and suppliers acting on behalf of the Council. It aims to ensure that AI supports, rather than replaces, human judgement and that public trust remains at the centre of all Council activity.

2. Scope

This policy applies to:

- a) All councillors and employees.
- b) Contractors, consultants, volunteers, and agency workers.
- c) Any AI system, service, application, or tool used in connection with Council business.
- d) Both publicly available and commercially licensed AI tools.

This policy covers generative AI systems (such as Microsoft Copilot and ChatGPT) as well as other AI applications including automation, data analysis, transcription, image generation, and decision-support systems.

3. Definition of Artificial Intelligence

For the purposes of this policy, Artificial Intelligence (AI) refers to software systems capable of performing tasks commonly associated with human intelligence, including generating content, analysing information, making predictions, recognising patterns, or assisting decision-making.

4. Guiding Principles

The Council will use AI in accordance with the following principles:

4.1 Human Accountability

All decisions remain the responsibility of appropriately authorised Council officers or councillors. AI must not be used as the sole basis for decisions affecting residents, staff, suppliers, or stakeholders.

4.2 Transparency

The Council is committed to being transparent about its use of AI where such use may be of interest or relevance to residents, councillors, stakeholders, or decision-makers.

Routine administrative uses of AI, including spelling and grammar checking, formatting, transcription, note-taking, research assistance and preliminary drafting assistance, do not normally require disclosure.

Where AI has materially contributed to analysis, recommendations, decision-making support or public-facing content, and where that contribution could reasonably influence the content, conclusions or decisions arising from it, the use of AI should be disclosed.

The Council will ensure that residents are informed where AI is used to provide services directly, such as through chatbots or automated customer interactions.

Regardless of any AI assistance provided, responsibility for all Council decisions, communications, reports and actions remains with appropriately authorised officers or councillors.

4.3 Fairness

AI must not be used in ways that could unlawfully discriminate against individuals or groups.

4.4 Privacy and Security

The use of AI must comply with:

- a) UK General Data Protection Regulation (UK GDPR)
- b) Data Protection Act 2018
- c) Freedom of Information Act 2000
- d) Council Information Governance policies

4.5 Public Benefit

AI should be used only where it supports the Council's objectives, improves efficiency, enhances service delivery, or provides demonstrable value for money.

5. Permitted Uses

Examples of acceptable use include:

- a) Drafting agendas, reports, minutes, newsletters, and communications.

- b) Responding to resident enquiries and correspondence.
- c) Summarising documents and research.
- d) Generating first drafts of policies and procedures.
- e) Improving grammar, readability, and accessibility of documents.
- f) Assisting with project planning and administrative tasks.
- g) Supporting website content development.
- h) Analysing non-confidential datasets.
- i) Producing meeting transcripts where approved tools are used.

5.1 AI-Assisted Correspondence

The Council recognises that approved AI tools may assist officers in responding efficiently to resident enquiries and routine correspondence.

AI may be used to:

- a) Draft responses to enquiries.
- b) Improve clarity, readability and tone.
- c) Summarise background information.
- d) Assist with administrative tasks associated with correspondence.

All correspondence sent on behalf of the Council must be reviewed and approved by a Council officer prior to issue. The officer remains responsible for ensuring the response is accurate, appropriate and compliant with Council policies and legal obligations.

Residents shall not be provided with responses generated and issued solely by AI without appropriate human oversight and review.

6. Prohibited Uses

The following activities are prohibited unless specifically authorised following a formal assessment:

- a) Uploading confidential, sensitive, personal, or special category data into public AI systems.
 - b) Using AI to make autonomous decisions affecting individuals.
 - c) Using AI to generate misleading, deceptive, defamatory, or unlawful content.
 - d) Using AI in a manner inconsistent with Council policies.
 - e) Allowing AI tools to publish information automatically without human review.
 - f) Using unapproved AI tools on Council devices or networks.
-

7. Data Protection and Information Security

The Council is committed to ensuring that all use of AI complies with data protection, information governance and security requirements.

Before using any AI system, users must consider whether the information being processed includes:

- a) Personal data.
- b) Financial information.
- c) Commercially sensitive information.
- d) Confidential Council information.
- e) Information relating to employees, councillors, residents or service users.

All AI use must comply with existing Council policies relating to:

- a) Data Protection
- b) Information Security
- c) Record Management
- d) Freedom of Information
- e) Cyber Security

Where necessary, a Data Protection Impact Assessment (DPIA) shall be completed before introducing new AI systems.

7.1 Personal Data and Confidential Information

Personal data, special category personal data, confidential Council information, sensitive commercial information or information relating to ongoing investigations must not be entered into an AI system unless:

- a) The system has been formally approved for Council use.
- b) Appropriate contractual, security and data protection safeguards are in place.
- c) The use is authorised and lawful.
- d) Only the minimum information necessary is provided.

Where AI is used to assist with drafting, summarising or reviewing documents, personal information should be anonymised or redacted wherever reasonably practicable before being entered into the system.

Users remain responsible for ensuring that all information processed through AI systems is handled securely and appropriately.

8. Accuracy and Quality Assurance

AI systems can generate inaccurate or misleading information, sometimes referred to as "hallucinations".

Users must:

- a) Verify all factual information.
- b) Check references, quotations, and legal content.
- c) Review all outputs before publication.
- d) Exercise professional judgement at all times.

Responsibility for the content remains with the Council employee or councillor using the AI system.

9. Procurement and Third-Party AI Systems

Before procuring or implementing any AI-enabled system, the Council shall undertake appropriate due diligence including:

- a) Data protection assessment.
- b) Cyber security review.
- c) Transparency and explainability assessment.
- d) Supplier assurance.
- e) Legal compliance review.
- f) Value for money assessment.

Contracts with suppliers should clearly define ownership, security, retention and use of Council data.

10. Transparency to Residents

The Council is committed to maintaining public trust.

Where AI is used in delivering services, the Council will:

- a) Be open about how and why it is used.
- b) Explain the purpose of AI systems when requested.
- c) Ensure residents retain access to human assistance.
- d) Avoid creating barriers to accessing Council services.
- e) Publish appropriate information regarding its use of AI.

Residents should not be required to interact solely with AI-powered systems.

10.1 Disclosure in Reports and Formal Documents

Where AI has materially contributed to a report, analysis, recommendation, consultation outcome or other formal Council document, the author should include a brief declaration describing the nature of the AI assistance.

Examples include:

- a) Analysis of consultation responses.
- b) Generation of policy options or recommendations.
- c) Significant drafting of public-facing reports.
- d) Summarisation of large volumes of information.

Routine administrative assistance does not normally require disclosure.

Suggested wording:

Artificial Intelligence Declaration

Artificial Intelligence (AI) was used to assist in the preparation of this document. All content, analysis, recommendations and conclusions have been reviewed and approved by the report author, who remains responsible for its accuracy and content.

Where AI contributed to analysis:

Artificial Intelligence Declaration

AI tools were used to assist with the analysis and summarisation of information contained within this report. All outputs were reviewed and validated by Council officers. The recommendations and conclusions presented remain those of the Council and have not been determined by AI.

10.2 Public Information

The Council will publish information on its website explaining how AI may be used to support service delivery, communications, administration and operational efficiency.

The information will make clear that:

- a) AI supports staff and councillors rather than replacing human judgement.
- b) Council officers remain accountable for decisions and communications.
- c) Personal and confidential information will be protected in accordance with data protection legislation and Council policies.
- d) Residents may request further information about the Council's use of AI.

11. Training and Awareness

The Council will provide guidance and training to relevant staff and councillors on:

- a) Responsible AI use.
- b) Data protection obligations.

- c) Information security requirements.
- d) Identifying risks and limitations of AI.
- e) Verification of AI-generated content.

Training requirements will be reviewed periodically as technology develops.

12. Governance

Overall responsibility for this policy rests with the Town Clerk.

The Town Clerk shall:

- a) Monitor use of AI within the Council.
- b) Review risks and opportunities.
- c) Ensure compliance with legal obligations.
- d) Maintain a register of approved AI applications.
- e) Report significant AI-related risks to Council.

Major AI deployments affecting public services shall be reported to the Council before implementation.

13. Monitoring and Compliance

Failure to comply with this policy may result in:

- a) Withdrawal of access to AI systems.
- b) Investigation under the Council's disciplinary procedures.
- c) Reporting of breaches where required by law.

Significant incidents involving personal data shall be managed in accordance with the Council's Data Breach procedures.

14. Review

This policy shall be reviewed annually, or sooner if:

- a) Legislation changes.
 - b) Regulatory guidance changes.
 - c) Significant new AI technologies are introduced.
 - d) Council operational requirements change.
-

Appendix A: Quick Rules for Staff and Councillors

You MAY:

- ✓ Use approved AI tools for drafting and administrative tasks.
- ✓ Use AI to assist with resident enquiries and correspondence.
- ✓ Use AI to assist research and summarise information.
- ✓ Improve document readability and accessibility.

You MUST:

- ✓ Check all AI-generated content.
- ✓ Protect confidential information.
- ✓ Use professional judgement.
- ✓ Comply with data protection requirements.
- ✓ Review and approve all AI-assisted correspondence before sending.

You MUST NOT:

- ✗ Input personal or confidential data into unapproved AI systems.
- ✗ Allow AI to make decisions on behalf of the Council.
- ✗ Publish AI-generated material without review.
- ✗ Use AI in a way that could mislead residents or colleagues.

APPENDIX B: AI Transparency Notice

AI Transparency Notice

Diss Town Council may use approved Artificial Intelligence (AI) tools to assist with drafting correspondence, preparing documents, undertaking research and supporting administrative tasks. All communications and outputs are reviewed by Council officers, who remain responsible for the accuracy, content and decisions made on behalf of the Council.

Governance Note: The Council may choose to publish this statement on its website rather than include it in every email footer. This provides transparency while remaining proportionate where AI is used only as a drafting and productivity aid subject to human review.

APPENDIX C: Approved AI Applications Register

The Town Clerk shall maintain and periodically review a register of AI applications approved for Council use.

The register shall record:

- a) Name of the application.
- b) Supplier.
- c) Approved business use.
- d) Whether personal data may be processed.
- e) Any restrictions on use.
- f) Date approved.
- g) Approval authority.

Only applications included within the approved register may be used for Council business unless specific authorisation has been granted by the Town Clerk.

Example table

Application	Approved Use	Personal Data Permitted?	Restrictions
Microsoft 365 Copilot (Council tenant)	Drafting, summarising, research, administrative support	Yes, subject to Council data protection controls	Users must comply with this policy and all Information Governance requirements
Microsoft Teams Transcription	Meeting transcription and note-taking	Yes	Only for authorised meetings
Public ChatGPT Accounts	Not approved for Council information	No	May only be used for generic research and drafting where no Council, resident, employee or confidential information is entered
Other AI Tools	Not approved unless added to the register	No	Approval required before use

Reason for New Policy

Artificial Intelligence (AI) technologies are becoming increasingly common in local government and are already being used across the sector to support administration, research, document drafting, data analysis and customer service. The proposed policy provides a clear framework to ensure that any use of AI by Diss Town Council is lawful, transparent, secure and subject to appropriate human oversight. It establishes safeguards for data protection, information security, accountability and accuracy, whilst enabling the Council to realise potential efficiency benefits and maintain public confidence in the services it provides.



MEMORIAL MANAGEMENT & SAFETY TESTING POLICY

1. Policy Statement

Diss Town Council recognises its duty to provide and maintain safe cemeteries and churchyards for visitors, staff, contractors, volunteers and members of the public, whilst respecting the dignity of the deceased, the rights of grave owners and the heritage value of memorials.

The Council adopts a proportionate, risk-based approach to memorial management that balances public safety with sensitivity towards bereaved families and historic environments.

2. Purpose

This policy aims to:

- a) Ensure memorials remain safe and do not present a risk to the public.
- b) Establish a consistent approach to memorial inspection and testing.
- c) Define the responsibilities of the Council, grave owners, memorial masons and contractors.
- d) Ensure compliance with relevant legislation and industry guidance.
- e) Maintain appropriate records and communication processes.
- f) Protect the historic and cultural significance of cemetery and churchyard memorials.

3. Scope

This policy applies to Heywood Road Cemetery, St Mary's Churchyard and all headstones, kerb sets, crosses, tablets, monuments and other memorial structures for which Diss Town Council has management responsibility.

4. Definitions

Heritage Memorial: A memorial identified by the Council as possessing historical, architectural, archaeological, artistic, cultural, religious or community significance.

Unsafe Memorial: A memorial which, through instability, deterioration or damage, presents a foreseeable risk of injury to persons or property.

5. Legislative and Regulatory Framework

This policy is informed by:

- a) Health and Safety at Work etc. Act 1974.
- b) Occupiers' Liability Acts 1957 and 1984.
- c) Local Authorities' Cemeteries Order 1977.
- d) Ministry of Justice and HSE guidance, Managing the Safety of Burial Ground Memorials: Practical Advice for Dealing with Unstable Memorials.
- e) Management of Health and Safety at Work Regulations 1999.
- f) BS 8415:2018 Memorials within Burial Grounds and Memorial Sites.
- g) ICCM Guidance: Management of Memorials 2019.
- h) Any applicable diocesan Faculty requirements within consecrated areas.

6. Roles and Responsibilities

6.1 Diss Town Council

The Council, as Burial Authority and site manager, shall:

- a) Maintain a memorial safety management programme.
- b) Undertake periodic inspections.
- c) Keep suitable inspection and maintenance records.
- d) Assess and manage identified risks.
- e) Notify grave owners where defects are found, where possible.
- f) Take reasonable action to protect public safety.
- g) Ensure inspections are undertaken by suitably trained personnel.

6.2 Grave Owners

The owner of the Exclusive Right of Burial is responsible for:

- a) Maintaining memorials in a safe condition.
- b) Arranging repairs where defects occur.
- c) Keeping the Council informed of current contact details.
- d) Meeting costs associated with memorial repairs unless responsibility lies elsewhere.

6.3 Memorial Masons and Installers

Memorial masons and installers shall:

- a) Obtain written approval from the Council before installation and arrange an appointment before undertaking work within the cemetery or churchyard.
- b) Install memorials in accordance with BS 8415, any subsequent revision and current industry standards.
- c) Provide evidence of competence, appropriate insurance, risk assessments and method statements when requested by the Council.
- d) Comply with the Council's Cemetery Regulations, Memorial Application Procedures and site safety requirements.
- e) Rectify defective workmanship where applicable.

6.4 Other Contractors

All other contractors working in the burial grounds shall comply with the Council's Cemetery Regulations and site safety requirements. They must maintain appropriate insurance and competence and provide supporting documentation when requested.

7. Memorial Approval and Unauthorised Memorials

No memorial may be erected, altered, removed or substantially modified without prior permission from the Council.

The Council reserves the right to:

- a) Require removal of unauthorised memorials.
- b) Require alterations to non-compliant memorials.
- c) Recover reasonable costs where permitted by law.

8. General Principles of Memorial Safety

The Council shall adopt a risk-based approach based on:

- a) Visual inspection as the primary inspection method.
- b) Proportionate action based on measurable risk.
- c) Respect for grave owners and visitors.
- d) Consideration of heritage and conservation requirements.
- e) Accurate record keeping.
- f) Clear communication with affected parties.

9. Inspection and Testing Programme

9.1 Frequency

Memorials over 625 mm in height will normally be inspected on a cycle not exceeding five years. Additional inspections may be undertaken following storm damage, subsidence, vandalism, ground movement, or concerns raised by visitors or staff.

9.2 Inspection Methodology

Inspections shall generally follow a staged approach.

Stage 1 - Visual inspection. Inspectors shall assess leaning, cracks or fractures, loose components, deteriorated joints, foundation failure, ground conditions, vegetation impacts and evidence of vandalism or instability.

Stage 2 - Hand assessment. Where appropriate and safe, small movements may be assessed using a controlled hand test by trained personnel. Visual assessment shall remain the primary inspection method.

10. Risk Classification

Category 1 - High Risk

Memorials presenting an immediate risk of collapse or serious injury.

- a) Immediate risk reduction.
- b) Temporary support, cordon or laying flat.
- c) Attempts to contact the grave owner.
- d) Permanent remedy arranged as soon as practicable.

Category 2 - Medium Risk

Memorials showing deterioration but not presenting immediate danger.

- a) Monitoring.
- b) Re-inspection within an appropriate period.
- c) Owner notification where possible.

Category 3 - Low Risk

Memorials stable and presenting no immediate concerns.

- Routine re-inspection during the next inspection cycle.

11. Management of Unsafe Memorials

Where a memorial is found to be unsafe, the Council may place warning notices, erect barriers or temporary fencing, install temporary supports, create an exclusion zone, lay the memorial flat where necessary, or take other reasonable action to eliminate or reduce the risk.

The action taken shall be proportionate to the level of risk and the characteristics of the memorial. Where possible, grave owners will be informed before permanent works are undertaken. Where an immediate danger exists, public safety shall take precedence.

12. Churchyard and Heritage Memorials

The Council recognises that memorials within St Mary's Churchyard, and certain memorials within Heywood Road Cemetery, may have historical, architectural, archaeological, artistic, cultural, religious or community significance. Safety management and remedial work shall be sensitive to that significance and, within consecrated areas, comply with any applicable Faculty requirements.

12.1 Identification

A memorial may be treated as a Heritage Memorial, regardless of age, where it:

- a) Is listed or forms part of a listed site, or is within a protected churchyard.
- b) Has significant age, rarity, historic interest, inscriptions, carving, craftsmanship, sculpture, design or materials.

- c) Commemorates a person, event, family, organisation or institution of significance.
- d) Makes an important contribution to the character of the cemetery or churchyard.
- e) Has been identified by the Council, Diocese, Historic England, a local history group or a conservation specialist as having heritage value.

Age alone will not determine heritage significance. Memorials over 100 years old, and those dating from before 1900, should normally receive additional consideration before significant intervention.

12.2 Inspection and Risk Management

Inspection shall prioritise detailed visual assessment, minimise physical intervention, consider condition, construction, materials and heritage significance, and record defects and risks in writing and, where appropriate, through photographs.

Where a Heritage Memorial presents a safety risk, the Council shall use the least intrusive reasonably practicable control before considering dismantling, laying flat or removal. Controls may include temporary barriers, warning notices, supports or restricted access. Where there is immediate danger, the Council may take any necessary action to eliminate or reduce the risk.

12.3 Specialist Advice and Recording

For a listed, particularly significant, structurally complex or uncertain memorial, the Council may seek advice from a conservation specialist, structural engineer, relevant diocesan or Church authority, Historic England, an appropriate heritage organisation or a local authority conservation officer.

Before significant alteration, dismantling or removal, the Council should consider photographic recording, recording significant inscriptions and features, retaining original fabric, recording decisions and works, and storing significant removed components where practical and appropriate.

The Council shall seek to preserve heritage significance wherever reasonably practicable, but public safety remains the overriding consideration where a memorial presents a significant risk of injury.

13. Record Keeping

The Council shall maintain records of:

- a) Memorial permits and approvals.
- b) Memorial ownership information.
- c) Inspection dates and findings.
- d) Risk classifications and actions taken.
- e) Photographs where appropriate.
- f) Correspondence with grave owners.

Records may be kept electronically and shall be retained in accordance with the Council's data protection and retention policies.

14. Communication

The Council will communicate memorial safety matters clearly, transparently and sensitively. Where possible, it will:

- a) Contact grave owners about safety concerns.
- b) Display notices where inspections are planned.
- c) Explain the reasons for safety action.
- d) Provide guidance on owner responsibilities and repair requirements.

15. Training

Council officers and other Council-appointed personnel undertaking memorial inspections shall receive appropriate training in memorial safety awareness, inspection techniques, risk assessment, record keeping and safe systems of work. Contractors remain responsible for maintaining and evidencing the competence required for their work, as set out in section 6.

16. Policy Review

This policy shall be reviewed every four years, following a significant incident, following changes in legislation, guidance or industry standards, or where operational experience indicates that amendment is necessary.

This policy should be read alongside the Council's Cemetery Regulations, Memorial Application Procedures and any applicable Church Faculty requirements.



Health & Safety Policy

Policy Statement

1. It is the policy of the Council to provide and maintain, so far as is reasonably practicable, a safe and healthy working environment (to include plant, equipment, the safe storage and handling of articles and substances, the provision of welfare facilities and systems of work) for all employees. The Council will strive continually to improve its Health & Safety performance and systems.
2. Through this policy, the Council intends to reduce risks to employees and others who may be affected by work activities to as low a level as is reasonably practicable. This will be achieved through the Council's risk assessment process, as required by the Management of Health and Safety at Work Regulations 1999.
3. The Council recognises the need to provide suitable and sufficient information, instruction, supervision and training to ensure that workers are competent for the health and safety of themselves, other workers and any other person who could be affected by work activities. It will understand the risks and endeavour to control them through good management.
4. The Council will encourage co-operation and involvement in Health & Safety at all levels of the organisation through staff induction, training and regular updates.
5. The Council will provide adequate resources to manage risks.
6. The Council will take steps to minimise accidents and occurrences of work-related ill health.
7. The Council will ensure, so far as is reasonably practicable, the health, safety and welfare at work of its employees and others who may be affected by its activities.
8. The Council will take steps to protect the environment in the implementation of this policy.

1. Statement of General Policy on Occupational Health & Safety

- a) Regulation 5 of the Management of Health and Safety at Work Regulations 1999 requires that appropriate arrangements be made for the effective planning, organisation, control, monitoring and review of preventative and protective measures for health and safety.
- b) The Council recognises its obligations to meet this requirement by producing a General Policy Statement which is to be made available to every employee. Employees will be expected to familiarise themselves with the Statement, which should be read in conjunction with the Council's Risk Management Policy.

2. Safety Management

The Town Clerk is to ensure that a systematic approach is adopted to the management of health and safety.

Health and safety within the Council is ultimately the responsibility of the Town Clerk. They may appoint a nominated person to assist with the implementation, monitoring and administration of the Council's Health & Safety arrangements. In Diss Town Council this role is undertaken by the Facilities & Buildings Manager.

Line Managers, in conjunction with the Town Clerk, will be responsible for:

- a) Control – management procedures, disciplinary procedures, checks and monitoring of procedures.
- b) Co-operation – consultation and involvement with staff, development of performance standards.
- c) Communication – the policy, information about safety and how it is managed.
- d) Competence – training.

3. Objectives

Periodically the Facilities & Buildings Manager will, based on the outcome of risk assessments, set specific objectives to be met for continuous improvement in health and safety performance.

4. Risk Assessment

Safety management will be built on a careful assessment of risks arising from all activities carried out by the Council workforce. The Facilities & Buildings Manager is responsible for carrying out assessments, identifying what training and specialist equipment is required, and identifying ways to minimise risk through risk assessments.

5. Measuring Performance

The Facilities & Buildings Manager is to measure safety performance against the objectives. Monitoring should involve checking safety management against the Council's policy to ensure it is adequate and is being fully implemented. Reactive monitoring, such as accident statistics, ill-health records, insurance claims and defect reports, should also be measured.

6. Audit and Reviews

All components of safety management should be subject to review from time to time to ensure they remain valid and effective. Changed factors should be considered, for example, new legislation, new working practices, availability of equipment, new personnel, audit results and similar matters.

7. Assessment, Control and Monitoring

The Town Clerk is responsible for ensuring the Council's obligations are met in respect of assessment, control and monitoring of:

- a) **HEALTH AND SAFETY ADMINISTRATION** – including the appointment and support of competent persons, basic documentation and records.
- b) **EMERGENCY PROCEDURES** – accidents, first aid, fire risk assessment and evacuation procedures.
- c) **GENERAL RISKS AND CONTROLS** – manual handling, display screen equipment, personal protective equipment, portable electrical appliances, managing visitors, work equipment, slips, trips and falls, and substances hazardous to health.
- d) **PREMISES MANAGEMENT** – electricity, gas and water supply, the work environment, lifts and mechanical lifting equipment, ladders, waste disposal, vehicle inspection and maintenance.

8. Risk Assessment (see also separate Risk Management Policy)

The Town Clerk has a responsibility to ensure that all areas of risk within their area of responsibility are covered. A schedule of activities and associated hazards in the workplace will be produced by the Facilities & Buildings Manager to include:

- a) The potential risks (hazards which might be identified and associated with causes of accidents).
- b) The persons at risk.
- c) The risk rating.
- d) Action already taken to control risk.
- e) Action/procedures to be taken to minimise risk.

All risk assessments are to be reviewed at least annually and following any significant change, incident or identified risk, to ensure they remain relevant and adhere to current legislation.

9. Workplace / Equipment Inspections

An inspection log for each building and open space should be compiled by the Facilities & Buildings Manager and made available to the Health and Safety Executive and other authorised officers on request.

The log will include details of:

- a) Workplace areas that require inspection.
- b) Equipment and, in particular, safety equipment.
- c) The frequency of inspections of workplace/equipment.
- d) The dates of inspection and the name of the person undertaking the inspection.
- e) Maintenance contracts and inspection dates.

10. Accident Reporting

- a) Every accident, no matter how minor, is to be reported. For safety monitoring purposes and with a view to accident prevention, near miss incidents should also be reported.
- b) The Town Clerk/Facilities & Buildings Manager is to ensure that an accident reporting system is in place and understood by all employees. Reports are to be completed immediately after emergency treatment of the injured person and should be signed by the injured person where possible and/or by the person making the report.
- c) Reports should be examined when completed and recommendations made to prevent recurrence. Recommendations should be noted on the accident record and reported to the Executive Committee.
- d) Fatal accidents, specified injuries, dangerous occurrences and accidents resulting in more than seven consecutive days' incapacity for work are reportable to the Health and Safety Executive under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR). These reports will be made by the Town Clerk.

11. Procedures

Following assessment of potential workplace hazards, the Council will maintain suitable procedures, risk assessments, safe systems of work, guidance documents and training arrangements to provide employees with the information, instruction and supervision necessary to work safely.

11.1 Fire Precautions

- a) The Town Clerk is responsible for compliance with fire legislation, specifically the Regulatory Reform (Fire Safety) Order 2005.
- b) Fire safety inspections and analysis of potential fire hazards are completed by competent, suitably qualified contractors on a regular basis, and appropriate action taken as a result of those inspections.
- c) Fire Risk Assessments will be reviewed regularly and whenever significant changes occur to the premises, activities or occupancy.
- d) Fire extinguishers are provided and correctly sited to meet statutory and insurance requirements. All fire equipment is regularly tested and serviced by specialist contractors.
- e) All fire exits and escape routes are clearly marked.
- f) Fire awareness training is arranged tri-annually, and all employees are expected to attend.
- g) See also the Fire Safety Policy.

11.2 First Aid

- a) In order to comply with the Health and Safety (First Aid) Regulations 1981, the Facilities & Buildings Manager should assess all premises and areas of work and ensure there are adequate first aid supplies in convenient and accessible places to meet emergencies that may arise.
- b) On commencement of employment, all staff are to be informed of the first aid provision, and any changes are to be brought to the attention of all employees.
- c) The names of suitably trained personnel are to be displayed at the Council Offices and the Facilities & Buildings Workshop. The minimum requirement for trained first aiders for the Council is two within the Facilities & Buildings Team and two within the Council Offices.

11.3 Manual Handling

In order to comply with the Manual Handling Operations Regulations 1992, the Town Clerk will take all reasonably practicable steps to ensure sufficient information, instruction, training and supervision are available to staff to avoid injury. Employees should note:

- a) Staff must ask for help and/or training if there is any risk of injury to themselves or damage to the object being handled.
- b) Where handling aids are provided, they must be used.

11.4 Electrical Appliances

Arrangements will be made by the Facilities & Buildings Manager for all electrical appliances to be inspected and tested on a regular basis by a competent person in accordance with the Electricity at Work Regulations 1989.

Before using any appliance, the user should check:

- a) All safety guards which are a normal part of the appliance are fitted and in working order.
- b) Power supply cables/leads are intact and free from cuts and abrasions.
- c) The electrical appliance carries a valid electrical safety testing label.
- d) Defective equipment must never be used and must be reported immediately.

11.5 Equipment

Regular monitoring ensures that work equipment is maintained in efficient working order and good repair. Where machinery or equipment has a maintenance log, it is kept up to date. This is the responsibility of the Facilities & Buildings Manager.

- a) Employees must not modify work equipment.
- b) Employees using equipment will be given adequate training before use.
- c) Employees using equipment will wear appropriate PPE provided by the Council.

11.6 Chemicals, Solvents and Detergents

- a) In accordance with the Control of Substances Hazardous to Health Regulations 2002 (COSHH), the Facilities & Buildings Manager will assess the health risks arising from hazardous substances. Safety data sheets are supplied with all such materials and employees using them will be informed accordingly.
- b) Employees should familiarise themselves with the hazards associated with materials and precautions to be taken in the event of spillages, splashes or other incidents. Employees will use the appropriate PPE provided by the Council when using hazardous substances. COSHH assessments and safety data sheets will be maintained and made accessible to relevant staff.

11.7 Display Screen Equipment

a) To ensure compliance with the Health and Safety (Display Screen Equipment) Regulations 1992, the Facilities & Buildings Manager will assess the workstations of employees who are regular DSE users and make any necessary adjustments in relation to:

- i. Workstation design.
- ii. Visual issues arising from work.
- iii. Working arrangements to reduce eye strain and fatigue.

b) Corrective measures will be taken where necessary. The Council shall ensure that eligible employees are provided with an appropriate eyesight test carried out by a competent professional. See also the Eye Test & Glasses Policy.

11.8 Lone and Isolated Working

- a) Under Section 7 of the Health and Safety at Work etc. Act 1974, all employees have a duty to take reasonable care for their own safety and that of anyone else who may be affected by their acts or omissions.
- b) Regulation 3 of the Management of Health and Safety at Work Regulations 1999 places a duty on the Council to assess risks arising from work activities. Relevant risk assessments will be maintained by the Facilities & Buildings Manager.

12. Welfare

Employees are reminded that:

- a) Any person who is under medical supervision or taking prescribed medication, and who has been certified fit for work, should notify their Line Manager of any known side effects or temporary physical limitations which could affect their safety or the safety of others. Appropriate duties may be assigned where necessary.
- b) Employees or councillors must not attend Council premises, meetings or undertake Council duties whilst under the influence of drugs or alcohol. Any employee found breaching this requirement may be subject to disciplinary action. Concerns regarding councillors will be dealt with in accordance with the Members' Code of Conduct and, where appropriate, referred to the Monitoring Officer.

13. Training

- a) All new employees will be shown the location of first aid equipment, fire exits and fire equipment and instructed on relevant safety issues. The employee's Line Manager will ensure that a Health & Safety awareness programme is incorporated into the induction process, supported by the Facilities & Buildings Manager where appropriate.
- b) Safe working practices as laid out in the procedures manual or code of practice must be explained and demonstrated where necessary before a new employee undertakes their full duties.
- c) All staff must be made aware of their responsibilities for health and safety as defined in this document and associated procedures. Failure to comply with Health & Safety policies and procedures may lead to disciplinary action.
- d) Employees must report any equipment or premises defects they discover and any malpractice identified in the course of their work. See also the Whistleblowing Policy.
- e) Safety training, including fire awareness, manual handling and first aid, should be considered essential where relevant to an employee's role and incorporated into the overall training and development programme.
- f) Attendance at all Health & Safety training and instruction shall be documented and recorded on employees' personnel files.

14. Information and Communication

- a) The current statutory Health and Safety Executive information poster, or equivalent information, shall be displayed in the office and workshop and brought to the attention of new employees. Relevant Health & Safety guidance should be made available to staff as required.
- b) The Town Clerk must ensure that all employees, including temporary and casual workers, are provided with comprehensive and relevant information regarding identified health and safety risks and any preventative or protective measures.
- c) The Town Clerk and Facilities & Buildings Manager must ensure they keep up to date with changes in Health & Safety legislation and guidance.

15. Disciplinary Action

- a) The Town Clerk must make it clear to all employees that contravention of the Health & Safety Policy and related documentation constitutes a disciplinary matter and may result in dismissal for serious or repeated breaches.
- b) Any employee leaving their workplace because of serious, imminent or unavoidable danger will not be dismissed or disadvantaged for doing so.

16. General Safety

- a) The Council aims to provide a healthy and safe working environment. This can be achieved through the support of all employees by:
 - i. Complying with general safety rules.
 - ii. Using plant, machinery and equipment safely and properly.
 - iii. Following approved procedures and safe systems of work.
 - iv. Keeping work areas clean and tidy.
 - v. Keeping corridors and escape routes clear from obstruction.
 - vi. Ensuring fire points remain accessible and ready for use.
- b) The Council reminds all employees of their duties under Section 7 of the Health and Safety at Work etc. Act 1974 to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- c) Employees also have duties under the Management of Health and Safety at Work Regulations 1999 to use equipment, materials and substances in accordance with training and instructions and to report risks or shortcomings in protective arrangements.

17. Legal Implications

- a) The Health and Safety at Work etc. Act 1974 places general duties and responsibilities on employees, volunteers and elected and co-opted members of the Council.
- b) Any employee, volunteer, elected or co-opted member who behaves in a way that endangers the health and safety of others may be subject to enforcement action by the Health and Safety Executive.
- c) Improvement Notices and Prohibition Notices may be served in respect of a person, which includes both individuals and organisations.
- d) An Improvement Notice will specify the action required to comply with relevant statutory provisions and the timescale for compliance.
- e) A Prohibition Notice may be issued if an inspector believes an activity involves, or is likely to involve, a risk of serious personal injury.
- f) Any employee, volunteer, elected or co-opted member receiving an Improvement Notice or Prohibition Notice issued under the Health and Safety at Work etc. Act 1974 must immediately inform the Town Clerk.

Diss Town Council

Health and safety legislation generally recognises employers and employees rather than individual job titles. The following paragraphs define Health & Safety responsibilities within the Council.

The Elected Council

The Council will ensure that it has an effective Health & Safety Policy covering areas under its control and that adequate resources are available to implement the policy. Appropriate insurance arrangements and supporting documentation will be maintained.

Town Clerk

The Town Clerk is ultimately responsible for ensuring that this policy is maintained, reviewed and implemented. The Town Clerk is responsible for ensuring:

- a) Employees receive appropriate information, instruction and training to carry out their duties safely.
- b) Sufficient resources are allocated through the Council's budgeting process to meet the requirements of this policy.

Safety Officer

The Facilities & Buildings Manager, under the direction of the Town Clerk, is the Council's Safety Officer and is responsible for:

- a) Assessing, controlling and monitoring Health & Safety arrangements.
- b) Coordinating Health & Safety training.
- c) Ensuring adequate fire protection and prevention measures.
- d) Maintaining safety records.
- e) Investigating accidents and dangerous occurrences.
- f) Completing and reviewing risk assessments.
- g) Monitoring Council facilities for Health & Safety issues.
- h) Reporting unresolved Health & Safety matters to the Town Clerk.
- i) Providing staff with relevant information regarding Health & Safety risks.

Employees, Volunteers and Members

All employees, volunteers and members have a duty to:

- a) Familiarise themselves with this policy and associated Health & Safety information.
- b) Take reasonable care for their own health and safety and that of others.
- c) Co-operate with the Council in fulfilling statutory obligations.
- d) Use protective equipment and safety devices provided.
- e) Follow training and instructions.
- f) Report accidents promptly.
- g) Report defects in premises, sites or equipment to the Facilities & Buildings Manager.

Visitors and Contractors

Visitors and contractors must:

- a) Be informed of relevant hazards and precautions when attending Council premises.
- b) Complete site-specific risk assessments where appropriate.
- c) Co-operate with Council Health & Safety arrangements.
- d) Be provided with access to relevant safety information, including asbestos records where applicable.

Committee Report

Health & Safety Policy Review

The Health & Safety Policy has been reviewed to ensure it reflects current legislation, officer job titles and Council working practices.

The proposed amendments are primarily administrative and compliance-related and include:

- Updating references to the Facilities & Buildings Manager role.
- Correcting legislative references.
- Updating accident reporting terminology to reflect current RIDDOR requirements.
- Improving clarity of responsibilities.
- Correcting drafting and formatting inconsistencies.
- Updating references to reflect current Council working practices.

No substantive change is proposed to the Council's overall approach to Health & Safety management.



Protocol for Marking the Death of a Senior National Figure or Local Holder of High Office

1. Purpose

This protocol provides guidance on the actions to be taken following the death of:

- a) The Sovereign;
- b) A member of the Royal Family;
- c) A senior national figure; or
- d) A local holder of high office.

The protocol aims to ensure that Diss Town Council responds appropriately, consistently and respectfully through flag flying, public communications, civic representation and local commemorative arrangements.

2. Authority to Activate the Protocol

The protocol shall be activated upon the official announcement of the death of a person falling within the categories identified in Sections 3 and 4.

Activation shall be authorised by:

- a) Town Clerk
- b) Facilities & Buildings Manager
- c) Town Mayor
- d) Council Leader
- e) Available Committee Chair

Where urgent action is required outside office hours, the most senior available officer or member may authorise the immediate implementation of this protocol.

3. Senior National Figures

This protocol may be implemented following the death of:

- a) The Sovereign;
- b) Members of the Royal Family where national mourning arrangements are announced;
- c) The Prime Minister or former Prime Minister; and
- d) Any other national figure where Government guidance recommends local civic recognition.

The Council will follow guidance issued by Buckingham Palace, the Cabinet Office, the Department for Culture, Media and Sport, Norfolk County Council, South Norfolk Council or any other relevant authority.

4. Local Holders of High Office

The protocol may also be implemented following the death of:

- a) The Lord Lieutenant of Norfolk;
 - b) The High Sheriff of Norfolk;
 - c) The Member of Parliament representing Diss;
 - d) Serving Members of Diss Town Council; and
 - e) Any other local figure where the Town Mayor, Council Leader and Town Clerk consider formal civic recognition appropriate.
-

5. Public Communications

Upon activation of the protocol:

- a) A statement will be issued on the Council website and to local media where appropriate.
 - b) The statement will be prepared by the Town Clerk and approved by the Town Mayor and/or Council Leader.
 - c) The Council website may display a temporary mourning notice or banner.
 - d) Official national guidance, condolence arrangements and funeral information may be linked where relevant.
-

6. Book of Condolence

Where considered appropriate:

- a) A physical Book of Condolence will be opened at St Mary's Church.
- b) The Council will work in partnership with St Mary's Church to agree arrangements.

- c) The location, opening times and closing date will be publicised through Council communication channels.
- d) Following closure, the Council will arrange for the book to be archived appropriately.

7. Flag Flying

The Council will fly flags in accordance with current Government guidance and any specific instructions issued following the death of the individual concerned.

The Facilities & Buildings Manager, or nominated officer, will be responsible for:

- a) lowering flags to half-mast;
- b) restoring flags to full mast when appropriate;
- c) ensuring compliance with official guidance; and
- d) maintaining flag stocks and equipment.

The Council will refer to current Government flag flying guidance and advice issued by the Flag Institute.

8. Diss Town Council Flag Flying Schedule (current designated flag flying days)

Date	Flag
St David's Day (1 March)	St David's Flag or Union Flag
Commonwealth Day (second Monday in March)	Commonwealth Flag
St Patrick's Day (17 March)	St Patrick's Flag or Union Flag
Wedding Anniversary of HM The King and HM The Queen (9 April)	Union Flag
St George's Day (23 April)	St George's Flag
Coronation Day of HM The King (6 May)	Union Flag
Official Birthday of HM The King (date notified annually by Government)	Union Flag
Birthday of HRH The Prince of Wales (21 June)	Union Flag
Armed Forces Day (last Saturday in June)	Armed Forces Flag
Birthday of HM The Queen (17 July)	Union Flag
Accession Day of HM The King (8 September)	Union Flag
Remembrance Sunday (second Sunday in November)	Union Flag
Birthday of HM The King (14 November)	Union Flag
St Andrew's Day (30 November)	St Andrew's Flag or Union Flag
All other dates	Diss Town Council Flag

Note: Dates that vary from year to year, including Commonwealth Day, Armed Forces Day, Remembrance Sunday, the Official Birthday of HM The King and any other Royal occasions, shall be determined in accordance with current Government flag flying guidance and Flag Institute recommendations. Operational updates may be made by the Town Clerk without requiring amendment of this protocol.

9. Floral Tributes

Where appropriate, members of the public may be invited to lay floral tributes.

The designated location will be Mere's Mouth as shown on the approved plan.

The Council will:

- a) provide information on the location;
 - b) encourage environmentally responsible tributes;
 - c) make arrangements for the respectful removal of tributes following the funeral; and
 - d) consider opportunities for composting or re-use where appropriate.
-

10. Civic Events and Engagements

The Town Mayor and Town Clerk will review:

- a) civic engagements;
- b) ceremonial events;
- c) public functions; and
- d) Council events

to determine whether any postponement, cancellation or modification is appropriate during the period of mourning.

11. Services and Acts of Remembrance

The Council may:

- a) participate in local memorial services;
- b) support arrangements organised by St Mary's Church;
- c) organise or support public acts of remembrance;
- d) observe periods of silence; and
- e) encourage attendance by councillors and staff where appropriate.

Where a national two-minute silence is announced, the Council will participate and publicise local arrangements where practicable.

12. Council Meetings

A minute's silence may be observed before Council meetings held during an official period of mourning.

The Town Mayor or Chair of the meeting will determine the appropriate arrangements.

13. Records and Archiving

The Town Clerk shall ensure that:

- a) Books of Condolence are archived appropriately;
 - b) relevant records are retained in accordance with the Council's retention arrangements; and
 - c) any significant local commemorative material is preserved where appropriate.
-

14. Review

This protocol will be reviewed every four years or following any significant national event that indicates a need for amendment.

Reason for Review

The existing protocol was originally prepared during the reign of Her Late Majesty Queen Elizabeth II and included references to individual members of the Royal Family, Covid-19 contingency arrangements and specific national circumstances at that time. The document has therefore been rewritten as a modern, principles-based protocol that retains the Council's operational arrangements for flag flying, books of condolence, civic representation and public commemorative activities whilst reducing the need for frequent future updates.



PUBLICATION SCHEME

(Required by the Freedom of Information Act 2000)

1. This model publication scheme has been prepared and approved by the Information Commissioner. It may be adopted without modification by any public authority without further approval and will be valid until further notice.
2. This publication scheme commits an authority to make information available to the public as part of its normal business activities. The information covered is included in the classes of information mentioned below, where this information is held by the authority. Additional assistance is provided to the definition of these classes in sector specific guidance manuals issued by the Information Commissioner.
3. The scheme commits an authority:
 - 3.1 To proactively publish or otherwise make available as a matter of routine, information, including environmental information, which is held by the authority and falls within the classifications below.
 - 3.2 To specify the information which is held by the council and falls within the classifications below.
 - 3.3 To proactively publish or otherwise make available as a matter of routine, information in line with the statements contained within this scheme.
 - 3.4 To produce and publish the methods by which the specific information is made routinely available so that it can be easily identified and accessed by members of the public.
 - 3.5 To review and update on a regular basis the information the authority makes available under this scheme.
 - 3.6 To produce a schedule of any fees charged for access to information which is made proactively available.
 - 3.7 To make this publication scheme available to the public.
 - 3.8 To publish any dataset held by the authority that has been requested, and any updated versions it holds, unless the council is satisfied that it is not appropriate to do so; to publish the dataset, where reasonably practicable, in an electronic form that is capable of re-use; and, if any information in the dataset is a relevant copyright work and the council is the owner, to make the information available for re-use under the terms of the Re-use of Public Section Information Regulations 2015, if they apply, and otherwise under the terms of the Freedom of Information Act section 19.

4. Classes of Information

- 4.1 Who we are and what we do.
Organisational information, locations and contacts, constitutional and legal governance.
- 4.2 What we spend and how we spend it.
Financial information relating to projected and actual income and expenditure, tendering, procurement and contracts.
- 4.3 What our priorities are and how we are doing.
Strategy and performance information, plans, assessments, inspections and reviews.
- 4.4 How we make decisions.
Policy proposals and decisions. Decision making processes, internal criteria and procedures, consultations.
- 4.5 Our policies and procedures.
Current written protocols for delivering our functions and responsibilities.
- 4.6 Lists and Registers.
Information held in registers required by law and other lists and registers relating to the functions of the authority.
- 4.7 The Services we Offer.
Advice and guidance, booklets and leaflets, transactions and media releases. A description of the services offered.
- 4.8 The classes of information will not generally include:
 - 4.8.1 Information the disclosure of which is prevented by law, or exempt under the Freedom of Information Act, or is otherwise properly considered to be protected from disclosure.
 - 4.8.2 Information in draft form.
 - 4.8.3 Information that is no longer readily available as it is contained in files that have been placed in archive storage or is difficult to access for similar reasons.

5. The method by which information published under this scheme will be made available.

- 5.1 The authority will indicate clearly to the public what information is covered by this scheme and how it can be obtained. Where it is within the capability of a public authority, information will be provided on a website. Where it is impracticable to make information available on a website or when an individual does not wish to access the information by the website, a public authority will indicate how information can be obtained by other means and provide it by those means.
- 5.2 In exceptional circumstances some information may be available only by viewing in person. Where this manner is specified, contact details will be provided. An appointment to view the information will be arranged within a reasonable timescale.
- 5.3 Information will be provided in the language in which it is held or in such other language that is legally required. Where an authority is legally required to translate any information, it will do so.

- 5.4 Obligations under disability and discrimination legislation and any other legislation to provide information in other forms and formats will be adhered to when providing information in accordance with this scheme.

6. **Charges which may be made for Information published under this scheme.**

- 6.1 The purpose of this Scheme is to make the maximum amount of information readily available at minimum inconvenience and cost to the public. Charges made by the authority for routinely published material will be justified and transparent and kept to a minimum. Material which is published and accessed on a website will be provided free of charge. Charges may be made for information subject to a charging regime specified by Parliament. Charges may be made for actual disbursements incurred such as:

- 6.1.1 photocopying
- 6.1.2 postage and packaging
- 6.1.3 the costs directly incurred as a result of viewing information

- 6.2 Charges may also be made for information provided under this Scheme where they are legally authorised, they are in all the circumstances, including the general principles of the right of access to information held by public authorities, justified and are in accordance with a published schedule or schedules of fees which is readily available to the public.

- 6.3 If a charge is to be made, confirmation of the payment due will be given before the information is provided. Payment may be requested prior to provision of the information.

7. **Written Requests**

Information held by a public authority that is not published under this scheme can be requested in writing, when its provision will be considered in accordance with the provisions of the Freedom of Information Act 2000.

Information available from Diss Town Council under the model Freedom of Information publication scheme

Method of Access

Information listed in this publication scheme is normally available free of charge on the Diss Town Council website at www.diss.gov.uk. Where information is not published online, or where a hard copy is required, copies may be obtained by contacting the Council office. Charges for printed copies will be made in accordance with the Council's published Schedule of Charges below. Information that contains personal, confidential or exempt information will not be disclosed except where required by law.

Some information, such as statutory registers or historic records, may only be available for inspection by appointment or upon request.

Information Available
Class 1 – Who we are and what we do
Who's who on the Council and its Committees
Contact details for the Town Clerk and Councillors
Location of the Council office and accessibility information
Staffing structure
Class 2 – What we spend and how we spend it
Annual Governance and Accountability Returns
Annual budgets
Precept information
Financial Regulations
Grants awarded
Contracts and procurement information
Class 3 – What our priorities are and how we are doing
Diss and District Neighbourhood Plan
Annual Town Meeting information
Corporate Strategy
Class 4 – How we make decisions
Meeting timetable
Agendas
Minutes
Reports presented to meetings (where public)
Responses to planning applications

Class 5 – Our policies and procedures
Standing Orders
Financial Regulations
Committee Terms of Reference
Code of Conduct
Equality Policy
Health and Safety Policy
Information Governance and Data Protection Policies
Complaints Procedure
Freedom of Information Procedures
Records Retention Policy
Other adopted Council policies
Class 6 – Lists and Registers
Asset Register
Register of Members' Interests
Registers required by law
Class 7 – Services We Offer
Cemetery services
Markets
Parks and open spaces
Community facilities
Allotments
Public conveniences
Agency agreements
Fees and charges

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SCHEDULE OF CHARGES

This describes how the charges have been arrived at and should be published as part of the guide.

TYPE OF CHARGE	DESCRIPTION	BASIS OF CHARGE
Disbursement cost	Photocopying @ 10p per sheet (black & white)	Cost of paper, copy charge & minimal administrative charge
	Photocopying @ 20p per side (colour)	Cost of paper, copy charge & minimal administrative charge
	Postage	Actual cost of Royal Mail standard 2 nd class
Statutory Fee	N/A	
Other	N/A	



Complaints Policy

1. Purpose

Diss Town Council is committed to providing high-quality services to residents, businesses, visitors and all those who engage with the Council.

This policy establishes a clear, fair and transparent process for handling complaints regarding the Council's administration, services and procedures. It aims to ensure that complaints are considered consistently, responded to promptly and used to improve Council services where appropriate.

2. What is a Complaint?

A complaint is:

An expression of dissatisfaction by one or more members of the public about a Council service, administrative action, decision, procedure, or failure to act, which requires a response.

There is no distinction between a 'formal' and an 'informal' complaint. All complaints will be considered in accordance with this policy.

3. Matters Outside This Policy

Certain complaints fall outside the scope of this policy and will be referred to the appropriate body or procedure.

Complaint Type	Referred To
Financial irregularity	External Auditor
Criminal activity	Police
Councillor conduct	Monitoring Officer, South Norfolk Council
Employee conduct	Council disciplinary procedures
Employee grievance or employment matter	Council grievance procedures

The Council may assist complainants by providing contact information for the appropriate organisation where necessary.

4. Complaints Principles

The Council will ensure that complaints are:

- treated fairly and consistently;
- investigated impartially;
- handled confidentially where appropriate;
- acknowledged and responded to promptly;
- considered on their own merits; and
- used to identify opportunities for service improvement.

All parties involved in a complaint will be treated with courtesy and respect throughout the process.

5. Stage One Complaint

Complaints should be submitted to the Town Clerk in writing or by email.

Where possible, concerns will be resolved informally at the earliest opportunity.

If an informal resolution is not possible, the complaint will be investigated by the Town Clerk or another appropriate officer.

The complainant will normally receive:

- acknowledgement of their complaint within five working days; and
- a written response within twenty working days.

Where a complaint is particularly complex and additional time is required, the complainant will be informed accordingly.

6. Stage Two Review

If the complainant remains dissatisfied following the Stage One response, they may request that the complaint is reviewed by the Executive Committee.

The request for review must be submitted in writing within twenty working days of the Stage One response.

The Executive Committee will:

- review the complaint and investigation findings;
- consider any additional information submitted by the complainant;

- determine whether the complaint has been handled appropriately; and
- decide whether any further action is required.

The Executive Committee's decision will be confirmed in writing, normally within twenty working days of the review meeting.

7. Complaints Meetings

Where the Executive Committee considers it appropriate, the complainant may be invited to attend a meeting to explain their concerns.

The complainant may be accompanied by a representative if they wish.

The Committee may exclude the public and press where confidential or sensitive matters are being considered and where legislation permits.

A record of any decision made will be maintained by the Council.

8. Confidentiality and Data Protection

Information relating to complaints will only be disclosed to those who need to consider or investigate the matter.

Complaints will be handled in accordance with the Council's Data Protection Policy and applicable legislation.

The Council will seek to maintain confidentiality where appropriate whilst ensuring that complaints can be properly investigated.

9. Unreasonable, Persistent or Vexatious Complaints

The Council recognises that some complainants may pursue complaints in a manner that is unreasonable, persistent or vexatious.

Where this occurs, the Council may take proportionate steps to manage communications and protect staff resources.

Any such action will be taken in accordance with the Council's Vexatious Complaints Policy and any associated procedures.

10. Unacceptable Behaviour

The Council will not tolerate abusive, threatening, offensive, discriminatory or intimidating behaviour towards councillors, employees, contractors or volunteers.

Where such behaviour occurs, the Council may terminate meetings, restrict communication methods, report matters to the police, or take any other action considered necessary and proportionate.

11. Learning and Service Improvement

The Council will record complaints and use complaint outcomes to identify opportunities for improving services, procedures and communication.

Where appropriate, lessons learned will be reported to councillors and incorporated into future service delivery.

12. Review

This policy will be reviewed every four years, or sooner if required by changes to legislation or Council procedures.

Reason for Review

The existing Complaints Policy contained extensive background information regarding Local Government Ombudsman jurisdiction, maladministration and related legislation. Whilst useful for reference, much of this material did not form part of the Council's complaints procedure. The policy has therefore been rewritten as a concise governance document focused on how complaints are received, investigated and reviewed by the Council, whilst retaining the Executive Committee review stage and cross-referencing the Council's Vexatious Complaints Policy where appropriate.



DISS TOWN COUNCIL

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Report Number:
36 / 2627

Report to:	Full Council
Date of Meeting:	23 rd September 2026
Authorship:	Town Clerk
Subject:	Update

Introduction

1. These updates cover matters not already included on the agenda or in the progress report.

DYCC Redevelopment

2. The topographical survey has now been completed, providing detailed information on levels, boundaries, features and surrounding conditions. We await an outline project programme & initial concept design from the architect and a meeting has been scheduled for 22nd September.

Leisure & Community Centre

3. We await an update from South Norfolk Council's solicitors regarding the option of a right of way instead of land transfer. The drainage solution into the A1066 has apparently been agreed and a meeting with the Project Officer has been scheduled for 23rd September.

Porta Cabin

4. The porta cabin lease agreement is being queried with South Norfolk Council as it appears to be a property rather than a land lease. A draft transfer agreement is awaited comments from CADAT's Trustees. Both items should be ready for the October meeting. Meetings with users are being organised to discuss the proposed reconfigured layout to ensure it meets needs. A project plan has been drafted.

Diss Strategic Liaison Forum

5. The second meeting bringing together Town, Parish, District & County Councillors is scheduled for 7th October. Agenda items include street cleaning, Diss town centre parking scheme, Town centre drainage, Clear Mere project, Waveney Valley Identity Forum

Budgeting

6. The Town Mayor, Chair of Executive Committee, RFO and I met for the first budgeting session this week and reviewed the expenditure and income for the Executive Committee. The next meeting reviewing the Assets & Infrastructure items & Earmarked Reserves is being scheduled for early October.

Budgeting

7. The Town Mayor, Chair of Executive Committee, RFO and I met for the first budgeting session this week and reviewed the expenditure and income for the Executive Committee. The next meeting reviewing the Assets & Infrastructure items & Earmarked Reserves is being scheduled for early October.

Diss Parking Scheme

8. I met with Norfolk County Council representatives yesterday to review the plans for the proposed yellow lining in the Heritage Triangle, changes to the parking bays on the Market Place and pay & display proposals for Mere Street. These were previously agreed by the Town Council but there have been County resource issues which have prevented the scheme from progressing. The plan has been updated and will be considered by members in due course after which a project code will be allocated and the legal process will commence starting with preliminary consultation.

ScribeFest

9. The RFO and Clerk are currently taking part in Scribifest 2026, a free online conference for Parish, Town and Community Councils covering topics including the new digital AGAR & SAPPP Proper Practices Update, VAT Compliance, Cyber Security & Insurance, Improving Community Engagement, Employment Rights Act 2025 Update, Planning for the Parish Council of 2030 and more so I'm sure they'll be learnings to bring forward to members in due course.

Recommendation

To note the contents of this report.



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Report Number:
37 / 2627

Report to:	Full Council
Date of Meeting:	23 rd September 2026
Authorship:	Facilities & Buildings Manager
Subject:	Maintenance works update

Please find below an update on maintenance works completed and ongoing since the last Full Council Meeting:

1. Carpets and new lamp shades have been fitted in the Cemetery Chapel.
2. Following the theft of a lifebuoy on the boardwalk, a new one has been installed with a new bracket.
3. We have experienced numerous issues with blocked and leaking pipework at both the Mere and Park public toilets in recent months, requiring repeated callouts to clear blockages and carry out plumbing repairs.
4. The radar lock on the Park disabled toilet has been changed to a normal lock accessible still for the disabled and lockable at night ready for the ladies and gents' toilets to be closed for winter from October.
5. We are awaiting a new gender-neutral sign to put on the door when it arrives.
6. Due to a hose pipe ban this year and an extra hot summer, the watering of the planters and other plants around the Town has been one of the biggest challenges we have had to face for years especially after planting more plants this year than ever at Rectory Meadow, Park etc.
7. The weather and lack of the District Council's sweeper in town throughout the summer months and to date, has had a considerable impact on the cleanliness of the town and impact on DTC particularly during the holiday season. An allocation for agency staff to help cover these periods will be proposed as part of the budgeting process.
8. This summer has also seen a lot of vulgar graffiti written on the toilet walls at Mere's Mouth which must be regularly removed because of its content.
9. Throughout the summer the staff have been carrying out a programme of improvements across the town including painting benches, weeding, clearing drains etc trying to keep all Town Council properties and the town looking clean and tidy.

10. All the cisterns in the ladies' toilets at the pavilion on the Sports Ground have now been changed and are now all working properly.
11. We had all the speed cameras back after repair but unfortunately on return from its location one is still showing a fault which is being investigated by the suppliers.
12. All the bunting in town was removed and all stayed intact and ready to use again for next year.
13. We are now full steam ahead for the next two big events happening later this year the Remembrance Day Service on Sunday 8th November and Christmas Lights Event on Saturday 5th December.

Progress Report

Committee	Minute Ref	Subject	Action	Assigned to	Timescale	Comments or further action
FULL COUNCIL	FC0325/14	Rectory Meadow	3. That the lease between Diss Town Council and Diss Cricket Club is reviewed to reflect any changes.	Clerk / FBM		Solicitor has been appointed for key legal tasks with all lease reviews to follow. This will be dealt with after more pressing legal matters. No update.
	FC1025/05	Street Cleaning Equipment / UEV	Members were keen to understand the cost implications for street cleaning equipment to be supplied by the District Council to help support town cleanliness.	Clerk / Grants & Projects Officer	Aug-26	SNC confirmed £15k funding. We will check whether the District Council would consider anything over and above the £15k depending on take up i.e. do they have a pot of money that has to be spent by a certain deadline. We have around £20k in reserves but clearly there is a balance to be found through additional grants if we go for the £45k machine identified. Grants Officer is drafting a statement as required & looking for additional grants. A submission for the LYMT funding was unsuccessful.
	FC1125/05	Councillor Vacancies	Members were encouraged to speak to people about the councillor vacancy opportunity	All	Immediately	On agenda
	FC0226/12	Memorial Safety Testing	2.That permission be sought from the Parochial Parish Council. 3.That a Memorial Testing Policy be drafted for submission with the faculty. 4.That an application be made for a List B faculty for the testing of memorials in St Mary's Churchyard.	Cemetery Lead	30.06.26	Policy drafted and on agenda. Awaiting confirmation from PCC to submit with policy for the List B Faculty.
	FC0326/04	Public Participation	remove the reference to the gym on the Swim Centre sign on the A1066 opposite the facility	KK	14.04.26	
	FC0326/10c	Items for Noting	Add the biodiversity initiatives (native species planting, nunnery wall area, and related work) to the draft biodiversity plan.	Clerk	30.07.26	This will be reviewed and updated in light of Norfolk Wildlife Trust's recommendations. For consideration at next meeting.
	FC0326/13	CADAT Porta Cabin	a) Approve the proposed Heads of Terms for the former CADAT porta cabin, subject to negotiation with South Norfolk District Council. b) Work with the Chair of the Executive Committee and Town Mayor to negotiate terms with the District Council. c) Arrange for footfall counters to be installed on the three entrances to the Mere's Mouth toilets from	Clerk / RP / DC / FBM.	31.05.26	On agenda
	FC0426/11	Street lighting – Shelfanger Road development	To approve the installation of a reduced number of streetlights for the Shelfanger Road development, with final positions to be agreed, prioritising locations nearest pedestrian footpaths.	Clirs Craggs / Peaty	31.05.26	Clerk has confirmed decision and provided indicative drawing of positioning of the 6 lights to Arney for review. Also updated Roydon PC & Norfolk Homes. No update.
	ATM0426/06	Diss Railway Station	Reference was made to the need for improved accessibility, including lifts. It was noted that Network Rail progress had been slow and that previous usage figures had been cited as insufficient to justify investment. The matter was noted as being under review by Norfolk County Council. Diss Town Council will consider reviewing the proposals.	Clerk	31.07.26	No update.
	FC0526/08e	Finance	Appoint Councillors T. Shava and J. Welch as signatories on the Unity Trust Bank account, in accordance with Financial Regulations	RFO	Immediately	In progress
	FC0626/07	Diss Mere	1. Establish the Mere Working Party and invite members, officers and volunteers to participate.	Clerk/Admin	29.07.27	Members of WIP met informally over the summer. Inaugural formal meeting is being scheduled for Autumn by group. A member has put themselves forward to chair. Over a month of water quality monitoring data has been collected, including dissolved oxygen & water clarity measurements. Digital information hub has been created to support collaboration & info sharing. Support secured from Diss & District Angling Club & Community Climate Action team. Working with LFFA on getting drain repaired under Morrisons forecourt. Awaiting confirmation of drainage route for new leisure & community centre but likely to no longer go via B&M site due to complications. Project update has been included in Diss Matters.
	FC0626/07	Diss Mere	2.Progress the pilot trial of barley straw extract within the boardwalk area, subject to advice on timing and Assets & Infrastructure Committee approval.	Clerk/Admin	29.07.27	
	FC0626/07	Diss Mere	3.Undertake a review of Diss & District Angling Club's use of, and fees for, the Mere.	Clerk/Admin	29.07.27	
	FC0627/09	Diss Youth & Community Centre	Confirm the appointment of Contractor 2 and progress RIBA Stages 0–2 for the Diss Youth & Community Centre project	Clerk/G&PA		Update in Clerk's report.
	FC0627/10	Representatives on Outside Bodies	Update the Council website and notify the Diss Parochial Charity of Doreen Collins' appointment as the Council's representative.	CW	Immediately	Completed
	FC0627/11a	Floral Diss Bank Account	Transfer the remaining balance from the Floral Diss bank account to Diss Town Council and close the account.	Clerk	Immediately	Completed
	FC0627/11d	Remembrance Committee	Update committee membership records to reflect the appointment of Councillors Kiddie and Wilson to the Remembrance Committee	CW	Immediately	Completed
	FC0726/06b	Finance – Income & Expenditure	Income and Expenditure report amended to correct precept/income figures.	RFO	Immediately	Completed
	FC0726/07	Diss Park Sauna Proposals	to facilitate discussions and report back to Council	Clerk	23.09.26	Community Sauna Box CIC aims to submit planning this month Drawings will be shared in due course. FBM meeting surveyor on site w/c14.09. They are also working on the financing and should have secured finances by the end of the month too. They will share forecasts with us to inform DTC discussions regarding revenue generation. A short article will appear in the Autumn / Winter Diss Matters and a meeting is being scheduled for early October for a further update.
	FC0726/08	Gas Contract Renewal	To approve the recommended fixed three-year gas supply contract from Broker Two.	RFO	30.08.26	Completed
	FC0726/09a	Community Grant Scheme	To adopt the revised community grant policy and small and standard grant application forms with immediate effect.	Admin	Immediately	Completed
	FC0726/09b	Community Grant Scheme	To approve a grant contribution of up to £1,300 to the Diss Primary Academy Partnership towards the first year's anaphylaxis kit subscription costs, with the final grant amount to be determined following confirmation of any contribution from the Diss & District Rotary Club.	Clerk	Immediately	Completed
	FC0726/10	Youth Provision	1.To approve the draft tender documentation attached at Appendix D subject to amendment to evaluation criteria. 2.To approve commencement of a procurement exercise to appoint a suitably qualified organisation to deliver youth provision for 11 to 20-year-olds in Diss and surrounding communities, subject to the award of the anticipated £20,000 grant funding and additional funding at a later date. 3.To identify sustainable funding arrangements for a minimum period of three years beyond the initial grant-funded programme. 4.To receive a further report setting out the outcome of the procurement exercise and recommending a preferred provider prior to any contract award. 5. To progress the procurement process and report back to Full Council	Clerk / Projects & Grants Administrator	23.09.26	On agenda
	FC0726/11a	Policies	To adopt the Information Technology (IT) Policy with immediate effect.	Admin	Immediately	Completed
	FC0726/11b	Policies	To approve and adopt the following revised policies: 1.Equal Opportunities Policy; 2.Illegal Encampment Policy; 3.Vexatious Complaints Policy; 4.Elected Member Training Policy; 5.Virtual Meetings Policy; 6.Protocol for Recording Meetings; 7.Child Safeguarding Policy; 8.CCTV Policy; 9.Recording Officer Decisions Policy.	Admin	Immediately	Completed
	FC0726/12a	Diss Carnival 2027	Events Committee to develop proposals for the return of Diss Carnival in 2028 and a more sustainable long-term delivery model.	Events Committee	Jan-27	
	FC0726/13c	Items for Noting	Review of the Facilities & Buildings Team's deployment across the town to be undertaken in liaison with George Waterman.	DC	21.10.26	