



**Town Clerk**  
Mrs S. Villafuerte-Richards (CiLCA)

**Our Ref:** EX 03.12.25  
**Date:** 02/12/2025

**Committee Membership:**  
S. Browne, D. Craggs (Vice-Chair & ex-officio), K. Murphy, R. Peaty (Chair),  
J. Robertson (ex-officio) & L. Sinfield

**For Information:**  
Councillors C. Dente, S. Kiddie, A. Kitchen & J. Welch  
Town Clerk

Diss Express

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

**Telephone:** 01379 643848  
**Email:** [towncouncil@diss.gov.uk](mailto:towncouncil@diss.gov.uk)

## Notice Of Meeting

Dear Members of the Public and Press,

You are cordially invited to attend a meeting of the **Executive Committee** to be held in the **Council Chamber** at **Diss Corn Hall** on **Wednesday 3<sup>rd</sup> December 2025** at **7.15pm** to consider the business detailed below.

Town Clerk / Chief Executive Officer

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## Agenda

- 1. Apologies**  
To receive and consider apologies for absence.
- 2. Nomination of Substitute Representatives**  
To note nominated substitute representatives attending in place of those who have sent their apologies.
- 3. Declarations of Interest and Requests for Dispensations<sup>1</sup>**  
To note any declarations of member's 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.
- 4. Minutes**  
To confirm as a true record, the minutes of the Executive Committee meetings held on Wednesday 3<sup>rd</sup> September 2025 (copy herewith) and on Wednesday 24<sup>th</sup> September 2025 (copy herewith).
- 5. 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*).
- 6. Items of Urgent Business**  
To discuss any item(s) of business which the Chair 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*).
- 7. Staff Contracts**  
To consider a change of working in the employment contracts following staff feedback review (copy details herewith).
- 8. Visit Diss**  
To review the visuals and timescales for launching the Visit Diss website and Facebook page (copy details herewith).

**9. Accounting Software**

To receive an update regarding the Council's accounting software (report reference 36/2526 herewith).

**10. Data Protection**

To review the outcomes of the data protection audit (report reference 37/2526 herewith).

**11. Progress Report**

To note progress on decisions made at the last meeting of this committee.

**12. Date of Next Meeting**

To note that the next meeting of the Executive Committee is scheduled to take place on Wednesday 4<sup>th</sup> March 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/executive>.

# Diss Town Council

## Minutes

**Draft**

Minutes of the meeting of the **Executive Committee** held in the **Council Chamber** at **Diss Corn Hall** on **Wednesday 3<sup>rd</sup> September 2025** at **7.15pm**.

Present: Councillors: D. Craggs (Vice-Chair & ex-officio), R. Peaty (Chair),  
J. Robertson (ex-officio), L. Sinfield

In attendance: Sarah Villafuerte-Richards (Town Clerk / Chief Executive Officer)

### EX0925/01 Apologies

Councillor's Name	Apologies Received	Absent Without Apology	Reason / Approval
S. Browne	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Unwell
A. Goulder	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Holiday
K. Murphy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

### EX0925/02 Nomination of Substitute Representatives

There were none.

### EX0925/03 Declarations of Interest

Minute No.	Councillor's Name	Personal/Other Interest	Pecuniary Interest	Reason
EX0925/09	R. Peaty	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Trustee of Diss Museum
EX0925/09	J. Robertson	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Trustee of Diss Museum

### EX0925/04 Minutes

Members received the minutes of the Executive Committee meeting on Wednesday 4<sup>th</sup> June 2025. It was

**Resolved:** To approve the minutes of the meeting of the Executive Committee held on Wednesday 4<sup>th</sup> June 2025 as a true record and were signed by the Chair.

### EX0925/05 Public Participation

There were no members of the public in attendance.

### EX0925/06 Items of Urgent Business

There were no items of urgent business raised.

### EX0925/07 Staff Contracts and Handbook

a) Members reviewed the new staff employment contracts as recommended by the Council's contracted HR employment law advisors (report reference 22/2526 tabled). It was

**Resolved:** To adopt the new staff employment contracts.

**(Action: Clerk; immediately)**

b) Members noted that a revised employee handbook, containing all Council policies, has been reviewed by Worknest and will be emailed to all members for future consideration. It was agreed that an extraordinary meeting of the Executive committee would be scheduled for 24<sup>th</sup> September to consider the staffing handbook at the Council Offices, if space has to be paid for at the Corn Hall.

**(Action: Clerk; immediately)**

- EX0925/08 Visit Diss**  
Members considered a recommendation to approve the transition of the Visit Diss website from WordPress to Wix, with associated costs of £200 set-up and £100 annual hosting. It was
- Resolved:** To approve the transition from WordPress to Wix for the Visit Diss website, with associated costs of £200 set-up and £100 annual hosting.  
**(Action: KJ; by 01.12.25)**
- EX0925/09 Diss Museum**  
Members noted that the Museum is planning a significant interior upgrade to its displays and considered appointing members to review and renew the expired lease. Display cabinets can cost up to £6k to protect contents. Cllr Peaty will liaise with the Trustees to determine their requirements and report to cllr Craggs. It was
- Resolved:** That councillors Craggs and the Clerk review the current lease to determine amendments before seeking legal advice.  
**(Action: DC / Clerk; immediately)**
- EX0925/10 Progress Report**  
Members noted progress on decisions made at the last meeting of this committee.
- EX0925/11 Date of Next Meeting**  
Members noted that an extraordinary meeting of the Executive Committee will be scheduled to take place on Wednesday 24<sup>th</sup> September 2025 at 7.15pm.
- EX0925/12 Public Bodies (Admissions to Meetings)**  
Members considered a resolution under the Public Bodies (Admissions to Meetings) Act 1960 and Standing Orders 3d to exclude members of the public and press in order to discuss the following item, which is properly considered to be of a confidential nature.
- EX0925/13 Staffing**  
Members received a confidential verbal update regarding staffing. Staff appraisals have been scheduled during August and September. Discussions have been rewarding and effective with suggestions for improved ways of working, thoughts around future aspirations and identifying training opportunities. Feedback has been mixed on the new forms, and recommended changes are likely to come forward.
- The Council's new Office Administrator starts on 1<sup>st</sup> October, and temporary agency cover is being sought to cover for a member of the outdoor team on long-term sickness. A whole staffing team day is planned for painting the boardwalk in early October, before the wet weather sets in & the office will close that day.

Meeting closed: 20:15

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Councillor R. Peaty  
Chair

# Diss Town Council

## Minutes

**Draft**

Minutes of the extraordinary meeting of the **Executive Committee** held in the **Ceremony Room** at the **Diss Town Council Offices** on **Wednesday 24<sup>th</sup> September 2025** at **7.15pm**.

Present: Councillors: S. Browne, D. Craggs (Vice-Chair & ex-officio), A. Goulder, J. Robertson (ex-officio), L. Sinfield.

In attendance: Sarah Villafuerte-Richards (Town Clerk / Chief Executive Officer).

### EEX0925/01 Apologies

Councillor's Name	Apologies Received	Absent Without Apology	Reason / Approval
R. Peaty (Chair)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Prior social engagement
K. Murphy	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

### EEX0925/02 Nomination of Substitute Representatives

There were none.

### EEX0925/03 Declarations of Interest

There were none.

### EEX0925/04 Minutes

Members noted the minutes of the Executive Committee meeting on Wednesday 3<sup>rd</sup> September 2025 will be considered at the next Executive Committee meeting.

### EEX0925/05 Public Participation

There were no members of the public in attendance.

### EEX0925/06 Items of Urgent Business

There were no items of urgent business raised.

### EEX0925/07 Staff Handbook

a) Members considered a revised employee handbook containing all Council policies, reviewed by the Council's employment law advisors. There was a query regarding termination of contract at the end of the probationary period (section 2.15) given change of roles with the council. Members reviewed cllr Peaty's observations and asked whether Worknest provide mediation in harassment incidents. The Clerk will follow up with Worknest and the Chair of Executive to clarify. It was:

**Resolved:** to adopt a revised employee handbook containing all Council policies, reviewed by the Council's employment law advisors.

**(Action: Clerk; by 31.10.25)**

a) Members noted the guidance and requested Officers act upon the new duty to prevent sexual harassment in the workplace.

**(Action: Clerk / FBM; by 31.12.25)**

### EEX0925/08 Date of Next Meeting

Members noted that the next meeting of the Executive Committee is scheduled to take place on Wednesday, 3<sup>rd</sup> December 2025 at 7.15pm.

Meeting closed: 7.50pm.

Councillor R. Peaty  
Chair

## 6. Normal Place of Work

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Your normal place of work is [Council Offices, 11-12 Market Hill, Diss, Norfolk, IP22 4JZ/Diss Youth & Community Centre, 30 Shelfanger Road, Diss, Norfolk, IP22 4EH], but we reserve the right to change this on a permanent basis upon reasonable notice to you.

Due to the nature of the Council's business, you may be required to work at any of the Council's current or future sites, clients or customers premises or at such other places on a temporary basis as we shall from time to time direct.

You may also in the performance of your duties be required to travel from your normal place of employment to anywhere within the United Kingdom.

We will not require you to work outside the United Kingdom.

## 7. Normal Hours of Work

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Your normal contractual hours of work are [NUMBER] hours a week to be worked [e.g. Monday to Friday 9.00am – 5.30pm]. The Council core office hours are 9.30am – 1.00pm.

You are entitled to an unpaid break of 20 minutes if you work in excess of 6 consecutive hours, to be taken at a time agreed with your manager.

~~It is recognised that due to the nature of the Council's business, your working hours will not necessarily coincide with those normal hours. We reserve the right to vary your hours of work (and to vary your pay accordingly), on a temporary or permanent basis, as necessary to meet its business requirements which may include amending shift patterns and/or introducing new shift patterns, which could include weekend or night working and/or reducing hours of work. You may also be required to work such additional hours (including weekends and bank/public holidays) as may be necessary for the proper performance of your duties.~~

~~The Council reserves the right to make reasonable changes to your working hours, shift patterns, and related arrangements from time to time, following discussion with you, in order to meet the needs of the Council's business. This may include shift changes and occasional weekend or bank holiday working, where reasonably necessary for the proper performance of your duties. Any changes to your hours or patterns of work will be discussed with you in advance.~~

## 8. Overtime

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We may require you to work additional hours (overtime) on a temporary or regular basis.

If you are required to work additional hours you may take time off in lieu (TOIL) at a time agreed between you and the Council or you will be paid at your normal basic rate for those hours. Any overtime worked for events will accrue TOIL at time and a half. Additional hours worked over and above the normal full-time working week of 37 hours will be reimbursed at current NJC rates. Exceptional additional hours required to be worked must be approved by the Council.

- the cost of any Council property or equipment which you fail to return, allowing for fair wear and tear;
- any loss or damage to Council property or our client's property, caused by your wilful act, carelessness or negligence;
- any loss or damage suffered by the Council as a result of you terminating your employment without giving or working the required period of notice;
- any shortage or deficiency of stock or cash for which you were responsible;
- any sums you owe to us in respect of training courses, fees, fines etc.

In respect of any loss or damage to our property, or our client' property, we shall be entitled to deduct the reasonable cost of repair or replacement of such property.

In respect of any shortage or deficiency of stock or cash, we shall be entitled to deduct an amount equal to the full amount or value of the shortage or stock deficiency.

## 22. Collective Agreement

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This contract is subject to the following collective agreements: The National Agreement on Pay and Conditions of Service of the National Joint Council (NJC) for Local Government Services (the Green Book) to the extent that they are compatible with the terms contained within this contract and any relevant Council policies. If there is a conflict between these collective agreements and this contract and/ or Council policies, the terms of this contract and any relevant Council policies shall prevail.

## 23. Lay Off and Short Time Working

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~~In the event of a situation which prevents us from providing you with work in or throughout any day, for example a short term downturn in work (as an alternative to declaring redundancies) or in the event of an occurrence outside of our control (including, without limitation, fire, Act of God, industrial action affecting a third party), we are entitled not to provide you with work and not to pay you any salary or wages under your contract of employment (except a Statutory Guarantee Payment insofar as required). We are also entitled in such circumstances to place you on short time working.~~

*There may be rare and unexpected occasions when we are temporarily unable to provide work - for example, during a short-term drop in business or due to events completely outside our control (such as fire, severe weather, or industrial action affecting another organisation). In these situations, and in order to avoid considering redundancies, we may need to pause work or reduce working hours for a short period. In the unlikely event this becomes necessary, pay may also be affected, except for any Statutory Guarantee Payments that we are required to provide. We will always aim to keep any disruption as brief as possible and will communicate openly with you throughout.*



## [www.visitdiss.info](http://www.visitdiss.info) - Wix Website

**Summary:** The website is now ready to launch. We made the decision to keep it fairly generic when it comes to content. When specific information about businesses and events is listed, it can very quickly become out of date and requires regular maintenance to review the content and remove when it's no longer valid. Social media is very well driven for promoting and sharing events which we can support via the Visit Diss social page. Most businesses have their own social media sites and websites which is where people will discover them if they do a google search so it makes sense to avoid duplication.

Kimberley and Sarah have met with Caitlin recently (No.8 Marketplace) and reviewed the site, along with ideas for launching with the social media page.

### Timescales

- Aim: **January 2026 launch.**
- H & C will:
  - Continue managing social media in the meantime.
  - Replace the logo once redesigned.
  - Launch a new Instagram account for Visit Diss.
- **Update: Nov 2025** – KJ to take control of tourist feedback quote visuals on the Visit Diss social media in the New Year after launching in January while Caitlin & Hannah focus on the actual content and engagement.

### The content includes:

- **Things to see and do**
  - Shop the unexpected – doesn't link to specific shops as this can soon go out of date when businesses close.
  - Explore Diss' Heritage – links to Diss Museum
  - Craft, Create, Connect – links to Designermakers21 for charity craft & art workshops
  - Experience theatre and live music – links to The Corn Hall, also mentions exploring local pubs and bars
  - Dine In Diss – doesn't link to specific restaurants and cafes but summarises a variety of cafes, pub grub, bistros and restaurants.
  - Explore on foot – mentions the Mere, park, boardwalk and gardens, Boudicca Way, Angles Way, Quaker Wood, Frenze Beck
  - Experience the thrill of the auction – T W Gaze Auction Ground is listed as this is something unique
  - Get Active – Mentions options for walking, cycling, swimming, gyms and sports clubs but doesn't name any to keep things generic.
  - Discover Diss through a lens – Mentions photography hotspots in the town
- **What's On In Diss**

- Mentions our town events (Carnival, Christmas Lights, Remembrance, Car Boot Sales, Armed Forces Day, Organ Festival and links to the Corn Hall. To avoid featuring out of date information, we haven't opted to list all events going on in the town as this is a massive task and requires lots of maintenance. The social media site is perfect for sharing local events listed and will be the best platform for this.
- **History of Diss**
  - Features info: From the Romans to the Saxons, The Middle Ages, The Tudor Era, The arrival of the railway, The 20<sup>th</sup> Century. Links to Diss Museum's website.
- **Getting Here**
  - Links to South Norfolk Council's webpage for car parks in Diss, local bus services and train timetables.

## Visit Diss – Website & Promotion Update

### Homepage:



*Visit Diss*

Norfolk's Hidden Gem  
of Arts, Craft and  
Heritage

**Diss is not just a destination – it's the experience you make it.**

**WHAT TO SEE AND DO**      **WHAT'S ON IN DISS**

Welcome to Diss, a truly unique market town nestled in the South Norfolk countryside, bursting with creative energy, artistic flair, and historic charm. With more independent makers, live performances, quirky shops, and heritage treasures than any other town in the region.



### Things to see and do

Discover all the wonderful things that Diss has to offer - Scenic walks, historic sites, arts and culture, unique shops, peaceful green spaces, craft workshops, music and so much more.

[FIND OUT MORE](#)



### What's on in Diss

Diss sees some fabulous events across the year including the annual town Carnival Parade and Fun Day, Christmas Lights Switch-On, live entertainment at The Corn Hall, fitness fun, craft workshops and historical re-enactments to highlight a few.

[FIND OUT WHAT'S ON](#)



### History of Diss

Diss has a rich history that spans over a thousand years. The town's history is intertwined with agriculture, medieval trade, and local governance, and it has developed from a small Saxon settlement to a thriving market town.

[FIND OUT MORE](#)



### Getting here

Hunt for hidden treasures at Diss' independent shops. From more art and craft to clothes, jewellery, musical instruments, bicycles, antiques and vinyl to pre-loved fashion, hand-crafted goods and gifts galore - Diss delivers delightfully unexpected finds.

[FIND OUT MORE](#)

## Logo

Please look after this logo and always use it to best effect.

To assist you please follow these guidelines.

To help protect the value of this identity please share any design which uses this logo with Kimberley Jaynes at Diss Town Council or Graham Peers at South Norfolk Council prior to publication.



Visit Diss



Visit Diss



Visit Diss



Visit Diss



25mm  
Visit Diss

## Visit Diss

- Social media ideas for launching

### 1. Teaser Campaign:

- **Countdown Posts:** Create a series of countdown posts with beautiful images of Diss, teasing the upcoming launch of the 'Visit Diss' website.
- **Sneak Peek Videos:** Share short clips highlighting different attractions, dining spots, and events in Diss to build anticipation.

### 2. Influencer Collaborations:

- **Local Influencers:** Work with local influencers/ businesses to create buzz and reach a wider audience by having them share teasers and posts.

## Launch Day Activities

### 3. Launch Day:

- **Virtual Tour:** Host a live virtual tour of Diss, showcasing key attractions and hidden gems. Engage viewers with real-time Q&A sessions.

### 4. Giveaways and Contests:

- **Photo Contest:** Encourage followers to share their favourite Diss photos to promote for tourists using a specific hashtag (#VisitDissLaunch)
- **Trivia Quiz:** Host a trivia contest about Diss, with winners receiving free tickets to local attractions or events.

## Content Ideas

### 5. Regular Features:

- **Monday Motivation:** Share inspiring quotes or beautiful morning scenes from Diss to kickstart the week.
- **Wednesday Wisdom:** Post interesting historical facts and trivia about Diss to educate and engage followers.
- **Friday Fun:** Highlight upcoming weekend events, activities, and dining specials in Diss.

### 6. Local Stories:

- **Resident Spotlights:** Feature stories of local residents and business owners, showcasing their contributions to the community.

- **Visitor Testimonials:** Share testimonials and experiences from tourists who have visited Diss, emphasising the town's charm and hospitality.

## Engagement Strategies

### 7. User-Generated Content:

- **Share Your Story:** Encourage followers to share their Diss experiences and tag the page, reposting the best content to create a community-driven narrative.
- **Photo Challenge of the week:** Set themed photo challenges (e.g., best nature shot, favourite local dish) and showcase submissions on the page.

### 8. Interactive Posts:

- **Polls and Questions:** Regularly post polls and questions to engage the audience and gather feedback on what they'd like to see featured.
- **Caption Contests:** Post intriguing or funny photos and ask followers to come up with the best captions.

## Cross-Promotion

### 9. Collaborate with Local Businesses:

- **Co-Hosted Events:** Partner with local businesses for co-hosted events and promotions, sharing their content and encouraging them to do the same.
- **Discounts and Offers:** Promote exclusive discounts and offers from local businesses & attractions for followers of the 'Visit Diss' social media page.

### 10. Event Coverage:

- **Event Highlights:** Post event recaps with photos and videos, tagging participating businesses and attendees.

## Visual and Brand Identity

### 11. Consistent Aesthetics:

- **Brand Colours and Logo:** Use consistent brand colours and the 'Visit Diss' logo in all posts to build a recognisable identity.

### 12. Engaging Stories:

- **Daily Stories:** Utilise Instagram and Facebook Stories for daily updates, behind-the-scenes content, and quick polls to maintain a dynamic and engaging presence.

## VISIT DISS – SOCIAL MEDIA POST EXAMPLES

### General Promotion

#### 1. Welcome Post:

- "Welcome to 'Visit Diss'! Your go-to page for all things Diss. Stay tuned for updates on local attractions, hidden gems, and the best places to eat and explore!"
- Image: Collage of popular spots in Diss.
- Example post: 'Visit Diss' via our new website (insert link) celebrating everything our wonderful town has to offer! For anyone new here, we share great things to do in and around Diss, all the latest information on town events and details of all our community clubs, groups and organisations. 😊 If you're a Diss business, club or group, come and be part of our Visit Diss community and join us online - submit your FREE business profile or community group details here :

#visitdiss

### Local Attractions

#### 3. Spotlight on Local Attractions:

- "Have you visited [Attraction Name]? This historic site is a must-see! #VisitDiss #LocalAttractions"
- Image: High-quality photo of the attraction.

#### 4. Hidden Gems:

- "Explore the hidden gems of Diss. Did you know about [Hidden Gem]? #HiddenGems #VisitDiss"
- Image: Photo of the lesser-known spot.

### Dining and Food

#### 5. Restaurant Reviews:

- "Looking for a great place to eat? Check out our review of [Restaurant Name] – a local favourite! #FoodieFriday #VisitDiss"
- Image: Dish from the restaurant.

#### 6. Local Food Specialties:

- "Taste the best of Diss with local specialties like [Dish Name]. Have you tried it yet? #VisitDiss #LocalFlavours"
- Image: Close-up of the dish.

### Events and Activities

#### 7. Upcoming Events:

- "Don't miss out on [Event Name] this [Date]! A great event for the whole family. #DissEvents #VisitDiss"
- Image: Event flyer or photo from a previous event.

#### **8. Weekend Plans:**

- "Looking for something to do this weekend? Here are our top picks for activities in Diss. #WeekendVibes #VisitDiss"
- Image: Collage of suggested activities.

### **Community Engagement**

#### **9. Local Stories:**

- "Meet [Local Personality], the heart and soul behind [Local Business/Attraction]. #DissCommunity #VisitDiss"
- Image: Portrait of the person with their business or attraction.

#### **10. User-Generated Content:**

- "We love seeing your photos! Share your best shots of Diss with us using #VisitDiss and get featured on our page."
- Image: Collection of user-submitted photos.

### **Interactive Posts**

#### **11. Polls and Questions:**

- "What's your favourite thing to do in Diss? Comment below! #VisitDiss #Poll"
- Image: Engaging graphic with the question.

#### **12. Photo Contests:**

- "Enter our photo contest! Share your best photo of Diss for a chance to win [Prize]. #VisitDiss #PhotoContest"
- Image: Announcement of the contest details.

### **Thematic Posts**

#### **13. Throwback Thursday:**

- "Throwback to the old days of Diss! Do you remember this? #TBT #VisitDiss"
- Image: Historical photo of Diss.

#### **14. Motivational Monday:**

- "Start your week with some Diss inspiration. [Motivational Quote] #MotivationalMonday #VisitDiss"
- Image: Scenic view of Diss with the quote overlaid.

## Special Features

### 15. Seasonal Highlights:

- "Experience Diss in [Season]! From [Activity] to [Event], there's something for everyone. #VisitDiss #SeasonalFun"
- Image: Seasonal landscape or activity photo.

### 16. Behind the Scenes:

- "Ever wondered what goes into running [Local Attraction/Event]? Here's a behind-the-scenes look! #BehindTheScenes #VisitDiss"
- Image: Candid shots of preparation or behind-the-scenes action.

## Collaboration Posts

### 17. Partner Spotlights:

- "Shoutout to our amazing partners at [Business/Organisation]. Check out what they're up to! #CommunityPartners #VisitDiss"
- Image: Logo or photo of the partner business.

### 18. Guest Posts:

- "Guest post by [Local Influencer/Business Owner]: Discover the best of Diss from a local's perspective. #VisitDiss #GuestPost"
- Image: Photo of the guest poster.

### 19. Adventure Trail Ideas

- Treasure Hunt / Trail around town which encourages families to look walk around the town in search of certain places and hotspots in Diss town centre – collect your free treasure hunt form from the Town Council Offices.

**Quotes from tourists on Instagram who have tagged 'diss norfolk' as their location – feature as visual posts, schedule to go up once a week? Lots of nice photos to use from 'dont\_miss\_diss' page on instagram**

**#whatblissisdiss? #dissisaniceview**

- “All the times I've been to [#Norfolk](#) and somehow never visited Diss before. I was definitely missing out - it's a lovely little town.”
- “Beautiful weather, lovely places to explore and wonderful hospitality”
- “Took my friend for a day out in Diss where trip advisor led us to believe there wasn't much more than a 'body of water' a shed and a few shops. Turns out Diss was not the case and instead found an amazing art scene, beautiful shops filled with local made treats and actually the 'body of water' was delightful. Still love our 'body of water, shed, shop' T-shirts though. Thanks Diss”
- “This morning's walk around Diss in the bright sunshine was rather pleasant. Diss was certainly looking its best and the stinking Willie and Knapweed in the hedgerows added a bit of colour”.
- “Today's stroll in the bright morning sunshine was into Diss, through the cemetery and town and past the mere . Very pretty in the sun with geese and ducks in abundance”
- “In Diss, UK, where the classic barber shops and charming buildings make you feel like you've stepped into a time machine, the streets are made for leisurely strolls, and even the cars look like they rolled straight out of a vintage movie. 🚗🕒. It's like the town decided to hit the 'pause' button on modernity and embrace its vintage vibes. Who's ready for a trip back in time?”
- “I was able to stay in Diss while the race team I work for competed in Snetterton this weekend. This town was absolutely adorable and was just lovely. I am so happy I got the chance to snap some photos” 😊
- “Today's walk was taken in bits between showers - in Diss by the Mere which was looking stunning under a moody sky . I was startled whilst on the boardwalk by a large fish jumping out of the water ! Two local anglers indicated that the fish had been doing it all morning g just to wind them up ! Sausage and chips from Bailey's was consumed on the way home. On the road between Diss and Burston fields were full of plant life - comfrey , hogweed, and broad beans in flower.”
- “One of the nicest spots in town.” (Norfolk House Yard, St Nicholas Street)
- “The beautiful scenery overlooking the lake at Diss, South Norfolk. Lovely views on a sunny summer afternoon. With the town and the Anglican church of St. Mary's in the background. It's a great place for a family visit - for a stroll along the walkway, the opportunity to feed the noisy ducks, and to play in the playground. Ah. I'm looking forward to warmer weather so that we can visit there again.”
- “A short shopping trip to Diss revealed the wintery garden around the town signboard and the grey skies behind the shops in Mere Street. Diss is not on the coast but the Waterfront Inn is on the bank of the lake which is called the Mere and is a lovely place for a picnic, walking, fishing and feeding the ducks.”
- “What Bliss is #Diss?”
- “Diss is a nice view”
- “I bought some fabulous veg and a sprout stalk from the stall on the market place too”
- “The Mere looks stunning even on a wintery day”.

**DISS TOWN COUNCIL**

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

Report Number:  
**36 / 2526**

Report to:	Executive Committee
Date of Meeting:	Wednesday 3 <sup>rd</sup> December 2025
Authorship:	Responsible Finance Officer (RFO)
Subject:	Financial Software Review

**Introduction**

1. A review of financial software was proposed following recommendations from other councils, which highlighted the effectiveness of Scribe and Civic.ly (an asset management system).
2. We moved over from Scribe to Rialtas back in 2016, as we found Rialtas to be more in line with our needs as a council, but Scribe has made significant improvements since then.
3. After two demonstrations of the Scribe software with me, and a Civic.ly demonstration with Robert, the findings are outlined below.

**Scribe**

4. We looked at the Accounts system, which includes Financial Management, easy AGAR, Bank Reconciliations, Budgeting & VAT returns.
5. Both the Office Administrator – Cemetery Lead and I looked at the Cemetery system which includes Advanced Record Management, Invoicing, Mapping and Inspections and Condition reporting. We also looked at their Bookings system, which included Online Bookings, Invoicing, Advance Calendar Filtering and Venue Bookings reports.
6. Robert had a demonstration of Civic.ly which includes Asset Management, Inspection Tasks, Compliance Tracking, Task Automation and Data and Financial Tracking.
7. All of the Scribe software is cloud based, which has no limit on the number of users.
8. Scribe also has a dedicated support team who have a deep knowledge of Council operations.

**Rialtas**

9. We currently have the Support and Maintenance package for up to 5 users. It includes the Omega Financial Management module, with the Bookings and Asset Inventory as additional Modules.
10. Rialtas does have a Cemetery Module which has been looked into in the past, but this was not a system that we would be able to work with.
11. Like Scribe, Rialtas has a dedicated support team with extensive knowledge of council operations. They can be contacted by email, with responses provided by

telephone. Their website also includes a support section featuring tutorials for all their software.

## **User Comparisons**

12. Scribe's accounting module seems more intuitive and easier for new users to adopt compared to Rialtas. Nevertheless, since I am the main user of the system and other staff use it only minimally, this has little practical impact.
13. Although the Cemetery Module was impressive, there are a number of urgent Cemetery related projects that require attention first; memorial testing, the water risk assessment & the S106 agreement for the Cemetery extension. The workload involved in implementing and becoming familiar with a new system would be unmanageable and detrimental to these priority projects currently. Therefore, it is recommended that this be placed on hold for the foreseeable future.
14. The Scribe booking system is not currently applicable to our needs. With the closure of the DYCC, there is no facility to utilize the online booking system, and it cannot accommodate market bookings. Therefore, the Rialtas diary system we currently use remains far more practical.
15. Civic.ly is an effective asset management system, beneficial for both maintenance team coordination and site management, whereas Rialtas does not have a comparable option.

## **Financial Implications**

16. The pricing for Rialtas to keep all the software that we currently use for 2026/27 will be £2,234.
17. Scribe's accounts package is priced at £129 per month, totalling £1,548 annually, which is significantly lower than Rialtas. However, an additional bookings system compatible with Scribe would be required, incurring extra costs. There is also an initial setup fee of £1,396 to get started and transfer existing information.
18. Civic.ly is priced at £261 per month, amounting to £3,132 annually. The initial payment is currently waived as part of a package discount. If acquired as a standalone product, the initial setup cost would be £2,689. This excludes the cost of mobile devices required for the outdoor staff to access and update the system and training.

## **Conclusions**

19. Although Civic.ly is an impressive system that could benefit the management of our facilities, the associated costs are too high to justify at this time. Therefore, it is recommended not to proceed with adoption currently.
20. With a potential saving of only £686 between Scribe and Rialtas, part of which would be needed to acquire a compatible bookings system, and considering the significant time required to transition and learn a new system, it is recommended that we remain with Rialtas at this time.

### **Recommendations**

1. To approve the recommendations to remain with Rialtas and not to move to Scribe or purchase Civic.ly.
2. To review the financial software again once the projects at the Cemetery have been completed.



## DISS TOWN COUNCIL

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Report Number:  
**37 / 2526**

Report to:	Executive Committee
Date of Meeting:	3 <sup>rd</sup> December 2025
Authorship:	Town Clerk
Subject:	Data Protection Audit

1. Diss Town Council enlisted the services of an independent and expert Data Protection Officer to undertake a one-off data audit to ensure it is complying with the General Data Protection Regulations.
2. The completed audit covering 37 data sources can be viewed at Appendix A.
3. Five data sources have been identified as requiring no action (complete).
4. There are nine data sources, which have been rated high / red risk. These have been reviewed and action taken or proposed updated with suggested timescales for completion by the end of 2025 / January 2026.
5. There are further nine data sources, which have been rated medium / orange risk, one of which has been actioned. It is proposed that these will be reviewed early next year once the red actions have been completed.
6. The 14 actions, which have been rated low / green risk will be reviewed once the medium risks have been completed. One of these has already been addressed.
7. The spreadsheet will be updated as progress is made and will continue to be a working document with new data sources added as necessary.
8. Members, please refer to data source reference 21, requiring you to ensure that you protect an individual's personal data whether it is stored electronically or as a hard copy. This includes only using your gov.uk email alias for Council business.
9. The General Data Protection Awareness Councillor Checklist includes measures recommended to help councillors comply with GDPR (Appendix B). This has been reviewed by the independent DPO & will be requested annually. Copies will be available to complete, sign and return to me at this meeting.
10. A training session on the GDPR will be scheduled early in 2026 for all staff & councillors.

### Recommendations

1. To approve the timescales for actioning the Red, Yellow & Green risk areas.
2. That all councillors review and complete the General Data Protection Awareness Councillor Checklist.
3. To schedule GDPR training for all councillors & staff early in 2026.

DTC DATA REGISTER AND AUDIT 12TH SEPTEMBER 2025																
Ref	Source	Identify data subjects whose data will be processed	PII Collected	Reason required	How is it processed	Who else has access to this data?	Are 3rd parties involved	Lawful reason for processing	Storage	Retention Period	Comments	Actions	Risk	Action taken	Date	Signed
1	Potential employee CV	Potential employee	Name, address, DOB, contact details	Possible employment contract	Received electronically, printed and reviewed.	Only accessed by Town Clerk	No	Performance of a contract	Unsuccessful candidates are stored in a locked filing cabinet.	Held for 6 months in filing cabinet	Unsuccessful candidates CV's should be shredded and the successful candidate is scanned to the office 365/sharepoint before shredding	The process should be reviewed. Unsuccessful candidates CV's should be shredded when interviews are concluded. Potential candidates should be provided at some point during the process, a privacy notice to explain how their data will be processed. This can be added to the website privacy notice and they can be pointed there. The current privacy notice does not include this clause.	Medium	All CV's of unsuccessful candidates have been shredded. Privacy Notice review will include a clause for potential candidates.	25.12.25	SVR
2	Employee records	Current and past employee	Name, address, DOB, contact details, NI number, Medical, financial.	Employment contract	Hard copy and electronic	Only accessed by Town Clerk and Facilities Manager	No	Performance of a contract	Hard copies are stored in a locked cabinet in the Clerks office, remainder on Office 365 folders.	For 7 years after the end of the contract.	Individual keys are held by the Town Clerk and Facilities Manager.	The keys to the filing cabinet should be held in a secure lock box. It would be beneficial and provide a greater level of information security, for all HR documents to be held electronically with strong access rights implemented. There should be a review to confirm that retentions are being adhered to. The employee privacy policy should be reviewed.	High	Secure lock box ordered. New employee contracts stored electronically only with access for line managers only. A review of the retentions is scheduled for December. A template employee privacy policy has been requested.	25.11.25 By 31.12.25	SVR
3	Employee Contracts	Current and future employees	Name, address, Contact details.	Employment contract	Hard copy and electronic	Only accessed by Town Clerk and Facilities Manager	No	Performance of a contract	Scanned and put on Windows Explorer. Hard copies are stored in a locked cabinet in the Clerks office.	For 7 years after the end of the contract.	Stored on Windows Explorer and locked cabinet. Only Town Clerk and Facilities Manager has access.	The keys to the filing cabinet should be held in a secure lock box. It would be beneficial and provide a greater level of information security, for all HR documents to be held electronically with strong access rights implemented. There should be a review to confirm that retentions are being adhered to.	High	As above.	25.11.25 By 31.12.25	SVR
4	Client payroll (process)	Current employees	Name, address, DOB, contact details, NI number, financial.	Employment contract	Electronic	Only accessed by Town Clerk	NALC and Bright Pay	Performance of a contract	On Windows 365	DTC does not have a retention period of these and are archived back to 2020. Bright Pay hold till the end of the contract and for a further 6 years. It is not known what data NALC retain or for how long.	NALC are currently processing the payroll for DTC. NALC use a software system called Bright Pay. They store the data within the EU and for the lifetime of the contract +6 years. Whilst NALC has the contract with Bright Pay, DTC employee data will remain on Bright Pay systems even if DTC bring in their own payroll system in the future.	Payslips are emailed to the employee. This process has security implications and perhaps it could be researched to see if Bright Pay offer electronic access via a portal for payslip downloads by employee? Retentions should be reviewed including the need for archiving and what data is archived. The employee privacy policy should be reviewed to ensure NALC and Bright Pay are included as 3rd party providers. The agreement between NALC and DTC should be reviewed to confirm the correct data protection provisions are included and DTC are sufficiently protected.	High	Payslips are not emailed to the employee. A link to the portal is emailed where the employee downloads it. A review of retentions / archiving is scheduled for December. The employee privacy policy will include NALC & Bright Pay as 3rd parties. The NALC / DTC contract will be reviewed in December.	By 31.12.25	SVR
5	Complaints and general correspondence	General public	Name, address, contact details, PII of other member of the public, medical details.	Complaints and information procedure	Hard copy and electronic	All staff	No	Public task	Office 365 email and folders	To be confirmed	Electronic complaints and correspondence are kept on Office 365 inboxes in line with the current retention period - this needs to be confirmed. Hard copies are kept in a file on a desk. More sensitive complaints are dealt with by the Town Clerk only and stored in a folder only accessible to the Town Clerk.	It would be more secure to scan the complaints and general correspondence in to Office 365 and then shred the hard copies. This way you do not have to store hard copy data and should anything ever happened to the building because they are being stored in the cloud, you could still gain access to them at a later date. Access to these could be restricted to certain members of staff when the complaint is sensitive or includes special category data. The retention policy should be reviewed to align with retentions stated.	Low			
6	Benches	General public	Name, address, contact details and payment details	Undertake Council duties	Via an PDF application form available online	All employees	No	Public task	Electronically on Office 365	To be confirmed	Members of the public can sponsor a bench and plaque via an application form on the website.	A retention period should be set and deletion process implemented. The use of this data should be included in the privacy notice on the website. Booking forms should point those completing the form to the DTC privacy notice.	Low			
7	Weddings	Wedding party/General Public	Name, address, contact details and payment details	Undertake Council duties	Via an PDF application form available online or hard copy booking forms.	All employees	No	Public task	Electronically on Office 365	To be confirmed	Bookings are made via a booking form electronically or hard copy. Payment is made online, by cheque or cash. The invoice is marked paid and stored electronically on Office 365.	A retention period should be set and deletion process implemented. The use of this data should be included in the privacy notice on the website. Booking forms should point those completing the form to the DTC privacy notice.	Low			
8	Function room bookings	Function organiser	Name, address, contact details and payment details	Undertake Council duties	Via an PDF application form available online	All employees	No	Public task	Electronically on Office 365	To be confirmed	Members of the public can sponsor a bench and plaque via an application form on the website.	A retention period should be set and deletion process implemented. The use of this data should be included in the privacy notice on the website. Booking forms should point those completing the form to the DTC privacy notice.	Low			
9	Sitting Tenants	Business Tenants	Name, address, contact details and payment details	Performance of a Contract	This is currently not clear and will require review.	All staff	No	Performance of a contract	It is currently not clear where or what type of contract is in place.	No retention policy in place	No process is currently in place.	A review of the current process is required. Points to consider are:- secure storage of the new tenancy contracts, a retention period at end of tenancy, how the contracts will finally be destroyed, the correct data protection clause within the contract informing them of how you are going to secure the data you have within the contract. Be aware that whilst company data does not fall within the scope of GDPR, sole traders etc do fall within it. It is easier to treat all data collected via your sitting tenants as personal and treat as such.	Low			
10	Incident Report Forms	Function organiser/general public	Name, address, contact details, location, state of health, age,	Legal Obligation	On Office 365	All staff (Social services/Police)	Yes, Police and Social Services as required	Legal obligation	Office 365	There is no currency retention period set.	A review is required.	There should be a review of incident documentation. Points to review are; Is there an incident report form? Where will they be kept when completed? Who will have access? Is there a documented process for sharing this data with 3rd parties where required to do so by law? Is this data collection included in the DTC privacy notice?	Medium			
11	Databases	Corporate and personal data	Name, address, contact details	Undertake Council duties	On Office 365	All staff	No	Public task	Office 365	Ongoing live document	Databases are compiled on Office 365 spreadsheet from inviting guests to civic events, and for other events. These databases are then used as a working document for reoccurring events and personal data is deleted and added as requested.	These databases are being managed and, as long as this process continues, there is no action required. DTC might look at obtaining a CRM system such as Mailchimp to administer their databases. This would allow them to collect and record consent to send details of events.	Complete			
12	Website	N/A	N/A	N/A	N/A	N/A	Yes - Steve Jackman - company?	Public task	N/A	N/A	The website has a Privacy Policy and cookie policy. The website does not capture data through webforms.	Once the current privacy notice has been reviewed the revised document should be added to the website. The cookie policy should be reviewed.	Medium			
13	Emails	General public/Staff	Various	Various	Electronically on Office 365	All staff	Yes Office 365	Public task	Electronic	None	There is no retention period or email management in place.	With the introduction of SAR, it is important that DTC implement an email management system and regularly remove emails according to a retention policy. DTC may need to look at their retention policy and confirm that this is covered within. Emails can be an asset to protect against legal claims but, in other situations a liability if kept outside of a retention period.	Medium			
14	Storage - general (clear desk)	General public	Name, address, contact details etc	Various	Hard copy	All staff	No	Performance of a contract or Public Task	Hard copy documents open to view. Easy access for anyone who gains access to the office.	Various	Generally, there is hard copy documentation within the offices containing personal data.	DTC should adopt a clear desk policy and folders containing personal information should be secured, especially out of office hours.	Low			
15	Storage - archived data	General public	Various	N/A	Hard copy	All staff	No	Archive	Hard copy form stored in a locked secure room and filing cabinet.	None	Some date stored within the filing cabinet may be outside of its retention period and should be reviewed/destroyed.	DTC should continue to review the data archived and adhere to the retention periods set. A review is recommended.	Low			
16	Event suppliers	Sole traders	Name, address, contact details, financials, certificates of insurance	Performance of a contract	Hard and electronic copy	All staff	No	Performance of a contract	On Office 365	7 years for HMRC		A retention period should be set and deletion process implemented. The use of this data should be included in the privacy notice on the website. Booking forms should point those completing the form to the DTC privacy notice.	Low			
17	CCTV	General public	Video	Incident security	Video format	The Town Clerk and Facilities Manager	Yes - etc.. (EAST ANGLIA) LTD	Public task	On server within Council offices	30 days	There is a form but it is unsure if this is used or a documented process is in place. All staff can see the CCTV feed. One screen is in the main office. One member of staff can view on their laptop.	A Data Protection Impact Assessment (DPIA) should be undertaken on the CCTV system. This is a legal requirement under the UK GDPR.	High	DPIA template identified for completion in December.	by 31.12.25	SVR
18	Subject Access Requests (SAR) Right to Erasures (RTE) and Freedom of Information (FOI)	General public/Staff	Various	Various	Electronically on Office 365	All staff	Yes Office 365	Public task	Electronic	None	There is no retention period for the retention of SAR and FOI's.	The process for administering to SAR's should be reviewed.	Low			

19	Planning	General public	Name, address, contact details	To participate in the planning process	electronic	All staff and Council Members	Planning Portal	Public task	Planning Portal owned by the County Council	100 years	Only if a member of the public wishes to complain or participate in a planning application would DTC take these personal details.	Should a planning application be placed on the council's meeting agenda, only the persons name is used. As long as this process continues, no action is required. <b>This process does need to be included in the archiving policy due to the length of time retained.</b>	Low			
20	Council meeting documentation	General public	Various	Undertake Council duties	Hard copy and electronic	General public for Part 1. Council Members for Part 2.	No	Public task	Hard copy minute taking. Electronic storage on Office 365 of completed and final minutes.	There is no retention period required as the information is made public.	DTC compile the agenda and email it to the Council Members on Council emails. At the meeting there are two parts. One which is public and one which is confidential. During the meeting notes are taken so that the minutes can be typed up later. Once the minutes are typed up and stored on Office 365, the hand written notes are destroyed. Once the minutes of the general meeting (part 1) have been typed and approved, they are placed on the website and made public.	Access rights and storage to part 2 documentation held by the Council should be reviewed.	Low			
21	DTC emails to Members	General public, Members, HR.	Various	Undertake Council duties	Electronic	DTC and Elected Members	No	Public task	Office 365	see comments	Confidential emails are sent from DTC to elected members. Once these have been sent electronically DTC are no longer able to control how this information is stored or managed. Members have a code of conduct to abide by and are data controllers in their own right, however, there are concerns around how they are managing data. Further training may be given.	DTC cannot be responsible for any members who are not processing personal data in accordance with their code of conduct or their agreement with ICO as a data controller. Councilor emails should be used at all times. Any breaches discovered should be logged using a data breach form. A process for this may need to be put in place. Refresher training should be provided to all members to remind them of their responsibility to abide by the UK GDPR and consequences of not doing so.	High	Councillors use their Council email aliases. Occasionally members of the public send members emails to their personal email addresses. Breaches are logged using a data breach spreadsheet. The General Data Protection Awareness Councilor Checklist will be issued in December and then each year. A training session for all staff & clrs will be scheduled early in 2026.	By 31.12.25 By 31.01.26	SVR
22	Server and backups	Various	Various	N/A	Electronic	N/A	VMIT	N/A	The server is held within the office and back ups are taken to the cloud.	N/A	There is a server held within the office and back ups are made to the cloud.	A review of the contract with the IT supplier VMIT should be undertaken to confirm the correct data processing provisions are within and recovery plan documented.	High	Contract with VMIT (pgs 7 - 8) has been reviewed. The correct data processing provisions are within it & recovery plan documented. Forwarded to DPO for review.	25.11.25	SVR
23	Volunteers	General Public	Name, address, contact details, location, state of health, age, next of kin etc	Undertake volunteering duties	By contacting DTC directly to volunteer.	All employees	No	Public task	Electronically on Office 365	Spreadsheets are updated annually.	The volunteer contacts DTC who add them to the appropriate spreadsheet relevant to the activity.	Those volunteering should be pointed to the DTC privacy notice. The spreadsheets should be locked down and access restricted to only those that need access.	Low			
24	Allotments	General Public	Name, address, contact details	Undertake Council duties	DTC do not process this data directly. Allotments are run through an Association	The Association only	Yes - the allotment Association	Public task	With the allotment Association	As decided by the allotment Association		As long as this process does not change, no action is required.	Complete			
25	Grant applications	Members of the public	Name, address, contact details, financials, certificates of insurance and other required evidence depending on Grant	To apply for a Council Grant	Provided to DTC and stored in Office 365.	All employees	No	Public task	Electronically on Office 365	None currently in place	Details of the Grant applicant is documented in part 2 documents, however, they are redacted where possible.	Retention and access rights should be reviewed.	Low			
26	Social media	Various	This could be anything freely given by the poster	Freely given	Via Social Media outlets	All Staff and General Public	Yes. Social Media Sites.	Freely given	On social media platform	None currently in place	DTC has social media accounts. They are capable of posting personal information. There are 5 members of staff who have loggins. The Town Clerk has the ability to shut down if required.	DTC have a strict Social Media policy included in the Communications Policy. No action is required as long as the Town Clerk retains the ability to shut down at any time.	Complete			
27	Photos	Members of the public	Photo and location, possible name.	For social media, news events etc	Taken at events and uploaded to DTC website or social media.	Council employees and everyone when made public.	Yes. Social Media Platforms	Consent	Photos are stored in a sharepoint folder.	None currently in place	DTC take photo's at their events and others throughout the year. They use these to showcase or to show competition winners. Whilst you can take and publish crowd scene, head shots and winner collection pictures should only be printed with consent.		Medium			
28	Lock screens	Staff and members of the public	Various	Various	Various ways	Anyone	No	Public task	N/A	N/A	Screens should be locked when the operator leaves their desk.	Council employees should be required to lock their screen every time they leave their desks. Recommend a screen lock timer so that should staff fail to lock their screens when leaving their desk, the computer will automatically lock after a few minutes.	Low	Staff requested to set a lock screen timer.	01.09.25	SVR
29	Rialtas	Members of the public	Various	Accounting and management software solution	Cloud based software system	All staff	Yes Rialtas	Performance of a contract	Cloud based	None currently in place	This is a software package that manages the accounts and booking systems for the Council. Whilst Rialtas do not have access to any data, they could if the council requested support.	This company has a very poor Privacy Policy and its terms are sketchy at best. Both are available on their website. I would recommend at review of any agreement you might have with this company especially as they are processing personal data on the Councils behalf. A DPIA should be undertaken as required under UK GDPR.	Medium			
30	Drop Box	Members of the public and employee	Various	Management and sharing of documents including signing of documents	Via Dropbox software platform	All staff	Yes - all Dropbox 3rd parties	Performance of a contract	Cloud based	None currently in place	DTC are using the free version of Dropbox which is not fully supported. Terms state it is used on the: BASIS WITHOUT ANY WARRANTY, SUPPORT, MAINTENANCE, STORAGE, SLA, OR INDEMNITY OBLIGATIONS OF ANY KIND.	Security around the use of the free version of Dropbox should be reviewed. A DPIA should be undertaken as required under UK GDPR.	Medium			
31	Last Pass	Employee	Name, email and passwords. DTC data for billing.	Management of passwords	Via Last Pass cloud based platform	All staff	Yes - all Last Pass 3rd parties	Performance of a contract	Cloud based	None currently in place	DTC are using a cloud based platform to store passwords.	Security around the storage of passwords and terms agreed should be reviewed as terms state; your personal data may be processed via equipment and resources located in the United States and other locations throughout the world. DTC should check that they have signed the Data Processing Agreement available on Last Pass website. A DPIA should be undertaken as required under UK GDPR.	Medium			
32	Work Nest - HR support	Employee	Name, emails, HR information.	HR Management	Via Work Nest platform	All staff	Yes - all Work Nest 3rd parties.	Performance of a contract	Cloud based	None currently in place	Work Nest terms state that you do so at your own risk.	Terms should be reviewed and a DPIA undertaken as required under UK GDPR.	Medium			
33	Privacy Notice	Members of the public	None - for information only to comply with UK GDPR	To comply with the UK GDPR	N/A	N/A	N/A	To comply with UK GDPR	On Office 365	N/A	This notice requires a review. It is missing many of the data collections DTC undertake and the lawful basis for collection.	This notice should be reviewed and updated to reflect the UK GDPR. It should also add the requirements of item 1.	High	DTC's Privacy Notice will be reviewed in December to ensure it includes all data collections.	31.12.25	SVR
34	Employee Privacy Policy	Employee	None - for information only to comply with UK GDPR	To comply with the UK GDPR	N/A	N/A	N/A	To comply with UK GDPR	On Office 365	N/A	This document has not been reviewed for this audit.	This notice should be reviewed and updated to reflect the UK GDPR.	High	As above. A template employee privacy policy has been requested.		
35	Social media policy - mixed in with communications policy	Members of the public	None - Policy is for advice only	Business requirement	N/A	N/A	N/A	various	various platforms	various	The policy covers the use of social media.	This policy should be reviewed regularly and updated when necessary, otherwise no further immediate action is required for the purpose of this audit.	Complete			
36	CCTV Policy	Members of the public	None - for information only to comply with UK GDPR	To comply with the UK GDPR	N/A	N/A	N/A	To comply with UK GDPR	On Office 365	N/A	This policy covers the use of the Council CCTV system	This item, 36, should be reviewed in conjunction with item 17. A DPIA should be undertaken and then the policy reviewed.	High	This will be undertaken following the DPIA completion at 17 above.	31.12.25	SVR
37	Data and document retention policy	Members of the public and employee	None - for information only to comply with UK GDPR	To comply with the UK GDPR	N/A	N/A	N/A	To comply with UK GDPR	various platforms	N/A	This policy covers the use of the Council CCTV system	This policy should be reviewed regularly and updated when necessary, otherwise no further immediate action is required for the purpose of this audit.	Complete			

## General Data Protection Awareness Checklist for councillors

Individual Diss Town councillors need to ensure that they protect an individual's personal data whether it is stored electronically or as a hard copy. This applies only to living individuals (not the deceased, companies, other authorities and charities).

Personal data includes:

- Names and addresses
- Telephone numbers
- Email addresses
- IP addresses

The following measures are recommended to help councillors comply with GDPR:

Action	Noted (Please tick)
Each new councillor is set up with a separate diss.gov.uk email account for Town council correspondence separate from personal email	
Ensure that all devices (computers, laptops, phones) are password protected	
Do not forward on emails or email threads that may contain personal data	
Delete all old personal email aliases from your email account and check the recipient list is up to date before sending any email. This includes any email groups that have been set up.	
Review any hardcopy information and if no longer relevant destroy using a suitable method (crosscut shredder or destruction service). Ensure Clerk is aware of actions before destruction.	
Where possible direct all correspondence to the Clerk who can obtain the necessary consent.	
Where possible avoid holding an individual's information in a councillor's home or on a councillor's own PC. Each councillor has been issued with an Ipad for Council business. If a councillor has to hold any information containing personal data on behalf of the Town Council, it needs to be stored securely in a locked room or cabinet or if on a PC, in an encrypted folder or drive.	
Make sure your antivirus software and operating system is up-to-date.	
Make sure your computers and router's firewall is turned on.	
Advise the Clerk of any personal data breaches within 48 hours.	

I confirm that I have read the information above and understand my responsibility as a Town councillor for protecting personal data.

NAME:

Signed:

Date:

## Progress Report

Committee	Minute Ref	Subject	Action	Assigned to	Timescale	Comments or further action
Executive	EX0125/11	Staff Performance Management Review	To recommend to Full Council the adoption of the new staff appraisal scheme with associated forms, policy and subject to final comments from members and staff.	Clerk	Aug / Sept 2025	All appraisals have taken place & are being shared with the Executive Chair and another member as per the Council's Performance Appraisal Policy. Although staff thought the form was easier to complete, there were several issues & a simpler template will be sourced for consideration at the next meeting.
	EX0625/11	Data Protection	To set up a budget code for data protection for £650 + 10% each year from 2026-27 onwards subject to liaison with Contractor D regarding review frequency.	FO	Immediately	On agenda
	EX0925/06	Items of Urgent Business	A) To adopt the new staff employment contracts. B) b) Members noted that a revised employee handbook, containing all Council policies, has been reviewed by Worknest and will be emailed to all members for future consideration. It was agreed that an extraordinary meeting of the Executive committee would be scheduled for 24th September to consider the staffing handbook at the Council Offices, if space has to be paid for at the Corn Hall.	Clerk	Immediately	On agenda
	EX0925/07	Visit Diss	To approve the transition from WordPress to Wix for the Visit Diss website, with associated costs of £200 set-up and £100 annual hosting.	KJ	01.12.25	On agenda
	EX0925/08	Diss Museum	That councillors Craggs and the Clerk review the current lease to determine amendments before seeking legal advice.	DC/Clerk	Feb-26	Priority is sourcing a new solicitor scheduled for Jan 2026.
	EEX0925/07	Staff Handbook	1) To adopt a revised employee handbook containing all Council policies, reviewed by the Council's employment law advisors. 2) Members noted the guidance and requested Officers act upon the new duty to prevent sexual harassment in the workplace.	1) Clerk 2) Clerk/FBM	1) Clerk 2) Clerk/FBM	On agenda