

**Cyngor Tref Llanandras a Norton**  
**PRESTEIGNE AND NORTON TOWN COUNCIL**

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Mrs Tracey Price (Clerk)  
Garn Farm  
Chapel Lawn  
Bucknell  
Shropshire.  
SY7 0BT

10<sup>th</sup> March, 2022

Dear Councillor

There will be a meeting of Presteigne and Norton Town Council on **WEDNESDAY 16<sup>th</sup> MARCH, 2022 at 7.30 p.m.** at the Assembly Rooms, Broad Street, Presteigne and also via video conferencing and you are hereby summoned to attend.

NB Covid 19 – this meeting may be held entirely by video conferencing. A note will be put on the town website if this is the case and Members will be notified by email.

The public and press are cordially invited to attend.

Join Zoom Meeting –

<https://us02web.zoom.us/j/86310101836?pwd=MU5tVWRZSmZBTiswM1lvM3VYVWFmdz09>

Meeting ID: 863 1010 1836 Passcode: 458042  
Or Dial by your location  
+44 131 460 1196 United Kingdom

*Members of the public may make representations, answer questions and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda SUBJECT TO PRIOR NOTIFICATION TO THE CLERK AND THE CONSENT OF THE CHAIRMAN.*

Yours sincerely

Tracey Price

**TOWN CLERK**

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**AGENDA**

1. **APOLOGIES**
2. **DECLARATIONS OF INTEREST**

Members are requested to declare any personal and/or prejudicial interests they may have in matters to be considered at this meeting in accordance with the terms of the Local Authorities

(Model Code of Conduct Order) (Wales) Order 2008 and the Local Authorities (Model Code of Conduct) (Wales) (Amendment) Order 2016.

### 3. APPROVAL OF MINUTES

To approve that the Minutes of the meetings held on 16<sup>th</sup> February, 2022 and 23<sup>rd</sup> February 2022 are a true and accurate record and authorise the Chairman to sign the Minutes as such.

To approve that the Minutes of the Staffing Committee meeting held on 23<sup>rd</sup> February 2022 are a true and accurate record and authorise the Chairman to sign the Minutes as such.

### 4. UPDATE ON OUTSTANDING ITEMS AND CLERKS REPORT

From the Meetings of 16<sup>th</sup> and 23<sup>rd</sup> February. (Staffing Committee Recommendations to be considered under Item 16.) Also to receive the Clerk's Report.

### 5. FINANCE

a) Donations:.

To consider the letter/donation request from Llangollen International Musical Eisteddfod.  
To note the letter of thanks from Hope House Children's Hospices.

b) Payments: to approve the following payments –

HAGS SMP Ltd (parts MUGA)	£36.00 MEADOW ACC
Pump International Ltd (parts)	£50.34 MEADOW ACC
Highground Maintenance Ltd	£319.57 MEADOW ACC
Powys County Council (green waste bin) (refund T. Price)	£39.00
Caring for God's Acre (roundabouts in 2021)	£360.00
Mrs T.A. Price (salary inc allotment hours/pay award arrears)	£1724.90
HM Revenue & Customs	£794.92
NEST (Pension contributions)	£156.94
Mrs. T. Lloyd-john	£354.49
Mr. N. Close	£224.00 MEADOW ACC
Mr. N. Close	£68.40
Presteigne Building Supplies	£43.14
Presteigne Building Supplies	£260.19 MEADOW ACC
Mrs T. Price (refund postage)	£1.83
JRB Enterprises Ltd (dog bags)	£261.60 MEADOW ACC

c) Receipts: To note the following receipts –

Allotment Rent £560.00 MEADOW ACCOUNT

d) To note the website income and expenditure - Clerk's Report (2a)

e) To receive and consider the final report of the Independent Remuneration Panel and agree remuneration/expenses to be paid in 2022-23. Clerk's Report (2b)

f) To approve an annual subscription to zoom video conferencing (approx. cost £120).

g) To note confirmation of the national salary award for the Clerk at 1.75% and to note payment of the appropriate arrears is included in the above salary payment.

h) To consider application to the PAVO UK Community Renewal Fund (localities initiative) for digital technology to improve hybrid meetings.

i) To consider application for a Town Council Debit Card.

j) To update financial regulations to include reference to the Council's internet banking policy.

k) To note the following bank balances (as at 8<sup>th</sup> March) –

Treasurer Account	£49779.61	Meadow Account	£16,624.72
Warden Reserve	£1,017.19	Capital Account	£30,652.96
Money Manager	£3,235.83		

l) To review Risk Assessment and Asset Register.



## 6. **PLANNING**

- a) To consider applications received: None at issue of agenda.

PLEASE NOTE THAT PLANNING APPLICATIONS MAY BE RECEIVED AFTER PUBLICATION OF THE AGENDA AND MAY BE ADDED DUE TO THE TIGHT TIMESCALE FOR SUBMISSION OF COMMENTS.  
SEE THE TOWN COUNCIL FACEBOOK PAGE OR THE PLANNING PAGE ON THE COUNCIL SECTION OF THE TOWN WEBSITE FOR LATEST APPLICATIONS.

- b) Planning Decisions: To note the following decisions –  
21/2075/HH 20 Castle Road, Presteigne: Approval 8<sup>th</sup> February.  
21/2123/HH 58 Warden Close, Presteigne: Approval 17<sup>th</sup> February.  
c) To note planning enforcement query submitted re. occupancy of holiday property.

## 7. **HIGHWAYS, HOUSING AND ENVIRONMENT**

- a) Dark Skies/Lighting Application Update. To also consider fund raising activities and use of Council Bank to lodge monies.  
b) Climate Crisis Update. To include
- Nature Reserve Grant Update and consideration of appointment of Solicitor.
  - Consideration of Response to Presteigne Woods Forest Resource Plan.
  - Next meeting of Climate Crisis Group.
  - To consider submitting comments to County Council on tree preservation TPOs.
- Clerk's Report (3a)  
c) Welsh Water Sewage System Upgrade Update. To include update re. phosphate treatment concerns (Clerk's Report 3b) and progress of compensation claim.  
d) Welsh Water Draft Water Resources Management Plan 2024: Consultation.  
e) Grass Cutting Arrangements 2022. (Cllr. Baynham). Also to consider appointment of Caring for God's Acre to look after the two roundabouts in 2022 (budget allocated).  
f) Fold Farm DMMO Application: Update on Complaint.  
g) Presteigne Woods Resource Plan: To consider the Council response to this consultation.  
h) Parking alongside existing spaces Hereford Street/Greenend: To consider further action to prevent illegal parking in this area.  
i) Update on Request for Crossing, Warden Close.  
j) Reply from Welsh Water re. repair in Broad Street.

## 8. **NORTON**

- a) Norton Community Trust Update.  
b) Defibrillator at Norton Manor Park: To further consider the request for Town Council to take over responsibility for ownership, inspections and maintenance.  
c) Community Speedwatch: To note training being arranged and to receive the resident's email on Speedwatch and alternatives. Clerk's Report (4a).  
d) Reply re. Speed Indicator Signs, Norton.

## 9. **SITES AND BUILDINGS MATTERS**

- a) Public Conveniences:  
Wilson Terrace Toilets to re-open at the beginning of April.  
New Emergency Light Fitting Hereford Street. Clerk's Report (5a)  
b) Allotments:  
One further plot surrendered.  
Rent letters issued to all tenants.  
Repairs to Fence/Boards (Cllr. Bennett). Clerk's Report (5b)

- c) Meadows: To include –
  - Rust on one item of outdoor gym equipment: To agree repair.
  - Amended date for use – Nicole et Martin. May not June.
  - Fixing of Wire to Decking, Ligne Garden: Completed.
  - Mole Problem.
  - Knighton Road Gate Repair Update.
  - Rat Problem: To note progress and additional costs.
  - Harrowing: completed.
- d) Adopt a Bench: To note public notices and press release have been done.
- e) Withy Beds Boardwalk: To note completion of work.
- f) Boultonbrook Weir: To receive the report from CPAT and to consider commissioning of the works quoted for by Wye and Usk Foundation. (Budgeted for in 2022-23). Clerk's Report (5c).

## **10. CORRESPONDENCE/GENERAL ITEMS**

- a) Town Wifi Update inc SMART Towns meeting.
- b) Community Broadband Scheme Update.
- c) Further Letter from James Evans MS with offer to visit.
- d) Storage Arrangements – Town Council Documents.
- e) Platinum Jubilee Celebrations Update.
- f) Response from Ambulance Service re. calling of First Responders.
- g) Consultation - Auditor General's Work Programme (as emailed).
- h) Powys Digital Inclusion Project: Request to meet to discuss digital inclusion needs and opportunities in Presteigne and Norton.

## **12. TOWN COUNCIL SURGERY**

March Surgery Matters:

- o Clearing up after flooding, Lugg View
- o Audibility at Council Meetings.
- o Comment on One Way System, Hereford Street.
- o Bright Lights causing light pollution.
- o Parking near to Primary School.

To appoint Members for the April Surgery/not hold April Surgery due to purdah.

## **13. COUNTY COUNCILLOR'S REPORT**

## **14. ANY URGENT BUSINESS INFORMATION (at discretion of Chair)**

## **15. EXCLUSION OF PUBLIC AND PRESS DUE TO THE CONFIDENTIAL NATURE OF THE FOLLOWING BUSINESS ITEMS**

*Due to the confidential nature of the business on this agenda, under the Public Bodies (Admission to Meetings) Act 1960 (3) it is proposed to put forward a motion to exclude members of the public during discussion of the following agenda items*

## **16. RECOMMENDATIONS OF STAFFING COMMITTEE**

To consider the recommendations of the Staffing Committee.

**Enc.** Clerk's Report March. Minutes of February Meetings. Various Background papers.



# **Cyngor Tref Llanandras a Norton** **PRESTEIGNE AND NORTON TOWN COUNCIL**

## **MINUTES OF THE MEETING HELD ON 16<sup>TH</sup> FEBRUARY 2022** **HELD AT THE ASSEMBLY ROOMS, BROAD STREET, PRESTEIGNE AND VIA VIDEO** **CONFERENCING**

Present: Cllrs. F. Preece (Mayor), D. Edwards (Deputy Mayor), D. Davies, T. Owens, C. Kirkby MBE, B. Baynham, R. Bennett, P. Smith, J. Wilding, R. Bamford, C. Ruby, K. Van Den Ende.

Apologies: Cllr. N. Rogers.

In Attendance: Mrs T. Price, Town Clerk; members of the public.

Declarations of Interest: Members were requested to declare any personal and/or prejudicial interests they may have in matters to be considered at the meeting in accordance with the terms of the Local Authorities (Model Code of Conduct Order) (Wales) Order 2008.

*Personal: None.*

*Personal and Prejudicial: None.*

### **MIN 4010 APPROVAL OF MINUTES**

The Minutes of the meeting held on 19<sup>th</sup> January, 2022 were approved without amendment. The Chairman duly signed the Minutes.

### **MIN 4011 UPDATE ON OUTSTANDING ITEMS**

- (1) Rat Problem, Meadow Barn: The Clerk reported that she now had a quote from an accredited pest control company but that it would be necessary to secure the site. Cllr, Wilding had sufficient security fencing and was willing to install this when necessary. Members approved the acceptance of the quote and the Clerk would arrange the firm's attendance on site as soon as possible.
- (2) Lease for Assembly Rooms, Building: Cllr. Kirkby reported that a draft lease had now been received by Mid Border Arts and was with their solicitors. Work on the new lift had now started.
- (3) Ambulance Service Letter: The Clerk had chased this up but still not received any reply.
- (4) CPAT Visit to Boulthibrooke Weir: The Clerk had heard nothing since the promised visit in January. She would contact the officer and ask for their findings.
- (5) Norton Bus Stop: The timetables had not yet been replaced but new cases had been ordered for several bus stops and it would be done in due course.
- (6) Fold Farm Footpath: The Clerk reported that the formal complaint had been submitted as requested and that a reply was due by 22<sup>nd</sup> February. There was no further action to take until that reply was received.
- (7) Tree Works - Branches overhanging Footpath to Old Mill: Radnorshire Wildlife Trust had had these done as part of planned works in late January. There remained one higher branch that the Trust were keeping an eye on. Two of the fence rails were broken at the time of the works and will be replaced
- (8) Tree Works – Warden/Eddie's Meadow Boundary: The County Council had had a tree surgeon on site to look at works to trees 1 and 2 as identified in the Town Council survey in 2021. The oak tree the surgeon believed to need no immediate work. The ash tree had a hollow trunk and would be reduced to the height of the ivy and the base be retained for wildlife.
- (9) Mole Problem: A jointly funded visit is to be arranged by the County Council. The County Council had generously agreed to fund travel and set up costs. Work to be carried out shortly.
- (10) Defibrillator Training: Cllr. Kirkby reported that the local Fire Service had agreed to carry out some training in the basic use of the defibrillators. He would advise when he had more information.
- (11) Jubilee Celebrations: Cllr. Baynham updated Members on the plans for celebrations on the afternoon of 3<sup>rd</sup> June from 2pm. Full details would follow in due course.
- (12) Lugg View Playground Work: Work was now complete.
- (13) Donations awarded in 2022-23: All the organisations had been notified of the amount awarded. The following organisations asked that their thanks be passed on –



East Radnorshire Care, Radnor Wildlife Trust, Mid Border Arts, PACDG, Wales Air Ambulance, Presteigne Festival, Judge's Lodgings, Presteigne Youth Project Brecon & Radnor Samaritans, Powys CAB and Norton Community Hub.

(14) County Council Liaison Meeting for Town and Community Councils: This took place on 1<sup>st</sup> February and the following items were discussed – Digital Powys 2019-2025 74 projects ongoing including website accessibility improvements, business intelligence data and the expansion of online access via the PCC website for reporting fly tipping, road issues etc, accessing Council Tax bills and records etc.; update of Regional Skills Partnership; Update on Mid Wales Growth Deal; Marches Growth Deal – discussions just starting with Shropshire; Covid Recovery Grants. Fund presently closed for applications but re-opening around June; Phosphate problems: update and further information sent out.

(15) Clerk's Practitioner's Conference: Members noted that this was taking place over three days from 15<sup>th</sup> to 17<sup>th</sup> February and the Clerk was attending.

#### **MIN 4012 FINANCE**

(1) Donations: None this month. The letter of thanks from Tenovus Cancer Care was noted.

(2) Payments: The following payments were approved –

Mrs T.A. Price	£1383.56
HM Revenue & Customs	£554.82
NEST Pensions (direct debit)	£130.06
T. Lloyd-John	£390.49
N. Close	£14.00
N. Close	£70.00 MEADOW ACCOUNT
Welsh Water (barn)	£16.51 MEADOW ACCOUNT
Welsh Water (H'fd Street Toilets)	£226.10
T. Price (refund stamps)	£30.96
Lyreco (office supplies)	£44.86
Presteigne Building Supplies (sleepers)	£1244.16 MEADOW ACCOUNT
Dragon Play & Sports (Lugg View play equipment)	£11,997.60
Highground Maintenance (grass cutting)	£319.57 MEADOW ACCOUNT
Andrew Mills (tree works)	£810.00 MEADOW ACCOUNT
HSBC (Bank Charges January)	£10.50
HSBC (Bank Charges January)	£8.00 MEADOW ACCOUNT

(3) Receipts: The following receipts were noted –

Sheep Music (twds stage)	£250.00 MEADOW ACCOUNT
Presteigne Carnival (twds stage)	£250.00 MEADOW ACCOUNT
H. Roberts (use of new barn – donation)	£100.00 MEADOW ACCOUNT
Allotment Rent (2022-23)	£56.00 MEADOW ACCOUNT
Website Advertising	£104.00
Powys County Council (covid grant re. toilets)	£3772.00
(to be spent on toilets only – to be added to toilet allocated reserve – PCC hoped to do the same in 2022-23).	

(4) Request for £250 from Climate Grants Fund for Foraging Walks: Cllr. Bamford reported that the intention was to suggest a donation from those taking part and she was therefore asking that the Council support the project by allocating funds of up to £250 from the Climate Grants Fund in the event of a loss being made. Members approved the request.

#### **MIN 4013 PLANNING**

(1) Planning applications: The following planning applications were considered –

22/0045/HH Grid Reference: E:331724 N: 264129 Proposal: Single storey extension to front and side of existing bungalow dwelling Site Address: 22 Orchard Close, Presteigne. Resolved no objections be raised.

22/0108/FUL Grid Reference: E:329622 N: 265350 Proposal: Retrospective approval of window on southern elevation, lean to shed on northern elevation and balcony supports on western elevation Site Address: Cottage, Wild Meadow, Discoed. Resolved no objections be raised.

22/0112/HH Grid Reference: E:331161 N: 264256. Proposal: Erection of a conservatory. Site Address: New Barn Bungalow, Slough Road, Presteigne. Resolved no objections be raised.



22/0186/LBC Grid Reference: E:331582 N: 264503 Proposal: Listed building consent to renew rear facing timber and glass door, replace 2 no. rear facing Upvc windows with painted timber casements; to alter and improve attic room Site Address: Ivy House, Broad Street, Presteigne, LD8 2AF. Resolved no objections be raised subject to Built Heritage Officer approval.

(2) Planning Decisions: No decisions to note this month.

(3) Riverine SACs and Phosphorous Update Feb 2022 for Community and Town Councils Information: To be taken under MIN 4014 (3).

#### **MIN 4014 HIGHWAYS, HOUSING AND ENVIRONMENT**

(1) Dark Skies/Lighting: Works to replace the street lights were ongoing. Members noted the letter of support for the project from Iolo Williams and it was agreed that the Clerk write thanking him for his support and suggesting that he visit the town once Dark Sky Status was achieved. The Dark Skies application was being held until the street lighting work was complete.

(2) Climate Crisis: Cllr. Bamford provided an update as follows –

- Consideration of PACE activities and further involvement/Councillor representative: Agreed that Cllr. Van Den Ende attend meetings as the Town Council representative.
- Call for Interest from communities to be part of a Home Energy Audit Project: Members approved Council involvement in this project if selected.
- Nature Reserve Project Update: The grant application had been submitted and a decision was expected in the coming weeks.

(3) Welsh Water Sewage System Upgrade: Members noted the latest reply re. the phosphate permit for Norton Sewage Works: *'Although the scheme to introduce the phosphate permit at Presteigne WwTW is required to be in place by 31<sup>st</sup> March 2025 in line the environmental obligations identified by our environmental regulator NRW, we do have a target completion date of 31<sup>st</sup> March 2023. If you require further information, please let me know'*. Cllr. Kirkby raised concerns that the upgraded sewage stations would not include the necessary technology for phosphate stripping as referenced in the report from the County Council. The lack of this technology could mean that future development in the town was still prevented. Cllr. Wilding stated that he understood the problem to be to do with improvements needed to the technology to be installed. It was agreed that the Clerk write to Welsh Water to get confirmation that both stations would have the technology necessary. Members were also briefed on the latest information on the compensation due from Welsh Water for the use of the Meadow and it was agreed to reject the latest offer and the Clerk would draft a response in conjunction with Cllrs. Kirkby and Wilding.

(4) Speed Signs/Community Speedwatch Updates: Training was still awaited for the Norton Speedwatch Group but the Whitton Group had offered to attend occasionally on request.

Cllr. Wilding asked that the Clerk write to the County Council to request permanent flashing speed indicator signs for Norton as had recently been sited in Penybont and Bleddfa. Should this request be successful then further signs would be requested for Presteigne in due course. Members agreed that this be done.

(5) Street Cleaning: Report on PACDG Meeting: Members noted the details as contained within the Clerk's Report and Cllr. Ruby advised that as there were funds in reserve the cleaner would increase his hours from two to three temporarily. Members had just two additional areas to add the regular list – around both schools - but did voice concerns over cleaning on the by pass and the Clerk was instructed to contact PACDG to advise that every care be taken and the cleaner be directed elsewhere if he had any concerns and that concentrating on the Town Centre should be the priority.

(6) Clatterbrook Footpath Stepping Stones/Bridges Update: Members noted the plan to re-set the stepping stones in the Summer as another works permit would be needed and also low water levels. The offer to build bridges was noted and details of how to volunteer for the volunteer works group had been provided to the volunteer. The Clerk was asked to diarise this for June so the Officer could be reminded that this needed to be done.

#### **MIN 4015 NORTON**

(1) Community Hub/Church Update: Cllr. Wilding reported that the plans were proceeding and that the requirements of the planning permission were gradually being worked through.

(2) Defibrillator at Norton Manor Park: The Clerk explained that she had been contacted to ask if the Council would take over full responsibility for the unit. There was some concern that the unit was sited on private property and that the site owner was not willing to take over the maintenance of the unit. The Clerk



was asked to request more information on age, date of last service, electricity supply if any etc so the request could be further considered.

#### **MIN 4016 SITES AND BUILDINGS**

(1) Public Conveniences: Nothing to report.

(2) Allotments: Members noted that two plots had so far been surrendered for 2022-23 and were in the process of being re-let.

PNAA report: Members considered the following -

- Plot 36 Trial Arrangement Details: Agreed.
- Seed Swap Event – 26<sup>th</sup> March: Use of Barn agreed. Event noted.  
Action to be taken on communal paths: Agreed to provide up to £60 towards the maintenance of the paths. To be reviewed after one year.
- Repairs to barge boards: Cllr. Bennett agreed to replace these and also to replace the rotten posts.
- Siting of possible Green Bin for Guerrilla Gardeners/Mr. Close: Agreed that the Clerk arrange and pay for a bin.
- Possible communal compost area on site for tenants: Agreed providing the PNAA took responsibility for keeping the area tidy.

(3) Meadows: The following matters were discussed –

- purchase of dog bags for dispensers: Members noted the price difference and the problems with converting the existing dispensers to take the new bags. Given the small difference in price it was agreed to continue with the original bags which were designed for use with the dispensers.
- Condition of decking at Ligne Garden: Members agreed that Mr. Close be asked to cover the decking with chicken wire to aid grip and cover the slippery surface.
- Tree Work Update: The work identified in the tree survey had now been carried out together with the work requested at the pond. Western Power Distribution had also carried out the work identified in its recent survey.
- Use of new barn by PNAA 26<sup>th</sup> March: Agreed.
- Use of Barn - Radnor Scouts Fun Day, 19<sup>th</sup> March: Agreed.
- Use from 23<sup>rd</sup> to 29<sup>th</sup> June Nicole et Martin: Provisionally agreed subject to the date being free.
- Sheep Music Natural Stage: Cllr. Bennett was in the process of doing this work.

(4) Adopt a Bench Update: Now ready for scheme to commence. Agreed to include the two benches by the Warden and Cllr. Kirkby would mention this to the Warden Guardian Foundation.

(5) Withy Beds Boardwalk Update: Work to commence very soon.

#### **MIN 4017 CORRESPONDENCE/GENERAL ITEMS**

(1) Town Wifi Update: Cllr. Ruby and the Clerk had met the successful company on site and short listed a number of locations for the units to be sited. Members agreed that the businesses hosting the units could be mentioned as supporting the Town Wifi and the Clerk added that it would be possible to add those businesses to the home page of the wifi as an additional thank you.

(2) Community Broadband Scheme Update: The letters were due to go out to all residents in the next couple of weeks. The final location for a banner in Norton was agreed to be one of the gates by the Welsh Water site. Permission had been obtained for the other banner locations.

(3) Bullying of Clerks - MP to raise question in Parliament: Agreed to write a letter to Fay Jones MP asking that she support the early days motion.

(4) Correspondence re. speed of traffic B3456: Members had all received details of the concerns over speeding/narrow pavement etc. Cllr. Baynham pointed out that speeding was a police issue and the Clerk advised that the resident had been asked to also contact the police. Cllr. Baynham added that work on the next phase of the safe route was unlikely to be in the short term although it was on the list of routes to be done. It was agreed that the Clerk make a request for a crossing from Warden Close to be urgently considered. The Clerk would also check the planning permission to see if there was any requirement for a crossing on Knighton Road from Walkers Meadow.

(5) Letter re. area in front of Presteigne Primary School: The Clerk reported that she had raised the issues with the County Council and the sweeper was due on site any day. The County Council would also attend to the gullies and blocked drains. An officer would check on the health of the tree covered with ivy.



- (6) Library Services Update: Members noted the latest information from Cllr. Baynham on the home delivery service.
- (7) Planting a Tree for the Jubilee – Email from Royal British Legion: Noted. Agreed that Cllrs. Wilding and Baynham investigate the purchase of a suitable tree.
- (8) Review of Bus Routes: The comment from the member of the public on maintaining existing service was noted.
- (9) Location for secure storage of Archived Council Documents: Members to consider possibilities. Deferred to March meeting.
- (10) PAVO Localities Initiative meeting: The Clerk was asked to request a synopsis of the meeting and ask what the future plans would be and how the meetings were expected to progress. The time of the first meeting (9am) was noted as not being convenient for those in work.

#### **MIN 4018 TOWN COUNCIL SURGERY**

Matters raised in February were -

- Speed Humps when accessing to Presteigne Surgery: Clerk to report that the middle hump on Broadaxe outside John Beddoes School was out of shape and needed attention. Also to raise concerns at the increased volume of traffic now travelling along Broadaxe by the Secondary School since the introduction of the one-way system.
- Condition of Timetables and Sign, By Pass Layby Bus Stop: The Clerk had reported this.
- Re-starting of bus to Leominster: To be part of the Bus Routes Review when held.
- Issues with Street Lights near Methodist Chapel and also near 13 Warden Close: Clerk to report that these were coming on at the wrong times.
- Request to be included in Broadband Project: Noted that all households would receive a letter.
- Energy Audits: As discussed earlier. See Min 4014 (2).
- Blocked Drains, Slough Road: These had been reported.
- Situation re. Town Clock: Cllr. Baynham would check to see if there was any technical problem/repair needed.

Members to attend March Surgery to be Cllr. Smith and Cllr. Bennett or Cllr. Preece.

#### **MIN 4019 COUNTY COUNCILLOR'S REPORT**

Cllr. Baynham reported the following –

- Recent Site Meeting to discuss the re-routing of the footpath across the secondary school field.
- Budget Discussions with a projected Council Tax increase of 3.9%
- Gully Sucker due in town the following week.
- Garden Waste Scheme starting again on 28<sup>th</sup> February.

#### **MIN 4020 URGENT BUSINESS INFORMATION**

- (1) Taxation of Member Allowances: The Clerk reported that One Voice Wales had indicated that a dispensation from income tax was now expected from HMRC and that it would be operational from 6<sup>th</sup> April.
- (2) Wilson Terrace Play Area: Work due to start 17<sup>th</sup> February.
- (3) Recent Medical Emergency, Norton: Cllr. Owens reported that the ambulance had had to come from Welshpool. The arrival of the First Responders had also been delayed. Cllr. Wilding stated that the First Responders had arrived at the wrong property and that this had probably contributed to the delay. The Clerk was asked to mention this incident when chasing up the reply from the Ambulance Service. Cllr. Van Den Ende reported that a Presteigne incident recently had been very promptly and successfully attended by the First Responders.
- (4) Removal of Business Rates from Libraries etc: The Clerk was asked to check on the progress of this motion with One Voice Wales.
- (5) Lugg View Playground: Members commented that they were very pleased with the work.
- (6) Buses outside Secondary School: Cllr. Kirkby reported that the buses were again parked up with the engines left on. The Clerk would contact the school.
- (7) Future Covid Recovery Grants: Cllr. Baynham reported that these would be again available in the coming months and that application could be made for various items including digital signage and possibly play equipment.

(8) Recent Emergency Work, Welsh Water: Cllr. Kirkby complained that the recent work had taken a number of days to complete causing great inconvenience to residents and also creating safety issues due to the detour that would need to be taken by the emergency services as access was not maintained. Each stage of the repair seemed to have been undertaken by a different work gang and this had greatly extended the process. The Clerk was asked to write to ask about the procedures in place to minimise disruption.

(9) Library Service Volunteers: Cllr. Ruby reported that a recent community newsletter reported that the volunteer days at the library were due to re-start but that nothing had happened as yet.

The meeting closed 10.05 pm.

DRAFT



**Cyngor Tref Llanandras a Norton**  
**PRESTEIGNE AND NORTON TOWN COUNCIL**

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**MINUTES OF THE ADDITIONAL MEETING HELD ON 23RD FEBRUARY 2022**  
**HELD VIA VIDEO CONFERENCING**

Present: Cllrs. F. Preece (Mayor), D. Edwards (Deputy Mayor), D. Davies, T. Owens, C. Kirkby MBE, B. Baynham, J. Wilding, C. Ruby.

Apologies: Cllr. R. Bamford.

Absent: Cllrs. N. Rogers, R. Bennett, P. Smith, K. Van Den Ende.

In Attendance: Mrs T. Price, Town Clerk.

Declarations of Interest: Members were requested to declare any personal and/or prejudicial interests they may have in matters to be considered at the meeting in accordance with the terms of the Local Authorities (Model Code of Conduct Order) (Wales) Order 2008.

*Personal: None.*

*Personal and Prejudicial:*

*Cllr. T. Owens, interest in adjacent property, re. planning application 220233/FUL.*

**MIN 4021 PLANNING**

(1) Planning applications: The following planning applications were considered –

*Cllr. Owens was placed in the waiting room for the duration of the following item.*

22/0233/FUL Grid Reference: E:331298 N: 264571 Proposal: Conversion of hotel garage to form letting rooms and managers accommodation Site Address: The Radnorshire Arms Garage, High Street, Presteigne, LD8 2BE. Resolved no objections providing that consideration is given to the proximity of the property to a listed building and the Built Heritage Officer has no objections. Cllr. Baynham expressed disappointment that this application was in part retrospective as works had already commenced.

*Cllr. Owens returned to the meeting.*

22/0109/REM Grid Reference: E:329622 N: 265350 Proposal: Section 73 application to vary condition 4 of planning permission P/2011/1405 (period of each let) Site Address: Cottage, Wild Meadow, Discoed, Presteigne. Resolved to object to the application as this would set a precedent for similar holiday accommodation being changed to permanent residential properties. It was noted that the potential for this issue was raised in the Council's comments on the initial planning application, when it stressed that if planning permission was granted there should be no possibility of permanent occupation. Given the current climate in which the 'staycation' is so popular Members felt that holiday accommodation was very much needed and so the holiday letting of this property should be a viable business.

Members also asked that the Clerk ask planning enforcement to check that the property was currently not being let for any period in excess of the currently permitted six weeks.

22/0094/DIS Discharge of condition 11 of planning permission P/2011/1405 in relation to external lighting. Cottage Wild Meadow, Discoed, Presteigne, Powys LD8 2NQ. Resolved to request that any external lighting be dark sky compliant in order to facilitate the Council's application for Dark Sky status which is due to be submitted in the Spring.

22/0066/DIS | Application to discharge conditions 3 and 4 from application P/2014/0007 in relation to bat and bird boxes and hedgerow management | Wild Meadow, Discoed, Presteigne, Powys LD8 2NQ. Resolved no comment be made.

**MIN 4022 URGENT BUSINESS INFORMATION**

(1) March Surgery: Cllrs. Smith was unable to attend and Cllrs. Bennett and Preece were now also unable to be present. There were no other Members available. There would therefore be no surgery in March. Clerk to inform the Market Organiser.

(2) Defib Familiarisation: Cllr. Kirkby reported that this would now go ahead and up to fifteen could be present. Six Members wished to attend and a provisional date of 9<sup>th</sup> March was agreed. Cllr. Kirkby to arrange. Clerk to contact Members not present at the meeting to check if they wished to attend. Cllr. Kirkby advised Members that the Co-Op was also holding an online training course.

The meeting closed 7.56 pm.



# PRESTEIGNE AND NORTON TOWN COUNCIL

## CLERK'S REPORT

MARCH 2022

### 1. INFORMATION -

Elections: Nominations open on 15<sup>th</sup> March and close promptly at 4pm on 5<sup>th</sup> April. I have spare sets of nomination papers if anyone needs them. I do have the option of taking papers to County Hall (by appointment). Please can you let me know as soon as possible if you would like me to do this for you. I will co-ordinate a pick up of all the papers to be sent in this way so please let me know asap if you would like me to do this. I also have a few spare copies for any residents wanting a pack.

Stamps: I have purchased a good supply of stamps that should last around six months to beat the 1<sup>st</sup> April price increase. I will put the amount through the accounts in the new financial year.

### 2. FINANCE –

a) Website Income Review: The existing advertisers all received a renewal letter in November plus at least two reminders. Income for the year is £403 and four advertisers did not renew and have now been removed from the site.

Annual hosting charges are £192 (inc VAT which we cannot reclaim while charging for adverts). Advertising in Broad Sheep costs £40 per year. This can be reviewed after a year depending on how effective it proves to be.

b) Final Report of Remuneration Panel: This was circulated on receipt. Note that in a change from the draft version the £150 remains mandatory for all sizes of Council. As a reminder you currently provide –

£150 per Member annually (mandatory)

Care Costs (mandatory)

Travel Expenses for out of area meetings etc. (optional).

Chairman/Mayor's Allowance and expenses (optional).

### 3. HIGHWAYS ETC –

a) Climate Crisis – Tree Group: The Tree Group have, as you know, been looking at TPOs in the PNTC area and have the following comments that you are asked to consider making to PCC –

Powys County Council should have a designated Tree Officer.

The process for making a TPO needs to be clearly shown on PCC's website.

Information about existing TPOs needs to be freely available to us all. Many other councils have an instantly accessible digitised map showing their tree data.

b) Phosphates and Welsh Water: NRW are due to meet Welsh Water in the near future but in the meantime have made the following comment –

*'NRW as the regulator has agreed the AMP7 as stated for which implementation is due 2025. We are currently in discussions with DCWW about AMP implementation and prioritisation. DCWW as in this case on the Lugg may decide to bring the programme forward which it appears it is doing for Presteigne. The Lugg is a failing SAC downstream in England so there is also pressure from across the border to make improvements to these works'.*

*I raised further query with Peter Morris at PCC and he replied as follows –*

*'As things stand, a Welsh Water WWTW that has phosphate stripping technology installed and an up-to-date Environmental Permit (issued by NRW that has taken account of the latest water quality objectives / targets set for the river and is informed by an appropriate assessment under the habitat regulations) would in my opinion be satisfactory because it would meet NRW's published planning advice (May 2021) in relation to river SACs. I am hoping this is the position that Presteigne will find itself in. I am aware that NRW intend to update its planning advice so we will need to review and take stock of that when published in case it introduces further changes.*



*All development proposals within a river SAC catchment have to be screened and assessed, if necessary, by the LPA under the Habitat Regulations and it will be for that process to determine whether any additional mitigation may be required to enable a development to be acceptable.'*

I've copied the relevant extract from NRW's advice below:

**What does this mean for development proposals involving connection to public wastewater treatment works?** Developments connecting to an existing public wastewater treatment works that has the capacity and associated phosphorus stripping facility to accommodate additional wastewater is unlikely to increase phosphorus inputs to a SAC beyond what has already been assessed and permitted by NRW. The planning authority, or other competent authority under the Habitats Regulations, should examine the appropriate assessments carried out in respect of the extant environmental permit(s), along with any new information or changes in circumstances, to ensure that adverse effect on site integrity can be ruled out. There is a presumption that all rainwater is kept separate from foul wastewater and discharged in line with planning guidance on rainwater disposal.

#### **4. NORTON –**

a) Resident Comment re. Speedwatch: *'As you know I have been complaining about the speeding vehicles in our village for some considerable time. I can turn from my driveway without another vehicle being in sight. Within seconds I find myself being tail gated by a speeding vehicle. I take immense pleasure in slowing them down. A very few of us formed such a group a few years ago. Sadly I have to sadly that our commitment was a complete waste of our time.*

*We carried out several monitoring times but only managed to record 5 vehicles exceeding the speed limit. Unfortunately because we have to have 3 persons parading in high vis jackets and place warning signs at each end of the village the drivers very quickly realize we are present. In addition they then flash oncoming vehicles warning them of our presence. In my opinion the restrictions of the system made it impossible to have the desired effect.*

*Some years ago we had regular use of illuminated speed signs in the village. That has not been the case for several years.*

*In my opinion there only two ways of persuading drivers to reduce their speed. one alternative is to have sleeping policemen installed in the roadway, but I anticipate the cost of that is prohibitive, and the other is to have living police officers making regular checks in the village. Once people find out that they are being fined and receiving points on their licenses the situation will greatly ease. During a recent visit to Gloucestershire I noticed that several villages had wooden, white painted, gate-like fencing at each side of the road with the speed sign greatly enlarged and visible in the centre. That system greatly impressed me.'*

#### **5. SITES AND BUILDINGS -**

a) Hereford Street Toilets: The emergency light needs replacing and the cost of this is approximately £50 plus VAT.

b) Allotments: Thank you to Cllr. Bennett for carrying out the repairs to the allotment fence which had finally taken a turn for the worse during Storm Eunice!

c) Reply from CPAT re. Boultonbrook Weir: *'The river was quite high when we visited so we couldn't see the actual weir, but I think the problem is with the structure on the bank isn't it? We could see what has happened with the water eroding the bank and getting in behind the curved wall. To consolidate the bank and wall to stop this getting worse would be a big and expensive job. And with climate change causing more and more flooding events you might find the same thing happening again in the future. So I think it will have to be left to fend for itself. We have taken photos for what archaeologists call 'preservation by record', so we will at least have a record of it as it is now. I will revisit next time I'm in the area to see if the condition has worsened.'*







PRESTEIGNE AND NORTON COUNCIL RISK SCHEDULE MARCH 2022						
Item	Frequency	Last reviewed	Notes			
<b>Council Insurance</b>						
Including :-						
Public Liability	Annual	Aug-21	3 year agreement to Aug 2022			
Employers Liability	Annual	Aug-21	Indemnity £10,000,000. Official's Indemnity £500,000			
Buildings Cover - Barn at Wents Meadow	Annual	Aug-21	Indemnity £10,000,000			
Toilets Wilson Terrace	Annual	Aug-21	Sum Insured £20,440.43			
Toilets Hereford Street	Annual	Aug-21	Sum Insured £97,106.97			
New Barn, Meadow	Annual	Aug-21	Sum Insured £120,385.49			
Assets	Annual	Aug-21	Sum Insured £111,404.80			
Office Equipment/Stationery	Annual	Aug-21	Not insured			
3 defibrillators & cabinets	Annual	Aug-21	£5000 (standard figure)			
Telephone Kiosk, Norton	Annual	Aug-21	£2,000			
Fidelity Guarantee	Annual	Aug-21	Sum Insured £150,000			
Commercial Legal Protection	Annual	Aug-21	£100,000			
Key Person Cover	Annual	Aug-21	£250 per week up to £2500 per claim.			
Personal Accident (employees/volunteers/Members)	Annual	Aug-21	Capital Benefit £100,000, temp benefit £500 week, medical exp £10,000			
Seats and Benches	Annual	Aug-21	Not insured. Adopt a Bench Scheme to monitor.			
Notice Board, Assembly Rooms	Annual	Mar-22	Checked monthly when notices posted. Not insured.			
Village Hall	N/A	N/A	Not responsible for a Hall			
<b>Inspection of Playgrounds by Qualified Inspector</b>						
Tennis Court/MUGA	Annual	Mar-22	Due August 2021 Via Approved ROSPA Inspector			
Skateboard Park	Annual	Mar-22	Due August 2021 Via Approved ROSPA Inspector			
Outdoor Gym	Annual	Mar-22	Due August 2021 Via Approved ROSPA Inspector			
<b>Other Inspections/Maintenance Town Council Property</b>						
Visual Tree Inspection by Town Council	Annual	Mar-22	Visual inspections carried out annually. Completed.			
Goalpost bar bolts fitted to make secure	N/A	N/A				
Tree maintenance at properties owned	N/A	N/A				
Bike/Skateboard/Barn - Equipment inspection by Town Council	Twice Weekly	Mar-22	Inspections made by Mr. Close			
Tennis Court/MUGA - Equipment inspection by Town Council	Twice Weekly	Mar-22	Inspections made by Mr. Close			
Playground Equipment provided by TC for PCC playground	Fortnightly	Mar-22	Inspections made by Mr. Close			
Tree maintenance on recreation grounds	Annual	Mar-22	Tree Maintenance Plan produced. Two yearly professional survey			
Wilson Terrace Toilets	Twice weekly	Mar-22	within Meadow inspections, legionella assessments as needed			
Hereford Street Toilets	Daily	Mar-22	Daily via contract cleaner. Fortnightly via Mr. Close			
<b>Financial Matters</b>						
Banking Arrangements	Annual	Mar-22	Five accounts with HSBC Bank 2 current, 3 High Interest			



Insurance Provider	Annual	Aug-21	Currently Hiscox via Came & Co	
VAT return completed and submitted	Annual	Mar-22	To be completed a.s.p. after end of financial year.	
Contingency Fund for :-				
additional audit fee	Quarterly	Mar-22	Balances reviewed quarterly. Adequate reserves held in High Interest A/c	
annual salary review	Quarterly	Dec-20	Balances reviewed quarterly. Adequate reserves held in High Interest A/c	
cover for staff sick periods	Quarterly	Mar-22	Balances reviewed quarterly. Adequate reserves held in High Interest A/c	
casual elections	Quarterly	Mar-22	Balances reviewed quarterly. Adequate reserves held in High Interest A/c	
other	Quarterly	Mar-22	Balances reviewed quarterly. Adequate reserves held in High Interest A/c	
Budget agreed, monitored and reported	Quarterly	Jan-22		
Precept requested	each January	Jan-22		
Payments Approval procedure	Monthly	Mar-22	Submitted to monthly meetings/approval minuted	Internet Banking
Issuing of cheques	Monthly	Mar-22	Two signatures required. Clerk not permitted to sign.	
Bank reconciliations / invoices overseen by Councillors	six monthly	Mar-22	In line with interim and final audits.	
Clerk's salary reviewed & documented	Annual	Jan-22	Reviewed alongside setting of annual precept	
Chairman's allowance reviewed and agreed	Annual	Jan-22	Reviewed alongside setting of annual precept	
Internal Audit	six monthly	Oct-21	Interim and Final Audits carried out	
External Audit	Annual	Mar-22	via Wales Audit office	
Internal Check of financial records	Monthly	Apr-21	Carried out by RFO (Clerk) and invoices inspected annually by Mayor	
<b>Record Keeping</b>				
Minutes properly numbered etc.	On-going	Mar-22		
Asset register available/updated	On-going	Mar-22		
Financial Regulations available/updated	On-going	May-21	Review of regulations annually	
Standing orders available/updated	On-going	May-21	Review of regulations annually	
Back ups taken of computer records	Daily	Mar-21	Via one drive. Periodically via hard drive	
Archived computer records	Monthly	Mar-21		
<b>Employees and Contractors</b>				
Contracts of Employment	On appointment	Dec-20	Town Clerk, updated contract issued January 2021	
Written arrangements with contractors	On going	Mar-22	As above High Ground Maintenance (grass cutting) T. Lloyd-John (cleaning)	
Contractors Indemnity Insurance	On going	Mar-22	As above	
<b>Members Responsibilities</b>				
Code of Conduct Adopted	On-going	May-20	Information given to all Members	
Register of Interests completed and updated	Online	May-20	From January 2015 on website	
Register of gifts/hospitality	On-going	May-20		
Declarations of Interest Minuted	On-going	Mar-22	Included in Minutes and on website	
The information given above was agreed at the Meeting of the Town Council held on				
<b>Approved March 2022 Meeting</b>				



## **Presteigne Woods Forest Resource Plan Consultation Letter from the Presteigne Tree Group**

### **For consideration to form a Town Council Response.**

In red are the comments added since originally circulated.

The Presteigne Tree Group welcomes the 'Summary of Objectives', which seems in general to envisage a reasonable balance between human activity and wider environmental needs. We also welcome the opportunity to contribute to the consultation.

The emphasis on the restoration of broadleaf woodland is particularly welcome. A great deal depends on the eventual extent of this restoration, and also the extent to which the planning of it allows for continuity (both spatial and temporal) of broadleaf cover and the range of native vegetation that will be allowed to thrive beneath it. We hope that, as the plans take clearer shape, NRW will ensure that this aspect of the proposal remains very high on the agenda, as the 'Summary' suggests is the intention.

We also welcome the intention to ensure that forest operations proceed 'without adverse environmental impact'. The intention is very creditable, but on this point we should like to raise a query. This isn't consistent with past patterns of commercial forestry, where the use of pesticides has been widespread, and environmentally damaging. Does your use of the phrase 'without adverse environmental impact' signal a complete break from earlier patterns, or a gradual scaling down to zero of pesticide use? **Similarly, the group is aware of the importance of protecting ancient woodland soils; can NRW assure us that the harvesting techniques and machinery used will have as little impact on soils as possible?** Certainly these matters are important, and honouring a pledge to work without adverse environmental impact would be consistent with Wales's Well-Being of Future Generations Act of 2015. Could we ask you to keep the matters at the forefront of your deliberations and to make your intentions clear and specific as the resource plan takes shape? **In addition, can NRW share with us how it intends to monitor progress of its ambitions and what metrics will be used to evidence this?**

Also consistent with the 'Future Generations' Act would be a focus on education – involving communities in public education initiatives aimed at explaining the value of our woodlands and providing young people in particular, and others too, with opportunities for learning about woodland habitats, ecology and history. It may be that this isn't something NRW wants



to commit its own staff to, but we hope that it might encourage, and perhaps provide platforms for, this kind of engagement.

We believe that all parties would benefit from strong lines of communication and interaction between NRW and groups such as ours, representing local communities. For example, consultation with local groups could be a significant factor in **helping NRW gather the evidence it needs of the progress towards achieving its ancient woodland restoration targets. The group would be willing to coordinate some of the surveying required to contribute to a fuller picture.** You will no doubt commission your own surveys, but the contributions of knowledgeable local groups and individuals would certainly help to provide a fuller and clearer picture.

As your map shows, and your report emphasises, the seven woodland blocks are 'distinct', and in terms of the natural environment their separateness is – as we know you'll recognise – a drawback. We understand, of course, that joining up these blocks through further plantings would be a major project, and not entirely achievable; however, we would welcome any work that NRW could do to encourage plantings that might provide corridors linking any of these woodland blocks to any others, and we hope that you might keep this in mind as your plans progress.



GIG  
NHS

Ymddiriedolaeth GIG  
Gwasanaethau Ambiwylans Cymru  
Welsh Ambulance Services  
NHS Trust

Cadeirydd  
Chair: Martin Woodford

Prif Weithredwr  
Chief Executive: Jason Killens

Swyddfa'r Prif Weithredwr a'r Cadeirydd

Chair and Chief Executive's Office

Ein Cyf/Our Ref: 20895

8 February 2022

Dear [REDACTED]

Thank you for raising your concerns with the Welsh Ambulance Services NHS Trust (the Trust) regarding the emergency response to a patient on 6 December 2021.

Regrettably, as you are unable to provide consent from the patient's next of kin, full information on this incident is unable to be provided to you. I would like to assure you that since this incident, the patient's details have been obtained and the Trust are making every effort to contact the patient's family in order to provide them with the information found during this investigation.

I can however provide you with complete assurance that these matters have been escalated to the appropriate departments for review and progression in accordance with the Trust's Policies and Procedures.

Due to the confidential nature of such reviews, these findings cannot be shared with you. I would however like to provide further reassurance that appropriate, and proportionate actions will be undertaken by the Trust where required.

#### Questions for the Trust

**'Why were Presteigne Fire Service First Responders not sent to this incident?'**

I can confirm that the Fire Service were initially contacted when the call was first registered for this patient. During the call the patient's prioritisation code was changed and therefore the Fire Service were no longer able to respond.

Mae'r Ymddiriedolaeth yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg, ac na fydd gohebu yn Gymraeg yn arwain at oedi  
The Trust welcomes correspondence in Welsh or English, and that corresponding in Welsh will not lead to a delay

[www.ambulance.wales.nhs.uk](http://www.ambulance.wales.nhs.uk)

Pencadlys Rhanbarthol  
Ambiwylans a Chanolfan  
Cyfathrebu Clinigol  
Regional Ambulance  
Headquarters and  
Clinical Contact Centre

Tŷ Vantage Point  
Vantage Point House  
Tŷ Coch Way  
Cwmbran NP44 7HF  
Ffôn/Tel  
01633 626262



## Next Steps

If you still have any concerns or queries about the investigation or our response, you are welcome to meet with representatives from the Welsh Ambulance Service NHS Trust and we would be pleased to arrange this for you. Meetings with the Trust will normally be recorded, for accuracy and completeness. To arrange this please contact us on 0300 321 3211 if you want to arrange such a meeting.

If you feel you do not wish to meet with the Trust at this time, but still have concerns or queries you can write to me Jason Killens, Chief Executive, Welsh Ambulance Service NHS Trust, Regional Trust Headquarters, Vantage Point House, Ty Coch Way, Cwmbran, NP44 7HF.

If you remain unhappy you do have the right to contact the Public Service Ombudsman for Wales who will review the matter. The Ombudsman can accept complaints through his website, by e-mail, in writing or over the phone. The Ombudsman's contact details are:

Phone: 0300 790 0203

E-mail: ask@ombudsman.wales

Website: www.ombudsman.wales


Address: Public Services Ombudsman for Wales, 1 Ffordd Y Hen Gae, Pencoed, CF35 5LJ

Please be aware that if you wish to approach the Ombudsman with a complaint, you should do so promptly. The Ombudsman is able to consider complaints made to him within one year of the matters complained about (or within one year of the complainant becoming aware of them). If your complaint is about something that happened more than a year ago, but you complained to the Health Board (or Trust) within one year, you should complain to the Ombudsman, if you wish to, within twelve weeks of this response.

The Ombudsman will determine on a case by case basis whether to consider a complaint, but he will not generally consider a complaint about something that happened more than a year ago, unless the complaint to the Health Board or Trust was made within a year and the complaint is referred to the Ombudsman within twelve weeks of this response.

In closing I wish to thank you for taking the time to raise your concerns with the Trust.

Yours sincerely

  
Jason Killens  
Chief Executive

Cc prestigineandnortonc@outlook.com

Enc CHC contact details  
How we handle our calls leaflet