# Goole and Airmyn Internal Drainage Board

The Courtyard Goole DN14 6AE

Meeting Papers 24 March 2016 17:30pm



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## **Meeting Papers**

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		Clerk to the Board	

## **Purpose**

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## 1. Governance

#### Recommendation:

- Note the information contained in this report
- Approval of Draft Minutes meeting 12 February 2016
- Adoption of five draft Policies at Appendix A

## 1.1 Apologies for Absence

## 1.2 Declaration of Interest

## 1.3 Minutes of the Meeting held 11 February 2016

Present	Rosemary Webster (Chair)	RW
	Cllr Malcolm Boatman	MB
	Rita Brough	RB
	Richard Fawbert	RF
	Cllr Caroline Fox	CF
	Cllr Keith Moore	KM
	Michael Head	MH
	Graham Martinson	GM

### In attendance on behalf of JBA Consulting, Clerk, Engineer and Environmental Officer:

lan Benn (Clerk)	IB
Craig Benson (Finance Officer)	CB
Roger Smith (Engineer)	RJS
Alison Briggs (Environment)	AB

## **Apologies for Absence**

2016.11 Apologies for absence were received from Cllrs Josie Head and Brent Huntington

## **Declaration of Interest**

**2016.12** None.

## Minutes of the Meeting 14 January 2016

Proposed accepted as a true record of the meeting by KM, seconded RB, all in agreement

## **Matters Arising**

None

## **FOI request**

**2016.13** Members noted the request received and a response would be provided within statutory 20 working days.

## Board Policy - non culverting

2016.14 AB advised members such a policy in line with Environment Agency and most Lead Local Flood Authorities. Discussions took place, KM proposed Board have a non-culverting policy, RB seconded, all in agreement.



## Review of existing policies and essential documents

- 2016.15 Clerk advised discussions between ADA, NAO and Defra regarding Governance of IDBs. Members acknowledged receipt of various draft Policies produced by Management and agreed to review in detail at the next meeting. KM proposed adoption of Duties and Responsibilities of Board Members, seconded RB, all in agreement.
- **2016.16** Agreed Board Standing Orders be reviewed at next meeting including amendment for 6 member requirement to be quorate.
- **2016.17** Members noted opportunities for IDBs working through PSCA supporting EA, LLFA and communities. KM queried funding Clerk advised possibly where it offered Flood Risk Benefit but advised EA had reduced funding available.

Clerk suggested Total Catchment Management was the solution moving forward. Strategic Management Plans must be aligned with other stakeholders within the catchment. KM noted Board not a statutory consultee on planning, referring to ADA Conference and Rory Stuart asking if IDBs wanted to work in main river. He suggested Boards required further information on cost and funding availability in order to balance whether any work would benefit the whole district. Members discussed the concept of "He who Benefits Pays" and proposed devolution to local level. Clerk advised MP business case for Humber Estuary Strategy would funnel water to Goole and further inland. Costs were large and rejected by Government. Strategy now looking at alternatives including flood cells and areas to be sacrificed. MB noted on work covered in Planning for the Rising Tides and observed the recklessness of building in flood plains. CEO advised the Strategy must work with landowners, flooding of farm land will disadvantage businesses for the protection of the greater whole.

#### **CLERKS REPORT**

2016.18 Members noted information contained in the report. Clerk reminded members 2016 an Election year.

## **Board Employee**

- 2016.19 RB suggested advertising the position noting it was a very specific role and responsibility. MB enquired of current cost attributed to Danvm DC. FO had no information to hand but there was no insurance liability, pension contribution, NI contribution attached to using another Board workforce. KM suggested how the Board had been operating was archaic, suggesting Board invest in telemetry that could monitor and manipulate water levels, removing need for daily visits. RJS advised it was not a full time job.
- 2016.20 It was noted previous incumbents had relied on Employee to check pump stations, a new telemetry system would reduce the requirement for daily visits. RJS advised modern telemetry systems have CCTV, viewed directly from Management offices, alarms can be sent through to phones. Current system only monitors water levels, it does not direct pumping regime.
- 2016.21 RJS currently obtaining prices. CEO noted laptop purchased by Board for monitoring telemetry hadn't been switched on for 7 years and the monitoring work was outsourced to a firm of electricians. Members were unaware.
- 2016.22 CEO advised Board had portfolio of pump station assets which to fully replace may be circa £10,000,000, suggesting an investment of circa £60,000 to monitor the stations offered a good return. RB asked if a system could be phasing in. CEO confirmed two systems would require operating, suggesting two options: (1) installation and maintenance or (2) a lease agreement which offers better value for money. He advised anything the Board does must add value. Modern telemetry would obviate the need for site visits taking 3.5 hours a week.
- 2016.23 RF suggested keep with Danvm and investigate new telemetry system. KM agreed the Board required something sustainable, CEO advised IDB entering into agreement with a telemetry company, the system would belong to the Board and transferrable. KM suggested separate presentation on telemetry was required and Board



consider borrowing from public works loans board. RB proposed Board continue using Danvm, check costs for 3 months and make decision after that.

2016.24 CEO made it clear an alarm triggered did not necessarily mean would be immediate; it was necessary to identify what work was required the following working day. GM advised Board mobile pump, Betsy 6" available at his property. RF reiterated proposal to continue using Danvm, check costs for 3 months and decide after that, KM seconded all in agreement.

## **PSCA**

2016.25 Clerk confirmed was agreement in principle, Board not obligated to undertake work. MB proposed Board agree for Clerk to sign PSCA on behalf of Board, KM seconded, all in agreement.

#### Website

Clerk advised decision was to have a standalone website or be part of Shire Group of IDBs but have own logo. Advantage was purely cost, approximately £1100 represented cost to Board. Provisional price for new website at about £10,000 total. Detailed specification been prepared with improved functionality, payment of rates via website, elearning opportunities, Chairman's blog....Clerk advised IDBs are community assets and need to raise the profile. KM proposed Board be part of Shire Group of IDBs and contribute to that website, MB seconded, all in agreement.

Clerk advised seeking 6 tenders.

## **Financial Report**

Had been circulated to Members previously.

## Rating

2016.27 CB advised of issues with rating information received however balance outstanding now at £145 relating to one ratepayer

## **Audit**

## **Internal Audit**

2016.28 CB advised review of Internal Audit Reports, noting Board Auditor had expressed concern about level of Board reserves. Board had been using commuted sum monies to fund Board maintenance work. Auditor had prepared an interim report in September advising commuted sum monies need replacing. KM queried who authorised spend of commuted sums. CB advised the Board had when it set the budget as presented to it by the previous Clerk. He advised no separate commuted sum accounts, all in one pot and in relying on balance figure alone, Board has substantially reduced its commuted sums.

#### **System of Internal Audit**

2016.29 CB advised Boards within Shire Group review the internal audit process on an annual basis in November. Group comprises members from Boards within the Group who look at areas of risk. This used to be a legal requirement but has continued because Members find it useful. External Auditor in annual return noted the Board must address its Risk Management. The Risk Register required formal Board approval, KM confirmed a repeated suggestion that Members should receive training but this had not happened. Clerk confirmed Management had provided in depth training sessions with an associated fee, suggesting concerns over lack of training and understanding Board function so important, initial training would be provided at no cost to the Board. KM proposed Board adopts the Risk Register, seconded RB, all in agreement

### **External Audit – Smaller Authorities Appointments**

2016.30 CB advised abolition of Audit Commission, appointment of external audit left o individual Boards and parish councils. Full tendering process is expensive, Smaller Authorities' Audit Appointments Ltd has been set up to save incurring expense of own procurement. RM proposed Board remain with SAAA, seconded RB, all in agreement



## **Financial Regulations**

- 2016.31 Clerk and Finance Officer to be added to bank mandate, previous Clerk to be removed. Bank requires sight of formal Minute and letter signed by Chair. RF proposed addition of Clerk and Finance Officer and removal of previous Clerk, RB seconded, all in agreement. CB requested limit required noting financial regulations cover what is permitted, suggesting Board eventually move to electronic banking. Following discussion RB proposed cheque limit for signature by Clerk and Finance Officer £2,500, GM seconded, all in agreement.
- 2016.32 CB advised of Barclays account holding £100,000 to which no current Board Member was a signatory, signatories were K Barclay, J Huddleston and G Bate. Members questioned why this had not been dealt with at the time. CB advised lack of available information on which comment could be made. MB proposed Board agree removal of three current signatories to be replaced with current Chair, Vice Chair and Clerk, KM seconded, all in agreement.

## **List of Payments**

2016.33 KM queried costs associated with Yorkshire Water Claim. AB advised Board should not have taken this course of action. More public money been spent in pursuing a claim to which the Board had little/no financial injury attributed. Correct procedure would have been to inform Environment Agency of pollution incident, the Agency would have taken appropriate action. Any perceived damaged to watercourses is responsibility of riparian owner to action, Board does not own watercourses, merely facilitates flow of water through them. Members unanimously agreed this matter should not be taken any further.

Members all agreed list of payments made and resolved not to make payment claims to previous Engineers until such time as Board contract was received allowing Members to understand extent of financial liability.

#### Budget Estimate for y/e 31.3.2017

2016.34 FO discussed Budget Estimate, approved estimate, estimated out turn and estimates for 2016/17. Board required income of £193,000 more than it had set the rate for in a number of previous years, Board had been operating under a negative budget. To continue in this vein would result in no monies available for maintenance. Recommended Board of this size should have reserve amounting to 50% of expenditure. To achieve that level, Board requires £300,000. CB aware of commuted sums with Capitol Park, Yorkshire Water and ICI. FO explained purpose of a commuted sum and necessity for rate increase to get Board to appropriate level of reserve. With suggested increase, Special Levy payment would increase by approximately £50,000. Advised Board had to look long term at its plans including pump station refurbishment and repair, not year to year. Advised Grant Aid had been received for Hook & Southfield project however monies did not appeared as Debtor on balance sheet. He understood all grant monies had been put into expenditure and had the former Clerk had estimated future expenditure on basis of monies being received if more work was undertaken by Board. Grant money and expenditure should net the other out. Grant money had not been not received for that year.

Clerk advised the Board must consider how would fund capital expenditure, to be a saving Board or borrowing one; noting it was fairer in today's Society to save monies and not mortgage future generations. First station capital replacement in approximately 10-15 years, at £1,000,000 a station putting £50,000 pa away was required to fund that replacement. AB advised only sight of one commuted sum agreement with Capitol Park agreed 2012. Premier Inn was completed June 2015, payment received, but no sight of document. Members advised Heptonstalls produced the agreement. RF proposed the recommend rate increase of 4.9p to both districts, seconded KM, agreed by all.

### ACTION – AB to locate commuted sum agreements to understand financial risk.

AB advised Members of missing title deeds to Downes Ground PS, removed from Heptonstalls by K Barclay in 2005. Members advised he was employed by Heptonstalls at that time when providing Clerk services to Board.



### **Engineer Report**

The Engineer Report, copies of which had been circulated to members with the Meeting papers, was considered.

#### **Matters Arising**

- 2016.35 Downes Ground already discussed. A temporary repair of the flap valve had been undertaken at £650. Permanent solution required, options were discussed, KM proposed Board replace both valves at cost of £3,500, seconded RF, all in agreement.
- 2016.36 Downes Ground and Hook Clough PS discharge. RJS informed no physical barrier where flap valve discharges into main river, recommended longer term undertake improvement works but short term H&S measures required as adjacent to footpath. MH queried generic risk assessment for protection barriers. RB advised H&S said all should be fenced, Clerk advised Board has duty of care to trespassers. KM proposed Board undertakes appropriate fencing and warning signs, seconded GM, all in favour
- **2016.37** Proposed Commuted Sum Agreements Members noted information contained in the report.
- 2016.38 RJS Advised Elite Office furniture had installed sheet piling half way down the bank. CF requested to attend site. Engineer confirmed he advised the Board, Members should not be involved. Board advised site owned by Elite and being developed by Elite for own use, drain across site was riparian responsibility. Members unanimously agreed the Board would not enter into commuted sum agreement for responsibility of culvert.
- 2016.39 All proposed agreements Clerk suggested Management approach developers directly for information regarding discussions with former Engineer. Clerk advised a fundamental misunderstanding what Board can and cannot comment on with planning, Board Engineer is responsible to Board not to a Developer. Local Authority will looks at a proposed drainage system and comment on it, the Board should not be involved in a drainage system the developer is seeking to employ other than to advise the need for attenuation to the green field run off rate. AB advised LDA appears to require Ministerial Approval for any commuted agreement. Members agreed not to accept Commuted Sum agreements unless to benefit of whole district.
- 2016.40 Capitol Park watercourse constructed by Lagons, slippages are to be put right next week. Culverts to be finished on eastern side in process of completion. Western side, culverts and slips need completing. ACOM is keen to finish within couple of weeks and sign off early March on IDB related works. Danvm accessing site from track adjacent to Tesco and Yorkshire Water pump station to join existing road within Oakhill site. Watercourse and access will be put in good order. Plan to have access through new car park adjacent to new Yorkshire Water pump station following made up road to station.
- 2016.41 Tesco pump station weedscreen cleaner. Company want to do trial bores to see if ground strong enough to hold a gantry. Asking for money up front £2,500 which previous Engineer said had discussed with Board and was instructing to proceed. Members had no knowledge. Engineer advised Tesco or HCA should pay for any ground testing work. Members advised plastic waste from Tesco created need for weed screen, a Tesco issue and Tesco should pay for work. Clerk advised all Board required to do was serve notice to cleanse on Tesco.
- 2016.42 Discussed 9m boundary on new watercourses and land transfer to Board. Board byelaws cover 9m access suggest reinforcing information about land. RF proposed Board does accept area of land in green, it can rely on Byelaws but request HCA incorporate easement in Board favour into deed, seconded RB, all in favour.
- 2016.43 Discussed attenuation ponds and further works. Members noted former Engineer on 11th January, under JBA management tenure sent commuted sum calculation to HCA but no evidence how arrived at that figure. Discussed extent of land served by new pump station. RB propose Tesco retain responsibility, seconded KM, all in agreement.



#### **Maintenance**

2016.44 Hagrapat completing timber piling adjacent Glews Garage. Discussed culverts now in Board ownership at Capitol Park site. Suggested offering for sale to local contractors. Board had no knowledge about decision to accept structures, no minutes recording agreement. No proof of ownership, Members would ask for confirmation in writing they now belong to Board then sell.

ACTION: RJS to request confirmation in writing culverts in Board ownership

#### **Environmental**

- 2016.45 GM declared interest in 5.2 as Maintenance Contractor. He advised of a number of water vole populations in Board maintained drains. RB proposed Board maintenance undertaken in accordance with Drainage Channel Biodiversity Manual, KM seconded all in agreement.
- **2016.46** Water vole RB offered to undertake surveys, Environment Officer to provide maps and details of what was required. RB has experience through daughter.
- 2016.47 Biodiversity Action Plan RB proposed review of current BAP and implementation of Habitat and Species Action Plans as recommended, KM seconded, all in favour

#### **Health & Safety**

2016.48 Clerk reported on Lone Worker, Engineer had seen electrical contractor undertaking work on pump station using ladder, on own working at height, no footer, ladder not tied off and great concern to all. Advised Management had an approved sub-contractor list with contractors submitting risk assessments. There was no Health and Safety Report given

## **Any Other Business**

2016.49 Public Liability Notices to be produced

## **Date of Next Meeting**

**2016.50** 24 March 2016, and provisionally 23 June 2016 at The Courtyard, Goole commencing at 5:30pm

## 1.4 Matters arising not discussed elsewhere on Agenda

## 1.5 Freedom of Information Request (FOI)

Board response was issued 17th February.

Second request was received 9th March as detailed below.



## A & F Consulting Engineers LLP

Halcyon House, Landing Lane, Newport, Brough HU15 2RU Telephone 01430 441765 Fax 01430 441785 www.groupaf.co.uk Civil, Structural, Coastal Land Drainage, Water, Environmental, Mechanical & Electrical Engineers Email: mail@groupaf.co.uk

8th March 2016

Our Ref:- GB/Cb/5200

Ms Alison Briggs Shiregroup of Internal Drainage Boards Epsom House Chase Park Redhouse Interchange Doncaster South Yorkshire DN6 7FE

alison.briggs@shiregroup-idbs.gov.uk

## GOOLE & AIRMYN INTERNAL DRAINAGE BOARD FREEDOM OF INFORMATION REQUEST DATED

Dear Ms Briggs

Thank you for your letter dated  $17^{th}$  February 2016, regarding our Freedom of Information Request made on the  $22^{nd}$  January 2016.

Could you please break down, under Request 1, the sum of £32,400.00 and confirm whether this figure includes VAT.

Could you also clarify what proportion of that is your normal monthly fee (paid monthly in advance). We can deduce this from the response we have had from the procurement solicitor, but for purposes of clarity, we would like you to confirm that monthly figure, excluding VAT.

Thank you.

Yours sincerely

Graham Bate BSc C Eng MICE MIStructE On behalf of A & F Consulting Engineers LLP

Board response provided 9th March.



Our ref: 2015s3683-4-1-L001-005 Your ref: GB/Cb/5200

9 March 2016

Mr G Bate A&F Consulting Engineers LLP Halcyon House Landing Lane Brough HU15 2RU

Dear Mr Bate

Re: Freedom of Information Request

Your request dated 8 March asks for the following information:

- A breakdown of the sum of £32,400 and confirmation whether this figure includes VAT
- What proportion is normal monthly fee
- Confirmation of the monthly figure excluding VAT

The Board response to your three requests is as follows:

- In accordance with the pricing submission on page 49 of the Contract, the annual figure of £32,400 is broken down into twelve individual monthly amounts of £2,700.
   This figure does not include VAT
- £2,700 is the fixed monthly fee for the provision of Management Services in accordance with the Contract
- The monthly fee of £2,700 is exclusive of VAT

We believe the information provided satisfies your FOI request.

Yours faithfully

Albai Biggs

Alison Briggs BSc (Hons) Env. Sc., MSc Env. Mngt. (Climate Change) Environmental Officer and Administrator to the Board alison.briggs@shiregroup-idbs.gov.uk

## 1.6 Complaints

None received

## 1.7 Board Policies

The following draft Policy documents requiring Board approval can be viewed at Appendix A:

- Schedule of Reserved Matters
- Scheme of Delegation
- Division of Responsibility between Clerk and Chair
- Publication Scheme
- Complaints Policy



## 2. Clerks Report

#### Recommendation:

· Note the information contained in this report

## 2.1 Board Website

Students at Doncaster College are working on individual Board logos

## 2.2 Legislation

Nothing to report

## 2.3 Defra – Single Departmental Plan 2015 -20

## **Vision**

As part of a modern, compassionate one nation government, Defra plays a critical role in Britain's current and future prosperity and the wellbeing of everyone in the country. Our purpose is to unleash the economic potential of food and farming, nature and the countryside, champion the environment and provide security against floods, animal and plant diseases and other hazards.

Defra will meet its commitments by opening up data, using data better as a department, and better domestic regulation. We will help to boost UK productivity and extend opportunity.

Defra will work smartly and efficiently, focusing on those things that only government can provide. We will empower others by releasing more data, reducing red tape and regulation, enabling innovation, boosting skills and opening up new markets. We will share responsibility by managing risks, costs and incentives in ways that rebalance the relationship between government, individuals and business. We will secure our strategic objectives in the EU and internationally.

To deliver a strong economy and healthy environment, that provides security and opportunity for all, we will collaborate with others, working closely with the private sector and civil society, acting together across Defra and with the rest of government.

## A cleaner, healthier environment, benefiting people and the economy

- extend the life of the Natural Capital Committee to at least 2020
- invest in cleaner air and water including tackling air pollution and clearing up our rivers and waterways, and supporting the Thames Tideway Tunnel
- ensure that our public forests and woodland are kept in trust for the nation and plant a further 11 million trees
- invest £100 million capital into a range of projects to support the natural environment, including schemes to remediate contaminated land, restore important peatland habitats and increase woodland planting
- spend £3 billion under the Common Agricultural Policy to enhance England's countryside
- complete our contribution to the network of marine protected areas including the designation of Marine Conservation Zones around England and support the FCO in their work to create, subject to local support and environmental need, a Blue Belt around the UK's 14 Overseas Territories



- defend our hard-won Common Fisheries Policy reforms, which include ending the scandalous practice of discarding perfectly edible fish and reforming the quota system so that all commercial species will be fished sustainably by the end of this parliament
- develop new approaches for tackling waste crime, including using £20 million from reform of the Landfill Communities Fund, and for tackling litter
- protect the Green Belt (working with the lead Department, DCLG), and maintain national protections for Areas of Outstanding Natural Beauty, National Parks, Sites of Special Scientific Interest and other environmental designations

## A world-leading food and farming industry

- work with the food, farming and fisheries industries to develop a 25-year plan to grow
  more and sell more British food at home and abroad. The plan will set out a clear vision
  for the long-term future of the British food, farming and fisheries industries. The plan
  will support growth across the country and contribute to the Northern Powerhouse
- set up a Great British Food Unit to promote British food at home and abroad, including opening new markets (established January 2016)
- establish a group of food and drink industry pioneers and partners who will champion
  the 2016 year of Great British Food and establish the foundations of a 5-year strategic
  campaign both domestically and internationally (established November 2015).
  Pioneers will use their individual and collective knowledge as a catalyst for growth,
  accelerating the creativity, ambition and expertise of our food entrepreneurs
- help treble the number of food and farming apprenticeships, and encourage more skilled graduates to enter the industry, and enable the creation of thousands of jobs
- reduce regulatory burdens on food businesses, including by reducing the number of farm inspections and coordinating these through a Single Farm Inspection Taskforce to be established by June 2016 building on the single farming helpline launched in October 2015
- push for further reform of the Common Agricultural Policy
- work with HM Treasury to allow farmers to smooth their profits for tax purposes over 5 years, up from the current 2 years, to counter volatility in incomes
- continue to support a science-led approach to GM crops and the use of pesticides
- continue to promote country of origin labelling to inform consumers, particularly for dairy products
- champion the use of the Groceries Code Adjudicator so farmers receive a fair deal from supermarkets
- implement the Common Fisheries Policy reforms, devolve the management of North Sea fisheries to those in the region, including local communities, and re-balance quota towards the inshore fleet
- push to incorporate high animal welfare standards into international trade agreements and reform of Common Agricultural Policy
- press for all EU member states to ensure animals are only sent to slaughterhouses that meet high welfare standards
- guarantee that all central government departments purchase food to British standards of production



## A nation better-protected against floods, animal and plant diseases and other hazards, with strong response and recovery capabilities.

improve protection against flooding and coastal erosion by:

- contributing to over £200 million of government funding to help those affected by the floods in winter 2015 to 2016 to support the recovery and repair of the affected communities
- investing £2.3 billion by 2021, a real terms increase in spending on the last parliament (when we spent £1.7 billion) and on the £1.5 billion spend between 2005 and 2010. This will better protect over 300,000 homes and, together with investment in the last parliament, more than a million acres of prime farmland, from the risk of flooding or coastal erosion by 2021. Partnership funding contributions of £270 million have already been secured; we will continue to work to secure additional contributions for these schemes
- safeguarding the £171 million a year flood defence maintenance funding in real terms while delivering a 10% efficiency target to generate funds to reinvest in improved maintenance
- establishing the National Flood Resilience Review to consider forecasting and modelling, resilience of key infrastructure alongside longer term flood defence strategy
- taking an integrated approach to flood risk alleviation through the 25-year environment plan using catchments as the building block for decision-making
- help to ensure businesses and individuals can withstand animal and plant pests and diseases by:
- implementing our strategy to achieve Officially Bovine Tuberculosis Free status for England by 2038
- maintaining our ability to identify and protect against animal and plant health risks, minimising trade losses and safeguarding our emergency response capabilities. This includes a doubling of investment in our world-class capabilities in science and animal and plant health
- assess all emerging threats to animal, plant and public health and continue to work with the Department of Health and Public Health England to address the threat of antimicrobial resistance
- co-ordinate and manage the government's central response to major emergencies involving flooding, animal or plant disease outbreaks, and other areas where Defra is the lead government department
- enhance the resilience of businesses and individuals against the impact of drought and loss of water supply
- invest around £130 million capital in Defra's science facilities
- ban the use of wild animals in circuses

The Welfare at Time of Killing Regulations introduced in England in November 2015 will maintain the long-standing arrangements that protect methods of religious slaughter while maintaining high standards of animal welfare.

## 2.4 Environment Agency

#### **Adapting to Climate Change**

https://www.gov.uk/government/uploads/system/uploads/attachment\_data/file/504245/LIT\_5707.pdf



## 2.5 Association of Drainage Authorities (ADA)

## 2.5.1 Technical & Environment Committee

Next meeting May 2016

## 2.5.2 Policy & Finance Committee

Nest meeting May 2016



## 3. Financial Report

## **Recommendations:**

• Note information contained in the report

## 3.1 Rating Report

All Rates and Special Levies for the year ending 31 March 2016 have been paid to date. There is no outstanding balance.

## 3.2 List of Payments

Schedules of payments made since those reported at the meeting on 22 October 2015.

## 3.2.1 List of Cheques

DA	TE	CHEQUE	REF	PAYEE	DESCRIPTION	TOTAL
	NO.					CHEQUE
2015						3
Oct	29th	104328	89	A&F Consulting Engineers LLP	WYG Planning Application	546.48
		104329	96	A&F Consulting Engineers LLP	Clerk & Engineer's Fee 1-Aug-15 to 31-Oct-15	9,465.14
		104330	79	Sweeting Brothers Ltd	Maintenance	996.00
		104331	99	ADA	Conference Fees	134.40
		104332	61	The Courtyard	Meeting Expenses	56.50
Nov	10th	104333	-	Ged Blee	Wages	717.02
	12th	104335	103	A&F Consulting Engineers LLP	Capitol Park - October 2015	2,406.84
	18th	104336	90	A&F Consulting Engineers LLP	Website Maintenance	67.50
		104337	97	F Martinson & Son	Maintenance	12,870.12
		104338	92	The Courtyard	Meeting Expenses	56.50
		104339	101	Sean Stewart	Fly Tipping Clearance	35.00
		104341	112	Environment Agency	Flood Defence Levy	40,645.50
		104342	98	Diane Taylor	Internal Audit Fee	200.00
		104343	93	Addleshaw Goddard LLP	Procurement Services	7,234.92
		104344	140	Malcolm Boatman	Expenses	432.40
	19th	104345	104	A&F Consulting Engineers LLP	Elite Office Furniture - Commuted Sum	1,404.00
Dec	4th	104346	-	Ged Blee	Wages	717.02
		104347	108	A&F Consulting Engineers LLP	Clerk & Engineer's Fee 1-Nov-15 to 30-Nov-15	3,123.46
		104348	109	A&F Consulting Engineers LLP	Capitol Park - November 2015	4,826.40
		104349	110	A&F Consulting Engineers LLP	Peter ward Home - Commuted Sum	2,697.00
		104350	106	Henry Jubb	Orchard Cottage PS - Electrical Maintenance	419.83
		104351	105	LS Transmission Consultancy Ltd	Topographical Survey	626.40
	17th	104352	-	HMRC	PAYE/NI	243.00
20	16					
Jan	4th	104353	-	Ged Blee	Wages	794.15
	6th	104354	125	A&F Consulting Engineers LLP	Clerk & Engineer's Fee 1-Dec-15 to 31-Dec-15	3,106.97
		104355	124	A&F Consulting Engineers LLP	Capitol Park - December 2015	5,636.76
		104356	123	A&F Consulting Engineers LLP	Goole Riverside Flood Study	912.00



		104358	107	Clear Environmental Consultants Environmental Advisor's Fee		780.00
		104359	118	ADA	Annual Subscription	1,465.20
		104360	114	DW Foster	Skip Hire	360.00
		104361	111	Clear Environmental Consultants	Goole Integrated Model	4,020.00
		104362	120	Colwill Contracting Ltd	Maintenance	180.00
		104363	-	HMRC PAYE/NI Payroll Processing October to December 2015		131.20
		104364	126			72.00
10		104365	116	F Martinson & Son	Maintenance	
	11th 10		117	A&F Consulting Engineers LLP	Highways England - Grant Application	249.60
		104369	133	A&F Consulting Engineers LLP	Capitol Park - January 2016	3,486.18
		104371		Backhouse Environmental Services		333.26
		104377	139	British Gas	Supply to Orchard Cottage PS	409.87
		104378	137	The Courtyard	Meeting Expenses	54.00
	26th	104379	138	F Martinson & Son	Maintenance	576.00
Feb	1st	104382	181	Sweeting Brothers Ltd	Maintenance	8,565.60
		104383	182	Perry's Pumps	Downes Ground PS - Pump Maintenance	780.00
		104384	-	HMRC	PAYE/NI	87.80
Mar	4th	104385	-	Ged Blee	Wages	500.35
	9th	104386	136	Addleshaw Goddard LLP	Procurement Services	11,541.48
				Total Amount of all Cheques		148,104.10

The following payments have been raised but are currently in dispute. As such, they have not been issued to the service provider.

DA	ATE	CHEQUE	REF	PAYEE DESCRIPTION		TOTAL
Jan	11th	104367	121	A&F Consulting Engineers LLP	Yorkshire Water Unauthorised Discharged	609.60
		104368	100	A&F Consulting Engineers LLP	Clerk & Engineer's Fee 1-Jan-16 to 11- Jan-16	1,008.83
		104372	130	A&F Consulting Engineers LLP	Sir Len Hutton Drive Commuted Sum	2,922.00
		104373	131	A&F Consulting Engineers LLP	Elite Office Furniture - Commuted Sum	971.82
		104374	132	A&F Consulting Engineers LLP	Handover of Documents	2,877.60
		104375	134	A&F Consulting Engineers LLP	Various Additional Duties	4,404.00
				TOTAL		12,793.85

Moreover, the following invoices have been received but have not been paid because the items are also in dispute.

Date	Supplier	Description	£
11-Jan-16	A&F Consulting Engineers	Claim by JBA	1,178.40
11-Jan-16	A&F Consulting Engineers	Additional Duties – Procurement	5,583.98
31-Jan-16	A&F Consulting Engineers	Handover to 31-Jan-2016	6,528.60
31-Jan-16	A&F Consulting Engineers	Additional Duties - Misc.	4,232.40
29-Feb-16	A&F Consulting Engineers	Website Closure Costs	348.00
29-Feb-16	A&F Consulting Engineers	Clerk & Engineer Fees 12-31 Jan-16	1,848.22
9-Mar-16	A&F Consulting Engineers	Handover to 29-Feb-16	1,510.80
	TOTAL		21,230.40



## 3.2.2 Payment Made Directly from the Bank Account

D	ATE	REF	PAYEE	DESCRIPTION	TOTAL	
					CHEQUE	
20	015				£	
Oct	1st	146-7	NPower	Supply to Downes Ground PS	766.66	
		143 pt	Scottish Power	Supply to Hook Clough PS	330.00	
	5th	175	Public Works Loan Board	Loan Repayment	3,687.02	
	12th	73	O2	Mobile Telephone	11.41	
	19th	84	Vodafone	Telemetry Lines	37.62	
		-	Bank Charges	Bank Charges	16.02	
	20th	171-2,177	Eon	Supply to Hook Clough PS	45.09	
	23rd	161	NPower	Supply to Orchard Cottage PS	337.78	
Nov			Scottish Power	Supply to Hook Clough PS	330.00	
	9th	150	NPower	Supply to New Potter Grange PS	54.27	
	11th	87	O2	Mobile Telephone	11.41	
	13th	88	Vodafone	Telemetry Lines	37.44	
	16th	173	Eon	Supply to Hook Clough PS	65.99	
	18th	-	Bank Charges	Bank Charges	17.89	
	24th	162	NPower	Supply to Orchard Cottage PS	369.90	
Dec	1st	-	Scottish Power	Supply to Hook Clough PS	180.00	
	10th	-	O2	Mobile Telephone	11.41	
	14th	102	Vodafone	Mobile Telephone	37.32	
	15th	174	Eon	Supply to Hook Clough PS	3.98	
	19th	-	Bank Charges	Bank Charges	17.50	
	23rd	163	NPower	Supply to Orchard Cottage PS	571.26	
	30th	145	NPower	Supply to Downes Ground PS	1,120.42	
20	016					
Jan	4th	180	Scottish Power	Supply to Hook Clough PS	180.00	
	11th	-	O2	Mobile Telephone	11.41	
	18th	115	Vodafone	Telemetry Lines	37.08	
		-	HSBC	Bank Charges	16.21	
	25th	178	Eon	Supply to Hook Clough PS	89.17	
	26th	176	NPower	Supply to Orchard Cottage PS	1,274.23	
Feb	2nd	-	Scottish Power	Supply to Hook Clough PS	180.00	
	10th	-	O2	Mobile Telephone	11.41	
	12th	135	Vodafone	Telemetry Lines	37.74	
	16th	179	Eon	Supply to Hook Clough PS	51.93	
	18th	-	HSBC	Bank Charges	16.63	
			Total Amount of all Payments		9,966.20	
			Total Amount of all Fayillelits		3,300.20	



## 3.3 Revenue Account as at 29 February 2016

# GOOLE & AIRMYN INTERNAL DRAINAGE BOARD INCOME AND EXPENDITURE ACCOUNT FOR THE YEAR ENDING 31ST MARCH 2016 Revenue Account

Expenditure  Environment Agency Flood Defence Levy 81,291.00 68,860.00 New Works and Improvement Works 106,400.75 140,357.00 Drains Maintenance 24,948.04 23,216.52 Other Expenditure 13,025.79 29,087.47 Pumping Stations 30,518.41 43,241.93 Administration 47,637.55 28,867.84 Loan repayment 7,374.04 311,195.58 7,374.04 341,004.80 Surplus/(Deficit) for Year (21,136.65) 28,983.23 Credit Balance Brought Forward 8,562.49 (20,420.74)		20	16	20	15
Drainage Rates 2,908.03 2,700.17 Special Levy 196,068.57 187,681.00 Dept of Transport 30,301.34 21,083.29 Bank Interest 0.00 1,442.63 Other Income 60,780.99 157,080.94 Grants 0.00 290,058.93 0.00 369,988.03  Expenditure  Environment Agency Flood Defence Levy 81,291.00 68,860.00 New Works and Improvement Works 106,400.75 140,357.00 Drains Maintenance 24,948.04 23,216.52 Other Expenditure 13,025.79 29,087.47 Pumping Stations 30,518.41 43,241.93 Administration 47,637.55 28,867.84 Loan repayment 7,374.04 311,195.58 7,374.04 341,004.80  Surplus/(Deficit) for Year (21,136.65) 28,983.23  Credit Balance Brought Forward 8,562.49 (20,420.74)		£	£	£	£
Special Levy         196,068.57         187,681.00           Dept of Transport         30,301.34         21,083.29           Bank Interest         0.00         1,442.63           Other Income         60,780.99         157,080.94           Grants         0.00         290,058.93         0.00         369,988.03           Expenditure           Environment Agency Flood Defence Levy         81,291.00         68,860.00         140,357.	Income				
Dept of Transport       30,301.34       21,083.29         Bank Interest       0.00       1,442.63         Other Income       60,780.99       157,080.94         Grants       0.00       290,058.93       0.00         Expenditure         Environment Agency Flood Defence Levy       81,291.00       68,860.00         New Works and Improvement Works       106,400.75       140,357.00         Drains Maintenance       24,948.04       23,216.52         Other Expenditure       13,025.79       29,087.47         Pumping Stations       30,518.41       43,241.93         Administration       47,637.55       28,867.84         Loan repayment       7,374.04       311,195.58       7,374.04       341,004.80         Surplus/(Deficit) for Year       (21,136.65)       28,983.23         Credit Balance Brought Forward       8,562.49       (20,420.74)	Drainage Rates	2,908.03		2,700.17	
Bank Interest         0.00         1,442.63           Other Income         60,780.99         157,080.94           Grants         0.00         290,058.93         0.00         369,988.03           Expenditure           Environment Agency Flood Defence Levy         81,291.00         68,860.00         68,860.00           New Works and Improvement Works         106,400.75         140,357.00         140,357.00           Drains Maintenance         24,948.04         23,216.52         20ther Expenditure         13,025.79         29,087.47         Pumping Stations         30,518.41         43,241.93         43,241.93         441.93         Administration         47,637.55         28,867.84         Loan repayment         7,374.04         311,195.58         7,374.04         341,004.80           Surplus/(Deficit) for Year         (21,136.65)         28,983.23           Credit Balance Brought Forward         8,562.49         (20,420.74)	Special Levy	196,068.57		187,681.00	
Other Income       60,780.99       157,080.94         Grants       0.00       290,058.93       0.00       369,988.03         Expenditure         Environment Agency Flood Defence Levy       81,291.00       68,860.00       106,400.75       140,357.00<	Dept of Transport	30,301.34		21,083.29	
Expenditure         81,291.00         68,860.00	Bank Interest	0.00		1,442.63	
Expenditure  Environment Agency Flood Defence Levy 81,291.00 68,860.00 New Works and Improvement Works 106,400.75 140,357.00 Drains Maintenance 24,948.04 23,216.52 Other Expenditure 13,025.79 29,087.47 Pumping Stations 30,518.41 43,241.93 Administration 47,637.55 28,867.84 Loan repayment 7,374.04 311,195.58 7,374.04 341,004.80 Surplus/(Deficit) for Year (21,136.65) 28,983.23 Credit Balance Brought Forward 8,562.49 (20,420.74)	Other Income	60,780.99		157,080.94	
Environment Agency Flood Defence Levy New Works and Improvement Works 106,400.75 140,357.00 Drains Maintenance 24,948.04 23,216.52 Other Expenditure 13,025.79 Pumping Stations 30,518.41 43,241.93 Administration 47,637.55 28,867.84 Loan repayment 7,374.04 Surplus/(Deficit) for Year  (21,136.65) 8,860.00 140,357.00 23,216.52 29,087.47 29,087.47 29,087.47 21,193.58 7,374.04 311,195.58 7,374.04 341,004.80 28,983.23	Grants	0.00	290,058.93	0.00	369,988.03
Environment Agency Flood Defence Levy New Works and Improvement Works 106,400.75 140,357.00 Drains Maintenance 24,948.04 23,216.52 Other Expenditure 13,025.79 Pumping Stations 30,518.41 43,241.93 Administration 47,637.55 28,867.84 Loan repayment 7,374.04 Surplus/(Deficit) for Year  (21,136.65) 8,860.00 140,357.00 23,216.52 29,087.47 29,087.47 29,087.47 21,193.58 7,374.04 311,195.58 7,374.04 341,004.80 28,983.23					
New Works and Improvement Works       106,400.75       140,357.00         Drains Maintenance       24,948.04       23,216.52         Other Expenditure       13,025.79       29,087.47         Pumping Stations       30,518.41       43,241.93         Administration       47,637.55       28,867.84         Loan repayment       7,374.04       311,195.58       7,374.04       341,004.80         Surplus/(Deficit) for Year       (21,136.65)       28,983.23         Credit Balance Brought Forward       8,562.49       (20,420.74)	Expenditure				
Drains Maintenance       24,948.04       23,216.52         Other Expenditure       13,025.79       29,087.47         Pumping Stations       30,518.41       43,241.93         Administration       47,637.55       28,867.84         Loan repayment       7,374.04       311,195.58       7,374.04       341,004.80         Surplus/(Deficit) for Year       (21,136.65)       28,983.23         Credit Balance Brought Forward       8,562.49       (20,420.74)	Environment Agency Flood Defence Levy	81,291.00		68,860.00	
Other Expenditure       13,025.79       29,087.47         Pumping Stations       30,518.41       43,241.93         Administration       47,637.55       28,867.84         Loan repayment       7,374.04       311,195.58       7,374.04       341,004.80         Surplus/(Deficit) for Year       (21,136.65)       28,983.23         Credit Balance Brought Forward       8,562.49       (20,420.74)	New Works and Improvement Works	106,400.75		140,357.00	
Pumping Stations       30,518.41       43,241.93         Administration       47,637.55       28,867.84         Loan repayment       7,374.04       311,195.58       7,374.04       341,004.80         Surplus/(Deficit) for Year       (21,136.65)       28,983.23         Credit Balance Brought Forward       8,562.49       (20,420.74)	Drains Maintenance	24,948.04		23,216.52	
Administration       47,637.55       28,867.84         Loan repayment       7,374.04       311,195.58       7,374.04       341,004.80         Surplus/(Deficit) for Year       (21,136.65)       28,983.23         Credit Balance Brought Forward       8,562.49       (20,420.74)	Other Expenditure	13,025.79		29,087.47	
Loan repayment         7,374.04         311,195.58         7,374.04         341,004.80           Surplus/(Deficit) for Year         (21,136.65)         28,983.23           Credit Balance Brought Forward         8,562.49         (20,420.74)	Pumping Stations	,		,	
Surplus/(Deficit) for Year         (21,136.65)         28,983.23           Credit Balance Brought Forward         8,562.49         (20,420.74)	Administration	47,637.55		28,867.84	
Credit Balance Brought Forward 8,562.49 (20,420.74)	Loan repayment	<u>7,374.04</u>	<u>311,195.58</u>	<u>7,374.04</u>	341,004.80
<del></del>	Surplus/(Deficit) for Year		(21,136.65)		28,983.23
Credit Balance Carried Forward (12,574.16) 8,562.49	Credit Balance Brought Forward		<u>8,562.49</u>		(20,420.74)
	Credit Balance Carried Forward	=	(12,574.16)	=	8,562.49



## GOOLE & AIRMYN INTERNAL DRAINAGE BOARD BALANCE SHEET AS AT 31st MARCH 2016

	20	16	20	15
	£	3	3	£
Fixed Assets				
Works Account - Book Value		83,465.52		83,465.52
Current Assets				
Cash at Bank				
Current A/c	127,576.77		33,093.73	
Investments			103,217.93	
Debtors			0.00	
Drainage Rates	0.00		0.00	
Special Levy	0.00		0.00	
Debtors	32,379.81		27,724.54	
Prepayments - Insurance	0.00		0.00	
Sundry Debtors	0.00		0.00	
HM Revenue & Customs	<u>4,459.81</u>		<u>16,221.66</u>	
Total Current Assets	<u>164,416.39</u>		<u>180,257.86</u>	
Current Liabilities				
Creditors	833.41		2,033.41	
	(10,752.66)		0.00	
Accruals				
Audit	<u>0.00</u>		<u>0.00</u>	
Total Current Liabilities	<u>(9,919.25)</u>		<u>2,033.41</u>	
Current Assets Less Current Liabilities		<u>174,335.64</u>		<u>178,224.45</u>
Total Access		057 004 40		004 000 07
Total Assets		257,801.16		261,689.97
Long Term Loan - PWLB		<u>83,465.52</u>		<u>83,465.52</u>
_		<u>174,335.64</u>		<u>178,224.45</u>
<u>Reserves</u>				
Revenue Account		(12,574.16)		8,562.49
Commuted Sum Accounts		186,909.80		169,661.46
Reserve Accounts - Capital Receipts		<u>0.00</u>		<u>0.00</u>
		<u>174,335.64</u>		<u>178,223.95</u>



## 3.4 Budget Estimate as at 10 March 2016

	2015/16			10/03/2016	201	16/17
Appi	roved					
	mate					Estimate
					•	
£	£	£	£		3	£
				INCOME		
				Drainage Rates on District 1:-		
158		158		4.9p in £ on Av of £4,054	100%	
.00		.00		·	.0070	
				Drainage Rates on District 2:-		
2,750		2,750		4.9p in £ on Av of £101,849	100%	
				Special Levies		
				East Riding of Yorkshire - District 1		
194,109		194,109		4.9p in £ on Av of £4,977,159	100%	
154,105		104,100		•	10070	
				East Riding of Yorkshire - District 2		
1,964		1,964		4.9p in £ on Av of £72,755	100%	
				Other Income:-		
21,083		30,301		Department of Transport	144%	
49,607		51,447		Capitol Park	104%	
53,554		0		Grant in Aid	0%	
	202 205		000 000			
<u>0</u>	323,225	9,334	290,063	Other Income/Interest etc	#DIV/0!	
				EVENILITUE		
				EXPENDITURE		
68,860		68,860		Environment Agency Precept	100%	
7,374		7,374		Board Loans	100%	
				Capital:-		
30,000		0		Toe Piling	0%	
00,000		Ū		Administration:-	0,70	
0		F 400			#DI) //OI	
0		5,400		Management Fees	#DIV/0!	
20,450		29,596		A&F Management Fees	145%	
19,000		13,026		A&F Additional Duties	69%	
0		0		A&F Handover		
42,397		67,160		Other Administration Expenses	158%	
,		01,100		Recoverable Items		
E 000		0			00/	
5,000		0		Yorkshire Water Claim	0%	
25,000		0		Hook & Southfield Project	0%	
20,000		0		Riverside Project	0%	
50,000		42,452		Capital Park	85%	
16,000		9,430		Small Schemes	59%	
. 0,000		0, .00		Works Maintenance:-	00,0	
10.000		0.051			700/	
12,620		9,851		Pump Attendant Costs	78%	
27,000		24,948		Drain Maintenance (Contract)	92%	
2,000		0		Ecology, Biodiversity etc	0%	
<u>29,500</u>	<u>375,201</u>	<u>20,667</u>	<u>298,765</u>	Pumping Stations	70%	
	(51,976)		(8,701)	Surplus - (Deficit)		
	(91,558)		<u>8,562</u>	Balance Brought Forward		<u>-9.35%</u>
	<u>(143,534)</u>		<u>(139)</u>	Balance Carried Forward		

Previous Years Rates in the £ Penny Rate : £51,558



## 4. Engineer's Report

#### Recommendations:

Note the information contained in this report

## 4.1 Asset Management

#### 4.1.1 Board owned Assets

Solicitors have been asked to apply to the Land Registry for title to the pump station to which the title documents were lost whilst in possession of that Solicitor. Such an application should result in the Board being given absolute freehold title, not possessory title.

## 4.1.2 Pumping Stations

**Downes Ground Pumping Station** 

- The two flap valves for the discharge have been ordered and are being manufactured.
- Danvm IDB have been commissioned to erect the fencing and signage at the outfall.
- There has been an electrical issue with pump 3 and is currently been repaired.

Hook Clough Pumping Station

- A pump hour meter was faulty and has been replaced.
- Danvm IDB have been commissioned to erect the fencing and signage at the outfall

## 4.1.3 Telemetry

Costing's are being obtained to potentially replace the existing telemetry system. A separate engineers report will be produced illustrating the results and a recommendation.

A laptop has been purchased to enable Danvm employees to monitor the water levels at the pumping stations using the existing Oriel telemetry system.

#### 4.1.4 Proposed Commuted Sum Agreements

Solicitors have confirmed to Elite Furnishings and Peter Ward Developments the Board will not enter into a commuted sum agreement unless it is to the benefit of the District.

With regard to Capitol Park a meeting has been arranged with HCA for 5 April to discuss:

- If all appropriate payments have been made to date under the Agreement of 2012
- Recalculation of Agreement sum relating to material departure from agreement clause
   2.
- Upgrade works required to the pump station included in the agreement under clause
   7.2
- Responsibility for track access maintenance under the Agreement of 2012 only where Board is sole user and where track is available all year.
- No sign-off of watercourse until works have been completed to satisfaction of Board



## 4.2 Maintenance

## 4.2.1 Ordinary Watercourses

- Hagrapat Ltd have nearly completed the works previously approved by the board.
- Township Drain: The engineer has agreed to a change in scour protection works in relation to Elite Furnishing Development.
- There has been two incidents of vehicles found in watercourses these have been dealt with accordingly and no pollution had been noted.
- Hook Drain: The engineer has agreed to alter the proposed depth of Yorkshire Water apparatus below the bed of the existing watercourse, concerning the Whin Croft, Thorntree Lane Development.

## 4.3 Planning, pre-application advice and consents

## 4.3.1 Planning Applications

The Board may only comment on surface water run-off in excess of the green field run-off rate of 1.4 litres per second per hectare.

## 4.3.2 Land Drainage Act 1991 Section 23 and 66 (Byelaws) Consents

Nothing to report

## 4.3.3 Extended District Consents (Land Drainage Act 1991 Section 23)

Nothing to report

## 4.3.4 Pre application advice

Nothing further report.



## 5. Environmental Report

## Recommendation:

Approval of a BAP required (item 5.3)

## 5.1 Legislation

## 5.1.1 Water Vole Class Licence

Nothing to report

## 5.1.2 Eels (England & Wales) Regulations 2009

We await formal notice from Environment Agency in respect of the Board pump stations

## 5.2 Maintenance issues

## 5.2.1 Protected and notable species

Plans will be prepared for Board Member to undertake water vole surveys

## 5.2.2 EIA (Land Drainage Improvement Works) Regulations

All works including renewal of piling can only be undertaken following the regulations

## 5.3 Biodiversity Action Plan

Production of a new Biodiversity Action Plan with specific targets as agreed at February meeting with defined actions, reporting and monitoring can be produced for a ceiling fee of  $\mathfrak{L}1,500$  p.a. in accordance with additional services. Work will include linking where possible with habitats and species action plans in the Local BAP produced in the East Riding of Yorkshire in its BAP Strategy document.



## 6. Health and Safety Report

## Recommendations:

• To note the information contained in the report

## 6.1 Contractor Management

## 6.1.1 Accidents and Incidents

There have been no accidents or incidents to report since the last meeting.

## **6.1.2** Lone Worker Arrangements

The Danvm Drainage Commissioners (DDC) are currently managing the Boards pumping stations. The DDC workforce are all supplied with Lone Worker devices

## 7. Date of next meeting



## 8. APPENDIX A: Policies

### Policy 1. Schedule of Reserved Matters

### 1 OVERVIEW

A Schedule of Reserved Matters ensures that decisions that the Board would expect to take would otherwise fall within the delegated authority of the Clerk, Chairman, a Committee or joint Committee.

The existence of a Schedule of Reserved Matters for the Board provides an internal safety net ensuring these decisions have to be referred to the Board. It simplifies the process of delegation and makes it easier for the board to give Committees the powers they need to perform function. Broader powers can be delegated if they are made subject to the exceptions set out in the Schedule. A schedule also allows changes to be made without having to alter the terms of delegation for each individual or committee. The disadvantage of this delegation is that those who exercise delegated powers are not always as knowledgeable as they should be about the contents of the schedule, a particular danger when the schedule has been amended. No matter how effective a Board may be it is not possible for Members to have hands on involvement in every area of the Board's business. An effective Board controls the business but delegates day to day responsibility to the Management staff. There are a number of matters however which are required to be, or in the interests of the Board, should only be decided by the Board as a whole. It is therefore incumbent upon the Board to make it clear what the Reserved Matters are.

#### **2 URGENT MATTERS**

A Schedule of Reserved Matters is important to establishing procedures for dealing with issues that have to be dealt with urgently, often between regular Board meetings. The Clerk and his management team also need to have sufficient delegated authority to run the day to day business but the extent of this may not always be understood. The Terms of Reference for the Clerk and Management Team and the Board's Scheme of Delegation clarify these issues.

## 3 SCHEDULE OF MATTERS RESERVED FOR THE BOARD

In all cases procedures should balance the need for urgency with the overriding principle that each and every Board member ought to be given as much information as possible, the time to consider it properly and an opportunity to discuss matters prior to the commitment by the organization.

- 3.1 Strategy and Management
- 3.1.1 Responsibility for the overall management of the Board and for the general supervision of all matters relating to the drainage of land within the Internal Drainage District and obligations as a Risk Management Authority under the Flood & Water Management Act 2010.
- 3.1.2 Approval of the Board's objectives and strategy.
- 3.1.3 Approval of the Board's annual operating and capital expenditure budgets and any materials changes to them. In the event of an emergency where it is not feasible or practical to obtain the Board's prior approval, approval from the Finance Committee shall be obtained and later ratified by the Board.
- 3.1.4 Oversight of Board operations ensuring:
  - Competent and prudent management
  - Sound planning
  - · Adequate system of internal control through Internal Audit Review
  - Adequate accounting and other records
  - · Compliance with statutory and regulatory obligations
- 3.1.5 Review of Board's performance in light of Board strategy, objectives, targets, service delivery plans and renewals/refurbishment programmes, policies and budgets ensuring that any necessary corrective action is taken.
- 3.1.6 Extension of Board activities into new business or geographic areas.
- 3.1.7 Any decision to cease to operate all or any material part of the Board's activities.
- 3.1.8 Material changes in general supervision over matters relating to the drainage of land in the Board drainage district.



- 3.1.9 Material changes in how other powers are used and how other duties are performed in the drainage district that have been conferred on the Board by the Land Drainage Act 1991 (as amended), the Flood and Water Management Act 2010 and all Environmental Legislation.
- 3.2 Structure and Capital
- 3.2.1 Changes relating to the Board's capital structure, including balances, provisions and reserves.
- 3.2.2 Major changes in rateable value of the drainage district.
- 3.2.3 Major changes to the Board's structure.
- 3.2.4 Any change to the status of the Board as an autonomous land drainage authority for example amalgamation, merger or abolition.
- 3.2.5 Any application to alter the boundaries or reorganization of the internal drainage district in accordance with Sections 2 and 3 of the Land Drainage Act 1991.
- 3.3 Financial Reporting and Controls
- 3.3.1 Approval of the Annual Report and Accounts including the corporate governance statement and remuneration report.
- 3.3.2 Approval of the Internal Audit Review Meeting Minutes.
- 3.3.3 Approval of the Risk Register.
- 3.3.4 Approval of the Reserves Policy and material changes in the level of any provision or reserve. In the event of an emergency where it is not feasible or practical to obtain the Board's prior approval to any such changes, approval from the Finance Committee shall be obtained and later ratified by the Board.
- 3.3.5 Approval of any write off or rating amendments/exemptions contained within the Rating Report.
- 3.4 Internal controls
- 3.4.1 The Board will nominate one Member of the Board to sit on the Shire Group of IDBs Internal Audit Review Committee ensuring maintenance of a sound system of internal control and risk management.
- 3.4.2 Changes to the Board Standing Orders and Financial Regulations.
- 3.4.3 Changes to the Board byelaws in accordance with Section 66 of the Land Drainage Act 1991.
- 3.4.4 Approval of Board Minutes and reports together with any material changes in content.
- 3.4.5 Approval of any works/activities requested by the Environment Agency under its supervisory powers contained in Section 7 of the Land Drainage Act 1991 or default powers contained in Section 9 of the Land Drainage Act 1991.
- 3.4.6 Approval of the dates and times of the Board meetings.
- 3.5 Contracts
- 3.5.1 Approval of major capital projects of the Board and principle contracts arising therefrom.
- 3.5.2 Contracts which are material, strategically or by reason of size, entered into by the Board in the ordinary course of its undertakings. For example bank borrowings or a contractual commitment beyond one year, acquisitions or disposals of fixed assets above £15,000 (excluding land), and any purchase/disposal of land (whether compulsorily acquired or otherwise).
- 3.5.3 Approve the use of Buying Groups and Service Level Agreements through which to procure goods and services.
- 3.6 Board membership and other appointments
- 3.6.1 Ensuring adequate succession planning for Board Employees.
- 3.6.2 Approving appointments to the Board in accordance with Schedule 1 Part 2 of the Land Drainage Act 1991 (appointed members only).
- 3.6.3 Election of Chairman and Vice Chairman of the Board in accordance with Standing Orders.
- 3.6.4 Membership of Committees.
- 3.6.5 Continuation in office of any member at any time including the suspension or termination of service in accordance with Schedule 1 Part 3, sections 8 and 9 of the Land Drainage Act 1991 and/or the Members Code of Conduct.
- 3.6.6 Filling of casual vacancies in accordance with Schedule 1 Part 3 section 10 of the Land Drainage Act 1991.
- 3.6.7 Appointment or removal of the Returning Officer and approval of the Electoral Register.
- 3.6.8 Appointment or removal of the Internal Auditor.



#### 3.7 Remuneration

- 3.7.1 Approval of any application to pay the Chairman of the Board an allowance for the purpose of enabling him/her to meet the expenses of office in accordance with Schedule 2 section 1(1) of the Land drainage Act 1991.
- 3.7.2 Approval of any severance package awarded to Board Employees in excess of statutory minimum requirements.
- 3.8 **Delegation of Authority**
- 3.8.1 The division of responsibilities between the Chairman and the Clerk which must be in writing.
- 3.8.2 Approval of the Board's Scheme of Delegation, terms of reference for any Board Committees.
- 3.8.3 Changes to those authorised to institute legal proceedings pursuant to various powers afforded to the Board by the Land Drainage Act 1991 and the Flood & Water Management Act 2010
- 3.9 Corporate governance matters
- 3.9.1 Undertaking a formal and rigorous review of the Board's own performance, of its Committees, individual members and of those appointed to outside bodies.
- 3.9.2 Determining the independence of members.
- 3.9.3 Considering the balance of interests between ratepayers, billing authorities, employees, developers and the community encompassing Sustainable Development.
- 3.9.4 Review the Board's overall governance arrangements and committee structure.
- 3.9.5 Receiving reports on the views of Board stakeholders.
- 3.10 Policies and Statements

Approval of all policies and statements but not limited to:

- Member Code of Conduct
- Water Level Management Vision and Policy
- Division of Responsibilities between Clerk and Chairman Statement
- Watercourse Maintenance Statement
- Byelaw and Enforcement Policy
- Health & Safety Policy
- Asset Management Plan
- Biodiversity Action Plan
- Environmental Policy
- Whistle Blowing Policy
- Anti Fraud and Corruption Policy
- Reserves Policy
- Investments Policy
- Duties and Responsibilities of Members Statement
- 3.11 Other Matters
- 3.11.1 Prosecution, defence or settlement of litigation involving amounts above £5,000 or being otherwise material to the interests of the Board. Settlement of other disputes or appeals over £5,000 or being otherwise material to the interests of the Board.
- 3.11.2 Approval of overall levels of insurance for the Board including Member liability insurance.

#### **4 CERTIFICATION**

Goole & Airmyn IDB agree to introduce this Schedule of Reserved Matters on the xx day of xx 2016

By Order of the Goole & Airmyn IDB

Certified by Ian M Benn, Clerk

This document is next scheduled for review on the 31st March 2019



## Policy 2. Scheme of Delegation

## 1. OVERVIEW

Goole & Airmyn IDB approved a schedule of reserved matters on xxxxxxxx which clearly sets out those decisions that only the Board can take. All other matters which, by definition, the Board considers suitable for delegation or may otherwise need to be dealt with between Board meetings are hereby delegated to the Chairman and Clerk as set out in this Scheme of Delegation, in accordance with Standing Orders made by the Board and approved by the Secretary of State ("the Orders").

### 1.1 CLERK'S DELEGATED POWER

- 1.1.1 Delivering the operational performance of the IDB, as dictated by the Board's overall strategy.
- 1.1.2 To control and direct Board employees on a day to day basis including enforcement of the Employee Code of Conduct and Grievance Procedure and undertaking disciplinary action where appropriate.
- 1.1.3 To manage the Board activities and finances on a day to day basis in accordance with Board Financial Regulations including procurement of goods and services.
- 1.1.4 To take decisions on any matter that the Board may reasonably determine from time to time by resolution.
- 1.2 Chairman's Delegated Power
- 1.2.1 The Board hereby delegates the following plenary powers and authority to its Chairman's Committee, subject to the exceptions reserved to the Board in the Schedule of reserved matters.
- 1.2.2 To take decisions which enable the Board's Chairman to fulfil the role as set out in the Division of Responsibilities document (Chairman and Clerk).
- 1.2.3 To take decisions on any related matter that the Board may reasonably determine from time to time by resolution.

## 2. COMMITTEE STRUCTURE

Should the Board agree the formation of Committees, those Committees shall comprise Members from the Agricultural Ratepayers and Members from the Special Levy Payers to the Board in member numbers as defined in the Committee Terms of Reference to reflect the source of Board Income in the Committee structure.

#### 3. IMPLEMENTING POLICY AND DECISIONS

- 3.1 The Clerk shall be fully empowered to implement policy and all decisions taken by the Board and any Committee.
- 3.2 The Board's Management Team and its Employees shall assist the Clerk in implementing Board policy and the decisions that are taken by the Board and its Committees; the nature and extent of which is set out in the scope of Management Services Contract or job description.
- 3.3 The Clerk shall be fully empowered to administer the Financial Regulations.
- 3.4 For the avoidance of doubt the Clerk shall be fully empowered to manage the Board's employees in accordance with the Board's Human Resources Policies and procedures. The reporting lines of accountability are shown in the Board's Organizational Chart.

## 4. CERTIFICATION

Goole & Airmyn IDB agreed to introduce this Scheme of Delegation on the xxxxxxxxx By Order of the Goole & Airmyn IDB Certified by Ian M Benn, Clerk This document is next scheduled for review on the 31st March 2019



## Policy 3. Division of Responsibilities between Chairman and Clerk

The Management contract provides for extent of the Management Role, however, a division of responsibility is required.

#### 1 THE CHAIRMAN IS RESPONSIBLE FOR RUNNING THE BOARD

Key responsibilities include:

- 1.1 Setting the agenda, style and tone of Board discussions and chairing Board Meetings to promote effective decision making and constructive debate.
- 1.2 Providing leadership to the Board.
- 1.3 Taking responsibility for the Board's development.
- 1.4 Ensuring proper information is made available to the Board.
- 1.5 Planning and conducting Board meetings effectively.
- 1.6 Getting all Board members involved in the work of the Board.
- 1.7 Promoting effective relationships and open communication both inside and outside Board Meetings.
- 1.8 Overseeing the induction and development of Board members.
- 1.9 Ensuring the Board focuses on its key tasks.
- 1.10 Engaging the Board in assessing and improving its performance.
- 1.11 Ensuring effective implementation of Board decisions.
- 1.12 Establishing a close relationship of trust with the Clerk providing support and advice whilst respecting executive responsibility.
- 1.13 Representing the Board and presenting the Board's aims and policies to the District.
- 1.14 Understanding the views of ratepayers, contributing councils and key stakeholders and ensuring that effective lines of communication exist with the Board.
- 1.15 Ensuring that the Board engages effectively with the community it represents.
- 1.16 Ensuring Board compliance with legislative and Governance requirements.
- 1.17 Reviewing value for money and setting benchmark targets.

## 2 THE CLERK HAS EXECUTIVE RESPONSIBILITY FOR RUNNING THE BOARD'S BUSINESS

Key responsibilities include:

- 2.1 Delivering the operational performance of the IDB, as dictated by the Board's overall strategy.
- 2.2 Formulating and successfully implementing Board policy.
- 2.3 Developing strategic operating plans that reflect the longer term corporate objectives and priorities established by the Board.
- 2.4 Maintaining an ongoing dialogue with the Chairman of the Board.
- 2.5 Ensuring that adequate operational planning and financial control systems are in place.
- 2.6 Ensuring that the operating objectives and standards of performance are not only understood but owned by the management and other employees.
- 2.7 Closely monitoring the operating and financial results against plans and budgets.
- 2.8 Taking remedial action where necessary and informing the Board of significant changes.
- 2.9 Providing leadership to the management and employees.
- 2.10 Assuming full accountability to the Board for all IDB operations.
- 2.11 Building and maintaining an effective executive team.
- 2.12 Representing the IDB at meetings with major ratepayers, contributing councils, professional associations and key stakeholders.
- 2.13 Managing the IDB and its workforce on a day to day basis. Delegated authority to take any decision has been given to the Clerk by the Board, unless otherwise reserved to the Board and noted in the schedule of reserved matters/Scheme of Delegation.
- 2.14 Advising the Board on changes in legislation or regulations that affect the operation of the Board.
- 2.15 Arranging for the review and audit of the IDB processes and procedures.
- 2.16 Deriving and delivering improved value for money.



#### **3 CERTIFICATION**

Goole & Airmyn IDB agreed to introduce this Division of Responsibilities between Chairman and Clerk on the xxth day of xxxx 2016

By Order of the Goole & Airmyn IDB
Certified by Ian M Benn, Clerk
This document is next scheduled for review on the 31st March 2019

### Policy 4. Publication Scheme for Goole & Airmyn IDB ("the Board")

What is and why does, the Board use a Publication Scheme?

The Freedom of Information Act 2000 ("the Act") gives a general right of access to recorded information held by public authorities and sets out exemptions from that right and places a number of obligations on public authorities. The Board is deemed to be a non-departmental public body for the purposes of the Act.

Further information about the Act can be obtained from The Information Commissioner (http://www.ico.gov.uk)

The Board is required to adopt and maintain a publication scheme setting out the classes of information it holds, the manner in which it intends to publish the information, and whether a charge will be made for the information. The purpose of a scheme is to ensure a significant amount of information is available, without the need for a specific request. Schemes are intended to encourage organisations to publish more information proactively and to develop a greater culture of openness.

## What Information is routinely available?

The IDB information is grouped into seven classes.

- 1. Who we are and what we do
  - Organisational information, structures, locations and contacts.
- 2. What we spend and how we spend it

Financial information relating to projected and actual income and expenditure, procurement, contracts and audited accounts.

- 3. What our priorities are and how we are doing
  - Strategies and plans, value for money indicators, audits, inspections and reviews.
- 4. How we make decisions
  - Decision making processes and records of decisions.
- 5. Our policies and procedures

Current protocols policies and procedures for delivering our services and responsibilities.

- 6. **List and registers** 
  - All statutory and non-statutory Registers.
- 7. The services we offer

Information about the services we currently provide including leaflets, guidance and newsletters produced.

#### How to access the information?

The information contained in each class may be accessed through a variety of means and in a number of formats where available. All information is available for inspection on request and by prior appointment, where appropriate copies can be made available. A charge may be applied to the information supplied, each case is considered individually.

#### On our web-site

Some information will be available on the web-site, see **www.shiregroup-idbs.gov.uk**. This information is non-chargeable.

2. By e-mail



E-mail: alison.briggs@shiregroup-idbs.gov.uk heading Freedom of Information Request.

### By post

To obtain paper copies of the information requested please contact:
Alison Briggs
Goole & Airmyn IDB
Epsom House
Chase Park
Redhouse Interchange

Doncaster DN6 7FE 01302 337798 (Option 3 then Option 3) or alison.briggs@shiregroup-idbs.gov.uk

Please note that where hard copies of information will normally be supplied upon request multiple copies cannot normally be provided.

#### 4. In person

Please contact the Central Office to arrange an appointment.

## **Charges and Exempt Information**

Charges may be imposed for the provision of some of the information within this publication scheme. Where a class contains information which may levy a charge this is made clear with a  $\mathfrak L$  symbol shown below. In adopting this scheme there has been an effort to be as open as possible but there are instances where, for legitimate reasons, certain information is not available. Where this is the case the reasons behind the decision to exclude certain information is clearly stated. Justification for excluding information is made in consideration of the general exemptions contained in the Act, the Environmental Information Regulations, the Data Protection Act or where it may be of a confidential or commercially sensitive nature.

All copyright is reserved by the Board.

## The Information Available

## 1. Who we are and what we do

Constitution of the Board as detailed in the form of Standing Orders, the structure of the Management Team together with details of Membership of the Board.

Geographical area covered

Outline of responsibilities

Location of office and contact details

## 2. What we spend and how we spend it (£)

Annual Return

Audit Report on accounts

Revenue and capital spending plans

Procurement Regulations (Financial Regulations)

Funding; details of drainage rates, special levies, grants and other financial contributions

Board members allowances and expenses

Contracts awarded and their value

## 3. What our priorities are and how we are doing (£)

Strategy and plans
Inspections and reviews
Performance against aims and plans
Programme of works

## 4. How we make decisions

Board meeting and sub-committee minutes Public consultations Reports of advisory groups Environmental Impact Assessments Assessment of flooding risks



## Other publicly available reports

## 5. Our policies and procedures

Policies and procedures for the conduct of the Board's business Policies and procedures about the provision of services Policies and procedures about employment matters Whistle blowing policy
Anti-fraud & corruption policy
Data protection policy
Freedom of Information Publication Scheme
Customer contact
Charging regimes and policies

### 6. List and registers (£)

Register of Assets
Rate Book
Electoral Register (for the purposes of an Election of IDB Members)
Register of Members' Interests
Members Attendance Register

### 7. The services we offer $(\mathfrak{L})$

Regulatory
Byelaws
Information for landowners, developments and operations
Notices, leaflets and guidance
Media releases

Details of the services for which the Board is entitled to recover a fee together with those fees

### **Feedback**

Feedback, comments or complaints about this publication scheme should be directed to the Clerk or the Chairman of the Board, forwarded to the address stated in section 3 above "How to Access Information - 3. By Post".

If you are not satisfied that information is being published in accordance with this scheme you can refer your complaint to the Information Commissioner:

The Case Reception Unit Customer Services Team Information Commissioners Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

www.ico.gov.uk/complaints/freedom\_of\_information.aspx

### Policy 5. Complaints Policy

### Policy

Goole & Airmyn Internal Drainage Board (the Board) views complaints as an opportunity to learn and improve for the future as well as a chance to put things right for the person or organisation that has made the complaint. Our policy is to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint. The Board will:

- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- Gather information which helps us to improve what we do.

**Definition of a Complaint** 



A complaint is an expression of dissatisfaction whether justified or not about any aspect of the Board

#### 2. Procedure

The Board's complaints policy is available from the Board's website www.shiregroup-idbs.gov.uk. A hard copy of the procedure is available on request from the Board's offices at Shire Group of IDBs, Epsom House, Chase Park, Malton Way, Redhouse Interchange, Doncaster DN6 7FE; telephone: 01302 337798

- If you have cause to complain about the services provided by the Board please initially address your concerns to the Board's Administration on 01302 337798, option 3, option 3 or by letter to the address above, or by email to info@shiregroup-idbs.gov.uk.
- In the event that your initial concerns are not dealt with as a result of your first contact, you are requested to send a written summary of your complaint to: The Board's Management, Shire Group of IDBs, Epsom House, Chase Park, Redhouse Interchange, Doncaster DN6 7FE; telephone: 01302 337798; email: info@shiregroupidbs.gov.uk
- 3. Once your written summary of complaint has been received, the most appropriate person will be assigned to deal with your complaint depending upon its nature and will contact you in writing within two working days to inform you of their understanding of the circumstances leading to your complaint. You will be invited to make any comments you may have in relation to that summary.
- 4. Within 20 days of receipt of your written summary, the person dealing with your complaint will write to you in order to inform you of the outcome of the investigation into your complaint and to let you know what action has been taken or will be taken. Should the matter require longer investigation then you will be informed of the reason for delay.
- 5. If you remain dissatisfied with the outcome of the investigation then you may request that your complaint be reviewed at Board level. At this stage your complaint will be passed to the Board's Chairman.

The request for Board level review will be acknowledged within seven days of receiving it and the acknowledgement will say who will deal with the case and when you could expect a reply. The Chairman may investigate the facts of the case or delegate suitable Board members to do so.

Complainants should receive a definitive reply within four weeks. If this is not possible then a progress report will be sent with an indication of when a full reply will be given. Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

- 6. Should your complaint relate to the Board's officers or Board member then you are requested to address your complaint to the Board Chairman directly who will initiate a process similar to that described in paragraph 3-5 above, The Chairman may investigate the facts of the case or delegate suitable Board members to do so.
- 7. If you are dissatisfied with the outcome as determined by the above process or are dissatisfied with any aspect of the handling of your complaint then you may refer the matter to: The Local Government Ombudsman, PO Box 4771, Coventry CB4 0EH; website: www.lgo.org.uk; telephone: 0300 061 0614

## Dealing with persistent/vexatious complainers

#### 3. Aim of this Policy

- 3.1. The aim is to assist in dealing with all complaints in ways which are consistent, fair and reasonable.
- 3.2. The policy sets out how the Board will decide which complainants will be treated as vexatious or unreasonably persistent and what the Board will do in those circumstances.

#### 4. Background



- 4.1. Dealing with a complaint is a straight forward process however in a minority of cases, people pursue their complaints in a way which can impede the investigation of the complaint and/or can have significant resource issues for administration. This can happen whilst the complaint is being investigated, or when the complaint has been dealt with.
- 4.2. The Board is committed to dealing with all complaints equitably, comprehensively and in a timely manner in accordance with its complaints procedure.
- 4.3. The Board does not expect its Officers to tolerate unacceptable behaviour by complainants. Unacceptable behaviour includes that which is abusive, offensive or threatening and for the sake of example may include:
- Using abusive language on the telephone
- · Using abusive language face to face
- Sending multiple emails
- · Leaving multiple voicemails
  - 4.4. The Board will take action to protect its Officers and staff from such behaviour. If a complainant behaves in a way that is unreasonably persistent or vexatious, the Board will follow this policy.
  - 4.5. Raising legitimate queries or criticisms of a complaints as it progresses, for example if agreed timescales are not met, is not in itself to be regarded as vexatious or interpreted as unreasonably persistent behaviour of the complainant.
  - 4.6. The Board fully accept and acknowledge the fact that if a complainant is dissatisfied with the outcome of a complaint and seeks to challenge it once, or more than once, this should not necessarily cause the complainant to be labelled vexatious or unreasonably persistent.

## 5. Definitions

- 5.1. The Board has adopted the Local Government Ombudsman's (LGO) definition of "unreasonable complainant behaviour" and "unreasonable persistent complaints"
- 5.2. The Board defines unreasonably persistent and vexatious complainants as those who because of the frequency or nature of their contacts with the Board through its Officers, hinder consideration of their or other people's complaints. The description "unreasonably persistent" and "vexatious" may apply separately or jointly to a particular complainant.
- 5.3. Examples include the way or frequency that complainants raise their complaint with Management Staff, or how complainants respond when informed of the Board's investigation of complaint and conclusions reached.
- 5.4. Features of an unreasonably persistent and/or vexatious complainant include those listed below. This list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category:
- (i) Refusing to specify the grounds of a complaint, despite offers of help.
- (ii) Refusing to cooperate with the complaints investigation process.
- (iii) Refusing to accept that certain issues are not within the scope of a complaints procedure or within the Boards sphere of responsibility.
- (iv) Insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
- (v) Making unjustified complaints about staff who are trying to deal with the issues, and seeking to have them disciplined or replaced.
- (vi) Being rude, supercilious or arrogant in the delivery of a complaint or in response to an answered complaint.
- (vii) Changing the basis of the complaint as the investigation proceeds.
- (viii) Denying or changing statements he or she made at an earlier stage.



- (ix) Introducing trivial or irrelevant new information at a later stage.
- (x) Raising many detailed but unimportant questions, and insisting they are all answered.
- (xi) Submitting falsified documents from themselves or others.
- (xii) Adopting a 'scatter gun' approach: pursuing parallel complaints on the same issue with various organisations or with different personnel within a single organisation.
- (xiii) Continued examples of copying and/or blind copying (where it is brought to our attention) of complaints to others in attempts to inflame or incite issues.
- (xiv) Raising complaints on behalf of others.
- (xv) Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous staff, or detailed letters every few days, and expecting instant responses.
- (xvi) Trying to continually create email dialogue which puts pressure on staff to deliver immediate responses, especially out of office hours.
- (xvii) Submitting repeat complaints with minor additions/variations which the complainant then insists make these 'new' complaints.
- (xviii) Refusing to accept a decision which does not uphold a complaint; repeatedly arguing points with no new evidence.
- (xix) The refusal to accept documented evidence as factual
- (xx) complain about or challenge an issue based on a historic and irreversible decision or incident
- (xxi) Posting of personal views on 'blogs' or websites that seek to subvert/dismiss information they have been provided with regards a complaint and/or incite others to raise similar questions.
- (xxii) Purporting to act on behalf of others or insinuating that a complaint is the collective view of a group or body.
- (xxiii) Frequent or continued correspondence with Board Members regarding a present, previous or historical complaint.

## 6. Imposing Restrictions

The Board's Management will ensure that the complaint is being or has been thoroughly investigated according to the Boards complaints procedure.

- 6.1. In the first instance the Clerk will consult and be in agreement with the Board Chairman and Vice Chairman prior to issuing a warning to the complainant. The Clerk will contact the complainant, in writing and/or by email advising them that their contact with the Board in future will be restricted and the reasons why this decision has been reached.
- 6.2. Any restriction imposed on the complainant's contact with the Board will be appropriate and proportionate and the complainant will be advised of the period of time the restrictions will be in place for. In most cases restrictions will apply for 6 months but in exceptional cases may be extended. In such cases the restrictions will be reviewed by the Board at its tri-annual meetings.
- 6.3 Restrictions will be tailored to deal with the individual circumstances of the complainant and may include
- Barring the complainant from making contact by telephone except through a third party, eg solicitor/councillor acting on their behalf



- Barring the complainant from telephoning or sending emails to Management and insisting they only correspond by letter
- Requiring contact through one named Officer only
- Letting the complainant know that the Board will not reply to or acknowledge any further contact from them on the specific topic of that complaint
- In extreme cases where a complainant has manifested a number of points bulleted within Section 5 on definitions, the Board reserves the right to disregard.
  - 6.4. When the decision has been taken to apply this policy to a complainant the Clerk will contact the complainant to explain why:
- The Board has taken the decision.
- What action the Board is taking,
- The duration of that action,
- The review process of this policy, and
- The right of the complainant to contact the Local Government Ombudsman about the fact that they have been treated as a vexatious/persistent complainant.
  - 6.5. Where a complainant continues to behave in a way which is unacceptable, the Board may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

## 7. New complaints from complainants who are treated as abusive, vexatious or persistent

- 7.1. New complaints from people who have come under this policy will be treated on their merits. The Board will decide whether any restrictions which have been applied before are still appropriate and necessary in relation to the new complaint. The Board does not support a "blanket policy" of ignoring genuine requests or complaints where they are founded.
- 7.2. The fact that a complainant is judged to be unreasonably persistent or vexatious and any restrictions imposed on the board's contact with him or her will be recorded.

#### 8. Review

- 8.1. The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Board after six months and at the end of every subsequent six months within the period during which the status of the complainant is judged to be unreasonable
- 8.2. The complainant will be informed of the result of this review if the decision to apply this policy to them has been changed or extended

## 9. Referring unreasonably persistent or vexatious complainants to the Local Government Ombudsman

9.1. There may be instances where relations between the Board and unreasonably persistent or vexatious complainants break down completely while complaints are under investigation and there is little prospect of achieving a satisfactory outcome. In such circumstances, there may be little purpose in following all the stages of the complaints procedure. Where this occurs the LGO may be prepared to consider a complaint before the procedure has run its course and the Clerk on behalf of the Board shall contact the LGO in this regard.

#### 10. Certification

Board members agree to introduce this Complaints Policy on the xxxxx day of xxxxxxx 2016 By Order of the Goole & Airmyn Internal Drainage Board Certified by Ian M Benn, Clerk to the Board

This document is next scheduled for review xxxx 2019.

Goole & Airmyn Internal Drainage Board Meeting papers 24 March 2016



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