



# **MALVERN TOWN COUNCIL**

## **FULL COUNCIL MEETING**

### **REPORTS**

**For meeting on Wednesday 13 November 2024**

**at 6.00 pm**

**in the Park View Meeting Room, Community Hub, Victoria Park Road,  
Malvern Link**

# MALVERN TOWN COUNCIL

Town Clerk  
Community Hub  
Victoria Park Road  
Malvern Link  
WR14 2JY



7 November 2024

townclerk@malvern-tc.org.uk  
01684 566667

## MEETING OPEN TO MEMBERS OF THE PUBLIC

### To all Members of Malvern Town Council:

You are hereby summoned to attend a meeting of Malvern Town Council to be held on Wednesday 13 November 2024 in the Park View Meeting Room, Community Hub, Victoria Park Road, Malvern Link, WR14 2JY commencing at 6.00 pm for the transaction of the business shown on the Agenda below.

A handwritten signature in black ink, appearing to read 'L. J. Blake'.

Linda Blake  
Town Clerk

No.	Agenda Item
1.	<b>Apologies for Absence</b> <ul style="list-style-type: none"><li>➤ To note apologies for absence.</li></ul>
2.	<b>Declarations of Interest</b> <ul style="list-style-type: none"><li>➤ To receive declarations of disclosable pecuniary interests and other disclosable interests.</li></ul>
3.	<b>Minutes of Previous Meeting</b> <p>To receive and confirm as a correct record the Minutes of the previous Full Council meeting:</p> <ul style="list-style-type: none"><li>➤ 9 October 2024</li></ul>
<b>Public Participation</b> <p><i>The Meeting will be adjourned for public participation when the Chairman will invite members of the public to present their questions, statements or petitions submitted under the Council's Public Participation Procedure.</i></p>	
4.	<b>Presentation from Deborah Fox, CEO, Malvern Hills Trust</b> <ul style="list-style-type: none"><li>➤ Update on public consultation and the next steps</li></ul>
5.	<b>Mayor's Announcements</b> <ul style="list-style-type: none"><li>➤ Presentation of photograph to past Deputy Mayor, Cllr David Watkins</li><li>➤ The Mayor to make any relevant announcements/written report</li></ul>
6.	<b>Update on Town Council Operations and Activities</b> <ul style="list-style-type: none"><li>➤ Verbal update by the Town Clerk</li></ul>
7.	<b>Reports by County and District Council Representatives in Attendance</b> <ul style="list-style-type: none"><li>➤ Verbal reports or written submissions as appropriate</li></ul>
8.	<b>Town Council Ward Reports/Representatives on Outside Bodies</b> <ul style="list-style-type: none"><li>➤ Verbal reports or written submissions as appropriate</li></ul>

9.	<p><b>Members Questions</b></p> <ul style="list-style-type: none"> <li>➤ The Chair will invite members who have written in with questions to present them to Council</li> </ul>
10.	<p><b>Proposal to set up Twinning Agreement with the Korosten Community in the Ukraine</b></p> <ul style="list-style-type: none"> <li>➤ Report CL01/24 to follow</li> </ul>
11.	<p><b>Victoria Park Skatepark Facility</b></p> <ul style="list-style-type: none"> <li>➤ Report CL02/24 to follow</li> </ul>
12.	<p><b>Rose Bank Gardens Bus Shelter</b></p> <ul style="list-style-type: none"> <li>➤ Report CL03/24 to follow</li> </ul>
13.	<p><b>Recommendations from Operations and Planning Committee</b></p> <p>The Chair of Operations and Planning Committee to present any recommendations for approval by Council from the meeting held on 23 October 2024</p> <ul style="list-style-type: none"> <li>➤ Report CL04/24 to follow</li> </ul>
14.	<p><b>Recommendations from Audit Committee</b></p> <p>The Chair of Audit Committee to present any recommendations for approval by Council from the meeting held on 30 October 2024</p> <ul style="list-style-type: none"> <li>➤ Report CL05/24 to follow</li> </ul>
15.	<p><b>Recommendations from Policy and Resources Committee</b></p> <p>The Chair of Policy and Resources Committee to present any recommendations for approval by Council from the meeting held on 6 November 2024</p> <ul style="list-style-type: none"> <li>➤ Report CL06/24 to follow</li> </ul>
16.	<p><b>Notice of Motion – Support for a Booking System at Newlands Household Recycling Centre</b></p> <ul style="list-style-type: none"> <li>➤ Report CL07/24 to follow</li> </ul>
17.	<p><b>Notice of Motion – Reporting of the Staffing Committee Task and Finish Group/Standing Orders</b></p> <ul style="list-style-type: none"> <li>➤ Report CL08/24 to follow</li> </ul>
18.	<p><b>Date and Time of Next Meeting</b></p> <ul style="list-style-type: none"> <li>➤ Monday 16 December 2024, 6pm – additional Full Council meeting</li> <li>➤ Wednesday 18 December 2024, at 6pm</li> </ul>
<p><b>Exclusion of the Press and Public</b></p> <p><i>To resolve pursuant to section 1 of the Public Bodies (Admission to Meetings) Act 1960 to exclude the press and public from the meeting on the grounds that publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted.</i></p>	
19.	<p><b>Rose Bank Gardens</b></p> <ul style="list-style-type: none"> <li>➤ Report CL09/24 to be issued at the meeting</li> </ul>

**UNADOPTED**

**MINUTES OF THE MEETING OF  
MALVERN TOWN COUNCIL**

**in the Park View Meeting Room, Victoria Park Road, Malvern Link  
held on Wednesday 9 October 2024 at 6pm**

**Councillors**

Present

M Birks (Chair)  
S Austin  
A Cherry  
I Dawson  
C Fletcher  
J Green  
C Hooper  
N Houghton  
J Leibrandt (from 6.10pm)  
J MacLusky  
F Matthews-Jones  
R McLaverty-Head  
D Mead  
D Watkins

Absent

C Bovey (apologies)  
E Green (apologies)  
M Jones (apologies)  
L Lowton (apologies)  
S Meager  
K Newbigging (apologies)

**Also in attendance**

L Blake – Town Clerk  
L Wall – Minute Clerk  
Member of the Press

**73. APOLOGIES FOR ABSENCE**

Apologies for absence from Cllrs Caroline Bovey, Emma Green, Mel Jones, Lou Lowton and Karen Newbigging were **NOTED**.

**74. DECLARATIONS OF INTEREST**

None.

**75. MINUTES OF PREVIOUS MEETING**

It was **RESOLVED** that the minutes of the following meeting be approved and adopted as a correct record of the proceedings, to be signed by the Mayor:

- Full Council meeting 4 September 2024.

**PUBLIC PARTICIPATION**

None.

***Cllr Josephine Leibrandt joined the meeting at 6.10pm***

**76. MAYOR'S ANNOUNCEMENTS**

The Mayor reported that Dame Harriett Baldwin, MP, had visited the new hub and was very impressed with the building. They discussed the Town Council's response to Malvern Hills Trust's consultation, democratic representation, Malvern College, traffic, poverty, housing, Platform Housing and the cycleway to Worcester.

**77. UPDATE ON TOWN COUNCIL OPERATIONS AND ACTIVITIES**

The Town Clerk reports on Town Council operations and activities as follows:

## UNADOPTED

### Heart of England in Bloom

The Town Clerk congratulated all those involved in the entry for the Heart of England in Bloom competition. A gold award was picked up by Cllr David Mead and Cllr David Watkins on behalf of the town with an impressive 96 marks out of 100 being awarded, up 2 points from last year's result. This was particularly pleasing as a new route had been put in place this year and included new areas such as the community hub and the technology station museum which had not been visited before.

### Community Hub Building

Works to fit out the new café are now well underway with the target opening date being 21 October.

A public access trauma kit has been purchased for the community hub. This aims to provide the public with all the essential equipment to help manage bleeding whilst waiting for the paramedics to arrive on scene. Some of the items included are bandages, gauzes, personal protection and tourniquets all suitable for high level trauma.

Room bookings are proving popular with most evenings now booked for the next couple of months albeit that there is still good availability during the day.

Four pieces of outdoor fitness equipment given as part of the building contract have been installed in the area to the east of the building along with a table tennis table.

### MHDC / MTC Councillor Get together

Following discussions at the liaison meeting, and a meeting with the Chief Executive Officer of MHDC, a Malvern Councillor get together has been organised for Tuesday 29 October at 6pm. This event will be a chance for District and County Councillors to look around our new community hub and for councillors at all three tiers of local government to meet each other and to discuss issues of common interest look. Light refreshments will also be provided.

### Operations

Hanging baskets and flags have now been taken down from around the town and Spring bedding has arrived this week.

### Fountain Stones

The Malvern Link fountain stones have been moved to their new resting place on the grassed area adjacent to the entrance of Great Malvern Cemetery

### Guide Dogs

We were very privileged to receive a visit today from Nessa, the guide dog puppy who was named and sponsored by the Town Council in Summer 2023. She is now 14 months old and will be going on to do her next stage of training after Christmas.

### General

A meeting is being held with the Korosten Community in the Ukraine tomorrow to talk about twinning proposals.

## **78. REPORTS BY COUNTY AND DISTRICT COUNCIL REPRESENTATIVES IN ATTENDANCE**

A report from Cllr Malcolm Victory had been circulated to councillors prior to the meeting, and a report from Cllr Karen Hanks and Cllr Beverley Nielsen would follow.

## **79. TOWN COUNCIL WARD REPORTS/REPRESENTATIVES ON OUTSIDE BODIES**

Reports from Cllr Karen Newbigging, MTC representative for Malvern Hills District

## UNADOPTED

Children and Young People's Partnership, and Cllr Clive Hooper, MTC representative for CALC had been circulated to councillors prior to the meeting

Cllr Iain Dawson, MTC representative on Poolbrook Village Hall committee reported that the AGM was to take place soon, although no date had been set, and it was the intention of many trustees to stand down at that point. Therefore, if any councillors were interested in becoming a trustee they should contact Cllr Dawson.

### 80. **MEMBERS QUESTIONS**

There were no members' questions.

### 81. **SALE OF LAND AT ELGAR AVENUE**

Report CL01/24 was received and accepted.

The Town Clerk explained that after the Town Council was formed, Malvern Hills District Council transferred land allocated as a statutory allotment area in Elgar Avenue, to the Town Council in December 1998 as part of a transfer of assets.

A community garden had been trialled but later abandoned, and following a council resolution in 2016, an application had been made to remove the statutory allotment provision on the land at Elgar Avenue. Obtaining planning permission for housing had then been investigated but because of constraints on the site, including the development boundary and flood risk, it had been decided to put the matter on hold ahead of the SWDP review.

The land has since been included as a Strategic Housing and Employment Land Availability Assessment (SHELAA) site allocation, and there is a recommendation that it is carried forward for potential allocation in the SWDPR.

Officers were proposing that planning permission be sought in line with information submitted in the SHELAA, and once approved, consideration could then be given by Full Council to the possible sale of the site.

It was **RESOLVED** that Council give delegations to officers to seek planning permission for housing on land owned by the Town Council at Elgar Avenue, ahead of a possible sale of this land. Officers were further delegated to incur fees up to £6,000 in relation to the application.

### 82. **SECTION 106 FUNDING FOR PLAY EQUIPMENT AT ADAM LEE**

Report CL02/24 was received and accepted.

£20,000 had already been included in the 2023/24 budget for refurbishment of the play area at Adam Lee, but officers proposed to submit an application for £40,000 of Section 106 funding towards the new play equipment, to allow for the provision of a zip wire and wooden climbing frame.

It was **RESOLVED** that officers apply for Section 106 funding of £40,000 towards the refurbishment/enhancement of the play area at Adam Lee.

### 83. **EXTERNAL AUDIT REPORT AND CERTIFICATE 2023/24**

Report CL03/24 was received and noted.

The Town Clerk informed the meeting that a clean audit had been given, which was pleasing. The Chair of Audit Committee, Cllr David Watkins, thanked the Town Clerk and welcomed her comments.

### 84. **OPERATIONS AND PLANNING COMMITTEE RECOMMENDATIONS**

Report CL04/24 was received and accepted.

## UNADOPTED

The Chair of Operations and Planning Committee, Cllr Davd Mead presented the recommendation from the meeting held on 17 September 2024.

### **Minute 24 Review of charges for Town Council operations services 2025/26**

#### Great Malvern Cemetery

It was **RESOLVED** to apply an increase of 11% to all cemetery charges for the year 2025/26, with resulting figures being rounded down to the nearest pound.

#### Allotments

It was **RESOLVED** to increase the charge for a 125 square metre allotment plot by £1 to £41 per annum for 2025/26.

#### Sports pitches

It was **RESOLVED** to increase all senior sports charges for the year 2025/26 by 4.5%, with the resulting figures being rounded down to the nearest pound.

Operations and Planning Committee had recommended an increase to £200 for the season's hire of a junior football pitch (up from £127) and to £190 for the season's hire of junior changing rooms (up from £110). However, some councillors felt this rise was too much whilst others felt that it was a very small amount per child per season. Following discussion, two amendments fell and therefore Operations and Planning Committee will further discuss this matter at its next meeting.

### **Minute 25 Asset refurbishment/ replacement budget 2025/26**

It was **RESOLVED** to include the following operations projects in the council's budget for 2025/26:

<b>NAME OF PROJECT</b>	<b>DETAILS</b>	<b>ANTICIPATED COSTS</b>
Victoria Park play area	Replace small climbing unit that was removed for safety reasons with a toddler play equipment area adjacent to the café patio.	£20,000
Victoria Park play area	Victoria Park play area was last refurbished in 2009 at a cost of £85,000. Fourteen years later and as a play area which is very well used, plans need to be made for the purchase of new equipment in 2026/27. Given that these costs could be in the region of £150,000, officers feel it would be prudent to begin allocating some funds in this financial year.	£40,000
General	Replacement noticeboards/signage	£4,000
Cemetery	Refurbishment of cemetery lodge – replacement toilet, some carpeting, and general decoration.	£6,000
<b>Total</b>		<b>£70,000</b>

## **85. DATE AND TIME OF NEXT MEETING**

It was agreed that the date of the next meeting would be Wednesday 13 November 2024 at 6.00 pm.

The meeting finished at 7.25 pm.

## **EXCLUSION OF THE PRESS AND PUBLIC**

It was **AGREED** to resolve pursuant to Section 1 of the Public Bodies

**UNADOPTED**

**(Admission to Meetings) Act 1960 to exclude the press and public from the meeting on the grounds that publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted.**

**86. ROSEBANK GARDENS**

The Town Clerk updated Council on Rosebank Gardens.

.....  
(Chairman)

DRAFT



## MAYORAL ENGAGEMENTS; SEPTEMBER TO 11 NOVEMBER 2024

2024 MAYORS CIVIC EVENTS & MEETINGS		
8th September	Malvern Wells fete	Request from Fete organisers for Mayor to open the Event. The majority of people at the fete come from outside Malvern Wells
1st October	Malvern Citizens Advice Bureau	Meeting CEO & staff
	Poverty Truth Commission Malvern Octagon Centre	New scheme to recruit community & Civic ambassadors
4th October	Meet MP	Harriett Baldwin MP visit to Hub. Discussion on MHT, Malvern Hills College, transport, traffic issues, poverty and housing problems
	Oxfam	Art auction event
6th October	National Lottery Community Project: Clothing and Stories. Workshops at the Cube	A community washing line. People bring items of clothing that trigger a personal story. Garments are re-fashioned to convey the stories. Displayed in Malvern Theatres from 8th - 17th November
10th October	Help Centre at Malvern Football Club, Pickersleigh	Multi agency drop-in centre
	Maggs	
16th October	Heartstart Malvern	Training in CPR & use of defibrillator
17th October	Meeting Chairs of Parish Councils	Inaugural meeting of Chairs of Parishes co-terminus with Town Council
19th October	Monksfield Allotments follow up from official opening of composting toilet	Meeting members & discussion on development of increased community use of allotment
	Autumn in Malvern	Festival Event
20th October	Chair of Malvern Hills District Council Civic Ceremony	Daniel Walton's ceremony
26th October	Ledbury Twinning with Stromstad, Sweden. Celebration	Meeting to discuss collaborative partnerships
27th October	Autumn in Malvern Festival Finale	Presentation and Vote of Thanks to Peter Smith, retiring Festival Artistic Director
29th October	Meeting of Town, District & County Councillors	Inaugural collaborative discussion forum
2nd November	Sustainable Fashion Show at The Cube	Government sponsored Levelling Up event
7th November	Field of Remembrance at Malvern Library	Malvern Primary schools, service and planting of crosses
	Malvern Save the Children Christmas Card Sale	Opening
10th November	Remembrance service	Malvern Priory & Town Council Joint Service, Parade and Wreath Laying

11th November	Poppies to Paddington	Wreath sent by train to Paddington Station.
	Armistice Day service	Malvern Priory Service

Notes: As Mayor, on average, I have several meetings a week with residents' groups, individuals or organisations. For example in w/c 4 November I met with Abbey Road Residents, Lower Howsell Road businesses, Platform Housing, Cube Youth, Malvern Library, MHDC town centre economic development officers, 'Be Your Own Boss' CEO, Malvern theatres as well as the events I attend (above) in chains!

Thanks to Council for giving me the opportunity to be its representative this year.

**South Worcestershire Citizens Advice  
Service Level Agreement Report  
Quarter 1 April -June 2024**

**Malvern District**

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This report looks at **quarter 1** of **2024-25** of service delivery in respect of the Service Level Agreement for the Malvern district. Access to our services continues to be predominantly by telephone or email only, supplemented by pre-booked appointments face to face with clients and at outreach locations.

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**Key facts**

During the 3-month period **April to June 2024** we assisted **1309 individual clients** from the Malvern District, with **2552** different issues. Each client presents with an average of 1-2 separate issues. e.g a client might come with a debt issue due to rent arrears and may need help on dealing with potential homelessness and challenging court processes for recovery.

**38%** of clients were male and **62%** were female.

**62%** of all clients were disabled or are managing one or more long term health conditions. (**33%** of those have a mental health issue).

The most popular way to access the core service was by phone and email, accounting for over **70%** of all contacts. Follow up appointments are arranged for Casework or to resolve complex issues.

Our advice led to a recorded income gain of **£169,944** made up of additional benefit awards or successful challenges to adverse decisions as well as distribution of the Household Support Fund. These funds awarded to client's are then typically spent locally, boosting the economy.

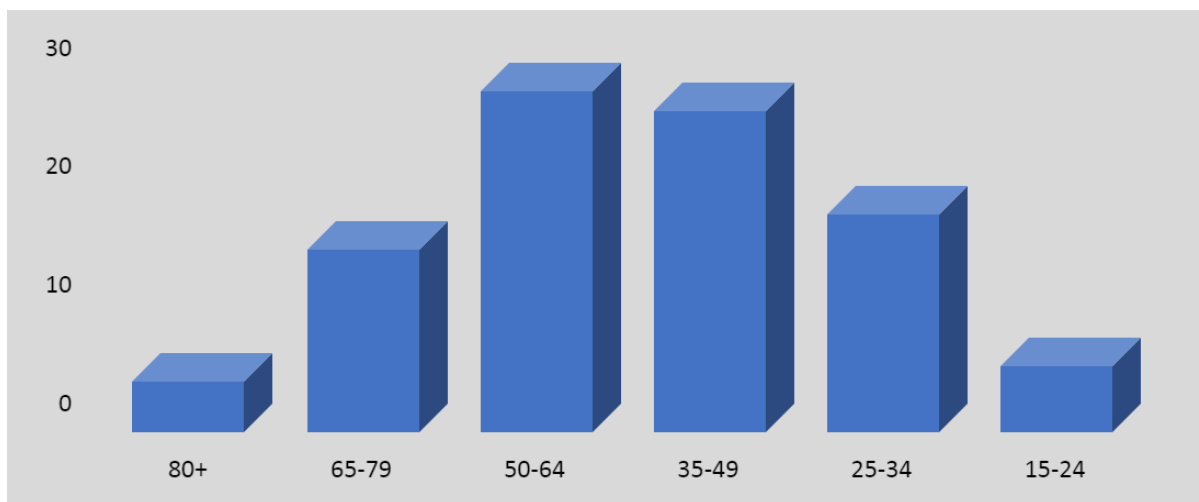
Our **35** volunteers have contributed **3045 hours of unpaid volunteer support** in quarter 4 which is the equivalent in paid hours of almost **£29,000** based on the minimum wage.

**Free. Impartial. Independent. Trusted.**

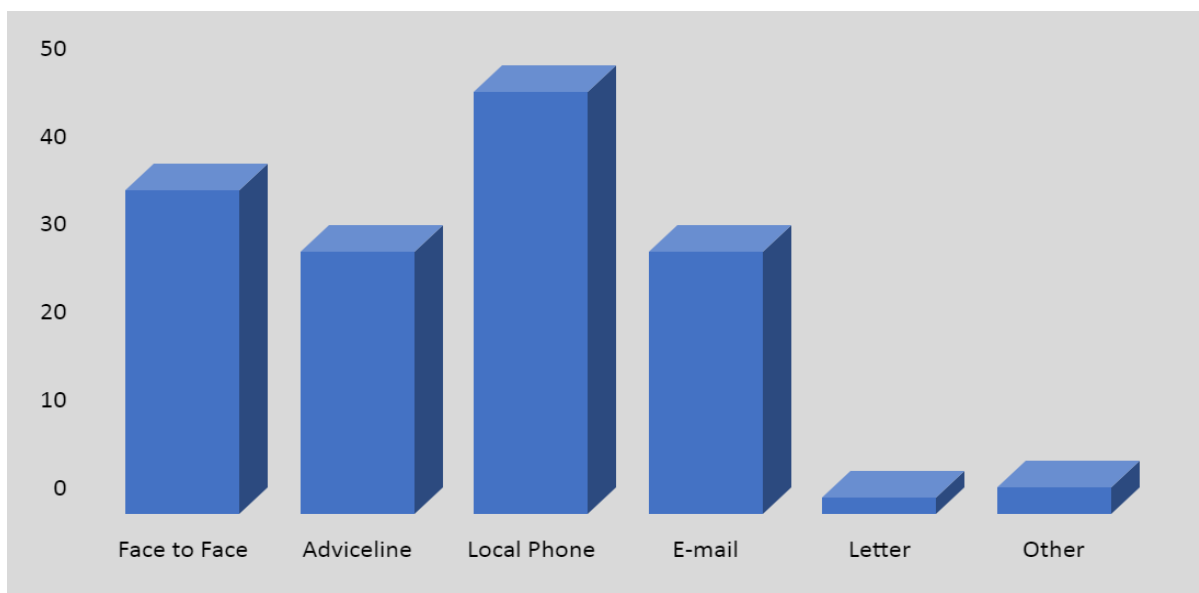
**1. Our client profile:**

The charts below show the age of our presenting clients, their main channel of access and the top 5 wards pertaining to where they live

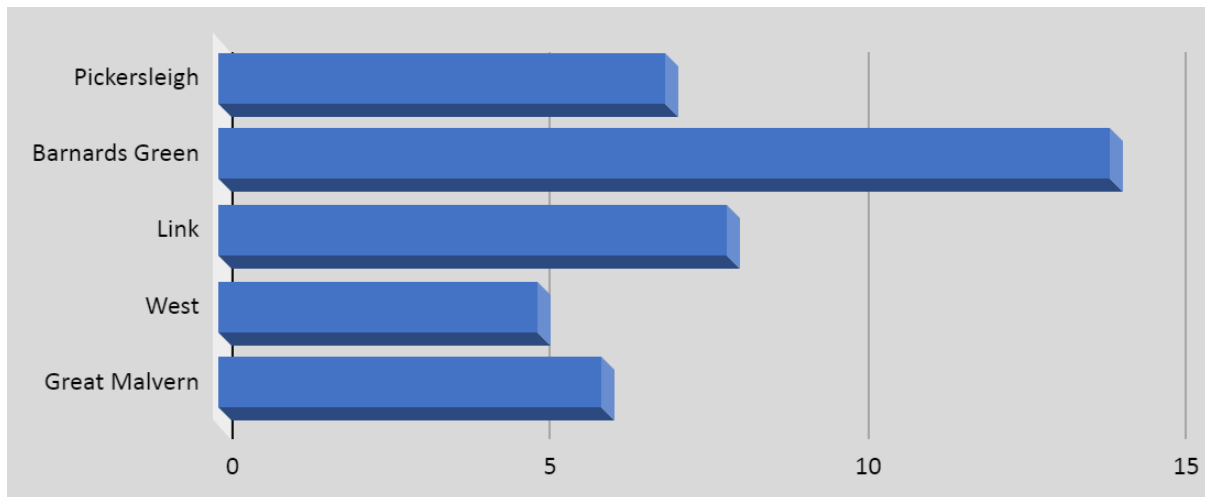
*Age of clients %*



*% Main channel of contact*



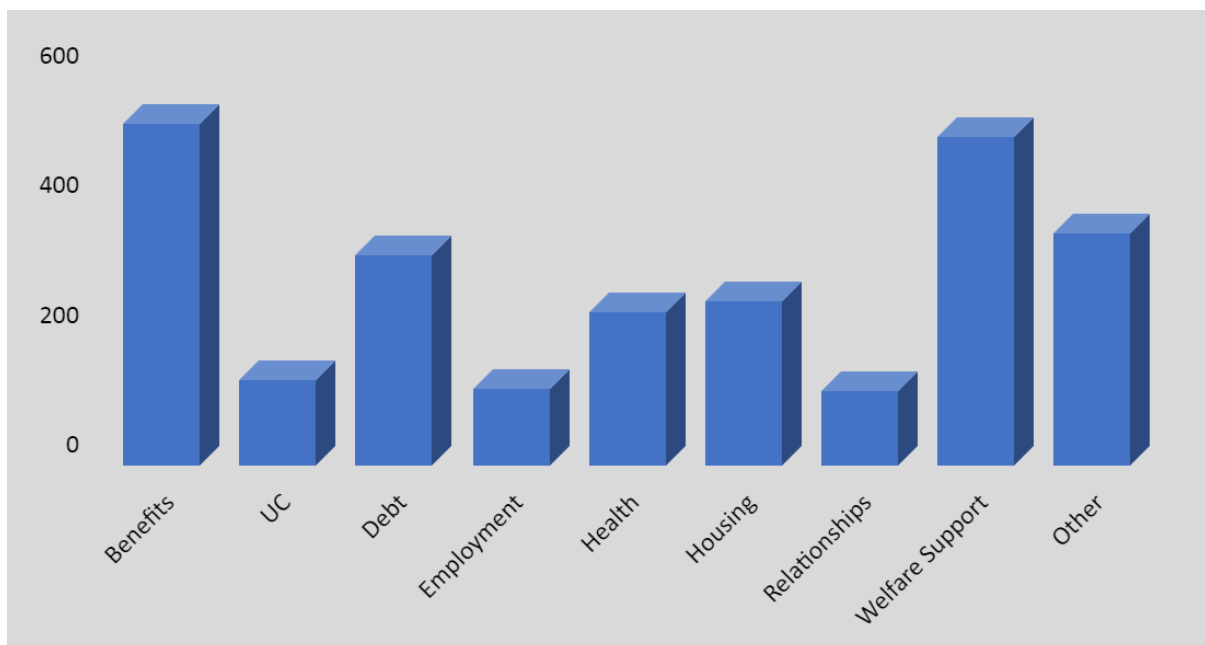
*Where do our clients live? (Top 5 wards for presenting Malvern clients)*



**2. (i) Overview of main enquiry issues for Malvern Hills**

The chart below shows the overall breakdown of the main groupings of enquiry issues pertaining to quarter 1. The category “other” covers other enquiry areas such as consumer, utilities, legal, education, transport, financial services and products (non-debt related). *Clients presenting with issues concerning benefits, the rising cost of living and administration of local Hardship funds make up the largest enquiry area in this quarter.*

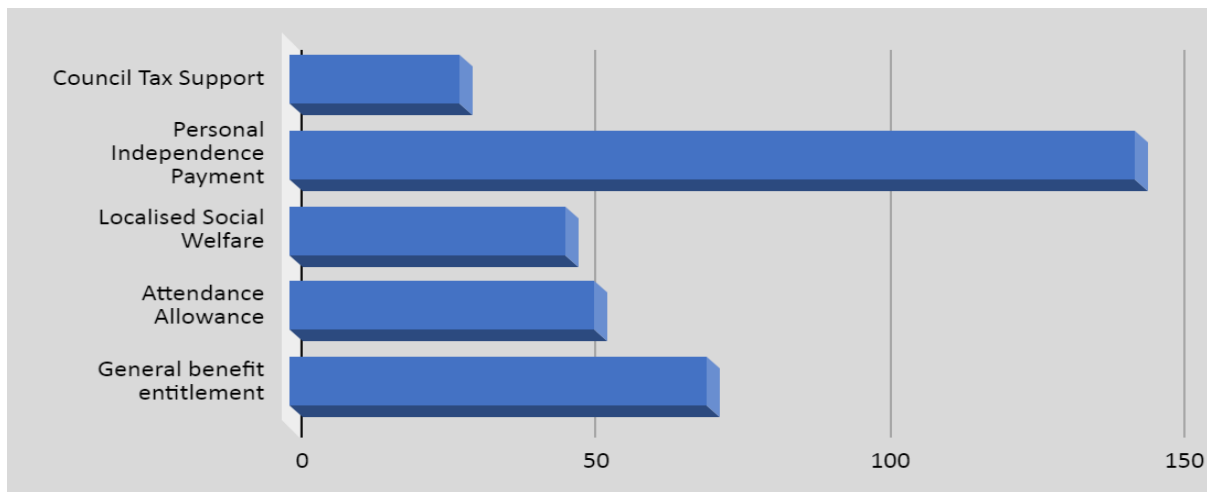
**Enquiry issues**



**(ii) Our client’s issues in more detail**

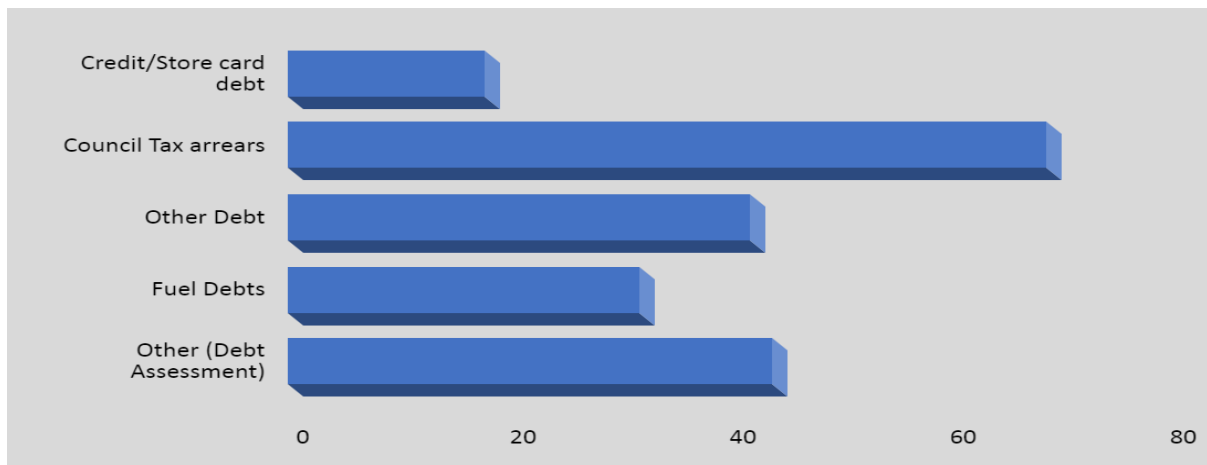
The following charts show the breakdown of the **top 5 issues** in each of the main enquiry categories:

**Welfare Rights**



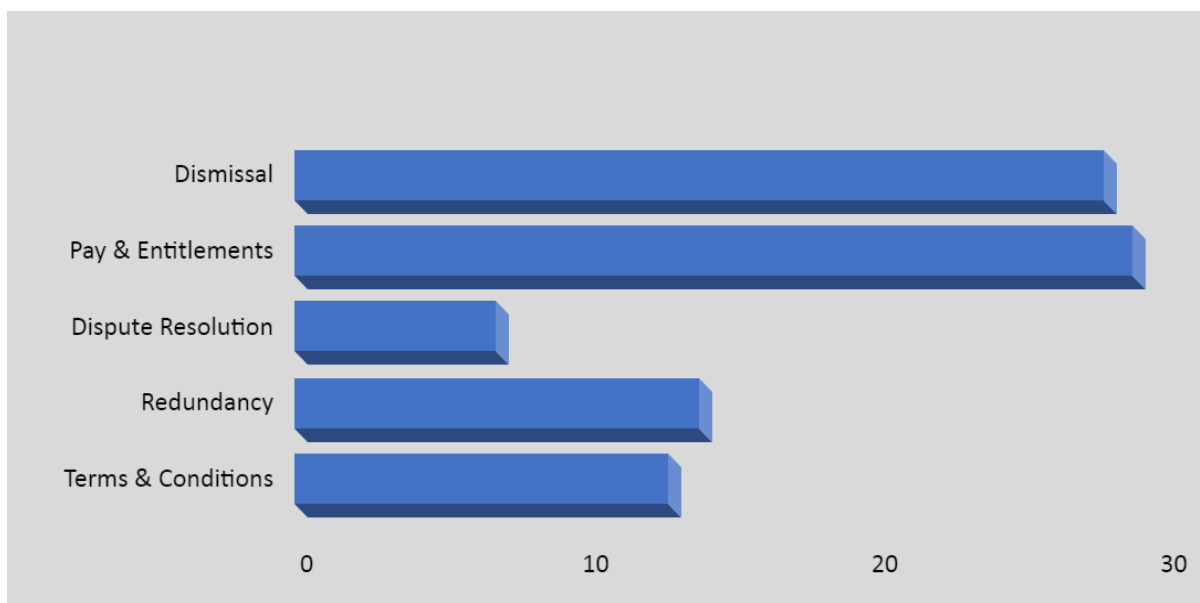
*Personal Independence Payment is the biggest category here because welfare reforms continue to have a significant impact on our clients – 62% are disabled or managing long term health issues and need assistance in challenging adverse decisions/ making claims for new awards or dealing with administrative issues. Other benefit issues include assisting clients in benefit calculations to ascertain their potential benefit entitlement.*

**Money Advice & Debt**



“Other” debt issues include undertaking an initial debt assessment to establish a financial statement, create a budget sheet and identify appropriate debt solutions.

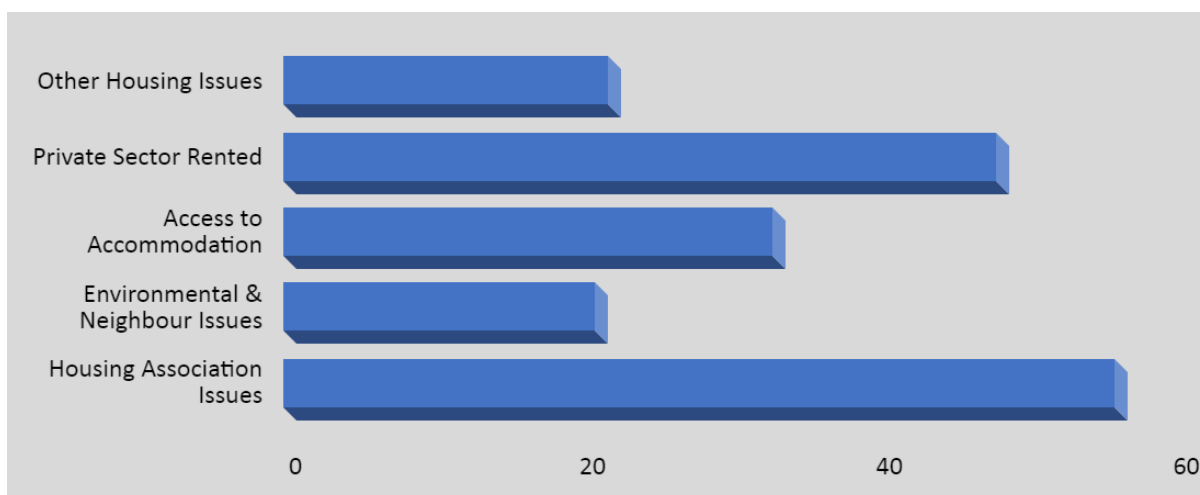
### Employment



Issues relating to Dismissal and Pay/ entitlements make up the largest category of employment enquiries in quarter 1.

### Housing

Issues with private rental continue to factor heavily in this category reflecting the issues people face in these sectors – namely disrepair, suitability of accommodation, possession action and affordability.



### Health & Wellbeing Services

Social Prescribing queries make up the most significant number of health related enquiries.

**Key Facts - Social Prescribing 1 April - 30 June 2024**

<b>Outcomes Recorded</b>	<b>number of clients</b>
Information provided	52
Signposted / referred to local groups	25
Signposted / referred for benefits advice	17
Provided wellbeing calls / listening service	17
Referred to Circle Group	9
Signposted / referred to mental health supports	9
Successful charitable support application	9
Signposted / referred for housing advice	6
Signposted / referred to debt advice	5
Barriers to employment removed	2
Befriending referral	2
Food bank voucher issued	2
New volunteering role	2
Referred to Adult Social Care	2
Able to access / engage in community activities	1
Bailiff's action stopped/suspended/prevented	1



**Referral reasons**

Mental Health	55
Finances	39
Social Isolation	33
Healthy behaviours	25
Housing	13
Employment	9
Relationships	7
Other	2

**The number of referrals for 'help with**



DRO - debt relief order	1
Alternative accommodation secured	1
Housing banding successfully challenged	1
Improved financial capability	1

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### Added Value

The following initiatives are supported and/or line managed by staff from the Malvern Office

- *Malvern Hills NILS* is a community finance initiative offering no interest loans to assist with the acquisition of essential household items including carpets and white goods.
- *The Health & Wellbeing Projects* – Our Social Prescribing project continues to develop locally with referrals from local GP's supplemented by pro-active work in the Community.
- *Community Liaison Volunteers* – These volunteers continue to provide support to communities living in some of the more rural areas of Malvern Hills District, particularly Suckley/Alfrick connecting the public cost effectively with services that might assist them.
- *Discretionary Welfare Support Scheme*: Working in partnership with MHDC we now deliver the local DWAS scheme helping service users who have had a prolonged period of unsettled living to purchase essential household goods upon offer of rehousing. This is of enormous benefit in terms of tenancy sustainment since it minimises the risks in repeat homelessness
- *The Local Authority Housing Options team* attends weekly on a Thursday providing an access and referral point for clients needing Housing options advice.
- *Improved liaison with the Local Authority Revenue and Benefits* team help to ensure the most appropriate cost effective and client sustainable methods of recovery are utilised where multiple debts exist



### Focus on Money Advice

Many clients we see need money Advice in order to determine the most appropriate ways to manage their debts and improve household budgets. As we are licensed by the FCA to provide what is effectively debt counselling we are obliged to go through a number of steps in order to identify without any bias the most cost effective solutions to identify suitable options.

This involves :

Exploration of presenting debts ; drawing up a budget; a detailed examination of income and expenditure; and Maximisation of income. Then using the budget to determine (based on available income and level/severity of debt) the pros and cons of various solutions . These might involve affordable Debt Management plans, or where unmanageable debt exists insolvency processes such as a Debt Relief Order ( DRO ) .

Our Service is delivered by Money Advice Caseworkers, supported by Money Management staff ( who deal with budgeting ) and volunteers.

### Challenges and emerging issues

- Increasing numbers of clients presenting with deficit budgets ( more going out than coming in )
- Increasing numbers vulnerable clients needing hands on assistance to manage the Money Advice process
- Fuel debt and Council Tax arrears feature heavily to the priority debts that clients present
- Examination of spending can reveal areas of expenditure where life skills support is needed to influence long term behaviour in order to make a budget balance eg spending on leisure activities or “Uber Eats”. Gambling debts and other compulsive behaviours can also be the root cause of excessive spending but being in poverty also significantly increases the likelihood of getting into debt.

## Money Advice Case Study *Malvern Hills*

### Background

A 75 year old retired male farmer , living in a rural community, approached us about an ongoing dispute with Eon Next relating to charges for a disconnected electricity supply.

### Issues

The issue arose when the electricity supply was cut off on 18 December 2020 by Western Power. The roof of an old building on his farm had collapsed and having an electric supply was therefore deemed dangerous. In August 2021, Eon Next visited the site to remove the two disconnected meters, didn't remove them, but said they would return to do so. This didn't happen.

Then, on 3 March 2024, our client received a letter from Eon Next asking for a Certificate of Disconnection and photos of the space where the meters had been. The letter said that, in the absence of such proof, the client remains on their system as being connected. Our client tells us that he never received a certificate and that the meters were (and are) still in place.

Our client made many attempts to resolve the situation himself but couldn't get anywhere . EOn Next then passed the case on to their debt collection team and the client was threatened with court action, which was very distressing for him.

### Actions Taken

He approached us for help in May 2024 and we raised a formal complaint with Eon Next.

We requested that action for recovery of the debt be placed on hold, and they did this, thereby relieving the immediate pressure on the client. We then negotiated with the supplier to try and resolve the situation using Citizens Advice agency contact numbers

### Outcome(s)

After some negotiation with Eon Next, we were able to obtain for the client: the wiping out of the debt by removal of the sum owing on both meters amounting to **£5,536.97**. They also recalculated all the money paid into these accounts and determined that a refund was due

to him of an additional **£1,865.25** for the overpayments made by the client over the time period.

Richard West

South Worcestershire Citizens Advice – August 2024

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**citizens  
advice**

**South  
Worcestershire**

## Impact Report for Malvern Town Council Wards April - Sept 2024

**268  
foodbank vouchers  
issued**



**Total income gain of  
over £180,000**

**1,244 clients  
supported with  
over 3,200  
separate issues**

**Over £42,000 of debts written  
off and 365 clients helped  
with debt issues**



**59% of  
clients seen  
had a  
disability or  
long term  
health  
condition**



**Clients reached us in the  
following ways:**

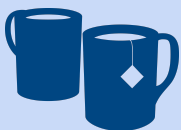
**42% by telephone  
31% by email  
21% face to face**



**401  
Referrals into  
our health &  
Wellbeing  
projects**



**255 Household Support  
Fund applications  
processed totalling over  
£55,000**



**794 benefit issues  
addressed, the largest  
number of these  
relating to PIP**



***"The vouchers have meant I  
can pay the bills and feed the  
family, not choose one or the  
other, thank you so much"***



**115 employment issues addressed**  
including dispute resolution + tribunals,  
issues over pay & entitlements and dismissal



**15 Ukrainian families assisted**  
with financial support totalling  
over £12,000 as well as access to  
advice from a specialist adviser



**284 Housing Issues**  
Addressed:

- 31 - Actual or threatened homelessness**
- 64 - Issues relating to Housing Associations**
- 50 - Private Rented Sector issues**



**33 volunteers have given**  
over 2,800 hours to the  
service which equates to  
£33,016 of paid hours.  
**Thank you to each**  
and every one.



**48**  
clients able to  
access free legal  
advice with local  
law firms



*"We were facing a crisis situation that we never envisaged being in. The help you gave us was a lifeline at a very difficult time for our family. Your support really made a big difference to us and I know many other families will feel the same way. Thank you."*

My in laws wanted to thank you for the info that you sent!! They used that to do their application and they've already been granted a blue badge which is so amazing for them. They said it was sooooo helpful and wanted to thank you!



**Increased support for mental health through:**

- The Circle Group
- Being Well co-ordinator
- Lifestyle Advice

**A REPORT OF THE TOWN CLERK TO  
A MEETING OF MALVERN TOWN COUNCIL**

**to be held on Wednesday 13 November 2024 at 6.00pm**

**in the Park View Meeting Room, Community Hub, Victoria Park Road, Malvern Link**

**PROPOSAL TO SET UP TWINNING AGREEMENT WITH THE KOROSTEN  
COMMUNITY IN THE UKRAINE**

**1. Purpose of Report**

1.1. For decision.

**2. Recommendation**

2.1. Full Council is asked to approve the creation of a twinning agreement with Korosten in the Ukraine.

2.2. Council is asked to consider and approve terms of reference for a twinning agreement between Malvern Town Council and Korosten Malvern Twinning Association (KMTA).

2.3. Council should consider allocating a twinning reserve of £1,000 to help launch this agreement with funds to be available from 1 April 2025.

**3. Background**

3.1. Councillors will recall that a presentation was made to Full Council on 14 February regarding a proposal to twin with the Korosten Community in the Ukraine.

3.2. In March 2024, Council resolved to support in principle the development of a twinning connection between Malvern and the Korosten community in Ukraine.

3.3. A twinning steering group was set up to make initial steps towards the establishment of a twinning association.

3.4. This group has been led by one of the Ukrainian liaison officers at Malvern Hills District Council along with a local community builder. The group has produced a constitution for KMTA and a timeline for planned events and activities (see appendix A).

3.5. A business bank account has been opened with Lloyds and the group has already appointed a Chair, Secretary and Treasurer.

3.6. There will be two main elements to the twinning agreement:

1) CIVIC – the official signed twinning agreement would be between Malvern Town Council and Korosten City Council. This will be the more formal part of the twinning and include regular correspondence and civic visits where appropriate.

2) COMMUNITY – the KMTA group will include local residents, the Ukrainian community in Malvern as well as local host families. This group will hold local events and activities as well as fostering and furthering links with Korosten.

3.7. The Town Council is officially twinned with one other town, Bagnères-de-Bigorre in France. Twinning terms of reference were agreed and signed under this agreement

and it is suggested that if Council supports a new twinning, then the same terms of reference should apply (see appendix B).

- 3.8. In the past, Full Council has agreed to a twinning reserve, of £1,000, to help with set up costs and initial activities and visits. Amounts can be claimed from this reserve following a funding request being submitted to Policy and Resources Committee for approval.
- 3.9. As with the French twinning agreement, it is suggested that the twinning group will mainly be independent of the Town Council but with biannual twinning steering group meetings to oversee and co-ordinate activities.

**4. Financial Implications**

- 4.1. If Council approves a budget for the KMTA group, this will be included in the budget for 2025/26 and will be available from 1 April 2025.

**5. Legal Implications**

- 5.1. The Local Government Act 1972 gives power to councils to enter into twinning agreements and to incur expenditure in relation to this.

End  
Linda Blake  
Town Clerk





## **Constitution of the Korosten Malvern Twinning Association**

### **1. Name**

The name of the organisation shall be **Korosten Malvern Twinning Association** (KMTA)

### **2. Aims and Objectives**

The aims of the Association are:

- To promote friendship, understanding, and cooperation between the people of Korosten in Ukraine and Malvern in the UK
- To promote cultural, business, educational, charitable recreational, and social exchanges.
- To foster mutual understanding through the organisation of community events, fundraisers, and activities in furtherance of the twinning objectives.
- To raise funds to support the aims and activities of the Association.

### **3. Officers and Committee**

The management of the Association shall be vested in the Committee, comprising the following officers:

**Chairperson Elaine Fraser**

**Secretary Emma Green**

**Treasurer Olha Kraievksa**

**Four additional Committee Members,**

**Iryna Tomsha**

**Andrii Kraievskiy**

**Myroslava Nadkyrnychna**

**Olena Bahinska**

All officers and committee members shall be elected annually at the AGM and shall be eligible for re-election. A quorum for Committee meetings shall be five members, and decisions shall be made by a simple majority, with the Chairperson having a casting vote in the event of a tie.

#### **4. Meetings**

- The **Annual General Meeting (AGM)** shall be held each year Members shall receive at least 14 days' written notice of the meeting.
- The AGM shall:
  - Receive the Chairperson's report.
  - Receive and approve the accounts.
  - Elect officers and committee members.
  - Consider any other business relevant to the Association.

#### **5. Finance**

- The Treasurer shall be responsible for the funds of the Association, which shall be held in a bank account in the name of the Association.
- Cheques or payments must be authorised by two officers, one of whom must be either the Chairperson or the Treasurer.
- The accounts shall be examined annually by a suitable person appointed at the AGM.

#### **6. Amendments to the Constitution**

- Proposed amendments must be submitted to the Secretary in writing at least 28 days before the meeting and circulated to all members in advance.
- Amendments require a two-thirds majority of members present and voting.

#### **7. Dissolution**

- The Association may be dissolved by a two-thirds majority at a Special General Meeting called for this purpose.
- Any remaining funds, after the satisfaction of all debts and liabilities, shall be donated to a charity or cause aligned with the aims of the Association, as decided by the Committee.

#### **8. Adoption of the Constitution**

This constitution was adopted by the members of the Korosten Malvern Twinning Association at a meeting held on October 23<sup>rd</sup> 2024

**AGENDA ITEM 10**  
**APPENDIX A**

<b>Activity</b>	<b>Description</b>	<b>Timeline</b>
Send Constitution	Exchange the constitution document to formalize the partnership structure	November
Council Meeting	Motion to be raised at the meeting after short presentation	November 13th
Official Signing Ceremony	Formalise the partnership with an official signing event.	December
Launch Event at the Hub	Host a launch event at a community hub to celebrate the partnership and engage people to be involved in the different activities which help to develop twinning.	January
Educational Events and Workshops	Organise educational events and workshops that encourage cultural and knowledge exchange	February/March
Multi-Cultural Festival	Host a festival to showcase the cultural diversity of both communities	June
Annual General Meeting (AGM)	Review partnership achievements, challenges, and set new goals for the coming year	June
Potato Pancake Festival	Celebrate with a traditional potato pancake event to honour cultural heritage and to share Ukrainian traditions.	September
Poetry Festival	Organise a poetry festival to celebrate literary contributions from both towns	October
Economic Development Theme	Focus on economic growth, small business development, and demographic structures	Year-round
Democratic Process	Encourage and showcase democratic engagement and participatory processes in both council	Year-round

**TOWN TWINNING TERMS OF REFERENCE  
BETWEEN  
MALVERN TOWN COUNCIL  
AND  
KOROSTEN MALVERN TWINNING ASSOCIATION**

**Objectives**

Malvern Town Council (MTC) and Korosten Malvern Twinning Association (KMTA) will work supportively together to promote friendship, economic and cultural benefits between Malvern and Korosten for the advantage of all

Malvern Town Council and Korosten Malvern Twinning Association are committed to working together and with relevant organisations to promote the positive outcomes of Twinning for the residents, businesses and community of Malvern.

The responsibilities will be spilt as follows:

**Malvern Town Council will:**

1. At the Annual Council Meeting, held each year in May, nominate one of its members to be the Council representative to the Korosten Malvern Twinning Association. This representative will be asked to attend meetings of KMTA and to report back to MTC through the 'Town Council Representative on Outside Bodies' item on each Council agenda.
2. Take any decisions relating to Twinning/Community Partnership policy through its Policy and Resources Committee.
3. Provide assistance in the form of administrative, procedural and PR support through its employees during the initial setup phase of any Twinning/Community Partnership group.
4. Be the main point of contact for Twinning/Community Partnership matters and forward immediately all relevant communications received to the Chair and Secretary of KMTA.
5. Work with KMTA to make joint applications to appropriate bodies or organisations for funding joint projects.
6. Work in partnership with KMTA to draft and agree media/publicity content and press releases, particularly where there is an events focus or civic presence.
7. Provide a dedicated twinning webpage for the KMTA group, and include links to separate websites operated by KMTA.
8. Assist KMTA with setup of and promotion via social media if required.
9. Arrange and minute liaison meetings between MTC and KMTA, which will be held biannually.
10. Set up and manage an overall Twinning Steering Group which will meet twice a year and be responsible for overseeing and coordinating Twinning/Community Partnership arrangements as a whole. This group will consist of:

- The Mayor and Deputy Mayor of Malvern Town Council
  - The Town Clerk or other designated Twinning Officer
  - Town Council representatives as nominated to Twinning/Community Partnership groups.
  - The Chair and Secretary of each Twinning/Community Partnership group
11. Support KMTA by trying to ensure a Civic presence where possible at events both in Malvern and in Korosten.
  12. Provide assistance to KMTA including limited administration duties, use of the Park View meeting room where possible, photocopying, official correspondence, promotion and public relations, and distribution of information and correspondence to Town Councillors.

**Korosten Malvern Twinning Association will:**

13. Adopt a formal, written Constitution agreed by KMTA and elect a Chair, Secretary and Treasurer.
14. Hold regular committee meetings, to which the agreed Town Council representative will be invited.
15. Minute all meetings and share these minutes with MTC.
16. Hold a bank account in its own name and set in place robust financial procedures to ensure transparency at all times.
17. Appoint new committee members on a simple majority vote.
18. Have a proactive approach to working with KMTA on inclusive cultural, economic, regenerative and community-based projects and opportunities.
19. Develop contacts with appropriate organisations to further twinning links between the two towns including, but not limited to, schools, youth, sports, arts and business.
20. Be proactive in raising funds to support KMTA's activities.
21. Organise and coordinate visits and exchanges to Korosten, keeping MTC aware of these arrangements; particularly in regard to any civic arrangements and requirements arising from these visits.
22. Report back to MTC's Policy and Resources Committee on relevant matters when requested.
23. Ensure that up-to-date financial records are kept and that requests for MTC funding are made through Policy and Resources Committee in the correct way.
24. Handle media and publicity for KMTA in conjunction with the nominated MTC Officer dealing with twinning matters.
25. Work with MTC to make joint applications to appropriate bodies organisations for funding joint projects.
26. In the event that KMTA ceases to exist, keep the Town Council fully informed of all of the details and arrangements relating to funds and paperwork.

**Jointly, Malvern Town Council and Korosten Malvern Twinning Association will:**

27. Attend liaison meetings between MTC and KMTA which will be held biannually.
28. Attend Twinning Steering Group meetings, which will be held twice a year, and which will be responsible for overseeing and co-ordinating twinning arrangements as a whole. This group will consist of:
  - The Mayor and Deputy Mayor of Malvern Town Council
  - The Town Clerk or other designated Twinning Officer
  - Town Council Representatives as nominated to each Twinning/Community Partnership
  - The Chair and Secretary of each Twinning/Community Partnership
29. Hold the Twinning Steering Group meeting at MTC's offices with minutes taken by a Town Council Officer.

These roles and responsibilities for both parties will be reviewed on at least an annual basis.

Signed on behalf of

Malvern Town Council

Korosten Malvern Twinning Association

Mayor .....

Date .....

Chair .....

Date .....

**A REPORT OF THE TOWN CLERK TO  
A MEETING OF MALVERN TOWN COUNCIL**

**to be held on Wednesday 13 November 2024 at 6.00pm**

**in the Park View Meeting Room, Community Hub, Victoria Park Road, Malvern Link**

**SKATEPARK FACILITY**

**1. Purpose of Report**

1.1. For decision.

**2. Recommendation**

2.1. Council shall seek tenders for the design and installation of a concrete skatepark facility to be situated in Victoria Park and with a budget of approximately £200,000.

**3. Background**

3.1. In December 2023, Full Council approved a public consultation for the future of the skatepark in Victoria Park. This consultation included an online survey as well as a face-to-face event and provided information on the style, materials and features for the new facility.

3.2. The old skatepark ramps were moved in February 2024 to make way for onsite works for the new community hub building at Victoria Park. These ramps have since been removed from the park as they are not suitable for use within the new facility.

3.3. Council set up a skatepark focus group in April 2024. This group has met a number of times to discuss a proposal for the skatepark, taking into account design, features, location, costings and possible funding sources.

3.4. The focus group's proposals are as follows:

- The facility should be a concrete skatepark
- The proposed site is approximately 325 square metres
- The proposed location is shown on Appendix A to this report
- The budget is £200,000 with funds to be sourced from section 106 funding available for this project
- The design should allow for future expansion

3.5. More specific design requirements included:

- A mini ramp
- Down rail
- Hubba ledge
- Pyramid
- Spine

3.6. It was further noted that the runoff from obstacles needs to be adequate, so space should be allowed between features.

- 3.7. The next step in this process is to seek tenders for the design and build of the skatepark. This contract would be offered to several known contractors and also advertised and made available to any interested parties.
- 3.8. The skatepark focus group will be asked to review the tender specification before it is issued and to review returned tenders before submitting a final recommendation to Full Council.
- 3.9. Full planning permission will be required.

**4. Financial Implications**

- 4.1. The proposed budget for this project is £200,000.
- 4.2. A section 106 funding application will be submitted to Malvern Hills District Council for funding for this project.
- 4.3. Costs in respect of a full planning application and associated reports will need to be covered by Malvern Town Council and will be in the region of £5,000.

**5. Legal Implications**

- 5.1. The Town Council is the legal owner of Victoria Park, but a full planning application will need to be made.
- 5.2. The Council must comply with its Financial Regulations in respect of tendering procedures.

End  
Linda Blake  
Town Clerk



AGENDA ITEM 11  
APPENDIX A



Imagery ©2024 Airbus, Maxar Technologies, Map data ©2024 20 m

**A REPORT OF THE TOWN CLERK TO  
A MEETING OF MALVERN TOWN COUNCIL**

**to be held on Wednesday 13 November 2024 at 6.00pm**

**in the Park View Meeting Room, Community Hub, Victoria Park Road, Malvern Link**

**ROSE BANK GARDENS BUS SHELTER**

**1. Purpose of Report**

1.1. For decision.

**2. Recommendation**

2.1. Malvern Town Council should consider placing the three “Elgar” paintings back in the alcoves of the bus shelter outside Rose Bank Gardens.

**3. Background**

3.1. In 2022/23 the bus shelter outside of Rose Bank Gardens was completely refurbished with a new steel and Georgian glass style canopy being installed and a plastisol-coated metal cladding being affixed to the rear wall.



3.2. In order for these works to take place, the three “Elgar” paintings which had been hung in the alcoves were removed.



- 3.3. In October 2022, a notice of motion was placed before Council to dedicate this bus shelter to Queen Elizabeth II. This was further refined in November 2022 to design and install three metal art sculptures to be installed in the alcoves of the newly refurbished bus shelter.
- 3.4. It was decided to ask local schools to come up with designs for the sculptures but no satisfactory design was ever found or chosen and this matter is being referred back to Council to decide a course of action.
- 3.5. The Council can now pursue one of three possible options for this bus shelter:
- 1) Leave the rear wall as it currently stands with no artwork or sculptures.
  - 2) Reinstate the idea for three metal art sculptures to be commissioned to respectfully mark the reign of Queen Elizabeth II.
  - 3) Reframe the three “Elgar” paintings, and return them to the alcoves.
- 3.6. The proposer of the original notice of motion has confirmed that they have no objection to the return of the “Elgar” paintings.

#### **4. Financial Implications**

- 4.1. To reframe the “Elgar” paintings would cost between £400 and £750 depending on the type of frame chosen.
- 4.2. Commissioning of three artwork sculpture is likely to be in the region of £5-6,000.

#### **5. Legal Implications**

- 5.1. Any dedication to the late Queen would require an official request to be submitted and permission granted.
- 5.2. Rose Bank Gardens bus shelter and the “Elgar” paintings are owned by Malvern Town Council.

End  
Linda Blake  
Town Clerk

**A REPORT OF THE TOWN CLERK TO  
A MEETING OF MALVERN TOWN COUNCIL**

to be held on Wednesday 13 November 2024 at 6.00pm

in the Park View Meeting Room, Community Hub, Victoria Park Road, Malvern Link

**OPERATIONS AND PLANNING COMMITTEE RECOMMENDATIONS**

**1. Purpose of Report**

1.1. For decision.

**2. Recommendation**

2.1. Full Council is asked to consider the recommendations from the meeting of Operations and Planning Committee held on 23 October 2024 and listed below.

**Minute 40 – Review of charges for sports pitches 2025/26**

It was **RECOMMENDED** that charges for junior football teams should be increased as follows:

- 1) Hire of junior football pitch (season) increased from £127 to £195
- 2) Hire of changing rooms junior (season) increased from £110 to £195

and that football teams using the Town Council's pitches and facilities are directed to the grants scheme for possible help in funding at their clubs.

Committee members requested that the tabled comparison of charges be included in the report to be submitted to Full Council.

<b>Football charges – per season</b>		<b>Malvern Current</b>	<b>Worcester City</b>	<b>Warwick</b>
Senior	Pitch only	£280	£401	£385
	Pitch and changing	£556	£619	£690
Junior	Pitch only	£127	£204	£200
	Pitch and changing	£237	£310	£345

Members of the committee found the table useful as it showed that although the suggested increases in charges had seemed quite large, they were in fact reasonable in comparison.

**Minute 41 Vehicle/Machinery Replacement Fund 2025/26**

- 1) It was **RECOMMENDED** that funding be taken from the vehicle and machinery replacement fund to purchase a new replacement mower in 2025, being a John Deere X940 at a cost of £22,000.
- 2) It was further **RECOMMENDED** that the amount placed into the Vehicle and Machinery Replacement Fund be increased to £25,000 per year as from 2025/26.

**3. Background**

- 3.1. At a meeting of Full Council held on 12 September 2018, it was resolved that committees would approve their own minutes for accuracy with any recommendations from committee meetings being taken separately to be accepted by Full Council before being put into effect.
- 3.2. Full Council is therefore asked to consider the recommendation(s) listed in 2.1 above and to approve, amend or refer back to committee as appropriate.
- 3.3. Councillors are reminded that the relevant reports as considered by committees when making their recommendations can be found within the papers distributed for the meeting and these will not be reissued.
- 3.4. If any councillor has any queries relating to a recommendation, it is suggested that they raise it with either the Town Clerk or Chairman of Committee before the Council meeting.

**4. Financial Implications**

- 4.1. Please see individual committee reports.

**5. Legal Implications**

- 5.1. Please see individual committee reports for specific details.
- 5.2. Council decisions are supreme and therefore any changes to recommendations can be made with final agreement at Full Council.

End  
Linda Blake  
Town Clerk

**A REPORT OF THE TOWN CLERK TO  
A MEETING OF MALVERN TOWN COUNCIL**

**to be held on Wednesday 13 November 2024 at 6.00pm**

**in the Park View Meeting Room, Community Hub, Victoria Park Road, Malvern Link**

**AUDIT COMMITTEE RECOMMENDATIONS**

**1. Purpose of Report**

1.1. For decision.

**2. Recommendation**

2.1. Full Council is asked to consider the recommendations from the meeting of Audit Committee held on 30 October 2024 and listed below.

**Minute 18 Review of Income Received and Controls in Place**

It was **RECOMMENDED** that Council notes the controls in place for income received are robust and fit for purpose with a clear and thorough audit trail.

**Minute 19 Review of Bank Reconciliations**

It was **RECOMMENDED** that Council notes that the procedures used for bank reconciliations are both robust and fit for purpose with a clear audit trail.

**3. Background**

3.1. At a meeting of Full Council held on 12 September 2018, it was resolved that committees would approve their own minutes for accuracy with any recommendations from committee meetings being taken separately to be accepted by Full Council before being put into effect.

3.2. Full Council is therefore asked to consider the recommendation(s) listed in 2.1 above and to approve, amend or refer back to committee as appropriate.

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3.4. If any councillor has any queries relating to a recommendation, it is suggested that they raise it with either the Town Clerk or Chairman of Committee before the Council meeting.

**4. Financial Implications**

4.1. Please see individual committee reports.

**5. Legal Implications**

5.1. Please see individual committee reports for specific details.

5.2. Council decisions are supreme and therefore any changes to recommendations can be made with final agreement at Full Council.

End  
Linda Blake  
Town Clerk

**A REPORT OF THE TOWN CLERK TO  
A MEETING OF MALVERN TOWN COUNCIL**

**to be held on Wednesday 13 November 2024 at 6.00pm**

**in the Park View Meeting Room, Community Hub, Victoria Park Road, Malvern Link**

**POLICY AND RESOURCES COMMITTEE RECOMMENDATIONS**

**1. Purpose of Report**

1.1. For decision.

**2. Recommendation**

2.1. Full Council is asked to consider the recommendations from the meeting of Policy and Resources Committee held on 6 November 2024 and listed below.

**Minute 30 Review of Financial Regulations**

It was **RECOMMENDED** that Council adopt the Financial Regulations as attached to the Policy and Resources minutes of the same meeting.

**3. Background**

3.1. At a meeting of Full Council held on 12 September 2018, it was resolved that committees would approve their own minutes for accuracy with any recommendations from committee meetings being taken separately to be accepted by Full Council before being put into effect.

3.2. Full Council is therefore asked to consider the recommendation(s) listed in 2.1 above and to approve, amend or refer back to committee as appropriate.

3.3. Councillors are reminded that the relevant reports as considered by committees when making their recommendations can be found within the papers distributed for the meeting and these will not be reissued.

3.4. If any councillor has any queries relating to a recommendation, it is suggested that they raise it with either the Town Clerk or Chairman of Committee before the Council meeting.

**4. Financial Implications**

4.1. Please see individual committee reports.

**5. Legal Implications**

5.1. Please see individual committee reports for specific details.

5.2. Council decisions are supreme and therefore any changes to recommendations can be made with final agreement at Full Council.

End

Linda Blake  
Town Clerk



**RESOLUTION MOVED ON NOTICE – Standing Order 9**

**A MEETING OF MALVERN TOWN COUNCIL**

**to be held on Wednesday 13 November 2024 at 6.00pm**

**in the Park View Meeting Room, Community Hub, Victoria Park Road, Malvern Link**

**NOTICE OF MOTION – SUPPORT FOR A BOOKING SYSTEM AT NEWLANDS  
HOUSEHOLD RECYCLING CENTRE**

**Proposed Resolution**

The purpose of this motion is to gain Council support for an initiative to support the introduction of an appointments system for vehicles using the amenities at the Household recycling centre at Newlands, Worcester Road, Malvern Link.

**Recommendations**

1. That Council agrees in principle with the proposal to move the usage of the Newlands Household recycling centre from a 'drop-in' centre to one where a prior appointment is made via a booking system.
2. That Council writes to Malvern Hills District Council to ask for their support of this initiative.
3. That the Mayor and Deputy Mayor along with the Town Clerk be delegated to enter discussions with Worcestershire County Council about how an appointments system could be introduced and adopted.

**Background**

At the time the Newlands Household Recycling Centre was first located on the A449 Worcester Road, at the junction with the roundabout going to Powick and over to the Retail Park, the population of Malvern was smaller than it is today and the retail park itself was in its infancy. Increased numbers of household residences and businesses have led to more visits to the Household Recycling Centre being undertaken and thus increased traffic movements.

The site is on a busy 'A' road and close to the junction at the roundabout. Due to restricted space on the site itself, traffic is often queued at the entrance and tails back onto the A449. The tailbacks create a block on the road and vehicles travelling in the same direction have to wait for clearance on the opposite side of the road. The current system of queuing leads to road jams affecting traffic on both sides of the road. Vehicles seeking to enter the Household recycling site from the Worcester/Retail Park direction can only do so if there is no traffic queuing on the opposite side.

The problems associated with queuing traffic, peak when the rubbish containers are changed. This means that a lorry carrying an empty container will drive onto the site, deposit it and pick up a full container, removing it from the site. While this transfer of container is



taking place the site is closed to vehicles due to health and safety risks. The entrance driveway to the site can only accommodate 5-6 vehicles and therefore any additional vehicle will queue on the A449 until the site re-opens. The time for container transfer is typically 20-30 minutes.

A solution is urgently needed to bring an end to the traffic problems associated with vehicles seeking to enter the site.

Worcestershire County Council employs Severnwaste to manage the Newlands Household recycling centre on its' behalf. Severnwaste manages all Worcestershire CC sites across the County and also manage all the sites in Herefordshire. Herefordshire operates an appointments system and, as this has enabled the Household Recycling operatives to work more efficiently.

Herefordshire is a unitary authority and has a different system to that of Worcestershire, as there also exist a number of District Councils. Malvern District Council covers an area with a number of Household recycling centres and this motion seeks MHDC support specifically for the Newlands site and the introduction of a new booking system. This system will require people to book a time slot and space prior to driving to the Household recycling centre. Entrance to the site will only be permitted to those who have booked an appointment.

Booking a space would be done through an app or by phoning the site and would be restricted to those living within certain postcode areas. A timeslot would be allocated and anyone without a prior appointment would be turned away. Anecdotal evidence has shown that people will travel a distance to use the Malvern Newlands site just because there is no need to make a prior booking. For example, people travel from Worcester St. Johns on a regular basis and people who have been turned away from the Ledbury site because they haven't booked an appointment, come over the hill to use Malvern's.

### **Conclusion**

The Newlands site is facing capacity issues at peak times as both the local population has increased since its opening, and because other users from outside of Malvern regularly visit the site. The existing capacity within the site should be there to meet the need of Malvern's residents and a booking system that requires the inputting of residential details will help to ensure local residents are prioritised.

People without smart phones will be able to phone for an appointment. Traffic queues will be reduced to a minimum or may not occur at all, when time slots are allocated for a visit. The time slots will take into account the arrival and departure of the containers and therefore reduce the need for vehicles to be parked and waiting on the A449.

Proposer: Cllr Marilyn Birks (Pickersleigh Ward)

Seconder: Cllr Jude Green (Link Ward)



**RESOLUTION MOVED ON NOTICE – Standing Order 9**

**A MEETING OF MALVERN TOWN COUNCIL**

**to be held on Wednesday 13 November 2024 at 6.00pm**

**in the Park View Meeting Room, Community Hub, Victoria Park Road, Malvern Link**

**NOTICE OF MOTION – REPORTING OF THE STAFFING COMMITTEE TASK AND  
FINISH GROUP/STANDING ORDERS**

**Purpose of Resolution**

To gain Council support for the reporting back of the staffing committee task and finish group to Full Council by December 18th 2024 at the latest.

**Recommendations**

1. Full Council commits to delivering the recommendations of the staffing task and finish group to the December Full Council meeting on December 18th, at the latest.
2. In order to achieve this, we agree that the task and finish group meeting must take place on or before November 20th, with substitutions permitted if necessary and if no member of staff is available to attend, a recording of the meeting will be passed on the next day.
3. If necessary, space will be given on the agenda, at the December full council meeting on December 18th for the task and finish group to report back.
4. Full Council agrees to send Standing Orders to P&R for urgent clarification on:
  - a. Notice periods for motions and meetings
  - b. Substitution rules for committees and task and finish groups
  - c. Notice required for agendas and reports prior to meetings

**Background**

There have been extraordinary delays to the establishment of the Staffing Committee since its establishment was agreed 31 weeks ago. These delays have been due to staff availability, committee member availability and cancellations of meetings. The delays are adding to workload for both staff and councillors and it's now imperative that the task and finish group be allowed to complete their work and report back to full council. The terms of reference are almost finished.

Proposer - Cllr Lou Lowton (Chase Ward)

Seconder – Cllr Jude Green (Link Ward)