

**Minutes of the meeting of the Parks & Recreations Committee
held virtually via Zoom on Tuesday 26th May 2020 at 10:30am**

Present:

Cllr. K Tait (Chair), Cllr A. Hutchinson, Cllr M. Ireland, Cllr S. Burkitt and Cllr M. Hanrahan

In attendance:

A Tristram (Town Clerk), J. Mitchell (Office Manager & PA to Town Clerk), R. Dick (Outside Services Manager)

1. Election of Chair

It was RESOLVED to elect Cllr Kevin Tait as Chair of the Parks & Recreation Committee.

2. Apologies

There were no apologies.

3. Declarations of Interest

There were no declarations of interest.

4. Lundy Road Play Area

Members discussed possible resolutions to an ongoing complaint regarding a piece of play equipment in Lundy Road Play Area.

It was RESOLVED to recommend to council that the piece of play equipment is removed from Lundy Road play area and that the decision about where to relocate the equipment is delegated to the Town Clerk in conjunction with the Chair of the Parks & Recreation Committee.

5. Dronfield Woodhouse Play Area

Members reviewed feedback from a local resident who requested whether the wooden piece of equipment that had been removed from Dronfield Woodhouse would be replaced.

It was RESOLVED to note the feedback and review the play area at Dronfield Woodhouse to investigate the possibility of replacing the equipment and bring suggestions back to next committee meeting.

6. Hilltop Play Area

Members received an update on the cone climber for Hilltop Play Area.

It was RESOLVED to note the update.

7. Marsh Avenue Play Area

Members received an update on the progress of the order for Marsh Avenue play area.

It was RESOLVED to note this update.

8. Cliffe Park

Members discussed a request for fencing around two sides of the bowling green at Cliffe Park, following reports of bikes being ridden across the green.

It was RESOLVED to write back to Cliffe Park Bowling Club with some suggestions for the type of fencing that could be installed and bring back options and quotes to the next committee meeting.

Members discussed the information provided by the LTA with regards to installing a booking system and keypad entry on the tennis courts.

It was RESOLVED to investigate this further and bring costing information to the next committee meeting along with possible options to also include a keypad option for the MUGA pitch.

There was a request to include Tennis Courts as a separate item on the agenda for the next Parks & Recreation Committee Meeting.

9. Public Space Protection Order

Members discussed and reviewed the signs that need to be implemented across all play areas and parks within Dronfield to allow North East Derbyshire District Council to enforce the Public Space Protection Order.

It was RESOLVED to gain quotes as soon as possible to have the Public Space Protection Order signs printed rather than order through NEDDC.

10. Signage

Members were informed that dogs on leads would be included on the Public Space Protection Order signs. Members then discussed whether smaller dogs on leads signs were also required.

It was RESOLVED to go ahead and produce the small signs stating dogs on lead and mount them under the new Public Space Protection Order signs.

11. Bowling Greens

Members were informed that copies of the public liability insurance and qualifications had been received for Mr Smith. However, the Outside Services Manager raised concerns about the lack of qualifications produced.

It was RESOLVED to request references for other bowling greens maintained by Mr Smith and gain feedback and to also request a copy of the maintenance schedule that they would be following.

12. Any other business

Cllr Tait requested an update on the quote for resurfacing the cycling area at Cemetery Road play area.

It was RESOLVED that the Outside Services Manager would chase up the quote for this and keep the Office Manager informed of progress. The Office Manager would also investigate funding and grant options available.

Cllr Tait requested members think about what they would like to see at Cemetery Road play area and would like the item on the next agenda so that a brief can be formulated for tender.

It was RESOLVED that all members bring ideas to the next committee meeting for Cemetery Road play area.

The Outside Services Manager reported that the six-foot-high fencing at Hilltop play area had been broken on several occasions over the past few weeks due to children playing football against the fencing and it had been repaired numerous times now.

It was RESOLVED to gain quotes for bow top fencing around the play area to replace the six-foot-high fencing and to look at possible alternatives for new goal posts where children can play football.

13. Date and time of next meeting

Members discussed the date and time of the next meeting.

It was RESOLVED to hold the next Parks & Recreation Committee Meeting on Monday 22nd June at 10:30am.

Meeting closed at 12:00pm

**Minutes of the meeting of the Budget Advisory Committee
Of Dronfield Town Council
held virtually via Zoom on Tuesday 26th May at 2:00pm**

Present: Cllr A Foster, Cllr. R Welton, Cllr A Powell, Cllr R Spooner (Chair), Cllr W Jones

In attendance: A Tristram (Town Clerk), A. Hunt (RFO) and J Mitchell (Office Manager & PA to Town Clerk)

1. Election of Chair

It was RESOLVED to appoint Cllr Richard Spooner as Chair of the Budget Advisory Committee

2. Apologies

There were no apologies

3. Declaration of Interests

There were no declarations of interests.

4. Year End Accounts

The RFO reported to members that for the year ending 31st March 2020 there was a surplus of £91,955 following an income of £971,067 and an expenditure of £879,113. The RFO also reported that there was £1,013,560 in the bank at year end.

It was RESOLVED to note this update.

5. COVID-19 Pandemic

The RFO reported that on average the Town Council were losing income of c£6,500 for every month venues remained closed due to the pandemic. A breakdown of that figure was given to members. The RFO reported that expenditure remained similar throughout the pandemic as all staff had been retained.

It was RESOLVED to note this update.

The following item was discussed out of order on the agenda.

8. Grants & Business Rates

The Town Clerk reported that the Town Council had received a total of £55,000 in Business Grants from North East Derbyshire District Council to support business costs during the coronavirus pandemic. The Town Clerk reported to members that there is still some uncertainty amongst local Councils across the Country about the eligibility for this grant. In

addition to this the Council have received Business Rate Relief of £35,000 for the financial year 2020-2021.

It was RESOLVED to note the update and comments by the Town Clerk.

6. Earmarked Reserves

The RFO reported that there was £681,872 in reserves plus another £224,066 in the Rolling Capital Fund, giving a total of £905,000 in current reserves.

It was RESOLVED to note this and for members to bring suggestions for earmarking reserves to the next Budget Advisory Committee Meeting.

7. Refunds

The RFO reported that 23 refunds had been given in total for bookings cancelled in March due to the coronavirus pandemic. The refunds totalled £3,206. Members also discussed the requested refund from a football team playing at Coal Aston due to matches having not been played due to bad weather and then the season being cancelled due to the coronavirus pandemic.

It was RESOLVED to note the refunds given in March and to provide the football team with a discount worth two games off their booking for next season.

Agenda items 9 and 10 were discussed together.

9. Council Purchasing Card

10. Amazon Business Account

The Town Clerk informed members that a council purchasing card and an Amazon Business Account would be settled in full at the end of each month. The RFO proposed a credit limit of £1,500 per month to begin with which will be reviewed on a regular basis. Members discussed the options.

It was RESOLVED to recommend to council that a purchasing card is ordered with a credit limit of £1,500 but that an Amazon Business Account is not opened and purchases should be made locally wherever possible.

11. Civic Hall

Members received an update on the Civic Hall from the Town Clerk.

It was RESOLVED to note this update.

12. Any other business

The Town Clerk informed members that the annual invoice for DALC membership had been received.

It was RESOLVED to recommend to council that the DALC membership is not renewed for the year 2020-21.

13. Date and Time of next meeting

It was RESOLVED for the Office Manager to check member's availability and email a date for the next meeting to all committee members.

Meeting closed 2.55pm

Minutes of the Meeting of the Properties Advisory Committee of Dronfield Town Council held virtually via Zoom on Tuesday 26th May 2020 at 3:00pm

Present: Cllr. A. Powell (Chair), Cllr. A Foster, Cllr. M. Hanrahan, Cllr. W. Jones and Cllr. R. Spooner

In attendance: A. Tristram (Town Clerk), J. Mitchell (Office Manager & PA to Town Clerk) and R. Dick (Outside Services Manager)

1. Election of Chair

It was RESOLVED to appoint Cllr Alan Powell as Chair of the Properties Committee.

2. Apologies

There were no apologies.

3. Declaration of Interests

There were no declarations of interest.

4. Civic Hall

Members were given an update on the Civic Hall by the Town Clerk.

It was RESOLVED to note this update.

5. Dronfield Woodhouse Sports & Social Club

The Town Clerk informed members that a list of the required work to the clubhouse had now been sent to the committee at the Sports & Social Club and that work had begun. The Town Clerk had also received a copy of the club's insurance policies. The Town Clerk also reported that the Sports & Social Club had requested permission to hold the Great Fire of Dronfield bonfire in November 2020.

It was RESOLVED to recommend to council to agree to the bonfire being held in principle providing the committee meet with the Outside Services Manager before the event takes place and that they provide copies of the event risk assessments and plans to the Town Council before the bonfire takes place.

It was RESOLVED to check the Town Council's insurance policy to ensure the Council is covered by insurance for the event to take place.

6. Marsh Avenue

Members received a report that 15 forms had been submitted so far with regards to adopting the footpath from Holmley Lane to Marsh Avenue. The deadline for returning forms to the Town Council is 30th June 2020, so a further update will be given at that time.

It was RESOLVED to note this update.

7. Gosforth Lodge

Members were informed by the Outside Services Manager that he had received quotes to replace the flooring in the café at Gosforth Lodge, to replace the boiler and to upgrade the electrical work, following an inspection. The cost for each element can be seen below;

Replacement flooring - £5,314

New boiler - £ 2,990 or £3,080

Required electrical upgrade - £2,680

It was RESOLVED to recommend to council that all these jobs are carried out while the venue is unoccupied.

8. Cliffe Park Café update

Members were informed that lease discussions with the prospective tenant for the Cliffe Park café were in progress. This has been delayed because of uncertainty because of the coronavirus pandemic.

It was RESOLVED to recommend to council that the Town Clerk is given delegated powers to renegotiate the terms of the contract with the prospective tenant.

9. Coal Aston Changing Rooms

Members were informed that many tiles had been broken on the floor at Coal Aston Changing Rooms due to them being ceramic tiles. The Outside Services Manager has currently been unable to gain any quotes to replace the flooring though.

It was RESOLVED to bring flooring quotes to the next committee meeting.

10. Shelagh's Sewing Circle

Members were informed that a request had been received for use of the Civic Hall as a collection and drop off point for Shelagh's Sewing Circle, who are making masks for care and support workers during the pandemic.

It was RESOLVED to recommend to council that they agree in principle to Shelagh's Sewing Circle using the venue however they would need to provide details in advance of the safe guards they would have in place to adhere to social distancing and the toilets would also be kept locked.

11. Any other business

Cllr Foster requested that a litter bin be installed behind Poundstretchers in the Civic Centre following reports of anti-social behaviour and littering.

It was RESOLVED for Outside Services to attach a small litter bin to a post in the area behind Poundstretchers.

12. Date of next meeting

It was RESOLVED that the Office Manager would check members availability and then email committee members with a date for the next meeting.

The meeting closed at 4:00pm

Town Clerk's Supplementary Report
Council Meeting to be held on 1st June 2020

Items for Decision

None

Items for Information

None

Correspondence Received

NEDDC – Local Plan Examination Update from Inspector (circulated electronically)

HS2's 4th Being a Good Neighbour Progress Report (circulated electronically)

NEDDC – Dronfield and Unstone Joint Burial Committee

HS2

Being a good neighbour **Our progress**

July to December 2019





Department for Transport

High Speed Two (HS2) Limited has been tasked by the Department for Transport (DfT) with managing the delivery of a new national high speed rail network. It is a non-departmental public body wholly owned by the DfT.

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Foreword

HS2 is more than a railway, it's an opportunity to leave a legacy for the country. It has the potential to redistribute opportunity and prosperity, to provide much needed future rail capacity, and to form a vital part of the UK's future low carbon transport infrastructure.

Being a good neighbour is a high benchmark for us and we have made progress over the last year, but there is more to do. As you will see in this report, we are listening to feedback from communities and continuing to identify ways we can improve.

HS2 is the largest and most complex infrastructure project undertaken in modern British history. Big projects divide opinion, particularly in their early stages. However, once completed many people believed it would have been 'unthinkable' not to have carried out projects such as the Channel Tunnel, the Channel Tunnel rail link and the M25.

It is important for a project of this scale to demonstrate progress and to be transparent with the Government and the public. The Oakervee Review confirmed the case for HS2 remains strong, and the Government's response in February committed to the HS2 network in full. However, that commitment came with a clear signal to continue to improve the support we offer to communities along the route.

Inevitably, big schemes like HS2 are disruptive. We have to acquire a lot of land and property and we are very aware of the impact that will have on people's lives as we continue to build the scheme.

Our job is to be sensitive and respectful, both to the environment and our communities, as we go about our work. The Government has also been clear that HS2 Ltd should focus on the delivery of Phase One, between London and Birmingham, and Phase 2a, from Birmingham on to Crewe. These areas of the programme are significantly further developed than Phase 2b sections to Manchester and Leeds.

The National Infrastructure Commission has been asked by Government to conduct a review into the sequencing and integration of Phase 2b with other programmes like Northern Powerhouse Rail. This will unavoidably lead to a degree of uncertainty amongst communities in those areas, many of which have lived with the prospect of HS2 for over a decade. We will need to ensure they continue to feel supported through this time.

2020 will be a big year as we move into main construction work between London and Birmingham, and gain the permissions from Parliament to start the next stage of development on Phase 2a. As we start the next stages of the programme we must ensure that health, safety, and wellbeing of the community and our workforce remains at the heart of everything we do. It will be a challenging time as we respond to the impacts of Covid-19 and put in place measures to continue to deliver HS2 safely. Whilst we must not lose sight of the legacy we will create for generations to come, it is equally important we continue to challenge ourselves to set the standards for major infrastructure projects in this country in sustainability and consideration for communities.

Mark Thurston

Chief Executive Officer,
High Speed Two (HS2) Ltd



What you'll find in this document

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The journey so far

Julie King, Director of Community and Stakeholder Engagement, describes the journey so far and what's coming next.

Our Community Engagement Strategy, published in 2017, sets out the behaviours we expect to see from our workforce and supply chain. It also provides clarity on how we will engage with you and our 10 commitments that describe how we aim to be a good neighbour every single day.

The construction and operation of the railway will run over multiple decades – so we are going to be a neighbour of impacted communities for a long time. We need to create a conversation that will last the lifetime of the project and beyond. And we need to be clear with communities about how we are going to achieve this.

This document completes our first two years of reporting on how we are living up to the commitments we have made, and the impact we are having on our neighbours.

From the feedback we receive, we are hearing the quality of our information is good and that we are listening. However, we have also heard we need to widen our audience and increase the awareness of the local benefits HS2 will bring.

In the last six months we completed our first series of local engagement plans, so that all communities across Phase One have a tailored plan. We have also introduced local websites for the whole line of the new railway, collectively receiving over 200,000 visits to date.

We have also focused on a series of events for local businesses to make sure they are aware of the opportunities available from HS2 being built in their area. Over £4.65 million of funding grants has been invested into 88 community and business groups across Phase One, and over 100 performances of the Playing it Safe school construction safety programme have been delivered.

The next steps

As the project moves into main works construction and more detailed design across Phase Two, we will need to continue to adapt as the project intensifies. We recognise there is more we can do so that all our neighbours can see our strategy in action.

We appreciate communities are currently feeling some disruption, and we will do all we can to minimise and mitigate these impacts.

In addition to our substantial events programme, attended by nearly 60,000 people so far, we will also look to run additional tailored events to further widen our reach. This will include how we respond to Covid-19 and find ways to maintain our engagement with communities and stakeholders during this challenging period.

We will also continue our efforts to create a more visible local presence, such as the 14 new information points we've created between Birmingham and Crewe. The Government has said it wants to bring forward legislation to take the railway to Manchester as soon as possible. We will work closely with stakeholders and communities to finalise designs in preparation for the deposit of a hybrid Bill. We will also continue to support communities along the route to Leeds as we await the recommendations of the National Infrastructure Commission.

Awareness of our Helpdesk service is growing but we need to do more and will continue to promote it through our events and find other ways to advertise the service.

We will continue to look for ways to listen to feedback, widen our audience and increase awareness of local benefits to help us demonstrate that HS2 is being a good neighbour.

Julie King

Director of Community and Stakeholder Engagement, High Speed Two (HS2) Ltd



Community Engagement at a glance

Cumulative figures from January 2018 to December 2019

The figures below are the totals for the first two years of our community engagement reporting (January 2018 to December 2019). Throughout this report, you'll see case studies that give a detailed breakdown of figures for the six months from July to December 2019.

62,055

Helpdesk enquiries

95%

complaints resolved within
20 working days or fewer

99%

of the 627 complaints received were
concluded at the first stage of the review
process in 2019, compared to 95% of the
447 complaints received in 2018

Over £4.65m

was given to 88* Community and Environment Fund
(CEF) and Business and Local Economy Fund (BLEF)
projects across the line of the new railway between
the West Midlands and London

* The Community and Business Funds for Phase One have been open since March 2017 and these figures are the total awarded to the end of December 2019.

Our plan is to build and deliver the new railway in two phases. Phase One will link the West Midlands with London.

Phase Two is being planned and will link the West Midlands with Manchester, the East Midlands, South Yorkshire, Leeds and beyond.

59,388

people took part in more than 3,800
meetings, drop-ins and events across
the whole line of the new railway

5,656+

pupils came along to 111 construction safety
workshops at 71 schools across Phase One,
between London and Birmingham

211,400

people visited the 12 local community websites
for Phase One and Phase 2a, and more than 6,000
people have subscribed to the local community
websites since their launch



Not to scale. Based on indicative train service specification as at April 2018. Final HS2 timetable subject to consultation. You can check maps to see the planned routes for the High Speed Two (HS2) rail network at: www.hs2.org.uk/where/route-map

Commitments



We will continue to build respectful, long-term relationships with communities, and actively encourage our workforce to listen to local concerns and be considerate and accountable for their actions at all times.

As the Project gains pace and our supply chain grows, we need to make sure we're behaving consistently and in line with our Community Engagement Strategy.

How we measure this: Evidence that our staff and contractor partners understand and are behaving consistently with our strategy.

Facts and figures

79%

of people who attended our events say the quality of information provided is good, compared to 73% in our last report*.

15%

say HS2 is making a positive difference to their area, compared to 13% for the first half of 2019*.

While this has increased slightly, we still have a long way to go. We appreciate communities are seeing some disruption at the moment. We'll do all we can to minimise this. We'll also share some of the early benefits of the Project and train our frontline staff who are working with the community in 2020.

Listening and responding

You have told us that you want to be able to talk to us regularly, that you'd like to have approachable Community Managers locally.

In our last report we said we would	Since then we have	In 2020 we will
Expand the programme of community activity and information events over the coming years to reach more people.	Delivered our programme of local events along the whole line of the new railway. More than 9,700 people have come along to more than 700 events between July and December 2019.	Involve and talk with a wide range of groups in our communities. In the second half of 2020, we'll hold a series of events along the line of the new railway.
As we uncover more archaeological finds across the line of the new railway, we'll share the news with local communities through regular community events and talks. We want to reach more and new audiences by sharing social history stories from local areas between Birmingham and London.	Shared the Curzon Street Station archaeological work with communities through events and online information.	Hold events and share information as more archaeological finds are uncovered. In the second half of 2020, we'll share the community histories being collected between the West Midlands and London. We'll do this online, at events and in key locations.

* Feedback forms are available at all our public events.

Here are just some of the things we've done in the last six months to build respectful, long-term relationships with communities.

Q Case study

Talking about HS2 with young people

In the last six months, we've met with more young people. They'll be the future users of the railway and benefit most widely from the outcome.

We were invited by Derbyshire County Council to run a workshop for young people in Chesterfield to talk about the benefits HS2 will bring to the area and the opportunities that will be available in the future. The session gave them a chance to see and appreciate the benefits and opportunities this project will offer them, and the new choices it will give them.

We attended a Children's Activity Day in Middlewich, organised by Cheshire East Council, to listen and respond to young people's interests and expectations. The young people talked about their desire to travel more easily and the need for it to be affordable. They were also interested in finding out more about skills and job opportunities. They said it was important to them that work experience placements and apprenticeships were available for people from all backgrounds.

In Camden, we hosted work experience students who hope to become engineers. They visited Drummond Street and the Regent's Park Estate. One of them told us: "This visit provided a real eye opener for me on how engineering can transform society."

In September, we held a hands-on workshop with Year 4 and 5 students at Annesley Primary School in Nottinghamshire, focusing on science, technology, engineering, arts and maths (STEAM). HS2 will need enthusiastic people with the right skills to help operate and maintain the railway in the future, and these young people will be in their mid-20s when the new railway opens in their area.



Technology is the way it's going. We are not sure what the careers of the future might be but obviously this is going to help them learn the skills that they need."

Lucy Wraith, Assistant Headteacher, Annesley Primary School

Q Case study

Archaeology dig at Curzon Street celebrated with community open days

The last 12 months have seen over 70 archaeologists excavate 6,500 sets of human remains from the burial ground where the HS2 station in Birmingham is being built at Curzon Street. We shared the archaeological findings at two successful weekend National Trust Heritage Open Days. People had the opportunity to explore inside the iconic Grade 1 listed Curzon Street Station, over 50 years since the station closed to passengers. During the Open Days, visitors learnt about the archaeological processes and saw some of the artefacts found nearby and children also took part in a small replica archaeological dig.

Commitments continued

2

We will work with communities to develop local two-way engagement and communication programmes and ensure these are accessible and tailored to local needs.

While working with communities and our construction partners, we're developing tools and forums that are tailored to local communities. We're ensuring that these fit well with our Community Engagement Strategy.

How we measure this: Our progress against our Strategy and our Local Area Engagement Plans.

Facts and figures

82%

of people who attended our events say we listened and responded well, compared to 78% in our last report*.

We ran a series of feedback sessions in summer 2019 for people who lived within a mile of the line of the new railway. We heard they wanted a more visible local presence, such as regular slots in local newspapers, local signs and information in libraries. We've now started to provide more local information, including new information points between Birmingham and Crewe. You can read more about that in the case study later in this report.

Listening and responding

You told us that you want to be kept up-to-date with information specifically relevant to your area. You also told us you want us to use a range of ways of communicating information.

In our last report we said we would	Since then we have	In 2020 we will
Continue to provide a range of ways to communicate with us and find out more – face-to-face, online, by phone or in writing. In this way, everyone can use the method that best suits them given the diverse communities we work with.	Worked with local communities to complete the set of 10 area plans. These explain the activities we're using to involve people along the line of the new railway between the West Midlands and London. Delivered 14 locally based websites along the entire line of the new railway.	Explore new ways of reaching a wider audience.
Continue to share how we've listened to you, and the changes we've made based on your feedback. This includes the consultation in summer 2019 for the section of the new railway line between Crewe and Manchester and Birmingham and Leeds (Phase 2b).	Completed a series of 13 information events to get feedback on the design of the new railway between Crewe and Manchester and Birmingham and Leeds (Phase 2b). More than 2,300 people attended the events to talk to us about proposed changes. We met with more than 100 people, who will be some of the most affected individuals, to talk in more detail. This led to a number of proposed changes to the design of the new railway.	Share how we've listened, including any changes we've made based on your feedback.

* Feedback forms are available at all our public events.

Here are just some of the things we've done in the last six months to make two-way communication even more accessible and tailored for the local area.

Q Case study

You said, we did: railway design changes following community feedback

Planning for the new railway between Crewe and Manchester and Birmingham and Leeds (Phase 2b) is at an earlier stage than the other sections between Birmingham and London (Phase One) and Birmingham and Crewe (Phase 2a). We're still working on the design of Phase 2b, so this is an important time to talk with our neighbours about any improvements. We share and discuss designs with residents and businesses to get their views and local knowledge, and then use that feedback to update the designs.

For example, we've been able to make changes such as providing temporary footbridges during construction and realigning roads to reduce the effect on nearby properties. Changes such as these show we're listening and responding.



Q Case study

Employment and skills opportunities in Washwood Heath, Birmingham

In July, we held an employment and skills event in Washwood Heath, Birmingham. The planned Washwood Heath Depot will become a major employer, offering higher level paid jobs. Hosted by our construction partners, Laing Murphy (LM) and Balfour Beatty Vinci (BBV), with support from a voluntary sector organisation specialising in employment, this was an important event for the local community. People who came along said they appreciated the opportunity to understand more about potential job opportunities.



Commitments continued



Q Case study

Keeping people informed between Birmingham and Crewe (Phase 2a)

As the legislation moves through Parliament for the next stage of the railway between Birmingham and Crewe, we've set up long-term information points in 14 local venues. We recognised that these largely rural communities sometimes found it harder to get to larger events and drop-in sessions. So, we're bringing information to them so they can get the latest news in places they already visit regularly, including seven libraries, five council offices and two conference centres.

Q Case study

Local Area Engagement Plans in place between West Midlands and London

Our Community Engagement Strategy describes how we'll be a good neighbour to the communities we impact. Each community is different of course, so we tailor our approach in each area. We want to be clear about when and how we're informing, involving, consulting or responding. One way we do this is through our Local Area Engagement Plans.

We recently completed the set of 10 Local Area Engagement Plans for Phase One, between the West Midlands and London. The plans include maps, information on local works and contact points. They're available on our website, as well as each local website. Printed copies of the plans can be requested from our HS2 Helpdesk team, via Freephone: 08081 434 434, Minicom: 08081 456 472, and email: hs2enquiries@hs2.org.uk



3

We will make sure communities are made aware in advance of any activities taking place in their area.

Our success depends on how well communities and stakeholders are informed about what's happening in their area. We're committed to giving you relevant and timely information about what we're doing, using a variety of methods so you can choose a way that's easiest and best for you.

How do we measure this: How well we're informing you about the Programme.

Facts and figures

211,400+

people visited our community websites, compared to the 139,000+ from our last report. We also had more than 6,000 subscribers, compared to 4,600 in our last report.

People who attend our events have told us they sometimes have trouble finding one of our events. In 2020, we'll improve the way we promote our events in advance, so that people know they're happening. We'll also promote the event on the day, so that the venue is easy to find.

Listening and responding

You told us that traffic and noise that could occur during construction are your biggest concerns. So, you told us you want to be kept informed and up-to-date about work in your area.

In our last report we said we would	Since then we have	In 2020 we will
Continue to give you advance notice through a range of methods.	Continued to give at least 14 days' advance notice* to affected people to their home or business address. Shared advance notice information through our community websites so that subscribers get news alerts. We've also tested new types of advertising, such as through social media.	Provide home-owners and businesses with advance notice through a range of methods, including more targeted advertising on social media.
Continue to tell communities and businesses along the line of the new railway about the methods we use for sharing information, including community websites, mailouts and regular face-to-face events.	Provided you with information through a wide range of events, meetings, local websites, mailouts and information points. Some examples of these feature in this report.	Look at how we can increase the ways communities get information about HS2. We'll look at increasing tailored options that suit people in each community.

* Where emergency work is required, we may need to give less than 14 days' advance notice.

Commitments continued

Here are just some of the things we've done in the last six months to make sure you're aware of activities taking place in your area.

Case study

All of HS2 route now covered by local websites

In December 2019, we launched new websites for the Phase 2b part of the railway line:

- HS2 Phase Two Eastern Route – Connecting Birmingham to Leeds: www.hs2eastroute.co.uk
- HS2 Phase Two Western Route – Connecting Crewe to Manchester: www.hs2westroute.co.uk

These new sites, and the 10 existing ones, mean we now cover the whole line of the new railway. The sites are part of our broader efforts to offer information in as many ways as possible. Information on the new websites will grow over time and you can now sign up to get area-specific information alerts.

Case study

Testing new ways to share local information

You've told us in the past that we haven't always kept you informed about forthcoming road closures. During the summer of 2019, we tested area-specific advertising for a road closure on social media to increase the ways we let people know. This was as well as our usual advertising and website notifications to see if it increased awareness – both for residents and for people travelling through the area. We did, in fact, reach a good number of people and we were also able to prioritise notices before the peak travelling and commuting hours in the early morning and afternoon. This is just one example of how we've listened to communities and tried new things in response.

Case study

HS2 Helpdesk team go out and about for better customer service

The HS2 Helpdesk team has taken 62,000 enquiries in the last two years – and numbers will go up as our main work begins. So that we can help you properly, it's important we understand the impact the new railway will have on you. The Helpdesk team has been out regularly to get a real understanding of the local HS2 works and issues, such as diversions for early works, road improvements and the locations of key features, like the Colne Valley Viaduct. We hope this will mean you get a more personal and knowledgeable service.



By getting to see what it will be like for people living in affected areas, we can give more detailed advice, right there and then when people contact us."

Tom Walker, HS2 Helpdesk

Case study

Early information ahead of ground investigations

Taking on board people's concerns about future ground investigations between Birmingham and Crewe (Phase 2a), we organised a workshop with land agents representing landowners along the line of the new railway. As works could impact landowners and rural businesses, we were keen to listen to feedback and learn from our earlier ground investigations. We were also able to explain why the work needed to be carried out, what it involved, and what we might do better. By engaging with potentially impacted people in this way, we improved our ways of working, tailoring the information we provide to specifically address local concerns.

4

We will operate a Freephone Community Helpline 24 hours a day, 365 days a year.

We want to give you a reliable, accessible and responsible service whenever you want to contact us and that's the aim of our Freephone Community Helpline.

How we measure this: How well we handle your enquiries.

Facts and figures

How many people contacted us?

Our Helpdesk team is seeing a steady increase in enquiries as the Project gains pace and the impact becomes more visible to communities. Numbers are also going up as more people get to know they can call the Helpdesk with questions.

17,811

enquiries between July and December 2019 and 35,358 for the year.

This compares to

14,765

for the same period in 2018 and 26,697 for the full 2018 year.

Overall, there was a

32%

year-on-year increase of enquiries in 2019 compared to 2018.

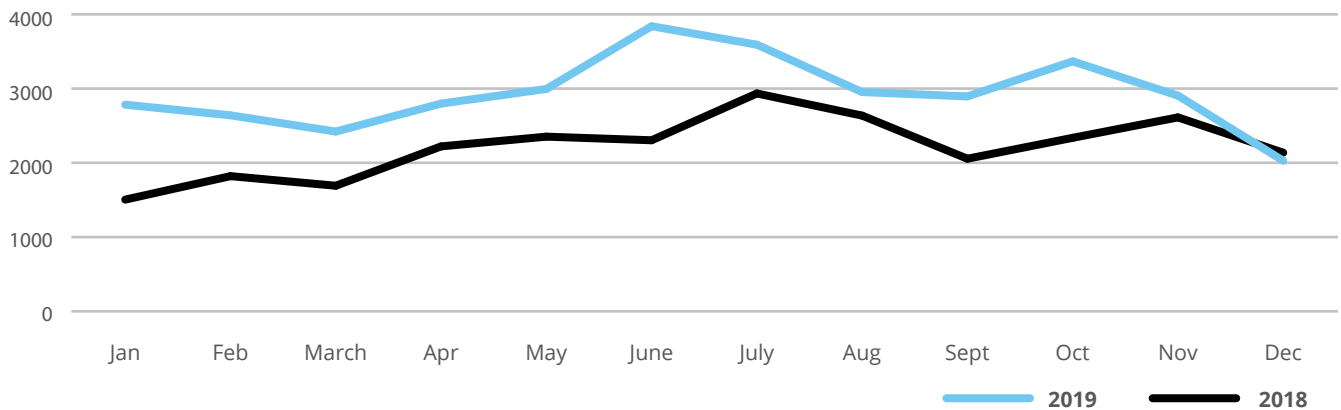
64%

of enquiries were about land and property.



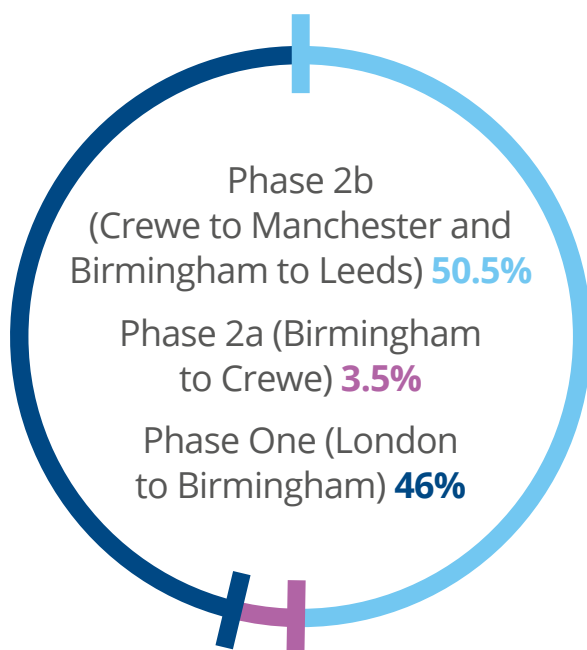
Commitments continued

Total Helpdesk (phone and email) contacts by month (January to December 2019)



Why are people contacting us?

Between July and December 2019, the part of the Project that generated the most enquiries was Phase 2b – 50.5% of all contacts were about this part of the Project.



How did people choose to contact us?

You can contact our Helpdesk team by Freephone, Minicom, email or Freepost.

In 2019, all of the contacts we received were by Freephone or email.

47%

of people called us on our Freephone number.

53%

of people opted for email.

We've seen a shift towards our Freephone number compared to 2018, when 41% of people called us and 59% of people used email.

Awareness of the Helpdesk service

64% of people attending HS2 events during July to December 2019 were aware of the HS2 Helpdesk service*, compared to 51% at the start of the year and 54% at the end of June 2019. In December alone, 81% of people said they were aware of the Helpdesk service. This suggests the campaign we ran during 2019 is already having an impact.

We're happy with the improvement, but we'll continue to promote the Helpdesk through our events. We're also looking at other ways to promote the service.

“

There will be times when lots of enquiries come in at once and people may be asked to wait longer than we would like. With our new call-back function and position-in-queue messaging system, we can let people know we're busy and give them an option to avoid their having to wait.”

Nathaniel Fuller, Community Engagement Manager
(HS2 Helpdesk)

What sort of service can you expect?

Between July and December 2019:

98%

of enquiries were resolved in 20 working days.

60%

of enquiries were resolved at first point of contact.

40%

of enquiries needed a follow-up.

Listening and responding

You have told us you want us to improve the customer service from our Helpdesk. You also told us we need to promote awareness of the Helpdesk more widely.

In our last report we said we would	Since then we have	In 2020 we will
Offer a new call-back scheme so that you don't have to wait on hold during our busiest periods. We'll return your call as soon as a member of the team is available.	Launched the automated call-back function.	Explore further ways to enhance the stakeholder experience when they contact us, acting on feedback where appropriate.
Measure the quality of our Helpdesk service using a range of tools.	Created an independent feedback survey for people contacting the Helpdesk.	

* Feedback forms are available at all our public events.

Commitments continued

5

We will make health and safety a priority for communities and our workforce.

HS2 is an exciting project, but one that will affect communities in many ways. We don't underestimate that impact, nor our responsibility to minimise disruption and keep everyone who lives and works in those communities safe and secure.

How we measure this: How well we demonstrate that the health and safety of staff and communities is a priority for us.

Facts and figures

98%

of children rated the Playing it Safe workshop, which teaches children through an interactive workshop how to ensure they are safe living or going to school near construction sites, as good or excellent, compared to 97% in our last report*.

After the workshop

98%

of children said they understood more about why construction sites are dangerous places, compared to 99% in our last report*.

Listening and responding

You told us you really liked the Playing it Safe workshops and the Growing Spaces healthy eating programme. We're looking at how we can expand these projects so more people can benefit.

In our last report we said we would	Since then we have	In 2020 we will
Continue to work with schools to educate children about safety if they live close to the construction of the new railway.	Held Playing it Safe performances for more than 600 students from July to December 2019.	Take the Playing it Safe programme to schools along the line of the new railway.
Continue to expand the Growing Spaces project so as many children and communities as possible can benefit.	Brought Growing Spaces to schools and community venues between the West Midlands and London, between July and December 2019.	Widen the Growing Spaces project to also include locations along the line of the new railway between Birmingham and Crewe.

* Children and teachers are invited to complete a feedback form after every performance.

Here are just some of the things we've done in the last six months to make health and safety a priority for our neighbours.

Case study

Providing tailored support for everyone

Mental health and counselling specialists have trained all of our Engagement team, so they can support our area teams in communicating and sharing information with people more effectively. In late 2019, we also began sharing our activities with our construction partners, building on our own staff training.

Feedback has been very positive. 90% of people who took part said they'd highly recommend the course to other staff and 100% said they'd learned something that they'd use when working with the community.

We'll continue to work with our partners to ensure everyone gets the same level of support from anyone working on the Project. This is part of our commitment to ensure our services are accessible to everyone.

Case study

Playing it Safe reaches 100 and beyond

The Playing it Safe school safety workshop project is one example of how we've listened to and responded to people's needs. Arc Theatre put on the first performance in January 2018. Playing it Safe recently reached a major milestone with 111 performances at 71 schools, reaching more than 5,650 students.



Case study

Growing Spaces healthy eating programme now in community locations

Growing Spaces teaches the importance of healthy living and eating and the science of growing your own fresh produce. Students work with their teachers and our team to build mini-allotments, vegetable growing boxes, and create new planted areas.

As well as the 26 schools that have taken part, Growing Spaces has now been extended to include community locations. Community groups have been involved in designing and building raised garden beds at Tithe Lodge in Southam, Westbury Village Hall in Brackley and at the Epilepsy Society at Chalfont St Peter.



Commitments continued

6

We will respect the wellbeing of communities, minimising disruption to their lives with local mitigation plans and activities, ensuring we meet the standards set out in the Code of Construction Practice.

We recognise that construction causes disruption to communities. This commitment considers how communities and stakeholders can influence how we build the railway. How we and our contractors behave is as important to the railway's success as completing the Project on time and ensuring value for money for taxpayers.

How we measure this: How well we show we're continually looking to minimise the impact of the programme.

Listening and responding

You have told us that you want us to minimise disruption as far as possible when we're working close to homes.

In our last report we said we would	Since then we have	In 2020 we will
Listen to your concerns about disruption, finding solutions wherever we can.	Held events and meetings, along with our contractor partners, to understand people's concerns and work together to find solutions where we can.	Continue to look at ways we can mitigate the impacts of the railway.
Offer communities, local councils and MPs the chance to visit construction sites to better understand the work taking place.	Arranged site visits for communities and stakeholders to share our work and provide a chance to ask questions about the mitigation actions we're taking. We also ran sessions for MPs and their staff.	Offer communities, local councils and MPs the chance to visit construction sites to better understand the work taking place and ask questions.

Here are just some of the things we've done in the last six months to minimise disruption.

Case study

Listening to communities about the Colne Valley Viaduct

Progress on the Colne Valley Viaduct design reached a milestone in August 2019. During the previous 18 months, we'd worked closely with the local community around Colne Valley. We listened to what people had to say, and we changed our design plans to take into account concerns about the potential impacts.

For example, we added a walkway so people could walk around the reservoir and we worked with the Canal and River Trust to provide continuous access along the Grand Union Canal. We also reduced the impact on local roads by using construction machines that can move 4,000 lorries-worth of concrete above the valley and planned a new haulage road.



Case study

Breakfast event for businesses in Manchester

In October, we held a drop-in breakfast event for directly affected businesses around Manchester Piccadilly station. The businesses included scrapyards, warehouses, car garages and boxing clubs. Because these are run by busy people, we needed to do something at different times of the day to make it easier for them to attend. We held a business breakfast event to try not to disrupt their working day, and the team emailed, phoned and called round in person to build interest. The event was a success and businesses were able to find out about timescales and practical next steps.

Case study

Parish councils visit ground investigations between West Midlands and Crewe

We invited a number of parish councils affected by the route from the West Midlands to Crewe to visit our ground investigation sites to see what happens and learn how this important work will help us build the railway.

In October, for example, we hosted a visit for councillors from the newly formed Yarnfield and Cold Meece Parish Council. The parish will be affected by the major works near Stone, and councillors were keen to get some first-hand knowledge of how we carry out our ground investigations.

These visits help give councillors a deeper understanding of the Project and a chance to meet our contractor partners. They also give us the chance to discuss options for improving our links with communities.

Commitments continued



Case study

MP staff see how we're being good neighbours

In August, we hosted a visit for staff working for MPs along the line of the new railway between the West Midlands and London (Phase One). The visit included a briefing and site tour of Euston, with the support of our contractor partner Costain Skanska Joint Venture. MPs' staff are regularly asked about HS2 by constituents, so we wanted to help them understand more about the Project and how we can work together to address local concerns.

We also hosted a further briefing and site visit for MPs' staff in the West Midlands. The visit included site tours of Curzon Street, Old Curzon Street Station and Interchange. With the help of our contractor partner Laing Murphy, we explained the work we're doing to reduce the impact on local roads and businesses.

Case study

Partnering with Derbyshire MP

During August, we worked with North East Derbyshire MP Lee Rowley on an information event for his constituents in and around Staveley. We were joined by around 80 people, as well as district councillors and representatives from the Chesterfield Canal Trust.

There were questions and discussion on topics including the design of the depot spur, environmental impacts, property support schemes and the current government review. The event gave us a chance to explain the Project and hear people's views, which will help us in designing how we involve the community in the future.



Thank you very much again for being willing to support last night. I'm grateful for you being willing to help."

Lee Rowley, MP



We will leave a positive and sustainable legacy for the communities in which we operate.

We know building the railway will cause disruption for communities. It's important, though, that we also focus on the positive benefits for local people and businesses in a way that sets a new standard for major infrastructure projects. This commitment considers how benefits come about through our investment programmes.

How we measure this: What long-term benefits our investment programme is delivering.

Facts and figures

£4.65m

Since March 2017 £4.65m has been awarded to **88 local projects through our Community and Environment Fund and the Business and Local Economy Fund along the line of the new railway between Birmingham and London. £940,000 of this has been allocated since our last report.**

In the second half of 2019, we targeted areas that hadn't submitted many applications. We helped them connect them with Groundwork UK, who deliver the grants programme for HS2. As a result, we saw an increase in applications, and awarded projects in new areas such as Tamworth and Old Oak.

Listening and responding

You have told us that you are not always aware of how HS2 is making a positive difference to local areas, or how it is delivering positive benefits more widely. Leaving a positive legacy is critical to the success of the Project.

In our last report we said we would	Since then we have	In 2020 we will
Work with local businesses to let them know more about the benefits to the area, and to report on who we're involving.	Continued to work with businesses through our local business campaign. Partnered with organisations to hold events and share local business opportunities.	Work with existing and new local businesses to share the results of this work.
Promote funding opportunities for affected communities, particularly in those areas yet to benefit from funding. We want to ensure that benefits are shared along the line of the new railway.	Clearly shown the spread of funded projects through a projects map at: www.hs2funds.org.uk We've also continued to promote funding opportunities along the line of the new railway between Birmingham and London (Phase One).	Identify areas yet to benefit from funding to promote the Community and Environment Fund and Business and Local Economy Fund programmes to ensure people are aware of the opportunities available. Promote the funds available for the route between Birmingham and Crewe (Phase 2a) after Royal Assent of the Phase 2a Bill. Future announcements will be made through www.hs2funds.org.uk/ and www.gov.uk/government/organisations/high-speed-two-limited

Commitments continued

Here are just some of the things we've done in the last six months to bring positive benefits for our neighbours.

Case study

£4.65 million awarded to community and business groups

£4.65 million has now been awarded to 88 community and business groups along the new railway line between Birmingham and London (Phase One) from the Community and Environment Fund and Business and Local Economy Fund.

Here are a few examples of projects completed in 2019:



Project Pigsty at The Woodhouse Farm by the Woodhouse Farm and Garden Community Investment Corporation in Staffordshire (£10,000).



Renovation of a BMX Track at Whittington Village by the Whittington and Fisherwick Parish Council in Staffordshire (£9,999).



Wendover Woods Recreation Development – Visitor Hub by the Forest Enterprise England in Buckinghamshire (£450,000).



Quainton Windmill Restoration Project by the Quainton Parish Council in Buckinghamshire (£10,000).



Q Case study

Over £2.4 million allocated from the Camden Fund

The £3.15 million Camden Fund supports Camden communities during the construction of the railway. Over £2.4m has been allocated from the Camden Fund to date. One example from the last six months is the Action Youth Boxing Intervention Community Investment Corporation, which supports at-risk young people in Camden to stay enrolled and engaged in school. The Change Please Foundation also received funding to support four retail sites in Camden that will be used to train homeless people to be baristas and then help run either a coffee shop or mobile coffee outlet. You can see more details at: www.camdengiving.org.uk/thecamdenfund/



Upcycling our community by Upcycle Birmingham Community Interest Company in the West Midlands (£70,750).



Greengage by the Castlehaven Community Association in London (£73,591).

Commitments continued

“

We've gained invaluable knowledge about EDI, sustainability and all the processes that are valuable to business and how it can drive efficiency and save us time and money.”

Natalie Bews, Concept Engineering Consultants Ltd
(Camden event speaker).

Q Case study

HS2 on-board with local business

We're working closely with business organisations, our contractors and local communities to bring about opportunities for local businesses to benefit. Through our specialist events, we give businesses the information they need to make the most of the opportunities HS2 offers in their area.

Nearly 200 businesses have got involved in our events over the last six months. We started with an event in Hertfordshire, working with Hertfordshire County Council and Hertfordshire Growth Hub to invite local businesses to talk to us and our local construction partner Align.

For our final event of 2019, we partnered with Camden Council and Skanska Costain STRABAG Railways to bring Camden-based businesses together. Businesses heard about the potential benefits, and we shared knowledge to help them get other work in the future. People were positive about the session, saying they now had the information they needed to get more involved in HS2.



Many different types of local businesses are already getting involved and benefitting from HS2 working in their area.

“

HS2 brings many benefits to Crewe but its construction will be disruptive to some communities. It's great that HS2 are looking to work with local businesses, to bring some of the opportunities and benefits to these communities.”

Ken Lawton, Managing Director at Alpha Omega Securities Ltd, which is working for HS2 contractors Balfour Beatty Vinci joint venture, providing 24-hour security for HS2 ground investigation sites across Cheshire. Around 20 staff are being employed for this work.

“

Working on a project like HS2 is really important for us. The more access to work we can get, the more good we can do.”

Kirsty Palmer, Operations Manager at Jericho, a social enterprise in Birmingham. They're working with one of our subcontractors to remove, reuse and recycle the waste wood from site demolitions, much of it within the local community.

“

The work we are carrying out for HS2 has given us the opportunity to showcase our expertise on a huge scale. It's exciting to work on such a high-profile, nationally recognised project. We are proud to play our part.”

Stephen Fisher, Business Development Manager at Total Reclaims Demolition, based in Nottingham, who led on the demolition and reclamation at the former Network Rail yard in Birmingham. The work they did for HS2 meant they were able to hire more people.

🔍 Case study

HS2 staff volunteer on community projects

Staff at HS2 Ltd, as well as our contractor partners, take part in volunteer days as part of our corporate social responsibility. Here are just a few examples of how our volunteer efforts, and those of our contractor partners, have helped communities along the line of the new railway.

🔍 Case study

Supporting SIFA in Birmingham

Some of our team volunteered at Birmingham-based SIFA Fireside for a day. SIFA is a leading charity, enabling homeless and vulnerable people to take control, paving the way for healthier and more fulfilling lives. The team did a variety of tasks, including sorting and giving out clothes, serving food, helping in the kitchen and working on reception.

🔍 Case study

Acorn to Oak Woodland Learning Centre

As part of our community investment work, HS2 Ltd and Fusion recently carried out work at the Acorn to Oak Woodland Learning Centre in Boddington, a Forest School and community space used by the local primary school, Brownies and Scout groups. The group was asked to clear the brambles to make a clearing for a shelter, providing a new space for the children to use.



I just wanted to say a huge thank you for sending in the troops on Thursday. What an amazing group of people. They worked so hard and the area looks amazing. This was so heart-warming and meant so much to my little boy and myself. It just shows that they all had a genuine interest in the community."

Kate, community member at Forest School, Boddington

🔍 Case study

Groundwork support in Leeds

Our teams were also rolling up their sleeves and getting their hands dirty in Leeds, working to clear a neglected area as part of the wider regeneration of the South Bank area of the city. The volunteers spent their day working hard to cut back overgrown vegetation and clear the riverside paths of litter. They also worked with a ranger to identify and record plants and animals on-site. The day gave something back to the city and helped us understand this important area better.

🔍 Case study

Community support in Warwickshire

Our contractor partners LM, with the support of BBV and HS2 Ltd, recently worked together to give something back to the community in Middleton, Warwickshire. A day of volunteering in the area saw us remove vegetation from an overgrown area to create a usable clearing.



It is really nice not to be writing to you with some concern or criticism about HS2, but this time to say a big thank you. You pulled together a great bunch of guys who put a lot of hard work into helping remove the Himalayan Balsam. I'm not sure what they expected but they all know about the stuff now...Please pass on my thanks to everyone."

Tony Harris, Middleton resident

Commitments continued

8

We will respond to questions and complaints quickly and efficiently, with an acknowledgement within two working days, and responding within a maximum of 20 working days if we cannot answer the query straight away.

How well we handle community and stakeholder enquiries and complaints is an important aspect of our aspiration to be a good neighbour.

How we measure this: How well we handle your complaint.

Facts and figures

How many people complained?

We received 332 complaints between July and December 2019, compared with 265 at the same point in 2018. This is an increase of 25% which is to be expected as the construction of the railway becomes increasingly real for those living along the line between Birmingham and London (Phase One).

Why did people complain?

Over 82% of all complaints from July and December 2019 related to early preparation works for building the railway between Birmingham and London (Phase One). Noise and vibration were the main complaints, followed by traffic and transport issues. If you have concerns about these issues, you can contact our Helpdesk team all day, every day on: 08081 434 434.

Complaints totals

Complaints July to December 2019

	Phase One	Phase 2a	Phase 2b	Route-wide	Total
Programme and Delivery	272	4	1	1	278
Land and Property	11	2	6	0	19
Community Engagement	28	0	5	1	34
Corporate Services	1	0	0	0	1
Health, Safety and Security	0	0	0	0	0
Sixth month total July to December 2019	312	6	12	2	332
Annual total 2019	575	21	24	7	627
Annual total 2018	387	9	51	-	447

How quickly did we resolve complaints?

Between July and December 2019

95%

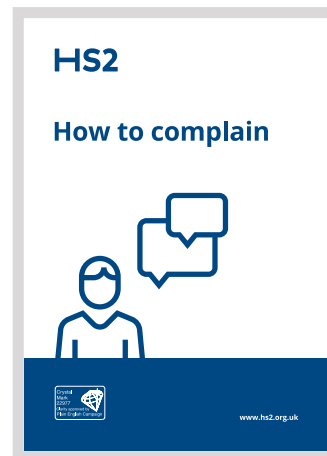
of 332 HS2 complaints were resolved within 20 working days, compared to 96% of 295 complaints in the first half of the year.

99%

of HS2 complaints were concluded at the first stage of the complaints process, the same as for the first half of the year.

Our complaints process in more detail

You can see the complaints procedure at:
www.hs2.org.uk/how-to-complain



How did we compare to last year?

In 2019, we had 627 complaints. Of these, 95% were resolved within 20 working days, compared to 90% of 447 complaints in 2018.

99% of HS2 complaints were concluded at the first stage of the complaints process in 2019, compared to 92% in 2018.

Listening and responding

We'll do all we can to ensure that you don't have cause to complain. But, when you do need to complain, we want to make the process clear, fair, accessible and efficient.

In our last report we said we would	Since then we have	In 2020 we will
Provide an accessible and responsive complaints service, aiming to continue to resolve complaints within 20 working days, and at the first stage of the complaints process.	Provided an accessible and responsive complaints service, resolving 95% of complaints within 20 working days, and concluding 99% of complaints at the first stage of the process.	Work to resolve all complaints within 20 working days, and at the first stage of the complaints process.

Commitments continued



We will promote awareness of all our property schemes so that anyone who may be eligible has all the information they need and is aware of the support available to them.

People located near the approved or proposed line of the new railway may have access to a range of our property assistance schemes. When this is the case, we want them to be able to find the information they need quickly and easily.

How we measure this: We will provide clear and up-to-date information about our property schemes.

Finding out about our property schemes

Communities and businesses near the approved or proposed lines have access to the range of property schemes. Information about these schemes, answers to frequently-asked questions and details of the application process have been made widely available at events, meetings, in our literature and online at: www.hs2.org.uk

Listening and responding

You told us we still have more to do to promote awareness of the property schemes. We've listened to your feedback and updated our property scheme booklets.

Our Helpdesk team can answer any of your questions about our property schemes. They're available all day, every day on: 08081 434 434.

Facts and figures

Since their launch, we've had and accepted the following numbers of applications to the discretionary property schemes:

Discretionary property schemes from launch to 31 December 2019	No. of applications	No. accepted
Rural Support Zone	743	574
Homeowner Payment Zone	881	764
Need to Sell	879	316*

In our last report we said we would	Since then we have	In 2020 we will
Continue to review the frequency and tone of our communications to ensure they're as accessible as possible.	Reviewed our printed material to make it easier to read.	Review our property scheme web information so it matches the Plain English improvements we've made to our printed materials.
Ensure key Land and Property documents are written in Plain English and receive Crystal Mark accreditation.	Received Crystal Mark accreditation for Plain English for our property scheme documents.	

* The Need to Sell scheme is available for people that need to sell their property within the next three years. The time requirement means there are more reapplied applications than the other schemes, such as for properties where the project isn't going to have an impact within the next three years.

Here are just some of the things we've done in the last six months to improve how we provide information about our property schemes.

Q Case study

Crystal Mark for Property Schemes

Earlier this year, the Residents' Commissioner recommended we should aim for the Crystal Mark for Plain English on our property scheme guidance booklets. This is something we'd already done for the HS2 complaints booklet.

We were happy to do this and, by the end of the year, we'd achieved Crystal Mark accreditation for the booklets and all key property documents.

We get a lot of enquiries about our property schemes, so making the process clearer and more accessible is important, both for those applying and those living close to the line of the new railway. Our property schemes can be quite challenging and so we're always working to make it easier for people to understand them and make informed choices.

We're also reviewing our online information to make sure it's accessible and easy-to-read. We aim to get this done by summer 2020.

Q Case study

Improving how people experience the property process

HS2 involves the largest land and property buying programme in 70 years. Since 2015/16, we've bought more than 30.5 square kilometres of land and more than 1,280 properties. We want anyone affected by HS2 to get clear, timely and reliable information.

A key focus for us in the last six months has been on improving the experience for people dealing with us on property matters. This has meant looking more closely at requests for land made by HS2 Ltd teams and our contractor partners so that we can reduce the impact on property owners, and help us communicate more clearly and simply with them. We recognise this was an area where we needed to improve, and this is something we've done for the benefit of people and businesses dealing with us.



Commitments continued

10

We will display the Residents' Commissioner's and Construction Commissioner's contact details on all relevant materials, along with the HS2 Helpline information and complaints procedure.

This commitment is about making information about the role and contact details of the commissioners more accessible. We ensure that the commissioners' contact details are available at all public events, and are also advertised on our website, local community websites and all public materials.

How we measure this: We will learn from the independent reports provided by both the Residents' and Construction Commissioners.

Listening and responding

We recognise that people need clear information about how to get in contact with us, and how to access the range of information they will need throughout the course of the Project.

In our last report we said we would	Since then we have	In 2020 we will
Learn from commissioners' recommendations and reports.	Considered the reports from the commissioners and made improvements, such as achieving the Crystal Mark accreditation for Plain English on our property scheme guidance and improving communications for the Breakspear Road closure in Hillingdon.	Review and consider how we can learn from the commissioners' reports and include this in our progress reports.
Publish commissioner contact details widely and involve both commissioners in site and community visits.	Involved the commissioners in our work with communities and site visits to ensure they understand the impact on local communities and hear residents' feedback. We've included their contact details on our materials.	Involve both commissioners in activities so that they can hear views on the ground as often as possible. Continue to widely publish commissioner contact details.

More about the Residents' Commissioner – Deborah Fazan



More about the Residents' Commissioner – Deborah Fazan

The Residents' Commissioner oversees and monitors our commitments to you. The Commissioner published 12 reports up to the end of December 2019. You can read her reports and our responses at: www.gov.uk/government/collections/hs2-ltd-residents-commissioner

The independent Residents' Commissioner holds us accountable to the commitments made in our Residents' Charter. Deborah regularly meets with our Chairman to talk about emerging trends and concerns.

You can email the Residents' Commissioner at: residentscommissioner@hs2.org.uk

You can see the Residents' Charter at: www.gov.uk/government/publications/hs2-residents-charter

Learning from the independent reports of the Residents' Commissioner

The Residents' Commissioner released her latest report in October 2019. It included 13 recommendations. A number of these recommendations related to how people experience the property schemes. In response, we achieved the Crystal Mark for Plain English on our property scheme guidance material (as explained in the previous section). We're also reviewing our property scheme web pages, holding extra meetings and one-to-one sessions with directly affected property owners and have started a training programme for Land and Property staff.

More about the Construction Commissioner – Sir Mark Worthington



The Construction Commissioner regularly meets our Chief Executive Officer to raise any concerns or emerging trends across the Project. He has published 10 reports so far.

The Construction Commissioner is independent and monitors the way we manage and respond to construction complaints. He mediates any unresolved construction disputes between us and individuals or organisations. He also advises people about how to make a complaint about construction.

You can contact the Construction Commissioner at: complaints@hs2-cc.org.uk

Learning from the independent reports of the Construction Commissioner

The Construction Commissioner released his latest report in September 2019. It had three recommendations for us. One of the main recommendations was to encourage people to take up the offer of HS2's noise insulation programme. In response, we strengthened our promotion of the scheme and, as a result, more residents have taken it up.

We are committed to keeping you informed about work on HS2. This includes ensuring you know what to expect and when to expect it, as well as how we can help.

Residents' Charter and Commissioner

The Residents' Charter is our promise to communicate as clearly as we possibly can with people who live along or near the HS2 route. www.gov.uk/government/publications/hs2-residents-charter

We also have an independent Residents' Commissioner whose job is to make sure we keep to the promises we make in the Charter and to keep it under constant review. Find reports at: www.gov.uk/government/collections/hs2-ltd-residents-commissioner

You can contact the Commissioner at: residentscommissioner@hs2.org.uk

Construction Commissioner

The Construction Commissioner's role is to mediate and monitor the way in which HS2 Ltd manages and responds to construction complaints. You can contact the Construction Commissioner at: complaints@hs2-cc.org.uk

Property and compensation

You can find out all about HS2 and properties along the line of route by visiting: www.gov.uk/government/collections/hs2-property

Find out if you're eligible for compensation at: www.gov.uk/claim-compensation-if-affected-by-hs2

Holding us to account

If you are unhappy for any reason, you can make a complaint by contacting our HS2 Helpdesk team. For more details on our complaints process, please visit our website: www.hs2.org.uk/how-to-complain

Contact us

Our HS2 Helpdesk team are available all day, every day. You can contact them via:

 Freephone **08081 434 434**

 Minicom **08081 456 472**

@ Email **hs2enquiries@hs2.org.uk**

Write to

**FREEPOST
HS2 Community Engagement**

Website **www.hs2.org.uk**

To keep up to date with what is happening in your area, visit:

www.hs2inyourarea.co.uk

Please contact us if you'd like a free copy of this document in large print, Braille, audio or easy read. You can also contact us for help and information in a different language.

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North East Derbyshire Local Plan Examination

Inspector - Mrs S Housden BA (Hons) BPI MRTPI
Programme Officer – Louise St John Howe
07789 486419
louise@poservices.co.uk

Update on Examination from Inspector

The hearing sessions for the Examination took place in November and December 2018 and March 2019. Following the local elections in May 2019, the Examination process stopped to enable the Council to consider its position and it subsequently indicated by letter dated 27.2.20 ([ED89](#)) that it wished to re-commence the Examination, however, due to the restrictions in place in relation to Covid 19, no further action has been taken. The remaining steps in the Examination are to undertake a focused consultation on the update to the housing land supply data which will roll forward the base date of the information from 31.3.18 to 31.3.19 followed by consultation on the proposed main modifications.

On 13 May, a Written Ministerial Statement by the Secretary of State was published. This sets out the Government's expectations for how the planning system should be operating during the emergency. The statement is available:

<https://www.parliament.uk/business/publications/written-questions-answers-statements/written-statement/Commons/2020-05-13/HCWS235/>

In light of this, the Planning Inspectorate's Guidance on local plan examinations has been updated. The Guidance is available:

<https://www.gov.uk/guidance/coronavirus-covid-19-planning-inspectorate-guidance>

Planning Practice Guidance relating to Statements of Community Involvement has been updated:

<https://www.gov.uk/guidance/coronavirus-covid-19-planning-update>

Having regard to that guidance, I consider that the Examination should now continue and my aim will be to ensure that any consultation will be conducted in a way that is fair and equal for all participants. The Council is currently considering any necessary amendments to the Statement of Community Involvement and appropriate arrangements to ensure that people without internet access or who are shielding or self-isolating will not be disadvantaged or excluded from any consultation process. These arrangements and any necessary adjustments to the Statement of Community Involvement will be published on the Examination web site in advance of the consultation on main modifications.

In the meantime, as set out in my letter of 9.4.19 ([ED78](#)), the housing land supply consultation will be co-ordinated by the Council and directed to participants who responded to the Matters, Issues and Questions and/or participated in the hearing session on Main Matter 11. The relevant documents will be posted on the Examination web site and forwarded to the relevant participants by email. The consultation will run from 2.6.20 until 23.6.20 and further details of how to respond will accompany the consultation documents.

If you no longer wish to receive information on the Examination, please contact the Programme Officer, using the contact details above, so your details can be removed from the notification list.

Please also contact the Programme Officer if you require any further information on the Examination at this point.

Sarah Housden

INSPECTOR

22.5.20

DRONFIELD TOWN COUNCIL
INDEPENDENT INTERNAL AUDITORS REPORT
FOR THE YEAR ENDED 31ST MARCH 2020

I have carried out an Internal Audit of the Town Council's books and records in accordance with the Council's requirements and planned coverage under the guidelines of Governance and Accountability for Local Councils. My Internal Audit and this Report are undertaken in order to assist the Town Council in completing the Annual Governance and Accountability Return for 2019/20 and is not a replacement for the External Audit.

This work has been carried out on a sample basis in order to provide an assessment of compliance with the relevant policy and controls that are expected to be in operation during the above financial year. Where areas of concern are encountered additional work is undertaken to ascertain the extent of the problem and to form an opinion as to the effect on Council finances. Advice can then be taken to correct the situation and the Town Council can then agree further controls where necessary to ensure future compliance with regulations.

My audit has covered the work carried out by the Clerk to the Council and the Responsible Financial Officer ensuring that all relevant regulations have been met and the Council's resolutions have been carried out in a proper, timely and correct manner.

At the time of carrying out my Internal Audit of the Town Council's books and records the Country is subject to restrictions under the Coronavirus pandemic lock down regulations. This has necessitated changes in the way I have carried out my work which has been done via copies of files, invoices and records passed on to me by electronic means. I have then requested further information from the Clerk and the Responsible Financial Officer in order to satisfy any queries that have arisen. Throughout this process I have had full co-operation from the Clerk and the Responsible Financial Officer.

Continued.

DRONFIELD TOWN COUNCIL
INDEPENDENT INTERNAL AUDITORS REPORT
FOR THE YEAR ENDED 31ST MARCH 2020

In conclusion my internal audit inspection of Dronfield Town Council's books, records and procedures has not found any matters that should be brought before the Council for further action and based on this inspection I am happy that the Town Council's system of internal control, which was in place during 2019/2020, was effective and functioning properly.



J S Marriott
Accountant
214 North Wingfield Road
Grassmoor
Chesterfield
Derbyshire
S42 5ED

28th May 2020

Annual Governance and Accountability Return 2019/20 Part 3

To be completed by Local Councils, Internal Drainage Boards and other Smaller Authorities*:

- where the higher of gross income or gross expenditure exceeded £25,000 but did not exceed £6.5 million; or
- where the higher of gross income or gross expenditure was £25,000 or less but that:
 - are unable to certify themselves as exempt (fee payable); or
 - have requested a limited assurance review (fee payable)

Guidance notes on completing Part 3 of the Annual Governance and Accountability Return 2019/20

1. Every smaller authority in England that either received gross income or incurred gross expenditure exceeding £25,000 **must** complete Part 3 of the Annual Governance and Accountability Return at the end of each financial year in accordance with *Proper Practices*.
2. The Annual Governance and Accountability Return is made up of three parts, pages 3 to 6:
 - The **Annual Internal Audit Report** is completed by the authority's internal auditor.
 - **Sections 1 and 2** are to be completed and approved by the authority.
 - **Section 3** is completed by the external auditor and will be returned to the authority.
3. The authority **must** approve Section 1, Annual Governance Statement, before approving Section 2, Accounting Statements, and both **must** be approved and published **before 1 July 2020**.
4. An authority with either gross income or gross expenditure exceeding £25,000 or an authority with neither income nor expenditure exceeding £25,000, but which is unable to certify itself as exempt, or is requesting a limited assurance review, **must** return to the external auditor by email or post (not both) **no later than 30 June 2020**. Reminder letters will incur a charge of £40 +VAT:
 - the Annual Governance and Accountability Return Sections 1 and 2, together with
 - a bank reconciliation as at 31 March 2020
 - an explanation of any significant year on year variances in the accounting statements
 - notification of the commencement date of the period for the exercise of public rights
 - Annual Internal Audit Report 2019/20

Unless requested, do not send any additional documents to your external auditor. Your external auditor will ask for any additional documents needed.

Once the external auditor has completed the limited assurance review and is able to give an opinion, the Annual Governance and Accountability **Section 1, Section 2 and Section 3 – External Auditor Report and Certificate** will be returned to the authority by email or post.

Publication Requirements

Under the Accounts and Audit Regulations 2015, authorities must publish the following information on a publicly accessible website:

Before 1 July 2020 authorities **must** publish:

- Notice of the period for the exercise of public rights and a declaration that the accounting statements are as yet unaudited;
- **Section 1 - Annual Governance Statement 2019/20**, approved and signed, page 4
- **Section 2 - Accounting Statements 2019/20**, approved and signed, page 5

Not later than 30 September 2020 authorities **must** publish:

- Notice of conclusion of audit
- **Section 3 - External Auditor Report and Certificate**
- **Sections 1 and 2 of AGAR** including any amendments as a result of the limited assurance review.

It is recommended as best practice, to avoid any potential confusion by local electors and interested parties, that you also publish the Annual Internal Audit Report, page 3.

The Annual Governance and Accountability Return constitutes the annual return referred to in the Accounts and Audit Regulations 2015. Throughout, the words 'external auditor' have the same meaning as the words 'local auditor' in the Accounts and Audit Regulations 2015.

**for a complete list of bodies that may be smaller authorities refer to schedule 2 to the Local Audit and Accountability Act 2014.*

Guidance notes on completing Part 3 of the Annual Governance and Accountability Return 2019/20

- The authority **must** comply with *Proper Practices* in completing Sections 1 and 2 of this Annual Governance and Accountability Return. *Proper Practices* are found in the *Practitioners' Guide** which is updated from time to time and contains everything needed to prepare successfully for the financial year-end and the subsequent work by the external auditor.
- Make sure that the Annual Governance and Accountability Return is complete (no highlighted boxes left empty), and is properly signed and dated. Where amendments are made by the authority to the AGAR after it has been approved by the authority and before it has been reviewed by the external auditor, the Chairman and RFO should initial the amendments and if necessary republish the amended AGAR and recommence the period for the exercise of public rights. If the AGAR contains unapproved or unexplained amendments, it may be returned and additional costs will be incurred.
- The authority **should** receive and note the annual internal audit report if possible before approving the annual governance statement and the accounts.
- Use the checklist provided below to review the Annual Governance and Accountability Return for completeness before returning it to the external auditor by email or post (not both) no later than 30 June 2020.
- Do not send the external auditor any information not specifically requested. However, **you must inform your external auditor about any change of Clerk, Responsible Financial Officer or Chairman, and provide relevant email addresses and telephone numbers.**
- Make sure that the copy of the bank reconciliation to be sent to your external auditor with the Annual Governance and Accountability Return covers all the bank accounts. If the authority holds any short-term investments, note their value on the bank reconciliation. The external auditor must be able to agree the bank reconciliation to Box 8 on the accounting statements (**Section 2, page 5**). An explanation **must** be provided of any difference between Box 7 and Box 8. More help on bank reconciliation is available in the *Practitioners' Guide**.
- Explain fully significant variances in the accounting statements on **page 5**. Do not just send a copy of the detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include complete numerical and narrative analysis to support the full variance.
- If the external auditor has to review unsolicited information, or receives an incomplete bank reconciliation, or variances are not fully explained, additional costs may be incurred.
- Make sure that the accounting statements add up and that the balance carried forward from the previous year (Box 7 of 2019) equals the balance brought forward in the current year (Box 1 of 2020).
- The Responsible Financial Officer (RFO), on behalf of the authority, **must** set the period for the exercise of public rights. From the commencement date for a single period of 30 consecutive working days, the approved accounts and accounting records can be inspected. Whatever period the RFO sets it **must** include a common inspection period – during which the accounts and accounting records of all smaller authorities must be available for public inspection – of the first ten working days of July.
- The authority **must** publish the information required by Regulation 15 (2), Accounts and Audit Regulations 2015, including the period for the exercise of public rights and the name and address of the external auditor **before 1 July 2020**.

Completion checklist – 'No' answers mean you may not have met requirements		Yes	No
All sections	Have all highlighted boxes have been completed?		
	Has all additional information requested, including the dates set for the period for the exercise of public rights , been provided for the external auditor?		
Internal Audit Report	Have all highlighted boxes been completed by the internal auditor and explanations provided?		
Section 1	For any statement to which the response is 'no', has an explanation been published?		
Section 2	Has the authority's approval of the accounting statements been confirmed by the signature of the Chairman of the approval meeting?		
	Has an explanation of significant variations from last year to this year been published?		
	Has the bank reconciliation as at 31 March 2020 been reconciled to Box 8?		
	Has an explanation of any difference between Box 7 and Box 8 been provided?		
Sections 1 and 2	Trust funds – have all disclosures been made if the authority as a body corporate is a sole managing trustee? NB: do not send trust accounting statements unless requested.		

***Governance and Accountability for Smaller Authorities in England – a Practitioners' Guide to Proper Practices**, can be downloaded from www.nalc.gov.uk or from www.ada.org.uk

Annual Internal Audit Report 2019/20

ENTER NAME OF AUTHORITY

This authority's internal auditor, acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with relevant procedures and controls to be in operation **during** the financial year ended 31 March 2020.

The internal audit for 2019/20 has been carried out in accordance with this authority's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of this authority.

Internal control objective	Agreed? Please choose one of the following		
	Yes	No*	Not covered**
A. Appropriate accounting records have been properly kept throughout the financial year.			
B. This authority complied with its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.			
C. This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.			
D. The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.			
E. Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.			
F. Petty cash payments were properly supported by receipts, all petty cash expenditure was approved and VAT appropriately accounted for.			
G. Salaries to employees and allowances to members were paid in accordance with this authority's approvals, and PAYE and NI requirements were properly applied.			
H. Asset and investments registers were complete and accurate and properly maintained.			
I. Periodic and year-end bank account reconciliations were properly carried out.			
J. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, supported by an adequate audit trail from underlying records and where appropriate debtors and creditors were properly recorded.			
K. IF the authority certified itself as exempt from a limited assurance review in 2018/19, it met the exemption criteria and correctly declared itself exempt. <i>(If the authority had a limited assurance review of its 2018/19 AGAR tick "not covered")</i>			
L. The authority has demonstrated that during summer 2019 it correctly provided for the exercise of public rights as required by the Accounts and Audit Regulations.			
M. (For local councils only) Trust funds (including charitable) – The council met its responsibilities as a trustee.	Yes	No	Not applicable

For any other risk areas identified by this authority adequate controls existed (list any other risk areas on separate sheets if needed).

Date(s) internal audit undertaken

DD/MM/YY DD/MM/YY DD/MM/YY

Name of person who carried out the internal audit

ENTER NAME OF INTERNAL AUDITOR

Signature of person who carried out the internal audit

 SIGNED

Date

DD/MM/YY

*If the response is 'no' you must include a note to state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

**Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned, or, if coverage is not required, the annual internal audit report must explain why not (add separate sheets if needed).

Section 1 – Annual Governance Statement 2019/20

We acknowledge as the members of:

ENTER NAME OF AUTHORITY

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2020, that:

	Agreed		
	Yes	No*	'Yes' means that this authority:
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.			<i>prepared its accounting statements in accordance with the Accounts and Audit Regulations.</i>
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.			<i>made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.</i>
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.			<i>has only done what it has the legal power to do and has complied with Proper Practices in doing so.</i>
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.			<i>during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.</i>
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.			<i>considered and documented the financial and other risks it faces and dealt with them properly.</i>
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.			<i>arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.</i>
7. We took appropriate action on all matters raised in reports from internal and external audit.			<i>responded to matters brought to its attention by internal and external audit.</i>
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.			<i>disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.</i>
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A
			<i>has met all of its responsibilities where, as a body corporate, it is a sole managing trustee of a local trust or trusts.</i>

*Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.

This Annual Governance Statement was approved at a meeting of the authority on:

DD/MM/YY

and recorded as minute reference:

MINUTE REFERENCE

Signed by the Chairman and Clerk of the meeting where approval was given:

Chairman

SIGNATURE REQUIRED

Clerk

SIGNATURE REQUIRED

Other information required by the Transparency Codes (not part of Annual Governance Statement)

Authority web address

AUTHORITY WEBSITE ADDRESS

Section 2 – Accounting Statements 2019/20 for

ENTER NAME OF AUTHORITY

	Year ending		Notes and guidance
	31 March 2019 £	31 March 2020 £	
			<i>Please round all figures to nearest £1. Do not leave any boxes blank and report £0 or Nil balances. All figures must agree to underlying financial records.</i>
1. Balances brought forward			<i>Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.</i>
2. (+) Precept or Rates and Levies			<i>Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.</i>
3. (+) Total other receipts			<i>Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.</i>
4. (-) Staff costs			<i>Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.</i>
5. (-) Loan interest/capital repayments			<i>Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).</i>
6. (-) All other payments			<i>Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).</i>
7. (=) Balances carried forward			<i>Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).</i>
8. Total value of cash and short term investments			<i>The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.</i>
9. Total fixed assets plus long term investments and assets			<i>The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.</i>
10. Total borrowings			<i>The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).</i>
11. (For Local Councils Only) Disclosure note re Trust funds (including charitable)	Yes	No	<i>The Council, as a body corporate, acts as sole trustee for and is responsible for managing Trust funds or assets.</i>
			<i>N.B. The figures in the accounting statements above do not include any Trust transactions.</i>

I certify that for the year ended 31 March 2020 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval

SIGNATURE REQUIRED

Date

DD/MM/YY

I confirm that these Accounting Statements were approved by this authority on this date:

DD/MM/YY

as recorded in minute reference:

MINUTE REFERENCE

Signed by Chairman of the meeting where the Accounting Statements were approved

SIGNATURE REQUIRED

Section 3 – External Auditor Report and Certificate 2019/20

In respect of

ENTER NAME OF AUTHORITY

1 Respective responsibilities of the body and the auditor

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

- summarises the accounting records for the year ended 31 March 2020; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

Our responsibility is to review Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with guidance issued by the National Audit Office (NAO) on behalf of the Comptroller and Auditor General (see note below). Our work **does not** constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and **does not** provide the same level of assurance that such an audit would do.

2 External auditor report 2019/20

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

(continue on a separate sheet if required)

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

(continue on a separate sheet if required)

3 External auditor certificate 2019/20

We certify/do not certify* that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2020.

*We do not certify completion because:

External Auditor Name

ENTER NAME OF EXTERNAL AUDITOR

External Auditor Signature

SIGNATURE REQUIRED

Date

DD/MM/YY

*Note: the NAO issued guidance applicable to external auditors' work on limited assurance reviews in Auditor Guidance Note AGN/02. The AGN is available from the NAO website (www.nao.org.uk)