



**HAYWARDS HEATH  
TOWN COUNCIL**

Town Hall 40 Boltro Road, Haywards Heath West  
Sussex, RH16 1BA  
Tel: 01444 455694  
Website: [www.haywardsheath.gov.uk](http://www.haywardsheath.gov.uk)  
Email: [town.clerk@haywardsheath.gov.uk](mailto:town.clerk@haywardsheath.gov.uk)

**2<sup>nd</sup> April 2024**

To all Councillors,

Dear Councillor,

You are hereby summoned to attend a **MEETING OF HAYWARDS HEATH TOWN COUNCIL** to be held on **Monday 8<sup>th</sup> April 2024** at the Town Hall in the Council Chamber. 40 Boltro Road commencing at **7.30pm** when the following business will be transacted.

Yours sincerely  
**Steve Trice**  
Town Clerk

**Before the meeting commences a presentation will be made from representatives of the Hidden Disabilities (Sunflower) Initiative.**

#### **A G E N D A**

1. A moment of reflection.
2. To note any apologies for absence.
3. Public Forum - *Members of the public are invited to ask questions or raise issues which are relevant and are the concern of this Council. A period of 15 minutes is allocated for this purpose. Notice of intention to address Council should be given to the Clerk by noon of the day of the meeting.*
4. To confirm the Minutes of the Full Council meeting of the Council held on 29<sup>th</sup> January 2024. (pages 3 – 6)
5. To receive Declarations of Interest from Members in respect of any matter on the agenda.
6. To dispose of any business outstanding from the last meeting.
7. To note the Mayoral Engagements and any announcements. (pages 7-8)
8. To receive for noting the resolutions of the following Committees. (pages 9-10)
  - a) Planning Committee held on the 12<sup>th</sup> February 2024  
**MINS. 110-120**
  - b) Planning Committee held on the 4<sup>th</sup> March 2024  
**MINS. 121-129**

c) Planning Committee held on the 25<sup>th</sup> March 2024  
**MINS. 130 - 138**

d) Environment and General Purposes Committee on the 26<sup>th</sup> February 2024  
**MINS. 51-62**

e) Policy and Finance Committee on the 18<sup>th</sup> March 2024  
**MINS. 63-77**

9. To consider the review of the Town Councils Equality and Diversity Policy. (pages 11-16)
10. To consider a funding request from Haywards Heath Business Association (pages 17-18)
11. To consider the adoption of a Town Council Social Media Policy. (Pages 19-24)
12. To consider and note the recent increase in the National Minimum Wage 2024. (page 25)
13. To consider any urgent items the Mayor has received.

*'During this meeting the public are allowed to film the Committee and officers only from the front of the public gallery, providing it does not disrupt the meeting. **Any items in the Exempt Part of the agenda cannot be filmed.** If another member of the public objects to being recorded, the person(s) filming must stop doing so until that member of the public has finished speaking. The use of social media is permitted but all members of the public are requested to switch their mobile devices to silent for the duration of the meeting.*

**Town Mayor** Cllr Stephanie Inglesfield

**Town Clerk** Mr Steven Trice

**MEETING OF HAYWARDS HEATH TOWN COUNCIL**  
**Minutes of the meeting held on Monday 29<sup>th</sup> January 2024**

**Councillors:** Abdul Bashar  
Nick Chapman  
Anne-Marie Cooke  
Rachel Cromie  
Sandy Ellis  
Stephanie Inglesfield  
Barbara King  
Anne-Marie Lucraft  
Paul Lucraft  
Allan Murray  
Deanna Nicholson  
Alison Rees  
Duncan Pascoe  
Anthony Platts\*\*  
Sinead Walsh  
Leila Wilson

**Apologies\*\* Absent\***

**Also present:** The Projects Officer was in attendance to observe the meeting.

**66. Moment of Reflection**

The Town Mayor welcomed the new Committee Clerk and Projects Officer to the council, both members of staff gave a short introduction to members.

The Town Mayor lead Members in a moment of reflection before the meeting commenced.

**67. Apologies**

Cllr Platts – Ill Health

**68. Public Forum**

There were no members of the public in attendance.

**69. Minutes**

The Minutes of the Full Council Meeting of the Council held on 27<sup>th</sup> November 2023, were taken as read, confirmed as true and duly signed by the Mayor.

**70. Declarations of Interest.**

Cllr Cromie declared an interest in agenda Item 9 as she is a director of the Bentswood Hub cic.

**71. To Dispose of any Business Outstanding from the Last Meeting.**

There was no outstanding business.

## **72. Mayor's Engagements and Announcements.**

The Town Mayor Cllr Inglesfield presented her list of engagements which were noted by the Council.

The Mayor thanked Cllr P Lucraft for attending the Carers Rights Day at the Dolphins Practice on her behalf and Cllr Pascoe for attending the Bentswood Hub annual Christmas party for underprivileged children.

The Mayor went on to outline some of the highlights from the list of engagements presented to the Council.

On the evening of Saturday 2nd December, the Mayor attended the Coro Nuovo Christmas concert in the Ascension Church in Haywards Heath where she enjoyed African style music and dancing.

On 7th December, the Mayor attended the Haywards Heath Town Council community Christmas Carols at the Town Hall where she was impressed with the warm and enthusiastic service.

On 12th December, the Mayor attended the Christmas Party for AGE UK West Sussex in Lamb House in Haywards Heath at which she enjoyed an 80's style disco and had 'the best of times'.

She spoke about how she had attended many differing styles of carol services over the Christmas period and was impressed with the range of talents from the Rainbows, Brownies and Guides all the way through to the professional choirs.

The mayor reminded members of the forthcoming 80's night which is to be held at the Town Hall, tickets are now on sale.

The Mayor also thanked the Deputy Clerk/RFO for clerking the meeting.

## **73. To receive resolutions of the following Committees:**

- (i) **Planning Committee - MINS. 85-109**  
The resolutions of the Planning Committees, dated 11th December 2023 – **MINS. 85-93**, Planning Committee held on 2nd January 2024 – **MINS. 94-101**, and Planning Committee held on 22nd January 2024 – **MINS. 102-109** were noted without discussion by the council.
- (ii) **Environment & General Purposes Committee - MINS. 40-50**  
The resolutions of the Environment & General Purposes Committee, dated 18<sup>th</sup> December 2023 - **Mins 40-50** were noted without discussion by the Council.
- (iii) **Policy & Finance Committee- MINS. 50-62**  
The resolutions of the Policy & Finance Committee, dated 15<sup>th</sup> January 2024 - **Mins 50-62** were noted without discussion by the Council.

## **74. To ratify the 2024/2025 Budget as resolved at the 15<sup>th</sup> January 2024 Policy and Finance meeting.**

Members were presented with the budget.

Cllr P Lucraft spoke, he thanked the Clerk and the RFO for the budget proposal. He advised that the key points driving the increase in the 2024/2025 budget were inflation and staff costs. The need for additional members of staff was due to more projects coming forward, staff resilience and future proofing. He noted that the Hurstwood Farm development will increase the workload of the council staff, in the long term there will be a cemetery, allotments and country park to manage but in the short term there will be an increase in workload due to the land transfer and related legalities. Additionally, there will be other projects identified by the council last summer such as updating the council website and improving communication outreach within the community.

He also advised the Town Council had taken measures to get a better return on savings. He summarised by saying that the Town Council was trying to set a responsible budget and reminded that Haywards Heath Town Council were low in the league tables relating the average Band D cost compared to other local councils. He recommended the budget and hoped that members would support it.

Cllr Ellis spoke, she thanked the RFO and Clerk for their work on the budget but explained that she could not support the budget increase. She noted that she had attended, in the public gallery, the previous Policy and Finance meeting at which the budget had been discussed. She reiterated that she could not support either the budget or allowances increase. She noted that although she understood the reasons behind the allowances and encouraging people to join the council, she believed this is the wrong time to be making increases during a cost of living crisis. She said she was proud that over the last 12 years during her time on the Environmental and General Purposes committee the council had been able to put on and take part in events whilst giving value for money.

The Mayor asked for any other comments, there were none. The mayor proposed a vote, Cllr Ellis asked that the vote be recorded for Part a of the recommendation.

| In favour        | Against     | Abstain |
|------------------|-------------|---------|
| Cllr Inglesfield | Cllr Cromie |         |
| Cllr Pascoe      | Cllr Ellis  |         |
| Cllr P Lucraft   |             |         |
| Cllr Cooke       |             |         |
| Cllr Chapman     |             |         |
| Cllr Walsh       |             |         |
| Cllr A Lucraft   |             |         |
| Cllr Rees        |             |         |
| Cllr Bashar      |             |         |
| Cllr Wilson      |             |         |
| Cllr King        |             |         |
| Cllr Nicholson   |             |         |
| Cllr Murray      |             |         |

In relation to part b members voted by show of hands with **all in favour**.

**Members RESOLVED to ratify the recommendations of the Policy and Finance Committee dated 15<sup>th</sup> January 2024 and,**

- (a) resolve the 2024–2025 budget as presented in Appendix 1, with a 12.5% rise in Council Tax and 13.2% increase in the precept (including 0.65% in the tax base), representing the average Band D cost of £69.26 per annum.**

- (b) Resolve the recommendations made by the Responsible Financial Officer to top up the following reserves for Western Road Cemetery by £6,000.**

**75. To consider the annual membership renewal to the West Sussex Associations of Local Councils and National Association of Local Councils for the 2024/2025 council year.**

Cllr Lucraft spoke, he said he would like to support the recommendation to continue the membership of both associations. He advised that the associations provide a lot of support to both the Town Council and the staff in terms of information and advice. He was aware of another Town Council who had lost out on grant funding because as non-members they were not aware the funding was available.

Cllr Ellis said that when Haywards Heath Town council had not renewed membership in the past it was due to lack of communication around the membership benefits. She would like more clarity on how the Town Council benefit from the memberships. She asked if members could be provided more details on a regular basis of the benefits available and what the Town Council have gained from the memberships over the year.

A vote was taken and with all in favour.

**Members RESOLVED to;**

- (a) To renew the Town Council's membership with the West Sussex Association of Local Councils (£1,750) and the National Association of Local Councils (£1822.39) at the total cost of £3572.39 for the 2024/2025 council year.**

**76. To consider any urgent items, the Mayor has received.**

There were none.

Meeting Closed at 07.58pm

## Mayor's Engagements

19 January 2024 – 20 March 2024

On Saturday 20th January, the Mayor attended the Mid SSVA Volunteering Fair at the Cherry Tree Centre in Burgess Hill.

Additionally on Saturday 20th January, the Mayor attended a special Mid Sussex Older People's Council Afternoon Tea at the Ashenground Community Centre and presented a gift of a painting of the South Downs to the Centre on behalf of the charity.

On 22nd January, the Mayor and Town Clerk met with the Managing Director of Pembroke Financial Services, the platinum sponsor for the Mayor's Charity Fundraising event.

Additionally on 22nd January, the Mayor attended a meeting with the Dame Very Lynn Children's Charity in Cuckfield to meet the Staff and some families to learn more about the work of the charity.

On 21st January, the Mayor Attended and spoke at the National Holocaust Memorial Day in Haywards Heath, organised by Amnesty International in partnership with the Town Council.

On 7th February, the Mayor gave a joint interview on Mid Downs Radio, with Lisa Westbury from the Mayor's charity Time4Children.

On 9th February, the Deputy Mayor attended a community event at Howden Insurance who gave free pizza slices from local Safari Pizza Company to the community for National Pizza Day.

On 20th February, the Mayor gave an interview on Mid Sussex Radio to promote the HHTC Community Awards and her Mayoral Charity Fundraising Night.

On 22nd February, the Mayor and Town Clerk gave a talk to the Finance & Current Affairs Group of the U3A Haywards Heath at the Haywards Heath Methodist Church.

On 28th February, the Mayor attended the Adelphi Group of Company's 'Let's Go Net Zero' event, which was held in collaboration with Mid Sussex District Council's Low Carbon Leaders Initiative.

On 8th March, the Mayor held her 'Back to the 80's Fundraising Night for Time4Children Charity at the Town Hall, attended by many members of the community.

On 14th March, the Deputy Mayor attended and supported the Royal Voluntary Service promotion stand at The Orchards.

On 14th March, the Deputy Mayor and Town Clerk attended the Haywards Heath Business Association event, help at the Adelphi Group of Companies, with a focus on non-profit networking to benefit people, communities and the planet.

On Saturday 16th March, the Mayor was due to attend the Dame Vera Lynn Children's Charity Walk Together Event. This the event was subsequently cancelled due to bad weather.

Additionally on Saturday 16th March, the Mayor attended the Haywards Heath Twinning Association AGM at the Town Hall.

On 20th March, the Mayor gave an interview to Mid Downs Radio on the success of the Mayor's Charity 80's fundraising night and the Haywards Heath Town Council Community Awards.

**Ends**



**Committee Meeting: Full Council**

**Report of:** Town Clerk

**Date:** 8th April 2024

**Subject:** Minutes of Committee Meetings

---

**Purpose of Report:**

1. The purpose of this report is for Members to receive and adopt the resolutions of the Council's standing committees.

**Summary:**

2. The Town Council is asked to note the decisions (resolutions) of the Council's standing committees as allowed under delegation from Full Council in line with Standing Orders. These resolutions relate to;  
Planning Committees held on 12<sup>th</sup> February 2024 - **Minutes 110-120**, Planning Committee held on 4<sup>th</sup> March 2024 - **Minutes 121-129**, and Planning Committee held on 25<sup>th</sup> March 2024 - **Minutes 130-138**.  
Environment and General Purposes Committee held on 26<sup>th</sup> February 2024 - **Minutes 51-62**.  
Policy and Finance Committee meeting held on 18<sup>th</sup> March 2024 - **Minutes 63-77**.

**Members are recommended to;**

**(a) Notes the resolutions of the Council's standing Committees as laid out under points 3, 4, 5, 6, and 7 and of this report.**

3. Planning Committee, 12<sup>th</sup> February 2024 - **Minutes 110-120 resolutions;**  
MIN 117: Members RESOLVED to ratify the draft response of the Planning Working Group regarding the Regulation 19 consultation on the District Plan (with the additional paragraph as above), as presented in Appendix 1, for submission to Mid Sussex District Council.  
MIN 118: Members RESOLVED to support the TRO's received from WSCC.
4. Planning Committee, 4<sup>th</sup> March 2024 - **Minutes 121-129 resolutions;**  
Nothing to report other than the planning application comments.
5. Planning Committee 25<sup>th</sup> March 2024 - **Minutes 130-138 resolutions;**  
Nothing to report other than the planning application comments.
6. Environment and General Purposes Committee 26<sup>th</sup> February 2024 – **Minutes 51-62 resolutions;**  
  
MIN 57: Members RESOLVED to pilot a Wakehurst trip in partnership with a 3rd party organisation, the decision of the 3rd party organisation being delegated to the officers.  
  
MIN 58: Members RESOLVED to agree a Christmas event on South Road.  
  
MIN 59: Members Resolved to support the Hidden Disabilities Initiative.

MIN 60: Members RESOLVED to recommend the Clerk presents a project plan to Full Council to assist in the delivery of the Town Councils Green Paper.

MIN 61: Members RESOLVED to adopt The Muster Green Management Plan for 2024.

MIN 62: Members RESOLVED to note the update from SSEiB representatives and AGREE the new logo.

**7. Policy and Finance Committee 18<sup>th</sup> March 2024 – Minutes 63-77 resolutions;**

MIN 68. Members RESOLVED to recommend to Full Council to approve the lists of payments and receipts, for the period 1st September 2023 – 31st December 2023.

MIN 69. – Members RESOLVED to recommend to Full Council to approve the income and expenditure report for the year to date 31st January 2024.

MIN 70. Members RESOLVED to recommend to Full Council to approve the bank balances and the reconciliation statement as at 31st January 2023.

MIN 71. Members RESOLVED to adopt the review of the Financial Risk Assessment for the Town Council.

MIN 72. Members RESOLVED to adopt the review of the Town Councils Health and Safety Policies.

MIN 73. Members RESOLVED to adopt the review of the General Data Protection Policies for the Town Council.

MIN 74. Members discussed the grant applications and:

Members RESOLVED to award;

- a) a grant of £500 to Haywards Heath Tennis Club towards running costs.
- b) a grant of £750 to St Catherines Hospice for a one-off cost towards new bed.
- c) a grant of £500 to St Peter and St James towards running costs.
- d) a grant of £500 to Sussex Chorus to fund the June concert and running costs.

MIN 75. Unanimously, members RESOLVED to allocate the £12,000 to the Bentswood Hub CIC for the running of the Bentswood Juniors programme. That the monies be divided into 4 tranches with delegation to manage the service level agreement and the allocation of funds given to the Town Clerk.

MIN 76. Members RESOLVED to change the policy to allow both the individual and ward budgets to be carried over to the next financial year, within the term of the council.

**Town Clerk**

**Committee Meeting: Full Council**

**Report of:** Town Clerk  
**Date:** 8<sup>th</sup> April 2024  
**Subject:** Equality and Diversity Policy

---

**Purpose of Report**

- 1) The purpose of this report is for Members to consider a Town Council policy document.

**Summary:**

- 2) Haywards Heath Town Council is committed to promoting equality, diversity and equal opportunities, providing an inclusive and supportive environment for all. The following report provides a review of the Town Council's Equality and Diversity (2020 – 2024).

**Recommendations;**

**Members are asked to review and make comment on the Town Council's Equality and Diversity Policy and resolve its adoption for the period 2024-2028.**

**Background**

- 3) The Town Council's Equality and Diversity Policy was last reviewed and adopted on the 20<sup>th</sup> July 2020 at a Full Council meeting under minute 30, which coincided with representation by Black Lives Matter representatives
- 4) Please note the document in Appendix 1 presented has been reviewed by consultant advisers at West Sussex Association of Local Council through submission of the documents by the Events and Community Officer as part of her Certification in Local Council Administration portfolio with suggested changes being made.

**Financial Implications**

- 5) None

**Legal Implications**

- 6) Policy which is required by law.

**Town Clerk**

# **HAYWARDS HEATH TOWN COUNCIL**

## **EQUALITY & DIVERSITY POLICY**

**2024 - 2028**

## 1. **POLICY**

The Town Council is committed to promoting equality and diversity, providing an inclusive and supportive environment for all. In the implementation of this policy the Town Council will:

- ensure that people are treated solely on the basis of their abilities and potential, regardless of race, colour, nationality, ethnic origin, religious or political belief or affiliation, trade union membership, age, gender, gender reassignment, marital status, sexual orientation, disability, socio-economic background, or any other inappropriate distinction described in the protected characteristics of Equality Act 2010 s4).
- promote diversity and equality for all staff, volunteers, Councillors and perspective Councillors and value the contributions made by individuals and groups of people from diverse cultural, ethnic, socio-economic and distinctive backgrounds
- promote and sustain an inclusive and supportive work environment which affirms the equal and fair treatment of individuals in fulfilling their potential and does not afford unfair privilege to any individual or group
- treat part time staff fairly and equally
- challenge inequality and less favourable treatment wherever practicable
- promote greater participation of under-represented groups of staff by encouraging positive action to address inequality
- promote an environment free of harassment and bullying on any grounds in relation to all staff.

## 2. **RESPONSIBILITY FOR IMPLEMENTATION**

The Town Council has ultimate responsibility for the effective implementation of the policy. The policy will be reviewed at least every two years, to ensure it remains commensurate with the law and best practice. The Town Clerk will oversee the implementation of this policy.

The Policy and Finance Committee is responsible for monitoring the implementation of all equal opportunities policies and procedures and reporting on the progress made in achieving equalities targets to the Full Council. The Town Clerk has overall delegated (under LGA 1972 S101) responsibility for co-ordinating the day to day operation of the policies and procedures.

### **3. RESPONSIBILITY AND LIABILITY**

All members of staff remain personally responsible for ensuring that they act within the law (Equalities Act 2010). The Town Clerk is responsible for ensuring that all staff perform their duties in a lawful manner and that proper training and support is provided accordingly under the Equality and Diversity Act 2010 to all staff, volunteers and Councillors. In certain circumstances the Town Council could be vicariously liable for actions carried out by staff purportedly in the Town Council's name. Any member of staff, volunteers and Councillors may be personally liable if, whilst on Council business and despite guidance and training from the Council, they behave illegally.

### **4. RELATED POLICIES**

All Council policies and procedures will be reviewed to ensure that they comply with the Equality and Diversity policy. The following directly relevant policies and procedures support the Town Council's implementation process:

- Equal Opportunities Policy
- Harassment Policy
- Age Retirement Policy
- Whistleblowing Policy

Annual data monitoring and action plans will be developed and maintained as appropriate in relation to areas such as race, disability, age, gender, religion, sexual orientation and work-life balance. Appropriate objectives will be set. Equality and diversity awareness will be built into all planning and review processes.

All related policies, procedures and action plans will be implemented with the co-operation of and in consultation with staff and Trade Union representatives.

### **5. MONITORING AND EVALUATION**

The Policy and Finance Committee will monitor the implementation of the policy and all associated equality action plans, reporting annually to the Full Council.

### **6. ACTION PLANNING**

#### **6.1 Staff Recruitment and selection procedures.**

Recruitment and selection procedures will be reviewed and updated in the light of emerging equalities legislation and guidance offered to all relevant staff on drafting job descriptions and person specifications. Annual data monitoring will be undertaken in

relation to recruitment, selection, appraisal, promotion, pay, grading, disciplinary cases, grievances and harassment in respect of gender, age, disability and race/ethnicity. Areas of identified inequality will be addressed.

6.2 Positive action measures will be put in place to support under-represented groups in specific areas, such as women seeking management posts and the employment of ethnic minorities and disabled staff.

### 6.3 **Training**

All employees, volunteers and councillors undertaking recruitment and selection will be trained in equality issues. Equality and diversity training will be included in induction sessions and induction packs for all newly appointed staff. Line Managers with responsibility for staff will receive training in equality and diversity matters, including the relevant law and their duties. Line Managers are responsible for ensuring that their staff attend equality and diversity training within three months of their appointment.

## 7. **COMPLAINTS**

7.1 Any member of staff may pursue a grievance relating to their employment via the Grievance Procedure. Staff who experience bullying or harassment should follow the procedure outlined in the Harassment Policy.

7.2 The Harassment Policy is available in the Staff Handbook.

7.3 Further details on reporting issues of concern are available in the Town Council's Whistleblowing Policy.

## 8. **EQUALITY AIMS**

**Gender** - The Town Council will publish a Gender Equality Scheme in accordance with the Gender Equality Duty. Workforce targets will be maintained and reviewed through the appraisal process. The Town Council will promote a positive work life balance environment and develop family friendly policies.

**Age** - The Town Council will eliminate unlawful age discrimination and will review policies (including retirement) to ensure that they comply with age discrimination legislation. Monitoring will be undertaken to identify any areas of inequality.

**Sexual Orientation** - The Town Council will eliminate unlawful discrimination on grounds of sexual orientation.

**Disability** - The Town Council will remove barriers to participation by disabled people, wherever possible. Implementation will be monitored and targets reviewed in relation

to increasing numbers of disabled staff. Staff who become disabled whilst working with the Council will be offered reasonable adjustments to enable them to continue working. Monitoring will be undertaken to identify any areas of inequality.

**Race/Ethnic Origin** - The Town Council will encourage participation of black and minority ethnic groups in all its activities. All policies will be reviewed and amended as appropriate in line with the Race Relations (Amendment) Act 2000 and in accordance with the Race Policy. Monitoring will be undertaken to identify any areas of inequality.

**Religion** - The Town Council includes people from diverse religious and cultural backgrounds and will respect the needs and requirements of people who adhere to a range of cultural and religious beliefs. This will include staff needs in relation to dietary requirements, and requests for leave and facilities for religious observance.

**Ends**



**Committee Meeting: Full Council**

**Report of:** Town Clerk  
**Date:** 8<sup>th</sup> April 2024  
**Subject:** Haywards Heath Business Association – Funding Request.

---

**Purpose of Report**

- 1) The purpose of this report is for Members to consider a request for financial support.

**Summary:**

- 2) The Town Council, who has a position as a statutory observer on the Haywards Heath Business Association, has been asked to support the organisation with funding towards an IT package that will support its membership management. The following report presents the request for Members consideration.

**Recommendations;**

**Members are asked to consider a request from the Haywards Heath Business Association for £1,200 towards the set-up costs of a customer relationship management system.**

**Background**

- 3) The Haywards Heath Business Association has been formed in many guises over the years with the last formal re-launch being led by the Town Council back in 2009. Today the Association is a thriving organisation providing educational and networking opportunities for local small businesses and larger multinational businesses based in the Town and surrounding area. The Association is led by a proactive and strong committee which the Town Council has Councillor representation on and the Town Clerk sits as a statutory observer.
- 4) The HHBA have made the following request of the Town Council.  
*Haywards Heath business Association (HHBA) is an alliance of local businesses at the heart of the Mid Sussex community. It exists to facilitate the growth of its members, identifying opportunities, answering questions, and solving problems through active communication and collaboration.*

*To date we have recorded our interaction with our membership on spreadsheets and other documentation. As our membership has continued to grow (we now have over 160 members – all local businesses it has become all the more crucial that we have a modern CRM (customer relationship management) system to keep a track of all members, when they attend meetings, those who have sponsored events, renewal date and payment details, and all other correspondence.*

*As a result, those with marketing and technical experience have done extensive research to ensure the system that we implement is suitable for today's membership, has the necessary capacity for the continued growth in Mid Sussex membership and is automatically upgraded to accommodate all new aspects of the system.*

*Therefore, attached is our CRM Proposal from PositiveCRM, who have taken on our brief and as a consequence have recommended Zoho CRM. The initial cost for the system and its full implementation and training is £1,200 (including VAT as we are not VAT registered) and this is the amount of the grant we are applying to the Town Council for. HHBA will fund the on-going monthly subscription and maintenance out of membership subscription fees, but as an organisation that supports and encourages local SMEs, we would gratefully appreciate the support of the Council in funding the upfront cost of £1,200.*

- 5) As said the Town Clerk and Leader of the Town Council via Mid Sussex District Council have statutory observer roles on the HHBA and regularly attend committee meetings and in some instance networking events. The committee attendance will allow for oversights and monitoring of the use of funding if awarded.

### **Financial Implications**

- 6) If Members are minded to award the payment to HHBA there are following options of where the monies can be allocated;
  - a) The newly introduced Community Budget Heading which has £15,000 available.
  - b) Unrestricted Reserved, which stands at circa £245,000.
  - c) The Town Council could pull monies from the annual grants budget, but it is suggested that any award fall in line with the grants criteria, which would mean that £1,000 would be the maximum amount available to grant.

### **Legal Implications**

- 7) The Town Council can make such a resolution under the General Power of Competence, which the Town Council meets the criteria of as exercised and resolved at the Annual Meeting of the Town Council dated 15<sup>th</sup> May 2023 under minute 20.

### **Town Clerk**

**Committee Meeting: Full Council**

**Report of:** Town Clerk  
**Date:** 8<sup>th</sup> April 2024  
**Subject:** Social Media Policy

---

**Purpose of Report**

- 8) The purpose of this report is for Members to consider Town Council policy documents.

**Summary:**

- 9) Haywards Heath Town Council is committed to ensuring that staff, Councillors and those who benefit from the Town Council conduct themselves in an appropriate manner when using Social Media. The following policy aims to set a framework for adherence to when staff use Town Council owned platforms, Councillors use their own social media platforms and when groups, organisations and individuals who benefit from the Town Council use their social media platforms.

**Recommendations:**

**Members are asked to consider and adopt the Social Media Policy attached as Appendix 1.**

**Background:**

- 10) The Town Council currently has an email policy for the use of their .gov Haywards Heath Town Council email addresses, so the presented policy reinforces such and lays out how staff, Councillors and third parties use their social media so not to bring the Town Council into disrepute both directly or indirectly.

**Financial Implications:**

- 11) None

**Legal Implications:**

- 12) Policy which is required for good practice.

**Town Clerk**

## Social Media Policy

1. The aim of this policy is to set out a Code of Practice to provide guidance to Town Councillors, Council staff and others who engage with the Town Council using online communications, collectively referred to as social media. The Council will ensure that training is provided for members and officers in connection with this policy.
- 1.1 Social media is a collective term used to describe methods of publishing on the internet.
- 1.2 This policy covers all forms of social media and social networking sites which include (but are not limited to):
  - Haywards Heath Town Council's website
  - Facebook, X (Twitter), Instagram and other social networking sites
  - YouTube and other video clips and podcast sites
  - LinkedIn
  - Blogs and discussion forums
  - Email
- 1.3 The principles of this policy apply to Town Councillors and Council staff and also applies to others communicating with the Town Council, including beneficiaries from Town Council funding or in-kind support from the Town Council.
- 1.4 Councillors are required to use only the official Haywards Heath Town Council email address provided for Town Council business and correspondence. Officers will reply to any email from a personal account back to a Town Council email address. Any account used for Town Council business and correspondence will be subject to any request under the Freedom of Information Act 2000 so Councillors should use Town Council emails to save their personal email being investigated. Councillors are also responsible for ensuring the security of devices, apps and packages used for Town Council activities and all devices should be password protected.
- 1.5 The policy sits alongside relevant existing policies which need to be taken into consideration.
- 1.6 The current Members Code of Conduct applies to online activity in the same way it does to other written or verbal communication.
- 1.7 Individual Town Councillors and Council staff are responsible for what they post on behalf of the Council and in a personal capacity.
- 1.8 In the main, Councillors and Council staff have the same legal duties online as anyone else, but failure to comply with the law may have more serious consequences with regards to employment status of code of conduct complaints.
2. **Social media may be used to:**
  - Distribute agendas, post minutes and dates of meetings
  - Advertise events and activities
  - Promote good news stories with a linked website or press page
  - Advertise job vacancies

- Retweet or share information from partner agencies such as Principal Authorities, Police, Library, Health etc.
- Announce new information
- Post or share information from other Town Council related community groups such as schools, sports clubs, community groups and charities
- Refer resident queries to the clerk and all other Councillors
- Share any other information that is relevant to the community

### **3. Code of Practice**

3.1 When using social media (including email) Town Councillors and Council staff must be mindful of the information they post in both a personal and Council capacity and keep the tone of any comments respectful and informative.

3.2 Online content should be accurate, objective, balanced and informative.

3.3 Town Councillors and Council staff must not:

- Hide their identity using false names or pseudonyms
- Present personal opinions as that of the Town Council
- Present themselves in a way that might cause embarrassment to the Council
- Post content that is contrary to the democratic decisions of the Town Council
- Post controversial or potentially inflammatory remarks
- Engage in personal attacks, online fights and hostile communications
- Use an individual's name unless given written permission to do so
- Publish photographs or videos of minors without parental permission
- Post any information that infringes copyright of others
- Post any information that may be deemed libel
- Post online activity that constitutes bullying or harassment
- Bring the Town Council into disrepute, including through content posted in a personal capacity
- Post offensive language relating to race, sexuality, disability, gender, age, religion or belief
- Conduct any online activity that violates laws, regulations or that constitutes a criminal offence

**4. Beneficiaries of Town Council Funding must not:**

- Hide their identity using false names or pseudonyms
- Present personal opinions as that of their organisation
- Present themselves in a way that might cause embarrassment to the Council
- Post content that is contrary to the democratic decisions of the Town Council
- Post controversial or potentially inflammatory remarks
- Engage in personal attacks, online fights and hostile communications
- Use an individual's name unless given written permission to do so
- Publish photographs or videos of minors without parental permission
- Post any information that infringes copyright of others
- Post any information that may be deemed libel
- Post online activity that constitutes bullying or harassment
- Bring the Town Council into disrepute, including through content posted in a personal capacity
- Post offensive language relating to race, sexuality, disability, gender, age, religion or belief

- Conduct any online activity that violates laws, regulations or that constitutes a criminal offence

**5. Haywards Heath Town Council will not:**

- Allow complaints to be filled via social media. All complaints must be received through the official channels as stated in the Complaints Policy.
- Interact with negative comments.
- Tolerate any abuse on Officers or Councillors on social media, or in person. Any abuse will be reported.

5.1 Publishing untrue statements about a person which is damaging to their reputation is libel and can result in a court action and fine for damages.

5.2 This also applies if someone else publishes something libellous on your social media site. A successful libel claim will result in an award of damages against you.

5.3 Posting copyright images or text on social media sites is an offence. Breach of copyright will result in an award of damages against you.

5.4 Publishing personal data of individuals without permission is a breach of Data Protection legislation and an offence.

5.5 Publication of obscene material is a criminal offence and is subject to a custodial sentence.

5.6 Councillors' views posted in any capacity in advance of matters to be debated by the Council at a Council or committee meeting may constitute predisposition, predetermination or bias and may require the individual to declare an interest at Council meetings.

5.7 Anyone with concerns regarding content placed on social media sites that denigrate Town Councillors, Council staff or residents should report them to the Town Clerk.

5.8 Misuse of social media content that is contrary to this and other policies could result in action being taken.

5.9 The Town Council's Events and Community Officer acts as the moderator of Town Council's social media output and is responsible for posting and monitoring content to ensure it complies with the Social Media Policy.

5.10 The moderator will have authority to remove any posts made by third parties from Council social media pages which are deemed to be of a defamatory or libellous nature.

5.11 Where appropriate, the moderator will have the authority to report any such posting to any other appropriate agency including Sussex Police and West Sussex County Council's Safeguarding Unit.

## **6. Pre-election Period**

6.1 In the six week run up to a local election – councils have to be very careful not to do or say anything that could be seen in any way to support any political party or candidate. Notwithstanding this the Council will continue to publish Important Service Announcements using social media during the period.

## **APPENDIX ONE**

### **Social Media Dos and Don'ts – Local Government Association**

Do –

- talk to residents, staff and others. And do answer their questions (quickly and honestly)
- trust your teams and staff to use social media
- be responsible at all times
- be respectful at all times, too
- innovate – different approaches work for different people
- have a personality – corporate speak or just issuing press releases won't work well on social media • share other people's helpful content and links
- credit other people's work, ideas and links
- listen (social media is designed to be a two-way channel, just like any good conversation)
- ask your own questions. Seek feedback from your residents (but make sure you share the results with them)
- have a rota where appropriate – share the load and you'll get more from your accounts
- adhere to your existing HR policies – you don't need a separate HR policy especially for social media
- talk to your communications team – they are there to help you
- learn from others – there is rich learning of good practice social media use across local government via organisations such as the LGA
- and more than anything, do use social media in the spirit in which it was intended – to engage, openly and honestly.

Don't –

- broadcast or talk at people. Your residents will soon spot broadcasts and respond accordingly
- block social media – social media is not a risk, blocking its use is a risk
- try to cover up mistakes, be honest and you'll get more respect for it in the long run
- build accounts and just hope people will come – sometimes it is best to go to the places where your audiences are already having conversations
- assume that social media will look after itself – you will need to invest time, enthusiasm and energy to make it work. And don't leave your accounts unattended for long spells
- post content which will embarrass your council or yourself
- ignore legal advice, it's there to help you
- think that a disclaimer in your bio will save you from potential legal action, it won't
- expect your staff to make do with old technology which can be a barrier to effective working
- share your passwords with anyone other than your communications leads
- forget that social media is 24/7 – just because you leave at 5.00 pm doesn't mean the world stops or that residents won't be active. If your account is only staffed 9-5 then you

should say so on your profile or comment on a post over the weekend/bank holiday when the offices are not open again until Monday.



**Committee Meeting: Full Council**

**Report of:** Town Clerk  
**Date:** 8<sup>th</sup> April 2024  
**Subject:** Minimum Wage April 2024

---

**Purpose of Report**

- 1) The purpose of this report is for Members to consider staff remuneration changes.

**Summary:**

- 2) Member are asked to note the changes to the minimum wage and resolve that all employed posts offered by the Town Council will be appointed above the minimum wage level and that any staff will have their remuneration risen, if required, in line with increase on minimum hourly rates as of the 1<sup>st</sup> April 2024.

**Recommendations: Members are recommended to resolve the report.**

**Background:**

- 3) On 1 April 2024, all rates of the National Minimum Wage, including the National Living Wage, increased. These increases implement recommendations made by the Low Pay Commission in autumn 2023. The rates which will come into effect from 1 April 2024 are as follows.

| <b>NMW rate from 1 April 2024</b>  | <b>Increase in pence</b> |       |
|------------------------------------|--------------------------|-------|
| National Living Wage (21 and over) | <b>£ 11.44</b>           | 9.8%  |
| 18-20 Year Old Rate                | £ 8.60                   | 14.8% |
| 16-17 Year Old Rate                | £ 6.40                   | 21.2% |
| Apprentice Rate                    | £ 6.40                   | 21.2% |

- 4) It must be noted that all current staff are paid an hourly rate that is above that of minimum wage brackets above and were prior to the implementation of the new rates of pay. All posts in the future will be advertised commensurate to the post and above minimum wage.

**Financial Implications:**

- 5) None. Staff costs are budget for in the 2024/2025 Town Council budget and there is no effect against the budget from the new levels of minimum wage introduced this month.

**Legal Implications:**

- 6) None – lawful requirement.

**Town Clerk**