



Redenhall with Harleston Town Council

Clerk: Mrs. C. Crane

Members of the public are cordially invited to attend a meeting of **Redenhall with Harleston Town Council Amenities Committee** which will be held at the Town Council Offices, on **Wednesday 7th June 2023 at 6.30pm** to consider the business detailed below.

There will be an opportunity for public participation agenda item 7.

Members of the public are welcome to attend.

Signed: *Clare Crane* - Town Clerk

Date: **31st May 2023**

AGENDA

1. To elect
 - a) a Chairman
 - b) a Vice-Chairman
2. Welcome
3. To receive and consider accepting apologies from members unable to attend
4. To receive and note any declarations of members' pecuniary and/or non-pecuniary/other interests pertaining to items on the following agenda, to note any dispensations granted in respect of business to be discussed and to consider any requests for dispensations.¹
5. To receive and approve the minutes of the last Amenities Committee meeting on Monday 27th March 2023 (copy herewith)
6. To note progress on decisions made at the last meeting of the Amenities Committee (copy herewith)
7. To consider a resolution under Standing Orders 3e to suspend the meeting to hear comments from members of the public on items to be discussed on the agenda (the period of designated time for public participation is 20 minutes unless directed by the Chairman of the meeting and individual members of the public are entitled to speak for a maximum of 5 minutes each).²
8. To review the current Terms of Reference and make suggested amendments as necessary (copy herewith)

¹ All details to be found at <https://harleston-tc.gov.uk/your-town-council/become-a-councillor/>

² All details to be found at <https://harleston-tc.gov.uk/your-town-council/become-a-councillor/>

9. To recommend final Terms of Reference for adoption at the next Town Council meeting being held on the 28th of June 2023.
10. To review the responsibilities of the Amenities Committee current working parties and agree duties and membership.
11. To receive a draft calendar of Amenities Committee meetings for 2023/24 and agree the meeting schedule (copy herewith)
12. To receive and note the contents of the Tree Survey Report from Ravencroft Tree Services conducted on the 15th March 2023 and agree to review quotes to complete works in the specified timescales at the next meeting (copy herewith)
13. To receive and note the contents of a briefing paper from Harleston Shed with regards to the land adjacent to the Fire Station and for the Amenities Committee to be provided with an update on the proposal and consider and agree any actions as necessary (copy herewith)
14. To receive and note the contents of an update report on the Market Place and consider and agree any actions as necessary (copy herewith)
15. To receive and note the contents of an update report on the Allotments and consider and agree any actions as necessary (copy herewith)
16. To receive a request from Harleston's Future Anonymous project to locate a 'mouse shop' at the bottom of the clocktower and consider and agree any actions as necessary (copy herewith)
17. To discuss a proposal regarding the refurbishment of the War Memorial Gardens and agree any actions as necessary.
18. Finance
 - a) To receive and note the contents of month 1 Income and Expenditure report (copy herewith)
 - b) To receive and note the contents of the Payments List
 - I. 31st March 2023 (copy herewith)
 - II. 3rd May 2023 (copy herewith)
 - III. 23rd May 2023 (copy herewith)
 - c) To receive and approve any required expenditure in line with the Financial Regulations
 - d) To note the purchase of a replacement trailer at a cost of £499.99 net plus £100.00 VAT Total £599.99 (£300 allocated from 201/4125 Equipment Purchases & £199.99 allocated from 201/4123 Equipment Servicing and

Repairs £199. ³ Required at short notice to enable essential work to take place at the cemetery as the old trailer broken and beyond repair (copy herewith).

- 19.** To note the date of the next Amenities Committee meeting starting at 6.30pm in the Social Room at the Memorial Leisure Centre (as decided at Item 10).

³ Financial Regulations - 4.7. In cases of extreme risk to the delivery of council services, the Clerk may authorise revenue expenditure on behalf of the council which in the Clerk's judgement it is necessary to carry out. Such expenditure includes repair, replacement, or other work, whether or not there is any budgetary provision for the expenditure, subject to a limit of £1,500. The Clerk shall report such action to the chairman as soon as possible and to the council as soon as practicable thereafter.



Redenhall with Harleston Town Council

Clerk: Mrs. C. Crane

Minutes of a meeting of Redenhall with Harleston Town Council's Amenities Committee held at the Town Council Offices On Monday 27th February 2023 at 12pm

Present: Councillors – Cllr M Scade (Chairman), Cllr Wilkins, Cllr MBA, Cllr Eddy

Also Present: Emma Chandler (Deputy Clerk), Luci Waters (Communications and Marketing Officer) joined at 12.30

Members of the Public: Mr Hardy

1. Welcome

Cllr Scade welcomed everyone to the meeting.

2. To receive and consider accepting apologies from members unable to attend.

Cllr Graham due to being out of the parish.

Cllr Digby due to being out of the parish.

Unanimously accepted.

3. To receive any declarations of pecuniary or any other interests

None

4. To consider the approval of minutes from the last meeting – Wednesday 30th November 2022

The committee approved the minutes and Cllr Scade signed a hard copy of the minutes.

5. To review the matters arising from the last meeting

- Photos were taken of the broken posts located at the emergency exit at the Co-Op car park and sent to the Project Board. The Maintenance team have taken temporary action and have installed a temporary barrier until the final work is completed on the 4th March 2023

Matter Closed

- The Deputy Clerk confirmed that the Communication and Marketing Officer will provide a calendar of events for the Market Place in the future.

Matter Closed

- The Deputy Clerk visited the soft play cafe and advised the owners of what is required to use the Market Place.

Matter Closed

- The Deputy Clerk confirmed that photos were taken of all areas requested for the snagging list and the evidence was sent to the Project Board.

Matter Closed

- The Deputy Clerk confirmed that the Car Park item was included on the Executive agenda.

Matter Closed

- The Deputy Clerk confirmed that information notices were put up on the toilets due to be removed and that they have now been removed.

Matter Closed

- The Deputy Clerk contacted the insurance company as requested and due to the buggy not being owned by the council it could not be insured by the council. Susan Whymark has now withdrawn their request.

Matter Closed

6. The meeting will be adjourned for public participation for no longer than 10 minutes and for discussion on agenda items only.

Items highlighted were as follows:

The member of the public highlighted that the car park should be referred to as the Town Car Park/Bullock Fair Car Park not the Co-op Car Park

They inquired as to what will be put in place following the removal of the toilet and who will be maintaining the planter by the toilets?

7. To agree a working party to be formulated to review the current spend on the Town's street furniture with the remit to provide a proposal for consideration for expenditure from the ringfenced funds to the Finance committee at their March meeting.

It was agreed that the members of the working party would be Cllr Digby, Cllr Graham, Cllr Scade and the Town Clerk. Volunteers would also be welcomed to the working party.

The committee requested to know how much of the budget had been spent and would money be ringfenced into the next financial year?

Deputy Clerk to reply to the committee via email on further investigation.

Action – Deputy Clerk

8. To note the purchase of a new grit bin that has been sighted in Mendham Lane with the location approved by Norfolk County Council.

Noted

9. To receive a report from the Operations Manager relating to the litter bins and dog bins for Shotford Road after a meeting held with the River Waveney Trust.

Cllr Scade questioned whether Shotford Road is in the parish?

The committee agreed that due to there being no budget for these items in this financial year that the purchase of the bins would be decided on at a future date.

Action – Deputy Clerk

10. Updates to be provided, and to consider any actions required.

a. Market

12.00 Standing orders suspended to allow for member of the public to speak and for the Communications and Marketing Manager to join the meeting

A discussion took place regarding the market including

- Rebranding the market with its own Facebook Page
- The types of stalls that maybe considered.
- The price of stalls
- Static stalls and pop up shops

12.40 Standing orders reinstated to resume the meeting

Competition within the Town – The Communications and Marketing Officer was advised to visit the local shops and offer them space on the market. Following this the committee agreed that competition with local shops was acceptable.

Action – Communication and Marketing Officer

The committee agreed that the market stalls would continue to be free of charge until the end of March 2023.

Cllr Wilkins and Cllr MBA agreed to arrange a meeting with JD Youngs to discuss the relocation of the tables on Market Day.

Action – Cllr Wilkins and Cllr MBA

The Deputy Clerk was requested to obtain quotes for painting the Market Place to remove the parking lines. The Deputy Clerk was also requested to investigate the permissions that are in place for the use of the Market Place.

Action – Deputy Clerk

b. Allotments

The Deputy Clerk informed the committee that the Allotment Association would be holding the AGM on 27th March at 6pm in the Social Room. Cllr Scade agreed to attend the meeting.

Action – Cllr Scade

c. Car Parks

The committee noted the removal of the toilets from the Bullock Fair Car Park.

The committee wished to record that the alterations in relation to the Bullock Fair car park and Co-Op car park are enforcements made by NCC and are not enforcement directions of the Town Council.

The committee would like to see bike parking where the toilets have been removed. The committee would also like to investigate the possibility of a drone survey for the car park once all the work has been completed for the record.

Action – Deputy Clerk

d. General Town Council Amenities

The Communications and Marketing Officer was requested to contact the Chair of Harleston's Future about plans for the Coronation with a view to working together to hold an event over the Coronation weekend.

Action – Communication and Marketing Officer

e. Clocktower

The Operations Manager had advised that the scaffolding could not go up until The Fold had completed their work. Cllr MBA to speak with the owner of The Fold and ascertain how long the scaffolding will be up in order that the works can be programmed in for the end of March. Operations Manager to contact the contractor.

Action – Cllr MBA and Operations Manager

f. Public Toilets

No report

g. Cemetery

The Operations Manager had highlighted in his report that the wildflowers should be planted in a specific area of the cemetery. The committee agreed to delegate authority to the Operations Manager to plant wildflowers at his discretion.

Action – Operations Manager

h. Christmas Lights

The Operations Manager has a meeting planned with Pearce and Kemp to discuss the electrical installation for the Christmas Lights at the end of March 23

11. Finance

a. To receive and review the following documents

i. Income & Expenditure Report (Month 10) and agree any necessary action.

Reviewed and noted

b. To approve any required expenditure

No expenditure to approve.

- c. **To receive a briefing paper relating to remedial works required on the Co-Op Car Park surface and to agree necessary actions.**

Due to the need for some urgent resurfacing work becoming a potential health and safety risk the committee agreed to appoint KDG to complete the work at a cost of £1475.00 +VAT using budget codes 4133 Car Park Maintenance and 4121 Maintenance Contractors.

Action – Deputy Clerk

- 12. Significant Correspondence for noting and agreeing if any further action is necessary.**

No correspondence

- 13. Date of the next meeting – 7th June at 6.30pm**

Meeting ended at 1.20pm

Signed

Date

Amenities – Progress Report – 30th May, 2023

<u>Committee</u>	<u>Minutes Reference</u>	<u>Subject</u>	<u>Action</u>	<u>Assigned to</u>	<u>Timescale</u>	<u>Comments or further actions</u>
Amenities	27 th Feb 2023 Item 7	Street Furniture	Committee requested to know how much had been spent so far and if the remainder would be ringfenced.	Deputy Clerk	Next Amenities meeting	Report available from April Finance meeting detailing expenditure and outstanding funds have been added to the EMR for 23/24 Matter Closed
Amenities	27 th Feb 2023 Item 9	Purchase of Litter and Dog bins.	No budget available at this time. Item to be revisited at a later date	Deputy Clerk	September 2023	Outstanding
Amenities	27 th Feb 2023 Item 10(a)	Market	The Communications and Marketing Officer was advised to visit the local shops and offer them space on the market. Following this the committee agreed that competition with local shops was acceptable.	MCEC	Next Amenities meeting	The MCEC continues to build relationships with the shop owners. A survey has been conducted specific to the shops providing feedback about the market. Matter Closed
Amenities	27 th Feb 2023 Item 10(a)	Market	Cllr MBA and Cllr Wilkins to visit JD Youngs to discuss the relocation of tables on the market place for market day.	Cllr MBA and Cllr Wilkins	Next Amenities meeting	The Communications and Marketing officer is working with the maintenance team to move tables as necessary on market day. Matter Closed
Amenities	27 th Feb 2023	Market	Requested to obtain quotes for painting the Market Place to remove the parking lines and to investigate the permissions that are in place for the use of the Market Place.	Deputy Clerk	Next Amenities meeting	Quote received, agreed expenditure at April Finance meeting,

Amenities – Progress Report – 30th May, 2023

						awaiting approval from NCC Highways. Matter Closed
Amenities	27 th Feb 2023 Item 10(b)	Allotments	Cllr Scade and the Deputy Clerk to attend the Allotment Association AGM on the 27 th March 2023	Cllr Scade & Deputy Clerk	N/A	Action completed. Matter Closed
Amenities	27 th Feb 2023 Item 10(c)	Car Park	Bike rack/parking to be investigated where the toilets used to be sited in the Bullock Fair Car Park	Deputy Clerk	September 2023	Outstanding
Amenities	27 th Feb 2023 Item 10(c)	Car Park	Drone survey of the car park once all work is completed for the record	Deputy Clerk	September 2023	Outstanding
Amenities	27 th Feb 2023 Item 10(d)	Coronation	The Communications and Marketing Officer was requested to contact Robin Twigge as the Chair of Harleston's Future about plans for the Coronation with a view to working together to hold an event over the Coronation weekend.	CMEC	N/A	The CMEC officer organised and completed the Coronation Celebrations on the 7 th May 2023. Matter Closed
Amenities	27 th Feb 2023 Item 10(e)	Clocktower	Cllr MBA to speak with the owner of The Fold and ask how long the scaffolding will be up in order that the works can be programmed in for the end of March. Operations Manager to contact the contractor.	Cllr MBA/ Operations Manager		The Operations Manager is in contact with The Fold. At present their work continues. Outstanding
Amenities	27 th Feb 2023 Item 10(g)	Cemetery	The Operations Manager had highlighted in his report that the wildflowers should be planted in a specific area of the cemetery. The committee agreed to delegate authority to the Operations Manager to plant wildflowers at his discretion.	Operations Manager	N/A	The Operations Manager has allocated an area of the cemetery for wildflowers. Matter Closed

Amenities – Progress Report – 30th May, 2023

Amenities	27 th Feb 2023 Item 11©	Car Park resurfacing	Due to the hole becoming a potential health and safety risk the committee agreed to appoint KDG. At a cost of £1475 using budget codes 4133 Car Park Maintenance and 4121 Maintenance Contractors	Deputy Clerk	N/A	Work was completed on the car park on 16 th May 2023. Matter Closed
-----------	---------------------------------------	----------------------	---	--------------	-----	--



Redenhall with Harleston Town Council

Terms of Reference for the Amenities Committee

1. The committee shall comprise of up to five councillors plus the Chairman of the Town Council as an ex-officio member
2. A quorum will consist of a minimum of three councillors
3. The committee will be responsible for electing its own Chairman and Vice-Chairman
4. The committee chair will be responsible for providing a summary report to full council.
5. All councillors are entitled to attend each meeting, however, whilst they may be invited to speak, they will have no voting rights unless they are elected or co-opted to the meeting of the committee.
6. If it is evident that a meeting will not be quorate in the preceding days, a standby councillor may be called upon to attend if available and be co-opted for that meeting only. If there is more than one standby, the Town Clerk will use their discretion as to which standby councillor to call upon.
7. If the meeting is still not quorate, then a councillor in attendance may be co-opted for that meeting.
8. The committee shall decide on all matters pertaining to the amenities governed by the Council including:-
 - Allotments
 - Bus Shelters
 - Car Parks
 - Cemetery
 - Christmas Lights
 - Clocktower
 - Fixtures and Fittings
 - Market
 - Public Toilets
 - Streetlighting
 - Use and control of the alcohol and entertainment license for town centre
 - War Memorial and gardens

- And any other assets as may be identified
9. Monthly expenditure which is outside the budget for the Committee will be minuted and brought to the attention of the Finance Committee
 10. Monthly expenditure will be approved at each meeting and will be signed by the Chair of that meeting. In the event of a meeting being cancelled, the expenditure will be agreed at the following town council meeting.
 11. The Committee will have devolved budgets, and shall present its budget requests normally by the end of October in readiness for full council discussions by the December town council meeting
 12. The minutes of each meeting will be proposed and agreed at the next meeting.
 13. Voting will be in accordance with Standing Orders.
 14. All committee meetings will typically take place in the Memorial Leisure Centre unless other arrangements are in place for the holding of meetings and will commence at 6.30pm (unless otherwise stated)

Reviewed September 2020

Year 2023/2024

Date	May	June	July	August	September	October	November	December	January	February	March	April
1												
2												
3												
4												
5												
6					Amenities 6.30pm			Amenities 6.30pm			Amenities 6.30pm	
7		Amenities 6.30pm										
8												
9												
10									LCMC 6.30pm			LCMC 6.30pm
11						LCMC 6.30pm						
12			LCMC 6.30pm									
13								Finance 6.30pm				
14		LCMC 6.30pm										
15							Finance 6.30pm					
16												
17	Annual Town Council 7pm								Finance 6.30pm			Finance 6.30pm
18						Finance 6.30pm						
19			Finance 6.30pm									
20					Finance 6.30pm			Town Council Meeting 7pm			Finance 6.30pm	
21		Finance 6.30pm								Finance 6.30pm		
22							Town Council Meeting 7pm					
23	Annual Town Meeting 7pm								Town Council Meeting 7pm			
24												Town Council Meeting 7pm
25						Town Council Meeting 7pm						
26			Town Council Meeting 7pm									
27					Town Council Meeting 7pm						Town Council Meeting 7pm	
28		Town Council Meeting 7pm								Town Council Meeting 7pm		
29												
30												
31												

Quantified Tree Risk Assessment

Compiled by: J Urwin

15th March 2023



Instructed by S Cox

on behalf of
Redenhall with Harleston Town Council

refs. HTC/THA/24323

Ravencroft Tree Services Ltd.
6 Reepham Rd
Foulsham
Dereham
NR20 5SL
Tel: 01362 684291
jon@ravencrofttrees.co.uk



Registered in England No 4936062
Registered address: Summer Hill House,
Sculthorpe road, Fakenham, NR21 9HA

Contents

1 Introduction

Instruction and brief.....	3
Limitations.....	3
Documents received.....	4

2 Inspection method

Consideration of risk.....	5
Tree plotting and identification.....	5
Quantified Tree Risk Assessment.....	5

3 Future management

Survey frequency.....	8
Planting.....	8

4 Site summary

Site visit.....	9
Site descriptions.....	9
General assessment and mitigation.....	9

5 Appendices

- 1 – 5 Tree location plans & survey schedules
- 6 Schedule key, target ranges & QTRA summary

1 Introduction

Instruction and brief

- 1.1 Ravencroft Tree Services Ltd. has been instructed by S Cox to undertake an inspection of and provide a risk assessment for trees on various sites around Harleston & Redenhall.
- 1.2 This appraisal aims to evaluate any existing and potential tree hazards and specify works to mitigate any risk of harm to persons or property using the Quantified Tree Risk Assessment (QTRA) system.
- 1.3 The assessment also takes into consideration the social, environmental and economic benefits which the trees provide to the site and surrounding area.

Limitations

- 1.4 The collection of all tree survey data was undertaken from ground level without invasive inspection of individual trees, trunks, buttresses or root flares; the disclosure of hidden defects cannot therefore be expected. As explained in the fee proposal, inspection was restricted where trees were ivy clad, located wholly or partly on neighbouring land or impeded by poor access due to ditches, fencing and where basal growth or other vegetation obscured lower stems and root collars. Recommendations for more detailed assessments using internal examination equipment have been set out in the survey schedule for T4, T6 & T8. Findings from these tests should be sent to this office for evaluation. Height, crown spread and other dimensions were estimated unless otherwise stated.
- 1.5 This information is confidential to our client and their professional advisers. No liability is accepted for its contents to any other than our clients.
- 1.6 The assessment and its recommendations relate specifically to the condition of the trees on the day that the inspection was carried out. They are necessarily invalid if development works of any type are undertaken on or close to trees other than those recommended herein. This includes changes to soil levels, excavations carried out on the land subject to this survey and abnormal weather conditions generating new defects or exacerbating those already present but currently obscured.
- 1.7 Trees are dynamic, living organisms and failures a part of their natural processes. Even healthy trees or their parts may fail, particularly - although not exclusively - as a result of strong winds or violent storms. Occasionally, yet with ever greater frequency, extreme weather systems occur bringing with them an unusual degree of tree damage. Clearly, Ravencroft Tree Services Ltd. cannot be held liable for the consequences of any such events or similarly unpredictable failures.

- 1.8 Assessment of the potential effects of trees on buildings or other structures resulting from their abstraction of water from shrinkable load-bearing soils was not included in our instruction and is not considered here.
- 1.9 Some of these trees may be subject to conservation area or Tree Preservation Order protection. If so, prior to any works being instructed or undertaken, the district council's tree officer must be informed to establish whether all proposed works comply with all applicable regulations. Please note that the council requires 6 weeks' notice of proposed tree works within conservation areas, in accordance with section 211 of the Town and Country Planning Act (1990). Where trees are protected by a Tree Preservation Order, an application for works will be required to ensure adherence to the stipulations of this same Act. If trees were identified by our inspection as being dead or dangerous, they *may* be exempt from the Act, requiring only five days notification to the council's tree officer before commencement of works.
- 1.10 This report is based on findings from the site survey, tree observations and any information provided. Conclusions have been drawn from the author's professional qualifications and experience in arboriculture.

Documents received

- 1.11 No plans or other relevant documents were received prior to the survey being undertaken.

2 Inspection method

Consideration of risk

- 2.1 Under the Quantified Tree Risk Assessment system the 'targets' (people and property) onto which trees could fail are assessed and quantified, so enabling the arboriculturist to determine whether a closer inspection of any particular tree is required and to what degree of rigour.

Tree plotting and identification

- 2.2 Any trees recorded were mapped during inspection to a level of detail sufficient to enable distinction and position. Individual numbering may not reflect any previous documentation. Tree ID numbers form the basis of the identification system used in the survey schedule.
- 2.3 Trees may have been grouped where individual identification was neither feasible nor useful. These trees typically share a taxonomic or spatial connection. Marked trees may remain as part of the group in which they are located for the purposes of reference while being assigned a different work priority or re-inspection interval.

Quantified Tree Risk Assessment

- 2.4 After the mapping of target areas the surveyor will have walked the site, not necessarily with the intention of inspecting or surveying all parts or all sides of every tree but to take a general overview and look for signs of substantial defects which might be significant relative to the targets. Only these would then be further investigated and their defects recorded.
- 2.5 The level of detail at which trees were assessed was guided by the target appraisal. This involved evaluating trees on approach before undertaking a closer inspection in line with recognised Visual Tree Assessment principles and may have included the use of binoculars, steel probe and mallet. Where necessary, the tree or branch was then considered in terms of both size and probability of failure. Values derived from the assessment of these three components (target range, size and probability of failure) were combined to calculate the risk of that harm occurring. This risk of harm for all combinations of these three ranges has been calculated using Monte Carlo simulations*.

The QTRA risk of harm is the mean value from each set of Monte Carlo results.

* For an overview of the Monte Carlo simulation method, please refer to http://en.wikipedia.org/wiki/Monte_Carlo_method

- 2.6 Target assessment was based on the average estimated occupancy of any area under trees during a typical 24 hour period throughout the next twelve months, derived from observations made on site such as desire lines, compaction, access & type of use, etc.
- 2.7 Once the calculation for risk of harm was completed, remedial works may have been specified to reduce that risk to more tolerable levels. For the purposes of this survey, a tolerable risk of harm (where that risk is imposed on an unwitting general public and is judged to be **as low as reasonably practicable** [ALARP]) is accepted to range from less than one in ten thousand (< 1 in 10k) to one in one million (1 in 1M), in keeping with industry and HSE guidelines. Risks less than one in one million (<1 in 1M) are judged to be broadly acceptable.
- 2.8 These works were subsequently assigned a work priority based on their risk of harm, ensuring that the most significant risks are to be reduced first. Tree hazards that were found to present a more acceptable risk were given a lower priority. Implementation of works recommended remains at the discretion of the site manager.

Works priority ratings have been assessed as follows: -

Risk of harm	Works priority	Degree of urgency	To be completed~
>1 in 1k	1 - Unacceptable risk of harm	Requiring immediate action *	within 7 days or as advised
<1 in 1k to 1 in 10k	2 - Significant risk of harm	Requiring swift Action	within 2 months
<1 in 10k to 1 in 60k	3 - Tolerable risk of harm	Important management	within 6 months
<1 in 60k to 1 in 1M	4 – Tolerable to broadly acceptable	General management, as budget allows **	Within 9 months
<1 in 1M	5 - Broadly acceptable		As recommended

* Notification of these trees would have been given directly to the person instructing this report on the day the survey was carried out. This date can be found on the cover page and survey schedule. Recommended works in priorities 1 & 2 may be deemed necessary in order to discharge the duty of care owed by tree owners to the general public and other users of their land under the Occupier's Liability Act 1984. Recommended works in priority 3 & 4 may be required to ensure the risks are ALARP.

**These categories exist to inform of potential defects which may worsen over time. As the risks decrease to the broadly acceptable threshold of 1 in 1M they may only require demonstration that the risks are ALARP, i.e. they are at a point where the cost of mitigatory work disproportionately outweighs an insignificant risk. The categories are a guide for what is in effect a sliding scale. For example, a risk of harm at the upper end of works priority 3 may be treated similarly to those at the lower end of works priority 2.

- 2.9 Contained within the schedule are the general management recommendations considered by the surveyor significant enough to be worthy of mention. Whilst of lower priority at present, if these works were carried out sooner, consequently greater expenses might be avoided. It may be considered prudent to undertake these works proactively as funds become available, so minimising the urgency and expense of remedial works. In addition to reducing risks associated with tree failure, general management of tree stocks, carried out to British Standard 3998:2010 Tree work - Recommendations, may improve the structural form of trees, increasing their aesthetic value and prolonging their use for shading, wildlife and air cooling.

3 Future management

Survey frequency

- 3.1 A walkover assessment of trees is recommended to be repeated every year, unless any identifiable problems or noticeable defects appear, in which case professional arboricultural advice should be sought. It may also be beneficial to inspect the trees in late summer or early autumn when most decay fungus fruit bodies are to be found.

Planting

- 3.2 Opportunities exist on these sites to increase diversity by planting a wider variety of trees and plants which will in turn encourage a more complete ecosystem and capable of co-existence with their environment. To maintain an ongoing tree stock, we advise replacement planting if ever a tree is removed. Whether a native species to encourage wildlife, or more unusual species to make an impact; a smaller tree as a focal point or a larger specimen as an architectural statement, we would be pleased to offer guidance on selection, planting and aftercare, this latter being the most important part of the process.
- 3.3 In order to ensure the continuation and sustainability of the tree population, planting and establishment works may be given precedence over - without replacing - the lowest priority tree works, when organising budgets.

4 Site summary

Site visit

- 4.1 Jonathan Urwin, arboriculturist for Ravencroft Tree Services Ltd., undertook the assessment of the trees at various sites around Harleston as instructed, during a visit on 15th March 2023.

Site descriptions

- 4.2 The **recreation ground** is a large site comprising two main fields, tennis courts, bowling greens and playgrounds. There are two car parks, one each side of the main building, both of which are overreached by trees. The site is situated slightly west of but close to the town centre. It has public access across it and is used by dog walkers as well as for games and sports and as a children's playground.

The westernmost extension of the **cemetery** at Redenhall Parish church is tree lined along its north and east boundaries. There is only pedestrian access on site for those visiting graves or memorials and on the footpath along the north boundary.

The area around St John the Baptist church is in two parts; the **war memorial** on Broad street and the **car park** behind the church. The war memorial is bordered along the west by a reasonably busy road and the car park appears to be popular with shoppers and visitors to the town. Both areas are well used by pedestrian and vehicle traffic.

The allotments are situated on the south eastern edge of town, between Spirkett's Lane and the A143. There is a small car parking area west side at the entrance and a track running along what was Mendham Lane on the north boundary.

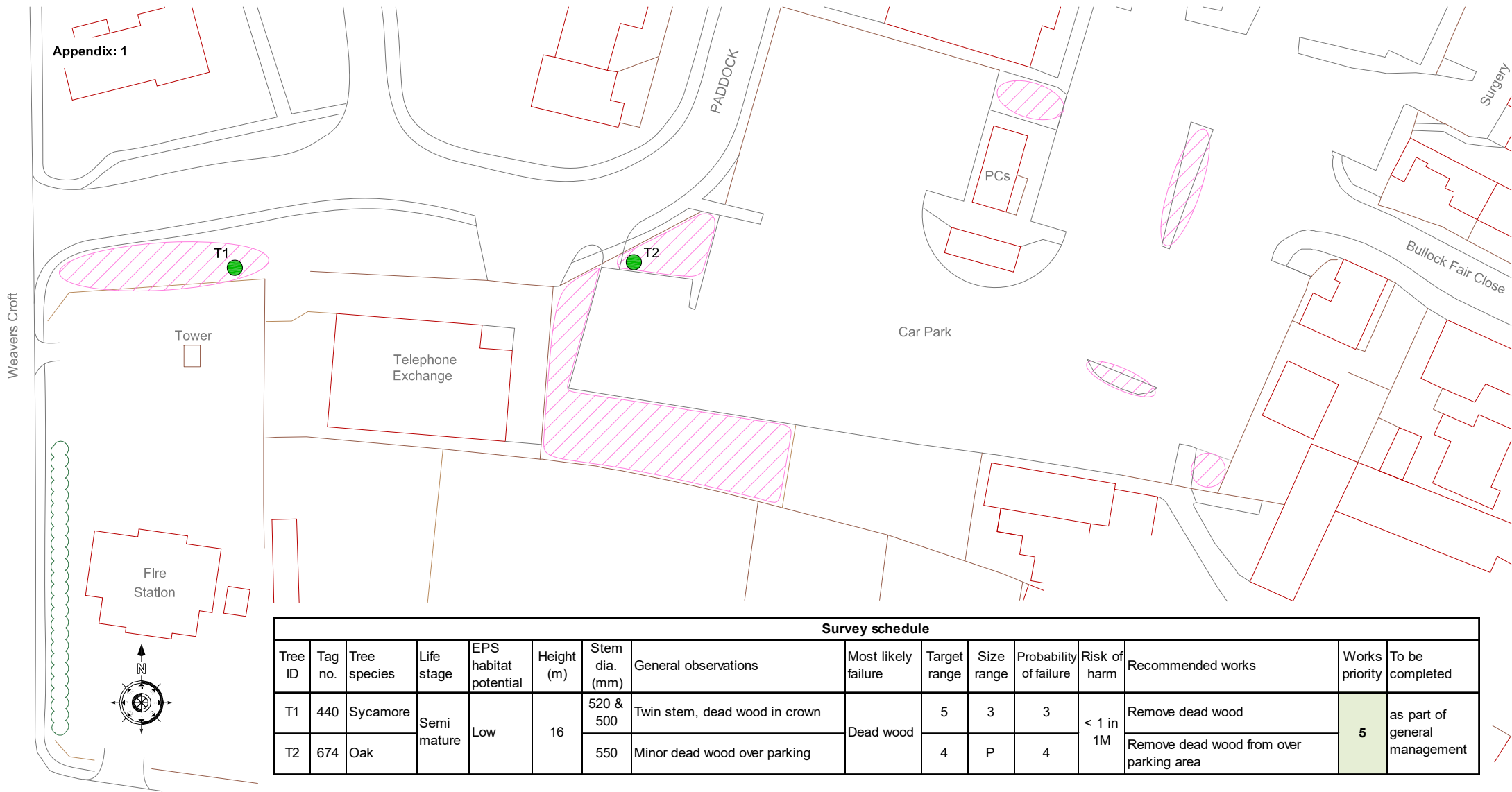
Bullock Fair comprises a busy public car park near the centre of Harleston, incorporating a recycling centre and public conveniences. The car park is tree lined and situated alongside the local supermarket. Also included is the row of trees north of the fire station. There is public access across all the above areas.

General assessment and mitigation

- 4.3 There is a range of ages and developmental stages of trees on these sites which include various naturalised species. Many have been planted to enhance the areas in which they stand, some are likely to be self-sown and the more mature trees on the recreation ground would have belonged to the original landscape of the Mount and Wilderness Terrace. Many of the trees surveyed have

reached maturity and failures may increase over the coming decades. They are visually very important and may be viewed by and are accessible to the general public.

- 4.4 The possible risk of harm changes around the sites, dependant as it is on how frequently any area within failing distance of trees is occupied (target range) and how likely it is that a tree should fail (probability of failure). Roads, footpaths, car parking areas and within one tree length of any buildings have been given a higher target value. All other areas have been recorded by degrees in lower ranges, being less often visited. By their nature static targets often give rise to a proportionately higher risk of harm than moving ones, which occupy spaces for less time. In addition to occupancy levels, approximate repair costs of property may also have been considered.
- 4.5 Any works recommended are expected to be carried out by fully qualified arboricultural contractors to British Standard 3998:2010 Tree work - Recommendations. The sites' aesthetic depends on their trees' good conditions and forms, so careful works of a high standard are very important.
- 4.6 Some of the trees carry dead wood. Clearly the cost of removing all dead wood from the trees' crowns may be prohibitive and unnecessary, therefore only instances with a higher probability of failure and / or larger pieces likely to contact a target need be considered. Deadwood removal may be undertaken easily to reduce risk of harm and inexpensively discharge some of the duty of care imposed by the Occupier's Liability Act. This may be done from the ground with care, the appropriate PPE and subject to a risk assessment. Either a pole with a hook fixed to the end or a strong nylon line with a small, weighted bag may be used. The bag with line attached can be thrown over the dead branch and both ends of the line pulled to break the branch at a point nearer to its union with live wood. This activity may be carried out at regular intervals and a record kept of trees cleared of the most likely deadwood to fail over a target. This record will provide proof of an effective system which may be used as part of any defence against the remote possibility of a claim.
- 4.7 No trees on site which were clear of vegetation and fully inspected are calculated to fall outside the level of risk generally accepted by HSE and industry standards as tolerable. The recommended works fall into the category of general management and as such may be carried out within the recommended timeframes in priority order as budget restrictions allow. It is advisable to instruct only fully insured, qualified and experienced arboriculture contractors, of which there are many in Norfolk, for any larger or more difficult works you may choose to undertake.



Key

- Works priority 5 tree
- ▨ Boundary of area surveyed

There are, at the time of this survey, no trees within range of targets which are considered to present a significant risk of harm, i.e. a risk of 1:10,000 or greater

All works recommended are expected to be carried out by fully qualified arboricultural contractors to British Standard 3998:2010 Tree work - Recommendations

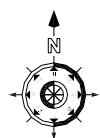
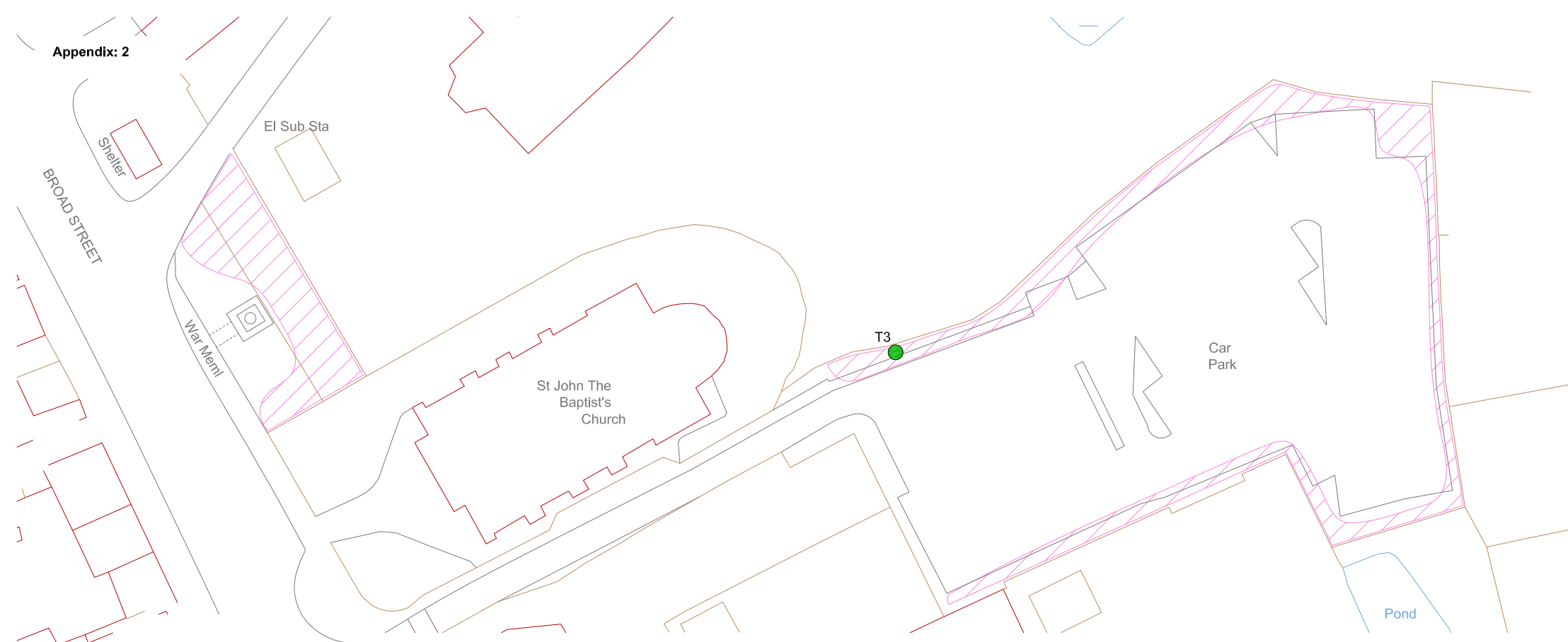
Next survey due date:- April 2024

PROJECT	
Bullock Fair Close	
TITLE	
Tree location plan	
SCALE	
Not to scale, drawn @ A4	
DATE SURVEYED	DRAWN BY
15th March 2023	J.U.
PROJECT NUMBER	DRAWING NUMBER
HTCB/TLP/23423	001

RAVENCROFT TREE SERVICES LIMITED.

6 Reepham Road, Foulsham
Dereham, Norfolk NR20 5SL
Tel/Fax: 01362 684291
Email: jon@ravencrofttrees.co.uk

Ravencroft Tree Services Ltd. is registered at Summer Hill House, Fakenham, NR21 9HA No.4936062
The original of this drawing was produced in colour, monochrome copies may be unreliable
This plan is not to be scaled from - all dimensions to be checked
<https://ravencrofttrees.co.uk/consultancy/terms-and-conditions>

**Key**

Works priority 5 tree



Boundary of area surveyed

There are, at the time of this survey, no trees within range of targets which are considered to present a significant risk of harm, i.e. a risk of 1:10,000 or greater

All works recommended are expected to be carried out by fully qualified arboricultural contractors to British Standard 3998:2010 Tree work - Recommendations

Next survey due date:- April 2024

Survey schedule

Tree ID	Tag no.	Tree species	Life stage	EPS habitat potential	Height (m)	Stem dia. (mm)	General observations	Most likely failure	Target range	Size range	Probability of failure	Risk of harm	Recommended works	Works priority	To be completed
T3	141	Sycamore	Early mature	Low	20	870	Cavity at base east side, good reaction wood, limited decay, good crown	Stem base fracture	3	P	5	< 1 in 1M	Monitor for splits & cracks after strong winds & at next survey	5	as part of general management

PROJECT

War memorial & St John's car park

TITLE

Tree location plan

SCALE

Not to scale, drawn @ A4

DATE SURVEYED

15th March 2023

DRAWN BY

J.U.

PROJECT NUMBER

HTCW/TLP/24323

DRAWING NUMBER

001

RAVENCROFT TREE SERVICES LIMITED.6 Reepham Road, Foulsham
Dereham, Norfolk NR20 5SL

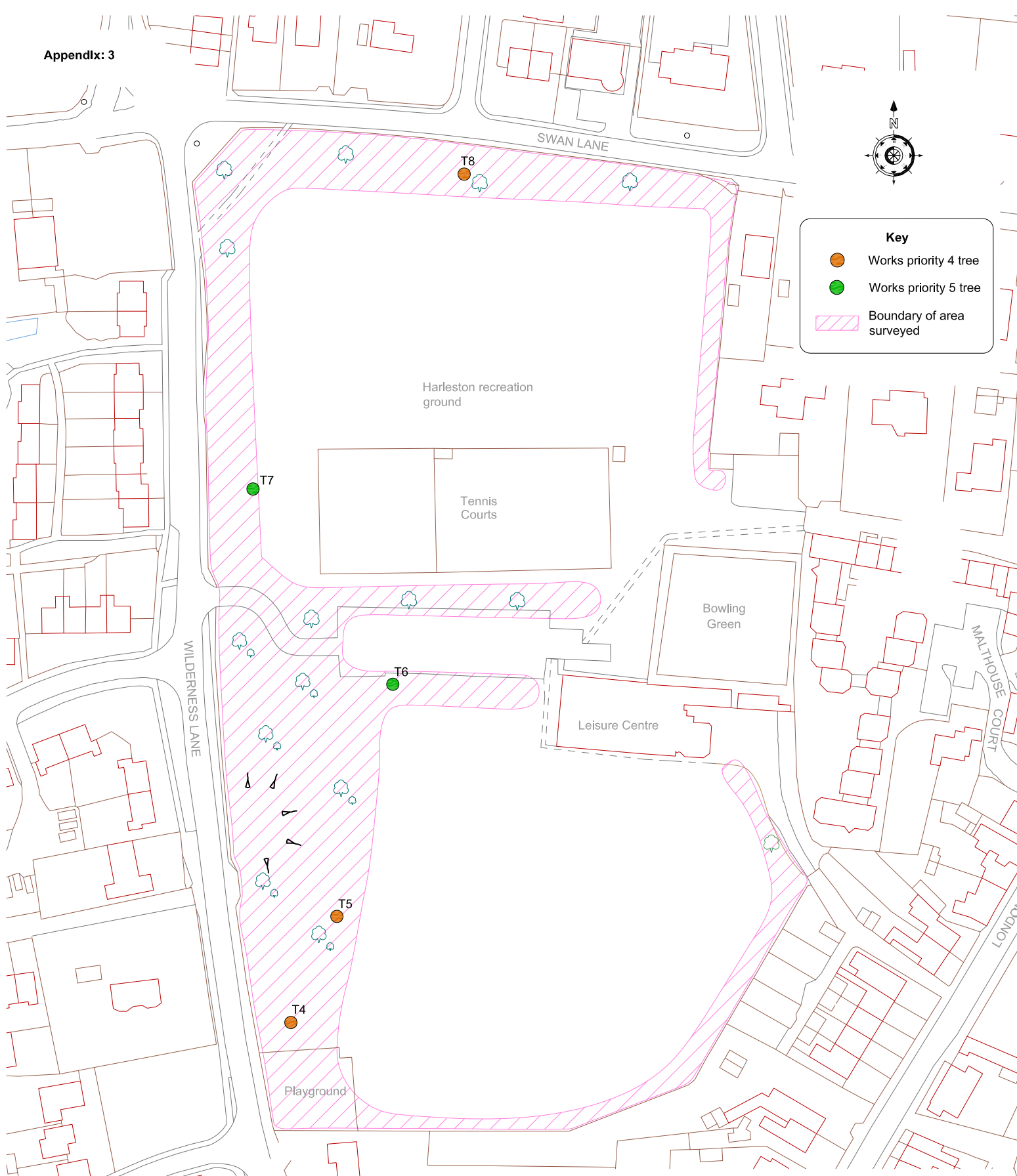
Tel/Fax: 01362 684291

Email: jon@ravencrofttrees.co.uk

Ravencroft Tree Services Ltd. is registered at Summer Hill House, Fakenham, NR21 9HA No.4936062

The original of this drawing was produced in colour, monochrome copies may be unreliable

This plan is not to be scaled from - all dimensions to be checked
<https://ravencrofttrees.co.uk/consultancy/terms-and-conditions>



There are, at the time of this survey, no trees within range of targets which are considered to present a significant risk of harm, i.e. a risk of 1:10,000 or greater

All works recommended are expected to be carried out by fully qualified arboricultural contractors to British Standard 3998:2010 Tree work - Recommendations

Next survey due date:- April 2024

PROJECT

Recreation ground

TITLE

Tree location plan

SCALE

Not to scale, drawn @ A4

DATE SURVEYED

15th March 2023

DRAWN BY

J.U.

PROJECT NUMBER

HTCR/TLP/24323

DRAWING NUMBER

001

**RAVENCROFT TREE
SERVICES LIMITED.**

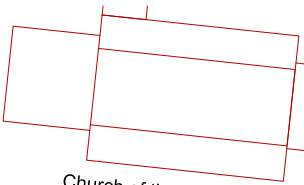
6 Reepham Road, Foulsham
Dereham, Norfolk NR20 5SL

Tel/Fax: 01362 684291

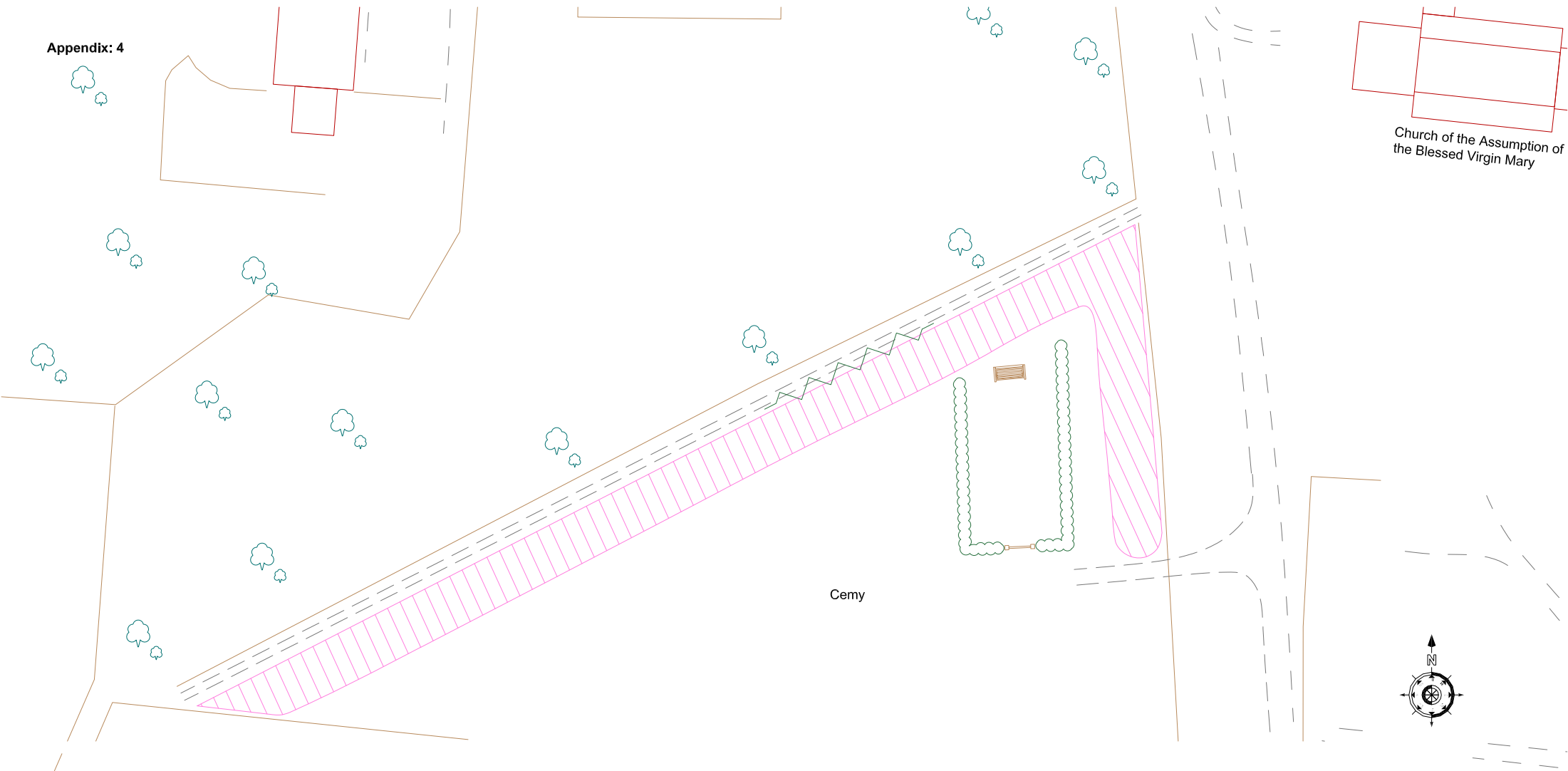
Email: jon@ravencrofttrees.co.uk

Ravencroft Tree Services Ltd. is registered at Summer Hill House, Fakenham, NR21 9HA No.4936062
The original of this drawing was produced in colour, monochrome copies may be unreliable
This plan is not to be scaled from - all dimensions to be checked
<https://ravencrofttrees.co.uk/consultancy/terms-and-conditions>

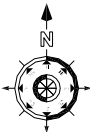
Tree ID	Tag no.	Tree species	Life stage	EPS habitat potential	Height (m)	Stem dia. (mm)	General observations	Most likely failure	Target range	Size range	Probability of failure	Risk of harm	Recommended works	Works priority	To be completed
T4	877	Oak	Mature	Medium	22	1100	<i>Pseudoinonotus dryadeus</i> between buttresses on three sides; good secondary thickening & good crown, recently reduced	Root shear	3	1	4	1 in 400k	Carry out a sonic tomograph test at 0.5m, 1m & 1.5m from ground level & send results to this practice for evaluation	4	within 9 months
T8	904			Low	19	900	Dysfunctional cabium south & west sides to 1m, good reaction wood, no splits, cracks or decay evident; deadwood in crown. Tree has been substantially reduced in the past	Stem Fracture	2		5	1 in 400k	Carry out a sonic tomograph test at 0.5m, 1m & 1.5m from ground level & send results to this practice for evaluation. Monitor for splits & cracks after storms.		
T5	670	Horse chestnut			25		Existing cavity on limb over track. Good reaction wood. Failure approx. 6m along branch over play area with extended branch beyond.	Branch shear		3	4	1 in 500k	Reduce branch back to approx. 1m beyond failure point		
T6	801	Oak		24	840	Narrow dysfunction strip to 1m up stem south side. <i>Ganoderma</i> brakets have grown slightly since last year	Root shear	3	P	5	< 1 in 1M	Carry out a sonic tomograph test at 0.5m, 1m & 1.5m from ground level & send results to this practice for evaluation	5	by next survey due date	
T7	193	Lime			1000	<i>Ganoderma</i> sp. decay to 1.5m west side has grown slightly & decay column extended	Stem base fracture	4	1			Reduce height by 2 - 3m & remove epicormic growth from base			



Church of the Assumption of the Blessed Virgin Mary



Cemy



Key



Boundary of area surveyed

There are, at the time of this survey, no trees within range of targets which are considered to present a significant risk of harm, i.e. a risk of 1:10,000 or greater

All works recommended are expected to be carried out by fully qualified arboricultural contractors to British Standard 3998:2010 Tree work - Recommendations

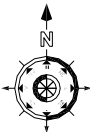
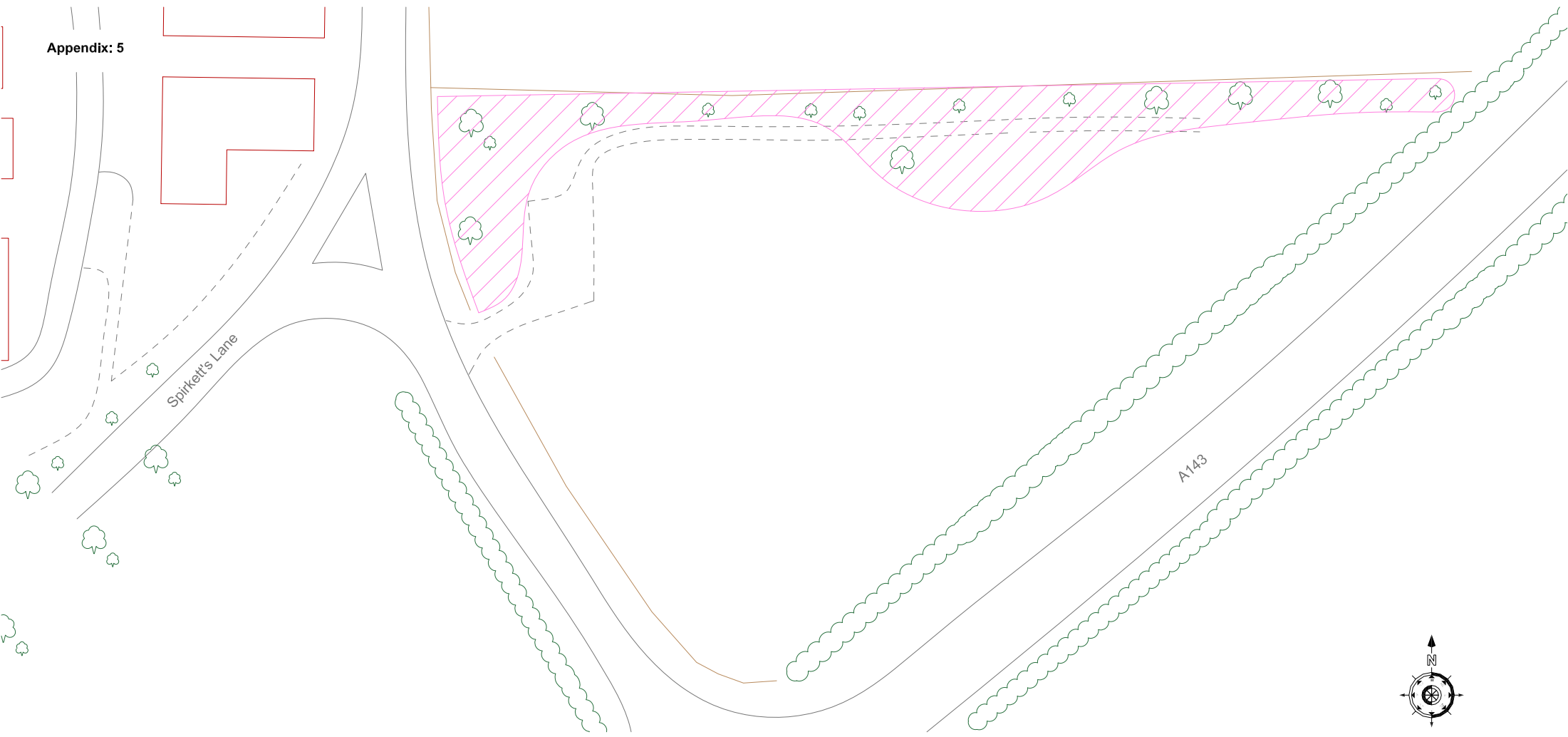
Next survey due date:- April 2024

PROJECT	
Redenhall Parish Cemetery	
TITLE	
Tree location plan	
SCALE	
Not to scale, drawn @ A4	
DATE SURVEYED	DRAWN BY
15th March 2023	J.U.
PROJECT NUMBER	DRAWING NUMBER
HTCC/TLP/24323	001

RAVENCROFT TREE SERVICES LIMITED.

6 Reepeham Road, Foulsham
Dereham, Norfolk NR20 5SL
Tel/Fax: 01362 684291
Email: jon@ravencrofttrees.co.uk

Ravencroft Tree Services Ltd. is registered at Summer Hill House, Fakenham, NR21 9HA No.4936062
The original of this drawing was produced in colour, monochrome copies may be unreliable
This plan is not to be scaled from - all dimensions to be checked
<https://ravencrofttrees.co.uk/consultancy/terms-and-conditions>



Key

 Boundary of area surveyed

There are, at the time of this survey, no trees within range of targets which are considered to present a significant risk of harm, i.e. a risk of 1:10,000 or greater

All works recommended are expected to be carried out by fully qualified arboricultural contractors to British Standard 3998:2010 Tree work - Recommendations

Next survey due date:- April 2024

PROJECT	
Allotment gardens	
TITLE	
Tree location plan	
SCALE	
Not to scale, drawn @ A4	
DATE SURVEYED	DRAWN BY
15th March 2023	J.U.
PROJECT NUMBER	DRAWING NUMBER
HTCA/TLP/24323	001

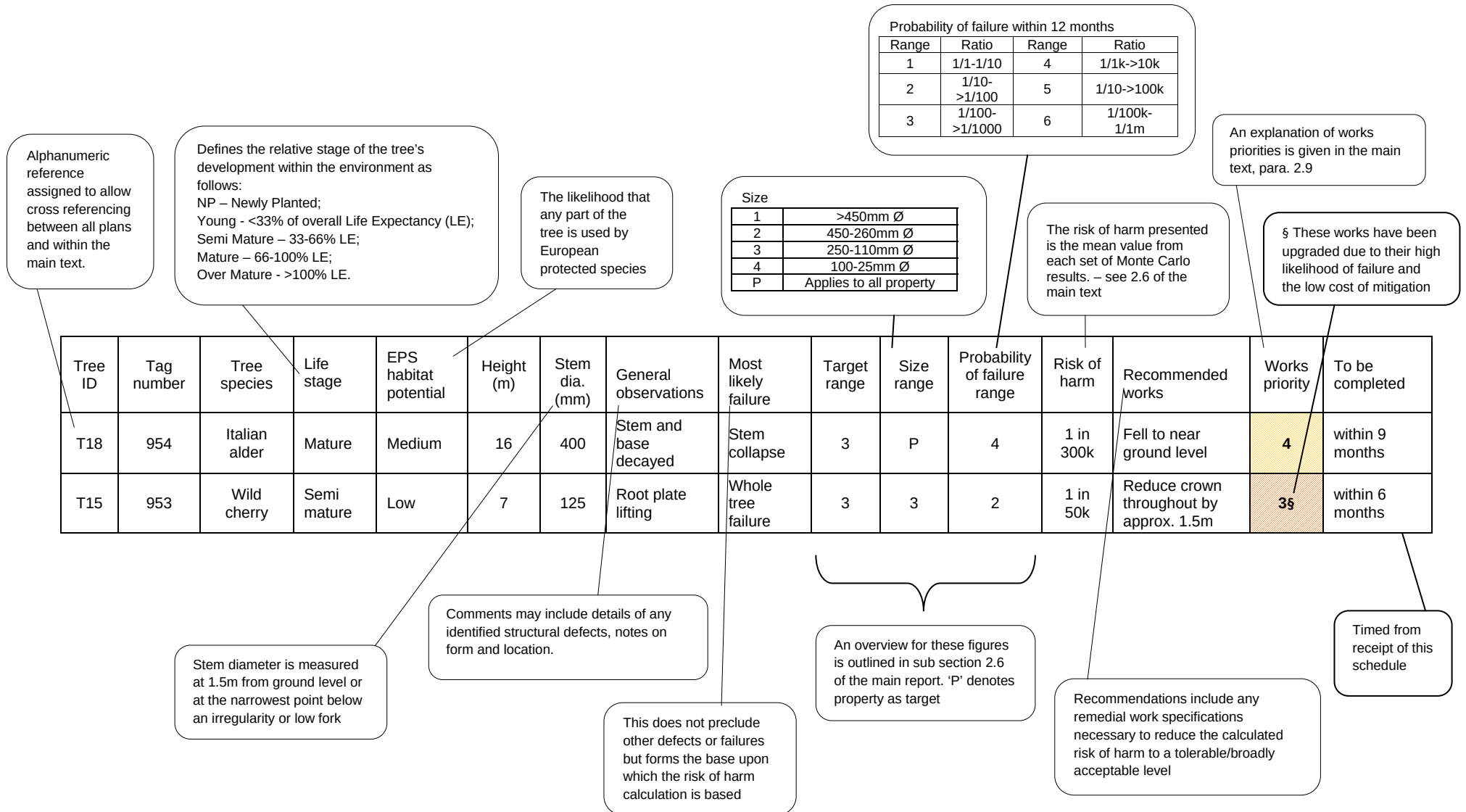
RAVENCROFT TREE SERVICES LIMITED.

6 Reepham Road, Foulsham
Dereham, Norfolk NR20 5SL
Tel/Fax: 01362 684291
Email: jon@ravencrofttrees.co.uk

Ravencroft Tree Services Ltd. is registered at Summer Hill House, Fakenham, NR21 9HA No.4936062
The original of this drawing was produced in colour, monochrome copies may be unreliable
This plan is not to be scaled from - all dimensions to be checked
<https://ravencrofttrees.co.uk/consultancy/terms-and-conditions/>

Survey schedule explanation

The survey schedule details the data taken of trees with identifiable defects. Below is an example schedule with an explanation of its component parts.



Ravencroft Tree Services Ltd.

Target ranges

Target range	Property value	Pedestrian frequency	Vehicle frequency per day	Value (probability of occupation or fraction of £2M - value of statistical life)
1	Very high £2M - >£200k	Occupation: constant - 2.5hrs/day Pedestrians & cyclists: 720/hr - 73/hr	26,000-2700 vehicles @ 110kph (68mph)	1/1 - >1/10
			32,000-3300 vehicles @ 80kph (50mph)	
			47,000-4800 vehicles @ 50kph (32mph)	
2	High £200k - >£20k	Occupation: 2.4hrs/day - 15mins/day Pedestrians & cyclists: 72/hr - 8/hr	26,00-270 vehicles @ 110kph (68mph)	1/10 - >1/100
			32,00-330 vehicles @ 80kph (50mph)	
			47,00-480 vehicles @ 50kph (32mph)	
3	Moderate high £20k - >£2000	Occupation: 14/day - 2mins/day Pedestrians & cyclists: 7/hr - 2/hr	260-27 vehicles @ 110kph (68mph)	1/100 - >1/1,000
			320-33 vehicles @ 80kph (50mph)	
			470-48 vehicles @ 50kph (32mph)	
4	Moderate £2000 - >£200	Occupation: 1min/day - 2mins/week Pedestrians & cyclists: 1/hr - 3/day	26-4 vehicles @ 110kph (68mph)	1/1,000 - > 1/10,000
			32-4 vehicles @ 80kph (50mph)	
			47-6 vehicles @ 50kph (32mph)	
5	Low £200 - >£20	Occupation: 1min/week - 1min/month Pedestrians & cyclists: 2day - 2/week	3-1 vehicles @ 110kph (68mph)	1/10,000 - >1/100,000
			3-1 vehicles @ 80kph (50mph)	
			5-1 vehicles @ 50kph (32mph)	
6	Very low £20 - £1	Occupation: <1min/month Pedestrians & cyclists: 1/week - 6/year	None	1/100,000 - 1/1,000,000

Vehicle, pedestrian & property targets are categorised by their frequency of use or their monetary value. The probability of a vehicle or pedestrian occupying a target area in, for example, target range 4 is between the upper and lower limits of >1/1,000 and 1/10,000. Using the value of statistical life (VOSL) of £2,000,000 the property repair or replacement value for target range 4 is £2,000 - £200

Quantified Tree Risk Assessment

A Non-technical Summary

Tree safety management is about limiting the risk of harm from tree failure while maintaining the benefits conferred by trees. Although it may seem counter-intuitive, the condition of trees should not necessarily be the first consideration. Instead, tree managers should first take account of the usage of the land on and around which the trees stand, and this in turn will inform the process of assessing the trees.

The Quantified Tree Risk Assessment (QTRA) method applies established and accepted risk management principles to tree safety management. Firstly, the targets (people and property) onto which trees could fail are assessed and quantified, thus enabling tree managers to determine whether they need to assess trees and to what degree of rigour an assessment or inspection of the trees is required. Where necessary, a tree or branch is then considered in terms of both its size (potential impact) and probability of failure. Values derived from the assessment of these three components (target, size and probability of failure) are combined to calculate a risk of harm within the coming year. The year is simply a convenient time-frame over which to measure the risk and does not in itself infer that the risk should be re-assessed annually; rather the frequency of re-assessment should be informed by the level of risk and the characteristics of the tree population and land-use.

The quantification of risk is not the only consideration when managing tree safety. The financial cost of reducing the risk and the potential loss of the many benefits from trees should be accounted for when making risk management decisions. By quantifying the risks we can more readily assess this balance.

The method moves the management of tree safety away from labelling trees as either 'safe' or 'unsafe' and requiring definitive statements of tree safety from either tree surveyors or tree managers. Instead, QTRA quantifies the risk of harm from tree failure in a way that enables tree managers to account for the various costs and benefits of risk reduction and operate to pre-determined risk thresholds. Using a traffic light system of colour coding the risk from trees, we have simplified the decision making process for tree owners and tree managers. For more information on the QTRA method and the decision making process, download the QTRA Practice Note, which is available in eight languages and seventeen country-specific versions.

	Broadly Acceptable	Do nothing.
	Tolerable	Do nothing, unless you expect the risk to increase significantly before the next assessment. The benefits conferred by the tree will usually outweigh the risk.
	Tolerable	Reduce the risk unless there is broad stakeholder agreement to retain it.
	Unacceptable	Reduce the risk.

Quantified Tree Risk Assessment Ltd.
9 Lowe Street
Macclesfield
Cheshire
SK11 7NJ
United Kingdom

www.qtra.co.uk

2nd November 2022



Make stuff
Mend stuff
Meet friends

Takeover of land owned by Saffron Housing

Would Harleston Town Council allow Saffron Housing to 'gift' land to the council to enable access from the highway to the Harleston Shed?

The Harleston Shed is a charitable incorporated organisation, based on the wellbeing concept of Men's Sheds. Shed projects, with more than 600 around the UK, promote social inclusion for the public benefit, in providing facilities in which people, usually of retirement age, but not exclusively, can meet to learn or pass on skills and knowledge, undertaking projects of their own or for the community benefit and to get to know each other socially.

We have long recognised a real need in Harleston for this project. During three years of struggling to find a suitable location, we have been in discussions for two years with the Norfolk Fire Service, regarding the erection of sheds in their yard at Harleston.

We have been granted full planning permission but are about to apply for a non-material amendment to move the location of the sheds two meters further along the yard to avoid drainage channels.

Access to the sheds is to be at the rear of the site. It had been assumed that the land the path would traverse belonged to the town council and therefore there would have been no problem in getting permission. An enquiry to the land registry revealed that a sliver of land directly behind the fire station yard is leased by BT, who have premises next door. There is an annually renewable access licence to traverse that. The remaining land, to the pavement, belongs to Saffron Housing.

Naturally, we approached Saffron Housing for permission to cross their land. Their answer was negative. On consultation with their solicitors, they decided that they did not want the liability, or the land, and have agreed to 'gift' the land to anyone who wants it. The Fire Service does not want to take it on and the Harleston Shed itself is not in a position to do so. **Without access over this land, the Harleston Shed would have to start from scratch looking for a new location.**

Therefore, we are asking if Harleston Town Council would consider taking on that piece of land and thereafter give the Harleston Shed permission to traverse that land.

Saffron Housing are 'gifting' the land. The legal costs for this, including the transfer of ownership and associated admin, are outlined below. There would be no other costs to the council for acquiring this land.

£0.00	Independent surveyor valuation for the land (Normally £224.00 but Saffron have already organised this so have covered this cost).
£234.00	Independent surveyor to create the plan to submit to the Land Registry.
£765.00	Saffron's legal fee and plot transfer (fixed) which will include registration with HM Land Registry.
£150.00	Engrossment fee (fixed)
£0.00	Saffron's admin charge, normally £500.00 but they are happy to cover this.

Total cost £1,149.00 plus VAT

Plan and photographs herewith.

Best wishes

Clive Attwood, Chairman

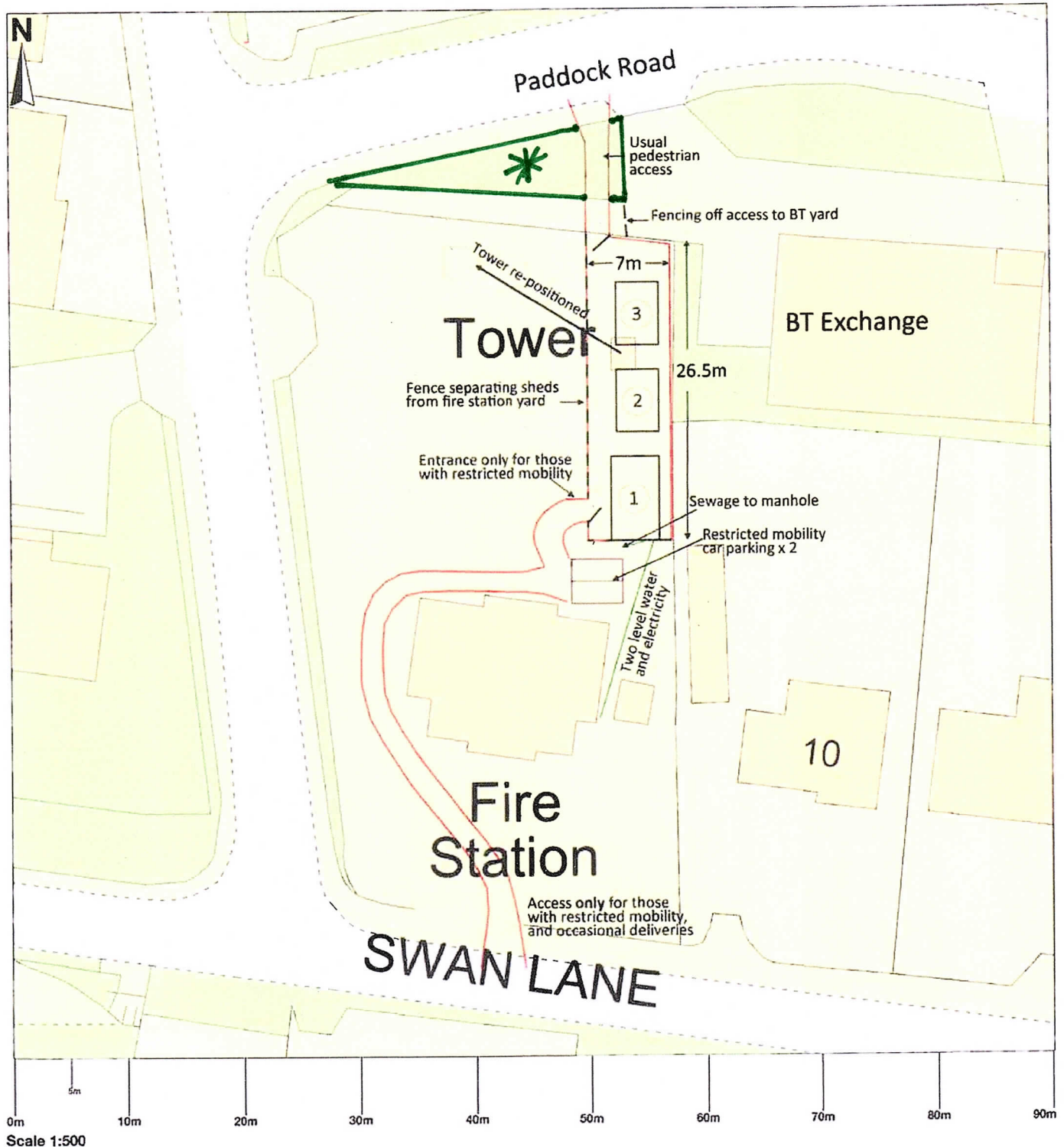
The Harleston Shed

c/o Attwood and Webb, 2 Church St, Harleston IP20 9BB 01379 852789 theharlestonshed@gmail.com
A charitable incorporated organisation. Charity no. 1189996

The Harleston Shed Site Block Plan

Harleston Fire Services, Swan Lane, Harleston, IP20 9AN

*** LAND IN QUESTION**



Map area bounded by: 624340,283404 624430,283494. Produced on 11 August 2021 from the OS National Geographic Database. Reproduction in whole or part is prohibited without the prior permission of Ordnance Survey. © Crown copyright 2021. Supplied by UKPlanningMaps.com a licensed OS partner (100054135). Unique plan reference: b90c/uk/674700/913773

Market Update – June 2023

The market continues to grow slowly but the footfall to it has massively increased in the past few months. The Marketing, Communications & Events Coordinator (MCEC) continues to work on increasing the number of stalls. The stall holders have been charged for May at a slightly reduced rate whilst the market continues to grow, this is very much in line with other Councils who are charging reduced fees to keep markets operating. The MCEC is targeting retailers / stall holders who will enhance the market and not act in direct competition with the shops in town. The MCEC strongly believes that this is the way that the Council should move forward and help to build relationships with our local retailers.

The fruit and vegetables (Tas Valley) stall left on 31st May and has been replaced by Diana from Castle Fruits who attends the Saturday Harleston Market. The Council have been approached by other vendors i.e. coffee trucks etc, but this is in direct competition with the 9 cafes that are in town and MCEC feels this will not benefit the market or the town.

There are currently 6 stalls attending the Wednesday Market, a cosmetics company, a sweet stall, a sweet and savoury pastry stall, a hotdog stall, a plant stall and fruit and veg. On the 24th May Jim's Ice cream van joined the market, he has confirmed that he will be back in future weeks including during half term. The MCEC has approached some cheese suppliers, eggs, and deli type retailers who would be a benefit to the market shoppers. Additionally a cut flower company will hopefully be committing to attend on Wednesday's in the next few weeks.

The atmosphere at the Market Place has been very good and very positive, on the 24th May there was also entertainment, Danny Fisher is a singer who specialises in 50's music there were even people dancing, and a few weeks ago Nigel Ashcroft who is a busker attended and entertained the shoppers. (Wild folk Man). The MCEC continues to approach musicians / buskers / groups with the intention of music every week. The next step is to offer different forms of entertainment such as approaching Adnams to have a wine tasting stall, to book a cooking demonstration, a wellbeing session (already booked with Stacey from Heart of the Matter) and to encourage the retailers in town to have a stall. It would be great to have a programme of events that can be promoted even if this is on a monthly basis.

The MCEC has not currently progressed the Saturday Market due to the temporary road order on Exchange Street not being in place.

The MCEC instructed Lantern PR to carry out two polls on Facebook one for members of the public and a separate one for the retailers. The public poll was received well and we had over 400 responses which exceeded all expectations. Please find the results of the polls below. ,

Harleston Market survey (public) results April 2023

408 responses.

97% of those who replied were regular visitors to or live in the town.

63% visit for shopping and leisure.

Awareness of the market is very high - 97% - and most respondents have visited it in the past.

The market receives the highest ratings for location, quality and value for money but is poor on the choice of stalls – although since the poll was carried out the number of stalls has increased.

The idea of supporting local or finding better quality items than at a supermarket are the main motivators for visiting the market. More stalls would also encourage people to visit.

Food, farmer's market, and craft stalls would encourage people to visit the market. Other types of stalls mentioned include plants, cards, clothes. Vinyl records and art were the least popular.

Saturday is people's preferred day to visit the market, with Wednesday a close second. Most people prefer to visit in the morning.

The survey confirms that many people have stopped visiting the market because of a lack of stalls as well as the lack of variety as the stalls are always the same. Some complained about parking and the market being too far to walk to from the parking areas (difficult for people with disabilities).

People reported on the things that they can't get in Harleston which included: various types of clothing, electrical goods, gluten free or diabetic foods, cheaper fruit and veg.

Offering hard to find, niche or health items could be a good way to re-establish interest in the market and act as a differentiator to other markets with niche products that meet a local need. This could also help create word of mouth awareness and improve its reputation.

Harleston Market survey (retailers) results

April 2023

21 responses.

Most retailers support the idea of a market. Some question whether Wednesday is the best day for it.

Only 2 respondents do not support the market. They feel that too many food stalls detract from the existing food offering in the town and one thought the marketplace should be for parking. Other retailers also made this comment in terms of it being

returned to parking when not operating as a market, or during the winter months when outside seating is not needed.

Most retailers said that the decline of the market hasn't affected their business negatively. Some respondents said the decline of the market had affected them negatively as there was less footfall in the town midweek.

In terms of the types of stalls that retailers would support, farmer's market / local produce, crafts, food and start-ups top the list. Some stated that it should be quality items and not second hand or junk. Several mentioned the market should have a 'plant stall' in the free text box. (We now have a really popular plant stall)

33% of retailers thought that stalls that are similar to their shop would have a negative effect on their business. 19% said it would be an advantage and 48% said it would make no difference to them. (But remember there were only had 21 responses)

15 respondents would be interested in having a stall on the market, we are revisiting these 15 in the hope they may have a stall.

Allotment Report June 2023.

The Deputy Clerk conducted an inspection of the allotments on 10th May 2023 and found 4 plots in an unsatisfactory condition.

Letters were sent to the plot holders requesting that their plots required attention. Two of these plots had received letters on the previous inspection and were therefore informed a reinspection would take place on the 24th May and that that if an improvement had not been made by this time that they **would** be issued with a notice to quit. The remaining two plots were given the same notice but informed that they **could** be issued with a notice to quit.

Before the reinspection took place the two plots holders that had received the more serious letter gave their notice on their plots to the Deputy Clerk. One plot is with immediate effect and the other has been given until the end of June to clear their plot. On reinspection the remaining two plots that had received letters had brought their plots back to a satisfactory condition and no further action will be taken.

The plots that have now been surrendered are one full plot and one-half plot. The full plot will be divided into two half plots which will enable the Deputy Clerk to allocate allotments to the three people on the waiting list.

Invoices for the new growing year will be sent out at the beginning of September for payment by the end of September. The new year will start from the 1st October. At the present time there are a total of 47 plots and 46 plot holders.

Subject: Mouse shop project Harleston's Future

Would it be possible to site a mouse shop inside the bottom of the clock tower?

In the area that is a fire exit for Ray Munn paint shop, so the size and position of mini shop would need to take that into account.

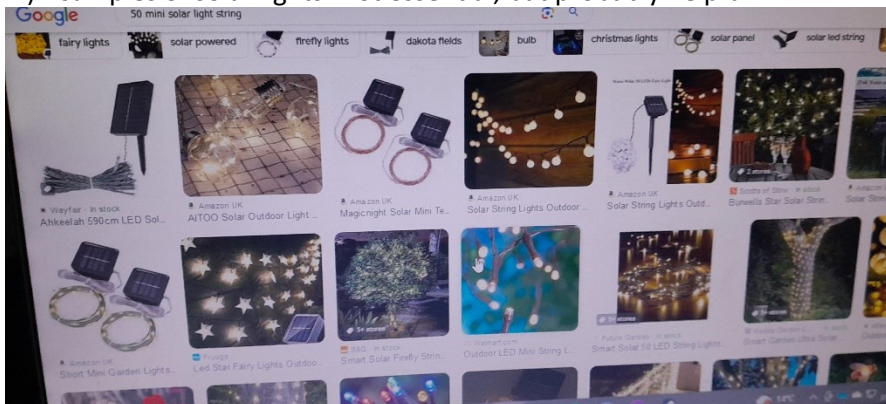


A couple of pics attached: -

- 1) the gated area beneath clock tower, within which the mini-shop could be positioned.



- 2) samples of solar lights. Not essential, but probably helpful.



31/05/2023

Redenhall With Harleston Town Council

Page 1

14:22

Detailed Income & Expenditure by Budget Heading 01/04/2023

Month No: 1

Cost Centre Report

	Actual Current	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>121 Environmental</u>								
4083 Planters	0	0	1,500	1,500		1,500	0.0%	
4099 Miscellaneous Expenses	0	0	108	108		108	0.0%	
4110 Bus Shelter Maintenance	0	0	250	250		250	0.0%	
4119 Maintenance - General	0	0	54	54		54	0.0%	
4140 Dog Bin Purchases	0	0	124	124		124	0.0%	
4141 Dog Bin Servicing	2,544	2,544	2,650	106		106	96.0%	
4143 Salt bin purchase	0	0	119	119		119	0.0%	
Environmental :- Indirect Expenditure	2,544	2,544	4,805	2,261	0	2,261	52.9%	0
Net Expenditure	(2,544)	(2,544)	(4,805)	(2,261)				
<u>122 Street Lighting</u>								
4151 Street Lights Electricity	0	0	6,000	6,000		6,000	0.0%	
4152 Street Lights Maintenance	(85)	(85)	1,097	1,182		1,182	(7.7%)	
Street Lighting :- Indirect Expenditure	(85)	(85)	7,097	7,182	0	7,182	(1.2%)	0
Net Expenditure	85	85	(7,097)	(7,182)				
<u>123 Car Parks</u>								
1030 Car Park Donations - Business	0	0	1,000	1,000			0.0%	
1031 Car Park Donations - PC's	0	0	1,075	1,075			0.0%	
1032 Car Park Donations - Co op	5,000	5,000	30,000	25,000			16.7%	
1499 Project - parish partnership	0	0	2,500	2,500			0.0%	
Car Parks :- Income	5,000	5,000	34,575	29,575			14.5%	0
4051 Business Rates	1,197	1,197	13,674	12,477		12,477	8.8%	
4101 Hedge & Tree Maintenance	0	0	269	269		269	0.0%	
4113 Car Park Maintenance	0	0	2,000	2,000		2,000	0.0%	
4121 Maintenance - Contractors	0	0	538	538		538	0.0%	
4136 Car Park Lease	9,250	9,250	38,000	28,750		28,750	24.3%	
Car Parks :- Indirect Expenditure	10,447	10,447	54,481	44,034	0	44,034	19.2%	0
Net Income over Expenditure	(5,447)	(5,447)	(19,906)	(14,459)				
<u>124 Cemetery</u>								
1020 Cemetery - Burials	300	300	2,580	2,280			11.6%	
1021 Cemetery - Interment Of Ashes	0	0	538	538			0.0%	
1022 Cemetery - EROB	300	300	1,290	990			23.3%	
1023 Cemetery - Memorials	260	260	774	514			33.6%	
1024 Cemetery - Maintenance share	0	0	188	188			0.0%	

Detailed Income & Expenditure by Budget Heading 01/04/2023

Month No: 1

Cost Centre Report

	Actual Current	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
1026 Reservations Interment Ashes	0	0	161	161			0.0%	
Cemetery :- Income	860	860	5,531	4,671			15.5%	0
4101 Hedge & Tree Maintenance	0	0	538	538		538	0.0%	
4119 Maintenance - General	0	0	500	500		500	0.0%	
4130 Cemetery Income Share	0	0	914	914		914	0.0%	
4132 Cemetery - Grave Digger	0	0	2,365	2,365		2,365	0.0%	
Cemetery :- Indirect Expenditure	0	0	4,317	4,317	0	4,317	0.0%	0
Net Income over Expenditure	860	860	1,214	354				
125 Markets								
1040 Market Rents	0	0	6,000	6,000			0.0%	
Markets :- Income	0	0	6,000	6,000			0.0%	0
4053 Market Rates	28	28	290	262		262	9.6%	
4055 Electricity	0	0	269	269		269	0.0%	
4145 Waste Removal	(103)	(103)	813	916		916	(12.7%)	
Markets :- Indirect Expenditure	(76)	(76)	1,372	1,448	0	1,448	(5.5%)	0
Net Income over Expenditure	76	76	4,628	4,553				
126 Allotments								
1000 Allotment Rent	0	0	1,818	1,818			0.0%	
Allotments :- Income	0	0	1,818	1,818			0.0%	0
4033 Subscriptions	0	0	308	308		308	0.0%	
4050 Rents	0	0	731	731		731	0.0%	
4052 Water Charges	0	0	1,024	1,024		1,024	0.0%	
4101 Hedge & Tree Maintenance	0	0	215	215		215	0.0%	
4119 Maintenance - General	0	0	269	269		269	0.0%	
Allotments :- Indirect Expenditure	0	0	2,547	2,547	0	2,547	0.0%	0
Net Income over Expenditure	0	0	(729)	(729)				
129 War Memorial								
4111 War Memorial Maintenance	0	0	500	500		500	0.0%	
War Memorial :- Indirect Expenditure	0	0	500	500	0	500	0.0%	0
Net Expenditure	0	0	(500)	(500)				

Detailed Income & Expenditure by Budget Heading 01/04/2023

Month No: 1

Cost Centre Report

	Actual Current	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>130 Clock Tower</u>								
4112 Clock Tower Maintenance	0	0	296	296		296	0.0%	
Clock Tower :- Indirect Expenditure	<u>0</u>	<u>0</u>	<u>296</u>	<u>296</u>	<u>0</u>	<u>296</u>	<u>0.0%</u>	<u>0</u>
Net Expenditure	<u>0</u>	<u>0</u>	<u>(296)</u>	<u>(296)</u>				
<u>131 Public Toilets</u>								
4000 Salaries	302	302	2,914	2,612		2,612	10.4%	
4001 Paye/Nl	0	0	855	855		855	0.0%	
4006 Pension Contributions	0	0	1,090	1,090		1,090	0.0%	
4039 Sundries	(7)	(7)	0	7		7	0.0%	
4047 Cleaning Material/Consum- 4039	0	0	212	212		212	0.0%	
4052 Water Charges	0	0	1,419	1,419		1,419	0.0%	
4055 Electricity	0	0	564	564		564	0.0%	
4119 Maintenance - General	(13)	(13)	39	52		52	(34.0%)	
Public Toilets :- Indirect Expenditure	<u>282</u>	<u>282</u>	<u>7,093</u>	<u>6,811</u>	<u>0</u>	<u>6,811</u>	<u>4.0%</u>	<u>0</u>
Net Expenditure	<u>(282)</u>	<u>(282)</u>	<u>(7,093)</u>	<u>(6,811)</u>				
Grand Totals:- Income	5,860	5,860	47,924	42,064			12.2%	
Expenditure	13,112	13,112	82,508	69,396	0	69,396	15.9%	
Net Income over Expenditure	<u>(7,252)</u>	<u>(7,252)</u>	<u>(34,584)</u>	<u>(27,332)</u>				
Movement to/(from) Gen Reserve	<u>(7,252)</u>	<u>(7,252)</u>						

Payee Name	Transaction Details	Committee	Town Council	LCMC	Amenities	NET	VAT	TOTAL	Code/Cost Centre
HMRC	Employees N.I./PAYE	TC	£ 2,580.96	£ 2,466.90	£ 64.10	£ 5,111.96		£ 5,111.96	
ASL	Photocopier	All	£ 22.27			£ 18.56	£ 3.71	£ 22.27	4031/101
Ben Burgess	Lease of John Deere - 01/03/2023 - 31/03/2023	LCMC		£ 384.00		£ 320.00	£ 64.00	£ 384.00	4107/201
Norfolk Pension	Employees Salary	TC	£ 3,189.54	£ 3,466.27	£ 101.52	£ 6,757.33			
Rejuvenate Yoga	Yoga Classes - March	LCMC		£ 254.00		£ 254.00		£ 254.00	4160/202
	Classes for March	LCMC		£ 492.00		£ 492.00		£ 492.00	4160/202
Crook Powerwashing	Re-paint basketball and footpath lines on MUGA	LCMC		£ 300.00		£ 300.00		£ 300.00	4121/203
Kim Bryant	HR Support - March	TC	£ 146.25			£ 146.25	£ -	£ 146.25	4023/101
Force Fresh	Microbist 3000 dispenser and aircare refill 75ml	LCMC		£ 34.92		£ 29.10	£ 5.82	£ 34.92	4039/
Lantern	Market regeneration surveys	TC	£ 165.00			£ 165.00		£ 165.00	4057/101
	Facepainting - 11th March Town Event	TC	£ 200.00			£ 200.00		£ 200.00	4014/103
ESPO	Office and Gym stationery	TC/LCMC	£ 86.52	£ 62.18		£ 123.91	£ 24.79	£ 148.70	4039/101/202
Workwear (East Anglia) Ltd	Hi Vis Bomber jacket x 2	LCMC		£ 66.00		£ 55.00	£ 11.00	£ 66.00	4166/201
Robinson's Traditional Stationers	Celebration of Harleston & Elections	TC	£ 250.49			£ 211.03	£ 39.46	£ 250.49	4039/101(210.50) 4057(39.99)
NALC	NALC subscriptions	TC	£ 931.63			£ 931.63		£ 931.63	4033/101
	Tattoos and copies of the Diss express	TC	£ 18.98			£ 18.98		£ 18.98	4014/103
Harleston Information Plus	Room Booking - 11/03/23 3 hrs & 14/03/23 4 hrs	TC	£ 35.00			£ 35.00		£ 35.00	
Petty Cash - Maintenance	Diesel for van and John Deere	LCMC/TC		£ 117.26		£ 117.26		£ 117.26	4018/101/201/124
								£ 117.26	Pay to CC and reimburse Petty Cash
	Chairs Allowance	TC	£ 100.00			£ 100.00	£ -	£ 100.00	Paid to TG on the 3rd April for 2022/23 year end to purchase

Regulatory reason	Payee Name	Transaction Details	Committee	Town Council	LCMC	Amenities	NET	VAT	TOTAL	Code/Cost Centre
Contractual	Cozens	Street Lighting - March	Amenities			£ 102.00	£ 85.00	£ 17.00	£ 102.00	4152/122
Stat Duty	HMRC	Employees NI/PAYE - April	TC	£ 2,592.04	£ 2,211.67	£ 77.82	£ 4,881.53		£ 4,881.53	4001/various
Lease	ASL	Photocopier - April	All	£ 12.78			£ 10.65	£ 2.13	£ 12.78	4031/101
Lease	Ben Burgess	Lease of John Deere - 01/04/2023 - 30/04/2023	LCMC		£ 384.00		£ 320.00	£ 64.00	£ 384.00	4107/201
Contractual	Callum Ward	Accounting Services	TC	£ 1,104.00			£ 920.00	£ 184.00	£ 1,104.00	4022/101
Contractual	KGB Commercial Heating	Plumbers (Annual Contracted Services only)	All	£ 1,098.00		£ -	£ 915.00	£ 183.00	£ 1,098.00	4121/203
Stat Duty	Norfolk Pension	Employees Salary - April	TC	£ 3,173.51	£ 3,315.83	£ 108.84	£ 6,598.18		£ 6,598.18	4006/various
Contractual	Sonata	Annual maintennce contract - CCTV System NCP104 Issue 3	LCMC		£ 84.00		£ 70.00	£ 14.00	£ 84.00	4072/203
Listed Payments	Barclaycard - Spotify	Licence	LCMC		£ 9.99		£ 9.99		£ 9.99	4034/202
	Barclaycard - myprotein	Protein products	LCMC		£ 74.77		£ 74.77		£ 74.77	4163/202
	Barclaycard - Yourcoca-cola	Protein products	LCMC		£ 52.98		£ 52.98		£ 52.98	4163/202
Requires to be added to FR 5.1 - Stat Duty - FR 4.1 - the Clerk, in conjunction with Chairman of Council approved (up to £500)	Barclaycard - DVLA	DVLA - vehicle tax - maintenance van	TC	£ 322.50			£ 322.50		£ 322.50	4018/101
FR 4.1 - the Clerk, in conjunction with Chairman of Council approved (up to £500)	Barclaycard - Watercoolers	Watercoolersdirect.com - water fountain	LCMC		£ 519.54		£ 432.95	£ 86.59	£ 519.54	4057/202 EMR347 - Approved TC minutes 24/06/22 to allocate money from CIL
	Barclaycard - Smarty	Vodafone hub - maintenance	LCMC		£ 10.00		£ 10.00		£ 10.00	4040/201
	Barclaycard - Yourcoca-cola	Protein products	LCMC		£ 97.93		£ 97.93		£ 97.93	4163/202
	Barclaycard - Dolphin Fitness	Protein products	LCMC		£ 160.97		£ 134.14	£ 26.83	£ 160.97	4163/202
	Total to Barclaycard								£ 1,248.68	Total to Barclaycard
	NALC	NALC subscriptions	TC	£ 931.63			£ 931.63		£ 931.63	4033/101 - Not paid when on the previous payments list - TC approved 12/04/23
	Force Fresh	Toilet & washroom cleaner descaler & mop	LCMC/Amenities		£ 69.12		£ 57.60	£ 11.52	£ 69.12	4039/201/131 - 50%
	Force Fresh	Force Fresh - Disinfectant - Toilets	Amenities		£ -	£ 23.18	£ 19.32	£ 3.86	£ 23.18	4039/131
	Total tto Forcefresh								£ 92.30	Total to Force Fresh
	GRS	Clutch sprocket & Bearing and shaft	LCMC		£ 191.40		£ 159.50	£ 31.90	£ 191.40	4128/202
	GRS	Drive Belt	LCMC		£ 36.00		£ 30.00	£ 6.00	£ 36.00	4128/202
	GRS	Cable	LCMC		£ 132.00		£ 110.00	£ 22.00	£ 132.00	4128/202
	Total to GRS								£ 359.40	Total to GRS
	Rialtas Business Solutions Ltd	Annual Subscription - Making Tax Digital for VAT	TC	£ 141.61			£ 118.01	£ 23.60	£ 141.61	4037/101 - outstanding from February payments list - overdue

Requires to be added to FR 5.1 - Contractual - FR 4.1 - the Clerk, in conjunction with Chairman of Council approved (up to £500)				May 2015							
	Rialtas Business Solutions Ltd	Annual Support & Maintenance Licence for 5 users	TC		£ 496.00			£ 413.33	£ 82.67	£ 496.00	4037/101
	Total to Rialtas									£ 637.61	Total to Rialtas
		Harleston & District Forum - After work meeting x 2	TC		£ 7.00			£ 7.00		£ 7.00	4012/101
	Workwear (East Anglia) Ltd	Hi-Vis bomber jacket x1	LCMC			£ 36.60		£ 30.50	£ 6.10	£ 36.60	4166/201
	Fig & Roses	Handtied bouquet -	TC		£ 37.00			£ 30.83	£ 6.17	£ 37.00	4044/101
	Rackhams Building Supplies	Cement, paint, batteries, Quick Dry undercoat, Glue and indicating bolt	LCMC			£ 80.63	£ 15.92	£ 80.46	£ 16.09	£ 96.55	4119/201/202/203/131
	Genesis Lifts	Call out, lift out of order at top floor after power cut	LCMC			£ 180.00		£ 150.00	£ 30.00	£ 180.00	4121/203
	Westcotec Limited	SAM2 - 2 x Additional battery 34Ah	Amenities				£ 210.60	£ 175.50	£ 35.10	£ 210.60	4099 101
	Oliver Smith	Resolve storage issues outlook tasks	TC		£ 50.00			£ 50.00		£ 50.00	4037 101
	Osgood Smith	Confectionery	LCMC			£ 95.86		£ 79.88	£ 15.98	£ 95.86	4162 202
FR 4.1 - the Clerk, in conjunction with Chairman of Council approved (up to £500)											
	Ravencroft Tree Services Ltd	Carry out tree risk assessment	Amenities				£ 498.00	£ 415.00	£ 83.00	£ 498.00	4105 101
	Petty Cash - Gym & TC	Office sundries - March	LCMC/TC		£ 35.54	£ 11.95		£ 47.49		£ 47.49	4039/101/202
	Petty Cash - Gym & TC	Office sundries - April	LCMC/TC		£ 42.04			£ 42.04		£ 42.04	4039/101/202
	Petty Cash - Maintenance	Diesel for van and John Deere - April	LCMC/TC			£ 132.96		£ 132.96		£ 132.96	4018/101/201/124
	- Reimburse									£ 222.49	Total to CC - Pay and then reimburse the Petty Cash
	Ravencroft Tree Services Ltd	Carry out tree risk assessment for the shed	Amenities				£ 102.00	£ 85.00	£ 17.00	£ 102.00	4105 101 - Paid direct by the shed

Regulatory reason	Payee Name	Transaction Details	Committee	Town Council	LCMC	Amenities	NET	VAT	TOTAL	Code/Cost Centre	Notes
Regular payments (BACS and or DDR) (5.6 Financial Regulations)											
Contractual	Cozens	Street Lighting - April	Amenities			£ 102.00	£ 85.00	£ 17.00	£ 102.00	4152/122	
Contractual	KGB Commercial Heating	Carry out quoted works	LCMC	£ 814.80		£ -	£ 679.00	£ 135.80	£ 814.80	4121/203	
Stat Duty	MPLC	Umbrella licence Streaming Licence GYM	LCMC		£ 430.88		£ 359.07	£ 71.81	£ 430.88	4034/202	
Obligation	Rejuvenate Yoga	Yoga Classes - April classes	LCMC		£ 284.00		£ 284.00		£ 284.00	4160/202	
Possible Payments requiring to be listed											
									£ -		
									£ -		
	Kingfisher visitor guides	Half page full colour advert - Welcome To Norfolk - Days out	TC	£ 270.00			£ 225.00	£ 45.00	£ 270.00	101/4057	
	Probadge	Name badges (Ordered batch of 10 minimum amount)	TC	£ 86.40			£ 72.00	£ 14.40	£ 86.40	101/4099	
	Force Fresh	Jumbo rolls, hand towel, cloths and bl;ack sacks	Amenities			£ 135.29	£ 112.74	£ 22.55	£ 135.29	4039 203	
	Force Fresh	White rolls	LCMC		£ 124.56		£ 103.80	£ 20.76	£ 124.56	4039 203	
Obligation (need to add to FR5.6)		Classes - April	LCMC		£ 485.00		£ 485.00	£ -	£ 485.00	4160 202	Approved via email RFO and Council Chair FR4.1
		2 Stilt walkers (King & Queen) - King's Coronation Event	TC	£ 340.00			£ 340.00	£ -	£ 340.00	4085 103	Approved full council 12/04/23 EMR 350
	Robinson's Traditional Stationers	A4 Black 'n' Red notebook	LCMC	£ 12.00			£ 10.00	£ 2.00	£ 12.00	4039 202	
		Reimbursement For Party Tings - 11th March Town Council run event.	TC	£ 30.00			£ 30.00	£ -	£ 30.00	4014 103	Approved full council 12/04/23 EMR 350
	HIP	Emergency 1st Aid at Work - Nicholas Rapley	LCMC		£ 65.00		£ 65.00	£ -	£ 65.00	4071 202	
		PA system & announcing duties - 7th May King's Coronation event	TC	£ 100.00			£ 100.00	£ -	£ 100.00	4085 103	Approved full council 12/04/23 EMR 350
		Bubble display/Outdoor toys - 7th May King's Coronation event	TC	£ 80.00			£ 80.00	£ -	£ 80.00	4085 103	Approved full council 12/04/23 EMR 350
	Kim Bryant	HR Support - April/May	TC	£ 101.25			£ 101.25	£ -	£ 101.25	4023/101	
	Oliver Smith	Setup Laptop for Marketing & repair Laptop and resolve keyboard issue	TC	£ 50.00			£ 50.00	£ -	£ 50.00	4037/101	
	Earth Anchors Ltd	Blockade and Forest Saver Planters and Engraving text	LCMC		£ 1,569.60		£ 1,308.00	£ 261.60	£ 1,569.60	4083 121	Approved to use EMR 348 / Noted at Finance 19/4/23
	KDG Surfacing Ltd	Bullock Fair Close Car Park - repairs to damaged area (zebra crossing near Drs)	Amenities			£ 1,770.00	£ 1,475.00	£ 295.00	£ 1,770.00	4121 123	Approved at Amenities 27/2/23
	Rural Market Town Group	Rural Market Town Group Membership 01 April 2023 - 31 March 2024	LCMC		£ 138.00		£ 115.00	£ 23.00	£ 138.00	4033 101	Approved full council 17/05/2023
		Reimbursement for Party Tings - 4 x Union Jack Bunting and Balloon Garland 7th May King's Coronation Event	TC	£ 41.96			£ 41.96	£ -	£ 41.96	4085 103	Approved full council 12/04/23 EMR 350
	Linstead Farm & Machinery	Chain oil, spark plugs, Prefilter and chainloop & starter cord	LCMC		£ 7.80		£ 6.50	£ 1.30	£ 7.80	4123 201	
	JRB Enterprise	Purchase of vest type poop scoop bags	LCMC	£ 76.61			£ 63.84	£ 12.77	£ 76.61	4139 101	

Invoice No. A11270361498

Quote this reference for enquiries

Customer:

Miss Emma Chandler
Memorial Leisure Centre
Wilderness Lane
Harleston
Norfolk
IP20 9DD

Invoice Summary:

Our Reference: 0323A11270361498
Customer Number: 12560149992
Your Reference: Harleston Town Council
Credit Card: ****6041
Customer Credit: £0.00
PayPal: £0.00
Other: £0.00
Order Date: 21/03/2023
Tax Point Date: 21/03/2023

Your Order									VAT Breakdown	
Product	Description	Qty	Unit Price	Sub Total	Discount %	Discount Value	Gross	Net	VAT Applied	VAT %
80427	Large Trailer 1500x1050x400mm	1	599.99	599.99	0.00	0.00	599.99	499.99	100.00	20.0
				Sub total			0.00	£599.99	£499.99	£100.00
									Total Paid: £599.99	

Returns/Cancellation Policy

If you have any questions regarding the return of an item, please call us on 03330 112 112.

Unwanted items Under 30 Days

You can cancel your order and return items to your nearest store or call us on 03330 112 112 to arrange a free collection. If your item was delivered directly from one of our approved suppliers please visit our supplier help page on Screwfix.com to see your returns options. Please ensure goods are returned unused and in a saleable condition with their original packaging. Certain items are excluded including goods that are made to measure, cut or mixed to your requirements, and used macerators, toilets or water pumps. These are marked in our catalogue or online.

Faulty Items under 30 Days

Return items to your nearest store with your invoice, or call us on 03330 112 112 to arrange a free collection. We will offer you an exchange or refund. If the item has already been installed, please call 03330 112 112.

Faulty Items over 30 Days

Check if the manufacturer offers a helpline, repair or warranty service. If there is no warranty or repair service please call us on 03330 112 112. Depending on the circumstances, we may either offer a repair or where this is not possible will replace the item with the same or an equivalent model.

General

Please return items with all components and any promotional extras. Remember to drain any fuel or oil from products before returning them. You cannot return unwanted boilers where the product box/packaging has been opened. For items over 1m in length or 2kg in weight please call 03330 112 112 for further advice. If your product is powered by lithium batteries please return your purchase to a branch due to changes in the road transport regulations. WEEE is taken back free of charge in any Screwfix store on a one-for-one, like-for-like basis. Waste batteries are taken back free of charge in any Screwfix store. All WEEE and waste batteries must be recycled and should not be placed in household waste. If you have ordered an electrical item for home delivery and would like to return your old like-for-like, please call 03330 112 112 or email online@screwfix.com within 28 days to arrange collection. For products delivered directly from our suppliers, please call 03330 112 112. Full details of our returns policy can be found at www.screwfix.com/returns.

Screwfix Direct Ltd, Trade House, Mead Avenue, Yeovil, BA22 8RT

Reg No. 3006378 Registered in England Vat No: 232 5555 75

Telephone: 03330 112 112 24 hours a day 7 days a week Online: www.screwfix.com

Full terms and conditions can be found at www.screwfix.com/termsandconditions