HELLESDON PARISH COUNCIL
The Council Office, Diamond Jubilee Lodge, Wood View Road, Hellesdon, Norwich, NR6 5QB
Tel: 01603 301751 www.hellesdon-pc.gov.uk email: contact@hellesdon-pc.gov.uk

Notice of a Meeting of Hellesdon Community Centre and Café Committee to be held on Tuesday 4th August 2026 at 7.00pm in The Council Chamber, Diamond Jubilee Lodge, Wood View Road, Hellesdon

Committee members are summoned to attend for the purpose of transacting the following business:

Under the Openness of Local Government Bodies Regulations 2014, any person may take photographs, film and audio-record the proceedings and report on all public meetings. If you do not wish to be filmed / recorded, please notify an officer prior to the start of the meeting.

1. **To Receive Apologies for Absence**

2. **Declarations of Interest and Dispensations**

3. **Approval of the Minutes**
   To approve the minutes of the meeting held on 16th December 2025

4. **Public Participation**
   Members of the public are invited to speak and are only permitted to speak at this point in the meeting. (Public participation shall be in accordance with Standing Orders and shall not exceed 15 minutes unless such time is extended by the Chairman).

5. **To discuss and recommend to Full Council the Committee's Terms of Reference.**

6. **To consider booking process of rooms, how far in advance for these can take place, conditions of holding provisional bookings and sliding scale of fees for cancellations.**

7. **To consider hiring agreement and to make any necessary amendments.**

8. **To consider consequences of any closure of the Centre (or part of) when carrying out maintenance and minor works.**

9. **To consider use of TV screen in foyer to be used for marketing purposes.**

10. **To consider replacement of door stop guard rails.**

11. **To consider policy on the use of the foyer area for staging events.**

12. **To receive report on previous resolution to donate the baby grand piano to a community project.**

13. **To receive report on Quality Control Checks and Environmental Health rating.**

14. **To consider the use of volunteers during café opening hours.**

Jonathan Hall

Clerk to the Council **Dated: 29 July 2026**

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Minutes of the Meeting of The Community Centre and Café Committee, Tuesday 16th December, 7pm
Held in The Council Chamber, Diamond Jubilee Lodge, Wood View Road, Hellesdon

Present at the Meeting

Cllr R. Forder (Chairman)
Cllr M. Hicks
Cllr N. Barker
Cllr D. Maidstone
Cllr M. Maidstone

Also in attendance
Mr K. Sage (Facilities Manager) Mr Dave Marshall (Admin minute taker) Mr Chris Fisher (Deputy Facilities Manager)

The Chairman welcomed all attendees, and opened the meeting at 7pm

1. Apologies and acceptance for absence
Apologies received from Cllr Shelagh Gurney, Cllr Sarah Smith, Cllr Lacey Douglass

2. Declarations of Interest and Dispensations
No declarations were made or dispensations requested.

3. Approval of the Minutes
Draft minutes were circulated from the meeting on 8th October 2025. These were **AGREED** and signed as a true and accurate record of the meeting.

4. Public Participation
There were no members of the public in attendance.

5. Community Café

a) **Review of cleanliness and café reports**

Big thanks to our facilities manager Kevin Sage for implementing the checks. Cllrs Sarah Smith and Cllr Mel Maidstone also thanked for their support and who would continue to take ongoing spot checks.

b) **Use of Volunteers to help with current staff absence.**

We have received three names who were willing to help volunteer within the café. They would need hygiene certification, which they would get reimbursed. Cllr Mel Maidstone and Cllr Sarah Smith to arrange chats with proposed volunteers, who would also need to have DB checks**. Proposed by Cllr Mel Maidstone and seconded by Cllr Mike Hicks, all agreed.**

Approved……

Date……

6. Community Centre Bookings

a) **Review of the latest bookings dates & proposed changes**

- Booking rules to be reviewed, adjusted, and enforced.
- Deposits to be handled strictly in line with hire agreements and rules.
- Bookings to continue as normal during the review period.
- Caretakers to approve all room bookings.
- Proposed arrangements to be passed to caretakers for public display.
- Residents may view rooms, booking approval rests with caretakers**.**

Proposed by Cllr Mel Maidstone, seconded by Cllr Mike Hicks.

b) **Review on completed applications for community rate.**

All applications for discounts rates have been reviewed and letters will Be sent out to confirm if they have received the discounted rate or not**. Cllr Mike Hicks**, abstained on one account, due to conflict of interest.

7. Items for the next agenda

8. To confirm the date, time and venue of the next meeting.

Date to be confirmed.

DRAFT

Approved…….....

Date……

DRAFT

Approved…….....

Date……

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TERMS OF REFERENCE

HELLESDON COMMUNITY CENTRE AND CAFE COMMITTEE

Responsibilities specific to all committees:

- To be responsible for compiling the committee annual budget
- To present and obtain approval for the committee annual budget from Full Council
- To monitor committee functions and expenditure
- To assess and budget for future maintenance, replacement or upgrading of items for which the committee is responsible
- To set dates for ordinary meetings
- If a particular item under discussion is within the Committee's delegated powers, the minutes will record the decision as **RESOLVED**. If not, then the minutes will record the decision as agreed to **RECOMMEND** and it will then be brought to the attention of the full council for decision following presentation of the Committee draft minutes.

Responsibilities specific to this committee:

Authority

The Community Centre Committee is constituted as a standing committee of Hellesdon Parish Council. It is appointed by and is solely responsible to the Council to

1. make decisions in respect of day to day running of the Community Centre subject to budget and expenditure limits.
2. to deal with pricing structure and hire charges
3. to set terms and conditions for hire of the facility
4. to set charges, terms and conditions for use by Council Community activities
5. keep a general oversight of the community cafe
6. make decisions in respect of the running of the Community Cafe subject to budget and expenditure limits.
7. report to the council staffing and equipment needs
8. to identify required improvements, developments and capital projects and make recommendations to Full Council beyond the committee's budget.

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The Committee duties are defined and agreed by the full council which may resolve, at any time, to modify the Committee's powers.

Membership
Membership will be made up of seven councillors.
All other councillors will be substitutes for this committee ~~to be called upon on a party by party basis.~~

In addition to the nominated committee members, the Chairman of the Council is permitted to form part of the committee ex officio. If the Chairman is unable to attend in their ex officio capacity they may nominate the Vice Chairman as a substitute.

Quorum
The committee quorum shall be no fewer than three members.

Frequency of Meetings
The Committee will meet at least four times during each civic year and will publish these meetings in advance as ordinary meetings. The ordinary meetings to consider committee general items and standing items in accordance with set timetable. A further meeting will be held in December of each year to consider, for recommendation to Full Council, the budget and precept for the next financial year. Additional meetings will be set as required.

Record of Proceedings
Written minutes will be taken to record the Committee's decisions and recommendations and will be circulated to all Councillors for the next Full Council meeting.

Delegated Powers

1. To keep under review the provision of room hire and management of Hellesdon Community Centre.
2. To identify and submit to the full council proposals for any improvements, developments or any capital expenditure when requesting funding for the following financial year.
3. To lead on and approve quotes for all aspects of maintenance and replacement works the responsibility of the committee in accordance with adopted financial regulations
4. To advise the full council of the impact of proposals by owners or occupiers of land that may affect the hire of HCC.
5. To regularly monitor income and expenditure.
6. To review and determine level of insurance required within the Council's insurance policy.

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7. To make recommendations to the Council about the level of the room hire rates for hire within HCC.
8. To keep under review the service provision of the Community Café.
9. To identify and submit to the full council proposals for any improvements, developments or any capital expenditure when requesting funding for the following financial year.
10. To set agree menu and pricing structure.
11. To regularly monitor income and expenditure of the community café.

Standing Items for Ordinary Meetings

First meeting

- to set dates of committee ordinary meetings.
- to consider the financial statement summarising the Centre's & Café's receipts and payments for the final (Jan – March) financial quarter and the year to date.

Second meeting

- to consider the financial statement summarising the Centre's & Café's receipts and payments for the first (April – June) financial quarter.
- to consider previous financial year's budget allocations with actual amounts.

Third meeting

- to consider the financial statement summarising the Centre's and Café's receipts and payments for the second (July – September) financial quarter.
- to review hire charges.
- to consider pricing review of café menu.
- to review terms and conditions of hire.
- to consider items for the committee budget for the following financial year.

Budget meeting –

- to consider, for recommendation to Full Council, the budget and precept for the next financial year.

Fourth meeting –

- to consider the financial statement summarising the Centre's & Café receipts and payments for the third (October – December) financial quarter.

HELLESDON PARISH COUNCIL

ITEM NO: 7

Report for : Hellesdon Community Centre & Café Committee.

Date: 4 August 2026

Item Title: To consider hiring agreement and to make any necessary amendments

Background and Purpose

The hiring agreement is in two parts – the first being the contract agreement and the second is the standard conditions of use.

The areas of the documentation which require review have been highlighted in yellow. Some areas required clarification, whilst other areas do not reflect current practice or current legislation. Verbal guidance will be provided at the meeting for consideration.

Conclusion

The vast majority of hires run smoothly, invoiced promptly and paid accordingly on time. However, some inconsistencies within the document is creating queries and issues and are generally time consuming to resolve. A review of the documentation will prevent most issues from reoccurring.

Scribe bookings will allow real time booking to be completed by hirers online via the Council's website. This facility is not operating currently but is expected to be launched shortly. The documentation must reflect this new system of booking.

Recommendation

The committee are asked to consider the areas highlighted and to make any changes necessary to the continued smoothly running of the hiring of rooms at the Centre.

Clerk

Date 29 July 2026

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HELLESDON COMMUNITY CENTRE HIRE AGREEMENT

Hirer's Details	
Name	
Organisation (if applicable)	
Address	
Contact Telephone	
Contact Email	

Hire Details				
Date(s) of Hire				
Times **(to include time for setting up / clearing away)**	Time From		Time To	
Purpose of Hire				
Expected Attendance		Public* or Private?		

*Public events will require Public Liability Insurance and/or PPL License

Room(s) Required √	
Marjorie Lewis Room	
Sylvia Watling Room	
Olive Haseltine Room	
Westwood Room	
Kitchenette (hot drinks only)	
Kitchenette (for food prep)	

Facilities Required √	
Hot Water Urn	
Flasks – please indicate number required	
Full Stage / Half Stage (FS or HS)	
Extra hour	
Own Bouncy Castle (disclaimer required)	
PA System	

Cost of Hire		
Full Cost of Hire	£	To be paid upon receipt of Invoice
Refundable Damage Deposit		To be paid upon receipt of Invoice

I have read and agree to the standard conditions of hire of Hellesdon Community Centre and agree to my personal information being processed as detailed in the privacy notice overleaf.

Signed…….……. **Date**…….

Hirers Privacy Notice

The information you provide (personal information such as name, address, email address, phone number) will be processed and stored so that it is possible to contact you and respond to your correspondence, provide information, send invoices and receipts relating to your hire agreement.
Your personal information will not be shared with any third party without your prior consent.

The Council's Right to Process Information
GDPR Article 6 (1) (a) (b) and (c) (Data Protection Act 2018)
Processing is with consent of the data subject; or
Processing is necessary for compliance with a legal obligation; or
Processing is necessary for the performance of a contract with the data subject or to take steps to enter into a contract

Information Security
Hellesdon Parish Council cares to ensure the security of personal data. We make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and relevant policies.
We will only keep your data for the purpose it was collected and only for as long as is necessary. After which it will be deleted.

Your Rights
Access to Information
You have the right to request access to the information we hold on you. You can do this by contacting our Data Information Officer: clerk@hellesdon-pc.gov.uk
Information Correction
If you believe that the information we have about you is incorrect, you may contact us so that we can update it and keep your data accurate. Please contact: clerk@hellesdon-pc.gov.uk
Information Deletion
If you wish Hellesdon Parish Council to delete the information about you, please contact: clerk@hellesdon-pc.gov.uk
Right to Object
If you believe that your data is not being processed for the purpose it has been collected, you may object: Please contact clerk@hellesdon-pc.gov.uk

Rights Related to Automated Decision Making and Profiling
Hellesdon Parish Council does not use automated decision making or profiling of personal data.

To Sum Up
In accordance with the law, Hellesdon Parish Council only collects a limited amount of information about you that is necessary for correspondence, information and service provision. We do not use profiling, we do not sell or pass your data to third parties. We do not use your data for purposes other than those specified. We make sure your data is stored securely. We delete all information deemed to be no longer necessary. We constantly review our Privacy Policies to keep them up to date in protecting your data.

Complaints
If you have a complaint regarding the way your personal data has been processed you may make a complaint to Hellesdon Parish Council's Data Information Officer: clerk@hellesdon-pc.gov.uk and the Information Commissioners Office casework@ico.org.uk Tel: 0303 123 1113

HELLESDON PARISH COUNCIL

Hellesdon Community Centre - Standard Conditions of Use

These standard conditions apply to all Hirers of Hellesdon Community Centre. These conditions of use accompany the Hire Agreement and related documentation as supplied by HPC.

It is hereby agreed that these Standard Conditions of Use together with any Special Conditions of Hire shall form part of the terms of the Hire Agreement, unless specifically excluded by agreement in writing between the Hirer and HPC.

None of the provisions of the Hire Agreement are intended to or will operate to confer any benefit pursuant to the Contract (Rights of Third Parties) Act 1999 on a person who is not named as a party to the Hire Agreement.

1. Supervision

The Hirer is responsible for the behaviour of all persons attending their event.

Children must be supervised at all times. Children under 14 years of age are not allowed in the kitchen.

2. Use of Premises

The Hirer must not use the premises for any purpose other than described in the Hiring Agreement and must not sub-let or use the premises or allow the premises to be used for any unlawful purpose. The Hirer must not do anything, or bring onto the premises, anything which may endanger the same or render invalid any insurance policies in respect thereof, nor allow the consumption or sale of alcohol thereon without prior permission.

HPC accepts no liability for either belongings or parking, which are entirely at the owner's risk.

3. Gaming, Betting and Lotteries

The Hirer must ensure that nothing takes place on or in the premises which contravenes the law relating to gaming, betting and lotteries.

4. Licences

The Hirer must arrange for the appropriate licencing if using copyright music in any form, television, live performers, licensed sports or the sale of alcohol.

5. Public Safety Compliance

The Hirer must comply with all conditions and regulations made in respect of the premises by the Fire Authority, Local Authority, the Licensing Authority or otherwise, particularly in connection with any event which constitutes regulated entertainment, at which alcohol is sold or provided or which is attended by children.

It is the responsibility of the Hirer to provide adequate First Aid cover for the duration of the booking.

As part of the Hire Agreement, the Hirer will adhere to the maximum capacity for room hire.

The Hirer must maintain an attendance register or record attendee numbers and provide a copy to the Duty Caretaker in the event of an emergency.

The Hirer must ensure they are familiar with the action to be taken in the event of fire and the fire assembly point.

6. Health & Safety

Exits / entrances must be kept clear at all times.

In the event of a fire, dial 999 immediately and then report to the Duty Caretaker.

If preparing and serving food, the Hirer must observe all relevant food health and hygiene legislation and regulations. The premises are provided with a refrigerator but not a thermometer suitable for testing food.

Persons handling food must take responsibility for the safe preparation, presentation and disposal of all food and by-products.

It is required that after use of the kitchenette all crockery and cutlery used is washed and the kitchen is left clean and tidy.

The Hirer is responsible for ensuring that all electrical appliances brought onto the premises are in good working order and used in a safe manner. Evidence would be a PAT Test Certificate or the item under a year old.

7. Indemnity

The Hirer must indemnify and keep indemnified each member of HPC and HPC's employees, volunteers, agents and invitees against:

- the cost of repair of any damage to any part of the premises including the curtilage thereof or the contents of the premises
- all claims, losses, damages and costs in respect of damage or loss of property or injury and costs in respect of damage or loss of property or injury to persons arising as a result of the use of the premises (including the storage of equipment) by the Hirer
- all claims, losses, damages and costs suffered or incurred as a result of any nuisance caused to a third party as a result of the use of the premises by the Hirer.

HPC is insured against any claims arising out of its own negligence. All other insurances are the responsibility of the Hirer. The Hirer must take out adequate insurance to cover the Hirer, members of the Hirer's organisation and invitees against the Hirer's liability and all claims arising as a result of the hire and on demand, must produce the policy and current receipt or other evidence of cover to HPC.

8. Accidents and Dangerous Occurrences

The Hirer must report all accidents involving injury to the public, to the Duty Caretaker immediately and complete the relevant section of HPC's accident book. Any failure of equipment belonging to HPC, or brought in by the Hirer, must also be reported immediately. Certain types of accident or injury must be reported on a special form to the Local Authority. HPC will provide assistance in completing this form. This is in accordance with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR).

9. Explosives and Flammable Substances

The Hirer must ensure that:

- Highly flammable substances are not brought into, or used in any part of the premises. **Deep fat frying of any kind is not permitted.**
- No internal decorations of a combustible nature (e.g. polystyrene, cotton wool) are to be erected without prior consent of HPC. No decorations are to be placed near light fittings or heaters.

10. Disorderly Behaviour and Supply of Illegal Drugs

The Hirer must ensure that in order to avoid disturbing neighbours to the premises and avoid violent or criminal behaviour; care must be taken to avoid excessive consumption of alcohol. Disorderly behaviour will not be permitted either on the premises or in the immediate vicinity. Alcohol is not to be served to any person suspected of being under the influence of alcohol, nor to any person suspected of being under the age of 18 unless ID is provided. Any person suspected of being under the influence of alcohol or drugs or who is behaving in a violent or disorderly manner will be asked to leave the premises. No illegal drugs may be brought onto the premises.

11. Animals

No animals, with the exception of assistance dogs, are permitted on the premises. Assistance dogs are not permitted to enter the kitchenette.

12. Compliance with The Children Act 1989

The Hirer mut ensure that any activities for children under eight years of age comply with the provisions of The Children Act of 1989 and that only fit and proper persons who have

passed the appropriate Disclosure and Barring Service checks have access to the children (checks may also apply where children over eight and vulnerable adults are taking part in activities). The Hirer must provide HPC with a copy of their Child Protection Policy on request.

13. Fly Posting

The Hirer must not carry out or permit fly posting or any other form of unauthorised advertisements for any event taking place at the premises and must indemnify and keep indemnified each member of HPC accordingly against all actions, claims and proceedings arising from any breach of this condition. Failure to observe this condition may lead to prosecution by the Local Authority.

14. Sale of Goods

If selling goods on the premises, the Hirer must comply with Fair Trading Laws and any code of practice used in connection with such sales.

15. Billing

All regular hirers will be invoiced a month in arrears at the end of the month and payment terms will be as per invoice. A minimum of 24hrs notice of cancellation is required.

In the event of termination of regular bookings, 28 day's notice is required.

Payments must be made once the Invoice has been received, via bank transfer (BACS) using the Invoice number as the reference code.

If booking on behalf of an organisation or Corporation, a billing address will need to be supplied.

For one-off events, a refundable Damage Deposit / Overrun fee will be applied for evening parties to cover any breakages or overruns where times are not adhered to.

Room rates are those charged by HPC which may vary from time to time and any bookings after 10.30pm will be subject to additional supplements.

16. Cancellation for one off events

If the Hirer wishes to cancel the booking, a percentage of the initial payment will be refunded as follows:-

Minimum of 12 weeks notice – 50% refund
Minimum of 8 weeks notice – 25% refund
Less than 8 weeks notice – no refund due

HPC reserves the right to cancel a hiring by written notice to the Hirer in the event of:

- The premises being required for use as a Polling Station for a Parliamentary or Local Government election or by-election.
- HPC reasonably considering that (i) such hiring will lead to a breach of licensing conditions, if applicable, or other legal or statutory requirements, or (ii) unlawful or unsuitable activities may take place at the premises as a result of this hiring.
- The premises becoming unfit for the use intended by the Hirer. This includes Health and Safety concerns and essential maintenance work.
- An emergency requiring use of the premises as a shelter for victims of flooding, snowstorm, fire, explosion or those at risk of these or similar disasters.

In any such case the Hirer will be entitled to a refund of any monies already paid, but HPC will not be liable to the Hirer for any resulting direct or indirect loss or damages whatsoever.

17. Relocation

HPC reserves the right to relocate the Hirer to a room(s) of the similar capacity from those stated on the Hire Agreement. This would be discussed in advance and the Hirer would be charged at the rate of the lower priced room. If a Hire is moved to a larger room by HPC, the amount for the room that was originally booked will apply.

18. End of Hire

The Hirer must be responsible for leaving the premises and surrounding area in a clean and tidy condition, unless directed otherwise (and any contents temporarily removed from their usual positions must be properly replaced) failing which HPC will apply an additional cleaning fee, charged at the Council's discretion.

19. Noise
The Hirer must ensure that the minimum of noise is made on arrival and departure, particularly late at night and early in the morning.

No amplified sound or Live Music to be played outside the premises after 20:00 hours.

All windows and doors are to be closed after 22:00 hours except for access and egress when amplified music is present in the hall.

20. Hirer's Equipment
HPC accepts no responsibility for any equipment or other property brought onto or left at the premises and all liability for loss or damage, remains with the Hirer. Any such equipment and other property must be removed at the end of each hiring.

21. Stored Equipment
Failure by the Hirer to pay any storage charges due or to remove the same within 7 days after the agreed storage period has ended, will result in the items being removed and disposed of by HPC.

22. Alterations
The Hirer is responsible for the fabric and the contents including care and safety from damage.
As directed by the HPC, the Hirer must pay for all damage (including accidental damage) to the premises or to the fixtures, fittings or contents and for any loss of contents.

No alterations or additions may be made to the premises, nor may any fixtures be installed, nor placards, decorations or other articles be attached in any way to any part of the premises without the prior written approval of HPC. Any alteration, fixture or fitting or attachments requested, will be at the discretion of HPC and remain in the premises until the end of the hiring. It will become the property of HPC unless removed by the Hirer who will be responsible for any damage caused to the premises by such removal.

23. No Rights
The Hiring Agreement constitutes permission only to use the premises and confers no tenancy or other right of occupation on the Hirer.

24. Special Notes
Please note that as per Legal requirement, all internal premises of HPC are Non-Smoking/Non-Vaping areas and all naked flames are banned.

HPC is not insured against any injury or damage resulting from the use of inflatables and a waiver must be signed by the Hirer if such equipment is to be used.

No pyrotechnics or smoke machines are permitted for any event.

No alcohol permitted at children's parties.

25. Complaints Procedure
All complaints are to be submitted in writing to the Clerk to the Council, giving full details of the complaint and the name and address of the complainant. The Clerk will, without prejudice acknowledge the complaint and follow the HPC Complaints Procedure.

Version 2025/26

HELLESDON PARISH COUNCIL

ITEM NO: 8

Report for : Hellesdon Community Centre & café Committee

Date: 4 August 2026

Item Title: To consider consequences of any closure of the Centre (or part of) when carrying out maintenance and minor works.

Background and Purpose

Hellesdon Community Centre had an extensive renovation carried recently which finished in 2024. It is unlikely in the foreseeable future that major building works will be caried to the existing footprint of the building, however maintenance and upgrades may need to be considered from time to time.

Property, Policy and Resources Committee are currently sourcing quotes to replace 28 fire doors within the centre. Some doors will also require new frames and minor building work adjacent to comply with updates in Fire Regulations as identified in the Fire Assessment report in 2025.

If this work proceeds, the Centre is likely to be face disruption to hirers. Whilst this will be kept to a minimum consideration should be given to the affects of this work. The current standard terms of use covers this point under clause 16:

HPC reserves the right to cancel a hiring by written notice to the Hirer in the event of:

- *The premises being required for use as a Polling Station for a Parliamentary or Local Government election or by-election.*
- *HPC reasonably considering that (i) such hiring will lead to a breach of licensing conditions, if applicable, or other legal or statutory requirements, or (ii) unlawful or unsuitable activities may take place at the premises as a result of this hiring.*
- ***The premises becoming unfit for the use intended by the Hirer. This includes Health and Safety concerns and essential maintenance work.***
- *An emergency requiring use of the premises as a shelter for victims of flooding, snowstorm, fire, explosion or those at risk of these or similar disasters.*

In any such case the Hirer will be entitled to a refund of any monies already paid, but HPC will not be liable to the Hirer for any resulting direct or indirect loss or damages whatsoever.

Conclusion

Whilst we are aware the fire door installations may require the centre of part of the centre to be closed the current conditions cover this aspect. In practical terms, the Council would endeavour to give as much notice as possible of closures, particularly if routine maintenance is scheduled that requires closure, however emergencies do occur.

Recommendation

The current hire conditions of use signed by each hirer does cover the position of compensation in respect of cancellation. Fortunately cancellations are a rare event. The current conditions provides the Council with the flexibly it requires to operate responsibly and no further amendments are required.

Clerk

30 July 2026

HELLESDON PARISH COUNCIL

ITEM NO: 10

Report for : Hellesdon Community Centre & Café Committee

Date: 4 August 2026

Item Title: To consider replacement of door stop guard rails.

Background and Purpose

The door stop guard rails (pictured below) are installed to prevent people from standing or passing within the swing area of the outward-opening automatic doors, reducing the risk of impact, trapping or injury when the doors operate. The current rails have deteriorated and are badly rusted.

(Above: Door stop guard rails at the Centre entrance)

Conclusion

The rails require replacement and are currently on the maintenance schedule. This work has not been carried out due to time pressures, although the expectation is that the work be started shortly.

Discussions did take place regarding the colour of the rails and stainless steel was suggested (to prevent rusting), however advice from the Facilities Manager is that the rails should be white to compile fully with H&S safety requirements and DDA regulations.

Recommendation

The work to replace the rails has already been scheduled, however the committee can ratify the decision to:

- Replace the rails
- The rails will be white in colour
- The rails should be powder coating (white) to prevent rusting.

The rails are within the Clerk's discretionary limit to purchase and are of such a value (approx. £200) that additional quotes are not required, although best value will of course be obtained.

Clerk

30 July 2026

HELLESDON PARISH COUNCIL

ITEM NO: 11

Report for : Hellesdon Community Centre & Café Committee

Date:

Item Title: To consider policy on the use of the foyer area for staging events.

Background and Purpose

In the past six months various outside organisations, charities and groups have contact the Parish Council asking to promote events within the Foyer area of the Community Centre. The purpose which is to try and capture the high footfall that visits the centre on a weekly basis.

In 2026 we have received requests from Yorkshire Building Society (YBS), YMCA and Broadland District Council (environmental team). The YBS were granted permission to hold an event in May 2026 which unfortunately had to be cancelled. This has been rebooked for September 2026, but since the cancellation the Council had resolved to allow the event to take place on a Monday only (because the café is closed).

The YBS Financial Wellbeing event forms part of the Society's £1.9 million funded initiative to improve financial education and awareness. While open to all residents, the event is particularly aimed at older residents who may benefit from additional support in managing their finances. It is intended as a signposting session, giving residents the opportunity to ask questions and be directed to appropriate organisations able to provide further guidance and assistance.

YMCA wished to set up a table in the foyer for a session to help promote the renting out a spare bedroom scheme to a young homeless person who needs accommodation to provide safety and security and to enable them to have a permanent address to help secure employment. The YMCA were advised that the event could happen on a Monday only. They did not response further.

Broadland District Council (BDC) wished to have a school uniform exchange rail were donations of uniform could be received and distributed. Parents would be able to donate and take uniform required. This would help families out with a cost of living crisis and also would encourage recycling. The Council decline the request in the Centre and instead suggested the use of the Parish Council office reception area. BDC declined the use of the Parish Council office as they did not feel this was accessible enough given its limited opening hours.

Conclusion

Given the need for consistency, fairness and delegated decision making, it would be helpful for the Council to adopt a simple policy that defines whether community benefit activities are allowed while excluding commercial promotion and sales activities.

Recommendation

If the Committee are minded to allow community benefit activities to take place within the Centre's foyer a draft policy has been provided (Appendix A) for discussion, necessary amendment and recommendation to PP&R / Full Council.

Clerk

July 2026

Appendix A for agenda item 11

Draft Policy for the Use of the Community Centre Foyer by External Organisations

1. Purpose

The Parish Council recognises that the Community Centre serves as a hub for local residents and that the foyer area offers an opportunity for community organisations to engage with visitors. This policy establishes a consistent approach to requests from external organisations wishing to use the foyer area to promote services, campaigns, events or community initiatives.

The policy aims to:

- Support activities that provide a clear community benefit.
- Promote charitable, educational, health, wellbeing and community initiatives.
- Ensure fair and consistent decision-making.
- Protect the primary function of the Community Centre and its users.
- Exclude activities undertaken primarily for commercial gain.

2. Scope

This policy applies to the temporary use of the Community Centre foyer area by external organisations for:

- Information stands.
- Awareness campaigns.
- Advice and guidance sessions.
- Community engagement activities.
- Collection or distribution points for charitable or community initiatives.

The policy does not apply to room hire arrangements within the Community Centre, which are governed by separate booking procedures.

3. Eligible Organisations

Permission may be granted to:

- Registered charities.
- Community and voluntary groups.
- Public sector organisations.
- Educational organisations.
- Not-for-profit organisations.
- Statutory agencies delivering community services.

Priority will be given to organisations whose activities directly benefit residents of Hellesdon and the surrounding area.

4. Excluded Activities

The foyer shall not be used for:

- Commercial sales activities.
- Direct marketing or promotion of commercial products or services.
- Activities intended primarily to generate profit.
- Political party campaigning.
- Religious proselytising.
- Activities that are likely to disrupt the normal operation of the Community Centre.

Organisations that are commercially operated may only be considered where the activity is entirely educational, advisory or community-focused and no financial products, contracts or services are being sold or marketed.

5. Conditions of Use

Organisations granted permission must:

- Provide details of the proposed activity in advance.
- Occupy only the area designated by the Council.
- Ensure that access routes, fire exits and café operations are not obstructed.
- Not sell goods or services.
- Not collect money unless expressly authorised by the Council.
- Remove all equipment and materials at the end of the session.
- Comply with any instructions provided by Community Centre staff.

The Council reserves the right to withdraw permission where these conditions are breached.

6. Days and Times

Authority is delegated to the Clerk to determine suitable dates, times and locations within the building, having regard to operational requirements.

7. Decision Making

Authority is delegated to the Clerk to approve requests that clearly meet the requirements of this policy.

Requests falling outside the policy, or where there is uncertainty regarding eligibility, community benefit or potential commercial gain, shall be referred to the relevant Committee or Full Council for determination.

8. Charges

The Council will permit use of the foyer free of charge where the activity is undertaken on a not-for-profit basis and provides a demonstrable benefit to the community.

The Council reserves the right to levy a charge where additional staff time, resources or facilities are required.

9. Review

This policy shall be reviewed every three years, or sooner if required by changes in legislation, operational requirements or Council priorities.

Recommendation

The Committee is recommended to:

1. Adopt the "Policy for the Use of the Community Centre Foyer by External Organisations".
2. Delegate authority to the Clerk to approve requests that comply with the policy.
3. Require any requests falling outside the policy to be referred to Council for consideration.

HELLESDON PARISH COUNCIL

ITEM NO: 12

Report for : Hellesdon Community Centre and Café Committee

Date: 4 August 2026

Item Title: To receive report on previous resolution to donate the baby grand piano to a community project.

Background and Purpose

The Full Council discussed the motion at a meeting held on 9 September 2025. The minutes record the resolution as below:

It was proposed by Cllr Mel Maidstone that the council explore donating the piano to a local community organisation or look to sell the piano and then donate the funds from the sale to the local organisation, 2nd by Cllr Sarah Smith and ***ACCEPTED.***

Several organisations were contacted, including local schools, although the offer was declined due to transport costs which are in the region of £400. The piano needs careful handling if moved from the venue and has specialist transportation requirements.

The piano is used on a weekly basis by the Community Choir and the availability of the piano attracted the Phoenix Male Voice Choir to rehearsing at the centre and holding concerts. It is tuned annually and is in goof condition.

At least 50% of the cost of the piano was donated by a local resident in memory of himself and to acknowledge all the support the Community Centre gave his wife in helping her cope with her mental health. The piano is in fact a memorial and the committee should think carefully before deciding on what course of action they should take.

Conclusion

The piano is used, maintained and is an asset to the Community Centre. It is tucked away and has no detriment effect on centre hirers who do not use it. It has attracted other users to the centre and is a memorial to a past resident.

Recommendation

The six month rule for reconsideration of resolutions past in March 2026. The Committee should consider recommending to Full Council that the piano is retained because:

- It is used by the local choir
- It has attracted new users to the centre
- It is tucked away and not preventing use of space
- It is an asset to the Community Centre
- It is a memorial to a resident

Clerk

29 July 2026

HELLESDON PARISH COUNCIL

ITEM NO: 13

Report for : Hellesdon Community Centre & Café Committee.

Date: 4 August 2026

Item Title: To receive report on Quality Control Checks and Environmental Health rating.

Background and Purpose

Broadland District Council Kitchen inspection

On 4 June 2026, an Environmental Health Officer from Broadland District Council's carried out an inspection of the main kitchen within the Community Centre.

Prior to the inspection, I asked the Kitchen Manager to complete a handover document as he was due to be on annual leave for three weeks and we would be using an agency chef during his absence.

On the day of the inspection, we had one café assistant and the agency chef working in the kitchen. I was made aware that the inspector had raised some concerns. After meeting with the inspector and discussing her findings, it became clear that there were no concerns regarding the cleanliness of the kitchen or the condition of the equipment. The issues identified related solely to the kitchen documentation. This was the only reason the kitchen was downgraded from a Food Hygiene Rating of 5 to 4.

Following further investigation, it was established that all of the required paperwork was available but had not been presented to the inspector at the time of the visit. On the Kitchen Manager's return from annual leave, we discussed the inspection and confirmed that all documentation was stored in the designated cupboard. However, the inspector was dissatisfied with some aspects of the documentation and advised that the Kitchen Manager should review the kitchen assessment by downloading a copy from the Food Standards Agency website. The inspector described this document as the "bible" of any establishment preparing, cooking and serving food and drink.

Since the inspection, the Kitchen Manager and myself has undertaken a thorough review and refresh of all kitchen documentation. This now also includes the retention and organisation of food receipts and allergen records. I have continued to update the COSHH records, ensuring review dates have been added and are kept current.

In addition I have ensured that:

- Staff have completed, or are in the process of completing, their Level 2 Food Hygiene training.

- The Kitchen Manager has completed his Level 3 Food Hygiene qualification, as recommended.
- Staff have also completed the Food Standards Agency's Allergen Guidance training. Currently there is the only one member of staff who has yet to complete this training.

Following the inspector's recommendations, a number of written procedures have also been rewritten to provide clear guidance on the areas highlighted during the inspection. These procedures have recently been given to the Kitchen Manager to digest and communicated to all kitchen staff to ensure everyone understands and follows the updated procedures. I will monitor and record to ensure all staff are aware of the procedures.

Regular Kitchen inspections

The overall cleanliness and standards within the kitchen have continued to improve. To maintain these standards, I now carry out formal kitchen inspections every other month, as well as additional inspections whenever I identify any areas of concern that require immediate attention.

Further clarification is required regarding staff uniform requirements. The Kitchen Manager has highlighted in his risk assessment the need for appropriate kitchen clothing, including PPE, which has been referenced in all previous assessments but only formally raised during the recent inspection. Consideration also needs to be given to providing a suitable changing area, as staff are required to change into designated workwear rather than working in their own clothing. The provision of lockers should also be discussed to support safe storage of personal belongings and compliance with hygiene standards.

Conclusion

Since the inspection in June 2026, the café staff were disappointed to learn the café had been downgraded and considerable work has been undertaken to ensuring all documentation and training is up to date.

Overall cleanliness and standards have continued to improve, as highlighted in the inspection and staff are now aware of the importance of the documentation too. With staffing levels hopefully returning to normal very soon and the peak holiday period behind us in a few weeks, the café staff can continue to make improvements. The use of volunteers will also provide some breathing space for staff to allow more opportunity to continue to train and develop.

Recommendation

The committee should;

- note the report and the progress made.
- confirm the need for uniform to be provided in line with the Kitchen Manager’s assessment.
- consider the provision of a dedicated changing space and lockers for kitchen staff.

Kevin Sage

Facilities Manager

July 2026

HELLESDON PARISH COUNCIL

ITEM NO: 14

Report for : Hellesdon Community Centre and Café Committee

Date: 4 August 2026

Item Title: To consider the use of volunteers during café opening hours.

Background and Purpose

The Community Café is open 4 days a week from Tuesday to Friday from 10am to 2pm. The Kitchen Manager works 5 days a week with Mondays being allocated for preparation of the menu for the remainder of the week. The Council employs three café assistants who work on a rota basis over the four opening days.

At busy periods the Café has struggled to cope with demand, although these tend to be for relatively short periods dictated by footfall within the centre. Lunchtimes can be especially busy.

At the previous committee meeting in December 2025 a decision was made to contact names of individuals who were happy to volunteer, subject to the correct training requirements being undertaken.

During the summer period of 2026, the café has had to reduce the menu offering some days due to long term illness causing staff shortages. Caretaking staff (who all have the correct training and certification) have also helped out when staff shortages have occurred. The café is very reliant on existing staff covering for gaps in the rota. However, as most café assistants are part time it is sometimes difficult for them to commit to extra hours, especially at short notice.

In June 2026 we contacted a few individuals who had expressed an interest in volunteering in the café but this led to nothing.

We have been made are aware that the community café that operates in the building housing Porlngland Parish Council is run entirely by volunteers, although this means some days they are unable to operate if sufficient volunteers can not commit to working.

Conclusion

Volunteers could play a vital role in helping the Café operate more effectively, enabling a full menu to be provided on most days.

However, the Council must ensure that volunteers do not take the place of paid employees and that the threshold of volunteering must not be breached. However, the opportunity to volunteer could provide vital skills for inclusion on a CV, improve the mood of those feeling socially isolated and to feel part of a community project.

The Clerk, Facilities Manager and Deputy Clerk have already met to discuss a selection process, induction programme and training requirements to onboard any volunteer. Once trained and inducted the Facilities Manager would work with each volunteer to accommodate them on a non committal basis for the number of hours and days they wish to volunteer.

Recommendation

The Committee should:

- reaffirm its commitment to volunteering in the Community Café
- through various platforms advertise for volunteers to step forward.
- meet all the necessary training and certification costs.
- PPE and Uniform requirements will also be provided.

Clerk

Date 2026