

**Notice of Property Policy & Resources Committee meeting to be held on
Monday 28 September 2026 at 7pm in The Council Chamber,
Diamond Jubilee Lodge, Wood View Road, Helledon, Norwich NR6 5QB
Committee Members are summoned to attend for the purpose of transacting
the following business.**

Members of the public are entitled to attend and report on this meeting in accordance with the **Openness of Local Government Bodies Regulations 2014**.

AGENDA

- 1. Apologies and reasons for absence**
- 2. Declarations of Interest and Dispensations**
- 3. To Approve the Minutes of the meeting held 29 June 2026**
- 4. Public Participation**
Public participation shall be in accordance with Standing Orders and shall not exceed 15 minutes unless such time is extended by the Chair.
- 5. To receive a report from the Clerk on Committee matters and to note.**
- 6. To receive and note budget monitoring and earmarked reserves reports.**
- 7. To note PHS invoice authorisation by Clerk and Chair of Committee in line with Financial Regulation 5.15.**
- 8. To receive a report on current contracts and to note the actions required to ensure that any renewal of services complies with the Council's Financial Regulations.**
- 9. To consider quotes from Health and Safety Consultancies and to agree contract details and costs for either a 12, 36 or 60 month period.**
- 10. To consider grant application from St Mary's and St Paul's Churches to install bike racks.**
- 11. To receive a report and to note work undertaken to the Council's Website to ensure compliance with Assertion 10 and Web Content Accessibility Guidelines 2.2**
- 12. To consider submission to Norfolk County Council's Parish Partnerships Scheme for budget year 27/28.**
- 13. To consider and agree way forward with regard to policy reviews.**
- 14. To consider the date and time for the next committee meeting. Suggest Monday 30 November 2026 at 7pm.**

Jonathan Hall

Jonathan Hall
Clerk to the Council -
Dated 22 September 2026

**Minutes of the meeting of the Property, Policy & Resources Committee held on
29 June 2026 at 7pm at Hellesdon Parish Council Offices, Diamond Jubilee Lodge,
Woodview Road, Hellesdon**

Present:

Cllr Shelagh Gurney (Chair)
Cllr David Britcher
Cllr Ian Duckett
Cllr Roy Forder
Cllr Sue Holland
Cllr John Knowles

Also in Attendance:

Jonathan Hall (Clerk and Responsible Financial Officer)

1. Apologies and reasons for absence

Apologies were received and accepted from Cllrs David Maidstone and Cllr Mel Maidstone. Cllrs Sue Holland and Cllrs John Knowles substituted respectively. The committee noted that Cllr Mike Hicks had resigned as Chair of the Playing Fields, Allotments and Amenities committee.

2. Declarations of Interest and Dispensations

None.

3. To Approve the Minutes of committee meeting held 26 February 2026

The minutes of the meeting held on 26 February 2026 were **approved** as a true and accurate record of the meeting and were duly signed by the Chair.

4. Public Participation

None.

5. To consider and agree a policy establishing criteria for the promotion of events on the Parish Council's noticeboards and social media channels.

The Clerk had circulated prior to the meeting a draft version of a proposed policy. This policy reflected the feedback received from community groups and residents, since the decision made in December 2025, to allow only Parish Council notices on noticeboards and social media channels.

The Committee **RESOLVED** to trial the proposed policy for a period of six months and then return the item to the committee for further consideration.

6. To consider the Committee's Terms of Reference.

The Clerk had circulated prior to the meeting some suggested changes. The committee felt it was important to have a separate budget setting meeting within the terms of the committee. Removing designated party substitutes had worked well for the meeting and it was agreed to remove the party for party agreement within the terms.

Approved.....

Date.....

It was **RESOLVED to recommend** to Full Council the changes to the committee's terms of reference. This would be considered at the next Full Council meeting on 14 July 2026.

7. To receive and note budget monitoring and earmarked reserves reports.

The earmarked reserves and budget monitoring reports were duly noted.

8. To consider report on reserves and recommendations for cash investments.

The Committee received the Clerk's report. It was noted that the reserve funds held in the Barclays Bank accounts had remained untouched for many months. The Committee therefore agreed that it was reasonable to assume that these funds would not be required for projects within the next 12 months.

Access to funds was an important consideration and the same day access provided by the CCLA Public Sector Deposit Fund was attractive given the higher rate provided against other Bank's instant access accounts.

It was **RESOLVED** to recommend to Full Council the following:

- To close the Barclays deposit accounts and to transfer the balance of monies in to Unity Trusts' 12 month fixed term deposit at a rate of 4.06%pa (£437,741 into Unity Trust 12 month fixed term deposit at 4.06%)
- To transfer £300,000 from Unity Trust's instant access deposit current rate (1.95%) into CCLA Public Sector Deposit Fund 3.7507% (net of fees) . To nominate the Council's current account number 20548209 (608301) as the transactional account. (£300,000 into CCLA PSDF at 3.7507%)

Table of proposed investments

Bank	Account	Access	Amount	Yield*
Unity Trust	Instant Deposit	Instant	£354,807	1.95%
Unity Trust	12 month fixed	12 months	£437,741	4.06%
CCLA	Public Sector Deposit Fund	Same day if requested before 11.30am	£300,000	3.7507%**
Total			£1,092,548	

*Yields are gross figures ** Yield net of management fees

9. To receive and agree quote for installation of fire doors and shutters within the Community Centre.

The report outlined the work still be undertaken to achieve full compliance with Fire Regulations. It was noted that quotes for the roller shutters in both the Majorie Lewis Hall and the main kitchen had not yet been received. Give the value of the contract the committee did not consider the works to be specialist or an extension to the contract of the previous fire door work.

It was **RESOLVED** to request two other quotes to the same specification and when received the decision should be referred to the Full Council.

Approved.....

Date.....

10. To consider application to Norfolk County Council's Bus Shelter Grant Scheme 2026/2027.

The Committee **RESOLVED** to replace the bus shelter at the junction of Reepham Road / Meadow Way subject to the County Council awarding a grant that would cover up to 80% of the total cost of the project.

11. To consider resident's request for new bench in the vicinity of The Bull Roundabout.

It was **RESOLVED** to place a bench on the grass verge outside the Co-op on Reepham Road. The bench selected should be made of recyclable material to reduce maintenance. The Clerk will approach the Co-op to see if a grant could be obtained from their Community Fund.

12. To consider grant application to the Council's Good Causes Fund from SOS Junior Badminton Club.

The committee **RESOLVED** to award £287.94 from the fund for the purchase of six lightweight Yonex rackets to lend to children who can not afford to purchase their own.

13. To consider report on damaged milestone located on Drayton High Road opposite Persimmon development.

The report was noted and would be referred to Norfolk County Council Highways for consideration.

14. To consider the date and time for the next committee meeting. Suggest Monday 28 September 2026 at 7pm.

The date and time of the next meeting was confirmed as 28 September 2026 at 7pm.

Meeting ended 8.45pm

Approved.....

Date.....

Report for : Property, Policy & Resources Committee

Date: 28 September 2026

Item Title: To receive a report from the Clerk on Committee matters and to note.

Background and Purpose

It has been a busy period for the Parish Council Office team since the last committee meeting on 29 June 2026. Below is an update on committee matters not featured elsewhere on the 28 September 2026 agenda.

- **Council Noticeboards and Social Media.** The policy for the Council's noticeboards and Social Media Channels has been adopted and has been met with gratitude from local organisations and societies. The office has not been over whelmed with requests and it has been operating at comfortable levels.
- **Investments.** Work on the transfer of cash investments has been delayed and has only just started. However, it is hoped this will progress smoothly. The result of these transactions will mean reducing some administration of bank reconciliation, as the three accounts held with Barclays will be closed.
- **Fire door replacement in Community Centre.** In respect of agenda item 9, I have been contacting various companies to provide the Committee with details of services and associated costs in providing a Health and Safety Consultancy. During discussions, I have become aware that the Fire Assessment carried out within the Community Centre in 2024 should be reconsidered with regard to the number of fire doors recommended for replacement. Given that we 28 doors in total to replace, at a cost of over £100,000 (including VAT) I think it would be prudent to wait until such time that a reassessment can take place. It is likely that some doors may not require replacing and as each door is priced on average about £4,000 potentially there could be a cost saving. The Fire Assessments for both the Community Centre and Diamond Jubilee Lodge will be treated as a priority, when a consultancy has been awarded the contract. The next Fire Assessments are due in 2027, so the committee will be pleased to note that we are proposing to be ahead of the schedule.
- **Norfolk County Council Bus Shelter Scheme .** The grant from the Norfolk County Council Bus Shelter Scheme has been received and the order has been placed to replace the shelter on the junction of Reepham Road / Meadow Way. The grant will cover 80% of the cost, with the remaining 20% being funded from the Committee's budget line for Bus Shelters.
- **Bench outside Co-op.** I contacted the regional fund coordinator for the Co-op who advised me that applications for 2026 have now closed. Once permission has been granted from Norfolk County Council the bench can be purchased and installed.

- **Grants Awarded.** A payment has been made to the Junior SOS Badminton club based at Hellesdon High School, to purchase six lightweight Yonex rackets for children to use who can not afford their own. The Club were very grateful to receive the grant and thanked the committee for their generosity.
- **Milestone on Drayton High Road.** I am still awaiting a response to the damaged mile stone from Norfolk County Council.

Recommendations

The Committee are asked to note the report.

Clerk

18 September 2026

Cost Centre Name & Code		Receipts		Payments		
<i>Property Policy & Resources</i>		<i>Budget</i>	<i>Actual</i>	<i>Budget</i>	<i>Actual</i>	<i>Variance</i>
201	Interest Received	12,000.00	5,475.52	0.00	0.00	-6,524.48
202	Parish Partnership Grant	2,500.00	0.00	5,000.00	0.00	2,500.00
203	Grass Verge Cutting	17,321.00	17,694.87	11,263.10	5,631.55	6,005.42
204	Utilities	0.00	810.00	12,940.00	20,062.08	-6,312.08
205	Business Rates	0.00	0.00	23,500.00	13,274.04	10,225.96
206	Repairs & Maintenance	0.00	0.00	14,300.00	7,551.22	6,748.78
207	Sanitary Services	0.00	0.00	6,100.00	4,658.06	1,441.94
208	Equipment - New / Replacement	0.00	0.00	0.00	4,542.78	-4,542.78
209	Equipment - Repair/ Maintenance	0.00	9.13	0.00	5,037.58	-5,028.45
210	Chairman's budget	0.00	0.00	1,500.00	0.00	1,500.00
211	Member Expenses	0.00	0.00	250.00	31.50	218.50
212	Staff Expenses	0.00	0.00	200.00	0.00	200.00
213	Refreshments	0.00	0.00	200.00	0.00	200.00
214	IT Support & Maintenance	0.00	0.00	10,500.00	6,455.96	4,044.04
215	Photocopier / Printer	0.00	0.00	1,200.00	425.53	774.47
216	Stationery & Postage	0.00	311.84	1,100.00	1,202.17	209.67
217	Inspections	0.00	0.00	0.00	231.00	-231.00
218	Membership & Subscriptions	0.00	615.00	5,700.00	6,364.01	-49.01
219	Licences & Fees	0.00	0.00	3,200.00	751.55	2,448.45
220	Public Works Loan Board	0.00	0.00	43,100.00	21,547.45	21,552.55
221	Hard Surfaces Car Park & Footpaths	0.00	0.00	4,485.00	0.00	4,485.00
222	St Mary's Grounds Maintenance	0.00	0.00	800.00	0.00	800.00
223	Misc contributions	0.00	0.00	200.00	0.00	200.00
224	Grants Awarded	0.00	0.00	0.00	299.92	-299.92
225	Consumables / Cleaning Materials	0.00	0.00	3,600.00	3,030.55	569.45
226	Councillor Training	0.00	0.00	1,000.00	541.00	459.00
227	PPE	0.00	0.00	400.00	485.94	-85.94
228	External / Internal Audit	0.00	0.00	4,350.00	5,510.00	-1,160.00
229	Legal Fees	0.00	0.00	500.00	0.00	500.00
230	Insurance	0.00	0.00	15,637.00	13,424.61	2,212.39
231	Bank Charges & Fees	0.00	0.00	500.00	462.38	37.62
232	H&S Consultancy	0.00	0.00	0.00	0.00	0.00
233	Printed Communications	0.00	0.00	0.00	2,440.00	-2,440.00
234	Social Media & Website	0.00	0.00	0.00	236.25	-236.25
235	CCTV	0.00	0.00	100.00	205.00	-105.00
236	Noticeboards	0.00	0.00	0.00	0.00	0.00
237	Grass Verge Cutting	0.00	0.00	0.00	0.00	0.00
238	Speed Activated Message Equipment	0.00	0.00	0.00	0.00	0.00
239	Bus Shelters	0.00	0.00	550.00	0.00	550.00
240	Dog / Litter Bins	0.00	0.00	0.00	4,199.00	-4,199.00
241	Alarm Systems	0.00	0.00	0.00	986.60	-986.60
242	Old Parish Council Office Rent	2,850.00	1,808.10	0.00	0.00	-1,041.90
243	Waste Management	0.00	0.00	0.00	850.64	-850.64
244	Delivery Charges	0.00	0.00	0.00	0.00	0.00
		34,671.00	26,724.46	172,175.10	130,438.37	33,790.19
TOTAL		Receipts		Payments		
		<i>Budget</i>	<i>Actual</i>	<i>Budget</i>	<i>Actual</i>	<i>Variance</i>
		37,521.00	30,278.53	328,087.10	255,245.19	65,599.44

Hellesdon Parish Council Reserves & Earmarked Reserves 2026/2027

Statement date 31 August 2026

<u>Earmarked Reserve Name</u>	<u>CurrentBalance</u>
AV in DJL	2,500.00
Burial Ground Land	12,000.00
Bus Shelters	3,000.00
CIL 23/24 CC Ext 28/29	62,242.78
CIL 24/25 CC Ext 29/30	8,784.04
Community Centre Extension	182,401.84
Community Engagement Fund	5,000.00
DJL Control Panel	2,500.00
Elections	6,500.00
Emergency Tree Work	3,580.00
Good Causes in Hellesdon	5,000.00
Grit Bins	1,000.00
Hard Surfaces at Hellesdon Community Centre	20,000.00
IT Reserve	10,000.00
Land Acquisition Account	50,000.00
Land Contingency	100,000.00
Machinery	5,024.00
Mountfield Park	35,462.99
Parish Poll Provision	6,000.00
PF Ownership signs	1,508.45
Play Equipment	59,000.00
Refurb WestWood WC's	20,000.00
Site Fencing	1,000.00
Staff contingency payments	10,000.00
Tennis / Netball Courts surface	64,380.00
War Memorial	4,500.00
Total	681,384.10
	681,384.10
General Reserve	376,768.12
Total	1,029,859.43

Report for : Property, Policy & Resources Committee

Date: 28 September 2026

Item Title: To note PHS invoice authorisation by Clerk and Chair of Committee in line with Financial Regulation 5.15

Background and Purpose

Hellesdon Parish Council is currently under contract with PHS Group for hygiene services within Hellesdon Community Centre and Diamond Jubilee Lodge. There are two contracts currently in place, one expires on 3rd December 2026 and the other contract expires on 1st August 2028. Contracts were renewed in 2019, with original contracts possibly agreed prior to that date, running on a three year term and invoiced annually in July for the August to August period.

Invoice 72316627 is for £4511.20 (ex VAT) and therefore is within the Clerk's/RFO's and Chair's approval limits in line with the Councils Financial Regulations 5.15. The Clerk has consulted with the Chair of the Committee and the authorised for payment has been approved.

Conclusion

This is an essential service we must procure however it is noted that it is expensive and work has been undertaken to look at alternative providers and costs. These contracts have been in place for years and appear to have automatically renewed. Careful management of these contracts is crucial taking into account the stipulated notice period of 3 months to terminate the contract. The Committee should also be aware that written notice has now been served to PHS to ensure that the contract due to finish on 3rd December 2026 does not automatically renew.

Financial Considerations

The Council will be paying an invoice in advance for services aware that notice has been served on the larger contract (4892523) and this will terminate on 3rd December 2026. If the contract is not renewed, officers will then have to ensure a refund is issued by PHS for the calendar months Dec 2026 to July 2027.

Recommendations or Actions

It is recommended that the Committee notes payment of Invoice 72316627 to ensure continuity of service up until the end of the contract period. Written notice has been issued to PHS within the contractually stipulated timescales of termination. The Council is legally obligated to pay this invoice. This is the only option available to Council without any potential legal recourse by PHS for non payment of services rendered.

Deputy Clerk - 18 September 2026

Report for : Property, Policy & Resources Committee

Date: 28 September 2026

Item Title: To consider quotes from Health and Safety Consultancies and to agree contract details and costs for either a 12, 36 or 60 month period.

Background and Purpose

The Parish Council has for the past few years been managing the Health and Safety risk internally. Since my arrival in January 2026, I have been concerned that the Council would not meet the requirements under the Health and Safety at Work Act 1974 for a “qualified” person to undertake risk assessments and to have overall control and responsibility for Health and Safety for the whole of the Council’s activities.

Historically, the Parish Council has engaged a consultancy to meet the requirements of Health and Safety, however due to a couple of retirements of consultants contracted, the decision was taken not to replace them. This has left the Parish Council vulnerable to being unaware of new and updated legislation and to changes in guidelines and protocols.

Whilst risk assessments and validation documents have been completed, given the complexities and size of the Council, consideration needs to be given as to how the Council should meet the requirements under the Health and Safety at Work Act 1974.

The Council is required by regulation 7 of the Management of Health and Safety at Work Regulations 1999 to appoint one or more competent persons to assist it in complying with Health and Safety law. Under Section 40 of the 1974 Act, the Council must ensure that all steps where taken as so far as is practicable. A precaution should normally be taken unless the sacrifice involved is grossly disproportionate to the risk reduction gained. This is therefore not an ordinary cost benefit exercise in which a slightly greater cost justifies leaving a risk uncontrolled. The Health and Safety Executive summarises the test as balancing the level of risk against the measures needed to control it in terms of money, time or trouble.

Conclusion

Although formal qualifications are not invariably required, the Council currently has no identified person whose training, experience, knowledge and other qualities have been assessed as sufficient to provide competent assistance across the full range and complexity of its activities. It is therefore appropriate to consider securing external competent advice.

Three consultancies have been approached, each come with high levels of competence and all have recommendations from the Town & Parish Council sector. The major benefit of engaging with this type of consultant is the 24/7 coverage, software that can be utilised by all staff members to ensure checks and records are properly recorded and documented, as well as accredited training being available for online courses such as manual handling and food hygiene.

This latter element will reduce the need to use online courses by other providers thereby saving the Council money.

Financial Considerations

Employing an external consultancy would be very cost effective as quotes per month are in the region of £250 to £300 price bracket. Considerable savings can be achieved by agreeing to a 60 month contract. The quotes and proposals are attached to the report at **Appendix A**

Provider	12 month	36 month	60 month
Croner	Not quoted	£329.64	£282.70
Peninsula	£398.06	£298.74	£241.23
WorkNest	Not quoted	£279.16	£239.58

Actions required

The Committee are asked to:

- consider each proposal and quote and because of the cost savings involved to agree to a 60 month contract.
- award the 60 month contract to one of the three consultancies approached

Clerk

22 September 2026



Service Proposal

Prepared for: Hellesdon Parish Council

Welcome to Peninsula



I'm looking forward to working with you

At Peninsula, we are serious about success; both yours and ours, so this is no mere slogan. Many years ago, I received some excellent advice. I was told to build my business on the strongest possible foundations.

It's advice that stood me in good stead, and more than that, it's the philosophy behind the services Peninsula provides to every single one of our clients today.

The foundation upon which we all build success is, I believe, no great secret. First, success starts with asking the right questions. But more important is knowing who to ask. Peninsula provides small and medium-sized businesses with the right advice. Our statistics show that Peninsula clients are 3.5x more likely to be successful than the UK average.

I firmly believe this is because they get their foundations in place by using Peninsula. Fast forward more than three decades, and our organisation has grown significantly. At heart, though, our values are still those of the company that started out with a few people in a single room. We understand the challenges you face because we've been there ourselves.



I am a passionate believer in the importance of small businesses as the cornerstone of our economy, and nothing matters more to me than your continued success. With Peninsula on your side, you know that not only are you working with top professionals, but with people who genuinely care.

Peter Done
Group CEO and Founder,
Peninsula



About Us



**24/7
Support**



**Tailored
Documentation**



**Online HR
Software**



**Legal
Representation**



**SafeCheck
Review**

Peninsula has been helping businesses to be compliant with HR and health & safety legislation for over 35 years. We are now trusted by over 42,000 SME owners and employers in the UK and Ireland providing a unique service offering which is unparalleled in the marketplace.

At the heart of our company is a commitment to the health and growth of our clients. This means we are not just a source of expert help, but we are also a trusted partner. We pride ourselves on delivering a service that mitigates risk, adds value, and allows businesses to focus their time on what they do best.

Through the hundreds and thousands of discussions we have every year with our clients, we identify themes and trends which in turn help to future-proof your organisation with timely advice and innovative new services.

Notwithstanding the scale of Peninsula, our service delivery remains focused on the relationship that we have with our clients, working in partnership to enable us to deliver bespoke solutions based on your specific requirements, culture and ways of working.



Understanding your proposal



Within this document you'll find a full overview of all of Peninsula's services.

The services which are included in your solution are clearly outlined and marked with the relevant icon next to their title.

If you see any services which are not included in your solution that you'd like to discuss further, please don't hesitate to ask your Business Development Manager who will be able to talk you through the benefits to your business.



Health & Safety



HR



HR and Health & Safety



Don't just take our word for it



Cambrian Credit Union



Ann, CEO at Cambrian Credit Union, found herself embroiled in a dispute between two of her employees. Such scenarios damage productivity and demand an efficient, impartial response. Read how Peninsula's third-party professionalism provided a pathway to an amicable resolution.

20 employees

Financial services

[Read the full testimonial here](#)



Barker and Stonehouse



Barker and Stonehouse are a luxury furniture retailer with stores and warehouses nationwide. Linda who manages HR decided she wanted extra support and comfort of her own. She knew she could rely on Peninsula. Find out how we helped here.

500 employees

Retail

[Read the full testimonial here](#)



Solihull Vehicle Service Centre Ltd



Employment law changes, which, as Elaine at Solihull Vehicle Service Centre Ltd discovered, creates challenges. When it came to Health & Safety, Elaine knew firsthand she could count on us, so it was a no-brainer to add HR support. Explore how Peninsula provides HR and

18 employees

Motor and transport

[Read the full testimonial here](#)

How we will help your business



Our HR and health & safety experts are here to help you keep up to date with legislation. Our services take the complication out of compliance, by ensuring that

you are complying with all relevant HR and health & safety regulations with a tailored solution to meet your needs.

Our services include:



HR compliance

An expert will assess your needs and provide tailored documentation to ensure compliance with employment standards legislation.



SafeCheck review

An independent evaluation of health & safety compliance followed by a traffic-light improvement report



Health & Safety

A consultant will provide you with a framework for managing health & safety in your workplace.



24-hour telephone access

Professional expertise on our advice line complete with supporting documentation support on any advice matters



Online HR software

BrightHR is an absence management system with clocking-in technology and expense tracking.



Keeping you updated

Continuous review of change in law and subsequent notification of these changes to you.

Employment Services



✗ Not in your package

Employment Law and HR

- Your HR consultant will provide an in-depth review of your employment documentation and policies to ensure compliance with current legislation.
- We will provide tailored documentation and policies to establish rules, procedures, and standards to govern your workplace.
- You will receive changes and updates to your documentation should legislation change.
- You will have unlimited access to our bi-weekly employment law training E-Learning sessions and our monthly email on topical employment law news forthcoming changes in the legislation.

✗ Not in your package

BrightHR

- Our award-winning cloud-based absence management system will allow you to manage staff data, leave, shift patterns and absence.
- You can monitor your business activity on the go with the IOS and Android apps.
- Our powerful reporting features will give you intelligent insights allowing for further tailored advice.
- You will be able to track the hours your employees work, monitor lateness and overtime via Blip.



Employment Services



✗ Not in your package

HR Policy & Documentation

Your suite of documents

As a Peninsula client, you have access to a suite of HR documents covering everything you need to stay in line with UK Employment Law and get the best from your staff. At your HR Documentation Principal Appointment your HR Business Partner will carry out a detailed review of your employment documentation and policies to ensure compliance with current legislation.

Then we create tailored documents and policies that set the rules, procedures, and standards to govern your workplace.

Plus, we will keep you updated with any legislation changes to keep you compliant.

✗ Not in your package

24 Hour Advisory Service

Access to our 24-hour advice line, allows you to speak to our experienced HR professionals who will provide a bespoke and proactive solution to any issues or concerns you are having.

- Tailored documents and correspondence will be drafted by your consultant to ensure compliance, creating an audit trail for you by following clear procedures.
- We offer you continuity of advisor throughout a case which is particularly beneficial during a complex issue.
- Access to helpline solicitors for telephone advice on matters such as company law and commercial contracts.
- Our payroll advice service provides you with assistance on all matters related to payroll.



Employment Services



✗ Not in your package

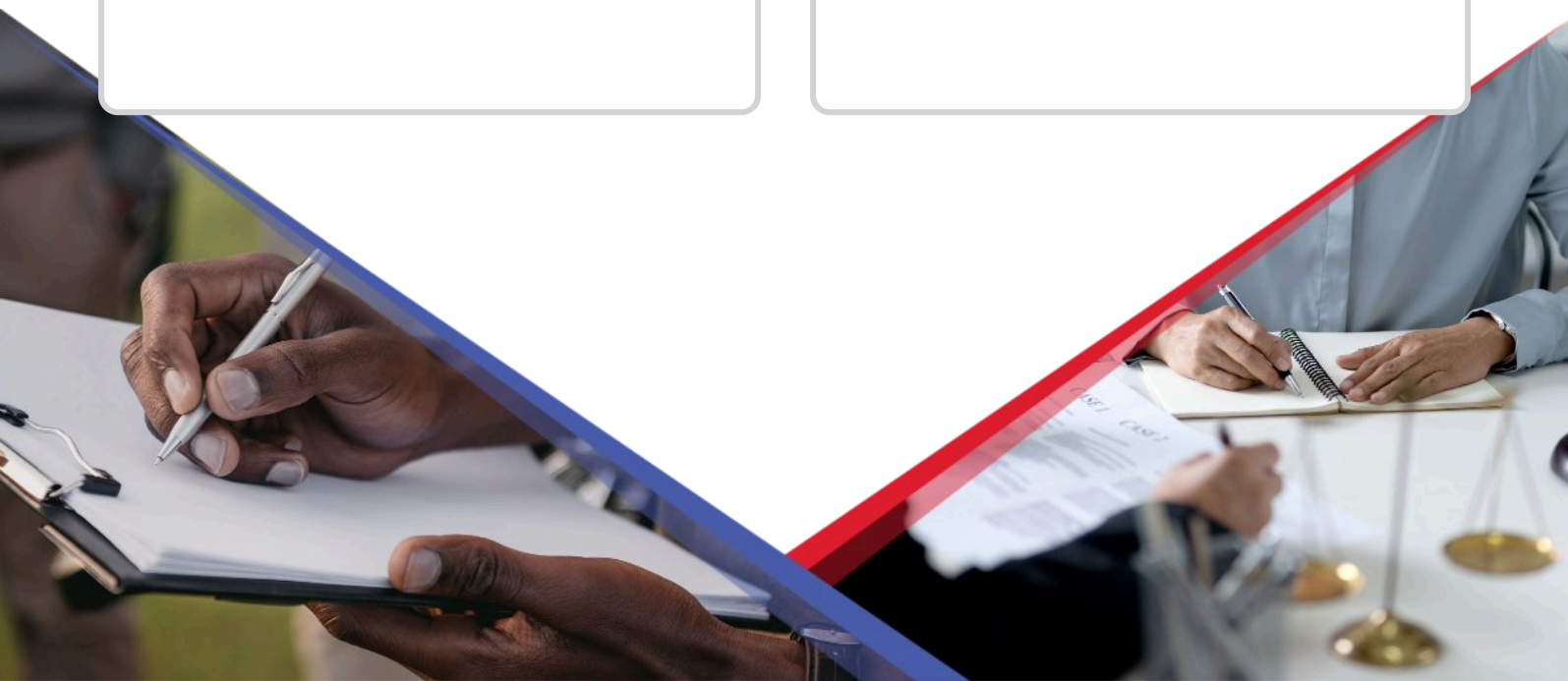
Peninsula Face2Face

- As part of your service from Peninsula, you will have access to one HR meeting to conduct, or assist you to conduct, employee meetings and procedures.
- Your meetings may include hearings such as grievance disciplinary, capability, consultations, workplace mediation or one off case review.
- Our experienced team can review paperwork and meet directly with your employee, completing any necessary reports following.
- One day on site training day for up to 16 delegates can also be provided tailored for your company needs a range of topics.

✗ Not in your package

Employment Tribunal representation for your existing claim

- Our legal defence for your existing Employment Tribunal claim will include preparation for up to and including one day representation in Tribunal.
- Our Tribunal Navigator will guide you through the Employment Tribunal process and will ensure you understand what to expect at every stage of your journey.
- Our legal team will contact you to start the preparation of the case immediately and liaise with the other parties, ACAS and the Employment Tribunal to ensure the best possible result.



Health & Safety Services



✓ Included in your package

Health & Safety

Peninsula's workplace health & safety services give you everything you need to meet HSE rules and protect your staff. Here's how:



- On-site assessment. A health & safety expert comes to your site to identify your risks and hazards. Then you get practical advice on how to meet UK laws.
- Written policies. We write your health & safety policies to protect your people, saving you time and effort.
- Annual reviews. For each year of your contract, a consultant gets in touch to review your health & safety processes and give you advice on how to keep your business safe.
- Time saving software. You get access to BrightSafe, easy-to-use health & safety software that lets you manage your risk assessments, documents and processes in one secure place online.

✓ Included in your package

BrightSafe

From risk assessments to accident reporting, BrightSafe gives you the tools to manage your health & safety in one place online.



Simply log in from your computer or laptop to:

- Create risk assessments. Follow step-by-step guides and use over 800 templates to carry out risk assessments to professional standards.
- Record accidents and near misses. Meet the HSE accident reporting rules and use your data to cut hazards at work.
- Access policies in a click. Forget filing cabinets and paperwork, keep all your documents secure online.
- Get expert training. Take a range of online courses to boost your health & safety skills. There are 90+ E-learning courses included in your package.

It's smart software that makes it easy to protect your people and meet UK laws. And it comes as standard with your Peninsula health & safety package.

BrightSafe's Responsibility Navigator keeps all your Health & Safety tasks in one place, making it effortless to stay on top of responsibilities. Track, manage, and complete tasks on the go with the mobile app, simple, organised, and always compliant.



Health & Safety Services



✓ Included in your package

On site visit

We help you do your risk assessment in person, on-site, at a time that suits you. Here's how it works:



- You tell us the date and time and a qualified health & safety expert comes to your site. They guide you through your risk assessment and help identify the hazards in your workplace. Your consultant gives you practical and cost-effective steps to remove your hazards, reduce your risk and keep your business safe.
- Plus, you get access to a suite of online tools that help you keep your risk assessment up to date—even after we've gone.

✓ Included in your package

24/7 Health & Safety advisory services



- With Peninsula, you get unlimited access to 24-hour advice line staffed by UK-based health & safety experts. Call any time day or night and get the answers to your toughest health & safety questions.
- Our consultants are members of either the Institute of Occupational Safety and Health or the International Institute of Risk and Safety Management.
- They give practical advice that's relevant to your business, always in plain English that you can understand.



Super Simple Set Up



✗ Not in your package

HR Super Simple Set Up

A hands-on, onsite service designed to eliminate the stress of HR audits and documentation. Our HR Documentation Experts come directly to you, ensuring your business is compliant, your staff are informed, and your systems are up to speed.

What's Included:

- Onsite HR Documentation Expert: A professional visit to manage and issue all necessary HR documents.
- Employee Consultations: Immediate support for staff affected by contractual changes.
- HR Audit & Training: A full compliance check with a published improvement report.
- Legal Updates: Insights into upcoming employment law changes and proactive strategies.
- BrightHR Training: Hands-on guidance for using BrightHR to manage staff records and eLearning.
- Employer-Focused HR Training: Tailored sessions on induction and probationary reviews.
- Package Overview: A walkthrough of all services included in your Peninsula plan.

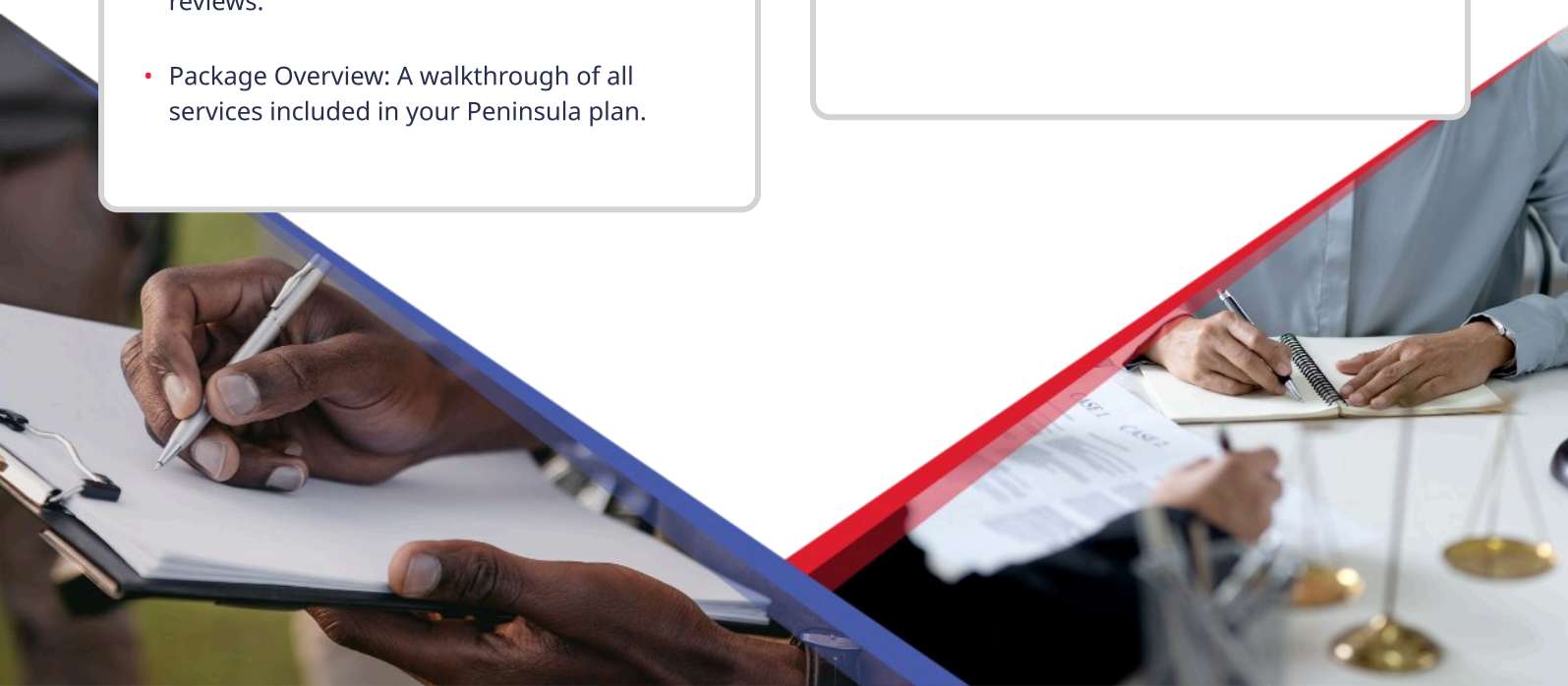
✗ Not in your package

Health & Safety Super Simple Set Up

This service is engineered to relieve your business of the burden of meeting Health & Safety obligations, ensuring legal compliance, and importantly, the health, safety, and welfare of your staff and the public.

What's Included:

- Risk assessment build: An onsite visit where our Health & Safety expert provides risk assessments shaped around your sector and needs.
- Navigator build: Conducted remotely via BrightSafe, in just half a day, our consultant ensures your business is meeting its statutory responsibilities.
- Flexible approach: From offices, care homes and construction services, Super Simple Setup applies to a range of sectors with varying risks.



Insurance Services



✓ Included in your package

Employment Tribunal Protection and/or Health & Safety Prosecution Protection



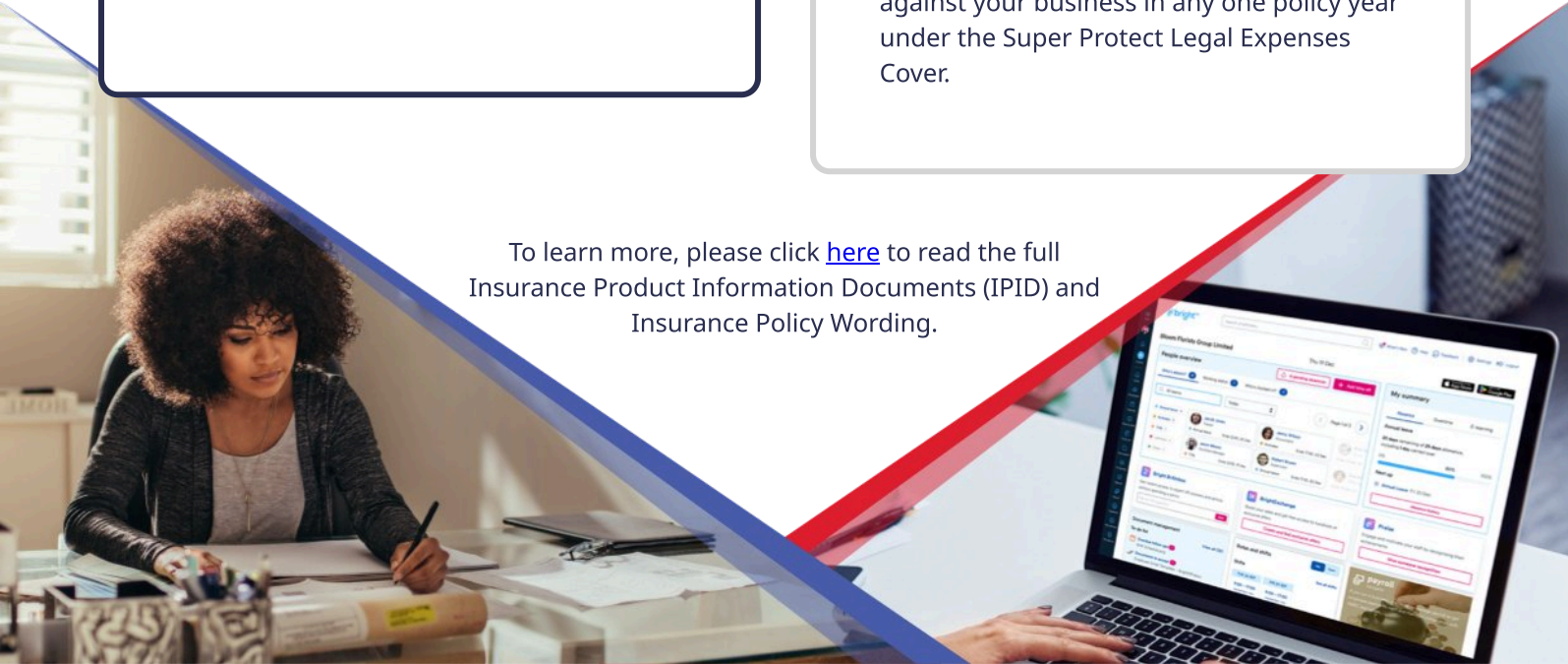
- We will provide you with cover for the defence of any future employment tribunal or health & safety prosecution if you take and follow advice, and all policy conditions are met.
- Your dedicated team of specialists will support you from start to finish, up to and including trial if necessary.
- You will receive £200,000 of coverage per claim and £2,000,000 for all claims brought against your business in any one policy year under either Employment Tribunal Protection and/or Health & Safety Prosecution Protection.

✗ Not in your package

Super Protect Legal Expenses Cover

- Access to telephone legal advice on commercial legal matters subject to the laws of England, Wales, Scotland, Northern Ireland and the Isle of Man.
- Enhanced Business Assistance including the following per annual period of insurance:
 - Contract Review x 2
 - Data Subject Access Request x 1
 - Director's Service Agreements x 1
 - Settlement Agreements x 1
 - Additional discounted legal services
- Only available if you have opted for Employment Tribunal Protection and/or Health & Safety Prosecution Protection insurance.
- Your dedicated team of specialists will support you from start to finish, for a range of commercial legal expenses including Defence of Legal Rights; Protecting your property; Jury Service and Witness Expenses; Statutory Licence Appeal; Contract Disputes; Recovery of Undisputed Debts; Tax Enquiries.
- You will receive £200,000 of coverage per claim and £2,000,000 for all claims brought against your business in any one policy year under the Super Protect Legal Expenses Cover.

To learn more, please click [here](#) to read the full Insurance Product Information Documents (IPID) and Insurance Policy Wording.



Other Services



✓ Included in your package

Health & Safety Visits, Certification and Training



Peninsula offers a comprehensive suite of training courses which will enable you to upskill and give your employees the confidence to deal with a variety of situations which may arise in the workplace. Many of our clients have taken up training with us and are thrilled with the results. We have a team of specialist trainers who can deliver the training virtually, in the or if you prefer you can book an external venue and we deliver the training there. We offer training on:

- IOSH managing safely courses
- Fire Safety
- Construction Safety
- First aid and so much more!

These training courses help you identify hazards and risks in your workplace, giving you guidance, how to apply control measures to known hazards and understanding your legal and moral duty to H&S for your employees.

✗ Not in your package

SafeCheck

- The SafeCheck review will provide you with an independent evaluation of your health and safety compliance followed by a traffic-light improvement report.
- This includes a tour of the premises and a review of any existing health & safety documentation giving pragmatic advice at the time, followed by a professional report outlining actions for improvements.



Other Services



✓ Included in your package

Employee Assistance Programme



Support your employees with their mental health and wellbeing with access to:

- A confidential telephone helpline - 24/7, 365 days a year, offering practical information and emotional support.
- Up to 6 sessions of telephone, online and face to face counselling. Support for your employee's, partner/spouse and dependants.
- Online Portal and My Healthy Advantage mobile app providing a wealth of tools and resources.

An EAP supports productivity and efficiency in the workplace with an average £7.27 return on investment for every £1 spent.

✗ Not in your package

Wisdom Super Care

We deliver the only Employee Assistance Programme (EAP) that's accredited by both the BACP and NCPS. Here's why it's achieved that recognition:

- Powered by Livi and trusted by NHS professionals, our Virtual GP offers GP services anywhere in the world, facilitates online GP appointments, and provides medical advice.
- Our dedicated menopause support line enables your staff to access guidance from qualified professionals, which reduces absences, improves productivity, and promotes employee wellbeing.
- We equip individuals with skills and knowledge to support their colleagues' mental wellbeing in the workplace with a training service provided by MHFA England.

With Wisdom Super Care, managers and employees have access to a comprehensive suite of tools to support their own, and colleagues', mental wellbeing.



Other Services



✓ Included in your package

BRAINBOX+
Created by experts, powered by AI



BrAIinbox

BRAINBOX+ is Peninsula's comprehensive AI tool, designed to give you helpful, practical information to manage your employees and your workplace at a click.

It pairs perfectly with our advisory services to answer your HR, employment law and Health & Safety questions.

Because there are times when you want a quick fact check or speedy answers without having to phone. And other times, it's simply not convenient to call if you're in an open office. Either way, you can use BRAINBOX+ for legally correct answers.

We have seamlessly combined powerful AI technology with our 50 years' technical expertise to give you 100% reliable answers. Created by experts, powered by AI.

✓ Included in your package



GLU

Peninsula's GLU e-learning digital platform provides all the advice and training you need to develop and grow you, your staff and your business. We provide the very latest content designed to meet the specific needs of your business covering HR, Employment Law, Health & Safety, Legal and much more. We also unpack the new and current legislation you need to know and translate it into practical tips for your company.

With 24-hour on demand content and information solutions at your fingertips ranging from micro eLearning modules, weekly live webinars to comprehensive digital training courses, GLU is a great resource to help support and enrich your Growth Learning and Understanding.



Your bespoke quote



The elements of our consultancy service as described in this proposal will be tailored to your specific needs. The proposed service fee for your requirement is below.

 Service Term	 Monthly Fee	 Saving
12 Months	£398.06	
36 Months	£298.74	£99.32 (24.1%)
60 Months	£241.23	£156.82 (39.4%)

This fee is based on your current number of employees, which is 16, and will be fixed for the duration of the service term. Fees quoted are subject to the applicable sales tax. This proposal is valid for 7 days from 01/09/2026.

Here's a summary of what's included

Health & Safety services

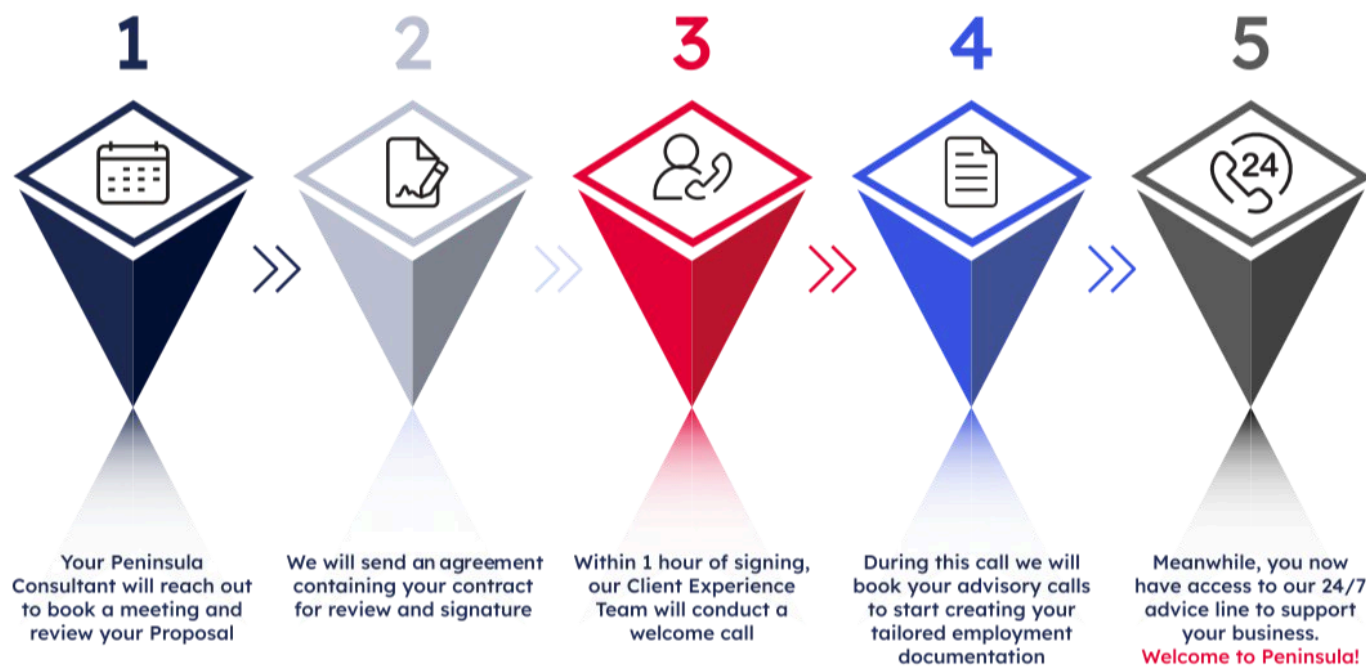
- Health & Safety
- BrightSafe
- 24/7 Health & Safety advisory services
- On site visit

Other services

- Employment Tribunal Protection and/or Health & Safety Prosecution Protection
- Health & Safety Visits, Certification and Training
- Employee Assistance Programme
- BrAInbox
- GLU

Not included: Employment Law and HR, BrightHR, HR Policy & Documentation, 24 Hour Advisory Service, Peninsula Face2Face, Employment Tribunal representation for your existing claim, HR Super Simple Set Up, Health & Safety Super Simple Set Up, Wisdom Super Care, SafeCheck, Super Protect Legal Expenses Cover

Next steps



Now that you have seen what Peninsula can do, we hope we have the solution for you and we would be delighted to become your trusted partner. If you have any questions in relation to this proposal, please don't hesitate to contact me.

Jeremy Reeve
Business Development Manager



07974 433817



07974 433817



jeremy.reeve@peninsula-uk.com



Speak to an expert 24/7

0800 433 4364

peninsula-uk.com

Peninsula, Victoria Place, Manchester, M4 4FB

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PBS-0197-25

Health & Safety Compliance

Prepared for: Jonathan Hall

On behalf of: Hellesdon Parish
Council

13th August 2026

Peter Murphy - Regional Business Director
07974 214337
petermurphy@worknest.com

worknest

Service proposal



Brilliant Health & Safety Support

Act as your named legally-required Competent Person. We will assign our highly-qualified locally-based, Council expert Health & Safety Consultant to visit each of your premises and the areas you manage and be your primary point of contact. We will also assign one of our office-based Health & Safety Consultants to give you additional day-to-day telephone and email support with your health and safety challenges. We will become an extension of your team. We will include in our service:

Support to match your particular requirements. We will make an initial remote visit to understand your Council's responsibilities and your current health and safety systems and procedures, needs and challenges.

A bespoke Health & Safety Management System. The system will include a detailed Health & Safety Policy and Employee Handbook and all the necessary arrangements to ensure its effective implementation.

General Risk Assessments. Each year we will visit all your properties, and the areas you manage, identify areas of non-compliance, as well as areas where you comply fully. You will receive a written report and prioritised action plan, including practical advice to remedy areas of non-compliance and apply good practice. We will:

- Identify areas of risk and actions required;
- Review your Health & Safety Policy and Health & Safety Employee Handbook;
- Give you hands-on practical support in respect of key actions/challenges;
- Advise on training requirements for staff;
- Update your Health & Safety Journey Plan and objectives; and
- Work to certify your Council as Health and Safety compliant.

Typical General Risk Assessment Content: The General risk assessment project consists of numerous items from which your consultant will select relevant disciplines as appropriate. Examples of areas typically covered are (this is not exhaustive as it will depend on the type of operation):

- Current Health & Safety management systems and associated documentation such as policies, risk assessments, Induction training, safe systems of work etc. If documentation is not available guidance on what needs to be done will be provided in the report
- All operational risks
- Buildings condition items including asbestos management, electrical and gas safety as well as general layout and housekeeping
- Legionella risk management where thought to be a significant risk
- Overview of hazardous substances controls including presence of suitable assessments, safety data sheets and physical controls such as storage and use
- Work equipment overview including workshop type equipment
- Driving for work risks and safety checks
- Manual Handling
- Play areas and equipment
- Welfare facilities
- Home and Hybrid Workers
- DSE
- Training requirements
- Event planning
- Subcontracting out
- Fire risk overview

As noted above, where there are more unusual activities taking place then we will have a specific question set available. For example we have questions sets for areas such as radon exposure, biomass boilers and outdoor work.

Food Safety Audit. We will carry out a Food Safety Audit which will be reviewed each year consisting of some or all of a set of sub-titled questions under each of the following disciplines (please note that due to the nature of your cafe not all of these will apply and additional disciplines may need to be added):

- Fire risk overview
- Food Delivery
- Food Storage
- Food Preparation
- Cooking
- Cooling
- Temperature Control
- Cleaning
- Personal Hygiene
- Staff Facilities
- Refuse
- Pest Control
- Toilets
- Food Safety Documentation including HACCP
- Training
- Allergen Information
- Kitchen/Building Standards
- Kitchen Control

Practical Guidance. Your dedicated Consultant and office-based Health & Safety Consultant will be there to guide you through those actions arising from your General Risk Assessments and with any other day-to-day health and safety challenges you face.

Keeping you Up to Date. When legal changes are introduced we will not only advise you of those changes we will effect them in your management system, Health and Safety Policy and Staff Handbook. Equally when we are made aware of changes from within we will also effect them in your documentation.

Health & Safety Software. You will have access to our award-winning Health & Safety Software, that will revolutionise your approach to risk and safety management. This simple and secure way to manage compliance will allow you to meet your legal requirements through a number of easy to use applications. You will be able to:

- Monitor and control those actions identified in your General Risk Assessment and assign ownership to those responsible;
- Create bespoke risk assessments for specific activities, areas and items in your workplace;
- Implement your own monitoring checks at the desired frequency to proactively manage your work environment;
- Maintain a register of all your statutory compliance certification to ensure that re-examination is undertaken;
- Record all accidents and incidents and conduct a comprehensive investigation;
- Safely store, retrieve and modify important health and safety documentation including your Health & Safety Policy and Employee Handbook, General Risk Assessment and Action Plan;
- Access our comprehensive health and safety library of materials, including guidance documents for employers and employees and a suite of risk assessment templates and completed examples.

To find out more about our Health & Safety Software, click [here](#).

Regular news and topic specific webinars / webcasts. We will help to upskill you and improve your internal capacity to manage effectively, ultimately saving time and cost.

Serious accident and emergency support. In the event of a serious accident or emergency, we will support your investigation and liaise with the enforcing authority. We will be there to help mitigate damage, to guide you and to support you.

Service and Visit Schedules

Year 1

Fact-Find Visit

Initially our consultant will carry out a remote Fact-Find visit to by Zoom or Teams to establish the nature of your operation and your existing documentation, including all operational risks. This will allow us to commence work on the Health & Safety Policy whilst we arrange the General Risk Assessment visit.

General Risk Assessment Visit

We will carry out a General Risk Assessment covering all your sites, and managed areas, followed by evolving support thereafter.

Our General Risk Assessment will identify areas of compliance and areas of risk together with actions required. The results of these audits will be available for you to manage through our UK cloud based WorkNest platform.

Food Safety Visit

We will carry out a Food Safety Visit at your café, followed by evolving support thereafter

Your Bespoke Health & Safety Management System

Following the General Risk Assessment, we will prepare and install a Health & Safety Management System which will include a bespoke and detailed Health & Safety Policy, Employee Handbook together with all the necessary arrangements to ensure its effective implementation.

Onboarding

Your Client Experience Co-Ordinator will train all employees whom you wish to have access to the platform in its functionality, this can be over more than one session if necessary.

Years 2 to 3 (and 4 and 5 if taken out)

You will continue to have access to all your support services described above.

General Risk Assessment Visit

In subsequent years, we will continue to carry out an annual General Risk Assessment covering all your sites and managed areas, followed by evolving support thereafter.

Food Safety Visit

In subsequent years we will carry out a Food Safety Visit at your café, followed by evolving support thereafter

Assured advice **you can trust**



WorkNest has formed a direct Primary Authority partnership with The Council of the City of Wakefield to benefit our clients through the provision of 'assured advice'. **Although it is the one Primary Authority required to provide the accreditation, it protects all our clients nationally.**

This means that all our outputs - including policies, handbooks, audits and inspection templates, and our SafetyNest software platform - have been approved by the Primary Authority as 'assured advice', helping to keep you compliant.

What is a Primary Authority?

The Primary Authority (PA) initiative enables a business to form a legal partnership with a local authority that then provides assured advice on health and safety regulations that other local authorities must respect, even if they interpret the regulations differently. This ensures a consistent approach to regulation and enforcement in England.

How does this benefit you?

When you become a WorkNest Health & Safety client, you automatically receive advice from WorkNest that has been assured by our Primary Authority. This means that whether you operate from a single site (within or outside of the Council of the City of Wakefield) or have premises that span multiple local authorities, our Primary Authority partnership provides you with an extra layer of confidence and support.

Should you be visited by the regulator from your local authority, you should inform them of WorkNest's direct Primary Authority partnership - especially if they have different views on what you should be doing to achieve compliance. Other independent regulatory bodies, such as the HSE, may also consider Primary Authority assurance when engaging with your business.

Brilliant Online Staff Training

Innovative e-Learning. Created to help you protect and improve the welfare and safety of your people.

Risk management and compliance. By requiring your staff to complete this training, you will help to protect their health, safety and wellbeing and help protect your organisation from prosecution.

An extensive library. With more than 100 RoSPA and CPD courses available, the course library is continually updated to meet your business needs. Relevant course additions include GDPR, Computer Security and Modern Slavery.

Complete control. Each member of staff will receive their own log-in details to complete the required modules. You can set your organisation's own pass mark for each of the courses and, at a glance, you can see which members of staff have completed the training and who has failed and needs to re-sit.

Certificates to confirm completion for your records. When employees have passed a module, they will receive a certificate for their files and your records. This is an excellent, cost-effective way of you demonstrating to your staff that you take their development and wellbeing seriously.

Saves time and money. You can save up to 80% in costs and down time, when compared to traditional classroom based training methods.

Health & Safety, compliance and Employment Law/HR skills. Over 100 courses include:

- Workplace Safety
- Fire Safety
- First Aid
- Manual Handling
- GDPR
- Driving Safely
- Equality & Diversity
- Computer Safety
- Health & Wellbeing
- Slips, Trips & Falls

Please see attached course brochure.

Fee Summary

60-month support agreement (with 36 month break clause)

Health & Safety Fixed Fee Service exclusive of VAT

£2,875.00 per annum

36-month support agreement

Health & Safety Fixed Fee Service exclusive of VAT

£3,350.00 per annum

Optional Other

Online Fixed Fee Health & Safety Training

FREE for the first 12 months. If you love it and want to keep it after the free period, then it will be charged from year two. If you don't want to retain the service at the end of the free period, simply email us at elearning@worknest.com no later than 1 month before the first anniversary of your service agreement and we will cancel it with no fuss and no charge.

FREE full suite of courses for the first 12 months then £595.00 per annum (exclusive of VAT)

Terms

Our honest approach to doing business.

Please find a copy of our full Service Agreement Terms [here](#). The document explains WorkNest's terms of business, the terms that apply in relation to legal expenses insurance and key features and suitability of insurance cover 50 offered.

It is an important document and should be read and understood by you because it will form part of the agreement between us. WorkNest is authorised and regulated by the Financial Conduct Authority, registration number 310779.

Our legal expenses insurance (including the payment of representation costs and compensation / settlement monies) is provided subject to the insurer's terms of insurance cover.

worknest

mmm

0345 226 8393
enquiries@worknest.com

worknest.com

WorkNest
Woodhouse
Church Lane
Aldford
Chester
CH3 6JD



CRONER

Service Proposal

Prepared for: Hellesdon Parish Council

created by experts
powered by

AI 

CRONER HOUSE



Welcome to Croner

I'm looking forward to working with you

At Croner, we are serious about success; both yours and ours, so this is no mere slogan. Many years ago, I received some excellent advice. I was told to build my business on the strongest possible foundations.

It's advice that stood me in good stead, and more than that, it's the philosophy behind the services Croner provides to every single one of our clients today.

The foundation upon which we all build success is, I believe, no great secret. First, success starts with asking the right questions. But more important is knowing who to ask. Croner provides small and medium sized businesses with the right advice. Our statistics show that Croner clients are 3.5x more likely to be successful than the UK average. I firmly believe this is because they get their foundations in place by using Croner.

Fast forward more than three decades, and our organisation has grown significantly. At heart, though, our values are still those of the company that started out with a few people in a single room. We understand the challenges you face because we've been there ourselves.

I am a passionate believer in the importance of small businesses as the cornerstone of our economy, and nothing matters more to me than your continued success. With Croner on your side, you know that not only are you working with top professionals, but with people who genuinely care.

A handwritten signature of Peter Done in black ink. The signature is written in a cursive, flowing style.

Peter Done
Group CEO and Founder, Croner

About Us



24/7
Support



Tailored
Documentation



Online
HR Software



Legal
Representation



SafeCheck
Review

Croner has been helping businesses to be compliant with HR and health & safety legislation for over 35 years. We are now trusted by over 33,000 SME owners and employers in the UK and Ireland providing a unique service offering which is unparalleled in the marketplace.

At the heart of our company is a commitment to the health and growth of our clients. This means we are not just a source of expert help, but we are also a trusted partner. We pride ourselves on delivering a service that mitigates risk, adds value, and allows businesses to focus their time on what they do best.

Through the hundreds and thousands of discussions we have every year with our clients, we identify themes and trends which in turn help to future-proof your organisation with timely advice and innovative new services.

Notwithstanding the scale of Croner, our service delivery remains focused on the relationship that we have with our clients, working in partnership to enable us to deliver bespoke solutions based on your specific requirements, culture and ways of working.



Understanding Your Proposal

Within this document you'll find a full overview of all of Croner's services.

The services which are included in your solution are clearly outlined and marked with the relevant icon next to their title.

If you see any services which are not included in your solution that you'd like to discuss further, please don't hesitate to ask your Business Development Manager who will be able to talk you through the benefits to your business.



Don't Just Take Our Word for It



PK Education

One of the things I really like about Croner is that they lay out all the options in front of you and highlight the risk of each option. They tailor their advice to our business needs. Croner have absolutely delivered on what we needed since signing up, their support has been superb.

200-500 Schools

Supply Teaching Agency

[Read the full testimonial here](https://croner.co.uk/resources/testimonials-and-case-studies/pk-education/)

<https://croner.co.uk/resources/testimonials-and-case-studies/pk-education/>



ShuttersUp

Croner holds our hand when it comes to HR and Health & Safety. Having access to the 24/7 advice line means that we have somebody to call if anything goes wrong. It gives us an undeniable feeling of security. You never think you'll use it as much as you do.

Home-Improvement Company

25 Employees

[Read the full testimonial here](https://croner.co.uk/resources/testimonials-and-case-studies/shuttersup/)

<https://croner.co.uk/resources/testimonials-and-case-studies/shuttersup/>



CIPD

Croner have important skills, expertise, and areas of specialism that we could build ourselves, but that aren't really at the core of our business. So, with our partnership, we aim to bring the best of ourselves to work with Croner, and likewise they contribute their expertise to us.

Professional Body for HR

150,000 Members

[Read the full testimonial here](https://croner.co.uk/resources/testimonials-and-case-studies/cipd/)

<https://croner.co.uk/resources/testimonials-and-case-studies/cipd/>

How We Will Help Your Business

Our HR and health & safety experts are here to help you keep up to date with legislation. Our services take the complication out of compliance, by ensuring that you are complying with all relevant HR and health & safety regulations with a tailored solution to meet your needs.

Our services include:



HR compliance

An expert will assess your needs and provide tailored documentation to ensure compliance with employment standards legislation.



SafeCheck review

An independent evaluation of Health & Safety compliance followed by a traffic-light improvement report.



Health & Safety

A consultant will provide you with a framework for managing Health & Safety in your workplace.



24-hour telephone access

Professional expertise on our advice line complete with supporting documentation support on any advice matters.



Online HR software

BrightHR is an absence management system with clocking-in technology and expense tracking.



Keeping you updated

Continuous review of change in law and subsequent notification of these to you.



Employment Services

✖ Not in your package

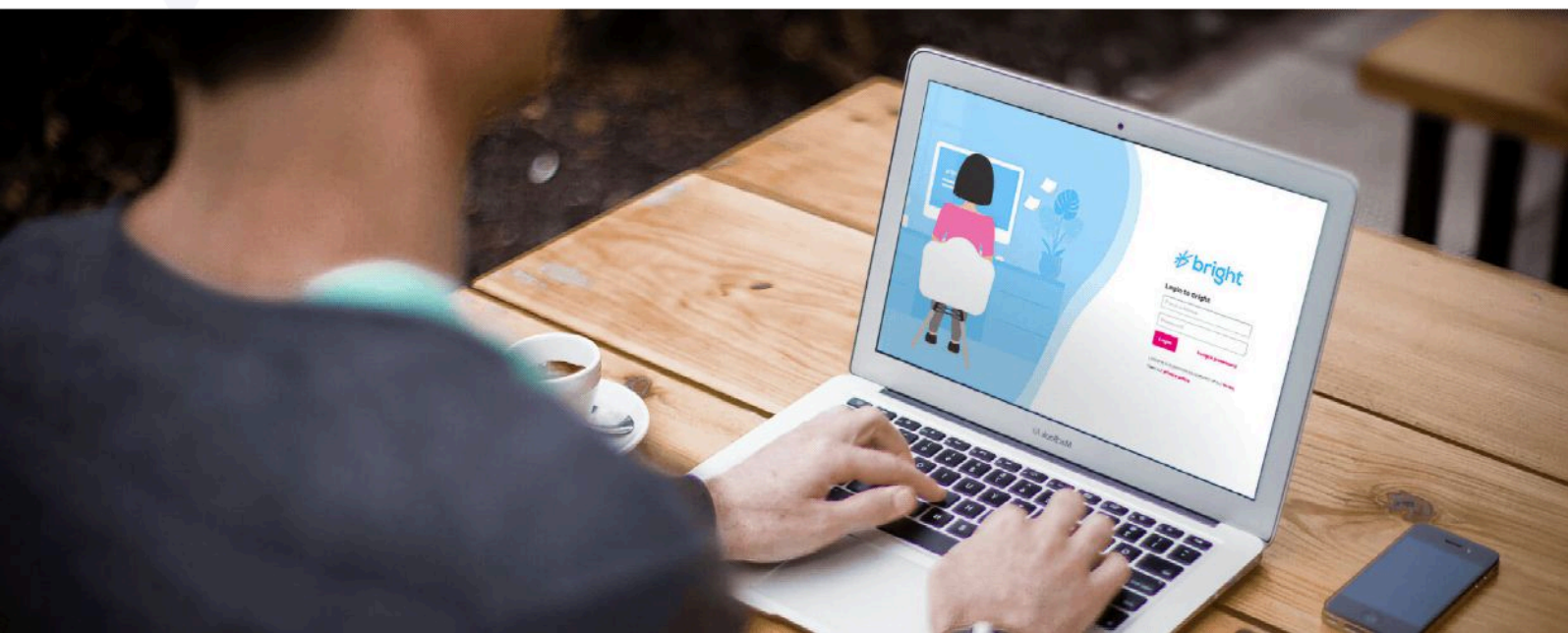
Employment Law and HR

- ✔ Your HR consultant will provide an in-depth review of your employment documentation and policies to ensure compliance with current legislation.
- ✔ We will provide tailored documentation and policies to establish rules, procedures, and standards to govern your workplace.
- ✔ You will receive changes and updates to your documentation should legislation change.
- ✔ You will have unlimited access to our biweekly employment law training E-Learning sessions and our monthly email on topical employment law news forthcoming changes in the legislation.

✖ Not in your package

BrightHR

- ✔ Our award-winning cloudbased absence management system will allow you to manage staff data, leave, shift patterns and absence.
- ✔ You can monitor your business activity on the go with the IOS and Android apps.
- ✔ Our powerful reporting features will give you intelligent insights allowing for further tailored advice.
- ✔ You will be able to track the hours your employees work, monitor lateness and overtime via Blip.
- ✔ You can track expenses and manage employee payroll via PoP.



Employment Services

✖ Not in your package

HR Policy & Documentation

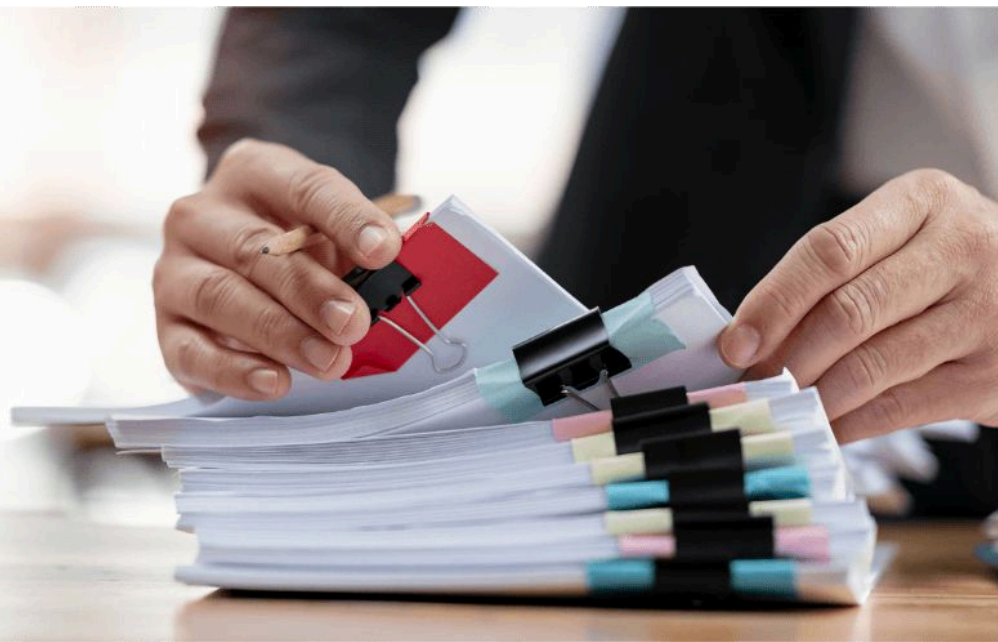
Your suite of documents

- ✔ As a Croner client, you have access to a suite of HR documents covering everything you need to stay in line with UK Employment Law and get the best from your staff. At your HR Documentation Principal Appointment your HR Business Partner will carry out a detailed review of your employment documentation and policies to ensure compliance with current legislation.
- ✔ Then we create tailored documents and policies that set the rules, procedures, and standards to govern your workplace.
- ✔ Plus, we will keep you updated with any legislation changes to keep you compliant.

✖ Not in your package

24 Hour Advisory

- ✔ Access to our 24-hour advice line, allows you to speak to our experienced HR professionals who will provide a bespoke and proactive solution to any issues or concerns you are having.
- ✔ Tailored documents and correspondence will be drafted by your consultant to ensure compliance, creating an audit trail for you by following clear procedures.
- ✔ We offer you continuity of advisor throughout a case which is particularly beneficial during a complex issue.
- ✔ Our Team of Solicitors are able to provide you with assistance on commercial legal matters and on areas such as Company Law, Commercial Contracts.
- ✔ Our payroll advice service provides you with assistance on all matters related to payroll.



Employment Services

✘ Not in your package

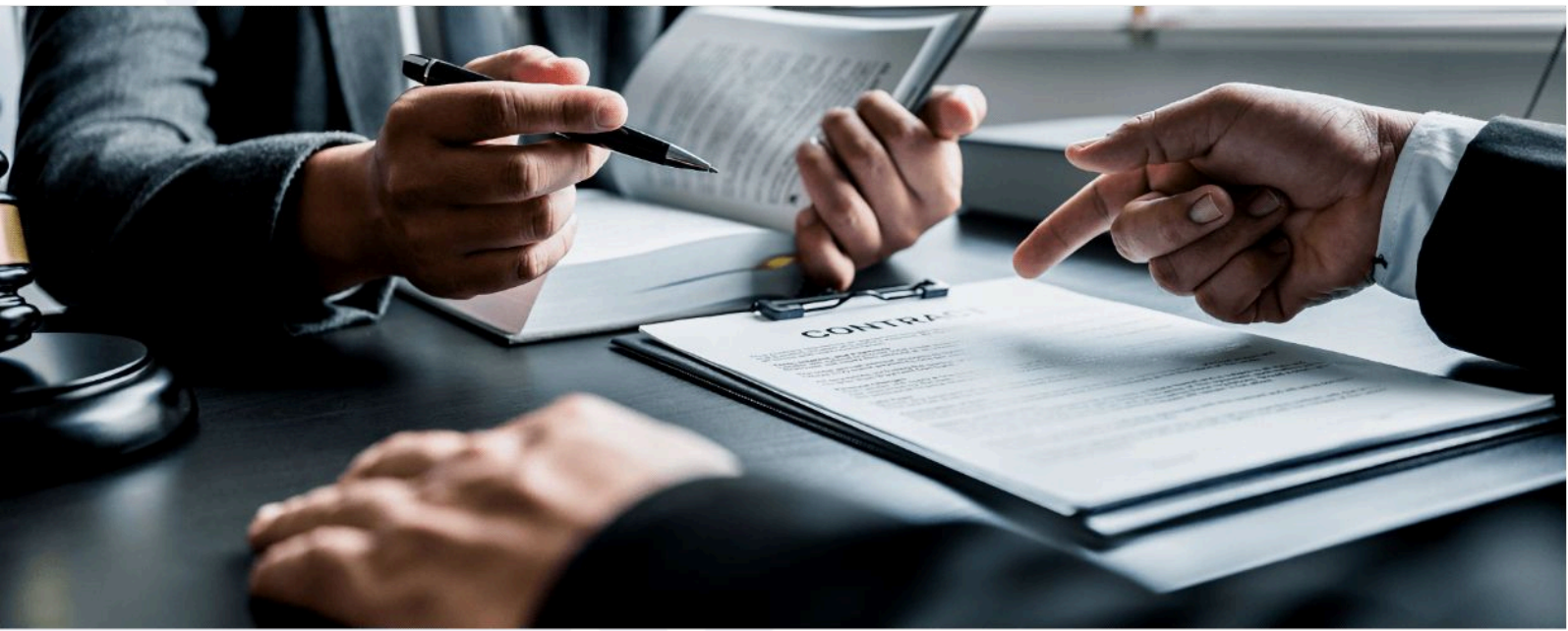
Croner Face2Face

- ✔ As part of your service from Croner, you will have access to one HR meeting to conduct, or assist you to conduct, employee meetings and procedures.
- ✔ Your meetings may include hearings such as grievance disciplinary, capability, consultations, workplace mediation or one off case review.
- ✔ Our experienced team can review paperwork and meet directly with your employee, completing any necessary reports following.
- ✔ One day on site training day for up to 16 delegates can also be provided tailored for your company needs a range of topics.

✘ Not in your package

Employment Tribunal Representation for Your Existing Claim

- ✔ Our legal defence for your existing Employment Tribunal claim will include preparation for up to and including one day representation in Tribunal.
- ✔ Our Tribunal Navigator will guide you through the Employment Tribunal process and will ensure you understand what to expect at every stage of your journey.
- ✔ Our legal team will contact you to start the preparation of the case immediately and liaise with the other parties, ACAS and the Employment Tribunal to ensure the best possible result.



Health & Safety Services

✔ Included in your package



Health & Safety

Croner's workplace health & safety services give you everything you need to meet HSE rules and protect your staff. Here's how:

- ✔ On-site assessment. A health & safety expert comes to your site to identify your risks and hazards. Then you get practical advice on how to meet UK laws.
- ✔ Written policies. We write your health & safety policies to protect your people, saving you time and effort.
- ✔ Annual reviews. For each year of your contract, a consultant gets in touch to review your health & safety processes and give you advice on how to keep your business safe.
- ✔ Time saving software. You get access to BrightSafe, easy-to-use health & safety software that lets you manage your risk assessments, documents and processes in one secure place online

✔ Included in your package



BrightSafe

From risk assessments to accident reporting, BrightSafe gives you the tools to manage your health & safety in one place online.

Simply log in from your computer or laptop to:

- ✔ Create risk assessments. Follow step-by-step guides and use over 800 templates to carry out risk assessments to professional standards.
- ✔ Record accidents and near misses. Meet the HSE accident reporting rules and use your data to cut hazards at work.
- ✔ Access policies in a click. Forget filing cabinets and paperwork, keep all your documents secure online.
- ✔ Get expert training. Take a range of online courses to boost your health & safety skills. There are 90+ E-learning courses included in your package.

It's smart software that makes it easy to protect your people and meet UK laws. And it comes as standard with your Croner health & safety package.

BrightSafe's Responsibility Navigator keeps all your Health & Safety tasks in one place, making it effortless to stay on top of responsibilities. Track, manage, and complete tasks on the go with the mobile app, simple, organised, and always compliant.



Health & Safety Services

✓ Included in your package



On Site Visit

We help you do your risk assessment in person, on-site, at a time that suits you. Here's how it works:

- ✓ You tell us the date and time and a qualified health & safety expert comes to your site. They guide you through your risk assessment and help identify the hazards in your workplace. Your consultant gives you practical and cost-effective steps to remove your hazards, reduce your risk and keep your business safe.
- ✓ Plus, you get access to a suite of online tools that help you keep your risk assessment up to date—even after we've gone.

✓ Included in your package



24/7 Health & Safety Advisory Services

- ✓ With Croner, you get unlimited access to 24-hour advice line staffed by UK based health & safety experts. Call any time day or night and get the answers to your toughest health & safety questions.
- ✓ Our consultants are members of either the Institute of Occupational Safety and Health or the International Institute of Risk and Safety Management.
- ✓ They give practical advice that's relevant to your business, always in plain English that you can understand.



Insurance Services

✓ Included in your package



Employment Tribunal Protection and/or Health & Safety Prosecution Protection

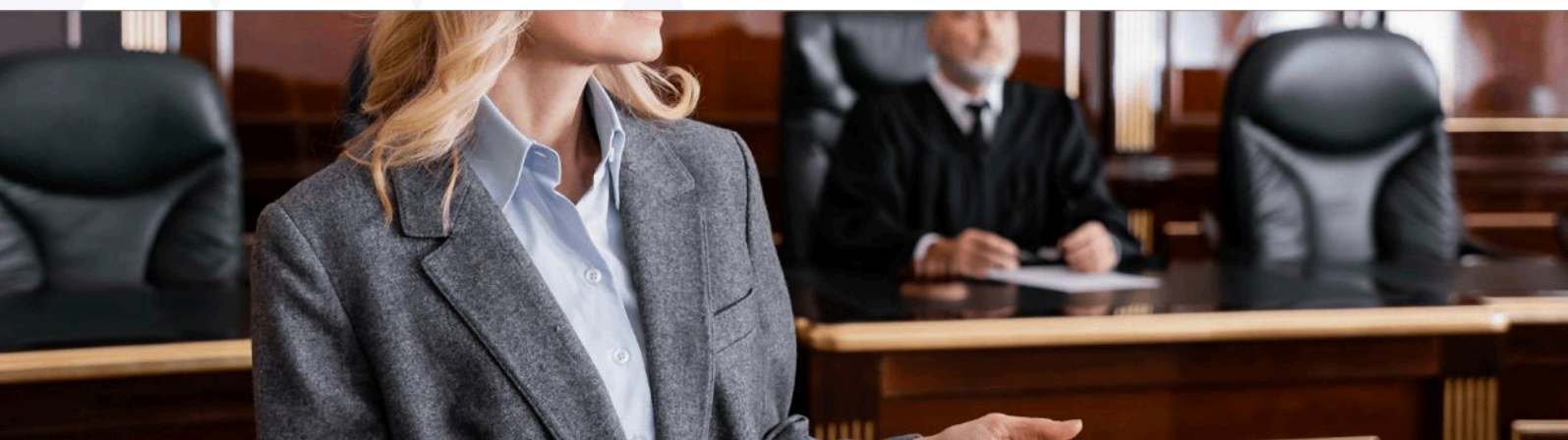
- ✓ We will provide you with cover for the defence of any future employment tribunal or health & safety prosecution if you take and follow advice, and all policy conditions are met.
- ✓ Your dedicated team of specialists will support you from start to finish, up to and including trial if necessary.
- ✓ You will receive £200,000 of coverage per claim and £2,000,000 for all claims brought against your business in any one policy year under either Employment Tribunal Protection and/or Health & Safety Prosecution Protection.

✗ Not in your package

Super Protect Legal Expenses Cover

- ✓ Access to telephone legal advice on commercial legal matters subject to the laws of England, Wales, Scotland, Northern Ireland and the Isle of Man.
- ✓ Enhanced Business Assistance including the following per annual period of insurance:
 - Contract Review x 2
 - Data Subject Access Request x 1
 - Director's Service Agreements x 1
 - Settlement Agreements x 10% of employee numbers subject to min. of 2 Settlement Agreements
 - Additional discounted legal services
- ✓ Only available if you have opted for Employment Tribunal Protection and/or Health & Safety Prosecution Protection insurance.
- ✓ Your dedicated team of specialists will support you from start to finish, for a range of commercial legal expenses including Defence of Legal Rights; Protecting your property; Jury Service and Witness Expenses; Statutory Licence Appeal; Contract Disputes; Recovery of Undisputed Debts; Tax Enquiries.
- ✓ You will receive £200,000 of coverage per claim and £2,000,000 for all claims brought against your business in any one policy year under the Super Protect Legal Expenses Cover.

To learn more, please click [here](#) to read the full Insurance Product Information Documents (IPID) and Insurance Policy Wording.



Other Services

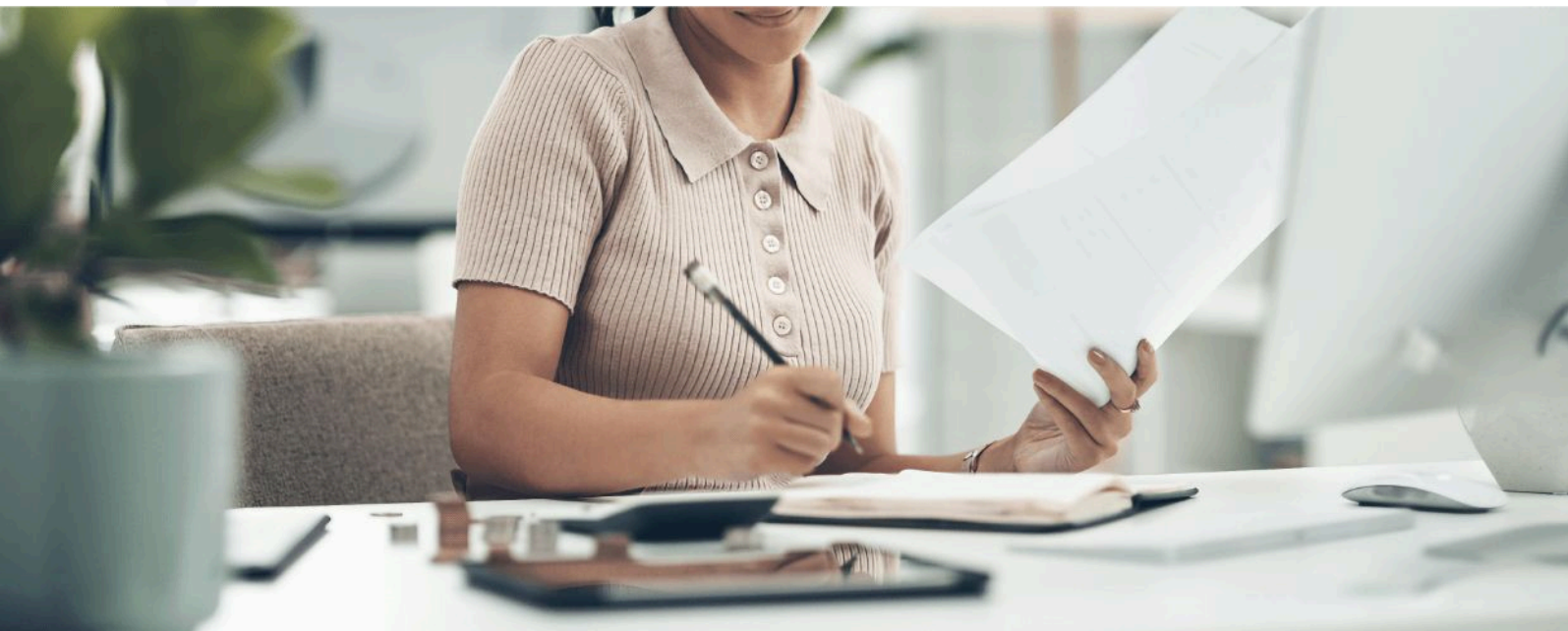
✖ Not in your package

Health & Safety Visits, Certification and Training

Croner offers a comprehensive suite of training courses which will enable you to upskill and give and your employees the confidence to deal with a variety of situations which may arise in the workplace. Many of our clients have taken up training with us and are thrilled with the results. We have a team of specialist trainers who can deliver the training virtually, in the or if you prefer you can book an external venue and we deliver the training there. We offer training on:

- ✔ IOSH managing safely courses
- ✔ Fire Safety
- ✔ Construction Safety
- ✔ First aid and so much more!

These training courses helps you identify hazards and risks in your workplace, giving you guidance, how to apply control measures to known hazards and understanding your legal and moral duty to H&S for your employees.



Other Services

✓ Included in your package



Employee Assistance Programme

Support your employees with their mental health and wellbeing with access to:

- ✓ A confidential telephone helpline – 24/7, 365 days a year, offering practical information and emotional support.
- ✓ Up to 6 sessions of telephone, online and face to face counselling. Support for your employee's, partner/spouse and dependants.
- ✓ Online Portal and My Healthy Advantage mobile app providing a wealth of tools and resources.
- ✓ An EAP supports productivity and efficiency in the workplace with an average £7.27 return on investment for every £1 spent.

✗ Not in your package

SafeCheck

- ✓ The SafeCheck review will provide you with an independent evaluation of your health and safety compliance followed by a traffic-light improvement report.
- ✓ This includes a tour of the premises and a review of any existing health & safety documentation giving pragmatic advice at the time, followed by a professional report outlining actions for improvements.



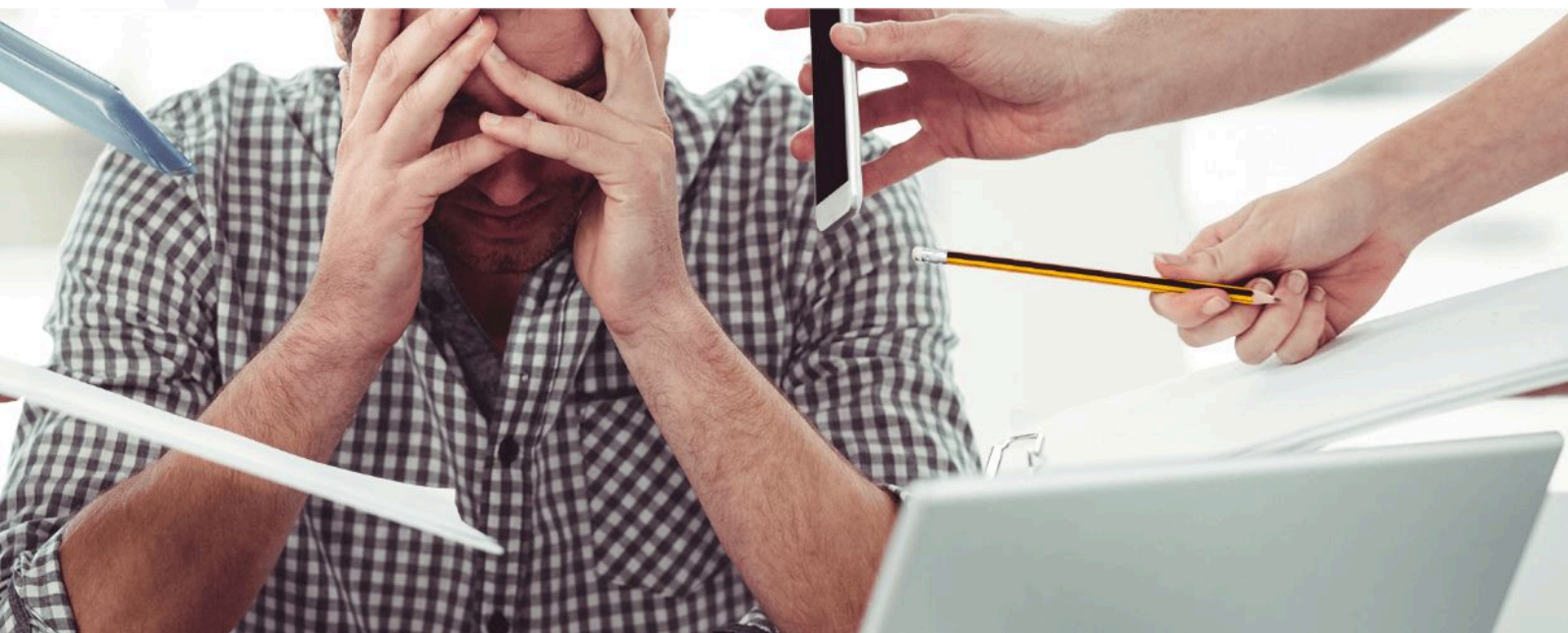
SafeCheck your business today



Allowing your business to move in the right direction



Ensure your work activities are safe to go!



Other Services

✓ Included in your package



BRAINBOX+

Created by experts, powered by AI

BRAINBOX+ is Croner's comprehensive AI tool, designed to give you helpful, practical information to manage your employees and your workplace at a click.

It pairs perfectly with our advisory services to answer your HR, employment law and Health & Safety questions.

Because there are times when you want a quick fact check or speedy answers without having to phone. And other times, it's simply not convenient to call if you're in an open office. Either way, you can use BRAINBOX+ for legally correct answers.

We have seamlessly combined powerful AI technology with our 50 years' technical expertise to give you 100% reliable answers.



Your Bespoke Quote

The elements of our consultancy service as described in this proposal will be tailored to your specific needs. The proposed service fee for your requirement is below.

 Service Term	 Monthly Fee	 Saving
36 Months	£329.64	
60 Months	£282.70	£46.94 (14.2%)

This fee is based on your current number of employees, which is 15, and will be fixed for the duration of the service term. Fees quoted are subject to the applicable sales tax. This proposal is valid for 7 days from 13/08/2026.

Here's a summary of what's included:

Health & Safety Services

- ✓ Health & Safety
- ✓ BrightSafe
- ✓ On Site Visit
- ✓ 24/7 Health & Safety Advisory Services

Other Services

- ✓ Employment Tribunal Protection and/or Health & Safety Prosecution Protection
- ✓ Employee Assistance Programme
- ✓ Brainbox+
- ✓ H&S Consultancy Additional 1/2 Day (On Site)
- ✓ H&S Fire Risk Assessment (Low Risk)

Not included: Employment Law and HR, BrightHR, HR Policy & Documentation, 24 Hour Advisory, Croner Face2Face, Employee Benefits, SafeCheck, Super Protect Legal Expenses Cover, Health & Safety Visits, Certification and Training

Next Steps



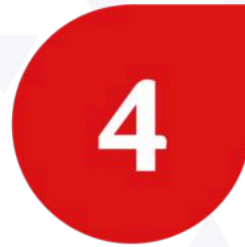
Your Croner Consultant will reach out to book a meeting and review your Proposal



We will send an agreement containing your contract for review and signature



Within 1 hour of signing, our Client Experience Team will conduct a welcome call



During the call we will book your advisory calls to start creating your tailored employment documentation



Meanwhile, you now have access to our 24/7 advice line to support your business.
Welcome to Croner!

Now that you have seen what Croner can do, we hope we have the solution for you and we would be delighted to become your trusted partner. If you have any questions in relation to this proposal, please don't hesitate to contact me.

Consultant Name: **Jamie Shackell**

Mobile: **+44 7970947726**

Telephone:

Email: **jamie.shackell@croner.co.uk**

Let's Talk

t: 0800 015 4939

w: croner.co.uk

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Registered Office:

Croner House, Wheatfield Way, Hinckley, LE10 1YG.

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Report for : Property, Policy & Resources Committee

Date: 28 September 2026

Item Title: To consider grant application from St Mary's and St Paul's Churches to install bike racks.

Background and Purpose

The Parish Council have been contacted by the Church Parish administrator concerning a capital project at both St Mary's and St Paul's Churches. An application for a grant is attached to this report at appendix A, although I have acknowledged that this is the previous application form, I have managed to ascertain some further details, which have been confirmed by email.

The congregation of the churches will match find any grant provided by the Parish Council. The total project will cost £1177.86. The church is aware that the maximum grant awarded is £500.

Conclusion

The application meets the requirements to allocate a grant to the churches, as it is for a capital project and will be matched funded by the congregation of the church.

Financial Considerations

The grant can be awarded from the earmarked reserve "Good Causes for Hellesdon" which currently has a balance of £4,697.06

Actions required

The Committee are asked to approve the application for a grant.

Clerk

22 September 2026

HELLESDON PARISH COUNCIL

COMMUNITY GRANT SCHEME (in excess of £200)

POLICY, GUIDELINES & APPLICATION FORM

Council Office
Hellesdon Community Centre
Middletons Lane
Hellesdon
Norwich NR6 5SR

Tel (01603) 301751
www.hellesdon-pc.gov.uk
email: [parish clerk @hellesdon-pc.gov.uk](mailto:parish_clerk@hellesdon-pc.gov.uk)

Your organisation's contact details

Name of organisation The Ecclesiastical Parish of Hellesdon Churches of St Mary and St Paul
Contact name Mrs Debbie Cronk
Position in organisation Parish Administrator
Address for correspondence c/o The Vicarage, Broom Avenue, Hellesdon, NR6 6LG
Telephone number(s) day 07887 717158
Email address admin@hellesdonchurches.org

Details of organisation

Brief description of your organisation's aims

To know Jesus and make Him better known by being an active and visible presence in the local community.

How long has it been in existence? Is it run by a committee?

For many centuries! It is run by the Parochial Church Council (PCC) of Hellesdon - St Mary and St Paul

If yes, how many committee members? 12 + Chair

{ Can anyone join? PCC members are elected members of the electoral roll for the church
If not, what are the restrictions? _____

How often do you meet? Every 2 months

Where are meetings held? St Mary's Community Room

Are they public meetings? Church electoral roll members can attend but not vote

How many members do you have? 63

What percentages of members live in the Hellesdon Parish Council area?

62% live in the Hellesdon Parish Council area.

78% live in the ecclesiastical Parish of Hellesdon (our boundary extends to Dereham Road to south of the parish)

Organisation's purpose

Please give a summary of the activities of your organisation during the last year. (If you are a new organisation, give an idea of the activities you wish to undertake).

Twice weekly services; weekly Tea on Tuesday; twice monthly coffee mornings; twice monthly Knit & Natter; monthly Wild Worship; monthly craft evening; weekly community choir; continued overleaf

Describe how the local community will benefit from your organisation.

The Vicar and Church are there to support the spiritual wellbeing of every member of the ecclesiastical Parish of Hellesdon

Are there any individual groups or societies that are members of your organisation, if so please mention.

One Rainbows and two Brownies packs meet on church premises as do Norfolk Unity Brass and St Paul's Church is used as a Polling Station.

About the project

Please give brief details of your proposed project; what you wish to use any grant awarded for; and what amount you are requesting from the Council.

To instal two bicycle racks at each church to encourage people to cycle to church as part of our engagement with EcoChurch, a project that ~~encourages~~ promotes lifestyle improvements and care for the environment. They will also provide a safe space for church members and the local community to lock their bikes.

What is the total project cost?

£1177.86

Have you received or applied for funding from any other source for this project? Please give details.

No

Weekly Bible Study; Weekly Christian meditation;
Weddings; funerals; Baptisms; Advent and Lent
Study courses; nurture courses; Remembrance, Easter
and Christmas services; workshops with local schools;
concerts with Norfolk Unity Brass.

Report for : Property, Policy & Resources Committee

Date: 28 September 2026

Item Title: To receive a report and to note work undertaken to the Council's Website to ensure compliance with Assertion 10 and Web Content Accessibility Guidelines 2.2

1 Background and Purpose

- 1.1 As part of the compliance requirements to Assertion 10 the website as required an upgrade. At the same time, the opportunity has been taken to include the actions required for the Web Content Accessibility Guidelines 2.2 (WCAG 2.2).
- 1.2 WCAG 2.2 is a set of guidelines for making websites easier for everyone to use, including people with disabilities. The guidelines state that website information should be easy to see or hear, simple to navigate, clear to understand and able to work with different devices and assistive technology. The guidelines have three levels A, AA and AAA and include practical requirements such as making keyboard focus easy to see, providing alternatives to dragging, using buttons and links that are large enough to select, keeping help in a consistent place, avoiding requests for the same information more than once, and making sign in processes accessible. Meeting WCAG 2.2 also covers the earlier WCAG 2.0 and 2.1 standards and can make the website easier for everyone to use.
- 1.3 Reports have been prepared by Xpose in August and September 2026 which are attached to this report at **appendix A**. All of the work highlighted has now been completed and I am pleased to see the Council's website is 100% compliant. The work has taken us above and beyond the expectations of a Parish Council to comply with the guidelines. In addition, nearly 14% of our historical agendas and minutes and other documents held on the website as a PDF format are also compliant. Again this goes beyond the requirement of the guidelines as an exception could be provided as an disproportionate burden exemption.
- 1.4 1.4 A disproportionate burden exemption is where a public sector body determines that meeting a particular accessibility requirement would place an excessive financial or organisational burden on it when weighed against the likely benefit to disabled users. Any decision to rely on the exemption must be based on a documented assessment of the costs, resources available and impact on users, and should be explained in the Council's accessibility statement. It does not remove the duty to make reasonable improvements or to provide information in an accessible alternative format on request.
- 1.5 The opportunity has also been taken to move our server provider to a much faster, more reliable platform using some of the best and newest software available. The website is

now much easier to keep updated as developer status has been removed and replaced with a more user friendly software addition.

2 Conclusion

- 2.1 The upgraded position meets all the requirements and is probably now a model website in terms of WCAG 2.2 for other councils to benchmark against. The change of status to allow easier upgrading should keep maintenance time to a minimum and encourage greater user of the website for displaying information. The work has also gone above and beyond the requirements for historical PDFs. All this work should future proof the Council's website for sometime to come.

3 Financial Considerations

3.1 The Council has already paid an invoice of £236.25. A further invoice is expected for the remaining 18.5 hours of work undertaken.

4. Actions required

The Committee are asked to:

1. **Resolve** that the regulations allows the council to legitimately claim disproportionate burden for its historic archive and that the decision should be formally recorded on the council's accessibility statement on the website. This resolution does not remove the duty to make reasonable improvements or to provide information in an accessible alternative format on request.
2. **Resolve** not to commission disabled user testing and instead accept that all requirements have been met of WCAG 2.2 and that compliance testing has been thoroughly undertaken and has passed all automated testing.

Clerk

22 September 2026

What has been done

The core of the website has been rebuilt to meet **WCAG 2.2 AA** — the standard required of public bodies under the Public Sector Bodies Accessibility Regulations 2018.

18

PAGES REBUILT IN CODE

0

ERRORS ON REBUILT PAGES

51

PAGES AUDITED SITE-WIDE

AA

WCAG 2.2 STANDARD MET

The sections we rebuilt

AREA	WHAT CHANGED	STATUS
Meeting archives	Agendas, papers and minutes now download directly from the list — no clicking through to a separate page. Newest first, 20 per meeting page.	DONE
Meeting documents	Every link describes itself — “ <i>Agenda — Full Council, Tuesday 23 June 2026 (PDF, 204 KB)</i> ”. Only documents that actually exist are listed.	DONE
Councillors & staff	Rebuilt as a proper people directory with roles, so it can be kept up to date from simple fields.	DONE
News archive	Rebuilt, correctly paginated and readable by screen readers.	DONE
Policies & finance	Document archives rebuilt to the same accessible pattern.	DONE
Homepage	Rebuilt in code, editable by the office through plain fields rather than a page builder.	DONE
Design standards	Readable colour contrast, a visible outline when tabbing with a keyboard, 44 px minimum tap targets on phones, and headings in correct order throughout.	DONE
Full-site audit	All 51 pages tested with industry-standard tools, with a written page-by-page record of every remaining issue.	DONE

The measured result

MEASURE	BEFORE	AFTER
Accessibility errors on a committee meeting archive page	12	10
Accessibility errors on a single meeting page	12	10
Code errors (W3C validator) on those same pages	5–15	1
Rebuilt pages that are completely clean	—	18 of 18

Important: the sections we built contribute **zero** accessibility errors. The handful that remain on those pages are not in the new content at all — they come from the site’s shared header, footer and cookie banner, which appear on every page of the site and are dealt with in the remaining work.

In plain terms. The parts of the site the public uses most — finding a meeting, downloading an agenda or a set of minutes, looking up a councillor — now work properly for people using a screen reader, a keyboard, a magnifier or a phone. All of it was built and proven on a private staging copy of the site first, so nothing was risked on the live website.

The website accessibility work, explained

A plain-English summary for councillors — what was done, why it had to be done, and why it matters to the Council.

1. What was the problem?

Parts of the Council's website could not be used properly by some residents.

If you have poor eyesight, you may use software that reads a web page aloud. If you cannot use a mouse, you move around a page using the keyboard alone. If a website is not built carefully, these tools simply do not work — buttons have no name to read out, links say only "click here", text is too faint to read, and pictures have no description.

That was the case on our site, particularly around **meeting agendas, papers and minutes** — the very documents residents most need to see.

2. What has been done?

The most-used parts of the website have been rebuilt so that they work for everyone:

- **Meeting papers are now easy to find and download.** Agendas, papers and minutes are listed by date and download in one click, instead of making people hunt through several pages.
- **Every link now says what it is.** Rather than "download", a link reads *"Agenda — Full Council, Tuesday 23 June 2026 (PDF, 204 KB)"* — so a resident, or a screen reader, knows exactly what they are getting.
- **Councillor and staff details, news and finance documents** have all been rebuilt the same way.
- **The whole site was tested** — all 51 pages — and every remaining problem written down, so nothing is guesswork.
- **The office can now update these pages itself**, by typing into simple boxes, without needing a developer.

All of this was built and checked on a private practice copy of the website first, so the live site was never put at risk.

3. Why did it have to be done?

Because the law requires it. Under the **Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018**, parish councils — like all public bodies — must make their websites usable by disabled people, and must publish an **accessibility statement** saying how well they are doing. Separately, the **Equality Act 2010** requires the Council to make reasonable adjustments so that disabled people are not put at a disadvantage.

This is not optional, and it is not something a council can quietly leave undone. Compliance is monitored centrally, and the Equality and Human Rights Commission can require a public body to put things right. An individual resident who cannot access Council information can also raise a complaint.

4. Why does it matter?

It affects a lot of people

Around **one in five people** in the UK has a disability. Many more — older residents, anyone reading on a phone in bright sunlight — benefit from the same improvements.

It is about our core duty

Agendas and minutes are how residents see what the Council decides on their behalf. If those cannot be read, the Council's openness is only theoretical.

It protects the Council

Doing this properly, and being able to show a written record of it, is the Council's best answer if its website is ever questioned or challenged.

In one sentence. The Council has a legal duty to make its website usable by everyone; the most important parts of the site — meetings, papers, minutes and councillor information — now meet that standard, have been independently tested, and can be kept up to date by the office. **The remaining older pages are set out in a separate costed plan.**

What is left to do

The older page-builder pages still need converting to the same accessible system. This is well-defined, costed work — not open-ended.

12–16

HOURS REMAINING (ESTIMATE)

30

PAGES TO CONVERT

2 hrs

PER MONTH, BILLED AS USED

6–8

MONTHS TO COMPLETE

Where the hours go

WORK	PAGES	EACH	HOURS
Landing & hub pages — Your Council, Facilities, In Your Parish, Café, Community Centre, Royals and similar	11	20–40 min	3.7–7.3
Interactive pages — Contact Us (accessible form) and the Events listing	2	30–60 min	1.0–2.0
Standard content pages — allotments, open spaces, bin collections, road maintenance, Report Problems and similar	15	10–20 min	2.5–5.0
Simple legal text — cookie policy, privacy policy	2	~5 min	0.2
One-off setup — making the existing building blocks reusable so the office can compose any page without a page builder	—	—	2.0–4.0
Total remaining build time	30		9.4–18.5

Working figure for budgeting: **12–16 hours**. This is a **ceiling guide, not a minimum** — if the work finishes sooner, billing simply stops there.

Alongside the conversion

#	ACTION	OWNER	PRIORITY
1	Publish the Council's Accessibility Statement — a legal requirement. We can help word it so it references this plan and timeline.	Council	HIGH
2	Add image descriptions and proper link text on the remaining older pages — can be done straight in the editor, no developer needed.	Office	HIGH
3	Add a single main heading to the 11 pages currently missing one.	Office	MEDIUM
4	Tidy the shared header, footer and cookie banner — the last remaining errors, which affect every page.	Developer	MEDIUM
5	Review two leftover pages (<i>new-ticker</i> , <i>warm-room-2</i>) and delete or merge them rather than converting.	Council	LOW
6	Annual re-check and statement refresh to stay compliant.	Developer	LOW

How it is paced. A flat **2 hours per month** is worked through the pages until the conversion is complete — predictable for the precept, rather than one lump sum. The pages that currently fail accessibility, and the busiest pages, are converted **first**, so the Council's legal duty is met early. Each page becomes office-editable the moment it is converted — there is no waiting for a single relaunch.

The pacing constraint is usually the Council, not the build. Most pages take minutes to produce. The real time is the office confirming each page's content is still current and signing it off. If the Council wants it done sooner, more than 2 hours can be used in a month by agreement.

The website, rebuilt

What changed on hellesdon-pc.gov.uk, what it means for residents, and what the council now has.

Prepared August 2026 · All figures below were measured on the live site, not estimated.
The accessibility work was commissioned. The speed, resilience, document and link work described here was carried out at no charge.

CONTENTS

1. [In short](#)
2. [Accessibility](#)
3. [Speed](#)
4. [Staying online](#)
5. [Privacy](#)
6. [The document archive](#)
7. [Links to other sites](#)
8. [What the hosting provides](#)
9. [What is left](#)

1. In short

The council's website has been rebuilt, re-hosted and re-tested. It is now faster than the great majority of local authority websites, has no detectable accessibility faults, and will stay online even if the server it lives on stops responding.

0	28ms	70%	3,998
Accessibility faults found across 114 page checks	Time to first response, down from about 300ms	Reduction in page weight	Documents made readable by screen readers

The rest of this report explains each of those, and why the last one matters most.

2. Accessibility

Public sector websites must meet an international standard called **WCAG 2.2 AA**. The site was tested against it at two screen sizes — a desktop monitor and a small phone — across 57 pages covering every type of page on the site.

The result was zero faults, on all 114 checks. Nothing overflows the screen sideways on a small phone, every link is distinguishable without relying on colour, every control can be reached with a keyboard alone, and text contrast passes throughout.

What was fixed along the way

- Links inside article bylines were shown in colour only, with no underline — invisible as links to anyone who cannot distinguish the colour.
- An empty heading in a news post announced "heading level two" to a screen reader and then nothing at all.
- Tables of figures scrolled sideways but could not be scrolled by keyboard, so a keyboard user could see a payment table continued off-screen with no way to reach the rest of it.

AN HONEST NOTE

Automated testing finds roughly a third of accessibility problems. It can confirm an image has a text description; it cannot judge whether that description is *useful*. The site passes everything a machine can check. The only way to go further is for someone who uses a screen reader daily to sit down with the site — which costs money, and is the one thing this work cannot substitute for.

3. Speed

Speed is not vanity. A heavy page eats a metered mobile allowance, and on a weak signal it is the difference between a page appearing and a resident

giving up.

Home page, measured on the live site			
MEASURE		BEFORE	NOW
Server response time		~300ms	28ms
Page downloaded		1,259KB	370KB
Separate files fetched		31	12
Main content visible		464ms	164ms
Layout shifting as it loads		—	none

For context, Google treats anything under 2,500ms as good for the moment a page's main content appears. Hellesdon does it in **164ms** — roughly fifteen times inside the threshold.

Why the weight matters more than the speed

The page went from 1,259KB to 370KB, and from 31 files to 12. That was achieved by converting every photograph to a modern format, and by removing a page-builder plugin that was loading around 130KB of JavaScript the site had stopped using.

On full-fibre broadband none of that is noticeable. **On a five-year-old phone on two bars of signal at the edge of the village, it is the whole experience.** Every file removed is a separate request that no longer has to survive a poor connection, and every kilobyte saved is one the resident does not pay for. This is the change that most affects the people least well served by the old site.

| 4. Staying online

The site is now delivered through three layers, each of which keeps working if the one behind it fails.

- **A global delivery network** holds a copy of every page in data centres around the world, and serves UK visitors from a UK location.
- **A cache on the server itself** answers in about 12 milliseconds without waking the website software at all.
- **The website software** is only involved when something has genuinely changed.

A routine every night requests all 1,385 pages so the copies are already warm before the first resident of the day arrives.

TESTED, NOT ASSUMED

To check this, the server was deliberately made to fail — returning errors for a page for eleven minutes without a break. **Visitors received the page correctly on every single request.** At one point the network went to the server, received the error, and served its saved copy regardless.

In practice this means that if the server were lost entirely, the website would keep answering residents from its saved copies rather than showing an error page.

5. Privacy

Before this work, the site loaded Google's tracking software on every visit — around 169KB fetched from Google before anyone had agreed to anything.

That has been rebuilt. Analytics is now held back completely until a visitor accepts it: the browser is not merely told to ignore the file, it is never given the address to fetch it from. Verified by testing:

What happens on a first visit		
STAGE OF THE VISIT	BEFORE CONSENT	AFTER ACCEPTING
Contact with Google	none	yes

STAGE OF THE VISIT	BEFORE CONSENT	AFTER ACCEPTING
Cookies stored	none	3

The site now contacts **one** outside address, and it is a server the council's own supplier runs, rather than an overseas analytics company. Outdated encryption standards, still switched on, have also been disabled.

6. The document archive

The council publishes around **4,000 documents** — minutes, agendas, policies and accounts going back many years. This was the largest accessibility problem on the site, and it is worth being precise about what was wrong.

539 of them were photographs of paper. A scanned document contains no text a computer can read — to a screen reader it is no different from a picture of a field. Somebody relying on one could not read a single word of those files.

Every document has now been processed:

- The 539 scanned files have had their text recognised and embedded, so they can be read aloud and searched.
- All 3,998 now announce a proper title instead of a filename, and declare that they are in English.
- 8,116 links inside documents now say where they lead, instead of announcing only "link".
- **Every document is also published as an ordinary web page**, with its sections detected so a screen reader user can jump between them. The original file remains available to download.

WHERE THIS STOPS

The documents still do not meet the formal PDF accessibility standard, and this report should not claim otherwise. Meeting it requires each

document's internal structure to be rebuilt by hand — deciding what is a heading, and which cells are the headers of a table of payments. A machine can guess; on financial records, a confident wrong guess is worse than none.

Independent testing put the archive at **none of 300 documents** conforming. Remediating all of them commercially is manual work, document by document, across an archive of 19,824 pages, which is plainly not proportionate for a parish council.

The regulations do not require it. They require that the information be available in an accessible form — and it now is, for every document, as a web page. The accessibility statement records this position honestly rather than claiming compliance the files do not have.

| 8. What the hosting provides

The site is not sitting on a standard hosting package with the defaults left alone. Every layer between a resident and the council's content has been tuned for this site specifically.

- Pages are served from a **delivery network with edge locations worldwide**, so a resident in Hellesdon is answered from nearby rather than from a machine in another country.
- A **second cache sits behind that**, holding pages ready in memory. It cut the time to produce a page from roughly 300 milliseconds to 12.
- Caching rules were **written specifically for this site**. The standard configuration would have prevented the delivery network from caching anything at all — the site would have looked fine and been slow for no visible reason.
- Editing a page **clears its cached copy automatically**, so corrections appear immediately instead of when a cache happens to expire.

- Images are **converted to modern formats automatically**, and the whole site is re-warmed each night so the first visitor of the morning is not the one who waits.
- The site and the machinery behind it are **monitored continuously**, certificates included, so the council hears about a problem before residents do.
- Every document uploaded is **corrected for accessibility automatically**, so the archive cannot return to the state it was in.

WHAT IT ADDS UP TO

A median response of about **50 milliseconds**, a home page cut from 1,259KB to roughly 370KB, and a site that kept answering every single request through eleven minutes with its server deliberately switched off. Those are measurements, not claims — each one is set out in the reports behind this summary.

7. Links to other websites

Every link on the site pointing somewhere else was collected and checked — 120 addresses in all — first automatically, then in a real browser, because several council websites refuse automated requests and would otherwise have been wrongly reported as broken.

120 External links checked	67 Working normally	32 Confirmed dead, across 22 pages	13 Already repaired automatically
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What was fixed straight away

Twelve pages carried links copied out of Facebook or from emails, which brought advertising tracking tags along with them. A resident clicking through to GOV.UK from a council page was announcing that visit to

Facebook's analytics. Those tags have been stripped, and Facebook's redirect wrappers replaced with the real addresses — but only where the destination was checked and confirmed working.

What needs a decision, not a fix

The largest group is **13 links to broadland.gov.uk**. Broadland District Council's website has moved to a shared site with South Norfolk, so those addresses no longer exist. The replacements are not a straight substitution — someone needs to find the equivalent page on the new site.

The second group is **obsolete by nature**: bus timetable notices from March 2020, coronavirus service updates, and six one-time links from police newsletters that were only ever valid when sent. For most of these the right answer is to remove the link, or retire the post, rather than hunt for a replacement.

Pages containing a dead link, most affected first	
PAGE	DEAD LINKS
Public Transport Update	7
Report Problems	5
New grants available for South Norfolk and Broadland businesses	2
Can You Spare Some Time To Help Norfolk Police?	2
Hellesdon Community Help Directory	2
Tots 2 Teens Club	1
Tots 2 Teens Club – Taster Day	1
Fundraising in our area	1
Special Constabulary Recruitment Event – 9 February 2022	1
Residents Urged To Be Vigilant Following Scams	1
Common examples of Courier Fraud.	1
Launch of a Public Space Protection Order for vehicle ASB	1

PAGE	DEAD LINKS
<u>Free Childrens Book</u>	1
<u>Phase 3 of the Norwich Golf Club Development Exhibition</u>	1
<u>Active Norfolk Free Training For Volunteer Carers</u>	1
<u>Bin Collection & Recycling</u>	1
<u>COVID-19 Guidelines</u>	1
<u>Hellesdon Neighbourhood Plan Referendum – Thursday 16th November</u>	1
<u>Public Notice – Consultation on proposed Hellesdon Neighbourhood</u>	1
<u>Additional Bins in the Parish</u>	1
<u>Police Budget Consultation 2024 / 25</u>	1
<u>Police Budget Consultation – Have Your Say</u>	1

A NOTE ON THE METHOD

An earlier automated pass reported 53 problems. Checking each one again from a normal UK broadband connection, and then in a real browser, reduced that to 32. The difference was council websites blocking automated requests — links that work perfectly well for a resident. Five reported failures turned out to be entirely fine. The 32 above are confirmed by a real browser; a further 11 could not be established either way because the sites refuse automated checks.

9. What is left

Three things remain, and none is urgent.

For the clerk to pick up

- One councillor is still without a photograph. Staff photographs are deliberately not published.
- Newly published documents should be put on the site as web pages wherever possible. A web page is accessible from the moment it is written and never needs fixing afterwards — which is how this problem stops recurring.

For members to consider

- **An independent accessibility audit including testing by disabled users.** Not required for compliance, but it is the way to find the problems neither automated nor manual checking can.
- **Full remediation of a small number of priority documents** — the current year's minutes and key policies — rather than the whole archive, if members want the PDFs themselves brought up to the formal standard.

A RECOMMENDATION THE COUNCIL SHOULD MINUTE

Where full compliance would be a disproportionate burden, the regulations permit the council to say so — provided it assesses the position and records it. The evidence for that assessment now exists: 3,998 documents, none conforming, and a cost far beyond the council's means. That decision belongs to the council, not to its suppliers, and should be taken deliberately rather than left unspoken.

Every figure in this report was measured on the live website during August 2026. Where something has not been proven, the report says so.

Accessibility

How the site was tested against WCAG 2.2 AA, what was found, and the limits of what testing can tell you.

Measured on the live site, August 2026. Every figure here comes from a test that was run, not an estimate. Where something has not been proven, it says so.

The result

0	114	57	2
Faults found	Page checks performed	Pages, covering every page type	Screen sizes: desktop and small phone

Public sector websites must meet **WCAG 2.2 AA**. The site was tested against that standard, plus common best-practice checks, at 1366 pixels wide and again at 320 pixels — the narrowest phone screen still in real use.

Every page type was included: the home page, section pages, news articles, meeting records, documents, councillor profiles, category listings, the search results page, the contact page, the accessibility statement, and the "page not found" screen.

No faults were found, on any check. Nothing overflows the screen sideways at 320 pixels, every interactive control can be reached and operated with a keyboard alone, and text contrast passes throughout.

What was wrong, and was fixed

The clean result is the outcome of the testing, not the starting point. These were found and corrected along the way.

Links shown by colour alone

The category link in each news article byline was coloured but not underlined. Someone who cannot distinguish that colour from the surrounding text has no way to tell it is a link. This fails WCAG 1.4.1 Use of Colour. Every in-text link on the site is now underlined.

An empty heading

A news post contained a heading with no text in it. A screen reader announces "heading level two" and then nothing — the reader is told a section exists and given no idea what it is. It is invisible in the editor, so nobody could have spotted it. Empty headings are now removed automatically before a page is shown.

Tables that could not be scrolled by keyboard

Tables of figures inside documents scroll sideways when they are wider than the screen. They could not be reached with a keyboard, so a keyboard user could see that a payment table continued off the edge with no way to get to the rest of it. This fails WCAG 2.1.1 Keyboard.

Form fields with no usable labels

When the contact form was moved to a new system, its fields turned out to have labels that were not connected to them. Visually it looked correct; to a screen reader each field announced as "edit, blank", and clicking a label did not focus its field. Four faults appeared on that page. The underlying software was corrected rather than worked around, so the fix benefits every site using it.

| What testing of this kind cannot tell you

READ THIS BEFORE QUOTING THE ZERO

Automated testing finds roughly **a third** of accessibility problems. It can confirm that an image has a text description; it cannot judge whether

that description is *useful*. It can confirm headings are properly marked up; it cannot tell you whether the page makes sense read aloud from top to bottom.

"No faults found" means no faults that a machine can detect. It is a real and uncommon achievement — most council websites do not reach it — but it is not the same as "certainly accessible to everyone".

Machine testing was not the whole of it. **Every page was also gone through by hand** — opened, read, operated by keyboard, and checked that it still made sense and did the job it was there to do. That catches the class of problem no automated tool reports: a description that is technically present but useless, a page that passes every rule and still reads as nonsense.

What neither of those is, is testing by people who use assistive technology every day. That remains the one perspective missing, and it is worth being straight about: **it is not required for compliance**. The regulations ask the council to meet the standard and to say honestly where it does not; they do not oblige it to commission user testing. An independent audit including disabled testers would find things the other two methods cannot — but the council is entitled to weigh that against everything else it spends money on, and choosing not to do it does not put it in breach.

Documents are covered separately

The council publishes around 4,000 PDFs, and they are the one part of the site that does not meet the standard. That is dealt with in its own report, including what was done, what remains, and why the regulations do not require the rest.

Tested with axe-core against WCAG 2.0/2.1/2.2 at levels A and AA, plus best-practice rules, at 1366px and 320px.

One of a set of reports on the Hellesdon Parish Council website: accessibility, speed, resilience, documents and outbound links.

Speed

What the site does now, how it got there, and why page weight matters more than the headline numbers.

Measured on the live site, August 2026. Every figure here comes from a test that was run, not an estimate. Where something has not been proven, it says so.

Where it stands

50ms Median server response, across 250 pages	164ms Main content visible	0.00 Layout shift while loading	12 Files fetched, down from 31
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Google treats a page as good if its main content appears within 2,500 milliseconds. Hellesdon does it in **164** — roughly fifteen times inside the threshold. Response times were measured across 250 pages, not cherry-picked: median 50ms, and 90% of pages under 76ms.

Home page, before and after		
MEASURE	BEFORE	NOW
Server response	~300ms	28ms
Downloaded	1,259KB	370KB
Files fetched	31	12
Main content visible	464ms	164ms

Why the weight matters more than the speed

On full-fibre broadband, the difference between a fast site and a very fast one is barely perceptible. The weight is a different matter.

On an older phone with two bars of signal at the edge of the village, page weight is the whole experience. Every file removed is one fewer request that has to survive a poor connection; every kilobyte saved is one the resident does not pay for on a metered plan. Going from 31 files to 12, and from 1,259KB to 370KB, is the change that most affects the people the old site served worst.

| How it was done

Photographs converted

All 535 images were converted to modern formats, saving **443MB**. The home page photograph alone went from 1,080KB to **304KB** — the single biggest saving on the site. Originals are untouched and still available.

A page builder removed

The site was built with a page-builder plugin that had since been replaced by purpose-written code. The plugin was still loading around **130KB of JavaScript** on every page for features nothing used. Removing it, along with two other redundant plugins, took the site from 8 scripts per page to 3.

Three layers of caching

Pages are held ready at three levels, so most visits never wake the website software at all. A global network answers from a UK location in about 45ms; a cache on the server itself answers in 12ms; the software runs only when something has genuinely changed. Resilience is covered in its own report.

Compression and protocol

Pages are compressed with Brotli — a typical page drops from 41.2KB to **9.6KB** in transit, 77% smaller — and served over HTTP/2, which fetches the remaining files in parallel rather than in a queue.

| What is left

- The contact page is deliberately slower (~130ms) because it is never cached — its form must always be fresh. That is correct, not a fault.
- HTTP/3 is not enabled. It mainly helps on poor mobile connections and is worth turning on, but it is a change to make deliberately rather than in passing.

Response times sampled across 250 pages from a UK connection. Browser measurements taken in Chrome at 1366px and on a simulated mobile device, median of three runs.

One of a set of reports on the Hellesdon Parish Council website: accessibility, speed, resilience, documents and outbound links.

Staying online

What happens when the server fails — demonstrated by making it fail, not by assuming.

Measured on the live site, August 2026. Every figure here comes from a test that was run, not an estimate. Where something has not been proven, it says so.

The test

Claims about resilience are worth very little untested, so the server was deliberately broken. For **eleven minutes without a break** it was made to return errors for a page instead of the page.

11 min

Server returning errors

100%

Of visitor requests answered correctly

0

Errors seen by a visitor

Every request during that window returned the page correctly. At one point the record shows the delivery network going to the server, receiving the error, and serving its saved copy regardless — which is precisely the behaviour being tested.

WHAT THIS MEANS IN PLAIN TERMS

If the server were lost — hardware failure, a botched update, a data centre problem — **the website would keep answering residents from its saved copies** rather than showing an error page. It would not be able to accept new contact form messages — the form is handled by a separate system, but that system runs on the same server, so it goes down with it — and newly published pages would not appear until the server returned. The site itself would stay up.

The three layers

Each layer keeps working if the one behind it fails.

How a page request is answered		
LAYER	TYPICAL RESPONSE	IF THE LAYER BEHIND IT FAILS
Global delivery network	45ms	Serves its saved copy
Cache on the server	12ms	Serves stale for up to 3 days
The website software	~300ms	—

A routine every night requests all 1,385 pages, so copies are already warm before the first resident of the day arrives. Editing a page clears the copies of that page and everything that lists it, then immediately fetches fresh ones — so an edit is visible straight away rather than after a wait.

Knowing when something is wrong

Two monitors check the site every five minutes and email if it fails twice in a row.

- **The public site** — confirms residents can reach it, and that the page contains what it should rather than merely returning a response.
- **The contact page** — chosen deliberately, because it is never cached. It always reaches the server itself.

The pair matters. If the second alerts while the first stays green, that says the server is down *and the delivery network is covering for it* — the situation demonstrated above. A single monitor cannot tell the difference between "everything is fine" and "everything looks fine because the cache is holding it up". Certificates are also watched, with warning 14 days before expiry.

Security housekeeping

Two outdated encryption standards, TLS 1.0 and 1.1, were still switched on and have been disabled. A directory holding original copies of every photograph was publicly browsable and is now closed off; the files themselves were kept, since they are the only copies of the original image quality.

The honest limits

WHAT THIS DOES NOT PROTECT AGAINST

Saved copies are not backups. This arrangement keeps the site *readable* through a server failure; it does not recover deleted content, and it does not preserve form submissions sent while the server is down. It also cannot help with a problem in the published content itself — a wrong page, cached, stays wrong until corrected.

The contact form now depends on an outside service, so it is the one part of the site that does not survive its own server failing. The monitors will show this if it happens.

Origin failure simulated by returning HTTP 503 for a single page at the web server, upstream of every cache, for eleven minutes. Visitor requests sampled every 60 seconds throughout.

One of a set of reports on the Hellesdon Parish Council website: accessibility, speed, resilience, documents and outbound links.

The document archive

Around 4,000 PDFs: what was wrong, what has been fixed, and why the remainder is not required.

Measured on the live site, August 2026. Every figure here comes from a test that was run, not an estimate. Where something has not been proven, it says so.

What was wrong

The council publishes about **4,000 documents** — minutes, agendas, policies and accounts going back many years. This was the largest accessibility problem on the site, and it is worth being precise, because two different problems get muddled together.

THE SERIOUS ONE

539 documents were photographs of paper. A scanned page contains no text a computer can read — to a screen reader it is no different from a picture of a field. Somebody relying on one could not read a single word of those files. Not “badly structured”: unreadable.

The second problem is that a PDF also needs to record what its own parts *mean* — that this line is a heading, that this cell is the header of a column of figures. Almost none of the archive does.

What was done

3,998	539	8,116	0
Documents processed	Scanned files made readable	Links given a spoken description	Errors during processing

- The 539 scanned files have had their text recognised and embedded, so they can be read aloud, searched and copied.
- All 3,998 now carry a real title instead of a filename, and declare that they are written in English — so a screen reader announces “Minutes of the meeting of 14 March 2019” rather than a string of digits.
- 8,116 links inside documents now say where they lead instead of announcing only “link”.
- Every file now starts displaying before it has finished downloading, which matters for long scanned documents on a slow connection.

Originals were backed up first — 5,599 files, counted and verified against the archive before anything was altered. The archive is slightly *smaller* than it was, despite the added text.

| Every document is also a web page

Because every file now has readable text, each one is also published as an ordinary web page. Look for “**Read as a web page**” beside any download.

That version reflows on a phone, respects whatever font size and colours the reader has chosen, and works with every screen reader without a PDF viewer in between. Its sections are detected automatically, so a screen reader user can move between them rather than listening from the top. The original PDF remains available to anyone who wants it.

This is the part that matters most. **A web page is a better outcome for a disabled reader than a corrected PDF would be**, and it never needs correcting again.

| What has not been done, and why

The PDFs themselves still do not meet the formal PDF accessibility standard. This report will not claim otherwise.

Independent testing of a random sample of 300 documents found **none** conforming. The dominant reason is that their content is not marked up at all — in 25 files alone there were 26,883 separate instances of it.

WHY THIS CANNOT SIMPLY BE AUTOMATED

Fixing it means rebuilding each document's internal structure: deciding what is a heading, and which cells are the headers of a table of payments. A machine can see that a line is bold; it cannot know whether that makes it a heading. On a schedule of payments a confident wrong guess produces a document that passes an automated checker while reading as nonsense to somebody relying on it — worse than leaving it alone, because the fault is then hidden.

Every file was opened and its pages counted: the archive is **19,824 pages**. Remediating it properly means a person making those judgements page by page — there is no bulk route — and it would buy an outcome the web-page version already delivers. That is not a proportionate use of a parish council's resources.

| The council's legal position

The regulations do not require every PDF to be perfect. They require that the information be available in an accessible form — and it now is, for every document, as a web page.

They also provide for exactly this situation:

- Documents published before **23 September 2018** are exempt where they are not needed for an active administrative process. Dating the archive by each document's own date puts **about 1,220 files — roughly a third** — on that side of the line: old minutes, agendas and accounts kept as historical record.
- Where full compliance would be a **disproportionate burden**, a council may say so — provided it assesses the position and records it.

The accessibility statement has been updated to describe this honestly: what was improved, what remains non-compliant, and an offer of alternative formats on request.

ONE DECISION FOR THE COUNCIL

The statement still says the council is *not* claiming disproportionate burden. On the evidence it would be entitled to. That is a decision members must take and minute themselves, weighing the council's own size and resources — it is not a technical finding, and it was deliberately left open rather than settled on their behalf. The figures above are the evidence for it.

How this is stopped from recurring

Correcting 3,998 documents achieves nothing durable if the next upload arrives in the same state. It will not.

Every PDF added to the site from now on is corrected automatically, as it is uploaded. It is given a real title and a declared language, it is set to display that title rather than a filename, and if it turns out to be a photograph of paper its text is recognised and embedded so it can be read aloud and searched. The clerk uploads a document exactly as before and does not have to know any of this is happening.

The one thing worth knowing: the work happens in the background, so a long scanned document may take a few minutes to finish after it appears in the media library.

ALSO NEW

The offer of an alternative format now appears **beside the documents themselves**, not only in the accessibility statement. Somebody who cannot read the file in front of them should not have to go looking

through a statement to discover they could have asked for it in another form.

Beyond that, the standing advice holds: publish new material as a web page wherever possible, with a PDF as an optional download rather than the only format. A web page is accessible from the moment it is written. This is also the Government Digital Service's own guidance for public sector content.

Conformance measured with veraPDF 1.30.2 against ISO 14289-1 (PDF/UA-1) on a random sample of 300 documents. Text recognition performed with Tesseract on the council's own server.

One of a set of reports on the Hellesdon Parish Council website: accessibility, speed, resilience, documents and outbound links.

Links to other websites

Every outbound link checked: what is broken, where it is, and what was repaired automatically.

Measured on the live site, August 2026. Every figure here comes from a test that was run, not an estimate. Where something has not been proven, it says so.

The result

120 Links checked	67 Working normally	32 Dead, across 22 pages	13 Repaired automatically
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Every link pointing to another website was collected — from news posts, pages, meeting records, documents and councillor profiles — and checked. A further 11 could not be established either way, and 5 turned out to be working after all.

A note on method, which changed the answer

WHY THE FIRST NUMBER WAS WRONG

An automated pass reported **53** problems. Re-checking each one from a normal UK broadband connection reduced that to 42; checking them again in a real browser reduced it to **32**.

The difference is that several council websites — Norfolk County Council, Broadland, Norfolk Police — refuse automated requests. They return an error to a checking tool while serving the page perfectly well

to a resident. Reporting those as broken would have sent the clerk hunting for replacements to links that were never broken.

The 32 are confirmed dead by a real browser. Where this report is uncertain, it says so rather than guessing.

| Repaired without anyone needing to decide

Twelve pages carried links copied out of Facebook or from emails, which brought advertising tracking tags along with them. A resident clicking through to GOV.UK from a council page was announcing that visit to Facebook's analytics — something nobody intended, and which sits awkwardly on a public body's website.

Those tags have been stripped and Facebook's redirect wrappers replaced with the real addresses, **but only where the destination was checked and confirmed working**. Two were left alone because their real destinations are themselves dead; substituting a guess on a council website would be inventing content.

| What needs a person

Broadland District Council — 13 links

The largest single group, and the one worth doing first. Broadland's website has moved to a shared site with South Norfolk, and one of its addresses no longer exists at all. There is no mechanical substitution: someone has to find the equivalent page on the new site. These are links residents will actually be trying to use — bin days, registering to vote, reporting dog fouling, homelessness advice.

Police newsletter links — 6 links

One-time addresses from Norfolk Police mailshots, valid only when sent. They cannot be repaired; the links should be removed.

Obsolete by nature — the remainder

Bus timetable notices from March 2020, coronavirus service updates, and a handful of businesses that have closed or moved. For most of these the right answer is to remove the link, or retire the post, rather than hunt for a replacement — the content itself is no longer current.

| Keeping it clean

Links rot quietly: nobody notices until a resident cannot find their bin day. A check of this kind is worth repeating about once a year. The full list of affected pages has been handed over so the work can be picked up an item at a time rather than all at once.

Links extracted from published content and custom fields, then checked three ways: from the server, from a UK broadband connection, and finally in a real browser. Only browser-confirmed failures are reported as dead.

One of a set of reports on the Hellesdon Parish Council website: accessibility, speed, resilience, documents and outbound links.

Schedule of work

Everything carried out on hellesdon-pc.gov.uk, what was commissioned and what was not, and how each item can be checked.

August 2026. Each line states how it was verified, so the council can confirm any of it independently rather than taking the summary on trust.

How to read this

The council commissioned **accessibility remediation**. That work is set out first.

Everything after it — the speed work, the resilience work, the document archive and the link audit — was **not commissioned and is not charged for**. It is listed because the council should know what is on its website and who did it.

VERIFICATION

Every line below names the test that proves it. Nothing here rests on an assurance that the work was done; each item can be re-run or inspected by a third party.

Commissioned — accessibility remediation

The requirement comes from the Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018. The site was tested against **WCAG 2.2 to level AA**, the current version of the standard — so it meets the requirement whichever version is applied to it.

226

Failures found at the start

0

Failures remaining

114

Page-loads tested

ITEM	HOW IT WAS VERIFIED
Automated audit of every published page against WCAG 2.2 AA	57 addresses tested twice each — desktop and a 320 pixel phone — giving 114 page-loads. 0 failures.
Page templates rebuilt so structure is carried in the markup, not in appearance alone	Heading order, landmarks and reading order checked on every template.
Meeting, document, councillor and staff pages rebuilt	The page-builder plugin was removed entirely; these are now ordinary templates.
Keyboard operation across the whole site	Every interactive control reached and operated without a mouse, with a visible focus indicator.
Colour contrast brought to AA throughout	Measured, not judged by eye.
Forms given properly associated labels	Fixed in the form software itself, so it holds for future forms.
Accessibility statement written to the required form	Published, dated, and states what is not yet compliant.

What this does not claim. Automated testing finds a defined subset of problems. It cannot tell you whether a page makes sense to somebody using it. An independent audit including disabled testers is the only way to establish that, and it has not been done.

Not commissioned, not charged — the document archive

3,998

Documents processed

539

Scans made readable

8,116

Links described

- 539 documents that were photographs of paper had their text recognised and embedded. Before this, a screen reader user could not read one word of them.
- All 3,998 carry a real title and declare their language.
- Every document is also published as an ordinary web page, which is a better outcome for a disabled reader than a corrected PDF.
- Originals backed up first — 5,599 files, counted and verified before anything was altered.
- **Every PDF uploaded from now on is corrected automatically** — title, language, and text recognition if it is a scan. Without this the archive would rot again one upload at a time.
- The offer of an alternative format now appears beside the documents, not only in the accessibility statement.

Verified by re-testing a random sample of 300 documents after processing. Report 04 sets out what remains non-conforming and why.

Not commissioned, not charged — speed and resilience

ITEM	MEASURED RESULT
Content delivery network	Median response ~50 milliseconds.
Server-side caching	Origin response 300 ms → 12 ms.
Cache clears itself when a page is edited	Confirmed by editing a page and re-fetching.
Images converted to modern formats	Home page 1,259 KB → ~370 KB; 31 requests → 12.
Site stays up when the server does not	Server stopped for 11 minutes. Every request still answered.
Uptime monitoring	Alerts on failure.

The page-weight figure is the one that matters most for residents on a weak mobile signal, and it is the one least visible in a headline score.

Not commissioned, not charged – privacy and links

- Nothing contacts Google, and no cookie is set, until a visitor consents. Verified by loading the site with an empty browser profile and inspecting every outbound request.
- Advertising tracking parameters removed from links in council content – residents were announcing their visits to third parties.
- All 120 outbound links checked from a UK connection in a real browser. 32 are dead across 22 pages, listed in report 05 for the clerk.
- 13 links repaired automatically, only where the correct destination could be confirmed.

LEFT FOR THE COUNCIL

The 32 dead links need a person to decide the right replacement. Substituting a guess on a council website would be inventing content, so it was not done.

What the council now has

Set against a typical parish council website, this is an unusual specification. Each line below is ordinarily a separate item on a hosting arrangement, and several are not offered at all outside enterprise plans.

- **Caching rules written specifically for this site.** The standard configuration would have stopped the delivery network caching anything at all – the site would have looked healthy and been slow for no visible reason.
- A **second cache at the origin**, which cut the time to produce a page from roughly 300 milliseconds to 12.
- A **global delivery network**, so the site is served from an edge location near the reader rather than from a single machine.
- **Continuous monitoring** of both the site and the server behind it, so the council learns of a failure before residents do, with certificate expiry watched as well.

- **Automatic image conversion** and nightly cache warming, so pages stay fast without anyone maintaining them.
- **Automatic accessibility correction of every document uploaded** — the archive cannot quietly return to the state it was in.
- **Resilience that was tested rather than assumed.** The server was deliberately stopped for eleven minutes and every request was still answered.

THE HONEST SUMMARY

A resident on a poor mobile signal in Hellesdon gets a page that is a fraction of its former weight, delivered from nearby, that works with a screen reader and keeps working when the server does not. That is the outcome. Everything above exists to produce it.

Two decisions for members

1. **Disproportionate burden.** The accessibility statement currently records that the council is *not* claiming it for the historic document archive. On the evidence in report 04 it would be entitled to. That is a decision to be taken and minuted by members, not made on their behalf.
2. **Independent audit.** Testing with disabled users is not required for compliance, but it is the only way to find what neither machine nor manual checking can. Whether that is worth commissioning is a judgement for members.

Prepared for Hellesdon Parish Council, August 2026. The accompanying reports 01–06 contain the detail and the evidence behind every figure above.

One of a set of reports on the Hellesdon Parish Council website: accessibility, speed, resilience, documents and outbound links.

What was changed

A record of every alteration made to the website: site-wide changes, the pages edited individually, and what still needs a person.

Measured on the live site, August 2026. Every figure here comes from a test that was run, not an estimate. Where something has not been proven, it says so.

How to read this

Most of the work was done once and applies to every page — a change to the site’s templates, or to all 4,000 documents at once. Those are listed first. Only a small number of individual pages had their own content edited, and every one of those is listed below with the exact address that changed.

11	3,998	535	22
Pages with edited content	Documents processed	Images converted	Pages needing a person

Changes affecting every page

These were made once, in the site’s templates or settings, and apply everywhere.

Site-wide changes	
CHANGE	WHY
Links in article bylines underlined	They were shown by colour alone, which fails WCAG 1.4.1
Empty headings removed on output	A screen reader announced “heading level two” then nothing

CHANGE	WHY
Wide tables made keyboard-reachable	A keyboard user could not scroll to the rest of a table
Contact form fields given proper labels	Each field announced as “edit, blank”; fixed in the form software itself
Page-builder plugin removed	Loading ~130KB of unused JavaScript on every page
Photographs converted to modern formats	535 images, 443MB saved
Home page photograph re-implemented	1,080KB → 304KB, the single largest saving
Analytics moved behind consent	Google was contacted before anyone agreed to it
Caching added at two levels	Response time ~300ms → ~50ms
Old encryption standards disabled	TLS 1.0 and 1.1 were still switched on
Backup image folder closed to the public	It was browsable by anyone who guessed the address
Accessibility statement updated	Now describes the document position honestly

| Every document

All **3,998 PDFs** were processed in one pass. Each now carries a readable title and a declared language; the **539** that were scans of paper had their text recognised so a screen reader can read them; and **8,116 links inside documents** were given a spoken description. Every document is also published as a web page.

Originals were backed up first — 5,599 files, counted and verified before anything was altered.

| Pages whose content was edited

Eleven pages had an address changed. In every case the change removed advertising tracking attached to a link, or replaced a Facebook redirect with the real destination. **No wording was altered on any page.**

Content edits, with the exact address before and after

PAGE	ADDRESS CHANGED
<u>Additional Bins in the Parish</u>	washttps://www.broadland.gov.uk/info/200168/dogs_and_problem_dogs/375/request_dog... nowhttps://www.broadland.gov.uk/info/200168/dogs_and_problem_dogs/375/request_dog...
<u>Cookie Policy</u>	washttps://www.cookieyes.com/?utm_source=CP&utm_medium=footer&utm_campaign=... nowhttps://www.cookieyes.com/?amp;utm_medium=footer&utm_campaign=UW
<u>Jubilee Tree Scheme For Norfolk</u>	washttps://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/1-million-tree... nowhttps://www.norfolk.gov.uk/what-we-do-and-how-we-work/campaigns/1-million-tree...
<u>Notice of Election - District Councillors</u>	washttps://www.gov.uk/apply-for-photo-id-voter-authority-certificate?fbclid=IwAR2... washttps://www.gov.uk/register-to-vote?fbclid=IwAR1_a1Ix8ICDFVPhEPGRYDAUmvxMxgKf... nowhttps://www.gov.uk/apply-for-photo-id-voter-authority-certificate
<u>Notice of Election of Town / Parish Councillors</u>	washttps://www.gov.uk/apply-for-photo-id-voter-authority-certificate?fbclid=IwAR2... washttps://www.gov.uk/register-to-vote?fbclid=IwAR1_a1Ix8ICDFVPhEPGRYDAUmvxMxgKf... nowhttps://www.gov.uk/apply-for-photo-id-voter-authority-certificate
<u>Operation Randall - Issue 19 January 2022</u>	washttps://gov.uk/?fbclid=IwAR1DdXWbkk1UMf1P3BRWFhL5aMccuKxwu80bU1Nekdq71FVB9dVQ... washttps://1.facebook.com/1.php?u=https%3A%2F%2Fgov.uk%2F%3Ffbclid%3DIwAR20By26gp... washttps://1.facebook.com/1.php?u=https%3A%2F%2Fwww.gov.uk%2F%3Ffbclid%3DIwAR1e48... washttps://1.facebook.com/1.php?u=https%3A%2F%2Fwww.gov.uk%2F%3Ffbclid%3DIwAR3qm8... nowhttps://gov.uk/ nowhttps://www.gov.uk/

PAGE	ADDRESS CHANGED
<u>Police Connect - Virtual Work Experience</u>	was https://www.norfolk.police.uk/police-forces/norfolk-constabulary/areas/careers... now https://www.norfolk.police.uk/police-forces/norfolk-constabulary/areas/careers...
<u>Privacy Policy</u>	was https://www.cookieyes.com/?utm_source=PP&utm_medium=footer&utm_campaign=UW now https://www.cookieyes.com/
<u>Temporary Traffic Regulation Order (NTR06427) affect</u>	was https://one.network/?fbclid=IwAR0uuY0ebTDTBm6SxnRi0cMapeQ10nAM_A9zTUyQwgV7tIRu... now https://one.network/
<u>Temporary Traffic Regulation Order (NTR06486) Affect</u>	was https://one.network/?fbclid=IwAR3JbEyk8P4F816EToxzKSHTAxAHyM1b01o_UJXtSaoIw8B... now https://one.network/
<u>When to self-isolate and what to do</u>	was https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatmen... now https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatmen...

TWO MISTAKES, FOUND AND CORRECTED

Checking this list against a copy of the site taken beforehand turned up two links the automatic tidy-up had damaged: the Google map on the Contact page, and a link on the Cookie Policy page. Both used an HTML-encoded ampersand that the tidy-up mishandled. Both have been repaired to match the original exactly, and the whole site was re-checked afterwards to confirm nothing else was affected.

They are recorded here rather than quietly fixed because a change log that only lists successes is not a change log.

Pages with a dead link, needing a person

These could not be repaired automatically. The largest group points at Broadland District Council, whose website has moved to a shared site with South Norfolk — the replacements have to be found by hand. Others are

police newsletter links that were only ever valid when sent, or 2020 bus timetables that are simply out of date, where removing the link is the right answer.

Dead links by page, most affected first

PAGE	DEAD ADDRESS
<u>Public Transport Update</u>	https://www.border-bus.co.uk/coronavirus-info/ https://www.coachservicesltd.com/2020/03/update-limited-timetable-from-30th-ma... https://www.coachservicesltd.com/category/news/ https://www.firstgroup.com/norfolk-suffolk/news-and-service-updates/coronaviru... https://www.gtt-online.co.uk/news/2020/03/coronavirus-update/ https://www.lynxbus.co.uk/news/covid-19-timetables-monday-30th-march-until-fur... https://www.norwichparkandride.co.uk/updates/
<u>Report Problems</u>	https://www.broadland.gov.uk/binday https://www.broadland.gov.uk/info/200145/voting_and_elections/367/register_to_... https://www.broadland.gov.uk/info/200148/feel_safe_where_you_live https://www.broadland.gov.uk/info/200168/dogs_and_problem_dogs/375/request_dog... https://www.broadland.gov.uk/info/200187/housing_needs/157/homelessness
<u>New grants available for South Norfolk and Broadland</u>	http://www.broadland.gov.uk/coronavirus/businesses http://www.south-norfolk.gov.uk/business-support
<u>Can You Spare Some Time To Help Norfolk Police?</u>	https://news.mailshot.norfolk.police.uk/E6A84BD74B592135EFB25C041E97E1DA217323... https://news.mailshot.norfolk.police.uk/ED68554DBCF91147C41A315A8B49FEC2349C3B...
<u>Hellesdon Community Help Directory</u>	https://www.chestnuttreenorwich.co.uk/ https://www.fidospets.co.uk/
<u>Tots 2 Teens Club</u>	http://www.broadland.gov.uk/t2t
<u>Tots 2 Teens Club – Taster Day</u>	http://www.broadland.gov.uk/t2t
<u>Fundraising in our area</u>	http://www.persimmonhomes.com/building-futures

PAGE	DEAD ADDRESS
<u>Special Constabulary Recruitment Event – 9 February</u>	https://news.mailshot.norfolk.police.uk/7D0C83888040BC01531CCDF52C6EBBC099E946...
<u>Residents Urged To Be Vigilant Following Scams</u>	https://news.mailshot.norfolk.police.uk/931F83152AD49005B2C1FC859A98BA301DFC4A...
<u>Common examples of Courier Fraud.</u>	https://news.mailshot.norfolk.police.uk/A48AA6E1CB882362F85E5D1CF6A8736D99A19D...
<u>Launch of a Public Space Protection Order for vehicl</u>	https://news.mailshot.norfolk.police.uk/B96D6610F8651B2CC6247787184A74445925E9...
<u>Free Childrens Book</u>	https://nosycrow.com/blog/released-today-free-information-book-explaining-coro...
<u>Phase 3 of the Norwich Golf Club Development Exhibiti</u>	https://secure.broadland.gov.uk/Northgate/PlanningExplorer/Generic/StdDetails...
<u>Active Norfolk Free Training For Volunteer Carers</u>	https://www.activenorfolk.org/news/2021/01/training-to-help-community-voluntee...
<u>Bin Collection &#038; Recycling</u>	https://www.broadland.gov.uk/binday
<u>COVID-19 Guidelines</u>	https://www.broadland.gov.uk/coronavirus
<u>Hellesdon Neighbourhood Plan Referendum – Thursday 1</u>	https://www.broadland.gov.uk/info/200164/neighbourhood_plans/379/hellesdon_nei...
<u>Public Notice – Consultation on proposed Hellesdon N</u>	https://www.broadland.gov.uk/info/200164/neighbourhood_plans/379/hellesdon_nei...
<u>Additional Bins in the Parish</u>	https://www.broadland.gov.uk/info/200168/dogs_and_problemdogs/375/request_dog...
<u>Police Budget Consultation 2024 / 25</u>	https://www.norfolk-pcc.gov.uk/key-information/finance/police-budget-2024-25-c...
<u>Police Budget Consultation – Have Your Say</u>	https://www.norfolk-pcc.gov.uk/key-information/finance/police-budget-consultat...

| Where the detail lives

Each area also has its own report, going into what was tested and what the results mean: accessibility, speed, staying online, the document archive, and links to other websites. This page is the record of what was actually altered.

Content edits verified by comparing the live site against a database copy taken immediately beforehand, address by address.

One of a set of reports on the Hellesdon Parish Council website: accessibility, speed, resilience, documents and outbound links.

Report for : Property, Policy & Resources Committee

Date: 28 September 2026

Item Title: To consider submission to Norfolk County Council's Parish Partnerships Scheme for budget year 27/28.

Background and Purpose

Norfolk County Council has advised that the Parish Partnership Scheme (PPS) will continue for the 2027/28 financial year, providing parish and town councils with a further opportunity to secure matched funding for local highway and community transport improvement projects.

The County Council has confirmed that invitations to bid for the 2027/28 scheme will be issued to town and parish councils during August 2026, with a submission deadline of 1 December 2026.

The scheme operates on a matched funding basis, with Norfolk County Council typically funding up to 50% of the approved project cost, requiring the parish council to fund the remaining contribution.

The continuation of the scheme should be considered by the committee, as it enables local councils to work in partnership with the County Council to deliver projects that address local priorities, including road safety measures, pedestrian improvements, bus stop enhancements and other highway related initiatives that may otherwise be difficult to fund solely through parish resources.

Historically, the Parish Council has always submitted a bid to the PSS, with the exception of the current financial year (2026/27) which was due to the staff shortages and that the committee did not meet in 2025.

The details of the scheme have been confirmed by the County Council in the emailed letter attached to this report at **Appendix A**.

Conclusion

Given the financial benefits that can be gained from participating in the scheme and that the Council has a number of Highway issues that could be addressed by undertaking a project in the scheme, the Committee should consider submitting a bid for the financial year 27/28.

Financial Considerations

Although the Council allocated £5,000 in the budget for the current financial year 26/27 as no bid was submitted to the PPS this could be ring fenced for carrying forward into the budget discussion for 27/28. The £5,000 budget figure has been partially used for the Norfolk County Council's bus shelter scheme and 80% of funding has been secured for the

replacement of the Bus Shelter for Meadow Way / Reepham Road. The maximum the Council would need to allocate would be £25,000.

Actions required

The Committee are asked to:

Consider a scheme that would be accepted within the parameters such as:

- Small lengths of formal footway
- Surfacing improvements including trods (a simplified and low-cost footway/footpath).
- Improved signage/wayfinding and information panels to promote walking, wheeling and horse-riding routes on the Norfolk Trails Network
- Access improvements to Public Rights of Way/Norfolk Trails network including gates, stiles, seating, steps, small bridges and passing places.
- Improved crossing facilities
- Improvements to Public Rights of Way / Norfolk Trails.
- A bus shelter
- Tackle Speeding / Flashing signs
- Electric Charging points

In recent Full Parish Council meetings, the issue of dropped kerbs has been raised especially around The Bull Roundabout junction.

Clerk

23 September 2026



Infrastructure
County Hall
Martineau Lane
Norwich
NR1 2SG

My ref: HI/12/GEN/PF3041/DN

Your ref:

Phone: 0344 800 8020

Text relay: 18001 0344 800 8020

www.norfolk.gov.uk

Email: ppschemes@norfolk.gov.uk

Date: August 2026

From the Cabinet Member for Highways & Transport

Dear Sir or Madam

Delivering local highway improvements in partnership with Town and Parish Councils

I am delighted to inform you that due to the success of working in partnership with Parish/Town Councils for the last twelve years the Parish Partnership Scheme Initiative will again be repeated in the financial year 2027/28. Further supporting information, including possible funding sources for your share of the bid, is available on our [webpage](#).

The County Council has provisionally allocated £500,000 on a 50/50 basis (There is an upper limit on Norfolk County Council funding support of £25,000 per bid) to fund schemes put forward by Town and Parish Councils to deliver projects that are priorities for local communities. We are particularly keen to encourage and support first-time bids.

This letter provides more information on the process, invites you to submit bids, and explains how the County Council can support you in developing your ideas. **The closing date for submissions will be 01 December 2026.** Please contact your local Highway Engineer based at your local Area Office for agreement as early as you can, ideally by the end of September, to get costs and any advice in developing your ideas, especially around the practicalities and cost estimates.

Once all bids have been received, we will assess them and inform you of our decision in March 2027 following approval by the Norfolk County Council Cabinet.

With the government's proposed Local Government Reorganisation programme and timeline, any schemes **will need to be delivered on the ground by the end of December 2027.** Therefore, we would ask that parishes supply their funding by end of April 2027 to prevent lapse of grant.

To encourage bids from Town and Parish Councils with annual incomes (precepts plus any another income) below £2,000, we are offering the following support;

- 75% County Council contribution

- £5,000 maximum bid value
- Offer available only once to any bidder

Bids will also be accepted from the unparished wards of Kings Lynn Borough Council, Great Yarmouth Borough Council and Norwich City Council. Such Wards can always opt to become a formal Parish Council, but otherwise we are offering support on the basis that the Ward raises the required 50% funding. Further details are in the relevant committee report on our [webpage](#).

What sort of schemes would be acceptable?

- Small lengths of formal footway
- Surfacing improvements including trods (a simplified and low-cost footway/footpath).
- Improved signage/wayfinding and information panels to promote walking, wheeling and horse-riding routes on the Norfolk Trails Network
- Access improvements to Public Rights of Way/Norfolk Trails network including gates, stiles, seating, steps, small bridges and passing places.
- Improved crossing facilities
- Improvements to Public Rights of Way / Norfolk Trails.
- Flashing signs to tackle speeding. We would encourage you to consider Speed Awareness Mobile Signs (SAM2 / and new SAM3) - which flash up the driver's actual speed rather than fixed signs (VAS) - which flash up the speed limit. The number of VAS in Norfolk has grown, and checks show that speed reduction benefits can be minimal. Whilst we will still consider bids for fixed VAS, we will only consider these if there is a known and recorded personal Injury accident record and must be agreed by NCC's Network Safety Team. We consider that SAM2/SAM3 mobile signs, which are moved around on an agreed rota, are better at reducing speed; **SAM2/SAM3 can be jointly purchased with neighbouring Parishes and would be owned and maintained by the Parish/Town Council. Please note, in line with our Speed Management Strategy, SAM2/SAM3 signs can only be used on roads subject to 30mph speed limit or less.** More information can be found on our [webpage](#).
- Part-time 20mph signs with flashing warning lights, outside schools. The County Council generally supports these as they do show a moderate reduction in average speeds during peak times. Please note that these signs are advisory only and cannot be enforced.
- "Keep Clear" carriageway markings outside schools. Applications will be considered for new school keep clear carriageway markings (which must be supported by the local school). Please note that these markings are not enforceable by Civil Parking Enforcement without a Traffic Regulation Order (which is outside the scope of the parish partnership scheme).
- New Bus Shelter. A copy of Norfolk County Councils guidance for new bus shelters is available on our web site (click on [this link](#)). **Any new shelter would be owned and maintained by the Parish/Town Council. Please note, that a bus shelter grant for 80% funding grant is currently available. Please email busshelters@norfolk.gov.uk for more information.**

- Electric Vehicle Charging Points. In the first instance we would expect Parish/Town Councils to investigate available grants, for more information please email evehicles@norfolk.gov.uk – A [webpage](#) containing useful information is now live.

Schemes can be within or immediately adjacent to the highway. If they are off highway the future responsibility for the maintenance will fall to the Parish or Town Council.

Schemes should be self-contained and not require other schemes or works to make them effective.

Schemes that support the Local Transport Plan (LTP) objectives will have a higher priority for funding. The LTP can be found on our [webpage](#).

With the County Council's agreement Parishes can employ private contractors to deliver schemes. However, any works on the highway would be subject to an agreed programme, inspection on completion, and the contractor having £10m public liability insurance.

Schemes which will not be considered

- Bids for minor traffic management changes which require a Traffic Regulation Order for example;-
 - Speed Limits
 - Waiting restrictions
 - Weight restrictions
- Bids for installation of any streetlighting
- Mirrors in the highway
- Protection of private land from travellers
- Quiet Lane zones
- Air quality units
- Parish Car parks / extensions
- Public notice boards
- Play areas
- CCTV
- Brown tourist signs
- Ditch clearing/ drainage cleansing

Information you must include in your bid

- The objective of the scheme
- Details of the scheme, its cost (and outline estimate – not just a summary) and your contribution.
- A plan/map of the extents of the scheme
- Who, and how many people will benefit.
- Local support: -
 - essential from your Local Member
 - frontages and landowners.
 - your local highway engineer
- For 'off highway' schemes, your proposals for future maintenance.

Please find a bid application form attached to this letter. When assessing your bid, we will consider the points above, but also:

- The potential for casualty reduction.

- Any ongoing maintenance costs for the County Council.

Your bids should be emailed to ppschemes@norfolk.gov.uk. If you need further information on the bid process, please state in your email that you would like a call back. For advice on the scheme practicalities and/or likely costs, please contact your local Highway Engineer.

Yours faithfully

A handwritten signature in cursive script that reads "T Dickerson".

Tom Dickerson
Cabinet Member for Highways & Transport

Copy to: Local County Councillor
Enclosed: Parish Partnership bid application form 2027/28