

Councillors are hereby summoned, and members of the public and press are invited, to attend a meeting of the **Policy & Resources Committee** to be held on **Monday 8 June 2026**, following the meeting of the Planning & Highways Committee, and not commencing before 19.00, in the Council Chamber, Town Hall, Market Square, Crewkerne for the purpose of transacting the business outlined on the agenda below.

Notes:

- The recording of the meeting will be uploaded for members of the public who wish to view it via the following link: [Crewkerne Town Council - YouTube](#)
- Members of the public requiring assistance or reasonable adjustments to aid their attendance at council meetings are asked to contact the Council Offices in advance using the above contact details. Documents are available in large print by request.
- Recording of meetings is permitted under the Openness of Local Government Bodies Regulations 2014; please refer to the Council's Policy on Audio/Visual Recording & Photography at Meetings ([Recording Meetings policy](#))
- Public participation is welcome during the allocated Public Open Forum session, please refer to Section 3 of the Council's Standing Orders ([Standing-Orders-May-2025.pdf](#))

Gemma Hughes PSLCC, Town Clerk (signed on original)
6 October 2026

Agenda

- 010/2627** **To receive and approve apologies for absence.**
a. To record members present:
Schedule 12 of the Local Government Act 1972 requires:
 - a record be kept of the members in attendance.
 - this record forms part of the minutes of the meeting.
 - Members who are unable attend a meeting should tender apologies in advance to the Town Clerk and the grounds for apologies tendered will also be recorded.b. To approve any apologies for absence:
Section 85(1) of the Local Government Act 1972 requires:
 - Members present to decide if the reason(s) for a member's absence are acceptable.
- 011/2627** **To receive declarations of pecuniary or personal interests in items on the agenda and any dispensations.**
The Localism Act 2011 and the Council's Code of Conduct requires:
 - Members to declare any interests not currently recorded in the Member's Register of Interests or not notified to the Monitoring Officer of it.
 - Requests for Dispensations should be made in writing to the Clerk in advance of the meeting.
- 012/2627** **To approve the draft minutes of the Policy & Resources Committee meeting** held on 9 February 2026.
- 013/2627** **Public Open Forum:** Questions may be put to the Council in person during this public participation session of up to 15 minutes and a maximum of 3 minutes per person. Issues notified to the Clerk a minimum of 3 working days before the meeting (i.e., by 5pm on the preceding Wednesday) will

receive a response during this session. Issues raised in this session without prior notice may be referred to the Clerk to respond to within 10 working days or listed on a subsequent agenda. The Chair reserves the right to vary or extend these time limits.

014/2627 To adopt review updated Terms of Reference:

- a) Christmas Working Group
- b) Crewkerne Neighbourhood Plan Steering Group

015/2627 To adopt a new policy: Artificial Intelligence (AI) Policy

016/2627 Review of Existing Policies (proposed changes in red):

- a) CCTV Policy
- b) Community Engagement Strategy
- c) Investment and Borrowing Policy
- d) Website Policy

017/2627 Policy Review Schedule: to note the updated policy review schedule

018/2627 To receive Matters of Report (verbal reports for information only)

019/2627 Next meeting: Monday 11 January following the Planning and Highways Committee, Council Chamber, Town Hall.

Terms of Reference: Christmas Working Group

1. Composition

- 1.1 The group shall consist of:
- Three Town Councillors **appointed by the Amenities Committee or Full Council**
 - **One** A member of staff from Crewkerne Town Council
 - **Community** Any members **who wish** of the community wishing to support the objectives of the **Working Group**.
- 1.2 The Working Group may invite other relevant organisations, individuals or representatives to attend meetings or provide advice and assistance as considered necessary.
- 1.3 The **Working Group** ~~will have the ability to~~ **may** invite other relevant **organisations, individuals or representatives to attend meetings or provide advice and assistance** ~~parties, as and when~~ considered necessary.

CONTEXT 2. Authority

- 2.1 The ~~Crewkerne~~ Christmas Working Group is a **working group of the sub-committee of Crewkerne Town Council's Amenities Committee and is advisory in nature. It does not have delegated decision-making powers unless specifically delegated by the Amenities Committee or Full Council.** will oversee the organisation of Christmas events for the community in Crewkerne.
- 2.2 **The Working Group may make** ~~Ratification of major recommendations shall be put before to the Amenities Committee or Full Town Council, as where appropriate.~~
- 2.3 Minutes of ~~all~~ the meetings will be presented to the Amenities Committee for information. **The Town Councillor members of the Working Group shall provide regular updates on its activities to the Amenities Committee.**

CONDUCT OF MEETINGS 3. Meetings

- 3.1 The **Working Group** will meet regularly between August and December each year. ~~Additional~~ Other meetings may be called throughout the year ~~if~~ **where** necessary. A review meeting will be held ~~post-event~~ **following the Christmas events to consider the organisation and delivery of the events and identify any recommendations for future years.**
- 3.2 The Chair shall be a Town Councillor. **The quorum for a meeting** ~~The minimum number of members present at a meeting for there to be a quorum shall be four members, including at least two Town Councillors and one of which must be a Town Council employee.~~
- 3.3 Meetings ~~shall~~ **may** be recorded and minutes distributed to all members of the **Working Group**. Members of the group shall be responsible for reporting back to their individual organisations and the Town Councillor members of the ~~Christmas Working Group~~ shall be responsible for providing regular updates ~~on its activities to the parent Committee, in this case~~ **to the Amenities Committee**. Minutes of the Christmas Working Group will be received by Amenities Committee for transparency purposes.
- 3.4 The Group has the right to co-opt members at any time. The Terms of Reference may be amended with approval from the Amenities Committee or Full Council at any time.

AIMS OF THE GROUP 4. Purpose

- 4.1 The ~~purpose of the Christmas Working Group will~~ **is to** oversee and co-ordinate the provision of Christmas events and activities in Crewkerne, ~~including: and will achieve this by:~~
- Co-ordinating the annual Christmas **Light Switch On** ~~Lighting Up~~ ceremony.
 - Co-ordinating the assembly and installation of Crewkerne's Christmas decorations and **any associated** community workshops.

- Encouraging **participation from** all sectors in the community to participate ~~in the co-ordination and attendance of this~~ **the** event.
- Co-ordinating the **annual** Christmas market ~~event~~.
- **Working with relevant community groups, businesses and organisations to support the delivery of Christmas activities.**
- **Identifying opportunities to develop and improve Christmas events for the benefit of the community.**
-

FINANCE AND ACCOUNTS 5. Finance

- 5.1 Funds ~~previously held by the independent Christmas Committee~~ will be **held by Crewkerne Town Council** ~~ringfenced in an Town Council Earmarked Reserve~~ for the purpose of supporting Christmas events **and activities** in Crewkerne.
- 5.2 Financial expenditure in excess of £500 must be approved by the Amenities Committee. **authorised in accordance with Crewkerne Town Council's Financial Regulations and relevant delegated authority. Where approval from the Amenities Committee or Full Council is required, this must be obtained before expenditure is committed.** ~~Receipted expenses for reimbursement should be passed to the steering group treasurer on a monthly basis with reasons for the expenditure clearly given.~~

Version Control:

Adopted at Full Council: 24 October 2022 Min. No. 92 22/23 b
Reviewed by the Policy & Resources Committee meeting: XXXXX

These Terms of Reference will be reviewed every four years, or sooner if required by changes in legislation or council practice.

Review Date: **June 2030**

Terms of Reference – Crewkerne Neighbourhood Plan Steering Group

Membership 1. Composition

- 1.1 The Crewkerne Neighbourhood Plan Steering Group ('the Steering Group') is established by Crewkerne Town Council to ~~lead~~ support the Crewkerne Neighbourhood Plan. ~~on behalf of the community and Town Council.~~
- 1.2 Crewkerne Town Council is the qualifying body responsible for the preparation of the Neighbourhood Plan.
- 1.3 The Steering Group will ~~comprise:~~ be made up from
 - ~~Three~~ Town Councillors ~~(3)~~ nominated by the Town Council; and
 - ~~Four community~~ key-representatives. ~~from the community (4).~~
- 1.4 The Steering Group may invite other individuals, organisations or representatives to attend meetings and contribute to its work where their knowledge or expertise is considered relevant.
- 1.5 The quorum for any Steering Group meeting ~~shall~~ will be four, including at least two Town Councillors.
- 1.6 The Steering Group may ~~establish~~ form Task Groups consisting of ~~Steering Group~~ members, ~~of the community and~~ representatives ~~and/or other individuals with relevant knowledge or expertise.~~ from the Town Council. Each Task Group will have a lead person. The Task Groups will have their own terms of reference ~~agreed by the Steering Group~~ and will report back to the Steering Group. ~~The Steering Group may establish such Task Groups as it considers necessary to carry out the functions specified by the Steering Group.~~

2. Authority

- 2.1 The Steering Group is established to support Crewkerne Town Council in the preparation of the Neighbourhood Plan. ~~The Steering Group will work within an agreed budget toward achieving the Council's aim of producing a Neighbourhood Plan that is adopted by SSDC/Somerset Council as a statutory planning document.~~
- 2.2 The Steering Group may undertake research, consultation, community engagement and other activities necessary to progress the Neighbourhood Plan, within the scope agreed by the Town Council.
- 2.3 The Steering Group may make recommendations to the Town Council but does not have authority to make decisions on behalf of the Town Council unless specific authority has been formally delegated to it.
- 2.4 Any decisions relating to the adoption of policies, approval of the draft Neighbourhood Plan, expenditure outside agreed delegations, contractual commitments or other matters reserved to the Town Council shall remain the responsibility of the Town Council.
- 2.5 The Steering Group will work within the budget approved by the Town Council and in accordance with the Town Council's Financial Regulations, procurement procedures and other relevant policies.

3. Meetings

- 3.1 The Steering Group shall normally meet monthly, or as may be required to progress the Neighbourhood Plan.

- 3.2 At least three clear days' notice of meetings shall normally be ~~sent~~ **given** to members ~~via~~ **by** and appropriate to each ~~individual~~ member.
- 3.3 Notices of meetings should **set out** ~~detail~~ the matters to be discussed.
- 3.4 **Meeting dates and times will be published in advance.** Meeting dates and times will be published ~~well~~ **where practical.** ~~in advance.~~
- 3.5 All meetings **of the Steering Group will normally be** ~~are~~ open to the public.
- 3.6 The Steering Group may exclude the public from a meeting, or part of a meeting, where confidential or commercially sensitive information is being considered, subject to the agreement of the Steering Group and the requirements of the Town Council.
- 3.7 The Clerk **or an officer nominated by the Town Council will** ~~shall~~ keep a record of meetings, and circulate **the** notes to Steering Group members and **report relevant matters to** the ~~Parish~~ **Town** Council **as appropriate.** ~~in a timely fashion.~~

4. Purpose

- The purpose of the Steering Group is to support the **Town** Council **in preparing the Crewkerne Neighbourhood Plan and, in particular,** ~~to: carry out the following tasks:~~
- 4.1 Investigate and identify support for the Neighbourhood Plan.
 - 4.2 Identify **potential** sources of funding **and grant opportunities.**
 - 4.3 **Assist** ~~In conjunction with the~~ **Town** Council ~~take responsibility for~~ **with** planning, budgeting and monitoring expenditure **relating to** ~~on~~ the Neighbourhood Plan and report back to the council on these matters.
 - 4.4 Liaise with relevant authorities and organisations **to support the preparation of an effective** ~~to make the Neighbourhood Plan. as effective as possible.~~
 - 4.5 Identify **appropriate** ways of involving the ~~whole~~ **local** community and gather the views and opinions of as many groups and organisations in the community as possible.
 - 4.6 Determine the types of surveys, **consultation** and information gathering to be ~~used~~ **undertaken.**
 - 4.7 **Analyse consultation and survey information, and assist with** ~~Be responsible for the analysis of the survey, as well as the production and the distribution of the final reports~~ **arising from the work.**
 - 4.8 Identify priorities and timescales for local action **within** the project plan, including the **potential** lead organisations and ~~potential~~ sources of project funding **where appropriate.**
 - 4.9 Regularly report ~~back~~ to the Council on progress, issues arising, **consultation findings** and outcomes.
 - 4.10 To **support and** manage, **within the authority delegated by the Town Council,** the process of ~~producing~~ **preparing** the draft Neighbourhood Plan. ~~on behalf of the Town Council as the qualifying body.~~
 - 4.11 **Support the Town Council through the statutory stages of the Neighbourhood Plan process, including consultation, examination and referendum.**
 - 4.12 **Work towards the Neighbourhood Plan being made by Somerset Council following a successful referendum, so that it forms part of the statutory development plan for the area.**

5. Roles & Relationships ~~and Responsibilities~~

- 5.1 At ~~its~~ the first meeting, the Steering Group ~~shall~~ **will** elect a Chair.
- 5.2 ~~Members of~~ The Steering Group may **appoint** ~~be elected to~~ other key roles as required **to support** ~~during the~~ **delivery of the Neighbourhood Plan.** ~~project.~~

- 5.3 The Chairman is responsible for ensuring the meetings are conducted effectively and for reporting the work and recommendations of the Steering Group back to the Town Council.
- 5.4 The Town Council will provide the appropriate opportunities for reports and recommendations from the Steering Group to be considered at its meetings. the endorsement of regular reports via its meeting agenda.
- 5.5 Task Groups will undertake carry out duties specified agreed by the full Steering Group. These which may include, but are not limited to:
- data gathering;
 - research
 - consultations and community engagement; and
 - making recommendations to the Steering Group
- 5.6 The composition make-up and purpose of Task Groups will be regularly reviewed by the full Steering Group.
- 5.7 It is expected that all Steering Group members are expected to act in accordance with abide by the principles of good governance and to declare any interests relevant to matters being considered. practice of the Town Council Code of Conduct including declarations of interest.
- 5.8 Town Councillors appointed to the Steering Group remain subject to the Town Council's Code of Conduct and relevant council policies.
- 6. Finance**
- 6.1 All grants and funding obtained for the Neighbourhood Plan will be applied for and held by the Crewkerne Town Council, who will ringfence the funds for Neighbourhood Plan purposes only.
- 6.2 Expenditure must be approved by the appropriate person or body in accordance with the Town Council's Financial Regulations and scheme of delegation before any commitment or expenditure is incurred. All expenditure must be approved before actual costs are incurred and the Town Council's normal procurement and ordering procedures adhered to.
- 6.3 All expenditure must comply with the Town Council's normal procurement and ordering procedures.
- 6.4 Invoices relating to the Neighbourhood Plan must will be made out in the name of the to Crewkerne Town Council.
- 6.5 The Chair, or another person nominated by the Steering Group, will liaise with the Town Clerk regarding Notification of all planned expenditure will be approved by the Clerk to the Council if within delegated limits or the Town Council if higher. And assist with monitoring the Neighbourhood Plan budget. The Chairman will keep a clear record of expenditure supported by receipted invoices and will regularly review and update the budget in liaison with the Clerk to the Council.
- 6.6 The Town Clerk to the Council will report planned and actual expenditure relating back to the Steering Group and the Town Council as appropriate. on planned and actual expenditure for the project.
- 6.7 The Town Clerk to the Council will provide guidance draw up and agree with the Steering Group procedures for volunteers who wish to claim approved expenses.
- 6.8 Expenses should must be agreed in advance and will only be reimbursed where they are reasonable, as necessary and incurred in accordance with the Town Council's procedures. by the Steering Group before they are incurred.

6.9 ~~Members of the community who are involved as volunteers with any of the Working Groups may claim back any previously agreed expenditure that was necessarily incurred during the process of producing the Neighbourhood Plan. Reimbursable expenses may~~ This includes but is ~~are~~ not limited to, postage, stationery, telephone calls and travel costs, ~~where previously approved.~~

7. Insurance and Governance

7.1 Activities undertaken on behalf of the Steering Group must be carried out in accordance with the Town Council's insurance arrangements and relevant council policies.

7.2 Steering Group members and volunteers must liaise with the Town Clerk where there is any uncertainty about whether a proposed activity is covered by the Town Council's insurance or ~~whether additional arrangements are required. Town Council insurance will cover the previously agreed activities of the Steering Group and volunteers, but Steering Group members, in liaison with the Clerk to the Council, need to ensure that terms of the insurance are not breached.~~

7.3 Steering Group members and volunteers must comply with any relevant safeguarding, health and safety, data protection and other requirements applicable to activities undertaken on behalf of the Steering Group.

8. ~~Timing~~Timetable

8.1 The Steering Group will work to the Neighbourhood Plan timetable agreed with the Town Council and, where applicable, Somerset Council. ~~The target date for a referendum is (to be confirmed).~~

8.2 The timetable will be reviewed regularly to reflect progress and any changes to the statutory process.

9. ~~Dissolving the Steering Group~~ Dissolution

9.1 The Steering Group will continue until the Neighbourhood Plan process has been completed, unless the Town Council determines otherwise.

9.2 ~~Following completion~~ At the conclusion of the Neighbourhood Plan ~~process~~, project the Town Council ~~will review~~ and Steering Group should discuss the future ~~role~~ working of the Steering Group ~~and determine whether it should continue, be reconstituted or be dissolved.~~ If the Steering Group wishes to dissolve it must notify the Town Council.

Version Control:

Adopted at CNPSG: 16 November 2021 Min. No. 5

Reviewed by the Policy & Resources Committee meeting: XXXXX

These Terms of Reference will be reviewed every four years, or sooner if required by changes in legislation or council practice.

Review Date: **June 2030**

Artificial Intelligence (AI) Policy

1. Introduction

- 1.1 Crewkerne Town Council recognises that Artificial Intelligence (AI), including generative AI tools, can provide useful assistance in carrying out council business and may improve efficiency, accessibility and the quality of communications.
- 1.2 The council supports the responsible and proportionate use of AI as an assistive tool. AI should complement, rather than replace, the judgement, knowledge and accountability of council officers and councillors.
- 1.3 This policy sets out the principles and safeguards that apply when AI tools are used for council business.

2. Principles

- 2.1 AI may be used where it provides a legitimate benefit to the council and its residents, provided that its use is proportionate and appropriate to the task.
- 2.2 The council will ensure that:
 - Human judgement and oversight remain central to the use of AI.
 - AI is not relied upon as the sole source of information for decisions or advice.
 - AI-generated content is checked for accuracy, relevance and appropriateness before it is used or published.
 - Confidential, personal or commercially sensitive information is not entered into AI tools unless the council has specifically approved the tool and appropriate data protection safeguards are in place.
 - AI is not used to make decisions about individuals on behalf of the council.
 - The use of AI complies with relevant legislation, council policies and procedures.

3. Appropriate Uses of AI

- 3.1 AI may be used as an assistive tool for council business, including:
 - Refining, proofreading or improving the clarity and readability of existing reports, policies, correspondence and other council documents.
 - Suggesting alternative wording or structures for documents prepared by council officers.
 - Summarising information where the source material is not confidential or where an approved AI system is being used appropriately.
 - Assisting with research or identifying areas which may require further investigation, provided that information is independently verified.
 - Helping to produce plain English versions of council information.
 - Generating ideas or suggestions to assist officers with their work, where the final content is reviewed and determined by the relevant officer.
 - Assisting with the preparation of general communications, publicity and promotional material.
 - Creating or assisting with graphics, posters or other visual material where appropriate and where the use of AI-generated content is considered suitable.

- 3.2 The use of AI to refine or improve existing council material does not replace the responsibility of the author or relevant officer to ensure that the final document accurately reflects the council's position.

4. Creation of New Content

- 4.1 AI may be used to assist with the development of new content where appropriate, but AI should not be treated as the author or decision-maker.
- 4.2 Where AI has been used to assist in preparing significant council documents, the responsible officer should ensure that the final content is based on verified information and accurately represents the council's position.
- 4.3 AI-generated text must not be adopted without appropriate human review.
- 4.4 Reports, policies, formal correspondence and other official council documents remain the responsibility of the relevant officer or council and should not be presented as authoritative solely because they have been produced or assisted by AI.

5. Accuracy and Verification

- 5.1 AI systems can produce inaccurate, incomplete or misleading information. AI-generated information must therefore be checked before being relied upon or published.
- 5.2 Particular care must be taken where AI is used in relation to:
- Legislation or legal requirements.
 - Financial information.
 - Planning matters.
 - Employment matters.
 - Council policies and procedures.
 - Personal or sensitive matters.
 - Information relating to third parties.
 - Any matter which could materially affect a person or the council.
- 5.3 Where an AI tool provides references, quotations, statistics or other factual information, these should be checked against an appropriate primary or reliable source before being used.

6. Data Protection and Confidentiality

- 6.1 Council officers and councillors must not enter personal data, confidential information, commercially sensitive information, passwords, security information or other restricted council information into publicly available AI tools unless the council has confirmed that the particular tool and use are appropriate.
- 6.2 Personal information should be removed, anonymised or otherwise minimised before using AI wherever possible.
- 6.3 Information relating to individual employees, residents, complainants, applicants or other identifiable individuals must not be entered into an AI tool simply for convenience.

- 6.4 Where an AI system is proposed for a use involving significant amounts of personal data or potentially high risks to individuals, the council will consider whether a Data Protection Impact Assessment (DPIA) or other assessment is required.
- 6.5 AI tools must be used in accordance with the council's Data Protection Policy, Privacy Policy and other relevant information governance requirements.

7. AI-Generated Images and Graphics

- 7.1 The council recognises that AI can be used to assist in producing posters, graphics and other visual content for council activities and services.
- 7.2 AI-generated or AI-assisted graphics may be used where the responsible officer considers that their use is appropriate for the intended purpose and audience.
- 7.3 AI-generated images should not be used in a way that could reasonably mislead residents about real people, events, places or circumstances.
- 7.4 The council will give appropriate consideration to copyright, intellectual property, licensing and the terms of use of the AI tool when creating visual material.
- 7.5 AI-generated graphics should not be used where their use would undermine the credibility or professionalism of council communications or where a genuine photograph, commissioned artwork or other suitable alternative would be more appropriate.
- 7.6 The council does not consider the use of AI-generated graphics to be automatically inappropriate. Decisions about their use will be made on a case-by-case basis, taking account of the purpose, audience and nature of the material.

8. Decision-Making

- 8.1 AI must not make decisions on behalf of the council.
- 8.2 AI may assist officers or councillors by providing information, summarising material or suggesting options, but responsibility for decisions remains with the appropriate officer, committee or Full Council.
- 8.3 AI must not be used as a substitute for professional judgement, democratic decision-making or appropriate consultation.

9. Transparency and Records

- 9.1 Where appropriate, the council may acknowledge the use of AI in producing public-facing content, particularly where the use of AI is material to the nature of the content.
- 9.2 Council officers should retain the underlying council records and source material used to prepare official documents. AI tools should not be treated as the council's official record-keeping system.

- 9.3 Where AI is used in connection with council business, officers should be mindful that prompts and AI-generated material may form part of the council's records and may be subject to information governance and Freedom of Information requirements.

10. Responsibilities

- 10.1 All users of AI for council business are responsible for ensuring that their use complies with this policy and that any final content is checked before it is used or published.
- 10.2 Councillors and officers remain responsible for the content they produce or approve, regardless of whether AI has been used to assist with its preparation.
- 10.3 The Clerk will review this policy periodically and update it where necessary to reflect changes in legislation, guidance or council practice.

Version Control:

Adopted at the Policy & Resources Committee: **12 October 2026 Min. No. XXXX**

This policy will be reviewed every four years, or sooner if required by changes in legislation or council practice.

Review Date: **October 2030**

CCTV Policy

1. Introduction

- 1.1 Crewkerne Town Council ('the Council') operates three CCTV systems, one providing surveillance within the Town Hall and the Local Information Centre, one at the George Reynolds Centre, and the third, surveillance of various outside locations in the town centre.
- 1.2 This policy covers the management, operation and use of these CCTV systems and the associated data generated by the cameras and is in conformance with the council's GDPR policy.

2. The Requirement for CCTV Surveillance

- 2.1 Town Hall CCTV System
Protection of Local Information Centre staff and volunteers and council staff from unacceptable behaviour (verbal or physical abuse, intimidation or harassment) by members of the public who enter the building.
- 2.2 George Reynolds Centre CCTV System
Protection of GRC user groups, including Jigsaw staff and users, youth group, hirers, sports clubs volunteers and council staff from unacceptable behaviour (verbal or physical abuse, intimidation or harassment) by members of the public who enter the building.
- 2.3 Town Centre CCTV System
 - To discourage all types of criminal activity in the town centre and help reduce the fear of crime.
 - To provide the Police with evidential material in support of their investigations into criminal activity.
 - To enhance community safety and promote greater use of town centre facilities.
 - To promote and facilitate an active partnership between the Police, the council, the local business community and local residents, for the discouragement of crime.
- 2.4 The council will regularly review these requirements and re-evaluate whether a CCTV surveillance system is justified.
- 2.5 The council processes CCTV images under Article 6(1)(e) of the UK General Data Protection Regulation, as processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council. Where special category or criminal offence data is processed, the council will do so in accordance with the Data Protection Act 2018.

3. System Management

- 3.1 The council is responsible for ensuring that the CCTV system and cameras are properly maintained. In support of this, the council employs a specialist contractor to undertake regular system maintenance.
- 3.2 ~~The Police, who are the users of the data, have a responsibility to alert the council when they encounter problems with either the system or the cameras.~~ Where the Police access CCTV footage for the purposes of preventing or detecting crime, they are responsible for handling that data in accordance with applicable data protection legislation. The Council remains the data controller for the CCTV system.
- 3.3 While the Police may assist by notifying the council of any faults they encounter, ultimate responsibility for the operation, security and effectiveness of the CCTV systems rests with Crewkerne Town Council.

4. System Security

- 4.1 The CCTV control systems are contained within a secure room within the Town Hall building. Access to the CCTV control room is limited to the persons listed in 5.2.
- 4.2 All staff, councillors and volunteers with access to CCTV data will receive appropriate training in data protection, confidentiality and the responsible handling of CCTV footage.

5. Authorised Use of CCTV Recordings

- 5.1 CCTV recordings will only be accessed or viewed where there is a legitimate operational reason and by authorised persons identified in this policy.
- 5.2 Legitimate reasons for accessing CCTV recordings include, but are not limited to:
 - the prevention and detection of crime;
 - assisting Police investigations;
 - investigating incidents of anti-social behaviour, vandalism or damage to council property;
 - investigating accidents, complaints or health and safety incidents;
 - responding to insurance claims or legal proceedings; and
 - fulfilling the council's statutory functions.
- 5.3 CCTV recordings should not be accessed for personal interest, or for any purpose unrelated to the objectives of the CCTV system.

6. CCTV Data Recordings, Access and Disclosure

- 6.1 Data from the CCTV cameras is continually recorded. As a result, old data is continually overwritten as fresh data is recorded. Recorded data is generally retained for up to approximately three months, depending on file sizes. Recording quality, storage capacity and system usage, after which it is automatically overwritten.
- 6.2 Access to the CCTV data is restricted to the Town Councillors nominated as the council representatives for the Crewkerne Community Safety Group, the Town Clerk and the

Deputy Clerk. ~~and, by request, the Police.~~ Access may also be provided to Police officers where necessary for the prevention or detection of crime.

- 6.3 Whenever the Police require data evidence to be taken from the CCTV recordings, an Evidence Form must be completed (see Appendix 1). Where CCTV data is disclosed to the Police, it may be provided via encrypted electronic transfer, secure file sharing, or other secure means agreed with the Police, in addition to physical media. Appropriate records of the disclosure will be maintained.
- 6.4 A log will be maintained of all instances where CCTV data is accessed, viewed, or shared. This log will include the date, time, reason for access, and the individual authorising the access.
- 6.5 Third-party access (for example, insurance companies, solicitors, or other organisations) is not permitted. Requests for data must be made through the Police, or by exercising a legal right under applicable legislation, such as a Subject Access Request where appropriate. ~~who may request the data directly in line with legal requirements.~~

7. Data Subject Rights

- 7.1 Under UK GDPR, individuals have the right to request access to personal data relating to them. If an individual believes they have been captured on CCTV operated by Crewkerne Town Council, they may submit a Subject Access Request (SAR) in writing to the Town Clerk. The council will respond within one calendar month, in line with statutory requirements.
- 7.2 Requests must include sufficient information to identify the individual and the relevant timeframe. The council may require proof of identity before fulfilling a request.
- 7.3 Where fulfilling a request would infringe the rights of other individuals (e.g. third parties visible in the footage), the council will take reasonable steps such as redaction or may refuse the request where appropriate under data protection legislation.

8. Data Breach Procedures

- 8.1 Any unauthorised access, loss or disclosure of CCTV data will be treated as a data breach. Crewkerne Town Council will follow its GDPR/Data Breach Policy, which includes investigating the breach, reporting it where required to the Information Commissioner's Office (ICO), and notifying affected individuals where appropriate.

9. Signage

- 9.1 Signage is in place within the Town Hall, the GRC and in a number of locations around the town centre, to alert members of the public that surveillance cameras are in use.
- 9.2 Signage will include contact details for Crewkerne Town Council as the data controller.

10. References

- Information Commissioner's Office (ICO) – ICO Data Protection Code of Practice for Surveillance Cameras and Personal Information, 2018
- UK GDPR and Data Protection Act 2018
- Surveillance Camera Code of Practice (Home Office, 2013, updated 2021)
- Freedom of Information Act 2000
- Human Rights Act 1998 (Article 8 – Right to Privacy)
- Local Government Association (LGA) guidance on CCTV and data protection

Version Control:

Reviewed by Policy and Resources Committee: 11 October 2021, Min. No. 16 21/22

Reviewed at Policy & Resources Committee: 13 October 2025 Min. No. 016 25/26

Reviewed and amended at Policy & Resources Committee: 12 October 2026 Min. No. XXXX

This policy will be reviewed every four years, or sooner if required by changes in legislation or council practice.

Review Date: **October 2030**

Community Engagement Strategy

Statement of Intent

The council will respond to the concerns of the community by keeping in touch through effective channels of communication **and providing opportunities for residents to share their views and participate in local decision-making.**

Communication and Consultation

The council will communicate and consult with residents through a range of appropriate channels, including:

- **The Town Council website.** ~~The town website. The council's has a website which has much~~ **provides information about the council, its services, activities, projects, meetings, agendas together with important notices and updates.** ~~and is regularly updated. Special events and important notices will continue to be added. All agendas and minutes are published on the site.~~
- Information leaflets **and publications** ~~e.g. Bincombe Beeches booklet and activities for children and adults are~~ **made available through** ~~in the Local Information Centre~~ **and other locations, where relevant.** ~~in the Town Hall.~~
- Public **participation and sessions** ~~or Open Forum sessions~~ **at all Town Council meetings and Committees, where appropriate.**
- ~~Members of the Councillors will~~ **communicate the council's** ~~continue to inform Crewkerne citizens of the council's vision, priorities and~~ **activities, and provide opportunities for residents to share** ~~aspirations. In turn Councillors receive valuable feedback which can will assist in shaping the council's vision and priorities.~~
- **Newsletters provide residents with information about council activities, services and important local issues.** ~~Newsletters may be distributed in hard copy or electronically, as appropriate.~~
- ~~The council's quarterly newsletters are delivered to every household in the town and inform residents on important issues. Newsletters are also available on the website.~~
- Reports and press articles in the local **media.** ~~papers. Council officers will aim to~~ **provide** ~~inform local media outlets with information about~~ **of council activities and important local matters where appropriate and resources** ~~when time permits.~~
- **Council noticeboards are used to display meeting dates, agendas, notices and other relevant information.** ~~and dates of meetings are displayed two notice boards in the town centre.~~
- The council's Annual Report informs residents of council's work **and activities** ~~during the year and is made available through appropriate channels. It is delivered to households, and available in the Community Office and various prime locations in the town, as well as on the website.~~
- **Direct contact with council officers by telephone, email or in person during opening hours.** ~~Speaking directly to staff every weekday morning at the Town Hall offices or by phone or email.~~
- Social media – **using the council's social media channels to provide information, updates and opportunities for engagement.**
- Obtaining **residents' views through** ~~via the quarterly newsletters, surveys and other appropriate consultation methods – asking for feedback or short online surveys.~~
- Offering **opportunities for residents to raise issues ns share views through** ~~the facility to pass comments via regular Councillor surgeries and other community engagement activities.~~ **and Coffee with Councillor events.**
- Ensuring that residents are **kept informed** ~~aware of the Neighbourhood Plan and what it means for~~ **to the town, and providing** ~~To facilitate two-way communication so that with~~



residents ~~can contribute their views and understand the progress of the~~ to ensure the Neighbourhood Plan ~~towards~~ reflects their needs and views and is accepted at referendum.

Involvement

The council will seek to work collaboratively with local organisations and partners to support the community, including:

- Working closely with the Police and community organisations to ~~address~~ deal with antisocial behaviour.
- ~~Working with local community, voluntary and other organisations to support the needs of the community.~~ Participating with a large number of outside bodies i.e. Community groups such as ABCD and other organisations
- Working with local schools to promote democracy and citizenship and ~~to support~~ on local events ~~and activities.~~
- Working with ~~young people and youth organisations to seek their views and support improvements to local facilities and activities.~~ the youth — collaboration to help improve play facilities.

Engagement

The council will seek opportunities to engage directly with the community through:

- ~~Community events and activities providing opportunities for residents to engage with the council and each other.~~ Special events e.g. Jubilee events, Coronation event, Bincombe Beeches events etc.
- ~~Engaging with~~ Going out to schools, youth groups and Scout ~~and~~ Guide groups ~~and other organisations to seek the views of~~ (amongst others) to obtain views from the young people.
- ~~Working closely on issues e.g. with residents,~~ businesses, community groups, voluntary organisations and other local partners on issues affecting the town. Crewkerne in Business group, Space4Crewkerne, ABCD, and the Royal British Legion.

Public Exhibition

~~Where appropriate, Display of plans, proposals, and photographs and information about council projects may be displayed~~ of new projects on display at the Town Hall, Local Information Centre, at the Annual Town meeting ~~and in Victoria Hall and other town~~ suitable locations.

~~Our Overall Aim of the Community Engagement Strategy~~

This Community Engagement Strategy aims to support an active, strong and inclusive community, which is informed and involved in decision-making that will enable the council to improve public services and to enhance the quality of life of our residents.

- An active community, where people are supported to improve and enhance their quality of life.
- A strong community, ~~where local~~ that can form and sustain their own organisations ~~and groups can develop and work to bring people together on matters of~~ to collaborate on common interest.
- An inclusive community, where all sections of the community ~~feel they have opportunities to participate in local decision making. on public services.~~

Our Objectives

Our objectives will be to strengthen, develop and sustain opportunities to shape and influence the future.

1. Encourage and support residents of Crewkerne to consider local needs and aspirations and to ~~take an develop~~ **develop** interest to ~~tackle in~~ local issues.
2. Ensure that the community is clearly and regularly informed about the services, **activities and decisions of that are provided by** the Town Council.
3. Ensure that, **following** after a consultation exercise, the community is informed **of the outcome where appropriate.** ~~about the results.~~
4. Ensure that information obtained from consultation and engagement is shared with **relevant partners where appropriate, to support a** ~~other agencies to provide a common base of evidence base.~~
5. **Seek to undertake** ~~Try to ensure that~~ consultation and engagement activities are conducted in partnership with other **organisations** ~~agencies~~ wherever possible, to minimise duplication **and make effective use of resources.**
6. **Provide appropriate opportunities for residents and community groups to contribute to the council's decision-making and priorities.**

How Will We **Assess Measure** our **Engagement Achievements**?

The effectiveness of the council's community engagement may be assessed through:

~~Specific performance measures may include residents feeling that:~~

- **Feedback from residents about whether they feel** ~~they are kept~~ well informed by the council.
- **Participation in consultations, surveys, meetings and engagement activities.** ~~the council listens to their views, and acts on their concerns.~~
- **Feedback and complaints relating to council communication and engagement.** ~~are handled well.~~
- **Whether consultation and engagement outcomes are communicated to residents where appropriate** ~~the council is trustworthy.~~
- **Feedback from community organisations and other local partners.**
- ~~the council involves them in making decisions about future priorities.~~
- ~~they have opportunities to participate with the council and can influence the decision-making process.~~
- ~~they are satisfied with the way the council runs things, and with particular reference to services provided by the council.~~
- ~~the council provides value for money.~~

Strategy Reviews

This Strategy will be reviewed regularly to ensure that the aims and objectives **remain relevant and** are being met.

~~Targets to be achieved by next review:~~ **Ongoing priorities:**

- **Maintain clear, timely and accessible communication through a range of channels**
- **Provide meaningful opportunities for residents to share their views and contribute to local decision-making.**
- **Continue to work with the community, voluntary and partner organisations**
- **Provide opportunities for young people to engage with the council and contribute their views**
- ~~Communication – more information on social media and use of a variety of social media platforms.~~
- ~~Involvement – in community resources e.g. Crewkerne in Bloom, Creative Crewkerne etc to improve the quality of life in the town.~~
- ~~Involvement – to provide a conduit for voluntary and community groups in the town to flourish to allow them to support those residents that need it.~~

Version Control:

Adopted: 23 November 2009 Min. No 115 (c) (iii)

Reviewed by the Policy & Resources Committee meeting: 7 February 2011 Min. No. 44

Reviewed by the Policy & Resources Committee meeting: 5 January 2015 Min. No. 34 b)

Reviewed by the Policy & Resources Committee meeting: 10 October 2022 Min. No. 22/23 16b)

Reviewed and amended by the Policy & Resources Committee meeting: **12 October 2026 Min.**

No. XXXX

This policy will be reviewed every four years, or sooner if required by changes in legislation or council practice.

Review Date: October 2030

Investment and Borrowing Management Policy

1. Introduction

- 1.1 This policy gives guidance on borrowing and investments by Crewkerne Town Council in accordance with the **Statutory** Guidance on Local Government Investments ('the Guidance'), issued under s15(1) of the Local Government Act 2003, effective from 2018. It demonstrates the council's commitment to prudent Treasury Management to ensure that:
- Capital expenditure plans are affordable;
 - All external borrowing and other long-term liabilities are within prudent and sustainable levels; and
 - Treasury Management decisions are taken in accordance with good professional practice.
- 1.2 The CIPFA Treasury Management Code of Practice (**2021 edition**) defines Treasury Management as: 'The management of the council's cashflows, its banking, money market and capital market transactions; the effective control of the risks associated with those activities; and the pursuit of optimum performance consistent with those risks'.

2. Investment Strategy

- 2.1 Crewkerne Town Council acknowledges the importance of prudently investing surplus funds held on behalf of the community.
- 2.2 Investment Strategies approved after 1 April 2018 must **have regard to** ~~be in line with~~ the Government's Statutory Guidance on Local Government Investments, which includes considerable detail on the provision of loans.
- 2.3 All investments will be made in line with the council's financial procedures and observations and advice received from the council's internal and/or external auditors.

3. Investment Objectives

- 3.1 In accordance with Section 15(1) of the 2003 Act, the council will have regard to:
- a) Such guidance as the Secretary of State may issue, and
 - b) To such other guidance as the Secretary of State may by regulations specify.

Crewkerne Town Council's investment objectives:

- Security of reserves and adequate liquidity of its investments
 - Maximising income from its investments commensurate with appropriate levels of security and liquidity
 - Ensuring investment income is reasonably consistent year to year
 - Where external investment managers are used, they will be contractually obliged to comply with this strategy
- 3.2 All investments will be made in sterling. ~~Investments in property and/or land may be considered where appropriate.~~ The council will not borrow money purely to invest, or lend for financial return, as this is unlawful.

4. Specified Investments

- 4.1 Specified Investments are those offering high security and high liquidity, made in sterling and mature within 12 months. Such short-term investments made with the UK Government or a local authority or town parish council will automatically be Specified Investments.
- 4.2 For the prudent management of its treasury balances, maintaining sufficient levels of security and liquidity, the council will use:
- Deposits with banks, building societies, local authorities or other public authorities.
 - ~~Recognised public sector targeted funds.~~ Investments in suitable collective investment schemes which meet the council's requirements for security, liquidity and risk
- 4.3 The Responsible Financial Officer (RFO), in consultation with the Chair of the Policy and Resources Committee, will determine the choice of institution and deposit length. Investments may be spread across providers to minimise risk. The council's current investments will be recorded separately and reported to council as appropriate. ~~Current investments are held with Lloyds Bank and CCLA (Churches, Charities and Local Authorities Investment Management Limited).~~

5. Non-Specified Investments

- 5.1 These investments have greater potential risk – examples include investment in the money market, stocks and shares.
- 5.2 Given the unpredictability and uncertainties surrounding such investments, the council will not use this type of investment.

6. Liquidity of Investments

- 6.1 The RFO will determine maximum commitment periods to maintain adequate liquidity.
- 6.2 Investments will be regarded as commencing on the date the commitment to invest is entered into, rather than the date on which the funds are paid over to the counterparty.

7. Long Term Investments

- 7.1 ~~Long-term investments are defined in the Guidance as greater than 36 months.~~ The council does not currently hold any long-term investments and will only consider such investments ~~them~~ if they are consistent with this policy, prudent risk management, and statutory guidance.

8. Reporting on Investment Performance

- 8.1 The RFO will report investment performance quarterly to the council, including investment balances, income received and any relevant changes in investment arrangements. ~~forecasts for the coming year and end-of-year activity.~~

9. External Borrowing Strategy

- 9.1 The council acknowledges the importance of borrowing funds and the financial impact on the Council and on the precept.

- 9.2 Council will agree borrowing for specific capital projects as defined in Section 16 of the 2003 Act, and all borrowings must be approved by Full Council. Before a council can borrow money, approval must first be **obtained from the Ministry of Housing, Communities and Local Government (MHCLG)**, ~~received from the Secretary of State by way of the Department for Communities and Local Government (DCLG) via an Applications~~ **must be submitted through** ~~made to the~~ **relevant county association of local councils**. ~~National Association of Local Councils (NALC) through the Somerset Association of Local Councils (SALC).~~ The process ~~to be followed and the criteria applied in deciding whether or not approval should be forthcoming,~~ are detailed in the Guide to Parish and Town Council Borrowing in England. ~~jointly published by NALC.~~
- 9.3 Any borrowing approval granted will be retained permanently as part of the council's records.
- 9.4 The council **will normally limit borrowing to** ~~is only authorised to borrow a maximum of £500,000 in any single financial year~~ **unless Full Council determines otherwise and the necessary borrowing approval is obtained.**
- 9.5 When considering an application for borrowing approval, the council will ensure the following criteria are met:
- The borrowing should only be used for the purpose of capital expenditure as defined by section 16 of the Local Government Act 2003.
 - Any unallocated balances including, where appropriate, capital receipts beyond those required for the prudent financial management of the council, should be used in the project for which the borrowing is required.
 - The Council should have a realistic budget for the servicing and repayment of the debt, taking into account the future effect on the Council's precept and cashflow.
 - The Council must not mortgage or charge any of its property as security for the money borrowed.

10. Lender

- 10.1 The Council will usually **consider** borrowing funds from the Public Works Loan Board (PWLB) **whilst** seeking the most favourable interest rates **and terms available.**

11. Period of Loan

- 11.1 The loan period should not exceed the expected useful life of the asset.
- 11.2 The council will consider the effect on the level of repayments and therefore the effect on future precepts when considering the period of the loan.
- 11.3 The council will ~~also adhere to the requirements, namely~~ **undertake appropriate** consultation with local **residents** ~~people about the~~ **proposed** ~~planned~~ project, ~~and about the intention to borrow and how the~~ **potential impact of repayments on** ~~will affect the budget and precept (and residents' Council Tax).~~ **The Evidence of consultation and community support will be retained and** ~~must demonstrate residents' support for the need and the need to borrow. Evidence of communications will be submitted with the borrowing application~~ **where required.**

12. Risk Management

- 12.1 The council will monitor investments and borrowing to manage financial risks, including:
- Counterparty creditworthiness

- Diversification of investments
- Regular review of liquidity
- Compliance with statutory and professional guidance

13. Freedom of Information

- 13.1 In accordance with the Freedom of Information Act 2000, this document will be posted on the council's website. Investment and borrowing summaries will also be **made** available on request, **subject to applicable legislation**.

Version Control:

Adopted by Policy and Resources Committee: 20th October 2014, Min. No. 21a.

Updated at Full Council meeting: 23 January 2017 Min. No. 16/17 177.

Updated by Policy & Resources Committee: 10 October 2022 Min. No. 22/23 16c.

Reviewed at Full Council meeting: 28 October 2024 Min. No. 24/25 76b.

Reviewed and amended at Policy & Resources Committee: 13 October 2025 Minute No. 016 25/26

Reviewed and amended at Policy & Resources Committee: **12 October 2026 Min. No. XXXX**

This policy will be reviewed annually, or sooner if required by changes in legislation or council practice.

Review Date: **October 2027**

Website Policy

1. ~~Overview~~ **Purpose and Scope**

- 1.1 This policy applies to the Town Council's official website and, where relevant, the Discover Crewkerne website where it is managed, funded or administered by or on behalf of the Town Council.
- 1.2 The purpose of Town Council website is to ~~promote the town to residents, visitors and businesses;~~ provide information about the Council's **governance, services, facilities,** activities and ~~meet statutory publication obligations.~~
- 1.3 ~~A partner website, Discover Crewkerne, has been developed~~ **The council also operates Discover Crewkerne, a separate website intended to provide wider community and local information about the town, a business directory and a platform for the Local Information Centre. including information about local organisations, events, facilities, businesses and other information of interest to residents, visitors and businesses.**

2. ~~Technical Aspects~~ **Website Ownership and Responsibility**

- 2.1 The Town Clerk, or an officer authorised by the Town Clerk, shall have overall responsibility for the administration and management of website content. Officers responsible for particular services, facilities or areas of Council activity shall be responsible for providing accurate and timely information for publication.
- 2.2 Officers responsible for particular services, facilities or areas of council activity shall be responsible for providing accurate and timely information for publication and notifying the responsible officer of any changes requiring updates.
- 2.3 The Town Clerk, or an officer authorised by the Town Clerk, shall have responsibility for determining whether content is appropriate for publication, subject to any relevant council policies, decisions and legal requirements.
- 2.4 The Local Information Centre shall be responsible for the administration and management of relevant content published on Discover Crewkerne, subject to the overall arrangements established by the Town Council.

3. ~~Technical Aspects~~ **Technical and Security Requirements**

- 3.1 The website ~~host must offer:~~ **hosting service must provide appropriate levels of security, reliability, resilience and technical support, including:**
 - HTTPS/TLS encryption;
 - protection against common cyber threats, including Distributed Denial of Service (DDoS) attacks where appropriate;
 - appropriate backup and recovery arrangements;
 - sufficient storage, server resources and bandwidth to support the website's current and anticipated future requirements, including temporary increases in visitor numbers; and
 - integration with the council's relevant domain name.

- ~~Distributed Denial of Service (DDoS) protection~~
- ~~Data recovery~~
- ~~Large capacity storage~~
- ~~Secure Sockets Layer (SSL) certificate security~~
- ~~Unlimited visitors~~
- ~~Back office support~~
- ~~Integration with the crewkerne-tc.gov.uk domain name~~
- ~~Compliance with WCAG 2.1 aa guidelines (Web Content Accessibility Guidelines).~~

3.2 The website **hosting service and** publishing platform shall:

- ~~In common usage by other organisations~~
- ~~Easy to use and maintain~~
- ~~Able to support Search Engine Optimisation (SEO)~~
- ~~Able to customise the design in accordance with WCAG 2.1 aa guidelines~~
- ~~Compatible with analytics~~
- ~~Advert free~~
- ~~Contactable for back office support~~
- be an established and supported platform with appropriate ongoing development, maintenance and security updates;
- be suitable for use by authorised council officers and capable of being maintained and updated without requiring specialist technical knowledge for routine content changes;
- support appropriate Search Engine Optimisation (SEO) functionality, including the management of page titles, descriptions, headings and other relevant metadata;
- be compatible with appropriate website analytics tools, subject to applicable data protection and privacy requirements;
- be free from third-party advertising;
- provide appropriate backup and recovery arrangements to enable the restoration of the website and its content following technical failure, cyber incident, accidental deletion or other significant disruption;
- provide back-office technical support during normal office hours. Support requests should be acknowledged within one working day, with resolution times dependent on the nature and severity of the issue; and
- provide appropriate monitoring and, where technically available, notification of significant outages or security incidents affecting the website.

4. Accessibility

- 4.1 The council shall maintain an Accessibility Statement for the Town Council website in accordance with applicable legislation and guidance.
- 4.2 The Accessibility Statement shall be reviewed at least annually and updated where necessary to reflect changes to the website, its accessibility, or applicable requirements.
- 4.3 The website shall be designed and maintained to meet, where applicable, the Web Content Accessibility Guidelines (WCAG) 2.2 AA standard and the requirements of the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

The council shall take reasonable steps to ensure that documents and other content published on the website are accessible to users.

5. **Maintenance Website Content and Publication**

~~The website should be updated to include:~~

- ~~• All documentations as per the Schedule of Publication for all Town Council and Committees.~~

- 5.1 The Town Council website shall be updated with information and documents required to be published under the council's Schedule of Publication, the Transparency Code for Smaller Authorities and other applicable legislation and statutory requirements.
- 5.2 The website may also include other information relating to the council's services, facilities, activities, governance, decisions and statutory functions.
- 5.3 Documents containing personal data, confidential information or information otherwise exempt from publication shall not be published unless there is a lawful basis for doing so.
- 5.4 Information published on the website should be accurate and kept up to date. Where information is identified as being inaccurate or out of date, appropriate steps should be taken to correct or remove it as soon as reasonably practicable.

6. **Content and Management Review**

- 6.1 An updating matrix ~~must~~ shall be maintained ~~identifying update schedules and to provide an audit trail of this~~ for key website content and should identify, where appropriate:
 - the content or webpage;
 - the officer responsible for reviewing it;
 - the required review frequency;
 - the date of the last review;
 - the date of the next scheduled review; and
 - any action required.
- 6.2 The updating matrix shall be reviewed periodically and updated when relevant information changes.

7. **User Access and Security**

- 7.1 Access to the ~~council's website content management system~~ shall be restricted to ~~authorised~~ Town Council ~~officers~~ ~~office staff only, who will be responsible for the maintenance of content. Access will be only granted to Councillors on an exceptional basis, who require access as part of their duties.~~
- 7.2 Individual user accounts shall be used wherever technically possible. Shared accounts and shared passwords should be avoided.

- 7.3 Access shall be removed promptly when an individual leaves the council's employment or no longer requires access.
- 7.4 Councillors shall not normally have access to the content management system. Exceptional access may be granted by the Town Clerk where there is a specific operational requirement.
- 7.5 Access permissions should be reviewed periodically to ensure that users retain only the level of access required for their role.

8. ~~Contents: inclusion of links to external organisations~~ **External Links and Third-Party Information**

~~The website will only include Town Council managed/funded facilities and services, with the following exceptions:~~

- ~~• broad references may be made to facilities within the town making it attractive to potential residents/businesses/visitors may be made.~~
- ~~• publically funded services (i.e., transport and relevant transport links, education, policing) within the parish may be included in the "external community services page" only~~
- ~~• services which residents may seek within the town at a time of crisis may be included in the "external community services page" only~~
- ~~• pages linking to the higher tier councils~~

~~In no circumstances will commercial ventures or individuals, especially those competing with council owned or managed services/amenities or whose aim/objective/purpose/approach conflicts with those of the Town Council, be included within the site.~~

~~Where facilities/services outside of the council are included in the website, this detail should be limited to a name, brief overview and link.~~

~~Where appropriate, requests from external organisations to be included within the site should be redirected to the Local Information Centre for inclusion in the Discover Crewkerne site.~~

- 8.1 The Town Council website may include links to external websites where those links are directly relevant to the council's business or provide information necessary or useful in connection with council services, facilities, activities or statutory functions.
- 8.2 Examples may include:
 - higher-tier local authorities;
 - public bodies and statutory organisations;
 - public services;
 - emergency and crisis information;
 - transport information directly relevant to the town;
 - organisations working in partnership with the Town Council; and
 - organisations responsible for or associated with facilities, services or activities referred to on the council's website.

- 8.3 The Town Council website will not generally be used to advertise or promote individual commercial businesses, private individuals or organisations whose activities are unrelated to the council's business.
- 8.4 The inclusion of an external link on the Town Council website does not constitute an endorsement or recommendation by the Town Council unless expressly stated.
- 8.5 The council is not responsible for the content, availability, security or privacy practices of external websites.
- 8.6 External links should be reviewed periodically and removed or updated where they are no longer relevant, accessible or appropriate.
- 8.7 The council will not knowingly link to content that is unlawful, discriminatory, defamatory, misleading, offensive, inappropriate for the intended audience or otherwise contrary to the council's legal obligations or policies.
- 8.8 Where information about wider community organisations, local businesses, events, attractions or other local services is sought, requests may be directed to the Discover Crewkerne website, which provides a wider platform for community and local information.

9. Discover Crewkerne

- 9.1 Discover Crewkerne is a separate platform intended to provide wider information about the town and its community, including relevant public information, local organisations, events, facilities, businesses and other information of interest to residents, visitors and businesses.
- 9.2 Information and external links included on Discover Crewkerne should be relevant to the town or surrounding area and should be appropriate for the purpose of the website.
- 9.3 The inclusion of an organisation, business, event or external link does not constitute an endorsement or recommendation by the Town Council unless expressly stated.
- 9.4 The council reserves the right to refuse, remove or amend content where it is considered inappropriate, inaccurate, misleading, unlawful, offensive, discriminatory or otherwise unsuitable for publication.
- 9.5 Where appropriate, requests from external organisations for inclusion on the Town Council website may be redirected to Discover Crewkerne or the Local Information Centre.

10. Website Failure and Security Incidents

- 10.1 Any suspected compromise of the website, unauthorised access, loss of data or significant technical failure shall be reported promptly to the Town Clerk and relevant IT support provider. Appropriate steps shall be taken to secure the website, restore services and assess whether any data protection or other reporting obligations arise.

- 10.2 Where appropriate, the council shall take steps to ensure that website content and services are restored following a significant technical failure or cyber incident.

Version Control:

Approved at the Policy & Resources Committee meeting: 13 February 2017 Min. No. 16/17 48

Reviewed at the Policy & Resources Committee meeting: 10 October 2022 Min. No. 22/23 16a

Reviewed and amended at the Policy & Resources Committee meeting: 12 October 2026 Min. No. XXXX

This policy will be reviewed every four years, or sooner if required by changes in legislation or council practice.

Review Date: **October 2030**

Website Content Updating Matrix

Related Policy: Website Policy

Responsible Officer: Town Clerk / Deputy Town Clerk

Date of Review: July 2026

Review Frequency: This matrix shall be reviewed periodically and updated when relevant information changes.

Website Content / Page	Responsible Officer	Review Frequency	Last Review	Next Review Due	Status	Action Required / Notes
Council Contact Details	Town Clerk / Deputy Town Clerk	Monthly and whenever details change	Jan 2025	As required	Ongoing	Check telephone numbers, email addresses, postal address and opening hours.
Councillors	Town Clerk / Deputy Town Clerk	Following elections, changes in membership or changes to Councillor details	July 2026	As required	Ongoing	Check Councillor names, contact information and committee responsibilities.
Mayor And Deputy Mayor	Town Clerk / Deputy Town Clerk	Annually and whenever changes occur	July 2026	May 2027	Up to date	Update following the Annual Meeting of the Council or any subsequent change during the civic year.
Staff	Town Clerk / Deputy Town Clerk	Whenever changes occur	Jan 2026	As required	Ongoing	Check staff names and job roles.
Honoured Citizen Award	Town Clerk / Deputy Town Clerk	Annually	July 2026	May 2027	Up to date	Update following the annual award or when relevant information changes.
Young Crewkernian Award	Town Clerk / Deputy Town Clerk	Annually	July 2026	May 2027	Up to date	Update following the annual award or when relevant information changes.
Council Meetings And Calendar	Deputy Town Clerk / Secretary	Ongoing / following publication of meeting dates	April 2026	March 2027	Up to date	Ensure upcoming meetings and relevant information are current.
Committee Information	Town Clerk / Deputy Town Clerk	Annually and whenever changes occur	July 2026	May 2026	Up to date	Ensure relevant information is current.
Agendas	Town Clerk / Deputy Town Clerk	In accordance with statutory publication requirements	Ongoing	Ongoing	Up to date	Ensure required documents are published within the appropriate timescales.
Minutes	Town Clerk / Deputy Town	Following approval and in	Ongoing	Ongoing	Up to date	Publish approved minutes and remove or

Website Content / Page	Responsible Officer	Review Frequency	Last Review	Next Review Due	Status	Action Required / Notes
	Clerk	accordance with the Council's publication requirements				archive superseded information where appropriate.
Annual Governance And Accountability Return (AGAR)	Town Clerk / Finance Officer	Annually	June 2026	June 2027	Up to date	Publish required documents in accordance with statutory requirements.
Budget And Precept	Town Clerk / Finance Officer	Annually	June 2026	Mar 2027	Up to date	Publish the approved budget and precept information.
Publication Scheme	Town Clerk / Deputy Town Clerk	Every four years	Feb 2023	Feb 2027	Up to date	Review and update the Schedule of Publication where necessary.
Commencement Of Public Rights	Town Clerk / Finance Officer	Annually	June 2026	June 2026	Up to date	Publish the required notice and relevant information at the commencement of the period for the exercise of public rights.
Conclusion Of Public Rights	Town Clerk / Finance Officer	Annually	June 2025	Sept 2026	Up to date	Publish the required notice and relevant information following the conclusion of the period for the exercise of public rights.
End Of Year Accounts	Town Clerk / Finance Officer	Annually	July 2026	June 2027	Up to date	Publish the required annual accounts and related information.
Community Infrastructure Levy (CIL) Report	Town Clerk / Finance Officer	Annually, where applicable	Dec 2025	Dec 2026	Up to date	Publish the required CIL report within the relevant timescale.
Grants Given	Town Clerk / Finance Officer	Annually and following the award of grants where applicable	Jan 2026	May 2027	Up to date	Publish information about grants awarded in accordance with applicable requirements.
Accounts For Payment	Town Clerk / Finance Officer	Monthly	Ongoing	Ongoing	Up to date	Publish information relating to approved payments in accordance with applicable requirements.
Contracts Over £5,000	Town Clerk / Finance Officer	Annually and when relevant information changes	July 2026	June 2027	Up to date	Publish details of contracts exceeding £5,000 in accordance with applicable requirements.
Car Parking Account	Town Clerk /	Annually	July 2026	June 2027	Up to date	Publish the required

Website Content / Page	Responsible Officer	Review Frequency	Last Review	Next Review Due	Status	Action Required / Notes
	Finance Officer					annual information.
Pay Multiple Calculation	Town Clerk / Finance Officer	Annually	July 2026	June 2027	Up to date	Publish the annual pay multiple calculation.
Council Policies And Documents	Town Clerk / Deputy Town Clerk	Following approval or amendment, with an annual review of the website listing	Ongoing	Ongoing	Up to date	Ensure current versions are published and superseded versions are removed or archived where appropriate.
Organisation Structure	Town Clerk / Deputy Town Clerk	As and when changes occur	Mar 2026	Mar 2027	Up to date	Update following changes to the Council's organisational structure.
Council Services And Facilities	Town Clerk / Deputy Town Clerk	At least annually and whenever information changes	June 2026	June 2027	Up to date	Check opening hours, facilities, services, charges, contact details and availability.
Venue Hire Information	Town Clerk / Deputy Town Clerk	At least annually and whenever information changes	July 2026	July 2027	Up to date	Check facilities, hire information, charges, contact details and booking information.
Cemetery Information	Town Clerk / Deputy Town Clerk / Secretary	At least annually and whenever information changes	July 2026	July 2027	Up to date	Check regulations, forms, contact information, fees and other relevant information.
Newsletters	Town Clerk / Deputy Town Clerk	As and when a newsletter is published	June 2026	December 2026	Up to date	Publish each newsletter following publication and ensure any associated information is current.
Council News	Town Clerk / Deputy Town Clerk	As and when news arises	Ongoing	Ongoing	Up to date	Publish relevant news in a timely manner and remove or archive outdated information where appropriate.
Job Vacancies	Town Clerk	As and when vacancies arise	Not currently applicable	Not currently applicable	Up to date	Publish vacancies and remove or update information when the recruitment process has concluded.
External Links – Town Council Website	Town Clerk / Deputy Town Clerk	At least annually	July 2026	July 2027	Up to date	Check that links remain relevant, accessible and appropriate.
Accessibility Statement	Town Clerk / Website Administrator	At least annually and following significant website changes	Jan 2026	Jan 2027	Up to date	Review and update the Accessibility Statement where necessary.

Website Content / Page	Responsible Officer	Review Frequency	Last Review	Next Review Due	Status	Action Required / Notes
Website Privacy And Cookie Information	Town Clerk	At least annually and following relevant changes	April 2026	April 2027	Up to date	Check that information remains accurate and reflects current website arrangements.
Website Forms And Downloads	Town Clerk	At least annually and whenever forms or processes change	July 2026	July 2027	Up to date	Check that forms, documents and downloads are current and accessible.
Discover Crewkerne – Community Information	LIC Manager	Monthly	Ongoing	Ongoing	Up to date	Review information about local organisations, services and facilities.
Discover Crewkerne – Events	LIC Manager	Ongoing	Ongoing	Ongoing	Up to date	Remove or update information following the conclusion or cancellation of events.
Discover Crewkerne – Business Directory	LIC Manager	At least annually and when notified of changes	Ongoing	Ongoing	Up to date	Check business information and remove or amend inaccurate or outdated entries.
Discover Crewkerne – External Links	LIC Manager	At least annually	Ongoing	Ongoing	Up to date	Check links remain relevant, accessible and appropriate.

Crewkerne Town Council					
Schedule for Review of Town Council Policies and Procedures					
Category	Policy/procedure	Date last reviewed	Frequency of review	Date of next review	Comments
Core policies	Financial Regulations	May-26	Annually	May-27	
	Standing Orders	May-26	Annually	May-27	
	Code of Conduct	May-26	4 yearly	May-27	
Social media/communications policies	Media policy	Aug-26	4 yearly	Aug-30	
	Website policy	Oct-26	4 yearly	Oct-30	
	Social Media policy	Oct-25	4 yearly	Oct-29	
	Abusive, unreasonable and vexatious complaints policy	Feb-23	4 yearly	Feb-27	
	Customer Service Policy	Jun-23	4 yearly	Jun-27	
	Complaints Policy	Jun-23	4 yearly	Jun-27	
	Community Engagement Strategy	Oct-26	4 yearly	Oct-30	
Finance policies	Investment and Borrowing Management policy	Oct-26	Annually	Oct-27	
	Strategic and Financial Risk Register	Feb-26	Annually	Feb-27	
	Delegation to Officers policy	Jul-23	4 yearly	Jul-27	
	Grant Applications policy	Jun-24	4 yearly	Jun-28	
Policies relating to staff	Staff Handbook now *containing: Training Policy Disciplinary, Grievance & Capability Procedures Protocol for Cllr-Employee relations Equalities and Diversity Policy Appraisals Policy Whistleblowing Sickness Absence Policy Dignity at Work Policy Time off in Lieu (TOIL) policy Personal Relationships At Work	Mar-26	Annually	Mar-27	*Staff Handbook adopted June 2025 now covers those areas listed which were previously standalone policies, plus new policies relating to harrassment, paternity leave, carer's leave etc.
	Use of Council vehicles policy	Mar-26	4 yearly	Mar-30	
	Employer Pensions Discretions Policy	Mar-25	4 yearly	Mar-29	
Policies relating to management of information	Data protection policy	Oct-25	4 yearly	Oct-29	
	Information security policy	Jun-24	4 yearly	Jun-28	
	Subject Access Request policy	Oct-23	4 yearly	Oct-27	
	Freedom of Information Model Publication Scheme	Feb-23	4 yearly	Feb-27	
	Records management policy	Apr-26	4 yearly	Apr-30	
	CCTV Policy	Oct-25	4 yearly	Oct-29	
	Accessibility Statement	Feb-26	4 yearly	Feb-30	
	Privacy Notice	Feb-26	4 yearly	Feb-30	
	Recording, Filming and Photography at Council Meetings Policy	Feb-26	4 yearly	Feb-30	
Policies relating to Health & Safety and compliance	Legionella Written Control Scheme	Feb-25	2 yearly	Feb-27	
	Health & Safety policy	Feb-26	Annually	Feb-27	
Miscellaneous	Allotments policy	Jun-25	4 yearly	Jun-29	
	Flag Flying and Logo policy	Jun-24	4 yearly	Jun-28	
	Child and vulnerable person protection policy	Oct-25	4 yearly	Oct-29	
	Open Spaces Management Policy	Dec-25	4 yearly	Dec-29	
	Co-option Policy	Jun-24	4 yearly	Jun-28	
	Memorial Benches and Trees Policy	Jun-25	4 yearly	Jun-29	
	Martyn's Law	Feb-26	4 yearly	Feb-30	
	Customer Care Tree Policy	Oct-23	4 yearly	Oct-27	
	Volunteer Management Policy	Oct-25	4 yearly	Oct-29	
	Alcohol Policy - GRC	Jun-26	Annually	Jun-27	
	Drugs Policy - GRC	Jun-26	Annually	Jun-27	
Committee Terms of Reference	Planning & Highways Committee ToR	Feb-24	4 yearly	Feb-28	
	Policy & Resources Committee ToR	Oct-23	4 yearly	Oct-27	
	Amenities Committee ToR	Nov-23	4 yearly	Nov-27	
	Joint Burial Committee ToR	Dec-25	4 yearly	Dec-29	
	Staffing Sub-Committee ToR	Mar-26	4 yearly	Oct-30	
SUGGESTED POLICIES FOR FUTURE ADOPTION	Data Breach Policy				
	Data Privacy Impact Assessment				
	Business Continuity Procedure				

All policies should be reviewed at least once in each cycle of Council, and more frequently should changes to legislation require.

	Identifies policies on the next P&R agenda for review
	Identifies policies which have been reviewed within required timescales
	Identifies policies which need to be reviewed