

**MELBOURN PARISH COUNCIL - MAINTENANCE COMMITTEE**  
(District of South Cambridgeshire)

**A meeting of the Maintenance Committee** held on Thursday 18 April 2024 at 09:30  
in the Austen Room, Community Hub, 30 High Street, Melbourn SG8 6DZ

**Present:** Cllrs Travis (Chair), Alexander, Clark, Kilmurray (from 09:33)

**Absent:**

**In attendance:** Abigail Williams (Parish Clerk), Alex Coxall (Parish Clerk), Maureen Brierley (RMRG),  
Chris Selway (Allotment Association), Steve Pitman (Warden)

**MAINTENANCE COMMITTEE: MINUTES**

*Meeting started 09:32*

**MA168/24 To receive and approve apologies for absence**

Apologies received from Cllr Barnes with acceptable reasons.  
It was RESOLVED to accept apologies from Cllr Barnes.  
Proposed Cllr Alexander, seconded by Cllr Clark. All in favour.

*Cllr Kilmurray joined the meeting at 09:33*

**MA169/24 To receive any Declarations of Interest and Dispensations**

None received.

**MA170/24 To approve the minutes of the Maintenance Committee Meeting held on 14 March 2024**

It was RESOLVED to accept the minutes of the Maintenance Committee Meeting held on 14 March 2024 as an accurate record.

Proposed by Cllr Clark, seconded by Cllr Alexander. All in favour.

- a) To discuss comments on minutes from 14 March 2024.

None received.

**MA171/24 Public Participation: (For up to 15 minutes members of the public may contribute their views and comments and questions to the Maintenance Committee – 3 minutes per item)**

No members of public in attendance.

**MA172/24 Finance Matters:**

- a) To consider a finance report on expenditure within the committee's remit.

The finance report was noted.

- b) To note increase in minimum wage for litter pickers – from £10.42 to £11.44 from 1<sup>st</sup> April 2024.

It was noted.

- c) To consider renewal quote for parish van insurance.

Clerks commented it was difficult to gather quotes for van insurance but were satisfied that the renewal quote from current suppliers was in line with market expectations and provides the cover required.

It was RESOLVED to accept the quote from Gallagher for insurance provided by MS Amlin at a cost of £671.24.

Proposed by Cllr Kilmurray, seconded by Cllr Alexander. All in favour.

**MA173/24 Conservation Matters:**

- a) To receive the EA Monthly situation report for March 2024.

The report was noted.

- b) To receive a report from River Mel Restoration Group (RMRG).

A verbal report was provided by RMRG.

It was noted that, as expected, the water table was high.

It was noted that the Environment Agency had confirmed that it would not be possible for volunteers to assist with the river flow measurements, complicated equipment is required that needs specialist training to use. The report with regard to the support pipe is anticipated by the end of the year.

It was noted that water voles are being spotted along the river again.

**ACTION:** wood chippings to be delivered to the woodland path as soon as possible.

- c) To note the invoice number 3093 from Shire Trees for £300+VAT for the re-pollarding of the crack willow on The Moor, as per the tree survey (MA098/23 c).

The invoice was noted.

- d) To note that the two young Horse Chestnut Trees donated by a resident, have now been kindly planted by Shire Trees at Melbourn Primary School (MA123/24 d).

It was noted.

- e) To receive any other updates and consider actions.

None received.

**MA174/24 Allotment Matters:**

- a) To receive any updates and consider actions.

A verbal report was provided by Chris Selway on behalf of the Allotment Association.

It was noted that 8 plots have been marked as unworked on the most recent allotment inspection.

ACTION: Office to communicate with plot holders.

It was noted that the grass central corridor requires cutting at St Georges. ACTION: Office to arrange for a cut.

It was noted that the Allotment Association was held on 29 March 2024 and the board re-elected.

Chris Selway to remain as Chair, Graham Place as Secretary and Eoghan Griffin as Treasurer.

The Allotment Association raised the request for a composting toilet to be added to the St Georges Allotment – Committee encouraged a Community Grant application for the funds after further research into the costs and requirements had been carried out.

The Community Plot project with Groundworks has not happened and concern has been raised that the area will need working very soon. The Allotment Association had suggested that, if it helped encourage community engagement that they could both tidy the plot and/or divide the plot into perhaps four smaller units. ACTION: Office to ask for an update on the project and report back next steps.

- b) To note invoice number SI-3136 from Herts & Cambs Grounds Maintenance for £70+VAT for the rotavation of plot 19a (MA156 24b).

The invoice was noted.

*Chris Selway left the meeting 09:58*

**MA175/24 Stockbridge Meadows:**

- a) To receive an update and consider actions.

A verbal report was provided by Stockbridge Meadows volunteers.

It was noted that works were progressing well with the Conservation Wardens calendar of works. The current Duke of Edinburgh placement may be extended as those involved are working well and enjoying their time. The involvement of the DofE participants has been praised by members of the community. It was noted that it could be an opportunity that we develop in the future and offer to Melbourn Village College. At the end of the 3 month placement the participants will produce a report – this report should form the basis of an article / communication about the success of the scheme.

ACTION: Office to chase Cambridgeshire County Council with regard to the LNR status. Look to move sponsorship to South Cambs District Council if there is no movement soon.

- b) To note response from Cambridgeshire County Council Historic Environment Team with regard to reinstating of ancient pond at Stockbridge Meadows.

The response was noted.

*Cllr Clark stepped out of the meeting 10:06*

- c) To consider appointment of Cambridgeshire County Council Historic Environment Team to carry out ponds check at a cost of £96.00+VAT per hour.

It was RESOLVED to approve spend up to £200+VAT to allow Cambridgeshire County Council Environment Team to carry out the required ponds check to facilitate the FWAG reinstatement of the old pond. ACTION: Office to arrange visit and report back.

Proposed by Cllr Alexander, seconded by Cllr Kilmurray. All in favour.

*Cllr Clark returned to the meeting 10:08*

- d) To note the planned delivery and installation of container is to take place on Tuesday 7 May 2024.  
It was noted.
- e) To note invoice number SI-3140 from Herts & Cambs Ground Maintenance Ltd for £180+VAT for the strimming of orchard area at Stockbridge Meadows.  
The invoice was noted.

*Maureen Brierley left the meeting 10:09*

**MA176/24 Governance Matters:**

- a) To receive the weekly inspection reports and consider any necessary actions.  
Inspection reports were noted.
- b) To consider any updates on damage or vandalism in the Parish.  
Vandalism reports were noted.  
  
It was noted that Worcester Way fence had been damaged again. Damage and theft of materials was reported to the police. It was agreed to include a statement about the activities in the Melbourn Magazine report. It was agreed that the fence would not be fixed on this occasion due to waste of public money and the situation would be monitored going forward.
- c) To receive any other updates and consider actions.  
None received.

**MA177/24 Cemetery Matters:**

- a) To receive any other updates and consider actions.  
None received.

**MA178/24 Village Maintenance Matters:**

- a) To update on opinion for removal / renovation of the seating dome on the New Rec (PC114/23a).  
It was noted that South Cambs Youth Services had reviewed the situation with the sheltered seating and provided guidance on the possible solutions available. These include obtaining funding for the restoration and revival of the seating by addressing the behaviours that caused the issue and educating the young people in the area about the ways in which they interact with their community. ACTION: Office to continue investigations to look at possible funding for a youth event, ideally with involvement from out youth services such as Mix Music and Kilo (graffiti workshops) and propose actions to Full Council.
- b) To consider quotes for tree works in Memorial Gardens (83 High Street).  
Quotes from two suppliers were considered.  
  
It was RESOLVED to accept the quote from Shire Trees Limited to crown reduce the height and spread of cherry tree as advised at a cost of £300+VAT.  
  
Proposed by Cllr Clark, seconded by Cllr Alexander. All in favour.
- c) To consider quotes for tree works in Little Hands car park.  
Defer until further information has been sought about works. It was noted that the quotes provided looked to be for different levels of work. ACTION: Office to work with Wardens to confirm work needed and approach suppliers to re-quote.
- d) To consider quotation of £375+VAT for the ROSPA inspections of the play parks.  
It was RESOLVED to accept the quotation from ROSPA for annual inspections of The Moor and Clear Crescent play parks as at cost of £375+VAT.  
  
Proposed by Cllr Clark, seconded by Cllr Kilmurray. All in favour.
- e) To consider action to be taken with regard to the advertising boards on the A10 / Royston Road turning.  
  
It was noted that authority does not lie with the Parish Council to decide if the boards should be removed – the boards will be reported to Cambridgeshire Highways or Compliance (advertising) for them to make a decision on removal.
- f) To receive verbal update with regard to Meldreth Parish Council proposal to use the Wardens time.

It was noted that a visit of the Meldreth Parish will take place on 22 April to assess the jobs list they currently have. The office will investigate implication on insurance and liabilities before proceeding and report back to committee.

- g) To note the extension of deadline for tenders for the Village Maintenance contracts to 30 April 2024.  
It was noted.
- h) To receive any other updates and consider actions.  
None received.

**MA179/24 Pavilion Matters:**

- a) To receive any other updaters and consider actions.

It was noted that the electricity trip issue had been rectified and the brushes replaced on the boot cleaner. ACTION: Office to investigate the option of proximity sensor lighting / fans for the toilets / showers to mitigate the issue of lights etc being left on. Also to communicate to hirers that they should ensure all lights etc are switched off on exit.

**MA180/24 Little Hands Matters:**

- a) To consider the request and plan of action for investigative works to be carried out on black mould inside the nursery.

It was noted that the office has requested quote for works required. When investigation has taken place, it was noted that works should be carried out as soon as possible – an email decision on costs will be carried out if required.

- b) To discuss replacing / updating lighting to driveway of car park.

ACTION: Office to gather quotes for the upgrading of lighting on the driveway – looking at the option of lower-level lighting for ease of maintenance and reduction of disruption to residents in the area from high level lighting.

- c) To receive any updates and consider actions.

None received.

**MA181/24 The Moor Car Park Matters:**

- a) To note invoice SI20246488 from Cambridge Asbestos for asbestos testing at The Moor car park at a cost of £310.00+VAT.

The invoice was noted.

- b) To note Cambridge Asbestos testing report and consider actions.

It was noted that due to asbestos being found in the area of works quoting suppliers would be requested to add disposal costs to their original quotes.

**MA182/24 Correspondence:**

- a) To note correspondence with regard to 'Nottingham Knockers' in Vicarage Close.

It was noted that South Cambridgeshire District Council look after the Vicarage Close area and should be informed of the issue. ACTION: Office to pass concerns on to contact.

**MA183/24 Policies and Risk Assessments:**

- a) To consider any updates and consider actions.

None received.

**MA184/24 Outstanding Maintenance Issues:** To consider the status of the job spreadsheet.

It was noted that the white lines outside of Orchard Cemetery should be reviewed. ACTION: Office to contact Highways with regard to timescales and the costs associated of MPC carrying out this work and other identified lining work across the parish.

**MA185/24 New Maintenance Issues:** To consider Maintenance issues arising since last meeting.

Nothing to note.

**MA186/24 To note date of next meeting:** Thursday 16 May 2024.

The date of the next committee meeting was notes as Thursday 16 May 2024.

*Meeting closed at 10:59*

**MELBOURN PARISH COUNCIL - MAINTENANCE COMMITTEE**  
(District of South Cambridgeshire)

**A meeting of the Maintenance Committee** held on Thursday 14 March 2024 at 09:30  
in the Austen Room, Community Hub, 30 High Street, Melbourn SG8 6DZ

**Present:** Cllrs Travis (Chair), Alexander, Barnes (from 09:54), Clark, Kilmurray (from 09:59)

**Absent:**

**In attendance:** Abigail Williams (Parish Clerk), Alex Coxall (Parish Clerk), Les Brierley (RMRG), Chris Selway (Allotment Association), Steve Pitman (Warden)

**MAINTENANCE COMMITTEE: MINUTES**

*Meeting started 09:30*

**MA150/24 To receive and approve apologies for absence**

None received.

**MA151/24 To receive any Declarations of Interest and Dispensations**

None received.

**MA152/24 To approve the minutes of the Maintenance Committee Meeting held on 15 February 2024**

- a) To discuss comments on minutes from 15 February 2024.  
To note addition of explanation to MA135/24c) *Committee commented that this is not setting a precedent for the Parish Council to clear rubbish from private land and should be seen as emergency action only due asbestos being involved in a relatively public area.*

It was RESOLVED to accept the minutes of the Maintenance Committee Meeting held on 15 February 2024 as an accurate record.

Proposed by Cllr Clark, Seconded by Cllr Alexander.

In favour: Cllrs Travis, Alexander, Clark.

**MA153/24 Public Participation: (For up to 15 minutes members of the public may contribute their views and comments and questions to the Maintenance Committee – 3 minutes per item)**

No members of public in attendance.

**MA154/24 Finance Matters:**

- a) To consider a finance report on expenditure within the committee's remit.  
The finance report was noted. Underspend of budget was highlighted, Office confirmed that there are costs to be paid in this financial year and some budget would be carried forward to 2024/25 for works booked but not yet invoiced.

- b) To note the payment of Worcester Way tree works invoice at £1250.00 – thanks received from residents for the work carried out.

It was noted.

- c) To consider quote for repairs to the litter pickers electric bike at a cost of £64.16.

It was RESOLVED to accept the quote for repairs to the litter pickers electric bike at a cost of £64.16.

Proposed by Cllr Clark, seconded by Cllr Alexander.

In favour: Cllrs Travis, Alexander, Clark.

**MA155/24 Conservation Matters:**

- a) To receive the EA Monthly situation report for February 2024.

The report was noted.

- b) To receive a report from River Mel Restoration Group (RMRG).

A verbal report was provided by RMRG.

It was noted that unsurprisingly the River Mel was at gloriously high levels with good flow throughout. It was noted that a working party was taking place on 16 March. Request for chipping for the paths still remains. ACTION: Office to follow up on offer of bark chippings for paths.

Signed..... Date.....

- c) To receive any other updates and consider actions.

None received.

**MA156/24 Allotment Matters:**

- a) To receive any updates and consider actions.

It was noted that inspections had been carried out by the Allotment Association and the Clerk, 5 plots were noted as 'needing work' and will be checked later in the season. It was noted that the 'Get Outdoors, Get Active' sessions that were due to run in March on the community allotment have been delayed due to lack of numbers.

ACTION: Office to chase the works to the trees approved at a previous meeting.

- b) To consider a request by a plot holder to organise the rotavating of the plot to allow them to continue to tend to it after a period of ill health.

It was RESOLVED to work with plot holders to rotovate selected plots in order to get them back in the ground up to the cost of £500.

Proposed by Cllr Alexander, seconded by Cllr Clark.

In favour: Cllrs Travis, Alexander, Clark.

*Chris Selway left the meeting 09:44*

**MA157/24 Stockbridge Meadows:**

- a) To receive an update and consider actions.

A verbal report was provided by Stockbridge Meadows volunteers. It was noted that the rabbits had eaten all of the new plants in the meadow. The Duke of Edinburgh participants continue to work hard on their visits and comments have been made about how nice it is to see the younger generation working in the area.

It was noted that the Office is progressing with the FWAG application and steps are being taken to secure the funding for the reinstatement of a historic pond in Stockbridge Meadows. It was noted that fencing and a gate would be required when the pond is reinstated.

It was noted that a skip should be hired for the site to allow for old deer fencing to be disposed. Other areas of the village, including the old Fire Shed, would be cleared at the same time to make best use of the skip.

It was noted that a resident had provided a list of flora and fauna spotted in Stockbridge Meadows recently.

*Cllr Barnes joined the meeting 09:54*

- b) To note that pest control work to be carried out in Stockbridge Meadows. To consider request for equipment if required.

It was noted.

*Cllr Kilmurray joined the meeting 09:59*

*Les Brierley left the meeting 10:00*

**MA158/24 Governance Matters:**

- a) To receive the weekly inspection reports and consider any necessary actions.

Inspection reports were noted.

Warden reported damage to grass verge at Medcalfe Way due to a lorry crossing the pathway/verge.

ACTION: Office to report damage.

ACTION: Office to work with Wardens to ensure the jobs on the inspection sheets are up to date and cover all areas.

- b) To consider any updates on damage or vandalism in the Parish.

Vandalism reports were noted.

It was noted that the fence at Worcester Way had been damaged yet again. Wardens to make the area safe. No further fixes to take place at this time. ACTION: Office to look at message to the village about the criminal act of damaging property and the waste of tax payers' money on repeated fixes.

Signed..... Date.....

- c) To receive any other updates and consider actions.

None received.

**MA159/24 Cemetery Matters:**

- a) To consider the accurate completion and submitting of the Non-Domestic Rating forms as requested by HM Revenue & Customs for Orchard Road and New Road Cemetery. Deadline to submit 11 April 2024.

Completed forms noted. ACTION: Office to return before the deadline – taking into account any burials/internments taking place between now and 31 March.

- b) To consider the upkeep of sunken graves in Orchard Road Cemetery. To the cost of top soil and Warden's time.

It was noted that works to improve sunken graves in Orchard Road would be undertaken by the Wardens. A kind offer for some top soil was received and gratefully accepted.

- c) To discuss the impact of Royston running out of burial space – do we need to amend the rules around New Road Cemetery?

It was noted that space in the cemetery is limited for a village of our size and concern was raised that we should not be shouldering the burden from another district.

Current Rules and Regulations of New Road Cemetery were reviewed and it was decided that they were sufficient to allow us to protect the space for the future but also allow us the flexibility to review applications for burial/interment on a case-by-case basis.

- d) To receive any other updates and consider actions.

Cllr Barnes requested an update on the Saxon Burial memorial. Clerk confirmed the memorial is on order and had a lengthy lead time. ACTION: Office to follow up on predicted installation date.

**MA160/24 Village Maintenance Matters:**

- a) To note continuing issues with mud from boots on Vicarage Close and to note refusal from Melbourn Village College to allow a boot cleaner on the field.

Committee were disappointed that the Village College were unable to allow the request to install a boot cleaner. It was decided that we would approach the College again asking for permission to install and maintain the ground fixed boot cleaner at the Parish Councils cost.

It was noted that the football teams had been contacted and have communicated the concerns with their players.

- b) To consider quotes to fix IAE self-closing gate at Clear Crescent play park are being gathered.

Deferred. The suppliers have provided a how to guide to see if the Wardens can solve the problem.

- c) To discuss options for removal / renovation of the seating dome on the New Rec (PC114/23a).

Lengthy discussion took place about the decision previously resolved (PC114/23a) to remove the seating dome from the New Rec. Committee would like to ensure appropriate opinion on the matter has been taken into account before taking action.

It was PROPOSED that any decision with regard to the removal or refurbishment of the seating dome on the New Rec be deferred until relevant consultation has taken place with groups such as the Practical Solutions Group (PSG), local PCSO and any other relevant parties deemed suitable.

ACTION: Office to approach PSG and other parties for response to provide a report for Full Council at a future date.

Proposed by Cllr Kilmurray, seconded by Cllr Barnes.

In Favour: Cllrs Alexander, Barnes, Kilmurray, Travis.

Abstain: Cllr Clark

- d) To consider upgrade of bin at Maple Way / Orchard Road – at a cost of £211.37

It was RESOLVED to proceed with the upgrade of the bin at the Maple Way / Orchard Road junction at a cost of £211.37.

Proposed by Cllr Alexander, seconded by Cllr Clark.

In favour: Cllrs Alexander, Barnes, Clark, Kilmurray, Travis.

- e) To receive any other updates and consider actions.

None received.

Signed..... Date.....

**MA161/24 Pavilion Matters:**

- a) To consider the purchase of 3 x boot brushes to refurbish the boot cleaner at the Pavilion at a cost of £288.45+VAT.

It was RESOLVED to purchase 3 x boot brushes to refurbish the boot cleaner at the Pavilion at a cost of £288.45.

Proposed by Cllr Kilmurray, seconded by Cllr Clark.

In favour: Cllrs Barnes, Clark, Kilmurray, Travis.

- b) To consider the purchase of replacement defibrillator pads for the defib at the Pavilion – current pads expire in June 2024 at a cost of £64.95+VAT.

Purchase agreed. It was noted that in future costs that fall within the Clerks discretionary budget should only be noted on the agenda and no consideration is required.

- c) To note investigation needed into the tripping of switch 1 at the Pavilion.

It was noted.

*Cllr Alexander returned to the meeting 10:55*

- d) To receive any other updates and consider actions.

None received.

**MA162/24 Little Hands Matters:**

- a) To consider accepting quote from Steve Young to replace flood lights as required at Little Hands at a cost of £415.

It was RESOLVED to accept the quote from Steve Young to replace the flood lights at Little Hands at a cost of £415.

Proposed by Cllr Alexander, seconded by Cllr Kilmurray.

In favour: Cllrs Alexander, Barnes, Kilmurray, Travis.

Abstain: Cllr Clark (Contractor is an acquaintance of Cllr Clark)

- b) To note that investigations are underway to quote for the works required to fix the driveway lights at Little Hands.

It was noted that Steve Young would investigate the driveways lights when carrying out the work at Little Hands and report back to the office.

- c) To note works underway to gather quotes for works to car park at Little Hands.

It was noted.

- d) To receive any updates and consider actions.

None received.

**MA163/24 Correspondence:**

- a) To consider actions in regard to request to move 'dog poo' bin on New Road to Hopkins Homes development. To note requests from residents for about further dog waste bins around the estate.

It was decided to move the current 'dog poo' bin to a new location and provide an additional bin to be installed in the SGB at Hopkins Homes estate. ACTION: Office to gather costs and work with Cllr Barnes to confirm location of the bins.

- b) To consider request from Meldreth re secondment of Warden for 7 hours a month.

Request from Meldreth Parish Council was noted and discussed with Warden. ACTION: Office to arrange a meeting between all parties to define what is needed, when it is needed and determine costs involved in the agreement.

- c) To consider suggestion to adopt phone box and convert it into a community asset.

Investigation by the Office concluded that the phone box should remain as a working phone due to it being used 91 times in the past 12 months. ACTION: Office to advise resident.



**MA164/24 Policies and Risk Assessments:**

- a) To consider any updates and consider actions.

Suggestion from Cllr Kilmurray to create a policy that deals with Melbourn Parish Council not selling land. ACTION: Office to investigate and report back to committee and Full Council.

**MA165/24 Outstanding Maintenance Issues:** To consider the status of the job spreadsheet.

ACTION: Office and Cllr Travis to review outstanding works that have been requested to residents.

**MA166/24 New Maintenance Issues:** To consider Maintenance issues arising since last meeting.

It was noted that an additional grass cut was required before the cuts start again in April. ACTION: Office to arrange with contractor.

**MA167/24 To note date of next meeting:** Thursday 18 April 2024.

The date of the next meeting was noted as Thursday 18 April 2024.

*Meeting closed 11:22*

Melbourn Parish Council  
Maintenance Expenditure Tracking 2023/24  
(Actuals based on paid invoices)

EDGE Code	Budgeted expenditure (included in Precept)	Budget 2023/24 £	Actual to date (31/03/2024) £	Committed £	Balance £	Notes
	<u>Conservation:</u>		<u>Paid</u>	<u>Unpaid</u>		
1000	Allotments - water (2 meters)	850	103	(187)	934	
1000	Allotments - plot clearance/maintenance	400	302		98	Compost
1000	Allotments - Hedge Cutting	600	530		70	
1000	Allotments - unplanned e.g. asbestos removal	1,300	300		1,000	
1100	Conservation - Christmas tree and plants for tubs	400	250		150	
1100	Conservation - tree survey & Tree works	6,160	2,254		3,906	
1100	Conservation - emergency tree works	3,300	875		2,425	
1100	Conservation - tree planting	2,350	22		2,328	
1100	Conservation - unplanned	1,000	2,384		(1,384)	Fencing at 32 Worcester Way & graffiti removal from stone bus plaque at bus shelter, Tidy Pathway Greenbanks 2 x bins
1150	Stockbridge Meadows - path cutting and rolling	300	160		140	Cutting orchard at Stockbridge
1150	Stockbridge Meadows - Pond testing	500			500	
1150	Stockbridge Meadows - unplanned	500	16		484	
		17,660	7,196	(187)	10,651	
	<u>Cemeteries</u>					
2000/1	Orchard Road - electricity	200	108	1	90	
2000/1	Orchard Road - water	100			100	
2000/1	Orchard Road Lychgate - recoat main walls (£835) and gates (£415)	1,000			1,000	
2000/1	Orchard Road - Electrical Testing	170			170	
2000/1	Orchard Road - unplanned (eg path cleaning)	425	235		190	replacement of Consumer unit
2000/2	New Road - water	135	97		38	
2000/2	New Road - tree & hedge work, soil store, path edging	990	940		50	
2000/2	New Road - unplanned	500	460		41	AC Stoneworks memorial
		3,520	1,840	1	1,679	
	<u>Play Areas, Recreation Grounds &amp; Pavilion</u>					
3000	Playground - ROSPA	300	231		69	
3000	Playground - play area maintenance, equipment repair/renewals	1,500	3,443		(1,943)	
3000	Playground - tree work/edging	800			800	
3000	Playground - unplanned	250			250	
3200	Recreation Ground - electricity	250	190	8	51	
3200	Recreation Ground - pest treatment	500			500	
3200	Recreation Ground - unplanned	2,500	1,783		717	Verttidrain Rec & Leaf clearance
3400	Pavilion - cleaning	1,100	948	140	12	
3400	Pavilion - electricity	2,400	2,337	174	(111)	
3400	Pavilion - water	100	67		33	
3400	Pavilion - maintenance (sanitary disposal, septic tank, cleaning materials)	1,050	696		354	Jetting of Septic tank and sanitary disposal
3400	Pavilion - drain clean	300			300	
3400	Pavilion - legionella assessment	330	355		(25)	
3400	Pavilion - maintenance (PAT testing, boiler service, fire alarm service, security alarm)	705	90		615	
3400	Pavilion - unplanned repairs & renewals	1,000	1,181		(181)	Fire Safety & shower valves/Extraction fan
		13,085	11,321	322	1,442	
	<u>Finance &amp; General Purpose</u>					
4300/2	Wardens' materials (mower fuel, spare parts, materials)	680	1,017		(337)	Fixings for moor play park benches and £220 at Philimores
4300/3	Wardens' equipment	500	449		51	Uniform, repair to billy goat
4300/4	Parish Van expenses (insurance, MOT, road tax, repairs and fuel)	1,450	1,757		(307)	Signwriting of van £325, Van insurance £638 Van Tax £320.00
4900	Parish Clock - service	200	215		(15)	
4900	Parish Clock - repairs	215			215	
5000/9	Litter picking & warden cover	6,300	2,676	228	3,397	
7100	Car park workshop - water	205	274	(1)	(68)	
7100	Car park workshop - electricity	2,700	2,665		35	
7100	Car park workshop - PAT testing	30			30	

Melbourn Parish Council  
Maintenance Expenditure Tracking 2023/24  
(Actuals based on paid invoices)

EDGE Code	Budgeted expenditure (included in Precept)	Budget 2023/24 £	Actual to date (31/03/2024) £	Committed £	Balance £	Notes
7100	Car park - unplanned	515			515	
7200	Fire Engine House - Roof repairs	400			400	
		13,195	9,052	227	3,916	
	<u>Rental Property</u>					
9000	Rental Property - Littlehands annual drain cleaning	500			500	
9000	Rental Property - Legionella testing Roof inspection	550			550	
9000	Rental Property - unplanned	500	225		275	Jetting of Drains
9000	Rental Property - projects (drain works in carpark)	5,000	5,000		-	
		6,550	5,225	-	1,325	
	Total Maintenance (excluding grounds maintenance contracts)	54,010	34,635	363	19,012	
	<u>Grounds Maintenance Contracts</u>					
1200	Grass cutting contract - verges/Hub etc (£622.50 x 12)	7,470	6,848	623	-	
1200	Grass cutting contract - extra cuts x 2	1,200	510		690	
1300	Public Open Space - maintenance (£460 per month)	5,520	5,060	460	-	
1300	Public Open Space - additional work (leaf/hedge works etc)	900	785		115	
2100	Cemeteries (£405.83 x 12) + £1,000 for extra hedge work in new contract	4,870	4,464	406	0	
2100	Cemeteries - extra cuts (£360 x 2)	720	260	260	200	
3200	Recreation Grounds (£755 per month)	9,060	8,305	755	-	
3200	Recreation Grounds - extra cuts (£130 x 2)	260	230		30	
		30,000	26,462	2,503	1,035	

Part of

[Employ someone: step by step \(/employ-someone\)](#)

# National Minimum Wage and National Living Wage rates

The hourly rate for the minimum wage depends on your age and whether [you're an apprentice \(/become-apprentice\)](#).

This page is also available [in Welsh \(Cymraeg\) \(/cyfraddau-isafswm-cyflog-cenedlaethol\)](#).

Part of

[Employ someone: step by step \(/employ-someone\)](#)

You must be at least:

- [school leaving age \(/know-when-you-can-leave-school\)](#) to get the National Minimum Wage
- aged 21 to get the National Living Wage - the minimum wage will still apply for workers aged 20 and under

## Current rates

These rates are for the National Living Wage (for those aged 21 and over) and the National Minimum Wage (for those of at least school leaving age). The rates change on 1 April every year.

	21 and over	18 to 20	Under 18	Apprentice
April 2024	£11.44	£8.60	£6.40	£6.40

## Apprentices

Apprentices are entitled to the apprentice rate if they're either:

- aged under 19
- aged 19 or over and in the first year of their apprenticeship

### Example

An apprentice aged 21 in the first year of their apprenticeship is entitled to a minimum hourly rate of £6.40.

Apprentices are entitled to the minimum wage for their age if they both:

- are aged 19 or over
- have completed the first year of their apprenticeship

## Example

An apprentice aged 21 who has completed the first year of their apprenticeship is entitled to a minimum hourly rate of £11.44.

## Previous rates

The following rates were for the National Living Wage and the National Minimum Wage from April 2017.

### Rates from 1 April 2021

Before 1 April 2024 the National Living Wage was for those aged 23 and over.

	<b>23 and over</b>	<b>21 to 22</b>	<b>18 to 20</b>	<b>Under 18</b>	<b>Apprentice</b>
<b>April 2023 to March 2024</b>	£10.42	£10.18	£7.49	£5.28	£5.28
<b>April 2022 to March 2023</b>	£9.50	£9.18	£6.83	£4.81	£4.81
<b>April 2021 to March 2022</b>	£8.91	£8.36	£6.56	£4.62	£4.30

### Rates before 1 April 2021

Before 1 April 2021 the National Living Wage was for those aged 25 and over.

	<b>25 and over</b>	<b>21 to 24</b>	<b>18 to 20</b>	<b>Under 18</b>	<b>Apprentice</b>
<b>April 2020 to March 2021</b>	£8.72	£8.20	£6.45	£4.55	£4.15
<b>April 2019 to March 2020</b>	£8.21	£7.70	£6.15	£4.35	£3.90
<b>April 2018 to March 2019</b>	£7.83	£7.38	£5.90	£4.20	£3.70

## Who gets the minimum wage

Read the information on [who is entitled to the minimum wage \(/national-minimum-wage/who-gets-the-minimum-wage\)](#).

You can use the [minimum wage calculator \(/am-i-getting-minimum-wage\)](#) to check whether the National Minimum Wage or National Living Wage is being paid.

[Contact Acas \(/pay-and-work-rights-helpline\)](#) if you're not getting the National Minimum Wage and think you should be.

---

**OGI**

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**Private & Confidential**

Mrs Abigail Williams  
Melbourn Parish Council  
Melbourn Community Hub  
30 High Street  
Melbourn  
Cambridgeshire  
SG8 6DZ  
United Kingdom

10th April 2024

Dear Abigail,

**Insurance Policy: Non-Fleet Rated Commercial Motor**  
**Client Name: Melbourn Parish Council**  
**Client Reference Number: 3077160**  
**Policy Number: AGR/105790/2023**  
**Effective Date: 23/04/2024**

Your insurance policy is due for renewal shortly and we have pleasure in enclosing your renewal quotation(s) and documentation. These have been based on your requirements which you disclosed to us previously or in our recent renewal discussions. Our understanding of your requirements are shown in the enclosed documentation.

There are a number of documents enclosed and it is important that you review each of them. Within this letter we have summarised what we consider to be the most important points to assist you. We have directed you to those documents, or parts of documents, which you must read carefully.

Your renewal premium(s) for the forthcoming year are detailed as follows:-

Policy	Insurer	Premium	Insurance Premium Tax	Administration Fee(s)	Total Due
Non-Fleet Rated Commercial Motor	MS Amlin	£554.68	£66.56	£50.00	£671.24
<b>Total</b>		<b>£554.68</b>	<b>£66.56</b>	<b>£50.00</b>	<b>£671.24</b>

**Non-Fleet Rated Commercial Motor****Your Requirements and Our Recommendations**

We have assessed the information about the circumstances that you have provided to us to help us to identify your requirements and make recommendation(s). We have based our understanding of your requirements on this information.

**Blenheim House**  
**1-2 Bridge Street**  
**Guildford**  
**Surrey**  
**GU1 4RY**

Tel: 01483 462 860

[www.ajg.com/uk](http://www.ajg.com/uk)

### **Our Recommendation(s)**

We recommend that this policy is placed with MS Amlin based upon your requirements to purchase a Motor Insurance policy and the price, extent of cover and policy benefits provided by the insurer.

Our recommendation is based on your requirements to have a Motor Insurance policy for Melbourn Parish Council to the levels of cover we have discussed which is summarised in the attached quotation schedule and statement of fact.

- We have recommended that your cover is placed with the insurer(s) named within your schedule.
- We believe the cover(s) provided is the most suitable from the insurers that we have approached and based on the information you have provided.
- Please ensure you read your documentation pack carefully to confirm that the cover meets your requirements, paying particular attention to exclusions, warranties, conditions, excesses and limits.

If you require any changes to be made or information corrected, please contact us as soon as possible, as failure to do so could mean that your insurance is voided, or may lead to the insurer not paying all or part of your claim.

Please see the attached cover comparison which details a summary of the core covers automatically included with all Gallagher Insurance policies. In addition to these our insurer panel can provide enhanced levels of protection and additional covers where appropriate.

**We would draw your attention to your Duty of Fair Presentation obligations, along with the importance of checking that you have adequate sums insured. Full details can be found in the Important Information section.**

### **Market Selection**

We have obtained terms from one insurer only.

### **Significant Terms, Conditions, Warranties, Exclusions and Subjectivities**

Your **policy documents** will record what is insured and against what **Insured Perils** (risks) apply, along with details of any **Warranties** which sets out those things which you must make sure happen or have in place at all times. Your cover may be subject to **Exclusions** and **Endorsements**, which set out additional **Policy Terms** which are particularly important. Please also consider any **Conditions** with which you have to comply in order for your cover to be valid and for you to make a claim.

**It is important that you read and make sure that you understand the full extent of the cover that is provided by your insurance policy.** The policy wording should be read in conjunction with your policy schedule. Please read these carefully as they may have an impact on the validity of your cover and/or your ability to make recovery for any claims made.

If there are any areas of the policy which you are concerned about or do not understand, or where you are unable to comply, then please contact us to discuss in further detail. It may be possible, albeit at higher cost, to obtain wider or less restrictive cover.

The attached insurer schedule details the following endorsements applicable to your policy.



## Key changes to your policy from renewal

### Policy Documents

It is important that you check through your policy documentation. Please read all documents carefully, paying particular attention to the limits, endorsements and exclusions. **If any information is incorrect, please contact us immediately.**

### Payment Options

Our standard payment terms are payment on or before your policy inception or renewal date. This ensures we receive your funds in time to settle our Insurer accounts where there are strict requirements.

You can pay by the following options:-

- Cheque payable to Arthur J Gallagher Insurance Brokers Ltd - Please add your client reference number onto the back of the cheque.
- Direct Debit with Insurers (if available)
- Bank Transfer (BACS) - Gallagher will provide our bank details upon instruction to proceed

### Next Steps

In order to renew the policy for Melbourn Parish Council you must;

1. Check the attached documents and inform us if anything needs changing
2. Check the cover still meets the needs of Melbourn Parish Council
3. Confirm that the policy for Melbourn Parish Council should be renewed via [communityrenewals@ajg.com](mailto:communityrenewals@ajg.com) or telephone us on 01483 462860 before 23rd April 2024
4. Pay for your policy by the renewal date 23rd April 2024

If you have any questions relating to your insurance arrangements, please do not hesitate to contact us. **We look forward to receiving your renewal confirmation by the renewal date.** Failure to provide your instructions could result in your policy and cover lapsing.

Should you need any assistance or wish to review our recommendation in anyway, please do contact the Community Team at Gallagher Insurance on 01483 462860 or via [community@ajg.com](mailto:community@ajg.com).

Yours sincerely,

#### The Community Team

Tel: 01483 462860

Email: [community@ajg.com](mailto:community@ajg.com)



# Gallagher

Insurance | Risk Management | Consulting

## *TALK TO US ABOUT:*

- Motor
- Engineering
- Cyber
- Professional Indemnity
- Associated Charities
- Village Hall Policies
- Anglican Church Policies
- Risk Management Solutions
- Event Coverage
- Terrorism



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Enclosures	Action Required by You
Statement of Fact(s)	Information you have provided to us and on which your policy is based. Please review and advise us of any changes required.
Policy Schedule(s)	Please review and advise us immediately if there are any terms you are unable to comply with or do not understand.
Policy Summary(s)) Notice to Policyholder/Summary of Changes	An overview of the proposed cover including limits. Please read in conjunction with your policy and advise us immediately if there are any terms you are unable to comply with or do not understand.
Our Invoice	Please note payment terms.
Important Information	Please read and retain.
Our Terms of Business	Please read and retain.

### Our Service & Remuneration

The table below indicates 'how we are paid for our services'. Further information is available in our Terms of Business Agreement that can be located further on in this letter.

Policy Cover	Broker Fee	Commission	Admin Fee
Non-Fleet Rated Commercial Motor	x	✓	✓
Cyber Package	x	✓	x
AJG Community Schemes	x	✓	x

# Important Information

Please read this section carefully **as it contains important terms and may require you to take action.**

## 1. Sums Insured and Under-Insurance (Average)

Please ensure you are insured for the full value of risk in accordance with the policy terms and conditions. We strongly recommend that you obtain professional valuations for reinstatement purposes of buildings, machinery and plant at regular intervals. Sums insured and limits of indemnity should be kept under review throughout the period of insurance.

It is important that you are NOT under-insured. Make sure you have insured your buildings for the full rebuilding cost including allowances for architects costs and site clearance, and your contents for their full replacement value as new items.

You must notify us if the full replacement value of your contents or full rebuilding cost of your buildings exceeds the amount shown on your schedule.

The insurer will only be able to settle claims at the percentage you are actually insured for. For example, if the value of your contents shown on your schedule only represents 70% of the full replacement value then the insurer will not pay more than 70% of your claim.

## 2. Duty of Fair Presentation

When you answer questions or agree with assumptions during the quotation process, you must disclose material facts or circumstances about the risk(s) you want to insure. A material fact or circumstance is something that would influence the judgement of an insurer in deciding whether or not to insure the risk.

This is known as a 'duty of fair presentation' and includes disclosing the following:

- Information that you, your firm's senior management, or anyone responsible for arranging your insurance knows, or should know in relation to your business; and
- Information that would be revealed by a reasonable search of information available to you or by making enquiries, and could include information held within your business or by someone else (such as your insurance broker).
- Remember that if you fail to meet this duty, it could mean that the policy is void, or that the insurer is not liable to pay all or part of your claim(s).

*The following examples provided are in addition to the main wording above and are to be used where appropriate:*

Examples of material facts or circumstances include the following (please note these have been provided as examples only and the list is not exhaustive):

- Being declared bankrupt, participating in an Individual Voluntary Arrangement (IVA) or protected deed of trust in Scotland or making a compromise arrangement with creditors.
- Other policies in place covering the same risk.

- Previous claims or incidents which may have led to a claim but for which you did not actually submit a claim.
- Any caution, charge or conviction of a criminal offence for you or any director/business partner/trustee
- Any motoring convictions or disqualification by any director/business partner/trustee or any driver of a company vehicle in respect of a motor insurance application
- The organisation, directors, partners or trustees having been prosecuted or received a prohibition or improvement notice for failure to comply with any Health and Safety, Welfare or Environmental Protection legislation
- Being declined cover by other insurers or having special terms imposed
- Changes to your business activities
- Changes to the Police response to alarm signals.

Please remember that if any of your details, material facts or circumstances change during the policy period, you must always notify us immediately.

### 3. Policy Terms, Conditions and Exclusions

Insurers may impose warranties and/or restrictive endorsements and where any of your policies are subject to a warranty, compliance is an absolute requirement at all times.

In addition to warranties (or in some instances, in place of) policies may contain "conditions precedent to liability". Failure to comply with a condition precedent may mean that the insurer will not be liable for any loss.

Please pay particular attention to any warranties and/or restrictive endorsements as failure to fully comply with any warranty/endorsement terms could suspend or invalidate the policy cover.

Similarly, policies also contain general conditions that apply to all policyholders; for example, 'Notification of Claims' and alteration in risk. You should familiarise yourself and comply with all conditions.

Full details of any warranties, terms, conditions and exclusions are contained within your policy wording and schedule. **For your protection, it is essential that you read your policies carefully to ensure you are familiar with all of the terms, warranties, conditions and exclusions.**

If at any time you are unable to comply with a warranty, condition precedent to liability, or any other policy terms, conditions, exclusions or insurers' requirements, please let us know immediately as the requirements imposed will continue to apply until insurers have accepted that you are compliant with policy terms and confirmed cover.

If you have any queries or questions regarding the policy term, conditions or exclusions please contact us immediately.

## 4. Administration Fees

Where we charge an administration fee in respect of the operational cost of setting up, administering or cancelling your policy, e.g. postage, stationery and licensing fees. The administration fee is not subject to Insurance Premium Tax and is separate to any other broker fee charged and/or commission earned for our services.

Activity	Annual premium under £4,500	Annual premium over £4,500	Annual premium over £20,000
New Business and Renewal administration fee	£50	£75	£0

## 5. Basis of our services

The services we provide are outlined in our **Terms of Business Agreement (TOBA)**. A copy of which is provided in Appendix 1 of this report. **Please read this carefully as we will provide our services in line with this.**

We act on an 'advised' basis which means that we will be making a personal recommendation of a specific insurance policy(ies) based on information you have given us around your particular requirements and circumstances. When acting on an 'advised' basis, we act as Agent of the Customer (that is to say, we represent the customer) in order to select appropriate cover(s) from different insurance markets.

## 6. Short Form Privacy Notice

We are the data controller of any personal data you provide to us. We collect and process personal data in order to offer and provide insurance services and policies and to process claims. Personal data is also used for business purposes such as fraud prevention and detection, financial management, to generate risk modelling, conduct analytics including to advise, improve and develop our products and services and to comply with our legal and regulatory obligations. This may involve sharing information with, and obtaining information from, our group companies and third parties such as (re)insurers, other brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.

We may record telephone calls to help us to monitor and improve the service we provide as well as for regulatory purposes.

Please see our Privacy Notice for further information on how your personal data is used, shared, disclosed and retained, your rights in relation to your personal data and how to contact our Data Protection Officer. Our Privacy Notice can be found at <https://www.ajg.com/uk/privacy-policy/>

From time to time we may make important updates to our Privacy Notice and these may in turn affect the way we use and handle your data. Please ensure you review our Privacy Notice periodically to ensure you are aware of any changes.

If you are entering into this agreement in the course of your business, or as a charity, for charitable purposes and providing information on other individuals to us, for example your employees and/or any other party that would be covered under the insurance policy we may be placing or services we may provide to you, you shall ensure that individuals whose personal data you are providing to us have been provided with fair processing notices that are sufficient in scope and purpose, and that you have obtained all appropriate consents, where required, or are otherwise authorised, to transfer the personal data to us and enable us to use the personal data and process the personal data for the purposes of this agreement and as set forth in our Privacy Notice. You must not share personal data with us that is not necessary for us to offer, provide or administer our services to you.

## 7. Fraud Awareness

To help prevent fraud - before requesting your bank details to provide you with a refund by phone, we will always validate with you information that we hold on file; information that only you would know. This information could include your address or specific policy details.

Any refund we provide will only be for one of three reasons:

- 1) overpaid funds
- 2) a reduction in your cover
- 3) cancellation

Arthur J. Gallagher Insurance Brokers Limited will never request sensitive information, such as, passwords, usernames or a mother's maiden name.

If you receive a phone call and are unsure it is from us, you can always call us to verify we are who we say we are. Please call your usual contact, or call us on the telephone number shown within this document.

## 8. Employers Liability Insurance – What you need to know

### Employers' Liability Insurance

Since 1st October 2008 Employers are allowed to display their employers' liability certificate in an electronic format, so long as it remains accessible by all employees.

Although the law no longer requires you to retain certificates, we strongly recommend that you continue to do so. We believe that it is in your own interest to retain copies. Where no records can be found, you will be responsible for payment of any claim, particularly in relation to so-called 'long-tail' industrial diseases such as deafness and asbestosis.

## 9. Making a Claim

### Step 1 Reporting a claim

- You will need to notify us as soon as possible after an incident, either by telephone on 01483 462860 or by email to [communityclaims@ajg.com](mailto:communityclaims@ajg.com).
- Alternatively out of hours in an emergency, you may also contact your insurer direct. You will find your insurer's claims line number within your policy document, as well as highlighted within your renewal pack.
- Delay in notifying your insurer of an incident or a claim can potentially prejudice your/your insurer's position and can cause difficulty with acceptance of your claim, either in part or in full.

- In the event of injury and/or damage to another party or their property, it is important that no admission of liability is made, as this may also prejudice your/your insurer's position. Any third party claim or correspondence should be immediately passed to your insurers, unanswered.
- Appropriate steps should be taken to minimise any further loss or damage, where possible. Please ensure to retain itemised invoices for any emergency works completed and take photos of the damage where possible
- When notifying a claim, it is important that you have the following key information available, which will help identify you and assist with data protection protocols, thereby reducing any potential delays in providing you with initial advice:
  - Policyholder's name
  - Policyholder's address and postcode
  - Policy number
- In order for us to give you the most accurate advice and guidance on the notification call, there are some key pieces of information that we will need to know:
  - What happened? When? Where?
  - What is the extent of the loss, damage, injury? Consider physical and financial/trading impacts.
  - What is the impact to you as the policyholder?
  - What is being done to help prevent further loss, damage or injury?
  - Who is the best person for insurers to liaise with, what is their relationship with the policyholder and what are their contact details?

It's understood that some of the information may only be indicative at the outset, but the more accurate the information provided, the more likely the advice given will meet your needs and also assist with the progress of your claim.

- Your insurer will advise of next steps, allocate a claims reference number and also provide detail as to who will be your contact throughout the claim.
- Where the services of other parties may be required, insurers will provide details as to who this will be and the services that they will provide.
- Examples include – loss adjuster on large or complex claims, Solicitors/Investigators on Liability issues or claims, Engineers/Approved Repairers on Motor claims insurers should also discuss and agree with you the best method and frequency of updates/next contact.

## Step 2 Claims Handling & Investigation

- In order to evaluate and progress any claim, insurers more often than not will require additional supporting documentation from you.
- Insurers should clearly articulate what they require from you and the reasons why. Typically this will be estimates or invoices and anything that may help them evaluate your claim against the policy coverage that you have in place.
- Delays and/or omissions can in some circumstances lead to issues with acceptance of a claim in part or in full. It is therefore important that you reply to any requests and supply the information required at your earliest opportunity, in order to assist with progressing your claim.
- Should you not understand or wish to query any request from your insurer or their agent, it is recommended that you call them at the earliest opportunity to discuss and seek clarity from them.
- Insurers will look to agree with you what the next steps may be relating to any repair, replacement, defence, or interim actions required.
- Interim payments can sometimes be agreed, particularly on large claims or where the claim creates cash-flow issues. Where appropriate you should ask insurers whether this is a possibility.



### Step 3 Conclusion/Resolution of Claim

- Once insurers have received sufficient supporting documentation and assessed them against the policy coverage in place, we will advise you regarding what a resolution of your claim may look like.
- Payments to be made (in part or in full) should be clearly explained by insurers, including their calculation.
- If for any reason the claim will not be met (in part or in full), insurers should clearly explain the reason why and provide evidence, where appropriate.
- Excess – Any settlement agreed will be subject to the deduction of the applicable policy excess. This can be verified by referring to your policy documents.
- VAT – If the policyholder is VAT registered or able to recover VAT for the costs claimed under their insurance policy, in the majority of situations the policyholder will be responsible for the VAT element of any invoice relating to the claim. This can include the VAT element of suppliers appointed by the insurer, such as solicitors costs.

### Exceptions - Assistance and Complaints

- Escalations and complaints regarding services provided by the insurer should, in the first instance, be directed to the appropriate insurers as soon as the issue arises or is identified.
- Each insurer will have a formal escalation and complaint protocol in place, the details of which will be contained within your policy wording, which should give you suitable guidance.
- If however you encounter any difficulties identifying the appropriate process and/or insurer contact details, you can contact our Claims Team on 01483 462860 or email [communityclaims@ajg.com](mailto:communityclaims@ajg.com), to assist you with ensuring that your issue or complaint reaches the appropriate insurer contact.

Examples of where we may be able to assist include:

- If you are having difficulty making contact with your insurer.
- Your insurers are unable to trace your policy.
- You require additional clarification regarding the claims process.
- Your insurers are failing to provide you with the appropriate level of service.



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Melbourn Parish Council  
Melbourn Community Hub  
30 High Street  
Melbourn  
SG8 6DZ

IF PAYING BY **DIRECT BANK TRANSFER** PLEASE CHECK BANK DETAILS BELOW AS THEY MAY HAVE CHANGED SINCE YOUR LAST INVOICE

## Pro-Forma Invoice

Client Ref: 3077160  
Policy Ref: 131605375  
Invoice Date: 10 April 2024

			Amounts (£)	Cost (£)
<b>Non-Fleet Rated</b>	MS Amlin	Premium	554.68	671.24
<b>Commercial Motor</b>	Contract No.: AGRI/105790/2023	Insurance Premium Tax	66.56	
	Term: 23/04/24 - 22/04/25	Total Fees	50.00	
<b>TOTAL</b>				<b>671.24</b>

**Payment due on or before effective date.**

If you would like to pay by credit/debit card please contact us on .  
Payments by **direct bank transfer** should be made to the following account, using reference - 3077160.

**Bank: Lloyds Bank Plc**  
**Account Name: AJGIBL GBP CLIENT NST ACCOUNT**  
**Account Number: 19511668**  
**Sort Code: 30-80-12**  
**Swift BIC: LOYDGB21F09**  
**IBAN Number: GB30 LOYD 3080 1219 5116 68**

**COMMENTS :**

**FOR BANK TRANSFER PLEASE QUOTE REFERENCE ON YOUR PAYMENT AND EMAIL REMITTANCE DETAILS TO UK.Glasgow.AJGIBL.Remittances\_@ajg.com**

Arthur J. Gallagher Insurance Brokers Limited is authorised and regulated by the Financial Conduct Authority.

The Financial Conduct Authority does not regulate all forms of the products we provide

Blenheim House, 1-2 Bridge Street, Guildford, Surrey, GU1 4RY  
t: 01483 462870 f: w: www.ajg.com/uk

Registered in Scotland: Registration No. SC108909  
Registered Office: Spectrum Building, 55 Blythswood Street, Glasgow G2 7AT  
VAT Registration No: GB 484 7462 09



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# Terms of Business Agreement

**Arthur J. Gallagher Insurance Brokers Limited**

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## Scope and application

This agreement, together with any separate written agreement between you and Arthur J. Gallagher Insurance Brokers Limited ('AJGIBL'), sets out the terms on which we agree to act for you when we are instructed to provide services by you.

In this agreement 'we', 'us' and 'our' means AJGIBL. References to 'insurers' include insurers, underwriters, managing agents or, where applicable, reinsurers with whom we place business. As appropriate, references to 'insurance' or 'insured' include reinsurance and reinsured respectively. Additionally, any reference to 'policy' shall mean an insurance or reinsurance policy, as appropriate.

It is important that you read this agreement carefully as it contains details of our statutory and regulatory responsibilities and your contractual obligations, on which we intend to rely. If there is anything you do not understand in this agreement you should inform us otherwise we will assume you are providing your informed consent to this agreement.

### **We specifically draw your attention to the following sections:**

- a) What do we do?
- b) How are we paid for our services?
- c) How do we handle your money?
- d) Your obligations
- e) Conflicts of interest
- f) Complaints
- g) Limitation of Liability

Where your business is operated through an incorporated company, trust, limited liability partnership or partnership, we are entitled to assume that the recipient of this agreement has obtained authorisation or is entitled to consent to these terms on your behalf. If you are a company or other body corporate, unless otherwise expressly stated in any separate written agreement between you and AJGIBL, you agree to and accept the terms of this agreement on your own behalf and on behalf of each of your group companies (where those group companies are receiving the benefit of our services). You will ensure that each of your group companies will act on the basis that it is a party to and bound by the agreement. All references in this agreement to 'you' and 'your' mean you and each of your group companies.

If you have instructed another insurance broker to deal with us on your behalf, we will assume unless told otherwise that the broker has full authority to agree the terms of this agreement with us and to deal with us on your behalf as your agent in relation to all matters covered by this agreement

This agreement replaces any terms of business agreement that we may have previously agreed with you. If you have a separate service level agreement in place with us then the terms of that agreement must be read together with this agreement. In the event of a conflict, the terms of your service level agreement will take precedence over this agreement.

We may change the terms of this agreement from time to time. This may be:

- a) to reflect changes in our services or in market practice
- b) to reflect legal or regulatory developments, or
- c) to improve the clarity of this agreement.

We will tell you if we have materially changed these terms for any of these reasons and, in any event we will inform you of such changes before your policy is due to renew.

This agreement replaces any terms of business agreement that we may have previously agreed with you. If you have a separate service level agreement in place with us then the terms of that agreement must be read together with this agreement. In the event of a conflict, the terms of your service level agreement will take precedence over this agreement.

We may change the terms of this agreement from time to time. This may be:

- d) to reflect changes in our services or in market practice
- e) to reflect legal or regulatory developments, or
- f) to improve the clarity of this agreement.

We will tell you if we have materially changed these terms for any of these reasons and, in any event we will inform you of such changes before your policy is due to renew.

We may also change the terms of this agreement for other reasons, but if we do, we will notify you in advance and you will have the right to terminate this agreement within 30 days of such notification.

## Who are we?

AJGIBL is a company incorporated and registered in Scotland with company number SC108909 whose registered office is at Spectrum Building, 55 Blythswood Street, Glasgow, G2 7AT. You can find out more about us at [www.ajg.com/uk/](http://www.ajg.com/uk/).

We are an insurance intermediary, risk management and consulting firm authorised and regulated by the Financial Conduct Authority ('FCA'). Our FCA firm reference number is 311786. We are permitted by the FCA to act as a general insurance intermediary, to arrange credit and collect payments. You can check these details by visiting the FCA's website ([www.fca.org.uk/register](http://www.fca.org.uk/register)) or by contacting the FCA on 0800 111 6768 (+44 20 7066 1000 from overseas).

## What do we do?

As an insurance intermediary, we usually act for you. We offer access to general insurance products and services provided by a wide range of UK and international insurers, including Lloyd's.

Our services include advising you on your insurance needs, arranging insurance policies with insurers in order to meet those needs, provide associated risk management services and any other insurance related services. We will also help you to make changes to your insurance policy if required and will remind you when your policy is due for renewal as appropriate. Unless your policy states otherwise, or we agree, we will provide you with assistance in submitting a claim and with obtaining reimbursement from insurers.

In certain circumstances, we may act for your insurer, for example, where we have delegated underwriting authority and/or claims settlement authority, or where we have entered into a managing general agency agreement with one or more insurers. In cases where we are acting on behalf of the insurer, we will be acting as their agent. Please see the section headed Conflicts of interest for more information about how we manage these arrangements.

We cannot arrange insurance for you until we have received complete instructions from you. Your insurance cover is not in place until we have confirmed it to you in writing or we have issued evidence of cover. Where we receive your instruction or a firm order after normal office hours, placement of your insurance will be subject to further confirmation by us as soon as reasonably possible the following business day.

We do not offer advice in relation to tax, accounting, regulatory or legal matters (including sanctions) and you should take separate advice as you consider necessary regarding such matters.

Additionally, when we are appointed to service insurance policies other than at their inception or renewal and which were originally arranged via another party, we shall not be liable during the current insurance period for any loss arising from any errors or omissions or gaps in your insurance cover or advice not supplied by us. Should you have any concerns in respect of a policy, which has been transferred to us, or if you require an immediate review of your insurance arrangements, you must notify us immediately. Otherwise we shall review your insurance arrangements and advise accordingly as each policy falls due for renewal.

## Which insurers do we use?

In finding an insurance solution that meets your demands and needs, we may either conduct a market analysis of potential insurers, or we may only consider a specific product from a single insurer, or products from a panel of insurers. In certain circumstances we may act for the insurers, or use services of other of our group companies - please see the "Conflicts of Interest" section.

We use publicly available information, including information produced by credit rating agencies, to identify insurers with whom we will consider placing your business. We do not guarantee the financial status of any insurer. You may require us to use an insurer that we would not ordinarily recommend due to their credit rating. In the event of an insurer experiencing financial difficulties, you may still have a liability to pay any outstanding premium and we are not responsible for any shortfall in amounts due to you in respect of any claims.

We are available to discuss with you any concerns you have with the insurer you have chosen for your insurance policy(ies).

## How are we paid for our services?

Payment in respect a service that we provide to you in respect of any single contract of insurance may be made up of one or more of the following:

a fee paid by you; details of this, or the basis of calculation, will be declared to you in advance of this being incurred; brokerage/commission, which is a percentage of the total annual insurance premium paid by you and given to us by the insurers with whom we place your business; and administration charges, in addition to any insurance premiums, for administration of your policy, including amending and cancelling any policy: these apply on most placements (even where a) and / or b) apply), and details of these charges, will be provided to you in advance of them being incurred.

Please note that where we have not agreed a fee (a) payable by you in respect of any contract of insurance, our remuneration will be by way of commission (b). There may be instances where we have agreed a fee (a) with you, and for subsequent, additional policies, we also earn a commission. You will know when we agree the fee (a), which policies this applies to.

If we charge you a fee (a) in relation to any contract of insurance, and either also receive commission payments in respect of that contract of insurance, or will do so in relation to any subsequent contracts, then we will inform you of that fact prior to the fee being incurred.

Please note that for commission (b), we do not intend to earn commission from the taxation element of any insurance premium tax.

We may receive additional payments such as a profit share or profit commission from insurers, for instance, from insurers payable under a delegated underwriting authority or other facility or individual

contract in recognition of overall profitability. We may also earn income from arranging premium finance.

We may also earn income from insurers or other sources in other ways. For example, we may receive income from insurers for ancillary services provided solely on their behalf.

Upon request, we will be pleased to provide details of any income we are due or have received as a result of placing your business.

Unless we specifically agree otherwise, brokerage/commission and fees are earned when we arrange an insurance policy for you, or in the case of any other service when we commence providing that service to you.

However in respect of any payment made to us this will only be recognised as payment for the service when we have reconciled your payment. We will be entitled to retain all fees and brokerage in respect of the full period of contract(s) of insurance arranged by us including in circumstances where your policy has been terminated and your insurers have returned pro-rated net premium. Consistent with long established market practice, we will deduct our brokerage and other commissions from the premium once received.

If you decide to terminate our appointment in relation to policies we have placed on your behalf and where, (i) the policy or policies have not expired, and (ii) premium is due on the policy or those policies, we are entitled to any brokerage/commission originally due on the policy or policies and you will ensure the broker subsequently appointed to administer the policy or policies agrees and accepts to collect the brokerage/commission and remit to us in good time.

## How do we maintain your privacy?

We are the data controller of any personal data you provide to us. We collect and process personal data in order to offer and provide insurance services and policies and to process claims. Personal data is also used for business purposes such as fraud prevention and detection, financial management, to generate risk modelling, conduct analytics including to advise, improve and develop our products and services and to comply with our legal and regulatory obligations. This may involve sharing information with, and obtaining information from, our group companies and third parties such as (re)insurers, other brokers, loss adjusters, credit reference agencies, service providers, professional advisors, our regulators or fraud prevention agencies.

We may record telephone calls to help us to monitor and improve the service we provide as well as for regulatory purposes.

Please see our Privacy Notice for further information on how your personal data is used, shared, disclosed and retained, your rights in relation to your personal data and how to contact our Data Protection Officer. Our Privacy Notice can be found at <https://www.aig.com/uk/privacy-policy/> From time to time we may make important updates to our Privacy Notice and these may in turn affect the way we use and handle your data. Please ensure you review our Privacy Notice periodically to ensure you are aware of any changes.

If you are entering into this agreement in the course of your business, or as a charity, for charitable purposes and providing information on other individuals to us, for example your employees and/or any other party that would be covered under the insurance policy we may be placing or services we may provide to you, you shall ensure that individuals whose personal data you are providing to us have been provided with fair processing notices that are sufficient in scope and purpose, and that you have obtained all appropriate consents, where required, or are otherwise authorised, to transfer the personal data to us and enable us to use the personal data and process the personal data for the purposes of this agreement and as set forth in our Privacy Notice. You must not share personal data with us that is not necessary for us to offer, provide or administer our services to you.

## Confidential information

During the course of this agreement we shall both provide the other with information (other than personal information) and each party will treat information received from the other relating to this Agreement as confidential and will not disclose it to any other person not entitled to receive such information except as may be necessary to fulfil their respective obligations in relation to this agreement and except as may be required by applicable law or regulatory authority. For the avoidance of doubt, and always observing the requirement to ensure your information is held in a confidential manner, we shall be entitled to disclose such information relating to you (where necessary) to perform our obligations under this agreement, to insurers or reinsurers, actuaries, auditors, professional agents, advisers or other parties that we may require in order to provide our service to you. This section will not apply to information which was rightfully in the possession of a party prior to this agreement or which is already public knowledge/ becomes so at a future date (otherwise than as a result of a breach of this section) or which is trivial or obvious.

## How do we handle your money?

In our role as an intermediary between you and your insurers we may hold money:

- paid by you to be passed on to insurers
- paid to us by your insurers, to be passed on to you
- paid by you to us for our services, but which we have not yet reconciled.

For your protection, the way that we handle your money is designed to protect your interests in the event of our financial failure.

We may take payment from you when your policy next renews using payment card information you have shared with us and which we will retain. If we intend to do this, we will confirm this to you in your renewal invitation prior to your next policy renewal. You may opt-out of automatic renewal at any time by contacting us.

## Insurer Money (money we hold as agent of an insurer):

Where we have an agreement with your insurer to hold money as their agent, any premiums you pay to us are treated as having been received by the insurer as soon as they are received by us. Claims payments and/or premium refunds are treated as received by you when they are actually paid to you.

Where we receive monies as agent of your insurer, we can only deal with that money in accordance with the instructions of the insurer. This means that, for example, if you want us to return such monies to you, we can only do so with the agreement of the insurer.

## Client Money (money we hold as your agent):

Where we do not have an agreement with your insurer to hold money as their agent, we will hold premiums you pay to us as your agent. Money we receive from your insurer which is payable to you will be your property whilst we hold it.

We may also hold money as your agent where you have paid this to us in respect of our fee for a service, until such time as we have reconciled the payment against the relevant service.

Money we hold as your agent is referred to as 'Client Money'.

FCA rules require us to keep Client Money separate from our own money. We hold Client Money with an approved bank, segregated in a client account subject to a Non-Statutory Trust ('NST'). The aim of the NST is to protect you in the event of our financial failure. If such an account is held outside the United Kingdom, it may be subject to different laws and regulations, which may mean that the Client Money held in that account is not protected to the same extent as it would be if it were held in the United Kingdom, or at all. Please tell us if you do not wish us to hold any money for you in a particular jurisdiction.

We may use Client Money held in the NST on behalf of one client ('Client A') to pay another client's premium ('Client B') before we receive such premium from Client B. We may also make claims payments/ premium refunds to other clients before monies are received from the insurer. Although there may be occasions when we do this, it is not our policy to routinely cross-fund in this way. For the avoidance of doubt, we may not use Client Money to pay ourselves commissions before we receive the relevant premium from you.

We may invest Client Money held in the NST in accordance with FCA rules relating to Client Money. If we do invest money in this way, we will be responsible for meeting any shortfall in the value of the investments at the time of their realisation. Any interest or profits earned on Client Money held by us will be retained by us for our own use, rather than paid to you.

## Holding both insurer and Client Money

We may hold both insurer and Client Money together in the NST. When this happens, your interests as our client will continue to be protected.

## Payment to third parties:

We may transfer Client Money to another person, such as another broker or settlement agent, for the purpose of carrying out a transaction on your behalf through that person. This may include brokers and settlement agents outside the UK. The legal and regulatory regime applying to a broker or settlement agent outside the UK may be different from that of the UK. This means that, in the event of a failure of the broker or settlement agent, this money may be treated in a different manner from that which would apply if the money were held by a broker or settlement agent in the UK. You may notify us if you do not wish us to pass your money to a person in a particular jurisdiction.

We may also transfer Client Money to a professional services firm such as a loss adjuster, surveyor or valuer unless you instruct us otherwise.

## Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme ('FSCS'). You may be entitled to compensation from the FSCS if we cannot meet our financial obligations to you. This depends on the type of insurance contract that we have arranged for you, certain eligibility criteria and the circumstances of the claim.

Further details regarding the FSCS are available online at [www.fscs.org.uk](http://www.fscs.org.uk) or by calling 0800 678 1100 (+44 20 7741 4100 from overseas).

Separately, your insurer and/or you may be covered by a different compensation scheme.

## Your obligations

You will not instruct us to provide services which would cause us, nor use our services in any way, to violate applicable laws including without limitation bribery, anti-corruption, money laundering sanctions, or data protection laws.

You are required to make a fair presentation of the risk to an insurer which discloses every material circumstance which you know or ought to know relating to the risk to be insured. This includes information known by your senior management and those responsible for arranging your insurance as well as information which would reasonably have been revealed by a reasonable search of information available to you.

A circumstance is material if it would influence the judgment of a prudent insurer in determining whether to provide insurance for the risk and, if so, on what terms. Disclosure must be reasonably clear and accessible to a prudent insurer. Material representations of fact must be substantially correct and material representations of expectation/belief must be made in good faith. Failure to comply with the duty of fair presentation could mean that your policy of insurance is void or that insurers are not liable to pay all or part of your claim(s).

The above duty of disclosure is the applicable duty under the laws of England, Wales, Scotland and Northern Ireland. You may have different obligations if your policy of insurance is subject to a different law. As a minimum, we expect you to disclose your information in accordance with the duty set out above.

For certain types of insurance covers you may be required to complete and sign a proposal form or questionnaire. Take care to ensure that the information you provide is complete and accurate. Note that if you are aware of anything that you feel may be material to the proposed policy of insurance you should disclose it, even if there does not appear to be a question on the proposal form or questionnaire that covers the particular point. If you are in any doubt as to whether information is material, you should disclose it.

## Anti-bribery, corruption and financial crime

You agree that you will ensure that at all times you comply with all laws, statutes and regulations that apply to you relating to anti-bribery and corruption, including the UK Bribery Act 2010 and (if it applies to you or any of your group companies) the US Foreign and Corrupt Practices Act 1977. Accordingly, if you accept gifts or hospitality offered to you by us or any of our group of companies, we will deem the acceptance to be in accordance with any gifts & hospitality policy/ies you may have.

Please be aware that we are required to obtain adequate 'Know Your Client' information about you. In order to prevent bribery, corruption, fraud or other financial crime, we may take further steps, including notification to the relevant authorities, carrying out status and credit checks using credit reference agencies, and other screening background checking as appropriate.

Policies may include clauses on financial and trade sanctions, anti-money laundering and export controls; ('Sanctions'). How you comply with Sanctions is specific to your business: you should take legal advice where necessary and pay special attention to relevant policy clauses.

To comply with financial crime or Sanctions requirements, we may be prohibited from providing broking or risk consulting services, including placement and claims handling services; may be required to take actions such as freezing the funds in which parties subject to Sanctions have an interest; or may make regulatory notifications or licence applications as required or appropriate in accordance with Sanctions. Your insurers and other third parties we deal with, such as financial institutions, may also apply their own policies or restrictions.

You acknowledge and agree that we reserve the right to take steps to comply with financial crime or Sanctions (and we will not be liable to you for this or for similar steps taken by third parties).

You should advise us of all of the countries connected to the (re)insurance you require. We reserve the right not to perform obligations under this agreement to the extent that this would be contrary to our commercial risk appetite or where performance would be impracticable including because of bank policies restricting the processing of premiums, claims funds or fees related to such countries or related parties.

Please be aware that we are generally restricted from providing broking, claims handling or other services that relate to Cuba and Iran- including because of significant difficulties in processing payments and other commercial and reputational considerations.

## Your premium payment obligations

Insurers require you to pay premium at or before the start date of each policy, or as otherwise specified under the policy terms. You must pay all monies due in cleared funds in accordance with the amounts and on or before the dates specified in our invoice(s). If you do not make payment within that period, insurers may cancel your policy and may also require that you pay a premium in relation to the time that you have been on risk. It is therefore very important that you meet all payment dates.

Where you have instructed us to obtain insurance on your behalf, to the extent that we are required to meet your premium payment obligations, we reserve the right to recover those monies from you.

## Use of Premium Finance Companies:

You may be able to pay premium payments by instalments through a credit scheme operated by a third party premium finance company or insurer. Please note that we can only pay premium to insurers on your behalf once we have cleared funds from you or the premium finance company.

Please note that we do not recommend any particular credit provider. If you wish to pay premium by instalments, we are able to introduce you to credit providers (which may include a third party premium finance company or an insurer). There may be other credit providers (including insurers) able to offer better credit terms than those that made available to you by a party we have introduced you to.

Where you decide to enter into a credit scheme for the payment of premium, you will receive separate terms and conditions from the relevant premium finance company or insurer which will govern that arrangement. You agree that, in accordance with the terms of any such credit scheme or otherwise, we may instruct your insurer to cancel your policy if you are in default under the credit scheme and that any return premium or other payment due from the insurer may be applied to discharge your liability or liability we have assumed on your behalf under the credit scheme without further reference to you.



## Your policy documents

You will receive written terms and conditions of any insurance policy we arrange for you. Please check these documents and advise us as soon as reasonably practicable if the terms of the cover arranged are not in accordance with your requirements. Please pay special attention to the claims notification provisions and to any warranties and conditions (including as to the payment of premium) as any failure to comply with these terms may invalidate your cover.

The documents relating to your insurance will confirm the basis of the cover from the relevant insurer(s) and provide their details and if applicable, the insurer's agent. It is therefore important that you keep all of your policy documents in a safe place. It is our current practice to retain client information for at least six years or such other period required under relevant law or regulations.

## Making a claim

Your insurance policy will usually require you to notify all claims and/or circumstances that may give rise to a claim as soon as possible. If you are unsure whether a matter needs to be notified please contact us and we will endeavor to assist you.

Where we have agreed to handle claims on your behalf, we will do so fairly and promptly. If we receive claims payments for you, we will remit them to you as soon as reasonably practicable after receipt.

As part of paying your claim, your insurer may require us to deduct the value of sums due (such as premiums or instalments under a credit scheme) before sending the balance of any claims payment to you.

We reserve the right to charge an additional or separate fee (based on the nature of the work and duration and agreed with you in advance) to negotiate a large or complex claim on your behalf.

## Conflicts of interest

Circumstances may arise where we have a conflict of interest between us (including our managers, employees or agents) or another of our group companies and you, or between you and another of our clients. We always aim to treat you fairly and avoid conflicts of interest. We never deliberately put ourselves in a position where our interests, or our duty to another party, prevent us from discharging our duty to you.

We may arrange insurance for you through another company in the Arthur J. Gallagher group which acts on behalf of one or more insurers. An example may include a placement with a separate underwriting team within Arthur J. Gallagher Insurance Brokers Limited, Pen Underwriting Limited or Arthur J. Gallagher UK Limited.

In arranging an insurance solution that meets your demands and needs, we will ensure that our duty to you does not conflict with the duties that an Arthur J. Gallagher group company owes to the insurers that it represents.

We may act as agent of an insurer under a delegated underwriting authority and/or delegated claims settlement authority. In these instances, where we act as your agent for your insurance needs we will always act in your best interests when arranging your policy.

As part of paying your claim, your insurer may require us to deduct the value of sums due (such as premiums or instalments

We follow our own conflict management policies and procedures (for example, using information barriers). These are designed to prevent any conflicts of interest adversely affecting or compromising your interests. However, in some cases, where we cannot be reasonably confident that we can prevent the risk of damage to your interests, we will discuss this with you. If you have any concerns in relation to conflicts of interests, please contact us.

## Complaints

We value our relationship with you and we welcome feedback on the service you receive from us. Please tell us if you are dissatisfied with part of our service so that we can improve our products or services. Our aim is that you should benefit from a high quality service using our experience and breadth of insurance broking expertise. We always try to provide a high standard of service but if you ever have cause to complain, please do so by contacting your usual AJG representative by whatever means is convenient to you.

If you wish to deal with someone wholly independent of the branch or division that has been servicing your business, please contact:

Address: Complaints Management Team  
Spectrum Building 55 Blythswood Street Glasgow  
G2 7AT  
Email: [commercialcomplaintsuk@ajg.com](mailto:commercialcomplaintsuk@ajg.com)

We will acknowledge written complaints promptly. Our complaints procedure is available on request.

If you feel that we have not been able to resolve the matter to your satisfaction, after this process you may have the right (subject to eligibility) to refer your complaint to the Financial Ombudsman Service; this address is:

The Financial Ombudsman Service Exchange Tower  
London E14 9SR

Telephone: 0800 0234 567 (from landline)  
Telephone: 0300 123 9 123 (from mobile)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: <http://www.financial-ombudsman.org.uk>

Whether or not you make a complaint to us and/or refer your complaint to the Financial Ombudsman Service, your right to take legal action will not be affected.

## Other territories

Other territories may also offer complaints and dispute resolution arrangements that we are required to follow where we are held to be doing business there.

under a credit scheme) before sending the balance of any claims payment to you.

## Right of set-off

If you are a business, we may at any time, without notice to you, set off any liability of yours to us against any liability of us to you, whether either liability is present or future, liquidated or unliquidated, and whether or not either liability arises under this agreement.

If the liabilities to be set off are expressed in different currencies, we may convert either liability at a market rate of exchange for the purpose of set-off. Any exercise by us of our rights under this clause will not limit or affect any other rights or remedies available to us under this agreement or otherwise..

## Intellectual property rights

We (or our licensors) will retain all ownership, title, copyright and other intellectual property rights in all materials developed, designed or created by us before or during the provision of services to you including systems, methodologies, software, know-how and working papers. We will also retain all ownership, title, copyright and other intellectual property rights in all reports, written advice or other materials provided by us to you. We grant you a royalty - free licence to use those materials, but only for the purposes for which they were created under this agreement and only for as long as this agreement remains in force.

## Termination

Without prejudice to any rights that have accrued under this agreement or any other rights or remedies, either party may terminate the services contemplated under this agreement by giving not less than 30 days' notice in writing to the other.

If our appointment as your broker is terminated or not renewed, we reserve the right to charge an additional or separate fee, agreed with you in advance, for any ongoing services performed from the date on which our appointment terminates. The terms of this agreement will continue to apply in relation to those ongoing services.

Notwithstanding anything else contained in this agreement, we are not required to act for you, or to continue to act for you, if we reasonably consider that to do so would put us in breach of, or would expose us or our affiliates to fines, penalties or sanctions under, any laws, regulations or professional rules. In such circumstances, we will be entitled to terminate our existing relationship with you with immediate effect and will not be responsible or liable to you for any direct or indirect loss which you or any other party may suffer as a result.

## Cancellation of your policy

Your insurance contract may include a cancellation clause. For more details, please refer to your insurer's policy documents. If you wish to cancel a policy please let us know. If your policy is cancelled, the insurer will determine any return premium in relation to policies placed by us.

Please see the section above 'How are we paid for our services?' in relation to our rights to payment of brokerage/commission and fees in the event of policy termination.

## Currency conversion

We may have to convert funds to another currency in order to settle amounts due to insurers. If a repayment of funds is due to you or is requested by you after the currency is converted, then any such payment will be made in the currency to which the funds have been converted. Any shortfall arising from exchange differences remains your liability. If you pay a premium in a different currency or to a bank account in a different currency from that requested, we may, at our discretion, either return the funds to you or convert the money to the required currency. In the latter case, the converted funds will be applied against the amount due with any shortfall arising from exchange differences remaining your liability.

## Severability

The invalidity, illegality or unenforceability of any of the provisions of this agreement will not affect the validity, legality or enforceability of the remaining provisions in this agreement.

## Notices

If notice is given to us under or in connection with this agreement, except as expressly provided in this agreement, it must be in writing and sent to our registered address. We are entitled to give you a notice under or in connection with this agreement at your registered address (if a company or limited liability partnership) or at your last known address (in any other case).

## Third party rights

A person who is not party to this agreement has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce or to enjoy the benefit of any term contained in this agreement.

## Circumstances outside of the parties' control

Neither party will be in breach of this agreement nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure results from events, circumstances or causes beyond its reasonable control. In that event, the affected party will notify the other as soon as reasonably practicable

## Unexpected acts or events

Neither party will be in breach of this agreement nor liable for delay in performing, or failure to perform, any of its obligations under this agreement if such delay or failure results from events, circumstances or causes beyond its reasonable control. In that event, the affected party will notify the other as soon as reasonably practicable.

## Transfer of this agreement

Neither party can transfer their rights nor obligations under this agreement in whole or in part to anyone else, except that:

- a) we may transfer all or some of our rights and/or obligations to one or more other members of the Arthur J Gallagher group of companies; and
- b) either party may transfer all or some of our rights and/or obligations to someone else with the prior written consent of the other party, such consent not to be unreasonably withheld or delayed.

## **Governing law and jurisdiction**

The law of England and Wales will apply to this agreement

The parties irrevocably agree that the courts of England and Wales will have the necessary jurisdiction to settle any dispute or claim that arises out of or in connection with this agreement or its subject matter.

# Monthly water situation report: East Anglia

## 1 Summary - March 2024

Following an extremely wet February, rainfall during March was normal across much of East Anglia with no areas experiencing exceptionally high rainfall as all did last month. Regional SMD [Soil Moisture Deficit] has transitioned from exceptionally low to below normal since February, but soils remain close to field capacity. Monthly river flows were subsequently exceptionally high at several sites due to good responsiveness to the rainfall received. Furthermore, high base flow is likely contributing due to the exceptionally high groundwater levels across the majority of the region, which are still recharging at a number of locations. All reservoirs are at or above their normal levels, with most above their normal operating curves.

### 1.1 Rainfall

March 2024 rainfall was normal for most hydrological areas, with only the Lower Bedford Ouse, South Essex and Cam receiving above normal rainfall and the Upper Bedford Ouse receiving notably high rainfall. The 3, 6 and 12-month totals for the region are almost entirely dominated by exceptionally high rainfall, with no areas for any total classified as normal or below.

### 1.2 Soil moisture deficit and recharge

The East Anglia SMD for the end of March in all areas was below 10mm with a regional average of 6mm, which is below normal for the time of year. This has increased both in value and relative to the LTA [Long Term Average] since February for the end of which the SMD was notably low at 2mm. Recharge has stopped at most monitoring boreholes for which we have data, but continues at 7 boreholes which have shown an increase in groundwater levels since February.

### 1.3 River flows

Monthly average river flows for March have remained exceptionally high for a number of sites in the North and West of the region, with many more being notably high. The only exceptions are the Bure, Yare, Waveney and Gipping in the East, which have above normal flows. Though rainfall this past month was reduced significantly, the high groundwater levels and soil moisture are maintaining these high flows through base flow and high amounts of runoff from the reduced rainfall.

## 1.4 Groundwater levels

Groundwater levels have stopped rising at all but 7 of the monitoring sites for which we have sufficient data. Despite the reduced rainfall this month, the exceptionally wet past few months have led to significant amounts of recharge which is still seeing a lagged response at these locations. Levels remain exceptionally high at all monitoring sites except for Rook Hall at above normal levels and Therfield Rectory at notably high levels. There is a fair likelihood that that these regional levels will remain above normal at many locations late into the year.

## 1.5 Reservoir stocks

Reservoir stocks remain at good levels, Grafham at a normal 85% capacity and all others above normal or higher at 90-98% of their capacity. Grafham and Ardeigh are slightly below their normal operating curves for the time of year.

## 1.6 Forward look

### 1.6.1 Probabilistic ensemble projections for river flows at key sites

The river flow projections indicate a very high likelihood of normal and above normal flows for June 2024, with a fair likelihood of notably high and exceptionally high flows. The likelihood of notably high and exceptionally high flows is projected to increase for September.

### 1.6.2 Probabilistic ensemble projections for groundwater levels in key aquifers

Groundwater levels are predicted to have a high likelihood of remaining exceptionally high or notably high at a number of locations by September 2024, and none are projected to fall below normal levels. By March 2025, it is predicted that there is a chance that levels at almost all sites will fall to below normal or notably low levels, but it is more likely that levels will remain normal or above.

**Author: Hydrology, [Hydrology-EAN-and-LNA@environment-agency.gov.uk](mailto:Hydrology-EAN-and-LNA@environment-agency.gov.uk)**

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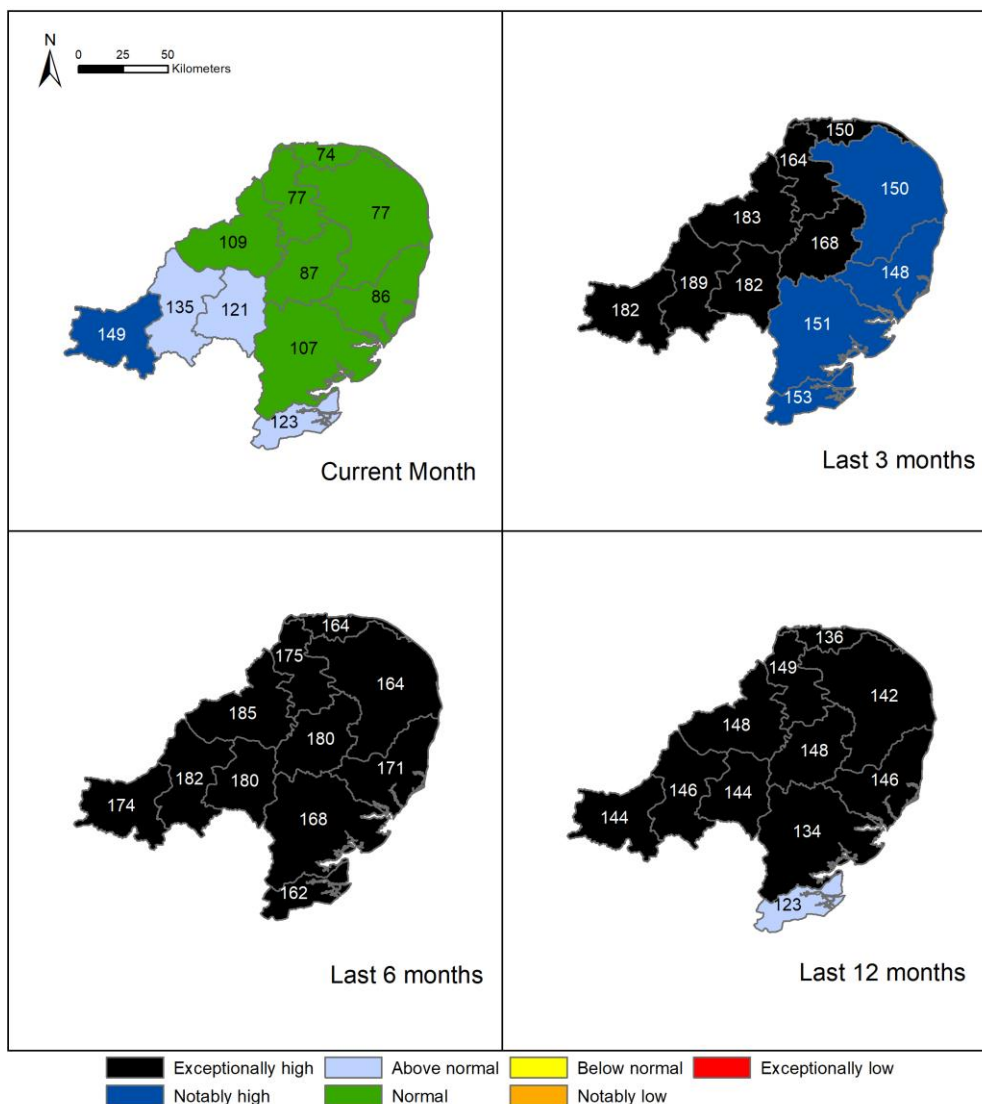
\*[SMD]: soil moisture deficits

\*[LTA]: long term average

## 2 Rainfall

### 2.1 Rainfall map

Figure 2.1: Total rainfall for hydrological areas across East Anglia, expressed as a percentage of long term average rainfall for the current month (up to 31 March 2024), the last 3 months, the last 6 months, and the last 12 months. Category classes are based on an analysis of respective historic totals. Table available in the appendices with detailed information.



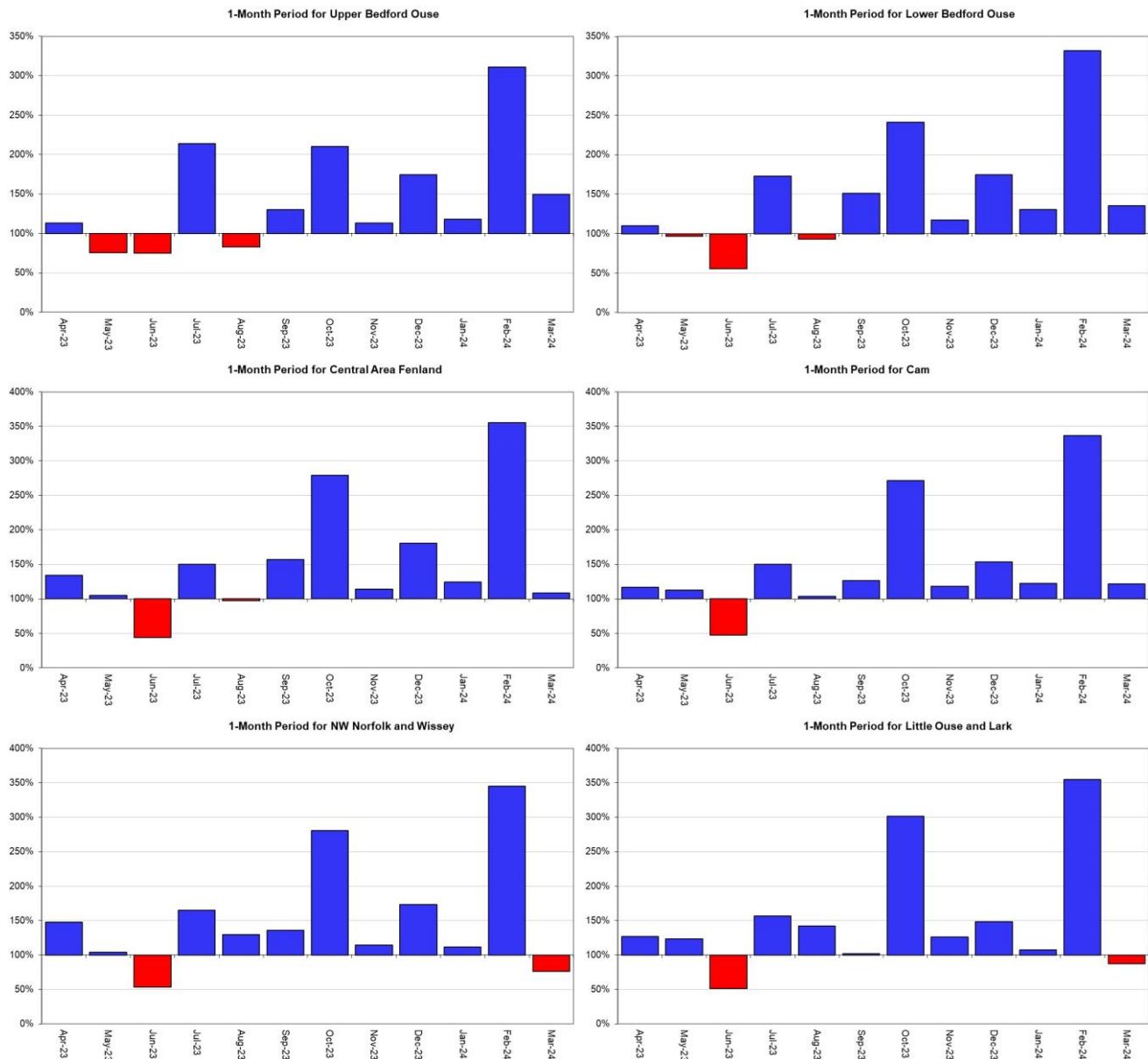
HadUK data based on the Met Office 1km gridded rainfall dataset derived from rain gauges (Source: Met Office. Crown copyright, 2024). Provisional data based on Environment Agency 1km gridded rainfall dataset derived from Environment Agency intensity rain gauges. Crown copyright. All rights reserved. Environment Agency, 100024198, 2024.

## 2.2 Rainfall charts

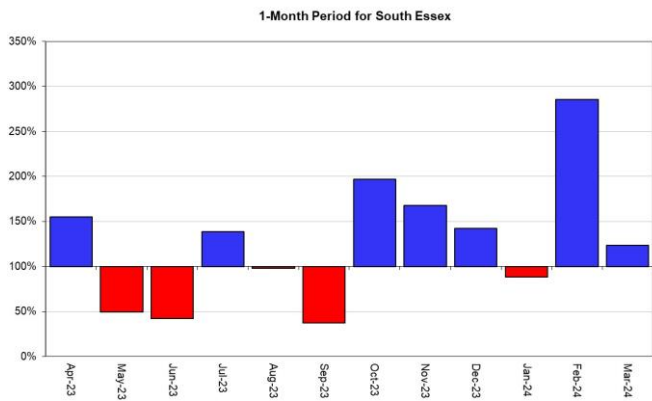
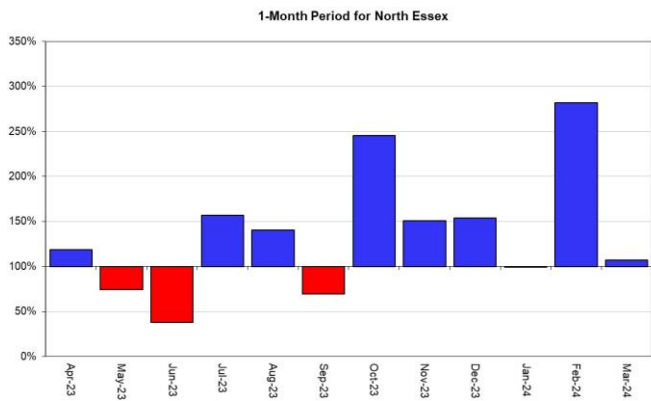
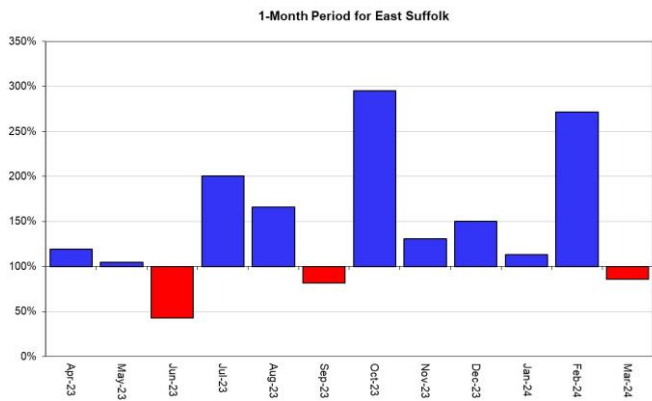
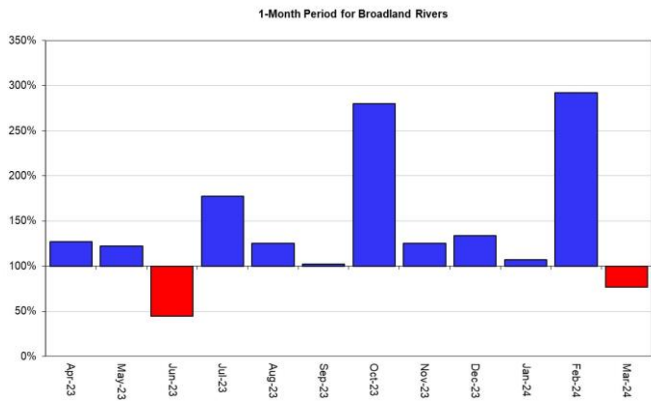
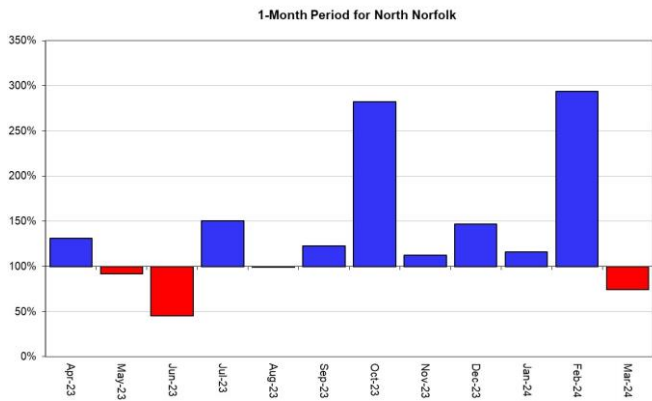
Figure 2.2: Monthly rainfall totals for the past 12 months as a percentage of the 1961 to 1990 long term average for each region and for England.

■ Above average rainfall

■ Below average rainfall

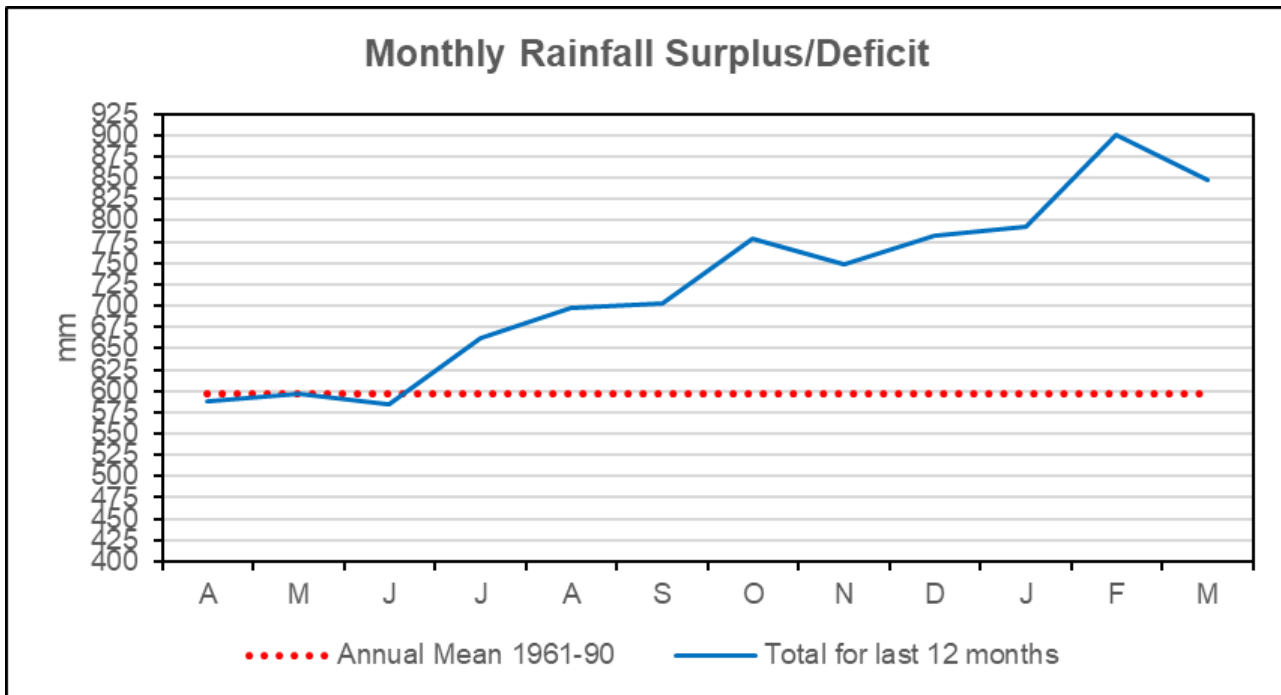






HadUK rainfall data. (Source: Met Office. Crown copyright, 2024).

### 2.3 Monthly rainfall surplus deficit chart

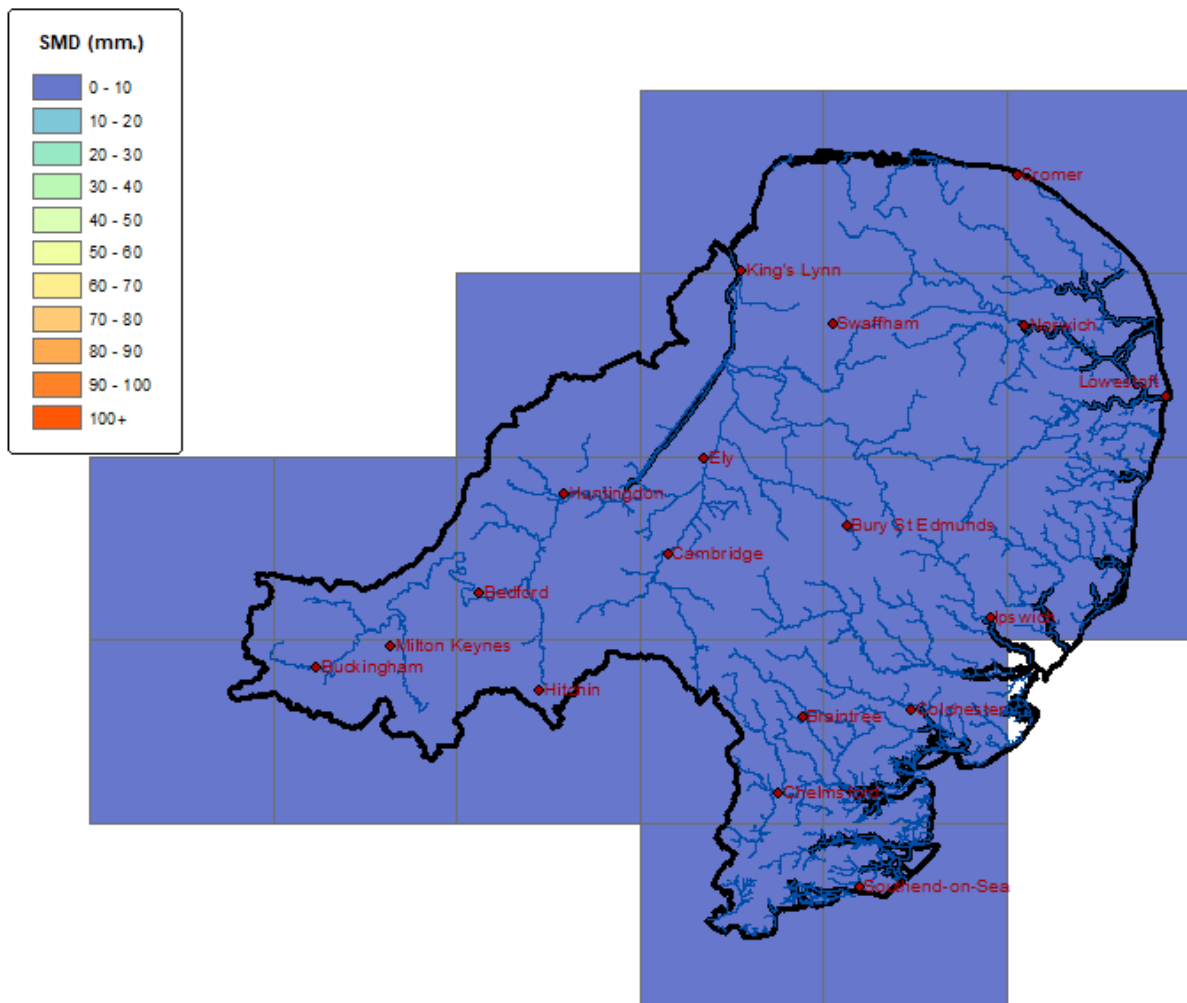


HadUK rainfall data. (Source: Met Office. Crown copyright, 2024).

### 3 Soil moisture deficit

#### 3.1 Soil moisture deficit map

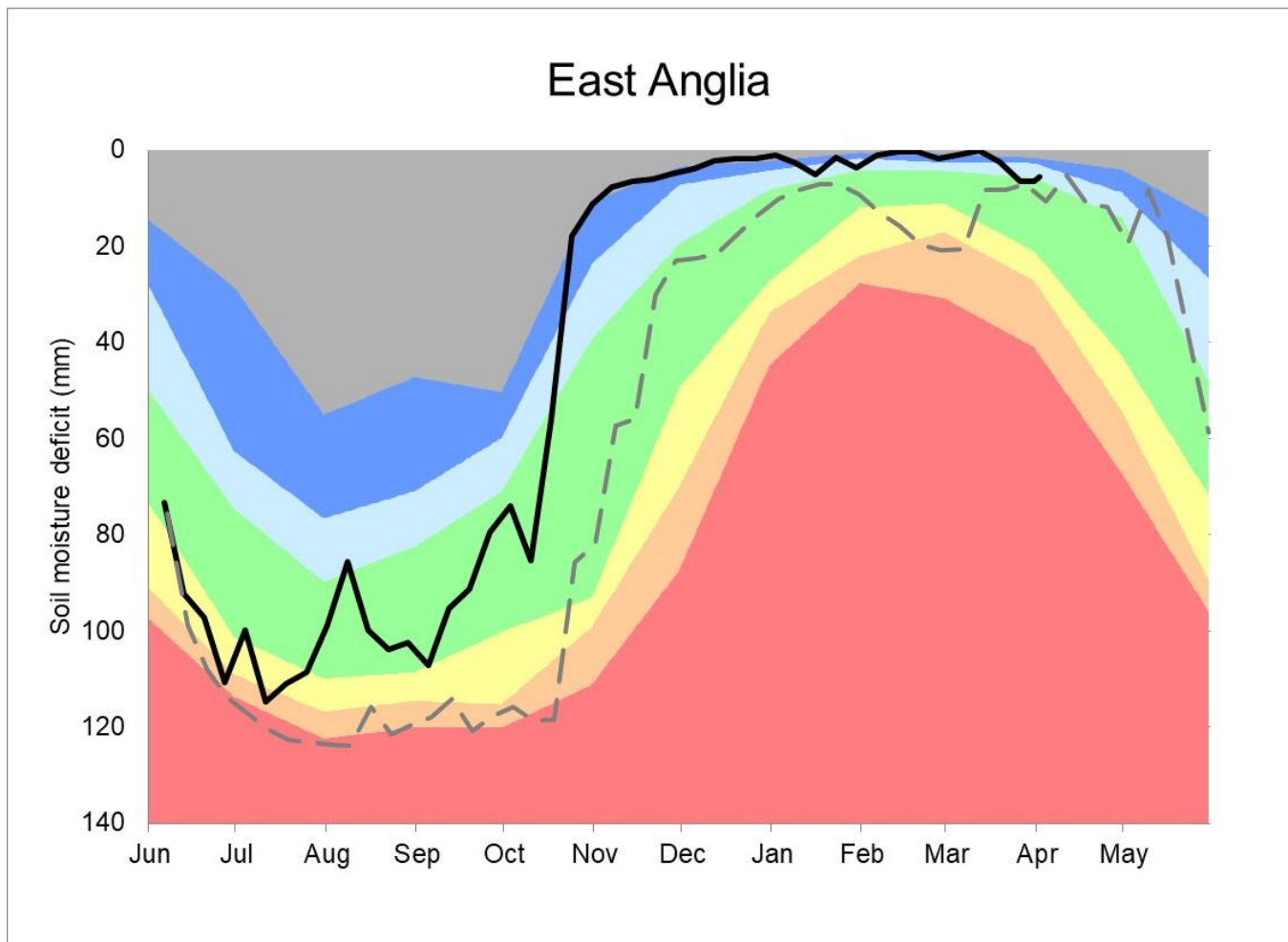
Figure 3.1: Soil moisture deficit values for 31 March 2024. Values based on the weekly MORECS data for real land use.



(Source: Met Office. Crown copyright, 2024). All rights reserved. Environment Agency, 100024198, 2024.

### 3.2 Soil moisture deficit charts

Figure 3.2: Latest soil moisture deficit compared to an analysis of historic 1961 to 1990 long term data set. Weekly MORECS data for real land use.

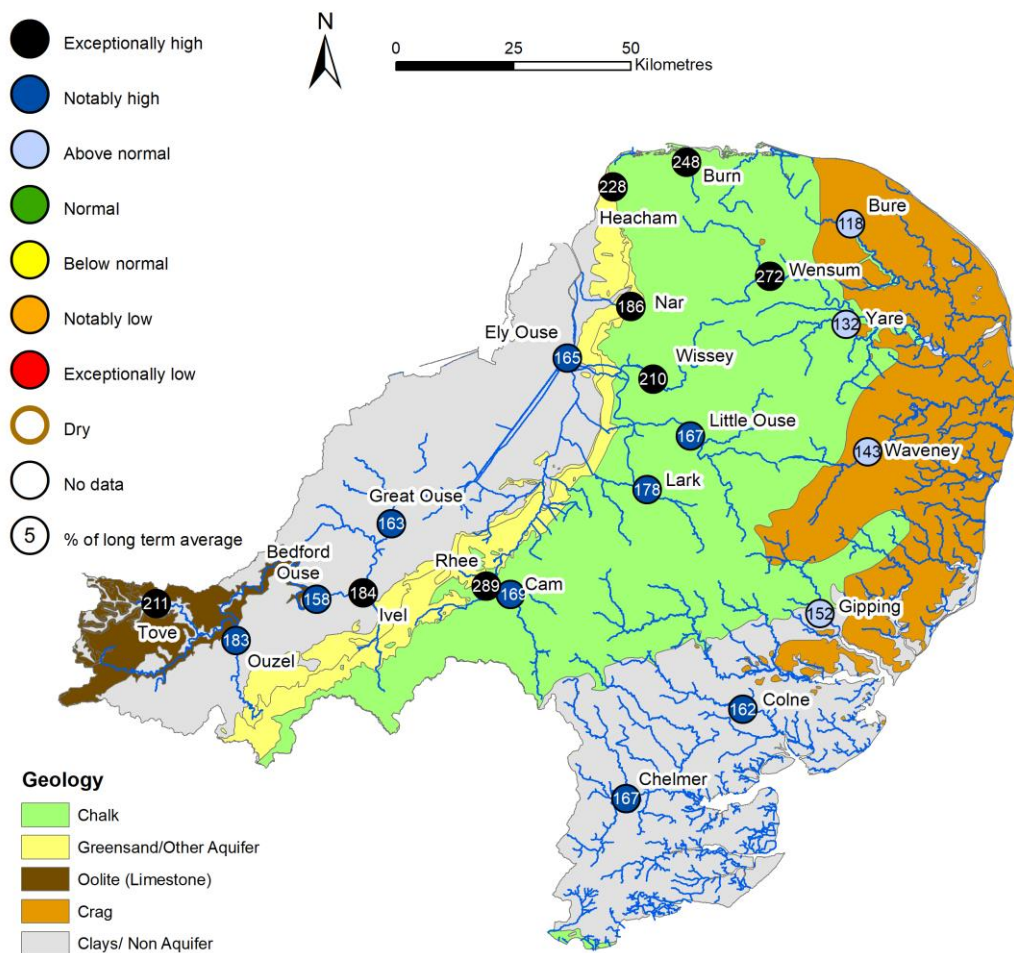


(Source: Met Office. Crown copyright, 2024). All rights reserved. Environment Agency, 100024198, 2024

## 4 River flows

### 4.1 River flows map

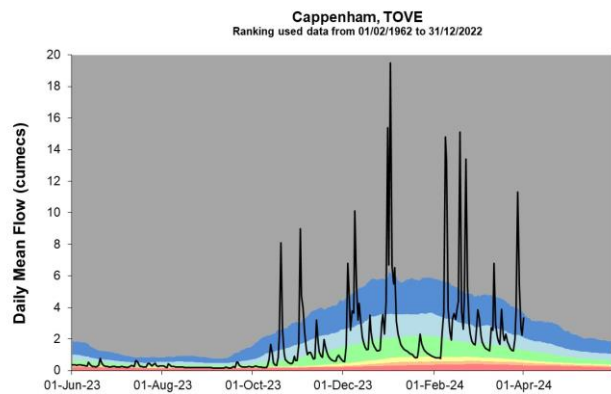
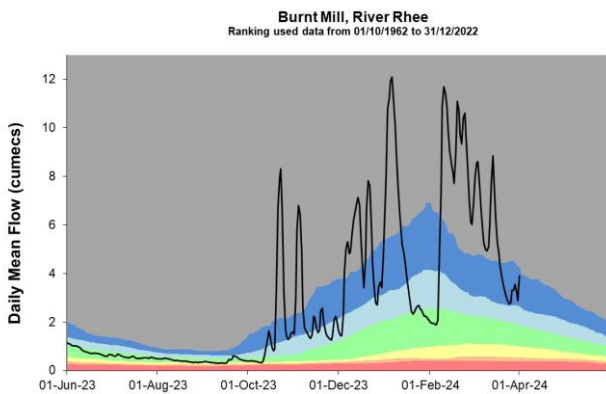
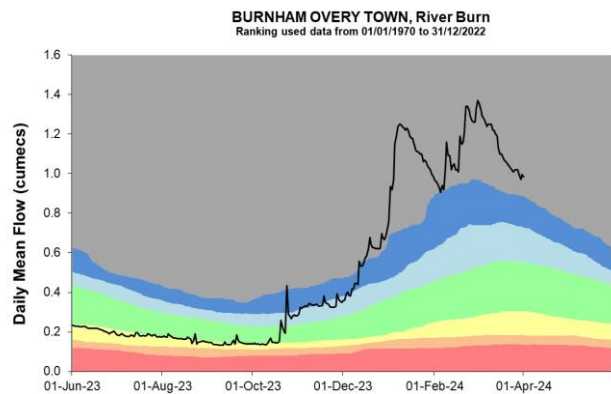
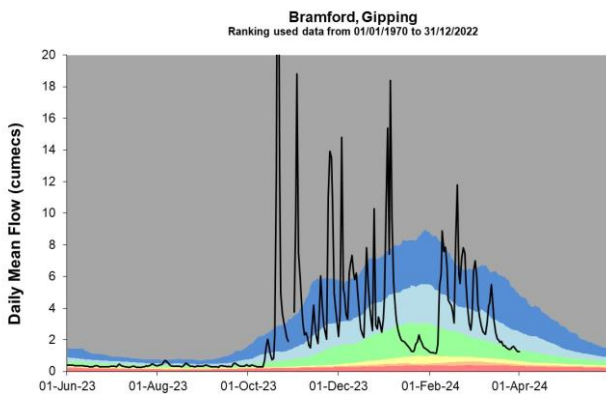
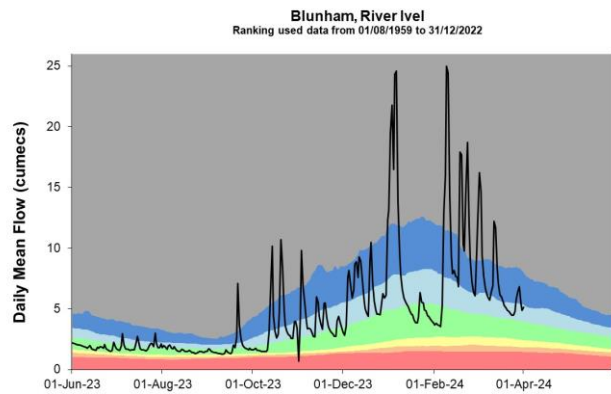
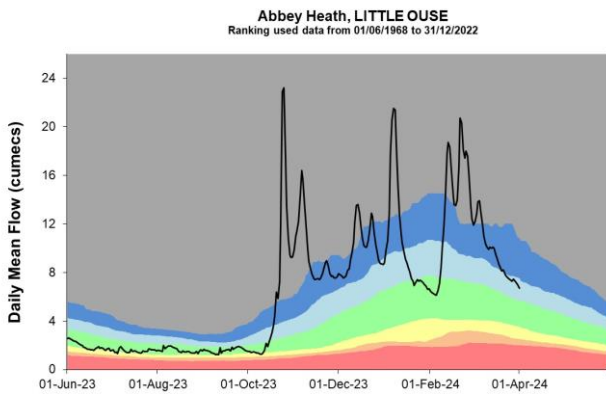
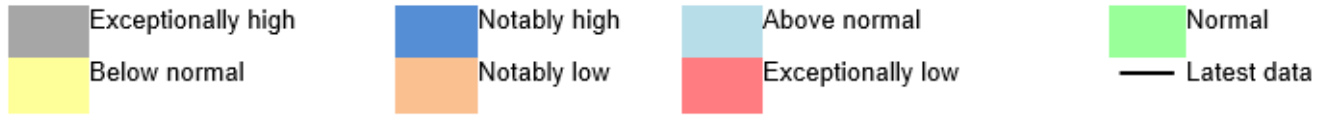
Figure 4.1: Monthly mean river flow for indicator sites for March 2024, expressed as a percentage of the respective long term average and classed relative to an analysis of historic March monthly means Table available in the appendices with detailed information.



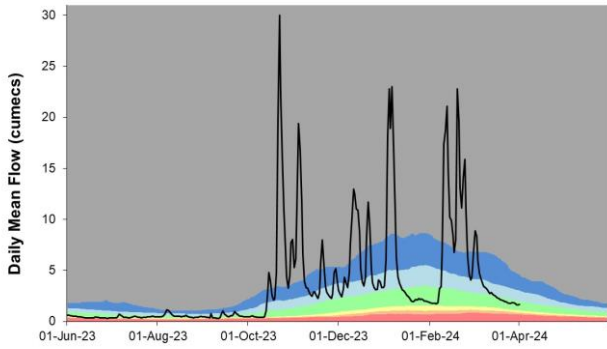
(Source: Environment Agency). Geological map reproduced with kind permission from UK Groundwater Forum, BGS copyright NERC. Crown copyright. All rights reserved. Environment Agency, 100024198, 2024.

## 4.2 River flow charts

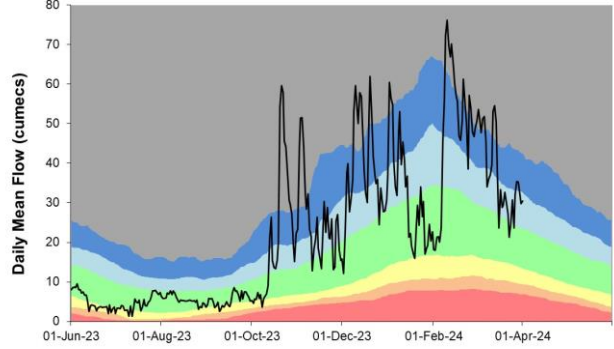
Figure 4.2: Daily mean river flow for index sites over the past year, compared to an analysis of historic daily mean flows, and long term maximum and minimum flows.



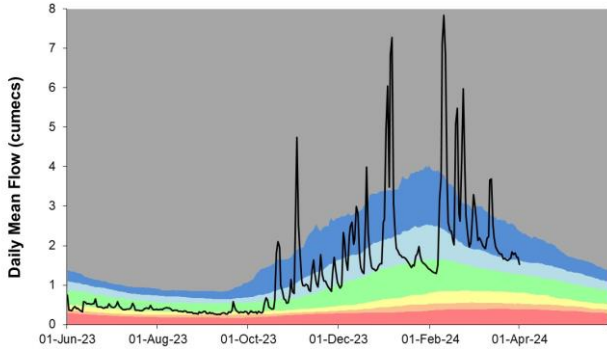
**COLNEY, River Yare**  
Ranking used data from 01/01/1970 to 31/12/2022



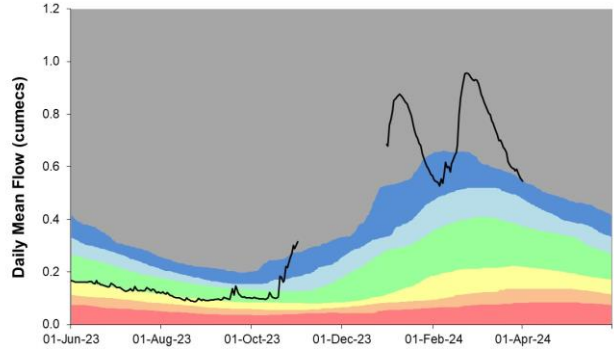
**Denver, ELY OUSE**  
Ranking used data from 01/11/1971 to 31/12/2022



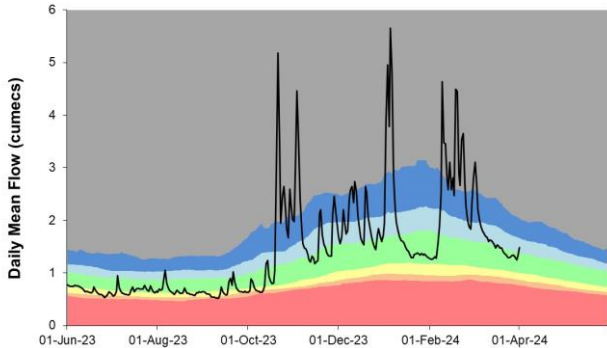
**Dernford, CAM**  
Ranking used data from 21/02/1949 to 23/12/2022



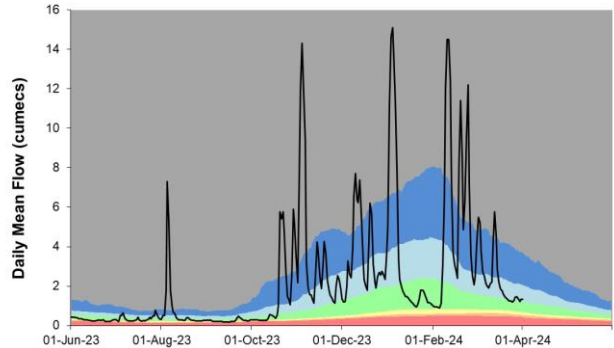
**Heacham, HEACHAM**  
Ranking used data from 01/11/1965 to 31/12/2022



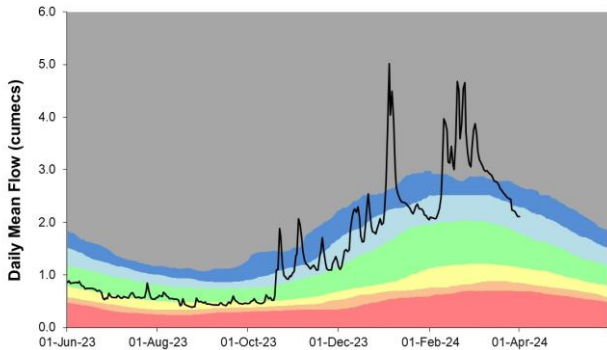
**Ingworth, Bure**  
Ranking used data from 01/01/1970 to 31/12/2022



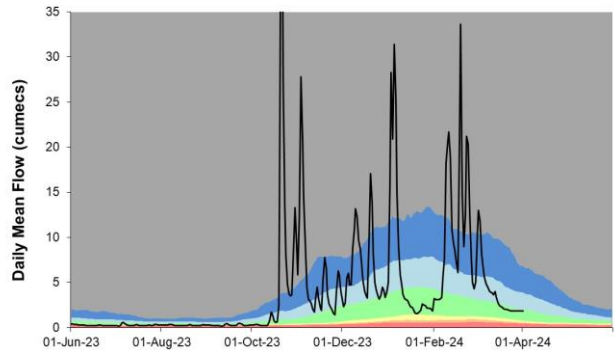
**Lexden, Colne**  
Ranking used data from 01/01/1970 to 31/12/2022

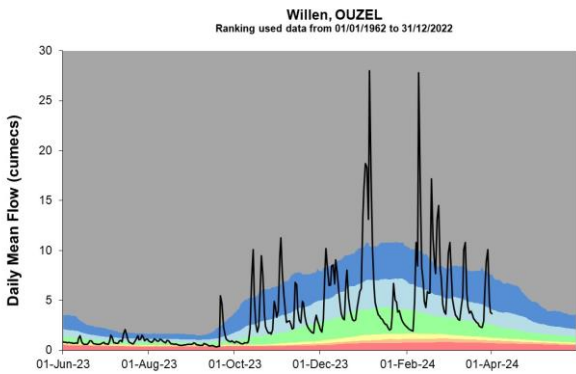
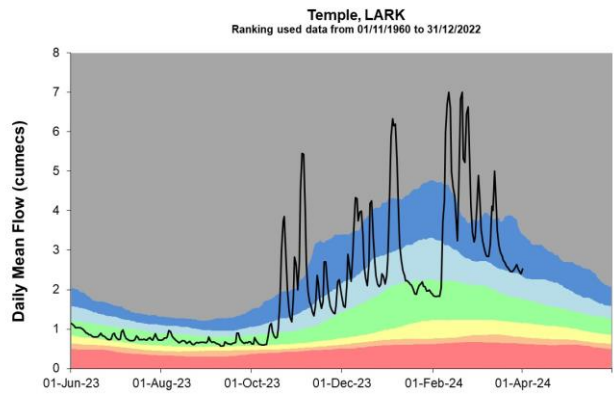
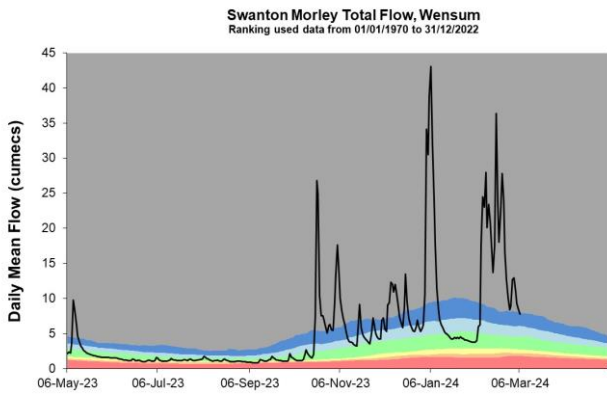
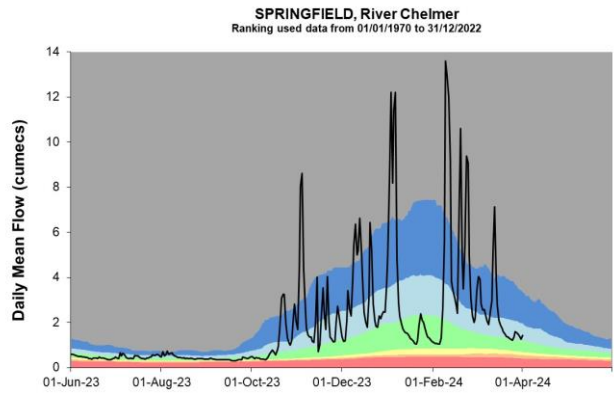
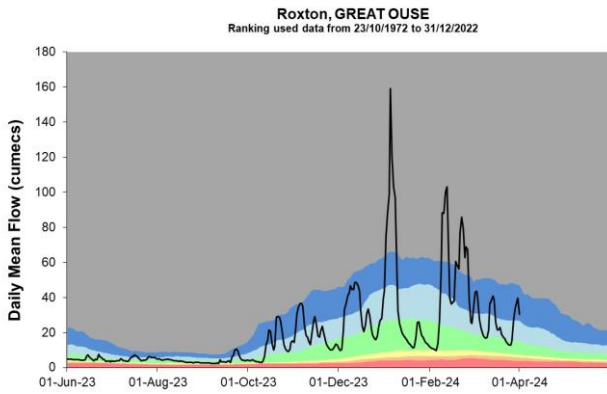
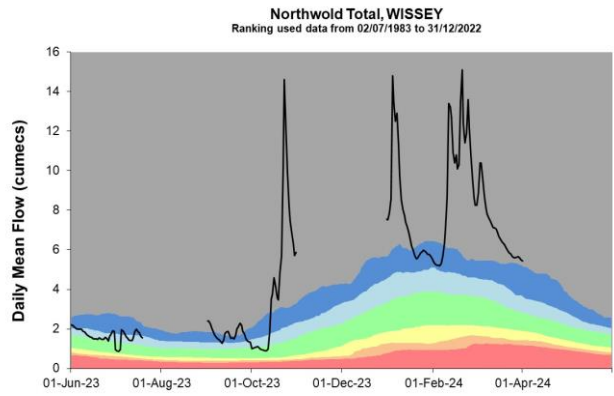
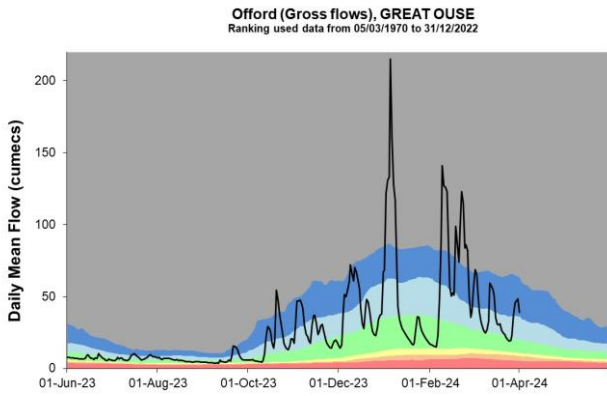


**Marham, River Nar**  
Ranking used data from 01/09/1953 to 31/12/2022



**Needham Weir Total, Waveney**  
Ranking used data from 01/01/1970 to 31/12/2022





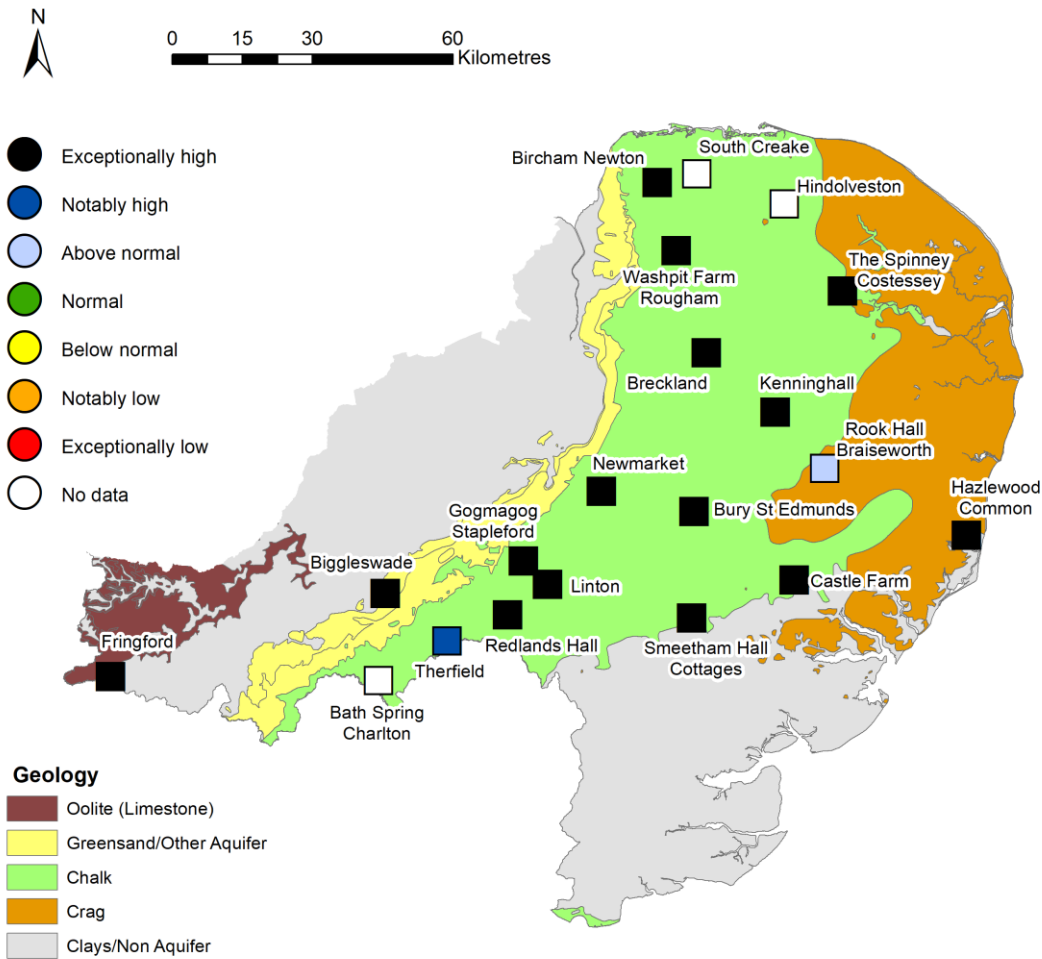
Source: Environment Agency.



# 5 Groundwater levels

## 5.1 Groundwater levels map

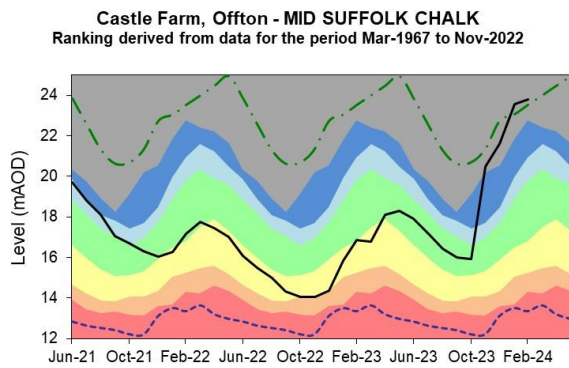
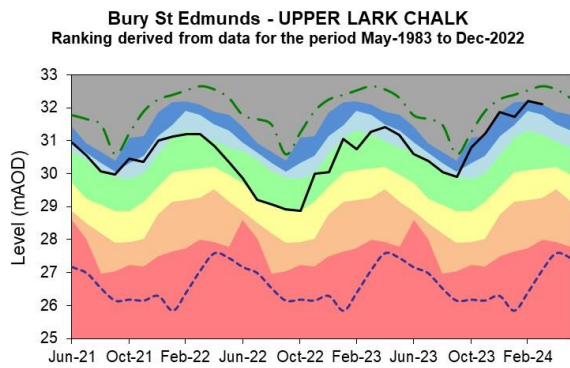
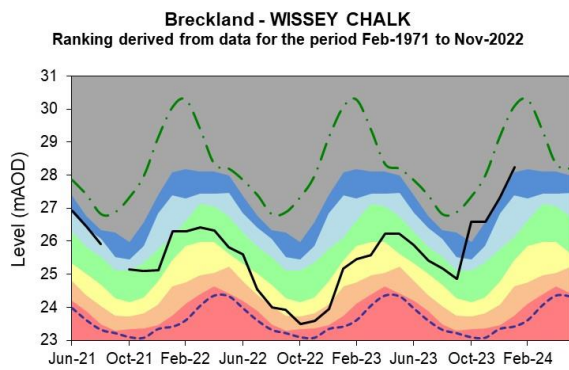
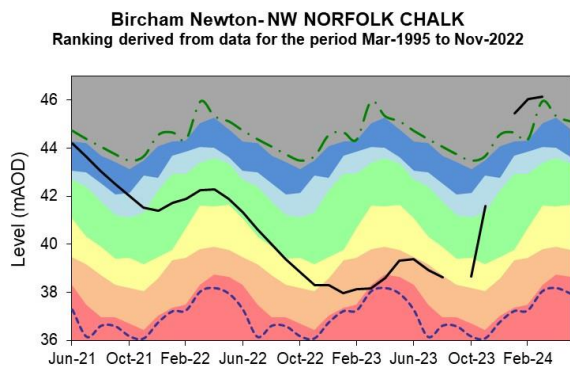
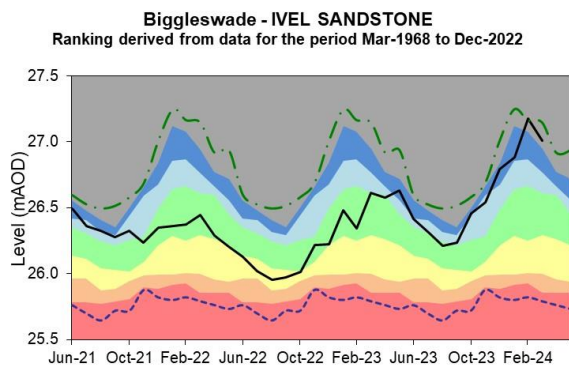
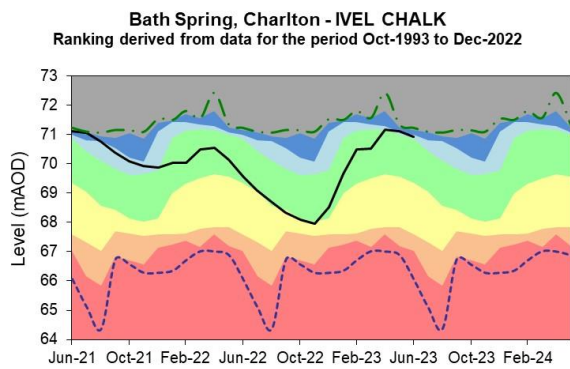
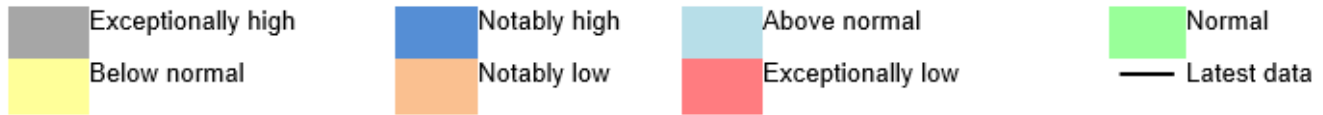
Figure 5.1: Groundwater levels for indicator sites at the end of March 2024, classed relative to an analysis of respective historic March levels. Table available in the appendices with detailed information.



(Source: Environment Agency). Geological map reproduced with kind permission from UK Groundwater Forum, BGS copyright NERC. Crown copyright. All rights reserved. Environment Agency, 100024198, 2024.

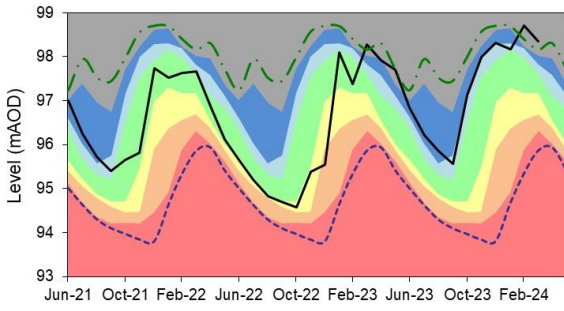
## 5.2 Groundwater level charts

Figure 5.2: End of month groundwater levels at index groundwater level sites for major aquifers. 22 months compared to an analysis of historic end of month levels and long term maximum and minimum levels.



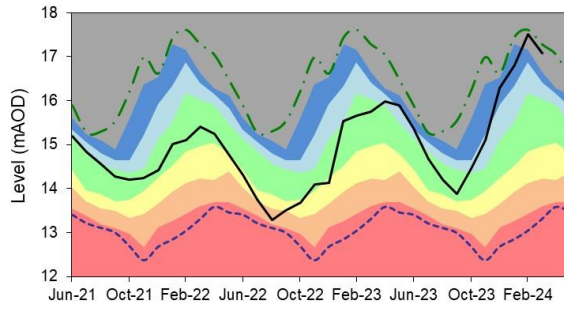
### Fringford - GREAT OOLITE

Ranking derived from data for the period Sep-1980 to Dec-2022



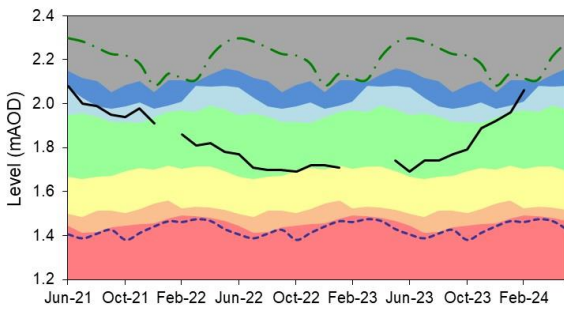
### Gog Magog, Stapleford - CAM CHALK

Ranking derived from data for the period Jan-1980 to Dec-2022



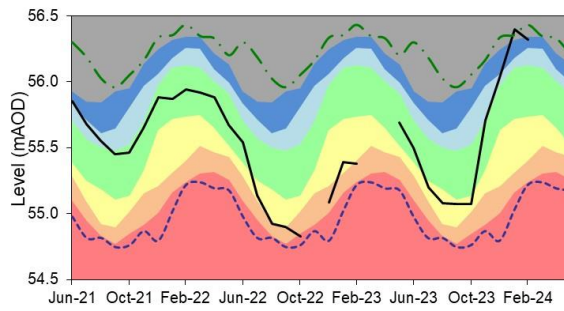
### Hazlewood Common - SUFFOLK CRAG

Ranking derived from data for the period Oct-1988 to Nov-2022



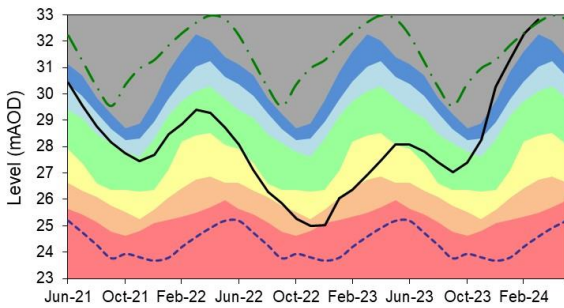
### Hindolveston - NORFOLK CHALK

Ranking derived from data for the period Sep-1984 to Nov-2022



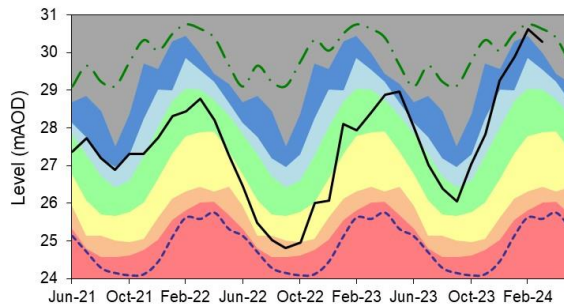
### Kenninghall - LITTLE OUSE CHALK

Ranking derived from data for the period Aug-1973 to Dec-2022



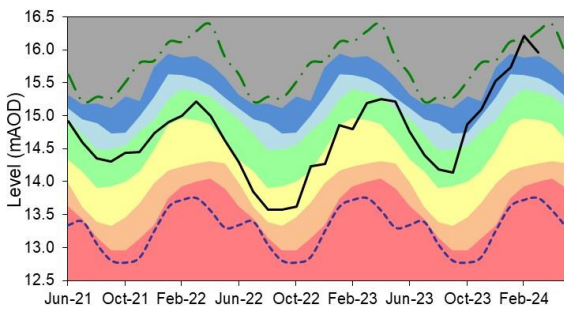
### Linton-CAM CHALK

Ranking derived from data for the period Jan-1980 to Dec-2022



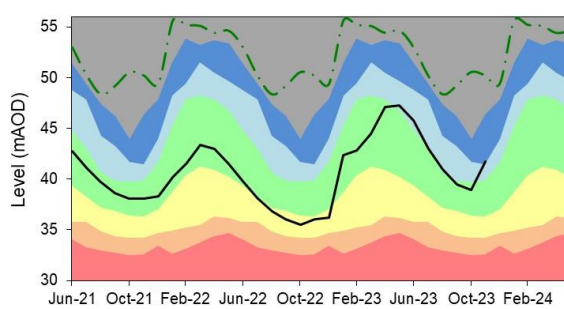
### Newmarket - SNAIL CHALK

Ranking derived from data for the period Feb-1983 to Dec-2022

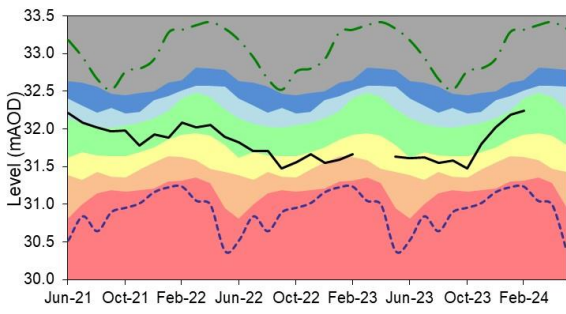


### Redlands Hall, Ickleton - CAM CHALK

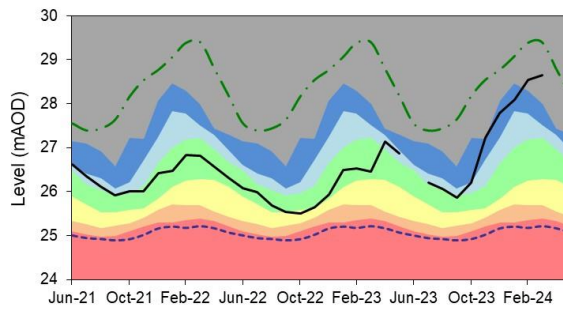
Ranking derived from data for the period Aug-1963 to Dec-2022



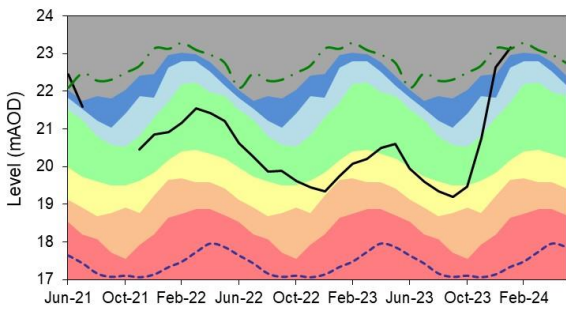
**Rook Hall, Braiseworth-SUFFOLK CHALK**  
 Ranking derived from data for the period Jan-1980 to Nov-2022



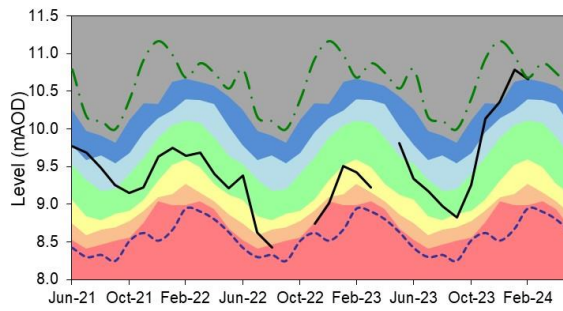
**Smeetham Hall Cottages, Bulmer - ESSEX CHALK**  
 Ranking derived from data for the period Jan-1964 to Jul-2022



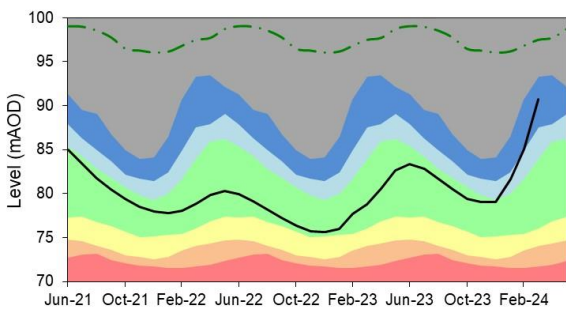
**Old Primary School, South Creake, NORFOLK CHALK**  
 Ranking derived from data for the period Oct-1971 to Aug-2021



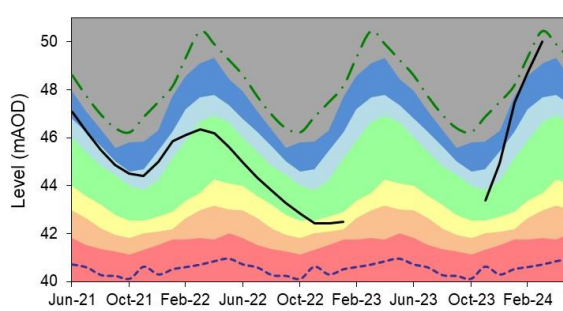
**The Spinney, Costessey- WENSUM CHALK**  
 Ranking derived from data for the period Oct-1971 to Nov-2022



**Therfield Rectory - N HERTS CHALK**  
 Ranking derived from data for the period Jan-1883 to Nov-2022



**Washpit Farm, Rougham - NW NORFOLK CHALK**  
 Ranking derived from data for the period May-1950 to Dec-2022

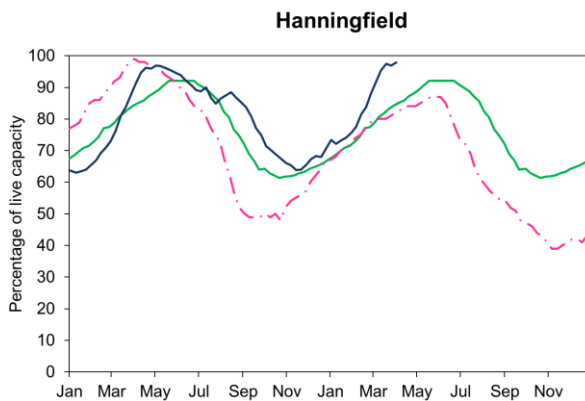
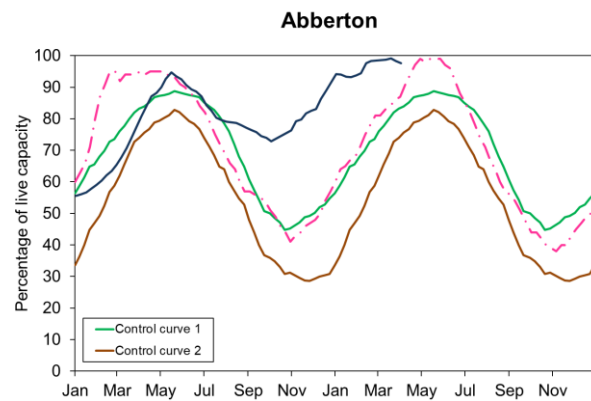
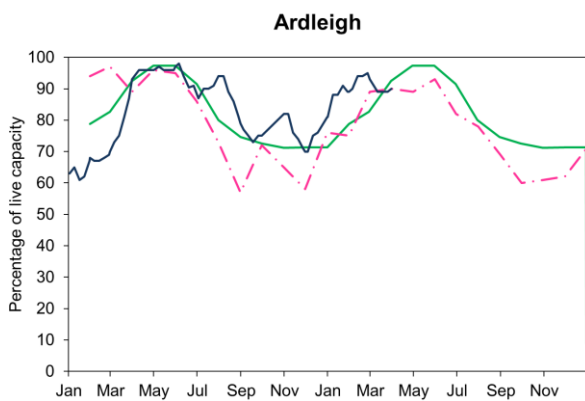
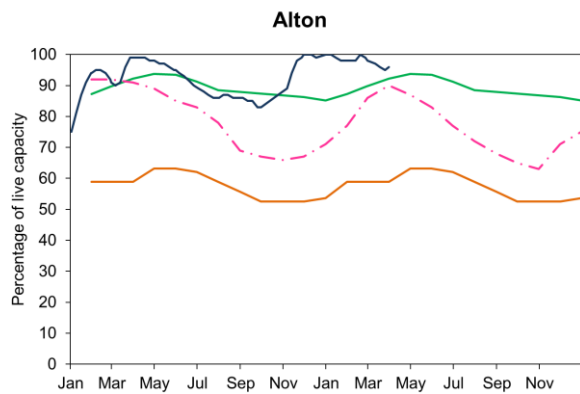
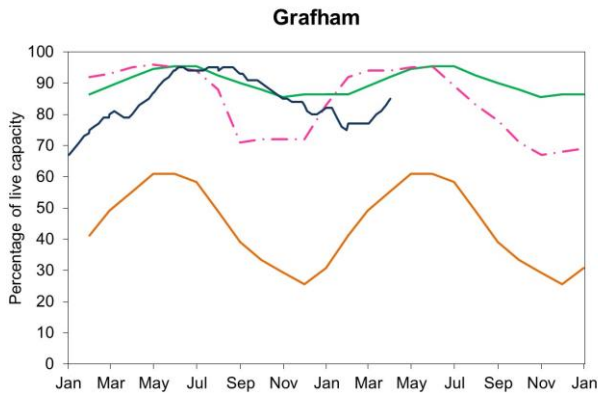


Source: Environment Agency, 2024.

## 6 Reservoir stocks

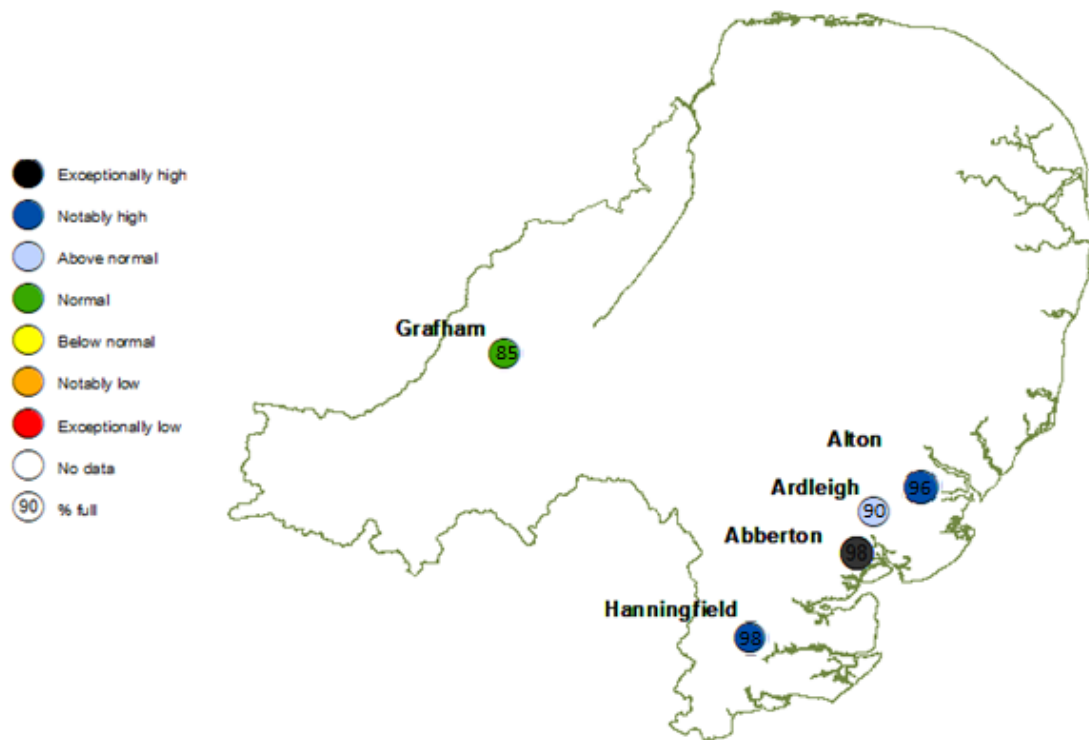
Figure 6.1: End of month regional reservoir stocks compared to the normal operating curve, drought curve and dry 1995-1996 stocks. Note: Historic records of individual reservoirs and reservoir groups making up the regional values vary in length.

— 2023-2024 — Normal Operating Curve — Drought Alert Curve - - 1995-1996



(Source: water companies).

## 6.1 Reservoir stocks map

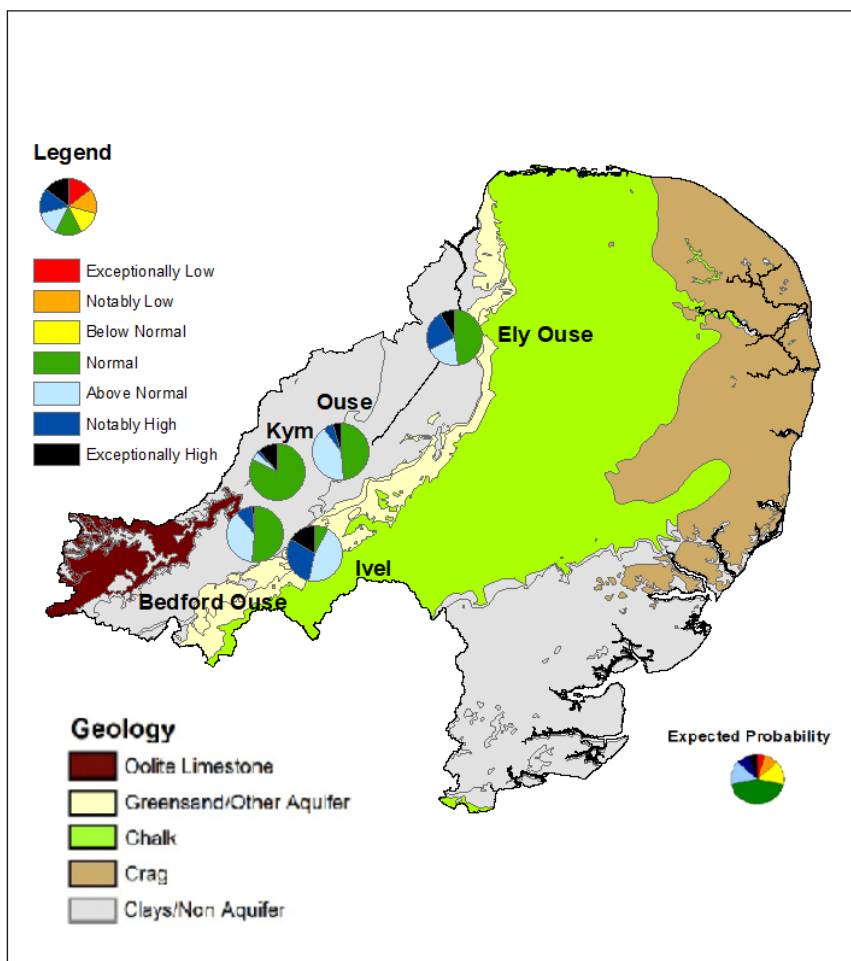


(Source: Environment Agency). Crown copyright. All rights reserved. Environment Agency, 100024198, 2024

## 7 Forward look

### 7.1 Probabilistic ensemble projection of river flows at key sites in June 2024

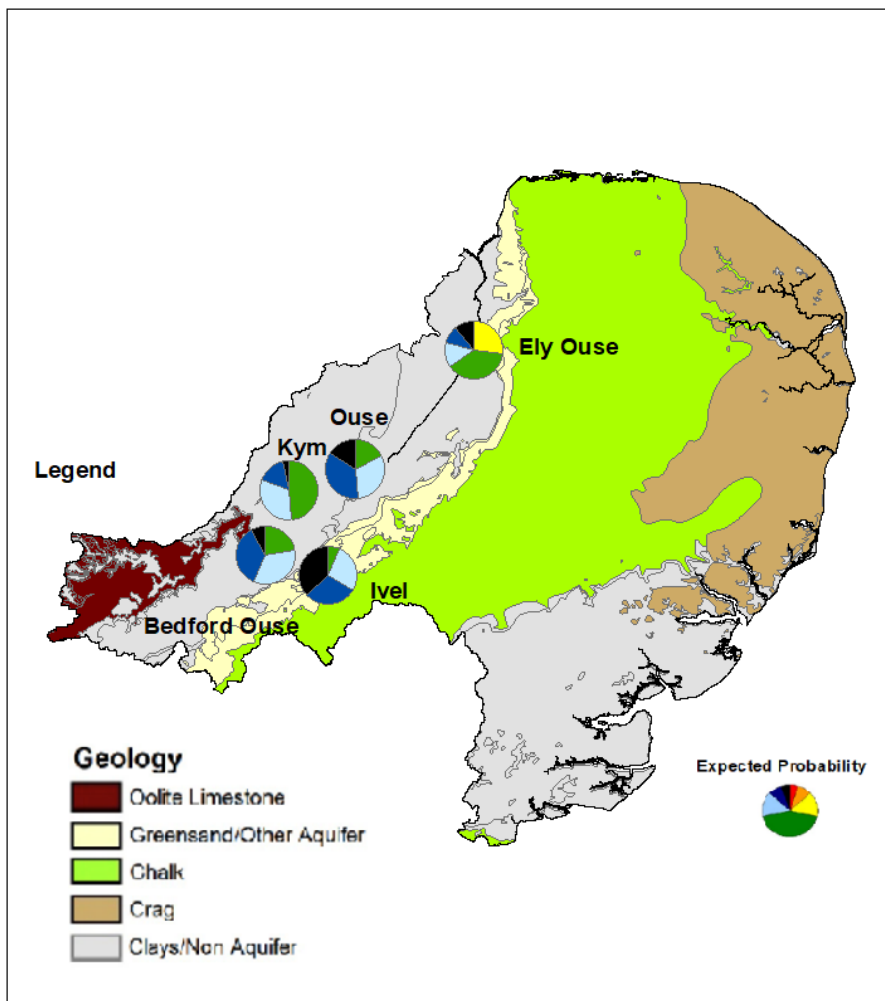
Table available in the appendices with detailed information. exceptionally high or low levels are those which would typically occur 5% of the time within the historic record. Notably high or low levels are those which would typically occur 8% of the time. above normal or below normal levels are those which would typically occur 15% of the time. Normal levels are those which would typically occur 44% of the time within the historic record.



Pie charts indicate probability, based on climatology, of the surface water flow at each site being, for example, exceptionally low for the time of year. (Source: Centre for Ecology and Hydrology, Environment Agency) Geological map reproduced with kind permission from UK Groundwater Forum, BGS © NERC. Crown copyright. All rights reserved. Environment Agency, 100026380, 2024.

## 7.2 Probabilistic ensemble projection of river flows at key sites in September 2024

Table available in the appendices with detailed information. exceptionally high or low levels are those which would typically occur 5% of the time within the historic record. Notably high or low levels are those which would typically occur 8% of the time. above normal or below normal levels are those which would typically occur 15% of the time. Normal levels are those which would typically occur 44% of the time within the historic record.

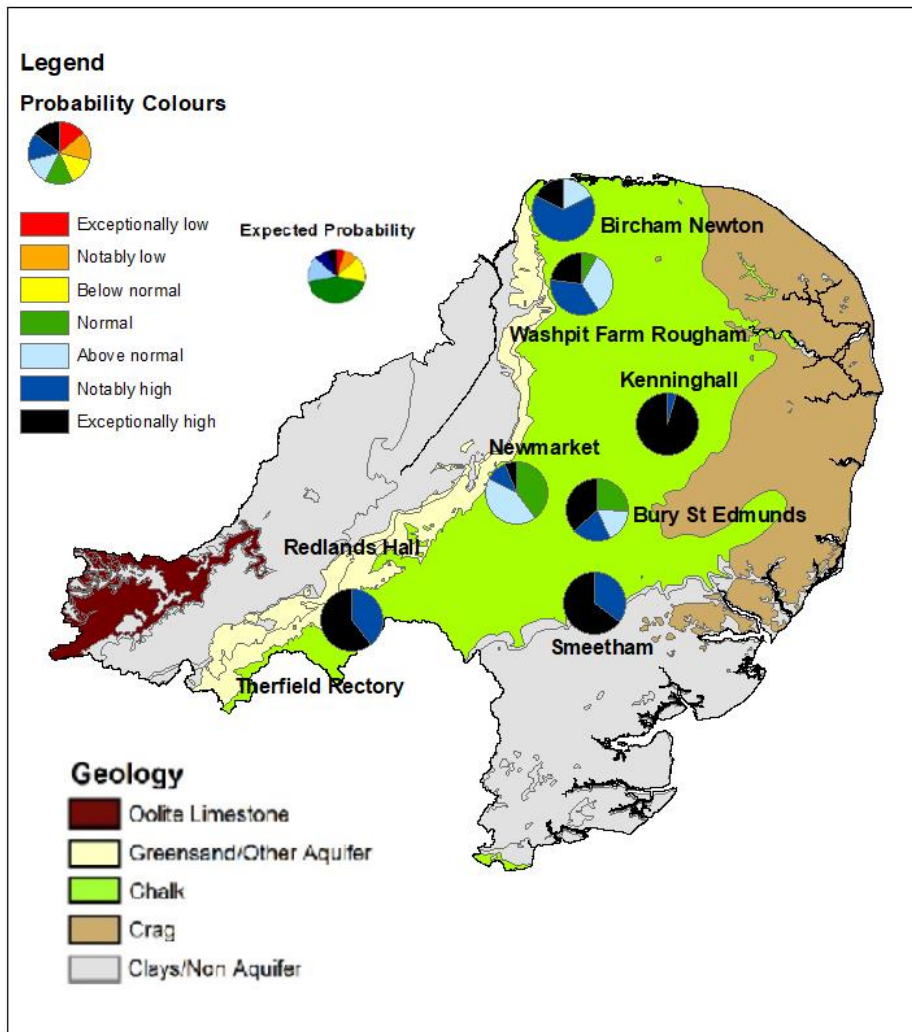


Pie charts indicate probability, based on climatology, of the surface water flow at each site being, for example, exceptionally low for the time of year. (Source: Centre for Ecology and Hydrology, Environment Agency) Geological map reproduced with kind permission from UK Groundwater Forum, BGS © NERC. Crown copyright. All rights reserved. Environment Agency, 100026380, 2024



### 7.3 Probabilistic ensemble projection of groundwater levels at key sites in September 2024

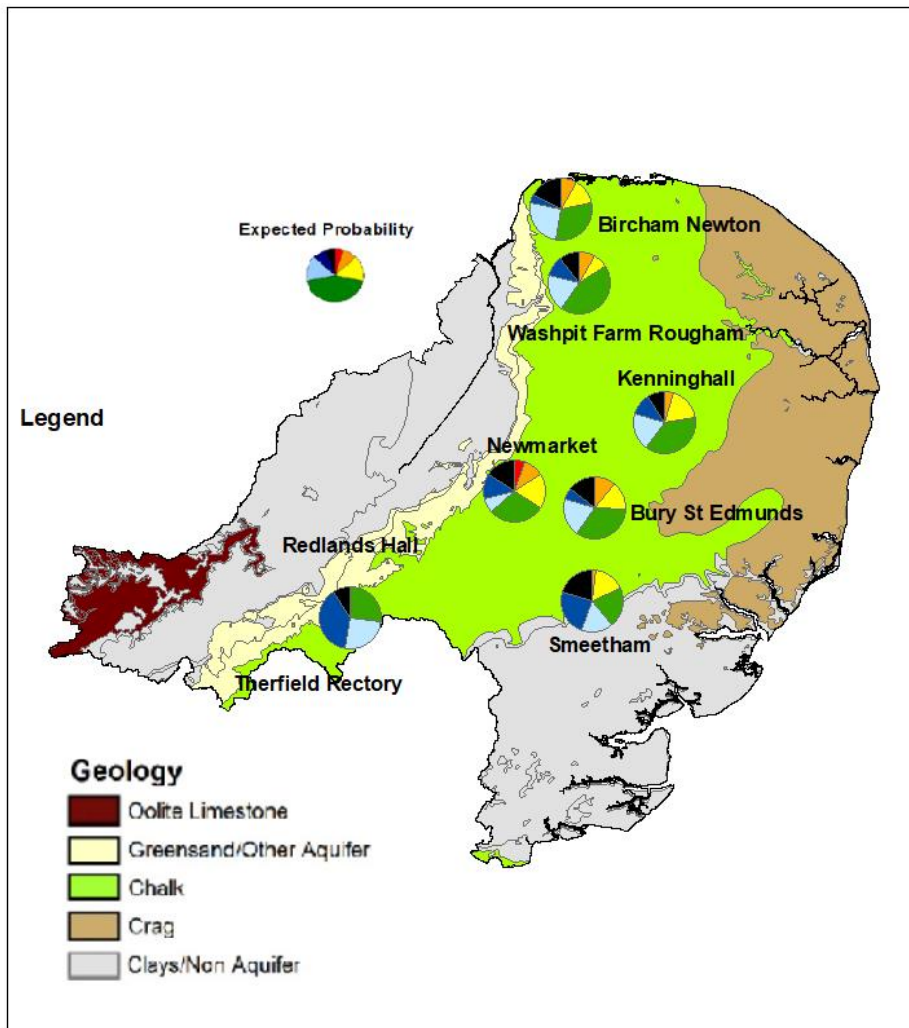
Table available in the appendices with detailed information. exceptionally high or low levels are those which would typically occur 5% of the time within the historic record. Notably high or low levels are those which would typically occur 8% of the time. above normal or below normal levels are those which would typically occur 15% of the time. Normal levels are those which would typically occur 44% of the time within the historic record.



Pie charts indicate probability, based on climatology, of the groundwater level at each site being, for example, exceptionally low for the time of year. (Source: Environment Agency) Geological map reproduced with kind permission from UK Groundwater Forum, BGS © NERC. Crown copyright. All rights reserved. Environment Agency, 100026380, 2024

## 7.4 Probabilistic ensemble projection of groundwater levels at key sites in March 2025

Table available in the appendices with detailed information. exceptionally high or low levels are those which would typically occur 5% of the time within the historic record. Notably high or low levels are those which would typically occur 8% of the time. above normal or below normal levels are those which would typically occur 15% of the time. Normal levels are those which would typically occur 44% of the time within the historic record.



Pie charts indicate probability, based on climatology, of the groundwater level at each site being, for example, exceptionally low for the time of year. (Source: Environment Agency) Geological map reproduced with kind permission from UK Groundwater Forum, BGS © NERC. Crown copyright. All rights reserved. Environment Agency, 100026380, 2024

## 8 Glossary

### 8.1 Terminology

#### **Aquifer**

A geological formation able to store and transmit water.

#### **Areal average rainfall**

The estimated average depth of rainfall over a defined area. Expressed in depth of water (mm).

#### **Artesian**

The condition where the groundwater level is above ground surface but is prevented from rising to this level by an overlying continuous low permeability layer, such as clay.

#### **Artesian borehole**

Borehole where the level of groundwater is above the top of the borehole and groundwater flows out of the borehole when unsealed.

#### **Cumecs**

Cubic metres per second ( $\text{m}^3\text{s}^{-1}$ ).

#### **Effective rainfall**

The rainfall available to percolate into the soil or produce river flow. Expressed in depth of water (mm).

#### **Flood alert and flood warning**

Three levels of warnings may be issued by the Environment Agency. Flood alerts indicate flooding is possible. Flood warnings indicate flooding is expected. Severe flood warnings indicate severe flooding.

#### **Groundwater**

The water found in an aquifer.

### **Long term average (LTA)**

The arithmetic mean calculated from the historic record, usually based on the period 1961 to 1990. However, the period used may vary by parameter being reported on (see figure captions for details).

### **mAOD**

Metres above ordnance datum (mean sea level at Newlyn Cornwall).

### **MORECS**

Met Office Rainfall and Evaporation Calculation System. Met Office service providing real time calculation of evapotranspiration, soil moisture deficit and effective rainfall on a 40 by 40 km grid.

### **Naturalised flow**

River flow with the impacts of artificial influences removed. Artificial influences may include abstractions, discharges, transfers, augmentation and impoundments.

### **NCIC**

National Climate Information Centre. NCIC area monthly rainfall totals are derived using the Met Office 5 km gridded dataset, which uses rain gauge observations.

### **Recharge**

The process of increasing the water stored in the saturated zone of an aquifer. Expressed in depth of water (mm).

### **Reservoir gross capacity**

The total capacity of a reservoir.

### **Reservoir live capacity**

The capacity of the reservoir that is normally usable for storage to meet established reservoir operating requirements. This excludes any capacity not available for use (for example, storage held back for emergency services, operating agreements or physical restrictions). May also be referred to as 'net' or 'deployable' capacity.

### **Soil moisture deficit (SMD)**

The difference between the amount of water actually in the soil and the amount of water the soil can hold. Expressed in depth of water (mm).

## 8.2 Categories

### **exceptionally high**

Value likely to fall within this band 5% of the time.

### **Notably high**

Value likely to fall within this band 8% of the time.

### **above normal**

Value likely to fall within this band 15% of the time.

### **Normal**

Value likely to fall within this band 44% of the time.

### **below normal**

Value likely to fall within this band 15% of the time.

### **Notably low**

Value likely to fall within this band 8% of the time.

### **exceptionally low**

Value likely to fall within this band 5% of the time.

## 9 Appendices

### 9.1 Rainfall table

Hydrological area	Mar 2024 rainfall % of long term average 1961 to 1990	Mar 2024 band	Jan 2024 to March cumulative band	Oct 2023 to March cumulative band	Apr 2023 to March cumulative band
Broadland Rivers	77	Normal	Notably high	exceptionally high	exceptionally high
Cam	121	above Normal	exceptionally high	exceptionally high	exceptionally high
Central Area Fenland	109	Normal	exceptionally high	exceptionally high	exceptionally high
East Suffolk	86	Normal	Notably high	exceptionally high	exceptionally high
Little Ouse And Lark	87	Normal	exceptionally high	exceptionally high	exceptionally high
Lower Bedford Ouse	135	above Normal	exceptionally high	exceptionally high	exceptionally high
North Essex	107	Normal	Notably high	exceptionally high	exceptionally high
North Norfolk	74	Normal	exceptionally high	exceptionally high	exceptionally high
Nw Norfolk And Wissey	77	Normal	exceptionally high	exceptionally high	exceptionally high

South Essex	123	above Normal	Notably high	exceptionally high	above normal
Upper Bedford Ouse	149	Notably High	exceptionally high	exceptionally high	exceptionally high

## 9.2 River flows table

Site name	River	Catchment	Mar 2024 band	Feb 2024 band
Abbey Heath	Little Ouse	Little Ouse	Notably high	exceptionally high
Blunham	Ivel	Ivel	exceptionally high	exceptionally high
Bramford	Gipping	Gipping	above normal	Notably high
Burnham Overy	Burn	Burn	exceptionally high	exceptionally high
Burnt Mill	Rhee	Rhee	exceptionally high	exceptionally high
Cappenham	Tove	Tove	exceptionally high	exceptionally high
Colney	Yare	Yare	above normal	exceptionally high
Denver	Ely Ouse	Cutoff and Renew Channel	Notably high	Notably high
Dernford	Cam	Cam	Notably high	exceptionally high
Heacham	Heacham	Heacham	exceptionally high	exceptionally high
Ingworth	Bure	Bure	above normal	exceptionally high



Lexden	Colne	Colne Essex	Notably high	exceptionally high
Marham	Nar	Nar	exceptionally high	exceptionally high
Needham Weir Total	Waveney (lower)	Waveney	above normal	exceptionally high
Northwold Total	Wissey	Wissey	exceptionally high	
Offord (gross Flows)	Great Ouse	Ouse Beds	Notably high	exceptionally high
Roxton	Great Ouse	Ivel	Notably high	exceptionally high
Springfield	Chelmer	Chelmer Upper	Notably high	exceptionally high
Swanton Morley Total	Wensum	Wensum	exceptionally high	exceptionally high
Temple	Lark	Lark	Notably high	exceptionally high
Willen	Ouzel	Ouzel	Notably high	exceptionally high

### 9.3 Groundwater table

Site name	Aquifer	End of Mar 2024 band	End of Feb 2024 band
Biggleswade	Ivel Woburn Sands	exceptionally high	exceptionally high
Bircham Newton	North West Norfolk Chalk	exceptionally high	exceptionally high
Breckland	Wissey Chalk		
Bury St Edmunds	Upper Lark Chalk	exceptionally high	exceptionally high
Castle Farm, Offton	East Suffolk Chalk		exceptionally high
Gog Magog, Stapleford	Cam Chalk	exceptionally high	exceptionally high
Hazlewood Common	East Suffolk Crag		Notably high
Hindolveston	Norfolk Chalk		Notably high
Kenninghall	Little Ouse Chalk	exceptionally high	exceptionally high
Linton	Cam Chalk	exceptionally high	exceptionally high
Newmarket	Snail Chalk	exceptionally high	exceptionally high

Old Primary School, South Creake	North Norfolk Chalk		
Redlands Hall, Ickleton	Cam Chalk		
Rook Hall, Braiseworth	East Suffolk Chalk		Normal
Smeetham Hall Cottages, Bulmer	North Essex Chalk	exceptionally high	exceptionally high
The Spinney, Costessey	Wensum Chalk		Notably high
Washpit Farm, Rougham	North West Norfolk Chalk	exceptionally high	exceptionally high
Therfield Rectory	Upper Lee Chalk	Notably high	Notably high
Fringford P.s.	Upper Bedford Ouse Oolitic Limestone (great)	exceptionally high	exceptionally high

## 9.4 Ensemble projections tables

### 9.4.1 Probabilistic ensemble projection of river flows at key sites in June 2024

Percentage of pie chart for each band

Site	Bedford Ouse	Kym	Ivel	Ouse	Ely Ouse
exceptionally low	0	0	0	0	0
Notably low	0	0	0	0	0
below normal	0	0	0	0	0
Normal	52	82	8	48	48
above normal	37	5	45	42	20
Notably high	10	2	31	5	23
exceptionally high	2	11	16	5	9

### 9.4.2 Probabilistic ensemble projection of river flows at key sites in September 2024

Percentage of pie chart for each band

Site	Bedford Ouse	Kym	Ivel	Ouse	Ely Ouse
exceptionally low	0	0	0	0	0
Notably low	0	0	0	0	0
below normal	0	0	0	0	27
Normal	23	48	6	18	39
above normal	34	32	27	31	14
Notably high	35	16	29	35	9
exceptionally high	8	3	37	16	11

### 9.4.3 Probabilistic ensemble projection of groundwater levels at key sites in September 2024

Percentage of pie chart for each band

Site	Therfield Rectory	Newmarket	Washpit Farm	Bircham Newton	Kenninghall	Bury St Edmunds	Smeetham
exceptionally low	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Notably low	0.0	0.0	0.0	0.0	0.0	0.0	0.0
below normal	0.0	0.0	87.5	0.0	0.0	0.0	0.0
Normal	0.0	51.3	12.5	0.0	0.0	46.2	0.0
above normal	0.0	35.9	0.0	59.3	0.0	20.5	0.0
Notably high	39.3	7.7	0.0	29.6	2.0	10.3	46.6
exceptionally high	60.7	5.1	0.0	11.1	98.0	23.1	53.4

#### 9.4.4 Probabilistic ensemble projection of groundwater levels at key sites in March 2025

Percentage of pie chart for each band

Site	Therfield Rectory	Newmarket	Washpit Farm	Bircham Newton	Kenninghall	Bury St Edmunds	Smeetham
exceptionally low	0.0	7.1	0.0	0.0	0.0	0.0	0.0
Notably low	0.0	9.5	12.5	7.4	4.1	12.8	1.7
below normal	0.0	16.7	12.5	14.8	18.4	12.8	17.2
Normal	29.5	28.6	59.4	29.6	36.7	33.3	20.7
above normal	24.6	7.1	3.1	22.2	18.4	17.9	15.5
Notably high	37.7	14.3	9.4	3.7	12.2	5.1	24.1
exceptionally high	8.2	16.7	3.1	22.2	10.2	17.9	20.7



Melbourn Parish Council  
30 High Street, Melbourn  
Royston  
SG8 6DZ

Date: 08/04/2024  
Invoice Date: 08/04/2024  
Invoice Due Date: 22/04/2024

#### Invoice Information

Invoice No: 3093  
Quote No: 5439  
Account No: 143  
Site Ref No: The Hub  
Order No:

### Invoice

**Site Address** The Hub, High Street

Item No	Item	Description Of Work	Value
25	Crack Willow	Re-Pollard back to previous pollard points Tree is located on the moor	£300.00

Total Value: £300.00  
Vat(20%): £60.00  
Total Inc Vat: £360.00

### Payment Details

Payment Methods:

Cheque: Please make cheques payable to: Shire Trees LTD

BACS:

Account No:23899460

Sort Code 30-97-16

Lloyd's TSB (Royston)

VAT Number:259613774

Please send all correspondence to:

1A Trigg Way,  
Melbourn,  
Royston,  
Hertfordshire,  
SG8 6HX

### Shire Trees Limited

Company Registration: 10546603  
Vat Number: 259613774  
Registered Address: 1a Trigg Way, Melbourn, Royston, SG8 6HX





# Herts & Cambs Ground Maintenance Ltd

SUMMER HOUSE FARM NEW ROAD, MELBOURN  
ROYSTON, Hertfordshire, SG8 6DL  
United Kingdom

**Telephone** 07968 365833 **Email** justin@hcgmltd.co.uk

**VAT Registration Number**  
GB 987421972

**Invoice To**

Melbourn Parish Council  
Melbourn Community Hub  
30 High Street  
Melbourn, Royston  
Herts  
SG8 6DZ

**Customer**

Melbourn Parish Council

**Invoice Number** SI-3136

**Invoice Date** 02/04/2024

**Due Date** 02/05/2024

Description	Net	% VAT	VAT	Total
Roti rate allotment 19a	70.00	20.00	14.00	84.00

VAT Rate	Net	VAT	Total Net	Total VAT	Total
Standard 20.00% (20.00%)	£70.00	£14.00	70.00	14.00	£84.00

**Notes**

Bank Account Details: -  
Sort Code: 30-97-16  
Account Number: 24993668

**Terms and Conditions**

Payment Terms: Net 30 Days



## parish clerk

---

**From:** [REDACTED]  
**Sent:** 03 April 2024 16:32  
**To:** parishclerk@melbournparishcouncil.gov.uk  
**Subject:** RE: DLL Pond at TL 37833 44471  
**Attachments:** CCC CUSTOMER FORM\_enabled form.pdf

**Flag Status:** Flagged

Afternoon Abi,

Apologies this email got lost in my inbox somewhat, it happened to come in on a busy afternoon!

The Cambridgeshire Historic Environment Team charge for our services and would normally charge for a ponds check. We produce and advice note based on the available information for the area. We would charge hourly for this and our hourly rate is 96+VAT. If you have other ponds sites we can bundle a few into a single hourly charge.

If you wish to proceed if you could complete the CCC customer form attached.

Just having a quick preliminary glance through the records it looks as though the pond is located in wider area of earthworks associated with the moated site so will need a bit of consideration.

Kind regards

[REDACTED]

---

[REDACTED]  
Archaeological Officer



Historic Environment Team  
Place and Sustainability  
Cambridgeshire County Council

[REDACTED]

**Please see our website for [CHET service charges](#)**

**PLEASE NOTE: Cambridgeshire County Council Historic Environment Team (CCCHET) charges for our advisory and curatorial services will be increasing from April 2024. Updated information will appear here:**

<https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/archaeology/archaeological-advice-for-planning-developments>

[Home - Cambridgeshire's Local Heritage List \(local-heritage-list.org.uk\)](http://local-heritage-list.org.uk)

HET has high caseloads at present. We apologise for delays in response times.

**For urgent planning related enquiries, please also contact [archaeologydc@cambridgeshire.gov.uk](mailto:archaeologydc@cambridgeshire.gov.uk)**

---

**From:** parish clerk <parishclerk@melbournparishcouncil.gov.uk>

**Sent:** Friday, March 22, 2024 1:19 PM

Subject: Re: DLL Pond at TL 37833 44471

CAUTION: This email originates outside of Cambridgeshire County Council's network. Do NOT click on links or open attachments unless you recognise the sender and know the content is safe. If you believe this email to be spam please visit the CCC Intranet and search for 'SPAM' for instructions on how to report it.

Dear [REDACTED]

I have been given your details by FWAG East.

Re: **DLL Pond at TL 37833 44471**

We are restoring a ghost pond at Stockbridge Meadows, Melbourn, as part of Natural England's District Level Licensing Scheme for great crested newts. The pond is visible on google earth imagery through time and as a damp lying, rush-filled depression on the ground, around 200sqm. The work would involve excavating the pond to its original profile and depth – likely to be no more than 1.5m deep. Spoil would be heaped on an area in the vicinity of the pond as hibernacula for amphibians.

We note that there are archaeological remains nearby, namely a moat to the south of the project, however we do not expect this to be affected by the excavation which will be limited to the area of the existing ghost pond (outlined on the location plans attached). However, we would like your advice on whether you see any conflicts from an historic environment perspective please?

Many thanks in advance

Abi Williams

---

Abi Williams & Alex Coxall  
Parish Clerk

Melbourn Parish Council  
Melbourn Community Hub  
30 High Street  
Melbourn  
Cambridgeshire  
SG8 6DZ

Tel: 01763 263303 (option 3)  
[parishclerk@melbournparishcouncil.gov.uk](mailto:parishclerk@melbournparishcouncil.gov.uk)  
[melbournparishcouncil.gov.uk](http://melbournparishcouncil.gov.uk)

The Parish Office opening hours are normally 10am – 1pm / 2pm – 3pm Monday to Friday

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You may request access to the information we hold on you: [parishclerk@melbournparishcouncil.gov.uk](mailto:parishclerk@melbournparishcouncil.gov.uk)  
You may request to be removed as a contact at any time: [parishclerk@melbournparishcouncil.gov.uk](mailto:parishclerk@melbournparishcouncil.gov.uk)  
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# Herts & Cambs Ground Maintenance Ltd

SUMMER HOUSE FARM NEW ROAD, MELBOURN  
ROYSTON, Hertfordshire, SG8 6DL  
United Kingdom

**Telephone** 07968 365833 **Email** justin@hcgmltd.co.uk

**VAT Registration Number**  
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Melbourn Parish Council  
Melbourn Community Hub  
30 High Street  
Melbourn, Royston  
Herts  
SG8 6DZ

**Customer**

Melbourn Parish Council

**Invoice Number**

SI-3140

**Invoice Date**

02/04/2024

**Due Date**

02/05/2024

Description	Net	% VAT	VAT	Total
Strim area in Stockbridge Meadows	180.00	20.00	36.00	216.00

VAT Rate	Net	VAT	Total Net	Total VAT	Total
Standard 20.00% (20.00%)	£180.00	£36.00	180.00	36.00	£216.00

**Notes**








Bank Account Details: -  
Sort Code: 30-97-16  
Account Number: 24993668

**Terms and Conditions**

Payment Terms: Net 30 Days



## MELBOURN PARISH COUNCIL

Pavilion : Legionella monitoring	Responsibility	Weekly (please note date completed)	Monthly (note insert date completed)	Quarterly (note insert date completed)	Annually (note insert date completed)
Record flushing of infrequently used outlets ** (run showers and taps, flush toilets – to be done weekly) – log when done	Wardens	18/3/24 			
		26/3/24 			
		2/4/24 			
		9/4/24 			
Formal thermal control and hygiene regime – MPC to provide appropriate thermometer	Wardens		9-4-24 		
Record cleaning and descaling	Cleaning contractor				
Showers – descale and disinfect	Cleaning Contractor				
Disinfect hot water unit in kitchen	Cleaning Contractor				
Hot water cylinders – check water temp (should be 60c)	Wardens			9-4-24 	
Fit automatic flushing valves to expansion vessels OR flush regularly (to be carried out in conjunction with above **)	Wardens				9-4-24 
Service all TMVs annually – to be done as part of annual service of heating system	Heating contractor				
Check insulation to pipework where required	Heating contractor				

# MELBOURN PARISH COUNCIL

Doc. No.: 4.23

Version: 5

Date approved: 27 July 2022

Review date: July 2023

## APPENDIX 3

Area	Monthly Checking Record				NOTES
	Week 1	Week 2	Week 3	Week 4	
Moor Play Park	18-3-24 <i>[Signature]</i>	25-3-24 <i>[Signature]</i>	2-4-24 <i>[Signature]</i>	8-4-24 <i>[Signature]</i>	<i>Wooden rail broken, now mended. ✓</i>
Village Car Park	18-3-24 <i>[Signature]</i>	25-3-24 <i>[Signature]</i>	2-4-24 <i>[Signature]</i>	8-4-24 <i>[Signature]</i>	
War Memorial	18-3-24 <i>[Signature]</i>	25-3-24 <i>[Signature]</i>	3-4-24 <i>[Signature]</i>	8-4-24 <i>[Signature]</i>	
Littlehands and Access Way	18-3-24 <i>[Signature]</i>	25-3-24 <i>[Signature]</i>	2-4-24 <i>[Signature]</i>	8-4-24 <i>[Signature]</i>	
New Rec. Ground	19-3-24 <i>[Signature]</i>	26-3-24 <i>[Signature]</i>	2-4-24 <i>[Signature]</i>	8-4-24 <i>[Signature]</i>	
Clear Cres. Play Park	18-3-24 <i>[Signature]</i>	25-3-24 <i>[Signature]</i>	3-4-24 <i>[Signature]</i>	8-4-24 <i>[Signature]</i>	
Orchard Road Cemetery	19-3-24 <i>[Signature]</i>	25-3-24 <i>[Signature]</i>	2-4-24 <i>[Signature]</i>	8-4-24 <i>[Signature]</i>	
New Road C/metry	19-3-24 <i>[Signature]</i>	25-3-24 <i>[Signature]</i>	2-4-24 <i>[Signature]</i>	8-4-24 <i>[Signature]</i>	
Old Recreation Ground	18-3-24 <i>[Signature]</i>		2-4-24 <i>[Signature]</i>		
Pavilion	18-3-24 <i>[Signature]</i>		2-4-24 <i>[Signature]</i>		
Stockbridge M.	18-3-24 <i>KR</i>		3-4-24 <i>KR</i>		
Worcester Way	19-3-24 <i>[Signature]</i>		3-4-24 <i>[Signature]</i>		
BMX Site (Summer & only if open)	<i>[Signature]</i>		<i>[Signature]</i>		

Damage and vandalism notes

Date reported to PO	Location	Details	Reported by	Reported to Police	Incident No	Action taken and cost of repair
06/03/2024	Worcester Way woods	Damage to security fence	Warden			No complaints about people accessing land - look into alternatives. Wardens fixed.
03/04/2024	Maple Way	Maple Way sign out of ground	Office			Wardens re-seated sign.
08/04/2024	Worcester Way Woods	Damage to security fences after making good by Wardens	Warden	Yes 08/04/24	SD-5278-24-3535-03	Reported as criminal damage. Discuss alternative solution.



## Melbourn Magazine

### Clerk's Report: Summer 2024

Hopefully you have read with interest the article provided by our Conservation Warden on Stockbridge Meadows, why not pop in for a walk around and take in the amazing flora and fauna on your doorstep.

In May we held the Annual Parish Meeting – if you would like to read the Annual Report you can find this on the website. There you will also find out who received the Community Awards, which bodies have benefited from the Community Benefit Grants and what they have achieved with the funding.

The Parish Council are sad to report that there is repeated criminal damage taking place in the wooded area to the side of Worcester Way. A security fence was installed to protect the land the other side of the woods – unfortunately this fencing has been vandalised on numerous occasions. The concern comes from the fact that the Parish Council, meaning the residents of this village paying their council tax, have to repeatedly fund the repairs to keep the area safe. If fences are erected on public land this is usually for good reason, if you have concerns over access please contact the Parish Office to discuss. The criminal damage has been reported to the Police and we will continue to monitor the situation. We ask all residents not to take issues into their own hands, this could result in a criminal conviction if the culprits are identified.

If you have issue with anything in the village please take a look at our 'Report an issue' page on the website ([www.melbournparishcouncil.gov.uk/report-an-issue/](http://www.melbournparishcouncil.gov.uk/report-an-issue/)). Here you can find out where best to report issues and who they should be reported to. If your issue isn't covered by this page please contact the Parish Office on 01763 263303, ext 3.

### Help us help your community

Find out how you can help your community by committing time to help us make changes for good, to continue the great work already being done and look to the future of the village.

If you would like to be a Councillor or just want to find out more, please contact the Parish Office or speak to one of our current Councillors.



## **Melbourn Parish Council – details**

30 High Street, Melbourn, SG8 6DZ  
Telephone 01763 263303 ext 3

### **Parish Office opening hours**

Monday to Friday  
10am – 3pm (closed 1 – 2pm)

[melbournparishcouncil.gov.uk](http://melbournparishcouncil.gov.uk)

### **Parish Clerks**

Abi Williams & Alex Coxall  
[parishclerk@melbournparishcouncil.gov.uk](mailto:parishclerk@melbournparishcouncil.gov.uk)

### **Financial Officer**

Shelley Coulman  
[rfo@melbournparishcouncil.gov.uk](mailto:rfo@melbournparishcouncil.gov.uk)

### **Timebank / MACS / Food Bank**

Stephanie Trayhurn  
[timebank@melbournparishcouncil.gov.uk](mailto:timebank@melbournparishcouncil.gov.uk)  
07483 176929

### **Graham Clark (Chair)**

[cllr.clark@melbournparishcouncil.gov.uk](mailto:cllr.clark@melbournparishcouncil.gov.uk)

### **Ian Cowley (Viced-Chair)**

[cllr.cowley@melbournparishcouncil.gov.uk](mailto:cllr.cowley@melbournparishcouncil.gov.uk)

### **Gloria Alexander**

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### **John Travis**

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### **Richard Wilson**

[cllr.wilson@melbournparishcouncil.gov.uk](mailto:cllr.wilson@melbournparishcouncil.gov.uk)

### **Village Wardens**

Steve Pitman  
Terry Muncey

### **Conservation Warden**

Keith Rudge

### **County Councillor**

**Susan van de Ven**, 95 North End, Meldreth

07905 325574  
susan.vandeven@cambridgeshire.gov.uk

**District Councillors**

**Jose Hales**, 23 Elm Way, SG8 6UH  
01763 221058  
jose@josehales.me.uk

**Sally Ann Hart**, 62 High Street, Melbourn, SG8 6AJ  
07791 233303  
cllr.hart@scambs.gov.uk

**South Cambs M.P.**

Anthony Browne  
01954 211444  
anthony.browne.mp@parliament.uk

## parish clerk

---

**From:** no-reply@service.police.uk  
**Sent:** 08 April 2024 16:10  
**To:** parishclerk@melbournparishcouncil.gov.uk  
**Subject:** Your recent submission

Thank you for completing the form, your reference is: SD-5278-24-3535-03.

This is the receipt code for your report.

**Please note:** this is not a crime reference number.

### What happens next?

We'll investigate your report based on the information you've provided and get back to you within 48 hours, either with a crime reference number or, if we can't take action, an explanation as to why and further advice.

We won't call you unless we need more information, to clarify something in your report or if there might be an opportunity to collect forensic evidence.

For security reasons we haven't emailed your report to you.

### If you need to update your report

If you think of more information to add to your report or something happens which you need to tell us about that's related to it, you can [do this online](#) here.

### What happens after you report a crime and how to get support

Find out [what happens after you've reported a crime](#), including investigation steps or why something may not be investigated.

Find out about your rights under the [Victims' Code of Practice](#) and what [support is available for victims and witnesses](#).

### Tell us what you think of our online reporting service

Feedback on your experience of using our online services genuinely helps us to make sure they work as well as possible for people in your situation.

If you have a couple of minutes, please complete a quick [feedback survey](#).

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The communication systems used by us are monitored to the extent permitted by law. Consequently, any email may be read by monitoring staff. The security of this email cannot be guaranteed. Email messages are routinely scanned but malicious software infection and corruption of content can still occur during transmission over the Internet.

**parish clerk**

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**From:** Linda Gallagher <Linda.Gallagher@scambs.gov.uk>  
**Sent:** 16 April 2024 17:18  
**To:** Amanda Silvester; John Travis; parishclerk  
**Cc:** Beth Watson  
**Subject:** RE: E-Introductions / Youth Shelter recommendation's

**Flag Status:** Flagged

Thanks Amanda.

The CSP totally support your approach and ideas and I think it is a great opportunity for the young people to take ownership of the space as well as create a diversionary project, that will connect them to their local area.

We can certainly look for some funding opportunities and would be very interested in being involved in any further conversations as the project evolves.

Look forward to meeting you all very soon for further discussions.

Many thanks,

**Linda Gallagher** | Development Officer- Community Safety Partnership



South Cambridgeshire Hall | Cambourne Business Park | Cambourne | Cambridge | CB23 6EA

[www.scambs.gov.uk](http://www.scambs.gov.uk) | [facebook](#) | [Instagram](#) | [LinkedIn](#) |

[Redacted content]

## parish clerk

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**From:** Amanda Silvester [REDACTED]  
**Sent:** 15 April 2024 16:49  
**To:** John Travis; parishclerk  
**Cc:** Gallagher Linda; Beth Watson  
**Subject:** E-Introductions / Youth Shelter recommendation's

**Flag Status:** Flagged

Hi John, Abi and Alex,

It was great to meet you today and hear how well the Connections Bus Project is going in Melbourn, and discuss some of the recent concerns around the Youth Shelter.

I just wanted to E-Introduce you all to a couple of SCDC colleagues, Linda Gallagher Development Officer for the Community Safety Partnership (CSP) , and Beth Watson Project Officer - CSP.

Pease see below my comments regarding the possible removal of the Youth Shelter in Melbourn.

Linda did you want to add anything form the CSP SCDC perspective following Cllr Van de Ven's previous enquiry, and to you both, do you think we may be able to look at a OPCC fund to support the engagement work and repairs costs to the shelter? If not we need to look else where for the funds,

Many Thanks  
Amanda

### Possible removal of the Youth Shelter in Melbourn

I was sorry to hear about the incident on the Rec with the youth shelter.

I agree with you that it is an asset we would really like to keep in place. The damage is unsightly but does look repairable .

My recommendation from a Cambridgeshire County Council Community Coordinator for Youth Perspective, would be to that we would encourage as many spaces for young people as possible in an area, to offer them a safe space to meet, which is visible to the community, so to keep this asset if possible.

The shelter I thought was well used, by many members of the community, younger and older form the Melbourn community, not just young people, so the loss of this asset would have an impact on all members of the community, and essentially the young people who use it and respect this asset. If this was to be taken away, the young people may still gather in that area, or move on into other areas of the village to meet and gather.

Ideally, we would encourage work with those Young People who may have damaged it, to build a relationship with them and facilitate behaviour change so this is not repeated anywhere else in the area, and encourage them to engage with other positive activities they could be participating in.

As in idea, If those responsible could be identified, as well as others who use the area and want to get invloved. We would look to work with positive role models in the area and the young people and encourage them to help repair the damage that has been done, and help with a repaint so they feel

some ownership over the shelter, and to respect and look after it as it's their work, to deter this from happening again.

This type of project was successful when we did the 'Graffiti 'Free wall' At the cricket Pavillion on the Rec, and is still used well today.

It could be a partnership event with Jay from MusicMix from the village who has developed a relationship with a number of young people in the area through their project, and Kilo - A graffiti artist who is experienced in working with young people who struggle and display challenging behaviours.

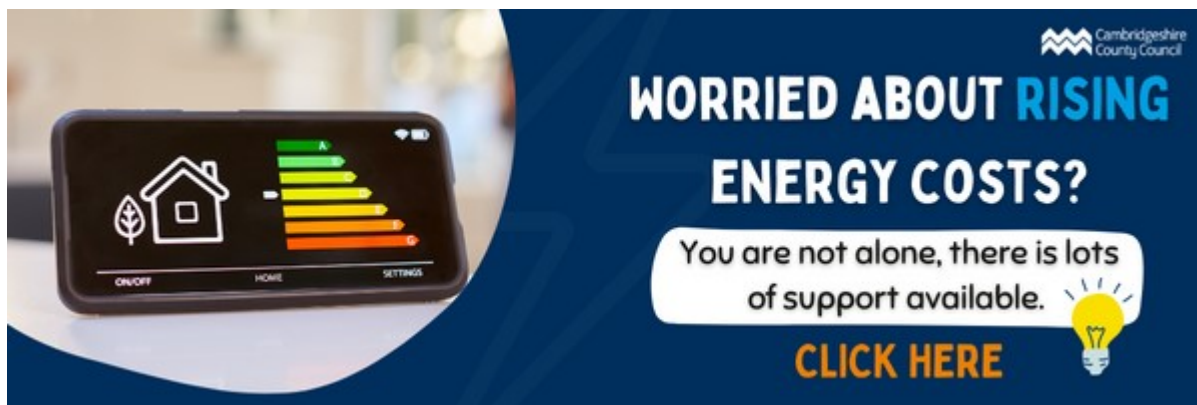
The Young people could work with Kilo to design what they would like to put on the panels during a couple of sessions, and spray this on the Shelter with Kilo at another session. This would enable a change in behaviour for the young people, and promote growth and development of their social skills, helping them to build trusting relationships with positive male role models who work with young people, and take more ownership of the shelter and prevent it from being exposed to ASB.

It may be possible to apply for funds from the OPCC fund for this project as it was reported to Police, or we could look for other funds to support this project.

Amanda Silvester  
Community Co-ordinator - Youth, South Cambs Team  
Communities Service - Strategy and Partnerships  
Cambridgeshire County Council

Email: [REDACTED]  
Mobile [REDACTED]

Please note my working days in my part time role are Tuesdays, Wednesdays and Thursdays. I will answer emails as soon as I can within my part time role.  
Thankyou



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Melbourn Parish Council  
30 High Street, Melbourn  
Royston  
SG8 6DZ

Date Sent: 23/03/2024

#### Quote Information

Client Ref: 143  
Quote No: 5753  
Surveyor: James Cantle  
Site Ref: 9000  
Order No:

## Quote

**Site Address** Memorial Gardens , High Street, Melbourn

Item No	Item	Description Of Work	Value
1	Cherry	Crown reduce the height and the spread of the tree by 2M. Cut away from house to provide 2.5M clearance	£300.00

Total Value: £300.00  
VAT (20%): £60.00  
Total Inc VAT: £360.00

## Shire Trees Limited

Company Registration: 10546603

Vat Number: 259613774

Registered Address: 1a Trigg Way, Melbourn, Royston, SG8 6HX



## parish clerk

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**From:** [REDACTED]@cgmaintenance.info>  
**Sent:** 27 March 2024 22:19  
**To:** parishclerk@melbournparishcouncil.gov.uk  
**Subject:** Re: Tree Work

**Flag Status:** Flagged

[REDACTED]

The tree in the memorial garden we could lift the lower branches and reduce the top. We can do that for £180.

If you would like to go ahead please let me know on [REDACTED].

[REDACTED]

Many thanks

On Tue, 19 Mar 2024 at 8:59 am, parish clerk <[parishclerk@melbournparishcouncil.gov.uk](mailto:parishclerk@melbournparishcouncil.gov.uk)> wrote:

Good morning [REDACTED]

Sorry for the delay in replying.

We have a couple of small jobs that need quoting for if you are interested.

### The Moor

There is a tree on the edge of the recreation ground where one of the branches hangs quite low into the car park – could you please look at trimming the branch and advise.

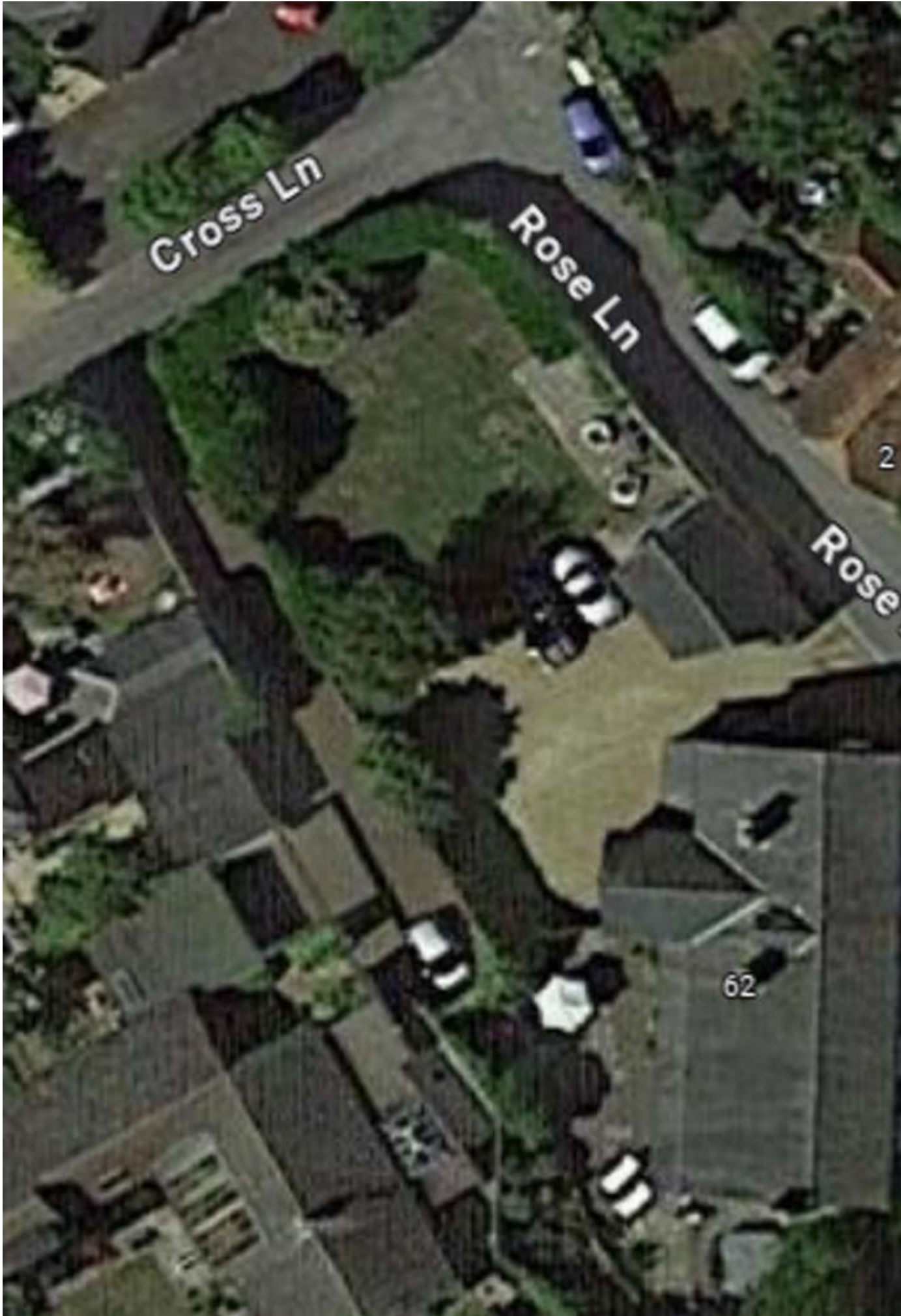
6



Little Har  
Nursery Sch

## Memorial Garden

In the memorial garden, on the High Street almost opposite the Rose Lane turning, there is a tree to the rear of the garden that overhangs a neighbouring property – could you please look at works to the tree that would help with leaf fall onto the neighbouring property and improve the overall health of the tree.





Melbourn Parish Council  
30 High Street, Melbourn  
Royston  
SG8 6DZ

Date Sent: 23/03/2024

**Quote Information**

Client Ref: 143  
Quote No: 5754  
Surveyor: James Cantle  
Site Ref: 1592  
Order No:

## Quote

**Site Address** Little hands car park, The Moor, Melbourn , Royston, SG8 6DZ

Item No	Item	Description Of Work	Value
1	Lime x2	Crown Lift to provide 5 metres clearance from ground level	£190.00
			Total Value: £190.00
			VAT (20%): £38.00
			Total Inc VAT: £228.00

## Shire Trees Limited

Company Registration: 10546603  
Vat Number: 259613774  
Registered Address: 1a Trigg Way, Melbourn, Royston, SG8 6HX

## parish clerk

---

**From:** [REDACTED]@cgmaintenance.info>  
**Sent:** 27 March 2024 22:19  
**To:** parishclerk@melbournparishcouncil.gov.uk  
**Subject:** Re: Tree Work

**Flag Status:** Flagged

Hi so regarding the tree at the moor we can remove the lower branch for £80.

[REDACTED]

[REDACTED]

[REDACTED]

Many thanks

On Tue, 19 Mar 2024 at 8:59 am, parish clerk <[parishclerk@melbournparishcouncil.gov.uk](mailto:parishclerk@melbournparishcouncil.gov.uk)> wrote:

Good morning [REDACTED]

Sorry for the delay in replying.

We have a couple of small jobs that need quoting for if you are interested.

### **The Moor**

There is a tree on the edge of the recreation ground where one of the branches hangs quite low into the car park – could you please look at trimming the branch and advise.

**From:** [REDACTED] rospaplaysafety.co.uk>  
**Sent:** 10 April 2024 12:13  
**To:** parishclerk@melbournparishcouncil.gov.uk  
**Subject:** Re: Reduced Rate Play Area Inspections in April for Melbourn Parish Council

Hi Alex,

Unfortunately you are too late to be included in our reduced rate schedule, so our standard costs apply. Please note our costs may increase slightly next year.

The cost of an outdoor annual inspection is £260 plus VAT for the first play area and then £115 plus VAT per subsequent area.  
Total cost for your two inspection is £375 + VAT.

Sites in inner London will be charged an additional London Weighting fee of £50 plus VAT. You will receive a full photographic and written report with risk ratings.

The inspection will take place within 8 weeks of receipt of an order from you.

If you would like to proceed, we require an email from you with the following information:

1. Is access to the area restricted or are there opening times we should be aware of?
  2. A contact person's name and telephone number
  3. A Purchase Order number (if applicable)
- Your Purchase Order should be addressed to Playsafety Ltd or RoSPA Play Safety, not RoSPA in Birmingham. RoSPA Head Office in Birmingham have a different bank account and address to us.

Do you carry out your own weekly checks? You may be interested to hear that we offer a routine checklist specifically tailored to your site.  
The cost for this is £40 plus VAT per play area. This will provide you with a template to help you when inspecting your equipment. Do not hesitate to let us know if you wish to add this on to your order for this year.

The report and invoice will be emailed to you shortly after the inspection.  
Our payment terms are 30 days from date of invoice.

Many thanks

Kind regards

[REDACTED]  
*Administrator*

RoSPA Play Safety Ltd  
Unit 78 | Shrivenham Hundred Business Park  
Watchfield | Swindon | SN6 8TY  
Phone: 01793 317470

[www.rospa.com/play-safety](http://www.rospa.com/play-safety)  
[www.rospa.com/play-safety/Advice/Play-value.aspx](http://www.rospa.com/play-safety/Advice/Play-value.aspx)

RoSPA's mission is to save lives and reduce injuries.



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**From:** "parishclerk@melbournparishcouncil.gov.uk" <parishclerk@melbournparishcouncil.gov.uk>  
**Date:** Wednesday, 10 April 2024 at 10:36  
**To:** Playsafety <playsafety@rospaplaysafety.co.uk>  
**Subject:** RE: Reduced Rate Play Area Inspections in April for Melbourn Parish Council

\*\*\*CAUTION: EXTERNAL E-MAIL\*\*\*

Good Morning,

We need to get our inspections booked in for our 2 play parks.

Please let me know how I go about this?

Thank you

Best wishes

Alex Coxall & Abi Williams

Parish Clerk

Melbourn Parish Council

Melbourn Community Hub

30 High Street

Melbourn

Cambridgeshire

SG8 6DZ

Tel: 01763 263303 (option 3)

[assistantclerk@melbournparishcouncil.gov.uk](mailto:assistantclerk@melbournparishcouncil.gov.uk)

<http://melbournparishcouncil.co.uk>

**Please note: My working hours are usually Monday to Thursday, 9.30am – 2.30pm**

The Parish Office opening hours are 10am – 1pm / 2pm – 3pm Monday to Friday

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By Contacting Melbourn Parish Council you agree that your contact details may be held and processed for the purpose of corresponding.

You may request access to the information we hold on you: [parishclerk@melbournparishcouncil.gov.uk](mailto:parishclerk@melbournparishcouncil.gov.uk)

You may request to be removed as a contact at any time: [parishclerk@melbournparishcouncil.gov.uk](mailto:parishclerk@melbournparishcouncil.gov.uk)

To view Melbourn Parish Council's Privacy Notice please [click here](#)

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**From:** playsafety@rospaplaysafety.co.uk <playsafety@rospaplaysafety.co.uk>

**Sent:** 12 February 2024 05:19

**To:** assistantclerk@melbournpc.co.uk

**Subject:** Reduced Rate Play Area Inspections in April for Melbourn Parish Council

Our records show you have not yet booked your 2024 playground inspection with us. It's not too late to take advantage of our special discounted rates.

We are coming to your area in April.

During busy periods the inspection may be undertaken in the following month. The discounted rate inspections take place at the inspectors' convenience. We cannot usually be flexible with dates. If you would like to specify when the inspection takes place please get in touch for a quote.

If you would like to go ahead with the inspection, please click on the below link or reply to this email within the next four weeks

Please note our standard fee will apply after this time.

<https://playbase.rospaplaysafety.co.uk/portal/inspection-approval.php?ID=ACC98D55-DB0C-4188-9879-5CFEBC5662C0>

We can still inspect outside of these months but additional charges will apply.

Prices

We charge an initial set fee to inspect up to five play items, there is an additional fee of £4.00 per item over five.

Parish Council, Town Council or Community Council - £78.00 + VAT per play area

Any other organisation - £108.00 + VAT per play area

Schools/Commercial Sites

All schools, staffed playgrounds and those sites with restricted access will be contacted by our Inspector to confirm a date. Our Inspectors plan their routes towards the end of the month prior to the month of the inspection.

Automatic Schedule

You can opt to be set up on our system as an 'Automatic' client which means we will automatically inspect each year, unless instructed otherwise. Future inspections will be notified in advance so you know that we're coming, and we will send the report and invoice after the inspection has been done. If you wish to take advantage of this very popular service, please let us know by email.

In order to receive our reminders, please make sure that you keep us up to date with email addresses and other contact information. NOTE: If we do not have your correct email address we will be unable to send reminders to you.

## Meeting with the Inspector

If you wish to meet or accompany our inspector during the inspection then there is an additional fee of £50.00 + VAT for an appointment. This fee is not applicable to schools, staffed playgrounds and those sites with restricted access. Please note this does not include any form of on-site training.

For further details on our training courses, please visit <https://www.rospa.com/safety-training/play>

## Checklists

Do you carry out your own weekly checks? You may be interested to hear that we offer a routine checklist specifically tailored to your site(s).

The cost for this is £40.00 plus VAT per area. This will provide you with a template to help you when inspecting your equipment. Do not hesitate to let us know if you wish to add this on to your order this year.

If you would like to place your order by email, please provide the following information:

- Organisation name and address
- Contact name, number and email address (for reports to be emailed to)
- Invoice address and invoice email address (if different to above)
- Do you want to be set up on our 'Automatic' schedule?
- Any updates on play areas, i.e. additional areas with name of site and address
- Note: If you have more than one play area at your organisation, each area is classed as a separate site, e.g. Junior, Infant, Nursery etc.

Orders are subject to our standard terms and conditions available here:

<https://www.rospa.com/getattachment/1d45dcea-6c7c-4c9b-9567-317d9b6bc133/Terms-and-Conditions-231123.pdf?lang=en-US>

We look forward to receiving your instructions.

## RoSPA Play Safety Team

Unit 78,  
Shrivenham Hundred Business Park  
Watchfield  
Swindon  
SN6 8TY  
01793 317470  
email: [info@rospaplaysafety.co.uk](mailto:info@rospaplaysafety.co.uk)

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[playsafety@rospaplaysafety.co.uk](mailto:playsafety@rospaplaysafety.co.uk)  
[www.rospa.com](http://www.rospa.com)

RoSPA Play Safety Team, Unit 78, Shrivenham Hundred Business Park, Watchfield, Swindon, SN6 8TY

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P Think of the environment...please don't print this e-mail unless you really need to.

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## A10 signage



### Notes

- Car wash sign has appeared closer to the road than the kebab van sign
- Potentially blocking sight lines for the junction
- Do the signs need permission from highways / parish?
- Do we ask both to remove / move them?
- Is there anywhere we could suggest they reinstate them if moved?

## parish clerk

---

**From:** [REDACTED]  
**Sent:** 04 April 2024 17:18  
**To:** parish clerk  
**Cc:** Little Hands Melbourn  
**Subject:** Little Hands

**Flag Status:** Flagged

Hello Abi

Hope all is well.

We have areas of black mould appeared on the inside aspect of the nursery's exterior wall which faces the car park. We have tried to clean and treat the area, but the mould has not gone away. Would it be possible for the parish council to have the wall checked incase there is a structural problem causing the damp?

[REDACTED]

Thank you

[REDACTED]

[REDACTED]

[Little Hands Nursery Schools](#)

Little Hands Nursery Schools Limited  
Registered Office: 1, Moorfield Road, Duxford, Cambridgeshire. CB22 4PP  
Registered in England  
Company Registration Number: 09156471

# Cambridge Asbestos Removal Limited

Kings View, Queens Lane  
Chevington, Bury St Edmunds  
Suffolk  
IP29 5RF  
+44 1223240100  
info@cambridge-asbestos.co.uk  
<https://www.cambridge-asbestos.co.uk/>  
VAT Registration No.: 854755588  
Company Registration No. 06806784

## VAT Invoice

INVOICE TO  
Melbourn Parish Council  
Melbourn Community Hub  
30 High Street  
Melbourn, Cambs SG8 6DX  
United Kingdom (GB)

INVOICE SI-20246488  
DATE 09/04/2024  
DUE DATE 23/04/2024

DATE	ACTIVITY	DESCRIPTION	VAT	QTY	RATE	AMOUNT
	Sales	to attend site, The Moor, Melbourn to carry out asbestos testing, produce single page ukas lab report £175 + VAT professional services 3 x samples @ £45 + VAT each	20.0% S	1	310.00	310.00
SUBTOTAL						310.00
VAT TOTAL						62.00
TOTAL						372.00
BALANCE DUE						<b>£372.00</b>

### VAT SUMMARY

RATE	VAT	NET
VAT @ 20%	62.00	310.00

Payment Terms are 14 days  
There will be a 4% monthly interest added to late payments

Please make payment by BACS using the following account details:

Cambridge Asbestos Removal Limited  
Account number: 00428200  
Sort code: 30-91-49

There will be an additional £4 charge for cheques

Hi

See attached results and photos. they are all asbestos.

Its extremely likely that there is asbestos throughout the whole area as its very common here. The old asbestos factory was so close by at Meldreth. They used to sell the broken pieces as hard core.

Im sorry to say that this would be an expensive exercise. If someone can estimate how many tonnes needs to be removed from site we can give a price

Barry





**CERTIFICATE FOR IDENTIFICATION OF ASBESTOS FIBRES**

STANDARD	
PREMIUM	
EMERGENCY	

Client:	CAMBRIDGE ASBESTOS REMOVAL
Address:	KINGS VIEW QUEENS LANE CHEVINGTON, BURY ST EDMUNDS SUFFOLK, IP29 5RF
Attention:	TECHNICAL MANAGER
Site Address:	LITTLE HANDS NURSERY THE MOOR MELBOURN
Date sample taken:	UNKNOWN
Date sample received:	11/04/24
Date of Analysis:	11/04/24

Analysis Report No.	SCO/24/10988		
Report Date.	11/04/24		
Site Ref No.	N/A		
Page No:	1	Of	1
No. of Samples:	3		
Obtained:	DELIVERED		

Samples of material, referenced below, have been examined to determine the presence of asbestos fibres, using Scopes Asbestos Analysis "in house" method of transmitted/polarised light microscopy and centre stop dispersion staining, based on HSE's HSG248. If samples have been DELIVERED the site address and actual sample location is as given by the client at the time of delivery. Scopes Asbestos Analysis Services Limited are not responsible for the accuracy or competence of the sampling by third parties. Under these circumstances Scopes Asbestos Analysis Services Limited cannot be held responsible for the interpretation of the results shown. Results relate only to the items tested.

SCOPE'S SAMPLE No.	CLIENT SAMPLE No.	Sample Location	Fibre Type Detected
1	1	GRASS CLEAR AREA NEAR CARPARK	CHRYBOTILE
2	2	GRASS CLEAR AREA MIDWAY	CHRYBOTILE
3	3	GRASS CLEAR AREA FAR	CHRYBOTILE

KEY: NADIS – No Asbestos Detected in Sample

Note: All samples will be retained for a minimum of six months. Reports & Records are retained for a minimum of 5 years.

Note: This Certificate for Identification of Asbestos Fibres shall not be reproduced except in full without the written approval of the Laboratory.

Note: All Analysis is performed in House on the registered premises (below).

Note: Where an 'A' appears at the end of the analysis report number this means an amendment has been made to the original report. Information that has been amended will be marked with an \*

Analysed by:	S GIDDINGS	Authorised signatory:	
		Print name:	<b>C.BOLTON – DEPUTY Q.C.M</b>
<b>BULK 001-VER 8 14-JUN-22-QCM</b>			



## parish clerk

---

**From:** parish clerk <parishclerk@melbournparishcouncil.gov.uk>  
**Sent:** 03 April 2024 10:57  
**To:** [REDACTED]  
**Subject:** RE: Nottingham Knockers

Firstly, thank you for the note about the website form and apologies this function was not available to you. We will look into this now.

Thank you also for the note with regard to unsolicited sales calls. South Cambridgeshire District Council manage the area along Vicarage Close so I will ensure your issue is passed on to the correct person.

Kind regards

Abi Williams

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**Abi Williams & Alex Coxall**  
Parish Clerk

Melbourn Parish Council  
Melbourn Community Hub  
30 High Street  
Melbourn  
Cambridgeshire  
SG8 6DZ

Tel: 01763 263303 (option 3)  
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The Parish Office opening hours are normally 10am – 1pm / 2pm – 3pm Monday to Friday

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You may request to be removed as a contact at any time: [parishclerk@melbournparishcouncil.gov.uk](mailto:parishclerk@melbournparishcouncil.gov.uk)  
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**From:** [REDACTED]  
**Sent:** 28 March 2024 16:18  
**To:** parishclerk@melbournparishcouncil.gov.uk  
**Subject:** Nottingham Knockers

Hello Parish Office,

I hope this finds you well.

I just wanted to follow up on a conversation I've had previously regarding the potential for signage at the High Street-end of Vicarage Close to prevent unsolicited sales calls and 'Nottingham Knockers'.

We've just had a chap from a 'prison release work scheme' knock on our door (3.40pm, Thursday 28th March), which is technically fine, because there are no signs to the contrary, but after not getting anything out of me, he proceeded to be verbally abusive and has continued on towards the sheltered accommodation, ignoring the signs there saying 'no unsolicited callers'.

I've warned people off the sheltered accommodation many a time before, and some have turned around and left, while some have gone on to knock on sheltered accommodation doors, saying that either they didn't see the signs, or they didn't count unless they were at the end of the road.

Unpleasant though it may be, I can deal with verbal abuse, but I worry that more vulnerable people may be strong-armed into parting with money by some of these groups. If there's any way we can add just that little extra layer of protection at the beginning of the road, so they know they can't target Vicarage Close, I think it might be sensible.

I know it's an extra cost, and signage is far more expensive than people generally realise, but hopefully it's something that can be done to protect the more vulnerable residents of Vicarage Close.

Have a blessed Easter!



PS - I tried to send this initially via the contact form on the website, but multiple attempts resulted in the same error message (screenshot attached), so it might be worth checking the contact form settings.

**EXTERNAL - Maintenance Committee Jobs Spreadsheet - LISTING DATE: Meeting 18 April 2024**

Details of work required	Reported by	Notes	Actions	WHO?
Back Lane	Resident	Report that trees along Back Lane require cutting back. Office has reported to Highways with photo.	Parish Office to follow up. Highways have scheduled the work to be carried out soon. Update - very dangerous, seek private quote for work? Works carried out by Wardens. Follow up for continued maintenance by Highways.	Highways
Lordship Drive	Resident	Missing sign - reported numerous times to county with no action	Office to continue following up with county - confirmed on the feb works order. Follow up in March. Confirmed SHOULD be fitted wc 15 April!	CCC

PARISH - Maintenance Committee Jobs Spreadsheet - LISTING DATE: Meeting 18 April 2024

Details of work	Reported by	Notes	Actions	WHO?
Bug hotel	Wardens	Warden would like to build a 'bug hotel' as an addition to the cemeteries	Warden to investigate	Wardens
Inspection sheets - review	Wardens	Warden expressed a need to review the inspection sheets and activities	Office and Wardens to work through new sheets	Wardens / office
Bin replacement	Office	Rota of bin replacements across village to be confirmed.	Esse post bin, The Moor and High Street bins installed. Maple Way bin delivered - Wardens to install.	Office / Wardens
Maple Way sign	Office	Maple Way sign off Beechwood removed.	Replaced by Wardens.	Wardens
Public Footpath sign	Wardens	Rusted through sign post.	Approached Highways to provide the post that Wardens will fit and re-fit sign.	Wardens
Fallen tree on Woodland Walk along river	Public	Tree blocking the pathway.	Branches removed by Wardens.	Wardens
Intall replacement brushes at Pavilion	Wardens	Replace boot brush brushes at Pavilion.	Parts received 12/04	Wardens