

Title	Clerk Report
Authors	Clerk & RFO
Meeting	Goring Parish Council – 09 th November 2020

Staffing Committee.

In order support their staff and ensure all the statutory duties with regard to employees are managed effectively, all councils should have an appropriately appointed staffing committee. This allows staff to have an appropriate place to report any issues, be appraised effectively by a small subset of the council (rather than in a firing squad style by the whole council!). It also gives an alternate route for review of staffing related policies each year, rather than “clogging up” full parish council meetings. With respect the current construction of the council and for any future employees in the future allows a conduit of any councillors with either pecuniary or any other interest in Staffing Matters to be one step away from any employee related decisions, by being excluded from the Staffing Committee.

Proposed TOR below.

STAFFING COMMITTEE TERMS OF REFERENCE

1. Remit

The Committee is responsible for the employment and welfare of the Clerk and support/ advise the Clerk in managing of all other employees.

2. Frequency of Meetings

To meet as required to support the remit and scope of the Staffing Committee.

3. Appointment of members

The Committee will be comprised of three members appointed annually at the Annual Council Meeting, with a quorum of two.

4. Chairman

The Chairman is to be elected annually by the Committee at their first meeting, before proceeding to any other business. The office shall be held for one year.

5. Voting

Only members appointed to the committee may vote and participate at the meeting. In the case of an equal vote the Chairman of the Committee shall have a second or casting vote.

6. Minutes

All minutes shall be open for inspection by a Member of the Parish Council, if appropriate.

7. Admission of the Public and Press

The Public and Press may not be admitted to these meetings as

“In accordance with s1 (2) of the Public Bodies (Admission to Meetings) Act 1960 the Press and Public be excluded from the meeting during consideration of these items due to the confidential nature of this item”.

8. Meeting Duration

The Staffing Committee may meet for a maximum of 2 hours, with any unfinished business being taken at the beginning of the next meeting. In exceptional circumstances the meeting may be extended with a vote taken by Members

9. Specific Delegated Powers

NOTE: As line manager, the Clerk is responsible for these specific task for the employees other than the Clerk.

- *To review staffing structures and levels and make recommendations to the Council.*
- *To agree and review annually contracts of employment, job description, person specification of the Clerk and to review the Clerk/RFO performance.*
- *To review salaries and terms of conditions and make recommendations to Council.*
- *To appoint, from its membership, a recruitment panel when necessary and recommend appointments to Council. Recruitment panels will normally include at least three members in the case of appointment plus the Clerk.*
- *To appoint, members to act as a disciplinary panel as set out in the Green Book and as an appeals panel in the case of any appeal against disciplinary action.*
- *To appoint members to hear any formal grievance.*
- *To review health and safety at work of the Clerk.*
- *To review all Council policies that relate to staff employment on an annual basis.*

10. Review

This Terms of Reference document was approved for use at the meeting of the Parish Council on 09th November 2020, it shall be reviewed periodically.

Signed:

Dated:

Proposal: To create a Staffing Committee, approve the TOR as above, or amend as the council sees fit and appoint members to the committee.

Facilities Assistant.

To change the current vacancy for Assistant Clerk to the position of Facilities Assistant. The previous Assistant Clerk was fulfilling the role of Facilities Assistant with very few Clerking duties. It is hoped to recruit someone how would wish to develop long term into the role of Assistant Clerk, however at this time managing the facilities and fabric of the village is taking a lot of time. Changing the job title may encourage a wider range of people to apply, as the term “Clerk” can often be assumed to be an office based administration role.

Proposal: To advertise the vacancy for Facilities Assistant to be advertised as soon as Job Description is finalised by the clerk in conjunction with members of the Staffing Committee.

Christmas Trees.

At the September meeting it was agreed to budget up to £200 for the Large Tree. It has now been confirmed that Yattendon Estates will donate the large tree, Goring Gap Business Network monies bequeathed to GPC is to be used to pay for the hanging of the lights, and M&C Landscaping are donating time and manpower to collect and erect the tree.

Proposal: To redistribute the previously agreed £200 to the “little trees and lights on the high street”.

Also to note the wonderful efforts of the former members of Goring Gap Business Network in relation to the Trees particularly Bonnie Roberts, who has nurtured the continued relationship with Yattendon Estates resulting in the generous donation of a tree, and managing the other aspects of arranging its installation and decoration.

Meeting with Goring in Bloom.

Last week Cllr T Virgo-Harris and the Clerk met to discuss a way forward with the Bloom Group. At this time the offer of becoming a committee of the council to complete a subset of their work has been declined.

Proposal: to maintain £3000 in the budget for this purpose for 2021-22, if no committee is formed by the start of the next financial year, to reallocate the funds to the Open Spaces project.

Open Spaces Review

No Specific Updates on the project. Initial discussions with the Landscape Architect (LA) are ongoing.

To Note: The LA has been in receipt of communications directly from members of the public with requests as to how the spaces should or should not be used. The LA has been advised to direct these queries back to the working group for consideration.

Goring United FA Award

To Note: Goring United FC have been awarded the prestigious title of the Oxfordshire FA Grassroots club of the year for 2020.

Their chairman commented: Following a recent Oxfordshire FA report, the village of Goring and its two football clubs (United and Robins), has been earmarked as an area in need of facility improvements and development to meet the village's needs.

Title	Facilities Report
Authors	Clerk & RFO
Meeting	Goring Parish Council – 09 th November 2020

Play Equipment Area Inspections

The Play Equipment areas should be inspected on a specific schedule, being

- visually inspected every week,
- a more detailed 1 month or 3 month inspection depending on age, manufactures guidelines and level of current degradation.
- 1 yearly independent safety inspection (RoSPA)

The current Play Equipment Areas are very much showing their age, it is therefore recommended that the detailed inspection is completed more regularly. Costs currently being circa £65 per inspection, per area.

Proposal to the council: To train a nominated person who can complete the detailed inspections as required. Cost Estimate £500 including course attendance travel expenses. Suggestion that the trained person would need to sign a training contract whereby if they could not fulfil an obligation to do inspections for the 3 year period the qualification lasts, the council would need to be repaid the cost of the course (pro rata on time left of the 3year obligation). The nominated person could be a member of staff or a village volunteer, subject to appropriate insurance coverage, the trained person could inspect other parish play equipment areas for a nominal fee.

Play Equipment Areas & COVID-19.

Both play equipment areas have been reopened, with the removal of some equipment to make it safe, and allow for correct social distancing. Hand sanitiser has been provided. The community has been notified via Goring CoFE Primary school communication; Facebook Post and Goring Parish Council e-mail, that the areas will be locked again if the criteria is breached.

Significant breaches are being observed daily at the Bourdillon Play Equipment Area.

Proposal to the Council: the Bourdillon Play Equipment Area be locked again, to support the great endeavours of the Goring CoFE Primary school maintain COVID-safe bubbles, to reduce community spread of infection.

Memorial Bench, Rectory Garden

A request has been made of the council to consider a memorial bench in the Rectory Garden. The bench is in memory of a former councillor of the GPC. We have received multiple requests for more benches in this are of the village.

Proposal to the Council: To approve the bench request, ensuring a normally policies are followed; recycled plastic bench; donation to the council to cover full cost of purchase, installation & plaque etc.

Felling of 1-off Tree, White Hill Burial Ground.

East and West Cottage have a septic tank on the opposite side of the WHBG driveway to their homes. Unfortunately many years ago a tree was planted almost immediately on top of the tank. Over the year the tree roots have cause multiple occurrences of damage to the tank. East and West Cottage have requested the tree be removed, as the septic tank is soon going to be beyond repair if nothing is done, and have suggested covering 50% of the cost. The tree should never have been planted so close to their services.

Overview:

Norway Maple midway down access drive to White Hill Burial ground. Beneath this tree there is an inspection cover to an underground septic tank. The tanks function is being impeded by the roots of the closest Norway Maple.

Specification:

Norway Maple: Tree situated nearest inspection

1. Norway Maple

- *Carefully dismantle in sections to ground level.*
- *Treat stump to prevent regeneration (£35 surcharge)*

Some cord wood to be cut into rings and left on site for the neighbour to use as requested.

Cost: £650.00 plus vat

Proposal to the Council: to remove the tree, using our normal contractor who will follow all appropriate actions regarding consulting whether there is a TPO and seeking appropriate consents where required; GPC budget required £325.

Yew Tree Court Fence and Maintenance.

NOTE Previous Debated July 2020, addition of new information.

The council previously agreed to remove the fence at Yew Tree Court. GPC have now received a quote for these works of £400 + VAT; to include full removal of the fence and making good the end which is not removed. The contractor has confirmed thought that the fence is in very good condition, just not as straight as it once was. Upon discussion the contractor has confirmed that the fence could have a continued lifespan of 10-15 years, if £590 + VAT, were spent on installing concrete spurs.

Proposal to the Council: Noting that the fence is still in very good condition and to maintain good neighbourly relations, to install concrete spurs to extend the life of the current fence.

The areas belonging to the council at Yew Tree Court has become exceedingly overgrown. Our normal landscaping contractor has proposed a one-off cost of £150 + VAT to tidy the areas this year, with a once yearly ongoing maintenance cost of £75 + VAT for this area.

Proposal to the Council: To start maintaining this area in an ongoing capacity, after the initial prune and general tidying.

Gardiner Gates & Locks.

The Gardiner Recreation Ground has now had the security gates, kindly donated by Grundon, installed onsite and locks added. The installation and purchase of the locks were paid for using the monies kindly donated by the community to the council for the purpose of improving the security of public spaces. Next task, to add “in case of emergency” stickers to allow emergency access when the sports teams are not onsite.

Nettles, Ferry Lane.

The nettles at Ferry Lane have been raised again by a councillor as being unsightly. The Clerk requests the Council make a formal decision as to action to take.

Title	County Council Report – A summary of Recent OCC communications
Authors	Clerk & RFO
Meeting	Goring Parish Council – 09 th November 2020

5th October

Oxfordshire announces launch of Libraries Week 2020

Library users are being encouraged to get to know what is on offer from their local branch as part of a special national week celebrating the role of libraries.

The theme of this year's National Libraries Week will be books and reading - highlighting the great contribution that libraries make to building a country of readers, providing access through digital support, services and activities.

Throughout the week, activities inspired by books and reading for adults and children will be on offer via social media. Oxfordshire County Council's libraries have an excellent range of online services such as information sources and e-books.

Councillor Lorraine Lindsay-Gale Oxfordshire County Council's Cabinet Member for Education and Cultural Services, said:

"I hope that Libraries Week will provide the inspiration for people to visit our libraries, help bring the community together and find out more about all the ways we can help readers of all ages access books, e-books, audiobooks and magazines and learn how to find out about online job hunting via *Learn my Way* available from home or on a library computer. Everyone is welcome and the library is free to join."

2nd October

Street Tag app launched to encourage more active children and communities

School pupils and their families in Oxfordshire are being invited to join in the fun of using new free smartphone app that offers rewards for exercise.

Called Street Tag, the app is being highlighted at the launch of this year's National Walk to School Week between 5-9th October.

Street Tag is a family-friendly game app that rewards primary school pupils, communities and schools for their physical activities such as walking, running, cycling, among a number of other fitness activities.

The app turns physical activity into a game and converts steps or exercise into Street Tag points known as tags. It can even sync with Fitbit devices.

Funded by Oxfordshire County Council as part of its active travel plans to increase exercise and improve air quality, Street Tag is aimed at children, parents schools, leisure venues and community groups. It will also involve the use of outdoor spaces and school staff.

Oxfordshire County Council is supporting Street Tag to bring people together to participate in outdoor physical activities, by turning streets into a giant virtual playground matched by guidance by the interactive smartphone app. The app can also be used for indoor exercise.

21st September

Oxfordshire is among the best for recycling but how can we do even better?

People in Oxfordshire are among the best in the whole of the country at recycling but as the nation embarks on Recycle Week there's more everyone can do to improve the situation even more.

The theme for the Waste and Resources Action Programme's (WRAP) seventeenth annual Recycle Week is to thank the people of Oxfordshire for continuing to recycle despite all that has happened this year.

Statistics released by Recycle Now show that through lockdown, Britain has become even more environmentally aware, with nearly 9 in 10 households saying they regularly recycle.

Coming out of lockdown, more people are prepared to change their lifestyles to help the environment: 73%, up from 68% in 2019. An amazing 93% of households say they believe that "everyone has a responsibility to help towards cleaning up the environment."

Title	District Report
Authors	District Councillor M Filipova-Rivers
Meeting	Goring Parish Council – 09 th November 2020
Written	19 th October 2020

Local Plan Latest – Main Modifications out for Consultation

The Plan is now out of our hands and we are in a consultation process on the Main Modifications where the Local Plan Inspector is the decision maker. The Council has submitted quite a large number of modifications, and the consultation runs until 2nd November. All the documents and instructions on how to respond are available at this part of our website <https://www.southoxon.gov.uk/south-oxfordshire-district-council/planning-and-development/local-plan-and-planning-policies/forthcoming-planning-policies/our-forthcoming-local-plan/>. You can respond by email to planning.policy@southoxon.gov.uk or using the online smart survey form. The Inspector will review all submissions and will then write an Inspector's Report; the decision on whether to adopt the Local Plan will come to the Council in December.

SODC's Corporate Plan

At the Full Council meeting on 8th October, SODC's new 4-year corporate plan was approved, which means that we can now start to implement projects within our six new Strategic Themes. The public consultation made it clear that the highest priority for our residents is protecting and restoring our natural world, followed by responding to the climate emergency and supporting community well-being, particularly in a post-Covid world. With this mandate we will now draw up delivery plans to focus on how we can support our local small businesses, build a new generation of council houses, help householders to reduce their carbon emissions, increase biodiversity in the district, connect residents to local green spaces and much more. Residents also wanted to see more openness and accountability from SODC, so we have committed to regular progress reports and to making greater efforts to engage with under-represented communities.

Council-Owned Delivery Vehicle

On the 1st October Cabinet agreed to proceed to developing a business case to establish a wholly owned holding company/vehicle to focus on public sector intervention to achieve desired goals to deliver a wide range of regeneration and community benefit. The vehicle will have the ability to be used to deliver a range of projects, **including the delivery of truly affordable housing at social rent level, that meet the council's aspiration around zero carbon/carbon neutral**. The strategic property review that is currently underway provides an opportunity to identify pieces of land which the council could seek to transfer to the vehicle to deliver regeneration projects, that could include housing delivery, but also commercial and community facilities, such as community hubs, land maintenance and management, health facilities etc

Affordable Housing

Also on the 1st October Cabinet approved **the framework** ([click here for full report](#)) to evaluate and prioritise the spend of commuted sums (£106 monies) received by the council in lieu of the onsite delivery of affordable housing, in order to enable the provision of further affordable homes. The council has currently received approximately **£4.3 million** which must be spent on the delivery of new affordable homes. **To date, relatively little (£430,000 used for an acquisition programme of 22 units in 2007) of the funds has been spent.**

It may be possible for commuted sums to also be combined (in most cases) with other forms of public subsidy, such as the **Oxfordshire Housing and Growth Deal** to enable projects to proceed where there may otherwise be a funding shortfall.

The council will work with housing providers to help achieve its ambition to meet the demand for high quality, affordable homes. In the majority of cases, the council will expect the grant claiming body to be a **Registered Provider, although it will also give consideration to applications from community groups such as Community Land Trusts, and other delivery vehicles**, where they can demonstrate viable projects and sound financial standing

New SODC Offices to be built in Didcot

Previously we reported that we had approved plans to rebuild the SODC Council offices at Crowmarsh, but that was before Covid-19 hit the world and made it clear that working from home was going to become much more part of normal practices. Regular surveys of the Council's staff have shown that they want to retain the flexibility that working from home has enabled, and it's now clear that we don't need to build such a large office for our new HQ. After a review of all our options, the site at Didcot Gateway (opposite the station) was clearly the best option, being located in the middle of a major regeneration project and in a much more sustainable location. Work will now start to design the new building, retaining the objective to make it carbon-neutral and cost-effective, as well as being a welcoming place to visit and work. Most importantly, it will allow us to move out of the very expensive temporary offices in Milton Park, thus saving the residents of South Oxfordshire money in the long run. Work will also start on planning the future of the Crowmarsh site, in close collaboration with the local community.

Financial support for local businesses and people self-isolating on low incomes

The government's initial business rates grant funding programme has now come to an end. Over the course of the programme, SODC supported nearly 2,000 businesses with over £25.5 million from government funding intended for small business, retail, and hospitality and leisure organisations affected by the pandemic in the district. All outstanding queries have now been resolved and the Revenue and Benefits team is now focusing on a new scheme to provide financial support for those on low incomes told to self-isolate by NHS Track & Trace. This scheme will be open from 12th October and will provide £500 to eligible individuals. Check the SODC website – www.sodc.gov.uk – for more details and for the eligibility criteria.

New Rural Gigabit Voucher Scheme

There is a scheme administered by Oxfordshire County Council which provides funding of up to £7,000 to upgrade rural properties and businesses with superfast fibre optic cable. Domestic applications cannot come from individual households, so groups of neighbours need to team up before applying, anyone can check if they are eligible by entering their postcode at gigabitvoucher.culture.gov.uk. We expect the vouchers to be snapped up quickly, particularly with the trend towards more home-working, so do promote this scheme to villagers and local businesses.

Council Motions Passed on 8th October

The Full Council meeting on 8th October had a very long agenda, but we managed to get through it all in about 3 ½ hours! Motions were passed on

- campaigning for better water quality in the River Thames (and the problem of sewage discharges by Thames Water),
- support for the Black Lives Matter movement and the creating of a Diversity and Inclusion Strategy to champion equalities in the district
- continued support for Neighbourhood Plans (particularly in the light of proposed changes to the Planning system)
- and SODC commitment to Cornerstone in Didcot

Extension of temporary Call-in procedures for Planning Applications

As a result of the backlog of planning applications waiting for consideration by the Planning Committee (70 at the time of writing), Council agreed to extend the temporary scheme of delegation (which had previously been agreed in May but which had not actually been implemented fully by Officers) until the end of July 2021. A few changes were also agreed by Council to ensure that applications are dealt with within government-set time limits and to protect the right of Ward Councillors to call in applications where the recommendation of the Officer is at odds with the views of the local Parish Council. For minor applications, an objection from the Parish Council will NOT automatically trigger a call-in to Planning Committee, so it **is vital that the Parish Council requests a call-in by their Ward Member**. All call-ins must be made in writing and with valid planning objections, and within 28 days of the application being listed on the SODC website.

GORING-ON-THAMES PARISH COUNCIL

Appendix E

Authority to Hold Virtual Public Meetings

The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 2020 [LACP 2020] came into effect on the 4th April 2020

LACP 2020, allows for the use of Virtual Public Meetings until 6th May 2021, to enable local councils to continue to work and support their communities, and legally allow the council as a body to make decisions.

Please note, LACP 2020 also removed the requirement to hold an Annual Council Meeting during the month of May 2020. All appointments normally approved in the ACM now rollover to the next ACM in May 2021, with the current appointments and committees continuing by extension.

MINUTES OF A MEETING OF THE PLANNING COMMITTEE GORING ON THAMES PARISH COUNCIL Tuesday 25 August 2020 at 7.30pm, Virtual Meeting

Members Present:

Chairman	Matthew Brown (MBr)
Members	Lawrie Reavill (LR)
	Bryan Urbick (BU)
	John Wills (JW)
	David Brooker (DB)
	Sonia Lofthouse (SL)

Officers Present:

Clerk	Laura White (LW)
Assistant Clerk	Mike Ward (MW)

12 members of the public were present at the meeting

20/85 To receive apologies for absence

Mary Bulmer (MBu).

20/86 To receive declarations of interests

None declared

20/87 Public forum

No comments recorded

20/88 To approve minutes of the meeting held on 21 July 2020.

Resolved: The minutes were approved and signed.

20/89 Matters arising from those minutes not elsewhere on the agenda.

None identified.

Signed:

GORING-ON-THAMES PARISH COUNCIL

Appendix E

20/90 To review the following Applications:

1. **P20/S2239/HH - Primrose Cottage Fairfield Road Goring RG8 0EU** - Variation of condition 3 (Materials) - change existing house from red brick painted white to white render and change extension from white render to red facing brickwork on planning application P19/S2458/HH. Side and rear two storey extension.
Resolved: That GPC has no objections
2. **P20/S2304/HH - Primrose Cottage Fairfield Road Goring RG8 0EU** - New external staircase to existing outbuilding (it was noted that the closing date for responses to this application has passed)
Resolved: That GPC has a response: No residential use
3. **P20/S2349/FUL - Gatehampton Farmhouse Gatehampton Road Goring RG8 9LU** - Amendment to planning permission reference P19/S1283/HH, for changes to the first floor extension and revision to the garage building. Omission of basement to garage. Increase of garage length by 2m. Increase in garage height by 600mm. Revision to front elevation to include single door, circular window and facing flintwork.
Resolved: That GPC has no objections
4. **P20/S2373/FUL - Former Lloyds Bank High Street Goring RG8 9AT** - Change of Use of part A5 user class (Hot Food Takeaway) to A3 user class (Restaurant), Sui Generis use as taxi office and residential use at first floor to remain
Resolved: That GPC Objects for the following reasons:
 - Concerned that fire escape routes from the restaurant area have not been adequately considered
 - The signage (which has already been installed without planning permission) is not sensitive or appropriate to the conservation area in which the building is situated
 - There should be additional measures for mitigating the smell following complaints from neighbours
 - Not clear that there are sufficient recycling and waste facilities for the expanded business
5. **P20/S2452/HH – Thurle Down Bridle Way Goring RG8 0HS** - Extension of existing bungalow.(as amplified by bat report received 10 August 2020)
Resolved: That GPC has no objections
6. **P20/S2488/FUL – 43 Springhill Road Goring RG8 0BY** - Residential development of 52 dwellings including demolition of 43 Springhill Road, vehicular and pedestrian accesses, play area, public open space and associated landscaping and earthworks.
The Committee members thanked Enid Worsley and Mike Stares for their help in producing the document previously circulated outlining how the application relates to site GNP6 identified in the Neighbourhood Plan.
Resolved: That GPC Objects for the following reasons: As detailed in the attached document (Appendix A), and in addition:

Signed:

GORING-ON-THAMES PARISH COUNCIL

Appendix E

We do not consider that the travel statement, produced in 2016, fully addresses the impact of vehicle movement on Wallingford Road.

We are extremely concerned that although the travel statement obviously relates to the site, the overall impact of vehicle movement needs to be revisited due to the following:

- a. The travel statement indicates that the development will only generate 32 vehicles yet there is parking for some 118 vehicles, therefore we believe the number of vehicles to be seriously under estimated.
- b. Due to the change in the form of occupancy in Waltham Court, a multi occupancy development off Mill Road, the number of vehicles increased dramatically causing overspill into Mill Road, with these additional vehicles accessing Wallingford Road.
- c. The new Elegant Homes development off Icknield Road will generate further vehicles accessing the Wallingford Road.

The travel statement indicates speeds in excess of 40mph were recorded and the proposed development will add to the number of vehicles using the Wallingford Road, yet there is no proposal as part of the planning application to address this problem. We fully support the matters raised by the MIGGS submission which includes the need to provide safe crossing due to the problem of speeding along the Wallingford Road. The width of the pavement along the western side of Wallingford, which in some places is only 0.5m, has not been adequately addressed.

We believe that OCC Highways should consider the above matters and determine what needs to be done to reduce the impact of the significantly increased vehicle movement generated by the proposed new development, and the need for safe crossing points and adequate provision for mobility impaired citizens. Measures to help reduce speeding to below the 30 mph speed limit should also be agreed with the developer.

7. **P20/S2597/HH – 45 Springhill Road Goring RG8 0BY** – Convert existing garage a study (sic), add a loft dormer window to the rear and brick up existing side door entrance.
Resolved: That GPC has no objections

20/91 To note the following South Oxfordshire District Council decisions:

1. **P20/S0017/FUL – Heathercroft Elvendon Road Goring RG8 0DT** – Demolition of existing dwelling and outbuildings and the erection of three dwellings with detached garages. Associated landscaping works to include the formation of a new access (amplified and amended by plans and information received 23 April 2020)
(GPC No Objections but with comments) **Granted**

Signed:

GORING-ON-THAMES PARISH COUNCIL

Appendix E

2. **P20/S1471/HH – Waterfield Cottage, Manor Road, Goring RG8 9EN** - Raising of ridge and eaves height, replacement of rear bay window with rear glazed porch and replacement window to elevation 1.
(GPC No Objections but with comments) **Granted**
3. **P20/S1841/HH – 2 Cleeve Down Goring RG8 0HB** – Proposed front and rear single storey extensions.
(GPC No Objections) **Granted**
4. **P20/S2221/HH – 18 Heron Shaw Goring RG8 0AU** – First floor extension over garage (as amended by additional drawing 20080-P016 to provide parking details received on 16 July 2020).
(GPC Has a Response) **Granted**

20/92 To note Discharge of Conditions (DIS), Modifications of Planning Obligations (MPO) and Certificates of Lawful Development for the following applications:

1. **P20/S2681/DIS – Grange Court Grange Close Goring RG8 9DL** – Discharge of conditions 4(flood depth), 6(landscaping) & 11(archaeological watching brief) on P19/S2397/FUL. Alteration & extension of two existing apartments to form one single family dwelling, plus off-street parking
2. **P20/S2804/MPO – Land to the rear of Cleeve Cottages, Goring-on-Thames RG8 0DG** - Modification of the Planning Obligation of P16/S3001/O to read as follows: 1.2 not to allow or permit Occupation of "the sixth" dwelling until the Affordable Housing contribution has been paid to the District Council.

Both were noted.

20/93 To note and review planning applications and decisions reported by West Berkshire Council

None to note.

20/94 Affordable Housing

To review action from previous meeting: District Councillor Maggie Filipova-Rivers to invite an officer from SODC to meet with GPC to explain the policy. Action carried forward.

20/95 To review Community Infrastructure Levy (CIL) status / payments

Nothing to report.

20/96 To note reports of action by SODC in respect of enforcement notices and consider reporting issues not already being progressed by SODC

Items listed in Appendix 1 were duly noted.

Signed:

GORING-ON-THAMES PARISH COUNCIL

Appendix E

20/97 To consider any appropriate action to be taken concerning building activity at Nuns Acre Boathouse

It was reported that the owner had been trying to sort out drainage problems. There was no evidence of any untoward activity.

Resolved: No action necessary

20/98 To consider correspondence received

None.

20/99 Matters for future discussion

None.

20/100 To confirm the date of the next meeting – Tuesday 22nd September 2020

The Chairman declared the meeting closed at 20.20 hrs.

Abbreviations (where used):

GPC Goring on Thames Parish Council
OCC Oxfordshire County Council
MFR Maggie Filipova-Rivers

CIL Community Infrastructure Levy
NP Neighbourhood Plan
SODC South Oxfordshire District Council

Signed:

GORING-ON-THAMES PARISH COUNCIL

Appendix F

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MINUTES OF A MEETING OF THE PLANNING COMMITTEE GORING ON THAMES PARISH COUNCIL Tuesday 15 September 2020 at 7.30pm, Virtual Meeting

Members Present:

Chairman	Matthew Brown (MBr)
Members	Lawrie Reavill (LR)
	Bryan Urbick (BU)
	John Wills (JW)
	David Brooker (DB)
	Sonia Lofthouse (SL)

Officers Present:

Clerk	Laura White (LW)
Assistant Clerk	Mike Ward (MW)

11 members of the public were present at the meeting

20/101 To receive apologies for absence

Mary Bulmer (MBu).

20/102 To receive declarations of interests

None declared

20/103 Public forum

No comments recorded

20/104 To approve minutes of the meeting held on 25 August 2020.

Resolved: The minutes were approved and signed.

20/105 Matters arising from those minutes not elsewhere on the agenda.

None identified.

Signed:

GORING-ON-THAMES PARISH COUNCIL

Appendix F

20/106 **In response to additional information provided by SODC to reconsider Planning Applications as requested by SODC:**

1. **P20/S0767/FUL – Land to rear of Cleeve Cottages Icknield Road Goring RG8 0DG –**
Erection of four terraced dwellings with associated parking and amenity space.
Members felt that the additional information provided did not warrant them revoking their objection. Furthermore they wished to re-emphasise the effect on the AONB that approving this application would result in.

Resolved: That GPC objects for the following reasons:

The Neighbourhood Plan was put together with affordable housing as a key aspect to allow housing development in an AONB. The NPPF para 172 asserts protection for the AONB, with developments allowed only when in the public interest. Affordable housing that is in the public interest could override some of the AONB issues. This was confirmed in the Examination Public Meeting, and later in the report. The Examiner was keen that all sites delivered affordable housing, not simply 'payment in lieu', and indeed asked for the SODC policy to ensure that affordable housing would actually be built to address the housing need. The appeal decision highlighted in the Planning Officer's email to the Council is not addressing the issue of AONB and/or affordable housing, so does not seem relevant to the Goring Parish Council's objection. Yes, there were approximately 14 houses designated to this site in the Goring Neighbourhood Plan, but that is with the public need of affordable housing being addressed so as to overcome the AONB restrictions. Additionally we do not accept that by submitting two separate applications, the requirement for affordable housing based on what will now be a total of 14 houses on the site is obviated.

Furthermore, we consider the loss of the grassland area is not acceptable in this AONB.

2. **P20/S2373/FUL – Former Lloyds Bank High Street Goring RG8 9AT – Change of use of part A5 user class (Hot Food Takeaway) to A3 user class (Restaurant), Su Generis use as a taxi office and residential use at first floor to remain.**

Members felt that although the additional information provided did address some of the reasons for their previous objection, they were still concerned that this change of use would result in over intensification of the use of the premises, and that the new signage already installed did not respect the conservation area.

Resolved: That GPC objects for the following reasons:

Over-intensification of use of the building within the Conservation Area; signage does not respect the Conservation Area.

20/107 **To review the following Applications:**

1. **P20/S2495/HH – 3 Milldown Road Goring RG8 0BA –** Remove existing timber garden rooms x 2, replace with a single timber garden room. Garden room will be used for personal leisure activities and occasional office to work from home.

Resolved: That GPC has a response:

Not to be used for residential purposes

Signed:

GORING-ON-THAMES PARISH COUNCIL

Appendix F

2. **P20/S2961/HH – Land at Glendale Elmhurst Road Goring RG8 9BN – Erection of a 3-bedroomed detached dwelling**
Resolved: That GPC has no objections
3. **P20/S2910/FUL – The Orchard Manor Road Goring RG8 9DP – Erection of single-storey dwelling and conversion of existing dwelling to provide ancillary residential accommodation**
Resolved (majority, with 1 objection to the application): That GPC has a response to this application:
Existing house must not become a separate dwelling
4. **P20/S2989/FUL – Buildings adjacent 1 Grove Farm Cottages Grove Farm Goring RG8 OLU - Removal of 2 bays of existing agricultural portal frame building and relocation of its access opening. Alterations to existing traditional brick and flint building to (phase A) provide additional rooms to adjoining Cottage at No1 and (phase B) create new independent dwelling. Provision of garden, parking and new access for new dwelling.**
Resolved: That GPC has no objections
5. **P20/S3006/HH – 94 Elvendon Road Goring RG8 ODR - Part single, part double storey rear extension, Part garage conversion. Additional window to ground floor shower room.**
Resolved: That GPC has no objections
6. **P20/S3082/HH – Waterfield Cottage Manor Road Goring RG8 9EN - Demolition of existing single storey open fronted storage element, and erection of one and a half storey side extension and erection of orangery.**
Resolved: That GPC has no objections

20/108 To note the following South Oxfordshire District Council decisions:

1. **P20/S1920/FUL – 11 Valley Close Goring RG8 0AN – Proposed single storey addition to existing rear elevation with removal of pitched roof to existing rear extension.**
(GPC No Objections) **Granted**

20/109 To consider the following Tree Preservation Order:

1. **TPO 20521 – Land north of Sringhull Road Goring RG8 0BY**
Noted with No Objections

20/110 To note Discharge of Conditions (DIS), Modifications of Planning Obligations (MPO) and Certificates of Lawful Development for the following applications:

1. **P20/S3251/DIS – Primrose Cottage Fairfield Road Goring RG8 0EU – Discharge of conditions 4 – tree protection on application ref. P19/S2458.HH Side and rear two storey extension.**

Signed:

GORING-ON-THAMES PARISH COUNCIL

Appendix F

Noted.

20/111 To note and review planning applications and decisions reported by West Berkshire Council

None to note.

20/112 Affordable Housing

To review action from previous meeting: District Councillor Maggie Filipova-Rivers to invite an officer from SODC to meet with GPC to explain the policy.

It was noted that SODC has over £4m unspent in the Affordable Housing Fund, and it is likely communities will be able to apply.

Action carried forward.

20/113 To review Community Infrastructure Levy (CIL) status / payments

Nothing to report.

20/114 To note reports of action by SODC in respect of enforcement notices and consider reporting issues not already being progressed by SODC

Items listed in Appendix 1 were duly noted.

20/115 To consider correspondence received

1. E-mail dated 1 September 2020 concerning planning application P19/S2923/O Manor Road Goring, sent to SODC and copied to Goring Parish Council

Noted.

20/116 Matters for future discussion

None.

20/117 To confirm the date of the next meeting – Tuesday 20th October 2020

The Chairman declared the meeting closed at 20.12 hrs.

Abbreviations (where used):

GPC Goring on Thames Parish Council
OCC Oxfordshire County Council
MFR Maggie Filipova-Rivers

CIL Community Infrastructure Levy
NP Neighbourhood Plan
SODC South Oxfordshire District Council

Signed:

GORING-ON-THAMES PARISH COUNCIL

Appendix F

APPENDIX 1

CURRENT SODC ENFORCEMENT NOTICES

- 1 SE19/463 (28.8.19):** Without planning permission the material change of use of a residential property to a mixed use comprising 1) residential; and 2) parcel delivery hub. Status as at 09.09.20: Site visited 9.12.19. 'Investigation' (no change from previous report).
Note: following the recent sale of the property this activity appears to have ceased.
- 2 SE19/552 (15.10.19):** Breach of condition 13 of planning permission P19/S0538/FUL (tree protection measure). Status as at 09.09.20: Site visited 16.09.20. 'Investigation' (no change from previous report).
- 3 SE19/654 (6.12.19):** Without planning permission, erection of fence over 1 metre adjacent to road. Status as at 09.09.20: 'Investigation' (no change from previous report).
- 4 SE20/6 (6.1.20):** Without planning permission the erection of a building (see the attached plan showing the enforcement site on the island just south of Goring Bridge). Status as at 09.09.20: Letter sent 5.5.20. Site visited 20.5.20. 'Negotiations ongoing'. (No change from previous report).
- 5 SE20/156 (11.5.20):** Without consent the display of flag adverts in an AONB. Status as at 09.09.20: 'Investigation' (no change from previous report).
- 6 SE20/224 (25.6.20):** Without planning permission the installation of an air conditioning unit. Status as at 09.09.20: 'Major Monitoring' (no change from previous report).

Signed:

Title	Report submitted in Response to the Planning White Paper
Authors	Cllr B Urbick
Meeting	Goring Parish Council – 09 th November 2020

The stated desire of the white paper is to improve trust in the planning system, to be more transparent and to promote good design. Goring-on-Thames Parish Council finds these desires both appropriate and desirable, but the specific white paper proposals seem more about streamlining the planning process to benefit the developers, but drastically reducing local participation and eliminating individual rights for when planning proposals are disputed. This substantially distances the planning process from local communities and is likely to reduce engagement, increase apathy and risks creating some serious problems of community cohesiveness and pride-of-place.

We strongly believe that any reforms must put forward a society-benefitting purpose for planning, enhancing the focus on sustainable development, quality of life for the residents and the general health and well-being of all. We share the Town and Country Planning Association (TCPA) view that clarity around the purpose of planning would help restore confidence that decisions would be made in the wider public interest and not dominated by the needs of developers. Additionally, we support the definition of ‘sustainable development’ put forward by the TCPA: a) managing the use, development and protection of land, the built environment and natural resources in a way which enables people and communities to provide for their social, economic and cultural wellbeing while sustaining the potential of future generations to meet their own needs; and b) promoting social justice and reducing inequality.

In the white paper proposals we are particularly concerned about the change in the requirement for affordable homes included only in larger developments. Though we live in a large village with an adopted Neighbourhood Plan, the community (in the Neighbourhood Plan process) overwhelmingly rejected the idea of a large development. Our plan is built of a few sites, with only one allocated site having a development of about 50 homes. For villages and smaller communities, perhaps there could be a different figure – say something like ‘of developments of 8 or more/10 or more there would be a requirement for 50% affordable homes’. Or perhaps even a special payment of say 25% of development value must be paid by the developer and be allocated for the provision of affordable accommodation in that village/town/parish.

We are also very concerned about the removal of S106 agreements and the reduced ability to provide locally-needed, specific infrastructure to support any development. The use of a nationally-led CIL rate is not likely to meet the needs of rural communities such as ours. We are particularly mindful of the local need of affordable homes (as mentioned above), often only delivered by S106 agreements.

We offer responses to some the questions contained in the white paper – many of the questions were leading, as if to try to deliver a specific response to justify the proposals in the white paper.

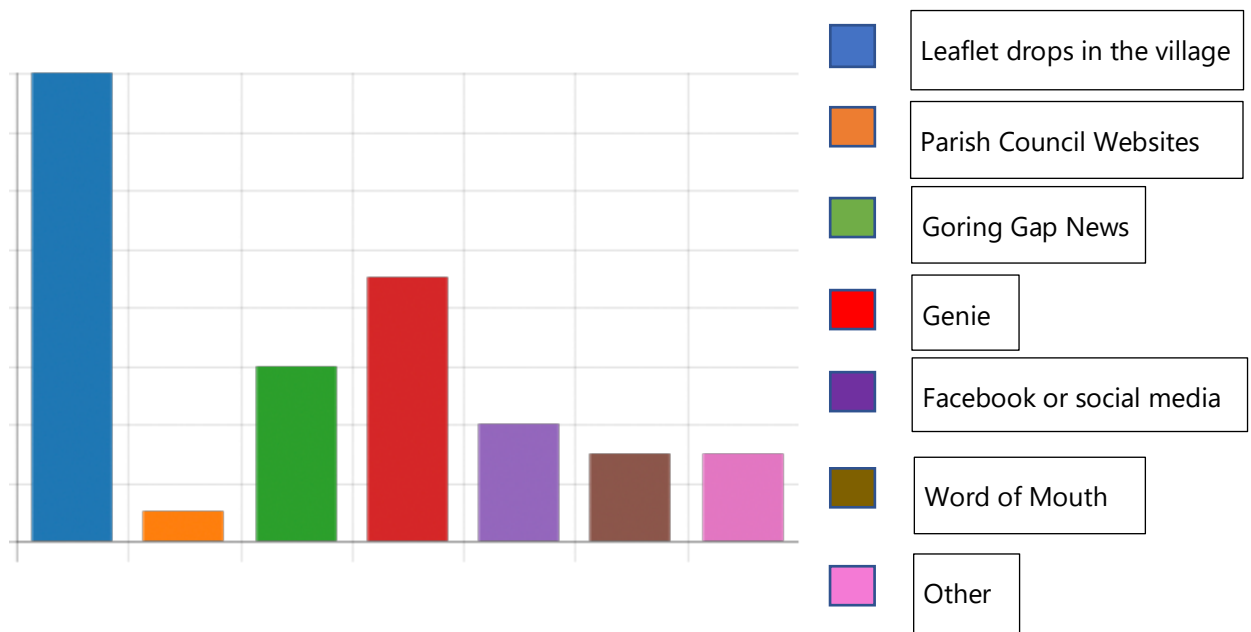
- Question 2 Do you get involved with planning decisions in your local area?
Yes. As a parish Council we are a statutory consultee.
- Question 5. Do you agree that Local Plans should be simplified in line with our proposals?
No. Though important to make local plans more accessible and engaging, the Plan is more than simply allocation of land for development. There seems greatly lacking a sense of localism and local involvement in not only the Local Plan, but in how it is delivered. Though a broad-brushed 'zoning' type approach sounds helpful, it doesn't address the much needed nuance of development proposals.
- Question 9(a). Do you agree that there should be automatic outline permission for areas for substantial development (Growth areas) with faster routes for detailed consent?
No. The devil is in the detail of a good planning proposal and a bad one. A process needs to be robust to ensure that local needs are being met, not simply the needs of the developer.
- Question 9(c). Do you think there is a case for allowing new settlements to be brought forward under the Nationally Significant Infrastructure Projects regime?
No. This will provide focus on speed rather than quality.
- Question 10. Do you agree with our proposals to make decision-making faster and more certain?
No. This is likely to encourage more mistakes and does not allow for proper legal review. We (as a Parish Council) were part of a legal review a few years ago, and it was important that we were able to have a way to raise the concerns we felt were ignored/overlooked by the Planning Authority.
- Question 23. Do you agree that the scope of the reformed Infrastructure Levy should capture changes of use through permitted development rights?
Yes, this will help better support some infrastructure needs.
- Question 24(a). Do you agree that we should aim to secure at least the same amount of affordable housing under the Infrastructure Levy, and as much on-site affordable provision, as at present?
Theoretically, yes, but the detail in this will be important to ensure deliverability of affordable homes and other infrastructure needs.

Thank you for the opportunity to provide a response to this white paper. In conclusion, the Goring-on-Thames Parish Council would suggest that local needs and engagement become more central to the planning process. The current proposals seem to support developer needs over the needs of the local community and this is not acceptable.

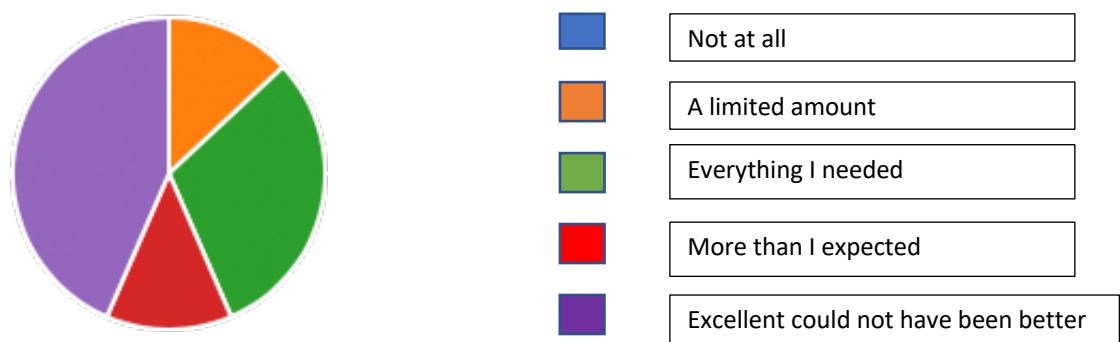
Title	Results and Report from SERG on cross village support during 1 st COVID19 Lockdown.
Authors	Streatley Emergency Response Group (SERG)
Meeting	Goring Parish Council – 09 th November 2020

Results from the survey of residents who used the Helpline / or volunteers during the COVID-19 Lockdown

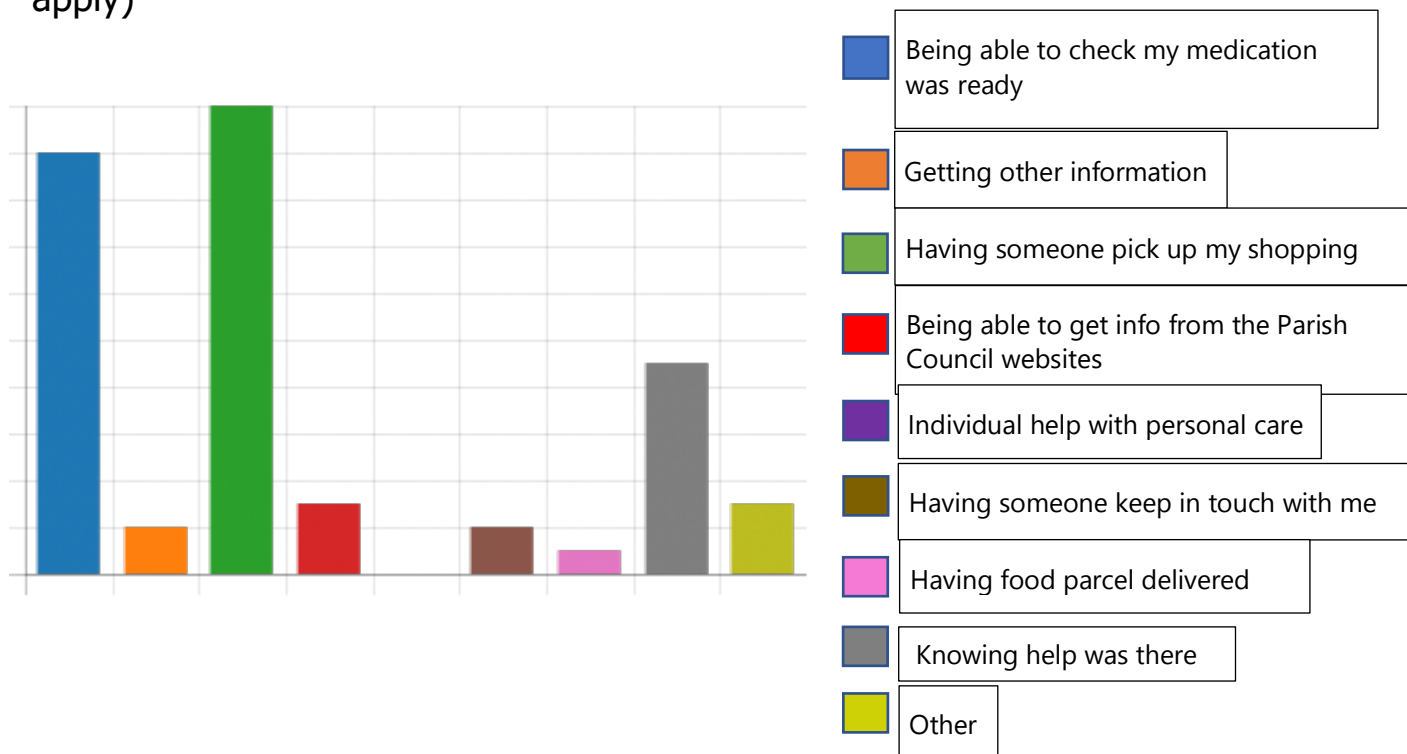
1. How did you find out about the emergency response group / helpline?



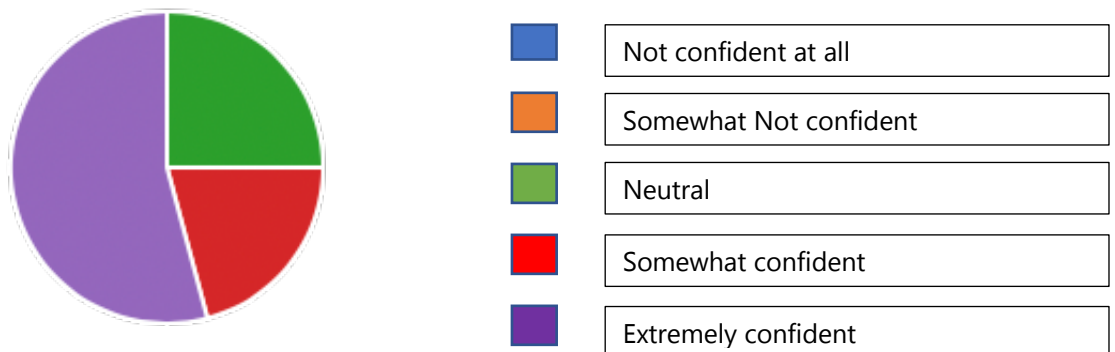
2. To what extent did the local emergency response group / Helpline provide you with what you needed?



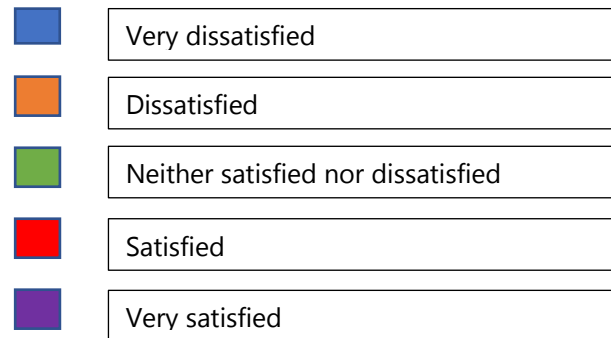
3. What aspects of the service were particularly helpful? (Tick all that apply)



4. How confident were you that the service was confidential?



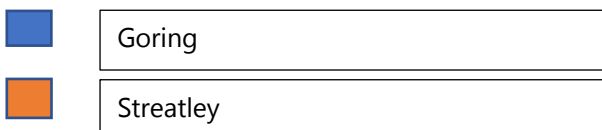
5. Where you satisfied that the helpline / volunteer was non-judgemental?



6. If there was a second wave and the helpline / volunteer service was offered again, would you recommend it to friends and neighbours?



9. Where do you live?



10. Where you in any of the groups of people that the government considered to be vulnerable / extremely vulnerable (e.g. you are offered an annual flu jab) or you received a letter saying you were shielded?



Yes



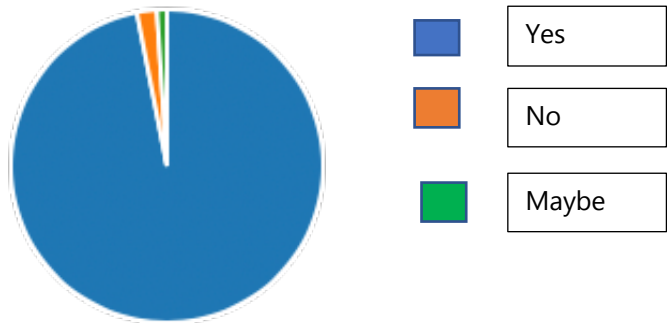
No



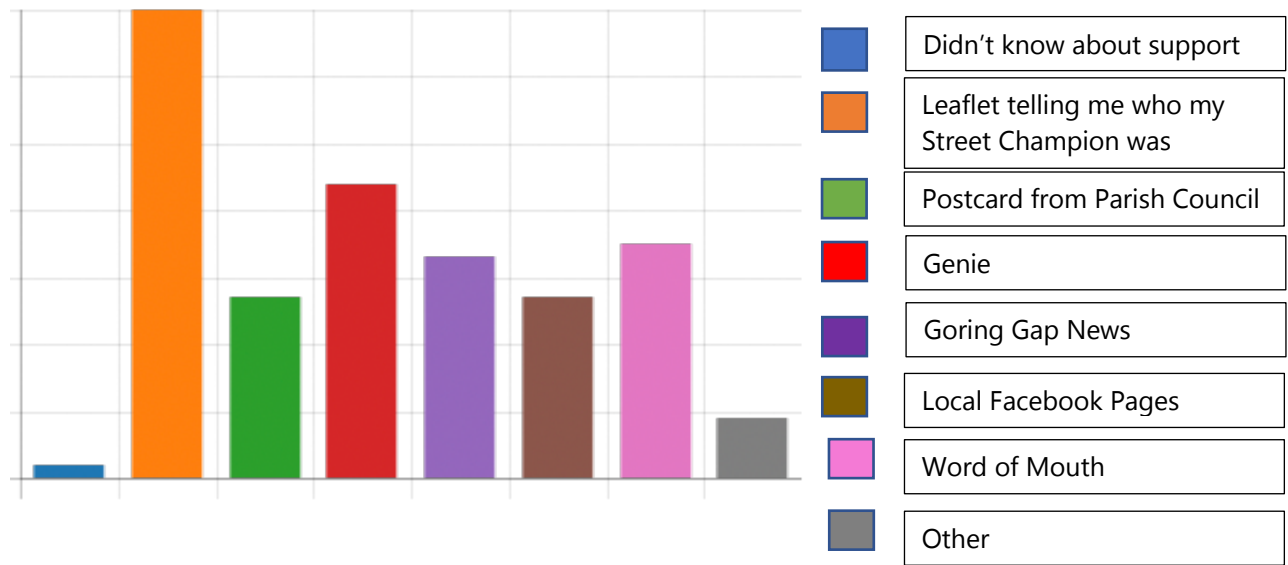
Don't know

Results from the general survey of residents on local COVID-19 Support

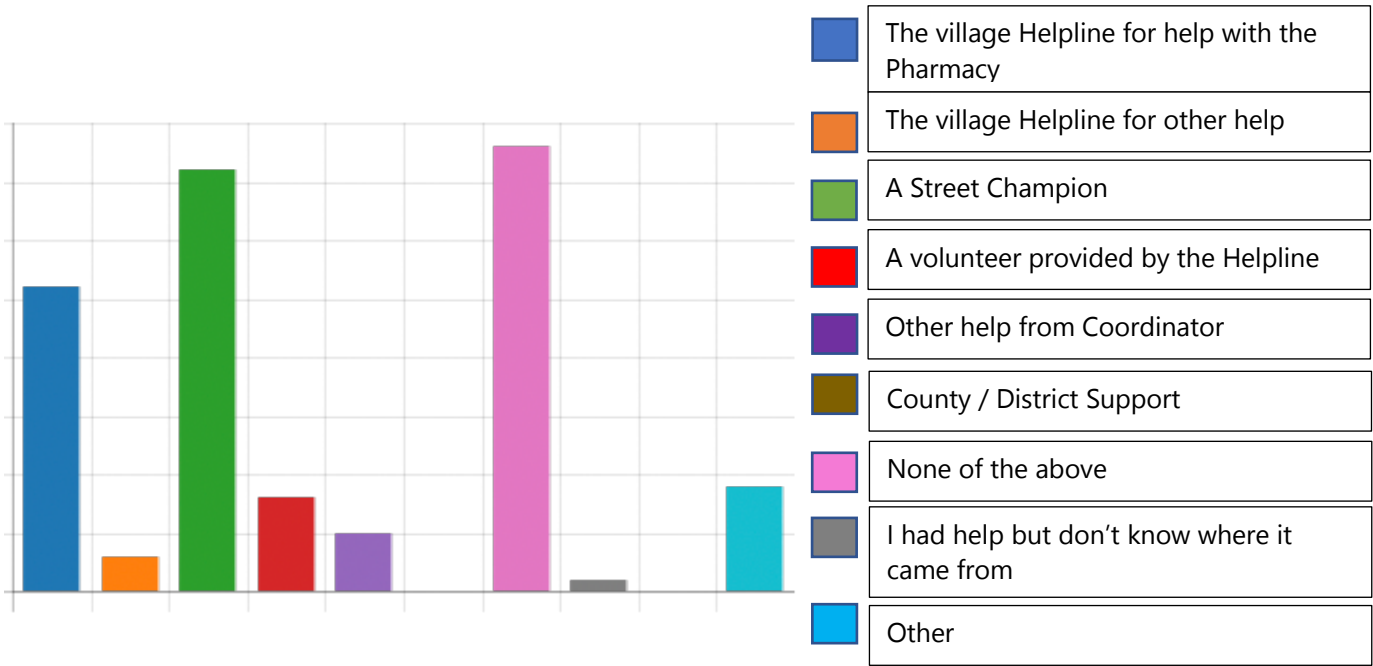
1 Did you know there was support and / or help offered in Goring and Streatley during the COVID-19 lockdown?



2. How did you find out about the local support and / or help offered (tick all that apply)



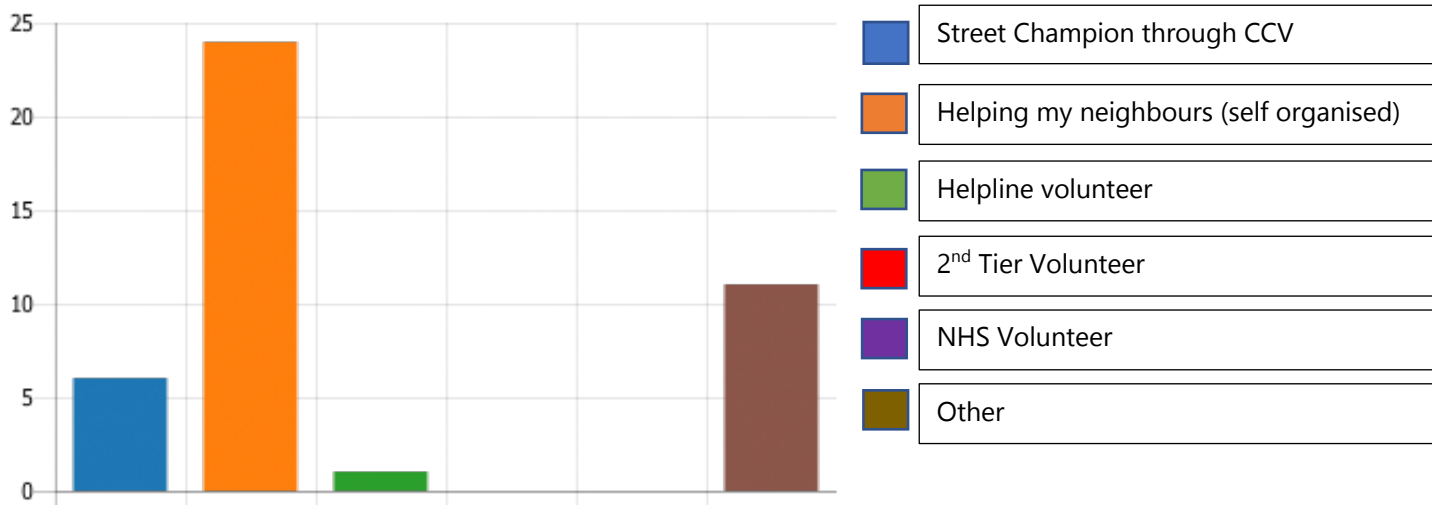
3. Did you use any of the following services? (Tick as many as you used)



4. Did you find it difficult or uncomfortable asking for help from the helpline or a local volunteer for any reason?



5 Did you act as a volunteer (specifically for the COVID-19 Crisis)? Tick any that apply



6. Did you belong to a local WhatsApp group with your neighbours?



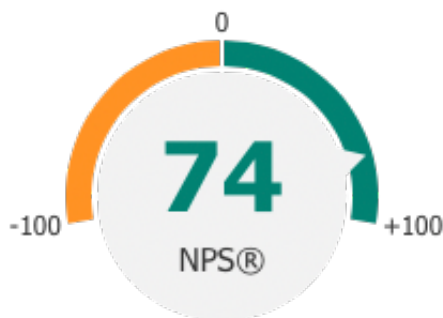
7. Did you ever feel vulnerable, particularly worried or afraid during the crisis?



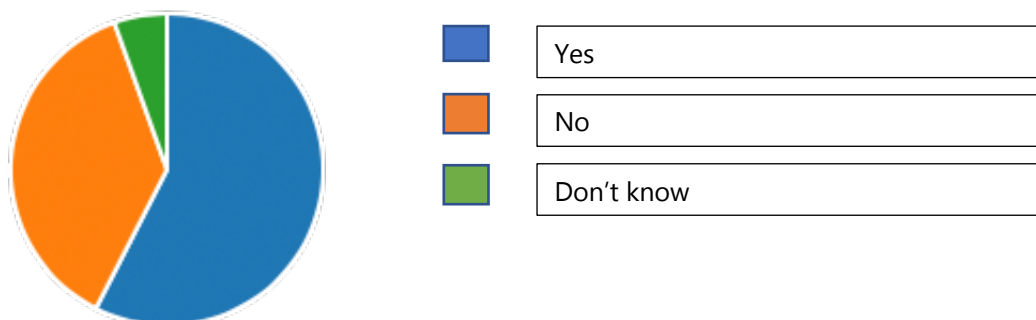
8. If you felt vulnerable, particularly worried or afraid did you get the support you required?



9. How likely are you to recommend these local support services to a friend or neighbour if we have a second lockdown or anything else happens that causes people to need help because of COVID-19?



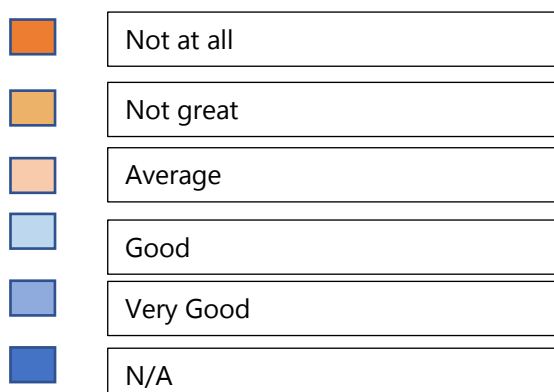
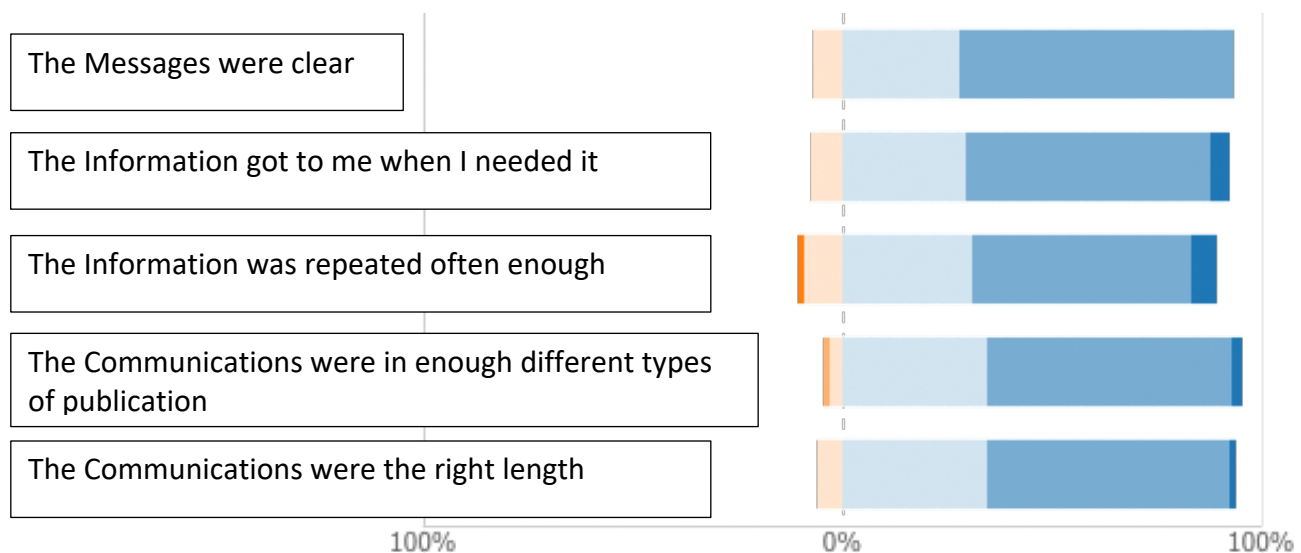
10. Were you in any of the groups of people that the government considered to be vulnerable / extremely vulnerable (e.g. you are offered an annual flu jab) or you received a letter saying you were shielded?



9. Where do you live?



10. Finally we are interested in whether the support and help offered was communicated well enough. Please answer the following questions about how well the message about the services and help available was communicated (whether in Genie / GGN on social media or any other source)



Summary of Resident and Volunteer Surveys to the Emergency Response in Streatley and Goring

March – August 2020

**Produced by Streatley Emergency Response Group
For the Parish and District Councils Only**

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Glossary and Definitions

Abbreviation	Meaning	Definition
2 nd TV	2 nd Tier Volunteer	A person with induction (and possibly further) training and DBS checked to undertake a variety of tasks across both villages at the request of the Coordinator.
CCV	Combat Corona Volunteers (Goring, Streatley and surrounding areas)	A public group on Facebook set up locally to provide help to Street Champions.
ERGs	Emergency Response Groups	For the first lock down this was comprised of SERG in Streatley and GPC in Goring.
GPC	Goring Parish Council	A Parish Council in South Oxfordshire
OCC	Oxfordshire County Council	The County Council
PCs	Parish Councils	Both Goring and Streatley Parish Councils
Q1C	Q1 Care	A business providing care services in residents homes
Q1F	Q1 Foundation	A local charity
SC	Street Champion	A neighbour who volunteers to help other people in their road with things like shopping. Self-organising. No training and no DBS.
SERG	Streatley Emergency Response Group	An unincorporated group put together in Streatley to manage the emergency response. Involves the authority of the Streatley Parish Council
SODC	South Oxfordshire District Council	Unitary Authority
SPC	Streatley Parish Council	A Parish Council in West Berkshire
SCL	Street Champion Lead	A Street Champion who coordinated the street champions in either Goring or Streatley.
VC	Village Champion	A person who volunteers to help other people anywhere in the village with things like their shopping. Given induction training and DBS checked. Coordinated through the helpline.
WBC	West Berkshire District Council	Unitary Authority

Survey Results

Summary information

- **In total there were 766 calls to and from the helpline between the beginning of April and the end of August;**
- **38 2nd Tier Volunteers (2ndTV), and**
- **224 Street Champions (SC) covering 127 zones in the joint villages.**

Residents Surveys

There were a total of 122 responses to residents' surveys (65 from Goring, 31 from Streatley and 1 from South Stoke, 25 no response). Surveys were conducted in Goring and Streatley in August 2020, available to all residents and there were also surveys of volunteers. This was with a view to learning what went well and what could be improved with the assistance provided in the villages of Goring and Streatley during the COVIC-19 lockdown.

Some answers to specific questions raised in the residents' surveys were that:

- Most people found out about the service on offer through a leaflet, although other sources of information were well represented, indicating that a multi-source process was helpful to cover the villages.
- There was some reticence to ask for help (14% had some discomfort) and comments indicated people wanting to be independent or not wanting to bother volunteers. There is some suggestion from this and other results that a future service could be more proactive in approaching those most in need (e.g. the vulnerable groups).
- A lot of help was provided by neighbours – 4 times more than by street champions (although people may not have understood that they were often one and the same thing).
- Shopping and medication / pharmacy assistance were by far the most helpful services.
- However, people just knowing that help was available was also important to around 40% of respondents. This need for a sense of security seems high and indicates the need during this time for a sense of comfort or psychological safety mentioned by many people in their comments about why they felt vulnerable. For future needs this might be given greater attention with consideration to how this sense of wellbeing might be addressed most effectively.
- Nearly half of respondents felt at least some degree of fear or vulnerability during the crisis, which reinforces the concern noted above relating to the need for providing psychological safety / comfort and reassurance.
- The importance of this is emphasised by the indication that nearly half of those respondents who felt a degree of fear or vulnerability did not receive ALL the help they needed. However,
- Responses indicate that the help provided was overwhelmingly positive.

- There was some concern about the identity of volunteers and that a copied slip of paper was insufficient (“unprofessional”). An identity card would be better.
- Help was provided overwhelmingly for people who were identified as ‘vulnerable’. This indicates that in a future wave, help may be targeted more effectively if this group were identified earlier.
- There was one comment that indicates that respondents did not understand the range of possible help that could be provided.

Overall the response was very positive and we can be proud of the service provided. The response rates are such that we need to be careful in interpreting the results statistically. However, in trying to take on board as many lessons as possible it is worth putting some weight on the minor issues raised (as long as it is remembered that the response was overwhelmingly positive, and therefore we could just carry on with what is offered and still do a good job).

Key issues of concern revolve around:

- Provision of information – not cascading down from SCs to residents; being available, but not knowing where to find it; needing it to be given rather than asked for
- Concerns and worries of those who did feel vulnerable (need for comfort and psychological safety)
- Possible issues with ID of SCs.

Volunteers Survey

There were 41 responses to the volunteers’ surveys (53% from Goring and 47% from Streatley). Again, the overall response is very positive and there was a synergy between what services neighbours provided, SCs provided and the helpline / wider ERG offerings.

Responses were almost entirely from street champions and fewer than a third of them used the helpline, even though the vast majority were aware that the support was available, possibly indicating that they felt self-sufficient in the support they gave. Looking at the call logs the overwhelming use of the helpline was by residents. Nearly half of the respondents (SCs) were from Streatley, yet there were many fewer SCs in Streatley than in Goring. This may be because we were able to target a request to them through WhatsApp.

Some specific points raised in the volunteers’ surveys were that:

- 40% of volunteers (Street Champions) did not find the volunteering experience “very satisfying” indicating some issues, although the majority (60%) found it rewarding. However, they overwhelmingly thought it was a good use of their time. One could question therefore if they felt it was a good use of their time but they had unrealistic expectations of how rewarding or difficult they would find it? From the comments, any dissatisfaction appeared to be almost entirely relating to the service they were providing e.g. pharmacy or shopping problems such as limited quantity of items that

could be purchased in one shop at a time (even though shopping for more than one family), and long queues at the pharmacy, before a solution was found.

- Of all the issues commented upon the pharmacy seemed to be clearly the most difficult for volunteers.
- There is some indication that communications with volunteers did not always work as effectively as they would have liked.
- Responses give some indication that it might have been helpful to set up a volunteer system that gave them a deeper sense of group identity.

The negative comments have to be seen as an examination of the outliers – but again with small numbers of responses, this is necessary, if for no other reason than to acknowledge that it may be indicative of a larger problem, or not, and needs further investigation.

Negative issues raised:

- There were some small indications of negativity between SCs not seeing a need for anything else (i.e. coordination and feeling there was a “take-over”) but based on what the residents’ survey said, residents did not know what the difference was from one volunteer to the next.
- There was also some small negativity over volunteers not being used enough; and
- A few SCs thinking residents were unreasonable in their requests.

Analysis

Introduction

Overall the feedback on the provision of services in the village during lockdown has been very positive and we can be proud of the service provided. The response rates are such that we need to be very careful in interpreting the results to suggest any statistical significance. The methodology however is sound. The interpretation and analysis of findings are qualitative and still have high levels of validity. However, in trying to take on board as many lessons as possible it is worth putting some weight on the challenges raised, although these are small in number. This document should be read in the spirit of learning that is intended. The results were overwhelmingly positive. The negative issues represent a very small percentage of those responses that raised issues, and we note them in order that we can improve any service if there is a second lockdown (national or local), and to provide information to the parish and district councils for development of ongoing emergency plans.

From the residents and volunteers surveyed, the key issues to reflect upon revolved around:

- Communication and information
- Concerns and worries of those who felt vulnerable
- The Pharmacy and Surgery
- Possible issues with ID of SCs and potential lack of training.

These issues will be addressed in more detail, taking a broader view than just the survey responses. However, comments from the survey are included to develop depth of understanding. Inputs to understand how and why residents gave these responses are considered by incorporating feedback from members of SERG, PC representatives, helpline operators, the clergy and data gathered from the call logs.

1) Communication and Information

1.1 Who to and how we got the message across

Addressing how we informed people about the services on offer, the general indication was that whilst the street champions leaflet hit the largest number of people (70 out of 98 responses) actually the need for a wide range of methods of communication was essential. Those that got the information got it from multiple sources. However, Q18 gave a small suggestion that the information was not repeated often enough or in sufficient different media. Most people were happy that it was received when needed, was clear and of the right length.

The first set of deliveries were made very early on by SCs, the second set of leaflets were delivered by the football club and the final set (in Streatley only) went out through Street Champions, coordinated through the SCL and coordinator. By the time of the third delivery, learning from minor issues with the past deliveries and / or the smaller size of Streatley being easier to coordinate, ensured that all houses received the leaflet first time. There were concerns from the outset from CCV about asking SCs to do any deliveries over and above the shopping and pharmacy type help they initially signed up for. The feedback from SCs is mixed with some saying they were under-utilised and others being called on for more difficult and persistent enquiries. This matter is addressed in section 1.2

LESSONS:

- Key messages need to be repeated and sent through as many different media as possible. However, most people were informed by leaflet drops.
- Deliveries by street champions hit more houses than deliveries by volunteers who did not know the roads, but the deliveries needed more coordination.

1.2 Between PCs / volunteers and residents

When exploring the comments (Q5 of survey 1), asking residents why they found it difficult asking for help most people who responded indicated that they just don't like asking for help or felt awkward asking someone else to put themselves at risk when they were not prepared to themselves.

"I don't like to trouble people" "it didn't seem right..." "probably stiff upper-lip...", "It's hard to ask a neighbour", "it's embarrassing", "I'm so used to being the one offering help"

Later in the survey where we asked for suggestions for improvements the previous issue was addressed by the resident *“Could a volunteer – very kindly – offer “is there anything I can do for you this week”? Responding to that is not the least embarrassing, but asking is”* However, remembering the overwhelming positive response overall, there was some evidence that the Street Champions were occasionally a little abrupt. It is therefore interesting to compare this with the volunteer feedback. When the volunteers were asked about the main challenge or barrier they experienced as a volunteer (Q9) there were also communication issues, but these comments were very few. Instead their issues were about timing of requests, which does resonate with the comment made by the resident immediately above:

“At first I was randomly getting asked for food, so it could have been just after I had been shopping”

“Scheduling time to get to the shops and chemist some days as I was working full time from home”

This is not meant as criticism of SCs, but it does highlight the key points about time and communication. There were also some helpful suggestions (Q15 of the volunteers survey) such as *“Separating volunteer work doing shopping and chores from the pharmacy volunteer work would be really helpful... the pharmacy required more time input”* and *“I just told them the days I was going [shopping] and where”*

LESSONS:

- Offer training to volunteers who want it, who are doing SC work, about communication / listening skills so they can recognise issues before they arise
- Obtain the data of levels of vulnerability so that more targeted proactive help can be offered to those who need it, so they don't have to ask all the time.
- Street Champions to identify the most vulnerable so they can be given an individual Village Champion who is trained in listening skills and safeguarding.

In the first lesson we observed that the best way of ensuring information was received by residents was by SCs delivering straight to the door. However, this would necessitate an increase in workload which may not be feasible for some, whilst more work would be welcomed by others. In essence, SCs are “very helpful neighbours” and indeed the survey showed that many residents thought their neighbours helped them, not street champions, where they may have been one and the same thing. No one suggested that SCs should be more than this, and certainly never to enter a person's house, provide personal care of the type associated with a care company, or go beyond what they were comfortable doing within the time they had available. Within Streatley there was a WhatsApp group of over 90% of SCs which provided a good level of communication (but being the village 'SC lead' was hard work for the individual person, who also had other family / work duties). Within

Goring there was no single point of contact for all SCs although there was a SC lead and a back up (i.e. 2 people), but again the load on them was large. Within each street in Goring and Streatley there was a minimum of one SC but often three or four. In some streets they worked out a routine that worked for them and a communication system to prevent the doubling up and missing out of houses as happened at the very start. However, this was not universally the case. In some streets there were too many houses for the number of SCs or an area with high demands, or where some SCs got fatigue quickly and it fell to one SC to do the majority of the work, particularly later on in the lockdown. To address this and help with the sharing of information, whilst not forming a hierarchy, there could be a form of information cascading and greater referral to the helpline for VC assistance. For Goring in particular the village could be divided into four / five areas (by population count – making each area about the same size as Streatley). Each of these areas could have a person in charge of cascading information. The ‘job’ of this person would be to cascade information to and from ERGs. This would form a manageable WhatsApp / email or even telephone group through to SCs and then to residents. If the SCs are having problems or need extra assistance they could take it up to the cascading lead who may be able to coordinate between the group, or if not raise it to the helpline / Coordinator. This way some of the pressure is taken off the current Goring SC leads (who could not easily communicate to all SCs), but the SCs at street level get more individual help with coordination and there is more of a collegiate feel for the larger groups, and importantly the most vulnerable people can be quickly identified and the workload shared between SCs or cascaded up to get more help that goes beyond “good neighbours” and is handled by the Co-ordinator / Village Champions.

LESSONS:

- Establish Information Cascade Leads in smaller areas (potentially from the Village Champion pool) who have a communication and coordination role, but could also help out SCs if necessary.
- Ensure that Street Champions and Street Champion Leads are aware that more help is available for higher needs individuals in their road from the helpline / village champions.

1.3 Between Street Champions and the Helpline / Coordination level

The CCV Facebook group was in place and held their first video ‘call to arms’ at the same time that some residents were asking some specific individuals to approach SPC to “do something”. The formation of SERG and the response by GPC happened within days of this. However, there was a feeling from one comment in the volunteers’ survey (which was completed primarily by street champions) that both were not needed: *“the first street volunteer set up worked really well and efficiently – the addition of co-ordination whilst I understand felt a little over officious”*

Whilst conversations between CCV and SERG had started from that first evening of the 'call to arms' and there was agreement that coordination was needed, the fact is that coordination between CCV and SERG / GPC itself was never formally established, focusing more on the coordination of responses to residents instead. Also, the introduction of the coordination function was a surprise to many SCs and appeared to them to happen much later than it really did as it was not communicated well.

In response, potentially SERG and the PCs could have communicated their role better and more widely much earlier. We are told that disagreement between groups of 'helpers' in towns and villages was commonly causing conflict so we possibly did well to keep it all together, even if it was not always easy and there was an occasional stressful moment.

Various documents and info-graphics were produced by SERG about the structure, roles and responsibilities right from the start of the lockdown, however these were not communicated beyond SERG and GPC.

SERG did endeavour to have a marketing presence on the steering group, but this got lost with the speed at which operational and strategic issues needed to be put in place. Part way through, the issue of letting people know what SERG in particular was doing was raised again and some publicity was attempted but this also, through no-one's fault, did not gain traction amongst the media, and prioritising 'doing the job' was at the forefront rather than talking about how it was being done, and who was doing what.

LESSONS:

- A stronger 'marketing' communications approach to any future lockdowns / emergency events is required to ensure that residents and volunteers know who is doing what, when and how, as well as how the whole offering comes together.
- CCV and or SCs could be represented at the village level on the Emergency Response Group to ensure a tighter more coordinated working relationship.

1.4 Types of information residents wanted

Whilst we attempted to provide information as soon as we had it, there were many pieces of information in the resources database and on the CCV Facebook page which were available but did not cascade down to residents, or where they did, it appeared to just come by word of mouth. Initially there was of course not much information and what there was changed often. Therefore, circulating information could mean that people would have had out-of-date and therefore incorrect information. Types of information that would have been helpful are evident from survey comments:

"Tesco, Waitrose etc. I found out bits and bobs of information through friends but it was several weeks before I found out when to find slots... general information about priority for Waitrose card holders etc would have been useful"

"A list of local shops that deliver / will take telephone order and payment... to be collected"

"More official notices on shops and venues"

"More reminders for people to follow the guidelines"

"I didn't know about the foodbank"

"Fuller information on number of cases and deaths in the village"

"It would be helpful to know the level of COVID-19 infections in our community"

"Supply sources were passed around amongst friends"

"the best way to pay for shopping"

Most of this information about shopping and the foodbank was available, but even though it was in Genie, on CCV, available to SCs, available through the helpline etc it was a consistent issue that the residents who answered the survey did not always get it. One issue was that it was hard to get accurate information to start with, and when it became available it changed as shops improved their systems, but with no information people felt unsupported. Calls to the helpline about local resources of this nature were, however, few.

Information on infection rates is dealt with in section 2.3.

LESSONS:

- People need to get the basic information about shops etc direct to them or through a reliable cascade system.
- Consideration could be given to regular updates being sent to the cascade system for distribution (dated) that give "this is what we know this week" about local and district issues; and national issues (e.g. "this guidance has changed please look again", rather than interpreting it).
- A dedicated person writing info messages on behalf of the ERGs and approved by the ERGs would be required from the start. Updates on all resources could be made available and particularly for the vulnerable could then be put in with their shopping each week for example.

2) Residents' Concerns About being Vulnerable

2.1 Comfort and reassurance – practical matters

Nearly half of the survey respondents felt some amount of vulnerability during the lockdown and nearly half of those either did not get the help they required or only partially got it. As a local group we cannot be responsible for this entirely; however, the survey indicated that "just knowing we were there" helped people. But we have seen from the section on information and communication that we could have done even more to show that we were there to help, and what resources were on offer. When exploring why people

felt vulnerable, there were practical concerns such as: *“I was worried about the availability of supermarket food deliveries...”*; and suggestions that *“supply sources were passed around amongst friends”*. These sorts of worries may have been helped by providing earlier and more complete information about local resources, or even such assurances as *“what we do not yet know but are working on getting an answer for”*. Lessons from this have been addressed in section 1.1 – 1.4.

One suggestion that came from the residents’ survey was *“Perhaps have promoted more of an on-line communication network for oldies who are isolating. Not a help network, more of a chat / ‘how goes it’ network”*. In fact we did have some level 2nd Tier Volunteers (2ndTVs) called phone buddies who kept in contact with individuals for a regular chat if they had been identified as needing this assistance. However, whilst listed as a service on offer, it was not used greatly. This may have been because it was only once someone came to our attention as possibly able to benefit from this would it be offered (i.e. residents did not directly ask for this help although were really pleased when it was offered). It was, however, listed on websites as one of the services offered. There were also IT buddies who could help people get on line (e.g. for using zoom) but they were not called upon at all. There is potential for the suggestion given in the survey to be put into practice for those isolating, but not necessarily feeling ‘in need’ to use and this could be facilitated by phone buddies with the help of the IT buddies. Again the message about the availability of the service needs to get through.

As with many comments in the surveys this example also shows that no matter how much we try to cover all needs, there are always good ideas for adaptations that come from people using the services.

LESSONS:

- Create a new offering based around the phone buddies and the IT buddies helping to facilitate ‘chat groups’ to supplement the services already provided by these volunteers
- In the regular communiques to residents remember to always ask for suggestions for other services to be fed back.

2.2 Comfort and Reassurance – Health and Social Care

The biggest fear from survey participants was of catching the virus and individuals’ medical vulnerabilities. This issue created by far the largest number of written responses of any question in any of the surveys, which gives a broad indication of the level of psychological impact the virus has had. On the one hand the concern people had reinforced the need to “stay at home”. This was a national government message and was reinforced locally. However, there are some responses that give clues to where we could help reduce the anxiety, whilst still supporting the national message. For example: *“I am 87 and my wife is 88 and has health and mobility problems and though we have local friends they are of a similar age. Yes we have 3 sons but one lives in the Philippines, one in Hong Kong and one the nearest in the Lake District so we needed assistance and we certainly did get it”* This was by no means an isolated theme and is backed up by the data on who we had to give

extra support to and why. In general, the situation given in the previous quotation is not unusual. The elderly have friends, but they tend to be of a similar age so through a pandemic were also having to isolate. There are a significant proportion of people whose close family are not close enough geographically to be of assistance physically. The vast majority of these people have been admirably helped by SCs with shopping and medication pick ups. However, there are others who have greater needs that go beyond the level of SCs but were not on the radar of social services or requiring care prior to the lockdown. Despite this, at their time of life challenges happen (medical, dental, accidental) that suddenly require help but which is less than a need for full emergency services. Or their situation worsens and they do need care or social services part way through the lockdown. Whilst these services were available, the level of service was different to normal, and accessing them is not easy unless you know how to. Many of the elderly have sight or hearing problems or are not IT literate and the systems are not set up to make it easy for them as many services went on-line. On many occasions this entailed being able to go in and sit with the person concerned, discussing options and helping to fill in forms. PPE had to be obtained first, and initially the answer from the district councils was that it was not available for community groups. It was purchased, but a second request (made more strongly) was agreed to by WBC for PPE. From a risk management point of view a Parish Council would struggle to ask a volunteer to place themselves in this situation. We were fortunate that a Community First Responder who was already volunteering for the ambulance service and therefore visiting people in their homes in medical crises was fully trained, had a broad range of skills and was willing to take on this extra volunteer role.

There were other instances where social services and the NHS were involved but because of the Health and Safety of their staff, or it being outside their normal remit, would not do certain jobs. They therefore required family (or in the absence of family, volunteers) to do them (e.g. move beds downstairs because NHS beds were not being delivered unless it was a medical requirement more than lack of mobility; pest control, finding emergency food and funds, safeguarding issues etc.). It is difficult to get these people to self-identify before an accident happens or their care needs escalate. Generally identifying these people in 'normal' times may well have happened by GPs being involved, but physical visits to patients were restricted. We tended to hear about these people when, for example, a SC said they were out of their depth, or the composition of the coordinator having that role and a role as a first responder, or sometimes because of a phone call from the authorities to the helpline asking for our assistance with a person. On occasions a SC would struggle on until it overwhelmed them and they had to ask for help. Also some of the elderly would not admit that they needed help. In Streatley we did try to get people to self-identify as vulnerable by a leaflet drop, but this was largely unsuccessful (judging by the number of responses received). There is no doubt that (assuming the GDPR restrictions were not in place) it would have been very helpful to have data on where people had extra social levels of vulnerability so that a more proactive approach could have been taken to assist them. However, with GDPR not allowing us to have access to information such as who is shielding, and village level available data not being granular enough to identify other vulnerable groups we were reliant on self-reporting to us or local general knowledge from neighbours. Potentially if our role had been clearer to residents sooner and the help on offer more known about, there would have been greater willingness to let us

know in advance and / or ring the helpline when something was too much for a resident or SC. As time passed, we were called on more often, but many times it would have been of benefit to the resident if we had been aware of their situation much earlier. This reinforces the need for information being available to residents, but now highlights the requirement for emergency response groups to have access to available data currently covered by GDPR. The needs of the vulnerable became more involved as time went on.

2.3 Comfort and Reassurance – Spread of the Virus

From the start there were people wanting to know who had the virus and how many deaths there were. A decision was taken by CCV, SERG and GPC that who had the virus could potentially be unhelpful information to share, especially in a small village. The information was also not readily available except in relation to deaths in the village caused by the virus. In the surveys this was still a theme that made people feel uncomfortable. Towards the end of the lockdown the figures became available on the government websites in a manner that was slightly more granular (e.g. Streatley being linked to Pangbourne) and potentially on-line links to this information could have been shared with residents in a consolidated info-bulletin. However, as with most of the information available it came from a wide range of sources and it would have had to have been sent by a wide range of media to get it across the village. The District / County Councils are the most obvious source of information for the parish level and they were sending out some information (e.g. regular bulletins from WBC) but it was not *all* getting to *all* the residents.

2.4 Communicating Comfort and Reassurance

WBC have also felt they had problems with getting messages through to residents and had worked separately to the parishes, sometimes causing messaging to be confusing and even potentially contradictory. Certainly the term 'Hub' became everyone's go-to term and this caused confusion about whether things were available locally or at a district / council level. WBC have asked for input to improve communications in the future. Suggestions already made to them include letting us know what they want to communicate before it goes out so there can be coordination and sharing the information in a format that allows us to use it but amend it to fit the local level or add local information. That way it looks more consistent and joined up. It could potentially provide the extra information on number of cases and reassurance that systematic changes are happening as well.

Interestingly some of those who have been supported during lock down are still requiring support because they are still not venturing out, either because they are fearful or because they are unable to. There is still a level of dependency on the volunteers but many are no longer available. There is also a desire by volunteers 'not to let people down' until the pandemic is over. The pandemic has highlighted problems with the social care system that were there before the pandemic, but because voluntary assistance has been given it is exceptionally hard to 'drop' them back to a situation where they are not going to receive the same level of care, due to the operation of the care system.

LESSONS:

- A system of data sharing in case of emergency needs to be thought about within the GDPR legislation. From a local perspective the lesson is that there needs to be lobbying upwards to enable this to happen.
- If sending out communications to residents, consideration should be given to people's emotional welfare as well as the need for practical information. Information about the local response and positive messages could have been shared about the general prevalence (or lack of it) in WBC and OCC / SODC may have provided some reassurance. If coupled with the government messages of 'stay at home' a balance could have been attempted to provide some reassurance whilst not encouraging people to come out of lock down
- Greater sharing of information and communications is required from the Councils (District / County) to the ERGs to give this level of information and messaging.
- Consideration needs to be given to how and who can help those people in the community who need more support than is available through Street Champions, but cannot be filled by care agencies and or social services.
- Consideration needs to be given to who takes over the role once the immediate lockdown / emergency is over and we are in "pause" mode.
- There is a possible role in the long term for a charitable organisation to fill the 'holes' in the social services, until they are (hopefully) fixed at a national level.

2.5 Going out and the future

One of the other key areas of concern for people who felt vulnerable was going out. They were worried that other people might not be following social distancing measures or finding too many people have gone for a walk in the same spot as them, e.g.

"Concern about going to shops / busy places, especially when people not following guidelines. Couldn't go for walk by the river in South Stoke as too many people there (37 vehicles from the slipway to the church in one day!)"

"the blasé attitude of some people who still seem to think it's a conspiracy, or that it won't affect them, is very worrying"

"Concerned with the crowds in the village"

“uncertainty about the future”

“The whole pandemic has been overwhelming and desperately sad... I still feel we are heading for a huge fallout and it’s going to land mostly on the younger generations”

“I was, and still am worried about the long term impact of it on – my immediate family – my teenage son – my elderly mother in a care home who I didn’t see for 5 months – short term and long term job security – how we are going to pay for things if my husband is made redundant and my freelance work doesn’t pick up – if the support is going to be there for when the cracks begin to show for the many people who have been holding it together for everyone else, and worrying for the people who worked through the crisis on the front-line, saving lives.”

Whilst we as an emergency response group cannot take on the mental health of the entire village there are some thoughts in the survey responses which show some small things which may help to improve the psychosocial safety of some:

“the help I received was from friends, just talking and laughing”

“I found Patricia Williams’ newsletter very useful and informative”

“I really look forward to the daily limerick”

There was also a very kind offer after the lockdown had finished for people who had been shielding to visit a person’s private garden and sit quietly (not with the house owner but by arrangement with them) so they could have a safe change of space.

There were many kind acts such as this, including the musicians playing at care homes and cakes for key workers, as well as people making regular donations to the foodbank. Many of these were spontaneous and did not need ‘organising’ as such but there could be more thought and encouragement given to them after the immediate needs are addressed. These good news stories could also have been shared more.

LESSONS:

- Try to reinforce good news, and some upbeat input into the communiques such as the limericks, and other ‘good’ local news – brief and light whilst not trivialising the situation.
- Investigate if there are other public or private spaces that people would share with the more vulnerable as a ‘half-way house’ to going out again.

One area that crosses all of the issues of feeling vulnerable and communication / information is the pharmacy and to a lesser extent the surgery. From the survey results it is clear that people will remember the queues at the pharmacy for some time, both by residents who worried about the inconvenience of asking SCs to queue, and the SCs who found this their most trying issue in many cases.

Resident: *"When asking Champion to pick up prescriptions I worried that they were putting themselves at risk, especially as mistakes were made at the pharmacy and they had often to return more than once for missed parts of the same prescription"*

Volunteer: *"Being sent to the pharmacy after the helpline told neighbour prescription was ready only to find when getting there, the routine prescription was ready but not the urgent drugs"*

Following the initial queues at the pharmacy a system was put in place whereby SERG could send a list of requests at 5pm each day and be told which would be ready for collection the next day. This got around the problem of the pharmacy not having the time or resources to answer their phone, and prevented some unnecessary queuing when medications were not ready. The complexities of how the system worked are detailed elsewhere. However, it did rely on the Coordinator who had an NHS email address which Lloyds pharmacy were prepared to communicate with (other email addresses were not considered secure enough for patient names to be used). Overall the process of gaining information about which prescriptions would be ready the next day was a huge success in that the queues were vastly reduced and completely removed for much of the time. It was still a cause of consternation when the information from the pharmacy was not full enough and it led to a SC having to make a return trip. In many cases the Streatley Coordinator or the helpline volunteers or a village champion would jump in and 'fix' the problem rather than calling on the SC to go again.

As mentioned earlier, there was a suggestion in the survey that shopping and pharmacy pick-ups should be separated as jobs for different people rather than being done by the same Street Champion. Early on it had been suggested that a dedicated pharmacy pick up person/ people be used, but the pharmacy would not allow this due to the legislation about who can pick up a person's medication on their behalf. Over time the pharmacy became more lenient with this and village champions (with the correct personal details) were allowed to pick up medication for multiple people. In many cases this was either the coordinator or one of the other NHS First Responders (in uniform) which provided the pharmacy with a level of confidence. There were also problems with the supply chain of certain medication but coordination between the coordinator, the pharmacy and the GP surgery meant that these issues could mostly be dealt with in a timely manner.

There were several cases where vulnerable people came to the attention of the coordinator and the help required conversations with the GP. In all of these instances the consent of the patient was given to the GP and the necessary liaison for the patient benefit was

achieved. The receptionists got to know and understand this role for the coordinator as did the GPs and the practice manager. SERG / GPC could have initiated communication / cooperation with the surgery earlier as it would have been useful to be kept in the loop, more about communications the surgery was putting out such as face coverings for surgery visits, so that again the resident got a far more joined up set of communications. For example, post lockdown we approached the surgery about flu jabs prior to any communications going out and that allowed a more coordinated set of information being made available to residents and volunteers helping the surgery to conduct the flu clinics.

LESSONS:

- More communication about the issues with the pharmacy and good news messages could be circulated as it became a perpetuating story of the long queues rather than a good news story when fixed.
- Potentially better communication between the pharmacy, the surgery and the ERG about generic issues (e.g. if a drug is out of supply) so that either the GPs prescribe something different if possible or the ERG arrange the prescription be taken to a pharmacy that does have a supply.
- More involvement of the surgery / pharmacy in communications in general would be helpful and preferably at a more strategic level.

4) Street Champion ID and Training

Although not a major issue the question of ID was mentioned a few times.

“it would have been better if she had a formal ID and info rather than a photocopied slip”
“ID when first introducing herself. We’d heard vaguely about street champions but the photocopied slip wasn’t professional and we didn’t know her at all.”

Street Champions were ‘self-organised’ through CCV and one of their crowning glories was the speed at which they appeared. They ‘borrowed’ the postcard idea from another village and adapted it for local use. Regarding communications in the residents’ survey (Q13) one of the suggestions for improvements was that some training be given to street champions on how to communicate. We had given training to 2nd TVs and offered it to Street Champions (although it was only taken up by one or two) and this included listening skills which is a key part of communication.

From a very early stage of the formation of CCV there were information documents available to street champions covering issues of safeguarding and also a letter to give to residents about what was reasonable to expect from your street champion. These letters tended to be used only if a problem arose.

ID cards with QR codes and a serial number which could be checked on line or by phone were developed for all 2nd tier volunteers (following the template used in South Stoke). It was thought to start with that there may be a requirement for people to show ID to police. When this did not happen the ID cards were not really used. However, an easy but relatively secure system was developed and is detailed elsewhere if it needs to be reinstated.

LESSONS:

- Deliver an 'expectations' communique to both residents and SCs at the start of initiating help. Some basic etiquette can be stipulated but primarily suggesting what will work for individual SCs (rather than one rule fits all). E.g. what days the SC goes shopping, when unavailable, leaving answerphone messages, calling the helpline as an alternative.
- Scale up the delivery of the induction training to give it to larger groups of SCs via zoom if wanted.
- Potentially develop ID cards for all volunteers who have undertaken this training or all volunteers regardless.

Conclusion

The emergency response put together by all parties within the two villages worked exceptionally well. Despite being across two counties and two parishes, the villages of Goring and Streatley are very reliant on each other (possibly Streatley more reliant on Goring for services) but the residents are very much one neighbourhood culturally.

If a further lockdown were to occur now, just reinstating the existing services would provide great value to residents of both villages. However, from the surveys we have seen that there are even further things we could do to improve the offering. More importantly, for Parish and District Councils there are some valuable lessons that could be taken from this for future Emergency Planning. Some suggestions for ways forward will be presented in a separate report to the Parish Councils which they may wish to consider.

Report into the Emergency Response in Streatley and Goring – Planning for the Future

March – August 2020

Produced by Streatley Emergency Response Group

CONFIDENTIAL REPORT to Parish and District Councils

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Glossary and Definitions

Abbreviation	Meaning	Definition
2 nd TV	2 nd Tier Volunteer	A person with induction (and possibly further) training and DBS checked to undertake a variety of tasks across both villages at the request of the Coordinator.
CCV	Combat Corona Volunteers (Goring, Streatley and surrounding areas)	A public group on Facebook set up locally to provide help to Street Champions.
ERGs	Emergency Response Groups	For the first lockdown this was comprised of SERG in Streatley and GPC in Goring.
GPC	Goring Parish Council	Parish Council in South Oxfordshire
OCC	Oxfordshire County Council	County Council
PCs	Parish Councils	Both Goring and Streatley Parish Councils
Q1C	Q1 Care	A business providing care services in residents' homes
Q1F	Q1 Foundation	A local charity
SC	Street Champion	A neighbour who volunteers to help other people in their road with things like shopping. Self-organising. No training and no DBS.
SERG	Streatley Emergency Response Group	A group put together in Streatley to manage the emergency response. Involves the authority of the Streatley Parish Council
SODC	South Oxfordshire District Council	Unitary Authority
SPC	Streatley Parish Council	Parish Council in West Berkshire
SCL	Street Champion Lead	A Street Champion who coordinated the street champions in either Goring or Streatley.
VC	Village Champion	A person who volunteers to help other people anywhere in the village with things like their shopping. Given induction training and DBS checked. Coordinated through the helpline.
WBC	West Berkshire District Council	Unitary Authority

Planning for the Future

1. Introduction

The primary inputs for this report are the issues and lessons from the summary of surveys report, and thoughts from the Streatley Coordinator taking into account the feedback received from a variety of people involved in the organisation of the emergency response. Again, it should be emphasised that the overwhelming response in both villages has been hugely positive and we *“should be proud of what was achieved.”* It is also worth remembering that the emergency response group was put together in a period of ‘lockdown’. This meant that there were suddenly people available, who otherwise may have been working, to undertake some of these roles. Further, with the government furlough scheme some of these people (not all) still received at least a partial income so this may have assisted them in being available to volunteer, rather than worrying where money was going to be coming from. Thirdly, the lockdown meant that all of the organisational aspects (if not all of the services) were performed digitally. In other words, many of the face to face benefits of meeting were not available so new ways of behaving had to be adapted to quickly. Whilst not necessarily repeated below, these issues have impacted across the board on the matters raised in this report.

The report starts by reviewing the formation and operation aspects of the emergency response group in Goring and Streatley and then moves on to make some recommendations for consideration by the Parish Councils for the future. The recommendations are by no means set in stone and are designed as suggestions for the development of future responses if and when needed.

2. The Parish Councils

From early on in the pandemic GPC were working on their plans for the emergency with a view that they would primarily follow the processes being carried out by their Clerk who had already implemented a service in South Stoke. A group of volunteers had been gathered in South Stoke, who were DBS checked and given an ID card. The volunteers were being coordinated by the Clerk village-wide rather than self-organising based on roads as was

being done by CCV in Goring and Streatley. To cope with the extra size of Goring an extra person was needed to handle the enquiries to the Parish Council for assistance with shopping etc. Hence a Goring Coordinator was advertised for and employed quite early on. It appeared that this position of Coordinator was intended by GPC to be quite functional – taking calls from residents asking for their shopping to be done etc and allocating a volunteer. In addition, the Coordinator would take calls from the County and District and likewise allocate volunteers to help residents. The approach of GPC was to be available to assist residents with impacts which were directly as an outcome of COVID-19.

In Streatley the approach of the PC was a little different. Some residents approached the Parish Council to put together a community run emergency response in the village. Following acceptance of the idea it was administratively correct that SPC ‘invited’ the coordination of the emergency response on behalf of SPC by SERG. This meant that SERG could work with some administrative authority. There were representatives of the Parish Council on the steering group of SERG and they had delegated authority from SPC which sped up the administrative processes. The mindset of SPC was to do whatever was necessary for the villagers, which also allowed the operational part of SERG a high degree of flexibility. The advantages were that whilst an operational emergency response for residents could be started straight away, the Clerk could and did cover essential items such as compliance with GDPR and risk management so that volunteers were covered by insurance whilst SERG could immediately start developing the response without being tied to the legislative requirements of operating either as a Parish Council committee or sub-committee (meeting in public, publishing agendas etc.). The approach of SERG was to be available to help residents with impacts of COVID-19 and / or the impacts of being required to lockdown or problems exacerbated by either of these.

The very slightly different approaches meant that there were different emphases on where the line was drawn on the extent of help offered. This was more so at the beginning of the lockdown. The impact was that where for example in Goring a matter may be referred to Social Services and left at that point, in Streatley the resident would be supported until the Social Services help became available. The reality was that these two ends of the spectrum coalesced over time as the lack of immediate assistance through social services meant that the residents usually came back to our awareness as their situation fell into crisis. These

residents were then actively managed through the village services available until social services could step in.

3. A 'Villages' Coordination

Communication with GPC started between the SERG Coordinator and the GPC Clerk and a Councillor for South Stoke and Goring who was taking the lead for GPC. Conversations were also held with a South Oxfordshire District Councillor. There was general agreement that a central coordination would be helpful and that a leaflet giving information about the different levels of assistance from parish and County should be delivered as soon as possible. Whilst SERG was already talking about a central phone line for assistance across the villages the SODC Councillor was also keen for there to be a central hub in the village (Q1F). Conversations between the parties and the CCV convenor were also discussing the same need for some coordination through a central hub. From the time of the delivery of the first leaflet (with one exception) communications were then moved to the Clerk of GPC and the SERG Coordinator, with the GPC and SODC Councillors communicating through the GPC Clerk. Considering the speed of the initial set up and the lack of previous joint working of the parish Councils on village issues the discussions were robust on each side, but polite and very respectful and both village representatives intended to get positive outcomes for the residents.

From this point on the Clerk was the person who liaised with GPC and the SERG Coordinator. The GPC Coordinator was 'pulled' into all sorts of meetings that the SERG Coordinator and Helpline lead called, calling on her allocation of hours. The position of Coordinator in Goring was ended close to the end of lockdown.

SERG was composed of the Chairman and Vice Chairman of SPC (with delegated authority), the Coordinator and a deputy, the District Councillor, the Chair of Q1F and a voluntary group expert who became a pro-bono consultant for Q1F (and hence the helpline lead), plus an expert in social media marketing specialising in medical matters and attended by the Clerk of Streatley Parish Council to ensure statutory requirements of the PC were adhered to.

SERG chose to request a 'village-wide' approach rather than separate village approaches, despite the differences in administrative structure at the District and County level. Despite early concerns about District money being used across the border, with the agreement of a proportional split in expenses a village-wide approach was taken to pay for joint expenses by both PCs. However, whilst all the services offered through these joint village initiatives hopefully appeared seamless to the residents, there were necessarily nuanced differences in the operationality of some of them.

Streatley is reliant on Goring for key services related to a pandemic such as GP surgery and pharmacy, as well as being able to access local food shops; therefore for Streatley it is a strong positive in an emergency situation that they can have input into what is happening in Goring. Hence for Streatley it is of huge benefit to have a joint 'Village Emergency Response'. For Goring the imperative may not be as urgent. However, from the residents' point of view it is an amalgamated village and if the service offerings had been different across the river, there could have been fall out from this for the Parish Councils and more general confusion. There were several occasions where help for Goring residents was provided by Streatley volunteers and vice versa, but from the residents' perspective it was just 'help from a volunteer'.

The primary joint initiative was the helpline which was one phone number, available to residents in both villages to call in case of need. It was staffed by volunteers from both villages. SPC created the databases (GDPR compliant) such that any data would be held for the pandemic – with the intent of deletion when it is over.

The administrative work of both Clerks and legislative standing of the PCs coupled with the voluntary nature of SERG as an unincorporated body gave a strong but "tight-loose" structure.

LESSONS:

- The involvement of the Parish Clerks to ensure that the administrative and legislative arrangements as well as risk assessments and Parish Council delegations are in place gives the administrative freedom to the emergency response group to develop answers to the village needs in a timely and relatively unbureaucratic manner.
- The involvement of Parish Councillors with delegated authority to utilise parish resources for the emergency response as members of the Emergency Response Group speeds up the delivery of a response.

4. Working across borders to provide a single 'village' response

4.1 Working with District and County Councils

SERG included the District Councillor as a member. However, in Goring there was also input into the emergency response from the District and County Councils as people in these positions are also members of the GPC. The input given by them was invaluable as it gave some insight into what was happening at that level. However, from a coordination view, in SERG we always knew what was happening at a WBC level but only found out the equivalent for Goring a little later. It would have been useful to have the information communicated direct from both Counties / Districts as it became available as sometimes they happened at different times and in different ways (for example access to funding opportunities, signage and communications).

LESSONS:

- The responses to the surveys were overwhelmingly positive despite the navel gazing of this report to try to improve them. However, in the longer term, emergency plans generally and pandemic plans specifically are going to be needed in both villages and the residents overwhelmingly came out to support each other across the river, not interested in which side they lived. Therefore, the PCs should consider the development of a joint emergency response plan if possible. If not, then individual ones will be needed for each village but some level of consistency should be aimed for.
- In the case of a second lockdown and / or for the longer term, sharing of County / District information between SERG and GPC would be helpful to ensure communications are clear for residents and to help with coordinated approaches to service delivery

4.2 Working cross boarder – at a local level

CCV is a cross boarder initiative and without any administrative authority, and they also did not have the administrative burden associated with arbitrary boundary lines on a map. The village was just that – cross border. It does confirm that despite different football teams, schools and many other named entities, we are a community who consider ourselves as the village of Goring and Streatley in certain respects.

The lack of administrative burden for CCV was the key fact that made the formation of the Street Champions faster than the formation of SERG and the GPC response. The PCs attempted to resolve the administrative issues, e.g. of the river boundary, and therefore took an extra few days to form cohesively. It is quite common for volunteers and voluntary organisations to be wary of ‘the authorities’ and not keen to work with them and we were cognisant of that from the start. Again, if communicated well, this is an advantage of the SERG format, compared to delivery of the emergency response being seen as a wholly PC initiative only.

Part way through the process a communications group was formed, primarily to help with editorial control over messaging, consistency of messaging and identifying key messages rather than flooding people with too many messages. This group was actually the only publicly visible cross border group for the emergency response that existed in the village in the first lockdown. Behind the scenes there were actually several cross-border groups working (e.g. the helpline volunteers group, the Coordinators meetings, the Q1F meetings, and bereavement group meetings). The communications group was basically operational and for a specific function but was very useful in that it brought a wide range of local interests together. This was positive in that it was a quasi-consultation group.

When the higher level planning meetings took place they were based on Streatley and Goring separately and there was no coherent group involving the majority of public services across the two villages. *“Ultimately this did not impact the delivery of the emergency response because of the low intensity of the local outbreak, but this may be different in the future”.*

One of the disadvantages of trying to include a broad a range of stakeholders in the higher level planning when an emergency has already hit is that you could end up with a steering group which is too large to make things happen sufficiently efficiently and effectively. However, for longer term planning of an emergency response (for a pandemic plan) it could include as a minimum, assuming their willingness: the GP surgery, the pharmacy, schools (Goring and Streatley), the care homes (Goring and Streatley), supported accommodation facilities (private and social services), and the Community First Responders. Other voluntary groups would need to be included in the broader consultation processes (for example only) the macular society and the lunch club, as representatives of groups already serving populations who may be affected; Morrell Room and GVH committees as representatives of places which could be used if venues are needed (e.g. for walk in test and trace) etc. A suggested starting point of the broader stakeholder groups is appended.

5. Working with District / County Support Services

Whilst this report has discussed the involvement of our local District / County Councillors, there was a broader remit across these bodies that interacted with the provision of local

services. Broadly these fell into two categories: the COVID-19 specific services provided through the support hubs at the District / County level, and accessing 'normal' services such as social services for adult and child care.

5.1 The Support Care Hubs

In theory a resident in the village could have rung the District / County support hubs to ask for assistance (and some did). From these they could be given access to foodbank deliveries, signposted through to social service provision or other support and a multitude of other resources. These were some of the same services as they could access from our local helpline. In the case of Goring and Streatley the first thing the District / County support hubs did was to contact either of the village Coordinators and ask for us to arrange for the volunteers to provide whatever service was needed. Maybe if we had not had a good system in place this would not have happened and they would have found volunteers from elsewhere, in which case you could ask why did we bother? However, if all villages / PCs took that attitude I doubt if the District / County Councils could have coped, plus people wanted to volunteer their help locally and as we saw some of these felt they were not utilised enough. Indeed over time we had calls from other levels of authority (e.g. the Dept of Works and Pensions) to help out where they could not. Plus we could provide information and assistance from a local level which the District did not have access to.

Clearly it was helpful to the District that there was some form of organisation within the local group so that they could feel confident that requests would be fulfilled. Likewise, when we did not know the answers to things, we had a body to send off questions to that we knew would respond.

5.2 WBC and SODC Community Hub

It was confusing at a local level for residents to know who to call. This was magnified for us to start with as in WBC the service was called a Community Hub and we started by also using the term 'hub', Because of the link between the Care Hub in the Arcade and utilising Q1 Foundation, people found that confusing. We very quickly changed to calling ours 'the village helpline' as by this time we had also put in the phone number to ring as a helpline.

Overall the working relationship between WBC Community Hub and SERG was very good. We fulfilled all of their requests and they largely answered all of ours. There are certain areas which are being worked on to improve the Community Hub services and they have invited our input, which is happily given and some of it is happening very fast. For example, to improve communication and prevent confusion, at our suggestion, they are now sending out their communications in Word format so we can make small local adaptations and also they are allowing us to include parish logos on posters which they will then send out in paper and electronic form. This will help address some of the confusion in messaging noted in the residents' surveys. It also means that the WBC messages are likely to reach a wider audience as we have greater local reach than they have (unless they do a postal drop).

5.3 NHS Volunteers

No respondents to the survey identified themselves as NHS volunteers and we did not knowingly have any involvement of them in the villages.

5.4 Social Services

There were some similarities and some differences in the ability to engage with social services in Oxfordshire and West Berkshire. However, the primary similarity, as mentioned before, was that the existing challenges in these services were very much highlighted during the lockdown. This was also the case with sheltered accommodation. All of these organisations / departments had to place a high degree of responsibility on protecting their staff. As a consequence, there were times where residents needed to 'see' someone and this did not happen until very late on in the lockdown, or indeed in some cases until afterwards. Whilst on occasion the responsibility ended after a referral was made to Social Services or to SOHA, many of the referrals still came back to the helpline or Coordinator to be dealt with locally as the resident could not be left to wait for social services. It has already been noted in the summary report that the primary case where this was a problem was with the elderly and / or vulnerable who did not have family available to step in. The residents concerned either did not have the physical capacity or the mental / educational capacity to help themselves. Whilst we had 2nd tier volunteers who could help, we chose not to ask any volunteer (except the Coordinator, and occasionally one other First Responder

and the head of Q1F) to enter a resident's home. The problem was that this put a huge reliance on the Streatley Coordinator to undertake these jobs.

LESSONS:

- Before a further outbreak a list of willing current or retired nurses, carers, first responders, GPs (all below the age of 65, due to COVID concerns only) should be identified and their skill sets (e.g. trained in lifting) be listed so that they can be called upon to help.

6. Roles (Formal and Informal)

6.1 Volunteers – Street Champions

The Street Champions were self-organising but had a Facebook Group and 'SC leads' within each village. They were basically 'good neighbours' doing shopping, picking up prescriptions, putting bins out and other odd jobs that could be done without entering people's homes. They had no 'vetting' (DBS or reference checking) and no training although through CCV there was advice on safeguarding and what was expected / reasonable for a resident to ask for, available on Facebook. Not all people who offered these services were involved in CCV or called themselves SCs. Many had self-organised in groups of neighbours in different streets. A big advantage of the CCV call for volunteers was that it enabled them to ensure each road was covered. There was a small group of people who 'ran' CCV although they invited a few other 'administrators' to fill roles where they could not cover all the work. Another huge advantage to the group was that it was fast to mobilise. The disadvantage is that they were not engaged fully in the coordinated response of SERG or GPC. The reality is the SCs wanted to do the volunteering and the coordination was not something most of them were interested in, or involved with. Much of this could have been dealt with if there had been a representative of CCV / SCs on the ERG from the start.

LESSONS:

- The CCV /SCs should be an integral part of the overarching steering group of any ERG from the outset.

6.2 Volunteers - Helpline

The helpline volunteers were part of the group called 2nd Tier Volunteers. They had induction training, were DBS checked and in addition had specific helpline training. Most of them worked the whole way through the lockdown in rostered shifts, initially 7 days a week and towards the end for 5 days a week. The hours were 8am – 8pm to start with, reducing to 9am – 5pm part way through. There was a separate survey carried out with helpline volunteers who felt that the service was very well received in the village. The commitment from these volunteers was probably the highest of any in the village except those who were working at a strategic and operational coordination level. They not only committed to their regular rostered hours but also weekly meetings and ongoing training. There was, however, a high level of comradery amongst the helpline volunteers (partly generated by working in rostered time teams and partly from the weekly meetings) and this was definitely missing for the SCs as indicated in the general volunteers' survey.

6.3 Volunteers - Other 2nd Tier

As previously mentioned these people were DBS checked and given a basic induction training covering confidentiality, safeguarding and listening skills as well as a brief overview of where they 'fitted' in the emergency response. With a view to being as prepared as possible there were all sorts of skills used and 'roles' identified. This included phone buddies, IT buddies, counsellors, drivers, and the helpline volunteers already mentioned. Of these roles the drivers were probably used the most, although it was mainly the same people going to the foodbank and doing deliveries. There were some phone buddies used for specific support for identified people. Later in the lockdown there was an occasion to call on the counsellors but the IT buddies were not used at all. As we saw in the volunteer feedback some people felt under utilised although that was not exclusive to people who were 2nd TVs and applied to SCs too.

The training involved a minimum of four different people to deliver the training (all volunteers) and therefore finding slots that fitted them as well as trainees was primarily what caused the delays, plus the administrative burden primarily carried by the helpline lead. Potentially the training could be developed during the 'pause' to be partially pre-

recorded so it could be watched by people in their own time and then coming together for a shorter Q&A session. People who undertook the training were overwhelmingly appreciative of the content and generally satisfied with the speakers, use of zoom and the dates and times offered.

LESSONS:

- Possibly recruit 2nd tier volunteers as generic village champions first so they get used but also have specific roles for their other skills like IT buddies. However certain positions such as counsellors have to have necessary skills and may not wish to be generic village champions.

6.4 Volunteers With 'Hands-on Roles' of SERG

Whilst everyone in SERG had a role to play there were some that were more hands-on than others. The type of work conducted by the Clerks has already been spoken about and could not be done by anyone other than the Clerk to the PC although a retired Clerk was available in Streatley as back up if needed (adding resilience). The Parish Council websites were used as a platform on which to place COVID-19 updates relevant to the villages. Both websites had cohesive messages which were agreed, with little variance, by SERG and the GPC Clerk. With regards to the SPC website "*it is a bit of a labour of love*" with only one person who knows how it is put together. Luckily this Councillor was on SERG and kept updating it regularly. However, had he become unwell we did not have a back-up for him. If those skills had not been available through this Parish Councillor they would have needed to be recruited. Likewise, in Goring the Clerk managed input onto their website.

As mentioned previously, having the Parish Councillors with delegated authority allowed administrative decisions to be made rapidly. The District Councillor was able to put forward District information fast and get answers from them where we perhaps would have struggled.

For all the hands-on roles which follow, when planning any future emergency response, a realistic view of the number of hours worked and the skills required will need to be considered especially in view of the issues mentioned in the introduction to this report.

6.4.1 Coordinator and Deputy

The Streatley Coordinator was fortunate to have a back-up with skills as an ex civil servant so SERG were able to interpret government moves effectively and the deputy also provided much of the administrative back-up around meeting structure. Although whilst we *“started by giving SERG the potential for an extensive formal operation and governance structure... this was slimmed down quickly”*. Again the Clerk producing action points rather than minutes as such ensured there was sufficient ‘structure’ (again the tight-loose’ approach worked well). Whilst the Coordinator was backed up, the skill sets were entirely different and the back-up was also someone who was isolating, so could not have taken the role of the Coordinator who had a very hands on role with residents at times. This was a weakness as there was no resilience for the Coordinator position as such although many of other the functions could have been split between different people (e.g. project management by the Clerk, liaising with the two Councils by the deputy, liaising with the District Council community hubs by the helpline lead etc). As previously mentioned in lesson 5, a group of ‘hands-on volunteers could fill this gap as well.

6.4.2 Helpline- Lead

The person who took the lead in building the capacity of Q1F to run the helpline was as busy as the Coordinator, although they both supported each other throughout. If necessary, the Coordinator could have provided back up if the helpline lead had got ill. However, both people were working 7 days a week on the emergency for the entire lockdown period and vastly more than 8 hours a day at times. The work of the helpline lead and the Coordinator setting up the helpline was enormous. It also entailed quite a lot of work from the head of Q1F as well. The helpline lead was dealing with building the capacity of Q1F, sorting out the phones, developing the training and other administrative tasks whilst the Coordinator was developing the systems for dealing with the pharmacy, money for shopping and other services, forms, call entry systems and liaising on databases etc. Both were involved in the delivery of the training (the Coordinator to a lesser degree) and in all the meetings and daily running. The Coordinator also had to engage with the helpline every day to enable the pharmacy system to work. Neither minded and perhaps there are lessons about the personality types of such people that are needed in such an emergency! The attitude of *“the answer is ‘yes’, now what is the question?”* comes to mind. However, the noticeable issue that was raised in some feedback was that there was a *“big difference in the number of hours given by paid as opposed to voluntary workers”* and there was a *“lack of consistency*

on who was “paid” and who simply volunteered”. The people who put in the very longest of hours were volunteers and only had the time available due to the lockdown. As mentioned, people in statutory positions who are paid an hourly rate should be compensated for their hours. However, volunteers who take on a role, in full knowledge of the hours involved, cannot be paid and any pay would amount to a very bad hourly rate, probably less than their worth. Reasonable expenses should however be covered and people to share the load should be found to give resilience where possible.

LESSONS:

- It would be useful to use a content management system on the PC website so that other people could participate in the updating of the website which would give resilience to this position as well.
- The inclusion of Parish Councillors with delegated authority and a willing District Councillor are valuable additions to the ERG
- Volunteers in the ERG who take on organisational expenses should be reimbursed for them.
- To fulfil the extra workload of ensuring the legislative and administrative burdens are covered, PCs should ensure there is budget to pay Clerks for extra time during emergencies as it probably was not all covered.

7. The workings of SERG with other groups

7.1 Q1F MoU

From the outset there was a view that we needed to have a joint village initiative and that Q1F could be a charity who could provide the services we were seeking to offer. Indeed not only had people from SERG been talking to Q1F but so had the lead of CCV and the District Councillor from SODC. However, it was always made clear that Q1F, whilst willing, did not want to work only within Goring and insisted it covered Streatley as well. Furthermore, Q1F needed to have some extra capacity (funding and expertise) as it was still a relatively fledgling charity with very limited funds and only part time staffing. Early talks between SERG and Q1F indicated that SERG could help with the coordination and capacity building. CCV did not have the ability to fund or build the capacity of Q1F by providing extra

coordination. An MoU between SERG and Q1F with a duplicate one with GPC being suggested (not sure if it was ever signed) cemented the details of who would do what. One member of SERG offered her normal consultancy services (pro bono) to Q1F to help them develop the capacity to fulfil their side of the agreement. In fact Q1F and SERG worked very closely with joint effort being put into the development of the helpline and Q1F being paid at cost for their staff to process DBS checks on 2nd tier volunteers.

The centrally available phone number of Q1F was invaluable and provided a central contact number for all residents (and anyone else) to ring. Also, having the skills of the Q1F lead to provide things like safeguarding training was invaluable as was the ability to obtain DBS checks.

LESSONS:

- A central phone number that was already in place saved time and enabled a speedy process towards setting up the helpline.

7.2 The Helpline as a Service

From the feedback from the helpline volunteers, the users of the helpline and the residents' survey there is no doubt that the helpline was, second to the picking up of shopping, the most useful service provided, because it enabled pharmacy pickups. Indeed, without the issue of the pharmacy, the number of calls during the lockdown period of 23rd March to 3rd July would have been considerably fewer. 497 (73%) of calls were pharmacy related with the next highest (35 calls or 5%) being admin related. All other call types amounted to 144 or 22%, about 9-10 calls per week. Potentially with this number of calls the rostering may have been different and keeping the helpline volunteers engaged may have been harder. Total calls for the entire period that the helpline was in operation were 766. Of these, 86% were from Goring residents and 14% from Streatley residents.

There is also no doubt that an enormous amount of time and energy went into the setting up of the helpline incredibly fast, considering it was primarily done by three people working virtually, whilst still working on other areas of the emergency response.

The head of Q1F also had a full time job, the helpline lead did an enormous number of hours (reducing at the end of lockdown as her other work picked up) and the Coordinator was also working huge numbers of hours. The question is, was it worth it? As it turned out – absolutely yes. If we had not had the issue of the pharmacy, maybe there would have been another issue to deal with - or maybe not. Bearing in mind the psychological safety issues raised by the residents and the reassurance of knowing we were there, having set it up, doing so again would be a simpler task and therefore It would be worth the effort to do so again. Likewise it is now a valuable resource that could be kept in the village.

LESSONS:

- If a helpline or similar village emergency number was maintained in a holding pattern it could easily be resurrected in the future and would be a very useful asset for the community for future emergencies, and potentially could have other community uses.

7.3 Working with CCV

There is no doubt that there were some issues along the way. The tremendous work of initiating CCV cannot be understated. If it had not have happened the ERG would still have happened but maybe slower at getting the street level support in place. Indeed, the SERG Coordinator was very keen to take the cascade system from the Streatley flood planning and implement something similar very fast to enable a road by road support system. However, as CCV appeared over the first week to be heading towards success this was soon dropped in favour of working with CCV. Indeed, conversations about providing the support to Q1F and therefore to SCs was at the fore of the discussions and accepted by CCV as a necessary element. As mentioned previously there can be some reluctance for community groups to work with Councils. Relationships remained for the most part cordial, if at times challenging. However, it remains the fact that although SERG was NOT the PC, it was seen alongside the GPC response as being more 'official' than CCV which was seen as neighbours helping out.

7.4 Working with the Clergy

Whilst the clergy did not have a formal role within SERG, they were included on the communications sub group. They were also included in a specific group of people who were

put together to develop an offering to those people who were feeling vulnerable due to bereavement or had general stress / anxiety related to the lockdown. This process provided an ability to refer residents to spiritual help or counsellors as appropriate, and if needed. However, the clergy had a role in looking after their own congregations and would have done so in the emergency with or without a formal emergency response. By their very vocation, the clergy are often aware of the vulnerable in society, but are also bound by a level of confidentiality. Whilst maintaining this, as did the Coordinator, there were many times where the clergy and the Coordinator were able to assist each other with those people in the villages who needed extra help. The support given and received by the clergy and the Coordinator provided a more holistic and ultimately supportive service to those people in need.

8. Data / Web / Phone Systems

8.1 Data

The issue of getting data from a District / County level has already been addressed elsewhere. This section addresses the more operational and technical aspects and is primarily the feedback of the SPC technical expert. The critical issue to start with was to ensure that the general public could trust that their data was secure (GDPR compliant). A web application hosted by Microsoft Azure (relatively cheap), using HTTPS protocol and not requiring a domain registration was used. It was set up so that only registered users could get access, and each user was assigned a role that controlled functionality. Similarly, the data was stored in an Azure (Microsoft Cloud) SQL database that had very specific access controls. The choice of server was ultimately determined by the skill sets available. Other options were explored but the critical component was time. We needed somewhere to store data fast and a means to enter data from helpline volunteers that was secure. This was ultimately achieved although we went through a form of Excel spreadsheet data entry for the first few weeks until the data entry via database could be established. Unlike normal times an exact specification of works could not be given for development, as we did not know what we would need, so it was developed in real time. Whilst access to the One Drive where the initial Excel spreadsheet was kept was password protected there were considerable problems with compatibility for Mac users and also basic functionality for people working on tablets or mobiles rather than a computer, such as storing large blocks of text. There is also the issue with the OneDrive *“that there is no control over where these login details end up.*

Whilst the solutions we found to these basic issues worked, they might not be seen as optimum or long term, particularly when we are dealing with GDPR.” Also Excel can be downloaded and transferred out of our control.

There was also no budget as such for this extra IT work so packages which were freely available were used. Even with the surveys where Mail Chimp may have been used - a free version did not have the functionality required - and whilst Microsoft Forms was used and was a little better, there were still some functions that could not be accessed. However, the data collected was all still GDPR compliant.

Analysing our call data was done on Excel and shared amongst the SERG team. However, again better analysis could have been done with software such as Microsoft Power BI but free versions were not available. Ultimately the analysis produced was still perfectly adequate for the requirements so the free software was sufficient if not optimal.

With the SPC Clerk’s approval the Streatley electoral roll was used by the Coordinator. It was not needed by anyone else but was invaluable for the Coordinator in identifying vulnerable people who were often notified to her with incomplete information about names or addresses.

LESSONS:

- During the current pause and before a longer-term pandemic emergency plan is created, further investigation of IT facilities should be undertaken.

Suggestions for using Microsoft Teams are being explored.

8.2 Web

As with the communications systems in the villages there is no ONE web site that covers all areas. Each Parish Council has a website but they are not used by residents to a great degree. There was an out of date joint website for visitors to Goring and Streatley and this was updated when the lockdown was eased to provide COVID-19 information to visitors. There are also three or four Facebook pages / groups between the villages which provide some information but are aimed at specific targets (e.g. people selling things or spotting

wildlife). Consideration was given to developing a specific website for this situation. One of the key problems would have been generating the traffic on it from scratch and this would have entailed ensuring that it was in all the information which was circulated and that it was referenced in all the other websites to avoid confusion. For the future this needs to be seen as part of the overall communication effort delivering not only passive and static information through webpages but also providing the base for online forums, mailing lists etc. Links to newsletters, chat etc can also help drive the traffic. One approach would be to create a simple online system that was:

- focused on the two villages;
- separate from all the Parish Council and other existing systems;
- available for various routine functions (e.g. promoting local voluntary activity, especially for very small groups not able to sustain their own facilities), but during an emergency having a single focus;
- based on standard Content Management Systems so that input and management could be decentralised;
- capable of being repurposed for emergency use (e.g. accurate government updates and information about what is happening locally) including potentially providing the secure data functions needed;
- Community owned, not with one proprietorial person or group with ultimate editorial control over content.

The routine use would lead to growing familiarity with its availability. There would then need to be agreement with all other local paper and electronic media that in relation to emergencies they would provide consistent links to the core information.

LESSONS:

- A new website for this situation in the community's ownership should be developed and maintained for the future.
- Agreements should be put in place with all other local media that in relation to emergencies this website IS the definitive source of village information.

8.3 Phone Systems

The primary phone system in use was for the helpline. This was an app that linked to an existing land line (belonging to Q1F) which was already known amongst some villagers. However, whilst some different systems were investigated early on which may have been more robust, and had greater reporting capacity and greater functionality (such as forwarding calls and texting), these could not be used as we were limited to an app which the current telephone provider for Q1F insisted upon. The service provided by the telephone system provider was usually swift. However, there were some difficulties with it reported by the helpline volunteers, but overall it worked fairly well. Certainly, if we went into a second lockdown situation it would be easy to resurrect volunteers and they still have the apps available so could start immediately. Longer term, a different system with fewer functionality problems could be investigated.

LESSONS:

- During the 'pause' and before a longer-term pandemic emergency plan is created, further investigation of telephone facilities should be investigated for the helpline.
- For a second lockdown in the current pandemic the existing phone app would continue to be sufficiently effective.

9. Conclusions and Recommendations

In appendices 2 and 3 all the lessons from this report and the summary report have been compiled and detailed recommendations from these lessons listed. Taking these recommendations we propose the following consolidated recommendations addressing what can be done 1) in the event of a second lockdown in this pandemic; 2) if there is no further lockdown but a state of readiness is maintained; and 3) those that could be taken on board as suggestions for the development of longer-term pandemic / emergency village plans.

9.1 Recommendations in the event of a second lockdown in this pandemic

It would appear that we are well set up to take up where we left off if a further lockdown were to occur. Currently all volunteers are being contacted to ask permission to keep their details and call on them again if they are willing to take up their previous (or other) roles.

The Helpline app is being maintained (i.e. paid for) for the next 6 months at least in case of it being needed again. It is being paid for by Q1F who have accessed a grant from the lottery for the purpose of COVID actions. This ensures that it can be put into action with no delay. Helpline volunteers are also mostly willing to continue under lockdown circumstances.

Some changes to the induction training could be made to have a version available for Street Champions if they want it. However, they may feel it is not necessary as they have already done the job once.

A newsletter with current information could be developed and a system of cascading developed to ensure it gets to all residents on a weekly / fortnightly basis. To enable this a marketing / communications role should be included as a senior volunteer role. It would also require finding (either amongst the SCs or 2ndTVs) volunteers to act as the cascade point for each village area in Goring (Streatley WhatsApp group already being in place). SCs can then choose to cascade to their residents via WhatsApp, email, print or phone tree as suits the circumstances. Where printed copies are needed the Clerks could administer payment to individuals to produce them, or potentially do the printing and the few deliveries needed to the heads of the cascade tree.

Improved communication with WBC / SODC / OCC should be encouraged with a view to better data sharing and to ensure prompt cascading of information in the event of lockdowns.

Looking at some of the suggestions from residents e.g. around 'chat groups' to see if the phone buddies and IT buddies could develop this for vulnerable people.

Possible: Invite GPC and CCV / street champions leads to have a representative on SERG.

9.2 In the event of no further lockdown but staying in readiness for one until a vaccine is available

This is one of the most complex situations as there are vulnerable people who have been helped during lockdown and continue to be helped. The numbers are now few, but their needs do not fit into the normal social services / paid care scenarios.

Packages of support are being individually looked at and investigations made to see if Q1F can take over the ongoing needs of these people. In the process of doing this we are developing some support packages which could then be rolled out more widely if there was a further lockdown or in the longer term in a further pandemic or other village wide emergency. There are also support packages being put together at national level being rolled out at County / District level. Some of these need communicating and or administering at the local level.

Further practical options are being developed around the capacity of Q1F and are listed separately in 9.4.

9.3 For Future Pandemics

The biggest question is whether it is possible to have an Emergency Response Plan that covers both villages. From a residents' point of view it is clearly preferable. However, operationally the reality is that some of the key players feel this could be an exceptionally hard thing to pull off. SERG is not and was not a Parish Council committee / sub committee and as has been suggested in the report it is best if a village wide ERG is also not a PC committee / subcommittee. This village ERG could become a permanent part of the work of Q1F as was originally envisaged by the District Councillor in SODC and others. Whilst in SERG the strategic and the operational issues were not separated out, that is also a possibility if using Q1F. The Parish Councils could allocate a budget for Q1F to administer and be there as advisory (also the District / County Councillors) and to provide the invaluable services of the Clerks to ensure the administrative and legislative issues are covered. Thus Q1F delivering the ERG on behalf of the PCs would have the authority of the PCs but not lack those

flexibilities identified earlier in the report of being an administrative part of a PC. With this structure, the two PCs do not have to agree every part of the operations, just a budget and overview / strategy.

Alternative thoughts and recommendations on how to develop a longer term village or parish-wide emergency response plans have included the normal process of PCs developing a plan, putting it out to consultation and then adopting it; running a facilitated workshop to explore these findings further and feed it into a planning development process; creating a toolkit of options.

Whilst the following are not recommendations as such they are some extra thoughts to consider in the process of long term development of plans:

- There are other parts of the community who were not included specifically in the development or running of SERG and they may want an input, e.g. the business community and the youth.
- There are other organisations within the community that had a large role to play, but were not really consulted as such but were 'drawn in' and maybe should be given a more prominent role in the development of future plans, such as the clergy and the various local media outlets.
- Whilst SERG mixed its roles of governance and operations, there were clearly some people who did more of one than the other. If there was to be a village-wide ERG this may need to be re-thought as SERG could not have worked so well if the group was much larger and diverse in nature. Other ways of managing this, if the emergency response was developed before the next emergency, would be to have a tight operational village-wide ERG through Q1F but a broader advisory / governance group which includes the PCs and District / County Councillors; and / or very broad pre-consultation input.
- Without there being people 'in role' until an emergency hits, there will be certain tasks that have to be thought about but the ability to fill them in a flexible way, as the next people doing so may not be the same people and may have different ways of operating. Therefore, there needs to be some dynamic flexibility built into any plan, based on strong principles, developed from our learning from this event, but not too prescriptive.

9.4 For other situations requiring Village Resilience.

Throughout this report we have noted that there is an expectation that there will be future emergency events and the preparedness for it is not now something we can put to one side.

At the very start people looked to Q1F as a local charity, which has as their objective:

“Preventing and providing relief from sickness, disease or human suffering of vulnerable adult members of the public in Oxfordshire, Berkshire and Buckinghamshire”. At the beginning of the pandemic, Q1F was a relatively new charity and did not have the capacity to take on the delivery of what was being asked, without having the assistance it was offered by way of the MoU with SERG and the helpline lead. It still is not quite at the position of taking on the role. However, the aspiration is that this will soon be in place and many of the wonderful village volunteers will continue to be interested enough to continue. Q1F could be a vehicle for ‘holding’ such volunteers and utilising them to assist the vulnerable in the village, as it currently does, but also with new service offerings in line with the learning we have developed in the pandemic. They could also ‘hold’ the emergency helpline (and possibly the website) so that in future we have many of the systems and processes in place to be resilient to emergencies and quickly activate a village wide response in emergencies.

Appendix 1: Stakeholder Map

Stakeholder Map

Groups with Defined Areas of Authority to Engage

- Parish Councils
 - GP Surgery
- Patient Participation Group
- Churches – Anglican, Free & Catholic
 - Scouts – 1st & 2nd
- Guides / Brownies / Rainbows
 - Schools?? GPS & SPS

Groups who already provide services in the Village to the vulnerable

Carers Group, Stroke Club, Readybus, volunteer transport group, Age UK, Macular Society Support Group, Pick A Flick, Lunch Club

Groups that Provide Venues

- Community Centre
- Goring Village Hall
- Morrell Room
- Stornton Lodge (Scouts)
- Canterbury Room (St Thomas)

Annexure 2: Compiled Lessons Learnt from the Survey Data

- 1) Key messages need to be repeated and sent through as many different media as possible. However, most people were informed by leaflet drops.
- 2) Deliveries by Street Champions hit more houses than deliveries by volunteers who did not know the roads, but the deliveries needed more coordination.
- 3) Offer training to volunteers who want it, who are doing SC work, about communication / listening skills so they can recognise issues before they arise
- 4) Obtain the data of levels of vulnerability so that more targeted proactive help can be offered to those who need it, so they don't have to ask all the time.
- 5) Street Champions to identify the most vulnerable so they can be given an individual Village Champion who is trained in listening skills and safeguarding.
- 6) Establish Information Cascade Leads in smaller areas (potentially from the Village Champion pool) who have a communication and coordination role, but could also help out SCs if necessary.
- 7) Ensure that Street Champions and Street Champion Leads are aware that more help is available for higher needs individuals in their road from the helpline / Village Champions.
- 8) A stronger 'marketing' communications approach to any future lockdowns / emergency events is required to ensure that residents and volunteers know who is doing what, when and how, as well as how the whole offering comes together.
- 9) CCV and or SCs could be represented at the village level on the Emergency Response Group to ensure a tighter more coordinated working relationship.
- 10) People need to get the basic information about shops etc direct to them or through a reliable cascade system.
- 11) Consideration could be given to regular updates being sent to the cascade system for distribution (dated) that give "this is what we know this week" about local and District issues; and national issues (e.g. "this guidance has changed please look again", rather than interpreting it).
- 12) A dedicated person writing info messages on behalf of the ERGs and approved by the ERGs would be required from the start. Updates on all resources could be made available and particularly for the vulnerable could then be put in with their shopping each week for example.
- 13) Create a new offering based around the phone buddies and the IT buddies helping to facilitate 'chat groups' to supplement the services already provided by these volunteers.
- 14) In the regular communiques to residents remember to always ask for suggestions for other services to be fed back.
- 15) A system of data sharing in case of emergency needs to be thought about within the GDPR legislation. From a local perspective the lesson is that there needs to be lobbying upwards to enable this to happen.
- 16) If sending out communications to residents, consideration should be given to people's emotional welfare as well as need for practical information. Information about the local response and positive messages could have been shared about the general prevalence (or lack of it) in WBC and OCC / SODC may have provided some reassurance. If coupled with the government messages of 'stay at home' a balance could have been attempted to provide some reassurance whilst not encouraging people to come out of lockdown

- 17) Greater sharing of information and communications is required from the Councils (District / County) to the ERGs to give this level of information and messaging.
- 18) Consideration needs to be given to how and who can help those people in the community who need more support than is available through Street Champions, but cannot be filled by care agencies and or social services.
- 19) Consideration needs to be given to who takes over the role once the immediate lockdown / emergency is over and we are in “pause” mode.
- 20) There is a possible role in the long term for a charitable organisation to fill the ‘holes’ in the social services, until they are (hopefully) fixed at a national level.
- 21) Try to reinforce good news, and some upbeat input into the communiques such as the limericks, and other ‘good’ local news – brief and light whilst not trivialising the situation.
- 22) Investigate if there are other public or private spaces that people could share with the more vulnerable as a ‘half-way house’ to going out again.
- 23) More communication about the issues with the pharmacy and good news messages could be circulated as it became a perpetuating story of the long queues rather than a good news story when fixed.
- 24) Potentially better communication between the pharmacy, the surgery and the ERG about generic issues (e.g. if a drug is out of supply) so that either the GPs prescribe something different if possible or the ERG arrange the prescription be taken to a pharmacy that does have a supply.
- 25) More involvement of the surgery / pharmacy in communications in general would be helpful and preferably at a more strategic level.
- 26) Deliver an ‘expectations’ communique to both residents and SCs at the start of initiating help. Some basic etiquette can be stipulated but primarily suggesting what will work for individual SCs (rather than one rule fits all). E.g. what days the SC goes shopping, when unavailable, leaving answerphone messages, calling the helpline as an alternative.
- 27) Scale up the delivery of the induction training to give it to larger groups of SCs via zoom if wanted.
- 28) Potentially develop ID cards for all volunteers who have undertaken this training or all volunteers regardless.

Taking these lessons there are two types of recommendations which could be made. Firstly, for delivery of services during a lockdown and secondly at a more strategic / managerial level for future emergency planning.

Strategic Recommendations

- A. That there is a marketing / communications role as a senior volunteer on ERGs
- B. That CCV / SCs are represented on the ERG
- C. That there is an involvement of the GP surgery / pharmacy on the ERG
- D. Lobby to gain more information from the District / County Councils concerning vulnerable people
- E. Ensure timely sharing of information given to PCs by all 3 District / County Councils with the ERG
- F. There is a role for Q1F (or another) to fill gaps in social care provision during ‘pauses’ and potentially longer-term so the village has more resilience

Delivery Recommendations

- G. A cascade system needs to be developed for two-way flow of information to residents
- H. A regular newsletter should be developed (distributed via the cascade system) containing relevant information, good news stories and service offerings)
- I. SCs should be offered online training if they want it with a new method of streamlining delivery
- J. When vulnerable people are identified they should be linked with a one-on-one village champion
- K. A new chat group offering should be developed utilising phone buddies and IT buddies
- L. A new safe space offering could be developed
- M. SC individual 'expectations' pro-forma could be developed also indicating that further help is available through the helpline if needed
- N. Reconsider the issuing of ID cards to volunteers.

Annexure 3: Compiled Lessons Learnt from This Report

- 29) The involvement of the Parish Clerks to ensure the administrative and legislative arrangements as well as risk assessments and Parish Council delegations are in place gives the administrative freedom to the emergency response group to develop answers to the village needs in a timely and relatively unbureaucratic manner.
- 30) The involvement of Parish Councillors with delegated authority to utilise parish resources for the emergency response as members of the Emergency Response Group speeds up the delivery of a response.
- 31) The responses to the surveys were overwhelmingly positive despite the navel gazing of this report to try to improve them. However, in the longer term, emergency plans generally and pandemic plans specifically are going to be needed in both villages and the residents overwhelmingly came out to support each other across the river, not interested in which side they lived. Therefore, the PCs should consider the development of a joint emergency response plan if possible. If not, then individual ones will be needed for each village but some level of consistency should be aimed for.
- 32) In the case of a second lockdown and / or for the longer term, sharing of County / District information between SERG and GPC would be helpful to ensure communications are clear for residents and to help with coordinated approaches to service delivery.
- 33) Before a further outbreak a list of willing current or retired nurses, carers, first responders, GPs (all below the age of 65, due to COVID concerns only) should be identified and their skill sets (e.g. trained in lifting) be listed so that they can be called upon to help
- 34) The CCV /SCs should be an integral part of the overarching steering group of any ERG from the outset.
- 35) Possibly recruit 2nd tier volunteers as generic Village Champions first so they get used but also have specific roles for their other skills like IT buddies. However certain positions such as counsellors have to have necessary skills and may not wish to be generic village champions
- 36) It would be useful to use a content management system on the PC website so that other people could participate in the updating of the website which would give resilience to this position as well.
- 37) The inclusion of Parish Councillors with delegated authority and a willing District Councillor are valuable additions to the ERG Steering Group
- 38) Volunteers in the ERG who take on organisational expenses should be reimbursed for them.
- 39) To fulfil the extra workload of ensuring the legislative and administrative burdens are covered, PCs should ensure there is budget to pay Clerks for extra time during emergencies as it probably was not all covered.
- 40) A central phone number that was already in place saved time and enabled a speedy process towards setting up the helpline.
- 41) If a helpline or similar village emergency number was maintained in a holding pattern it could easily be resurrected in the future and would be a very useful asset for the community for future emergencies, and potentially could have other community uses.
- 42) During the current pause and before a longer-term pandemic emergency plan is created, further investigation of IT facilities should be undertaken.

- 43) A new website for this situation in the community's ownership should be developed and maintained for the future.
- 44) Agreements should be put in place with all other local media that in relation to emergencies this website IS the definitive source of village information.
- 45) During the 'pause' and before a longer-term pandemic emergency plan is created, further investigation of telephone facilities should be investigated for the helpline.
- 46) For a second lockdown in the current pandemic the existing phone app would continue to be sufficiently effective.

Taking these lessons there are two types of recommendations which could be made. Firstly, for delivery of services during a lockdown and secondly, at a more strategic / managerial level for future emergency planning.

Strategic Recommendations

- O. On the steering committee of the ERG there should be Parish Councillors with delegated authority and District Council representatives.
- P. CCV / SCs are represented on the ERG
- Q. Technology should be investigated including a content management system for the PC website (or a separate ERG website), phone systems (apps), and other IT systems for data handling
- R. Consideration needs to be given to which are paid roles, but they should be for a fixed fee / time (honorarium) not per hour.
- S. Maintenance of a village helpline (even if not currently in use for the pandemic)

Delivery Recommendations

- T. Clerks should have extra hours budgeted for emergency situations so they get paid for their time.
- U. Ensure timely sharing of information given to PCs by all 3 District / County Councils with the ERG.
- V. Develop a list of 2nd tier volunteers with extra skills (who can help inside homes) to assist the Coordinator
- W. Include operational training on databases and phone systems in the helpline induction training
- X. Have more generic VCs who may have other skills rather than 2nd TVs being identified by their other skills

Title	Proposal to improve pedestrian safety in Station Road.
Authors	Mobility Issues Group Goring & Streatley (MIGGS) Chairman
Meeting	Goring Parish Council – 09 th November 2020

A Purpose

- 1 The purpose of this paper is to invite the Council to support a proposal by MIGGS to improve Station Road, making it safer and more passable for pedestrians, especially those who rely on wheelchairs, mobility scooters and other mobility aids. However, all pedestrians will benefit, including parents with pushchairs and young children
- 2 It also invites the Council to work jointly with MIGGS to develop the proposal into a detailed plan that could be submitted to the highway authority for approval and implementation.

B Proposal

- 1 The core of the proposal is to designate a route on one or other side of the road where pedestrians have priority over motor vehicles and to implement the physical improvements needed to make this safe and practicable.
- 2 MIGGS is willing to contribute substantially to costs and has begun to raise funds for this purpose in the belief that the Council would also wish to contribute.
- 3 We assume assessments, design and consultation, etc would take at least two years, so there would be little immediate impact on the Council's budget.

C Background

- 1 Station Road, once the main road through Goring, is now part of an informal by-pass of High Street. When essential and welcome traffic calming measures are implemented in High Street from January, it is expected that more drivers than at present will make use of this by-pass, adding to the fears already felt by elderly and mobility impaired pedestrians who use Station Road, especially to and from the medical surgery, the churches, the library, community centre and railway station.
- 2 Many people with mobility impairments, and their carers, also depend on Station Road as their route to the centre of the village and its facilities.
- 3 The elderly and disabled are not the only pedestrians at risk: Station Road is also an important route for parents and small children on their way to and from school.
- 4 The only parts of Station Road with a pavement are the short length outside Bellême Mews, often used for parking, and a few yards at the Red Cross Road junction. Pedestrians therefore have to walk, push prams or drive wheelchairs and mobility scooters on the carriageway, where they compete for road space with often fast-moving cars and, increasingly, delivery vehicles.

- 5 East of the Croft Road junction, when lawful parking spaces are occupied, this entails walking or riding in the centre of the road, often in the face of or ahead of moving vehicles. Nipping in between parked cars is not an option for wheelchairs and pushchairs.
- 6 The surface of Station Road is in a very poor state. Rather than try to describe this in detail we attach a selection of illustrations. The steep camber and deep gutter in parts, the undulations and the many unsatisfactory repairs present little or no problem for the able-bodied pedestrian.
- 7 For the elderly and mobility-impaired person, however, these defects can represent serious hazards that can lead to trips and falls. For wheelchair occupants and carers they add to the physical effort required for propulsion, especially when going uphill and, in a worst case, could lead to toppling a wheelchair or trapping its wheel in a rut.
- 8 Recently the highway authority has proved to be responsive in carrying out repairs when individual, serious defects are reported. This is reassuring, except that over time the surface has become a patchwork of repairs with little of the original surface remaining in some sections. An isolated repair can sometime accelerate the deterioration of its neighbouring surface and some defects recur after a short interval.

D Possible actions

- 1 In the course of making observations and canvassing opinion among MIGGS contacts, and residents of Station Road and its adjoining roads, a number of suggestions for, and obstacles to, improvement have been identified.
- 2 In order to analyse and report on these (and others) and make recommendations, MIGGS would like, jointly with the Council, to engage a highway consultant on a shared cost basis.
- 3 Should the consultant make recommendations for improving pedestrian safety that are acceptable to the Council and MIGGS, MIGGS would then invite the Council to enter into discussions about potential costs, a timetable and how improvement works might be paid for. MIGGS would not rule out raising some of the costs through private subscription and has begun to collect pledges with that aim in mind.

E For decision

- 1 The Council is invited to support this proposal from MIGGS in principle and to establish a joint working group with MIGGS to take the matter forward for report within three months.



Title	Summary Report
Authors	Cllr D Brooker
Meeting	Goring Parish Council – 09 th November 2020

NOTE: THE FOLLOWING NOTES ARE TO RECORD WHERE WE ARE ON ACTIONS, IT IS ACKNOWLEDGED THAT MATTERS ASSOCIATED WITH COVID WILL TAKE PRIORITY.

1. Proposed High St Roadworks

As all will be aware OCC Cabinet have approved the proposed works and OCC Highways (OCCH) dept are progressing placing the order with Skanska. It would appear that the works are expected to be carried out early Jan'21, however it appears that renewal of gas pipes may be taking place in the High St at the same time so OCCH are meeting with the gas people to co-ordinate matters.

2. Installation of soft landscaping in the verge adjacent to the Rectory Gardens

This work has been approved and to be progressed.

3. Community Centre car park

Lockable bollards – This work has been approved and to be progressed. We have a number of spaces available and I believe the Clerk will be advertising the spaces.

4. Strategic Project related to Traffic congestion and Parking

4.1 No matters to report

4.2 SODC – Civil Enforcement Powers

We started this ball rolling in Feb'18 and It appears that as a result of a study which recommends the adoption of Civil Parking Enforcement (CPE) SODC have approached OCC to take on the powers. If OCC agree the report indicates a potential programme of action that could see the powers brought into effect in Nov'21.

This is good news but I would suggest that when SODC carry out the consultation process Goring PC registers that we would require a dedicated enforcement presence, due to illegal parking by commuters, visitors to the village and residents.

5.0 General

5.1 Approved street planter to be located outside of the Goring Grocer.

5.2 To progress the matter of yellow lines at the Lockstile Way/Wallingford Road junction we have to produce a plan, attached to my previous report, indicating where they would be required then we should consult with the local residents before approaching OCCH's. This matter is with the Clerk to progress, once completed, we can approach OCCH.

5.3 Accommodating Covid social distancing to support High St. business's

No action being proposed at this time.

Title	Payment Report for September and October 2020
Authors	Clerk & RFO
Meeting	Goring Parish Council – 09 th November 2020

September Payments, Current Account

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
01/09/2020	SODC	DD_20_196	69.00	DD_20_196	Hall & Premises Rates Sept2020
01/09/2020	SODC	DD_20_195	95.00	DD_20_195	Store & Premises Rates
01/09/2020	Public Internet	DD_20_194	42.00	DD_20_194	ADLS & On-Net Sept 2020
01/09/2020	Get Support IT Services Ltd	DD_20_197	43.44	DD_20_197	Office 360, Veeam, Dashboard
02/09/2020	TSB Bank plc	DD_20_198	5.00	DD_20_198	Sevice Sharge Sept 2020
02/09/2020	Samantha Jones	BAC_20_199		BAC_20_199	Aug 2020 Salary & Expenses
06/09/2020	TSB Reserve Account	Recon EMR	26,299.73		To reconcile with EMRs
07/09/2020	Castle Water	DD_20_201	74.11	DD_20_201	Combined Bill, All Property
08/09/2020	Google ireland Ltd	DD_20_202	8.28	DD_20_202	NP Hosting August 2020
09/09/2020	HMRC	BAC_20_203	423.22	BAC_20_203	August Employer & Employee Con
14/09/2020	eFireSafety Ltd	BAC_20_208	480.00	BAC_20_208	Fire Risk Assessments
14/09/2020	M&C Landscapes	BAC_20_209	120.00	BAC_20_209	Emergency Remove Damage Tree
14/09/2020	M&C Landscapes	BAC_20_210	180.00	BAC_20_210	Removal Oak Branch @ WHBG
14/09/2020	M&C Landscapes	BAC_20_211	1,990.18	BAC_20_211	Grass Cutting Aug 2020
14/09/2020	BGG Garden & Tree Care	BAC_20_212	470.40	BAC_20_212	Litter Picking Aug 2020
14/09/2020	SSE	BAC_20_213	885.06	BAC_20_213	SSE Lighting Maint Charge
21/09/2020	Grundon Waste Magt.	DD_20_216	9.48	DD_20_216	Waste Collection and WTN
21/09/2020	Grundon Waste Magt.	DD_20_217	6.56	DD_20_217	WTN Skip WHBG
28/09/2020	SSE	DD_20_220	1,094.58	DD_20_220	Unmetered Electricity Aug 2020
30/09/2020	LEA White	BAC_20_224		BAC_20_224	Sept Salary & Expenses
30/09/2020	Mike Ward	BAC_20_225		BAC_20_225	Sept Salary & Expenses
30/09/2020	Samantha Jones	BAC_20_226		BAC_20_226	Sept Salary & Expences
30/09/2020	Heritage Tree Service Ltd	BAC_20_227	2,334.00	BAC_20_227	Arboricultural Works
30/09/2020	Heritage Tree Service Ltd	BAC_20_228	504.00	BAC_20_228	Works on Oak tree @Sheepcot
30/09/2020	Harry Denison	BAC_20_229	60.00	BAC_20_229	Fix Leak at Burial Ground
30/09/2020	SLCC Enterprises Ltd	BAC_20_230	108.00	BAC_20_230	Clerk SLCC Membershi
30/09/2020	Jan Mehigan	BAC_20_233	400.00	BAC_20_233	Freedom of the Parish Scroll
30/09/2020	Zurich Insurance	BAC_20_232	1,755.75	BAC_20_232	Parish Insurance 2020-21
30/09/2020	Chaucers Framing	BAC_20_231	65.50	BAC_20_231	Framing FotParish Scroll
Total Payments			40,402.20		

September Payments, Reserve Account

None

October Payments, Current Account

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
01/10/2020	SODC	DD_20_234	69.00	DD_20_234	Rates, Hall & Premesis
01/10/2020	SODC	DD_20_235	95.00	DD_20_235	Rates, Store & Premises
01/10/2020	Xerox	DD_20_236	90.58	DD_20_236	Xerox Payment 1 of 4
01/10/2020	J S Merrill	BAC_20_237		BAC_20_237	Sept Salary
01/10/2020	LEA White	BAC_20_238	78.99	BAC_20_238	Expenses
01/10/2020	Samantha Jones	BAC_20_239	21.88	BAC_20_239	Expenses
02/10/2020	TSB Reserve Account	Trans	3,130.16		Balance Reserve Account w. EMR
02/10/2020	Get Support IT Services Ltd	BAC_20_240	43.44	BAC_20_240	Office 365 & Bckups
03/10/2020	TSB Bank plc	DD_20_243	5.00	DD_20_243	Sservice Charge
05/10/2020	Castle Water	DD_20_244	11.10	DD_20_244	Water Gardiner Pavilion
05/10/2020	Castle Water	DD_20_245	52.51	DD_20_245	Water Sheepcot
05/10/2020	Castle Water	DD_20_246	10.50	DD_20_246	OJFS Water
08/10/2020	Google ireland Ltd	DD_20_247	8.28	DD_20_247	goringplan.co.uk Sept Host
08/10/2020	BGG Garden & Tree Care	BAC_20_248	470.40	BAC_20_248	Litter Picking Sept 2020
08/10/2020	SMS Environmental	BAC_20_249	162.00	BAC_20_249	Sheepcot Surveys
08/10/2020	SMS Environmental	BAC_20_250	152.40	BAC_20_250	Pavilions Temp & Shower
08/10/2020	Playground Facilities Ltd	BAC_20_251	156.00	BAC_20_251	Operational Inspections PEAs
08/10/2020	The Sign Shed Limited	BAC_20_252	144.86	BAC_20_252	Playground Signs
09/10/2020	SSE	R_20_253	-104.88	R_20_253	Refund OJFS Electric
09/10/2020	SSE	R_20_254	-12.46	R_20_254	OJFS Gas Refund
09/10/2020	HM Revenue & Customs	BAC_20_255	421.59	BAC_20_255	Sept Payroll Contributions
12/10/2020	Slic Sheet Metal Fabrications	BAC_20_257	374.40	BAC_20_257	PEA Sanitiser Stations
12/10/2020	M&C Landscapes	BAC_20_258	423.84	BAC_20_258	Grave Digging; Sept 2020
12/10/2020	M&C Landscapes	BAC_20_259	1,628.54	BAC_20_259	Mowing Sept 2020
12/10/2020	Smartway Electrical Services	BAC_20_260	751.79	BAC_20_260	1/4 Standard Maint & Remedials
15/10/2020	SODC	BAC_20_261	538.20	BAC_20_261	Dog Waste July-Sept
19/10/2020	SSE	DD_20_262	1,132.30	DD_20_262	Unmetered Electricity Supply
20/10/2020	Oxfordshire County Council	BAC_20_263	30,000.00	BAC_20_263	1st Half HighSt Strategic Proj
21/10/2020	Grundon Waste Magt.	DD_20_264	9.48	DD_20_264	OJFS Waste Sacks
21/10/2020	Grundon Waste Magt.	DD_20_265	6.56	DD_20_265	WHBG Skip WTN
22/10/2020	Public Internet	DD_20_266	42.00	DD_20_266	ADSL Oct 2020
25/10/2020	N Swan	BAC_20_268	45.00	BAC_20_268	Free School Meals, SODC
26/10/2020	M&C Landscapes	BAC_20_269	600.00	BAC_20_269	Installation of Gardiner Gates
26/10/2020	Complete Weed Control	BAC_20_270	492.00	BAC_20_270	2nd Treatment Weed Control
26/10/2020	Samantha Jones	BAC_20_271		BAC_20_271	October Salary
29/10/2020	Samantha Jones	BAC_20_275		BAC_20_275	October Salary & Expenses
30/10/2020	J S Merrill	BAC_20_276		BAC_20_276	October Salary
30/10/2020	Mike Ward	BAC_20_277		BAC_20_277	October Salary & Expenses
30/10/2020	LEA White	BAC_20_278		BAC_20_278	Oct Salary & Expenses
30/10/2020	SSE	BAC_20_279	551.46	BAC_20_279	Rechargable Repairs

Appendix J

30/10/2020	SSE	BAC_20_280	885.06		Maintenance Charge
30/10/2020	OALC	BAC_20_281	90.00	BAC_20_281	TVH Training Course
30/10/2020	Amazon.co.uk	BAC_20_282	42.03	BAC_20_282	LWhite Refund Expenses
30/10/2020	LEA White	BAC_20_283	18.00	BAC_20_283	GiffGaff SIM Costs
30/10/2020	swhenzhenshizonglianbaozhuang	BAC_20_284	50.34	BAC_20_284	LWhite Expenses
30/10/2020	SHENZHENSHIBINXIANGSHIDAIKE	BAC_20_285	8.99	BAC_20_285	LWhite Expenses - CableTies
30/10/2020	Wrimex Cosmetics Ltd	BAC_20_286	21.99	BAC_20_286	LWhite Expenses - Sanitiser
Total Payments			45,632.93		

October Payments, Reserve Account

None

Title	Receipts Report, September & October 2020
Authors	Clerk & RFO
Meeting	Goring Parish Council – 09 th November 2020

September Receipts, Current Account

<u>Date</u>	<u>Cash Received from</u>	<u>Receipt No</u>	<u>Receipt Description</u>	<u>Receipt Total</u>
30/09/2020	ET Sheppard	R_20_222	Memorial Tablet CECR2/L17	122.57
09/09/2020	Goring Cricket Club	R_20_204	Gardiner Use 2020-21, £482refu	1,198.80
28/09/2020	Goring Robins FC	R_20_221	Licence 2020-21, Refu £522.66	930.18
15/09/2020	GUFC	R_20_215	Licence 2020-21 - Refu £466.25	829.79
04/09/2020	Howard Chadwick Funeral Servic	R_20_200	New Plot CECR2 L14	383.09
11/09/2020	Howard Chadwick Funeral Servic	R_20_205	Memorial Permit CECR2/L14	122.57
21/09/2020	J Russell - Community Donation	R_20_218	Community Donation	971.71
30/09/2020	Reeves Memorial Co Ltd	R_20_223	Additional Inscrp CECR2/K21	206.53
11/09/2020	SODC	R_20_206	Precept 2nd Half 2020-21	75,384.00
11/09/2020	The Performance Sports Group	R_20_207	Gardiner Rec, Cricket HoIClub	630.00
28/09/2020	Tomalin & Son	R_20_219	New Plot RC2/R11	1,110.38
15/09/2020	Tony Adcock	R_20_214	Car Parking 2020-21 Inv 1300	436.80
Total Receipts				82,326.42

September Receipts, Reserve Account

<u>Date</u>	<u>Cash Received from</u>	<u>Receipt No</u>	<u>Receipt Description</u>	<u>Receipt Total</u>
10/09/2020	TSB Bank plc	Interest	Interest Month of September	63.63
06/09/2020	TSB Current	Recon EMR	To reconcile with EMRs	26,299.73
Total Receipts				26,363.36

October Receipts, Current Account

<u>Date</u>	<u>Cash Received from</u>	<u>Receipt No</u>	<u>Receipt Description</u>	<u>Receipt Total</u>
29/10/2020	A. J. Batchelor	R_20_274	Inv 1311, Interment CECR1 B22	383.09
22/10/2020	Bowls Club	R_20_267	Inv 1295 Gardiner Sept 2020-21	505.63
02/10/2020	Frazer Mott	R_20_241	Invoice 1310; Rec Ground Use	15.60
29/10/2020	South Oxfordshire DC	R_20_272	CIL Share Oct 2020	4,926.11
10/10/2020	SPB Stoneworks Ltd	R_20_256	Inv 1309 2nd Inscript CECR1/B22	206.53
22/10/2020	SSE	R_20_267	Wayleaves Magpie House	53.82
22/10/2020	Tennis Club	R_20_267	Inv 1299 Sept 2020-2021	1,257.64
29/10/2020	Tomalin & Son	R_20_273	Inv 1308 Double Plot ND1 S23	1,110.38
Total Receipts				8,458.80

October Receipts, Reserve Account

<u>Date</u>	<u>Cash Received from</u>	<u>Receipt No</u>	<u>Receipt Description</u>	<u>Receipt Total</u>
10/10/2020	TSB Bank plc	Interest	October Interest	71.31
02/10/2020	TSB Current	Trans	Balance Reserve Account w. EMR	3,130.16
Total Receipts				3,201.47

Title	Bank Reconciliation Report, Oct 31 st 2020
Authors	Clerk & RFO
Meeting	Goring Parish Council – 09 th November 2020

Current Account

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
TSB Current	31/10/2020	0	54,308.67
			<u>54,308.67</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
		0.00	<u>0.00</u>
			54,308.67
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	<u>0.00</u>
			54,308.67
		Balance per Cash Book is :-	54,308.67
		Difference is :-	0.00

Reserve Account

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
TSB Reserve Account	31/10/2020	0	176,759.44
			<u>176,759.44</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
		0.00	<u>0.00</u>
			176,759.44
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	<u>0.00</u>
			176,759.44
		Balance per Cash Book is :-	176,759.44
		Difference is :-	0.00

Title	Proposed Updated Budget for FY 2020-2021
Authors	Clerk & RFO
Meeting	Goring Parish Council – 09 th November 2020

By Centre	2020-21 (This Year)		
	Budget	Actual Year To 30 th Sept 2020	Revised Budget
180 Income			
1130 White Hill Burial Ground	£ 12,500	£ 10,046	£ 17,500
1132 Grants/S106/Donations	£ 42,500	£ 26,674	£ 26,674
1134 Miscellaneous Income Other	£ -	£ -	£ -
1135 Community Car Park	£ 3,600	£ 416	£ 2,400
1140 Miscellaneous Property Income	£ 200	£ 4	£ 200
1141 Gardiner Ground and Pavilion	£ 2,000	£ 1,524	£ 2,000
1143 Sheepcot Ground and Pavilion	£ 1,500	£ 1,467	£ 1,500
1149 CIL Receipts	£ 15,000	£ 6,872	£ 15,000
1176 Precept	£ 150,768	£ 150,768	£ 150,768
1190 Interest Received	£ 1,200	£ 541	£ 1,000
Total Income	£ 229,268	£ 198,312	£ 217,042
101 Allowances & Expenses			
2110 Allowances Expenses Training	£ 500	£ 373	£ 900
Total Allowances & Expenses	£ 500	£ 373	£ 900
102 Administration			
2200 Security, Fire & Safety	£ 150	£ -	£ 150
2210 Postage, copies and printing	£ 400	£ 191	£ 400
2240 Telephone & Internet	£ 900	£ 456	£ 950
2250 Software and back-ups	£ 1,000	£ 663	£ 900
2255 Office Equipment	£ 1,575	£ 1,575	£ 2,000
2270 Insurance	£ 2,200	£ 1,756	£ 1,756
2290 Rates & Taxes	£ 1,000	£ 703	£ 1,700
2300 Miscellaneous Expenditure	£ 200	£ -	£ 200
Election fees	£ -	£ -	£ -
2500 COVID-19 Response (not Staff)	£ 1,000	£ 712	£ 712
2510 Audit & Accountancy Fees	£ 2,000	£ 250	£ 2,050
2520 Legal Fees	£ 2,500	£ 35	£ 1,035
2540 Hire of Meeting Room	£ 350	£ -	£ -
2550 Publications	£ 64	£ 42	£ 200
2590 Awards and honours	£ 2,000	£ 466	£ 466
Total Administration	£ 15,339	£ 6,849	£ 12,519

103	Staff			
2310	Staff Costs	£ 40,000	£ 16,974	£ 40,000
	Total Staff Costs	£ 40,000	£ 16,974	£ 40,000
104	Subscriptions			
2410	Subscriptions	£ 200	£ 102	£ 200
	Total Subscriptions	£ 200	£ 102	£ 200
105	Miscellaneous Finance			
2580	Bank Charges	£ 60	£ 30	£ 60
	Total Miscellaneous Finance	£ 60	£ 30	£ 60
202	Village Maintenance			
2260	Utilities - Gas, Water, Electr	£ 12,000	£ 4,304	£ 9,500
2295	Inspections Surveys & Reports	£ 3,500	£ 1,932	£ 4,000
2570	OJFS Sundries & Maintenance	£ 200	£ -	£ 200
2600	Vandalism	£ 500	£ -	£ 500
2610	Traveller Eviction & Cleanup	£ 6,000	£ 4,525	£ 6,025
3100	Misc Burial Ground Costs	£ 250	£ 223	£ 450
3110	Grass Weeding Strimming Fertil	£ 14,000	£ 8,342	£ 14,000
3120	Hedges/Fences/Paddocks/Gates	£ 7,000	£ 1,900	£ 3,800
3170	General Maintenance & Repair	£ 4,500	£ 1,763	£ 5,000
3210	Grave Digging	£ 4,000	£ 2,084	£ 4,000
3250	High Street Strategic Project	£ -	£ -	£ -
3260	Defibrillator	£ 200	£ -	£ 1,000
3420	Street Lighting	£ 18,500	£ 9,234	£ 19,500
3525	Trees	£ 3,000	£ 2,465	£ 2,465
3560	Waste / Litter / Street Cleani	£ 5,950	£ 3,564	£ 5,950
3562	Winter & Flooding	£ 600	£ -	£ 600
3650	Car Park	£ 3,000	£ 1,200	£ 3,000
3910	Street Furniture & Seats	£ 1,700	£ -	£ 500
4211	Playground Equipment	£ 2,500	£ -	£ 2,500
	Total Village Maintenance	£ 87,400	£ 41,536	£ 82,990
203	Grants			
3310	Churches S214(6) LG Act 1972	£ -	£ -	£ -
3330	S137 and Other (Non-Grant) Payments	£ -	£ -	£ 1,100
3350	Transport S26-29 LGR Act 1997	£ 1,400	£ 350	£ 900
	Total Grants	£ 1,400	£ 350	£ 2,000
205	Environment			
6330	High Street Strategic Project	£ 53,500	£ 4,865	£ 4,865
		£ 53,500	£ 4,865	£ 4,865

Appendix M

400	Neighbourhood Plan			
4900	Meetings NP	£ -	£ -	
4901	Printing NP	£ -	£ -	
4902	Consultancy NP	£ -	£ -	
4903	Printing / Exhibitions NP	£ -	£ -	
4904	Research Materials NP	£ -	£ -	
4905	Examination Preparation NP	£ -	£ -	
4906	Referendum Preparation NP	£ -	£ -	
4908	Misc Expenses/ purchases NP	£ 163	£ 33	£ 500
	Total Neighbourhood Plan	£ 163	£ 33	£ 150
501	Capital and Reserves			
6320	Street Light Replacements	£ 1,313	£ 1,313	£ 1,313
6331	New Playground Equipment	£ -	£ -	£ -
6500	Community Infrastructure Levy	£ -	£ -	£ -
	Total Capital and Reserves	£ 1,313	£ 1,313	£ 1,313
	Total INCOME	£ 229,268	£ 198,312	£ 217,042
	Total EXPENSE	£ 199,875	£ 72,425	£ 144,997
	Income Less Expense	£ 29,393	£ 125,887	£ 72,045

Title	Budget for 2021/2022 & Precept Request
Authors	Clerk & RFO
Meeting	Goring Parish Council – 09 th November 2020

By Centre	2021-22 (Next Year)	
	Budget	
180	Income	
1130	White Hill Burial Ground	£15,000
1132	Grants/S106/Donations	£-
1134	Miscellaneous Income Other	£50
1135	Community Car Park	£2,400
1140	Miscellaneous Property Income	£200
1141	Gardiner Ground and Pavilion	£2,000
1143	Sheepcot Ground and Pavilion	£1,500
1149	CIL Receipts	£-
1176	Precept	£ 158,306
1190	Interest Received	£500
	Total Income	£ 179,956
101	Allowances & Expenses	
2110	Allowances Expenses Training	£1,700
	Total Allowances & Expenses	£1,700
102	Administration	
2200	Security, Fire & Safety	£150
2210	Postage, copies and printing	£450
2240	Telephone & Internet	£1,050
2250	Software and back-ups	£950
2255	Office Equipment	£2,000
2270	Insurance	£1,900
2290	Rates & Taxes	£2,000
2300	Miscellaneous Expenditure	£306
	Election fees	£-
2500	COVID-19 Response (not Staff)	£-
2510	Audit & Accountancy Fees	£1,000
2520	Legal Fees	£1,000
2540	Hire of Meeting Room	£500
2550	Publications	£100
2590	Awards and honours	£1,000
	Total Administration	£12,406
103	Staff	
2310	Staff Costs	£50,000

Appendix N

	Total Staff Costs	£50,000	Maximum hours, inclusive maximum SCP increases for Clerk/Asst Clerks (range between £48k & £52k)
104	Subscriptions		
2410	Subscriptions	£800	
	Total Subscriptions	£800	
105	Miscellaneous Finance		
2580	Bank Charges	£100	
	Total Miscellaneous Finance	£100	
202	Village Maintenance		
2260	Utilities - Gas, Water, Electr	£10,000	
2295	Inspections Surveys & Reports	£3,500	
2570	OJFS Sundries & Maintenance	£200	
2600	Vandalism	£500	
2610	Traveller Eviction & Cleanup	£-	
3100	Misc Burial Ground Costs	£450	
3110	Grass Weeding Strimming Fertil	£14,500	
3120	Hedges/Fences/Paddocks/Gates	£3,000	
3170	General Maintenance & Repair	£4,000	
3210	Grave Digging	£3,500	
3250	High Street Strategic Project	£-	
3260	Defibrillator	£200	
3420	Street Lighting	£20,000	
3525	Trees	£-	from EMR
3560	Waste / Litter / Street Cleani	£6,000	
3562	Winter & Flooding	£600	To EMR
3650	Car Park	£3,000	
3910	Street Furniture & Seats	£500	in future, unless repair, from Public Spaces EMR or specific donations
4211	Playground Equipment	£2,500	Repair and maintenance, new equipment from EMR
	Total Village Maintenance	£72,450	
203	Grants		
3310	Churches S214(6) LG Act 1972	£-	
3330	S137 and Other (Non-Grant) Payments	£5,000	3,000 for a planting committee
3350	Transport S26-29 LGR Act 1997	£1,000	For Readibus
	Total Grants	£6,000	
205	Environment		
6330	High Street Strategic Project	£-	
		£-	from EMR

501	Capital and Reserves		
6320	Street Light Replacements		
6331	New Playground Equipment		
6500	Community Infrastructure Levy		
	Total Capital and Reserves		
	Total INCOME	£ 179,956	
	Total EXPENSE	£ 143,456	
	Income Less Expense [To EMRs]	£36,500	

Earmarked Reserves

	Account	Estimated for 31-3-2021	From budget 2021-22	2021-2022
320	EMR Operating Reserve	£60,000	£5,000	£65,000
321	EMR Rectory Gardens			
322	EMR Ferry Lane Riverbank Repai			
323	EMR Ferry Lane Fence			
324	EMR Gardiner Pavilion			
325	EMR Tree Felling & Replacement	£4,325	£2,000	£6,325
326	EMR Playground Equipment	£13,500	£8,000	£21,500
327	EMR Legal Fees - Weir			
328	EMR MIGGS Pavement Widening			
329	EMR Car Park Reserves	£2,000	£1,000	£3,000
330	EMR Conservation Area Apprais			
331	EMR Sheepcot Refurbishment			
332	EMR CIL			
333	EMR High Street Strategic Project			
334	EMR Street Lighting Replacement	£6,964	£15,500	£22,464
335	EMR LED Street Survey			
340	EMR Covid-19 Response	£4,346		£4,346
350	EMR Prev FY2019-20 Commitments			
360	EMR Security	£3,853		£3,853
370	EMR Public Spaces Strategy	£5,500	£5,000	£10,500
		£100,488	£36,500	£136,988

Precept Request for 2021-2022:

£158,306

REVIEW OF EFFECTIVENESS OF INTERNAL AUDIT

For the period 1st April 2020 – 31st March 2021

Expected Standard	Evidence of Achievement	Areas for Development
1. Scope of internal audit	Terms of reference were (re)-approved by full council on [date]. Scope of audit work takes into account risk management processes and wider internal control. Terms of reference define audit responsibilities in relation to fraud.	Standing Orders and Governance Documents were formally reviewed on 11 March 2019 Audit responsibilities are reviewed annually and address concerns of ways to protect against fraud.
2. Independence	Internal Auditor has direct access to those charged with governance (see Financial Regulations). Reports are made in own name to council. Auditor does not have any other role within the council.	Confirmed.
3. Competence	No evidence that internal audit work has not been carried out ethically, with integrity and objectivity.	Confirmed.
4. Relationships	Responsible officers (Clerk, RFO etc) are consulted on the internal audit plan and on the scope of each audit, (evidence is on audit files). Responsibilities for officers and internal audit are defined in relation to internal control, risk management and fraud and corruption matters. The responsibilities of council members are understood; training of members is carried out as necessary.	Confirmed, though training is determined as it is locally available, based on need. Clerk, Assistant Clerk and all Councillors are provided information about all opportunities for training, and to support this effort funds are budgeted each year.
5. Audit planning and reporting	The audit plan properly takes account of corporate risk. The plan has been approved by the council [date]. Internal Auditor has reported in accordance with the plan on [date].	Confirmed. For the audit plan, see Appendix A in Standing Orders approved 11/3/19. Internal audit report received by the council on 11/2/2019 was in accordance with the audit requirements.

Characteristics of 'Effectiveness'	Evidence of Achievement	Areas for Development
Internal audit work is planned	Planned internal audit work is based on risk assessment and designed to meet the council's governance assurance needs.	Confirmed, and reviewed each year.
Understanding the whole organisation, its needs and objectives	The annual audit plan demonstrates how audit work will provide assurance in relation to the council's annual governance statement.	Confirmed, and reviewed each year.
Be seen as a catalyst for change	Supportive role of audit for corporate developments such as corporate governance review, risk management and ethics.	Confirmed. Internal audit and Financial Risk Assessment drives procedural changes for continuous improvement.
Add value and assist the organisation in achieving its objectives	Demonstrated through positive management responses to recommendations and follow up action where called for.	Confirmed. There is a history and ethos in the Council to address any internal concerns and recommendations as they arise.
Be forward looking	When identifying risks and in formulating the annual audit plan, changes on national agenda are considered. Internal audit maintains awareness of new developments in the services, risk management and corporate governance.	Confirmed. This is addressed as changes are notified and is considered in each annual review.
Be challenging	Internal audit focuses on risks and encourages members to develop their own responses to risks, rather than solely relying on audit recommendations. The aim of this is to encourage greater ownership of the control environment.	Confirmed.
Ensure the right resources are available	Adequate resource is made available for internal audit to complete its work. Internal Auditor understands the body and the legal and corporate framework in which it operates.	Confirmed.
Note: Review of effectiveness of internal audit must be reviewed and adopted by council annually during the financial year and before 31 March.		

Review of the policy.

This policy was accepted by the Parish Council at its meeting on 09 November 2020 and will be reviewed annually.

Signed:
Chairman

K Bulmer



FINANCIAL RISK ASSESSMENT AND MANAGEMENT

For the period 1st April 2020 – 31st March 2021

1 Income

Topic	Risk Identified	Risk Level H/M/L	Management of Risk	Staff action	Internal Audit Checks (Every)
Precept	Not submitted	L	Full PC Minute – RFO follow up	Diary	12 months
	Not paid by DC	L	Check & Report To PC.	Diary	12 months
	Adequacy of precept	H	Quarterly review of budget to actual	Diary	12 months
Grants – Lottery	Claims procedure	M	Clerk/RFO check quarterly		12 months
	Receipt of grant when due	M	Check & Report to PC.	Diary	12 months
Grants – District	Claims procedure	L	Clerk/RFO check quarterly		12 months
	Receipt of grant when due	M	Check & Report to PC.	Diary	12 months
T I C – Grant	Claims procedure	M	Clerk/RFO check quarterly	Diary	12 months
	Receipt of grant when due	M	Check & Report to PC.		12 months
Investment Income	Receipt when due	L		Diary	12 months
	Investment Policy	L	Review policy annually	Diary	12 months
	Surplus funds	L	Review policy annually		12 months

2 Expenditure

Topic	Risk Identified	Risk Level H/M/L	Management of Risk	Staff action	Internal Audit Checks (Every)
Salaries	Wrong salary paid	M	Check to minute	Member verify	12 months
	Wrong hours paid	M	Check to timesheet/contract	Member verify	12 months
	Wrong rate of pay	M	Check to contract	Member verify	12 months
	False employee	L	Check to PAYE Records & lists	Member verify	12 months
	Wrong deductions – NI	M	Check to PAYE Calcs	Member verify	12 months
	Wrong deductions – Income tax	M	Check to PAYE Calcs	Member verify	12 months

Topic	Risk Identified	Risk Level H/M/L	Management of Risk	Staff action	Internal Audit Checks (Every)
Direct Costs and overhead expenses	Goods not supplied to TC	M	Order system	Approval check	12 months
	Invoice incorrectly calculated	L	Check arithmetic	Approval check	12 months
	Cheque payable is excessive	M	Signatory initials etc Stub & Voucher	Member verify	6 months
	Cheque payable to wrong party	M	Signatory initials etc Stub & Voucher	Member verify	6 months
Cllrs Allowances	Cllr overpaid	M	Claim form & minute	RFO verify	6 months
	Income tax deduction	M	Check to PAYE Records & lists	RFO verify	6 months
Fiscal Support	Power to pay	M	Minute power	Member verify	12 months
	Agreement of Council to pay	L	Minute	Member verify	12 months
	Conditions agreed	L	Use reasonable condition	RFO check	12 months
	Cheque & voucher	M	Signatory initials etc Stub & Voucher	Member verify	12 months
	Follow up verification	M	RFO check and consider budget	RFO verify	12 months
Election Costs	Invoice at agreed rate	L	RFO check and consider budget	RFO verify	Whenever

3 Review of the policy.

This policy was reviewed by the Parish Council at its meeting on 09 November 2020 and will be reviewed annually.

Signed:

K Bulmer
Chairman



STATEMENT OF INTERNAL CONTROLS

For the period 1st April 2020 – 31st March 2021

1. Scope of the Responsibility

- 1.1. Goring-on-Thames Parish Council (the Council) is responsible for ensuring that its business is conducted in accordance with the law and proper standards, and public money is safeguarded and properly accounted for, and used economically, efficiently and effectively.
- 1.2. In discharging this overall responsibility, the Council is also responsible for ensuring that there is a sound system of internal control which facilitates the effective exercise of the Council's functions and which includes arrangements for the management of risk.

2. The Purpose of the System of Internal Control

- 2.1. The system of internal control is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives; it can therefore only provide reasonable and not absolute assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the Council's policies, aims and objectives, to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.
- 2.2. The system of internal control is in place at the Council from date of approval for the year ending 31st March 2021 and up to the date of approval of the annual report and accounts in accordance with proper practice.

3. The Internal Control Environment

- 3.1. The Council
 - 3.1.1. The Council has appointed a Chairman who is responsible for the smooth running of meetings and for ensuring that all Council decisions are lawful.
 - 3.1.2. The Council reviews its obligations and objectives and approves budgets for the following year at its November and December meetings. The December meeting of the Council approves the level of precept for the following financial year.
 - 3.1.3. The Council monitors progress against objectives, financial systems and procedures, budgetary control and carries out regular reviews of financial matters.
 - 3.1.4. The full Council normally meets 11 times each year and monitors progress against its aims and objectives at each meeting by receiving relevant reports from the Clerk.
 - 3.1.5. The Council carries out regular reviews of its internal controls, systems and procedures.
- 3.2. Clerk to the Council & Responsible Financial Officer
 - 3.2.1. The Council has appointed a Clerk to the Council who acts as the Council's advisor and administrator. The Clerk is the Council's Responsible Financial Officer and is responsible for administering the Council's finances. The Clerk is responsible for the day to day compliance with laws and regulations that the Council is subject to and for managing risks. The Clerk also ensures that the Council's procedures, control systems and policies are adhered to.
- 3.3. Payments
 - 3.3.1. All payments are reported to the Council for approval. Two members of the Council must authorise all payments.
- 3.4. Risk Assessments / Risk Management

3.4.1. The Council carries out regular risk assessment in respect of actions and regularly reviews its systems and controls.

3.5. Internal Audit

3.5.1. The Council has appointed Jane Olds as its independent Internal Auditor for the year 2020/2021 who will report to the Council on the adequacy of its records, procedures, systems, internal controls and risk management. The effectiveness of the internal audit is reviewed annually.

3.6. External Audit

3.6.1. The Council has been appointed External Auditor Moore until further notice. Following completion of the External Audit the annual Certificate of Audit is provided, which is presented to the Council.

4. Review of Effectiveness

4.1. Goring-on-Thames Parish Council has responsibility for conducting an annual review of the effectiveness of its system of internal controls. The review of the effectiveness of the system of internal controls is monitored and informed by:

4.1.1. the Clerk to the Council/Responsible Financial Officer

4.1.2. the work of the Independent Internal Auditor

4.1.3. the External Auditors through the Annual Return and their annual letter

4.1.4. the number of significant issues that are raised during the year.

5. Review of the Statement

This statement was accepted by the Parish Council at its meeting on 09th November 2020 and will be reviewed annually.

Signed:

K Bulmer
Chairman