

EAST GRINSTEAD TOWN COUNCIL

Council Offices, East Court, College Lane, East Grinstead, West Sussex, RH19 3LT

Town Clerk: Samantha Heynes BA (Hons), FSLCC

www.eastgrinstead.gov.uk

Email: townclerk@eastgrinstead.gov.uk

Phone: 01342 323636

To: All Members, East Grinstead Town Council
(Other distribution for information only)

Quorum is 1/3 or 6 members

2nd October 2026

Dear Sir/Madam

Your attendance is requested at a **COUNCIL MEETING** of **EAST GRINSTEAD TOWN COUNCIL** to be held in the **COUNCIL CHAMBER** at **EAST COURT** on **THURSDAY 8th OCTOBER 2026** at 7.00pm. Where possible please clarify any points or raise questions beforehand.

Members are asked to resolve or advise of any detailed questions to officers prior to the meeting where possible.

Yours faithfully

Samantha Heynes
Town Clerk

ORDER OF MEETING

7.00pm Public Participation

Members of the public may attend the meeting in person. There is a period of up to 15 minutes for public questions relating to items on the agenda.

Any question must be submitted to the Town Clerk 24 hours in advance of the meeting, referencing the agenda item it is related to. In the event of a large number of speakers, the Chairman has the discretion to increase the number allowed to speak.

Each member of public will be able to speak for a maximum of 2 minutes and will have no right of reply. If a question cannot be answered at the meeting, a written response may be provided at a later date.

The Chairman's interpretation of the Standing Orders is final. Should there be no questions, or the questions complete before the end of 15 minutes, the Chairman will move along to the agenda and public participation will end.

AGENDA

- 45 To receive apologies for absence
- 46 To confirm the minutes of the meeting held on 30th July 2026
- 47 To receive any declarations of personal or pecuniary interest
- 48 To review the list of Town Mayor engagements (Appendix A)
- 49 To receive such communications as the Leader of the Council may desire to lay before the Council
- 50 To note the actions list (Appendix B)
- 51 To receive and consider the minutes of Committees:

	Date	Minute No	Page No
(a) Planning	02/07/2026	18-24	6-7
(b) Planning	13/08/2026	25-34	8-10
(c) Estates & Environment	10/09/2026	10-22	4-8
(d) Community & Tourism	17/09/2026	8-17	4-6
(e) Planning	24/09/2026	35-44	11-13
(f) Finance & General Purposes	01/10/2026	15-29	4-7
- 52 To receive an update from Inspector Fahey
- 53 To receive an update from the Food Bank
- 54 To receive an update from Fairtrade
- 55 To receive an update from County Councillors
- 56 External audit - to note the result of the external audit for 2025/2026 (Appendix C)
- 57 To consider the recommendation of the Estates & Environment Committee regarding the proposal to introduce parking controls at the East Court car park (Appendix D)
- 58 To consider the estimated annual costs for annual maintenance of Moat Pond and continue negotiations with MSDC regarding handover of this asset (Appendix E)
- 59 To receive an update regarding the auction of St Margarets Loop
- 60 To consider the adoption of the following policies (Appendix F):

Business Continuation Plan
Complaints Policy – Councillors
- 61 To note the updated prioritised Business Plan which will be used to inform budget planning for 2027-2028 and beyond (Appendix G)
- 62 To note the closure of Glen Vue Centre as occupied by Age UK West Sussex, Brighton & Hove



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MAYOR'S DIARY EVENTS

01/08/2026 to 31/09/2026

Cllr Stephanie Reeves

AUGUST		
3	East Court Live	Town Mayor
14	Opening of Banking Hub	Town Mayor
SEPTEMBER		
8	International College of Oriental Medicine	Deputy Mayor
15	Sir Archibald McIndoe Reception at the Museum	Deputy Mayor
OCTOBER		
10	Lions PSA testing	Deputy Mayor
17	EG Bonfire: Build a Guy	Deputy Mayor
17	EG Bonfire: procession	Mayor/Deputy Mayor
27	The Mayor's Quiz	

APPENDIX B

EAST GRINSTEAD TOWN COUNCIL

For Information only – No Resolutions can be made from the Action List

Committee	Min No	Details	Date	Action by	Comments	Status	Date completed	Date taken to committee
Council	38	Council supported the recommendations outlined in the report and authorised further development of design proposals focusing on an integrated asphalt track up to an initial budget of £250k, subject to sourcing of grant funding. Planning advice would be clarified, and initial designs would be returned to the Community & Tourism Committee.	30/07/2026	Deputy Clerk	Contact has been made with some Town/Parish Councils who have installed pump tracks and suppliers. MSDC confirmed planning should not be required for the scheme. Rob Anderton has confirmed in principle that MSDC agree to progress negotiations on a 99-year lease on a peppercorn rent.			
Council	39	Council supported the recommendation to take on the maintenance of the raingarden from 2028 when it was scheduled to be handed over, WSCC to be informed.	30/07/2026	Deputy Clerk	WSCC informed of the decision to take over the rain garden.	Complete		08/10/2026
Council	40	Renew the insurance premium at a premium of £37,370, an increase of £1,696 or 4.8%, for an extended period of 2 years to a 5 year contract	30/07/2026	RFO	Insurance premium renewed.	Complete		08/10/2026
Council	41	Continue discussions with MSDC to negotiate ownership of the pond, including detailed understanding of full one-off and standard annual maintenance costs together with any potential commuted sums. It would be emphasised that existing pond maintenance must continue in the interim	30/07/2026	Clerk	Report containing estimated maintenance costs included on 8/10/26 agenda for consideration.	Complete		08/10/2026
Council	42	Add business plan prioritisation to committee agendas.	30/07/2026	Clerk	Prioritisation of all items completed and included on 8/10/26 for review.	Complete		08/10/2026
Council	43	Write to WSALC via MSATC for clarification of £200k held in reserves.	30/07/2026	Clerk	Letter circulated to all WSALC Board members, awaiting formal response.	Complete		08/10/2026
Council	43	Clarify whether a formal motion would be required before these matters regarding the reserves held by WSALC could be discussed at the AGM.	30/07/2026	Clerk	2/10/26: Written to WSALC awaiting response.			
Council	43	Include a future agenda item to consider East Grinstead Town Council's future membership of WSALC subject to response regarding reserves held.	30/07/2026	Clerk	Awaiting response.			

Section 3 - External Auditor Report and Certificate 2025/26

In respect of

East Grinstead Town Council

1 Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a **limited assurance review** is set out by the National Audit Office (NAO). A limited assurance review is **not a full statutory audit**, it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it **does not** provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02) as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/>

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2026; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors

2 External auditor limited assurance opinion 2025/26

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return, in our opinion the information in Sections 1 and 2 of the Annual Governance and Accountability Return is in accordance with the Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

There are no other matters affecting our opinion which we draw to the attention of the authority.

3 External auditor certificate 2025/26

We certify that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2026.

External Auditor Name



External Auditor Signature

Date

13/08/2026



EAST GRINSTEAD TOWN COUNCIL

Council Meeting

8 October 2026

Agenda Item 57 : Car parking control and management at East Court

Author: Deputy Town Clerk

Purpose of the report:

The Estates & Environment Committee were presented with a report at their meeting on the 10 September 2026 in respect of the potential impact of parking at East Court in relation to the redevelopment of the Old Police Station building into 33 residential apartments. These properties could potentially come onto the market in November 2026 in phases through till March 2027; occupation could be spring 2027. The concerns are that the parking is not adequate for the flats and that residents/visitors will use the adjacent car parking areas at East Court, particularly the Old Court House area, causing issues for tenants and hirers of the Town Councils facilities if adequate spaces are not available for them.

The E & E Committee reviewed the report and their recommendation to the full Council is below:

To make no changes at this stage to the parking management at East Court; but to monitor and obtain data once the first phase of the residential development is completed to see what the impact is on parking and review the situation and put a management plan together if required at that stage.

The full report is below for the Council's consideration so they can make an informed decision on the options available.

1. Recommendation

To consider the recommendation of the E & E Committee below:

- (a) to support the recommendation of the E & E Committee to make no changes at this stage to the parking management at East Court; but to monitor and obtain data once the first phase of the residential development is completed to see what the impact is on parking and review the situation and put a management plan together if required at that stage.

2. Background

A planning application was submitted and approved in May 2025 for the conversion of the Old Police Station to 33 residential units. This development is not yet completed; however, we have been advised marketing of plots could start from November 2026 in 5 phases through to March 2027. The application states the development will comprise the following: 12 No. 2 Bedroom 4 Person

apartments; 8 No. 2 Bedroom 3 Person apartments; 8 No. 1 Bedroom 2 Person apartments; 3 No. 1 Person Studio apartments. The planning application noted there will be 34 parking spaces, including disabled and visitors.

The Council is concerned that the parking arrangements will in effect mean that residents will spill out into other areas of East Court, including the Old Court House car park, which is specifically used for the tenants (nurseries) and hirers of this building.

Therefore, options in respect of how this might be managed should it become a problem have been reviewed by officers, to potentially prevent any negative impact on tenants/hirers facilities at East Court. However, this also needs to accommodate users of the outside facilities at East Court so they can continue to be used by the community, for example dog walkers, people visiting the play park.

Currently the only parking restrictions in place is the car park area used by staff, councillors and tenants at East Court, which has a barrier. Although, following changes to the barrier operation, this is now open at the weekends for parking, unless an event is being held at East Court.

3. Main Considerations

- 3.1. To ensure that parking is still available for users of the facilities at East Court, mainly for hirers, tenants or general users of the outside areas.
- 3.2. Financial - currently there is no budget set aside for additional parking controls, however the proposals noted in this report would be at no cost to the Council, as the income from tickets issued goes to the parking management company to cover administration and set up costs. If parking fees were imposed then the Council could increase its income, as these fees would come directly to them. Under the Road Traffic Regulation Act 1984 Section 55 any income received must be spent on the upkeep of the car parking areas, but anything left over can be used for other projects, noted under this regulation such as *outdoor recreational facilities available to the general public without charge*.¹ So this could go towards for example a play area. Consideration may need to be given to remarking of lines and car parking surfaces, which would be a cost to the Council. The Old Court House parking area is in poor condition and does need some renovation which the Head of Estates and Civic Pride is investigating.
- 3.3. Legal/governance implications – to ensure that any parking controls are managed and signed correctly, in compliance with the UK General Data Protection Regulations and the Data Protection Act 2018.

¹ Road Traffic Regulation Act 1984 Section 55 para (4B)

- 3.4. Risks/issues – public perception of parking controls at East Court and managing those in a positive light, as tickets would be issued if drivers did not adhere to the car park regulations. Social media negativity, so any implementation would need to be well managed and promoted. If parking fees were implemented, this would most likely be unwelcome as parking has always been free to hirers and users of East Court. However, the options are very flexible when setting up this type of parking management system. Power supply should be able to be taken from the light columns to run the cameras. Solar is a potential option also, but may mean a longer, more expensive contract.
- 3.5. Timelines – system can be installed within a 4–6 week timeframe, depending on availability of equipment. Contract would be for a minimum 12 months or 24 months depending on the management company.

4. Options

Two parking management companies have visited the site, and potential proposals have been reviewed. The following are possible options:

- (a) Fitting of ANPR cameras to capture all vehicles that enter East Court, including the Old Court House. If free parking is still to be offered, the system can be set to a certain timeframe, for example 2 hours, giving people enough time to go for a walk or use the playground. Tickets would be issued after the 2-hour period had elapsed. Kiosks would be provided at East Court, Meridian Hall and the Old Court House for hirers to register their number plates, so stays longer than 2 hours would not incur a ticket. Staff and tenant number plates can be registered on the system in advance, so no tickets are issued to these vehicles. Management for this would be carried out by the car parking management company and they would receive income from any tickets issued. No installation costs to the Council.
- (b) Fitting of ANPR cameras to capture all vehicles that enter the car parks, including the Old Court House. A similar arrangement to the above, but after the 2 free hours, a fee would be made to park, (with tickets issued if payment not made). Kiosks would be provided as above for hirers to register if they were staying over the 2 hours, so they would not be charged. Any income from parking fees would be payable to the Town Council, income from tickets would go to the car park management company, no installation costs to the Council.

The above are examples in respect of time limits; fees/times for parking can be determined by the Council together with the times for free parking and these can also be different by car park area or day of the week.

It is noted that the system can be turned off if advance notice is given, for example during the East Court Live events.

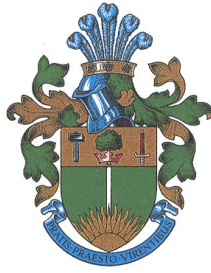
It was noted by both companies it could potentially be better to install the parking management system prior to the flats being sold, so it is clear when people are viewing that parking is not available to them from the offset. Although we cannot currently confirm if parking issues will arise, only provide the facts available at this stage.

Penalty tickets start at £100 and are reduced to £60 if paid within the first 14 days, if after 42 days this is not paid, it is passed onto debt recovery and it is increased to £170.

5. Conclusion

The redevelopment of the Old Police Station is likely to place additional pressure on parking at East Court and could affect the availability of spaces for existing tenants, hirers and community users. The report sets out the potential options available to the Council to manage this risk, including retaining free parking with time restrictions, introducing charges after a free period, or making no changes to the current arrangements.

Councillors are therefore asked to consider the potential impact of the development, and the recommendation of the E & E Committee.



EAST GRINSTEAD TOWN COUNCIL

Full Council

8th October 2026

Agenda Item 58: Moat Pond Estimated Annual Maintenance

Author: Sam Heynes, Town Clerk

1. Recommendation

Council is asked to consider the estimated annual maintenance costs for Moat Pond of £15,000. This is a planning estimate, rather than a definitive one.

This will need to be factored into the Council's annual budget as there is no allowance for this currently. It is important to note that this is a best guess estimate based on what is currently known and does not include any capital works or major maintenance which may become necessary.

Council is asked to confirm whether it wishes to continue negotiations regarding the transfer of Moat Pond on the basis of these estimates. There will be an opportunity to negotiate a commuted sum as part of any handover agreement.

2. Background

Recent conversations have taken place between MSDC and EGTC to consider the handover of Moat Pond, an asset currently owned by MSDC which they are keen to handover to EGTC for future maintenance and management.

A key task has been to try and understand the annual maintenance costs of the pond so the impact on Town Council staffing and finances can be considered prior to negotiating taking over the asset.

As there is no reliable data available to demonstrate the full annual maintenance costs paid by MSDC, due in part to the configuration of their maintenance contract with Glendale, it has been necessary to review the data we do have available to calculate a best guess estimate for what will be required.

3. Summary Estimate of Annual Costs

Based on the information currently available which includes MSDC's current maintenance plan, the regular annual tasks and feedback from the Town Council's regularly used landscaping & tree contractor after a site visit, an estimated annual budget in the region of £12,000 to £15,000 excluding VAT would be required to maintain Moat Pond to a reasonable standard.

This includes the existing routine grounds maintenance costs, regular vegetation and tree work, footpath maintenance, water quality and fish stock management, and an allowance for reactive works.

It does not include significant capital works such as installation of an aeration system, major repairs to paths or banks, dredging, or substantial works to the island.

For financial planning purposes, an annual provision of £15,000 is therefore considered prudent, alongside an appropriate initial capital or commuted sum to address existing liabilities and improvement works.

Cost area	Indicative annual allowance
Grass cutting, hedge trimming, litter picking and bin emptying (actual costs provided by MSDC)	£3,500
Regular vegetation, weed, outlet and general pond-side maintenance	£3,000–£4,000
Tree inspections and routine/ad hoc tree works	£1,500–£2,000
Footpath and access maintenance	£1,000–£1,500
Fish monitoring and contribution towards periodic de-stocking	£750–£1,250
Water-quality monitoring/minor ecological works	£500–£1,000
General contingency for unforeseen works	£1,500–£2,000
Estimated annual requirement	£11,750–£15,250

This estimate assumes:

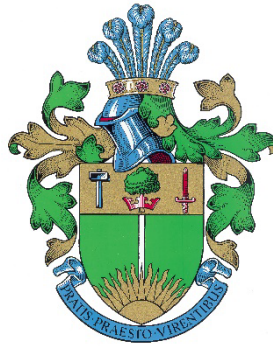
- Routine grounds maintenance continues to cost approximately £3,500 per year.
- A contractor attends for approximately four to six additional days each year at £650 per day for vegetation, minor tree and general improvement works.
- Larger cyclical costs, such as fish de-stocking, are spread across annual budgets.
- EGTC staff may undertake some inspections and minor tasks, but their staff time and machinery costs are not separately included.

Additional Financial Considerations

There would also likely be the following initial additional or capital expenditure:

- Removal of currently identified dead or dying trees: £1,300–£1,950 excluding VAT (unless completed prior to handover by MSDC).

- Island investigation and initial tree works: presently uncoded and potentially significant because boat access is required. No works have been undertaken on the island outside urgent tree works in recent years.
- Solar powered aeration installation: approximately £15,000–£20,000.
- Any major footpath reconstruction, dredging, bank restoration or drainage infrastructure work would be additional.



Business Continuation Plan

Contents

1. Introduction.....	1
2. Purpose and Policy Statement.....	1
3. Scope of the Plan	1
4. Governance and Responsibilities	2
5. Risk Assessment Overview	2
6. Critical Services and Prioritisation	3
7. Continuity Strategies	3
8. Plan Activation.....	4
9. Recovery and Restoration	4
10. Training and Testing.....	4

Issue Number	Date	Amendment Details
1	September 2026	New Plan

1. Introduction

- 1.1 East Grinstead Town Council plays a critical role in the civic and administrative life of the town, delivering a range of services including cemetery management, community events, public facilities, and grounds maintenance. These services contribute directly to the wellbeing and daily life of residents, and it is essential that the Council maintains service delivery during periods of disruption.
- 1.2 This Business Continuity Plan (BCP) outlines the measures in place to ensure that essential functions continue or are rapidly restored in the event of a disruption. These could include staff absences, IT failures, severe weather, utility failures, or the loss of premises. The plan identifies key services, outlines continuity strategies, and assigns responsibilities to ensure a timely and coordinated response.
- 1.3 This Plan is based on good practice, while addressing the unique local needs of East Grinstead.

2. Purpose and Policy Statement

- 2.1 The purpose of this BCP is to ensure East Grinstead Town Council can maintain critical services and governance functions during and following a significant disruption. The Council is committed to the safety of staff and the public, continuity of essential services, protection of its assets and data, and swift recovery to normal operations.
- 2.2 The Business Continuity Plan sets out clear procedures for managing risks, activating emergency responses, maintaining communication, and restoring operations efficiently. The Council recognises that even limited disruptions can have a significant impact on its ability to deliver statutory functions and therefore adopts a proactive and responsive approach to resilience planning.

3. Scope of the Plan

- 3.1 This plan covers all operations and services managed by East Grinstead Town Council. This includes:
 - Administrative services provided from East Court Mansion and the Library
 - Management and bookings for Meridian Hall and other community venues
 - Burial administration and maintenance at Mount Noddy Cemetery
 - Grounds maintenance, including public spaces and floral displays
 - Organisation of civic and community events
 - Provision and upkeep of public conveniences
 - Maintenance of Council-owned assets such as noticeboards and war memorials

- 3.2 The plan also applies to Councillors, staff, contractors, volunteers, and service providers working with or on behalf of the Council.

4. Governance and Responsibilities

- 4.1 The Town Clerk is responsible for owning and implementing this plan, including initiating the response to an incident and ensuring staff are aware of their roles. In the absence of the Town Clerk, the Deputy Clerk or Head of Finance and Support Services will take over this responsibility.
- 4.2 Staff members are required to understand their responsibilities under the plan and to participate in relevant training and testing activities. The Estates Manager is responsible for securing physical assets and enabling access to alternative facilities if needed. Event coordination, communications, and public liaison in times of disruption are managed by relevant officers under the direction of the Town Clerk.
- 4.3 The Mayor and Deputy Mayor have oversight roles and will support strategic decision-making and communications with Councillors and stakeholders during an emergency.

5. Risk Assessment Overview

- 5.1 The Council has considered a range of scenarios that could cause business disruption. These include:
- **Loss of key personnel:** In the event the Town Clerk or another senior officer is unavailable due to illness or other absence, documented procedures and trained deputies are in place to maintain essential operations. Locum support may also be arranged via professional bodies such as SLCC or WSALC.
 - **Loss of premises:** Should the Council offices at East Court Mansion become inaccessible due to fire, flood, or other structural issues, operations can be temporarily relocated to an alternative venue such as Meridian Hall and Sunnyside Barn or another community facility. Essential equipment and documents will be retrieved or accessed remotely.
 - **ICT failure or cyberattack:** The Council uses secure, cloud-based systems for data and communications, with daily backups and remote access. In the event of a major outage or breach, systems will be restored from backup and critical services prioritised for reactivation.
 - **Severe weather:** Events such as snowstorms or storms may limit access to buildings or impact travel for staff. Where appropriate, remote working will be implemented and non-essential services paused.
 - **Utility failures:** Extended power or water outages may necessitate the temporary closure of Council premises. In such instances, services will be reprioritised or moved to other locations.

- **Widespread illness or pandemic:** The Council will follow public health guidance, facilitate home working, and reduce non-critical services as needed. Cross-training ensures multiple staff can cover essential duties.

6. Critical Services and Prioritisation

6.1 Some services are considered critical to public welfare and statutory compliance and must be restored within short timeframes. These include:

- **Burial administration:** Must be resumed within 24 hours to support funeral arrangements and cemetery operations.
- **Council communications and governance:** Public updates, meeting coordination, and statutory notices must continue within 24 hours to maintain transparency and legal compliance.
- **Bookings and venue operations:** While not immediately critical, disruption to venue hire or public hall access should be resolved within 48 hours to avoid income loss and public dissatisfaction.
- **Grounds maintenance:** Essential for safety and appearance, but tolerable for up to 72 hours.
- **Civic events and projects:** Can be delayed for up to one week or more, depending on the nature and scale of the disruption.

7. Continuity Strategies

7.1 To ensure the Council is prepared for emergencies, the following strategies are in place:

- **ICT and data access:** All essential documents and systems are hosted in the cloud, with secure, two-factor authentication for remote access. IT support is available from an external provider to ensure rapid recovery of digital systems.
- **Alternative workspaces:** In the event East Court Mansion is unavailable, staff will relocate to a secondary venue such as Meridian Hall, Sunnyside Barn. Home working is enabled for staff where appropriate.
- **Supplier arrangements:** Contact lists are maintained for all key contractors and suppliers, including those responsible for IT support, funeral services, building maintenance, and utilities. These are reviewed regularly to ensure accuracy.
- **Public communication:** The Council website, Facebook page, and physical noticeboards will be used to keep residents informed. Media statements are issued by the Town Clerk or Community & Tourism Manager, with phone redirection systems in place for continuous public contact.

- **Staff:** In the event of a complete failure communication and ICT services, staff should assemble at East Court.

8. Plan Activation

8.1 This plan will be activated when a significant disruption affects the Council's ability to operate normally. The Town Clerk or a nominated officer will assess the severity and nature of the disruption, determine which elements of the plan to activate, and notify Councillors, staff, and contractors as appropriate.

8.2 The activation process includes:

- Assessing risk and identifying affected services
- Contacting key personnel and stakeholders
- Relocating staff or services if needed
- Publishing updates and information to the public
- Coordinating recovery or restoration efforts

9. Recovery and Restoration

9.1 Once the disruption has ended or stabilised, the Council will begin a recovery phase. This includes:

- Conducting a formal debrief with all involved personnel
- Reviewing service delivery impacts and identifying any backlogs
- Filing insurance claims where applicable
- Restoring services to normal levels of operation
- Updating this Business Continuity Plan to incorporate lessons learned

9.2 The recovery period will vary depending on the type and extent of the disruption but will prioritise the fastest possible restoration of core services.

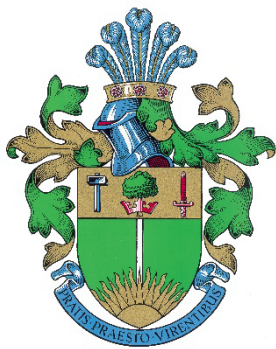
10. Training and Testing

10.1 The Council is committed to regularly testing this plan to ensure its effectiveness. This includes:

- Reviewing the plan annually or following any major incident
- Ensuring all new staff and Councillors receive appropriate induction on business continuity

- Keeping emergency contact and resource lists up to date on a regular basis including a hardcopy of staff & tenant contact details.

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Complaints Policy – Councillors

Contents

- 1. Employment-Related Complaints 1
- 2. Complaints About Councillors Breaching the Code of Conduct..... 1
- 3. Informal Resolution..... 1
- 4. Formal Involvement of Councillors..... 1
- 5. Contact Information 1

Issue Number	Date	Detailed Amendments
1	September 2026	New policy

1. Employment-Related Complaints

- 1.1 Complaints concerning Council employees should be directed through the Council's employment grievance procedures and are not covered by this Code of Practice.

2. Complaints About Councillors Breaching the Code of Conduct

- 2.1 If you believe an elected Member has breached the Code of Conduct, please submit your complaint in writing to:

c/o Monitoring Officer
Mid Sussex District Council
Oaklands, Haywards Heath
RH16 1SS

- 2.2 This procedure aligns with the Localism Act 2011, which requires local authorities to have arrangements for investigating allegations that a councillor has failed to comply with the authority's Code of Conduct.

3. Informal Resolution

- 3.1 Where possible, the Council encourages resolving complaints informally to the satisfaction of the complainant before formal procedures are initiated.

4. Formal Involvement of Councillors

- 4.1 If informal resolution is not feasible, the matter will be referred to the Monitoring Officer.

5. Contact Information

- 5.1 For further assistance, please contact the Town Clerk:

Sam Heynes
Town Clerk
East Grinstead Town Council
Email: townclerk@eastgrinstead.gov.uk
Phone: 01342 335059

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APPENDIX G

Strategic Deliverable	Detailed Ideas/Projects	Committee	Prioritisation (H/M/L)	2026	2027	BAU
Deliver a coordinated programme of public realm maintenance and management to ensure streets and public spaces remain clean, safe, attractive and welcoming.	Maintain the civic realm to high standards, including floral displays, street name plates, litter bins, grit bins, street furniture, the McIndoe statue and lawn, water fountain, graffiti and fly posting removal.	E&E				x
	Deliver a coordinated maintenance programme covering litter management, lighting, surfacing, vegetation clearance, waste storage and decluttering.	E&E				x
	Explore the potential role of a Business Improvement District (BID).	E&E	H	x		
Enhance the appearance and identity of the town centre through high-quality planting, landscaping, public art and seasonal displays.	Introduce year-round decorations within the High Street and London Road.	E&E	L		x	
	Explore urban tree planting projects, looking at installation of street trees, planters and rain gardens where appropriate, creating more visually appealing , green spaces within the town centre.	E&E	H		x	
	Deliver public art, sculpture, projection or light trails.	E&E	H		x	
	Create attractive walking routes between the railway station and town centre.	E&E	H			
Promote environmental sustainability and biodiversity throughout the town.	Develop rewilding initiatives & conservation projects e.g. wildflower section at Mount Noddy, verges, bee friendly town, pollinators at East Court	E&E	M		x	
	Support recycling initiatives.	E&E				x
	Increase biodiversity through appropriate planting schemes.	E&E				x
	Support delivery of the Local Cycling and Walking Infrastructure Plan (LCWIP) to improve cycling and walking infrastructure	E&E				x
Improve walking, cycling and active travel throughout the town.	Improve bus shelters, signage and accessibility.	E&E	M			
	Provide additional cycle parking.	E&E	M			
	Improve pedestrian lighting where required.	E&E	M			
	Improve wayfinding and signage, including directions to public toilets and the railway station.	E&E	H			
	Strengthen pedestrian links between town centre and key destinations.	E&E	H			
	To progress the St Margaret's Loop project to develop a sustainable route into the town	E&E	N/A		x	
Deliver targeted public realm improvements to key town centre spaces and gateways.	Improve Queens Walk through deep cleaning, lighting repairs, planting, art installations and improved bins.	E&E				x
	Improve Railway Approach through improved paving, planting, lighting, seating and decluttering.	E&E	H		x	
	Redesign surfacing, seating, lighting, planting and bin storage to create attractive public spaces.	E&E	H		x	
	Improve the setting behind Middle Row with better waste storage.	E&E	M		x	
Continue to provide and enhance high-quality community facilities.	Continue to provide well maintained community facilities at East Court buildings (Mansion, Meridian Hall, Old Court House) and grounds, and Sunnyside Barn which service community needs.	E&E				x
Develop East Court Estate as an accessible, welcoming and community-focused destination.	Improve use of town council buildings across the estate.	E&E	M	x		
	Improve access to the East Court estate and terraces.	E&E	M		x	
	Enhance East Court landscaping and visitor experience.	E&E	M		x	
Manage parking effectively to support community facilities.	Investigate and implement parking controls at East Court to ensure parking remains available for legitimate users of the facilities.	E&E	H	x		
Continue to provide high-quality public conveniences.	Maintain well-managed and accessible public toilets across the town.	E&E				x
	Plan for future burial provision through expansion of capacity at Mount Noddy Cemetery.	E&E	M	x		
	Continue the effective management and maintenance of Mount Noddy Cemetery	E&E				x

Ensure sustainable cemetery provision and management.	Continue the effective management and maintenance of Queens Road Cemetery	E&E				x
Maintain sound financial management and long-term financial sustainability	Overseeing the allocation of S106 and spending of S106 funding	F&GP				x
	To ensure that the Council's finances continue to be well stewarded and receive an unqualified audit	F&GP				x
	To manage Council's finances to ensure reserves remain within the CIPFA recommended levels	F&GP				x
Maintain effective governance and organisational compliance	To ensure all policies are reviewed as required, including adoption of updated Standing Orders, Financial Regulations and a Scheme of Delegation	F&GP				x
	Understand and explore the threats and opportunities for the Town Council relating to Devolution.	F&GP				x
Improve organisational effectiveness and digital services	To continue to find efficiencies and benefits through the use of technology	F&GP				x
	Review and update Town Council website	F&GP	H		x	
	To continue to support community groups and charities with annual and application grants, for revenue and project costs	F&GP				x
Support and represent the community	To respond to consultations as appropriate to influence and ensure that East Grinstead residents receive affordable, accessible services	F&GP				x
	To continue to scrutinise planning applications and make appropriate recommendations to Mid Sussex District Council with reference to the Neighbourhood Plan	Planning				x
	To monitor the progress of the draft District Plan as it moves through examination to adoption	Planning				x
Influence sustainable planning and development	To consider whether the Neighbourhood Plan requires review once the District Plan has been adopted, incorporating changes to the updated NPPF	Planning	L		x	
	To consider the Licensing applications and where appropriate send comments to the Licencing Authority	Planning				x
Hold partner organisations to account	To continue to scrutinise the services provided by the Principal Authorities West Sussex County Council and Mid Sussex District Council, and Sussex Police, Fire & Rescue, holding them accountable for the services provided to the residents of the town	Planning				x
	Investigate potential enhancements to Turners Hill Recreation Ground as a more usable community space.	C&T	L			
Enhance parks, recreation and leisure facilities to meet community needs.	Explore opportunities to install a splash pad within the town.	C&T	M			
	Enhance facilities at King George's Field, including improvements to the skate park and installation of a pump track.	C&T	H			
	Develop nature trails linking the town with surrounding villages.	C&T	L			
	Continue exploring the provision of youth services, including a daily drop-in space.	C&T	M		x	
	Develop Sunnyside Barn as a community hub.	C&T	L			
	Improve engagement with residents from new developments and underrepresented groups, e.g. explore installation of Community Event Notice Boards in residential areas outside the town centre.	C&T	H	x		x
	Work with Age UK and other organisations to promote intergenerational and community activities.	C&T				x
	Explore newsletter subscriptions, local news communication streams and additional digital communication platforms.	C&T				x

Strengthen community wellbeing, engagement and communications.

Establish the High Street as a destination heritage experience, promoting local culture and celebrating the local history of East Grinstead C&T H x

Explore opportunities to hold job fairs in partnership with local stakeholders. C&T H

Support community engagement activities such as Citizens' Assemblies to bring forward ideas for the future of the town C&T M

Strengthen community safety through partnership working.

Work with Sussex Police and the Police & Crime Commissioner to improve the visibility of Chequer Mead Police Station within the town. C&T x

Continue providing a first-class tourism information service. C&T x

Develop a coordinated heritage trail linking key historic assets including the High Street, Middle Row, Sackville College, St Swithun's Church, the McIndoe Memorial and East Grinstead Museum. C&T H

Promote East Grinstead as a leading heritage and visitor destination.

Improve visitor wayfinding through pedestrian signage, heritage interpretation, visitor maps, digital guides and additional brown tourist signs. C&T H x

Improve signage between the railway station, Bluebell Railway and the town centre. C&T H x

Work collaboratively with Bluebell Railway, Standen, Chequer Mead, Community Rail Partnership and other visitor attractions to promote East Grinstead. Town Twinning? C&T H x

Continue annual summer concerts and Christmas events, ensuring they remain inclusive and accessible. C&T x

Deliver an ambitious programme of events, festivals and cultural activities.

Deliver a wider programme of community and cultural events including Sussex Day, heritage festivals, art fairs, jazz performances, astronomy events celebrating Sir Patrick Moore, carnivals, town twinning celebrations, Open House events and similar activities. C&T H x x

Provide infrastructure to support regular and seasonal events, including electricity supplies, display plinths, anchor points, loading arrangements, temporary road closures, storage and waste management, particularly within Queens Walk, London Road and the High Street. C&T x

Explore Queens Walk as a location for markets, arts and cultural activity. C&T x

Animate the town centre through creative, cultural and commercial uses.

Explore opportunities to expand the Farmers' Market. C&T H x

Explore utilisation of vacant premises for community uses such as art galleries, community cafés, family support services, exhibitions and pop-up shops in partnership with other key stakeholders. C&T H x

Deliver a coordinated public art programme celebrating the identity of East Grinstead.

Reinforce East Grinstead's identity through high-quality public art and creative placemaking through the commission of public artworks at key arrival points including Station Approach and Queens Walk. C&T H x

Introduce murals throughout the town centre, work collaboratively with local artists, schools and community groups. C&T M

Improve sustainable transport, accessibility and connectivity.

Review bus routes, stop locations and passenger waiting facilities across the town centre. C&T H x

Review and share bus passenger information, C&T x

Improve pedestrian connections between transport hubs, visitor attractions and key destinations. C&T L