



Ottery St Mary Town Council

8 Broad Street, Ottery St Mary, Devon EX11 1BZ

PUBLIC NOTICE OF MEETING

Full Council

Issued: Wednesday, 2 September 2026

Dear All,

Notice is hereby given of a public meeting of the **Full Council** to be held at **7:00 PM** on **Monday, 7 September 2026** at **Ottery St. Mary Town Council (8 Broad Street, Ottery St. Mary, Devon, EX11 1BZ)**. Members of the public and press are welcome to attend in accordance with the Public Bodies (Admission to Meetings) Act 1960. This notice is given under paragraph 10(2) of Schedule 12 to the Local Government Act 1972.

Kerry Kennell

Clerk to Ottery St Mary Town Council

INFORMATION FOR MEMBERS OF THE PUBLIC/PRESS:

The law requires that public access is possible and not restricted, unless in the case of an agreed confidential session.

1. For members of the public/press that wish to speak at the meeting, under public participation, please raise your hand and wait for the Mayor to prompt you.
2. For those who have no visual access to the meeting, Members will state their name before speaking and voting.
3. The order of business may be changed by a decision of the Council and by resolution without notice.

Note: Under the Openness of Local Government Bodies Regulations 2014, any members of the public are allowed to take photographs, film and audio record the proceedings and report on all public meetings (including on social media). If you are recording the meeting, you are asked to act in a reasonable manner and not disrupt the conduct of meetings for example by using intrusive lighting, flash photography or asking people to repeat statements for the benefit of the recording. You may not make an oral commentary during the meeting. The Mayor has the power to control public recording and/or reporting so it does not disrupt the meeting

Mobile Phones, Pagers and Similar Devices – All persons attending this meeting are required to turn off Mobile Phones, Pagers and Similar Devices. The Mayor may approve an exception to this request in special circumstances

1. Apologies for Absence

To receive and record apologies for absence. Members are reminded that the Council can only accept apologies where a valid reason is given. Local Government Act 1972, s.85(1)

2. Declarations of Interest

To receive any declarations of pecuniary or non-pecuniary interests from members in items on the agenda, and any requests for dispensations. Members are reminded of their obligations under the Localism Act 2011 s.29–34.

3. Exclusion of Public and Press

To RESOLVE that, under the Public Bodies (Admission to Meetings) Act 1960 s.1(2), the public and press be excluded from the remainder of the meeting by reason of the confidential nature of the business to be transacted.

4. Public Participation

To allow members of the public to address the Council in accordance with the Council's Standing Orders. A maximum of 3 minutes per speaker, total session 15 minutes. Public Bodies (Admission to Meetings) Act 1960, s.1 & Openness of Local Government Bodies Regs 2014; speaking via standing orders.

5. Confirmation of Town Council Minutes of 3rd August 2026 (minute refs C26/08/01-C26/08/25)

To approve and sign the minutes of the previous meeting as a true and correct record. Local Government Act 1972 Schedule 12 para 41.

6. To receive Reports from the EDDC and DCC Councillors

COMMITTEE REPORTS

7. To note the Planning Committee Minutes of 17th August 2026 (minute refs P/26/08/01-P26/08/10)

8. To note the Minutes of the Community Infrastructure Meeting of 17th August 2026 (minute reference CI/26/08/01-CI/26/08/22)

8.1 To consider (and approve if appropriate) recommendations from the Committee

- that consideration be given to approving a payment of £10,000 to DCC for a feasibility study in respect of a pedestrian crossing in Broad Street.
- that the Council proceed with the Wayfinding project as detailed in the proposal.

9. To note the Minutes of the Operations Committee Meeting of 20th August 2026

9.1 To consider (and approve if appropriate) recommendations from the Committee (*Exempt*)

*that the Council submit an offer to purchase the land situated in front of the Council offices, including the adjoining grassed area.

10. To note the Minutes of the Human Resources Committee meeting of 21st August 2026 (minute ref HR/26/08/01 - HR/26/08/08) (*Exempt*)

10.1 To consider (and approve if appropriate) recommendations from the Committee (*Exempt*)

11. To note the Minutes of the Finance and Strategic Planning Committee meeting of 25th August 2026

11.1 To consider (and approve if appropriate) recommendations from the Committee (*Exempt*)

- that up to £54,000 of CIL funding be used on the Wayfinding project.
- that the Council proceed with the quote from Courtstall and instruct Sid Valley Tree Surgery & Landscapes Ltd to carry out the tree works to replace the tennis court surface and remove the trees bordering the Winters Lane tennis courts.
- that the Mayor and Deputy Mayor be authorised to sign the grant funding agreement with EDDC for Section 106 funding towards the resurfacing of Winters Lane tennis courts and that OSMTC enter into the grant funding agreement.

COMMUNITY ISSUES

12. To consider concerns with regards to hedgerow removal within the Parish and to make decisions as appropriate

13. To receive an update regarding the proposal to rebuild Tipton St John Church of England Primary School

14. To receive an update regarding the Coleridge Pre-School building and make recommendations/decisions as appropriate (*Exempt*)

15. To note the current situation regarding Local Government Reorganisation and Devolution

16. To receive an update regarding the Night Bus survey and to make decisions as appropriate

17. To receive an update regarding the survey for a 20mph zone outside of the town and to make decisions as appropriate

18. To receive an update regarding the installation and costings for the Christmas Lights for 2026 and to make decisions as appropriate

19. To review and approve the updated Complaints Policy

20. Confirmation of decisions made under the scheme of delegation

21. Finance Report / Budget Monitoring

To receive a report on income and expenditure against budget. Members are reminded of their fiduciary duty under the Local Government Act 1972 s.151 and the Accounts and Audit Regulations 2015.

22. To note the AGAR Section 3 External Auditor Report

23. Mayor's Report

To receive announcements from the Town Mayor on civic engagements, correspondence, and matters of note since the last meeting. No decisions may be taken under this item.

24. Clerk's Report

To receive the Clerk's report on correspondence received and matters delegated to the Clerk since the previous meeting.

25. Correspondence Received

To note correspondence received and determine any items requiring a formal response.

26. To note any reports previously e-mailed by Councillors of Meetings attended

27. Matters Raised by Members Not Otherwise on the Agenda

To receive brief updates or questions from members on matters not otherwise on the agenda. No decisions may be taken under this item. Members are reminded this is for information and signposting only; substantive matters should be referred to a future agenda.

28. Date and Time of Next Meeting

The next meeting will take place at 7pm on Monday 5th October at Tipton St John Village Hall.

APPENDIX I — Public Documents

5. Confirmation of Town Council Minutes of 3rd August 2026 (minute refs C26/08/01-C26/08/25)

Full Council Meeting-Draft-Minutes.pdf

7. To note the Planning Committee Minutes of 17th August 2026 (minute refs P/26/08/01-P26/08/10)

2026-08-17 - Ottery St Mary Town Council - Planning Committee - Minutes.pdf

8. To note the Minutes of the Community Infrastructure Meeting of 17th August 2026 (minute reference CI/26/08/01-CI/26/08/22)

2026-08-17 - Ottery St Mary Town Council - Community Infrastructure Committee - Minutes (DRAFT).pdf

19. To review and approve the updated Complaints Policy

2026 DRAFT COMPLAINTS POLICY.pdf

22. To note the AGAR Section 3 External Auditor Report

DV0279 AGAR.pdf

DV0279 S3.pdf



Ottery St Mary Town Council — MINUTES

Full Council — Monday, 3 August 2026

Published: Wednesday, 2 September 2026

Attendance

Present: Nick Sneller, Richard Grainger, Emily Peka, Peter Faithfull, Richard Copus, Dean Stewart

Also present: Kerry Kennell — Town Clerk

Min. C/26/08/001 — 1. Apologies for Absence

Apologies for absence were received from Cllrs Vicky Johns (Mayor), Janice Aherne, Sarah Martin and Ben Feasey.

The meeting was Chaired by Cllr Dean Stewart (Deputy Mayor).

Min. C/26/08/002 — 2. Declarations of Interest

No declarations of interest were declared by Members.

Min. C/26/08/003 — 3. Exclusion of Public and Press

It was **RESOLVED** that the following agenda item would be discussed in Confidential Session: C/26/08/9.1 - the supporting information in relation to the grant application and C/26/08/10.1 in relation to the outdoor project at the Hub.

Min. C/26/08/004 — 4. Public Participation

Nothing was raised.

Min. C/26/08/005 — 5. Confirmation of Town Council Minutes of 6th July 2026 (minute refs C26/07/01-C26/07/27)

The minutes of 6th July 2026 were **APPROVED** and signed by the Deputy Mayor as a true record of the meeting.

Min. C/26/08/006 — 6. To receive Reports from the EDDC and DCC Councillors

A written report was received from EDDC Cllr Johns.

A written report was received from EDDC Cllr Faithfull.

No report received from EDDC Cllr Collins or DCC Cllr Bailey.

Min. C/26/08/007 — 7. To note the Planning Committee Minutes of 7th July 2026 (minutes refs P/26/07/01-P/26/07/10) and 27th July 2026 (minute refs P/26/07/11-P/26/07/20)

The minutes of 7th July 2026 and 27th July 2026 were **NOTED**.

Min. C/26/08/008 — 8. To note the Minutes of the Community Infrastructure Meeting of 13th July 2027

The minutes of 13th July 2026 were **NOTED**.

Min. C/26/08/009 — 8.1 To consider (and approve if appropriate) recommendations from the Committee

It was **RESOLVED** to allocate a budget of up to £50,000 to the creation of a new Neighbourhood Plan of which £5,000 is available for immediate planning expenses.

Min. C/26/08/010 — 9. To note the minutes of the Finance and Strategic Planning Committee meeting of 14th July 2026

The minutes of the Finance and Strategic Planning Committee of 14th July were **NOTED**.

Min. C/26/08/011 — 9.1 To consider (and approve if appropriate) recommendations from the Committee

It was **RESOLVED** that:

- £7,000 is awarded to the Ottery St Mary Carnival and Tar Barrel Committee. Thanks were noted to the Committee for everything that they do to help and support the Town Council.

the following documents are approved:

- Standing Orders
- Statement of Internal Control
- Debit Card Policy
- Earmarked Reserves Policy
- Subsistence & Mileage Policy

Min. C/26/08/012 — 10. To note the minutes of the Operations Committee Meeting of 27th July 2026

The minutes of the Operations Committee meeting of 27th July were **NOTED**.

Min. C/26/08/013 — 10.1 To consider (and approve if appropriate) recommendations from the Committee

Under s.1 (2) of the Public Bodies (Admission to Meetings) Act 1960, the council resolved to exclude the press and public from the meeting since publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted. *

There was a lengthy discussion regarding the Outdoor project. It was **RESOLVED** that a snagging list will be provided alongside a timescale for resolution.

**The Confidential Session ended. **

It was **RESOLVED** to:

-request the following changes to the SPACE agreement: That the premises must be inspected at end of session and any damage caused must be notified to the Clerk. If damage is caused the costs may be recovered from SPACE.

- that 18 sensors are installed at the Station Hub at a cost of £1776.06 which includes supply and fitting.

Min. C/26/08/014 — 11. To consider concerns with regards to hedgerow removal within the Parish and to make decisions as appropriate

A response from EDDC was **NOTED**. It was **AGREED** that the Clerk will go back to EDDC to ask if the hedgerow replacement notice has been issued yet, and if not when it would be.

Min. C/26/08/015 — 12. To receive an update regarding the proposal to transfer Tipton St John Church of England Primary School to Thorne Farm, Ottery St Mary

Members noted the positive progress being made towards securing a new site for Tipton St John Primary School within the village. An outline planning application is expected to be submitted to East Devon District Council (EDDC) in September. The proposal has been well received by the local community, reflecting strong support for retaining the school within Tipton St John and providing modern safe educational facilities for future generations. It was **AGREED** that this agenda item will be updated accordingly for future meetings as the planning process progresses and further information becomes available.

Min. C/26/08/016 — 13. To discuss the River Otter and Fluxton Sewage Plan and make recommendations as appropriate

This will be carried forward to the next meeting.

Min. C/26/08/017 — 14. To receive an update regarding the Coleridge Pre-School building and make recommendations/decisions as appropriate

A meeting has been arranged with DCC and will take place in due course.

Min. C/26/08/018 — 15. To note the current situation regarding Local Government Reorganisation and Devolution, and to consider making a representation on behalf of the parish

The Council considered the current situation regarding Local Government Reorganisation and Devolution and whether to make a representation on behalf of the parish regarding the proposed Councils for Devon.

It was **NOTED** that under the Government's local government reorganisation announcement, West Hill and Aylesbeare would fall within the Exeter unitary authority, while Ottery St Mary would be placed within the Devon Council unitary authority. It was **NOTED** that this division would sever the established community ties between West Hill, Aylesbeare and Ottery St Mary, ties which had been recognised by the Boundary Commission during its 2023 review of parliamentary constituencies. Initially, West Hill and Aylesbeare had been included within the proposed Exmouth and Exeter East constituency, while Ottery St Mary was placed in Honiton and Sidmouth. However, following representations highlighting the close links between these communities, the Boundary Commission revised its proposals, subsequently moving West Hill and Aylesbeare into the Honiton and Sidmouth constituency alongside Ottery St Mary. It was **NOTED** that Cllr Bailey had written to Devon County Council (DCC) to highlight that the proposed reorganisation scheme did not follow the outcome of that review.

The Council considered whether the correct process had been followed in arriving at the current proposals and discussed whether to support a judicial review of that process. Following discussion, it was **RESOLVED** to write in support of a judicial review by DCC, without formally allying the parish with any other body or party in that process. *Cllr Sneller and Cllr Faithfull abstained.*

Min. C/26/08/019 — 16. To receive an update regarding the Night Bus survey and to make decisions as appropriate

It was **NOTED** that there was no update to report on the Night Bus survey at this time. Due to a change of staffing at Honiton Town Council, the item will be carried forward to the next meeting.

Min. C/26/08/020 — 17. To receive an update regarding the survey for a 20mph zone outside of the town and to make decisions as appropriate

It was **NOTED** that there was no update to report regarding the survey for a 20mph zone outside of the town.

Min. C/26/08/021 — 18. To review the Strategic Plan and make decisions as appropriate

It was **NOTED** that a meeting would be arranged with Cllr Feasey, the Mayor and the Chairs of each committee to agree the best way to move the Strategic Plan review forward.

Min. C/26/08/022 — 19. Confirmation of decisions made under the scheme of delegation

It was **NOTED** that Cllr Johns, Cllr Stewart, Cllr Grainger and Cllr Feasey had **AGREED** to a temporary solution regarding access to the PlayZone/Petanque Club at Strawberry Lane whilst a longer-term solution is sought.

Min. C/26/08/023 — 20. Finance Report / Budget Monitoring

It was **RESOLVED** to approve the July 2026 Receipts and Payments and Reconciliation report for all accounts, excluding CCLA. It was **NOTED** that the CCLA report would be reviewed at the September meeting.

Min. C/26/08/024 — 21. Mayor's Report

The Mayor's written report was received. It was **NOTED** that the report had been circulated to members ahead of the meeting.

Min. C/26/08/025 — 22. Clerk's Report

The Clerk's report was received. It was **NOTED** that Richard Foord would be holding a community meeting at TSJ the following day (Tuesday 4 August 2026) from 6.30 pm until 7.30 pm.

It was further **NOTED** that the Devon Association of Local Councils (DALC) Annual General Meeting would be held on Wednesday 7 October 2026. The Clerk advised that a reduced registration fee of £50 was available for bookings made by 9 August 2026, after which the fee would increase to £60.

Min. C/26/08/026 — 23. Correspondence Received

Correspondence regarding poor parking at Tumbling Weir Way was reviewed. It was **AGREED** that the Council would write to wholeheartedly support the proposal put forward by the resident, requesting that double yellow lines be installed in front of the drop kerbs as a minimum, in order to prevent vehicles parking on the junction.

Min. C/26/08/027 — 24. To note any reports previously e-mailed by Councillors of Meetings attended

It was **NOTED** that there were no reports from councillors of meetings attended.

Min. C/26/08/028 — 25. Matters Raised by Members Not Otherwise on the Agenda

There were no matters raised by members under this item.

The meeting closed at 20:47.

Signed: _____

Chair of the Full Council

Date: _____



Ottery St Mary Town Council — MINUTES

Planning Committee — Monday, 17 August 2026

Published: Wednesday, 19 August 2026

Attendance

Present: Richard Grainger, Emily Peka, Janice Aherne, Peter Faithfull

Also present: Assistant Clerk, Kerry Kennell — Town Clerk

Min. P/26/08 — 1. Apologies for Absence

Apologies were noted from Cllr Johns (Mayor) and Cllr Martin.

Min. P/26/08 — 2. Declarations of Interest

No interests were declared.

Min. P/26/08 — 3. Exclusion of Public and Press

There were none.

Min. P/26/08 — 4. Reports, Correspondence and Items Referred to the Committee

There were none.

Min. P/26/08 — 5. Confirmation of Minutes

The minutes of 27th July 2026 were approved and signed by the Chair as a correct record of the meeting.

Min. P/26/08 — 6. Planning Decisions Received

There were none.

Min. P/26/08 — 7. Public Participation

One member of the public was present and addressed the Council in relation to planning application 26/1490/FUL. The Committee advised the speaker to register their comments with the East Devon District Council (EDDC) Planning department.

Min. P/26/08 — 8. 26/1490/FUL — Full

It was **RESOLVED** that the Council supports the application, subject to the conservation officer's approval, and requests that timber windows be required for any elevations visible within the conservation area. It was **NOTED** that PVC windows would be acceptable to the rear of the property.

Min. P/26/08 — 9. 26/1537/FUL — Full

It was **RESOLVED** that the Council supports application 26/1537/FUL for proposed off-road parking at 12 Tipton Vale, Metcombe, Ottery St Mary, EX11 1RW. **Cllr Faithfull abstained.**

Min. P/26/08 — 10. Matters Raised by Members Not Otherwise on the Agenda

There were none.

Min. P/26/08 — 11. Date and Time of Next Meeting

The date of the next meeting will be confirmed.

The meeting closed at 18:51.

Signed: _____

Chair of the Planning Committee

Date: _____



Ottery St Mary Town Council — MINUTES

Community Infrastructure Committee — Monday, 17 August 2026

Published: Monday, 24 August 2026

Attendance

Present: Emily Peka, Nick Sneller (until 17:50), Dean Stewart, Peter Faithfull

Also present: Kerry Kennell — Town Clerk, Emma Grainger, Joe Williams

Min. CI/26/08 — 1. Apologies for Absence

Apologies for absence were received from Cllrs Sarah Martin (Chair) and Vicky Johns (Mayor). No apologies were received from Cllr Copus.

Min. CI/26/08 — 2. Declarations of Interest

No declarations of pecuniary or non-pecuniary interest were made in respect of any item on the agenda.

Min. CI/26/08 — 3. Exclusion of Public and Press

It was **RESOLVED** that, under the Public Bodies (Admission to Meetings) Act 1960 s.1(2), the public and press be excluded from the remainder of the Council's business by reason of the confidential nature of the business to be transacted, specifically agenda item CI/26/08/10 — to receive an update on the Wayfinding project from LHC and make decisions as appropriate.

Min. CI/26/08 — 4. Public Participation

There was none.

Min. CI/26/08 — 5. Confirmation of Minutes

The minutes of the meeting held on 13 July 2026 were approved as a correct record of the meeting and were signed by the Chair.

Min. CI/26/08 — 6. Strategic Alignment and Committee Progress

This agenda item will be discussed with Cllr Feasey.

Min. CI/26/08 — 7. Visit Ottery

There was no update.

Min. CI/26/08 — 8. To receive an update regarding the Transport Study next steps and make recommendations

The Committee considered the next steps arising from the Transport Study. It was **RECOMMENDED** that consideration be given to approving a payment of £10,000 for a feasibility study in respect of a pedestrian crossing in Broad Street.

Min. CI/26/08 — 9. To review available grants and progress applications if suitable for committee projects

The available grants were **NOTED**.

Min. CI/26/08 — 10. To receive an update on the Wayfinding project from LHC and make decisions as appropriate

Under Section 1(2) of the Public Bodies (Admission to Meetings) Act 1960, it was **RESOLVED** that the press and public be excluded from the Council for this item, as publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted.

It was **NOTED** that this agenda item was considered at the end of the Community Infrastructure Committee meeting, and that Cllr Feasey had left the Council prior to this item being heard.

The proposal received from LHC regarding the Wayfinding project was reviewed. It was **RECOMMENDED** to the Council that the project proceed as detailed in the proposal.

Min. CI/26/08 — 11. To consider next steps to update the Neighbourhood Plan and make recommendations as appropriate

It was **AGREED** the Clerk will check with other consultants whether they would be interested in the work.

Min. CI/26/08 — 12. To receive an update regarding Coach Friendly Town status

It was **RESOLVED** that the Clerk would chase Devon County Council (DCC) regarding coach signage.

Min. CI/26/08 — 13. To receive an update from the Emergency Plan Working Group

It was **NOTED** that Emergency Hubs had been ordered for Tipton St John and Ottery St Mary. Concern was raised regarding wildfires and the risk of fire associated with rewilding.

Min. CI/26/08 — 14. To receive an update regarding the Otter River Catchment Action (ORCA) campaign

It was **NOTED** that there was no update to report at this meeting, although the Otter River Catchment Action (ORCA) campaign does regularly post progress updates on its Facebook page.

Min. CI/26/08 — 15. To receive an update regarding the EV charges at the Station Hub

The Council received an update on the electric vehicle (EV) charging provision at the Station Hub. It was **NOTED** that usage of the existing chargers is increasing. Work is ongoing to list the chargers on Google Maps. It was **NOTED** that Sainsbury's has confirmed they have no plans to install EV chargers, and that there is no timescale from East Devon District Council (EDDC).

It was **RESOLVED** that the Clerk write to the EDDC councillors to request that they press for EV charging points to be installed in the Brook Street and Land of Canaan car parks.

It was further **NOTED** that Connected Kerb should be approached regarding potential provision, and that the Devon County Council (DCC) Neighbourhood Highways Officer should also be consulted.

Min. CI/26/08 — 16. To consider an overarching strategy for the paths within the parish

It was **NOTED** that a meeting would be arranged with Devon County Council Public Rights of Way in September.

Min. CI/26/08 — 17. To receive an update regarding Footpath 46 and other footpaths in parish

There is no update.

Min. CI/26/08 — 18. To note The Ottery Business Network meeting and make any recommendations as required

A third meeting of The Ottery Business Network is taking place at Coldharbour Farmshop in September.

Min. CI/26/08 — 19. To receive an update regarding the Ottery Gate to Plate event

There is no update.

Min. CI/26/08 — 20. Correspondence Received

There is none.

Min. CI/26/08 — 21. Matters Raised by Members Not Otherwise on the Agenda

There were none.

Min. CI/26/08 — 22. Date and Time of Next Meeting

The next meeting will be held at 5pm on 21st September 2026.

Nick Sneller left the meeting at 17:50 (pecuniary interest).

The meeting closed at 18:03.

Signed: _____

Chair of the Community Infrastructure Committee

Date: _____



OTTERY ST MARY TOWN COUNCIL COMPLAINTS PROCEDURE

Version	Author	Details	Dates created	Date approved & ref
1	Christine McIntyre	Created & adopted	October 2011	03/10/2026 11/10/09
2	Christine McIntyre	Reviewed & approved	May 2012	01/05/2012 12/05/15 (a)
3	Christine McIntyre	Reviewed & approved unamended	May 2013	07/05/2013 13/05/16 (a)
4	Christine McIntyre	Reviewed & approved	May 2014	12/05/2014 14/05/19 (a)
5	Christine McIntyre	Reviewed & approved	18 th May 2015	18/05/2015 15/05/27 (a)
6	Christine McIntyre	Reviewed & approved	6 th November 2018	06/11/2018 18/11/16
7	Christine McIntyre	Reviewed	2020	-
8	Laura Dickinson	Reviewed & updated	August 2026	

1. Ottery St Mary Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard or service you have received from this council or are unhappy about an action or lack of action by this Council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.
2. This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how Council employees have dealt with your concerns or handled personal data. Complaints received from members of the public about the administration or procedures of Ottery St Mary Town Council ('the Council') are not subject to the jurisdiction of the Local Government Ombudsman. However, for the transparency in local government and for the benefit of good local administration, the Council has adopted a formal procedure for considering complaints. A complaint is an expression of dissatisfaction about the Council's administration, procedures, actions or failure to act, which the complainant wishes the Council to investigate and respond to.
3. This Complaints Procedure does not apply to:



- 3.1 Complaints by one employee against another employee, or between an employee and the Council as employer. These matters are dealt with under the Council's Disciplinary and Grievance Policies.
- 3.2 Complaints relating to the conduct of an employee. These matters will be dealt with via the Council's Disciplinary and Grievance Policies and through the Clerk (or if the complaint is about the Clerk, through the Mayor.)
- 3.3 Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 22nd January 2024.
- 3.4 Complaints against a councillor received by the Council, will be referred to East Devon District Council's Monitoring Officer. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of East Devon District Council.

Wherever possible the Council will seek to resolve concerns informally and promptly before they become formal complaints.

The Council will make reasonable adjustments for individuals who require assistance in making a complaint due to disability, language needs or other accessibility requirements.

The Council will maintain a record of complaints received and their outcomes in accordance with its data retention policies.

Complaints relating to requests for information under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be dealt with under the Council's Information Requests Procedure.

4. The appropriate time for influencing Council decision-making is by raising your concerns before the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.
5. You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in writing to, or by email to the Clerk. The addresses and numbers are set out below. As a minimum, the complainant needs to confirm the (i) detail of their complaint, including relevant events, dates, names of relevant members, staff, or contractors of the Council etc. and (ii) their contact details.
6. Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within five working days.



7. If you do not wish to report your complaint to the Clerk, you may make your complaint in writing to the Mayor of Ottery St Mary Town Council who will report your complaint to the Council.
8. The Clerk or the Mayor (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.
9. The Clerk or the Mayor of Ottery St Mary Town Council will notify you in writing within 20 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. Where this is not possible, the complainant will be informed of the reasons for delay and the expected response date.
10. The Clerk will immediately inform the Council's insurers of a complaint where the complainant seeks redress for personal injury, damage to property or other financial loss (e.g. in respect of libel) or where the Council is at risk of being held liable in law to pay damages or to provide another legal remedy. The Council will take instructions from its insurers as to how to respond to the complainant.
11. If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the Full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint. The review will be conducted by a panel of councillors who were not directly involved in the matter wherever practicable. Requests for review should be made within 20 working days of the Council's response.
12. The Data Protection Act 2018 must be complied with when dealing with a complaint and the complainant's personal details. Personal data provided as part of a complaint will be processed in accordance with the UK GDPR, Data Protection Act 2018 and the Council's Privacy Notice. Personal information provided will only be used for the purpose for which it has been given and may be shared with a third party if the Council deems that it will assist in resolving the issue raised.
 - 12.1 Data Protection Complaints can include issues relating to how data has been collected, used, shared, stored, retained or corrected.
 - 12.2 They can also be used if you are dissatisfied with the way that a Subject Access Request or other GDPR rights request, such as a Rights of Erasure or Rights of Rectification, has been handled.
 - 12.3 If you are dissatisfied with the Council's response to your Data Protection Complaint, you have the right to lodge a complaint with the Information Commissioner's Office (ICO), the UK's supervisory authority for data protection matters. The ICO generally expects individuals to raise concerns with the council first and recommends complaints are made to the ICO within three months of the last meaningful contact about the issue.



13. In the event of serial facetious, vexatious or malicious complaints from a member of the public, the Council will consider taking legal advice before writing any letters to the complainant. The Council reserves the right to manage unreasonable, vexatious, persistent or abusive complaints in accordance with its Vexacious Complainants Policy.

Anonymous complaints will not normally be investigated unless the Council considers the matter sufficiently serious to warrant investigation.

Contact:

The Clerk
Council Offices
The Old Convent
8 Broad Street
OTTERY ST MARY
EX11 1BZ
Tel: 01404 812252
clerk@otterystmary-tc.gov.uk

Section 1 – Annual Governance Statement 2025/26

We acknowledge as the members of:

OTTERY ST MARY TOWN COUNCIL

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2026, that:

	Agreed		
	Yes	No*	
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.	☒	☐	<i>prepared its accounting statements in accordance with the Accounts and Audit Regulations.</i>
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	☒	☐	<i>made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.</i>
3. We have assured ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.	☒	☐	<i>has only done what it has the legal power to do and has complied with Proper Practices in doing so.</i>
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	☒	☐	<i>during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.</i>
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	☒	☐	<i>considered and documented the financial and other risks it faces and dealt with them properly.</i>
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.	☒	☐	<i>arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.</i>
7. We took appropriate action on all matters raised in reports from internal and external audit.	☒	☐	<i>responded to matters brought to its attention by internal and external audit.</i>
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.	☒	☐	<i>disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.</i>
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A
	☐	☐	☒
10. We have put in place arrangements for the effective IT and data management in accordance with proper practices during the year under review.	☐	☒	<i>has made suitable arrangements for its IT and data management and has complied with proper practices in doing so.</i>

***Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.**

This Annual Governance Statement was approved at a meeting of the authority on:

01/06/2026

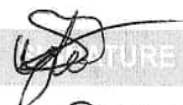
and recorded as minute reference:

C/26/06/15

Signed by the Chair and Clerk of the meeting where approval was given:

Chair

Clerk





WWW.OTTERYSTMARY-TC.GOV.UK

AVAILABLE WEBSITE/WEBPAGE ADDRESS

Section 2 – Accounting Statements 2025/26 for

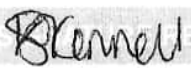
OTTERY ST MARY TOWN COUNCIL

	Year ending		Notes and guidance
	31 March 2025 £	31 March 2026 £	
1. Balances brought forward	350,723	441,328	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	282,510	319,330	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	135,365	109,557	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	75,904	79,760	Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.
5. (-) Loan interest/capital repayments	14,311	14,311	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	237,055	263,392	Total expenditure or payments as recorded in the cash-book less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	441,328	512,752	Total balances and reserves at the end of the year. must equal (1+2+3) - (4+5+6).
8. Total value of cash and short term investments	441,071	515,781	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	2,167,155	2,167,155	The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.
10. Total borrowings	143,036	135,759	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

For Local Councils Only	Yes	No	
11 Do the figures in the accounting statements above exclude any trust transactions?	☐	☒	For guidance refer to the Practitioners' Guide sections 2.31 to 2.33.

I certify that for the year ended 31 March 2026 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval.


Date 01/06/2026

I confirm that these Accounting Statements were approved by this authority on this date:

01/06/2026

as recorded in minute reference:

C/26/06/16

Signed by Chair of the meeting where the Accounting Statements were approved



Section 3 – External Auditor’s Report and Certificate 2025/26

In respect of

Ottery St Mary Town Council – DV0279

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’s limited assurance opinion 2025/26

Except for the matters reported below, on the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return (AGAR), in our opinion the information in Sections 1 and 2 of the AGAR is in accordance with 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.

The AGAR was not accurately completed before submission for review.

- The smaller authority has confirmed that the response to Section 2, Box 11 is incorrect and should be ‘yes’.

Other matters not affecting our opinion which we draw to the attention of the authority:

The smaller authority has confirmed that it has not complied with the governance Assertion in Section 1, Box 10, and it has provided the appointed auditor with an adequate explanation for non-compliance and details of the actions necessary to address weaknesses identified.

While the smaller authority has confirmed that the independence of the internal auditor was considered upon appointment this consideration was not minuted and so we have been unable to verify this to documentary evidence. This was requested as part of our intermediate review procedures. In accordance with the Practitioner’s Guide Paragraph 4.11 it is considered best practice to review the independence of the internal auditor on an annual basis.

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

PKF LITTLEJOHN LLP

External Auditor Signature

PKF Littlejohn LLP

Date

30/08/2026