

Schedule of Meetings 2026/27

18th June

16th July

20th August – no meeting

17th September

15th October

19th November

17th December

2027

21st January

18th February

18th March

15th April

20th May

**Cawston Parish Council
Bank Reconciliation**

Financial year ending 31 March 2027

Statement Date

Balance per bank statements as at 13.5.2026

Unity Bank	£	44,232.69	
Unity Savings	£	51,922.00	
Barclays Current Account	£	464.18	
			£ 96,618.87

Less: Unpresented cheques

Net balances	<u>£ 96,618.87</u>
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Cashbook

Opening balance at 1 April 2026	<u>£72,436.07</u>
Add: Receipts	£ 25,858.28
Less: Payments	£ 1,675.48
Closing Balance	<u>£ 96,618.87</u>

Our ref **PNX-5839846-L0T3**

Your ref

Dear Ms Vergette

Cawston Parish Council's complaint about Barclays Bank UK PLC

I've now looked at all the information I've received about Cawston Parish Council's complaint.

Having done so, I understand Barclays Bank UK PLC (Barclays) have already made an offer to resolve the complaint.

What they've offered to do

Barclays has offered £1,000. I've summarised the key points of the complaint below – and explained why I think the offer is fair.

The complaint

I understand Cawston Parish Council (Cawston Norfolk)) holds several accounts with Barclays.

The reason Cawston Norfolk has raised this complaint is because Cawston Parish Council, Rugby (Cawston Rugby) made Cawston Norfolk aware that Barclays had contacted them regarding an old investment account that was held by Cawston Norfolk. Barclays allowed Cawston Rugby to change the signatories on the account, gave them full access to it and set them up as the dividend recipient.

Although, between Cawston Norfolk and Cawston Rugby the issue has been resolved, Cawston Norfolk would like Barclays to compensate for the inconvenience they've incurred sorting it out.

My findings

Barclays have accepted details of Cawston Norfolk's account were incorrectly shared with Cawston Rugby. They've confirmed they've been unable to establish how this has happened or locate the account in question; account number 60411199. They've raised a data breach internally to determine what has happened – which is what our service would expect them to do.

However, our service is unable to investigate data breaches such as this directly. This would be the remit of the Information Commissioner's Office (ICO).

I can see from the correspondence from Cawston Norfolk to Barclays dated 24 June 2025 that they asked for this issue to be reported to the ICO. It is my understanding organisations must report serious data breaches to the ICO themselves within 72 hours. However, what is classed as serious can be open to interpretation, and this issue – involving a single old account may not be deemed as such.

It isn't clear whether Barclays has made the report to the ICO, however Cawston Norfolk don't have to rely on Barclays to make the report. If Cawston Norfolk would like this data

breach investigated, they can make a complaint about it directly to the ICO by either filling in their online referral form or calling them on 0303 123 1113. This would be the next step for Cawston Norfolk – if they'd like the data breach investigated.

Why Barclays' offer is fair

The remit of our service is only to ensure a consumer (in this case – Cawston Norfolk) is compensated for the impact a businesses' mistake has caused. Although we are unable to investigate the data breach directly, we can ensure Barclays has compensated Cawston Norfolk for the impact the breach has had. The impact due to Barclays' mistakes here – isn't financial. Fortunately, as noted above, the two councils have worked together to ensure there hasn't been any financial consequences.

However, navigating this issue has caused considerable inconvenience for Cawston Norfolk – Barclays need to compensate them for this. Barclays has offered £1,000 as compensation, which is in line with our guidelines for the level of redress that should be offered to compensate for the kind of inconvenience that has been caused by Barclays mistakes, so I won't need to ask them to offer anything further.

Next steps

I think this is a fair outcome in the circumstances, for the reasons I've explained. If Cawston Parish Council would like to accept Barclays Bank UK PLC's offer, please let me know by 22 May 2026 and I'll arrange for Barclays Bank UK PLC to get in touch directly.

But if Cawston Parish Council doesn't accept what I've said please give your reasons by 22 May 2026 and provide any further evidence or information. Requests for more time must also be made by that date. If I can't resolve things, then an Ombudsman can consider your complaint. If I don't hear from you by 22 May 2026 we might not be able to look at this complaint again.

How to contact us

The best way to contact me is by emailing Sundeep.Sanghera@cases.financial-ombudsman.org.uk, or you can write or call me on 02030696174.

Kind regards

Sundeep Sanghera | Investigator | 02030696174
Financial Ombudsman Service | Exchange Tower, London, E14 9SR

SORENSEN

TREE CONSULTANCY

27 Chapel Street
Cawston
Norfolk
NR10 4BG

T: 01603 871344
M: 07976 630410

W: www.sorensentreeconsultancy.co.uk
E: tony@sorensentreeconsultancy.co.uk

Cawston Parish Council
c/o Sarah Vergette (Clerk)
3 Rosebery Road
Great Plumstead
Norwich
Norfolk
NR13 5EA

Quote Reference
CAWS/QTRA/QU/0221

VAT Number
509321705

21 Apr 2026

F.A.O Sarah Vergette,

Quotation - Tree Risk Management Survey - St Agnes Churchyard, The Oakes playing field and the Cemetery.

Further to your enquiry regarding risk management surveys of the above sites, please find our quotation as follows:

Item	Fee
To survey the trees in the above agreed areas using the Quantified Tree Risk Assessment (QTRA) methodology. Subsequently, to produce a location plan of the areas surveyed showing trees that present an unacceptable risk of harm and a survey schedule of trees with recommendations for mitigation works. General maintenance works are to be included at the surveyor's discretion unless otherwise agreed in writing.	£415.00
Subtotal	£415.00
VAT 20%	£83.00
TOTAL AMOUNT	£498.00

Addition Terms:

Unless otherwise agreed, we aim to commence initial surveys within 15 working days of instruction and complete subsequent documentation within 7-10 working days of the completion of the survey.

Unless otherwise agreed in writing, our default invoice payment terms are 14 days from the date of the invoice or prior to planning submission, whichever is earlier.

The above quotation is valid until 20 Jul 2026 (unless otherwise agreed) and subject to the terms and conditions overleaf. If you have any queries about the services included above, please contact us at the above details.

Terms and Conditions

1. Definitions

- 1.1 In these conditions the following meanings shall apply:
- 1.2 "Agreement" means the contract for the provision of Consultancy Services made between the Client and the Consultant to the exclusion of any other terms and conditions.
- 1.3 "Client" means the individual or organisation to whom the Agreement is addressed.
- 1.4 "Consultant" means Sorensen Tree Consultancy Ltd or any relevant associated company.
- 1.5 "Consultancy Services" means the service to be provided to the Client by the Consultant.
- 1.6 "Consultancy Charges" means the charges specified in the fee quotation together with any additions or deduction which may be agreed in writing.
- 1.7 "Variation" means any reasonable alteration, omission or addition required by the Client, the impact on time, cost and practicality of such to be advised by the Consultant to the Client in writing and only proceeded with upon the Client's written acceptance.

2. General

- 2.1 This fee quotation is valid for 90 days from the date of this proposal.
- 2.2 Fees may be invoiced in stages where applicable.
- 2.3 **Unless otherwise agreed, invoices must be settled before documentation produced as part of our Consultancy Services can be submitted for planning purposes. Where such documentation is submitted for planning purposes before full payment of the invoice, we withhold the right of use of the documentation until such time as the invoice is resolved. Accordingly, we reserve the right to contact the LPA to ask for the documentation to be withdrawn from the relevant use.**
- 2.4 For development site projects the fee assumes a .dwg existing (or topographical survey) and proposed layout plans will be made available.
- 2.5 Any additional services requested by the client shall be charged at our hourly rate or on the basis of a lump sum, agreed in advance with the client. Details of our hourly rates are available upon request.
- 2.6 We will not undertake any work for which additional fees would be payable without the client's written agreement in advance.
- 2.7 All reports, plans and other documents will be issued via email as PDF files. Paper copies, if required, will only be issued on client instruction and will be charged in line with our standard printing charges, details of which are available upon request.

3. Charges and Terms of Payment

- 3.1 The Consultancy Charges shall be paid within 14 days of an invoice being submitted in accordance with the provisions of the Agreement **and/or prior to submission for planning (if applicable).**
- 3.2 Works will be halted if invoices are not paid within the agreed terms.

- 3.3 If additional costs or delay is directly caused by discrepancies, errors or omissions in information supplied by the Client the Client shall pay to the Consultant any such additional costs so incurred and allow a reasonable extension of time for the performance of the Consultancy Services.
- 3.4 If the payment of any sum due is delayed the Consultant shall be entitled to charge interest at the rate of 4% above the base rate of the Bank of England for the time being in force on the overdue amount (calculated per month) and/or suspend further performance of the Consultancy Services provided that the Consultant shall not suspend performance unless it shall have given to the Client written notice requiring payment of the overdue sum within 7 days and the Client shall have failed to comply with such notice.
- 3.5 If any part of an invoice is disputed or queried by the Client, the Client shall notify the Consultant of the details of such dispute or query not less than 10 days prior to the due date of payment and of its intention to withhold payment. The payment of any undisputed part of the invoice shall not be delayed.

4. Obligations

- 4.1 The Consultant shall exercise all reasonable skill, care and diligence in providing the Consultancy Services and any agreed Variations.
- 4.2 The Client is required to provide the Consultant with such information and make such decisions as are necessary for proper performance of the Consultancy Services.
- 4.3 The Consultant shall effect and maintain professional indemnity insurance and shall if required by the Client provide evidence of such cover.
- 4.4 The Consultant undertakes to maintain records of the Consultancy Services provided for a minimum period of two years from completion of the Consultancy Services and provide copies on request to the Client upon reimbursement of reasonable charges.
- 4.5 The Consultant acknowledges that as a member of the Arboricultural Association and Institute of Chartered Foresters, he is bound by their codes of conduct and codes of ethics in performing the Consultancy Services.

5. Limit of Consultant's Liability

- 5.1 If any part of the Consultancy Services is performed negligently or in breach of the provisions of this Agreement, then at the request of the Client (if the request is made within six months of the date of completion of the Consultancy Services) the Consultant will re-perform the relevant part of the Consultancy Services subject to clauses 5.2 and 5.3 below.
- 5.2 Except in the case of death or personal injury caused by the Consultant's negligence the Consultant's liability under or in connection with this Agreement whether arising in contract tort breach of statutory duty or otherwise shall not exceed the greater of the Consultant's charges or the amount recoverable under the Consultant's professional indemnity policy (if applicable).
- 5.3 The Consultant shall not be liable for any loss or damage or expenses of any nature incurred or suffered by the Client of an indirect or consequential nature including without limitation any economic loss, loss of profits turnover, business or goodwill.

6. Facilities and Access

- 6.1 The Client shall arrange for or grant the Consultant access at all reasonable times to such premises as may be necessary for the provision of the Consultancy Services and shall provide the Consultant with such facilities (if any) as may be specified in the Agreement.

7. Termination

- 7.1 If any party is in breach of its obligations and fails to remedy such breach (if capable of remedy) within 14 days of receiving written notice to remedy the breach, then the Agreement may be terminated forthwith by the party not in default without prejudice to the accrued rights of the parties.
- 7.2 If either party shall become insolvent or bankrupt or have a receiving or administration order made against it or compound with its creditors or commence winding up (save for solvent amalgamation or reconstruction) the other party shall be at liberty by written notice to terminate the Agreement forthwith.

8. Confidentiality

- 8.1 The Consultant and the Client shall keep confidential all information of the other party whether marked as confidential or not, obtained under or in connection with the provision of the Consultancy Services and shall not divulge the same to any third party save with the prior written consent of the other party. The provisions of this clause shall survive termination of the Agreement and continue to apply for a period of two years post termination.
- 8.2 The provisions of clause 8.1 shall not apply to information in the public domain (otherwise than by breach of this clause); or information obtained from a third party who is free to divulge the same or such confidential information is required to be divulged by law.
- 8.3 Both parties shall only divulge confidential information to such employees who have a need to know and are bound by similar obligations of confidentiality as set out above.

9. Intellectual Property

- 9.1 Unless otherwise agreed in writing all intellectual property rights arising out of the provision of the Consultancy Services shall vest in the Consultant. Subject to the Consultant having been paid all sums due under the Agreement the Consultant shall grant to the Client a worldwide non-exclusive non-transferable royalty free licence to use and have used the intellectual property for any purpose.

10. Force Majeure

- 10.1 Neither party shall have any liability for delay or failure in performance which result from circumstances beyond the reasonable control of that party. The party affected by such circumstance shall notify the other party if such circumstance occurs. If such circumstance continues for a period of more than three months either party may terminate this Agreement by written notice.

11. Dispute Resolution

- 11.1 Any dispute or difference which cannot be amicably resolved by the parties shall:
- 11.2 Where the Client complains of unethical or unprofessional conduct on the part of the Consultant who is a member of the Arboricultural Association and Institute of Chartered Foresters, such complaint shall be referred to and resolved under the provisions of the Arboricultural Association or Institute of Chartered Foresters Code of Conduct.
- 11.3 All other disputes or differences shall be referred to the non-exclusive jurisdiction of the courts of England and Wales.

12. Third Party Rights

- 12.1 No term of this Agreement is intended for the benefit of any third party, and the parties do not intend that any term of this contract shall be enforceable by a third party either under the Contracts (Third Parties) Act 1999 or otherwise.

13. Governing Law

- 13.1 This contract shall be governed by and construed under English law.



David Gillett

TREE SERVICES

Arboricultural Consulting & Contractors

THE HOMESTEAD, 14 BOOTON ROAD, CAWSTON, NORWICH NR10 4AH

Mobile: 07980 911845 TEL/FAX: 01603 871774

Email: d.gillett500@btinternet.com

Dear Sarah

Re: Tree survey 2026, Cawston Parish Council.

Survey Area: Church Yard, Oaks Playing Field, Cemetery, Beech Tree opposite Cawston Village Hall

I enclose a summary of what a tree inspection would involve. The tree inspection would be a basic inspection from the ground level in the form of a visual inspection of the tree/trees on site, unless a different type of inspection is requested (Climbing or decay detection) at extra price.

The report will be based on the condition of the trees on the day of the survey and any recommendations will be made as a result if necessary. This will be in written form with plan, identifying **Only** the trees that require work/recommendations.

The cost of this is **£400.00**. (no VAT to pay)

As with any tree inspection, zero risk cannot be guaranteed, as trees are dynamic structures that are growing and living and they are subject to various factors and conditions. A visual inspection will assist in reducing the risk, once the recommended work is carried out. An annual tree inspection is recommended in areas of high risks and targets, An additional inspection should be carried out after abnormal weather conditions, such as strong winds.

It is not possible to visually assess trees with ivy growth, epicormic growths (small growth shoots on the tree), and undergrowth around the bases, as this only allows limited visual access. It is recommended to remove the growth or cut back, to allow it to die back, before the visit.

I have enclosed copies of my insurance details and qualifications. If you have any questions or require any further information, please do not hesitate to contact me on the above number.

Yours sincerely

David Gillett.

1/5/26



Ravencroft Arboricultural Services

6 Reepham Road

Foulsham

Norfolk

NR20 5SL

28th April 2026

Ref: CAWS/QTRA/04

Fee proposal for the attention of Parish Clerk

Cawston Parish Council

Following your recent enquiry, we are pleased to provide our fee proposal for undertaking a survey and assessment of trees under your management at St Agnes Churchyard, The Oakes playing field & the cemetery between Aylsham Road & Norwich Road, Cawston

Using Quantified Tree Risk Assessment we take a probabilistic risk management approach to tree safety assessment. A summary of the Quantified Tree Risk Assessment method is enclosed.

This proposal is set out to enable an instruction to be issued for a basic 'walkover survey' which may include more detailed inspections of individual trees as required. The collection of all tree survey data would be undertaken from ground level without invasive inspection of individual trees, trunks, buttresses or root flares, the disclosure of hidden defects cannot therefore be expected. Where inspection is restricted by ivy, being located wholly or partially on neighbouring land or impeded by poor access due to ditches, fencing, basal growth or other vegetation obscuring lower stems and root collars, assessment will only be made of the visible or accessible parts of the tree. In the unlikely event more detailed inspections are required using invasive technology, recommendations will be set out in the survey schedule. Height, spread and other dimensions will be estimated unless otherwise stated.

Assessment of the potential influence of trees on buildings or other structures resulting from their effects on shrinkable load bearing soils is specifically excluded from this proposal.

The survey and risk assessment of potential tree failure on the land identified in your enquiry will follow the method set out below.



1. Carry out a target appraisal using the target ranges prescribed.
2. Carry out a walkover survey of the site.
3. To carry out, at the discretion of our surveyor, a detailed inspection of those trees with defects significant enough to be recorded.
4. Produce tabulated schedules of trees setting out our survey data.
5. Produce a report outlining our findings and proposing future management of the surveyed trees.

Our fixed price for the above service is £405.00 + vat. This is based on the sites being as per attached plan.

Should you wish to engage our services, we will require a written instruction from whomsoever is responsible for payment of our fees. Our conditions of contract and a pro forma instruction are attached.

Payment Terms

All invoices are to be settled within 30 days.

If you require any additional information or clarification of any point, please contact me.

Regards

Richard Ravencroft
BSc(Hons) Arb. MICFor. MArborA.

Ravencroft Arboricultural Services
Wheatfields Reepham Road
Foulsham
Dereham
Norfolk
NR20 5SL

E mail richard@ravencrofttrees.co.uk
Web Site www.ravencrofttrees.co.uk

Office 01362 684291

QTRA Licence Numbers
Richard Ravencroft 1002
Jon Urwin 1995



Within the context of tree assessment and management recommendations proffered by Ravencroft Arboricultural Services the following definitions apply.

Tree location plan	The tree survey plan will be of sufficient detail and scale to enable the identification and appraisal of targets and identification of individual trees. Unless specified by contract, the tree survey plan may not be drawn to any particular scale. Unless agreed otherwise, base plans of the site will be supplied by the instructing party.
Schedule	Data collected from the survey and inspection of trees will be recorded on a spreadsheet. The schedule will cross-reference with the tree location plan.
Walkover survey	The inspector will assess and where necessary map or update target values in the survey area. The inspector will walk the site to take a general overview of trees and look for signs of substantial defects or debility that might be significant in relation to the targets. The level of detail with which trees are assessed will be guided by the target appraisal. Defects and other features identified as being significant in relation to targets will be recorded.
Target	People or property which may be harmed by the structural failure of trees.
Target ranges	Ranges of target value are categorised by structure repair costs and the frequency of pedestrian & vehicular occupation.
Target appraisal	Assessment and where necessary mapping of land use by the estimated vehicular usage, pedestrian occupation or estimated structure repair costs. Our surveyor sees only a snapshot of site usage and the instructing party is advised to consider our appraisal against the knowledge of site managers or site users. Areas will be allocated a target range.
Surveyor	A tree surveyor will have a moderate level of competence in the recognition of tree species, diseases, defects and signs of debility and will usually be a qualified arborist or forester. In some situations a lower skill level might be acceptable in the initial survey and cataloguing of trees and obvious signs of defect but any action resulting from such a survey must be verified by a skilled surveyor.
Inspector	A tree inspector will have a high level of competence in recognition of tree species, diseases, defects and signs of debility and their investigation. A tree inspector will be a qualified arborist or forester.
Aerial inspection	The close assessment of those parts of the tree which cannot be assessed from the ground. Aerial inspection will usually be carried out by ascending the tree using rope and harness or by mobile elevated work platform (MEWP). For reasons of safety, both these methods require the presence of a second competent climber.
Instructing party	The individual, or entity providing instructions to and having a contract with Ravencroft Arboricultural Services for the provision of tree hazard and risk assessment.

SCHEDULE

Consultant:

Name: Ravencroft Arboricultural Services
Address: Wheatfields, 6 Reepham Road, Foulsham, Norfolk, NR20 5SL

Client:

Name: Parish Clerk
Address: Cawston Parish Council

Consultancy Services (clause 1.5):

- a) The undertaking of a Quantified Tree Risk Assessment of trees on sites and overhanging the boundaries thereof.
- b) The positions of those trees recorded will be marked on a site plan and locations corroborated or plotted by GPS during the survey.
- c) Trees will be assessed from ground level without invasive inspection of individual trees, trunks, buttresses or root flares. The disclosure of hidden defects cannot therefore be expected. Inspection may be restricted where trees are ivy-clad or located wholly or partially on land impeded by poor access due to ditches, fencing or where basal growth or other vegetation obscured lower stems and root collars. The survey is predominantly concerned with tree hazard and risk of harm, although some general management recommendations may be included.
- d) All completed documents will be issued as an electronic pdf. file.

Consultancy Charges (clause 1.6)

The Charges apply to the services identified below:

- To undertake a Quantified Tree Risk Assessment at the agreed site – as per fee proposal
- To produce a report, site summary, survey schedule, and tree location plan – as per fee proposal

Insurances held by Consultant (clause 2.2):

Professional Indemnity – if applicable, amount insured: £ 2 million.

Facilities to be provided by Client:

- a) If boundaries have altered, plans may be forwarded to us in electronic format (AutoCAD .dwg or similar) to enable an accurate tree plan to be drawn up.
- b) NB - Whilst every care is taken to ensure accuracy plans are intended as indicative only.

Special conditions:

- a) The services will be completed within the timeframe agreed within the quotation (subject to the conditions above).

IN WITNESS thereof the parties have hereunto executed this Agreement:

SIGNED by (or for and on behalf of) the said
CONSULTANT



SIGNED by (or for and on behalf of) the said
CLIENT

.....

I have read and accept the attached terms and conditions of contract

Date:

.....

Hello

Please could you pass this on to the parish council for me?

A few of us in the village have been wondering if part of the Oakes Memorial playing field could be left to grow, instead of being mown, with wildflowers being sown too. We'd be more than happy to be involved with the project.

If there are other village-wide things we could do to offer more homes for wildlife (e.g. encouraging residents and businesses to mow less frequently/leave wildflowers for longer, plant native species, stop using weed killer, plant up under-planted public spaces around the village) we'd also be really interested.

It's so important that we do everything we can to help nature recover for all our sakes and Cawston has such potential to host more wildlife - and be even more beautiful - if we work together.

Let me know what the council thinks.

Hello Sarah,

Thank you for your email.

I have also been speaking with your District Councillor, David, regarding this matter and sent him an update yesterday. Now that we have received your expression of interest in potentially leasing the land, I have submitted the appropriate request for this process to begin review. As you can appreciate, this will not be a quick process, as there are multiple legal considerations that will need to be reviewed and interpreted. However, I will continue to monitor progress and have requested that this is reviewed at the earliest convenience.

In relation to vehicles parking on the land, letters have been issued to Clarion residents regarding this matter. I have attended the area on a couple of occasions since the letters were sent and have not observed any vehicles parked there, which I am hopeful reflects a positive response to the communication.

I have also raised the current condition of the land with our Grounds Maintenance contractor and requested that they attend site to address the identified issues.

We do plan to hold a Community Day later in the year to help improve the area. These plans remain in place and will continue to progress while a decision is made regarding the potential leasing of the land. Should leasing not prove to be a viable option for all parties, we will proceed with the Community Day as planned and look to invite yourselves, along with David and other local residents.

Thanks,

Kind Regards

Niall Larter - Neighbourhood Response Officer
Clarion Housing Group

Reed House, Peachman Way, Broadland Business Park, Norwich, NR7 0WF.

Niall.Larter@Clarionhg.com

www.myclarionhg.com

J Nunn
Reepham
Saturday 11th April

Parish Council Cawston

On Friday 10th April I visited my family graves in Cawston Cemetery via the entry from Norwich road. I encountered two persons with extremely loud hedge cutters cutting the hedges which border the path leading to the cemetery. I did not know who they were "Do you." As you are aware under the Wildlife and Country side Act of 1981 and further amendments it is illegal to cut hedges from 1st March - 31 August. The hedges were in no way stopping cars or persons using this entrance. Did you as a Parish Council ask for these hedges to be cut if you did you have broken the law. I would expect this letter to be in your next agenda for your next Parish Council meeting on 21st May which I will be attending

J Nunn
RSPB Member