



WANA
Witherley Atterton Neighbours Association

wana.org.uk
hello@wana.org.uk

MINUTES DRAFT V3

WANA Steering Group
Tuesday 18th March 2025
Witherley Parish Room
7.00-8.00pm

Present: Dayle Flude, Vice Chair (DF), Lynne Lainé, Secretary (LL); Roger Lainé, Treasurer (RL), (JS); Richard Wade, Planning subgroup Chair (RW), Rod Bell (RB), Pat Helyer (PH), Tony Carter, Flood Warden (TC),

Apologies: Kim Liggins, Chair (KL), Joy Simpson, Social Events subgroup Chair Jackie Albrighton (JA), Margaret Hickie (MH), Jan Humble (JH), Keith Simpson (KS), Denise Bloomer (DB), David Hickie (DH), Mick Humble (MH), Sarah Smith (SS), Rob Flude (RF),

Meeting commenced at 19.10 hrs with an apology for the delayed start

	Item	Action
1.	Welcome and Apologies: DF welcomed all and accepted apologies.	
2. 2.1	Draft Minutes Minutes of the Steering Group 5 th February 2025 agreed.	
3. 3.1 3.2	Matters Arising The action Log was reviewed. Action 05022025 6.4- Notice Board MaD grant application- unsuccessful this time as WANA were awarded a grant for Company and Games in the current year. However, the panel provided positive feedback and will consider the application in the new financial year. Action 05022025 13.1 post flood litter pick completed – action now closed	
4.	Correspondence This month's correspondence log reviewed.	
5.	Issues Log Two new issues, action taken as per log.	
6. 6.1 6.2 6.3 6.4 6.5	Treasurers Report RL presented the Cash account position as of 8 th March 2025 £3729 Donation of £500 received from a Witherley resident. Marquee: the 2 nd instalment of the deposit was paid in February. The forecast position after the August Bank Holiday event will be downgraded to reflect higher cost and lower revenue. RW has been added as a signatory to the account and KL removed as a signatory.	

7.	Charitable Incorporated Organisation Discussion	All members to consider CIO status in preparation for a further discussion at April meeting.
7.1	RL opened the discussion and summarised the key points from the previously circulated document.	
7.2	Members discussed various aspects of applying for CIO status and focussed on the following points that need clarifying : <ul style="list-style-type: none"> Defining membership, Officers' vs Trustee roles Role of the steering group 	
7.3	Proposed next steps agreed: <ul style="list-style-type: none"> Steering Group to discuss further and agree whether to proceed in principle at the April meeting pending outcome of public consultation via Parish magazine, Witherley Facebook, May Newsletter, WANA website, posters Formal vote at May 2025 Steering Group Meeting Potentially apply to Charity Commission over summer months 	
8	WANA Objectives 2025	
8.1	The draft objectives were reviewed and agreed. Progress against the objectives to be reviewed in six months.	
9.	Policy and Statement Annual Review	Reviewed documents to be uploaded to wana.org.uk
9.1	WANA Constitution- Reviewed, amendments proposed by Steering Group and agreed.	
9.2	WANA Rules and Regulations- Reviewed and agreed.	
9.3	WANA Structure Reviewed and agreed.	
9.4	WANA Code of Conduct- Reviewed and agreed	
9.5	WANA Safeguarding Policy Reviewed and agreed	
9.6	WANA Equal Opportunities- Reviewed, amendment agreed	
9.7	WANA Banking and Cash Flow- Reviewed, amendments agreed	
9.8	WANA Data Protection Statemen- Reviewed, amendments agreed	
9.9	Style standardised, document history added to each.	
10.	WANA Annual report to the Annual Parish Meeting	Member to present WANA report to be confirmed.
10.1	Draft report agreed.	
10.2	Steering Group Member to attend to present the WANA annual report to be agreed.	
11.	Subgroup feedback:	
11.1	Social Events Subgroup LL and PH gave an update: 2 successful events have taken place since the last meeting: <ul style="list-style-type: none"> Quiz and Chippy night raised £219 Bonkers Bingo raised £279 Positive comments were received following both events. Company and Games three-month evaluation report previously circulated noted.	
11.2	Planning Subgroup RW gave an overview of the subgroup's activities since the last meeting which has focussed on: <ul style="list-style-type: none"> Flooding. Members of the subgroup visited a local company that produces flood defence products HBBC Head of planning has been contacted regarding the state of the Bull Public House on the A5. Communication sent to HBBC Chris Brown re Chapel Field site, also shared with WPC at the request of Cllr Cartwright- acknowledgement received from Cllr Cartwright. 	
11.3	Newsletter	

	Agreed content for the May Newsletter to include: Charitable Incorporate Organisation VE80 8th May Picnic in the Park Saturday 10 th May with a subsidised BBQ	
12. 12.1 12.2	Any Other Business Flood Insurance. Residents have raised the increased cost of home insurance from flood risk. Overgrown hedges and Organisation complaints can be made to LCC by individuals.	TC to draft a short piece for inclusion in the May newsletter- by April 4 th . RL to forward LCC link to members
13.	Items for Next Meeting: <ul style="list-style-type: none"> • Sustainability Statement annual review • Charitable Incorporated Organisation status discussion (membership, trustees, resident consultation, Constitution/ policy amendments) 	
14.	Date of Next meeting: Wednesday 23 rd April 7-8.00pm Witherley Parish Room	

Meeting closed at 20.30hrs with an apology for the delayed start and over

WANA Steering Group Action Log updated 14th April 2025

Date	minute no.	Action	Lead	Open/Closed	Action update
18/03/2025	7.0	All to consider CIO status			
18/03/2025	9.0	All viewed policies and statements to be uploaded	DF	Closed	
18/03/2025	10.0	Member to present WANA annual report at Annual Parish Meeting to be confirmed			
18/03/2025	12.1	TC to draft		Closed	
18/03/2025	12.2	RL to forward link to all re where to report overgrown hedges		Closed	
20/11/2024	9.0	Organisers of village firework display to be encouraged to use of silent, low noise, quieter fireworks. A request to organisers to be made in lead up to 2025 display.	LL	Jun-25	

WANA Correspondence Report 7th March 2025 to 15th April 2025

Date	To	From	Nature	Outcome
7-Mar-2025		Mark Swain	modelling work expected by end month	
8-Mar-2025	WPC Clerk		Thank you for new Bench, image of face	
10-Mar-2025	Andrew Smallwood		sent by Secretary to Planning subgroup Re willow on Atterton Lane	
11-Mar-2025		Merevale Private Office	Correspondence re WANA Merevale Walk	
11-Mar-2025	Mark Swain EA		Dredging Brook on Myhe Lane	response received not EA
20-Mar-2025	Witherley School		invitation for children to draw log and posters for Witherley Weekender	Response received- posters and logo received 10th April
23-Mar-2025	Edible links		request to purchase supplies for raffle	received
28-Mar-2025	WPC- Clerk & Cllrs		re issue of invite	response received - WPC cannot be seen to canvass residents to stand
29 March 2025		Flood Warden and resident	cc'd into correspondence with Andrew Smallwood re Culvert pipe cleaning and digging of ditches on Atterton Lane	
31 March 2025	WPC		query whether WANA Annual report would be requested	Request for WANA annual report received. Report sent
31-Mar-2025		Flood warden	cc'd into letter from EA re Flood report- not yet available- further analysis required	
1-Apr-2025		WPC Clerk	request for confirmation of WANA member presenting report & reference to WANA members behaviour at a WPC meeting	forwarded to Chair and Vice Chair
2-Apr-2025		K Taylor HBBC	Request for MaD grant evaluation	
4 April 2025	Witherley School		April Newsletter	
7 April 2025	WPC		Request for clarification on statement by Clerk in correspondence to Secretary re behaviour of WANA member at a Parish Council meeting	
8-Apr-2025		WPC	Notification that WPC Annual Parish meeting date scheduled for 10 April cancelled	
10-Apr-2025		Flood warden	letter and information on Atterton lane closure 14-17th April	posted on Witherley Facebook for information
13-Apr-2025		Flood warden	cc'd into letter to WPC Clerk re date for EA resident meeting	

14-Apr-2025		Ashley Reynolds, HBBC	Request for Litter Pick equipment 6th July 2025	
15th April	San Giovanni		Thank you for generous donation	

WANA ISSUE LOG as of 15th April 2025

Date	Issue	Action and outcome
4th March 2025	Road Edge on Riverside	Letter and images sent to LCC ref no 989011, 15th April follow up ref no 706000255
4th March 2025	Willow in brook on Atterton lane	to be reported to Andrew Smallwood
8th March	New Bench on Atterton Lane less than advised recommended height- Resident	Reported to WPC. 10th April Clerk stated that contractor visited- as other bench at site no action will be taken to change height
2nd April 2025	Style on Atterton lane unstable	Reported to LCC ref no 991774 Response received- landowner notified- to action repair . 15 th April- Style repaired
10 April 2025	Road signs - Post Office Lane and Hall Lane damaged	Parish Council Clerk notified at WPC meeting on 10 th April Photos sent 15 th April 2025
10th April	Pot Hole on Kennel Lane	Reported to LCC ref number FS706170874. What 3 words //sulked.seaside.roadshow

WANA Accounts 2024 to 14 Apr 25

INCOME	£
Company and Games grant: £92 unspent	1,191
Ticket sales for events	3,865
Raffle ticket sales	1,312
Donations	2,759
Other sales: catering, pins	148
TOTAL INCOME:	9,275
EXPENSE	
Room hire: PCC, WUFC	760
Performers: Bonkers bingo x2, Gary <u>Googlay</u> , Baroness	680
Company and Games setup	630
General expenses: Consumables, training, catering	2,082
Marquee deposit	460
Grants: Red Cross, <u>FoWS</u> , WMPFT, Parish Rm	525
TOTAL EXPENSE:	5,137
BALANCE of Cash and Bank:	4,138
FORECAST to have a balance of £3,300 following the Aug BH event	



Proposal: WANA becomes a Charitable Incorporated Organisation on the Association Model

1. WANA is currently an Unincorporated Association:

- an unregistered charity
- not a corporate body, individual members are personally responsible for any assets, debts and contractual obligations
- members and officers do not have limited liability protection
- when there is a change of officers it can be unclear who is responsible for outstanding obligations

Charitable Incorporated Organisation (CIO) is a type of legal structure designed specifically for charities in the UK.

Association Model CIOs are membership organisations and hold elections to appoint trustees, equivalent to our current officers.

2. Key points about CIOs:

2.1 Incorporated Structure: a CIO is a corporate body, meaning it has a legal identity separate from its trustees. This allows it to enter into contracts, own property, and employ staff in its own name.

2.2 Limited Liability: Trustees of a CIO have limited or no personal liability for the charity's debts or liabilities: trustees are still liable for breaches of trust and for fraud.

2.3 Registration: To become a CIO, we will register with the Charity Commission. We will have a Registered Charity Number which will give the public and grant donors confidence in our structure, and therefore assist with fundraising.

2.4 Regulation: CIOs are regulated by the Charity Commission and are not subject to company law, although in practice CIOs are subject to many of the same regulations as companies.

2.5 Annual Returns of Accounts: CIOs are required to file annual returns: this is simple for CIOs with an annual income below £25,000, as no audit is required.

2.6 Members are responsible for decisions such as amending the constitution and winding up of the Charitable Incorporated Organisation. The functions of the members of a CIO are similar to those of shareholders of a private company.

2.7 Trustees are responsible for the general control and management of the charity.

3. Proposed next steps

3.1 Steering Group to agree in principle at April meeting pending outcome of public consultation via Parish magazine, Witherley Facebook, May Newsletter, WANA website, posters

3.2 Formal vote at May 2025 Steering Group Meeting

3.3 Apply to Charity Commission over summer months

Further reading : [Set up a charity: Structures - GOV.UK](#)



WANA



WITHERLEY & ATTERTON
NEIGHBOURS ASSOCIATION

Sustainability Policy

WANA aims to

- promote well-being by facilitating social interaction with a variety of community events
- increase environmental awareness among residents by encouraging deeper connections with nature and by taking community action
- engage with all residents and in particular young people

What is happening already

A programme of events including social gatherings and family exercise activities. Community actions such as litter, picking and garage sales where people can exchange items they no longer use. We use our website and social media and produce a monthly newsletter to share the WANA story to enhance our community's unique sense of place and promote environmental responsibility. Development of a wildlife garden for the community with nature diary activities aimed in particular at younger children.

At WANA, we will

- take care of each other and support each other in upholding our policies to ensure everyone's safety.
- value every individual, and through our leadership and governance structure, provide a platform to voice opinions and contribute to our collective success.
- be mindful of our approach to materials and resources and reduce, reuse and recycle wherever possible.

We will regularly review progress in all areas towards our sustainability goals and make necessary adjustments to ensure we continue positively impacting the environment and the community.

Policy Review:

We are committed to reviewing our policy and good practice annually.

Document History

Agreed by the Steering Group April 2024

Reviewed and agreed by the Steering Group 20 November 2024

Reviewed and agreed by the Steering Group April 2025



WANA



WITHERLEY & ATTERTON
NEIGHBOURS ASSOCIATION

Complaints Policy and Procedure **DRAFTV1**

1. Introduction

Wetherley & Atterton Neighbours Association (WANA) recognises the importance of operating a complaints system that is effective, fair and accessible to all.

WANA regards complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Our policy on complaints is:

- To provide a complaints procedure that is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at WANA knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, whether ultimately found to be justified or not, about any aspect of WANA's work. Complaints may come from any person or organisation that has had dealings with or has a legitimate interest in WANA.

3. Confidentiality

All information provided in connection with a complaint will be handled sensitively. Information will only be shared with those who need to know and in line with relevant data protection requirements.

4. Submitting Complaints

Complaints are best made in writing with supporting evidence so that the details are recorded in the complainant's own words and we can more easily review the facts and supporting evidence. Written complaints should be sent to the Complaints Manager. Ordinarily we will deal with non-written complaints only where the complainant has legitimate reasons that prevent them from submitting a written complaint. Once we have received the complaint in writing, we will contact the complainant to provide details of the complaints procedure. In some cases we may want to clarify with the individual that he/she has made a complaint rather than provided feedback.

5. Handling and Resolving Complaints

We expect that complainants will engage with our procedure as set out below. A complaint sent to the Chair or a specific WANA member will usually be dealt with through the same process as any other complaint.

5.1 Handling Complaints: Stage One

- In many cases a complaint is best resolved by the person responsible for the issue being complained about. If that person has received the complaint, they may be able to resolve it swiftly and should do so if possible and appropriate.
- If we cannot resolve a complaint in this way, the Complaints Manager will contact the complainant within **five working days** to advise how we intend to proceed. The Complaints Manager will record the complaint in the complaints log, acknowledge it and coordinate with the appropriate person at WANA to investigate it and to take appropriate action. The acknowledgement to the complainant will say who is dealing with the complaint and when the complainant can expect a reply. A copy of the complaints procedure should be enclosed with the acknowledgement.
- If the complaint relates to a specific person, that person should be informed and given a fair opportunity to respond.
- If the complaint relates to a WANA member or a matter of governance, the Complaints Manager will refer it to the Secretary to investigate it: the Secretary will then involve other WANA Steering Group members and or statutory bodies as appropriate.
- Ideally complainants should receive a **definitive reply within 28 working days**. If this is not possible, a progress report will be sent to the complainant with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

5.2 Handling Complaints: Stage Two

- If the complainant feels that the problem has not been satisfactorily resolved at Stage One, he/she can request that the complaint is reviewed by the Chair of WANA. An escalation of a complaint should be based on the facts and not simply that the complainant did not get the outcome he/she wanted. Ordinarily new evidence will be considered only if it was unavailable when the initial complaint was made or investigated. A request for a review must be made within three months of the complainant receiving the initial response.
- A Stage Two complaint will be acknowledged within five working days of receiving it. The acknowledgement will say who will deal with the case and when the complainant can expect a reply.
- If the complaint relates to a specific person, they should be informed that the complaint has reached Stage Two and given a further opportunity to respond.
- The person who dealt with the original complaint at Stage One will be kept informed of what is happening.
- Ideally complainants should receive a definitive reply within five weeks. If this is not possible, a progress report should be sent with an indication of when a full reply will be given.
- Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

6. Variation of the Complaints Procedure

The Complaints Manager may vary the procedure in cases where the specific circumstances justify this. For example, a variation of the procedure may be necessary to avoid a conflict of interest in a particular case.

7. Equal Opportunities and Complaints

WANA will make reasonable adjustments for complaints where appropriate under the Equality Act 2010. We will keep a record of any reasonable adjustments agreed, as well as a record of any disabilities a complainant has disclosed. Any agreed reasonable adjustments will be kept under review.

8. Complaints outside of the scope of the policy

We are committed to handling all complaints directly relating to WANAs work. Some incidents fall outside of the policy which include, but are not limited to:

- Complaints that are being dealt with through a legal process
- Complaints that are more than 12 months old

9. Vexatious complainants

We define unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with WANA, hinder our work. If we believe we have exhausted the options in handling their complaints, the Complaints Manager may terminate our response.

10. Monitoring and Learning from Complaints

The Complaints Manager reviews, records and reports complaints to the WANA Steering Group by the Complaints Manager to identify any trends, that may indicate a need for further action.

11. Ownership of Policy and Frequency of Review

The Chair, supported by the Complaints Manager has overall responsibility for this policy and its implementation.

This policy will be reviewed annually.

Contact details:

Complaints Manager: Name: email:

Document History:

Developed and approved April 2025 V1