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SEDFORD PARISH COUNCIL MINUTES 15th JULY 2026

1. Welcome by the Chair.
2. The Public Session:
3. Present: Cllr Crump, Cllr Ward, Cllr Clark, Cllr Wilce, Cllr Miller, Cllr Maddox and Cllr Coleman.
 Apologies: NCC Cllr Costley and Borough Cllr Parish.
 Absent: None.
4. To receive declarations of interest on agenda items – None.
5. Confirmation of the minutes – Parish Council Meeting June 17th 2026 proposed by Cllr Clark, seconded by Cllr Coleman and agreed by all.
6. Matters arising:
 - 6.1 Speeding – The Clerk updated Councillors on conversations he had had with PC Lynch. PC Lynch told the Clerk that unfortunately the Neighbourhood Police's speed camera was no longer functioning but that a new top of the range unit was shortly to be received, along with associated training. PC Lynch said he hoped to be able to deploy the new speed camera in the village very soon. Subsequently, PC Lynch advised that the arrival of the speed gun and the training has been delayed due to budgetary constraints. This is extremely disappointing. The Clerk asked NCC Cllr Costley if she could make enquiries regarding this matter. The Clerk invited PC Lynch to this meeting but he apologised, saying that his shifts did not align, although he did attend one of today's speedwatch sessions and met three of the Councillors. Cllr Miller has spoken to PC Lynch regarding motorbikes at the weekend, especially on Sedgford Lane, leading to Inmere. The Clerk will follow this up with PC Lynch.
 - 6.2 Former School (\$106 Agreement awaited) – Carried Forward
 - 6.3 River Heacham –Anglian Water have carried out their walkover of the River in the village and will provide us with their findings shortly and a review meeting will be arranged.
 - 6.4 Broadland – The Clerk has been advised by Broadland that they will not be progressing the project further at this time but will keep us updated. Meanwhile, Cllrs Crump and Maddox have kindly reviewed the Housing Needs Survey questionnaire and covering letter in consultation with the Rural Housing Enabler. The questionnaire has been circulated online and on paper to all residents.
 - 6.5 Churchyard liabilities – Carried forward.
 - 6.6 Quarterly Risk Assessments
 Cemetery, Washpit and Council Property – Cllr Ward advised that all checks were up to date and all appeared to be in order. During the annual headstone check it was discovered that four headstones were no longer firmly attached to their plinths. There appear to be vertical rods in place but any adhesive/cement is no longer evident. The result is that the headstones wobble when touched. Although this would not appear to be an immediate health and safety issue, the Parish Council would like these headstones to be repaired before the issue becomes any worse. The Clerk has written to one of the deceased families but has no contact details for the other three. An article will be placed in the newsletter.
 Finance – Cllr Miller reported that all assessments were up to date. All financial paperwork is in order, authorised and filed correctly.
 Trees – Cllr Clark reported that the trees have no observed significant defects, although all the trees are stressed due to the long dry spell. He will continue to monitor the partially dead tree on Cole Green.
 - 6.7 Water issues – Following last month's meeting Cllr Coleman kindly provided two draft letters to be sent to Anglian Water. Following discussion, Cllr Clark seconded the proposal, which was agreed unanimously and the Clerk has been authorised to send the following email to the CEO of Anglian Water, copying in James Wild MP: "Dear Mr. Thurston, I am writing on behalf of Sedgford Parish Council regarding a serious matter that the Council believes requires a direct and substantive response from Anglian Water: the prolonged water outage and subsequent low-pressure supply failure that affected dozens of households and hundreds of residents across the village, and Jarvie Close in particular, over several days during the recent period of exceptionally hot weather.
 This letter follows correspondence already raised with Anglian Water via James Wild MP's office (Case Ref: JW44081), and the Parish Council would be grateful for a clear, itemised response addressing each of the points below.
Timeline of events
 The problem began on 24 May 2026, when multiple residents across the village first reported water pressure issues and, in some cases, a complete loss of supply directly to Anglian Water. This means that by the time the matter was escalated through the MP's office, Anglian Water had already had three full days of direct reports from residents without resolving the issue or making contact with those affected.
 By 27 May 2026, a resident of 21 Jarvie Close reported that the household was on its third consecutive day without water, following a burst water main, compounded by a supply and pressure problem in this part of the village that residents advise has existed since the 1980s. The resident is registered on Anglian Water's Priority Services Register (PSR) as a vulnerable customer and confirmed that no assistance, contact, or bottled water had been provided at that point, despite the direct

reports made from 24 May onwards and further requests made since.

On 28 May 2026, Anglian Water advised the MP's office that the issue stemmed from a leak on Church Street combined with heat-driven demand, and stated that bottled water was being arranged only on an individual, request-led basis rather than proactively for the village. Anglian Water acknowledged that the Jarvie Close resident's request for bottled water was not picked up until 3pm that day, and confirmed she had not received the direct PSR contact she should have received as a registered vulnerable customer, despite having been without water since 24 May.

By the evening of 28 May 2026, Anglian Water confirmed the Church Street leak had been repaired, but pressure remained below normal for affected households. Residents confirmed that even after this repair, pressure on higher ground within the village, including Jarvie Close, remained insufficient to reach upper floors, preventing residents from showering or accessing water normally.

At no point between 24 May and the leak repair did Anglian Water send engineers or support to Jarvie Close itself, despite this being the street most acutely affected due to its elevation, and despite direct resident reports from the very first day of the outage. Residents observed that Anglian Water instead attended other parts of the village where supply was already known to be functioning. The Parish Council would welcome Anglian Water's explanation of this, particularly given the four-day gap between the first reports on 24 May and any meaningful response.

Community, welfare and safety impact

The Parish Council wishes to share the following with Anglian Water, all of which is corroborated by residents:

- Multiple elderly and vulnerable residents, including those registered on the PSR, received no water, no bottled water, no welfare check, and no coherent update from Anglian Water for several days from 24 May onwards, at the height of a period of extreme heat.
- Residents contacting Anglian Water directly from 24 May received inconsistent and contradictory explanations for the outage, a pattern documented extensively on the village's community Facebook page, which has understandably affected residents' confidence in Anglian Water's incident management and communications.
- The lack of a coordinated response left the village reliant on informal community support networks to manage a welfare issue that residents feel should have received direct support from Anglian Water from the point of the first reports.
- Residents' frustration at the lack of a clear response from Anglian Water was such that some felt compelled to raise the matter with the local press.
- The outage also affected Sedgeford Village Hall, which cannot open without a functioning water supply for its toilet facilities. The Hall is a well-used community asset hosting numerous local groups and activities on a daily basis, and the outage therefore had a knock-on impact on community life beyond individual households.
- The Parish Council also wishes to raise, as a serious safety consideration, that sustained low water pressure of this kind reduces fire hydrant flow rates, and therefore the local fire brigade's ability to respond effectively to a house fire in the village during the outage. The Council would like assurance that this risk is being taken seriously by Anglian Water.

The Parish Council's position

Sedgeford has a long-standing and recurring problem with water pressure at times of peak demand, particularly affecting higher ground such as Jarvie Close, which residents advise has been a known issue since the 1980s. The Parish Council believes this recurring vulnerability warrants more than a reactive, incident-by-incident response, and would welcome assurance that vulnerable, registered customers will not again be left without support for days at a time, as happened here from 24 May.

The Parish Council would therefore be grateful for a response from Anglian Water addressing the following:

1. Confirmation of when Anglian Water first received reports of low pressure or no water in Sedgeford, and an explanation of what action, if any, was taken in response to the reports made by multiple residents from 24 May 2026 onwards, prior to the matter being escalated via the MP's office on 27 May.
2. An explanation of how this outage was able to persist for several days without engineers being sent to Jarvie Close specifically, despite it being a known, historically affected location, and despite residents' repeated reports from 24 May.
3. A clear account of why registered PSR/vulnerable customers on Jarvie Close did not receive proactive contact, welfare support, or bottled water in line with Anglian Water's own vulnerable customer commitments, given that reports had been made as early as 24 May, and confirmation that this is being addressed internally.
4. An acknowledgement to the affected residents of Sedgeford, and in particular Jarvie Close, of the standard of service and communication during this incident.
5. Details of the compensation residents are entitled to under Anglian Water's guaranteed standards scheme and any additional discretionary compensation being considered, covering the full period without water or adequate pressure from 24 May onwards.
6. A technical review of the root cause of the recurring low-pressure problem affecting Jarvie Close and other higher elevation areas of Sedgeford, together with a clear, time-bound plan to resolve this permanently, rather than treating each incident in isolation.
7. Confirmation of what operational changes will be made to Anglian Water's incident response protocols to ensure that direct resident reports, of the kind made from 24 May, trigger a timely site visit and response rather than requiring MP-level

escalation days later.

8. Confirmation of how Anglian Water intends to improve the consistency and clarity of communications to residents during incidents, given that residents received materially different explanations for the same outage depending on who they spoke to.

9. Confirmation of what assessment, if any, Anglian Water carried out of fire hydrant pressure and flow rates in Sedgeford during the outage, and what steps will be taken to ensure this risk is factored into future incident response.

The Parish Council would welcome a substantive response within 10 working days of this letter. Given the vulnerability of some residents affected and the recurring nature of this problem, the Council would also welcome a meeting with a senior Anglian Water representative to discuss the long-term resolution of Sedgeford's water pressure issues.

We would be grateful if you could confirm receipt of this letter and provide a single point of contact for the Parish Council going forward."

6.8 Website advertisements –The clerk will invoice advertisers and a notice will be placed in the newsletter encouraging others to advertise.

6.9 Hedges – A notice will be placed in the newsletter asking residents to ensure that any foliage from their property does not impede pedestrian access to pavements or footpaths.

6.10 Neighbourhood Plan Review – From the recent Borough Council Planning Update Meeting it has become clear that a "light touch" review of our Neighbourhood Plan is required, although little or no external funding or support is available. Cllr Crump, Maddox and Wilce kindly agreed to carry out preliminary research on what is required.

6.11 Resident Contact Leaflet – Cllr Coleman confirmed that he hoped the finalised leaflet would be available to be distributed with the September Parish Council six-monthly report.

6.12 August Payments – In the planned absence of an August meeting the Clerk requested permission for the normal monthly payments to be made between meetings during the week commencing 17th August. Cllr Clark proposed agreeing to this request. Cllr Miller seconded the motion, which was agreed by all.

7. Standing Agenda Items:

7.1 Police Report – circulated by the Clerk as and when received.

7.2 Footpath Warden Report – circulated. The Clerk will report the water meter cover on Bridleway 3 which could be a trip hazard and chase NCC re cutting back the overgrown vegetation. He will also contact the resident re the overgrown foliage on Snettisham Road which is making the pavement difficult to negotiate.

7.3 Village Hall Rep Report – Cllr Ward advised that the hall would host tomorrow's election for the Norfolk Police and Crime Commissioner. The open-air play, Pickwick Papers, will be held on Saturday 18th July, with pizzas and a bar available. Currently 130 + tickets have been sold. The Village Hall Committee are currently considering providing a range of alternative sporting facilities as well as exploring extending the solar array.

7.4 Meetings Attended written/verbal – The Chair has circulated the associated slides from the recent Borough Council Planning Update Sessions.

7.5 Clerks training written/verbal – The Clerk attended an online training session on the digitalisation of the Annual External Audit process. This new process will come into force at the year end of 2026/2027.

7.6 Councillors training written/verbal – None.

8. Planning matters:

8.1 applications – None.

8.2 Planning outcomes – Planning outcomes – 26/00083/TREECA - T1: Laburnum tree - remove dead portion

T2: Golden Honey Locust tree, reduce by up to 2.5meters in height, and sides up to 1 meter to reshape the canopy - Slipstream, Washpit - Tree Application - No objection 19 June 2026 - Delegated Decision.

To consider plans since publication: Cllr Ward advised the meeting that a resident had told him that a planning application has been made for a chalet bungalow at 10 Goodmins. The Parish Council will review the application when received.

9. County Councillor update: NCC Cllr Costley provided a report prior to the meeting covering local government, funding, services, and community initiatives affecting Norfolk parishes:

Local Government Re-organisation - NCC continues to oppose the Government's plan to replace eight councils with three unitary authorities, pursuing judicial review. The review examines the legality of decision-making, not policy merits;

Funding and Budget Decisions - The Local Member Highways Fund is discontinued for new proposals; £0.924m allocated to highway maintenance across Norfolk; The Norfolk Community Fund will not launch in 2026/27; £0.420m redirected to Fire and Rescue due to increased activity; NCC is exploring alternative funding options for parish priorities;

Services and Community Support - Electrical and Electronic Waste recycling centres resume accepting electrical waste from July 1; Carers Week; Norfolk's Summer Holiday Fun;

Community Engagement and Events - Cllr Costley participated in Speedwatch, highway meetings, and planning applications, supporting local safety and development; She attended Eastern IFCA AGM and Royal British Legion meetings.

Cllr Ward had previously asked Cllr Costley how much the appeal to overturn LGR will cost and who will pay the bill. Cllr Ward also asked Cllr Costley to speak to Highways about replacing/repairing the damaged road sign at the Norfolk Lavender junction and after a further email from Cllr Ward, Cllr Costley confirmed she has spoken to Highways regarding (delete: in) this matter.

10. Borough Councillors update: None. Cllr Ward advised the meeting that the date for polling for the vacant Borough Councillor place following Borough Cllr Jamieson's resignation is 6th August 2026.

11. To approve accounts and payments this month:

11.1 Approval and payment of invoices: Proposed by Cllr Miller seconded by Cllr Ward and agreed by all.

Name	Business	Net	VAT	Gross	Recoverable VAT
K and M Lighting (STO)	Street Lighting Maintenance July	18.70	3.74	22.44	All
Npower (DDR)	Street Lighting Electricity June	43.31	2.17	45.48	All
Currys (DDR)	Laptop Cover	8.60	0.00	8.60	None
Stuart Large (STO)	War Memorial Maintenance	72.00	0.00	72.00	None
Nurture Landscapes	Grounds Maintenance June	386.66	77.33	463.99	All
Parish Clerk	Payment July (See Log)	0.00	0.00	0.00	None
HMRC	July (See Log)	0.00	0.00	0.00	None
Parish Clerk	HP Ink	5.41	1.08	6.49	All
Parish Clerk	Expenses	42.62	0.00	42.62	None
Parish Clerk	Timber for Pavillion repairs	38.98	7.80	46.78	All
K and M Lighting	Street Lighting Maintenance underpayment for June	2.53	0.51	3.04	All
NALC	Website Hosting Fee	72.40	14.48	86.88	All

11.2 Financial Statements for June 2026 – noted.

12. Correspondence, to consider any correspondence/communication received:

12.1 Overgrown Hedges on Church Lane – The Clerk has contacted NCC Highways and this matter has been dealt with.

12.2 Gravel issue on Church Lane – Heavy rain during the winter and spring had resulted in a large accumulation of gravel at the bottom of Church Lane. The Clerk reported this issue to NCC Highways, who very quickly removed the gravel. Residents thanked the Clerk.

12.3 Norfolk Heights complaint – The Clerk received a complaint from residents at Norfolk Heights, Sedgeford Road. Over the last few weeks a cylindrical construction has been erected in the field adjacent to Norfolk Heights. There has been some local comment that this is a human waste disposal unit. The residents were concerned as to the smell and potential health hazard this may bring. The smell was strong and could be smelt when in residents' gardens. The Clerk made enquiries to the Borough Council Department. They advised that the structure is an agricultural fertiliser store. The application for planning was permitted last year under an "agricultural prior notification" which does not involve consultation with either the Parish Council or neighbours and is a permitted development. The residents were advised to contact the Borough Planning Department with any further queries.

12.4 Mick George – The Parish Council has received the following correspondence: "We act as Planning Consultants on behalf of Mick George Limited. Mick George Limited represent the only suppliers of Carstone suitable as a building material from their quarry in Snettisham. You'll recognise Carstone as west Norfolk's most important local building stone. Snettisham Carstone is widely used in the repair and maintenance of historic buildings as well as the construction of new housing, playing a vital role in preserving the character and appearance of west Norfolk's parishes, such as your own. Remaining reserves at the quarry are declining, and once exhausted, this source of building material will be lost. Mick George Ltd are proposing to submit a planning application for an extension to Snettisham Quarry. The proposed extension would enable continued extraction of Carstone, securing the future supply of this important local building material. Prior to engaging with Norfolk County Council Planning, we're seeking expressions of support from Parish Councils who recognise the importance of securing the supply of Snettisham Carstone for conservation and construction purposes." Councillors discussed the situation. Cllr Crump suggested the following reply: "Sedgeford Parish Council appreciates the importance of local carstone in buildings in our village, both historic and contemporary. However, councillors feel unable to offer unqualified support to proposals to extend the quarry at Snettisham until more details are available, including the precise location of any extension and the impact it might have on residents in the vicinity." This response was seconded by Cllr Miller and agreed by all.

12.5 Obscured VAS Speed Sign on Docking Road. The sign had become covered by foliage. The Clerk reported this to Highways who quickly dealt with the issue.

13. To consider any Correspondence received after publication:

13.1 Telegraph Pole Issues – Openreach have installed a new telegraph pole on Snettisham Road.

13.2 Possible bus shelter – The Clerk is in discussions with NCC Public Transport Development Officer, NCC Highways and Lynx Buses Director.

13.3 Snettisham Road- Gravel issue - Heavy rain during the winter and spring had resulted in a large accumulation of gravel on Snettisham Road, at the end of the Trod, just before the incline towards Snettisham. The Clerk has reported this to NCC Highways and also asked for the white lines to be renewed.

13.4 RHS Sandringham Flower Show - From Wednesday 22nd - Sunday 26th July, during the hours of 07:00am - 8pm,

there will be a contingency no right turn order in place on the A149 at the junction with Folly Hill, with a diversion via Dersingham Roundabout. It has been agreed with Kings Lynn & West Norfolk Highways that although a traffic order is in place, provisionally right turns will be permitted. Traffic flow will be monitored throughout each day with the traffic order only implemented should traffic volume on the A149 dictate. Lynx buses are planned to continue as normal. 50 spaces within the Visitor Centre car park are being reserved for members during the week to allow access for walks etc. These will be given on a first come, first served basis and members will be required to show their membership cards on entry.

13.5 Music Events at Sandringham. The five nights of music have been cancelled by the organisers.

14. Any other business (for information only) and any items to carry forward to next month for the decision of the council: None.
15. Any further public contributions to the meeting – None.
16. Proposed Date of Next Meeting –23rd September 2026 at 7.00pm.
17. Close – 7.19PM