



Wendy Sweet &lt;knowstoneparishclerk@gmail.com&gt;

---

**Invoice query**

5 messages

---

**Wendy Sweet** <knowstoneparishclerk@gmail.com>  
To: Rebecca Walker <rebecca@devonalc.org.uk>

8 April 2020 at 13:59

Hi Rebecca

I hope you're keeping well.

I'm not sure if you are the right person to be contacting about this but I have received an invoice (no. 1880) for 5 participants at the Planning course on 16th March. As only two people attended I would expect to only be invoiced for two. Of the three people who were booked and did not attend, two informed me at about 5.00 p.m. that day, after Boris Johnson's non essential social contact instructions, that they did not feel that it would be right for them or any of us to attend. The third one, who had told me the day before that he would not be attending due to having a heavy cold (& I relayed that to DALC) was being cautious due to the virus situation and also would have followed government instructions on non-essential contact.

I decided to ignore the instructions and attended the course (half expecting it to have been cancelled when I got there) and found it to have been very useful as did the one councillor who attended with me.

I look forward to receiving an amended invoice.

As I have no way of paying for the course and also membership renewal by BACS I will be posting a cheque to the DALC office. Is this OK or is there anywhere else I should post it to (perhaps direct to your bank)?

Thanks for your help.

regards Wendy

Wendy Sweet  
Knowstone Parish Clerk  
Tel : 01398 341692  
Please send all email responses and communication of an official nature to:  
[parishclerk@knowstone.org.uk](mailto:parishclerk@knowstone.org.uk)

---

**Cara Stobart** <cara@devonalc.org.uk>  
To: "knowstoneparishclerk@gmail.com" <knowstoneparishclerk@gmail.com>

15 April 2020 at 22:26

Hi Wendy

Thank you for your email.

Unfortunately our cancellation policy requires 48 hours-notice of cancellations. We did not receive any cancellations prior to the course, and if we did, it would have fallen within the 48 hours. I appreciate that at that time some individuals would have wanted to isolate – but we didn't hear from you. Not even a voicemail left for us. And the course went ahead as planned, so we were expecting all 5 to be there. Therefore all places were charged for. I would be happy to send extra USB sticks for those who did not attend if that would be helpful.

And perfectly fine to post cheques to the office. I am making weekly post collections.

Kind regards

**Cara Stobart**, County Officer

**Devon Association of Local Councils**

t: 01392 241131 ext \*200 | w: [devonalc.org.uk](http://devonalc.org.uk)

---

**From:** Rebecca Walker <[rebecca@devonalc.org.uk](mailto:rebecca@devonalc.org.uk)>

**Sent:** Wednesday, April 15, 2020 9:20 AM

**To:** Cara Stobart <[cara@devonalc.org.uk](mailto:cara@devonalc.org.uk)>

**Subject:** FW: Invoice query

**Rebecca Walker PSLCC**, Assistant to the County Officer

**Devon Association of Local Councils**

t: 01392 241131 ext \*201 | w: [devonalc.org.uk](http://devonalc.org.uk) | The Devon Rural Hub, Amory Building, Cheriton Bishop, Devon EX6 6JH

[Quoted text hidden]

---

**Wendy Sweet** <[knowstoneparishclerk@gmail.com](mailto:knowstoneparishclerk@gmail.com)>

16 April 2020 at 19:36

To: Tony Moore <[tonymoore@knowstone.org.uk](mailto:tonymoore@knowstone.org.uk)>

Hi Tony

As you're aware from my comments in the recent council update I disputed the invoice received from DALC for the recent Planning course as they charged for 5 participants even though only two attended. Please find below the email I sent to Rebecca at DALC on 8th April, Cara's response to it received last night and my proposed reply. I would appreciate it if you would let me know what you think & if you are happy for me to send the proposed email.

regards Wendy

Dear Cara

Thank you for your email. I am rather surprised at DALC's inflexible attitude regarding the cancellations for the course which was being held at a time of confusion and uncertainty for everyone. I fully appreciate your usual cancellation policy of 48 hours in normal circumstances but felt that these were not normal circumstances. The two delegate who did not attend at the last minute did not decide to self isolate - they were following instructions that had been issued by the Prime Minister at 5.00 p.m. that afternoon which said the following:

### **Extract from PM's statement on coronavirus: 16 March 2020**

"And even if you don't have symptoms and if no one in your household has symptoms, there is more that we need you to do now.

So, second, now is the time for everyone to stop non-essential contact with others and to stop all unnecessary travel.

We need people to start working from home where they possibly can. And you should avoid pubs, clubs, theatres and other such social venues.

It goes without saying, we should all only use the NHS when we really need to. And please go online rather than ringing NHS 111.

Now, this advice about avoiding all unnecessary social contact, is particularly important for people over 70, for pregnant women and for those with some health conditions."

I and the other councillor who did attend decided at that stage not to follow government advice. I'm sure that if the course had been taking place the next day DALC, as a responsible organisation, would have followed government advice and cancelled it. I'm sorry I did not ring DALC that evening; I explained the situation to the course leader and assumed that this information would be passed back to the office. I had informed DALC about the non-attendance of the other delegate via email earlier that day.

This invoice will need to be discussed at the next council meeting which I anticipate will take place within the next five or six weeks.

regards

Wendy Sweet  
(Knowstone Parish Clerk)  
[Quoted text hidden]  
[Quoted text hidden]

---

**Tony Moore** <tonymoore@knowstone.org.uk>  
To: Wendy Sweet <knowstoneparishclerk@gmail.com>

16 April 2020 at 20:26

Hi Wendy

That's fine ... perfectly professional and well reasoned.

Regards

Tony

Sent from [Mail](#) for Windows 10

[Quoted text hidden]



Virus-free. [www.avg.com](http://www.avg.com)

---

**Wendy Sweet** <knowstoneparishclerk@gmail.com>  
To: Cara Stobart <cara@devonalc.org.uk>

17 April 2020 at 08:02

Dear Cara

Thank you for your email. I am rather surprised at DALC's inflexible attitude regarding the cancellations for the course which was being held at a time of confusion and uncertainty for everyone. I fully appreciate your usual cancellation policy of 48 hours in normal circumstances but feel that these were not normal circumstances. The two delegate who did not attend at the last minute did not decide to self isolate - they were following instructions that had been issued by the Prime Minister at 5.00 p.m. that afternoon which said the following:

**Extract from PM's statement on coronavirus: 16 March 2020**

"And even if you don't have symptoms and if no one in your household has symptoms, there is more that we need you to do now.

So, second, now is the time for everyone to stop non-essential contact with others and to stop all unnecessary travel.

We need people to start working from home where they possibly can. And you should avoid pubs, clubs, theatres and other such social venues.

It goes without saying, we should all only use the NHS when we really need to. And please go online rather than ringing NHS 111.

Now, this advice about avoiding all unnecessary social contact, is particularly important for people over 70, for pregnant women and for those with some health conditions."

I and the other councillor who did attend decided at that stage not to follow government advice. I'm sure that if the course had been taking place the next day DALC, as a responsible organisation, would have followed government advice and cancelled it. I'm sorry I did not ring DALC that evening; I explained the situation to the course leader and assumed that this information would be passed back to the office. I had informed DALC about the non-attendance of the other delegate via email earlier that day.

This invoice will need to be discussed at the next council meeting which I anticipate will take place within the next five or six weeks.

regards Wendy

Wendy Sweet  
Knowstone Parish Clerk  
Tel : 01398 341692

Please send all email responses and communication of an official nature to:  
[parishclerk@knowstone.org.uk](mailto:parishclerk@knowstone.org.uk)

On Wed, 15 Apr 2020 at 22:26, Cara Stobart <[cara@devonalc.org.uk](mailto:cara@devonalc.org.uk)> wrote:

[Quoted text hidden]