



Please reply to:

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Date: 03 November 2021

Notice of meeting

Neighbourhood Services Committee

Date: Thursday, 11 November 2021

Time: 7.00 pm

Place: Council Chamber, Knowle Green, Staines-upon-Thames TW18 1XB

To the members of the Neighbourhood Services Committee

Councillors:

A. Brar (Chairman)	S.A. Dunn	S.C. Mooney
V. Siva (Vice-Chairman)	V.J. Leighton	B.B. Spoor
R.D. Dunn	J. McIlroy	

Substitute Members: Councillors C. Bateson, K.M. Grant, O. Rybinski and J. Vinson

Councillors are reminded that the Gifts and Hospitality Declaration book will be available outside the meeting room for you to record any gifts or hospitality offered to you since the last Committee meeting.

Spelthorne Borough Council, Council Offices, Knowle Green

Staines-upon-Thames TW18 1XB

www.spelthorne.gov.uk customer.services@spelthorne.gov.uk Telephone 01784 451499

Agenda

Page nos.

Terms of Reference

The Committee's terms of reference are attached to assist.

1. Apologies and Substitutes

To receive apologies for absence and notification of substitutions.

2. Minutes

7 - 12

To confirm the minutes of the meeting held on 9 September 2021 as a correct record.

3. Disclosures of Interest

To receive any disclosures of interest from members in accordance with the Members' Code of Conduct.

4. Questions from members of the Public

The Chair, or her nominee, to answer any questions raised by members of the public in accordance with Standing Order 40.

Note: the deadline for questions to be considered at this meeting is 5pm on Thursday 4 November 2021.

At the time of publication of this agenda no questions had been received.

5. Ward Issues

To consider any issues raised by ward councillors in accordance with Standing Order 34.2

Note: the deadline for ward issues to be notified for consideration at this meeting is 12 noon on Thursday 4 November 2021.

At the time of publication of this agenda no ward issues had been received.

6. Parking Services Update

13 - 18

To receive a Parking Services update from the Parking Services Operational Manager.

7. Revenue Monitoring Report (Qtr. 2 July-Sept)

To Follow

To note the forecast outturn for 2021/22 as at 30 September 2021.

- | | | |
|------------|---|----------------------|
| 8. | Cemetery Capacity | 19 - 22 |
| | To receive an update on cemetery capacity within the borough from the Group Head of Neighbourhood Services. | |
| 9. | Litter Poster Campaign - Verbal Update | Verbal Report |
| | To receive a verbal update on the litter poster campaign from the Group Head of Neighbourhood Services. | |
| 10. | Forward Plan | 23 - 26 |
| | To consider the Forward Plan for committee business. | |
| 11. | Urgent business | |
| | To consider any business deemed as urgent by the Chair. | |

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TERMS OF REFERENCE

All Committees will have the following functions in respect of their respective areas:

- To develop the Council's policy, strategy and budget proposals
- To work at meeting the Council's corporate objectives, as set out in the Corporate Plan.
- To encourage performance improvement in relevant services, consistent with Value for Money principles and within the policy and budgetary framework agreed by the Council. This includes responding appropriately to statutory reports on external inspections and service reviews.
- To develop a full understanding of the functions and services within the Committee's remit
- To facilitate and encourage public participation in the Council's activities by engaging key stakeholders in the Council's processes for decision making.
- To oversee the publication of consultation papers on key issues and ensure that there is appropriate public consultation.
- To consider budget priorities and actions on the delivery of Council services within the overall policy and budgetary framework agreed by the Council.
- To consult with local Ward councillors about policy developments or service initiatives which have a specific relevance to the Committee.
- To support positive relationships and practices through co-operative working with staff.
- To commission studies or the collection of information relating to policy issues (Corporate Policy and Resources Committee) or service delivery (Service Committees).
- Each Committee is limited in authority to grant expenditure to £1 million for any particular project without seeking approval from full Council. Any project must be taken as a whole, and the project cannot be sub-divided into its constituent parts with each being authorised separately to avoid this limit set by this rule.

NEIGHBOURHOOD SERVICES COMMITTEE

Membership

9 members reflecting political balance.

Functions

This committee has responsibility for the following functions of the Council:

- Street cleansing services
- Street Scene
- Parking Services
- Customer Services and consultation
- Building Control
- Cemeteries
- Community safety and crime & disorder
- Civil Enforcement (JET)
- Environmental protection – including food safety & enforcement and infectious disease outbreak control
- Workplace Health & Safety enforcement of businesses in the community
- Licensing matters save for those specifically reserved to the Licensing Committee,
- Environmental health matters with the exception of pollution but including general noise nuisance
- Planning enforcement
- To monitor and review relevant Council policies and strategies and recommend changes or new policies to the Corporate Policy and Resources Committee.
- To review and scrutinise service delivery and in particular ensuring that best value in service delivery is being obtained for the community.
- To undertake scrutiny and monitor the performance of external bodies who deliver services to the community
- To review and scrutinise budget proposals and make recommendations to the Corporate Policy and Resources Committee.

**Minutes of the Neighbourhood Services Committee
9 September 2021**

Present:

Councillor A. Brar (Chairman)
Councillor V. Siva (Vice-Chairman)

Councillors:

R.D. Dunn	V.J. Leighton	B.B. Spoor
S.A. Dunn	S.C. Mooney	

Substitutions: There were none.

Apologies: There were none.

In Attendance: Councillors C. Bateson and M. Beecher

326/21 Apologies and Substitutes

No apologies had been received.

327/21 Minutes

The minutes of the meeting held on 24 June 2021 were agreed as a correct record.

328/21 Disclosures of Interest

There were none.

329/21 Questions from members of the public

There were none.

330/21 Ward Issues

There were none.

331/21 Review of Community Safety

The Chair advised that the Borough Commander, Maxine Cilia, was unable to attend the meeting and gave apologies for her absence.

The Community Safety Officers presented the report on a review of Community Safety.

The Community Safety Officer outlined the priorities and obligations for the Safer Stronger Partnership and highlighted multi-agency partnerships it participates in, the significant issues they focus on, and how those issues were being addressed. He explained the challenges the police had faced in the past year, particularly due to staffing issues and the pandemic. They acknowledged community engagement had been an issue during the pandemic, but through the use of social media and work with local community groups, they had been able to help residents.

The Committee requested more information as to how councillors could help members of the public report concerns in their area, to which the Community Safety Officer provided options for reporting and providing substantial evidence. He further explained the actions used to address instances related to social landlords and fly tipping, clarified the information regarding instances of domestic violence, and acknowledged the work of the Neighbourhood Watch and how councillors could access reports to specific incidents in their wards. The Committee noted the rise in instances of anti-social behaviour and the Community Safety officer explained that lockdown breaches were included in this number. The Chairman noted a request for more detail around domestic abuse to be included in the Community Safety report in future.

The Committee thanked the Community Safety Officers for the report.

The Committee **resolved** to note the actions of the Spelthorne Safer Stronger Partnership in 2021/22 and future plans for 2021/22.

332/21 Household Waste Duty of Care - Key Decision

The Committee considered a report on the adoption of fixed penalty notices in regard to household waste.

The Group Head of Neighbourhood Services explained that incidents of fly tipping had risen since 2015, particularly in the last year, and that introducing a household waste duty of care Fixed Penalty Notice would help deter those considering illegally disposing of their household waste. She clarified the difference between litter and fly tipping and their associated penalties, and informed the Committee how fly tipping was investigated and pursued. She further explained that a communications campaign would be done to inform

individuals of their duty to dispose their own waste properly, and that new anti-littering posters had already started to go up in the borough.

A member requested clarification on some wording in the report in relation to paragraphs 1.1 and 1.9. The Group Head of Neighbourhood Services agreed that the word “not” should be added to 1.1 in the report to read: “It is accepted that some of this increase may be due to the issues related to the pandemic and the waste transfer station being closed but are **not** an excuse for anyone to fly tip their own waste or allow others to do so on their behalf.” She explained in relation to 1.9, “Where an individual is found to have transferred their household waste to an authorised person at a site that does not have a permit or exemption,” that this refers to where an individual transfers their household waste to a waste site other than a Community Recycling centre that is not licensed by the Environment Agency to receive and dispose of controlled waste.

Alternative options considered and rejected by the Committee:

- 1) Do nothing.
- 2) Set an alternative level of fine and/or a discount for early payment.

The Committee **resolved** to:

1. Agree that Spelthorne Officers will use additional enforcement powers granted under the amended Environmental Protection Act 1990, to issue Fixed Penalty Notices to individuals where there is evidence that they have breached their duty of care for disposal of household waste, at a level of £200 without discount for early payment.
2. Delegate authority to the Group Head of Neighbourhood Services to authorise appropriate officers to issue Fixed Penalty Notices under section 34(2)(a) of the Environmental Protection Act 1990 to persons whom the officer has reason to believe has failed to comply with their duty of care in the disposal of controlled waste.

333/21 Rules & Regulations for Cemeteries & Burial Grounds - Key Decision

The Committee considered a report on a change of rules and regulations for cemeteries and burial grounds.

The Group Head of Neighbourhood Services presented the report and explained the language in the rules and regulations had been updated for clarity, and wording in Paragraph 1.5 of the Regulations concerning access by dogs had changed to allow dogs to accompany their owners through cemeteries and burial grounds, provided they were leashed.

Other options considered and rejected by the Committee:

- 1) Do nothing.

2) To agree the wording changes but do not make changes to the relevant section in the new Rules and Regulations document at 1.5 and as detailed in 1.8 of the report.

The Committee **resolved** to agree the updated rules and regulations as set out in Appendix B of the report.

334/21 Revenue Monitoring Report (Qtr. 1 April - June)

The Committee received a revenue monitoring report related to Neighbourhood Services for quarter one of the financial year.

The Chief Accountant confirmed there were no further figures to update since the report had been published. He explained that variances of over £20k had been reported, and highlighted that most variances in the report were due to the under recovery of income.

The Committee **resolved** to note the forecast outturn for 2021/22 as at 30 June 2021 and the full variances by cost centre reported in appendix A of the report.

335/21 Knowle Green Reception Opening Arrangements - Verbal Item

The Chairman proposed the Committee hear this item before item 6 due to officer availability, and the Committee agreed.

The Group Head of Commissioning and Transformation explained that the Council was seven weeks into a three-month trial of limited opening hours for reception at the Council Offices, Knowle Green, Staines-upon-Thames. She explained appointments were being offered for clients which had been well received, but that many attending the offices had done so to drop off documents which could also be done outside opening hours.

The Committee acknowledged the limited opening hours were a trial and though clients were happy to see reception open, there was a hope for a return to normal business hours in the future. The Group Head of Commissioning and Transformation explained the Council's priority was to keep residents and staff safe, and the trial was being monitored to inform future opening hours.

The Committee **resolved** to agree that the limited opening hours for reception at the Council Offices, Knowle Green, Staines-upon-Thames should continue through to the end of the three-month trial.

336/21 Forward Plan

The Group Head of Neighbourhood Services provided the Committee with a summary of the work programme for the Committee at future meetings.

The Committee **resolved** to note the forward plan.

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Neighbourhood Services Committee

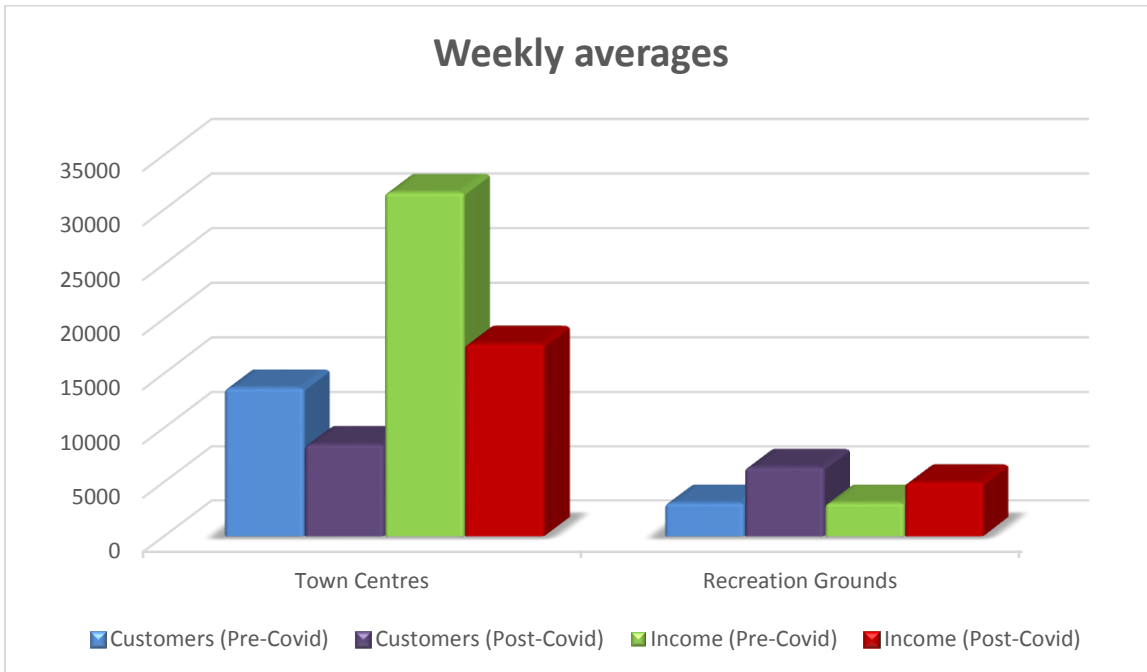


11th November 2021

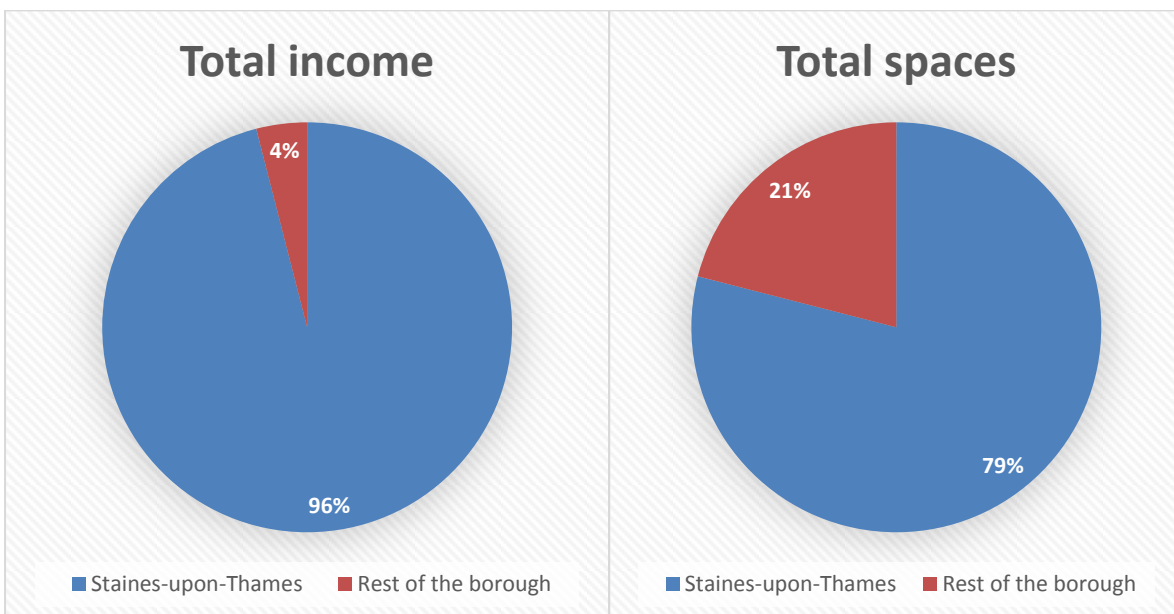
Title	<i>Parking Services update</i>
Purpose of the report	To note
Report Author	<i>Bruno Barbosa – Parking Services Operational Manager</i>
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>Not applicable</i>
Corporate Priority	Clean and Safe Environment Financial Sustainability
Recommendations	Committee is asked to: <i>Note report contents.</i>
Reason for Recommendation	<i>Not applicable</i>

1. Key issues

- 1.1 Spelthorne Borough Council has significant income streams arising from paid parking, which were disrupted by Covid restrictions and their wider implications. These have had an impact during the various lockdowns and phases, but also have an impact beyond their removal or revocation.
- (a) Customer habits have changed significantly, and several businesses closed or moved to different areas as a direct result of Covid restrictions and associated impacts. Many of these lasting impacts have limited mitigation control from local authorities.
 - (b) Town centre car parks currently have 38% less weekly customers (- 5.2k) and 44% less weekly income (- £13.9k), whilst Recreation grounds car parks have 107% more weekly customers (+3.3k) and 218% more weekly income (+£3.4k).

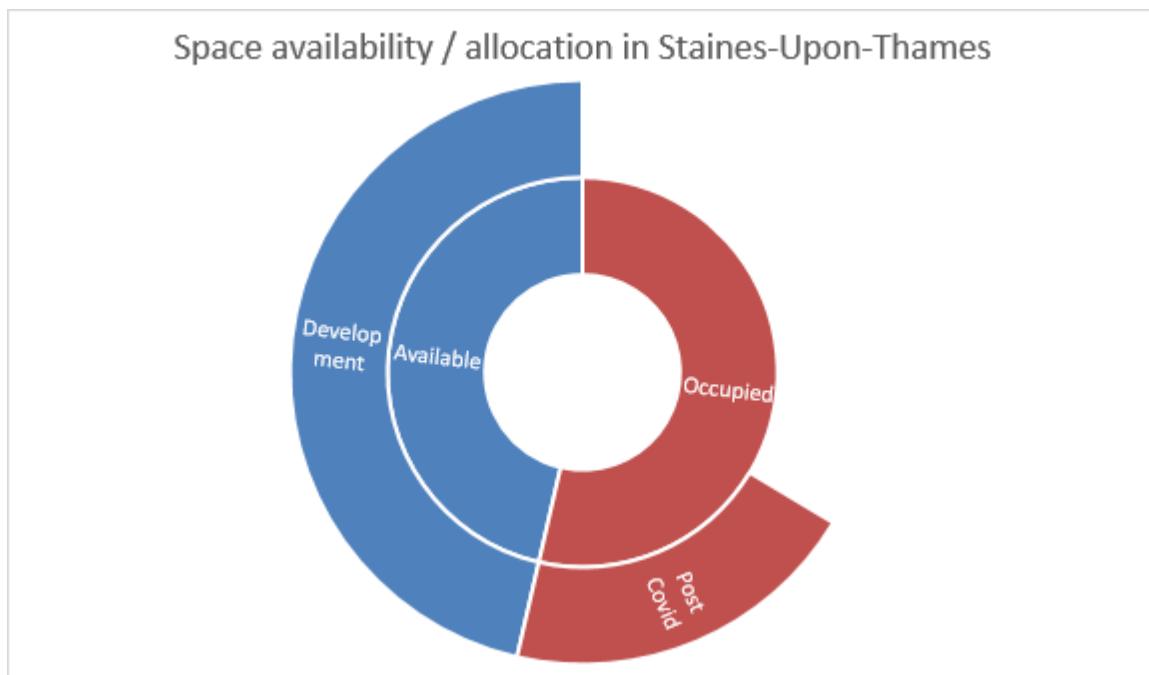


1.2 Due to the low or nil charges outside of Staines-upon-Thames, the town represents the overwhelming majority of car park income in the borough (96%), as well as representing most chargeable car park spaces in the borough (79%). This means that any measures or issues that impact Staines-upon-Thames have a significant impact on the ability to generate car park income.



1.3 Average occupation rate of spaces in Staines-upon-Thames car parks managed by Spelthorne Borough Council prior to Covid-19 was 42% and it currently sits at 25%. Planned/proposed developments imply a reduction of spaces by 58%. With planned growth or traditional car park shopper demand returning to pre-Covid19 levels or higher, it's estimated that as much as 500

additional car park spaces may need to be created elsewhere or on existing sites to accommodate potential demand.



- 1.4 Current customer and income loss levels at Elmsleigh Surface+MSCP roughly match national averages at -41% customers and -47% income.
- 1.5 It's estimated that residential demand for off street spaces may increase with the current ratio of contained parking from planned or new developments, and currently residents cannot apply for season tickets on our car parks.
- 1.6 Demand for Business Season Tickets has decreased through the pandemic and not returned to any comparable levels to pre-Covid19. Current demand is 60% less than pre-Covid and most businesses that had season tickets have expressed that they are unlikely to return and use their offices.
- 1.7 Spelthorne Borough Council enforces and manages on street parking restrictions on behalf of Surrey County Council under an Agency Agreement, but unlike other district boroughs there is no on street charging and all income generated is from PCN income alone.

2. Options analysis and proposal

2.1 Future considerations:

- (a) Tariff increases in Staines-upon-Thames are discouraged, for fear of further decline in customers.
- (b) Consider the introduction of a limited amount of season tickets available to Staines-upon-Thames residents due to the current low occupancy and reduced demand for business season tickets.
- (c) Secure funding to commission an aggressive marketing campaign to encourage customers to return to Town Centres, and particularly to Staines-upon-Thames and Elmsleigh Surface+MSCP where it's the

most convenient and cheapest parking facility for shoppers in Staines-upon-Thames.

- (d) Coordinate with Elmsleigh Shopping Centre ways to re-attract customers lost to Two Rivers, and increase footfall in general to Staines-upon-Thames of shoppers (work ongoing with Asset Management).
- (e) Growth bids submitted for a new car park management system to replace the current outdated one in Elmsleigh Surface+MSCP, which is no longer serviceable, had low flexibility and does not provide most common convenience features available in competing car parks in the region.
- (f) Consideration to be given upon the next revision of the Parking Order (which defines the restrictions of council property that is of exclusive vehicular use and how charges are levied within it) to the introduction on cashless parking options, which would require integration with a new Parking Enforcement Software (subject to growth bid) and would introduce an additional charge to customers beyond the ones set in the Parking Order (current suppliers on the market offer free roll-out on the basis that they charge processing fees to customers onwards, although some parts of the implementation and additional services they offer may be chargeable to SBC).
 - i) Notice will be needed to be given at that time to the current monopoly of a single provider (Ring Go), which introduces the ability for them to be in a dominant position in further negotiations.
 - ii) Cashless parking provides greater flexibility to customers but introduces significant operational challenges in enforcing it as well as financial reconciliation, since the supplier holds the income and is in complete control and ownership of all transaction information.
 - iii) Previous attempts to roll out similar schemes in the borough lead to legal action against the supplier due to discrepancies in what was being paid and declared to SBC.

3. Financial implications

3.1 Parking Services overall budgets (On and Off Street combined) are:

- (a) £1.931m income
- (b) £880k operational costs.
- (c) £381k Business Rates and BID levy costs.

3.2 Covid-19 income losses predicted for this financial year are between £606k and £902k.

3.3 Building maintenance and responsive repair costs are not included on the above and are drawn from central funds.

4. Other considerations

4.1 There are wider interdependencies that Parking Services is unable to affect or control directly, such as businesses returning to their offices, retail closures or voids, the existence of developments and regeneration of town centres or the lack thereof, wider economic impacts of government policies on our business model and our customers, etc. Where the Committee has influence or

decision powers, it's recommended that the impact on the Parking Services business model and the wider ecosystem of parking in the borough is taken into consideration.

5. Equality and Diversity

- 5.1 All parking provisions observe and/or go beyond legal and industry requirements for accessibility and inclusion. In addition to this, 9 of our car parks are also awarded Excellence accreditation under the Disabled Parking accreditation scheme, which is currently discretionary and awards car parks that go above and beyond accessibility requirements. The Parking Order also continues to provide additional parking provisions free of charge to Disabled Badge holders in our Pay and Display car parks (1 hour free of charge added to their paid parking session, as well as dedicated parking bays of a larger size and with improved accessibility areas).

6. Sustainability/Climate Change Implications

- 6.1 All parking provisions aim to improve sustainability and impacts on climate, by encouraging healthy transport habits and discouraging behaviours considered to have a negative impact on the environment. We currently have a limited provision of electric vehicle charging points in one of our car parks, but remain committed to explore all options to increase that provision.

7. Timetable for implementation

- 7.1 Not applicable at this stage since the report is only to note.

Background papers: There are none.

**Appendices:
There are none**

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Neighbourhood Services Committee



11th November 2021

Title	Cemetery Capacity
Purpose of the report	To note
Report Author	Karine Codd - Cemetery & Health & Safety Officer Jackie Taylor - Group Head of Neighbourhood Services
Ward(s) Affected	All Wards
Exempt	No
Exemption Reason	<i>n/a</i>
Corporate Priority	This item is not in the current list of Corporate Priorities.
Recommendations	Committee is asked to: Note the report

1. Key issues

- 1.1 Spelthorne has four open burial grounds in Staines-upon-Thames, Sunbury, Ashford, and Stanwell. Burial plots in all four cemeteries are available to both residents and non-residents of the borough. We also maintain five closed churchyards in Shepperton, Staines-upon-Thames, Stanwell and two in Lower Sunbury.
- 1.2 Spelthorne has discretionary powers to provide cemetery services and chooses to do so.
- 1.3 The open burial grounds in Ashford, Staines-upon-Thames, Stanwell, and Sunbury all have areas allocated solely for children's burials. There is little demand for the use of these areas and undertakers are of the view that this is mainly due to parents' preferences in having children cremated rather than buried.
- 1.4 Pre 2015, anyone wishing to purchase a plot within a cemetery was allowed to without any restrictions, other than if they were a non-resident, whereby the fees were tripled. This created issues in that it was impossible to anticipate burial use in future years and created an unstable income stream. To stabilise the situation, this practice was stopped and now those wishing to purchase an additional plot can only do so within one month of a close relative being buried.
- 1.5 Burial grounds are historically sited next to allotment sites with the view that once burial sites are full use would be made of the allotment site for an extended cemetery. Before any such use could be changed on Spelthorne's owned allotment sites the Secretary of State would have to grant this change. Given that more people of different ages are now very active in our allotment

sites which are also seen as healthy outdoor activity, it is unlikely that any such permission would be granted without a very strong case for such a proposed change of use.

- 1.6 Several boroughs in Surrey have introduced Woodland Burial sites, these sites are for residents who request environmentally friendly burials. Coffins are made of wicker, paper, and wood from managed forests. Woodland Burials offer an environmentally friendly, cost-effective alternative to traditional burials in cemeteries and graveyards and remain as such in perpetuity, unlike most cemeteries that may eventually be re-used or developed.
- 1.7 Research on other Woodland Burial sites suggests that charges for cemetery services are the same for this type of burial. As the site requires little maintenance, future costs will be lower and provision for this type of burial may encourage people away from the existing cemeteries giving us more capacity in terms of years.
- 1.8 During 2020, cemetery records and mapping have been modified and updated to provide an accurate picture of burial availability and we now have detailed maps of Ashford, Staines, Sunbury, and Stanwell cemeteries.
- 1.9 A full analysis of burial space was undertaken in 2020, to quantify available plots across all sites. This analysis has identified additional burial space in each of the four open cemeteries. It has also provided information and mapping on all pre-purchased and used plots. Two methods were used to establish this information, physical measuring of quantities and GIS mapping to scale.
- 1.10 Having undertaken this detailed analysis of available plots the current capacity identified in 2020 in each cemetery for the two main types of burial is as follows: -

Site	Available burial plots	Available cremated remains plots
Ashford	200	120
Staines	850	180
Sunbury	900	180
Stanwell	700	100

- 1.11 Based on an average annual use for each type of burial it is anticipated that each cemetery has future capacity as follows: -

Site	Future capacity of burial plots	Future capacity of ashes plots
Ashford	10-15 years	20 years
Staines	35-40 years	25-30 years
Sunbury	40-45 years	25-30 years
Stanwell	60-80 years	20 years

2. Financial implications

- 2.1 Currently there are no financial implications as all sites have capacity for at least the next 10-15 years.
- 2.2 If the situation changed and there was a greater uptake for burial space than anticipated this would create the need to reassess site capacity and explore land options within the Borough for new cemeteries and/or options for a Woodland burial site.
- 3. Other considerations**
 - 3.1 Given the information contained within this report we do not at this stage feel there is a need to identify new areas of land for burial purposes.
- 4. Equality and Diversity**
 - 4.1 The Council is committed to equality of services provision to its residents We have already an established section in Sunbury Cemetery which caters for the need for 24-hour burials or burials that for many reasons may need to take place out of the standard Monday to Friday bookings. The need could be for many reasons including religious faiths and/or general family wishes and is open for use to all residents and non-residents.
- 5. Sustainability/Climate Change Implications**
 - 5.1 It is accepted that mature cemeteries, churchyards, and burial grounds such as those in Spelthorne contribute to carbon capture. With the correct management in place to encourage habitat diversity, these locations can be serene and highly restorative places for quiet contemplation and engagement with nature. These elements have been recognised year on year with the awards of nationally recognised awards for each of our open cemeteries.
- 6. Timetable for implementation**
 - 6.1 This report is to note only

Background papers: There are none

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Spelthorne Borough Council Services Committees Forward Plan and Key Decisions

This Forward Plan sets out the decisions which the Service Committees expect to take over the forthcoming months, and identifies those which are **Key Decisions**.

A **Key Decision** is a decision to be taken by the Service Committee, which is either likely to result in significant expenditure or savings or to have significant effects on those living or working in an area comprising two or more wards in the Borough.

Please direct any enquiries about this Plan to CommitteeServices@spelthorne.gov.uk.

Spelthorne Borough Council

Service Committees Forward Plan and Key Decisions for 1 November 2021 to 28 April 2022

Anticipated earliest (or next) date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Neighbourhood Services Committee 11 11 2021	Cemetery Capacity To provide an update on cemetery capacity to the Committee	Non-Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services
Neighbourhood Services Committee 11 11 2021	Draft revenue monitoring Q2 update	Non-Key Decision	Public	Anna Russell, Deputy Chief Accountant
Neighbourhood Services Committee 11 11 2021	Litter Poster Campaign - Verbal Update To receive an update on the litter poster campaign.	Non-Key Decision	Public	Jackie Taylor, Group Head - Neighbourhood Services
Neighbourhood Services Committee 11 11 2021	Parking Services Update To provide an update on parking services within the borough.	Key Decision	Public	Bruno Barbosa, Parking Services Manager, Jackie Taylor, Group Head - Neighbourhood Services
Neighbourhood Services Committee 13 01 2022	Cashless Parking	Non-Key Decision	Public	Bruno Barbosa, Parking Services Manager
Neighbourhood Services Committee 13 01 2022	Domestic Abuse Update	Non-Key Decision	Public	Will Jack, Community Safety Officer, Paul Smith, Community Safety Officer
Neighbourhood Services Committee 13 01 2022	Electric Vehicle Charging Points in Car Parks	Non-Key Decision	Public	Bruno Barbosa, Parking Services Manager

Date of decision and decision maker	Matter for consideration	Key or non-Key Decision	Decision to be taken in Public or Private	Lead Officer
Neighbourhood Services Committee 13 01 2022	JET Environmental Crime Policy	Key Decision	Public	Martin Cole, Neighbourhoods Manager
Neighbourhood Services Committee 03 03 2022	Capital Monitoring Report Q3 (Oct-Dec 2021)	Non-Key Decision	Public	Paul Taylor, Chief Accountant
Neighbourhood Services Committee 03 03 2022	Revenue Monitoring Report Q3 (Oct-Dec 2021)	Non-Key Decision	Public	Anna Russell, Deputy Chief Accountant

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