



RAMSGATE TOWN COUNCIL

The Role of an Allotment Site Representative or Site Representative Group (SRG) for Ramsgate Allotments

The Site Representative is a plot holder elected by the tenants of the site to represent them to the Council and to help play a part in management of the site for the Council; the role is crucial to the safe and efficient provision of allotments services and for fostering a good community spirit at each site.

A Site Representative Group (SRG) fulfils the same overall role but is a group of up to a maximum of three (3) unrelated plot holders also elected by the tenants of the site.

The Site Representative / SRG is there to represent the plot holders on site but also making sure those same plot holders are keeping to the allotment rules. Problems like spreading of weeds, plot holders monopolising taps or having fires outside the rules can be a problem for many other plot holders, so the Site Representative / SRG is representing the interests of all plot holders on site.

Site Representative / SRG Role:

1) Meeting with New Tenants

The Allotment Officer will contact the Site Rep / SRG when a plot becomes vacant with the details of the potential new plot holder from the current allotment waiting list. The Site Representative / SRG should arrange a suitable time to meet and show the potential new plot holder the vacant plot/plots, show them around the site and give them any help and advice on allotments generally. If the potential new plot holder decides to take on a vacant plot this will be communicated to the Allotment Officer who will arrange the necessary paperwork and meet with the new tenant. It is only then that the Allotment Officer will issue the site code, once all required paperwork has been completed.

If prospective plot holders contact the Site Representative / SRG before they have approached Ramsgate Town Council the Site Representative / SRG should immediately direct the prospective plot holder to the Allotment Officer.

2) Overlooking the Site Infrastructure

The Site Representative / SRG will keep an eye on the site infrastructure and report any issues to the Allotment Officer.

3) Site Inspections

Plot inspections are carried out by the Allotment Officer. The Allotment Officer will liaise with the Site Representative / SRG regarding any plot issues, in case there are any extenuating circumstances that the Council should be aware of, for example ill health of the plot holder.

The Allotment Officer will send a Warning Letter as per rule 5.8 of the Allotment Rules, and if the issues are not rectified then the Allotment Officer will inform the Chair of the Council (or relevant Committee) and termination will be considered. The Site Representative / SRG will be kept informed of any communication between the Council and the individual tenants but will not have any decision-making powers in relation to contractual matters, plot furniture (i.e. sheds and bee hives) and disputes.

4) Site Representative / SRG Meetings

If requested, the Allotment Officer will arrange Site Representative / SRG meetings with all Site Representatives / SRG from the town council-controlled allotments. A minimum of three (3) meetings per year will be held, which will take place at the Ramsgate Town Council Offices (The Custom House, Harbour Parade). The meetings are a chance for discussion with the other Site Representatives / SRG's and the Council to share ideas, discuss matters of good practice, raise any issues and receive any updates from the Council.

5) Site Representative / SRG Elections

As per Rule 13 (see below) of the Allotment Rules elections for Site Representative / SRG will take place at the end of September. If no plot holder(s) puts their name forward by 15th September and the current site representative / SRG wishes to continue, they will automatically be the Site Representative / SRG for the ensuing year.

13. Site Representative Elections / Site Representative Group (SRG) Elections

13.1 The election process is to be carried out by democratic means towards the end of September.

13.2 Any individual plot holder wishing to take on the role of site representative, or a group of up to a maximum of three (3) unrelated plot holders wishing to act as a collective site representative group (SRG), may put themselves forward by seeking the written support (with signatures) of two named plot holders (per candidate) and notifying the Allotments Officer before 15th September.

13.3 If an election is required to decide between candidates, voting forms will be provided by the Allotments Officer. Completed voting forms will be returned to the Allotments Officer. Once counted and verified, the Allotments Officer will notify the name of the elected site representative or SRG.

13.4 Where no other candidates come forward to take on the role(s), the existing site representative / SRG may continue for a further year. [An SRG will be subject to specific Terms of Reference approved by the Council (available from the Allotments Officer).]

6) Communicating Council Information

The Site Representative / SRG may be asked to communicate information on behalf of Ramsgate Town Council to the site tenants; this should only be as instructed by the Allotment Officer; the Site Representative / SRG does not represent the Town Council.

Note: Where a Site Representative or SRG uses WhatsApp to communicate Council or other relevant information to site tenants, s/he must be mindful of, and follow, the WhatsApp Guidance.

Note: The primary contact with Ramsgate Town Council will be the dedicated Allotment Officer, however, in their absence the Site Representative / SRG will be required to work with any officer of the Council.

7) Volunteer Agreement

From the 24 June 2026, Site Representatives / SRG's must sign the Council's volunteer agreement.

8) Policy & Procedure

The Site Representative / SRG must adhere to Ramsgate Town Council Policy and Procedure (i.e. Health & Safety and GDPR) and not encourage unsafe practices or share personal information relating to the other tenants.

9) Remuneration

In recognition of the duties undertaken by Site Representatives (Individuals or Groups), a fee waiver equivalent to the annual charge of one (1) full allotment plot shall be applied. This provision applies to one (1) plot only and, where a Site Representative Group is in place, the total fee waiver shall not exceed the value of one (1) full plot per individual in that group.

Where the plot held is a half plot or otherwise charged at less than the full plot rate, the waiver shall be limited to the actual charge for that plot. Any remaining value shall not be refunded, transferred, or applied to any other plot.

Certain expenses can be reclaimed, to be agreed in advance with the Allotment Officer.

Approved: 27th April 2022

Amended: 27th January 2025

Amended: 24th June 2026

Terms Of Reference for a Site Representative Group

PURPOSE	<p>The SRG are plot holders elected by the tenants of the site to represent them to the Council and to help play a part in management of the site for the Council; the role is crucial to the safe and efficient provision of allotments services and for fostering a good community spirit at each site.</p> <p>The SRG is there to represent the plot holders on site but also making sure those same plot holders are keeping to the allotment rules. Problems like spreading of weeds, plot holders monopolising taps or having fires outside the rules can be a problem for many other plot holders, so the SRG is representing the interests of all plot holders on site.</p>
RESPONSIBILITIES	<p>Meeting with New Tenants The SRG would arrange a suitable time to meet and show potential new plot holders the vacant plot/plots, show them around the site and give them any help and advice on allotments generally. If the potential new plot holder decides to take on a vacant plot this will be communicated to the Allotment Officer who will arrange the necessary paperwork and meet with the new tenant.</p> <p>Overlooking the Site Infrastructure The SRG will keep an eye on the site infrastructure and report any issues to the Allotment Officer.</p> <p>Site Inspections Plot inspections are carried out by the Allotment Officer. The Allotment Officer would liaise with the SRG regarding any plot issues, in case there are any extenuating circumstances that the Council should be aware of, for example ill health of the plot holder.</p> <p>The SRG will be kept informed of any communication between the Council and the individual tenants but will not have any decision-making powers in relation to contractual matters, plot furniture (i.e. sheds and bee hives) and disputes.</p> <p>Communicating Council Information The SRG may be asked to communicate information on behalf of Ramsgate Town Council to the site tenants; this should only be as instructed by the Allotment Officer; the SRG does not represent the Town Council.</p> <p>Policy & Procedure The SRG must adhere to Ramsgate Town Council Policy and Procedure (i.e. Health & Safety and GDPR) and not encourage unsafe practices or share personal information relating to the other tenants, except within the SRG.</p>

<p>MEMBERSHIP</p>	<p>The SRG may consist of up to a maximum of three (3) unrelated plot holders.</p> <p>Where a SRG is appointed, the group shall consist only of the individual volunteers named in the relevant volunteer agreement. Those individuals may not be substituted or replaced without the Council’s prior written agreement and completion of a revised or new volunteer agreement as required.</p>
<p>OPERATION</p>	<p>The SRG will function in the same way and fulfil the same role as an individual Site Representative.</p> <p>The SRG may elect to divide areas of responsibility (e.g. new tenant visits / communication / infrastructure / site inspections etc.), OR The SRG may decide on days of individual operation (e.g. member 1 Monday, Tuesday, Wednesday / member 2 Thursday, Friday / member 3 Weekends); OR They may elect to do every aspect of the role collectively.</p> <p>Once the means of operation has been decided, it will remain as the means of operation for the tenure of that SRG.</p>
<p>TENURE</p>	<p>Tenure will be for one allotment year from 1st October to 30th September.</p> <p>If up to a maximum of three (3) other allotment tenants wish to form the next SRG, they must seek the written support (with signatures) of three named plot holders on the site and notify the Allotments Officer before the 15th of September.</p> <p>In the case of more than one group wishing to form the next SRG, an SRG voting form for that site will need to be obtained from the Allotments Officer.</p> <p>Voting forms will need to be returned to the Allotments Officer. Once counted and verified the Allotments Officer will confirm the preferred group for SRG.</p> <p>If no group puts their name forward by 15th September and the current SRG wishes to continue, they will automatically be the SRG for the ensuing year.</p>

<p>OBLIGATIONS</p>	<p>The primary contact with Ramsgate Town Council will be the dedicated Allotment Officer, however, in their absence the SRG will be required to work with any officer of the Council.</p> <p>The SRG will represent the interests of the plot holders on site but will also represent the interests of, and support, the Council.</p> <p>The SRG will ensure that plot holders keep to the allotment rules.</p> <p>The SRG will liaise with the Allotments Officer regarding any issues on the site.</p> <p>The Allotments Officer will liaise with the SRG regarding any changes or updates to the Rules.</p> <p>The members of the SRG must sign the Council's volunteer agreement.</p>
<p>MEETING SCHEDULE</p>	<p>To be determined by the SRG and agreed with the Allotments Officer.</p>
<p>MANAGEMENT</p>	<p>Allotments Officer on behalf of and under the guidance of Ramsgate Town Council.</p>
<p>REMUNERATION</p>	<p>In recognition of the duties undertaken by Site Representatives (Individuals or Groups), a fee waiver equivalent to the annual charge of one (1) full allotment plot shall be applied. This provision applies to one (1) plot only and, where a Site Representative Group is in place, the total fee waiver shall not exceed the value of one (1) full plot per individual in that group.</p> <p>Where the plot held is a half plot or otherwise charged at less than the full plot rate, the waiver shall be limited to the actual charge for that plot. Any remaining value shall not be refunded, transferred, or applied to any other plot. The members of any SRG are not employees of the Council but they will have their plot fee waived as a small thank you for their hard work.</p> <p>Certain expenses can be reclaimed, but these are to be agreed in advance with the Allotment Officer.</p>