

Ringwood Town Council

Ringwood Gateway, The Furlong, Ringwood, Hampshire BH24 1AT
Tel: 01425 473883
www.ringwood.gov.uk

POLICY & FINANCE COMMITTEE

Dear Member

12th April 2022

A meeting of the above Committee will be held on **Wednesday 20th April 2022** at 7.00pm and your attendance is requested.



Mr C Wilkins
Town Clerk

The Council has decided that, for health and safety reasons, until the 25th May 2022 its meetings will mostly continue to take place in a virtual environment using Zoom technology only. For legal reasons, these meetings will lack the power to make decisions directly and will, instead, take the form of consultations between councillors and staff at which councillors will seek to agree their collective preference as to how staff should exercise the decision-making powers delegated to them. This meeting will be held via Zoom and the joining details are set out below.

The Council remains committed to transparency in its decision-making processes and members of the press or public who would like to participate or simply observe the meeting are welcome to join the meeting using the same joining details.

Here are the details needed to join the meeting:

<https://us02web.zoom.us/j/86235952259?pwd=M2k1RTlUNkJsMy93WlV1OXJ5eXlBZz09>

Meeting ID: 862 3595 2259 Passcode: 296894

Everyone is encouraged to join in good time ready for a start of the meeting proper at 7.00pm. In the event of difficulty joining please contact Chris Wilkins, Town Clerk on (01425) 484720 or by sending an email to chris.wilkins@ringwood.gov.uk

AGENDA

1. PUBLIC PARTICIPATION

There will be an opportunity for public participation for a period of up to 15 minutes at the start of the meeting

2. APOLOGIES FOR ABSENCE

3. DECLARATIONS OF INTEREST

4. MINUTES OF THE PREVIOUS MEETING

To approve as a correct record the minutes of the meeting held on 23rd March 2022

5. GRANT AID

To consider a grant aid application from Poulner Junior School (*Report A*)

6. FINANCIAL REPORTS (*Report B attached*):

- a. To receive and authorise list of payments made on Imprest Account for March
- b. To note Cllr Heron's verification and signing of bank reconciliations and statements for March
- c. To note the total amount of Petty Cash payments for March
- d. To receive Statement of Town Council Balances and authorise Inter Account Transfers
- e. To receive the Finance Manager's budgetary monitoring report

7. COMPLAINTS PROCEDURE REVIEW

To consider the Town Clerk's report (*Report C*)

8. SUBSCRIPTIONS

To consider the Finance Manager's report (*Report D*)

9. PROJECTS (current and proposed)

To consider the officers' report (*Report E*), receive any verbal updates and agree next steps where necessary

10. EXCLUSION OF THE PRESS AND PUBLIC

To consider exclusion of the press and public from the meeting, in accordance with the Public Bodies (Admission to Meetings) Act 1960, section 1(2), to transact business for which publicity would be prejudicial to the public interest by reason of its confidential nature

11. BICKERLEY LEGAL MATTER

To receive a verbal report from the Town Clerk

If you would like further information on any of the agenda items, please contact Chris Wilkins, Town Clerk on (01425) 484720 or email chris.wilkins@ringwood.gov.uk.

Committee Members

Cllr Jeremy Heron (Chairman)
Cllr Steve Rippon-Swaine (Vice Chairman)
Cllr Andrew Briers
Cllr Philip Day
Cllr John Haywood
Cllr Peter Kelleher
Cllr Gloria O'Reilly
Cllr Tony Ring
Cllr Glenys Turner

Officers

Chris Wilkins
Rory Fitzgerald
Nicola Vodden

Copied by e-mail to other members for information

RINGWOOD TOWN COUNCIL

A

POLICY & FINANCE COMMITTEE 20th April 2022

GRANTS 2022/2023

GRANTS REQUESTED

	PREVIOUS GRANTS PAID			Requested
	2019/20	2020/21	2021/22	
	£	£	£	
Poulner Junior School	0	0	0	2,000
			Total	2,000

2022/23 FUNDS AVAILABLE

	£
2022/23 Budget	9,900
Total Funds available	9,900
Less Paid	0
Total Unspent @ 20/04/2022	9,900

2022/23 GRANTS PAID TO DATE

	Min Ref	£
TOTAL		0

2022/23 GRANTS DEFERRED

	Meeting	Min Ref	Reason deferred

2022/23 GRANTS REJECTED

	Meeting	Min Ref	Reason Rejected



Ringwood Town Council Grant Aid

Ringwood Gateway, The Furlong, Ringwood, Hampshire, BH24 1AT
Tel: 01425 473883. Email: town.council@ringwood.gov.uk

APPLICATION FOR GRANT AID

Applicant's Details

Name of Organisation requesting grant	Poulner Junior School
Charity Registration Number (if appropriate)	
Postal Address for the organisation (if there is one)	North Poulner Road, North Poulner, Ringwood, Hampshire, BH24 3LA
Please tick to confirm that contact details have been provided on page 1	<input type="checkbox"/> Y

Details of Grant Request

Amount requested	£ 2000
What is the purpose of the grant?	The grant is to help fund the development of an outdoor learning area within the School grounds. We plan to build an allotment with four raised beds, a polytunnel and an outdoor kitchen to give the children the opportunity to learn about planting, growing, nurturing and cooking a wide variety of plants. We would also like to buy some more gardening and outdoor learning equipment to allow more children to access the resource at one time. This new development will also give them an opportunity to connect with nature, work as a team and have a different space outside the classroom helping with their mental health, and wellbeing, which is increasingly more important especially since Covid19.
How would the people of Ringwood benefit from your receiving this grant?	The pupils and families of Poulner Junior School will benefit because when the mental health and wellbeing of the children improves attainment at school will improve. Future prospects improve and family life can become easier. In addition, we plan to hold regular plant sales, a produce market selling much of what we grow to raise money for the school making sure this is a sustainable project, so many families will benefit.

How many Ringwood people would benefit?	300 pupils each year, plus their families and local residents.
Total cost of project	£ 2800

Information about your Organisation

Membership: N/A	What facilities do you provide? Junior School for Poulner residents
Subscription: £ N/A	
Names of competing or similar organisations	Ringwood Junior School
Please tick to confirm that payment details have been provided on page 1	<input type="checkbox"/> Y

Funds available to your organisation
(apart from this grant application)

Cash in hand: £	Annual income: £1,655,594.00 Total income for the School	
Other sponsoring bodies and amounts donated by them	Ringwood & Verwood Round Table	£ 200
	Cake Sales organised by PJS Pupils	£ 600
		£
Have you applied, or do you intend to apply, to any other sponsoring bodies for funding? If so, please give details.	Groundworks – Tesco Bags For Life - Applied RHS Connected Communities Fund - Applied New Forest NPA Sustainable Communities Fund – Going to apply.	

Next Policy & Finance meeting where grant applications will be considered	Office use only
Date by which all documentation should be received to be included on the Agenda for the above meeting	

RINGWOOD TOWN COUNCIL

FINANCIAL REPORTS FOR

POLICY & FINANCE COMMITTEE MEETING

20th April 2022

Paid Expenditure Transactions

Start of year 01/04/21

paid between 01/03/22 and 31/03/22

Payment Reference	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
812	01/03/22	2368		£50.40	£8.40	£42.00	P&F	Edge IT Systems Ltd	Year end preparation webinar and video Tuesday 1st February	2310/2
		2369/1		£171.50	£0.00	£171.50	P&F	Rory Fitzgerald	CIPFA Membership for period 1 January to 31 December 2022	2000/1/16
813	01/03/22	2369	RTC804428	£171.50	£0.00	£171.50		Rory Fitzgerald	Professional Membership of CIPFA	2000/1/16
		2370/1		£43.01	£7.17	£35.84	RLOS	Hunt Forest Group	New chain for pole saw	3000/3/2
814	01/03/22	2370	RTC804432	£43.01	£7.17	£35.84		Hunt Forest Group	New chains for pole saw.	3000/3/2
		2371/1		£25.00	£0.00	£25.00	P&F	Charmaine Bennett	Contribution towards eye sight test carried out on 16/02/2022	2310/3
815	01/03/22	2371	RTC804434	£25.00	£0.00	£25.00		Charmaine Bennett	Eye Sight Test	2310/3
		2372/1		£11.98	£2.00	£9.98	RLOS	screwfix	Cutting Discs	3000/3/1
		2372/2		£49.99	£8.33	£41.66	RLOS	screwfix	110 volt 4 inch Makita Angle Grinder	3000/3/1
		2372/3		£169.99	£28.33	£141.66	RLOS	screwfix	3 way King Kombo extension ladder	3000/3/1
816	01/03/22	2372	RTC804430	£231.96	£38.66	£193.30		screwfix	Cutting Discs, Makita electric 4 inch Angle Grinder, Little Giant King Kombo 2 section 3 way extension ladder.	3000/3/1
		2373/1		£96.00	£16.00	£80.00	P&F	Forest Newspapers Ltd	Job Advert in Issue 826 (23/02/2022)	2801/2
817	01/03/22	2373	RTC804423	£96.00	£16.00	£80.00		Forest Newspapers Ltd	Job Advert - Carvers Clubhouse Weekend Café Supervisor	2801/2
		2374/1		£30.10	£5.02	£25.08	RLOS	Hampshire County Council	273774 SENSES antibacterial liquid soap 5 litres	3000/2/2
		2374/2		£36.43	£6.07	£30.36	RLOS	Hampshire County Council	638313 Dispenser for Liquid Soap	3000/2/2
		2374/3		£3.72	£0.62	£3.10	P&F	Hampshire County Council	610604 Zinc Extended life Batteries type c pk of 2	2000/1/8
818	01/03/22	2374	RTC803973	£70.25	£11.71	£58.54		Hampshire County Council	Order for Carvers and Office Cleaning & Batteries	3000/2/2
		2375/1		£86.89	£14.48	£72.41	RLOS	Hampshire County Council	Cleaning supplies for The Pavilion Carvers.	3200/1/4
819	01/03/22	2375	RTC804032	£86.89	£14.48	£72.41		Hampshire County Council		3200/1/4
		2376/1		£58.90	£9.82	£49.08	P&F	Hampshire County Council	819906 - A 4Paper 80gsm - Gateway Office	2000/1/8
		2376/2		£5.28	£0.88	£4.40	P&F	Hampshire County Council	784321 - Yellow Sticky Notes - Office	2000/1/8
		2376/3		£0.62	£0.10	£0.52	P&F	Hampshire County Council	846450 - Staple remover - office	2000/1/8
		2376/4		£5.57	£0.93	£4.64	P&F	Hampshire County Council	612400 - Batteries AAA - mouse and keyboard	2000/1/8

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Paid Expenditure Transactions

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			2376/5	£15.54	£2.59	£12.95	P&F	Hampshire County Council	570300 - Evans multi polish - Gateway	2000/3/4
			2376/6	£27.60	£4.60	£23.00	P&F	Hampshire County Council	589574 - Dishwasher Tablets	2000/3/4
820	01/03/22	2376	RTC804035	£113.51	£18.92	£94.59		Hampshire County Council	Gateway Stationery and cleaning products	2000/1/8
DD	01/03/22	2406		£193.00	£0.00	£193.00	P&F	New Forest District Council	Rates Carvers Clubhouse March 2022	2802/1/6
Bcard February 2022	01/03/22	2407		£10.99	£1.83	£9.16	P&F	Canva	February 2022	2802/2/1
Bcard February 2022	01/03/22	2408		£96.34	£13.93	£82.41	P&F	Booker	Food for resale- paid on credit card. Order number 73102968	2802/3/1
Bcard February 2022	01/03/22	2409		£119.19	£15.74	£103.45	P&F	Booker	food for resale at carvers clubhouse paid on credit card order number 73161413	2802/3/1
Bcard February 2022	01/03/22	2410		£2.40	£0.00	£2.40	P&F	Sainsburys	Bread	2802/3/1
Bcard February 2022	01/03/22	2411		£5.99	£1.00	£4.99	P&F	Amazon	Paper plates	2802/3/1
Bcard February 2022	01/03/22	2412		£6.99	£1.17	£5.82	P&F	Amazon	Food bags	2802/3/1
Bcard February 2022	01/03/22	2413		£4.08	£0.68	£3.40	P&F	Amazon	Safety signs	2802/2/1
Bcard February 2022	01/03/22	2414		£2.99	£0.00	£2.99	P&F	Amazon	Sticker signs	2802/2/1
Bcard February 2022	01/03/22	2416		£133.90	£18.91	£114.99	P&F	Booker	food for resale paid on credit card, 73002105	2802/3/1
Bcard February 2022	01/03/22	2417		£36.64	£6.11	£30.53	P&F	Booker	food for resale, paid on credit card order number 73043784	2802/3/1
BGC	02/03/22	2415		£16.50	£2.75	£13.75	P&F	Austin & Wyatt	Fees on outstanding rent	2400/19
			2380/1	£25.92	£4.32	£21.60	RL0S	Peter Noble Ltd	Parts for chains on swings in. playparks	3000/1/9
821	09/03/22	2380	RTC804360	£25.92	£4.32	£21.60		Peter Noble Ltd	Parts for swing chains in playparks.	3000/1/9
			2381/1	£76.80	£12.80	£64.00	RL0S	Peter Noble Ltd	Repairs to pressure washer.	3000/3/2
822	09/03/22	2381	RTC804412	£76.80	£12.80	£64.00		Peter Noble Ltd	Repairs to pressure washer.	3000/3/2
			2382/1	£84.00	£14.00	£70.00	P&F	Letters & Logos Ltd	promotional banner	2802/2/1
			2382/2	£93.30	£15.55	£77.75	P&F	Letters & Logos Ltd	Lamp post banner	2802/2/1
			2382/3	£25.08	£4.18	£20.90	P&F	Letters & Logos Ltd	A3 sign for fence	2802/2/1
823	09/03/22	2382	RTC804414	£202.38	£33.73	£168.65		Letters & Logos Ltd		2802/2/1

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Start of year 01/04/21

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Payment Reference	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
			2383/1	£2,021.15	£336.86	£1,684.29	RLOS	Pete Best	Tree Survey work.	3000/2/11
824	09/03/22	2383	RTC804433	£2,021.15	£336.86	£1,684.29		Pete Best	Tree Survey Work.	3000/2/11
			2384/1	£10.97	£1.83	£9.14	RLOS	screwfix	2 door handels for Greenways upstairs office	3000/2/1
			2384/2	£22.80	£3.80	£19.00	RLOS	screwfix	2 sweeping brooms.	3000/1/2
825	09/03/22	2384	RTC804436	£33.77	£5.63	£28.14		screwfix	New door handel for Greenways upstairs Office.	3000/2/1
			2385/1	£11.99	£2.00	£9.99	RLOS	screwfix	2 new sweeping brooms.	3000/2/1
826	09/03/22	2385	RTC804439	£11.99	£2.00	£9.99		screwfix	Chuck for SDS drill	3000/3/1
827	09/03/22	2386		£22.99	£3.83	£19.16	P&F	screwfix	Chuck for SDS drill.	3000/3/1
828	09/03/22	2387		£800.00	£133.33	£666.67	P&F	Aurora Fireworks Ltd	padlock for new sign	2802/2/1
									Deposit Due in Respect of the Pyromusical and low noise display at Ringwood on 6th November 2022	2400/11
829	09/03/22	2388		£90.00	£0.00	£90.00	P&F	H & W Creative Limited	Design work for Winter Wanderland	2400/9
			2389/1	£1,980.00	£330.00	£1,650.00	PT&E	ONeillHomer	3 days @ £550 per day	4000/1/6
830	09/03/22	2389	RTC804457	£1,980.00	£330.00	£1,650.00		ONeillHomer	Neighbourhood Plan Consultancy Fees - preparation and chairing of Stakeholder Workshop, and support for housing site selection (2.02)	4000/1/6
831	09/03/22	2390		£226.73	£37.79	£188.94	P&F	Status Computers	February 2022	2000/1/15
			2391/1	£620.00	£0.00	£620.00	P&F	Steamship Circus Ltd	deposit for Ringwood jubilee event	2400/14
832	09/03/22	2391	RTC804452	£620.00	£0.00	£620.00		Steamship Circus Ltd	Activities at jubilee event	2400/14
			2392/1	£360.00	£60.00	£300.00	RLOS	Pete Best	Emergency Tree Work Dr. Little Gardens	3000/2/11
833	14/03/22	2392	RTC804448	£360.00	£60.00	£300.00		Pete Best	Emergency Tree Work Dr Little Gardens.	3000/2/11
			2393/1	£2,671.38	£445.23	£2,226.15	RLOS	Roadware Ltd	17 replacement Litter/Dog bins as per replacement programe	3000/2/17
834	14/03/22	2393	RTC804449	£2,671.38	£445.23	£2,226.15		Roadware Ltd	17 replacement Litter/Dog bins as per replacement programe.	3000/2/17
			2394/1	£42.26	£7.04	£35.22	P&F	Status Computers	Wireless keyboard and mouse	2000/1/15
835	14/03/22	2394	RTC804410	£42.26	£7.04	£35.22		Status Computers	Wireless keyboard and wireless mouse - Grounds Foreman - to aid home working	2000/1/15
836	14/03/22	2395		£206.16	£34.36	£171.80	P&F	New Forest Ice Cream	ice cream for resale	2802/3/1

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Start of year 01/04/21

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B

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			2396/1	£3.96	£0.66	£3.30	P&F	Hampshire County Council 720502 A4 Hardback notebook	2000/1/8
			2396/2	£1.94	£0.32	£1.62	P&F	Hampshire County Council 721802 Shorthand notebooks	2000/1/8
837	14/03/22	2396	RTC804435	£5.90	£0.98	£4.92		Hampshire County Council Supplies for VIC	2000/1/8
838	14/03/22	2397		£18.00	£3.00	£15.00	RLOS	Insight Security & Facilities Ltd February 2022	3000/2/1
839	14/03/22	2398		£65.00	£0.00	£65.00	P&F	Henry Charles Property Management Limited Repair to door at Clubhouse	2802/1/2
			2399/1	£19.14	£3.19	£15.95	RLOS	Site Safety Ltd Wellington Boots For Stephen.	3000/1/5
840	14/03/22	2399	RTC804454	£19.14	£3.19	£15.95		Site Safety Ltd Wellington Boots For Stephen.	3000/1/5
			2400/1	£29.25	£0.00	£29.25	P&F	Fernhill Wholesale OL22 Explorer maps	2400/5/1
			2400/2	£19.44	£3.24	£16.20	P&F	Fernhill Wholesale New Forest Colouring pack	2400/5/1
			2400/3	£11.81	£1.97	£9.84	P&F	Fernhill Wholesale New Forest wood pencils - pack of 12	2400/5/1
			2400/4	£13.68	£2.28	£11.40	P&F	Fernhill Wholesale Jumbo fridge magnets - pack of 12	2400/5/1
			2400/5	£2.00	£0.00	£2.00	P&F	Fernhill Wholesale AA walks = pack of 10	2400/5/1
841	14/03/22	2400	RTC804445	£76.18	£7.49	£68.69		Fernhill Wholesale Supplies for visitor information centre - Summer 2022 (N.B. No VAT is charged on the maps)	2400/5/1
			2401/1	£33.05	£5.51	£27.54	RLOS	Site Safety Ltd H&S Law Poster Code37	3000/1/4
842	14/03/22	2401	RTC804438	£33.05	£5.51	£27.54		Site Safety Ltd HSE Law poster x 2 for cemetery / sheds	3000/1/4
			2402/1	£2.68	£0.45	£2.23	P&F	Hampshire County Council 950348 Washproof plasters	2000/3/4
			2402/2	£1.15	£0.19	£0.96	P&F	Hampshire County Council 925678 Eyepad	2000/3/4
			2402/3	£0.83	£0.14	£0.69	P&F	Hampshire County Council 943125 Microporus tape	2000/3/4
			2402/4	£3.97	£0.66	£3.31	P&F	Hampshire County Council 945960 Cleansing wipes x 100	2000/3/4
			2402/5	£1.15	£0.19	£0.96	P&F	Hampshire County Council 925070 Finger dressing	2000/3/4
			2402/6	£1.87	£0.31	£1.56	P&F	Hampshire County Council 925771 12x12 Medium dressings	2000/3/4
			2402/7	£2.52	£0.42	£2.10	P&F	Hampshire County Council 925472 18x18 Large dressing	2000/3/4
			2402/8	£0.50	£0.08	£0.42	P&F	Hampshire County Council 913854 Bandage	2000/3/4
			2402/9	£3.57	£0.59	£2.98	P&F	Hampshire County Council 932135 White plastic apron	2000/3/4
			2402/10	£6.14	£1.02	£5.12	P&F	Hampshire County Council 945950 Saline eyewash	2000/3/4
			2402/11	£5.00	£0.83	£4.17	P&F	Hampshire County Council 913200 Burn soothe	2000/3/4

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		2402/12		£2.41	£0.40	£2.01	P&F	Hampshire County Council	670830 Scissors	2000/3/4
843	14/03/22	2402	RTC804409	£31.79	£5.28	£26.51		Hampshire County Council	Replenishment of First Aid boxes	2000/3/4
		2403/1		£16.84	£2.81	£14.03	P&F	Hampshire County Council	Towels	2000/3/4
		2403/2		£16.18	£2.70	£13.48	P&F	Hampshire County Council	Toilet Rolls	2000/3/4
		2403/3		£3.36	£0.56	£2.80	P&F	Hampshire County Council	Batteries	2000/3/4
		2403/4		£26.30	£4.38	£21.92	P&F	Hampshire County Council	Antibac	2000/3/4
844	14/03/22	2403		£62.68	£10.45	£52.23		Hampshire County Council	Re Order 803571 which cant be posted	2000/3/4
		2404/1		£0.00	£0.00	£0.00	RLOS	Hampshire County Council	960812 - TECcare spray bottles (case of 6)	3200/1/4
		2404/2		£40.44	£6.74	£33.70	RLOS	Hampshire County Council	971768 - Vinyl and Nitrile gloves (large)	3000/1/5
845	14/03/22	2404	RTC803604	£40.44	£6.74	£33.70		Hampshire County Council	split/part order. Cannot amend order so payment changed - TEC Spray bottles removed	3200/1/4
		2405/1		£8.22	£1.37	£6.85	RLOS	Hampshire County Council	816200 - toilet rolls for cemetery	3200/1/4
		2405/2		£0.00	£0.00	£0.00	RLOS	Hampshire County Council	176764 - FFP1 respiratory face masks	3000/1/5
846	14/03/22	2405	RTC803614	£8.22	£1.37	£6.85		Hampshire County Council	Toilet rolls for cemetery. Respiratory masks. Face masks removed - could not change order	3200/1/4
BGC	14/03/22	2418		£159.90	£26.65	£133.25	P&F	Austin & Wyatt	Fees March 2022	2400/19
FPO	15/03/22	2419		£7,828.00	£0.00	£7,828.00	P&F	Hampshire County Council	Pension February 2022	2600/1/3
DD	21/03/22	2420		£49.22	£4.22	£45.00	P&F	Worldpay	February 2022	2802/3/1
DD	21/03/22	2421		£312.59	£52.10	£260.49	P&F	Elite Business Systems UK Ltd (EBS Telecoms)/BT Openreach	February 2022	2000/1/11
PAY	21/03/22	2423		£7.00	£0.00	£7.00	Counc	Lloyds Bank	Bank Charges March 2022	10111
DD	22/03/22	2422		£6,760.54	£0.00	£6,760.54	P&F	Inland Revenue	February 2022	2600/1/2
		2424/1		£40.00	£0.00	£40.00	P&F	H & W Creative Limited	est design work for Carvers Clubhouse signage	2802/2/1
847	23/03/22	2424	RTC804384	£40.00	£0.00	£40.00		H & W Creative Limited	Design work for new / updated signage at Carvers Clubhouse	2802/2/1
		2425/1		£4,910.00	£818.33	£4,091.67	PT&E	Hampshire County Council	Installation of benches (less cost of new plaque for Human Sundial)	4050/1
848	23/03/22	2425	RTC803889	£4,910.00	£818.33	£4,091.67		Hampshire County Council	Contribution towards Market Place and Human Sundial works	4050/1

Paid Expenditure Transactions

Start of year 01/04/21

paid between 01/03/22 and 31/03/22

Payment Reference	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading
			2426/1	£44.40	£7.40	£37.00	P&F	Alecta Technical Solutions new filter for water boiler	2802/1/1
			2426/2	£118.80	£19.80	£99.00	P&F	Alecta Technical Solutions water boiler PPM and descale	2802/1/1
849	23/03/22	2426	RTC804465	£163.20	£27.20	£136.00		Alecta Technical Solutions Descale and new filter for water boiler	2802/1/1
			2427/1	£360.00	£60.00	£300.00	RLOS	Pete Best Emertgency Tree Work at the Bickerley	3000/2/11
850	23/03/22	2427	RTC804469	£360.00	£60.00	£300.00		Pete Best Emergency Tree Work at the Bickerley.	3000/2/11
			2428/1	£1.96	£0.33	£1.63	P&F	Hampshire County Council 737515 Key fobs x 20	2000/1/8
			2428/2	£8.06	£1.34	£6.72	P&F	Hampshire County Council 816200 Toilet rolls	2000/3/2
851	23/03/22	2428	RTC804474	£10.02	£1.67	£8.35		Hampshire County Council Toilet rolls and key fobs	2000/1/8
			2429/1	£16.98	£2.83	£14.15	RLOS	screwfix Paint for Carvers Pavilion Interior.	3000/2/2
			2429/2	£33.00	£5.50	£27.50	RLOS	screwfix Paint for Carvers Pavlion Interior.	3000/2/2
852	23/03/22	2429	RTC804468	£49.98	£8.33	£41.65		screwfix Paint for Pavilion interior.	3000/2/2
853	23/03/22	2430		£98.80	£16.47	£82.33	P&F	Taste Vending Ltd March 2022	2802/3/1
DD	25/03/22	2431		£24,791.00	£0.00	£24,791.00	P&F	Salaries March 2022	2600/1/1
854	28/03/22	2432		£102.00	£17.00	£85.00	P&F	Central Southern Security Kitchen detector fault replaced	2802/1/2
			2433/1	£1,800.00	£300.00	£1,500.00	P&F	Laceys Solicitors Supply of legal services	2400/17
855	28/03/22	2433	RTC804467	£1,800.00	£300.00	£1,500.00		Laceys Solicitors Supply of legal services	2400/17
			2434/1	£62.93	£10.49	£52.44	P&F	Elliott Brothers Ltd Sheet of Marine Ply and wood for Greenways repairs.	2100/2
856	28/03/22	2434	RTC804451	£62.93	£10.49	£52.44		Elliott Brothers Ltd Sheet of Marine Ply and wood for outside cuboard at Greenways.	2100/2
			2435/1	£180.00	£30.00	£150.00	RLOS	R M Smith Fencing Limited To repair Fence on the Castleman Way Estate.	3000/2/10
857	28/03/22	2435	RTC804460	£180.00	£30.00	£150.00		R M Smith Fencing Limited To repair fence on Castleman Way Estate that was in danger of falling onto footpath.	3000/2/10
			2436/1	£2,760.00	£460.00	£2,300.00	P&F	Symonds & Sampson Professional fees re wessex water compensation	2400/18
			2436/2	-£2,300.00	£0.00	-£2,300.00	P&F	Symonds & Sampson re professional fees Wessex water compensation	2400/18
858	28/03/22	2436	RTC804447	£460.00	£460.00	£0.00		Symonds & Sampson Payment of VAT element of invoice from Symonds and Sampson re compensation payment from Wessex Water for damage done to Carvers and the Bickerley	2400/18

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Paid Expenditure Transactions

Start of year 01/04/21

paid between 01/03/22 and 31/03/22

Payment Reference	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
			2437/1	£15.71	£2.62	£13.09	P&F	Itec	Gateway	2000/1/9
			2437/2	£12.26	£2.04	£10.22	P&F	Itec	Clubhouse	2802/2/1
859	28/03/22	2437		£27.97	£4.66	£23.31		Itec	February 2022	2000/1/9
PAY	28/03/22	2438		£18.40	£0.00	£18.40	P&F	Lloyds Bank	March 2022	2000/1/18
			2439/1	£309.28	£51.55	£257.73	RLOS	Site Safety Ltd	Protective Clothing For the team.	3000/1/5
860	28/03/22	2439	RTC804450	£309.28	£51.55	£257.73		Site Safety Ltd	Protective Clothing for the team.	3000/1/5
			2440/1	£1,800.00	£300.00	£1,500.00	P&F	Concentrate Limited	Balance payment for new website	2000/1/14
			2440/2	£756.00	£126.00	£630.00	P&F	Concentrate Limited	Annual services for new website	2000/1/14
			2440/3	£300.00	£50.00	£250.00	P&F	Concentrate Limited	Clubhouse website services	2802/2/1
861	28/03/22	2440	RTC804364	£2,856.00	£476.00	£2,380.00		Concentrate Limited	Website maintenance services	2000/1/14
			2441/1	£42.00	£7.00	£35.00	P&F	Concentrate Limited	Technical service to improve 'maps' page of new website	2000/1/14
862	28/03/22	2441	RTC804466	£42.00	£7.00	£35.00		Concentrate Limited	Extra time spent on 'maps' page of new website - 30 minutes	2000/1/14
862	28/03/22	2442		£84.00	£14.00	£70.00	P&F	Concentrate Limited	Carvers hosting	2802/2/1
			2443/1	£3,630.00	£605.00	£3,025.00	PT&E	ONeillHomer	5.5 days @ £550 per day	4000/1/6
863	28/03/22	2443	RTC804485	£3,630.00	£605.00	£3,025.00		ONeillHomer	Neighbourhood Plan Consultancy Fees - site selection guidance (2.02), policy ideas (2.03), NFDC/SG liaison meeting (2.05) and SEA screening request (5.01)	4000/1/6
864	29/03/22	2444		£1,700.00	£0.00	£1,700.00	PT&E	Groundwork UK Ltd	Return of unspent grant Neighbourhood Plan	4000/1/6
865	29/03/22	2445		£500.00	£0.00	£500.00	P&F	South Coast Adventures	Cost of hiring climbing wall & staffing for activity day at Carvers	2802/2/1
Bcard March 2022	29/03/22	2446		£164.99	£18.46	£146.53	P&F	Booker	Food for resale order 73240595 paid on credit card	2802/3/1
Bcard March 2022	29/03/22	2447		£124.92	£14.41	£110.51	P&F	Booker	foor for resale paid on credit card Order number 73333601	2802/3/1
Bcard March 2022	29/03/22	2448		£10.99	£1.83	£9.16	P&F	Canva	March 2022	2802/2/1
Bcard March 2022	29/03/22	2449		£2.79	£0.33	£2.46	P&F	Sainsburys	Bin liners & apples	2802/2/1
Bcard March 2022	29/03/22	2450		£14.94	£2.49	£12.45	P&F	Amazon	Plug socket protectors	2802/2/1

B

Paid Expenditure Transactions

Start of year 01/04/21

paid between 01/03/22 and 31/03/22

B

Payment Reference	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
Bcard March 2022	29/03/22	2455		£145.51	£15.28	£130.23	P&F	Booker	Food for resale paid on credit card. 73423264 This is a duplicate order to replace 804459 which was saved without coding but now cant be changed.	2802/3/1
		2451/1		£1,500.00	£250.00	£1,250.00	RLOS	R M Smith Fencing Limited	New chainlink fence at Cemetery.	3000/2/10
866	30/03/22	2451	RTC804427	£1,500.00	£250.00	£1,250.00		R M Smith Fencing Limited	To put chain link fencing 4 new posts with straining posts and wire at tye Cemetery.	3000/2/10
867	30/03/22	2452		£66.36	£0.00	£66.36	P&F	Taste Vending Ltd	Coffee beans	2802/3/1
		2453/1		£11.78	£1.96	£9.82	P&F	Itec	Carvers Clubhouse	2802/2/1
		2453/2		£12.16	£2.03	£10.13	P&F	Itec	Gateway	2000/1/9
868	30/03/22	2453		£23.94	£3.99	£19.95		Itec	March 2022	2802/2/1
		2454/1		£259.98	£43.33	£216.65	P&F	Rohen Ltd	gazebo frames	2400/14
869	30/03/22	2454	RTC804473	£259.98	£43.33	£216.65		Rohen Ltd	2 replacement gazebo frames	2400/14
		2456/1		£382.80	£63.80	£319.00	P&F	Central Southern Security	annual maintenance fees	2802/1/2
870	30/03/22	2456	RTC804462	£382.80	£63.80	£319.00		Central Southern Security		2802/1/2
		2457/1		£316.80	£52.80	£264.00	RLOS	Central Southern Security	Annual Maintenance alarms Carvers Sheds.	3000/2/1
870	30/03/22	2457	RTC804425	£316.80	£52.80	£264.00		Central Southern Security	Annual Maintainance fee, Dualcom Annual monitoring fee, Annual remote reset fee.	3000/2/1
		2458/1		£316.80	£52.80	£264.00	RLOS	Central Southern Security	Maintenance for alarms etc.	3200/2/1
870	30/03/22	2458	RTC804424	£316.80	£52.80	£264.00		Central Southern Security	Annual Maintainance,Annual Digiair monitoring fee and Annual remote reset fee for the Cemetery.	3200/2/1
		2459/1		£98.57	£16.43	£82.14	PT&E	Letters & Logos Ltd	200 A4 flyers 130gsm silk paper, roll folded	4000/1/8
871	30/03/22	2459	RTC804463	£98.57	£16.43	£82.14		Letters & Logos Ltd	Flood Action Plan Flyers	4000/1/8
		2460/1		£78.43	£3.73	£74.70	RLOS	Utility Warehouse	Energy	3000/1/1
		2460/2		£2.40	£0.40	£2.00	RLOS	Utility Warehouse	Clubhouse	3000/1/1
DD	31/03/22	2460		£80.83	£4.13	£76.70		Utility Warehouse	UW Sports Pavilion February 2022	3000/1/1
		2461/1		£128.07	£6.10	£121.97	RLOS	Utility Warehouse	Energy	3200/1/1
		2461/2		£32.09	£5.35	£26.74	RLOS	Utility Warehouse	Mobile	3000/1/6
		2461/3		£31.20	£5.20	£26.00	RLOS	Utility Warehouse	Phone & Broadband	3000/1/6
		2461/4		£2.40	£0.40	£2.00	RLOS	Utility Warehouse	Club	3200/1/1

Paid Expenditure Transactions

Start of year 01/04/21

paid between 01/03/22 and 31/03/22

B

Payment Reference	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
DD	31/03/22	2461		£193.76	£17.05	£176.71		Utility Warehouse	UW Cemetery February 2022	3200/1/1
		2462/1		£283.72	£13.51	£270.21	P&F	Utility Warehouse	Energy	2802/1/3
		2462/2		£27.60	£4.60	£23.00	RLOS	Utility Warehouse	Mobile	3000/1/6
		2462/3		£32.38	£5.40	£26.98	P&F	Utility Warehouse	Phone & Broadband	2802/2/5
		2462/4		£2.40	£0.40	£2.00	P&F	Utility Warehouse	Club	2802/1/3
DD	31/03/22	2462		£346.10	£23.91	£322.19		Utility Warehouse	UW Carvers Clubhouse February 2022	2802/1/3
872	31/03/22	2463		£62.56	£10.43	£52.13	P&F	Letters & Logos Ltd	New menu on vinyl	2802/2/1
		2464/1		£18.53	£3.09	£15.44	P&F	Hampshire County Council	816100 Hand towels (blue) x 5000	2802/2/2
873	31/03/22	2464	RTC804400	£18.53	£3.09	£15.44		Hampshire County Council	Hand towels for Carvers Clubhouse	2802/2/2
		2465/1		£48.58	£8.10	£40.48	RLOS	Hampshire County Council	638313 - Dispenser for Liquid Soap Cemetery	3200/1/4
		2465/2		£30.10	£5.02	£25.08	RLOS	Hampshire County Council	273374 - SENSES antibacterial liquid soap 5 liters	3200/1/4
		2465/3		£27.58	£4.60	£22.98	P&F	Hampshire County Council	960510 - TECcare CONTROL disinfectant wipes	2000/3/4
		2465/4		£1.80	£0.30	£1.50	P&F	Hampshire County Council	762060 - Filing folder, foolscap buff - office	2000/1/8
		2465/5		£0.96	£0.16	£0.80	P&F	Hampshire County Council	759204 - Tipex - front office	2000/1/8
		2465/6		£4.06	£0.68	£3.38	P&F	Hampshire County Council	762641 - Transparent Folders A4 - office	2000/1/8
		2465/7		£3.62	£0.60	£3.02	P&F	Hampshire County Council	762060 - A4 punched pockets - overwidth - office	2000/1/8
		2465/8		£1.73	£0.29	£1.44	P&F	Hampshire County Council	762342 - A4 Transparent Pockets - office	2000/1/8
		2465/9		£5.35	£0.89	£4.46	P&F	Hampshire County Council	611500 - AA Bateries - John - All Gateway	2000/3/4
		2465/10		£117.79	£19.63	£98.16	P&F	Hampshire County Council	819906 - A4 Paper 80gsm	2000/1/8
874	31/03/22	2465	RTC803776	£241.57	£40.27	£201.30		Hampshire County Council	Office & Groundsmen items	3200/1/4
NFDC Tfr12	31/03/22	2466		£9.46	£0.17	£9.29	P&F	New Forest District Council	NFDC Tfr 12 Café sales 07/02/22	2802/3/1
NFDC Tfr12	31/03/22	2467		£25.86	£0.12	£25.74	P&F	New Forest District Council	NFDC Tfr 12 Café sales 14/02/22	2802/3/1
NFDC Tfr12	31/03/22	2468		£25.03	£0.49	£24.54	P&F	New Forest District Council	NFDC Tfr 12 Café sales 21/02/33	2802/3/1
NFDC Tfr12	31/03/22	2469		£19.60	£1.52	£18.08	P&F	New Forest District Council	NFDC Tfr12 Café sales 28/02/22	2802/3/1
NFDC Tfr 12	31/03/22	2470		£8.85	£0.00	£8.85	P&F	New Forest District Council	NFDC Tfr12 Café sales 07/03/22	2802/3/1
NFDC Tfr12	31/03/22	2471		£27.25	£1.48	£25.77	P&F	New Forest District Council	NFDC Tfr12 Café sales 14/03/22	2802/3/1

Paid Expenditure Transactions

Start of year 01/04/21

paid between 01/03/22 and 31/03/22

Payment Reference	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
NFDC Tfr12	31/03/22	2472		£9.71	£0.40	£9.31	P&F	New Forest District Council	NFDC Tfr12 Café sales 21/03/22	2802/3/1
PC March 2022	31/03/22	2473		£83.45	£0.00	£83.45	Counc	Ringwood Town Council	Petty Cash March 2022	10000
Total				£73,164.24	£5,298.07	£67,866.17				

B

POLICY AND FINANCE COMMITTEE 20th APRIL 2022

BANK BALANCES & PROPOSED TRANSFERS

Account Name	Predicted		Actual at	Predicted	Proposed Transfers		Predicted
	31-Mar-22		31-Mar-22	Movement	Cash Out	Cash In	30-Apr-22
	£		£	£	£	£	£
Imprest (Current) Account	57,630		71,823	226,974	-250,000		48,797
Business Account	11,552		6,552			50,000	56,552
Investment Accounts	550,000		550,000			200,000	750,000
Greenways Rent Deposit	10,600		10,593				10,593
Petty Cash - Imprest	89		179				179
Petty Cash - Carvers Clubhouse	50		50				50
VIC Change Float	50		50				50
Information Desk Float	75		75				75
TOTAL BANK BALANCES	630,046		639,322	226,974	-250,000	250,000	866,296

nb all balances, other than the investment accounts, are held with Lloyds Bank plc unless otherwise stated

PROPOSED TRANSFER AUTHORISATIONS:

DATE

20th April 2022

20th April 2022

Investment Accounts	CCLA	Instant access
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Notes:

1 Imprest Account	£
Anticipated net expenditure to end April	50,000
Receipt of Precept	-276,974
Net anticipated movement on imprest account	-226,974

2 Investment Maturity
No investments due to mature

3 The bank accounts were reconciled as at 31st March 2022

4 With reference to the Greenways Rent Deposit Accounts, the ground Floor deposit is £7,000 and the 1st floor deposit is £2,637. These sums will be paid over to the tenant at the end of the tenancy, with interest accrued, subject to the Council having no cause to claim funds for damages.

5 A temporary nominal account has been implemented to act as a change float for the VIC. This will be in operation only for the period when the VIC is open during the spring and summer at weekends and bank holidays. The balance is £50.00.

6 A nominal account has been implemented to reflect the float of £75.00 held by the Information Desk.

7 The Town Council's Imprest and Business bank accounts are held with Lloyds Bank plc

REPORT TO POLICY & FINANCE COMMITTEE – 20th APRIL 2022
BUDGETARY CONTROL YEAR END – April 2021 to March 2022

1. BACKGROUND

- 1.1 The purpose of this report is to provide Members with the first draft outturn report for the financial year 2021/22. There are a small number of transactions remaining which will alter the figures and there are a number of commitments which may no longer be required.
- 1.2 A summary income & expenditure comparison report is included at Appendix 1. This compares actual income and expenditure for the year to date, together with outstanding commitments, with both the original and the revised approved budgets for the year. As previously noted in the revised budget, both planned expenditure and planned income have increased and the revised budget deficit, before planned transfers from reserves, is £33,266.
- 1.3 Transfers to and from reserves included in the revised budget reduce this deficit by £42,167 resulting in a planned transfer to the general reserve of £8,901. However, members have also agreed to carry over a range of underspends to allow completion of planned work in 2022/23 and these transfers will reduce the planned transfer to the General reserve.
- 1.4 An updated analysis of planned reserves movements including receipts for the year is included at Appendix 2.

2. INCOME & EXPENDITURE TO THE END OF MARCH 2022

- 2.1 Expenditure to the end of March, including commitments which have not yet materialised, totalled £754,329. A credit balance on the tax and pensions control account, pending settlement of monies due to the Inland Revenue and Hampshire County Council adds a further £14,630 making expenditure to the end of March £768,959, or 93.3% of the revised budget for the year. This represents an underspend against the revised budget of approximately £55,024.
- 2.2 Pay costs for the year, including member allowances, totalled £462,153 against a revised budget of £467,330. A small further payment in respect of member's allowances will also be made together with a re-allocation of non-pay employee costs which will increase the outturn to £463,346 or 99.1% of the gross annual revised budget. This is slightly higher than the revised outturn projection of £461,942 provided in March.
- 2.3 The most significant outstanding expenditure is the RTC contribution to the Gateway building costs for which a budget provision of £33,655 has been made. It is likely, however, that increased energy costs coupled with reduced room hire fees will increase the amount that will become due. The invoice is expected imminently.
- 2.4 The outturn variance of £55,024 is the result of a combination of significant underspends on growth items such as the columbarium, Carvers grounds improvements etc. which together total £39,923, the outstanding invoice on Gateway re-charges of £33,655 and pay costs of £3,984, offset by overspends against the budget of £9,625 on the football project, £3,000 on Greenways refurbishment, and £12,985 on events. There are a range of other much smaller overspends and underspends which largely cancel each other out. The final outturn figure is now likely to be around £810,000, an underspend against the revised budget of around £14,000.

- 2.5 Income that has been received or otherwise invoiced and processed into the ledger stands at £295,788 excluding the precept. After allowing for unplanned income (CIL receipts, key deposits, a contribution from Southern Water and income against future events) income against the revised budget stands at £277,851 which is 105% of the revised budget, i.e. income for the year exceeds the revised budget by £13,176.
- 2.6 Members should be aware that this income figure includes invoices raised but not yet received and so there may be some changes. The income also includes some payments in advance which will be re-scheduled into 2022/23. Nevertheless, the outturn figure looks increasingly likely to exceed the budget by around £10,000, and this is mainly due to higher than anticipated cemetery receipts of £10,805, recharged expenditure in respect of the Gateway, £4,217, further events income, £4,150 and a net increase in activities income, £3,695. Together these add £22,867 to planned income. This additional income has been mitigated by reduced rental receipts due to the vacant floor at Greenways together with reduced grant income in respect of the Neighbourhood plan.
- 2.7 The net effect of these changes in income and expenditure is a £24,000 underspend against the revised budget. However, members agreed at the February and March meetings to allow some carry over of unspent budgets into 2022/23. In addition, the net surplus on events, after allowing for a contribution towards the costs of an events manager, will also be transferred to the Events reserve. These transfers will reduce the underspend by £16,370 and the remaining balance of the underspend will be added to the planned budget surplus of £8,901 and this will increase the general reserve by £16,531.

3. RESERVE MOVEMENTS 2021/22

- 3.1 The latest projection of reserve movements and balances is included at Appendix 2. This includes the agreed transfers in respect of unspent budgets in 2021/22 together with the transfer of the surplus on Events. The opening balance was £565,380 which includes the general reserve of £292,545.
- 3.2 Planned transfers to earmarked reserves total £38,400 whilst additional year end transfers noted above will add another £16,370.
- 3.3 There have also been a number of additional receipts which have been taken directly to reserves pending application. These include:
- | | |
|---|---------|
| • CIL | £5,814 |
| • Southern Water -Bickerley licence | £3,000 |
| • Wessex Water – Bickerley compensation | £4,209 |
| • Race - Commemorative Oak | £300 |
| • HCC members grant re Queens Jubilee | £3,900 |
| • Key deposits | £643 |
| • Events income in advance (Xmas 2022) | £70 |
| Total receipts taken directly to reserves | £17,936 |
- 3.4 The amount transferred to the revenue account to offset planned expenditure during the year is now likely to be £41,441 although this figure will depend on final outturn figures. There is also a transfer of £2,580 from the general reserve in respect of the Christmas tree.
- 3.5 When all of these transfers to and from reserves are taken into account, the balance on reserves is now predicted to increase by £39,822 over the year with a closing balance of £605,202 of which £305,966 is represented by the general reserve.

6. CONCLUSION & RECOMMENDATIONS

6.1 Budget monitoring to the end of March suggests that the budget outturn will be a net underspend against the revised budget of approximately £24,000 of which £16,370 will be transferred to earmarked reserves. This will add £7,630 to the planned transfer to the General Reserve of £8,901. The balance on reserves at the End of March is now expected to be just over £605,000.

6.2 It is **recommended** that: -

7.2.1 The budget monitoring position is noted.

7.2.2 Members note the balances of Reserves.

For further information please contact:

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For further information please contact:

Chris Wilkins, Town Clerk

Tel: 01425 484720

Chris.wilkins@ringwood.gov.uk

Financial Budget Comparison

Comparison between 01/04/21 and 31/03/22 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/21

	2021/22	Revised	Reserve Movements	Actual Net	
INCOME					
Policy & Finance					
200	Revenue Income	£132,970.00	£149,244.00	£1,641.72	£159,724.49
280	Carvers Club House Income	£12,170.00	£19,000.00	£0.00	£23,547.63
999	Suspense	£0.00	£0.00	£7,172.11	£0.00
Total Policy & Finance		£145,140.00	£168,244.00	£8,813.83	£183,272.12
Recreation, Leisure & Open Spaces					
300	Revenue Income (RLOS)	£31,658.00	£30,636.00	£0.00	£38,540.98
320	Cemetery Income	£46,031.00	£40,945.00	£0.00	£51,750.14
330	Allotment Income	£5,306.00	£5,500.00	£0.00	£5,921.38
350	Capital Income	£0.00	£0.00	£0.00	£0.00
Total Recreation, Leisure & Open Spaces		£82,995.00	£77,081.00	£0.00	£96,212.50
Planning, Town & Environment					
400	Income	£15,650.00	£19,350.00	£0.00	£16,299.15
Total Planning, Town & Environment		£15,650.00	£19,350.00	£0.00	£16,299.15
Council					
100	Precept	£531,856.00	£531,856.00	£0.00	£531,856.00
102	Interest Business A/c	£0.00	£0.00	£0.00	£3.98
110	Client Deposits	£0.00	£0.00	£0.00	£0.00
Total Council		£531,856.00	£531,856.00	£0.00	£531,859.98
Total Income		£775,641.00	£796,531.00	£8,813.83	£827,643.75

Financial Budget Comparison

Comparison between 01/04/21 and 31/03/22 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/21

		2021/22	Revised	Reserve Movements	Actual Net
EXPENDITURE					
Policy & Finance					
2000	Establishment	£105,150.00	£108,097.00	£0.00	£111,350.92
2100	Maintenance	£34,655.00	£35,555.00	£0.00	£3,786.25
2200	Democratic Process (members Costs)	£10,992.00	£11,111.00	£0.00	£11,135.14
2210	Grants	£7,000.00	£7,000.00	£0.00	£4,100.00
2300	Employee Costs- Allocated Office Staff	£122,543.00	£123,342.00	£0.00	£120,365.29
2310	Employee overhead Costs	£5,091.00	£2,604.00	£0.00	£1,755.33
2400	Other	£50,140.00	£42,411.00	£0.00	£56,082.21
2500	Capital Financing	£31,546.00	£31,546.00	£0.00	£31,545.90
2501	Capital	£0.00	£0.00	£0.00	£0.00
2600	Wages Control Account	£0.00	£0.00	£0.00	-£13,596.39
2801	Carvers Employee Costs	£50,044.00	£53,327.00	£0.00	£52,192.14
2802	Carvers Club House- Expenditure	£25,234.00	£26,282.00	£0.00	£31,175.49
9999	Suspense	£0.00	£0.00	£0.00	£0.00
Total Policy & Finance		£442,395.00	£441,275.00	£0.00	£409,892.28
Recreation, Leisure & Open Spaces					
3000	Recreation & Leisure (Other)	£55,762.00	£71,758.00	£0.00	£68,138.29
3001	RL&OS -Employee Costs	£145,740.00	£147,311.00	£0.00	£146,339.46
3002	Employee Costs	£2,000.00	£1,000.00	£0.00	£250.00
3200	Cemetery	£9,451.00	£15,214.00	£0.00	£14,141.31
3201	Cemetery -Employee Costs	£37,282.00	£37,779.00	£0.00	£37,540.14
3300	Allotments	£2,503.00	£2,525.00	£0.00	£3,349.88
3301	Allotments -Employee Costs	£10,164.00	£10,313.00	£0.00	£10,097.73
3350	Capital Expenditure	£54,500.00	£57,045.00	£5,467.28	£31,635.55

Financial Budget Comparison

Comparison between 01/04/21 and 31/03/22 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/21

	2021/22	Revised	Reserve Movements	Actual Net
Total Recreation, Leisure & Open Spaces	£317,402.00	£342,945.00	£5,467.28	£311,492.36
Planning, Town & Environment				
4000 Planning, Town & Environment	£24,366.00	£16,966.00	£450.00	£11,498.67
4001 Employee Costs	£16,877.00	£17,380.00	£0.00	£16,959.28
4050 Capital Expenditure	£0.00	£5,417.00	£0.00	£4,598.87
Total Planning, Town & Environment	£41,243.00	£39,763.00	£450.00	£33,056.82
Council				
10000 Petty Cash - Office	£0.00	£0.00	£0.00	-£358.15
10001 Petty Cash - Youth	£0.00	£0.00	£0.00	£0.00
10002 Petty Cash - Visitor Information Centre	£0.00	£0.00	£0.00	£0.00
10003 Petty Cash - Information Desk	£0.00	£0.00	£0.00	£0.00
10110 Deposit Refunds	£0.00	£0.00	£0.00	£162.00
10111 Bank Charges	£0.00	£0.00	£0.00	£84.00
Total Council	£0.00	£0.00	£0.00	-£112.15
Total Expenditure	<u>£801,040.00</u>	<u>£823,983.00</u>	<u>£5,917.28</u>	<u>£754,329.31</u>
Total Income	£775,641.00	£796,531.00	£8,813.83	£827,643.75
Total Expenditure	<u>£801,040.00</u>	<u>£823,983.00</u>	<u>£5,917.28</u>	<u>£754,329.31</u>
Total Net Balance	-£25,399.00	-£27,452.00		£73,314.44

POLICY & FINANCE COMMITTEE

20th April 2022

Complaints Procedure

1. Introduction and reason for report

- 1.1 As part of the routine reviews of the Council's important policy documents, the Complaints Procedure is scheduled for consideration at this month's meeting. For reasons explained below, members are invited to consider a thorough overhaul of this document and give directions to officers regarding this.

2. Background, Options and Implications

- 2.1 The Council's current Complaints Procedure (see Appendix A below) dates from 2006. Some of the details are out of date and incorrect – such as the Council office address and the standards regime and code of conduct applying to councillors. The purpose of the document could also be clearer; if the intention is merely to provide a “safety valve” for the aggrieved, the more honest course would be simply to update the anachronisms and delete the rhetoric about “useful information and feedback on the quality of our services”.
- 2.2 The alternative, if there is a sincere desire to drive continuous improvement in the quality of our services, would be to re-cast the document so it does not merely describe a process for handling complaints but prescribes service standards, a system for monitoring performance and for effective member oversight. This need not be hugely onerous, but we would need to think about processes for recording performance data and reporting it to members. Appendix B sets out what an alternative document drafted along these lines might look like. (If adopted, a document like this would also require staff to establish suitable records, which are not included here.)
- 2.3 There would not seem to be much point, for example, in specifying response times to letters received unless some system exists for recording this. As to reporting, full statistics could be prepared and reported, say, annually to this committee but this would be much more onerous in terms of staff time required than “reporting by exception” (i.e. only reporting to members when complaints have arisen from the standard having not been achieved). Some things are easier to monitor than others; for example, it would be much easier to monitor response times to letters received and emails to the town.council email inbox than to emails to individual inboxes. There are also policy and resource questions about social media - is it practical or even desirable to commit to responding to comments on Facebook?

3. Issues for decision and any recommendations

Members are invited to consider what approach to adopt to this subject and give direction to officers on the prescription of service standards, the monitoring of performance and reporting to members.

For further information, contact:

Christopher Wilkins, Town Clerk
Direct Dial: 01425 484720
Email: chris.wilkins@ringwood.gov.uk

RINGWOOD TOWN COUNCIL

COMPLAINTS PROCEDURE

1. Introduction

- 1.1 The complaints procedure is for all complaints to the Council, whether these are minor, serious, informal or formal and apply to all services provided by the Council.
- 1.2 Separate arrangements as prescribed by law are in place in respect of Councillors. These arrangements are referred to at paragraph 7 below)
- 1.3 The Council believes that complaints can provide useful information and feedback on the quality of our services, procedures and practices. The effective handling of complaints will help us to improve the services provided on behalf of residents, visitors and those working within the town.

2. Aim

- 2.1 The aim is to swiftly investigate all complaints in an impartial manner and to find a solution locally, whenever possible, to the satisfaction of both the complainant and the Council.

3. Definition Of Complaints

- 3.1 People's perceptions differ widely. It is therefore very difficult to give a precise definition of a complaint. However, for our purposes, a complaint is

' an expression of dissatisfaction about a service undertaken by Ringwood Town Council or any of its employees'
- 3.2 More specifically, a complaint is where:-
 - The Council has not done something it has a duty to do or normally does;
 - The Council has done something it has no right to do or does not normally do as a matter of established practice;
 - The conduct or behaviour of an employee is unsatisfactory;
 - The established levels of service delivery are not reached;
 - A person does not understand or is not informed of why or how a situation arose or exists;
 - An adopted and known procedure is not followed;
 - Maladministration is alleged.

4. What To Do If You Have A Complaint

- 4.1 The first priority is to raise the issue with the Town Council. To do this, please contact the Town Clerk, who is the officer responsible for dealing with these matters, as quickly as possible.
- 4.2 Your complaint should be made by telephone, email, in person or in writing, giving names and addresses and relevant dates with as much information as possible. The appropriate details for contacting the Town Clerk are by telephone on 01425 473883; by email town.council@ringwood.gov.uk; in

person; or by letter to 'Greenways', 71 Christchurch Road, Ringwood, BH24 1DH.

- 4.3 In many cases, it will be possible for an issue to be dealt with straight away and the source of the complaint resolved immediately.
- 4.4 For more complex issues, it is much better to put these in writing so that a thorough investigation can be undertaken. Investigations will be dealt with as quickly as possible and under normal circumstances you should get a written response within 15 working days.
- 4.5 The Town Council maintains a register of complaints showing dates, details of the complaint, complainant and the action taken to resolve the issue. This is available for all members of the Council to inspect. Serious complaints will be reported to Councillors.
- 4.6 If the complaint involves the Town Clerk personally, the complainant should address the complaint direct to the Town Mayor.

5. Putting Things Right

- 5.1 If following the investigation into the complaint the Council is found to be at fault, every effort will be made to resolve the complaint to the satisfaction of the complainant.
- 5.2 Where subsequent actions or simply the passage of time prevents restitution, other actions may be appropriate which may include a local settlement. A local settlement is defined as action taken to restore a complainant to a situation he or she would have been in if the fault had not occurred.
- 5.3 When considering a local settlement, the remedy will need to be appropriate to the injustice and may be reduced where a complainant has contributed to the injustice suffered.

6. What If You Are Not Satisfied

- 6.1 Unlike for District or County Councils, there is currently no external agency or government body which can investigate a complaint if you are not satisfied with the initial consideration of your complaint. However, if you are not satisfied with action taken by the Town Clerk, you should write to the Town Mayor at our address. He will review the complaint, and all of the paperwork relating thereto, and if he believes it appropriate will submit the complaint to a Committee of the Council for consideration.
- 6.2 In order to preserve any confidentiality issues, the Committee of the Council will normally deal with your complaint in private session and your details will not therefore be released publicly.

7. What If I Have a Complaint About the Behaviour of a Particular Councillor (or Councillors)

- 7.1 Councillors are required to observe a 'Code of Conduct'. If you feel a Councillor has broken any of the rules in the Code of Conduct, you can complain to the Standards Board for England. This is an independent body responsible for promoting high ethical standards and also investigating

allegations that Councillors' behaviour may have fallen short of the required standards. The Standards Board will consider your complaint and may carry out an investigation (or arrange for someone to do so).

7.2 More information about the Code of Conduct relating to Councillors and about the Standards Board is available on their website at:

www.standardsboard.co.uk

8. What Type Of Behaviour Is Covered By The Code Of Conduct

8.1 Broadly, the Code requires Councillors:-

- Not to discriminate unlawfully;
- To treat others with respect;
- Not to do anything to compromise the impartiality of Council employees;
- Not to disclose confidential information;
- Not to stop anyone gaining access to information they are entitled to;
- Not to conduct themselves so as to bring their office or the Council into disrepute;
- Not to use their position to improperly secure an advantage, or disadvantage, for anyone;
- Not to use the Council's resources for unauthorised political purposes;
- To declare any personal or prejudicial interest in any matter that comes before the Council and, if appropriate, not to take part in the decision. Where the interest declared is deemed to be prejudicial, Councillors are not permitted to take part in the decision on that matter;
- To register certain financial and other interests (a copy of the register is available for public inspection).

8.2 A full copy of the Code of Conduct is available on the Council's website at:

www.ringwood.gov.uk.

9. Assistance or Advice relating to procedures or a complaint

9.1 If you need any specific help or general guidance about the Council's procedures or about any specific complaint, contact the Town Clerk at 'Greenways', 71 Christchurch Road, Ringwood, BH24 1DH, or telephone 01425 473883 or email town.council@ringwood.gov.uk.



Ringwood Town Council

Customer Service Policy and Complaints Procedure

Adopted: *[Insert date of adoption]*

Contents

1. Introduction
2. Customer Service Standards
3. How we will deal with complaints
4. Appendix – Procedure at Complaints Hearings

1. Introduction

Ringwood Town Council is committed to providing public services in ways that are responsive to the needs of local people and meet the expectations of the community we exist to serve. We aim to achieve this by:

- **Setting standards** for our services that are ambitious but achievable;
- **Monitoring our performance** against these standards; and
- **Responding to complaints** promptly and fairly.

The customer service standards we aim to achieve are set out in section 2 below.

Our Policy & Finance Committee will review this document at least once a year and, when it does, so, it will also scrutinize a report from the Town Clerk on performance and review the records kept of comments and complaints received.

Whilst we hope to avoid criticism and complaints, it is our aim to learn from the criticism and complaints we receive and continuously improve our public services.

Responsibility for managing Council services rests initially with the **Town Clerk** but is overseen by one or other of the Council's committees. Implementation of this policy and procedure is overseen by the Council's **Policy & Finance Committee**. Ultimate responsibility, however, rests with the **Town Council** as a whole.

2. Customer Service Standards

Our aim is to give you a high level of customer service, so that you can access our services in the way you want.

We use a variety of ways to tell you about our services, see below, and are continually working to provide additional methods of making our services available to you. How the Town Council engages with you about services:

- We provide a public Information Service at Ringwood Gateway open most weekdays;
- We publish information on our websites and keep it up to date.
- We post information and comments on our Facebook page and other social media.
- We appoint representatives to local organizations who regularly attend their meetings.
- We have regular contact with local schools about events and projects.
- We issue press releases to local newspapers and magazines and local government publications.
- We provide Notice Boards at Ringwood Gateway and various other locations around the town.

Our staff are trained to treat everyone who contacts the council, by whatever method and whether a local resident or not, as a customer to whom our Customer Care Standards apply.

Our commitment to you

We work to a set of customer service principles which guide everything we do. These include:

- Integrity
- Courtesy and fairness
- Equality of opportunity
- Responsiveness and reliability
- Clear communication

Getting it right first time for our customers

Three ways of making sure we get it right for you first time:

- We will ask you
- We will take action to improve
- We will listen to you

Our Standard Targets

Response times

- Telephone – Answer calls within 20 seconds or direct them to our answering machine
- Face to Face – See visitors to Ringwood Gateway reception within 5 minutes 90% of the time
- Email/letters/faxes – Send a full response within 10 working days
- Facebook posts/messages – Answer within 48 hours, excluding weekends

What we expect of our staff

- To set and aim to achieve high standards
- To be welcoming, polite and helpful
- To treat you with respect
- To say what we can and cannot do, so that you know what to expect from us
- Where we cannot help, to try to find out who can
- Only to ask you for relevant information and explain why it is needed
- To respect your right to confidentiality, privacy and safety
- To use only plain English when speaking with you and in all our correspondence
- Not to discriminate against anyone because of race, sex, marital status, age, disability, sexuality or religion
- To provide extra help if you need it to access our services
- To listen to any complaints you may have

What we ask of you

- To treat our staff with respect at all times

- To show respect to property, other customers, and for the health and safety of yourself and others when using our services

When telephoning any of our offices you can expect

- Your calls to be answered within 20 seconds or diverted to an answering machine on which you can leave a message
- A polite response
- A call back when we cannot deal with your enquiry immediately
- To be given the name of the person if we transfer you to someone else
- An informative voicemail message and the ability to leave a message outside of office opening hours

When you visit our offices you can expect our reception staff to

- Be welcoming, polite and helpful
- Keep to appointment times and let you know if appointments are running late or have to be rearranged
- Provide you with accurate, up to date information

When emailing our 'town.council' email address you can expect

- Acknowledgment of your email within two working days and a full written response within ten working days
- Where very detailed replies are needed, we will provide you with a progress report with timescales

When emailing individual staff members' mailboxes you can expect

- The reply to give a name, title and email address

When writing to us you can expect

- Acknowledgement of your letter within three working days
- A full reply to your letter within 10 working days or a progress report with timescales
- To be given the name and contact details of the staff member responsible for dealing with your enquiry

If we fail you on any of the above and you wish to make a complaint, you can expect

- Respect for your opinions and empathy for your views
- Staff and councillors to follow the council's Complaints Procedure

Our contact address: Ringwood Town Council, Ringwood Gateway, The Furlong, Ringwood
BH24 1AT

Telephone: 01425 473883

Email: town.council@ringwood.gov.uk

Website: www.ringwood.gov.uk

3. How we will deal with complaints

Our aims for this procedure are

- To make it easy for our customers to complain if they are unhappy with the service they have received from us and
- To respond to complaints received in a way that is fair and calculated to achieve a resolution promptly and without cost to the complainant

(As an effective alternative to the Local Government Ombudsman service, which does not apply to town and parish councils.)

The scope of this procedure

We will apply this procedure to all the complaints we receive except those mentioned below. We will treat as a complaint any expression of dissatisfaction with our service - whether the word 'complaint' is used or not and regardless of the method by which it is initially expressed (though at some stages of the procedure we may need the complaint to be expressed in writing).

There are some things we cannot treat under this policy as complaints:

- Allegations or complaints about the behaviour of one or more of our councillors. (We are required to report allegations that a councillor has failed to declare a 'disclosable pecuniary interest' to the Police. If we receive an allegation of any other type of breach of our **Code of Conduct** we will offer the complainant the opportunity of informal resolution through the intervention of the Town Clerk and Town Mayor (or Deputy Mayor) but if this is declined or unsuccessful we are required to report the matter to the Monitoring Officer at New Forest District Council. The Council has no power to consider other complaints about councillors.)
- Requests relating to personal data protection ('subject access requests') will be handled in accordance with our **Data Protection & Information Policy**
- Requests for information/documents held by the council ('freedom of information requests') will be handled in accordance with our **Data Protection & Information Policy** and our **Publication Scheme**
- Grievances raised by members of staff will be handled in accordance with the Grievance Procedure set out in our Employee Handbook
- Matters which concern other councils, organizations or individuals – we will always try to help the complainant raise these with the appropriate authority. Our staff may agree to report the matter themselves but are not obliged to do so.

If a complaint is upheld, the investigation may, if appropriate, result in the council taking steps with regard to relevant members of staff under its performance management or disciplinary procedures. Whilst those steps may be subject to the oversight of our Staffing Committee, they will be strictly private internal matters separate from the original complaint and will not be reported or discussed in public or with complainants.

Our Procedure

Each complaint will be treated as a complaint against the body corporate of the council, not as a complaint against individual employees or member(s) of the council.

Once a complaint has been received it may be processed exclusively through written communications by the Town Clerk or other proper officer. If the complaint cannot be resolved in this way, the Council will establish a panel of three Councillors made up from the Chairman and Vice Chairman of Council and Chairmen of Committees.

The panel will meet to resolve the complaint and the procedure to be followed at its meeting is set out in the Appendix below. The panel will report its conclusions to the next council meeting.

At all times, the rules of natural justice will apply. If the Town Clerk or other proper officer is putting forward the justification for the action or procedure complained of, he or she should not represent the position of the council, all parties will be treated fairly, and the process will be reasonable, accessible and transparent.

The council aims to deal with all complaints within a 12-week period, from receipt to resolution, however depending on the complaint this period may be extended.

Complaints should be made to:

The Town Clerk
Ringwood Town Council
Ringwood Gateway
The Furlong
Ringwood
BH24 1AT

Telephone: 01425 273883

Email: town.council@ringwood.gov.uk

Appendix

Procedure to be followed at meetings of the complaints panel

Before the Meeting:

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to the clerk or other nominated proper officer.
2. The complaint will always be treated in confidence unless the complainant has waived their right to confidentiality. Any meeting held will exclude the public.
3. If the complainant does not wish to put the complaint to the clerk or other proper officer, they may be advised to put it to the chairman of the council.
4. The clerk shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by either a member of staff or a panel established for the purpose of hearing complaints. The clerk will also advise of the timeframe for investigating the complaint.
5. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
6. Seven clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting:

7. Chairman of the Committee to introduce everyone.
8. Chairman to explain procedure.
9. Complainant (or representative) to outline grounds for complaint.
10. Members to ask any question of the complainant.
11. If relevant, clerk or other proper officer to explain the council's position.
12. Members to ask any question of the clerk or other proper officer.
13. Clerk or other proper officer and complainant to be offered opportunity to make closing statements (in this order).
14. Clerk or other proper officer and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
15. Clerk or other proper officer and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting:

16. Decision confirmed in writing within seven working days together with details of any action to be taken.
17. A report to be made in public at the next Council meeting.
18. Should the complainant wish to appeal the decision of the panel established to deal with the complaint, an appeal can be made to Full Council in Confidential. Staff or members previously involved in the original decision may not participate in the determination of an appeal.

Ringwood Town Council



Council and/or staff subscriptions to other bodies

(Correct as at: 1st April 2022)

Body	Description	Type	Cost ¹	Renewal date
Institute of Cemetery & Crematorium Management	Provides guidance on policy and best practice to burial authorities and access to specialist training and materials for staff.	Council	£95.00	1 April
Community First New Forest	Charity supporting local volunteer and community groups	Council	£8.33	1 April
The Institute of Groundsmanship	Provides guidance and training on provision of sports surfaces	Council	£126.78	2 April
Information Commissioner's Office	Registration (legal requirement)	Council	£55.00	1 Aug.
Ringwood & District Community Association	Affiliation to the charity which runs Greyfriars Community Centre	Council	£50.00	1 Sep.
Gonewforest	Online/digital media tourism and visitor promotion service	Council	£210.00	1 Jan.
Society of Local Council Clerks	Provides support, advice and training for town and parish clerks. (Trade union is now separate.)	Staff (Town Clerk)	£346.00	1 Dec.
Society of Local Council Clerks	Provides support, advice and training for town and parish clerks.	Deputy Town clerk	£215.00	1 Jan
Chartered Institute of Public Finance & Accountancy	Provides support, advice and training for public finance officers	Staff (Finance Manager)	£171.50	1 Jan.

Notes

¹ Annual cost at last renewal excluding VAT.

1. This list should be reviewed by members at each annual meeting of the Council.
2. A motion requiring that a subscription be reconsidered, not renewed or terminated may be made at any time as a written motion requiring notice in accordance with standing orders.
3. Subscriptions will automatically continue unless and until terminated in accordance with a resolution to that effect and whatever termination process the subscription includes.
4. Officers will renew current subscriptions upon their expiry unless directed by a resolution not to do so.

Current Projects Update

No.	Name	Status	Recent developments	Description and notes	Lead Officer/Member	Financing
Full Council						
FC1	Long Lane Football Facilities Development	In progress	The scrutiny panel has met to review the project budget, timeline and risk register. All funding other than Football Foundation grant has been confirmed. FF grant application due for decision in April.	A joint venture with Ringwood Town Football Club and AFC Bournemouth Community Sports Trust to improve the football facilities for shared use by them and the community.	Town Clerk	The current expectation is that the Council's contribution to the project will, in effect, be limited to a modest loss of income from the site (but over a long term).
FC2	Strategic Plan	Work resumed in March 2022	Strategy-on-a-page approach approved at meeting on 30 March. Meeting being arranged to discuss initial ideas.	Exploring ideas for medium term planning. Aim to have complete for start of budget-planning in Autumn 2022.	Town Clerk	Staff time only
Planning Town & Environment Committee						
PTE1	Neighbourhood Plan	In progress	Work continues on building evidence and drafting policies, with the Plan focussing on 4 themes - Town Centre, Design & Heritage, Environment and Housing.	To prepare a Neighbourhood Plan for the civil parish of Ringwood but limited in scope to a few specified themes.	Deputy Clerk	Budget of £21,500 (£3,800 in 2021/22 budget, £3,000 in General Reserve and £14,700 to be funded by Locality grant)
PTE2	Human Sundial	Complete, with exception of interpretation board	Work to refurbish human sundial and install surrounding benches now complete. Interpretation board with details of sundial, Jubilee lamp etc. to be designed and costed.	Replacement of damaged sundial and surrounding paviers; installation of removable benches to protect it for the future - working with HCC (Principal Designer and Contractor)	Deputy Clerk	£5,295.15 spent from budget of £10,657 to be funded from CIL and contribution of £5,249.15 from Carnival
PTE3	Crow Stream Maintenance	Annual recurrent	Spraying of stream banks to be undertaken first week of April, annual stream clearance to be scheduled for September.	Annual maintenance of Crow Ditch and Stream in order to keep it flowing and alleviate flooding	Deputy Clerk	£1,120 spent to be funded by transfer from earmarked reserve
PTE4	Climate Emergency	In progress	Funds used to support Greening Campaign, community litter-pick and Flood Action Plan leaflets.	Minor funding to support local initiatives.	Cllr Deboos	Budget of £1,000
PTE5	Bus Shelter Agreement	In progress	Response awaited from ClearChannel on the financial complications and on request for use of advertising space.	Request by ClearChannel in Nov. 2020 for RTC to licence the bus shelters in Meeting House Lane and the advertising on them. Completion dependent on clarification of financial issues (VAT treatment and non-domestic rates revaluation).	Town Clerk	No financial implications
PTE6	Shared Space Concept	In progress	NFDC agreed to liaise with HCC and, if resources permit, arrange a scoping meeting to discuss ideas and possibilities, with the intention of drawing up an action plan.	Concept for town centre shared space identified through work on the Neighbourhood Plan.	Deputy Town Clerk	
Projects being delivered by others which are monitored by the Deputy Clerk and reported to this committee:						
	A31 widening scheme	In progress	Scheme in progress and due for completion by end November 2022.	Widening of A31 westbound carriageway between Ringwood and Verwood off slip to improve traffic flow; associated town centre improvements utilising HE Designated Funds	Highways England (HE)	HE funded
	SWW Water Main Diversion (associated with A31 widening scheme)	In progress	Work on highway complete. Land at The Bickerley to be fully reinstated by SWW. Site compound at the southern end of Bickerley removed 23/03/2022.	Diversion of water main that runs along the A31 westbound carriageway.	South West Water / Kier	HE funded
	Moortown drainage improvements	In progress		HCC considering a controlled opening of the system in Moortown Lane to alleviate highway flooding	Hampshire CC	Developers contributions
	Pedestrian crossing Castleman Way	On hold	Site does not meet HCC criteria for toucan crossing. Agreed to revisit following promotion of cycle path through Forest Gate Business Park.	Toucan crossing in Castleman Way to improve pedestrian and cycle route between town centre and Moortown	Hampshire CC	Developers contributions
	Crow Lane Footpath	In progress	Developers' contributions paid to HCC to implement. Now at preliminary design stage.	New footpath to link Beaumont Park with Hightown Road, alongside west of Crow Lane	Hampshire CC	Developers contributions
	Surfacing of Castleman Trailway	In progress	RTC carried out clearance on behalf of HCC so that the path was accessible through the summer, prior to surfacing. Work scheduled for early Spring for completion by Easter, subject to approval by Highway engineers.	Dedication and surfacing of bridleway between old railway bridge eastwards to join existing surfacing	Hampshire CC	Developers contributions
	Railway Corner	In progress	Project supported by RTC.	Project to improve and promote historical significance of triangle of land at junction of Hightown Road and Castleman Way.	Ringwood Society	

Policy & Finance Committee

PF4	Review of governance documents	In progress (aiming for completion by Sept. 2022)	Revisions to Financial Regulations completed in September and committee terms of reference in March. The Scheme of Delegation will next be updated.	A major overhaul of standing orders, financial regulations, committee terms of reference, delegated powers, etc. Routine periodic reviews will follow completion of this work.	Town Clerk	Staff time only
PF5	Poulner Lakes Lease	On hold	Awaiting track maintenance solution - see Recreation Leisure & Open Spaces Committee item RLOS21.	Negotiating a lease from Ringwood & District Anglers' Association of the part of the site not owned by the Council	Town Clerk	Some provision for legal advice or assistance may be needed eventually.
PF6	Health & Safety Management Support Re-procurement	In progress (commenced mid-2021 and aiming to have new arrangements fully in place by Sept. 2022)	Worknest appointed. Revised policy and manual approved. Initial audit visit scheduled for 12 May.	Re-procuring specialist advice and support for discharge of health and safety duties	Town Clerk	Support cost is included in contract for both H&S and employment support and factored into relevant budget. The costs of any additional control measures that may be needed remain to be ascertained.
PF7	Financial Procedures Manual	In progress (Commenced Jan. 2022. Aiming to complete by Aug. 2022)	Initial drafting in hand	Preparation of a new manual for budget managers and other staff detailing financial roles, responsibilities and procedures	Finance Manager	Staff time only
PF8	Bickerley legal title	In progress (Commenced Dec 2020. Progress dependent on legal procedures.)	The Council has resolved to maintain its objection to the application (which is now expected to be passed to the Tribunal.) For legal reasons only basic information will appear here. Councillors can obtain further details from officers if needed.	An application to remove land from the Council's title has been made	Town Clerk	Staff time plus cost of external legal support (one-off budget agreed so far by members)
PF9	Greenways office leases	In progress (Commenced June 2021. Aiming to complete by July 2022)	A schedule of condition has been prepared. Dilapidations and other works are being addressed. Legal work is in hand.	The tenant of the first floor suite has given notice and left. The building is to be re-let as a whole to the tenant of the ground floor suite.	Town Clerk	There will be a temporary loss of rental income and some cost of repairs and re-decorating. These costs are currently being established.

Recreation, Leisure & Open Spaces Committee

RLOS4	Grounds department sheds replacement	In progress (Commenced design work in April 2021. Aiming to establish planning prospects and likely cost by December 2022.)	Cllr Briers has kindly produced some initial drawings which are being considered.	A feasibility study into replacing the grounds maintenance team's temporary, dispersed & sub-standard workshop, garaging and storage facilities. Combined with a possible new car park for use by hirers of and visitors to the club-house.	Town Clerk	Revised capital budget of £4,000 (originally £10,000 until virement to RLOS19)
RLOS5	Cemetery development	In progress (Commenced design work in April 2021. Aiming to establish planning prospects and likely cost by December 2022.)	Officers are working with CDS to produce a detailed design for consideration by members.	Planning best use of remaining space, columbarium, etc.	Town Clerk	Capital budget of £25,000 (carried into an earmarked reserve)
RLOS7	Bowling Club lease	In progress (Club renewed request for new lease in Jan 2022. Progress depends on negotiations.)	Draft heads of terms of new lease under discussion	Request by Ringwood Bowling Club for existing lease to be renewed (current lease expires at the end of April 2023 and does not include the site of the proposed new club-house). The lease terms will also be reviewed for suitability to current and future needs.	Town Clerk	Staff time only (unless outside legal assistance is deemed necessary). The rental income will be reviewed as part of the renewal.
RLOS8	Ringwood Youth Club	On hold awaiting officer availability		Winding up the redundant CIO to terminate filing requirements	Town Clerk	
RLOS10	Waste bin replacement programme	In progress (Commenced April 2020)	The first 17 bins have been installed. The next batch were ordered in March 2022.	Three-year programme to replace worn-out litter and dog-waste bins	Grounds Foreman	Budget of £2,000 a year.
RLOS12	Van replacement	On hold awaiting officer availability		Replacing the grounds foreman's diesel van with an electric vehicle	Grounds Foreman	
RLOS14	Poulner Lakes waste licence	On hold awaiting officer availability		Arranging to surrender our redundant waste licence to avoid annual renewal fees	Town Clerk	
RLOS16	Town Safe	On hold awaiting officer availability	Preliminary contacts with PCC and Conservation Officer	Possible re-paint of this important survival, part of a listed structure	Town Clerk	
RLOS17	New allotments site	In progress (Commenced March 2020, progress dependent on progress of legal formalities with other party)	Decision to proceed agreed. Legal work has been held up by a pending application to Land Registry.	The transfer to this Council (pursuant to a s.106 agreement) of a site for new allotments off Crow Arch Lane	Town Clerk	Staff time only

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RLOS18	Cemetery map and registers digitisation	In progress (Commenced September 2020 and proceeding in phases)	Registers have been scanned. Digital map is in the late stages of preparation.	Digitisation of cemetery records to facilitate remote working, greater efficiency and, eventually, direct public access	Town Clerk	Revised capital budget of £5,467 (originally £5,000).
RLOS19	Carvers Strategic Development	In progress (Commenced Feb. 2021)	The Carvers Working Party met on 30 November to consider service proposals from landscape designers. Further proposals have been received and will be considered at next meeting.	Devising a strategic vision and plan for the future of Carvers Recreation Ground pulling together proposals for additional play equipment and other features	Carvers Manager	Revised budget of £6,000 (virement from RLOS4).
RLOS20	Detached youth outreach work	In progress	The work trial agreed in February 2020 has concluded. A report will be presented to the Carvers Working Party when it meets next.	Trialling the provision of detached outreach work by specialist youth workers.	Carvers Manager	Revised budget of £9,500 (originally £5,500). £3,109.80 spent to date.
RLOS21	Poulner Lakes track maintenance	In progress (under discussion since Jan. 2021)	Costs estimates for re-surfacing schemes obtained from two suppliers. NFDC officers have been consulted about related mitigation schemes and possible support.	Devising a sustainable regime for maintaining the access tracks at Poulner Lakes to a more acceptable standard.	Town Clerk	Yet to be settled
RLOS22	Bickerley parking problem	In progress (under discussion since Jan. 2019)	"No Parking" signs have been installed. Replacement timber for "dragon's teeth" has been ordered and will be installed shortly. A decorative sign was approved in principle at the Febraury committee meeting and further design work is now being arranged.	Unauthorised parking on the tracks crossing the Bickerley is causing damage and obstruction	Town Clerk	The Council is wholly responsible for the cost of whatever measures are taken including staff time. Six No Parking signs cost £156.72. Estimated cost of decorative sign is £1,200.

Staffing Committee

None at present

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Proposed/Emerging Projects Update



No.	Name	Description	Lead	Recent developments	Progress / Status Stage reached	Estimated cost	Funding sources
Full Council							
	None						
Planning Town & Environment Committee							
	Roundabout under A31	Planting and other environmental enhancements		Area being used by National Highways for storage of materials during works to widen the A31.	Floated as possible future project		
	Lynes Lane re-paving Rear of Southampton Road	Ringwood Society proposal Proposal by Ringwood Society to improve appearance from The Furlong Car Park and approaches			Floated as possible future project Floated as possible future project		
	Dewey's Lane wall	Repair of historic wall		Re-build/repair options and costs are being investigated	Shelved as a TC project		
	Signage Review	Review of signs requiring attention - e.g. Castleman Trailway, Pocket Park, Gateway Square	Cllr Day		Floated as possible future project		
	Crow ditch	Investigate works required to improve capacity and flow of ditch alongside Crow Lane, between Hightown Road and Moortown Lane					Developers contributions
Policy & Finance Committee							
	Paperless office	Increasing efficiency of office space use	Cllr. Heron	Discussions with Town Clerk and Finance Manager			
Recreation, Leisure & Open Spaces Committee							
	Poulner Lakes	Developing and improving facilities	Cllr Heron		Floated as possible future project		
	Brockey Sands	Environmental enhancements to this area between the Bickerley and the Millstream	Cllr Day	Judged to be unviable. Written report to follow.	Floated as possible future project		
	Land at Folly Farm	Developing and improving this woodland site	Cllrs Heron & Ring		Floated as possible future project		
Staffing Committee							
	Re-grading of staff posts	A comprehensive review of staff posts to ensure that the pay grades for each are fair	Town Clerk	Cost of independent consultant support being researched	Initial appraisal		

Closed Projects Report

No.	Name	Description	Outcome	Notes
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Full Council

Planning, Town & Environment Committee

Pedestrian Crossings - Christchurch Road	Informal pedestrian crossings to the north and south of roundabout at junction of Christchurch Road with Wellworthy Way (Lidl)	Completed by HCC	
Cycleway signage and improvements	New signage and minor improvements to cycleway between Forest Gate Business Park and Hightown Road	Completed by HCC	
Carvers footpath/cycle-way improvement	Creation of shared use path across Carvers between Southampton Road and Mansfield Road	Completed by HCC	
Replacement Tree - Market Place	New Field Maple tree to replace tree stump in Market Place.	Completed in January 2022 by HCC	

Policy & Finance Committee

PF1	New Council website	Arranging a new website that is more responsive, directly editable by Council staff and compliant with accessibility regulations.	Completed
PF2	Greenways planning permission	Consideration of applying to renew planning permission for bungalow in garden previously obtained	Decided not to renew
PF3	Detached youth outreach work	To provide youth workers for trial of detached outreach work	Transferred to Recreation Leisure & Open Spaces Committee (see RLOS20)

Recreation, Leisure & Open Spaces Committee

RLOS1	War Memorial Repair	Repair by conservation specialists with Listed Building Consent with a re-dedication ceremony after.	Completed in 2021-22	
RLOS2	Bickerley Tracks Repair	Enhanced repair of tracks to address erosion and potholes (resurfacing is ruled out by town green status) and measures to control parking.	Fresh gravel laid in 2021-22.	No structural change is feasible at present.
RLOS3	Public open spaces security	Review of public open spaces managed by the Council and implementation of measures to protect the highest priority sites from unauthorised encampments and incursions by vehicles	Completed in 2021-22	
RLOS6	Community Allotment	Special arrangement needed for community growing area at Southampton Road	Ongoing processes adapted	Agreed to adopt as informal joint venture with the tenants' association
RLOS9	Aerator Repair	Major overhaul to extend life of this much-used attachment	Completed in 2021-22	
RLOS11	Ash Grove fence repair	Replacing the worn-out fence around the play area	Completed in 2021-22	
RLOS13	Bickerley compensation claim	Statutory compensation claim for access and damage caused by drainage works	Completed March 2022	Settlement achieved with professional advice
RLOS15	Acorn bench at Friday's Cross	Arranging the re-painting of this bespoke art-work	Completed in 2021-22	Labour kindly supplied by Men's Shed

Staffing Committee

S1	HR support contract renewal	Renewal of contract for the supply to the Council of specialist human resources law and management support	Completed in 2021-22
S2	Finance Staffing Review	Reassessing staffing requirements and capacity for finance functions and re-negotiating staff terms	Completed in 2021-22