

POLICY & FINANCE COMMITTEE

Dear Member

12th May 2022

A meeting of the above Committee will be held on **Wednesday 18th May 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/88985522586?pwd=ZFliSVRJeEZITHFVYj1E1L0F2U1VBZz09> Meeting ID:
889 8552 2586 Passcode: 155626

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 20th April 2022

5. GRANT AID

To consider the following applications for Grant Aid (*Report A*):-

- a. Homestart Hampshire
- b. Ringwood Netball Centre

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

- a. To note that the list of payments made on Imprest Account for April will be presented at the June meeting
- b. To note the total amount of Petty Cash payments for April
- c. To receive Statement of Town Council Balances and authorise Inter Account Transfers
- d. To receive the Finance Manager's draft outturn report 2021/22

7. NEIGHBOURHOOD PLAN

To consider approving a recommendation from Planning, Town and Environment Committee to fund work to the value of £3,650 to communicate and engage with young people on the Neighbourhood Plan (*P/5998 refers*) (*Report C*)

8. COMPLAINTS PROCEDURE REVIEW

To consider and approve the Complaints Procedure 2022 (*Report D*)

9. FREEDOM OF INFORMATION & DATA PROTECTION POLICIES

To review freedom of information and data protection policies (*Report E*)

10. CAMPER AT POULNER LAKES

To consider acting to remove camper at Poulner Lakes

11. LAND AT FORESTSIDE GARDENS

To receive an update on the sale of land at Forest side Gardens

12. RE-GRADING OF POSTS

To consider funding for re-grading of posts

13. PROJECTS (current and proposed)

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

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

Student Advisors

Copied by e-mail to other members for information

RINGWOOD TOWN COUNCIL



POLICY & FINANCE COMMITTEE 18TH MAY 2022

GRANTS 2022/2023

GRANTS REQUESTED

	PREVIOUS GRANTS PAID			Requested
	2019/20	2020/21	2021/22	
	£	£	£	
Homestart Hampshire				2,000
Ringwood Netball Centre				1000-2000

2022/23 FUNDS AVAILABLE

	£
2022/23 Budget	9,900
Total Funds available	9,900
Less Paid	2,000
Total Unspent @ 18/05/22	7,900

2022/23 GRANTS PAID TO DATE

	Min Ref	£
Poulner Junior School	F/6022	2,000
	TOTAL	2,000

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	Home-Start Hampshire
Charity Registration Number (if appropriate)	1144661
Postal Address for the organisation (if there is one)	Wickham Community Centre, Mill Lane Wickham PO17 5AL
Please tick to confirm that contact details have been provided on page 1	<input checked="" type="checkbox"/>

Details of Grant Request

Amount requested	£ 2000
What is the purpose of the grant?	<p>Home-Start is a voluntary organisation committed to promoting the welfare of families with young children. In addition of one to one support, we offer family groups, providing regular support and practical help to families under stress, helping to prevent family crisis and breakdown.</p> <p>We looking to get additional funding towards our running costs for 2022-2023. Last year we supported 7 families in the Ringwood area with a weekly dedicated volunteer visit costing £1300 for a whole year. These costs include a family coordinator who manages and oversees the family and volunteers relationship and progress, administrative support, volunteer training, and expenses for both the Family coordinator and volunteer.</p> <p>£1300 provides weekly dedicated support for a family for a whole year. £50 supports the induction training of a new home-visiting support volunteer</p>

How would the people of Ringwood benefit from your receiving this grant?	Romsey is covered under our New Forest (SW) office. The families we support within Romsey will benefit from a 1:1 weekly visit from a trained DBS checked volunteer. During in the visit the volunteer aims to help the family with issues around finances, mental health, isolation and parenting. For more information on the services we offer and our impact please see attached document.	
How many Ringwood people would benefit?	Based on previous years figures we expect to support 7 families	
Total cost of project	£ 2000	

Information about your Organisation

Membership: 0	What facilities do you provide? We offer families with at least one child 11 years or under a one-one weekly visit from a trained DBS checked volunteer. This service is free to the families and is not means tested. Families can refer themselves or get someone to refer to us on their behalf
Subscription: £0	
Names of competing or similar organisations	
Please tick to confirm that payment details have been provided on page 1	<input checked="" type="checkbox"/>

Funds available to your organisation

(apart from this grant application)

Cash in hand: £	Annual income: £600,000	
Other sponsoring bodies and amounts donated by them		£
		£
		£
Have you applied, or do you intend to apply, to any other sponsoring bodies for funding? If so, please give details.	As we cover a large area we apply for funding from lots of different funding providers to cover the different areas we offer support in. We aim to raise a total of £600,000 to support a total of 500 families across Hampshire with a large proportion coming from town councils and our community teams attending fundraising events.	

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	

Introduction

The core purpose of Home-Start Hampshire is to provide support to Families with children aged between 0 and 11 so Families can provide their children with the best possible start in life. Home-Start Hampshire is a local charity providing trained volunteers and expert support helping families with young children through their challenging times. We are there for parents when they need us the most.... because childhood can't wait.

Our trained volunteers, managed by a professional Family Coordinator, offer support and friendship to families with children up to the age of 11, either one-to-one or in groups. These are the vital years when children learn resilience, self-esteem and confidence and develop good mental and physical health which can last a lifetime.

Our charity helps individual families *now*, but our actions reach much further and wider than this. Society as whole benefits from adults who have grown up in secure, loving and supportive circumstances, and these adults then go on to lead successful lives and become good parents to their own children. However a poor start in life can so often lead to adults needing professional interventions which can be disruptive and costly.

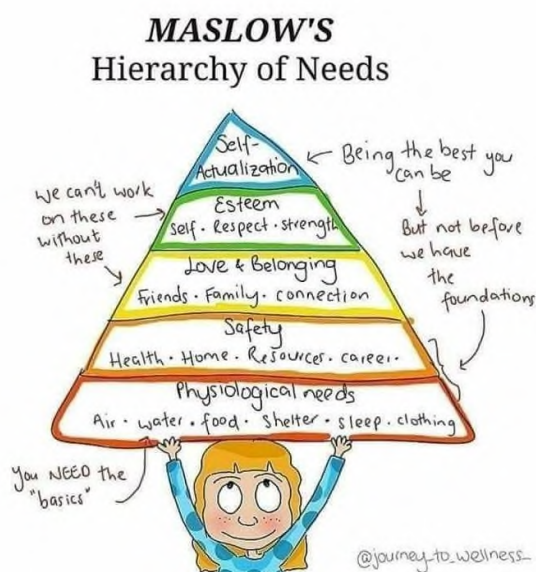
Pyramid Project

Our project is a programme of three strands of support based on the Maslow's hierarchy of needs:

Parenting – parents will develop strong and loving parenting skills and gain strategies for establishing family routines which leads to children feeling secure.

Mental health – parents and children are helped with mental health difficulties by putting coping strategies in place to encourage their well-being.

Social isolation – parents who feel isolated and excluded are helped to integrate into their communities by friendship, encouragement and practical help such as lifts to local groups.



The Effects of the Pandemic

This is a particularly difficult time for our charity and for the families in the Alton, Bordon and Liphook areas we cover. Our regular fund-raising activities are only just beginning to return after the disruption of the coronavirus pandemic so our income greatly reduced, yet the families we support need us more than ever.

Now that government restrictions have been lifted however, it has still not been easy for everyone to return to a normal way of life. Many of the people we support have lost confidence, or have been bereaved or lost their social support networks, or have had to deal with changes to their working lives.

The volunteers working in your area may not have been visiting families but they have kept in touch by phone or social media channels to continue their essential support where possible. We are aware of the need to reconnect and rebuild support for current families in need and we are aware that new families will be referring themselves soon with traditional Home-Start support needs.

National research indicates a huge negative impact on parents and on infants born during lockdown. New mothers battling with post-natal depression, isolation, physical health problems or bereavement really do benefit from the kindness and understanding of a volunteer who checks in regularly with them, listens without judgement and finds practical solutions to some of their problems. Home-Start UK is a member of the Maternal Mental Health Alliance and sits on the steering group for the First 1001 Days Movement.

School readiness for many has been impacted due to less socialisation and attendance at play sessions. Schools are already indicating that primary school children have had significant dips in their reading and writing skill levels and physical fitness. These are all local needs we can address with additional volunteer home visits, phone support, sign-posting, group sessions and local family outings.

Hampshire's Starting Well document says 'there are clear links between educational attainment, absenteeism and both current and future health outcomes for children and young people. Good educational attainment and skills are part of the key to breaking the intergenerational cycle of inequalities in income and employment opportunities which impact on health'. This is why Home-Start concentrates on supporting families in the early years and why we focus on building parenting skills.

How You Can Help

We are determined to take local action now, to tackle problems before families reach crisis point. We have the volunteers and the knowledge, but what we need is your funding to ensure that we can sustain and increase the training and management of our volunteers, ensure they are informed and upskilled about mental health support and the other impacts of the pandemic. We need to ensure in these overwhelming times that our paid staff are available to local families, volunteers and referrers so that the quality and safe performance of our service provision is maintained and new project work can extend our local impact.

We know from qualitative research and feedback that our work is really vital to the wellbeing of our families and cannot be over-emphasised in its importance. Most parents report positive changes in their children's behaviour, health and happiness following their six to nine month relationship with one of our volunteers and this can lead to a step change in their outlook and ability to thrive later as young adults and, eventually, as parents themselves.

Your donation to our work, so important in any year, is vital now.



Our Request: It costs approximately £10,000 per year for the 'average' local council to support one child in need. (Source: Aldaba and EIF analysis of Department for Education, Section 251, total expenditure National Statistics, Characteristics of children in need; Looked after children, p22) – so our preventative support is highly cost effective.

Please will you consider making any donation towards our project costs:

£1300 provides one-to-one support for 1 family who are in crisis for up to 1 year, or 2 to 3 families for shorter periods. The support is flexible and tailored to their needs, and includes weekly volunteer home visits, regular reviews to measure progress and identify additional needs, liaison with other agencies to help with more complex concerns and the opportunity to attend group sessions, outings and much more.

£5000 provides one-to-one support for 4 families for up to 1 year or 8 families for 6 months.

£8500 funds a Home-Start Family Group facility supporting 20 – 25 families a year. This provides social and emotional support, models positive parenting strategies and provides parents with coaching on play, language or other child development issues for improved school readiness. Groups also identify mental health concerns and provide advice on budgeting, healthy eating, access to local services etc.

£10,000 covers the staffing cost of managing a pool of local volunteers for a year, managing induction and on-going training, effecting skilled and sensitive family referrals and ensuring children are safe-guarded.

We are happy to provide any further information required. Reports and reviews can be provided for any donations received, both qualitative and quantitative, to demonstrate how the money has been utilised to support families and we would be keen to share our learning with yourselves and other organisations.

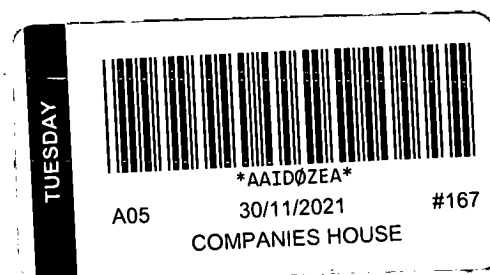
The Government Health and Social Care Committee said the first 1,000 days of a child's life are critical, but not enough is being done; please help us to do more.

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HOME-START HAMPSHIRE
DIRECTORS' AND TRUSTEES' REPORT
AND
FINANCIAL STATEMENTS
FOR THE YEAR ENDED
31ST MARCH 2021

Charity No. 1144661

Company No. 07295751
(Registered in England and Wales)



HOME-START HAMPSHIRE

Company No. 07295751 (Registered in England and Wales)

Charity No. 1144661

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HOME-START HAMPSHIRE**OFFICERS AND PROFESSIONAL ADVISERS**

Directors and trustees	Lynn Ludford (Chair) Helen Horn (Vice-Chair retired 19 May 2021) Paul Rann (Vice-Chair appointed 19 May 2021) Clare Kennedy Rachel Swan Ian Wollam (Treasurer - appointed 19 May 2021) Tina Daniel Eileen Ball (appointed 16 September 2020)
Members	The trustees are the only members.
Company Secretary	Clare Kennedy
Chief Executive	Maurice Tutty
Company number	07295751 (Registered in England and Wales)
Charity number	1E+06
Registered Office	Arena Business Centre Lancaster Court Barnes Wallis Road Segensworth Fareham PO15 5TU
Bankers	Lloyds Bank plc Blackheath, London
Independent Examiner	Mark Dickinson FCA Wise & Co Chartered Accountants & Statutory Auditors Wey Court West Union Road Farnham Surrey GU9 7PT

HOME-START HAMPSHIRE**REPORT OF THE TRUSTEES****FOR THE YEAR ENDED****31ST MARCH 2021**

The trustees, who are also directors of the charity for the purpose of the Companies Act, present their annual report and the financial statements for the year ended 31st March 2021. The financial statements comply with the Charities Act 2011, the Companies Act 2006, the Memorandum and Articles of Association, and Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK SORP (FRS 102).

OBJECTS OF THE CHARITY, PRINCIPAL ACTIVITIES AND ORGANISATION OF OUR WORK

The charity is registered as a charity with the Charity Commission and constituted as a company limited by guarantee, registered in England and Wales, and governed by a memorandum and articles of association.

The charity's objects are to safeguard, protect and preserve the good health, both mental and physical of children and parents of children, to prevent cruelty or maltreatment of children, to relieve sickness poverty and need amongst children, and to promote the education of the public in better standards of childcare within the areas of Hampshire covering Rushmoor and Hart, part of East Hampshire including Alton, Bordon and Liphook, Havant, Gosport and Fareham, the Meon Valley and the New Forest and its environs.

Its principal activity is the recruiting and training of volunteers who then offer confidential and informal support to families in need.

The board of trustees, who meet at least 6 times a year, are responsible for the administration and governance of the charity.

During this unprecedented year, although The Trustee Board continued to meet bi monthly throughout the year, we devolved decision making to a group of three trustees and the CEO in response to the need for fast decision making. This group met weekly throughout the lockdown and the subsequent slow unlocking.

Recruitment and appointment of new trustees

The charity regularly reviews the skills of Trustees/Directors, and any needs that are not being met by the current membership are filled through recruitment of new Trustees/Directors. Recruitment is through a combination of:

- Direct approach to suitably qualified individuals known to the existing Trustees/Directors;
- Advertising for applicants through the media and other outlets; and
- Using Board 'banks', etc. maintained by support bodies.

The Board of Trustees/Directors has established procedures for recruiting and appointing Trustees/Directors, including identification of potential candidates, informal visits or discussions, formal application and interview, consideration by the full Board of Trustees/Directors, and finally election by a majority of votes.

Home-Start Hampshire is committed to safeguarding and promoting the welfare of children and vulnerable adults and our Safe Recruitment Policy is an important part of safeguarding and protecting children and vulnerable adults and it is essential that the assessment and selection of all persons within the charity is robust. Checks at an appropriate level will be undertaken prior to anyone taking up an employed or volunteer role within the charity.

This policy with supporting procedures outlines the steps we take to ensure that our staff members, volunteers and trustees are safe to work with children and vulnerable adults.

Induction and training of new Trustees/Directors

Home-Start Hampshire is committed to full induction and ongoing training of Trustees/Directors. A comprehensive Induction Pack and Code of Conduct is provided to all Trustees/Directors. New trustees have a six month probationary period and during that time have the support of a mentor who is an experienced trustee. New trustees meet with the CEO and members of the Senior Management team and attend meetings of staff and volunteers in their local area to gain an understanding of the way the organisation is run. In addition, all new trustees attend an induction course or webinar delivered by HSUK. In the absence of a suitable course being available within the timescale this will be delivered locally. Furthermore, all trustees undertake local Safeguarding training specifically developed for trustees. The Chair meets regularly with fellow Trustees/Directors and discusses trustees roles in support of the organisation.

The day to day management is delegated to the Chief Executive Officer who is responsible for the line management of the senior management team who are in turn responsible for the line management of all other staff.

The charity places much reliance on the services of unpaid volunteers. This includes the time provided by the trustees.

Home-Start UK

Although autonomous under the Memorandum and Articles, the Charity does belong to an umbrella organisation, Home-Start UK. Under its Agreement with Home-Start UK the Charity submits to review and monitoring, and receives training, information and guidance. In particular Home-Start operates a Quality Assurance Scheme which ensures best standards are maintained.

HOME-START HAMPSHIRE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED

31ST MARCH 2021

FINANCIAL REVIEW

The financial year to 31st March 2021, represented the third full year of the Charity's operations. The Statement of Financial Activities shows a net surplus in funds of £88,376 for the year, which thanks to the brought forward funds of £412,296, it means that we carry forward into the next financial year, a balance of £500,672.

In only the third year after merger, we have faced unprecedented times when, along with the rest of the world, we grappled with the Coronavirus pandemic. We started the year in lockdown. All staff were working from home, adjusting to a new way of working. Meetings were held remotely via Zoom and Microsoft Teams.

Throughout the lockdowns and subsequent easing, we continued to deliver services to our beneficiaries via telephone, online media and when allowed outdoor meetings.

In 2021-2022, we expect to return to working with families and children in their own homes as well as expanding our group work. COVID restrictions allowing, we are also offering a hybrid support model to families, enabling support to be delivered face to face and digitally where appropriate. Our target is to support 515 families and their children by the end of March 2022.

To do that we will need to meet our income targets, work smartly and flexibly. We will need to work collaboratively with other organisations. As we move out of the Pandemic our emphasis must move from an internal to an external focus and our sustainability for the future.

During the year, we were pleased receive additional grant funding from The National Lottery, Awards for All and a number of other sources to help us maintain our work when events and face to face fundraising could not take place. Such funding also provided for equipment and IT facilities to enable our staff and volunteers to work remotely with families, meetings and for training, including Preparation Courses for new volunteers.

The support offered by the Furlough Scheme was a lifeline, enabling us to manage our cost base whilst continuing our work supporting families, albeit in different ways. New group work staff who joined in March 2020 did not meet the furlough scheme criteria and we had to lay them off until late August 2020. We were extremely fortunate that they wished to return to work with us.

As always, by far the largest component in our total expenditure are our Staff Costs at £448,001 (76% of total costs, up on the previous year as more staff employed to meet increasing numbers of families supported), with the next largest being those connected with premises costs at £29,544 (5%) and IT & Communications costs at £29,476 (5%).

The Trustees / Directors remain confident that there are sufficient funds, both available and due to be received, to support the services being delivered by Home-Start Hampshire through to the end of the next financial year on 31st March 2022.

The charity's current policy concerning the payment of trade creditors is to:

- settle the terms of payment with suppliers when agreeing the terms of each transaction;
- ensure that suppliers are made aware of the terms of payment by inclusion of the relevant terms in contracts; and
- pay in accordance with the charity's contractual and other legal obligations.

Pay and remuneration of key management

When determining the salaries for key management posts, Trustees collect information about comparable roles in other organisations, preferably within the voluntary sector. This information is used to benchmark the charity's salaries, normally aiming to set them at a level that appears to represent the market average. Advice is also sought from colleagues within other organisations which employ people in similar roles. All salaries are reviewed annually. In reviewing the charity's remuneration policy, and annual increments, the Trustees will consider available advice and best practice, including, but not limited to the NCVO's guidance on "Setting and Communicating Remuneration Policies".

Risk Management

The trustees have a risk management strategy which looks at the risks to the charity on an ongoing basis. A corporate risk register is maintained by the management team and is reviewed at each Board meeting and at sub-committee meetings.

The reviews also check that the systems and procedures are in place to mitigate risks identified as well as action that would be needed should those risks materialise.

Ongoing financial security is always a risk and thus the reserves are reviewed monthly and new projects are required to be self-funding. The risk register is compiled and managed by reference to the strategic plan together with day to day operational performance.

Home-Start Hampshire has adopted the quality assurance framework established by Home-Start UK. Thus, we are subject to external review by HSUK every 4 years and Home-Start Hampshire were reviewed in February 2020 achieving 100% compliance.

The Trustees have assessed the major risks to which the charity is exposed through its risk management strategy, and are satisfied that systems are robust and in place to mitigate exposure to the major risks.

HOME-START HAMPSHIRE
REPORT OF THE TRUSTEES
FOR THE YEAR ENDED
31ST MARCH 2021

Reserves Policy

The Trustees have set a reserves policy which requires:

a) reserves are maintained at a level which ensures that Home-Start Hampshire's core activity could continue during a period of unforeseen difficulty

b) a proportion of reserves are maintained in a readily realisable form.

The calculation of the required level of reserves is an integral part of the scheme's planning, budget and forecast cycle and takes into account:

- risks associated with each stream of income & expenditure being different from budget
- planned activity level
- organisation's commitments.

Having considered the risk, activity and commitments of the organisation, Trustees have agreed that the scheme need to retain a level of reserves of 6 months running costs.

ACHIEVEMENTS AND PERFORMANCE

It is an understatement to say that April 2020 to March 2021 has been a very peculiar year.

Together, however, with our amazing volunteers we continued to support families throughout the year.

Through the charity's work, the Trustees/Directors are pleased to report the following Outputs and Outcomes as highlights for the financial year to 31 March 2021:

During the year, we invested in our systems, our technical infrastructure and CRM systems, providing improved operational support, management information and outcome reporting to enable effective and supportive remote working for both staff and volunteers.

We trained existing and a number of new volunteers to provide remote support during this period.

Our Group work continued online and gradually moved to outside venues, observing social distancing protocols.

Overall, a total of 146 volunteers helped us to support 881 children across 394 families throughout the year. In the first half of the year, we were all focused on dealing with the pandemic and associated impacts on family life.

In the second half of the year, we saw the benefits of our work with families and we recorded extremely positive results against our targeted outcomes with families across the County.

Although all the volunteer Community Action teams had to substantially reduce their activity, they have all stayed with us and have been successful securing some local funding.

We have been able to deliver a variety of much appreciated activity and educational packs to families, food parcels and extras at Christmas and Easter.

We have benefitted from the strategic partnership with John Lewis/Waitrose which continues in 2021/2022.

Our existing funders, such as the National Lottery and Children in Need have been extremely supportive. We were able to re-purpose funding and received further support through a range of COVID 19 related emergency funding.

Staff costs were managed via the furlough scheme flexibility where COVID 19 imposed constraints on support activities.

We consolidated premises to reduce our accommodation costs and have adopted flexible working across the workforce.

Overall, we ended the year with our workforce intact and in a healthy financial position.

During the year we took the opportunity to revise our organisational structure. We redistributed our workforce to increase our front line family support capacity and introduced some new posts to address areas where we believed we needed to strengthen, notably our Project and Volunteer coordination activity.

We have seen the evidence of additional need driven by COVID 19 related impacts on families and, as a result, we anticipate demand for our services will increase significantly next year.

We believe the changes we implemented in 2020/2021 will help us to cope with this increased demand and have, therefore, set aspirational targets for 2021/2022.

We would like to say a huge thank you to all of our volunteers who continued to provide whatever support they could during the very difficult circumstances over the year.

HOME-START HAMPSHIRE

REPORT OF THE TRUSTEES (continued)

FOR THE YEAR ENDED

31ST MARCH 2021

Future Plans

We aim to increase the number of families and children we support and will continue to seek improvements to our engagement model to increase the effectiveness of our interventions with families.

We plan to continue to digitise our services to improve our operational flexibility and resilience. Capabilities to support marketing and fundraising activities will also be a focus during the year.

We will continue to secure strategic funding support from key partners and will be looking to build on this success with additional sponsors and improved local community engagement. Whilst plans to explore new business initiatives which will help to diversify our income streams and improve our longer term sustainability had to be put on hold, we intend to develop such work in 2021/2022.

The Board seeks, long term, to be able to provide services in areas of Hampshire currently without a Home-Start scheme presence. Such service, however, will have to be fully funded from new grants and fundraising.

Public Benefit

In setting its plans and priorities for areas of work, the trustees of Home-Start Hampshire have regard to the guidance from the charity commission on public statement of benefit. Our business plan and the analysis of achievements against that plan, demonstrates how the

Our business plan and the analysis of achievements against that plan demonstrates how the charity has set out to fulfil its principal charitable objective that is: the relief of children or parents in despair or distress and the prevention of physical or mental abuse of such children.

The charity currently provides services at no cost to beneficiaries, funded through applications to major grant funders such as the National Lottery, public sector bodies, trusts and charities, and through individual giving and sponsorship.

We are extremely grateful to our funders who enabled us to continue our work unceasingly to families throughout 2020/2021.

HOME-START HAMPSHIRE

REPORT OF THE TRUSTEES (continued)

FOR THE YEAR ENDED

31ST MARCH 2021

Directors and Trustees

All directors of the company are also trustees and members of the charity, and there are no other trustees or members. All of the trustees are named on page 1.

Every member promises, if the Charity is dissolved while he, she or it remains a member or within 12 months afterwards, to pay up to £1 towards the costs of dissolution and the liabilities incurred by the Charity while the contributor was a member.

Trustees' Responsibilities in Relation to the Financial Statements

The directors are responsible for preparing the financial statements in accordance with applicable law and United Kingdom Generally Accepted Accounting Practice.

The Companies Act 2006 requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of the company and of the profit and loss of the company for that period.

In preparing those financial statements the directors are required to:

- (i) select suitable accounting policies and then apply them consistently;
- (ii) observe the methods and principles of the Charities SORP (FRS 102);
- (iii) make judgements and estimates that are reasonable and prudent;
- (iv) state whether applicable UK Accounting Standards (FRS 102) have been followed, subject to any material departures disclosed and explained in the financial statements;
- (v) prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping proper accounting records which disclose, with reasonable accuracy any time the financial position of the company. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Small company exemption

This report has been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

By order of the Board

Director
Lynn Ludford (Chair)

Date: 26th November 2021

HOME-START HAMPSHIRE

REPORT OF THE INDEPENDENT EXAMINER

FOR THE YEAR ENDED

31ST MARCH 2021

I report to the trustees on my examination of the accounts of Home-Start Hampshire for the year ended 31st March 2021.

Responsibilities and basis of report

As the charity trustees of the Charity you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Charities accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable directions given by the Charity Commission under section 145(5)(b) of the Act.

Basis of independent examiner's statement

My examination was carried out in accordance with General Directions given by the Charity Commissioners. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from the trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently I do not express an audit opinion on the accounts.

Independent examiner's statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1) accounting records were not kept in respect of the Charity as required by section 130 of the Act; or
- 2) the accounts do not accord with those records; or
- 3) the accounts do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that accounts give a 'true and fair view', which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.



Mark Dickinson FCA, Wise & Co., Chartered Accountants & Statutory Auditors

Date: 29/11/2021

Wey Court West, Union Road, Farnham, Surrey, GU9 7PT.

HOME-START HAMPSHIRE

Company No. 07295751

Charity No. 1144661

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED

31ST MARCH 2021

Notes	Unrestricted	Designated	Restricted	Total	Unrestricted	Designated	Restricted	Total
	Funds	Funds	Funds	Funds	Funds	Funds	Funds	Funds
	2021	2021	2021	2021	2020	2020	2020	2020
	£	£	£	£	£	£	£	£
Incoming resources								
Grants received	2/3	84,870	495,880	580,750	1,500	44,978	376,575	423,053
Donations/fundraising	4	44,104	2,310	46,414	12,394	16,965	1,680	31,039
Events		7,585		7,585	5,181	14,248		19,429
Legacies				-				-
Furlough Income			18,031	18,031				-
Other income		9,832		9,832	17,703	1,977		19,679
Total incoming resources		146,391	516,221	662,612	36,777	78,168	378,255	493,200
Resources expended								
<u>Direct charitable expenditure</u>								
Salary costs			388,727	388,727		119,622	259,568	379,189
Pension costs	40,000		18,409	58,409		4,222	10,475	14,696
Redundancy & recruitment			865	865		85	832	917
Family group & project costs			11,985	11,985		2,376	2,656	5,032
Operational phone costs			2,799	2,799		227	1,177	1,404
Volunteer training			78	78		-	1,619	1,619
Staff training			1,363	1,363		684	5,414	6,098
Staff travel & expenses			11,579	11,579		7,210	14,079	21,289
Volunteer travel & expenses			1,598	1,598		4,487	12,916	17,402
	40,000	-	437,403	477,403	-	138,912	308,735	447,646
<u>Governance costs</u>								
Rent, rates & Property costs			29,544	29,544		8,506	19,256	27,762
IT & communication costs			29,476	29,476		9,618	18,790	28,409
Office costs			4,972	4,972		947	4,078	5,025
Home Start fees			9,776	9,776		4,240	13,702	17,942
Marketing & advertising			3,443	3,443		233	3,309	3,542
Fundraising & event costs			3,075	3,075		3,549	3,257	6,806
Depreciation			6,289	6,289		1,691	1,759	3,450
Other asset movement			-	-		-	-	-
Bank fees			379	379		342	310	652
Audit & accountancy			1,560	1,560		2,863	6,531	9,394
Other professional fees			6,446	6,446		1,122	3,743	4,865
Insurance			1,291	1,291		383	386	769
<u>Defined Benefit Pension Scheme</u>								
Interest Expense			254	254		174	-	174
Impact of any change in assumptions			327	327		(307)	0	(307)
Amendments to the contributions schedule			-	-		-	-	-
	-	-	96,833	96,833	-	33,363	75,121	108,484
Total resources expended	40,000	-	534,236	574,236	-	172,275	383,856	556,130
Net incoming resources for the year	106,391	-	(18,015)	88,376	36,777	(94,107)	(5,600)	(62,930)
Balance brought forward at 1st April 2020	68,297	232,775	111,224	412,295	31,520	326,881	116,824	475,226
Transfer of designated reserves	232,775	(232,775)	-	-				
Balance carried forward at 31st March 2021	407,463	-	93,209	500,672	68,297	232,775	111,224	412,296

The notes on pages 10 to 14 form part of these financial statements.

HOME-START HAMPSHIRE

Company No. 07295751

Charity No. 1144661

BALANCE SHEET**AS AT 31ST MARCH 2021**

	Notes	2021		2020	
		£	£	£	£
Fixed Assets	5	15,336		5,996	
Current Assets					
Debtors	6	9,703		3,407	
Cash at bank and in hand		571,646		440,746	
		<u>581,348</u>		<u>444,153</u>	
Creditors: amounts falling due within one year	7	96,012		<u>26,533</u>	
Net current assets			500,672		423,616
Creditors: amounts falling due after more than one year	14	-	-		11,320
Net assets	8		<u>500,672</u>		<u>412,296</u>
Capital Funds					
Unrestricted Funds	9a		407,463		68,298
Designated Funds	9b				232,775
Restricted Funds	9c		93,209		111,223
Total funds			<u>500,672</u>		<u>412,296</u>

Approval

The directors are satisfied that the company is entitled to exemption from the provisions of the Companies Act 2006 (the Act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The directors acknowledge their responsibility for complying with the requirements of the Act with respect to accounting records and the preparation of accounts.

These accounts have been prepared in accordance with the provisions applicable to companies subject to the small companies regime.

These financial statements were approved by the directors on 11th November 2021 signed by:


Lynn Ludford (Chair)

The notes on pages 10 to 14 form part of these financial statements.

HOME-START HAMPSHIRE

Company No. 07295751

Charity No. 1144661

**STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED
31ST MARCH 2021**

	Total Funds	Prior Year Funds	Note
	£	£	
Cash flows from operating activities:	27,548	(22,169)	18
Cash flows from investing activities:			
Purchases of Fixed Assets	187	(3,308)	
Net cash provided by (used in) investing activities:	(4,442)	(3,308)	
Cash flows from financing activities:			
Interest Income	311,574	177,764	
Net cash provided by (used in) financing activities	311,574	177,764	
	334,680	152,287	
Change in cash and cash equivalents in the reporting period	334,680	152,287	
Cash and cash equivalents at the beginning of the reporting period	181,314	29,027	
Total cash and cash equivalents at the end of the year	515,994	181,314	
	515,994	181,314	

HOME-START HAMPSHIRE

NOTES TO THE FINANCIAL STATEMENTS

FOR THE YEAR ENDED

31ST MARCH 2021

1 Accounting policies

The principal accounting policies are summarised below. The accounting policies have been applied consistently throughout the year and in the preceding year.

a Basis of accounting

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing accounts in accordance with the Financial Reporting Standard applicable in the UK (FRS 102) (Charities SORP (FRS102)), the Financial Reporting applicable in the UK (FRS102) and the Companies Act 2006.

b Fund accounting

Unrestricted funds are available for use at the discretion of the trustees in furtherance of the general objectives of the charity.

Restricted funds are subjected to restrictions on their expenditure imposed by the donor.

c Incoming resources

Voluntary income, donations and grants are accounted for on an accruals basis.

d Resources expended

Expenditure is recognised on an accrual basis as a liability is incurred. Expenditure includes any VAT that cannot be fully recovered, and is reported as part of the expenditure to which it relates.

Direct charitable expenditure comprises those costs incurred by the charity in the delivery of its activities and services for its beneficiaries. It includes both costs that can be allocated directly to such activities and those costs of an indirect nature necessary to support them.

Governance costs include those costs associated with meeting the constitutional and statutory requirements of the charity and include the independent examiner's fee and costs linked to the strategic management of the charity.

e Retirement benefits

Payments to both the defined contribution retirement benefit scheme and the defined benefit retirement scheme are charged as an expense as they fall due.

The charity's defined benefit retirement scheme is The Pension Trust employee's personal Pension Fund and it contributes it contributes at rates set by the Scheme Actuary and advised to the board by the Scheme Administrator. The scheme is a multi employer pension scheme and it is not possible to identify the assets and liabilities of the scheme attributable to the charity. In accordance with FRS17 therefore, the scheme is accounted for as a defined contribution scheme. See Note 14.

f Fixed Assets

Fixed assets costing £300 or more are capitalised at cost and are depreciated on a straight line basis over 3 years.

2

Grants received - unrestricted funds	2021	2020
	£	£
Garfield Weston Foundation	30,000	
Anonymous Foundation	25,000	
Clara Burgess	5,000	
Jurgens Charitable Trust	5,000	
Various Trusts & Foundations	19,870	1,500
	<u>84,870</u>	<u>1,500</u>

Unrestricted funds can be used across any function/any area for the purpose of the Charity.

Any unrestricted grants more than £5,000 are itemised.

Any unrestricted grants less than £5,000 are aggregated.

Grants received - designated funds	2021	2020
	£	£
Winchester City Council		10,000
The Alice Ellen Cooper Dean Charitable Foundation		5,000
Other Grants received below £5,000		29,978
	<u>-</u>	<u>44,978</u>

No funds were designated during financial year 20/21.

HOME-START HAMPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED

31ST MARCH 2021

	#REF1	£	#REF1	£	Function
3 Grants received - restricted funds					
ABF The Soldiers			13,654		Forces Families Matter
Awards for All			9,771		Ambassador program/NF Family Group
Awards for All	9,707				Covid 19 - group support
Alton Town Council	5,000				Supporting families
Big Hopes, Big Futures	15,000				Supporting families for starting school
Calleva	5,000				Supporting families in the Havant Area
Centre for the Explore	5,000				Explore Programme
Children in Need	4,984		9,967		Supporting families in the Havant Area
Children in Need	42,291		37,721		Supporting families across Hampshire
EHDC	10,985				Supporting local families
Sports England (Energise Me)	6,012				Sports Packs
Garfield Weston Foundation			25,000		Supporting families
HCC			32,700		Supporting families
HCC - SFP	8,554				Covid 19 Emergency Grant
HCC Troubled Families			2,800		Supporting families within the Troubled Families Initiative
HIWCF			9,989		Mums Matter
HIWCF			5,000		A Better Start
HIWCF	9,266				Home-Visiting & NET DCMS
HS UK Loneliness	10,000				Covid19 Support
INEOS	10,000				Covid19 Support
Loadbalancer	7,000		7,000		Supporting families - family group
National Lottery	191,963		102,419		Pyramid Project
National Lottery	7,184		68,054		Mental Health project
National Lottery	47,760				Covid Support
Odiham Cottage Hospital	9,000				Group supports
Parish/local/district councils	29,267		5,000		Supporting families
Anonymous Foundation	15,000		22,000		Supporting families
RNRMC	5,000				Supporting naval families
The Big Salute			5,000		Supporting families
The Cross Trust			5,000		Training
Vivid	9,820				Supporting families
Winchester City Council	9,000				Supporting families in South Winchester District
Other small grants for supporting families	23,088		6,500		Supporting families, IT equipment, Craft packs during COVID19, consultancy.
Other small grants for training			9,000		Training
		<u>495,880</u>		<u>376,575</u>	

Restricted income is specifically restricted by function where the funds could be recalled if not used for its purpose

4 Donations					
Restricted by function	2,310		1,680		Specific aspects of family support
All donations received were less than £5000					

5 Fixed Assets

	IT Equipment	CRM System	Total
Cost:			
As at 1 April 2020	9,024	2,488	11,511
Additions	15,629		15,629
As at 31 March 2021	<u>24,653</u>	<u>2,488</u>	<u>27,141</u>
Depreciation:			
As at 1 April 2020	4,963	553	5,515
Charge for year	5,460	829	6,289
As at 31 March 2021	<u>10,423</u>	<u>1,382</u>	<u>11,805</u>
Net Book Value:			
As at 1 April 2020	4,061	1,935	5,996
As at 31 March 2021	<u>14,230</u>	<u>1,106</u>	<u>15,336</u>



HOME-START HAMPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED

31ST MARCH 2021

6 Debtors

	#REF1 £	#REF1 £
Due within one year:		
Accounts receivable	4,370	38
Prepayments	5,333	3,370
	<u>9,703</u>	<u>3,408</u>

7 Creditors: amounts falling due within one year

	#REF1 £	#REF1 £
Due within one year:		
Creditors Control account	14,017	12,500
Accruals	22,503	5,230
PAYE payable	6,808	5,984
Pension control account	3,083	2,820
Short Term Pension Liability	See note 14 49,554	-
Student loan payable	46	-
	<u>96,012</u>	<u>26,533</u>

8 Analysis of Net Assets Between Funds

	Unrestricted Funds £	Restricted Funds £	Total Funds £
Fixed Assets		15,336	15,336
Current Assets	473,120	108,229	581,348
Current Liabilities	(40,000)	136,012	96,012
Net Assets	<u>433,120</u>	<u>259,576</u>	<u>692,696</u>

9 Analysis of charitable funds

Analysis of funds movement		Balance b/fwd	Income	Expenditure	Transfers	Funds c/fwd
		£	£	£	£	£
a)	Unrestricted funds	68,297	146,391	(40,000)	232,774	407,463
b)	Designated funds	232,774	-	-	(232,774)	-
	Gosport & Fareham	111,546			(111,546)	-
	Havant	30,449			(30,449)	-
	Meon Valley	50,932			(50,932)	-
	New Forest	2,425			(2,425)	-
	Rushmoor & Hart	11,609			(11,609)	-
	Weywater	25,813			(25,813)	-
c)	Restricted funds by	111,224	516,221	(534,236)	-	93,209
	Supporting families	91,522	516,221	(514,533)		93,209
	Training	19,702		(19,702)		-
Total		412,295	662,612	(574,236)	-	500,672

Note:

During the year the trustees agreed that post-merger funds are no longer to be designated by area. A transfer has therefore been made of £232,774 from designated funds to general unrestricted funds.

Analysis of charitable funds - previous year

Analysis of funds movement		Balance b/fwd	Income	Expenditure	Transfers	Funds c/fwd
		£	£	£	£	£
a)	Unrestricted funds	31,520	36,777	-		68,297
b)	Designated funds	326,881	78,168	(172,275)	-	232,774
	Gosport & Fareham	152,906	543	(41,903)		111,546
	Havant	46,894	6,091	(22,536)		30,449
	Meon Valley	58,376	28,119	(35,563)		50,932
	New Forest	18,243	17,097	(32,915)		2,425
	Rushmoor & Hart	20,924	4,067	(13,382)		11,609
	Weywater	29,538	22,251	(25,976)		25,813
c)	Restricted funds by	116,824	378,255	(383,855)	-	111,224
	Supporting families	47,195	364,255	(319,928)		91,522
	Training	42,720	14,000	(37,018)		19,702
	Other activities	26,909	-	(26,909)		-
Total		476,226	493,200	(566,130)	-	412,296

HOME-START HAMPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED

31ST MARCH 2021

10 Trustees' Remuneration and Expenses

No remuneration or expenses were paid to any Trustees during the year, except to re-imburse them for purchases made on behalf of the charitable company. Total amount for year was £0.

11 Unrestricted funds

All unrestricted funds held are unrestricted and available to be applied in furtherance of Home-Start Hampshire charitable objectives at the discretion of the Trustees.

12 Related Party Transactions

No trustees made donations to the charity during the year.

13 Post Balance Sheet Event

None

14 THE PENSIONS TRUST - DEFINED BENEFIT RETIREMENT SCHEME

Home-Start Hampshire participates in The Pensions Trust (TPT) - Defined Benefit Scheme, a multi-employer scheme which provides benefits to some 950 non-associated participating employers in the UK.

It is not possible for Home-Start Hampshire to obtain sufficient information to enable it to account for the scheme as a defined benefit scheme. Therefore it accounts for the scheme as a defined contribution scheme.

The scheme is subject to the funding legislation outlined in the Pensions Act 2004 which came into force on 30 December 2005. This, together with documents issued by the Pensions Regulator and Technical Actuarial Standards issued by the Financial Reporting Council, set out the framework for funding defined benefit occupational pension schemes in the UK.

The scheme is classified as a 'last-man standing arrangement'. Therefore the company is potentially liable for other participating employers' obligations if those employers are unable to meet their share of the scheme deficit following withdrawal from the scheme. Participating employers are legally required to meet their share of the scheme deficit on an annuity purchase basis on withdrawal from the scheme.

A full actuarial valuation for the scheme was carried out at 30 September 2017. This valuation showed assets of £794.9m, liabilities of £926.4m and a deficit of £131.5m. To eliminate this funding shortfall, the Trustee has asked each participating employer to pay additional contributions to the scheme as follows:

(a) Deficit contributions for the whole scheme

From 1 April 2019 to 31 January 2025: £11,243,000 pa (payable monthly, increasing by 3% each on 1st April)

Unless a concession has been agreed with the Trustee the term to 31 January 2025 applies.

Note that the scheme's previous valuation was carried out with an effective date of 30 September 2014. This valuation showed assets of £793.4m, liabilities of £969.9m and a deficit of £176.5m. To eliminate this funding shortfall, the Trustee has asked the participating employers to pay additional contributions to the scheme as follows:

Prior Valuation Deficit contributions for the whole scheme

From 1 April 2016 to 30 September 2025: £12,945,440 pa (payable monthly, increasing by 3% each on 1st April)

From 1 April 2016 to 30 September 2028: £54,560 pa (payable monthly, increasing by 3% each on 1st April)

The recovery plan contributions are allocated to each participating employer in line with their estimated share of the Series 1 and Series 2 scheme liabilities.

Where the scheme is in deficit and where the company has agreed to a deficit funding arrangement the company recognises a liability for this obligation. The amount recognised is the net present value of the deficit reduction contributions payable under the agreement that relates to the deficit. The present value is calculated using the discount rate detailed in these disclosures. The unwinding of the discount rate is recognised as a finance cost.

(b) Growth Plan 4 Withdrawal

At the time of our merger into Home-Start Hampshire (HSH), we still had some employees on what was understood to be one pension scheme with TPT. When one employee moved to Home-Start Hampshire's standard T&C's and pension scheme, they triggered a withdrawal fee as they were actually the last remaining person in one of the schemes. HSH were only informed of the need to settle the liability in July 2021 and we are awaiting final calculation of the amount by the Scheme Actuary. Once estimation is received, we wish to make settlement immediately after.

The value of the withdrawal debt is currently being calculated by the Scheme Actuary. Current estimate for this to be completed is 8th December 2021.

The current estimate included in the accounts has been provided by TPT Retirement Solutions and is based on 2017 valuation plus expected increases since this time.

The commitment will be funded from our unrestricted reserves.

HOME-START HAMPSHIRE PRESENT VALUES OF PROVISION

	31-Mar-21 (£s)
Provision at start of period	11,320
Unwinding of the discount factor	254
Deficit contribution paid	(2,347)
Impact of any change in assumptions	327
Estimate of additional liability on withdrawal	40,000
Provision at end of period	49,554

HOME-START HAMPSHIRE

NOTES TO THE FINANCIAL STATEMENTS (continued)

FOR THE YEAR ENDED

31ST MARCH 2021

15 Staff costs - salaries, social security costs, employer's contribution to pension, also any redundancy payments.

	2021 £'000	2020 £'000
Salaries & Wages (Gross)	369	360
Redundancy		
Social Security Costs (ER NI)	19	19
Pension Costs (ER)	58	15
	<u>447</u>	<u>394</u>

No employees who received total employee benefits (excluding employer pension costs) of more than £60,000

16 Staff Numbers

	2021 Number	2020 Number
Average number of staff employed (part time)	27	25
FTE average number of staff for year	17	17

17 Members Guarantee

The company is a registered charity and a company limited by guarantee with liability of each of the members being limited to £1.

18 Reconciliation of net movement in funds to net cash flow from operating activities

	2021	2020
Net Movement in Funds	88,376	(62,930)
Add back depreciation charge	6,289	3,450
Defined benefit pension scheme finance cost	38,234	(2,412)
Deduct interest income shown in investing activities	(271)	(1,271)
Grants payable on merger		
Prepayments movement	(1,963)	(2,191)
Decrease (increase) in stock		
Decrease (increase) in debtors	(4,333)	455
Increase (decrease) in creditors	19,925	(8,047)
	<u>146,258</u>	<u>(72,945)</u>



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	New Forest Junior Netball Club (Hoops NC)
Charity Registration Number (if appropriate)	
Postal Address for the organisation (if there is one)	C/O 96 Northfield Rd. Ringwood. Hants BH24 1SU
Please tick to confirm that contact details have been provided on page 1	<input checked="" type="checkbox"/>

Details of Grant Request

Amount requested	£1000 – £2000
What is the purpose of the grant?	<p>To rewire essential 16 floodlights on the four netball courts. To replace the bulbs with LED lights. Previous renovation was shoddy and has caused excessive and expensive maintenance costs, so it has been decided that a more economical option is to replace the old wiring completely. Bulbs were exploding on the courts and some courts were in darkness. Many health and safety issues were apparent, which meant we had to cancel games and training.</p> <p>During the pandemic income has been lost by the League and the Junior club so our contingency funds are minimal. We will be unable to play in the winter months and after dusk in the summer if the lights are not fully functional.</p>
How would the people of Ringwood benefit from your receiving this grant?	<p>The Netball Centre is a hive of activity on at least two days a week, with added weekend tournaments. The school (Poulner Junior) leases the courts and therefore receives a regular income from the League and Junior club, which they can put back into the school as well as in a contingency fund attached to the Netball Centre. Many teams and junior members are local people so this would be missed.</p>

How many Ringwood people would benefit?	100 junior players and at least 18 of the 25 teams. Plus Poulner Jun Sch
Total cost of project	£ 20,000

Information about your Organisation

Membership:	What facilities do you provide? Community Netball over 4 courts and a Netball Community centre. Junior and Adult Netball.
Subscription: £	Adult Netball league for 25 teams and Junior Club for over 100 members (ages 7 – 18+) Fees for NFNL – £250 per team per summer and winter season. Hoops NC - £20 Membership and weekly subs
Names of competing or similar organisations	None in Ringwood. Nearest Netball Leagues and clubs are Bournemouth, Southampton, Christchurch and Wimborne.
Please tick to confirm that payment details have been provided on page 1	<input checked="" type="checkbox"/>

Funds available to your organisation

(apart from this grant application)

Cash in hand: £1500 - Juniors £5000 - NFNL	Annual income: £ minimal for Junior club as all goes on court fees. Coaches are voluntary and do not get paid. NFNL has made a loss over the past few years due to Pandemic. This project will take all our available funds if we have to pay the remaining £10,000 (which we don't have). Any excess will go towards Court resurfacing which is what the NFNL contingency fund was saving up for.	
Other sponsoring bodies and amounts donated by them	Poulner Junior School (from our lettings income)	£10,000
Have you applied, or do you intend to apply, to any other sponsoring bodies for funding? If so, please give details.	We have started a crowdfunding page with SportEngland (Hoops79872623) asking for up to £5000 in donations. So far only £295 pledged. Hampshire CC via M Thierry - £1000 – pending info Netball South - asking for £1000	

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

18th May 2022

POLICY AND FINANCE COMMITTEE 18th MAY 2022**BANK BALANCES & PROPOSED TRANSFERS**

Account Name	Predicted		Actual at	Predicted	Proposed Transfers		Predicted
	30-Apr-22		30-Apr-22	Movement	Cash Out	Cash In	31-May-22
	£		£	£	£	£	£
Imprest (Current) Account	48,797		97,668	385,000	-435,000	7,949	55,617
Business Account	56,552		56,552				56,552
Investment Accounts	750,000		750,000			435,000	1,185,000
Greenways Rent Deposit	10,593		10,586	-2,637	-7,949		0
Petty Cash - Imprest	179		136				136
Petty Cash - Carvers Clubhouse	50		50				50
VIC Change Float	50		50				50
Information Desk Float	75		75				75
TOTAL BANK BALANCES	866,296		915,117	382,363	-442,949	442,949	1,297,480

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

PROPOSED TRANSFER AUTHORISATIONS:

DATE

18th May 2022

18th May 2022

Investment Accounts	CCLA	Instant access
---------------------	------	----------------

Notes:

- | | | |
|---|---|----------|
| 1 | Imprest Account | £ |
| | Anticipated net expenditure to end April | 50,000 |
| | Receipt of Sect 106 funds re the football development project | -435,000 |
| | Net anticipated movement on imprest account | -385,000 |
- 2 **Investment Maturity**
No investments due to mature
- 3 The bank accounts were reconciled as at 30th April 2022
- 4 With reference to the Greenways Rent Deposit Accounts, the 1st floor deposit is of £2,637.50 was refunded on the 9th May. The balance will be transferred to the CCLA. This sum 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 – 18th May 2022**OUTTURN 2020/21****1. BACKGROUND**

- 1.1 The purpose of this report is to provide Members with the income and expenditure outturn report for the year 2021-22. Note that the first monitoring report for the current year will be produced in June and will include an analysis of the first two months of the year.
- 1.2 There have been a small number of adjustments since the draft outturn report discussed at the meeting in April, but the net outturn, as reflected in the transfer to general reserves at year end, is virtually unchanged.
- 1.3 An income & expenditure outturn report is included at Appendix 1. This is prepared on an accruals basis which means that the cash figures are adjusted for outstanding debtors and creditors and receipts and payments in advance. This differs from the regular comparison reports which are based on the cash figures, although any significant accruals or commitments are always covered in the accompanying monitoring reports.
- 1.4 This report also includes an updated schedule of movements to and from reserves together with reserve balances at 31st March 2022, at Appendix 2.
- 1.5 A consolidated balance sheet for the Town Council at the 31st March is included at Appendix 3.

2. INCOME & EXPENDITURE FOR THE FINANCIAL YEAR 2021/2022

- 2.1 The revised budget for the Town council for 2021/22 may be summarised thus:

Income:	Precept	£531,856
	Revenue Income	£258,861
	Planned transfers from reserves	£76,496
	Application of Covid relief grant	<u>£4,071</u>
	Total Funds available:	£871,284
Expenditure:	Revenue & Capital	£823,983
	Plus, transfers to reserves	<u>£38,400</u>
	Total planned application of funds:	£862,383
	Planned transfer to the General Reserve	£8,901

At the April meeting of this committee, it was reported that the likely outturn would result in a net increase in the General Reserve of £13,451. However, the surplus on the revenue account has decreased by £1,005 and so the transfer to the general reserve has decreased slightly to £11,696. This is after allowing for the funding from the General reserve of both the Christmas tree, £2,580, and additional work on play equipment, £500.

- 2.2 Overall, revenue income has decreased marginally. The outturn figure is £295,346 but this includes items which were not included in the budget and have been taken to reserves, such as CIL receipts, compensation from Southern water, key deposits and so on. In total these amount to £17,958 which means that the income against budget is £277,388, a reduction of £463 against the figure reported in April.

2.3 Nevertheless, the outturn figure exceeds the revised budget projection by £18,525. This variance is almost entirely explained by:

• Increased Cemetery receipts	£10,767
• Carvers Clubhouse café income	£4,123
• Additional events income	£4,144
• NFDC recharge re the Gateway	£4,218
• Additional grounds maintenance	£4,450
• Reduced Neighbourhood Plan funding	-£3,051
• Reduced rental income from Greenways	-£6,088

Note that some of the increased income is also reflected in increased expenditure.

2.4 The expenditure outturn figure is £789,149 which is a decrease of £20,851 on the figure predicted in April and represents an underspend of £34,834 against the revised budget. This is mainly due to slippage on some expenditure that had been anticipated before year end, in particular the capital schemes. The outturn variance against the revised budget is explained as follows:

Significant expenditure reductions:

• Carvers Recreation Ground	£10,000
• Columbarium	£25,000
• Neighbourhood plan	£3,666
• Pay Costs	£3,984
• Grants	£2,900

Significant expenditure increases:

• Football development project	£9,625
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2.4 The result is that, when the precept of £531,856 is taken into account, there is a surplus of £38,053 on the revenue account, before any of the planned transfers to and from reserves are taken into account. This figure includes the capital and other receipts which were taken directly to reserves.

2.5 Planned transfers to earmarked reserves amount to £38,400. Members also agreed to carry forward a number of budget underspends to enable work that has slipped in 2021/22 to proceed in the new year. These amount to £11,716 and together with the surplus on events of £3,970 mean an additional £15,686 has been transferred to earmarked reserves during the year. Further, during the year the Town Council received capital and other receipts which were taken directly to reserves totalling £17,958 (including key deposits which are now included as reserves), as set out in 2.2 above. The total transfer to earmarked reserves in 2021/22 is therefore £72,046.

2.6 It had been planned to transfer £77,987 from reserves, of which £72,686 was in support of growth items and the balance was made up of regular write downs of developers contributions for Crow Lane and the cemetery maintenance reserve plus £4,071 Covid relief grant. However, as described in 2.4, above, much of the capital growth did not happen and so the transfer from reserves in support of growth items has been reduced by £31,410 to £41,276 and the total transfer from reserves in support of revenue, including a transfer from the General reserves in respect of the Christmas Tree and the repayment of key deposits of £162, is £48,769.

2.7 The net transfer to reserves is therefore £23,277 which means that the General Reserve will increase by £14,776. Note that the net increase in the general reserve is £11,696 after the transfer in respect of the Christmas tree, £2,580 and for additional playpark safety measures, £500. The reserves balances at the 31st March 2022 amount to £618,048.94, of which £298,687.41 is included in earmarked reserves, £15,120.55 is the balance of key

deposits held by the Town Council and £304,240.98 is held in the General Reserve. An analysis of the movement on reserves is included at Appendix 2.

3. Annual Governance and Accountability Return

- 3.1 The Annual Governance and Accountability return, or AGAR, is required to be submitted for Council approval by the end of June. The internal auditor is currently running a series of compliance tests and will be in a position to report on the efficacy of the Council's systems of financial control in the next week or so. The AGAR will then be completed and presented to the June meeting of this Committee and subsequently to Full Council for endorsement.
- 3.2 The Town council is required to set a period of time for the exercise of public rights to inspect the accounts. This must be for a period of 30 consecutive working days including the first 10 days of July. It is proposed that the first day be the day following full Council at the end of June, i.e. the period for the exercise of public rights be set as from 30th June to the 10th August inclusive.

4. RECOMMENDATION

It is **recommended** that: -

- 5.1 The 2021/22 budget outturn position is noted.
- 5.2 The period for the exercise of public rights be endorsed.

For further information please contact:

Rory Fitzgerald, Finance Manager or

Tel: 01425 484723

rory.fitzgerald@ringwood.gov.uk

For further information please contact:

Chris Wilkins, Town Clerk

Tel: 01425 484720

Chris.wilkins@ringwood.gov.uk

Income and Expenditure Figures by Budget Headings

INCOME	1 Receipts	2 Debtors	3 Receipts in advance	4 Opening Debtors	5 Opening Receipts in advance	1+2-3-4+5 INCOME	INCOME Last year	INCOME Variance	Annual Return Box
<u>Income</u>									
102 Interest Business A/c	£3.98	£0.00	£0.00	£0.00	£0.00	£3.98			3 Receipts
110 Client Deposits	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			3 Receipts
200 Revenue Income	£159,508.95	£23,911.96	£1,416.67	£21,756.42	£0.00	£160,247.82			3 Receipts
280 Carvers Club House Income	£23,075.21	£92.00	£0.00	£44.00	£0.00	£23,123.21			3 Receipts
300 Revenue Income (RLOS)	£43,216.04	£2,006.44	£1,076.65	£5,855.06	£0.00	£38,290.77			3 Receipts
310 Events		£0.00	£0.00	£0.00	£0.00	£0.00			3 Receipts
320 Cemetery Income	£51,802.36	£0.00	£0.00	£90.00	£0.00	£51,712.36			3 Receipts
330 Allotment Income	£5,897.38	£0.00	£2,828.74	£0.00	£2,600.00	£5,668.64			3 Receipts
350 Capital Income		£0.00	£0.00	£0.00	£0.00	£0.00			3 Receipts
380 Carvers Clubhouse		£0.00	£0.00	£0.00	£0.00	£0.00			3 Receipts
400 Income	£16,299.15	£0.00	£0.00	£0.00	£0.00	£16,299.15			3 Receipts
999 Suspense	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			3 Receipts
Total Income	£299,803.07	£26,010.40	£5,322.06	£27,745.48	£2,600.00	£295,345.93	£248,619.12	18.79%	£46,726.81
<u>Precept</u>									
100 Precept	£531,856.00	£0.00	£0.00	£0.00	£0.00	£531,856.00			2 Precept
Total Precept	£531,856.00	£0.00	£0.00	£0.00	£0.00	£531,856.00	£519,907.00	2.30%	£11,949.00
EXPENDITURE	1 Payments	2 Creditors	3 Payments in advance	4 Opening Creditors	5 Opening Payments in advance	1+2-3-4+5 EXPENDITURE	EXPENDITURE Last year	EXPENDITURE Variance	Annual Return Box
<u>Expenditure</u>									
10000 Petty Cash - Office	-£401.07	£0.00	£0.00	£0.00	£0.00	-£401.07			6 Payments
10001 Petty Cash - Youth	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
10002 Petty Cash - Visitor Information	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
10003 Petty Cash - Information Desk	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
10110 Deposit Refunds	£162.00	£0.00	£0.00	£0.00	£0.00	£162.00			6 Payments
10111 Bank Charges	£84.00	£0.00	£0.00	£0.00	£0.00	£84.00			6 Payments

Income and Expenditure Figures by Budget Headings

EXPENDITURE	1 Payments	2 Creditors	3 Payments in advance	4 Opening Creditors	5 Opening Payments in advance	1+2-3-4+5 EXPENDITURE	EXPENDITURE Last year	EXPENDITURE Variance	Annual Return Box
2000 Establishment	£109,324.69	£1,778.04	£7,717.86	£0.00	£4,624.65	£108,009.52			6 Payments
2100 Maintenance	£33,550.25	£35,115.00	£0.00	£32,660.00	£0.00	£36,005.25			6 Payments
2200 Democratic Process (members C	£11,135.14	£0.00	£0.00	£0.00	£0.00	£11,135.14			6 Payments
2210 Grants	£4,100.00	£0.00	£0.00	£0.00	£0.00	£4,100.00			6 Payments
2300 Employee Costs- Allocated Offic	£120,365.29	£0.00	£0.00	£0.00	£0.00	£120,365.29			4 Staff
2310 Employee overhead Costs	£1,605.33	£55.00	£0.00	£0.00	£0.00	£1,660.33			6 Payments
2400 Other	£49,763.63	£490.00	£0.00	£0.00	£0.00	£50,253.63			6 Payments
2500 Capital Financing	£31,545.90	£0.00	£0.00	£0.00	£0.00	£31,545.90			5 Loans
2501 Capital	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
2600 Wages Control Account	-£1,298.21	£14,630.57	£0.00	£12,298.18	£0.00	£1,034.18			6 Payments
2801 Carvers Employee Costs	£52,092.14	£0.00	£0.00	£0.00	£0.00	£52,092.14			4 Staff
2802 Carvers Club House- Expenditur	£29,851.66	£1,061.52	£0.00	£0.00	£0.00	£30,913.18			6 Payments
3000 Recreation & Leisure (Other)	£69,131.98	£4,716.63	£0.00	£7,799.98	£0.00	£66,048.63			6 Payments
3001 RL&OS -Employee Costs	£146,339.46	£0.00	£0.00	£0.00	£0.00	£146,339.46			4 Staff
3002 Employee Costs	£250.00	£0.00	£0.00	£0.00	£0.00	£250.00			4 Staff
3100 Events		£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
3101 Events - Employee Costs		£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
3200 Cemetery	£13,953.22	£30.00	£0.00	£0.00	£0.00	£13,983.22			6 Payments
3201 Cemetery -Employee Costs	£37,540.14	£0.00	£0.00	£0.00	£0.00	£37,540.14			4 Staff
3300 Allotments	£3,330.58	£0.00	£0.00	£0.00	£0.00	£3,330.58			6 Payments
3301 Allotments -Employee Costs	£10,097.73	£0.00	£0.00	£0.00	£0.00	£10,097.73			4 Staff
3350 Capital Expenditure	£31,965.55	£0.00	£0.00	£330.00	£0.00	£31,635.55			6 Payments
3801 Youth Services Employee costs		£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
3802 Carvers Clubhouse		£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
4000 Planning, Town & Environment	£14,118.17	£263.00	£0.00	£2,975.00	£0.00	£11,406.17			6 Payments
4001 Employee Costs	£16,959.28	£0.00	£0.00	£0.00	£0.00	£16,959.28			4 Staff
4050 Capital Expenditure	£4,598.87	£0.00	£0.00	£0.00	£0.00	£4,598.87			6 Payments
9999 Suspense	£0.00	£0.00	£0.00	£0.00	£0.00	£0.00			6 Payments
Total Expenditure	£790,165.73	£58,139.76	£7,717.86	£56,063.16	£4,624.65	£789,149.12	£684,412.99	15.30%	£104,736.13

RESERVES AND PROVISIONS - PLANNED MOVEMENT & ESTIMATED BALANCES 2021/22
1st April 2021 to 31st March 2022

B

	Actual Balance 01/04/21 £	Planned and Proposed Movements 2021/22:						Estimated Balance 31/03/22 £
		from Revenue £	Additional Y/E Transfers £	to revenue		Capital & Other Receipts £	between provisions £	
				base budget £	Growth £			
<u>EARMARKED PROVISIONS</u>								
I.T. & Equipment	13,900	4,500			0			18,400.00
Gateway	25,000	0			0			25,000.00
Cemetery	18,000	4,000			-5,467		3,000	19,532.72
Buildings Reserve	28,567	5,000						33,567.00
Election	11,274	1,500			-1,732			11,042.33
Vehicle & Machinery	16,365	11,000			-4,793			22,572.43
Play Equipment	15,258	6,900			-19,627		500	3,030.93
Memorials	3,000				0		-3,000	0.00
Christmas Lights	0				0			0.00
Carvers Clubhouse	27,025	2,500			0			29,525.49
Ringwood Events	8,828		3,970		0	3,970		16,768.10
Memorial Lantern	1,354				0			1,353.91
Carvers Grounds	11,300							11,300.00
Infrastructure & Open Spaces	19,343	3,000			-9,658			12,685.17
Neighbourhood Plan	3,000		3,473					6,473.07
Budget Underspends retained for use in 2022/23*			8,243					8,243.37
Total Provisions	202,215	38,400	15,686	0	-41,276	3,970	500	219,494.52
<u>RESERVES</u>								
Earmarked Reserves:								
Dev Contribs	3,663				-450	0		3,213.32
Cem Maint	1,210				-230	0		980.00
Dev Cons(CIL)	45,635					0	5,814	51,448.73
Capital Receipts	13,125					0	7,209	20,334.34
Grants Unapplied	6,988				-4,071	0	300	3,216.50
Loans Unapplied	0					0	0	0.00
Total Earmarked Reserves and Provisions	272,835	38,400	15,686	-4,751	-41,276	17,293	500	298,687.41
General Reserve	292,545		14,776		-2,580		-500	304,240.98
Total Reserves	565,380	38,400	30,462	-4,751	-43,856	17,293	0	602,928.39
Key deposits	14,616			-162		667		15,120.55
Balance Sheet reconciliation	579,996							618,048.94

Consolidated Balance Sheet

Unaudited

B

31/03/21

£

31/03/22

£

Current assets

492,224.73	Investments	567,144.71
0.00	Loans Made	0.00
0.00	Investment	0.00
0.00	Stocks	0.00
9,068.31	VAT Recoverable	8,460.20
27,745.48	Debtors	26,010.40
4,624.65	Payment in Advance	7,717.86
104,996.12	Cash in Hand & at Bank	72,177.59
<u>638,659.29</u>	TOTAL CURRENT ASSETS	<u>681,510.76</u>
<u>638,659.29</u>	TOTAL ASSETS	<u>681,510.76</u>

Current liabilities

0.00	Loans Received	0.00
0.00	Temporary Borrowing	0.00
0.00	VAT Payable	0.00
56,063.16	Creditors	58,139.76
2,600.00	Receipts in Advance	5,322.06
<u>58,663.16</u>	TOTAL CURRENT LIABILITIES	<u>63,461.82</u>
<u>579,996.13</u>	TOTAL ASSETS LESS CURRENT LIABILITIES	<u>618,048.94</u>

0.00	Long Term Borrowing	0.00
0.00	Deferred Liabilities	0.00
0.00	Deferred Credits	0.00
<u>0.00</u>		<u>0.00</u>
<u>579,996.13</u>	NET ASSETS	<u>618,048.94</u>

Represented by

292,544.82	General Fund	304,240.98
3,663.32	Developer Contribution s106	3,213.32
45,634.90	Developer Contribution CIL	51,448.73
1,210.00	Cemetery Maintenance	980.00
13,125.00	Capital Receipts	20,334.34
6,987.50	Grants Unapplied	3,216.50
13,900.00	IT & Systems Provision	18,400.00
25,000.00	Gateway Building Provision	25,000.00
18,000.00	Cemetery Provision	19,532.72
28,567.00	Buildings Repair Provision	33,567.00
11,273.88	Elections Provision	11,042.33
16,365.43	Machinery Renewal Provision	22,572.43
15,257.50	Play equipment Provision	3,030.93
3,000.00	Memorials Provision	0.00
0.00	Christmas Lights Provision	0.00

Consolidated Balance Sheet

Unaudited

B

31/03/21		31/03/22
£		£
27,025.49	Carvers Clubhouse Provision	29,525.49
11,300.00	Carvers Grounds Dev Provision	11,300.00
8,828.43	Ringwood Events Reserve	16,768.10
19,343.00	Infrastructure & Open Spaces	12,685.17
1,353.91	Memorial Lantern Fund	1,353.91
3,000.00	Neighbourhood Plan	6,473.07
14,615.95	Key Deposits	15,120.55
0.00	Budget underspends retained for use in following year	8,243.37
0.00	Football Development Project Reserve	0.00
0.00	LONG TERM Investment Accounts	0.00
<u>579,996.13</u>		<u>618,048.94</u>

Signed _____

Chairman

Date _____

AUDIT OPINION

Responsible Financial Officer

**REPORT TO POLICY & FINANCE COMMITTEE
18 MAY 2022**

**RINGWOOD NEIGHBOURHOOD PLAN
FUNDING FOR ENGAGEMENT WITH YOUNG PEOPLE**

To consider a RECOMMENDATION from Planning, Town & Environment Committee that funding of SPUDs work to communicate and engage with young people on the Neighbourhood Plan, costing £3,650, be approved (P/5998 06/05/2022 refers).

1. PT&E Committee agreed in March that funding options should be explored to engage the specialist services of SPUD to engage young people in the Neighbourhood Plan process (P/5968 04/03/2022 refers). A request to New Forest District Council was turned down and an application to the National Lottery was unsuccessful. The NP Steering Group is therefore seeking funding from the Council.
2. Community engagement in the NP process is essential, and it is important that this reaches as wide an audience as possible, including young people. The NP Steering Group members feel it is vital that young people have an input and get the opportunity to provide their unique perspective on the future of their town. However, they also recognise that they are not well equipped to engage and involve the young people and have therefore recommended working with a local specialist organisation SPUD.
3. SPUD (<https://www.spud.org.uk/>) is a local registered charity that runs an award-winning scheme known as spudYOUTH. Professional architects and designers encourage and inspire students and young people to have their say through a series of drop-in sessions where they can express their views through drawing, maps and model building, concluding with a presentation to the Town Council. SPUD's network of contacts will provide a much richer reach into this hard to engage demographic and their expertise will maximise the depth of this group's involvement. The aim is to engage at least 30 to 40 young people in the development of ideas and seek their ongoing input as the Plan progresses.
4. SPUD undertook a similar exercise in Lymington as part of its Neighbourhood Plan process – further details can be viewed on their website (<https://www.spud.org.uk/copy-of-spudyouth>).
5. The cost of this project is £3,650. It has not been possible to obtain comparative quotations as this is a specialist service in which SPUD has a track record locally.
6. The Council has a budget of £6,800 to support the Neighbourhood Plan, which was expected to fund £1,800 of consultants' fees not covered by the available Locality grant, with a £5,000 contingency. Of this £655 has been spent to date, and an estimated £5,045 has been committed for expenditure on consultants' fees; Google Workspace; and costs associated with public consultation (exhibition boards, leaflets and room hire). It is recommended that the uncommitted budget of £1,100 is left untouched at this stage and retained as contingency, in the event that further expenditure is required.
7. It is therefore RECOMMENDED that funding of £3,650 be approved to employ SPUD to communicate and engage with young people on the Neighbourhood Plan.

For further information, please contact:
Jo Hurd, Deputy Town Clerk
01425 484721 or jo.hurd@ringwood.gov.uk



Ringwood Town Council

Complaints Procedure

Adopted: *[Insert date of adoption]*

Contents

1. How we will deal with complaints
2. Appendix – Procedure at Complaints Hearings

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 473883

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.

POLICY & FINANCE COMMITTEE

18th May 2022

Data protection policies and procedures

1. Introduction and reason why decision required

- 1.1 The council should review its data protection policies and procedures periodically.

2. Background information, options, impact assessment and risks

- 2.1 The relevant policies and documents were comprehensively re-written and approved in April 2019 and last reviewed at the meeting of this committee in May 2021.
- 2.2 No changes are suggested on this occasion but officers are concerned that the current use by councillors of unofficial email accounts for Council business is contrary to recommended practice, an area of vulnerability and a potential cause of difficulty in the event of subject access requests or other data protection compliance.
- 2.3 The following documents are attached for information purposes only: the Data Breach Procedure, the Subject Access Request Procedure, the Data Protection (Employment) Policy and the Data Protection and Information Policy.
- 2.4 In the period since May 2021 there have been no data breaches (that officers are aware of) and no subject access requests have been received.

3. Issues for decision and any recommendations

Members are recommended to:

3.1 Note this report and the documents referred to.

3.2 Authorise officers to investigate and report on options for the provision of official email accounts to councillors.

For further information, contact:

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



Data Breach Procedure

Adopted on: 17th April 2019

1. Introduction

If personal data held by the Council is mishandled, the law requires that it respond in certain ways. This document sets out how the Council will meet its legal obligations should such a situation ever arise.

2. What is a data breach?

The mishandling of personal data (“a data breach”) can happen in many ways. The following list describes some of the most common (it is not a complete list):

- Sending or copying an email to an unintended recipient;
- Copying an email to recipients using “cc” rather than “bcc”;
- Accidental loss or theft of a memory stick, laptop computer, CD-ROM, etc.;
- Unauthorised persons gaining access to physical or electronic records (e.g. in the course of a burglary or computer hack);
- Accessing records for no proper purpose (e.g. staff may need to consult records for a legitimate purpose but it may be illegal for them to do so out of idle curiosity);
- Improper deletion or alteration of records (including by malicious persons or software);
- Ignoring or mishandling a legitimate request for data to be corrected or deleted.

Sometimes it is obvious when a data breach has happened but this is not always the case. In case of doubt (that is, if you think that a data breach **may** have happened but are not necessarily sure) then you must follow this procedure.

3. Who does this procedure apply to?

If you work for the Council (whether as an employee, a worker or a free-lancer or contractor) then this procedure applies to you. Failure to do so without a lawful excuse may result in disciplinary or enforcement action being taken against you. In a sufficiently serious case this could result in dismissal without notice or immediate termination of your contract for services.

Councillors are also required to conduct themselves in accordance with this procedure. Failure to do so without a lawful excuse or impeding staff in the application of the procedure may amount to a breach of the Code of Conduct.

4. What to do if a data breach is known or suspected

If you have reason to believe that a data breach has happened or may have happened you **MUST** complete a Data Breach Report Form (see form below).

DON'T worry if you cannot fill in every part of the form fully – fill in as much as you can.

DON'T delay – this is more important and urgent than anything else you may have to do (apart from medical emergencies or immediate threats to someone's physical safety)

DO send the completed form to the Town Clerk and the Deputy Town Clerk as soon as you can - if possible by email to:

chris.wilkins@ringwood.gov.uk and

jo.hurd@ringwood.gov.uk

If this is not possible, deliver hard copies to them in person (or leave them on their respective desks if they are not immediately available).

5. Responding to a Data Breach Report

Upon receiving a Data Breach Report Form the Town Clerk and the Deputy Town Clerk will speak to each other and agree which of them will take responsibility for the subsequent handling of the matter (where this is not possible responsibility will fall on the Town Clerk unless he or she is unavailable for any reason in which case responsibility shall devolve to the Deputy Town Clerk). The responsible officer will then invoke and follow the Data Breach Checklist & Action Plan set out below.

Ringwood Town Council – Data Breach Report Form

<p>Details of breach</p> <p>(Describe briefly what has happened or how the data breach arose with dates and times where possible)</p>	
<p>Nature and content of data involved</p> <p>(Describe the type(s) of personal information involved e.g. email addresses, payroll information, medical information, etc.)</p>	
<p>Number of individuals affected</p>	
<p>Name of person making this report</p>	
<p>How and to whom this report was submitted</p>	
<p>Date and time this report was submitted</p>	

Ringwood Town Council – Data Breach Checklist & Action Plan

Date and time of Notification of Breach	
Notification of Breach received from Name Contact Details	
Report form attached?	
How and when report acknowledged	
Name of person investigating breach Name Job Title Contact details Email Phone number Address	
Further information about breach (not contained in report form)	
Information Commissioner informed, if relevant Time and method of contact https://report.ico.org.uk/security-breach/	

<p>Police Informed if relevant</p> <p>Time and method of contact</p> <p>Name of person contacted</p> <p>Contact details</p>	
<p>Individuals contacted</p> <p>How many individuals contacted?</p> <p>Method of contact used to contact?</p> <p>Does the breach affect individuals in other EU member states?</p> <p>What are the potential consequences and adverse effects on those individuals?</p> <p>Confirm that details of the nature of the risk to the individuals affected: any measures they can take to safeguard against it; and the likely cost to them of taking those measures is relayed to the individuals involved.</p>	
<p>Staff briefed</p>	
<p>Assessment of ongoing risk</p>	

Containment Actions: technical and organisational security measures have you applied (or were to be applied) to the affected personal data	
Recovery Plan	
Evaluation and response	



Ringwood Town Council

Subject Access Request Procedure

Adopted on: 17th April 2019

1. Introduction

Under data protection laws people whose personal data we hold are entitled to ask us to tell them what data we hold about them, to correct errors in it and to delete it in certain circumstances. These are termed “subject access requests”. This document sets out how the Council will meet its legal obligations when such requests are made.

2. What is a Subject Access Request?

If any person (meaning here a natural person and not any other form of entity with legal identity such as a limited company) asks us:

- To tell them what personal data we hold for that person; and/or
- To alter personal data we hold for that person in order to correct an error in it; and/or
- To delete personal data we hold for that person

that request will be treated as a Subject Access Request.

The form of the request is irrelevant. There is to be no requirement that persons complete a particular form, or apply in writing, or follow any other process.

3. What happens when we receive a Subject Access Request?

The request is to be passed to the Town Clerk (or if he or she is unavailable, the Deputy Town Clerk) who will then invoke and follow the Subject Access Request Checklist & Record set out below.

4. Will a fee be charged?

In some circumstances the law allows us to charge a reasonable fee for dealing with a Subject Access Request. In those cases, the Town Clerk will determine the amount of the fee (which shall not exceed the cost of meeting the request and what is reasonable having regard to all other relevant circumstances). However, in most cases no fee will be payable.

5. Will the request always be granted?

We will always comply with a request that, by law we are required to comply with. Where evidence of identity of the applicant or other information is reasonably needed before the request can be considered and acted upon, however, we will apply to the applicant for this as soon as practicable after receipt of the request and will comply with the request only once this has been received.

We may seek reasonable evidence before correcting an alleged error.

If a data subject asks us to delete certain data we hold about them we will automatically treat that request as the withdrawal of any consent previously given by the subject to us to hold that data. However, where we have a lawful basis other than consent for holding the data and reasonably judge that we need to retain it then we will decline to delete that data.

If we decline to alter or delete data that we hold we will always explain our reasons.

6. How does this affect people connected with the Council?

Anyone who works for the us (whether as an employee, a worker, a volunteer or a free-lancer or contractor) and any councillor (past or present, who holds any personal data relevant to a Subject Access Request) is required to give all assistance reasonably required to enable the Council to meet its legal obligations. Failure to do so without a lawful excuse may result in disciplinary or enforcement action being taken or amount to a breach of the Code of Conduct (as the case may be). In a sufficiently serious case this could result in dismissal without notice or immediate termination of a contract for services.

Ringwood Town Council – Subject Access Request Checklist & Record

Process to Action		
Name of requester (Method of communication) Email Address Phone number Postal Address		
Date Subject Access Request made		
Is the request made under the Data Protection Legislation?	Yes	No
Date Subject Access Request action to be completed by (One month after receipt time limit)		
Extension to the date of reply requested (An extension of another two months is permissible provided it is communicated to the subject within the one month period)	Yes	No
Extension date advised to the Subject Requester and method of contact		
Identification must be proven from the below list: Current UK/EEA Passport UK Photo card Driving Licence (Full or Provisional) EEA National Identity Card Full UK Paper Driving Licence State Benefits Entitlement Document State Pension Entitlement Document HMRC Tax Credit Document Local Authority Benefit Document State/Local Authority Educational Grant Document HMRC Tax Notification Document Disabled Driver's Pass Financial Statement issued by bank, building society or credit card company Utility bill for supply of gas, electric, water or telephone landline A recent Mortgage Statement A recent council Tax Bill/Demand or Statement Tenancy Agreement Building Society Passbook which shows a transaction in the last 3 months and their address		
Verification sought that the Subject Access request is substantiated	Yes	No
Verification received	Yes	No
Verification if the Council cannot provide the information requested	Yes	No
Is the request excessive or unfounded?	Yes	No
Request to be actioned	Yes	No
Fee to be charged (Subject Access requests must be undertaken free of charge to a requester unless the legislation permits a reasonable charge)	Yes	No

If the request is to be refused, action to be taken and by whom.	
Changes requested to data/ or removal	
Action taken in response to request (with date)	
Action taken notified to Subject Requester (with method of contact and date)	
Complaint Process (Where a requestor is not satisfied with a response to a SAR, the council must manage this as a complaint)	
Date complaint received	
Date complaint must be dealt with by	
Nature/Details of complaint	
Date complaint completed and outcome	

Categories of Data to Check

Data	Paper records	Digital data	Checked	Corrected/Deleted	Actioned by
HR					
Democracy					
Statutory Function					
legal					
Business (inc. Allotments & Cemetery)					
Legal requirement					
General Data					
Consultation Data					



Ringwood Town Council

Data Protection (Employment) Policy

Adopted on: 17th April 2019

You must read this policy because it gives important information about:

- the data protection principles with which the Council must comply;
- what is meant by personal information (or data) and sensitive personal information (or data);
- how we gather, use and (ultimately) delete personal information and sensitive personal information in accordance with the data protection principles;
- where more detailed privacy information can be found, e.g. about the personal information we gather and use about you, how it is used, stored and transferred, for what purposes, the steps taken to keep that information secure and for how long it is kept;
- your rights and obligations in relation to data protection; and
- the consequences of failure to comply with this policy.

Once you have read and understood this policy, please confirm you that have done so by signing and returning the attached copy to the Town Clerk.

1 Introduction

- 1.1 The Council obtains, keeps and uses personal information (also referred to as data) about job applicants and about current and former employees, temporary and agency workers, contractors, interns, volunteers and apprentices for a number specific lawful purposes, as set out in the Council's data protection privacy notices relating to recruitment and employment.
- 1.2 This policy sets out how we comply with our data protection obligations and seek to protect personal information relating to our workforce. Its purpose is also to ensure that staff understand and comply with the rules governing the collection, use and deletion of personal information to which they may have access in the course of their work.

- 1.3 We are committed to complying with our data protection obligations, and to being concise, clear and transparent about how we obtain and use personal information relating to our workforce, and how (and when) we delete that information once it is no longer required.
- 1.4 The Town Clerk is responsible for informing and advising the Council and its staff on its data protection obligations, and for monitoring compliance with those obligations and with the Council's policies. If you have any questions or comments about the content of this policy or if you need further information, you should contact the Town Clerk at Ringwood Gateway, by email to chris.wilkins@ringwood.gov.uk or by calling (01425) 484720.

2 Scope

- 2.1 This policy applies to the personal information of job applicants and current and former staff, including employees, temporary and agency workers, interns, volunteers and apprentices.
- 2.2 Staff should refer to the Council's data protection privacy notice and, where appropriate, to its other relevant policies set out in the Staff Handbook, which contain further information regarding the protection of personal information in those contexts.
- 2.3 We will review and update this policy in accordance with our data protection obligations. It does not form part of any employee's contract of employment and we may amend, update or supplement it from time to time. We will circulate any new or modified policy to staff when it is adopted.

3 Definitions

criminal records information	means personal information relating to criminal convictions and offences, allegations, proceedings, and related security measures;
data breach	means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal information;
data subject	means the individual to whom the personal information relates;
personal information	(sometimes known as personal data) means information relating to an individual who can be identified (directly or indirectly) from that information;
processing information	means obtaining, recording, organising, storing, amending, retrieving, disclosing and/or destroying information, or using or doing anything with it;
pseudonymised	means the process by which personal information is processed in such a way that it cannot be used to identify an individual without the use of additional information, which is kept separately and subject to technical and organisational measures to ensure that the personal information cannot be attributed to an identifiable individual;
sensitive personal information	(sometimes known as 'special categories of personal data' or 'sensitive personal data') means personal information about an individual's race, ethnic origin, political opinions, religious or

philosophical beliefs, trade union membership (or non-membership), genetics information, biometric information (where used to identify an individual) and information concerning an individual's health, sex life or sexual orientation.

4 Data protection principles

- 4.1 The Council will comply with the following data protection principles when processing personal information:
- 4.1.1 we will process personal information lawfully, fairly and in a transparent manner;
 - 4.1.2 we will collect personal information for specified, explicit and legitimate purposes only, and will not process it in a way that is incompatible with those legitimate purposes;
 - 4.1.3 we will only process the personal information that is adequate, relevant and necessary for the relevant purposes;
 - 4.1.4 we will keep accurate and up to date personal information, and take reasonable steps to ensure that inaccurate personal information are deleted or corrected without delay;
 - 4.1.5 we will keep personal information for no longer than is necessary for the purposes for which the information is processed; and
 - 4.1.6 we will take appropriate technical and organisational measures to ensure that personal information are kept secure and protected against unauthorised or unlawful processing, and against accidental loss, destruction or damage.

5 Basis for processing personal information

- 5.1 In relation to any processing activity we will, before the processing starts for the first time, and then regularly while it continues:
- 5.1.1 review the purposes of the particular processing activity, and select the most appropriate lawful basis (or bases) for that processing, i.e.:
 - (a) that the data subject has consented to the processing;
 - (b) that the processing is necessary for the performance of a contract to which the data subject is party or in order to take steps at the request of the data subject prior to entering into a contract;
 - (c) that the processing is necessary for compliance with a legal obligation to which the Council is subject;
 - (d) that the processing is necessary for the protection of the vital interests of the data subject or another natural person; or
 - (e) that the processing is necessary for the performance of a task carried out in the public interest or exercise of official authority.
 - 5.1.2 except where the processing is based on consent, satisfy ourselves that the processing is necessary for the purpose of the relevant lawful basis (i.e. that there is no other reasonable way to achieve that purpose);
 - 5.1.3 document our decision as to which lawful basis applies, to help demonstrate our compliance with the data protection principles;

- 5.1.4 include information about both the purposes of the processing and the lawful basis for it in our relevant privacy notice(s);
- 5.1.5 where sensitive personal information is processed, also identify a lawful special condition for processing that information (see paragraph 6.2.2 below), and document it; and
- 5.1.6 where criminal offence information is processed, also identify a lawful condition for processing that information, and document it.

6 Sensitive personal information

- 6.1 Sensitive personal information is sometimes referred to as ‘special categories of personal data’ or ‘sensitive personal data’.
- 6.2 The Council may from time to time need to process sensitive personal information. We will only process sensitive personal information if:
 - 6.2.1 we have a lawful basis for doing so as set out in paragraph 5.1.1 above, e.g. it is necessary for the performance of the employment contract or to comply with the Council’s legal obligations; and
 - 6.2.2 one of the special conditions for processing sensitive personal information applies, e.g.:
 - (a) the data subject has given explicit consent;
 - (b) the processing is necessary for the purposes of exercising the employment law rights or obligations of the Council or the data subject;
 - (c) the processing is necessary to protect the data subject’s vital interests, and the data subject is physically incapable of giving consent;
 - (d) processing relates to personal data which are manifestly made public by the data subject;
 - (e) the processing is necessary for the establishment, exercise or defence of legal claims; or
 - (f) the processing is necessary for reasons of substantial public interest.
- 6.3 Before processing any sensitive personal information, staff must notify the Town Clerk of the proposed processing, in order that the Town Clerk may assess whether the processing complies with the criteria noted above.
- 6.4 Sensitive personal information will not be processed until:
 - 6.4.1 the assessment referred to in paragraph 6.3 has taken place; and
 - 6.4.2 the individual has been properly informed (by way of a privacy notice or otherwise) of the nature of the processing, the purposes for which it is being carried out and the legal basis for it.
- 6.5 The Council will not carry out automated decision-making (including profiling) based on any individual’s sensitive personal information.
- 6.6 The Council’s data protection privacy notice sets out the types of sensitive personal information that the Council processes, what it is used for and the lawful basis for the processing.

- 6.7 In relation to sensitive personal information, the Council will comply with the procedures set out in paragraphs 6.8 and 6.9 below to make sure that it complies with the data protection principles set out in paragraph 4 above.
- 6.8 **During the recruitment process:** relevant officers, with guidance from the Town Clerk, will ensure that (except where the law permits otherwise):
- 6.8.1 during the short-listing, interview and decision-making stages, no questions are asked relating to sensitive personal information, e.g. race or ethnic origin, trade union membership or health;
 - 6.8.2 if sensitive personal information is received, e.g. the applicant provides it without being asked for it within his or her CV or during the interview, no record is kept of it and any reference to it is immediately deleted or redacted;
 - 6.8.3 any completed equal opportunities monitoring form is kept separate from the individual's application form, and not be seen by the person shortlisting, interviewing or making the recruitment decision;
 - 6.8.4 'right to work' checks are carried out before an offer of employment is made unconditional, and not during the earlier short-listing, interview or decision-making stages;
 - 6.8.5 we will only ask health questions once an offer of employment has been made.
- 6.9 **During employment:** relevant officers, with guidance from the Town Clerk, will process:
- 6.9.1 health information for the purposes of administering sick pay, keeping sickness absence records, monitoring staff attendance and facilitating employment-related health and sickness benefits;
 - 6.9.2 sensitive personal information for the purposes of equal opportunities monitoring and pay equality reporting. Where possible, this information will be anonymised; and
 - 6.9.3 trade union membership information for the purposes of staff administration and administering 'check off'.

7 Criminal records information

Criminal records information will be processed in accordance with the Council's Secure Storage, Handling, Use, Retention and Disposal of Disclosure Information Policy.

8 Data protection impact assessments (DPIAs)

- 8.1 Where processing is likely to result in a high risk to an individual's data protection rights (e.g. where the Council is planning to use a new form of technology), we will, before commencing the processing, carry out a DPIA to assess:
- 8.1.1 whether the processing is necessary and proportionate in relation to its purpose;
 - 8.1.2 the risks to individuals; and
 - 8.1.3 what measures can be put in place to address those risks and protect personal information.

- 8.2 Before any new form of technology is introduced, the manager responsible should therefore contact the Town Clerk in order that a DPIA can be carried out.
- 8.3 During the course of any DPIA, the employer will seek the advice of the Town Clerk and the views of a representative group of employees and any other relevant stakeholders.

9 Documentation and records

- 9.1 We will keep written records of processing activities which are high risk, i.e. which may result in a risk to individuals' rights and freedoms or involve sensitive personal information or criminal records information, including:
 - 9.1.1 the name and details of the employer's organisation (and where applicable, of other controllers, the employer's representative and Town Clerk);
 - 9.1.2 the purposes of the processing;
 - 9.1.3 a description of the categories of individuals and categories of personal data;
 - 9.1.4 categories of recipients of personal data;
 - 9.1.5 where relevant, details of transfers to third countries, including documentation of the transfer mechanism safeguards in place;
 - 9.1.6 where possible, retention schedules; and
 - 9.1.7 where possible, a description of technical and organisational security measures.
- 9.2 As part of our record of processing activities we document, or link to documentation, on:
 - 9.2.1 information required for privacy notices;
 - 9.2.2 records of consent;
 - 9.2.3 controller-processor contracts;
 - 9.2.4 the location of personal information;
 - 9.2.5 DPIAs; and
 - 9.2.6 records of data breaches.
- 9.3 If we process sensitive personal information or criminal records information, we will keep written records of:
 - 9.3.1 the relevant purpose(s) for which the processing takes place, including (where required) why it is necessary for that purpose;
 - 9.3.2 the lawful basis for our processing; and
 - 9.3.3 whether we retain and erase the personal information in accordance with our policy document and, if not, the reasons for not following our policy.
- 9.4 We will conduct regular reviews of the personal information we process and update our documentation accordingly. This may include:
 - 9.4.1 carrying out information audits to find out what personal information the Council holds;
 - 9.4.2 distributing questionnaires and talking to staff across the Council to get a more complete picture of our processing activities; and

- 9.4.3 reviewing our policies, procedures, contracts and agreements to address areas such as retention, security and data sharing.
- 9.5 We may document our processing activities in electronic form so we can add, remove and amend information easily.

10 Privacy notice

- 10.1 The Council will issue privacy notices from time to time, informing you about the personal information that we collect and hold relating to you, how you can expect your personal information to be used and for what purposes.
- 10.2 We will take appropriate measures to provide information in privacy notices in a concise, transparent, intelligible and easily accessible form, using clear and plain language.

11 Individual rights

- 11.1 You (in common with other data subjects) have the following rights in relation to your personal information:
 - 11.1.1 to be informed about how, why and on what basis that information is processed—see the Council’s data protection privacy notice;
 - 11.1.2 to obtain confirmation that your information is being processed and to obtain access to it and certain other information, by making a subject access request—see the Council’s Subject Access Request Policy;
 - 11.1.3 to have data corrected if it is inaccurate or incomplete;
 - 11.1.4 to have data erased if it is no longer necessary for the purpose for which it was originally collected/processed, or if there are no overriding legitimate grounds for the processing (this is sometimes known as ‘the right to be forgotten’);
 - 11.1.5 to restrict the processing of personal information where the accuracy of the information is contested, or the processing is unlawful (but you do not want the data to be erased), or where the employer no longer needs the personal information but you require the data to establish, exercise or defend a legal claim; and
 - 11.1.6 to restrict the processing of personal information temporarily where you do not think it is accurate (and the employer is verifying whether it is accurate), or where you have objected to the processing (and the employer is considering whether the organisation’s legitimate grounds override your interests).
- 11.2 If you wish to exercise any of the rights in paragraphs 11.1.3 to 11.1.6, please contact the Town Clerk.

12 Individual obligations

- 12.1 Individuals are responsible for helping the Council keep their personal information up to date. You should let the Town Clerk know if the information you have provided to the Council changes, for example if you move house or change details of the bank or building society account to which you are paid.

- 12.2 You may have access to the personal information of other members of staff, suppliers and service users of the Council in the course of your employment or engagement. If so, the Council expects you to help meet its data protection obligations to those individuals. For example, you should be aware that they may also enjoy the rights set out in paragraph 11.1 above.
- 12.3 If you have access to personal information, you must:
- 12.3.1 only access the personal information that you have authority to access, and only for authorised purposes;
 - 12.3.2 only allow other Council staff to access personal information if they have appropriate authorisation;
 - 12.3.3 only allow individuals who are not Council staff to access personal information if you have specific authority to do so from the Town Clerk;
 - 12.3.4 keep personal information secure (e.g. by complying with rules on access to premises, computer access, password protection and secure file storage and destruction and other precautions set out in the Staff Handbook);
 - 12.3.5 not remove personal information, or devices containing personal information (or which can be used to access it), from the Council's premises unless appropriate security measures are in place (such as pseudonymisation, encryption or password protection) to secure the information and the device; and
 - 12.3.6 not store personal information on local drives or on personal devices that are used for work purposes.
- 12.4 You should contact the Town Clerk if you are concerned or suspect that one of the following has taken place (or is taking place or likely to take place):
- 12.4.1 processing of personal data without a lawful basis for its processing or, in the case of sensitive personal information, without one of the conditions in paragraph 6.2.2 being met;
 - 12.4.2 any data breach as set out in paragraph 15.1 below;
 - 12.4.3 access to personal information without the proper authorisation;
 - 12.4.4 personal information not kept or deleted securely;
 - 12.4.5 removal of personal information, or devices containing personal information (or which can be used to access it), from the Council's premises without appropriate security measures being in place;
 - 12.4.6 any other breach of this Policy or of any of the data protection principles set out in paragraph 4.1 above.

13 Information security

- 13.1 The Council will use appropriate technical and organisational measures to keep personal information secure, and in particular to protect against unauthorised or unlawful processing and against accidental loss, destruction or damage. These may include:
- 13.1.1 making sure that, where possible, personal information is pseudonymised or encrypted;
 - 13.1.2 ensuring the ongoing confidentiality, integrity, availability and resilience of processing systems and services;

- 13.1.3 ensuring that, in the event of a physical or technical incident, availability and access to personal information can be restored in a timely manner; and
 - 13.1.4 a process for regularly testing, assessing and evaluating the effectiveness of technical and organisational measures for ensuring the security of the processing.
- 13.2 Where the Council uses external organisations to process personal information on its behalf, additional security arrangements need to be implemented in contracts with those organisations to safeguard the security of personal information. In particular, contracts with external organisations must provide that:
- 13.2.1 the organisation may act only on the written instructions of the Council;
 - 13.2.2 those processing the data are subject to a duty of confidence;
 - 13.2.3 appropriate measures are taken to ensure the security of processing;
 - 13.2.4 sub-contractors are only engaged with the prior consent of the Council and under a written contract;
 - 13.2.5 the organisation will assist the Council in providing subject access and allowing individuals to exercise their rights under the GDPR;
 - 13.2.6 the organisation will assist the Council in meeting its GDPR obligations in relation to the security of processing, the notification of data breaches and data protection impact assessments;
 - 13.2.7 the organisation will delete or return all personal information to the Council as requested at the end of the contract; and
 - 13.2.8 the organisation will submit to audits and inspections, provide the Council with whatever information it needs to ensure that they are both meeting their data protection obligations, and tell the Council immediately if it is asked to do something infringing data protection law.
- 13.3 Before any new agreement involving the processing of personal information by an external organisation is entered into, or an existing agreement is altered, the relevant staff must seek approval of its terms by the Town Clerk.

14 Storage and retention of personal information

- 14.1 Personal information (and sensitive personal information) will be kept securely.
- 14.2 Personal information (and sensitive personal information) should not be retained for any longer than necessary. The length of time over which data should be retained will depend upon the circumstances, including the reasons why the personal information was obtained. Staff should consult the Council's Retention and disposal Schedule which set out the relevant retention period, or the criteria that should be used to determine the retention period. Where there is any uncertainty, staff should consult the Town Clerk.
- 14.3 Personal information (and sensitive personal information) that is no longer required will be deleted permanently from our information systems and any hard copies will be destroyed securely.

15 Data breaches

- 15.1 A data breach may take many different forms, for example:

- 15.1.1 loss or theft of data or equipment on which personal information is stored;
 - 15.1.2 unauthorised access to or use of personal information either by a member of staff or third party;
 - 15.1.3 loss of data resulting from an equipment or systems (including hardware and software) failure;
 - 15.1.4 human error, such as accidental deletion or alteration of data;
 - 15.1.5 unforeseen circumstances, such as a fire or flood;
 - 15.1.6 deliberate attacks on IT systems, such as hacking, viruses or phishing scams; and
 - 15.1.7 'blagging' offences, where information is obtained by deceiving the organisation which holds it.
- 15.2 The Council will:
- 15.2.1 make the required report of a data breach to the Information Commissioner's Office without undue delay and, where possible within 72 hours of becoming aware of it, if it is likely to result in a risk to the rights and freedoms of individuals; and
 - 15.2.2 notify the affected individuals, if a data breach is likely to result in a high risk to their rights and freedoms and notification is required by law.
- (For further information and forms see the Council's Data Breach Policy)

16 International transfers

- 16.1 The Council will not transfer personal information outside the European Economic Area (EEA), which comprises the countries in the European Union and Iceland, Liechtenstein and Norway.

17 Training

The Council will ensure that staff are adequately trained regarding their data protection responsibilities. Individuals whose roles require regular access to personal information, or who are responsible for implementing this policy or responding to subject access requests under this policy, will receive additional training to help them understand their duties and how to comply with them.

18 Consequences of failing to comply

- 18.1 The Council takes compliance with this policy very seriously. Failure to comply with the policy:
- 18.1.1 puts at risk the individuals whose personal information is being processed; and
 - 18.1.2 carries the risk of significant civil and criminal sanctions for the individual and the Council; and
 - 18.1.3 may, in some circumstances, amount to a criminal offence by the individual.
- 18.2 Because of the importance of this policy, an employee's failure to comply with any requirement of it may lead to disciplinary action under our procedures, and this action

may result in dismissal for gross misconduct. If a non-employee breaches this policy, they may have their contract terminated with immediate effect.

18.3 If you have any questions or concerns about anything in this policy, do not hesitate to contact the Town Clerk.

I have read and understood this policy and agree to abide by its terms.

Signed

Date



Ringwood Town Council

Data Protection & Information Policy

Adopted on: 17th April 2019

Introduction

In order to conduct our business, services and duties, Ringwood Town Council processes a wide range of data; most relating to our operations but some which we handle on behalf of partners. In broad terms, this data can be classified as:

- Data shared in the public arena about the services we offers, our mode of operations and other information we are required to make available to the public.
- Confidential information and data not yet in the public arena such as ideas or policies that are being worked up.
- Confidential information about other organisations because of commercial sensitivity.
- Personal data concerning our current, past and potential employees, Councillors, and volunteers.
- Personal data concerning individuals who contact us for information, to access our services or facilities or to make a complaint.

We will adopt procedures and manage responsibly, all data which we handle and will respect the confidentiality of both our own data and that belonging to partner organisations we work with and members of the public. In some cases, we will have contractual obligations towards confidential data, but in addition will have specific legal responsibilities for personal and sensitive information under data protection legislation.

This Policy is linked to other policies of ours which will ensure information considerations are central to the ethos of the organisation.

We will periodically review and revise this policy in the light of experience, comments from data subjects and guidance from the Information Commissioners Office.

We will be as transparent as possible about our operations and will work closely with public, community and voluntary organisations. Therefore, in the case of all information which is not personal or confidential, we will be prepared to make it available to partners and members of the town's communities. Details of information which is routinely available is contained in our Publication Scheme which is based on the statutory model publication scheme for local councils.

Protecting Confidential or Sensitive Information

Sometimes it is necessary for us to keep and process sensitive and personal information about both employees and the public. We have therefore adopted this policy not only to meet our legal obligations but to ensure high standards. In accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018, we will seek to strike a balance between the rights of individuals and the rights of others (including ourselves) with legitimate reasons for using personal information.

The policy is based on the premise that Personal Data must be:

- Processed fairly, lawfully and in a transparent manner in relation to the data subject.
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes.
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed.
- Accurate and, where necessary, kept up to date.
- Kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed.
- Processed in a manner that ensures appropriate security of the personal data including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.

Data Protection Terminology

Data subject - means the person whose personal data is being processed.

That may be an employee, prospective employee, associate or prospective associate of Ringwood Town Council or someone transacting with it in some way, or an employee, Member or volunteer with one of our clients, or persons transacting or contracting with one of our clients when we process data for them.

Personal data - means any information relating to a natural person or data subject that can be used directly or indirectly to identify the person.

It can be anything from a name, a photo, and an address, date of birth, an email address, bank details, and posts on social networking sites or a computer IP address.

Sensitive personal data - includes information about racial or ethnic origin, political opinions, and religious or other beliefs, trade union membership, medical information, sexual orientation, genetic and biometric data or information related to offences or alleged offences where it is used to uniquely identify an individual.

Data controller - means a person who (either alone or jointly or in common with other persons) (e.g. Town Council, employer, council) determines the purposes for which and the manner in which any personal data is to be processed.

Data processor - in relation to personal data, means any person (other than an employee of the data controller) who processes the data on behalf of the data controller.

Processing information or data - means obtaining, recording or holding the information or data or carrying out any operation or set of operations on the information or data, including:

- organising, adapting or altering it
- retrieving, consulting or using the information or data
- disclosing the information or data by transmission, dissemination or otherwise making it available
- aligning, combining, blocking, erasing or destroying the information or data. regardless of the technology used.

We process **personal data** in order to:

- fulfil our duties as an employer by complying with the terms of contracts of employment, safeguarding the employee and maintaining information required by law.
- pursue the legitimate interests of our business and our duties as a public body, by fulfilling contractual terms with other organisations, and maintaining information required by law.
- monitor our activities (including their equality and diversity aspects)
- fulfil our duties in operating our premises (including their security)
- assist regulatory and law enforcement agencies
- process information including the recording and updating details about our Councillors, employees, partners and volunteers.
- process information including the recording and updating details about individuals who contact us for information, or to access a service, or make a complaint.
- undertake surveys, censuses and questionnaires to fulfil the objectives and purposes agreed by our Councillors.
- undertake research, audit and quality improvement work to fulfil our objects and purposes.
- carry out Council administration.

Where appropriate and governed by necessary safeguards we will carry out the above processing jointly with other appropriate bodies from time to time.

We will ensure that at least one of the following conditions is met for personal information to be considered fairly processed:

- The individual has consented to the processing
- Processing is necessary for the performance of a contract or agreement with the individual
- Processing is required under a legal obligation
- Processing is necessary to protect the vital interests of the individual
- Processing is necessary to carry out public functions

Particular attention is paid to the processing of any **sensitive personal information** and we will ensure that at least one of the following conditions is met:

- Explicit consent of the individual has been given
- We are required by law to process the data for employment purposes
- The processing is required in order to protect the vital interests of the individual or another person

Who is responsible for protecting a person's personal data?

Ringwood Town Council as a corporate body has ultimate responsibility for ensuring compliance with the Data Protection legislation. The Council has delegated this responsibility day to day to the Town Clerk.

- Email: chris.wilkins@ringwood.gov.uk
- Phone: (01425) 484720
- Correspondence: The Town Clerk, Ringwood Gateway, The Furlong, Ringwood BH24 1AT.

Diversity Monitoring

We monitors the diversity of our employees and Councillors, in order to ensure that there is no inappropriate or unlawful discrimination in the way we conduct our activities. We undertake similar data handling in respect of prospective employees. This data will always be treated as confidential. It will only be accessed by authorised individuals within the Council and will not be disclosed to any other bodies or individuals. Diversity information will never be used as selection criteria and will not be made available to others involved in the recruitment process. Anonymised data derived from diversity monitoring will be used for monitoring purposes and may be published and passed to other bodies.

We will always give guidance on personnel data to employees, councillors, partners and volunteers through a Privacy Notice and ensure that individuals on whom personal information is kept are aware of their rights and have easy access to that information on request.

Appropriate technical and organisational measures will be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.

Personal data will not be transferred to a country or territory outside the European Economic Areas unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Information provided to us

The information provided (personal information such as name, address, email address, phone number) will be processed and stored so that it is possible for us to contact, respond to or conduct the transaction requested by the individual. By transacting with us, individuals are deemed to be giving consent for their personal data provided to be used and transferred in accordance with this policy but where reasonably practicable specific written consent will be sought. It is the responsibility of those individuals to ensure that the Town Council is able to keep their personal data accurate and up-to-date. The personal information will be not shared or provided to any other third party or be used for any purpose other than that for which it was provided.

The Councils Right to Process Information

Processing is with consent of the data subject, or

Processing is necessary for the performance of a contract or agreement with the individual, or

Processing is required under a legal obligation, or

Processing is necessary to protect the vital interests of the individual, or

Processing is necessary to carry out a public function.

Information Security

We will take care to ensure the security of personal data. We will make sure that your information is protected from unauthorised access, loss, manipulation, falsification, destruction or unauthorised disclosure. This is done through appropriate technical measures and appropriate policies.

We will only keep your data for the purpose it was collected for and only for as long as is necessary, after which it will be deleted.

Children

If we need the consent of the data subject in order to process personal data and it relates to a child (under 13), we will not process that data without the express parental/guardian consent of the child concerned.

Rights of a Data Subject

Access to Information: an individual has the right to request access to the information we have on them. They can do this by contacting our Town Clerk.

Information Correction: If anyone believes that the information we have about them is incorrect, they may contact us so that we can update it and keep their data accurate. Please contact our Town Clerk.

Information Deletion: If an individual wishes us to delete the information about them, they should contact our Town Clerk.

Right to Object: If an individual believes their data is not being processed for the purpose it has been collected for, they may object by contacting our Town Clerk

We do not use automated decision making or profiling of individual personal data.

Complaints: If an individual has a complaint regarding the way their personal data has been processed, they may make a complaint to the Town Clerk or the Information Commissioners Office casework@ico.org.uk Tel: 0303 123 1113.

These rights and how we will give effect to them are explained in greater detail in our Subject Access Request Procedure. Further guidance to our staff on how their data and rights will be protected is given in our Data Protection (Employment) Policy and our Staff Handbook.

Making Information Available

Our Publication Scheme explains how we will make a significant amount of information available routinely, without waiting for someone to specifically request it. The scheme is intended to encourage local people to take an interest in the work of the Council and its role within the community.

In accordance with the provisions of the Freedom of Information Act 2000, this Scheme specifies the classes of information which we publish or intend to publish. It is supplemented with an Information Guide which will give greater detail of what we will make available and hopefully make it easier for people to access it.

All formal meetings of Council and its committees are subject to statutory notice being given on notice boards, the Website and sent to the local media. We publish an annual programme in May each year. All formal meetings are open to the public and press and reports to those meetings and relevant background papers are available for the public to see. We welcome public participation and include a public participation session in each Council and committee meeting. Details can be seen in our Standing Orders, which are available on our Website or at our Offices.

Occasionally, Council or committees may need to consider matters in private. Examples of this are matters involving personal details of staff, or a particular member of the public, or where details of commercial/contractual sensitivity are to be discussed. This will only happen after a formal resolution has been passed to exclude the press and public and reasons for the decision are stated. Minutes from all formal meetings, including the confidential parts are public documents.

The Openness of Local Government Bodies Regulations 2014 requires written records to be made of certain decisions taken by officers under delegated powers. These are not routine operational and administrative decisions such as giving instructions to the workforce or paying an invoice approved by Council, but would include urgent action taken after consultation with the Chairman, such as responding to a planning application in advance of Council. In other words, decisions which would have been made by Council or committee had the delegation not been in place.

The 2014 Regulations also amend the Public Bodies (Admission to Meetings) Act 1960 to allow the public or press to film, photograph or make an audio recording of council and committee meetings normally open to the public. We will where possible facilitate such recording unless it is being disruptive. We will also take steps to ensure that children, the vulnerable and members of the public who object to being filmed are protected without undermining the broader purpose of the meeting.

We will be pleased to make special arrangements on request for persons who do not have English as their first language or those with hearing or sight difficulties.

Disclosure Information

We will as necessary undertake checks on both staff and Members with the Disclosure and Barring Service and will comply with their Code of Conduct relating to the secure storage, handling, use, retention and disposal of Disclosures and Disclosure Information. We will follow an appropriate operating procedure.

Data Transparency

We act in accordance with the Code of Recommended Practice for Local Authorities on Data Transparency (September 2011). This sets out the key principles for local authorities in creating greater transparency through the publication of public data and is intended to help them meet obligations of the legislative framework concerning information.

“Public data” means the objective, factual data on which policy decisions are based and on which public services are assessed, or which is collected or generated in the course of public service delivery.

The Code will therefore underpin our decisions on the release of public data and ensure it is proactive in pursuing higher standards and responding to best practice as it develops.

The principles of the Code are:

Demand led: new technologies and publication of data should support transparency and accountability

Open: the provision of public data will be integral to the Council's engagement with residents so that it drives accountability to them.

Timely: data will be published as soon as possible following production.

Government has also issued a further Code of Recommended Practice on Transparency, compliance of which is compulsory for parish councils with turnover (gross income or gross expenditure) not exceeding £25,000 per annum. These councils have been exempt from the requirement to have an external audit since April 2017. Ringwood Town Council exceeds this turnover but will nevertheless ensure the following information is published on its Website for ease of access:

- All transactions above £100.
- End of year accounts
- Annual Governance Statements
- Internal Audit Reports
- List of Councillor or Member responsibilities
- Details of public land and building assets
- Draft minutes of Council and committees within one month
- Agendas and associated papers no later than three clear days before the meeting.

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 approved by Panel and awaits board confirmation.	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 arranged after Annual Assembly 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 undertaken 21/04/2022, 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)	Complete	Bickerley reinstatement works being monitored.	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	Complete	Surfacing works completed early April 2022.	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 in June 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.)	Initial drawings prepared by Cllr Briars and showing the scale and overall design concept were considered and approved by Carvers Working Party when it met on 4th May. Pre-application planning advice will now be sought from NFDC.	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
RLOS18	Cemetery map and registers digitisation	In progress (Commenced September 2020 and proceeding in phases)	All registers have been scanned. A digital map is now live. Planning of the next phase (completing data entry from registers) will begin shortly.	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)	Carvers Working Party met on 4th May and agreed that discussions should continue with two of the landscape designers.	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	Concluded	The work trial agreed in February 2020 has concluded. A report was presented to the Carvers Working Party when it met on 4th May. Officers will continue to explore affordable interventions but this trial will not be extended.	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 reinforcing the message has been designed and will be ordered shortly.	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 £1,244.

Staffing Committee

None at present

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							
	None	(Current projects expected to absorb available resources for several years)					
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	c. £2,500 - £5,800	General reserve

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