

Ringwood Town Council

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

POLICY & FINANCE COMMITTEE

Dear Member

11th April 2024

A meeting of the above Committee will be held at the Forest Suite, Ringwood Gateway on **Wednesday 17th April 2024** at 7.00pm and your attendance is requested.



Mr C Wilkins
Town Clerk

AGENDA

	<u>Time estimate</u>
1. PUBLIC PARTICIPATION There will be an opportunity for public participation at the start of the meeting	Up to 15 minutes
2. APOLOGIES FOR ABSENCE	1 minute
3. DECLARATIONS OF INTEREST	1 minute
4. MINUTES OF THE PREVIOUS MEETING To approve as a correct record the minutes of the meeting held on 20 th March 2024	1 minute
5. FINANCIAL REPORTS (<i>Report A attached</i>): <ul style="list-style-type: none">a. To receive and authorise list of payments made on Imprest Account for Marchb. To note Cllr M DeBoos's verification and signing of bank reconciliations and statements for March 2024c. To note the total amount of Petty Cash payments for Marchd. To receive Statement of Town Council Balances and authorise Inter Account Transferse. To receive the Finance Manager's budgetary monitoring report	15 minutes
6. SUBSCRIPTIONS To consider the Finance Manager's report (<i>Report B</i>)	5 minutes
7. BANK DIRECT DEBITS AND STANDING ORDERS To note the Finance Manager's report and authorise list of regular payments by standing order / direct debit (<i>Report C</i>)	5 minutes

8. COMPLAINTS PROCEDURE REVIEW

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

9. PROJECTS (current and proposed)

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

Time estimate

5 minutes

1 minute

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 Mary DeBoos (Chairman)
Cllr Peter Kelleher (Vice Chairman)
Cllr Andy Briers
Cllr Luke Dadford
Cllr Philip Day
Cllr Gareth DeBoos
Cllr Rae Frederick
Cllr Janet Georgiou
Cllr John Haywood
Cllr James Swyer
Cllr Glenys Turner

Officers

Chris Wilkins, Town Clerk
Rory Fitzgerald, Finance Manager
Nicola Vodden, Office Manager

Copied by e-mail to other members for information

RINGWOOD TOWN COUNCIL

FINANCIAL REPORTS FOR

POLICY & FINANCE COMMITTEE MEETING

17TH APRIL 2024

Paid Expenditure Transactions

Start of year 01/04/23

A

paid between 01/03/24 and 31/03/24

Payment

Reference	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
		4456/1		£305,261.96	£50,876.99	£254,384.97	RLOS	Knights Brown Construction Li	Interim payment number 9	3350/10
1933	06/03/24	4456	RTC805650	£305,261.96	£50,876.99	£254,384.97		Knights Brown Construction Limited	Football Pavilion construction costs	3350/10
		4463/1		£1,296.00	£216.00	£1,080.00	RLOS	Daniel Shutler	Hedge Cutting Open Spaces	3000/2/9
1934	11/03/24	4463	RTC805656	£1,296.00	£216.00	£1,080.00		Daniel Shutler	Hedge cutting Open Spaces.	3000/2/9
		4464/1		£720.00	£120.00	£600.00	RLOS	Pete Best	To remove burnt hedge and grind out stump and roots, Southampton Road Allotments.	3300/2/1
1935	11/03/24	4464	RTC805664	£720.00	£120.00	£600.00		Pete Best	To remove burnt hedge and grind out stump and roots Southampton Road Allotments. To be paid from infrastructure reserve.	3300/2/1
		4465/1		£99.60	£16.60	£83.00	RLOS	Fleet Line Markers	10 litres Fast drying road paint	3000/2/9
		4465/2		£24.00	£4.00	£20.00	RLOS	Fleet Line Markers	1 set saddle bags for line marker	3000/2/9
		4465/3		£12.80	£2.13	£10.67	RLOS	Fleet Line Markers	4 line marker paint spraying nozzles	3000/2/9
1936	11/03/24	4465	RTC805672	£136.40	£22.73	£113.67		Fleet Line Markers	10 Litres Road Marking Paint 1 Set saddle bags for line marker. 4 paint spraying nozzles	3000/2/9
		4466/1		£1,000.00	£0.00	£1,000.00	RLOS	Ryan Smith	Fencing at Southampton Road Allotments after fire, to be funded from infrastructure reserves	3300/2/1
1937	11/03/24	4466	RTC805679	£1,000.00	£0.00	£1,000.00		Ryan Smith	To supply and fit new closeboard fencing at Southampton Road Allotments, as per P/F meeting 21/02/24 to be funded from infrastructure reserve.	3300/2/1
		4467/1		£154.55	£25.76	£128.79	RLOS	The Sign Maker	Order ref - 2403.ANG.002 150 x 100 cast aluminium plaque Inc P&P	3200/2/9
1938	11/03/24	4467	RTC805687	£154.55	£25.76	£128.79		The Sign Maker	Memorial plaque for tree in Ringwood Cemetery	3200/2/9
		4468/1		£40.84	£0.00	£40.84	RLOS	H & W Creative Limited	Design work clubhouse	3802/2/1
		4468/2		£40.83	£0.00	£40.83	RLOS	H & W Creative Limited	design work family fun day	3802/2/4
		4468/3		£40.83	£0.00	£40.83	RLOS	H & W Creative Limited	design work wanderland 24	3100/2
1939	11/03/24	4468	RTC805682	£122.50	£0.00	£122.50		H & W Creative Limited	replaces order 805603 design work for events, clubhouse and family fun day	3802/2/1
		4469/1		£7.44	£1.24	£6.20	RLOS	Elliott Brothers Ltd	2x 2.4 lengths of 3x2 wood for seats.	3000/2/14
1940	11/03/24	4469	RTC805689	£7.44	£1.24	£6.20		Elliott Brothers Ltd	2 x 2.4 lengths of 3x2 wood	3000/2/14
		4470/1		£19.58	£3.26	£16.32	RLOS	screwfix	2 packs of 10 bolts for bin fixing	3000/2/9

Paid Expenditure Transactions

Start of year 01/04/23

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paid between 01/03/24 and 31/03/24

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		4470/2		£19.49	£3.25	£16.24	RLOS	screwfix	50 pack of bolts for machine maintenance	3000/3/2
1941	11/03/24	4470	RTC805674	£39.07	£6.51	£32.56		screwfix	2 packs of 10 Bolts for bin fixing 1 packof 50 Bolts for machine maintenance	3000/2/9
		4471/1		£52.26	£8.71	£43.55	RLOS	screwfix	New nuts bolts and Washers for blades on slitter	3000/3/2
1942	11/03/24	4471	RTC805662	£52.26	£8.71	£43.55		screwfix	Nuts Bolts and Washers for Blades on Slitter.	3000/3/2
		4472/1		£14.48	£2.41	£12.07	RLOS	screwfix	De-Icer for Vans	3000/3/5
		4472/2		£37.99	£0.00	£37.99	RLOS	screwfix	Work Boots For Groundsmen.	3000/1/5
		4472/3		£39.99	£0.00	£39.99	RLOS	screwfix	Work Boots For Groundsmen	3000/1/5
1943	11/03/24	4472	RTC805669	£92.46	£2.41	£90.05		screwfix	De-Icer for Vans. Work Boots For Groundsmen.	3000/3/5
		4473/1		£39.98	£6.66	£33.32	RLOS	screwfix	2 X 750ml cans of green metal paint	3000/2/14
1944	11/03/24	4473	RTC805684	£39.98	£6.66	£33.32		screwfix	2 X 750 ml cans of green metal paint.	3000/2/14
		4474/1		£17.99	£3.00	£14.99	RLOS	screwfix	Wood Screws for seats.	3000/2/14
		4474/2		£87.45	£14.57	£72.88	RLOS	screwfix	Coach Bolts for seats.	3000/2/14
		4474/3		£19.58	£3.26	£16.32	RLOS	screwfix	Concrete Bolts for fixing seats	3000/2/14
		4474/4		£8.99	£1.50	£7.49	RLOS	screwfix	Washers for bolts.	3000/2/14
		4474/5		£8.48	£1.41	£7.07	RLOS	screwfix	Paint Brushes	3000/2/14
		4474/6		£3.98	£0.66	£3.32	RLOS	screwfix	Wire Brushes for cleaning metal ends of seats.	3000/2/14
1945	11/03/24	4474	RTC805688	£146.47	£24.40	£122.07		screwfix	Materials for open spaces seat renovations. Wood Screws Coach Bolts. Concrete Bolts. Washers. Paint Brushes. Wire Brushes	3000/2/14
		4475/1		£318.00	£53.00	£265.00	RLOS	Ringwood & Fordingbridge Ski	Replacement Skip For Cemetery / Allotments.	3200/2/8
1946	11/03/24	4475	RTC805673	£318.00	£53.00	£265.00		Ringwood & Fordingbridge Skip Hire	Replacement skip for Cemetery / Allotments	3200/2/8
		4476/1		£800.00	£133.33	£666.67	P&F	Laceys Solicitors	First interim account for period to 7.2.24 (less payment on account)	2400/17
		4476/2		£355.00	£0.00	£355.00	P&F	Laceys Solicitors	Court issue fee	2400/17
1947	11/03/24	4476	RTC805652	£1,155.00	£133.33	£1,021.67		Laceys Solicitors	Fees for supply of legal services	2400/17

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Start of year 01/04/23



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		4477/1		£660.00	£110.00	£550.00	P&F	Laceys Solicitors	Fees for period 8th to 23rd February 2024	2400/17
1948	11/03/24	4477	RTC805676	£660.00	£110.00	£550.00		Laceys Solicitors	Supply of legal services	2400/17
		4478/1		£356.40	£59.40	£297.00	P&F	Communicorp (Clerks & Coun	Scroll for Community Award	2200/1/5
		4478/2		£6.66	£1.11	£5.55	P&F	Communicorp (Clerks & Coun	Postage and packaging	2200/1/5
1949	11/03/24	4478	RTC805683	£363.06	£60.51	£302.55		Communicorp (Clerks & Councils Direct)	Scrolls for Community Awards (£99 x 3 + £5.55 x 1postage - all plus VAT)	2200/1/5
1950	11/03/24	4479	RTC805681	£4,395.00	£0.00	£4,395.00	P&F	New Forest District Council	CCTV 6 Monthly charge 01/10/23 - 31/03/24	2400/15
1954	18/03/24	4480	RTC805699	£600.00	£0.00	£600.00	RLOS	Ann Frances Clark C/o Mr Mar	Purchase back of grave space UNK003	3200/1/7
		4481/1		£150.00	£0.00	£150.00	RLOS	Ryan Smith	REPAIR AND REFIT FENCE AND FIT A CONCRETE SPUR TO FENCE POST.	3000/2/10
1955	18/03/24	4481	RTC805625	£150.00	£0.00	£150.00		Ryan Smith	To Repair and refit part of fence and fit a concrete spur to fencepost at the back of Yew Tree Gardens that had come down in storm.	3000/2/10
		4482/1		£875.68	£145.95	£729.73	RLOS	Glenacres Nursery	Plants for Gateway Gaedens to be funded by RACE,	3000/5/9
1956	18/03/24	4482	RTC805680	£875.68	£145.95	£729.73		Glenacres Nursery	Pants for the Gateway Gardens, to be funded by RACE.	3000/5/9
		4483/1		£46.34	£7.72	£38.62	RLOS	Glenacres Nursery	1 tree to be used as a memorial tree in the Cemetery	3200/2/9
1957	18/03/24	4483	RTC805686	£46.34	£7.72	£38.62		Glenacres Nursery	1Tree to be used as a memorial tree in the Cemetery	3200/2/9
		4484/1		£918.00	£153.00	£765.00	RLOS	New Forest Aggregates Ltd	3 loads of shingle for Bickerley Tracks (outside Bickerlet Terrace]	3000/2/9
1958	18/03/24	4484	RTC805698	£918.00	£153.00	£765.00		New Forest Aggregates Ltd	3 loads of shingle for Bickerley Tracks, (Bickerley Terrace Track)	3000/2/9
		4485/1		£57.60	£9.60	£48.00	RLOS	Elliott Brothers Ltd	6 BAGS OF COLD LAY TARMAC FOR CEMETERY.	3000/2/18
1959	18/03/24	4485	RTC805701	£57.60	£9.60	£48.00		Elliott Brothers Ltd	6 bags of cold lay tarmac for Cemetery carpark.	3000/2/18
		4486/1		£10.99	£1.83	£9.16	RLOS	screwfix	Grab Handle for Clubhouse Loft Ladder.	3802/1/1
1960	18/03/24	4486	RTC805702	£10.99	£1.83	£9.16		screwfix	Grab Handle for Clubhouse Loft Ladder.	3802/1/1
		4487/1		£716.00	£0.00	£716.00	RLOS	Mike Coakley	Reapirs to emergency lighting system	3802/1/1

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Start of year 01/04/23



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1961	18/03/24	4487	RTC805660	£716.00	£0.00	£716.00		Mike Coakley	3802/1/1 To replace Emergency light batteries to three hancel pendant lights in the Clubhouse main hall, 2 panel lights in the downstairs office and 1 in the store room, replace 2 exit lights above the main hall and hallway doors.Replaces order number 805624
		4488/1		£50.00	£0.00	£50.00	P&F	Go New Forest	2400/5/1 Map
1962	18/03/24	4488	RTC805678	£50.00	£0.00	£50.00		Go New Forest	2400/5/1 The New Forest official map - for resale
		4512/1		£13.21	£2.20	£11.01	RLOS	Hampshire County Council	3000/1/2 816200 Toilet rolls
		4512/2		£13.21	£2.20	£11.01	RLOS	Hampshire County Council	3200/1/4 816200 Toilet rolls
		4512/3		£26.09	£4.35	£21.74	RLOS	Hampshire County Council	3200/1/4 816100 Hand towels
		4512/4		£25.20	£4.20	£21.00	RLOS	Hampshire County Council	3200/1/4 951036 Blue gloves XL
		4512/5		£25.20	£4.20	£21.00	RLOS	Hampshire County Council	3000/1/2 951012 Blue gloves Medium
		4512/6		£28.99	£4.83	£24.16	RLOS	Hampshire County Council	3200/1/4 581300 Pine disinfectant
1963	26/03/24	4512	RTC805709	£131.90	£21.98	£109.92		Hampshire County Council	3000/1/2 Cleaning supplies
		4513/1		£47.99	£0.00	£47.99	RLOS	screwfix	3000/1/5 1pair size 10 safety boots for Groundsman.
1964	26/03/24	4513	RTC805710	£47.99	£0.00	£47.99		screwfix	3000/1/5 1pair size 10 Safety Boots for Groundsman.
		4514/1		£192.00	£32.00	£160.00	RLOS	Cleansing Service Group Ltd	3802/1/1 Maintenance of sewage Treatment
1965	26/03/24	4514	RTC805715	£192.00	£32.00	£160.00		Cleansing Service Group Ltd	3802/1/1 Maintenance of sewage pump
1967	26/03/24	4515		£15.18	£2.53	£12.65	RLOS	Itec	3802/2/2 Carvers Clubhouse March 2024
1968	26/03/24	4516		£36.33	£6.05	£30.28	P&F	Itec	2000/1/9 Gateway March 2024
1970	26/03/24	4517	RTC805723	£500.00	£0.00	£500.00	P&F	Bickerley Green Residential H	2210/1 Discretionary Grant per Policy & Finance Committee 20th March 2024.
1971	26/03/24	4518	RTC805725	£500.00	£0.00	£500.00	P&F	Friends of Ringwood Infants S	2210/1 Discretionary Grant approved Policy and Finance Committee 20/03/24 minute reference F6284
1972	26/03/24	4519	RTC805726	£750.00	£0.00	£750.00	P&F	Ringwood & District Communit	2210/1 Discretionary Grant approved by Policy & Finance Committee 20th March 2024, minute reference F/6284
1973	26/03/24	4520	RTC805724	£750.00	£0.00	£750.00	P&F	Ringwood Girlguiding	2210/1 Discretionary Grant approved Policy & Finance Committee 20/03/24, Minute reference F/6284
		4530/1		£667,352.50	£111,225.42	£556,127.08	RLOS	Knights Brown Construction Li	3350/10 Football pavilion interim invoice nr.10

Paid Expenditure Transactions

Start of year 01/04/23



paid between 01/03/24 and 31/03/24

Payment

Reference	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
9999	28/03/24	4530	RTC805703	£667,352.50	£111,225.42	£556,127.08		Knights Brown Construction Limited	Construction services	3350/10
		4531/1		-£667,352.50	-£111,225.42	-£556,127.08	RLOS	Knights Brown Construction Li	Football pavilion interim invoice nr.10	3350/10
9999	28/03/24	4531		-£667,352.50	-£111,225.42	-£556,127.08		Knights Brown Construction Limited	Contra (part payment) for tn 4530, Construction services	3350/10
9999	28/03/24	4532		£217,352.50	£36,225.42	£181,127.08	RLOS	Knights Brown Construction Li	Part payment , tn 4530 - 1st instalment, Construction services	3350/10
BP	14/03/24	4489		£9,282.12	£0.00	£9,282.12	P&F	Hampshire County Council	Pension February 2024	2600/1/3
DD	01/03/24	4452		£195.00	£0.00	£195.00	RLOS	New Forest District Council	Rates Carvers Clubhouse March 2024	3802/1/6
		4453/1		£66.47	£11.08	£55.39	PT&E	SSE Southern Electric	AGR0219078 Continuous	4000/1/2
		4453/2		£131.76	£6.27	£125.49	PT&E	SSE Southern Electric	AGR0219079 Dawn to Dusk	4000/1/2
DD	04/03/24	4453		£198.23	£17.35	£180.88		SSE Southern Electric	January 2024	4000/1/2
DD	06/03/24	4508		£32.34	£5.39	£26.95	RLOS	Sky Business	05/03/24 - 04/04/24	3802/2/5
DD	11/03/24	4502		£707.78	£117.96	£589.82	RLOS	Yu Energy	01/02/24 - 29/02/24	3802/1/3
DD	22/03/24	4500		£7,960.26	£0.00	£7,960.26	P&F	Inland Revenue	February 2024	2600/1/2
DD	25/03/24	4499		£28,609.65	£0.00	£28,609.65	P&F	Salaries	March 2025	2600/1/1
DD	27/03/24	4522		£244.75	£11.65	£233.10	P&F	British Gas	Greenways 08/02/24 - 07/03/24	2100/1
DD 1	20/03/24	4501		£318.25	£53.04	£265.21	P&F	Elite Business Systems UK Lt	March 2024 Calls	2000/1/11
		4509/1		£112.89	£5.38	£107.51	RLOS	Utility Warehouse	Energy	3000/1/1
		4509/2		£2.40	£0.40	£2.00	RLOS	Utility Warehouse	Club	3000/1/1
DD 1	28/03/24	4509		£115.29	£5.78	£109.51		Utility Warehouse	UW Sports Pavilion February 2024	3000/1/1
		4503/1		£364.86	£60.81	£304.05	P&F	Siemens	Quarterly lease rental	2000/1/9
		4503/2		£202.80	£33.80	£169.00	P&F	Siemens	Initial facility fee	2000/1/9
DD 2	20/03/24	4503		£567.66	£94.61	£473.05		Siemens	Quarterly Lease rental	2000/1/9
		4510/1		£287.38	£13.68	£273.70	RLOS	Utility Warehouse	Energy	3200/1/1
		4510/2		£30.00	£5.00	£25.00	RLOS	Utility Warehouse	Mobile	3000/1/6
		4510/3		£31.20	£5.20	£26.00	RLOS	Utility Warehouse	Phone & Broadband	3000/1/6
		4510/4		£2.40	£0.40	£2.00	RLOS	Utility Warehouse	Club	3200/1/1
DD 2	28/03/24	4510		£350.98	£24.28	£326.70		Utility Warehouse	UW Cemetery February 2024	3200/1/1

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			4511/1	£20.00	£3.33	£16.67	RLOS	Utility Warehouse	Mobile 3000/1/6
			4511/2	£2.40	£0.40	£2.00	RLOS	Utility Warehouse	Club 3000/1/6
DD 3	28/03/24	4511		£22.40	£3.73	£18.67		Utility Warehouse	UW Groundsmens mobile February 2024 3000/1/6
FPI	11/03/24	4490		£148.50	£24.75	£123.75	P&F	Brightwater	Fees - March 2024 2400/19
FPI	31/03/24	4528		£17.97	£0.00	£17.97	RLOS	Sum Up	Charges for February 2024 3802/2/1
FPI	31/03/24	4529		£17.71	£0.00	£17.71	RLOS	Sum Up	Charges for March 2024 3802/2/1
			4506/1	£49.91	£8.32	£41.59	RLOS	Amazon	2 replacement Combination Padlocks For Carvers Main Gates 3000/2/3
			4506/2	£4.98	£0.83	£4.15	RLOS	Amazon	P/P For Padlocks. 3000/2/3
Lloyds CC Mar 24 10	18/03/24	4506	RTC805665	£54.89	£9.15	£45.74		Amazon	2 COMBINATION PADLOCKS FOR CARVERS MAIN GATES. P/P FOR PADLOCKS 3000/2/3
Lloyds CC Mar 24 11	18/03/24	4507		-£15.58	£0.00	-£15.58	RLOS	Nisbets Limited Catering Equi	Credit 3802/1/1
			4492/1	£10.69	£1.78	£8.91	P&F	Amazon	Shovel 2000/3/4
			4492/2	£18.00	£3.00	£15.00	P&F	Amazon	Travel pass holder x 6 2400/5/1
			4492/3	£26.93	£4.49	£22.44	P&F	Amazon	Disability badge holder x 6 2400/5/1
Lloyds CC Mar 24 2	18/03/24	4492	RTC805643	£55.62	£9.27	£46.35		Amazon	Shovel for caretaker and pass/badge holders for re-sale 2000/3/4
			4493/1	£320.78	£31.99	£288.79	RLOS	Booker	food for resale 3802/3/1
Lloyds CC Mar 24 3	18/03/24	4493	RTC805667	£320.78	£31.99	£288.79		Booker	food for resale paid on credit card order : 83786506 3802/3/1
			4494/1	£9.49	£1.58	£7.91	RLOS	Amazon	Self adhesive address labels 18 labels per A4 sheet 25 sheets 450 labels 3802/2/1
			4494/2	£4.99	£0.83	£4.16	RLOS	Amazon	Postage 3802/2/1
Lloyds CC Mar 24 4	18/03/24	4494	RTC805648	£14.48	£2.41	£12.07		Amazon	Labels for clubhouse Easter promotion - paid for on NV credit card 3802/2/1
			4495/1	£16.20	£2.70	£13.50	RLOS	Amazon	205 disc stirrers 3802/3/1
Lloyds CC Mar 24 5	18/03/24	4495	RTC805649	£16.20	£2.70	£13.50		Amazon	Disc stirrers 3802/3/1
			4496/1	£22.42	£3.74	£18.68	RLOS	Amazon	clipboards and paper 3802/2/1

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Lloyds CC Mar 24 5	18/03/24	4496	RTC805646	£22.42	£3.74	£18.68		Amazon	Clipboards and paper for menu paid on credit card	3802/2/1
		4497/1		£6.99	£1.17	£5.82	RLOS	Amazon	new table tennis balls	3802/2/1
Lloyds CC Mar 24 6	18/03/24	4497	RTC805657	£6.99	£1.17	£5.82		Amazon	New table tennis balls	3802/2/1
		4498/1		£149.57	£12.68	£136.89	RLOS	Booker	food for resale	3802/3/1
Lloyds CC Mar 24 7	18/03/24	4498	RTC805666	£149.57	£12.68	£136.89		Booker	food for resale paid on credit card order 83920814	3802/3/1
Lloyds CC Mar 24 8	18/03/24	4504		£177.12	£29.52	£147.60	P&F	Microsoft	18/01/24 - 17/02/24	2000/1/15
Lloyds CC Mar 24 9	18/03/24	4505		£237.60	£39.60	£198.00	P&F	Microsoft	18/01/24 - 17/02/24	2000/1/15
		4491/1		£30.00	£5.00	£25.00	RLOS	I-Hasco	level 2 food hygieneff	3802/2/6
Lloyds CC Marc 24 1	18/03/24	4491	RTC805641	£30.00	£5.00	£25.00		I-Hasco	Level 2 hygiene course for E Dresser	3802/2/6
NFDC Tfr12	31/03/24	4523		£5.19	£0.00	£5.19	P&F	New Forest District Council	NFDC Tfr12 Credit card charges	2000/1/18
NFDC Tfr12	31/03/24	4525		£10.05	£0.00	£10.05	RLOS	New Forest District Council	NFDC Tfr 12 26/02/24 Purchases for café sales	3802/3/1
NFDC Tfr12	31/03/24	4526		£9.11	£0.00	£9.11	RLOS	New Forest District Council	NFDC Tfr 12 04/03/24 Purchases for café sales	3802/3/1
NFDC Tfr12	31/03/24	4527		£28.48	£0.00	£28.48	RLOS	New Forest District Council	NFDC Tfr12 11/03/24 Purchases for café sales	3802/3/1
order deleted	01/03/24	4441	RTC803571	£0.00	£0.00	£0.00	P&F	Hampshire County Council	Order from 2020 posted at £0.00, i.e deleted	2000/1/8
PAY	28/03/24	4521		£15.85	£0.00	£15.85	P&F	Lloyds Bank	Bank charges March 2024	2000/1/18
		4524/1		£6.50	£0.00	£6.50	Counc	Ringwood Town Council	Sainsburys - Coffee	10000
		4524/2		£2.35	£0.00	£2.35	Counc	Ringwood Town Council	Sainsburys - Milk	10000
		4524/3		£2.50	£0.00	£2.50	Counc	Ringwood Town Council	Waitrose - Milk	10000
		4524/4		£3.00	£0.50	£2.50	Counc	Ringwood Town Council	Waitrose - Air freshners	10000
		4524/5		£10.00	£0.00	£10.00	Counc	Ringwood Town Council	SR 21A Hurlock Return of Allotment key deposit	10000
Petty Cash 2024	31/03/24	4524		£24.35	£0.50	£23.85		Ringwood Town Council	Petty Cash March 2024	10000

Total

£589,612.67 £88,780.60 £500,832.07

POLICY AND FINANCE COMMITTEE 17th APRIL 2024

BANK BALANCES & PROPOSED TRANSFERS

Account Name	Predicted	Actual at	Predicted	Proposed Transfers		Predicted
	31-Mar-24			31-Mar-24	Movement	
	£	£	£	£	£	£
Imprest (Current) Account	114,591	89,170	481,762	-500,000		70,932
Business Account	15,401	447			50,000	50,447
Investment Accounts	510,000	610,000	-400,000		450,000	660,000
Petty Cash - Imprest	47	176				176
Petty Cash - Carvers Clubhouse	50	50				50
VIC Change Float	50	50				50
Information Desk Float	75	75				75
TOTAL BANK BALANCES	640,214	699,968	81,762	-500,000	500,000	781,730

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

PROPOSED TRANSFER AUTHORISATIONS:

DATE

17/04/24

17/04/24

Investment Accounts	CCLA	Instant access
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Notes:

- 1 **Imprest Account**

Anticipated net expenditure to end April	£ 50,000
Football development project paid 2/3rd April	450,000
Contribution from AFC Bournemouth recd 9th April*	-60,000
transfer from CCLA actioned 2nd April	-400,000
50% Annual precept due end of April	-321,762
VAT settlement Q4	-200,000
* nb a further £120,000 has been invoiced	
 Net anticipated movement on imprest account	 -481,762
- 2 **Investment Maturity**

No investments due to mature
- 3 The bank accounts were reconciled at 31st March
- 4 A nominal account has been implemented to reflect the float of £75.00 held by the Information Desk.
- 5 The Town Council's Imprest and Business bank accounts are held with Lloyds Bank plc

REPORT TO POLICY & FINANCE COMMITTEE – 17th APRIL 2024

BUDGETARY CONTROL DRAFT OUTTURN 2023/24

1. BACKGROUND

- 1.1 The purpose of this report is to provide Members with a preliminary outturn report for the year 2023-24. Comparisons are made with the revised budget.
- 1.2 To re-cap, the revised budget that was approved at the December meeting required a transfer from the General Reserve of £93,788 in order to balance. Since that meeting, however, a number of changes have been requested although the changes have little impact on the net budget requirement. The revised budget will still require a transfer of £93,591. The original and revised budget, including these changes are summarised below :

	Original Budget £	Revised Budget £
Revenue Expenditure	868,217	928,962
Capital Expenditure	781,000	2,111,959
Plus transfers to earmarked reserves	33,600	47,933
Less Revenue Income	-288,311	-340,618
Less Capital Income (grants)	-641,170	-1,560,000
Less transfers from earmarked reserves	<u>-142,810</u>	<u>-573,723</u>
Net budget requirement	610,524	614,513
Funded by:		
Council Tax	610,429	610,429
Covid Relief Grant	95	95
Plus transfer from the General Reserve	<u>0</u>	<u>3,989</u>
	610,524	614,513

The revised estimates required a transfer from the general fund of £3,989 in order to balance. A projected outturn forecast was provided at the March meeting which predicted a modest surplus and contribution to the general reserve of £8,600.

- 1.3 A number of significant expenditure items remained outstanding at the beginning of March and some of these have slipped over year end.
- 1.4 Similarly, some of the capital expenditure schemes, funded from reserves, have slipped although, these will have no impact on the revenue account or the requirement to draw from the general reserve, but they will impact the level of balances held in earmarked reserves.
- 1.5 A summary income & expenditure comparison report is included at Appendix 1. This compares actual income and expenditure for the year, together with outstanding commitments, with the revised income and expenditure budgets for the year as described above. The net budget deficit reported represents the net planned transfers to and from reserves. Note that these are preliminary figures as a number of transactions straddle the year end and the ledger will need to be adjusted to ensure that these are accounted for in the correct year.

2 INCOME & EXPENDITURE FOR THE YEAR TO MARCH 2024

- 2.1 Total cash receipts and invoices raised in the year amount to £2,973,955. This includes £38,208 in respect of CIL, key and rent deposits and other unbudgeted capital receipts and

£610,429 precept. The figure also includes £1,977,248 in respect of the football development project. As with previous comparisons, the football development project will be taken separately. The income figure also includes income of £7,863 which will be accrued into next year and £2,100 in respect of the previous year both of which should be excluded. A further £5,046 was received in 2022/23 in respect of 2023/24. For comparison purposes, therefore, income for the year is £343,156 (including commitments), against the revised budget of £340,618.

- 2.2 There remains one significant invoice to be raised in respect of 2023/24, the value of which is yet to be determined. This is for reimbursement of the Town Council' costs in managing the Gateway building on behalf of the partners. It is estimated that this will generate a receipt of around £20,000. The revenue income for the year is therefore expected to be around £363,000.
- 2.3 The revised income budget, excluding anticipated income for the football development project is £340,618 so there will be a significant over-recovery against the budget, possibly in excess of £23,000. There are a number of reasons for this, the most significant of which is earned interest which exceeded the revised budget by just over £6,000. A further £5,000 is accounted for by additional pass-through charges for utilities which are also reflected in increased expenditure. Cemetery receipts, which had been well below budget during the year recovered in the final quarter and exceeded the revised budget by almost £2,000.
- 2.4 For this committee, overall receipts are expected to be £215,825, exceeding the budget by almost £10,000 mainly due to the better than anticipated interest receipts and additional market stall income.
- 2.5 The revised revenue expenditure budget for the year is £928,962 whilst the capital budget is £2,111,959. Total recorded expenditure for the year amounts to £2,932,941 including commitments. A credit balance on the tax and pensions control account, pending settlement of monies due to the Inland Revenue and Hampshire County Council, adds a further £17,181 whilst an anticipated invoice for the Council' share of the Gateway costs is expected to add £51,100, making expenditure for the year £3,001,222. This includes some expenditure committed or paid in advance for next year of £10,976 but excludes expenditure of £7,468 paid in 2022/23 which means that the predicted outturn for the year is £2,997,714. Of this, capital expenditure amounts to £2,064,306 which means that revenue expenditure for the year is likely to be £933,408 which is slightly more than the revised revenue budget of £928,962.
- 2.6 Net revenue expenditure is therefore expected to be £570,400. Net contributions to earmarked reserves will add £15,700 (contributions of £42,286 less £26,587 to support one off revenue expenditure). The annual precept of £610,429 will therefore generate a surplus on the revenue account of £24,330 some of which will be set aside to cover costs of expenditure that has slipped into 2024/25 with the balance being added to the general reserve.
- 2.7 The main reason for this surplus on the revenue account is the additional income, noted above, together with some slippage in expenditure which will have an impact on 2024/25 unless some of the surplus can be set aside to meet this future expenditure. A full list of proposed carry forwards will be brought to the next meeting of this committee once final expenditure totals are known. The balance available to be moved to the general reserve will decrease to the extent that any provision is made for expenditure slippage.
- 2.8 The Football development project income and expenditure for the year is as follows:

	Budget 2023/24	Actual for 2023/24
	£	£
Income (Football Foundation Grant)	1,560,000	1,477,423
Expenditure	2,060,000	2,042,331

- 2.9 The total project budget is £3.4 million and any difference between the expenditure incurred and the funding received will be met from the earmarked reserves held for this purpose and borrowing from the PWLB. The PWLB loan was received in July and has been used to defray expenditure. In addition a further £65,083 has been transferred from the project earmarked reserve held for this purpose. The balance on this reserve stands at £16,459.

3. RESERVES & BALANCES

- 4.1 The opening reserves balance was £634,461 at the 1st of April. This was made up of Earmarked Reserves of £357,258, Customer deposits of £18,163 and a General Reserve of £259,040. Annual contributions to earmarked reserves from the revenue budget will add £47,286 whilst additional receipts of £499,825 (the PWLB loan) in respect of the football development project, £4,232 in respect of CIL, £10,000 in respect of Developer's Contributions, £15,000 in respect "thriving market place" grant and £375 contributions towards a commemorative bench have been received as at the end of March. A further £1,476 has been received for rent and key deposits whilst £70 has been returned.
- 4.2 It is now likely that Earmarked reserves of £625,948 will be required to support planned expenditure. This includes the amount borrowed from the PWLB on behalf of the football development project. The latest outturn prediction now suggest that £24,330 will be available to be added to the general reserve or otherwise to be set aside in an earmarked reserve to fund any additional expenditure requirements which have slipped into 2024/25. The predicted closing balance of reserves is therefore £610,967 consisting of £313,724 earmarked reserves, £277,674 general reserve, and £19,569 key deposits.
- 4.3 A schedule of the planned and actual movements to date on reserves is included at Appendix 2.

5. CONCLUSIONS

- 5.1 The outturn position is some £28,000 better than predicted in the revised budget due to a combination of improved income and slippage of expenditure.
- 5.2 It is anticipated that around £24,000 will be available to be added to the general reserve. However, this figure will decrease to the extent that any provision is made to reserve funds for any expenditure that is deferred to 2024/25.

6. RECOMMENDATIONS

It is **recommended** that Members:-

- 6.1 note the draft budget outturn position.
- 6.2 note the projected balances of Reserves.

For further information please contact:

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For further information please contact:

Chris Wilkins, Town Clerk

Tel: 01425 484720

Chris.wilkins@ringwood.gov.uk

Financial Budget Comparison

Comparison between 01/04/23 and 31/03/24 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/23

	2023/24	Revised	Reserve Movements	Actual Net	Balance
INCOME					
Policy & Finance					
280	Carvers Club House Income	£0.00	£0.00	£0.00	£0.00
999	Suspense	£0.00	£0.00	£0.01	£0.01
Total Policy & Finance		£0.00	£0.00	£0.01	£0.01
Recreation, Leisure & Open Spaces					
300	Revenue Income (RLOS)	£48,418.00	£26,510.00	£0.00	£35,738.33
310	Events	£28,000.00	£41,386.00	£0.00	£49,206.57
320	Cemetery Income	£44,512.00	£31,182.00	£300.00	£33,014.85
330	Allotment Income	£6,012.00	£6,875.00	£0.00	£7,756.24
350	Capital Income	£641,170.00	£1,560,000.00	£0.00	£1,977,248.00
380	Carvers Clubhouse	£25,273.00	£27,500.00	£0.00	£29,127.21
Total Recreation, Leisure & Open Spaces		£793,385.00	£1,693,453.00	£300.00	£2,132,091.20
Planning, Town & Environment					
400	Income	£1,100.00	£1,100.00	£0.00	£1,100.00
Total Planning, Town & Environment		£1,100.00	£1,100.00	£0.00	£1,100.00
Council					
100	Precept	£610,429.00	£610,429.00	£0.00	£610,429.00
102	Interest Business A/c	£0.00	£0.00	£0.00	£446.92
110	Client Deposits	£0.00	£0.00	£0.00	£0.00
200	Revenue Income	£134,996.00	£206,065.00	£22,351.27	£229,888.05
Total Council		£745,425.00	£816,494.00	£22,351.27	£840,763.97
Total Income		<u>£1,539,910.00</u>	<u>£2,511,047.00</u>	<u>£22,651.27</u>	<u>£2,973,955.18</u>

Financial Budget Comparison

Comparison between 01/04/23 and 31/03/24 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/23

		2023/24	Revised	Reserve Movements	Actual Net	Balance
EXPENDITURE						
Policy & Finance						
2000	Establishment	£124,141.00	£120,276.00	£0.00	£118,853.25	£1,422.75
2100	Maintenance	£39,402.00	£54,600.00	£0.00	£6,951.49	£47,648.51
2200	Democratic Process (members Costs)	£13,375.00	£29,851.00	£0.00	£28,241.16	£1,609.84
2210	Grants	£5,000.00	£5,000.00	£0.00	£5,000.00	£0.00
2300	Employee Costs- Allocated Office Staff	£114,397.00	£117,000.00	£0.00	£115,420.22	£1,579.78
2310	Employee overhead Costs	£4,160.00	£3,760.00	£0.00	£2,870.00	£890.00
2400	Other	£37,193.00	£61,326.00	£0.00	£57,692.94	£3,633.06
2500	Capital Financing	£53,546.00	£46,436.00	£0.00	£46,435.89	£0.11
2501	Capital	£0.00	£0.00	£0.00	£0.00	£0.00
2600	Wages Control Account	£0.00	£0.00	£0.00	-£17,180.93	£17,180.93
2801	Carvers Employee Costs	£0.00	£0.00	£0.00	£0.00	£0.00
2802	Carvers Club House- Expenditure	£0.00	£0.00	£0.00	£0.00	£0.00
9999	Suspense	£0.00	£0.00	£0.00	£0.00	£0.00
Total Policy & Finance		£391,214.00	£438,249.00	£0.00	£364,284.02	£73,964.98
Recreation, Leisure & Open Spaces						
3000	Recreation & Leisure (Other)	£54,514.00	£76,805.00	£0.00	£62,626.95	£14,178.05
3001	RL&OS -Employee Costs	£170,257.00	£171,000.00	£0.00	£170,861.35	£138.65
3002	Employee Costs	£2,000.00	£2,000.00	£0.00	£1,445.00	£555.00
3100	Events	£24,800.00	£23,945.00	£0.00	£28,654.62	-£4,709.62

Financial Budget Comparison

Comparison between 01/04/23 and 31/03/24 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/23

		2023/24	Revised	Reserve Movements	Actual Net	Balance
3101	Events - Employee Costs	£13,108.00	£13,108.00	£0.00	£16,720.51	-£3,612.51
3200	Cemetery	£10,494.00	£9,657.00	£0.00	£11,695.01	-£2,038.01
3201	Cemetery -Employee Costs	£55,759.00	£55,500.00	£0.00	£55,952.21	-£452.21
3300	Allotments	£2,414.00	£3,300.00	£0.00	£4,719.28	-£1,419.28
3301	Allotments -Employee Costs	£18,994.00	£19,550.00	£0.00	£19,068.48	£481.52
3350	Capital Expenditure	£781,000.00	£2,094,690.00	£0.00	£2,051,628.19	£43,061.81
3801	Youth Services Employee costs	£59,971.00	£59,971.00	£0.00	£60,836.24	-£865.24
3802	Carvers Clubhouse	£35,830.00	£38,766.00	£0.00	£43,902.49	-£5,136.49
Total Recreation, Leisure & Open Spaces		£1,229,141.00	£2,568,292.00	£0.00	£2,528,110.33	£40,181.67
Planning, Town & Environment						
4000	Planning, Town & Environment	£2,872.00	£7,300.00	£0.00	£4,026.01	£3,273.99
4001	Employee Costs	£25,990.00	£26,500.00	£0.00	£26,088.70	£411.30
4050	Capital Expenditure	£0.00	£580.00	£0.00	£10,495.00	-£9,915.00
Total Planning, Town & Environment		£28,862.00	£34,380.00	£0.00	£40,609.71	-£6,229.71
Council						
10000	Petty Cash - Office	£0.00	£0.00	£0.00	-£63.52	£63.52
10001	Petty Cash - Youth	£0.00	£0.00	£0.00	£0.00	£0.00
10002	Petty Cash - Visitor Information Centre	£0.00	£0.00	£0.00	£0.00	£0.00
10003	Petty Cash - Information Desk	£0.00	£0.00	£0.00	£0.00	£0.00
10110	Deposit Refunds	£0.00	£0.00	£0.00	£0.00	£0.00
10111	Bank Charges	£0.00	£0.00	£0.00	£0.00	£0.00
Total Council		£0.00	£0.00	£0.00	-£63.52	£63.52
Total Expenditure		<u>£1,649,217.00</u>	<u>£3,040,921.00</u>	<u>£0.00</u>	<u>£2,932,940.54</u>	<u>£107,980.46</u>

Financial Budget Comparison

Comparison between 01/04/23 and 31/03/24 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/23

	2023/24	Revised	Reserve Movements	Actual Net	Balance
Total Income	£1,539,910.00	£2,511,047.00	£22,651.27	£2,973,955.18	£440,256.91
Total Expenditure	£1,649,217.00	£3,040,921.00	£0.00	£2,932,940.54	£107,980.46
Total Net Balance	-£109,307.00	-£529,874.00		£41,014.64	

RESERVES AND PROVISIONS - MOVEMENT & BALANCES

1st April 2023 to 31st March 2024

	Actual Balance 01/04/23 £	Planned and Proposed Movements 2023/24:				Estimated Balance 31/03/24 £	
		from Revenue £	to revenue		Capital & Other Receipts £		between provisions £
			base budget £	Growth £			
<u>EARMARKED PROVISIONS</u>							
I.T. & Equipment	22,900	2,700		0		25,600	
Gateway	25,000	0		0		25,000	
Cemetery	23,533	2,500		-4,750		21,283	
Buildings Reserve	36,667	4,000	-750	0		39,917	
Election	12,542	1,000		-13,542		0	
Vehicle & Machinery	33,572	11,000		-10,689		33,883	
Play Equipment	8,716	6,900		0		15,616	
Memorials	0	0		0		0	
Christmas Lights	0	0		0		0	
Carvers Clubhouse	29,682	2,500	-538	0		31,644	
Ringwood Events	811	13,686		-4,019		10,478	
Memorial Lantern	1,161	0		-1,536	375	0	
Carvers Grounds	4,363	0		-1,882		2,481	
Carvers Sheds Feasibility	4,000			-925		3,075	
Infrastructure & Open Spaces	15,370	3,000		-1,000		17,370	
Open Spaces Security Measures				-100		1,500	
Neighbourhood Plan	1,227	0		-1,494		3,650	
Football development Project	81,542	0		-65,083		16,459	
Budget Underspend retained for use in 2022/23*	1,290	0				1,290	
Total Provisions	302,377	47,286	-1,288	-105,020	375	5,150	248,880
<u>RESERVES</u>							
Earmarked Reserves:							
Dev Contribs	5,560		-1,000	0	10,000		14,560
Cem Maint	750		-230	0			520
Dev Cons(CIL)	25,293			-14,580	4,232		14,945
Capital Receipts	18,942			-1,065			17,877
Grants Unapplied	4,335		-641	-2,299	15,000	546	16,941
Loans Unapplied	0		-499,825	0	499,825		0
Total Earmarked Reserves and Provisions	357,258	47,286	-502,984	-122,964	529,432	5,696	313,724
General Reserve	259,040	24,330				-5,696	277,674
Key & Rent Deposits	18,163		-70		1,476		19,569
Total Reserves & Customer Deposits	634,461	71,616	-503,054	-122,964	530,908	0	610,967

Ringwood Town Council



Council and/or staff subscriptions to other bodies

(Correct as at: 1st April 2024)

Body	Description	Type	Cost ¹	Renewal date
Institute of Cemetery & Crematorium Management	Provides guidance on policy and best practice to burial authorities and access to specialist training and materials for staff.	Council	£95.00	1 April
The Institute of Groundsmanship	Provides guidance and training on provision of sports surfaces	Council	£147.92	1 April
Information Commissioner's Office	Registration (legal requirement)	Council	£55.00	1 Aug.
Ringwood & District Community Association	Affiliation to the charity which runs Greyfriars Community Centre	Council	£25.00	1 Oct
Society of Local Council Clerks	Provides support, advice and training for town and parish clerks. (Trade union is now separate.)	Staff (Town Clerk)	£337.00	1 Dec.
Society of Local Council Clerks	Provides support, advice and training for town and parish clerks.	Deputy Town clerk	£238.00	1 Jan
Chartered Institute of Public Finance & Accountancy	Provides support, advice and training for public finance officers	Staff (Finance Manager)	£189.75	1 Jan.

Notes

1. This list should be reviewed by members at each annual meeting of the Council.

¹ Annual cost at last renewal excluding VAT.

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

REPORT TO POLICY & FINANCE COMMITTEE – 17th April 2024

BANK DIRECT DEBITS AND STANDING ORDERS

1. BACKGROUND

- 1.1 Section 6.6 of the Financial Regulations adopted by the Council in 2023 requires that a schedule of active Direct Debits, Standing Orders, BACS and CHAPS payments be reported to this Committee every year.
- 1.2 This reports sets out the current schedule of bank standing orders and direct debits for approval. The report also seeks continued authorisation for the occasional use of CHAPS payments where these are necessary (principally in transferring investment funds or making large capital payments) and an increase in the credit limit applied to Council credit cards (also reported in the budget monitoring report).

2. CURRENT STANDING ORDERS AND DIRECT DEBITS.

- 2.1 Direct Debits and Standing Orders are used principally for utilities and other suppliers where there is a regular payment stream. There are currently no standing orders in place whilst the current direct debit arrangements cover:.
- 2.2 Payments which require individual authorisation by officers:
- CF Corporate (Photocopier – Deputy Town Clerk signs off)
 - Siemens Financial Services (Photocopier - Deputy Town Clerk signs off)
 - Utility warehouse (Manager of Carvers Clubhouse signed then Town Clerk)
 - UK fuels (Grounds Manager then Town Clerk)
 - SSE – both Carvers Street lighting & Market Place (Town Clerk)
 - Lloyds Bank credit Cards (Town Clerk, Office Manager, Grounds Manager and Manager of Carvers Clubhouse)
 - British Gas (Town Clerk)
 - BNP bank Paribas – photocopier (Manager of Carvers Clubhouse)
 - Sky Business – Broadband @ Carvers Clubhouse (Manager of Carvers Clubhouse)
 - YU energy – Electricity at Carvers Clubhouse (Manager of Carvers Clubhouse)
 - DVLA – vehicle licensing (Grounds Manager)
- 2.3 Payments which do not require individual authorisation prior to processing:
- NFDC Rates both Cemetery & Carvers
 - HCC Pension (Deputy Town Clerk provides details of what to pay)
 - Inland Revenue
 - Salaries
 - Worldpay
 - EBS/Elite Broadband line rental (invoice provided by Town Clerk)
 - Public Works Loan Board
 - Grounds Management Association
 - Information Commissioners Office
 - Bank Charges
- 2.4 CHAPS payments are made very occasionally and require two members signatures before they may be processed. However, the daily limit on BACS processing was increased at the start of the pandemic lockdown to £250,000 per day but this is due to be reduced to £100,000 at the end of April. BACS transfers are “free” whilst CHAPS transfers incur a processing charge of £25. As a result there has been no need to use the CHAPS system and no such payments have been made in the last two years. BACS transfers in excess of £50,000 are currently only used for cash transfers to the CCLA which require two officer signatures and member authorisation before any such transfer is made.

3. CREDIT CARDS

The Town Council has issued four credit cards to staff to make it easier to deal with suppliers who will not give credit or for whom alternative arrangements are not

available. These cards have been issued to the Town Clerk, Office Manager, Manager of Carvers Clubhouse and the Grounds Manager. The balance on the credit card account is settled in full by Direct Debit each month and no interest is payable. Expenditure on the cards is still recorded in the usual way in the ledger and reported to members in the transaction listing and budget reports each month.

- 3.2 Section 6.14 places a limit on the overall credit card account of £10,000. This is divided such that each card has a credit limit of £2,500 per month.

4. RECOMMENDATION

It is **recommended** that:-

- 4.1 Continued use of the standing orders and direct debits, listed above be authorised
- 4.2 Arrangements for the use of CHAPS payments continue as present requiring pre authorisation by two members.
- 4.3 The use of BACS to transfer funds of more than £50,000 continues to require pre-authorisation by resolution of this Committee.

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

POLICY & FINANCE COMMITTEE

17th April 2024

Annual Review of Complaints Procedure

1. Introduction and reason for report

- 1.1 Good governance requires that the Council have a written complaints procedure and keep it under regular review. The Council has delegated to the Committee the task of reviewing this document annually.

2. Background information and options

- 2.1 The current procedure attached as Annex 1 was thoroughly updated and approved by this committee in May 2022 and reviewed last April.
- 2.2 During the last twelve months no matters have required formal handling as complaints but various issues have been addressed informally.

3. Issues for decision and any recommendations

Members are invited to:

- 3.1 Note this report; and**
- 3.2 Approve the complaints procedure subject to any changes deemed appropriate (none are recommended by officers).**

For further information, contact:

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



Ringwood Town Council

Complaints Procedure

Adopted: 18th May 2022

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.



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 (scheduled for completion in 2024)	The artificial turf pitch has been completed and is now in use. The PWLB loan has been drawn down. A Construction Contract for the pavilion and other works has been entered into. Work on these started on 5th June 2023. The new building is expected to be ready for occupation in Summer 2024.	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).
Planning Town & Environment Committee						
PTE1	Neighbourhood Plan	In progress	Examiner's report received, recommending some modifications. Awaiting decision statements from NFDC and NFPA to agree modified Plan and to proceed to referendum, the likely date of which is 11 July 2024.	To prepare a Neighbourhood Plan for the civil parish of Ringwood but limited in scope to a few specified themes.	Deputy Town Clerk	Spent £25,282.42 (£18,000 funded from Locality grants, £3,650 additional budget agreed for SPUD youth engagement work (F/6061)). £3,167.58 unspent of original RTC budget.
PTE2	Human Sundial	Complete, with exception of interpretation board	Work to refurbish human sundial and install surrounding benches now complete. Time capsule cover stone replaced on 21/07/2023. 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.	Deputy Town Clerk	£10,659.15 spent funded from CIL and contribution from Carnival. Additional £580 for repair of cover funded from CIL (C/6957).
PTE3	Crow Stream Maintenance	Annual recurrent	Spraying of stream banks undertaken 05/05/2023, annual flail carried out in August and stream clearance by volunteers on 28/09/2023. NFDC released additional £10,000 from developers' contributions to allow this work to continue for another 10 years.	Annual maintenance of Crow Ditch and Stream in order to keep it flowing and alleviate flooding	Deputy Town Clerk	Budget of £1,000 funded by transfer from earmarked reserve
PTE6	Shared Space Concept - Thriving Market Place	In progress	£10,000 released by NFDC from UKSPF to undertake options appraisal/feasibility study. Project Brief agreed and HCC instructed to carry out work outlined in Brief. Next meeting of Working Group scheduled for 08/05/2024.	Concept for town centre shared space identified through work on the Neighbourhood Plan. Working in partnership with NFDC and HCC.	Deputy Town Clerk	HCC funded survey work. £10,000 grant from UKSPF (via NFDC).
	Greening Ringwood	In progress	Public meeting held on 05/07/2023 and project leads in place for 5 new projects. Official launch of Phase 2 on 20/04/2024 in Gateway Square.	Greening Campaign Phase 2 to run from Sept 2023 to July 2024, focussing on making space for nature; energy efficient greener homes; climate impacts on health and wellbeing; waste prevention; and cycle of the seed.		£50 signing up fee funded from General Reserve.
	Bus Shelters	In progress	HCC framework contractor has completed survey of shelters free of charge. This has yet to be reviewed. Results and availability of funding will be discussed with HCC.	Review of Council owned bus shelters.		No agreed budget
Projects being delivered by others which are monitored by the Deputy Clerk and reported to this committee:						
	Crow Lane Footpath	In progress	Developers' contributions paid to HCC to implement. Additional funds required to progress and approved by NFDC Cabinet on 02/11/2022 - report indicates delivery in 2024/25. HCC working on design.	New footpath to link Beaumont Park with Hightown Road, alongside west of Crow Lane	Hampshire CC	Developers contributions
	Railway Corner	In progress	Project supported by RTC. Planning application approved (23/11081).	Project to improve and promote historical significance of triangle of land at junction of Hightown Road and Castleman Way.	Ringwood Society	No financial implications.
	Memorial Bench for Michael Lingam-Willgoss	In progress	Consent to install bench has been granted by HCC. Legal fees covered by County Cllr Thierry. Date for installation yet to be agreed.	Provision of memorial bench in Market Place in memory of Michael Lingam-Willgoss.	Ringwood Carnival / Ringwood Rotary	No financial implications.

Policy & Finance Committee



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.
PF11	92 Southampton Road	In progress (commenced March 2023)	One of the tenants has left. A new letting agent has been instructed, notice to quit has been served and possession proceedings commenced. Urgent repairs have been completed.	Reviewing the letting of this council-owned house	Town Clerk	Rent receipts and other financial implications of any changes are unclear at present but will be considered as part of the review.
PF12	Base budget review	Commenced Feb. 2024	Inaugural meeting called for 17th April.	A review by members and officers of the council's base (revenue) budget, probably focused on a few types of expenditure or areas of activity, to identify possible options for change and/or savings.	Finance Manager	No anticipated costs other than staff time.

Recreation, Leisure & Open Spaces Committee

RLOS4	Grounds department sheds replacement	In progress (Commenced design work in April 2021.)	Officers have been working with a planning consultant on project design and two rounds of pre-application planning advice have been completed. A planning application has been prepared in draft and discussions with neighbours begun.	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 complete by December 2024.)	Design and funding arrangements for a memorial wall have been agreed in principle. An architect has been instructed and prepared the tender documentation for the construction contract.	Planning best use of remaining space, columbarium, etc.	Town Clerk	Capital cost estimated at £37,500 will be met from a combination of earmarked reserves.
RLOS10	Waste bin replacement programme	In progress (Commenced April 2020)	The replacements scheduled in years 1 and 2 have been completed. An order for the final round of replacements has been placed.	Three-year programme to replace worn-out litter and dog-waste bins	Grounds Manager	Budget of £2,000 a year.
RLOS14	Poulner Lakes waste licence	In progress	Surrender requirements and process have been investigated and discussed with Environment Agency and New Forest District Council. Consultants, ACS Testing, have been engaged to provide technical advice and support. A fuller picture of the surrender requirements and process is expected to emerge in April or May 2024.	Arranging to surrender our redundant waste licence to avoid annual renewal fees	Town Clerk	
RLOS19	Carvers Strategic Development	In progress (Commenced Feb. 2021)	The Masterplan prepared by landscape designer New Enclosure was approved by the Carvers Working Party on 5th July. Responses to the public consultation on this have been evaluated and an updated plan prepared. This was considered by the Working Party on 6th March and final changes agreed.	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).
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 - decision expected in March 2024.	Devising a sustainable regime for maintaining the access tracks at Poulner Lakes to a more acceptable standard.	Town Clerk	Yet to be settled
RLOS23	North Poulner Play Area skate ramp request	In progress (commenced Mar. 2023)	A 'half-pipe' has been identified as a likely cheaper and easier option. The likely costs and wider implications of installing this are being investigated.	A local resident requested provision of a 'quarter-pipe ramp' at this site and has been fund-raising for it	Deputy Town Clerk	Yet to be quantified and agreed
RLOS24	Poulner Lakes Circular Path	In progress	Works to reduce and landscape the drainage retention pond completed. It's performance will be monitored through the winter.	HCC has funded the creation of a circular path for pedestrians and cyclists to improve accessibility and so encourage greater use	Deputy Town Clerk	Staff time only

Staffing Committee

None

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							
	None						

Closed Projects Report

No.	Name	Description	Outcome	Notes
Full Council				
FC2	Strategic Plan	Exploring ideas for medium term planning. Aim to have complete for start of budget-planning in Autumn 2022.	Completed in October 2022	
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	
PTE4	Climate Emergency	Funds used to support Greening Campaign, community litter-pick and Flood Action Plan leaflets.	Completed March 2023	
	A31 widening scheme	Widening of A31 westbound carriageway between Ringwood and Verwood off slip to improve traffic flow; associated town centre improvements utilising HE Designated Funds	Scheme completed by National Highways and road re-opened in November 2022.	
	SWW Water Main Diversion (associated with A31 widening scheme)	Diversion of water main that runs along the A31 westbound carriageway. Diversion route included land in RTC's ownership at The Bickerley.	Scheme completed by SWW in 2022.	
	Surfacing of Castleman Trailway	Dedication and surfacing of bridleway between old railway bridge eastwards to join existing surfacing.	Surfacing works completed by HCC early April 2022.	
	Bus Shelter Agreement	Request by ClearChannel in Nov. 2020 for RTC to licence the bus shelters in Meeting House Lane and the advertising on them. Despite various communications, we have had no contact for over a year and therefore regard the original request to be defunct.	Request not followed up by ClearChannel, therefore defunct and removed from project list October 2023.	
PTES				
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)	
PF4	Review of governance documents	A major overhaul of standing orders, financial regulations, committee terms of reference, delegated powers, etc. Routine periodic reviews will follow completion of this work.	Completed in July 2022	All governance documents will now receive routine annual reviews.
PF6	Health & Safety Management Support Re-procurement	Re-procuring specialist advice and support for discharge of health and safety duties	Completed in February 2023	
PF7	Financial Procedures Manual	Preparation of a new manual for budget managers and other staff detailing financial roles, responsibilities and procedures	Completed in September 2022	Will be updated by Finance Manager as necessary
PF8	Bickerley Legal Title	An application to remove land from the Council's title was made	Completed in October 2023	Application successfully resisted
PF9	Greenways office leases	The tenant of the first floor suite gave notice and left. The building was re-let as a whole to the tenant of the ground floor suite.	Completed in November 2022	
PF10	Councillors' Email Accounts	Providing councillors with official email accounts (and devices, if required) to facilitate compliance with data protection laws.	Completed in August 2023	
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
RLOS7	Bowling Club lease	Renewal of lease that expired in April 2023.	Completed in July 2023	New lease granted for 14 years.
RLOS8	Ringwood Youth Club	Dissolution of redundant Charitable Incorporated Organisation	Completed in July 2023	Charity removed from Register of Charities
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	
RLOS12	Van replacement	Replacing the grounds department diesel van with an electric vehicle	Suspended in 2023	Van will be replaced in accordance with Vehicle & Machinery replacement plan
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
RLOS16	Town Safe	Possible re-paint of this important survival, part of a listed structure	Suspended indefinitely in September 2022	Complexity and cost judged disproportionate to benefit
RLOS17	Crow Arch Lane Allotments Site	The transfer to this Council (pursuant to a s.106 agreement) of a site for new allotments off Crow Arch Lane	Completed in November 2023	
RLOS18	Cemetery Records Upgrade	Creation of interactive digital cemetery map and scanning of cemetery registers as first stage in digitizing all cemetery records to facilitate remote working, greater efficiency and improved public accessibility.	Completed in 2021	Cost £5,467. Further upgrades are needed to digitize the records fully
RLOS20	Detached youth outreach work	Trialling the provision of detached outreach work by specialist youth workers.	Completed in May 2022	
RLOS22	Bickerley parking problem	Unauthorised parking on the tracks crossing the Bickerley is causing damage and obstruction	Closed off in September 2023	Additional signage has been installed. An estimate of £5,510 to move the "dragon's teeth" was judged disproportionate to the problem.
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	