

Ringwood Town Council

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

POLICY & FINANCE COMMITTEE

Dear Member

14th May 2020

A meeting of the above Committee will be held on **Wednesday 20th May 2020** at 6.30 pm (for a 7.00pm start) and your attendance is requested.



Mr C Wilkins
Town Clerk

Ringwood Town Council is committed to transparency in its decision-making processes. The current crisis prevents the holding of physical meetings but insofar as it is possible and in accordance with Government Regulations, this meeting will take place in a virtual environment using the “Zoom” technology. If you would like to participate or simply observe the meeting, you will need to tell us in advance by contacting Chris Wilkins, Town Clerk on (01425) 484720 or sending an email to chris.wilkins@ringwood.gov.uk by no later than 12noon on Tuesday 19th May 2020. You will then receive an email explaining how you can participate or observe.

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 18th March 2020

5. FINANCIAL REPORTS (*Report A attached*):

- a. To receive and authorise list of payments made on Imprest Account for March
- b. To note the total amount of Petty Cash payments for March
- c. To receive Statement of Town Council Balances and authorise Inter Account Transfers
- d. To receive the Finance Manager’s report – draft final accounts 2019-20

6. FINANCIAL RISK REVIEW

To receive verbal reports from officers on the effects on Council finances of the coronavirus pandemic (to date and expected) and to consider their consequences.

7. COMMUNITY ASSISTANCE

To receive verbal reports on the work of Ringwood Coronavirus Assistance and to consider the potential demand and capacity for financial assistance from this Council.

8. SUBSCRIPTIONS

To review the Council's and/or staff subscriptions to other bodies (*Report B*)

9. COMPLAINTS PROCEDURE

To review the Council's complaints procedure (*Report C*)

10. PROJECTS

To receive an update in relation to projects (*Report D*)

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

Student Advisors

Copied by e-mail to other members for information



RINGWOOD TOWN COUNCIL

FINANCIAL REPORTS FOR

POLICY & FINANCE COMMITTEE MEETING

20th May 2020

Paid Expenditure Transactions

between 01/03/20 and 31/03/20

Start of year 01/04/19

Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading		
			843/1	£1,250.00	£208.33	£1,041.67	P&F	New Forest District Council	car park clocks vat	2600/1/4	
			843/2	-£1,250.00	£0.00	-£1,250.00	P&F	New Forest District Council	car park clocks ex vat	2600/1/4	
	01/03/20		843	£0.00	£208.33	-£208.33		New Forest District Council	car park clocks	2600/1/4	
127	02/03/20		790	£126.64	£21.11	£105.53	P&F	New Forest Ice Cream	Ice cream for resale at Carvers	2802/3/1	
			791/1	£500.74	£0.00	£500.74	P&F	Purchase Power	Franking Machine Funds Top-up	2000/1/10	
127	02/03/20		791	RTC803464	£500.74	£0.00	£500.74	Purchase Power	Franking Machine Top-up	2000/1/10	
			792/1	£1,868.00	£0.00	£1,868.00	P&F	Gareth Styles Roofing & Building Maintenance	Gutter clearing and moss removal	2100/3	
127	02/03/20		792	RTC803544	£1,868.00	£0.00	£1,868.00	Gareth Styles Roofing & Building Maintenance	Building maintenance at 92 Southampton Road.	2100/3	
			793/1	£14.83	£2.47	£12.36	P&F	Hampshire County Council	589574 - dishwasher tablets	2000/3/4	
			793/2	£22.02	£3.67	£18.35	P&F	Hampshire County Council	819324 - cream A4 paper	2000/1/8	
			793/3	£22.00	£3.67	£18.33	P&F	Hampshire County Council	819309 - green A4 paper (box of 5 reams)	2000/1/8	
127	02/03/20		793	RTC803541	£58.85	£9.81	£49.04	Hampshire County Council	split/part order	2000/3/4	
127	02/03/20		794		£330.00	£55.00	£275.00	P&F	Utili Light Limited	Jubilee Column Maintenance Inspection, repair and electrical tests x 5 lanterns	2400/6
			795/1	£18.00	£3.00	£15.00	RLOS	Insight Security & Facilities Ltd	1330 - Cemetery - patrol found nothing to report on site.	3000/2/1	
			795/2	£18.00	£3.00	£15.00	P&F	Insight Security & Facilities Ltd	1998 - Carvers Clubhouse. Patrol found nothing to report.	2802/1/1	
127	02/03/20		795	RTC803521	£36.00	£6.00	£30.00	Insight Security & Facilities Ltd	For alarm response during January 2020.	3000/2/1	
			796/1	£48.00	£8.00	£40.00	P&F	Edge IT Systems Ltd	Training - End of year finance webinar 14/02/2020 - Rory Fitzgerald	2310/2	
127	02/03/20		796	RTC803537	£48.00	£8.00	£40.00	Edge IT Systems Ltd	Training - End of year finance Webinar 14/02/2020 - Rory Fitzgerald	2310/2	
			797/1	£500.00	£0.00	£500.00	P&F	1st Poulner Scouts	Grant towards costs of community projects planned for its trip to Malawi 2020	2210/1	
128	02/03/20		797	RTC803538	£500.00	£0.00	£500.00	1st Poulner Scouts	Grant towards costs of community projects planned for its trip to Malawi 2020.	2210/1	
DD	02/03/20		800		£190.00	£0.00	£190.00	P&F	New Forest District Council	NFDC Rates Carvers Clubhouse - March 2020	2802/1/6
SO	02/03/20		801		£212.40	£35.40	£177.00	P&F	Just Health & Safety	March 2020	2000/1/4
SO	02/03/20		802		£80.00	£0.00	£80.00	P&F	TLC Online	March 2020	2000/1/14
			803/1		£169.08	£22.05	£147.03	P&F	Barclay Card	Barclaycard February 2020	2802/3/1



Paid Expenditure Transactions

between 01/03/20 and 31/03/20

Start of year 01/04/19



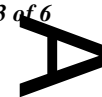
Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
			803/2	£342.16	£32.60	£309.56	P&F	Barclay Card	Barclaycard February 2020	2802/2/1
DD	02/03/20		803	£511.24	£54.65	£456.59		Barclay Card	March 2020	2802/3/1
			799/1	£19,194.00	£3,199.00	£15,995.00	P&F	Gala Lights	Hire & Install of all lights as detailed in Tender	2400/2
			799/2	£1,554.00	£259.00	£1,295.00	P&F	Gala Lights	Hire & Install of Lights into 18ft tree	2400/2
129	03/03/20		799 RTC803536	£20,748.00	£3,458.00	£17,290.00		Gala Lights	Hire & Install lights as detailed in Tender.	2400/2
			817/1	£44.92	£7.49	£37.43	RLOS	UK Fuels Ltd	Unleaded petrol Texaco Moortown	3000/1/10
DD	04/03/20		817 RTC803548	£44.92	£7.49	£37.43		UK Fuels Ltd	Unleaded petrol Texaco Moortown	3000/1/10
DEP	05/03/20		804	£-9.15	£0.00	£-9.15	P&F	Lloyds Bank	Bank Charges refund	2000/1/18
DEP	05/03/20		805	£-6.82	£0.00	£-6.82	P&F	Lloyds Bank	Bank Charges refund	2000/1/18
130	10/03/20		810	£19.76	£3.29	£16.47	RLOS	Elliott Brothers Ltd	1 sheet of 9mm ply to repair noticeboard in Cemetery carpark.	3200/2/5
			811/1	£524.16	£87.36	£436.80	P&F	Wessex Glazing & Building	Take down brick arch over gate and rebuild in timber.	2100/3
130	10/03/20		811 RTC803556	£524.16	£87.36	£436.80		Wessex Glazing & Building	Building repair	2100/3
			812/1	£84.00	£14.00	£70.00	P&F	Forest Newspapers Ltd	Advert in Ringwood & Fordingbridge News - 4th - 17th March edition. Issue 783. Reference 783 1589	2000/1/17
130	10/03/20		812 RTC803558	£84.00	£14.00	£70.00		Forest Newspapers Ltd	Advert in Ringwood & Fordingbridge News - 4th - 17th March 2020 edition. Issue 783. Reference 783 1589.	2000/1/17
			813/1	£67.50	£11.25	£56.25	RLOS	Glen Acres Nursery	Formost compost	3000/2/9
130	10/03/20		813 RTC803539	£67.50	£11.25	£56.25		Glen Acres Nursery	Formost Compost	3000/2/9
			814/1	£4.18	£0.70	£3.48	RLOS	Screwfix	blow gun (cemetery)	3000/3/1
			814/2	£13.00	£2.17	£10.83	P&F	Screwfix	Hepaflo filter bags (pk 10) - Carvers Clubhouse	2802/2/1
131	10/03/20		814 RTC803534	£17.18	£2.87	£14.31		Screwfix	Blow gun and filter bags	3000/3/1
			816/1	£75.60	£12.60	£63.00	RLOS	Hampshire Transport Management	contract no. 2383 01/01/2020 - 31/01/2020	3000/3/4
134	10/03/20		816 RTC803565	£75.60	£12.60	£63.00		Hampshire Transport Management	contract No. 2383 01/01/2020 - 31/01/2020 Regular Rental	3000/3/4
			818/1	£769.50	£128.25	£641.25	RLOS	Glen Acres Nursery	Formost Compost Fagus Sylvatica	3000/2/9
132	10/03/20		818 RTC803547	£769.50	£128.25	£641.25		Glen Acres Nursery	Formost compost Fagus Sylvatica for hedging Mansfield Road	3000/2/9

Paid Expenditure Transactions

between 01/03/20 and 31/03/20

Start of year 01/04/19

Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
			819/1	£96.00	£16.00	£80.00	RLOS	Central Southern Security	Service call for zone 9 not setting. To supply door contact. Cemetery 02.03.2020	3200/2/1
132	10/03/20	819	RTC803557	£96.00	£16.00	£80.00		Central Southern Security	Service call for zone 9 not setting. To supply door contact. Cemetery 02.03.2020	3200/2/1
			820/1	£192.00	£32.00	£160.00	RLOS	Pete Best	Tree works at Southampton Road	3000/2/11
132	10/03/20	820	RTC803549	£192.00	£32.00	£160.00		Pete Best	Tree works at Southampton Road	3000/2/11
			821/1	£772.34	£128.72	£643.62	RLOS	Peter Noble Ltd	John Deere Mower-X750 parts and maintenance	3000/3/2
133	10/03/20	821	RTC803553	£772.34	£128.72	£643.62		Peter Noble Ltd	John Deere Mower-X750 - parts and maintenance	3000/3/2
			822/1	£676.77	£112.80	£563.97	RLOS	Peter Noble Ltd	Blade, bolts, disc - new part	3000/3/2
133	10/03/20	822	RTC803550	£676.77	£112.80	£563.97		Peter Noble Ltd	Blades, bolts and disc - new part	3000/3/2
			823/1	£227.17	£37.86	£189.31	RLOS	Peter Noble Ltd	Swift roller mower-sharpen blades, refit with new bolts	3000/3/2
133	10/03/20	823	RTC803552	£227.17	£37.86	£189.31		Peter Noble Ltd	Swift roller mower- sharpen blades, refit with new bolts	3000/3/2
			824/1	£297.34	£49.56	£247.78	RLOS	Peter Noble Ltd	Roller Mower - Service	3000/3/2
133	10/03/20	824	RTC803554	£297.34	£49.56	£247.78		Peter Noble Ltd	Roller Mower - Service	3000/3/2
			825/1	£14.16	£2.36	£11.80	RLOS	Peter Noble Ltd	10 Clips	3000/3/2
133	10/03/20	825	RTC803551	£14.16	£2.36	£11.80		Peter Noble Ltd	10 Clips	3000/3/2
			826/1	£107.99	£18.00	£89.99	RLOS	Screwfix	Platform steps 6 tread 2m	3000/3/1
135	10/03/20	826	RTC803546	£107.99	£18.00	£89.99		Screwfix	Platform Steps 6 Tread 2m	3000/3/1
BGC	12/03/20	815		£143.40	£23.90	£119.50	P&F	Austin & Wyatt	Fees March 2020	2400/19
136	16/03/20	827		£68.00	£0.00	£68.00	P&F	Taste Vending Ltd	filter coffee Oct inv number 20254	2802/3/1
136	16/03/20	828		£4.08	£0.00	£4.08	P&F	Taste Vending Ltd	coffee for resale at Clubhouse	2802/3/1
136	16/03/20	829		£144.96	£0.00	£144.96	P&F	Taste Vending Ltd	coffee beans, cappucino topping and choc for coffee machine at Carvers	2802/3/1
			830/1	£55.52	£9.25	£46.27	P&F	Itec	copies charged	2000/1/9
137	16/03/20	830	RTC803563	£55.52	£9.25	£46.27		Itec	copies charged	2000/1/9
			831/1	£45.62	£7.60	£38.02	P&F	Itec	copies charged	2000/1/9
137	16/03/20	831	RTC803572	£45.62	£7.60	£38.02		Itec	copies charged	2000/1/9
			832/1	£77.54	£12.92	£64.62	RLOS	Eco Sustainable Solutions	soil for Carvers Grounds improvements	3000/2/3



Paid Expenditure Transactions

between 01/03/20 and 31/03/20

Start of year 01/04/19



Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
138	16/03/20	832	RTC803568	£77.54	£12.92	£64.62		Eco Sustainable Solutions	soil for Carvers Ground improvements (seat basis)	3000/2/3
138	16/03/20	833		£104.50	£0.00	£104.50	P&F	Sarah Clift	Youth services research project Nov and Dec	2802/2/1
139	16/03/20	834		£211.68	£35.28	£176.40	RLOS	Site Safety Ltd	Protective Clothes for Groundstaff.	3000/1/5
		835/1		£15.48	£2.58	£12.90	RLOS	Site Safety Ltd	surefit carrier & 20cm visor - Stephen	3000/1/5
139	16/03/20	835	RTC803567	£15.48	£2.58	£12.90		Site Safety Ltd	Surefit carrier and 20cm visor -Stephen	3000/1/5
		836/1		£38.70	£6.45	£32.25	P&F	Site Safety Ltd	Clothing for John Walker - Highway coat and bottle green sweatshirts (size L)	2000/3/4
139	16/03/20	836	RTC803564	£38.70	£6.45	£32.25		Site Safety Ltd	clothing for John Walker - bottle greensweatshirt and Highway Coat yellow (size L)	2000/3/4
		837/1		£132.00	£22.00	£110.00	RLOS	Site Safety Ltd	Leo CT01-O cargo trousers for Duncan / Paul / Stephen / Barney /Kelvin	3000/1/5
139	16/03/20	837	RTC803566	£132.00	£22.00	£110.00		Site Safety Ltd	Leo CT01-O Cargo trousers:- Duncan 36" T Paul 36" R Stephen 44" R Barney 34" S Kelvin 38" S	3000/1/5
DD	16/03/20	838		£6,942.27	£0.00	£6,942.27	P&F	Hampshire County Council	Pensions February 2020	2600/1/3
		808/1		£23.00	£0.00	£23.00	P&F	Amazon	face masks	2000/3/3
Lloyds CC	17/03/20	808	RTC803543	£23.00	£0.00	£23.00		Amazon	Face masks	2000/3/3
Lloyds CC	17/03/20	809		£7.99	£0.00	£7.99	P&F	Lloyds Bank	Lloyds CC March 2020	9999
		839/1		£753.60	£125.60	£628.00	P&F	Status Computers	Install wi-fi access to first floor meeting room	2000/1/15
140	17/03/20	839	RTC803533	£753.60	£125.60	£628.00		Status Computers	Install wi-fi access to first floor meeting room.	2000/1/15
PAY	17/03/20	846		£12.50	£0.00	£12.50	Counc	Lloyds Bank	Service Charges - March 2020	10111
DD	19/03/20	844		£34.78	£0.00	£34.78	P&F	Worldpay	Worldpay Service Charges March 2020	2802/2/4
DD	20/03/20	845		£5,275.18	£0.00	£5,275.18	P&F	Inland Revenue	February 2020	2600/1/2
141	23/03/20	847		£658.80	£109.80	£549.00	P&F	Adexa	Freezer for carvers clubhouse	2802/2/1
		848/1		£180.00	£30.00	£150.00	P&F	Dorset Electrical Solutions Ltd	Urgent electrical safety work	2100/3
141	23/03/20	848	RTC803586	£180.00	£30.00	£150.00		Dorset Electrical Solutions Ltd	Urgent electrical safety work	2100/3
		849/1		£72.00	£12.00	£60.00	P&F	Forest Newspapers Ltd	Advert	2000/1/17

Paid Expenditure Transactions

between 01/03/20 and 31/03/20

Start of year 01/04/19

Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
141	23/03/20	849	RTC803584	£72.00	£12.00	£60.00		Forest Newspapers Ltd	Advert	2000/1/17
		850/1		£456.00	£76.00	£380.00	RLOS	Sportshall Markings	Maintenance work at Carvers - 50% share of tennis court markings.	3000/5/3
141	23/03/20	850	RTC803545	£456.00	£76.00	£380.00		Sportshall Markings	Maintenance work at Carvers.	3000/5/3
DD	25/03/20	807		£313.12	£52.19	£260.93	P&F	EBS (UK) Ltd	March 2020	2501/3
DD	25/03/20	855		£23,670.05	£0.00	£23,670.05	P&F	Salaries	March 2020	2600/1/1
PAY	27/03/20	857		£16.18	£0.00	£16.18	P&F	Lloyds Bank	Bank Charges March 2020	2000/1/18
BGC	27/03/20	859		£52.80	£8.80	£44.00	P&F	Austin & Wyatt	Jan & Feb Letting & Full Management	2400/19
BGC	27/03/20	860		-£180.00	£0.00	-£180.00	P&F	Austin & Wyatt	Refund of Electrical check charge	2100/3
SO	30/03/20	856		£212.40	£35.40	£177.00	P&F	Just Health & Safety	April 2020	2000/1/4
		858/1		£471.01	£47.01	£424.00	P&F	Barclay Card	BC March 2020	2802/3/1
		858/2		£65.30	£10.70	£54.60	P&F	Barclay Card	BC March 2020	2802/2/1
		858/3		£106.20	£17.70	£88.50	P&F	Barclay Card	BC March 2020	2400/14
DD	30/03/20	858		£642.51	£75.41	£567.10		Barclay Card	March 2020	2802/3/1
		840/1		£31.44	£5.24	£26.20	RLOS	Utility Warehouse	UW Cemetery Feb 2020	3000/1/6
		840/2		£31.20	£5.20	£26.00	RLOS	Utility Warehouse	UW Cemetery Feb 2020	3200/1/6
		840/3		£81.80	£3.90	£77.90	RLOS	Utility Warehouse	UW Cemetery Feb 2020	3200/1/1
		840/4		£2.40	£0.40	£2.00	RLOS	Utility Warehouse	UW Cemetery Feb 2020	3200/1/1
DD	31/03/20	840		£146.84	£14.74	£132.10		Utility Warehouse	UW Cemetery February 2020	3000/1/6
		841/1		£50.98	£2.43	£48.55	RLOS	Utility Warehouse	UW Sports Pav Feb 2020	3000/1/1
		841/2		£2.40	£0.40	£2.00	RLOS	Utility Warehouse	UW Sports Pav Feb 2020	3000/1/1
DD	31/03/20	841		£53.38	£2.83	£50.55		Utility Warehouse	Utility Warehouse Sports Pavilion February 2020	3000/1/1
		842/1		£10.00	£1.67	£8.33	RLOS	Utility Warehouse	UW Carvers C/House Feb 2020	3000/1/6
		842/2		£31.64	£5.27	£26.37	P&F	Utility Warehouse	UW Carvers C/House Feb 2020	2802/2/5
		842/3		£755.90	£36.00	£719.90	P&F	Utility Warehouse	UW Carvers C/House Feb 2020	2802/1/3
		842/4		£2.40	£0.40	£2.00	P&F	Utility Warehouse	UW Carvers C/House Feb 2020	2802/1/3
		842/5		£7.19	£1.20	£5.99	P&F	Utility Warehouse	UW Carvers C/House Feb 2020 - Wireless router postage	2000/1/10
DD	31/03/20	842		£807.13	£44.54	£762.59		Utility Warehouse	Utility Warehouse Carvers C/House February 2020	3000/1/6



Paid Expenditure Transactions

between 01/03/20 and 31/03/20

Start of year 01/04/19



Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
NFDC Tfr12	31/03/20	861		£148.11	£0.50	£147.61	P&F	New Forest District Council	NFDC Tfr12 R76917,176246,176327,176439. 17/2,26/2,4/3 & 11/3 Carvers Café	2802/3/1
	31/03/20	862		£21.24	£0.00	£21.24	Counc	Ringwood Town Council	Petty Cash - March 2020	10000
Total				£70,541.65	£5,228.50	£65,313.15				

POLICY AND FINANCE COMMITTEE 20th MAY 2020**BANK BALANCES & PROPOSED TRANSFERS**

Account Name	Predicted	Actual at	Predicted	Proposed Transfers		Predicted
	31st Mar 20			30th Apr 20	Movement	
	£	£	£	£	£	£
Imprest (Current) Account	102,172	58,267	209,953	-150,000		118,220
Business Account	11,542	11,542				11,542
Investment Accounts	400,000	400,000			150,000	550,000
Greenways Rent Deposit	10,679	10,655				10,655
Petty Cash - Imprest	178	100				100
Petty Cash - Carvers Clubhouse	100	100				100
VIC Change Float	50	50				50
Information Desk Float	75	75				75
TOTAL BANK BALANCES	524,796	480,789	209,953	-150,000	150,000	690,742

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

PROPOSED TRANSFER AUTHORISATIONS:

DATE

20th May 2020

20th May 2020

Investment Accounts	CCLA	Instant access
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Notes:

1	Imprest Account	£
	Anticipated net expenditure in month:	50,000
	transfer from CCLA (3rd March 2020)	0
	receipt of precept	-259,953
	Net Movement on imprest account	-209,953

2 Investment Maturity
No investments due to mature

3 The bank accounts were reconciled as at 30th April 2020

4 With reference to the Greenways Rent Deposit Account a) Ground Floor, the initial balance of £7,000 plus interest accrued will be paid over to the tenant at the end of the tenancy subject to the Council having no cause to claim funds due to damages.

5 With reference to the Greenways Rent Deposit Account b) 1st Floor, the initial deposit of £2,637 plus interest accrued has been increased by £1,228

6 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.

7 A nominal account has been implemented to reflect the float held by the Information Desk.

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

1. BACKGROUND

- 1.1 The purpose of this report is to inform Members of the actual income and expenditure for the financial year 2019/2020. A summary budget comparison report is included as Appendix 1.
- 1.2 Income and expenditure to the end of March has been compared against the revised budget forecast which was first presented at the December meeting of this Committee. All transactions for the year have been processed and the accounts are very close to being finalised. No further significant changes are anticipated.

2. INCOME & EXPENDITURE APRIL 2019 to MARCH 2020

- 2.1 Expenditure to the end of March, totalled £ 746,479, or 101% of the revised budget for the year which is very slightly higher than budget expectations. The variances in spend against the revised budget are detailed below.
 - i. There has been some additional spend on IT during the year due to the costs of dual running whilst the new network was installed. The overspend amounts to £1,814 although £3,750 had been pre-paid in 2018/19. The actual spend of £11,364 is on a par with the £11,400 incurred during the previous two years and future spend is expected to fall to £8,500 per annum.
 - ii. An additional budget of £6,000 for an upgrade to the Council Website has not been fully spent and £2,850 of the budget remains.
 - iii. An anticipated receipt of £250.00 for a contribution to Ringwood Events, for which an invoice was raised in 2018/19 remains unpaid and we are unlikely to receive the funds. It is proposed that this amount be written off as a bad debt.
 - iv. Other Policy and Finance Establishment budgets have been under spent by around £750. Maintenance budgets, however have recorded an overspend of £2,885. This overspend is accounted for by additional costs which have been passed on to tenants and to NFDC in the recharge for the Gateway building for which income receipts have increased.
 - v. Members costs are under spent by £1,340 largely due to a reduced call on Civic Expenses including the Mayor's allowance and on member's training.
 - vi. Only 50% of the grants budget was applied with a resulting underspend of £4,500.
 - vii. Christmas lights installation costs exceeded the revised budget by £3,393 largely because of the costs of tendering for the new contract and because of additional costs associated with placing lights in the Christmas tree..Future costs will be lower.
 - viii. The VIC has recorded an increase in the costs of purchases but a decrease in revenue from sales. There is therefore a reduction in the anticipated surplus of £470. However, this is more than offset by reductions in staff costs for the year of £1,800.
 - ix. Civic events for the year generated revenue of £15,993 against expenditure of £13,351. However, the net surplus is reduced to £2,392 when the bad debt mentioned above is taken into account.
 - x. Carvers Clubhouse and services for youth have underspent against budget by £2,191 almost entirely due to lower than predicted staff costs. There has also been a net improvement on the clubhouse trading activities with small reduction in food sales but a much larger reduction in purchases for re-sale.

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Room hire receipts have improved but it is unclear how much, if any, will need to be refunded due to the closure of the facility in March.

In total, this Committee's revenue expenditure budget was underspent by £8,271.

- 2.2 Recreation, Leisure and Open Spaces Committee similarly underspent against the revised budget by £24,500. The main reasons for this are as follows:
 - i. Maintenance budgets were underspent by £10,250 due primarily to reduced spend on tree maintenance and surveys (£6,440) and buildings maintenance (£2,380). There was a modest overspend on play areas maintenance of £860.
 - ii. The capital expenditure budget of £24,892 was significantly underspent in respect of the Carvers workshop, £2,500 and the Boardwalk replacement, £4760. Both of these sums will be carried over to enable the work to proceed in the new year.
 - iii. There was an underspend of £2,800 on cemeteries maintenance budgets which was mitigated to some extent by a requirement to refund income collected in error (refunds are shown as expenditure in Edge) of £760.
- 2.3 Planning, Town and Environment budgets were significantly underspent (by almost 40%) and this is almost entirely due to lack of progress on the neighbourhood plan for which the budget of £12,000 has not been spent.
- 2.4 Income received to date, excluding the precept and CIL and other receipts of £17,399 which are taken directly to reserves, stands at £231,516, or 103% of the revised budget. This improvement in income performance is explained by additional rental income which covers buildings maintenance costs which are passed on to tenants as previously noted, and a small increase in the refund of expenditure incurred in managing the Gateway building and information service. In total, income receipts exceeded revised budgets by £7,400
- 2.5 The consequence of these variances at outturn mean that the predicted net transfer from reserves of £58,757 will not all be required. The net transfer from reserves will reduce to £5,599, however, as much of the underspend is due to slippage on capital projects, these funds will be required in the future.

3. OUTTURN 2019/20

- 3.1 The Outturn for the year will be expenditure of £752,079 against income, including the precept, of 746,480. This includes the CIL receipt of £16756.29 (of which £11,556 was expended during the year).
- 3.3 The opening balance on reserves was £493,535 at the 1st April 2019. Planned transfers to Earmarked Reserves total £51,300 whilst CIL receipts and other donations to date total £17,341.. Transfers from earmarked reserves to support various programmes and projects have reduced from £85,770 to £80,767 and so the net contribution from the revenue account to the general reserve will be £23,868. The balance of reserves at the 31st March 2020 is £487,936, a net reduction on the year of £5,599.

5. FINANCIAL IMPLICATIONS

- 4.1 The budget figures indicate that the Town Council spent within its overall budget for the 2019/20 financial year, with a net draw on reserves of £5,599.
- 4.2 This represents an improvement over the last report position in which a net draw from reserves of £34,629 was predicted.

4. RECOMMENDATION

It is **recommended** that:-

- 4.1 The budget position is noted.
- 4.2 The unrecoverable debt of £250.00 due from Anytime Fitness be written off in the accounts.

For further information please contact:

Rory Fitzgerald, Finance Manager or

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rory.fitzgerald@ringwood.gov.uk

For further information please contact:

Chris Wilkins, Town Clerk

Tel: 01425 484720

Chris.wilkins@ringwood.gov.uk

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APPENDIX A

Financial Budget Comparison

Comparison between 01/04/19 and 31/03/20 inclusive. Includes due and unpaid transactions
Excludes transactions with an invoice date prior to 01/04/19

		Revised	Actual Net	Balance
INCOME				
Policy & Finance				
200	Revenue Income	148,690.00	158,945.43	10,255.43
280	Carvers Club House Income	13,900.00	14,716.72	816.72
999	Suspense	0.00	0.00	0.00
Total Policy & Finance		162,590.00	173,662.15	11,072.15
Recreation, Leisure & Open Spaces				
300	Revenue Income (RLOS)	35,959.00	34,132.37	-1,826.63
320	Cemetery Income	36,682.00	34,832.95	-1,849.05
330	Allotment Income	5,200.00	5,190.00	-10.00
Total Recreation, Leisure & Open Spaces		77,841.00	74,155.32	-3,685.68
Planning, Town & Environment				
400	Income	1,100.00	1,100.00	0.00
Total Planning, Town & Environment		1,100.00	1,100.00	0.00
Council				
100	Precept	497,549.00	497,549.00	0.00
102	Interest Business A/c	0.00	13.47	13.47
110	Client Deposits	0.00	0.00	0.00
Total Council		497,549.00	497,562.47	13.47
Total Income		739,080.00	746,479.94	7,399.94

Financial Budget Comparison

Comparison between 01/04/19 and 31/03/20 inclusive. Includes due and unpaid transactions
Excludes transactions with an invoice date prior to 01/04/19

		Revised	Actual Net	Balance
Expenditure				
Policy & Finance				
2000	Establishment	113,731.00	111,816.26	1,914.74
2100	Maintenance	35,500.00	38,385.02	-2,885.02
2200	Democratic Process (members Costs)	15,858.00	14,517.22	1,340.78
2210	Grants	9,000.00	4,500.00	4,500.00
2300	Employee Costs- Allocated Office Staff	110,500.00	108,205.67	2,294.33
2310	Employee overhead Costs	1,990.00	1,760.99	229.01
2400	Other	49,834.00	51,811.77	-1,977.77
2500	Capital Financing	31,546.00	31,545.90	0.10
2501	Capital	21,500.00	21,928.51	-428.51
2600	Wages Control Account	0.00	0.00	0.00
2801	Carvers Employee Costs	46,250.00	44,357.77	1,892.23
2802	Carvers Club House- Expenditure	23,309.00	21,918.31	1,390.69
Total Policy & Finance		459,018.00	450,747.42	8,270.58
Recreation, Leisure & Open Spaces				
3000	Recreation & Leisure (Other)	76,682.00	62,890.11	13,791.89
3001	RL&OS -Employee Costs	142,200.00	141,905.96	294.04
3002	Employee Costs	2,000.00	1,475.00	525.00
3200	Cemetery	10,015.00	8,001.51	2,013.49
3201	Cemetery -Employee Costs	36,500.00	36,446.14	53.86
3300	Allotments	3,130.00	2,714.96	415.04
3301	Allotments -Employee Costs	9,200.00	9,186.84	13.16
3350	Capital Expenditure	24,892.00	17,494.89	7,397.11
Total Recreation, Leisure & Open Spaces		304,619.00	280,115.41	24,503.59
Planning, Town & Environment				
4000	Planning, Town & Environment	13,950.00	906.15	13,043.85
4001	Employee Costs	15,500.00	15,190.05	309.95
4050	Capital Expenditure	4,750.00	4,888.65	-138.65
Total Planning, Town & Environment		34,200.00	20,984.85	13,215.15
Council				
10000	Petty Cash - Office	0.00	130.34	-130.34
10001	Petty Cash - Youth	0.00	-43.78	43.78
10002	Petty Cash - Visitor Information Centre	0.00	0.00	0.00
10003	Petty Cash - Information Desk	0.00	0.00	0.00
10110	Deposit Refunds	0.00	0.00	0.00
10111	Bank Charges	0.00	145.00	-145.00
Total Council		0.00	231.56	-231.56
Total Expenditure		797,837.00	752,079.24	45,757.76

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APPENDIX A

Financial Budget Comparison

Comparison between 01/04/19 and 31/03/20 inclusive. Includes due and unpaid transactions

Excludes transactions with an invoice date prior to 01/04/19

	Revised	Actual Net	Balance
Total Income	739,080.00	746,479.94	7,399.94
Total Expenditure	797,837.00	752,079.24	45,757.76
Total Net Balance	-58,757.00	-5,599.30	

Ringwood Town Council



Council and/or staff subscriptions to other bodies

(Correct as at: 14th May 2020)

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
HALC & NALC	The county and national associations for our local government sector providing advice, materials and training for councillors and staff.	Council	£1,875.64	1 April
Local Councils Review	Sector magazine	Council	£17.00	1 April
Hampshire Playing Fields Association	[Previously included but subscription has lapsed following dissolution of the Association.]			
Community First New Forest	Charity supporting local volunteer and community groups	Council	£8.33	1 April
The Institute of Groundsmanship	Provides guidance and training on provision of sports surfaces	Council	£126.78	2 April
Information Commissioner's Office	Registration (legal requirement)	Council	£55.00	1 Aug.
Ringwood & District Community Association	Affiliation to the charity which runs Greyfriars Community Centre	Council	£25.00	1 Sep.
Gonewforest	Online/digital media tourism and visitor promotion service	Council	£210.00	1 Jan.
Society of Local Council Clerks	Provides support, advice and training for town and parish clerks.	Staff (Town	£580.00	1 Jan.

¹ Annual cost at last renewal excluding VAT.

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	(Trade union is now separate.)	Clerk & Deputy)		
Chartered Institute of Public Finance & Accountancy	Provides support, advice and training for public finance officers	Staff (Finance Manager)	£155.00 ²	1 Jan.

Notes

1. This list should be reviewed by members once a year. At the last annual meeting of the Council this task was delegated to the Policy & Finance Committee. Officers propose to include the review as a standing item in Committee's April meeting agenda.
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.

² Reduced rate for part-time working

RINGWOOD TOWN COUNCIL

COMPLAINTS PROCEDURE

1. Introduction

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

2. Aim

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

3. Definition Of Complaints

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

'an expression of dissatisfaction about a service undertaken by Ringwood Town Council or any of its employees'

- 3.2 More specifically, a complaint is where an allegation is made:-

- That the Council has not done something it has a duty to do or normally does;
- That the Council has done something it has no right to do or does not normally do as a matter of established practice;
- That the conduct or behaviour of an employee is unsatisfactory;
- That the established levels of service delivery are not reached;
- That a person does not understand or is not informed of why or how a situation arose or exists;
- That an adopted and known procedure is not followed;
- That maladministration has occurred~~is alleged~~.

4. What To Do If You Have A Complaint

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

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48472073883; by email chris.wilkins@ringwood.gov.uk ~~town.council@ringwood.gov.uk~~; in person; or by letter to Ringwood Gateway, The Furlong, Ringwood, BH24 1AT.

- 4.3 In many cases, it will be possible for an issue to be dealt with straight away and the source of the complaint resolved immediately.
- 4.4 For more complex issues, it is much better to put these in writing so that a thorough investigation can be undertaken. Investigations will be dealt with as quickly as possible and under normal circumstances you should get a written response within 15 working days.
- 4.5 The Town Council maintains a register of complaints showing dates, details of the complaint, complainant and the action taken to resolve the issue. This is available for all members of the Council to inspect. Serious complaints will be reported to Councillors.
- 4.6 If the complaint involves the Town Clerk personally, the complainant should address the complaint direct to the Town Mayor. [His personal contact details can be found on the Council's website at \[www.ringwood.gov.uk\]\(http://www.ringwood.gov.uk\) or he can be contacted via the Council office at Ringwood Gateway.](#)

5. Putting Things Right

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

6. What If You Are Not Satisfied

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

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

- 7.1 Councillors are required to observe a 'Code of Conduct'. If you feel a Councillor has broken any of the rules in the Code of Conduct, you can complain to the [Town Clerk](#).

~~who is required to refer it to the Monitoring Officer at New Forest District Council and the Code of Conduct. This is a public document and should be available to all members of the public. The Council will carry out an investigation (or arrange for someone to do so).~~

7.2 ~~More information on the Code of Conduct can be found on the Council's website at www.ringwood.gov.uk~~

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

8.1 Broadly, the Code requires Councillors:-

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

8.2 A full copy of the Code of Conduct is available on the Council's website at: www.ringwood.gov.uk ~~or from the Council's office at Ringwood Gateway.~~

9. Assistance or Advice relating to procedures or a complaint

9.1 If you need any specific help or general guidance about the Council's procedures or about any specific complaint, contact the Town Clerk at Ringwood Gateway, The Furlong, Ringwood, BH24 1AT, or telephone 01425 484720 ~~73883~~ or email chris.wilkins@ringwood.gov.uk ~~town.council@ringwood.gov.uk~~.
revisions from the current version adopted in November 2006

Note: Tracked changes in red like this are suggested revisions from the current version adopted in November 2006



Item No.	Name	Recent developments	Resource use				Finish in 2020-21?	Notes
			Finance			Staff time		
			Cost & source	Spent to date	Predicted out-turn			
Projects with budgetary implications (bids included in 2020-21 budget)								
A1	Website refresh	Brief for “meetings” section agreed. Detailed sitemap in preparation	£6,000 Annual budget	£3,000	£6,500	Significant	Probable	Carried over from 2019-20. Compliance deadline with accessibility regulations is in September.
A2	Carvers Clubhouse – Additional staff	Recruitment was started but suspended when the coronavirus outbreak began	£3,000 Annual budget	£0	£3,000	Moderate	Probable	
A3	Youth Outreach Workers	Suspended in response to the coronavirus outbreak	£5,500 Annual budget	£0	£5,500	Moderate	Probable	
Projects with budgetary implications (not included in 2020-21 budget but added since)								
B1	None							
Projects with no budgetary implications in 2020-21								
C1	Christmas Tree for Market Place	Officers await advice from Events Team on procurement				Minimal	Probable	
C2	Strategic Planning	Options for preparation of a strategy document are being prepared				Moderate	Probable	The review of the Scheme of Delegation and the Committee Terms of reference will be included in this process.

