

Gainsborough Town Council

Richmond House, Richmond Park, Morton Terrace

Gainsborough, Lincolnshire, DN21 2RJ

Telephone: 01427 811573

Website: gainsborough-tc.gov.uk



Dear Councillor,

Thursday, 10 August 2023

You are hereby summoned to attend a meeting of the **Finance and Strategy Committee** which will be held on **Tuesday 15 August 2023** commencing at **7.00pm** in the meeting room, **Richmond House, Richmond Park, Morton Terrace, Gainsborough.**

The business of the meeting is set out in the agenda below.

Rachel Allbones
Interim Town Clerk

Committee members: Cllr N Bowler (VC), Cllr R Craig - ex officio, Cllr T Davies - ex officio, Cllr M Devine, Cllr D Dobbie, Cllr R Doy, Cllr P Key (C), Cllr L Muggridge, Cllr J Plastow

Agenda no	Agenda item title	Power/Regulation
FS24/022	Apologies for absence To note apologies for absence	<i>Local Government Act 1972, s85 (1) & Sch 12, p40.</i>
FS24/023	Declarations of interest To receive any declarations of interest in accordance with the requirements of the Localism Act 2011.	<i>Localism Act 2011, s31.</i>
FS24/024	Dispensation requests To consider any dispensation requests received by the Clerk in relation to personal and/or disclosable pecuniary interests, not previously recorded.	<i>Localism Act 2011, s33.</i>
FS24/025	Items for Exclusion of Public and Press To determine which items on the agenda, if any, require the exclusion of public and press under the Public Bodies (Admissions to Meetings) Act 1960 1 (2) and resolve to exclude public and press for these items.	<i>Public Bodies (Admissions to Meetings) Act 1960 1 (2)</i>

Agenda no	Agenda item title	Power/Regulation
FS24/026	<p>Minutes of the previous meeting(s) To receive the minutes of the previous Finance and Strategy Committee meeting(s) and resolve to sign these as a true record of the meeting(s). Paper A - Finance and Strategy Committee, Tuesday 18 July 2023</p>	<i>Local Government Act 1972, Sch 12, p41 (1).</i>
FS24/027	<p>Finance Reports To receive and consider for approval the following financial reports: Paper B Unpaid Expenditure Transactions for 10 August 2023 Paper C Cashbook Summary (including due and unpaid transactions) for 10 August 2023 Paper D Budget Comparison Report (including due and unpaid transactions) for 10 August 2023</p>	<i>Joint Panel on Accountability and Governance Practitioners Guide 2022.</i>
FS24/028	<p>Bank Reconciliation To approve and resolve to sign the monthly bank reconciliations for 31 July 2023 per paragraph 2.2 of Financial Regulations. Paper E</p>	<i>Joint Panel on Accountability and Governance Practitioners Guide 2022.</i>
FS24/029	<p>Roses Sports Ground To consider revised request from NorthCountry Homes to allow them to lay a pipe and hold an easement across the Roses Sport Field site. Paper F</p>	
FS24/030	<p>Vexatious complaints policy 1) To review and readopt Vexatious complaints policy. 2) Under 4.1 of the policy confirm complaint has been investigated according to complaints policy. 3) Under 4.6 of the policy decide whether to apply the policy. Exclusion of Public and Press recommended due to the confidential nature of the business. Paper G</p>	
FS24/031	<p>Items for notification To receive any items for notification to be included on a future agenda – for information only</p> <ul style="list-style-type: none"> • Strategic Plan • Investments & Investment Strategy review • Additional Bank Account • Communications Strategy • LCAS Quality Standard 	N/A

Agenda no	Agenda item title	Power/Regulation
FS24/032	Time and date of next meeting To note the date and time of the next Finance and Strategy committee is scheduled for Tuesday 19 September 2023 at 7:00pm.	<i>Local Government Act 1972, Sch 12, p10 (2)(a)</i>

PAPER A



held in the Reading Room, Richmond House, Richmond Park, Morton Terrace, Gainsborough

Councillors Present

Nigel Bowler (Vice Chairman)	Michael Devine	Paul Key (Chairman)
	David Dobbie	Liam Muggridge
	Richard Doy	

Councillors Absent

Richard Craig - ex officio		
Tim Davies - ex officio		James Plastow

In attendance:

	Rachel Allbones (DC&RFO)	Stephen Coulman (OM)
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Also present: Cllr Morley

Agenda no	Agenda item title	Resolution	Action	Power
FS24/012	Apologies for absence To note apologies for absence	The Committee noted apologies for absence from Cllrs Criag, Davies and Plastow.	N/A	<i>Local Government Act 1972, s85 (1) & Sch 12, p40.</i>
FS24/013	Declarations of interest To receive any declarations of interest in accordance with the requirements of the Localism Act 2011.	None received.	N/A	<i>Localism Act 2011, s31.</i>
FS24/014	Dispensation requests To consider any dispensation requests received by the Clerk in	None received.	N/A	<i>Localism Act 2011, s33.</i>

Initialed:

Agenda no	Agenda item title	Resolution	Action	Power
	relation to personal and/or disclosable pecuniary interests, not previously recorded.			
FS24/015	<p>Items for Exclusion of Public and Press</p> <p>To determine which items on the agenda, if any, require the exclusion of public and press under the Public Bodies (Admissions to Meetings) Act 1960 1 (2) and resolve to exclude public and press for these items.</p>	There were none.	N/A	<i>Public Bodies (Admissions to Meetings) Act 1960 1 (2)</i>
FS24/016	<p>Minutes of the previous meeting(s)</p> <p>To receive the minutes of the previous Finance and Strategy Committee meeting(s) and resolve to sign these as a true record of the meeting(s).</p> <p>Paper A - Finance and Strategy Committee, Tuesday 20 June 2023</p>	<p>The Committee resolved to sign the minutes of the meeting Tuesday 20 June 2023 as a true record of that meeting.</p> <p>Cllrs Devine and Muggridge abstained from voting.</p>	ASO to publish on the website.	<i>Local Government Act 1972, Sch 12, p41 (1).</i>
FS24/017	<p>Finance Reports</p> <p>To receive and consider for approval the following financial reports:</p> <p>Paper B Unpaid Expenditure Transactions for 12 July 2023</p> <p>Paper C Cashbook Summary (including due and unpaid transactions) for 12 July 2023</p>	<p>The Committee resolved to note and approve the following reports:</p> <ul style="list-style-type: none"> • Unpaid Expenditure Transactions for 12 July 2023 • Cashbook Summary (including due and unpaid transactions) for 12 July 2023 	DC&RFO to make bank transfer payments once signed off by signatories.	<i>Joint Panel on Accountability and Governance Practitioners Guide 2022.</i>

Agenda no	Agenda item title	Resolution	Action	Power
	Paper D Budget Comparison Report (including due and unpaid transactions) for 12 July 2023	<ul style="list-style-type: none"> Budget Comparison Report (including due and unpaid transactions) for 12 July 2023 		
FS24/018	Bank Reconciliation To approve and resolve to sign the monthly bank reconciliations for 30 April & 31 May 2023 per paragraph 2.2 of Financial Regulations. Paper E - 30 June 2023	The Committee resolved to approve and sign the monthly bank reconciliations for 30 June 2023.	DC&RFO to file.	<i>Joint Panel on Accountability and Governance Practitioners Guide 2022.</i>
FS24/019	Roses Sports Ground To consider a request from NorthCountry Homes to allow them to lay a pipe and hold an easement across the Roses Sport Field site. Paper F	It was proposed and seconded to agree for NorthCountry Homes the dip the drain at Roses Sports Ground, but object to the location of the proposed easement. To review new proposal once the drain has been dipped. It the request of Cllr Dobbie a recorded vote was taken as follows: - For: - Cllrs Bowler, Dobbie, Doy, Key, Muggridge Against: - Cllr Devine Carried.	DC to include on future agenda once further information is received.	
FS24/020	Items for notification To receive any items for notification to be included on a future agenda – for information only	<ul style="list-style-type: none"> Roses easement request Strategic Plan Investments & Investment Strategy review Additional Bank Account Communications Strategy 	To include on future agendas.	<i>N/A</i>

Agenda no	Agenda item title	Resolution	Action	Power
		<ul style="list-style-type: none"> LCAS Quality Standard 		
FS24/021	Time and date of next meeting To note the date and time of the next Finance and Strategy committee is scheduled for Tuesday 15 August 2023 at 7:00pm.	The Committee noted the date and time of the next Finance and Strategy Committee is Tuesday 15 August 2023 at 7:00pm at Richmond House.	N/A	<i>Local Government Act 1972, Sch 12, p10 (2)(a)</i>

Meeting concluded at 8.10pm

Signed as a true record of the Meeting: _____ Dated _____
 Presiding chairman of approving meeting

PAPER B

ExpTno	Cheque	Ledger date	Gross	Vat	Net	Chq / Trans Total	Transaction Details	Heading	Occurrence
20600	BP230719C	13/07/2023	£250.00	£41.67	£208.33	250.00	Gainsborough Skip Hire - Skip hire	Showfield Allotments	
20601	BP230719X	13/07/2023	£225.12	£27.94	£197.18	225.12	Viking Direct - Paper, stamps, envelopes	Stationery	
20602	BP230719S	05/07/2023	£501.60	£83.60	£418.00	501.60	A Price Electrical Ltd - Portable appliance testing	Richmond, Levellings, Cemetery, Marshalls	
20603	BP230719F	11/07/2023	£67.40	£11.23	£56.17		Trade UK - Post mix for fencing repairs, yale lock for the Cemetery Chapel door.	General Cemetery	
20604	BP230719F	12/07/2023	£120.00	£20.00	£100.00		Trade UK - 5 x Combi Locks	All sites	
20605	BP230719F	12/07/2023	£66.40	£11.07	£55.33		Trade UK - x20 pairs Site 320 Nitrile Foam Coated Gloves Red / Black X Large	Workwear	
20606	BP230719F	14/07/2023	£57.99	£0.00	£57.99		Trade UK - Boots (JB)	Workwear	
20607	BP230719F	14/07/2023	£77.34	£12.89	£64.45		Trade UK - X6 14Ltr Buckets, x6 flexi tub buckets,, dust sheets	Misc	
20608	BP230719F	14/07/2023	£32.00	£5.34	£26.66	421.13	Trade UK - Abrasive roll	Misc	
20609	BP230719	10/05/2023	£264.59	£44.10	£220.49	264.59	Safelincs Ltd - As per Quote Number INV466167 dated 27/04/2023	Richmond, Levellings, Cemetery, Marshalls Bowls	
20639	BP2308	17/07/2023	£60.49	£10.08	£50.41		Trade UK - Spear & Jackson Post Rammer 165mm 15.52kg	New grounds equipment	
20640	BP2308	20/07/2023	£83.00	£13.83	£69.17		Trade UK - Hozelock hise wheeked cart starter set and repair connector	New grounds equipment	
20641	BP2308	02/08/2023	£143.72	£23.95	£119.77		Trade UK - Locks, bolts etc. to secure the office and chapel in the General Cemetery	General Cemetery	
20642	BP2308	02/08/2023	£39.09	£6.51	£32.58		Trade UK - Lock	Foxby Hill Allotments	
20643	BP2308	04/08/2023	£23.67	£3.94	£19.73	349.97	Trade UK - x3 puncture repair kit	Line marker	
20644	BP2308	02/08/2023	£41.12	£6.85	£34.27	41.12	Viking Direct - Paper cups, water & toilet roll	Cllr meeting & cleaning supplies	
20645	BP2308	24/07/2023	£5,464.80	£910.80	£4,554.00	5,464.80	Overton (UK) Ltd - MUG II Pedestrian WeedRipping machine, Honda GX160 petrol engine, c/w steel four segment rope weed-brush, rear / brush guards and puncture-free foam filled tyres, Adaptor Plate and Fine Metal Brush.	New grounds equipment	
20646	BP2308	20/07/2023	£101.00	£16.85	£84.15	101.00	Cable Ties Direct - Masonry drill bits, cobalt twist drill bits and screwdriver bits	New grounds equipment	

ExpTno	Cheque	Ledger date	Gross	Vat	Net	Chq / Trans Total	Transaction Details	Heading	Occurrence
20647	BP2308	24/07/2023	£217.05	£36.17	£180.88	217.05	Landscape Supply Company - Three of sartra-bypass-lopper, Two of sartra-razorsaw-folding, Two of sartra-bypass-secateur, One of steel-handle-tarmac-punner	New grounds equipment	
20648	BP2308	19/07/2023	£84.00	£14.00	£70.00	84.00	NBB Recycled Furniture - two (2) RFPY1123 bin liners	Cemetery bins	
20649	BP2308	19/07/2023	£614.72	£102.45	£512.27	614.72	Cleaning Supplies 4U - Bin bags, toilet brushes, window cleaner, multi urpose cleaner, hand towel, toilet roll, gloves, disinfectant, soft broom	Cleaning supplies	
20650	BP2308	05/08/2023	£330.00	£0.00	£330.00	330.00	Retford Memorials - Grave digging - New single - XKNC0078	Grave digging	
20651	BP2308	01/08/2023	£414.30	£69.05	£345.25		Chantry Agricultural Engineers - Service to Ransomes parkway	Equipment service and maintenance	
20652	BP2308	01/08/2023	£269.34	£44.89	£224.45	683.64	Chantry Agricultural Engineers - Repair to Toro	Equipment service and maintenance	
20653	BP2308	01/08/2023	£48.16	£8.03	£40.13	48.16	Integrating Solutions Ltd - Copier charges	Printing	
20654	BP2308	08/06/2023	£57.98	£9.66	£48.32		Lyons of Gainsborough Ltd - Service parts for Kubota	Equipment service and maintenance	
20655	BP2308	14/06/2023	£324.96	£54.16	£270.80		Lyons of Gainsborough Ltd - Service parts for Wright stander	Equipment service and maintenance	
20678	BP2308	15/06/2023	£19.36	£3.23	£16.13	402.30	Lyons of Gainsborough Ltd - Part for water bowser	Equipment service and maintenance	
20656	BP2308	25/07/2023	£303.60	£50.60	£253.00	303.60	Smith of Derby Ltd - Service visit	Millenium clock	
20657	BP2308	31/07/2023	£45.00	£0.00	£45.00	45.00	Dexel Tyre Co Ltd (Gainsborough) - LB20 KZD - MOT	Vehicle maintenance	
20658	BP2308	28/07/2023	£519.78	£86.63	£433.15	519.78	F5 Computing Ltd - Microsoft 365 & back ups	IT Services	
20659	BP230720	20/07/2023	£1,070.00	£0.00	£1,070.00		A J Douce Roofing - Supplied monach tiles	Richmond House	
20660	BP230720	20/07/2023	£6,405.00	£0.00	£6,405.00	7,475.00	A J Douce Roofing - Retailed wardens office and toilet roof.	Richmond House	
20661	BP2308	20/07/2023	£75.00	£12.50	£62.50		DS Heating & Plumbing - Landlords gas safety certificate	Richmond House	

ExpTno	Cheque	Ledger date	Gross	Vat	Net	Chq / Trans Total	Transaction Details	Heading	Occurrence
20662	BP2308	20/07/2023	£75.00	£12.50	£62.50		DS Heating & Plumbing - Landlords gas safety certificate	Levellings	
20663	BP2308	20/07/2023	£75.00	£12.50	£62.50	225.00	DS Heating & Plumbing - Landlords gas safety certificate	Marshalls Bowls Pavilion	
20686	BP2308	31/07/2023	£339.66	£56.61	£283.05	339.66	High Street Garage - Fuel	Vehicles	
20670	CC2308	12/07/2023	£48.07	£8.01	£40.06	48.07	Fire Protection Shop - Piccolo Eye wash dispenser	First Aid / H&S	
20671	CC2308	12/07/2023	£50.10	£8.35	£41.75	50.10	Value Products Ltd - X4 First aid kits	First Aid / H&S	
20672	CC2308	13/07/2023	£33.38	£5.56	£27.82		The Safety Supply Company Ltd - X12 1 Person first aid travel kit	First Aid / H&S	
20674	CC2308	19/07/2023	£20.86	£3.48	£17.38	54.24	The Safety Supply Company Ltd - X8 1 Person first aid travel kit	First Aid / H&S	
20673	CC2308	14/07/2023	£55.20	£9.20	£46.00	55.20	Copla Ltd - Love ane allotment maps	Love Lane allotments	
20675	CC2308	20/07/2023	£29.51	£4.95	£24.56	29.51	CKB Ltd - Staff Lanyards and ID card holders	Staff ID	
20676	CC2308	20/07/2023	£59.10	£9.85	£49.25	59.10	Company Cards Ltd - X14 ID Cards	Councillor ID	
20677	CC2309	04/08/2023	£306.34	£51.06	£255.28	306.34	World of Power - Stihl FSA57 Compact Cordless Grass Trimmer plus AK10 Battery	New grounds equipment	
20666	CC2308	28/06/2023	£19.97	£3.33	£16.64	19.97	Adobe Systems Software Ireland Ltd - Adobe Acrobat Pro DC Subscription	IT Services	Monthly
20667	CC2309	29/07/2023	£19.97	£3.33	£16.64	19.97	Adobe Systems Software Ireland Ltd - Adobe Acrobat Pro DC Subscription	IT Services	Monthly
20679	DD230801B	01/08/2023	£212.11	£35.35	£176.76	212.11	CF Corporate Finance Ltd - Photocopier lease rental	Printing	
20622	DD230724D	24/07/2023	£93.50	£15.58	£77.92	93.50	Stallard Kane Associates Ltd - Employment law services	HR Services	Monthly
20611	DD230801C	01/08/2023	£255.23	£0.00	£255.23		West Lindsey District Council - Refuse & recycling service	Richmond Park	Monthly
20612	DD230801C	01/08/2023	£49.40	£0.00	£49.40		West Lindsey District Council - Refuse & recycling service	Marshalls	Monthly

ExpTno	Cheque	Ledger date	Gross	Vat	Net	Chq / Trans Total	Transaction Details	Heading	Occurrence
20613	DD230801C	01/08/2023	£38.57	£0.00	£38.57	343.20	West Lindsey District Council - Refuse & recycling service	Spital Hill Allotments	Monthly
20635	DD2308	01/08/2023	£72.00	£0.00	£72.00		West Lindsey District Council - Non-Domestic Rates	North Warren Cemetery	Monthly
20636	DD2308	01/08/2023	£557.00	£0.00	£557.00		West Lindsey District Council - Non-Domestic Rates	General Cemetery	Monthly
20637	DD2308	01/08/2023	£936.00	£0.00	£936.00		West Lindsey District Council - Non-Domestic Rates	Marshalls	Monthly
20638	DD2308	01/08/2023	£258.00	£0.00	£258.00	1,823.00	West Lindsey District Council - Non-Domestic Rates	Richmond Park	Monthly
20625	DD230801E	13/07/2023	£49.59	£2.36	£47.23		British Gas Business - Gas usage	Richmond House	11/6/23 - 10/7/23
20626	DD2308	02/08/2023	£45.60	£2.17	£43.43		British Gas Business - Electricity usage	Levellings's	28/6/23 - 30/7/23
20627	DD2308	02/08/2023	£48.44	£2.31	£46.13		British Gas Business - Electricity usage	Marshalls External Changing	28/6/23 - 30/7/23
20628	DD2308	02/08/2023	£91.78	£4.37	£87.41		British Gas Business - Electricity usage	Richmond House Flat	28/6/23 - 30/7/23
20681	DD2308	09/08/2023	£11.49	£0.55	£10.94		British Gas Business - Electricity usage	Marshalls Bowls Pavilion	5/7/23 - 4/8/23
20682	DD2308	09/08/2023	£11.00	£0.52	£10.48		British Gas Business - Electricity usage	General Cemetery	5/7/23 - 4/8/23
20684	DD2308	10/08/2023	£41.84	£1.99	£39.85	299.74	British Gas Business - Electricity usage	Richmond Park Greenhouse	5/7/23 - 5/8/23
20598	DD2307	17/07/2023	£7.49	£0.36	£7.13		Opus Energy - Gas Usage	Marshalls Main Pavilion	16/6/23 - 16/7/23
20599	DD2307	17/07/2023	£328.96	£15.66	£313.30		Opus Energy - Gas Usage	Levellings	17/8/22 - 16/7/23
20614	DD2308	17/07/2023	-£25.43	-£1.21	-£24.22		Opus Energy - Contra 20515, Gas usage	Levellings	17/5/23 - 15/6/23
20615	DD2308	17/07/2023	-£41.76	-£1.99	-£39.77		Opus Energy - Contra 20438, Gas usage	Levellings	17/4/23 - 16/5/23
20616	DD2308	17/07/2023	-£57.84	-£2.75	-£55.09		Opus Energy - Contra 20359, Gas usage	Levellings	14/3/23 - 16/4/23
20617	DD2308	17/07/2023	-£78.28	-£3.73	-£74.55		Opus Energy - Contra 20260, Gas usage	Levellings	14/2/23 - 16/3/23
20618	DD2308	17/07/2023	-£76.39	-£3.64	-£72.75		Opus Energy - Gas usage	Levellings	17/1/23 - 13/2/23
20619	DD2308	17/07/2023	-£74.45	-£3.55	-£70.90		Opus Energy - Gas usage	Levellings	17/12/22 - 16/1/23
20620	DD2308	17/07/2023	-£81.18	-£3.87	-£77.31		Opus Energy - Gas usage	Levellings	17/11/22 - 16/12/22
20621	DD2308	17/07/2023	-£81.73	-£3.89	-£77.84		Opus Energy - Gas usage	Levellings	16/9/22 - 16/11/22
20664	DD2308	17/07/2023	-£4.86	-£0.23	-£4.63		Opus Energy - Gas usage	Levellings	17/8/22 - 15/9/22
20665	DD2308	07/08/2023	£105.85	£5.04	£100.81	-79.62	Opus Energy - Electricity Usage	Richmond House Main House	6/7/23 - 6/8/23
20669	BP2308	19/07/2023	£647.24	£30.82	£616.42	647.24	SSE Scottish Hydro - Unmetered christmas lighting supply	Trinity Street, Market Street, Churh Street	18/11/23 - 6/1/23
20630	BP2308	29/07/2023	£28.74	£0.00	£28.74		Water Plus Ltd - Used water & surface water drainage	General Cemetery	26/6/23 - 26/7/23
20631	BP2308	03/08/2023	£47.09	£0.00	£47.09		Water Plus Ltd - Used water & surface water drainage	Richmond Park	1/7/23 - 1/8/23

ExpTno	Cheque	Ledger date	Gross	Vat	Net	Chq / Trans Total	Transaction Details	Heading	Occurrence
20632	BP2308	03/08/2023	£24.03	£0.00	£24.03		Water Plus Ltd - Used water & surface water drainage	Marshalls	1/7/23 - 1/8/23
20633	BP2308	03/08/2023	£8.03	£0.00	£8.03	107.89	Water Plus Ltd - Used water & surface water drainage	Levelling's	1/7/23 - 1/8/23
20634	DR2308	16/07/2023	£9.00	£0.00	£9.00	9.00	HSBC - Bank charges	Bank Charges	17/6/23 - 16/7/23
20685	DD2308	09/08/2023	£154.74	£25.79	£128.95	154.74	British Telecommunications Plc - Phone line and broadband services	Phone & Broadband	Monthly
20683	DD2308	09/08/2023				349.12	Unicom - Landline, broadband & electricity charges		
		1	£55.53	£9.25	£46.28		Alarmline	Richmond House	
		2	£54.83	£9.14	£45.69		CCTV Broadband & Phoneline	Richmond House	
		3	£53.39	£8.90	£44.49		CCTV Broadband & Phoneline	Marshalls	
		4	£112.13	£5.34	£106.79		Electricity (Lewis Street)	Xmas light Electricity	1/7/23 - 1/8/23
		5	£73.24	£3.49	£69.75		Electricity (Trinity Street)	Xmas light Electricity	1/7/23 - 1/8/23
20623	DD230801D	17/07/2023	£403.65	£67.28	£336.37	403.65	Lex Autolease Limited - Lease & service rental	Vehicle Expenses	2/8/23 - 1/9/23
20668	DD2308	01/08/2023	£359.98	£59.99	£299.99	359.98	Arval UK Ltd - Ford Transit Lease	Vehicle Expenses	15/8/23 - 14/9/23
20624	DD230801	01/08/2023	£271.10	£45.18	£225.92	271.10	Novuna Vehicle Solutions - Citroen Berlingo Lease	Vehicle Expenses	23/8/23 - 22/9/23
20629	DD2308	01/08/2023	£146.87	£24.48	£122.39	146.87	Fuelgenie - Fuel usage	Vehicle Expenses	1/7/23 - 31/7/23
20610	BP230721	01/07/2023				24,834.31	Rigel Wolf Ltd - July Payroll		
		1	£20,494.57	0.00	£20,494.57		July Payroll	Gross Salary	
		2	£1,729.68	0.00	£1,729.68		July Payroll	Employer NI	
		3	£2,610.06	0.00	£2,610.06		July Payroll	Employer Pension Cont	
				£2,281.81	£47,243.76	£49,525.57			
Chairman Signature _____						RFO Signature _____		Date _____	

PAPER C

Financial Summary - Cashbook

Summary of receipts and payments between 01/04/23 and 10/08/23 inclusive. This may include transactions with ledger dates outside this period. Includes current debtors and creditors.

Balances at the start of the year

Ordinary Accounts

HSBC Current/ Deposit Account	£569,582.51
Petty Cash	£100.00
Total	<u>£569,682.51</u>

RECEIPTS	Net	Vat	Gross
Cemetery	£18,944.86	£0.00	£18,944.86
Administration	£25,154.60	£0.00	£25,154.60
Events	£1,830.00	£0.00	£1,830.00
Richmond Park & House	£11,360.92	£0.00	£11,360.92
Sports Grounds	£28,022.56	£0.00	£28,022.56
Play Areas	£6,000.00	£0.00	£6,000.00
Allotments	£3,148.07	£0.00	£3,148.07
Precept	£612,885.00	£0.00	£612,885.00
Total Receipts	<u>£707,346.01</u>	<u>£0.00</u>	<u>£707,346.01</u>

PAYMENTS	Net	Vat	Gross
Cemetery	£7,506.03	£239.70	£7,745.73
Administration	£21,516.27	£1,485.46	£23,001.73
Events	£5,000.00	£477.50	£5,477.50
Employee Costs	£114,220.46	£487.28	£114,707.74
Grounds Maintenance	£21,489.29	£4,288.80	£25,778.09
Richmond Park & House	£18,778.72	£2,030.90	£20,809.62
Sports Grounds	£13,386.28	£1,532.94	£14,919.22
Play Areas	£243.60	£48.72	£292.32
Allotments	£2,417.05	£226.77	£2,643.82
Public Realm	£2,185.84	£263.88	£2,449.72
Christmas Lights	£7,266.23	£892.72	£8,158.95
Ear Marked Reserves	£74,148.35	£13,712.35	£87,860.70
Total Payments	<u>£288,158.12</u>	<u>£25,687.02</u>	<u>£313,845.14</u>

Closing Balances

Ordinary Accounts

HSBC Current/ Deposit Account	£963,083.38
Petty Cash	£100.00
Total	<u>£963,183.38</u>

Not all the accounts have been reconciled exactly to the end date on this summary.

Signed _____

Chair

Clerk / Responsible Financial Officer

PAPER D

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Precept					
Income					
100	Precept	£612,785.00	£612,785.00	£0.00	0.00%
105	WLDC Precept Contribution	£100.00	£100.00	£0.00	0.00%
Total Income		<u>£612,885.00</u>	<u>£612,885.00</u>	<u>£0.00</u>	<u>0.00%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Employee Costs					
Expenditure					
1000	Payroll	£370,000.00	£111,482.73	£258,517.27	69.87%
1010	Travel and Training	£5,600.00	£1,140.00	£4,460.00	79.64%
1020	Workwear & ID	£3,250.00	£1,597.73	£1,652.27	50.84%
Total Expenditure		<u>£378,850.00</u>	<u>£114,220.46</u>	<u>£264,629.54</u>	<u>69.85%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Administration					
Income					
201	VAT overclaim	£0.00	£0.00	£0.00	0.00%
205	Bank Interest	£400.00	£3,561.24	£3,161.24	790.31%
210	Insurance Reimbursement (GTF)	£1,575.00	£0.00	-£1,575.00	-100.00%
215	Legal Fee Reinbursement	£0.00	£0.00	£0.00	0.00%
220	Subject Access Request / FOI	£0.00	£0.00	£0.00	0.00%
225	Insurance Claims	£0.00	£0.00	£0.00	0.00%
Total Income		£1,975.00	£3,561.24	£1,586.24	80.32%
Expenditure					
2000	Office Supplies & Telecom	£11,420.00	£4,260.46	£7,159.54	62.69%
2010	Publicity	£420.00	£0.00	£420.00	100.00%
2020	Subscriptions	£3,140.00	£283.00	£2,857.00	90.99%
2030	Democratic & Civic	£4,825.00	£938.18	£3,886.82	80.56%
2040	Grants	£2,080.00	£1,000.00	£1,080.00	51.92%
2060	Insurance	£13,000.00	£12,082.06	£917.94	7.06%
2070	HR & Finances	£6,535.00	£711.85	£5,823.15	89.11%
2080	Legal Fees	£1,500.00	£1,317.20	£182.80	12.19%
Total Expenditure		£42,920.00	£20,592.75	£22,327.25	52.02%

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Grounds Maintenance					
Income					
300	Vehicle Hire	£0.00	£0.00	£0.00	0.00%
310	LCC Contribution towards Highway Verge Cutting	£5,350.00	£0.00	-£5,350.00	-100.00%
320	Sale of Grounds Equipment	£0.00	£0.00	£0.00	0.00%
330	Scrap	£0.00	£0.00	£0.00	0.00%
Total Income		<u>£5,350.00</u>	<u>£0.00</u>	<u>-£5,350.00</u>	<u>-100.00%</u>
Expenditure					
3000	Vehicle Costs	£30,700.00	£7,077.15	£23,622.85	76.95%
3010	Grounds Maintenance - All Sites	£33,950.00	£12,861.10	£21,088.90	62.12%
3020	Cleaning Products	£1,200.00	£830.07	£369.93	30.83%
Total Expenditure		<u>£65,850.00</u>	<u>£20,768.32</u>	<u>£45,081.68</u>	<u>68.46%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Richmond Park & House					
Income					
400	Richmond Park	£8,535.00	£6,817.50	-£1,717.50	-20.12%
Total Income		<u>£8,535.00</u>	<u>£6,817.50</u>	<u>-£1,717.50</u>	<u>-20.12%</u>
Expenditure					
4000	Richmond Park & House	£52,748.00	£18,391.59	£34,356.41	65.13%
Total Expenditure		<u>£52,748.00</u>	<u>£18,391.59</u>	<u>£34,356.41</u>	<u>65.13%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Sports Grounds					
Income					
500	Roses	£7,750.00	£0.00	-£7,750.00	-100.00%
510	Marshalls	£17,040.00	£4,011.11	-£13,028.89	-76.46%
520	Levellings	£1,000.00	£439.10	-£560.90	-56.09%
Total Income		<u>£25,790.00</u>	<u>£4,450.21</u>	<u>-£21,339.79</u>	<u>-82.74%</u>
Expenditure					
5000	Roses	£0.00	£0.00	£0.00	0.00%
5010	Marshalls	£38,976.00	£11,204.42	£27,771.58	71.25%
5020	Levellings	£3,581.00	£1,165.31	£2,415.69	67.46%
Total Expenditure		<u>£42,557.00</u>	<u>£12,369.73</u>	<u>£30,187.27</u>	<u>70.93%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Cemetery					
Income					
600	General Cemetery	£45,203.00	£12,375.88	-£32,827.12	-72.62%
610	North Warren Cemetery	£0.00	£0.00	£0.00	0.00%
Total Income		<u>£45,203.00</u>	<u>£12,375.88</u>	<u>-£32,827.12</u>	<u>-72.62%</u>
Expenditure					
6000	General Cemetery	£51,848.00	£7,057.54	£44,790.46	86.39%
6010	North Warren Cemetery	£1,340.00	£360.52	£979.48	73.10%
Total Expenditure		<u>£53,188.00</u>	<u>£7,418.06</u>	<u>£45,769.94</u>	<u>86.05%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Play Areas					
Income					
700	Funding	£0.00	£6,000.00	£6,000.00	100.00%
Total Income		<u>£0.00</u>	<u>£6,000.00</u>	<u>£6,000.00</u>	<u>100.00%</u>
Expenditure					
7000	Play Equipment Maintenance	£1,000.00	£173.60	£826.40	82.64%
7005	Wet Pour Maintenance	£1,000.00	£0.00	£1,000.00	100.00%
7010	Levellings	£0.00	£0.00	£0.00	0.00%
7020	Aisby Walk	£2,000.00	£50.00	£1,950.00	97.50%
7030	Danes Road	£0.00	£20.00	-£20.00	100.00%
7040	Mayflower Close	£0.00	£0.00	£0.00	0.00%
7050	Sandsfield Lane North	£0.00	£0.00	£0.00	0.00%
7080	St Georges	£0.00	£0.00	£0.00	0.00%
7090	Play Area Inspections	£750.00	£0.00	£750.00	100.00%
Total Expenditure		<u>£4,750.00</u>	<u>£243.60</u>	<u>£4,506.40</u>	<u>94.87%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Allotments					
Income					
800	Allotments	£9,540.00	£2,555.83	-£6,984.17	-73.21%
815	Garage Space Ropery Road	£1,250.00	£0.00	-£1,250.00	-100.00%
Total Income		<u>£10,790.00</u>	<u>£2,555.83</u>	<u>-£8,234.17</u>	<u>-76.31%</u>
Expenditure					
8000	Foxby Hill	£2,775.00	£735.47	£2,039.53	73.50%
8010	Love Lane	£11,600.00	£691.83	£10,908.17	94.04%
8020	North Warren	£1,025.00	£0.00	£1,025.00	100.00%
8030	Showfield	£1,025.00	£228.33	£796.67	77.72%
8040	Spital Hill	£1,400.00	£254.37	£1,145.63	81.83%
8050	Love Lane Garage Site	£200.00	£0.00	£200.00	100.00%
8060	All Sites	£5,900.00	£0.00	£5,900.00	100.00%
Total Expenditure		<u>£23,925.00</u>	<u>£1,910.00</u>	<u>£22,015.00</u>	<u>92.02%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Public Realm					
Income					
900	Corringham Road Roundabout	£0.00	£0.00	£0.00	0.00%
910	War Memorial Project	£0.00	£0.00	£0.00	0.00%
920	Bus Shelters	£0.00	£0.00	£0.00	0.00%
Total Income		<u>£0.00</u>	<u>£0.00</u>	<u>£0.00</u>	<u>0.00%</u>
Expenditure					
9000	Roundabouts / Islands	£0.00	£0.00	£0.00	0.00%
9010	Street Furniture	£2,640.00	£1,030.60	£1,609.40	60.96%
9020	War Memorial	£400.00	£0.00	£400.00	100.00%
9030	Gainsborough in Bloom	£0.00	£0.00	£0.00	0.00%
9040	Community Rail Partnership	£0.00	£0.00	£0.00	0.00%
Total Expenditure		<u>£3,040.00</u>	<u>£1,030.60</u>	<u>£2,009.40</u>	<u>66.10%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Events					
Income					
1005	Richmond Park	£0.00	£0.00	£0.00	0.00%
1015	Marshalls Sports Ground	£0.00	£330.00	£330.00	100.00%
1030	Levellings Playing Field	£1,000.00	£1,000.00	£0.00	0.00%
1040	Aisby Walk Playing Field	£500.00	£500.00	£0.00	0.00%
Total Income		£1,500.00	£1,830.00	£330.00	22.00%
Expenditure					
10010	Mayflower 400 (Illuminate)	£1,000.00	£0.00	£1,000.00	100.00%
10020	Armed Forces Day	£2,500.00	£0.00	£2,500.00	100.00%
10030	Queen's Platinum Jubilee	£0.00	£0.00	£0.00	0.00%
10035	King Charles III Coronation	£5,000.00	£5,000.00	£0.00	0.00%
10040	Remembrance Sunday	£300.00	£0.00	£300.00	100.00%
10050	Local Event Support	£3,000.00	£0.00	£3,000.00	100.00%
Total Expenditure		£11,800.00	£5,000.00	£6,800.00	57.63%

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

		2023/24	Actual Net	Balance	Bal %age
Christmas Lights					
Income					
1100	Shop Christmas Tree Scheme	£0.00	£0.00	£0.00	0.00%
Total Income		£0.00	£0.00	£0.00	0.00%
Expenditure					
11000	Switch On Event	£5,000.00	£0.00	£5,000.00	100.00%
11010	Anchor Point / Electrical Testing	£2,500.00	£1,573.67	£926.33	37.05%
11020	Electrical Contractor - Main Lights	£0.00	£0.00	£0.00	0.00%
11030	Electrical Contractor - Shop Trees	£0.00	£0.00	£0.00	0.00%
11040	Market Place Christmas Tree	£0.00	£0.00	£0.00	0.00%
11050	Blachere Contract	£21,500.00	£4,053.93	£17,446.07	81.14%
11055	Electrical Contractor for potential use of old lights	£3,000.00	£0.00	£3,000.00	100.00%
11060	Trinty Street Electricity	£200.00	£1,022.21	-£822.21	-411.11%
11070	Lamp Post Electricity	£200.00	£616.42	-£416.42	-208.21%
Total Expenditure		£32,400.00	£7,266.23	£25,133.77	77.57%

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

	2023/24	Actual Net	Balance	Bal %age
Community Infrastructure Levy Income				
14000 CIL	£0.00	£0.00	£0.00	0.00%
Total Income	<u>£0.00</u>	<u>£0.00</u>	<u>£0.00</u>	<u>0.00%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

	2023/24	Actual Net	Balance	Bal %age
Ear Marked Reserves				
Expenditure				
12000 Ear Marked Reserves	£608,638.52	£73,250.35	£535,388.17	87.96%
Total Expenditure	<u>£608,638.52</u>	<u>£73,250.35</u>	<u>£535,388.17</u>	<u>87.96%</u>

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

	2023/24	Actual Net	Balance	Bal %age
Neighbourhood Plan				
Income				
1300 Neighbourhood Plan	£0.00	£0.00	£0.00	0.00%
Total Income	£0.00	£0.00	£0.00	0.00%
Expenditure				
13000 Neighbourhood Plan	£0.00	£0.00	£0.00	0.00%
Total Expenditure	£0.00	£0.00	£0.00	0.00%

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

	2023/24	Actual Net	Balance	Bal %age	
Mayors Charity					
Income					
1200	Events & Donations	£0.00	£0.00	£0.00	0.00%
Total Income		£0.00	£0.00	£0.00	0.00%
Expenditure					
14005	Mayor Events (HSBC)	£0.00	£0.00	£0.00	0.00%
14010	Mayors Charity Donation (HSBC)	£0.00	£0.00	£0.00	0.00%
Total Expenditure		£0.00	£0.00	£0.00	0.00%

Financial Budget Comparison

Comparison between 01/04/23 and 10/08/23 inclusive. Includes due and unpaid transactions.

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

	2023/24	Actual Net	Balance	Bal %age
Total Income	£712,028.00	£650,475.66		
Total Expenditure	£1,320,666.52	£282,461.69		
Total Net Balance	-£608,638.52	£368,013.97		

PAPER E

Bank Account Reconciled Statement

HSBC Current/ Deposit Account 51418890+036629 40-22-01

Statement Number	126	Bank Statement No.	126
Statement Opening Balance	£1,025,034.23	Opening Date	01/07/23
Statement Closing Balance	£936,276.17	Closing Date	31/07/23
True/ Cashbook Closing Balance	£936,276.17		

Date	Cheque/ Ref.	Supplier/ Customer	Debit (£)	Credit (£)	Balance (£)
07/06/23	103957	Gainsborough Musical Theatre Society	72.00	0.00	1,024,962.23
03/07/23	CR230703	Slimming World	0.00	133.40	1,025,095.63
03/07/23	DD230703	Novuna Vehicle Solutions	271.10	0.00	1,024,824.53
03/07/23	DD230703B	West Lindsey District Council	343.20	0.00	1,024,481.33
03/07/23	DD230703C	Opus Energy	59.06	0.00	1,024,422.27
03/07/23	DD230703D	Lex Autolease Limited	403.65	0.00	1,024,018.62
04/07/23	CC230704	Multiple Suppliers/ Customers	162.46	0.00	1,023,856.16
04/07/23	CR230704	Foxby Hill Allotments	0.00	33.41	1,023,889.57
05/07/23	CR2300705B	██████████	0.00	253.58	1,024,143.15
05/07/23	CR230705	North Warren Road Allotments	0.00	13.27	1,024,156.42
07/07/23	CR230707	Love Lane Allotments	0.00	13.91	1,024,170.33
08/07/23	CR230708	Foxby Hill Allotments	0.00	41.50	1,024,211.83
08/07/23	CR230708B	Foxby Hill Allotments	0.00	30.51	1,024,242.34
08/07/23	CR230708C	Foxby Hill Allotments	0.00	31.51	1,024,273.85
08/07/23	CR230708D	Foxby Hill Allotments	0.00	34.25	1,024,308.10
08/07/23	DR230708	HSBC	8.00	0.00	1,024,300.10
10/07/23	BP230710	TCS Exhumation Services Ltd	5,172.00	0.00	1,019,128.10
10/07/23	BP230710B	John Wilde & Co (Metals) Ltd	65.42	0.00	1,019,062.68
10/07/23	CR230710	Slimming World	0.00	133.40	1,019,196.08
10/07/23	CR230710B	North Warren Road Allotments	0.00	15.00	1,019,211.08
11/07/23	BP230711	Councillor Tim Davies	69.32	0.00	1,019,141.76
12/07/23	CR230712	North Warren Road Allotments	0.00	17.27	1,019,159.03
13/07/23	CR230713	Lincolnshire Cooperative Ltd (Gainsborough)	0.00	84.89	1,019,243.92
13/07/23	DD230713	Fuelgenie	228.12	0.00	1,019,015.80
14/07/23	CR230714	Love Lane Allotments	0.00	9.08	1,019,024.88
17/07/23	CR230717	Slimming World	0.00	133.40	1,019,158.28
17/07/23	CR230717B	Love Lane Allotments	0.00	26.47	1,019,184.75
17/07/23	DD230717	British Gas Business	88.58	0.00	1,019,096.17

Bank Account Reconciled Statement

17/07/23	DD230717B	British Gas Business	29.84	0.00	1,019,066.33
17/07/23	DD230717C	British Gas Business	45.53	0.00	1,019,020.80
17/07/23	DD230717D	Arval UK Ltd	359.98	0.00	1,018,660.82
17/07/23	DD230717E	West Lindsey District Council	72.00	0.00	1,018,588.82
17/07/23	DD230717F	West Lindsey District Council	557.00	0.00	1,018,031.82
17/07/23	DD230717G	West Lindsey District Council	936.00	0.00	1,017,095.82
17/07/23	DD230717H	West Lindsey District Council	258.00	0.00	1,016,837.82
18/07/23	CR230718	Cliff Bradley & Sons Ltd	0.00	1,180.78	1,018,018.60
19/07/23	BP230619C	Gainsborough Skip Hire	250.00	0.00	1,017,768.60
19/07/23	BP230719	Safelincs Ltd	264.59	0.00	1,017,504.01
19/07/23	BP230719B	Lincolnshire Bearings and Fasteners Ltd	48.36	0.00	1,017,455.65
19/07/23	BP230719C	Gainsborough Skip Hire	250.00	0.00	1,017,205.65
19/07/23	BP230719D	Rigel Wolf Ltd	289.80	0.00	1,016,915.85
19/07/23	BP230719E	West Lindsey District Council	608.23	0.00	1,016,307.62
19/07/23	BP230719F	Trade UK	451.13	0.00	1,015,856.49
19/07/23	BP230719G	P.C's	360.00	0.00	1,015,496.49
19/07/23	BP230719H	Safeplay Playground Services Ltd	16,770.00	0.00	998,726.49
19/07/23	BP230719I	Agrovista UK Ltd	410.20	0.00	998,316.29
19/07/23	BP230719J	Integrating Solutions Ltd	80.88	0.00	998,235.41
19/07/23	BP230719K	High Street Garage	470.94	0.00	997,764.47
19/07/23	BP230719L	Chantry Agricultural Engineers	629.58	0.00	997,134.89
19/07/23	BP230719M	F5 Computing Ltd	542.16	0.00	996,592.73
19/07/23	BP230719N	Glendale Managed Services Ltd	1,069.80	0.00	995,522.93
19/07/23	BP230719O	S.W.Hurst Welding Ltd	60.00	0.00	995,462.93
19/07/23	BP230719P	Elite Signs Limited	30.00	0.00	995,432.93
19/07/23	BP230719Q	Retford Memorials	660.00	0.00	994,772.93
19/07/23	BP230719R	Restore Datashred Limited	110.40	0.00	994,662.53
19/07/23	BP230719S	A Price Electrical Ltd	746.40	0.00	993,916.13
19/07/23	BP230719T	Swallow Cleaning Contractors	933.12	0.00	992,983.01
19/07/23	BP230719U	RJ Tyres	221.40	0.00	992,761.61
19/07/23	BP230719V	2nd Gainsborough Guides	1,000.00	0.00	991,761.61
19/07/23	BP230719W	Generation (UK) Ltd	219.50	0.00	991,542.11
19/07/23	BP230719X	Viking Direct	225.12	0.00	991,316.99
19/07/23	BP230719Y	Water Plus Ltd	8.69	0.00	991,308.30

Bank Account Reconciled Statement

19/07/23	BP230719Z	Water Plus Ltd	45.60	0.00	991,262.70
19/07/23	BP230719ZA	Water Plus Ltd	23.81	0.00	991,238.89
19/07/23	BP230719ZB	Water Plus Ltd	7.81	0.00	991,231.08
19/07/23	BP230719ZC	Anglian Water Business (National) Ltd	279.38	0.00	990,951.70
19/07/23	BP230719ZD	EE Ltd	95.32	0.00	990,856.38
19/07/23	BP230719ZE	North Warren Road Allotments	0.00	-28.46	990,827.92
19/07/23	CR230719	Love Lane Allotments	0.00	14.28	990,842.20
19/07/23	CR230719B	Showfield Allotments	0.00	18.84	990,861.04
19/07/23	CR230719C	██████████	0.00	253.58	991,114.62
19/07/23	CR230719D	Foxby Hill Allotments	0.00	28.78	991,143.40
19/07/23	CR230719E	Foxby Hill Allotments	0.00	30.12	991,173.52
20/07/23	BP230720	DJ Cleaning Ltd	21,000.00	0.00	970,173.52
20/07/23	BP230720B	A J Douce Roofing	7,475.00	0.00	962,698.52
20/07/23	DD230720	Unicom	372.65	0.00	962,325.87
21/07/23	BP230721	Rigel Wolf Ltd	24,834.31	0.00	937,491.56
21/07/23	DD230721	Opus Energy	119.11	0.00	937,372.45
24/07/23	CR230724	Slimming World	0.00	133.40	937,505.85
24/07/23	CR230724B	Love Lane Allotments	0.00	25.42	937,531.27
24/07/23	DD230724	British Gas Business	1,092.94	0.00	936,438.33
24/07/23	DD230724B	British Gas Business	47.32	0.00	936,391.01
24/07/23	DD230724C	British Telecommunications Plc	154.74	0.00	936,236.27
24/07/23	DD230724D	Stallard Kane Associates Ltd	93.50	0.00	936,142.77
31/07/23	CR230731	Slimming World	0.00	133.40	936,276.17

Uncleared and unrepresented effects

Total uncleared and unrepresented	0.00	0.00
Total debits / credits	91553.05	2794.99

Reconciled by Rachel Allbones

Signed _____

Clerk / Responsible Financial Officer

Chair

Date _____

Your Statement

Miss Rachel Allbones
 Gainsborough Town Council
 Richmond House
 Morton Terrace
 Gainsborough
 DN21 2RJ



Account Summary

Opening Balance	10,000.00
Payments In	97,140.46
Payments Out	97,140.46
Closing Balance	10,000.00

29 June to 28 July 2023

International Bank Account Number

GB60HBUK40220151418890

Branch Identifier Code

HBUKGB4131T

Account Name

Gainsborough Town Council

Sortcode

40-22-01

Account Number Sheet Number

51418890 801

Your BUSINESS CURRENT ACCOUNT details

Date	Payment type and details	Paid out	Paid in	Balance
28 Jun 23	BALANCE BROUGHT FORWARD			10,000.00
29 Jun 23	CR C BRDLEY+SNS LTD INVOICE C59		674.73	
	CR [REDACTED] ALLOTMENT RENT		16.71	
	CR [REDACTED] 2023-NW-02-[REDACTED]		15.57	
30 Jun 23	TFR TRANSFER 03662918	707.01		10,000.00
	DD BRITISH GAS BUSINE	79.36		
	TFR TRANSFER 03662918		79.36	10,000.00
03 Jul 23	DD NOVUNA	271.10		
	DD WEST LINDSEY DISTR	343.20		
	DD OPUS ENERGY GAS SU	59.06		
	DD LEX AUTOLEASE	403.65		
	CHQ 103957	72.00		
	CR [REDACTED] SLIMMING WORLD REN		133.40	
04 Jul 23	TFR TRANSFER 03662918		1,015.61	10,000.00
	DD COMMERCIAL CARD	162.46		
	CR [REDACTED]		33.41	
	TFR TRANSFER 03662918		129.05	10,000.00
05 Jul 23	CR [REDACTED] 2023NW013-[REDACTED]		13.27	
	BP [REDACTED] 4081		253.58	
07 Jul 23	TFR TRANSFER 03662918	266.85		10,000.00
	CR [REDACTED] LL-031b-[REDACTED]		13.91	
	BALANCE CARRIED FORWARD			10,013.91

29 June to 28 July 2023

Your Statement

Account Name
 Gainsborough Town Council

Sortcode Account Number Sheet Number
 40-22-01 51418890 802

Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	BALANCE BROUGHT FORWARD			10,013.91
08 Jul 23	TFR TRANSFER 03662918	13.91		10,000.00
	DR TOTAL CHARGES			
	TO 16JUN2023	8.00		
	CR [REDACTED]			
	2023-FH064b-[REDACTED]		41.50	
	CR [REDACTED]			
	2023-FH063a-[REDACTED]		30.51	
	CR [REDACTED]			
	2023-FH063b-[REDACTED]		31.51	
	CR [REDACTED]			
	2023-FH064a-[REDACTED]		34.25	
10 Jul 23	TFR TRANSFER 03662918	129.77		10,000.00
	CR [REDACTED]			
	SLIMMING WORLD REN		133.40	
	BP TCS Exhumation Ser			
	TCS095	5,172.00		
	BP John Wilde & Co			
	Gains Town Council	65.42		
	CR [REDACTED]			
	2023-NW-019b-[REDACTED]		15.00	
11 Jul 23	TFR TRANSFER 03662918		5,089.02	10,000.00
	BP Timothy Davies			
	Gains Town Council	69.32		
12 Jul 23	TFR TRANSFER 03662918		69.32	10,000.00
	CR [REDACTED]			
	2023-NW-20AA-[REDACTED]		17.27	
13 Jul 23	TFR TRANSFER 03662918	17.27		10,000.00
	CR LINCS COOP		84.89	
	DD WL ITS FUELGENIE	228.12		
14 Jul 23	TFR TRANSFER 03662918		143.23	10,000.00
	CR [REDACTED]			
	2023-LL-007B-[REDACTED]		9.08	
17 Jul 23	TFR TRANSFER 03662918	9.08		10,000.00
	DD BRITISH GAS	88.58		
	DD BRITISH GAS	29.84		
	DD BRITISH GAS	45.53		
	DD ARVAL	359.98		
	DD WEST LINDSEY DC	72.00		
	DD WEST LINDSEY DC	557.00		
	DD WEST LINDSEY DC	936.00		
	DD WEST LINDSEY DC	258.00		
	CR [REDACTED]			
	SLIMMING WORLD REN		133.40	
	BALANCE CARRIED FORWARD			7,786.47

29 June to 28 July 2023

Your Statement

Account Name
 Gainsborough Town Council

Sortcode **Account Number** **Sheet Number**
 40-22-01 51418890 803

Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	BALANCE BROUGHT FORWARD			7,786.47
	CR [REDACTED]			
	2023-LL-037 [REDACTED]		26.47	
18 Jul 23	TFR TRANSFER 03662918		2,187.06	10,000.00
	CR C BRDLEY+SNS LTD			
	INVOICE C60		1,180.78	
19 Jul 23	TFR TRANSFER 03662918	1,180.78		10,000.00
	CR CHQ IN AT 407080		286.70	
	CR GREENER GAINSBOROU			
	FH-059a-GAINSBO		28.78	
	CR GREENER GAINSBOROU			
	FH-059B-GAINSBO		30.12	
	TFR 402201 03662918			
	INTERNET TRANSFER		30,000.00	
	BP Safelincs Ltd			
	GAINSBOR	264.59		
	BP LINCS BEARINGS FAS			
	GAINS TOWN COUNCIL	48.36		
	BP [REDACTED]			
	GAINS TOWN COUNCIL	500.00		
	BP RIGEL WOLF LTD			
	G0007	289.80		
	BP Screwfix Direct Lt			
	6331640014561849	451.13		
	BP WEST LINDSEY DC			
	1907011500	608.23		
	BP PCS			
	GAINS TOWN COUNCIL	360.00		
	BP Safeplay Playgroup			
	GTC02	16,770.00		
	BP Agrovista UK Ltd			
	563358	410.20		
	BP Integrating Soluti			
	G066	80.88		
	BP High Street Garage			
	Gains Town Council	470.94		
	BP CHANTRY AGRICULTUR			
	GAINS TOWN COUNCIL	629.58		
	BP F5 COMPUTING LTD			
	GAINS TOWN COUNCIL	542.16		
	BP Glendale Countrysi			
	11402	1,069.80		
	BP S W Hurst Welding			
	3761	60.00		
	BALANCE CARRIED FORWARD			17,789.93

29 June to 28 July 2023

Your Statement

Account Name
 Gainsborough Town Council

Sortcode **Account Number** **Sheet Number**
 40-22-01 51418890 804

Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	BALANCE BROUGHT FORWARD			17,789.93
	BP Elite Signs Ltd 25330	30.00		
	BP Retford Memorials 2027/23	660.00		
	BP Restore Datashred 4967633	110.40		
	BP A PRICE ELECTRICAL GAINS TOWN COUNCIL	746.40		
	BP SWALLOW CLEANING C GAINS TOWN COUNCIL	933.12		
	BP RJ Tyres 0183	221.40		
	BP 2 Gainsborough Gui Gains Town Council	1,000.00		
	BP Generation UK Ltd GAI006	219.50		
	BP Office Depot Inter 1354765	225.12		
	BP WATER PLUS 0880007483	8.69		
	BP WATER PLUS 0229006916	45.60		
	BP WATER PLUS 7001587165	23.81		
	BP WATER PLUS 7001679673	7.81		
	BP Anglian Water Busi 88888970792	279.38		
	BP EE 203331503/1	95.32		
	BP XXXXXXXXXX Gains Town Council	28.46		
20 Jul 23	TFR TRANSFER 03662918	3,154.92		10,000.00
	DD UNICOM	372.65		
	TFR 402201 03662918 INTERNET TRANSFER		21,000.00	
	BP D J Cleaning Ltd 19351	21,000.00		
	BP A J Douce 20230720	7,475.00		
21 Jul 23	TFR TRANSFER 03662918		7,847.65	10,000.00
	DD OPUS ENERGY LTD	119.11		
	TFR 402201 03662918 INTERNET TRANSFER		24,000.00	
	BALANCE CARRIED FORWARD			33,880.89

29 June to 28 July 2023

Your Statement

Account Name
 Gainsborough Town Council

Sortcode Account Number Sheet Number
 40-22-01 51418890 805

Your BUSINESS CURRENT ACCOUNT details

<i>Date</i>	<i>Payment type and details</i>	<i>Paid out</i>	<i>Paid in</i>	<i>Balance</i>
	BALANCE BROUGHT FORWARD			33,880.89
	BP RIGEL WOLF CLIENT			
	GTC PAYROLL	24,834.31		
24 Jul 23	TFR TRANSFER 03662918		953.42	10,000.00
	DD BRITISH GAS BUSINE			
	FIRST PAYMENT	1,092.94		
	DD BRITISH GAS	47.32		
	DD BT GROUP PLC	154.74		
	DD STALLARD KANE ASSO	93.50		
	CR [REDACTED]			
	SLIMMING WORLD REN		133.40	
	CR [REDACTED]			
	2023-LL-013 [REDACTED]		25.42	
	TFR TRANSFER 03662918		1,229.68	10,000.00
28 Jul 23	BALANCE CARRIED FORWARD			10,000.00

Information about the Financial Services Compensation Scheme

Most deposits made by HSBC Business customers are eligible for protection under the Financial Services Compensation Scheme (FSCS). For further information about the compensation provided by the FSCS, refer to the FSCS website at fscs.org.uk, call into your nearest branch or call your telephone banking service. Further details can be found on the FSCS Information Sheet and Exclusions List which is available on our website (hsbc.co.uk/fscs/).

Credit Interest Rates	<i>balance</i>	<i>AER</i> <i>variable</i>	Debit Interest Rates	<i>balance</i>	<i>EAR</i> <i>variable</i>
Credit interest is not applied			Debit interest		21.34%

40-22-01 51418890
Business C/A - Gains Twn Cn

GBP 10,000.00

Make a payment

Print

- Balance details
- Recent transact...
- Next working d...
- Statements

All transactions for the last

- 7 days
- 14 days
- 1 month
- 3 months
- 6 months
- 12 months
- 28 Jul 2023 to 31 Jul 2023

Download

Advanced search

Items posted may still be reversed, returned, or recalled.



Date	Type	Description	Paid out	Paid in	Balance
31 Jul 2023		Balance carried forward			10,000.00
31 Jul 2023	TFR	TRANSFER 03662918	133.40		10,000.00
31 Jul 2023	CR	SLIMMING WORLD REN		133.40	10,133.40
28 Jul 2023		Balance brought forward			10,000.00

Last updated 04 Aug 2023 11:30

Back to top



Your Statement

Miss Rachel Allbones
 Gainsborough Town Council
 Richmond House
 Morton Terrace
 Gainsborough
 DN21 2RJ



Account Summary

Opening Balance	1,015,034.23
Payments In	4,905.98
Payments Out	93,664.04
Closing Balance	926,276.17

Interest Rate - Valid as at end date of the statement period
 1.81% AER

1 July to 31 July 2023

International Bank Account Number

GB04HBUK40220103662918

Branch Identifier Code

HBUKGB4131T

Account Name

Gainsborough Town Council

Sortcode

40-22-01

Account Number Sheet Number

03662918 305

Your Business Money Manager details

Date	Payment type and details	Paid out	Paid in	Balance
30 Jun 23	BALANCE BROUGHT FORWARD			1,015,034.23
03 Jul 23	TFR TRANSFER 51418890	1,015.61		1,014,018.62
04 Jul 23	TFR TRANSFER 51418890	129.05		1,013,889.57
05 Jul 23	TFR TRANSFER 51418890		266.85	1,014,156.42
07 Jul 23	TFR TRANSFER 51418890		13.91	1,014,170.33
08 Jul 23	TFR TRANSFER 51418890		129.77	1,014,300.10
10 Jul 23	TFR TRANSFER 51418890	5,089.02		1,009,211.08
11 Jul 23	TFR TRANSFER 51418890	69.32		1,009,141.76
12 Jul 23	TFR TRANSFER 51418890		17.27	1,009,159.03
13 Jul 23	TFR TRANSFER 51418890	143.23		1,009,015.80
14 Jul 23	TFR TRANSFER 51418890		9.08	1,009,024.88
17 Jul 23	TFR TRANSFER 51418890	2,187.06		1,006,837.82
18 Jul 23	TFR TRANSFER 51418890		1,180.78	1,008,018.60
19 Jul 23	TFR 402201 51418890			
	INTERNET TRANSFER	30,000.00		
	TFR TRANSFER 51418890		3,154.92	981,173.52
20 Jul 23	TFR 402201 51418890			
	INTERNET TRANSFER	21,000.00		
	TFR TRANSFER 51418890	7,847.65		952,325.87
21 Jul 23	TFR 402201 51418890			
	INTERNET TRANSFER	24,000.00		
	TFR TRANSFER 51418890	953.42		927,372.45
24 Jul 23	TFR TRANSFER 51418890	1,229.68		926,142.77
31 Jul 23	TFR TRANSFER 51418890		133.40	926,276.17
31 Jul 23	BALANCE CARRIED FORWARD			926,276.17

Contact tel 03457 60 60 60
see reverse for call times
Text phone 03457 125 563
used by deaf or speech impaired customers
www.hsbc.co.uk

1 July to 31 July 2023

Your Statement

Account Name
Gainsborough Town Council

Sortcode	Account Number	Sheet Number
40-22-01	03662918	306

Information about the Financial Services Compensation Scheme

Most deposits made by HSBC Business customers are eligible for protection under the Financial Services Compensation Scheme (FSCS). For further information about the compensation provided by the FSCS, refer to the FSCS website at fscs.org.uk, call into your nearest branch or call your telephone banking service. Further details can be found on the FSCS Information Sheet and Exclusions List which is available on our website (hsbc.co.uk/fscs/).

PAPER F

Rachel Allbones

Subject: FW: Easement at Trinity playing fields
Attachments: ALT FOUL ROUTE.pdf

From: Brian Reynolds
Sent: Wednesday, August 9, 2023 2:10 PM
To: Rachel Allbones <Rachel.Allbones@gainsborough-tc.gov.uk>; Gary Reeve <gary.reeve@west-lindsey.gov.uk>
Subject: Easement at Trinity playing fields

Afternoon Rachel and Gary,

Please find attached the potential revised route for the easement crossing the Trinity playing fields as discussed, which will hopefully be more acceptable to your Organisations, and to Trinity themselves.

I have not sent this drawing to the Paul at Trinity yet, as I thought I would await your comments.

The revised route skirts the boundary as close as possible without encroaching on the approximate tree root exclusion areas (un-surveyed – based on aerial photography) and appears to be well outside the current used area of the fields.

The route requires the construction of three new manholes and the laying of almost double the length of pipe, so whilst not yet costed, the implication is obviously in excess of doubling the cost of the solution.

If you could let me have your views on this solution, I will commission the detailed design and have this priced to ensure we are still in a position to propose this solution.

On the basis that this would be acceptable, and subject to you receiving the authority to proceed, I would be keen to learn the way you would intend to take this forward from here in terms of the easement, and the approvals from the 3 organisations?

Many thanks

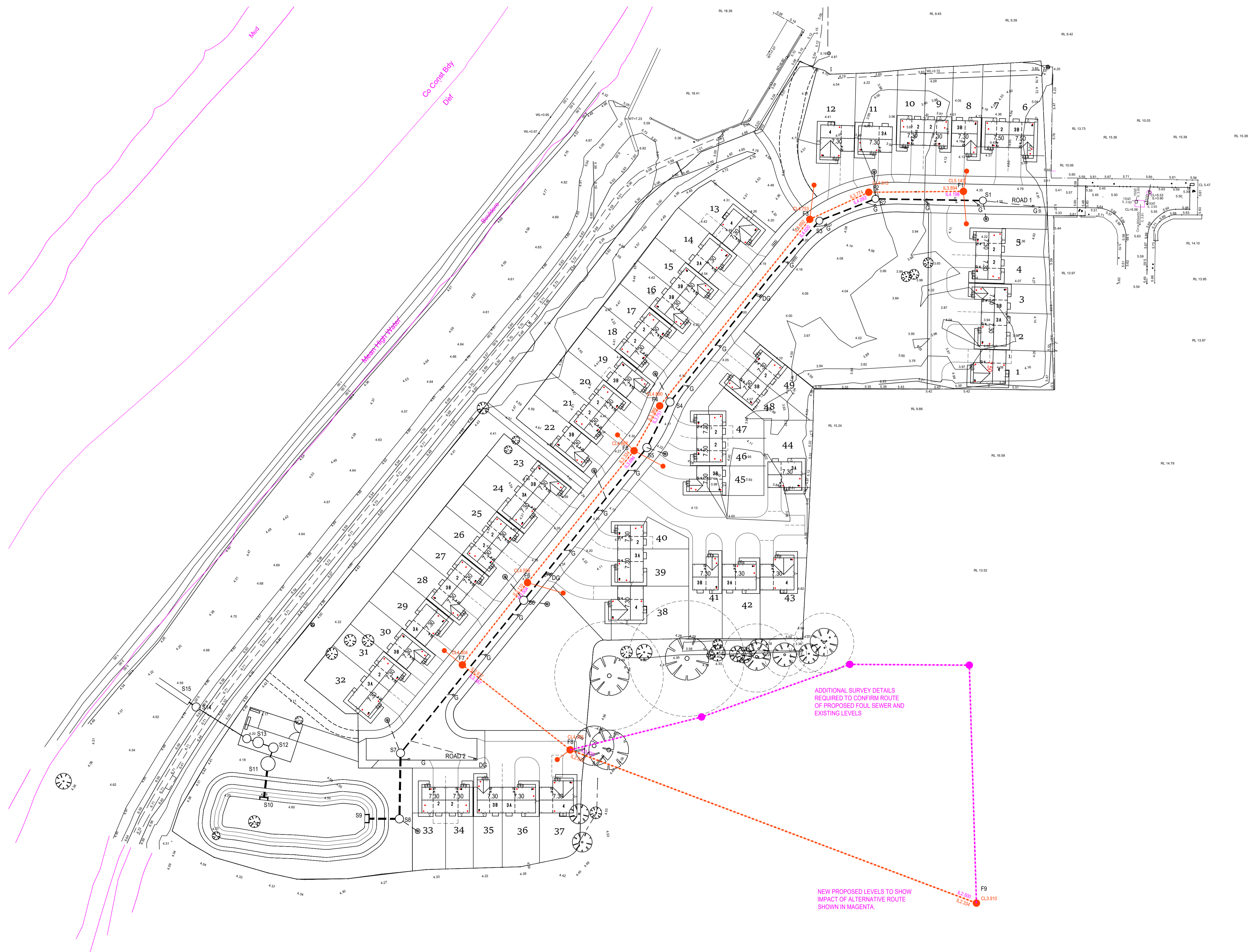
Brian

Brian Reynolds
BSc(Hons) MRICS MCIH
Land Director

07519 328 123

NorthCountry Homes Limited
8 Silkwood Park, Fryers Way,
Wakefield, WF5 9TJ
<https://northcountryhomes.co.uk>





PAPER G

Vexatious Complaints Policy

Contents

1. Introduction.....	2
2. Habitual or Vexatious Complainants.....	2
3. Definitions.....	3
4. Imposing Restrictions	4
5. New complaints from complainants who are treated as abusive, vexatious or Persistent 5	
6. Review.....	6
7. Record Keeping.....	6

Document History

Adopted by Council – 5 January 2022

Reviewed and Adopted -

A policy for dealing with abusive, persistent or vexatious complaints and complainants.

1. Introduction

- 1.1 This policy identifies situations where a complainant, either individually or as part of a group, or a group of complainants, might be considered to be habitual or vexatious. The following clauses form the Council policy for ways of responding to these situations.
- 1.2 In this policy the term habitual means ‘done repeatedly or as a habit’. The term vexatious is recognised in law and means ‘denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant’. This policy intends to assist in identifying and managing persons who seek to be disruptive to the Council.
- 1.3 The term complaint in this policy includes requests made under the Freedom of Information Act 2000 and the Data Protection Act 2018 and reference to the Complaints Procedure is, where relevant, to be interpreted as meaning a request under those Acts.
- 1.4 Habitual or vexatious complaints can be a problem for Council staff and members. The difficulty in handling such complainants is that they are time consuming and wasteful of resources in terms of Officer and Member time. While the Council endeavours to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can reasonably be done to assist or to rectify a real or perceived problem.
- 1.5 Raising of legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause him or her to be labelled vexatious or unreasonably persistent.
- 1.6 The aim of this policy is to contribute to the overall aim of dealing with all complainants in ways which are demonstrably consistent, fair and reasonable.

2. Habitual or Vexatious Complainants

- 2.1. For the purpose of this policy the following definitions of habitual or vexatious complainants will be used: *The repeated and/or obsessive pursuit of:*
 - (1) *unreasonable complaints and/or unrealistic outcomes; and/or*
 - (2) *reasonable complaints in an unreasonable manner.*
- 2.2 Prior to considering its implementation the Council will send a summary of this policy to the complainant to give them prior notification of its possible implementation.
- 2.3 Where complaints continue and have been identified as habitual or vexatious in accordance with the criteria set out in Section 3, the staff and Council will seek agreement to treat the complainant as a habitual or vexatious complainant for the appropriate course of action to be taken. Section 4 details the options available for dealing with habitual or vexatious complaints.
- 2.4 The Clerk on behalf of the Council will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken. District and County Councillors for Gainsborough Town Council will also

be informed that a constituent has been designated as an habitual or vexatious complainant.

- 2.5 The status of the complainant will be kept under review. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.

3. Definitions

- 3.1. Gainsborough Town Council defines unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the Council, hinder the Council's consideration of their or other people's complaints. The description 'unreasonably persistent' and 'vexatious' may apply separately or jointly to a particular complainant.
- 3.2. Examples include the way in which, or frequency with which, complainants raise their complaints with staff or how complainants respond when informed of the Council's decision about the complaint.
- 3.3. Features of an unreasonably persistent and/or vexatious complainant include the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):

An unreasonably persistent and/or vexatious complainant may:

- have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious)
- refuse to specify the grounds of a complaint despite offers of assistance
- refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved.
- refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure
- refuse to accept that issues are not within the power of the Council to investigate, change or influence
- insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (e.g. insisting that there must not be any written record of the complaint)
- make what appear to be groundless complaints about the staff dealing with the complaints, and seek to have them dismissed or replaced
- make an unreasonable number of contacts with the Council, by any means in relation to a specific complaint or complaints
- make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to questions, frequent and/or complex letters, faxes telephone calls or emails)
- harass or verbally abuse or otherwise seek to intimidate staff dealing with their complaint, in relation to their complaint by use of foul or inappropriate language or by

the use of offensive and racist language or publish their complaints in other forms of media

- raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process
- introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be taken into account and commented on
- change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- deny statements he or she made at an earlier stage in the complaint process
- are known to have electronically recorded meetings and conversations without the prior knowledge and consent of the other person(s) involved
- adopts a 'scattergun' approach, for instance, pursuing a complaint or complaints not only with the Council, but at the same time with, for example, a Member of Parliament, other Councils, elected Councillors of this and other Councils, the Council's Independent Auditor, the Standards Board, the Police, other public bodies or solicitors
- refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given
- make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded and insist that the minor differences make these 'new' complaints which should be put through the full complaints procedure
- persistently approach the Council through different routes or other persons about the same issue
- persist in seeking an outcome which Council has explained is unrealistic for legal or policy (or other valid) reasons
- refuse to accept documented evidence as factual
- complain about or challenge an issue based on an historic and/or an irreversible decision or incident
- combine some or all of these features.

4. Imposing Restrictions

4.1 The Council will ensure that the complaint is being, or has been, investigated properly according to the adopted complaints procedure.

4.2 In the first instance the Clerk will consult with the Chairman of the prior to issuing a warning to the complainant. The Clerk will contact the complainant in writing, or by e-mail, to explain why this behaviour is causing concern and ask them to change this behaviour and outline the actions that the Council may take if they do not comply.

4.3 If the disruptive behaviour continues, the Clerk will issue a reminder letter to the complainant advising them that the way in which they will be allowed to contact the Council in future will be restricted. The Clerk will make this decision in consultation

with the Chairman of the Council and inform the complainant in writing of what procedures have been put in place and for what period.

4.4 Any restriction that is imposed on the complainant's contact with the Council will be appropriate and proportionate and the complainant will be advised of the period of time over which that the restriction will be in place. In most cases restrictions will apply for between three to six months, but in exceptional cases this may be extended. In such cases the restrictions would be reviewed on a quarterly basis, or at the next Full Council Meeting.

4.5 Restrictions will be tailored to deal with the individual circumstances of the complainant and may include:

- banning the complainant from making contact by telephone except through a third party e.g. a solicitor, a Councillor or a friend acting on their behalf
- banning the complainant from sending emails to individuals and/or all Council Officers and insisting they only correspond by postal letter requiring contact to take place with one named member of staff only restricting telephone calls to specified days and/or times and/or duration
- requiring any personal contact to take place in the presence of an appropriate witness letting the complainant know that the Council will not reply to or acknowledge any further contact from them on the specific topic of that complaint (in this case, a designated member of staff will be identified who will read future correspondence).

4.6 When the decision has been taken to apply this policy to a complainant, the Clerk will contact the complainant in writing to explain:

- why the decision has been taken
- what action has been taken
- the duration of that action.

4.7 The Clerk will enclose a copy of this policy in the letter to the complainant.

4.8 Where a complainant continues to behave in a way that is unacceptable, the Clerk, in consultation with the Chairman of the Council may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

4.9 Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, other options will be considered, e.g. the reporting of the matter to the police or taking legal action. In such cases, the complainant may not be given prior warning of that action.

5. New complaints from complainants who are treated as abusive, vexatious or Persistent

5.1 New complaints from people who have come under this policy will be treated on their merits. The Clerk, the Chairman of the Council will decide whether any restrictions that have been applied before are still appropriate and necessary in relation to the new complaint. A blanket policy is not supported, nor ignoring genuine service requests or complaints where they are founded.

5.2 The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on Council's contact with him or her, will be recorded and notified to those who need to know within the Council.

6. Review

6.1 The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Clerk and the Chairman of the Council, after three months, and at the end of every subsequent three months within the period during which the policy is to apply, or by the next Full Council Meeting.

6.2 The complainant will be informed of the result of this review if the decision to apply this policy has been changed or extended.

7. Record Keeping

7.1 The Clerk will retain adequate records of the details of the case and the action that has been taken. Records will be kept of:

- the name and address of each member of the public who is treated as abusive, vexatious or persistent, or any other person who so aids the complainant
- when the restrictions came into force and ends
- what the restrictions are
- when the person and Council were advised.

7.2 Full Council be provided with a regular report giving information about members of the public who have been treated as vexatious/persistent complainers.

Complaints Policy and Procedure

Contents

Introduction	2
1. What is a complaint	2
2. What is not a complaint	2
3. Influencing Council decision making.....	2
4. How to complain	2
5. Contacts	3

Document History

- Adopted by Council – 3 March 2015
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Introduction

Gainsborough Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this Council or are unhappy about an action or lack of action by this Council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

1. What is a complaint

This Complaints Procedure applies to complaints about Council administration and procedures and may include complaints about how council employees have dealt with your concerns.

2. What is not a complaint

This Complaints Procedure does **not** apply to:

2.1 Complaints by one Council employee against another Council employee, or between a Council employee and the Council as employer. These matters are dealt with under the Council's disciplinary and grievance procedures.

2.2 Complaints against councillors. Complaints against councillors are covered by the Code of Conduct for Members adopted by the Council on 06/04/2022 and, if a complaint against a councillor is received by the Council, it will be referred to the Monitoring Officer of West Lindsey District Council. Further information on the process of dealing with complaints against councillors may be obtained from the Monitoring Officer of West Lindsey District Council.

3. Influencing Council decision making

The appropriate time for influencing Council decision-making is by raising your concerns **before** the Council debates and votes on a matter. You may do this by writing to the Council in advance of the meeting at which the item is to be discussed. Written representation must be received by the Clerk seven clear days before a scheduled meeting in order to allow sufficient time to prepare the necessary reports and add items to the agenda. There may also be the opportunity to raise your concerns in the public participation section of Council meetings. If you are unhappy with a Council decision, you may raise your concerns with the Council, but Standing Orders prevent the Council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

4. How to complain

4.1 You may make your complaint about the Council's procedures or administration to the Clerk. You may do this in person, by phone, or by writing to or emailing the Clerk. The addresses and numbers are set out below. Anonymous complaints or complaints from un-identifiable email addresses will only be considered in exceptional circumstances. Your name and address will not normally be shared and your personal details will be handled in line with the council's privacy policies.

4.2 Wherever possible, the Clerk will try to resolve your complaint immediately. If this is not possible, the Clerk will normally try to acknowledge your complaint within 10 working days.

4.3 If you do not wish to report your complaint to the Clerk, you may make your complaint directly to the Chairman of the Council who will report your complaint to the Council.

4.4 The Clerk or the relevant committee of the Council or the Full Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council.

4.5 The Clerk or the Chairman of the relevant committee or of Full Council will notify you within 25 working days of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty-five working days timescale may have to be extended. If it is, you will be kept informed.)

4.6 If you are dissatisfied with the response to your complaint, you may ask for your complaint to be referred to the full Council and (usually within eight weeks) you will be notified in writing of the outcome of the review of your original complaint. The decision of the Full Council is final.

5. **Contacts**

Town Clerk of Gainsborough Town Council:

By post: Richmond House, Richmond Park, Morton Terrace, Gainsborough,
Lincolnshire DN21 2RJ

By Email: townclerk@gainsborough-tc.gov.uk

The Chairman of Gainsborough Town Council

By post: Richmond House, Richmond Park, Morton Terrace, Gainsborough,
Lincolnshire DN21 2RJ

By Email: Please check current details on the [Councils website](#):

[Mayor and Deputy Mayor - Gainsborough Town Council \(gainsborough-tc.gov.uk\)](http://gainsborough-tc.gov.uk)