

MINUTES OF THE POLICY & FINANCE COMMITTEE

Held on Wednesday 22nd April 2026 at 7.00pm

PRESENT: Cllr Mary DeBoos (Chair)
Cllr Peter Kelleher (Deputy Chair)
Cllr Andy Briers
Cllr Luke Dadford
Cllr Philip Day
Cllr Gareth DeBoos
Cllr Rae Frederick
Cllr Janet Georgiou
Cllr Michael Thierry
Cllr Glenys Turner

IN ATTENDANCE: Charmaine Bennett, Town Clerk
Michelle Gordon, Finance Manager
Nicola Vodden, Office Manager

ABSENT: Cllr James Swyer

F/6526 PUBLIC PARTICIPATION

There were no members of the public present.

F/6527 APOLOGIES FOR ABSENCE

Apologies for absence had been received from Cllr Swyer.

F/6528 DECLARATIONS OF INTEREST

There were none.

F/6529 MINUTES OF THE PREVIOUS MEETINGS

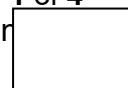
RESOLVED: That the minutes of the meeting held on 18th March 2026 been circulated, be approved and signed by the Chair as a correct record.

F/6530 FINANCIAL REPORTS

Members considered the financial reports presented as *Annex A*. The Finance Manager provided some additional detail on transactions made from the Imprest account in March.

She explained, in relation to the balances and transfer report, that the request was for a draw down of funds to cover expenditure before the first installment of the precept was received, and after which, there will be a transfer of funds back into the investment account.

In relation to the budget monitoring report, the overall position was in line with the revised budget for 2025/26. NFDC's invoice for the Gateway building has not been received and this accounts for the main variance, but once paid the result will not be far away from the predicted budget.



The internal audit is underway and will be completed by 16th May.

The CIL report confirms an unallocated balance of £5,448.73. However, since the report had been circulated, there had been notification of a payment due of £11,109.86, which will increase the unallocated balance to £16,588.59.

- RESOLVED:**
- 1) That the list of payments made from the Imprest Account for March be received and authorised;
 - 2) That Cllr M DeBoos' verification and signing of bank reconciliations to end of March be noted;
 - 3) That the updated Statement of Town Council Balances be received and Inter Account Transfers report be noted; and
 - 4) That the Finance Manager's budget monitoring report be received;
 - 5) That the engagement of the internal auditor be noted; and
 - 6) That the up-to-date position regarding the CIL Reserve be noted.

ACTION M Gordon / J Hurd

F/6531

COMMUNITY INFRASTRUCTURE LEVY

The Town Clerk requested that initial consideration be given to prioritisation of strategic projects and allocation of funding, given the level of future expected CIL receipts, which will result from larger developments in the town. The report clarifies appropriate use of CIL funds to support infrastructure and mitigate the impact of development.

It was accepted that it is difficult to give officers a steer without indicative costings for the projects within the Strategic Plan. This may also be dependent on other funding opportunities and bids for CIL funding held at NFDC.

There was some caution with regard to the amount of CIL money due and whether this would change and there was no information to say when the funds would be transferred to the Council. It was suggested that, in prioritising projects, greater weight could be given to those within the Council's direct control or statutory remit, particularly where delivery would not be dependent on third parties.

In relation to the grounds team facility, design and scoping work will be undertaken this year. Project costings will form part of this and will not be known until this stage is complete. It was also too soon to provide costings for the play area strategy review.

It was noted that NFDC hold 75% of CIL contributions from developers and Members wished to understand when the next round of bids would be for this potential source of funding for Ringwood projects.

- RESOLVED:**
- 1) That the contents of the Town Clerk's report (*Annex B*) be noted;
 - 2) That officers review costing for the Carvers phased plan and the bus shelter improvement plan to identify any changes; and
 - 3) That officers provide indicative costings for the cemetery development plan beyond the initial phase.

ACTION C Bennett

F/6532

CEMETERY DEVELOPMENT

Members considered and approved a recommendation from Recreation, Leisure and Open Spaces Committee on 1st April 2026 in relation to the use of the Cemetery Reserve.

RESOLVED: That officers be authorised to utilise up to £27,000 from the Cemetery Reserve to complete the clearance and remediation of the former allotment site and prepare the area for grass seeding, subject to further information on costings (*OS/6549 refers*)

ACTION C Bennett / M Gordon

**F/6533
TAXI SHELTER**

Members considered a recommendation from Planning, Town and Environment Committee on 10th April 2026 relating to CIL funding for the taxi shelter refurbishment.

RESOLVED: That an additional £228 for anti-graffiti paint for the taxi shelter be funded from the CIL reserve (*P/6567 refers*)

ACTION C Bennett / M Gordon

**F/6534
CONTRACTS AND ARRANGEMENTS REVIEW**

Members received the Finance Manager's report on arrangements (including legal agreements) with other local authorities, not-for-profit bodies and businesses (*Annex C*).

It was noted that there were two entries for Festive Lighting. The first figure was one years' payment and the second figure was the total cost of the 3-year contract.

The amount specified for energy at Carvers Clubhouse was an estimate and the Town Clerk would look at whether batteries could be added to the solar panel system, in order to make more use of off-peak tariffs.

RESOLVED: That Members note the current financial arrangements in place.

ACTION M Gordon

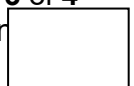
**F/6535
PAYMENTS BY STANDING ORDER / DIRECT DEBIT**

Members considered the Finance Manager's report (*Annex D*).

RESOLVED: 1) That the continued use of the standing orders and direct debits, as per the list provided in Annex D be authorised;
2) That arrangements for the use of CHAPS payments continue as present, requiring pre-authorisation by two members; and
3) That the use of online faster payments of more than £50,000 continues to require pre-authorisation by resolution of this Committee.

ACTION M Gordon

**F/6536
TREASURY MANAGEMENT**



Members considered the Finance Managers report (*Annex E*), reviewed the Investment Strategy & Policy and agreed proposed amendments.

RECOMMENDED: That the Treasury Management Policy Statement (with agreed amendments) be approved.

ACTION C Bennett / M Gordon

**F/6537
ASSET REGISTER**

Members thanked the Finance Manager for conducting the full audit, which involved a review and reconciliation of inventory of land and assets, including buildings and office equipment

RESOLVED: That the asset register (*Annex F*) be noted.

ACTION M Gordon

**F/6538
COMPLAINTS PROCEDURE**

Members considered the Town Clerk's report (*Annex G*) and reviewed the Complaints Procedure. She indicated that proposed amendments had been based on guidance from NALC and included a section on unreasonable or vexatious complaints. All proposed changes were agreed.

RESOLVED: 1) That the Town Clerk's report be noted; and
2) That the Complaints Procedure (with highlighted amendments) be approved.

ACTION C Bennett

**F/6539
PROJECTS (current and proposed)**

The Town Clerk report that she had added Local Government re-organisation to the projects list, as a means of reporting back on developments. There had been discussions between town and parish clerks and Hampshire Association of Local Councils (HALC) and there is a county wide summit in June, which she will be attending.

It was noted that the Town Assembly will take place on Wednesday 13th May 2026 at 6pm.

RESOLVED: That the update in respect of projects (*Annex H*) be noted.

**F/6540
COMMUNICATIONS**

Nothing was raised under this item.

There being no further business, the Chairman closed the meeting at 7.54pm.

Note: The text in the Action Boxes above does not form part of these minutes.

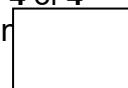
RECEIVED
29th April 2026

APPROVED
20th May 2026

TOWN MAYOR

COMMITTEE CHAIRMAN

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Chairman's in



RINGWOOD TOWN COUNCIL

FINANCIAL REPORTS FOR

POLICY & FINANCE COMMITTEE MEETING

22nd April 2026

Paid Expenditure Transactions

Start of year 01/04/25



paid between 01/03/26 and 31/03/26

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading	
Lloyds CC 1 Feb 26	02/03/26	6389	RTC806765	£354.83	£31.29	£323.54	RLOS	Booker	Café New Menu food - for café resale Order number 91830576	3802/3/1
		6390/1		£217.92	£26.96	£190.96	RLOS	Booker	Café resale items - some items are cleaning products / toilet rolls	3802/3/1
Lloyds CC Feb 26 2	02/03/26	6390	RTC806777	£217.92	£26.96	£190.96		Booker	Café resale order 91899560	3802/3/1
Lloyds CC Feb 26 3	02/03/26	6391		£247.20	£41.20	£206.00	P&F	Microsoft	18/12/25 - 17/01/26	2000/1/15
Lloyds CC Feb 26 4	02/03/26	6392		£175.56	£29.26	£146.30	P&F	Microsoft	18/12/26 - 17/01/26	2000/1/15
Lloyds CC Feb 26 5	02/03/26	6393	RTC806781	£87.99	£14.66	£73.33	RLOS	B and Q	Purchase paint to repair scuffs and scrapes around the clubhouse. 2 x 2.5l Grey & 1 x 2.5 l White paint (silk)	3802/2/3
Lloyds CC Feb 26 6	02/03/26	6394	RTC806782	£37.96	£6.33	£31.63	RLOS	screwfix	Paid on Credit Card - invoice sent L-PRO Black Bin Liners 124Ltr 45 Pack x 4 packs	3000/1/2
		6395/1		£4.99	£0.83	£4.16	RLOS	screwfix	10pk sand paper sheets	3802/1/6
		6395/2		£12.38	£2.06	£10.32	RLOS	screwfix	paint Roller pk 3	3802/1/6
		6395/3		£2.28	£0.38	£1.90	RLOS	screwfix	Masking tape	3802/1/6
		6395/4		£7.39	£1.23	£6.16	RLOS	screwfix	Ready to use filler	3802/1/6
		6395/5		£5.18	£0.86	£4.32	RLOS	screwfix	2 flat paint brushes	3802/1/6
		6395/6		£2.49	£0.41	£2.08	RLOS	screwfix	Filling knife 3pc set	3802/1/6
Lloyds CC Feb 26 7	02/03/26	6395	RTC806778	£34.71	£5.77	£28.94		screwfix	Purchased items for building maintenance at Carvers Clubhouse Paid for on Charlys Crediti card - Screwfix inv number A24560713929	3802/1/6
Lloyds CC Feb 26 8	02/03/26	6396	RTC806791	£79.00	£13.17	£65.83	RLOS	B and Q	Grey paint x 2 white silk x1 Clubhouse main hall paint and skirting/ frames freshen up Credit card payment 02.02.26	3802/2/3

Paid Expenditure Transactions

Start of year 01/04/25

A

paid between 01/03/26 and 31/03/26

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading	
			6397/1	£137.99	£23.00	£114.99	P&F	Risk Assessment Products	Heartsine Samaritan Adult PAD-Pak™ Combined Battery & Electrode	2000/1/4
			6397/2	£6.95	£1.16	£5.79	P&F	Risk Assessment Products	Delivery	2000/1/4
Lloyds CC Feb 26 9	02/03/26	6397	RTC806790	£144.94	£24.16	£120.78		Risk Assessment Products	Defibrilator consumables to replace battery / pad back which expires July 26 (long lead- in time for orders due to manufacturing issue) - paid for on NV credit card	2000/1/4
Lloyds CC Feb 26 10	02/03/26	6398		£18.77	£0.00	£18.77	RLOS	When I Work	Feb 2026	3802/1/1
Lloyds CC Feb 26 12	02/03/26	6399		£19.21	£0.00	£19.21	RLOS	When I Work	Jan 2026	3802/1/1
			6400/1	£60.00	£10.00	£50.00	P&F	Argos	Heater	2000/3/4
Lloyds CC Feb 26 13	02/03/26	6400	RTC806750	£60.00	£10.00	£50.00		Argos	Skirting heater	2000/3/4
			6401/1	£139.99	£23.33	£116.66	RLOS	Amazon	Kitchen Airfryer	3802/3/1
			6401/2	£20.99	£3.50	£17.49	RLOS	Amazon	Office laminator for marketing	3802/2/1
			6401/3	£14.99	£2.50	£12.49	RLOS	Amazon	folders for kitchen -	3802/2/1
			6401/4	£19.99	£0.00	£19.99	RLOS	Amazon	Table tennis replacement items	3802/2/1
			6401/5	£32.99	£5.50	£27.49	RLOS	Amazon	cleaning mop, buckets, heads	3802/2/1
			6401/6	£25.52	£4.25	£21.27	RLOS	Amazon	Basket balls x4	3802/2/1
			6401/7	£5.09	£0.85	£4.24	RLOS	Amazon	6.38 x 4 Ball pump	3802/2/1
Lloyds CC Feb 26 14	02/03/26	6401	RTC806766	£259.56	£39.93	£219.63		Amazon	Multiple purchases from Amazon seperated by posting 170.60 32.99 40.98 14.99	3802/3/1
			6402/1	£11.99	£2.00	£9.99	RLOS	Amazon	Fie and safety training poster	3802/2/6
			6402/2	£19.99	£3.33	£16.66	RLOS	Amazon	Indicates which extinguishers to use etc	
			6402/3	£24.08	£4.01	£20.07	RLOS	Amazon	Pool table balls - traditional pool balls	3802/2/3
			6402/3	£24.08	£4.01	£20.07	RLOS	Amazon	Pool que sticks	3802/2/3
Lloyds CC Feb 26 15	02/03/26	6402	RTC806773	£56.06	£9.34	£46.72		Amazon	Ordered on 19.01.26 - used charlys credit card	3802/2/6

Paid Expenditure Transactions

Start of year 01/04/25

A

paid between 01/03/26 and 31/03/26

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading	
Lloyds CC Feb 26 16	02/03/26	6403	RTC806767	£46.05	£0.00	£46.05	RLOS	Iceland	Kitchen food items for re sale paid for on credit card	3802/3/1
Lloyds CC Feb 26 17	02/03/26	6404	RTC806788	£127.33	£15.18	£112.15	RLOS	Booker	Café food resale	3802/3/1
		6405/1		£154.97	£25.83	£129.14	P&F	Amazon	Supplementary heating	2000/3/4
Lloyds CC Feb 26 18	02/03/26	6405	RTC806738	£154.97	£25.83	£129.14		Amazon	Oil filled radiators	2000/3/4
Lloyds CC Feb 26 19	02/03/26	6421	RTC806764	£259.66	£1.78	£257.88	RLOS	Ebay	Pool Table trolley to move furniture etc	3802/2/3
		6426/1		£660.00	£110.00	£550.00	RLOS	Essex Steel and Gates Ltd	50% of new 6.2 meter wide Height Barrier supplied & installed at Long Lane to be paid in advance	3000/2/5
3104	02/03/26	6426	RTC806814	£660.00	£110.00	£550.00		Essex Steel and Gates Ltd	New 6.2 meter wide Height Barrier supplied & installed at Long Lane	3000/2/5
DD	02/03/26	6446		£195.00	£0.00	£195.00	RLOS	New Forest District Council	NFDC Rates Carvers Clubhouse March 2026	3802/1/6
DD	02/03/26	6447		£12.04	£0.57	£11.47	P&F	SSE Southern Electric	AGR3046615 Market Place 15/01/26 - 31/01/26	2000/1/1
		6514/1		£21.50	£0.00	£21.50	RLOS	B and Q	credit card	3802/2/3
Lloyds CC Feb 26 12	02/03/26	6514	RTC806856	£21.50	£0.00	£21.50		B and Q	Paint / masking tape	3802/2/3
		6429/1		£52.94	£0.00	£52.94	RLOS	Chris Wilkins	Provision of project consultancy services for Long Lane	3350/10
3105	03/03/26	6429	RTC806823	£52.94	£0.00	£52.94		Chris Wilkins	Provision of project consultancy services for Long Lane undertaken in Feb 2026	3350/10
3106	03/03/26	6430	RTC806821	£116.84	£0.00	£116.84	RLOS	Taste Vending Ltd	Coffee beans and topping	3802/3/1
3107	03/03/26	6431		£8.82	£1.47	£7.35	RLOS	Itec	Carvers Clubhouse 24/02/2026	3802/2/2
3108	03/03/26	6432		£22.09	£3.68	£18.41	P&F	Itec	Gateway 24/02/2026	2000/1/9
		6436/1		£169.20	£28.20	£141.00	RLOS	1st Stop Cleaning	Clubhouse floor strip and reseal - booked for 9/2/26	3802/1/2
3109	03/03/26	6436	RTC806776	£169.20	£28.20	£141.00		1st Stop Cleaning	Clubhouse floor strip floor coating and reseal - to protect	3802/1/2
		6438/1		£1,680.00	£280.00	£1,400.00	RLOS	Grass and Grounds Ltd	Two additional tree guards for trees at Carvers that were not available to deliver at time of orderi	3350/13

Paid Expenditure Transactions

Start of year 01/04/25



paid between 01/03/26 and 31/03/26

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading	
3110	03/03/26	6438	RTC806818	£1,680.00	£280.00	£1,400.00		Grass and Grounds Ltd	Additional tree guard provision: left over from previous job as part of carvers masterplan	3350/13
		6439/1		£900.00	£150.00	£750.00	P&F	Good Directions Ltd	Works to Millennium Clock (Quote 1st Dec 2025) - parts	2400/4
3111	03/03/26	6439	RTC806757	£900.00	£150.00	£750.00		Good Directions Ltd	Repair / refurbishment of the Millennium Clock (NFDC short stay car park) - £680 + Vat visit/inspection - (UP TO £700 + Vat parts - costs to be reimbursed by Ringwood Carnival) - separate PO's to aid part payment - PO 2 of 2	2400/4
DD	05/03/26	6448		£39.40	£6.57	£32.83	RLOS	Sky Business	05/03/26 - 04/04/26	3802/2/5
DD	09/03/26	6449		£356.45	£59.41	£297.04	RLOS	Yu Energy	February 2026	3802/1/3
		6443/1		£15.17	£2.53	£12.64	P&F	Hampshire County Council	604604 TORK toilet rolls	2000/3/4
		6443/2		£27.42	£4.57	£22.85	P&F	Hampshire County Council	816551 TORK paper towels	2000/3/4
3112	10/03/26	6443	RTC806824	£42.59	£7.10	£35.49		Hampshire County Council	Cleaning supplies - Gateway	2000/3/4
3113	10/03/26	6444	RTC806829	£636.00	£106.00	£530.00	RLOS	Presto Plumbing and Heating Ltd	Water Fountain installation - finalising the MUGA courts project	3350/13
		6445/1		£290.40	£48.40	£242.00	P&F	Communicorp (Clerks & Councils Direct)	Scroll	2200/1/5
		6445/2		£10.20	£1.70	£8.50	P&F	Communicorp (Clerks & Councils Direct)	P & P	2200/1/5
3114	10/03/26	6445	RTC806819	£300.60	£50.10	£250.50		Communicorp (Clerks & Councils Direct)	Scrolls for Community Award presentation at the Town Assembly 2026	2200/1/5
DD	10/03/26	6450		£436.86	£72.81	£364.05	P&F	Siemens	07/03/26 - 06/06/26	2000/1/9
BP	10/03/26	6466		£119.00	£0.00	£119.00	P&F	Salaries	March 2026	2600/1/1
3115	13/03/26	6467	RTC806837	£272.87	£45.48	£227.39	RLOS	Nicola Vodden	Fuel Purchase from Windmill Service Station due to fuel delivery disruption Diesel - 97.40 litres Diesel - 73.25 Litres Total 170.65 litres Paid by Nicola Vodden on her own card	3000/1/10
BP	16/03/26	6441		£10,126.69	£0.00	£10,126.69	P&F	Hampshire County Council	Pension February 2026	2600/1/3
FPI	16/03/26	6465		£204.60	£34.10	£170.50	P&F	Brightwater	Fees 15/03/26 - 14/04/26	2400/19

Paid Expenditure Transactions

Start of year 01/04/25



paid between 01/03/26 and 31/03/26

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading
DD	17/03/26	6464		£108.56	£5.17	£103.39	RLOS	Edf	Cemetery February 2026 3200/1/1
BP	19/03/26	6442		£10,697.98	£0.00	£10,697.98	P&F	Inland Revenue	February 2026 2600/1/2
DD	19/03/26	6463		£45.14	£7.52	£37.62	RLOS	3G	February 2026 3000/1/6
DD	20/03/26	6440		£390.54	£65.09	£325.45	P&F	Elite Business Systems UK Ltd (EBS Telecoms)/BT Openreach	March 2026 calls 2000/1/11
DD	23/03/26	6462		£165.89	£27.65	£138.24	PT&E	SSE Southern Electric	Carvers Street Lighting AGR3848393 February 2026 4000/1/2
3116	23/03/26	6469	RTC806812	£365.54	£60.92	£304.62	Grant	Grass and Grounds Ltd	To purchase Soil and Compost which RACE will reimburse us with the expenditure from a grant they have received 20000
3117	23/03/26	6470	RTC806803	£750.00	£125.00	£625.00	RLOS	Imperial Limited	To supply 10'000 Black Opaque Polythene Bags Stock Code: 455 x 737 x 965MM x 35MU 3000/2/1
3118	23/03/26	6471	RTC806844	£70.80	£11.80	£59.00	RLOS	Central Southern Security	SITE VISIT: ALARM SYSTEM STUCK ON PREPARING TO ARM, FAULT ON ZONE 23 SUPPLY 1 x CR123A BATTERY AT THE CEMETERY 3200/2/1
3119	23/03/26	6472	RTC806839	£42.00	£7.00	£35.00	RLOS	Hampshire Association Of Local Councils	H&S Online: Basic Legionella Management - Tony Robinson 3002/1
3120	23/03/26	6473	RTC806842	£317.70	£52.95	£264.75	RLOS	England Garden Machinery	To repair the rear roller damaged on the bickerley while mowing 3000/3/2
3121	23/03/26	6474	RTC806831	£168.00	£28.00	£140.00	RLOS	Your Eco Gardener	To supply 5 tons of type 1 crushed concrete to Southampton Road allotments 3300/2/1
3122	23/03/26	6475	RTC806835	£105.60	£17.60	£88.00	P&F	Edge IT Systems Ltd	1 Hour Edge Training 25.02.26 For Finance Manager 2310/2
3122	23/03/26	6476	RTC806820	£105.60	£17.60	£88.00	P&F	Edge IT Systems Ltd	1 Hour Edge Training 4.03.26 13:30-14:30 Finance Manager 2310/2
3123	23/03/26	6477	RTC806828	£44.34	£7.39	£36.95	RLOS	Elliott Brothers Ltd	6 x 20kg bags of postfix for the Southampton Road Alotment gate repair.The cement is to re set the gate 3300/2/1
3124	23/03/26	6478		£98.80	£16.47	£82.33	RLOS	Taste Vending Ltd	15/03/26 - 14/04/26 3802/3/1
BP	25/03/26	6496		£32,365.11	£0.00	£32,365.11	P&F	Salaries	March 2026 2600/1/1
PAY	27/03/26	6495		£10.20	£0.00	£10.20	P&F	Lloyds Bank	Bank charges March 2026 2000/1/18
Lloyds CC Mar 26 1	30/03/26	6451	RTC806800	£228.61	£34.04	£194.57	RLOS	Booker	Bookers food order - For resale 3802/3/1

Paid Expenditure Transactions

Start of year 01/04/25



paid between 01/03/26 and 31/03/26

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading
			6452/1	£9.49	£1.58	£7.91	RLOS	screwfix	L-PRO Black Bin Liners 124Ltr 45 Pack 3000/1/2
			6452/2	£139.99	£23.33	£116.66	P&F	screwfix	Numatic NSR240-11 620W 9Ltr Dry Vacuum Cleaner 230V 2000/3/4
Lloyds CC Mar 26 2	30/03/26	6452	RTC806806	£149.48	£24.91	£124.57		screwfix	Bin bags (for groundsteam) and replacement vacuum cleaner (for gateway - shared cost) - paid for NV credit card 3000/1/2
Lloyds CC Mar 26 3	30/03/26	6453	RTC806808	£50.00	£0.00	£50.00	P&F	Sainsburys	Next gift card - for long service award - paid for NV credit card 2310/5
Lloyds CC Mar 26 4	30/03/26	6454	RTC806811	£166.39	£27.73	£138.66	RLOS	screwfix	5 boxes of XL disposable gloves 5 boxes of Large Disposable gloves 1 pair of size 9 Stanley Fatmax boots for BG 3000/1/5
Lloyds CC Mar 26 5	30/03/26	6455	RTC806813	£168.00	£0.00	£168.00	P&F	SLCC Enterprises Ltd	FILCA Course Fee Fro Michelle Gordon Paid For On NV Credit Card 2310/2
			6456/1	£47.45	£7.91	£39.54	RLOS	screwfix	L-PRO Black Bin Liners 124Ltr 45 Pack 3000/1/2
Lloyds CC Mar 26 6	30/03/26	6456	RTC806816	£47.45	£7.91	£39.54		screwfix	Bin bags (for groundsteam) - paid for NV credit card 3000/1/2
Lloyds CC Mar 26 7	30/03/26	6457	RTC806833	£24.00	£0.00	£24.00	RLOS	New Forest District Council	Trade waste liners purchased 3802/1/5
									trade waste ref 6976
Lloyds CC Mar 26 8	30/03/26	6459	RTC806810	£27.64	£4.61	£23.03	P&F	Amazon	Wireless keyboard and mouse (Paid for on NV credit card) + delivery 2000/1/5
Lloyds CC Mar 26 9	30/03/26	6497		£247.20	£41.20	£206.00	P&F	Microsoft	18/01/26 - 17/02/26 2000/1/15
Lloyds CC Mar 26 10	30/03/26	6498		£175.56	£29.26	£146.30	P&F	Microsoft	18/01/26 - 17/02/26 2000/1/15
Lloyds CC Mar 26 11	30/03/26	6499		£19.15	£0.00	£19.15	RLOS	When I Work	March 2026 3802/1/1
3131	31/03/26	6435		£732.00	£122.00	£610.00	RLOS	Alecta Technical Solutions	Essential service contract 01.01.26-31.01.28 3802/1/1
			6468/1	£37.80	£6.30	£31.50	RLOS	Utility Warehouse	Phone & Broadband 3000/1/6
			6468/2	£2.40	£0.40	£2.00	RLOS	Utility Warehouse	Club 3200/1/1
DD	31/03/26	6468		£40.20	£6.70	£33.50		Utility Warehouse	UW Cemetery February 2026 3000/1/6
3125	31/03/26	6482	RTC806851	£332.28	£55.38	£276.90	RLOS	New Forest Ice Cream	stock for resale inv 92173 3802/3/1
			6483/1	£80.00	£80.00	£0.00	P&F	Kennedys Law LLP Office Account	VAT element of fee in relation to insurance claim ref Z266/1296212/MB 2400/17

Paid Expenditure Transactions

Start of year 01/04/25

A

paid between 01/03/26 and 31/03/26

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading	
3126	31/03/26	6483	RTC806853	£80.00	£80.00	£0.00		Kennedys Law LLP Office Account	VAT element of fee in relation to insurance claim ref Z266/1296212/MB	2400/17
3127	31/03/26	6484	RTC806846	£82.80	£13.80	£69.00	RLOS	Central Southern Security	*Emergency call out*	3200/2/1
3128	31/03/26	6485		£14.04	£2.34	£11.70	RLOS	Itec	TO SUPPLY TEXECOM ODYSSEY X3-BE EXTERNAL SIREN TO SUPPLY CR123A BATTERY RE: THE CEMETERY Carvers Clubhouse 24/03/26	3802/2/2
3129	31/03/26	6486		£14.76	£2.46	£12.30	P&F	Itec	Gateway 24/03/26	2000/1/9
3130	31/03/26	6487	RTC806845	£29.47	£4.91	£24.56	RLOS	Eco Sustainable Solutions (new bank a/c 23/08/24)	To supply soil Eco SuperSoil 10mm Screened (BS3882:2015 for Carvers	3000/2/3
		6488/1		£102.00	£17.00	£85.00	RLOS	Central Southern Security	This replaces order 806840 Clubhouse	3802/1/2
		6488/2		£86.40	£14.40	£72.00	RLOS	Central Southern Security	Cemetery	3200/2/1
3132	31/03/26	6488		£188.40	£31.40	£157.00		Central Southern Security	CCTV Annual Maintenance 24/03/26 - 23/03/27	3802/1/2
3133	31/03/26	6489	RTC806771	£414.00	£69.00	£345.00	RLOS	Ringwood & Fordingbridge Skip Hire	Skip collection and replacement to incumbent cemetery skip	3200/2/8
3134	31/03/26	6490	RTC806822	£448.80	£74.80	£374.00	RLOS	Ringwood & Fordingbridge Skip Hire	Waste from Allotment clearing Mixed Waste tipping to cover invoices 19267 & 19186	3200/2/5
3135	31/03/26	6491	RTC806836	£2,396.45	£399.41	£1,997.04	RLOS	Northover Energy	To supply 1000l of diesel to our main tank at the cemetery	3000/1/10
		6492/1		£153.26	£25.54	£127.72	RLOS	Letters & Logos Ltd	flag	3802/1/1
3136	31/03/26	6492	RTC806801	£153.26	£25.54	£127.72		Letters & Logos Ltd	Carvers clubhouse advertising flag - previous one damaged with wetaher/wind	3802/1/1
		6493/1		£24.43	£0.00	£24.43	RLOS	Chris Wilkins	Provision of project consultancy services for football project	3350/10
3137	31/03/26	6493	RTC806854	£24.43	£0.00	£24.43		Chris Wilkins	Provision of project consultancy services for football project	3350/10
3138	31/03/26	6494	RTC806847	£250.00	£0.00	£250.00	P&F	Ellingham & Ringwood Cricket Club	Grant Aid P & F 18.03.26 F/6518	2210/1
		6500/1		£8.65	£0.00	£8.65	Counc	Ringwood Town Council	Milk, T bags etc	10000
		6500/2		£19.10	£3.18	£15.92	Counc	Ringwood Town Council	Tractor keys	10000

Paid Expenditure Transactions

Start of year 01/04/25

A

paid between 01/03/26 and 31/03/26

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading	
			6500/3	£0.70	£0.00	£0.70	Counc	Ringwood Town Council	Washing up liquid	10000
			6500/4	£20.00	£3.33	£16.67	Counc	Ringwood Town Council	Diesel Groundsmen	10000
Petty Cash Mar 2026	31/03/26	6500		£48.45	£6.51	£41.94		Ringwood Town Council	Petty Cash 2026	10000
NFDC Tfr12	31/03/26	6501		£9.44	£0.00	£9.44	P&F	New Forest District Council	NFDC Tfr12 Credit card fee	2000/1/18
NFDC Tfr12	31/03/26	6502		£20.29	£0.00	£20.29	RLOS	New Forest District Council	NFDC Tfr12 23/02/26 Purchases for resale	3802/3/1
NFDC Tfr12	31/03/26	6503		£8.46	£0.00	£8.46	RLOS	New Forest District Council	NFDC Tfr12 02/03/26 Purchases for resale	3802/3/1
NFDC Tfr12	31/03/26	6504		£13.98	£0.00	£13.98	RLOS	New Forest District Council	NFDC Tfr12 09/03/26 Purchases for resale	3802/3/1
NFDC Tfr12	31/03/26	6506		£21.00	£0.00	£21.00	RLOS	New Forest District Council	NFDC Tfr12 18/03/26 Kettle	3802/2/2
NFDC Tfr12	31/03/26	6507		£3.17	£0.00	£3.17	RLOS	New Forest District Council	NFDC Tfr12 16/02/26 Purchases for resale	3802/3/1
Sum Up	31/03/26	6508		£10.00	£0.00	£10.00	RLOS	Sum Up	January 2026 Fees	3802/2/1
Sum Up	31/03/26	6509		£13.94	£0.00	£13.94	RLOS	Sum Up	February 2026 Fees	3802/2/1
Sum Up	31/03/26	6510		£34.80	£0.00	£34.80	RLOS	Sum Up	March 2026 Fees	3802/2/1
Contra	31/03/26	6511		£250.00	£0.00	£250.00	P&F	Ringwood Speedwatch	Discretionary Grant P&F 18/03/26 F/6518	2210/1
			6515/1	£34.71	£0.00	£34.71	RLOS	Stripe	December 2025	3802/2/1
FPI	31/03/26	6515		£34.71	£0.00	£34.71		Stripe	Fees	3802/2/1
Total				£71,579.62	£2,764.42	£68,815.20				

POLICY AND FINANCE COMMITTEE 22nd April 2026**ACCOUNT BALANCES & TRANSFERS - 20.05.26**

Account Name	Balance @ 31.03.26	Transfer Required - 22.04.26	Movement - 20.05.26	Transfer - 20.05.26	Predicted 20.05.26
	£				£
Imprest (Current) Account	58,575	30,000	248,421	-306,996	30,000
Business Account	10,004				10,004
Investment Account (CCLA Ac)	165,000	-30,000		306,996	441,996
Petty Cash - Imprest (General)	152				152
Petty Cash - Carvers Clubhouse	50				50
VIC Change Float	0				0
Information Desk Float	75				75
TOTALS	233,856	0		0	482,277

Note: Imprest and Business Accounts are with Lloyds Bank plc and the Investment Account is with CCLA

Notes:

1 Imprest Account	£
Balance in Imprest A/c 31.03.26	58,575
Pension & PAYE/NI Due 19.04.26	-21,000
Wages Due 25.04.26	-35,000
Supplier Payments Plus Committed Orders	-20,000
Transfer Required 22.04.26	30,000
Pension & PAYE/NI Due 19.05.26	-21,000
Supplier Payments Plus Committed Orders	-20,000
Precept	370,421
Precept Transfer from Imprest to CCLA	-306,996
Gateway 1.05.26	-5,000
Est Balance in Imprest A/c 22.05.26	30,000

2 **Investment Maturity**

No investments due to mature

3 The bank accounts were reconciled at 31st March 2026

Proposed Transfer Authorised By:- _____

Date _____

REPORT TO POLICY & FINANCE COMMITTEE – 22nd April 2026

The purpose of this report is to provide Members with a budget monitoring draft report for the financial year 1st April 2025 to 31st March 2026.

1. Income & Expenditure

The Budget Summary Report (Appendix A) compares the revised budget (column 6) against the actual income/expenditure (column 8). The variance (column 9) between budgeted and actual, after reserve movements is £62,467, less the predicted transfer from the General Reserve at year end of £2,595, leaves an underspend of £59,872 against budget. The main reason for this variance is that the NFDC have not invoiced RTC yet regarding the Gateway costs, this invoice is expected to be in the region of £54,323. A more detailed breakdown of variances can be found in Appendix B, Budget Summary Notes.

These initial figures imply that we are on target to achieve the outcome outlined in the revised budget set for 2025-2026.

2. Internal Audit 2025-2026

Southern Internal Audit Partnership have now been engaged to undertake the internal Audit of Ringwood Town Council for 2025-2026. The internal auditor will carry out a risk-based assessment of compliance with relevant procedures and controls in operation during 2025-2026. This process will start on the 27th April 2026 and is estimated to be complete by the 16th May 2026.

Recommendation:-

To receive the Finance Manager's report.

For more information please contact:

Michelle Gordon, Finance Manager

01425 473883 Finance.manager@ringwood.gov.uk

**RINGWOOD TOWN COUNCIL
BUDGET SUMMARY REPORT 2025/26**



1	2	3	4	5	6	8	9
Committee	Actual 22/23 £	Actual 23/24 £	Actual 24/25 £	Budget 25/26 £	Revised 25/26 £	Actual April-Mar £	Variance
Policy & Finance							
Expenditure	382,040	421,425	438,427	430,796	490,383	444,010	
Income	-133,528	-215,977	-182,209	-168,785	-180,061	-187,046	
Net Expenditure	248,512	205,448	256,218	262,011	310,322	256,964	53,358
Transfers to Reserves	14,000	45,595	0	12,700	12,700	12,700	
Transfers from Reserves	-37,841	-15,042	0	-3,000	-52,532	-52,532	
Growth bids and adjustments (net of transfers from reserves and income)							
Committee net expenditure	224,671	236,001	256,218	271,711	270,490	217,132	
Recreation & Leisure							
Expenditure	1,069,677	2,280,039	55,563	484,745	493,083	488,033	
Income	-517,390	-1,962,442	0	-177,318	-127,538	-132,381	
Net Expenditure	552,287	317,597	55,563	307,427	365,545	355,652	9,893
Transfers to Reserves	17,900	17,900	0	26,400	26,900	26,900	
Transfers from Reserves	-365,598	-85,180	0	-89,416	-156,598	-156,598	
Growth bids and adjustments (net of transfers from reserves and income)							
Committee net expenditure	204,589	250,317	55,563	244,411	235,847	225,954	
Events							
Expenditure	51,702	41,356	28,449	37,418	46,805	53,764	
Income	-35,311	-49,857	-42,125	-38,000	-45,525	-49,243	
Net Expenditure	16,391	-8,501	-13,677	-582	1,280	4,521	-3,241
Transfers to Reserves	0	12,361	0	5,582	3,720	3,720	
Transfers from Reserves	-10,823	0	0	0	0	0	
Growth bids and adjustments (net of transfers from reserves and income)							
Committee net expenditure	5,568	3,860	-13,677	5,000	5,000	8,241	
Cemeteries							
Expenditure	63,343	66,427	10,739	70,224	67,189	66,402	
Income	-41,041	-37,989	-33,296	-27,609	-36,320	-43,518	
Net Expenditure	22,302	28,438	-22,557	42,615	30,868	22,884	7,984
Transfers to Reserves	2,500	2,500	2,500	0	0	0	
Transfers from Reserves	-230	-250	0	-230	-230	-230	
Growth bids and adjustments (net of transfers from reserves and income)							
Committee net expenditure	24,572	30,688	-20,057	42,385	30,638	22,654	
Allotments							
Expenditure	19,577	23,718	1,880	20,858	25,371	25,438	
Income	-5,954	-7,791	-7,623	-7,380	-7,380	-7,596	
Net Expenditure	13,623	15,927	-5,743	13,478	17,991	17,842	149
Transfers to Reserves	0	0	0	0	0	0	
Transfers from Reserves	0	0	0	0	-4,650	-4,650	
Growth bids and adjustments (net of transfers from reserves and income)							
Committee net expenditure	13,623	15,927	-5,743	13,478	13,341	13,192	
Carvers Clubhouse							
Expenditure	100,991	98,786	105,807	98,329	119,019	118,681	
Income	-26,274	-29,128	-27,084	-26,500	-27,900	-30,779	
Net Expenditure	74,717	69,658	78,723	71,829	91,119	87,901	3,217
Transfers to Reserves	2,500	2,500	0	2,500	2,500	2,500	
Transfers from Reserves	-2,841	-165	0	-1,000	-1,000	-1,000	
Growth bids and adjustments (net of transfers from reserves and income)							
Committee net expenditure	74,376	71,993	78,723	73,329	92,619	89,401	
Planning, Town & Environment							
Expenditure	37,474	30,610	40,583	41,815	41,322	50,215	
Income	-5,850	-1,100	-11,100	-1,100	-1,100	-1,100	
Net Expenditure	31,624	29,510	29,483	40,715	40,222	49,115	-8,893
Transfers to Reserves	0	3,650	0	0	0	0	
Transfers from Reserves	-6,016	-2,784	-960	-1,000	-1,941	-1,941	
Growth bids and adjustments (net of transfers from reserves and income)							
Committee net expenditure	25,608	30,376	28,523	39,715	38,281	47,174	
					686,215	623,748	62,467
Total Base Expenditure	1,724,804	2,962,361	681,449	1,184,184	1,283,171	1,246,541	
Total Income	-765,348	-2,304,284	-303,437	-446,692	-425,825	-451,662	
Total transfer to reserves	36,900	84,506	2,500	47,182	45,820	45,820	
Total Transfer from reserves	-423,349	-103,421	-960	-94,646	-216,951	-216,951	
Total New Bids				1,164			
Less funded from earmarked reserves							
Total Budget Requirement	573,007	639,162	379,552	691,193	686,215	623,748	
Precept	531,856	553,949	610,429	683,620	683,620	683,620	
Covid Relief grant		4,071		0	0	0	
Transfer to/-from General Reserve	-41,151	-81,142	230,877	-7,573	-2,595	59,872	-2,595 59,872

BUDGET SUMMARY 2025/2026 - NOTES

Committee	Rev Bud Apr-Mar	Actual Apr-Mar	Variance	Over Budget	Under Budget	Variance Reason
Policy & Finance - Net Expenditure	310,322	256,964	53,358			
				-965	54,323	NFDC To invoice RTC re Gateway Charges Small balances over multiple budgets.
Recreation & Leisure - Net Expenditure	365,545	355,652	9,893			
				-1,138		Environment Agency, Awaiting a credit for Amount Overcharged 1,382 Bmth Comm Sports Trust, share of unfunded costs, actual more than estimated. 1,290 Open Spaces, more sponsorship than estimated. 1,736 Machine Maintenance, budget not spent. 1,406 Open Spaces Security Measures, budget not spent. 2,453 Open Spaces, budget not spent. 1,152 Flowerbeds, budget not spent. 1,612 Small balances over multiple budgets.
Events - Net Expenditure	1,280	4,521	-3,241			
				-3,179		Staffing costs
				-62		Small balances over multiple budgets.
Cemeteries - Net Expenditure	30,868	22,884	7,984			
				2,941		Income from burials
				3,100		Income from purchase of plots
				1,108		Income from Memorials
				835		Small balances over multiple budgets.
Allotments - Net Expenditure	17,991	17,842	149			
				149		Small balances over multiple budgets.
Carvers Clubhouse - Net Expenditure	91,119	87,901	3,217			
				-841		General Supplies
				-1,125		Equipment Purchases
					5,780	Youth & Cafe Salaries (Expected jnl split allocation issue with events)
				-597		Small balances over multiple budgets.
Planning, Town & Environment - Net Exp	40,222	49,115	-8,893			
				-8,169		GW Shelter Solutions - New 3 Bay Bus Shelter in Gorley Road. Funded from RTC £1,081 & NFDC £8,505 CIL To be completed 2026/2027
				-724		Small balances over multiple budgets.

62,467

62,467

POLICY & FINANCE COMMITTEE

22nd April 2026

Community Infrastructure Levy (CIL) – Forward Planning & Priorities

1. Introduction and reason for report

1.1 The Council may be due to receive a larger instalment of Community Infrastructure Levy (CIL) during the financial year 2026/27, linked to the progression of development within the parish.

1.2 CIL provides the Council with a funding stream to support infrastructure and mitigate the impact of development. As such, it represents an important opportunity to contribute towards the delivery of the Council's strategic priorities.

1.3 The purpose of this report is to begin an initial consideration of how future CIL receipts may be prioritised. At this stage, the intention is not to develop detailed project proposals or costings, but to:

- Provide Members with a reminder of the scope and appropriate use of CIL funding
- Set out the anticipated position and timing of future receipts (where known)
- Explore how CIL could support existing strategic priorities and emerging projects
- Seek an early steer from Members on priority areas for potential investment

1.4 This approach is intended to ensure that the Council is well-positioned to respond proactively as funds are received, while avoiding unnecessary detailed work ahead of Member direction.

2. Scope and appropriate use of CIL

2.1 CIL contributions can be used by town and parish councils to “support the development of the local council's area, or any part of that area, by funding:

2.1.1 the provision, improvement, replacement, operation or maintenance of infrastructure; or

2.1.2 anything else that is concerned with addressing the demands that development places on an area.”

2.2 Examples include:

- Allotments
- Litter bins
- Monuments / memorials
- Public Toilets
- Provision of parking places for vehicles, bikes, and motorbikes
- Seats / shelters / bus shelters
- Signage / public notices
- Community gardens/ open space
- Children's play spaces
- Tree Planting
- Projects to improve the public realm, like bulb planting by residents, public artwork etc.
- The installation of defibrillators
- Climate change / 'Green' projects

3. Potential amounts and timing of receipts

3.1 The table below shows the CIL neighbourhood proportion and the likely timing of any receipts to be received by Ringwood Town Council. This is a best guess scenario as payments are dependent on the commencement of development, trigger points within instalment schedules and the timing of transfer from NFDC to RTC. Note that the table does not take into account any potential CIL liabilities arising from smaller-scale residential developments as it has not been possible to obtain this information from New Forest District Council.

CIL due to RTC (neighbourhood proportion)										
SS	Ref	Site	Developer	Decision date	Total CIL Liability (after relief)	CIL Neighbourhood Proportion (25%)	2026/27	2027/28	2028/29	
SS13	21/11723	SS13 Land off Moortown Lane (Phase 1)	Crest Nicholson South	26/09/2025	£1,296,471.78	£324,117.95	£ 97,235.38	£ 97,235.38	£ 129,647.18	
n/a	24/11105	2 Market Place	Halo Developments UK Ltd	12/09/2025	£121,176.27	£30,294.07	£ 9,088.22	£ 9,088.22	£ 12,117.63	
SS14	21/10042	Land north of Hightown Road	Taylor Wimpey Ltd	TBC						
							£ 106,323.60	£ 106,323.60	£ 141,764.81	Est. total due in year
The financial years outlined above for receipt of funds are a best guess estimate only										
If the correct CIL procedure is followed then CIL Liabilities over £80k are due in 3 instalments - depending on when the monies are due/received will determine when the monies are passed to RTC by NFDC										
Instalment 1	30%	60 days after commencement								
Instalment 2	30%	270 days after commencement or on first occupation whichever is soonest								
Instalment 3	40%	540 days after commencement or on first occupation whichever is soonest								
Other Liabilities Due										
SS	Ref	Type	Amount	Reason	Due date					
SS13	21/11723	Formal Open Space Off-Site Contribution	£110,000	towards a new natural grass football pitch at Lon	Due on the date of occupation of the 50th dwelling in Phase 1					
"	"	Community Facility Contribution	£192,700	towards local infrastructure	Due prior to the occupation of the 75th dwelling in Phase 2					

4. Strategic plan alignment

4.1 NFDC guidance recommends that local communities should have an opportunity to influence how CIL is spent. Given the Council has an adopted Strategic Plan, with many projects developed through consultation, this provides an appropriate starting point for identifying potential priorities.

4.2 Based on the current Strategic Plan and known project pipeline, the following areas may be suitable for consideration over the next two years:

- Implementation of the Cemetery Development Plan
- Progression of a new Grounds Department facility
- Phase 2 of the Carvers Recreation Ground Masterplan
- Implementation of the Bus Shelter Improvement Action Plan
- Enhancements linked to a thriving Market Place
- Delivery of the Play Area Strategy
- Town-wide signage review and improvement programme

5. Member Consideration – Priorities and Next Steps

5.1 Members are invited to consider whether there are clear priority areas for the use of future CIL funding.

5.2 Members may also wish to identify:

- Projects that are well-suited to CIL funding
- Projects that may be better suited to alternative funding sources
- Projects where the overall scale may require blended funding, with CIL forming only part of the contribution

5.3 It may also be the case that Members consider that further information is required before priorities can be determined. If so, officers can bring forward:

- High-level feasibility
- Indicative cost ranges
- Delivery considerations

5.4 The intention is to take a proportionate, staged approach, progressing only those projects where there is clear Member direction.

5.5 Members may wish to consider whether the Annual Assembly could provide a timely opportunity to seek informal community feedback on emerging priorities for CIL funding. This could help to validate direction at an early stage, particularly if members are broadly content with a shortlist of potential projects

6. Recommendation

Members are asked to:

1. Note the content of the report
2. Provide an initial steer on priority areas for future CIL investment
3. Agree that officers undertake high-level scoping only of potential projects, with detailed costings to follow where appropriate

For further information, contact:

Charmaine Bennett, Town Clerk
charmaine.bennett@ringwood.gov.uk

or

Jo Hurd, Deputy Town Clerk
jo.hurd@ringwood.gov.uk

REPORT TO POLICY & FINANCE COMMITTEE – 22nd April 2026

Arrangements, (including legal agreements) with other local authorities, not for profit bodies and businesses.

1. Background

1.1 The Town Council has a range of agreements with other local authorities, charities, businesses and individuals. Some of these arrangements are long-term and many have financial implications for the Town Council.

1.2 The current arrangements in place are divided into two sections:

Schedule 1: Arrangements that incur financial commitments.

Schedule 2: Arrangements that generate income receipts.

There are in addition a small number of arrangements which are either statutory in nature or have no significant or direct financial implications.

1.3 These lists should be reviewed by members annually.

1.4 Arrangements will continue until their specified expiry dates unless terminated sooner in accordance with a resolution to that effect and whatever termination process the arrangement includes.

1.5 Where this council is the buyer, officers will (where practicable) re-procure the relevant supply in accordance with the requirements laid down by standing orders and financial regulations.

1.6 Where this council is the supplier, officers will seek to renew current arrangements upon their expiry on the best terms achievable unless directed otherwise either by a resolution that an arrangement not be renewed or by standing orders (for example, the requirement, in the case of arrangements by deed, for a resolution authorizing each use of the Council's seal).

Arrangements with Financial Implications – Schedule 1

The following schedule lists all those arrangements that are in place that generate a financial commitment. For the most part, this commitment is known in advance, but several e.g., utilities raise charges based on usage.

Supplier / Provider	Service Provided	Renewal Date	Annual Value (£)
ITEC	Maintenance and support of MFD (printer) at Carvers Clubhouse & Gateway	Open Ended	395
YU Energy	Electricity at Carvers Clubhouse	Open Ended	2,000
EPTA	Air conditioning maintenance contract Carvers Clubhouse	Open ended	490
Sky Business Systems	Telephone & Broadband @ Carvers Clubhouse	Open ended	389
Taste Vending	Coffee machine rental Clubhouse	Open ended	1,185
Three	6 x Mobile Phones	23.08.26	541
Siemens	Lease of 2 x MFDs - Gateway	01.03.29	1,216
ITEC	Maintenance and support of 2 x MFDs - Gateway & Carvers	01.03.29	400
The Play Inspection Company	Play equipment safety inspection service Ash grove, Carvers Rec & Skate Park, Toad Corner	Annual Invoice	450
TC Group	Payroll Services	Open Ended	3,480
Parish On-Line	GIS software - Mapping Software Annual Fee	Open Ended	450
Edge	Accounting / Cemetery / Allotment records	12.12.29	3,074
Utility Warehouse	Cemetery Broadband	Open ended	402
Southern Audit Partnership	Internal audit service	Open ended	1,850
BDO LLP	External Audit service	Open ended	2,435
NFDC	Dog/Waste Bins	Open ended	1,117
Ringwood Pest Control	UK allotments Annual Pest Control Contract	Open ended	410
Ringwood & Fordingbridge Skip Hire	Skip hire / waste collection contract	Open ended	1,715
the Urban Greening Co	Gateways Sedum Roof maintenance	Rolling Contract	1,000
Central Southern Security	Intruder alarms Maintenance Contract - Carvers Rec & Clubhouse, Tractor Shed, Cemetery	28.02.27	1,000
Insight Security	Alarms response & key-holding service	Open ended	500
Pitney Bowes	Franking Machine	Ending on 4.12.26	650
SSE - Southern Electric	Site Ref: ARG3046612 & 13 AGR0219078 & 79 Unmetered Supply, Street Lighting, Carvers Rec	Open ended	1,800
SSE - Southern Electric	Site Ref: AGR3046615 Ringwood Market Place	Open ended	300
Pear technology	Cemetery Digital Records management system	Open ended	90
Worknest	Employment and Health & Safety advice	30.10.26	5,775
Elite Business Systems UK Ltd Openreach	Gateway Communication Services - Business Line & Broadband	Open ended	3,480
NFDC and HCC	Gateway management and cost-sharing agreement	Open ended	46,100
NFDC	Town centre CCTV service level agreement	Open ended	8,787
NFDC	Information Service service level agreement	New SLA from April 2024	56,830
NFDC	Contract for the supply of Tree Surveying Services	Open ended	575
Cloudy IT	ICT support	Open ended	9,996
The Festivalighting Company	Lighting for Christmas Event	27.02.28	28,537
Festival Lighting Company	Christmas lights installation, hire and maintenance contract	01.01.28	86,044
Brightwater	Property Management	Open ended	2,046
Zurich Insurance	Insurance "long term agreement"	Open ended	11,780
Concentrate Ltd	Web site maintenance (includes Carvers Clubhouse)	Open ended	1,750
Microsoft	Product licensing	01.05.26	5,302
BNP Parabis	Hewlet Packard Copier at Clubhouse	Open ended	856
EDF	Electricity - Cemetery Mortuary Hightown Rd	Open ended	880
Solent Fire Security Services	Annual Service of Fire Extinguishers for Cemetery, Sheds, Carvers	Open ended	432
PPL PRS Ltd	Carvers Clubhouse PPL/PRS Licence - Music	Open ended	386
RFS Technology	Annual Fire Alarm Maintenance	Open ended	225
Grist Environmental	Supply and emptying of wheelie bins at Cemetery	01.04.27	2,000

Agreements that Generate Income – Schedule 2

The following schedule lists all the income that is generated through continuing agreements and contractual arrangements.

Organisation	Description	Annual income	Renewal Date
Poulner Junior School	Grounds Maintenance Contract	£11,125	30.09.2028
Poulner Infant School	Grounds Maintenance Contract	£2,570	31.03.2028
Fordingbridge Town Council	Annual Maintenance Contract	£2,770	31.03.26
Quantuma	Lease of Greenways ground & 1st floor office suites	£27,550	Gas and other costs re-charged in addition
Brightwater	Tenancy of 92 Southampton Rd.	£18,600	Annual
[Private individuals]	Allotment Tenancy Agreements	£7,000	Annual
AFC Community Sports Trust	Sports ground rent	£29,932	New long term contract to be finalised
Ringwood Bowls Club	Lease of club house and premises	£1,441	Annual
HCC Countryside Service	Maintenance at Castleman Trailway	£1,057	Annual
Ellingham Parish Council	Maintenance	£1,576	Apr 27 Paid In Adv Funds Held In Reserves
HCC	Parish Lengthsman Scheme 2 year contract	£1,100	31.03.28
[Private individuals]	Maintenance of standard graves 5 year contract	£561	2031
New Forest District Council	Re-imburement of management costs of the Gatway and Information service costs	£58,250	Annual
New Forest District Council	Ringwood tc management, caretaker, cleaners and cleaning and consumables	£29,125	Annual

2. Other Arrangements

In addition, there are in place agreements to pay statutory sums by means of bank payments on the imprest bank account. These include payments to HMRC in respect of employee tax and national insurance of around £128,000 per annum, Employers Pension Contributions of around £120,500 per annum and rates payable to NFDC for Carvers £2156 per annum and the Cemetery £2475.20 per annum.

3. Recommendation

It is recommended that: -

3.1 Members note the current financial arrangements in place at the Town Council.

For further information please contact:
Michelle Gordon, Finance Manager
Tel: 01425 484723
Finance.Manager@ringwoodgov.uk

REPORT TO POLICY & FINANCE COMMITTEE – 22nd April 2026

BANK DIRECT DEBITS AND STANDING ORDERS

1. BACKGROUND

- 1.1. Section 7.4 of the Financial Regulations adopted by the Council in July 2025, requires approval of the use of each variable direct debit to be reviewed by the council at least every two years.
- 1.2. This report sets out the current schedule of bank standing orders and direct debits for approval. The report also seeks continued authorisation for the occasional use of CHAPS payments where these are necessary (principally in transferring investment funds or making large capital payments).

2. CURRENT STANDING ORDERS AND DIRECT DEBITS

- 2.1. Direct Debits and Standing Orders are used principally for utilities and other suppliers where there is a regular payment stream. There are currently no standing orders in place whilst the current direct debit arrangements are as follows: -

Sky Business Services	Monthly	Telephone & Broadband at Carvers Clubhouse
SSE Energy Supply	Monthly	Electric Carvers, Street Lighting & Market Place
YU Energy Retail	Monthly	Electricity at Carvers
DVLA	Annually	Annual tax WR08WWJ
Siemens Financial	Qtrly	Lease of 2 x MFDs (printers) – Gateway
BNP Paribas Leasing	Qtrly	Hewlet Packard Copier at Clubhouse
Elite Business Systems	Monthly	Gateway Com Serv - Business Line & Broadband
Utility Warehouse	Monthly	Cemetery Broadband
ICO	Annually	Information Commissioners Office Annual Sub.
Public Works Loans	Monthly	PWL Loans
Business Credit Card	Monthly	Business Card Payments
H3G	Monthly	Mobile Phones
New Forest District Cncl	Monthly	Rates Cemetry & Carvers Clubhouse
Stripe	Monthly	Collection of income from events
Grounds Management Assoc	Annual	Subscription
UK Fuels	Monthly	Fuel

Payments which do not require individual authorisation prior to processing: -

HCC Pension
 HMRC PAYE/NI
 Salaries
 Bank Charges
 Contracts detailed in the Contracts Register

CHAPS payments are made very occasionally and require two members' signatures before they may be processed. Whilst we have the ability to make a CHAPS payment, we have not done so to date during this financial year. Chaps transfers incur a processing charge of £30. The daily limit for online faster payments is £250,000 per day and they are free. Transfers more than £50,000 are currently only used for cash transfers to the CCLA which require two officer signatures and member authorisation before any such transfer is made.

3. CREDIT CARDS

The Town Council has issued four credit cards to staff to make it easier to deal with suppliers who will not give credit or for whom alternative arrangements are not available. These cards have been issued to the Town Clerk, Office Manager and the Manager of Carvers Clubhouse. We are in the process of applying for the Grounds Manager to also have a card. The balance on the credit card account is settled in full by Direct Debit each month and interest is not payable. Expenditure on the cards is still recorded in the usual way in the ledger and reported to members in the transaction listing and budget reports each month.

Section 9.1 of the Financial Regulations places a limit on the overall credit card account of £10,000. This is divided such that each card has a credit limit of £2,500 per month.

4. RECOMMENDATIONS

It is recommended that's:

Continued use of the standing orders and direct debits, listed above be authorized.

Arrangements for the use of CHAPS payments continue as present requiring pre authorisation by two members.

The use of online faster payment more than £50,000 continues to require pre-authorisation by resolution of this Committee.

For further information please contact:
Michelle Gordon, Finance Manager
Tel: 01425 484723
Finance.Manager@ringwoodgov.uk

POLICY & FINANCE COMMITTEE – 22nd April 2026

TREASURY MANAGEMENT ANNUAL REPORT

1. BACKGROUND

- 1.1. The Town Council has a treasury management policy which was last updated in November 2023. The policy governs the way in which Council funds are managed.
- 1.2. The cash balances held by the Council at the end of March 2026 in total amounted to £233,859.41, across the following accounts:-

1.2.1. Imprest Account £58,574.70

The Imprest Account is maintained in the range of £30,000-£50,000

1.2.2. Business Instant Access £10,004.16.

The business Instant Access Account is maintained in the range of £10,000-£50,000

1.2.3. Cash £276.55

1.2.4. The CCLA Investment Account £165,000.00

These maintained levels always ensure that the Council's funds are mostly kept in the investment account, maximising interest.

2. INVESTMENTS WITH THE CCLA

- 2.2. The CCLA was created in 1987 following the introduction of financial services regulation, although the organisation can trace its origins back to 1958. It is one of the largest UK charity fund managers and manages funds solely for the not-for-profits sector. Authorised and regulated by the Financial Conduct Authority, the CCLA currently manages funds in excess of £11 billion.

- 2.3. Interest generated in the CCLA account in 2024-25 amounted to £28,691.32, this was with an average investment held in the account of £536,000 per annum (est. 5.35%)

During 2025-2026 this interest generated was £16,160.47, with an average investment held in the account of £380,000 (est. 4.25%)

The decrease in interest received between 2024-2025 and 2025-2026 is due to less investment during 2025-2026 and the decline in interest rates.

- 2.4. Interest on funds held in the Business Instant Access during 2024-2025 was £363.14 based on an average investment of £38,500 (0.9%) a year, whereas in 2025-2026 the interest was £128.70 based on an average investment of £15,300 (0.8%).

- 2.5. The CCLA is a more secure investment option than any single financial organisation. Any funds that are invested through the CCLA in the deposit fund is held on the investor's behalf by the constituent banks and in the unlikely event that anything causes the CCLA to go into liquidation or otherwise cease operating, the investments remain secure.

3. TREASURY MANAGEMENT POLICY STATEMENT

- 3.2. The current Treasury Management Policy Statement was updated in 2022 to allow the RFO delegated authority to transfer funds of up to £100,000 between accounts. This was to allow for payment on the football development project which may require settlement before approval to move necessary funds could be sought from the committee. Now the project is completed it is recommended that the transfer fund be reduced back down to £50,000 from the CCLA to the Imprest Account. With regards to transferring money from the Imprest Account to the CCLA Account a larger transfer figure is required especially when the precept payment is received, the recommendation is to retain this figure at the existing £100,000.
- 3.3. Section 1.2.1 of the Treasury Management Policy lists methods of transmitting money, this should also be updated to include online faster payments.

4. RECOMMENDATION

It is recommended that:-

- 4.2. Members to agree the changes suggested to the Treasury Management Policy Statement.

For further information please contact:

Michelle Gordon, Finance Manager

POLICY AND FINANCE COMMITTEE**TREASURY MANAGEMENT POLICY STATEMENT****1. DEFINITION OF THE APPROVED ACTIVITIES OF THE TREASURY MANAGEMENT OPERATION**

- 1.1 Responsibility for the activities of the treasury management operation has been delegated to the Finance Manager, who is the Responsible Financial Officer (RFO) under Section 151 of the Local Government Act 1972.
- 1.2 The activities of the treasury management operation cover the following:
 1. analysing internal and external information, cash flow management and methods of transmitting money, i.e. by cheques, bank transfers, Bank Automated clearing system (BACS), Clearing House Automated Payments System (CHAPS) and Direct Debit.
 2. investing temporary surpluses in approved investments and financing capital expenditure by approved borrowing instruments.
 3. ensuring that the repayment dates for the Council's borrowing are reasonably spread out. i.e. the borrowing profile.
 4. dealing with other financial institutions such as banks and the Public Works Loan Board. (PWLB)
 5. ensuring that effective security and controls are in place and an effective operation is reviewed and adhered to.
 6. ensuring that adequate banking arrangements are made and monitored for the Council.

2. FORMULATION OF TREASURY MANAGEMENT STRATEGY

- 2.1 The Council will formulate a plan that covers the raising of capital finance if required to support delivery of specific approved capital projects.
- 2.2 Treasury management activities in the year including investment of surplus money and managing cash flow should be conducted in accordance with the Treasury Management Policy.

3. DEFINITION OF APPROVED SOURCES OF BORROWING

- 3.1 The following list specifies which borrowing instruments the Council may use:
 - PWLB
 - Money Market Loans - Temporary (loans up to 364 days)
 - Local temporary borrowing
 - Bank Overdraft
 - Council's own internal funds (capital receipts and revenue balances)
 - Leasing

- 3.2 No other instrument other than those listed above may be used.

4. APPROVED INSTRUMENTS FOR INVESTMENTS

- 4.1 The Council will use short-term, i.e. from 1 to 364 days, cash deposits in sterling in approved financial organisations for investments. The Council may use a fund manager such as the CCLA to spread investments across multiple financial organisations so long as the maximum amount that can be invested with any one such financial organisation is £250,000 and all of the organisations satisfy the requirements set out in section 5.1.
- 4.2 The Council will consider longer term investments only as part of a wider investment strategy designed to enable specific planned future capital projects. Any such investments will require scrutiny and prior approval by the Council.

5. DEFINITION OF APPROVED ORGANISATIONS FOR INVESTMENTS

The following organisations constitute the counterparties with whom temporary investments will be made.

- 5.1 Banks or building societies which are UK clearing banks or which are incorporated in the UK and which have at least a short term credit rating of F1, according to FITCH the International Rating Agency, will be used for temporary investments
- 5.2 Other Local Authorities
The Council may invest temporarily with all other local authorities. The maximum each one may borrow is £250,000 for up to 364 days.
- 5.3 Accidental Breach of Limits
The Council will operate “daylight exposure”. This is a technique that ensures that in no circumstances can limits be exceeded. Normally, in calculating the amount of investment, the Finance Manager is entitled to assume that a sum due back from an organisation will be received on the due date before making a further investment with that organisation. If for some technical reason the repayment does not arrive in the Council’s bank account it is possible that, after a new investment is made with the same organisation, limits will be exceeded.

6. POLICY ON DELEGATION

- 6.1 The RFO is authorised by the Council to exercise the investment and borrowing powers of the Council in accordance with Council Policy, The Chartered Institute of Public Finance and Accountancy’s (CIPFA) Standard of Professional Practice on Treasury Management, and professional codes of practice.

- 6.2 The RFO may delegate the operations of Treasury Management to the Deputy Town Clerk and the Finance Officer in connection with the approved activities of Treasury Management.
- 6.3 The RFO has delegated authority to transfer funds of up to £50,000 from the investment account to the Imprest account (at any one time) and £100,000 between Imprest account and the investment accounts (at any one time), in order to maximise interest earnings whilst meeting contractual arrangements to pay suppliers. Any such transfers will be reported to the subsequent meeting of the Policy & Finance Committee.
- 6.4 Any changes to delegated powers will be approved by Policy and Finance Committee.

7. REVIEW REQUIREMENTS AND REPORTING ARRANGEMENTS

- 7.1 The Finance Manager will report to the Policy and Finance Committee on Treasury Management as follows: -
 - October - for the annual report for the previous year.
 - Monthly - Statement of balances and proposed movements

REPORT TO POLICY & FINANCE COMMITTEE – 22nd April 2026

ASSET REGISTER UPDATE

BACKGROUND

The Town Council has invested in a wide range of assets over the years. The current value of these is estimated to be £7,116,473. The assets are recorded in an Asset register which is audited from time to time to ensure that the register is accurate and up to date.

The Asset register is divided between fixed assets such as land and buildings, vehicles, plant and machinery, office equipment and other assets. The book value of assets is recorded as the acquisition value which may differ widely from the market value, the replacement value or the insured value.

A summarised asset register together with the audited detailed schedules is included as an appendix to this report.

ASSET REGISTER UPDATE MARCH 2026

The asset register was last presented to members in February 2025.

An audit of assets was last completed during February 2026. This confirmed that the asset register is accurate and correctly records all significant assets, i.e. assets with a purchase cost of £100 or more (All land assets are recorded irrespective of any acquisition cost).

The book value of assets held by the Town Council at 2025 was £6,977,024. The growth over the last year is due to the addition of the North Poulner Skate Ramp, the new road vehicle purchases of the John Deere Ride on Mower and Flail Mower and the completion of the pavilion and all weather pitch at Long Lane.

FINANCIAL IMPLICATIONS

There are no financial implications other than that the current value of the asset register is reflected in the Town Council balance sheet at the end of the year.

RECOMMENDATION

It is recommended that:-

Members note the asset register.

For further information please contact: Michelle Gordon, Finance Manager Tel: 01425 484723 finance.manager@ringwood.gov.uk or Charmaine Bennett, Town Clerk Tel: 01425 484720 charmaine.bennett@ringwood.gov.uk

RINGWOOD TOWN COUNCIL

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ASSET REGISTER 2025/26

	Name and Location	Construction Type		Alarm Y/N	Date Acq.	Sum Insured	Book Value
						01/10/2025	31/03/2026
						£	£
1. Land & Buildings							
1.1	Greenways 71 Christchurch Rd (Town Hall & offi	Brick	Tiles	N		700,000	416,633
1.2	92 Southampton Rd (Residential letting)	Brick	Tiles	N		305,000	178,558
1.3	Workshops and equipment store at Carvers	Corrugated	Corrugat	N		98,000	44,043
1.4	Cricket Pavilion at Carvers	Block work	Tiles	N		260,000	119,037
1.5	Carvers Clubhouse	Brick	Tiles	N		780,000	515,319
1.6	Bowling Pavilion at Carvers	Concrete sect		N		362,000	142,846
1.7	Toiletsx2 at Cemetery	Brick	Tiles	N		113,115	83,325
1.8	Office (former mortuary) at cemetery	Stone	Slate	N		56,558	41,663
1.9	Garage at cemetery (Storage)	Concrete sd	Asbestos	N		32,327	23,813
					Sub Total	2,707,000	1,565,237
2 Open Spaces		Area m²					
2.1	Bickerley Village Green	26,450				0	132,250
2.2	Jubilee Gardens	2,380				0	11,900
2.3	War Memorial Gardens	2,100				0	10,500
2.4	Dr. Little Gardens	3,360				0	16,800
2.5	Kingfisher	4,040				0	20,200
2.6	North Poulner	8,840				0	44,200
2.7	Forest Edge	3,680				0	18,400
2.8	Poulner Lakes	3,830				0	19,150
2.9	North Poulner Road	2,480				0	12,400
2.10	Castleman Way	6,630				0	33,150
2.11	Pocket Park	600				0	3,000
2.12	Southampton Road - Parsonage Barn Lane	4,100				0	20,500
2.13	Southampton Road - Town Side	4,410				0	22,050
2.14	Former Nags Head Site	2,160				0	10,800
2.15	The Mount	23,900				0	119,500
2.16	Wooded open space at Folly Farm					0	11
2.17	Carvers (former soccer pitch)	9,260				0	46,300
2.18	Land at Forestside Gardens				23/06/22	0	27,000
					Sub Total	0	568,111
3 Sports Grounds							
3.1	Carvers (cricket pitch)	28,860				0	144,300
3.2	10 Acre Field, Long Lane (5 football pitches)	45,000				0	225,000
3.3	Field adj 10 Acre Field (1 football pitch)-rented	0				0	0
3.4	Long lane (former Bernie Guy field)					0	243,566
3.5	pavilion and all weather pitch at Long Lane					3,353,176	3,353,176
3.6	Hard surface tennis courts X 3	3,900				0	19,500
					Sub Total	3,353,176	3,985,542
4 Playgrounds							
4.1	Carvers	1,000				0	5,000
4.2	Ash Grove -	3,500				0	17,500
4.3	Toad Corner -	1,460				0	7,300
					Sub Total	0	29,800
5 Skateboard Park							
5.1	Carvers	700				155,858	155,858
5.2	North Poulner Skate Ramp					16,000	16,000
					Sub Total	171,858	171,858
6 Cemetery							
6.1	Hightown Road BH241NH	32,000				0	160,000
6.2	Disused Burial Site (St Peters&St Pauls church)					0	0
					Sub Total	0	160,000
7 Allotments							
7.1	Southampton Road	8,100				0	40,500
7.2	Upper Kingston	16,900				0	84,500
7.3	Hightown Road	4,800				0	24,000
7.4	Crow Arch Lane	6,022				0	1
					Sub Total	0	149,001
Open Spaces, Sports, & Allotments Sub Total						3525033.53	5,064,312
BUILDINGS & LAND TOTAL						6,232,034	6,629,549

RINGWOOD TOWN COUNCIL

ASSET REGISTER 2025/26

Item No	Make & Model	tn	Serial No.	Reg No.	Year Reg.	Sum Insured	Last Inspect Date	Useful Life Left In Years	Book/Purchase Value
						01/10/2025			31/03/2026
						£			£
1	Kubota Tractor M4062			HF69DRX	2019	19,145	24.02.26	10	19,145
3	John Deere 5085M Tractor			HJ15 XJW	2015	30,500	24.02.26	4	30,500
5	Ford Transit 350 Double Cab Tipper			EF66 AVD	2017	24,500	24.02.26	3	24,500
6	VW Caddy Van			WR08WW	2008	2,500	24.02.26	2	2,500
7	John Deere X940 Ride On Mower	5958	1MOX940AKRM13001	RX25AOZ	2025	15,950	24.02.26	5	15,950
8	Trimax FX155 Flail Deck (for use with John Deere 1570)		3013349		2025	6,250	24.02.26	5	6,250
	John Deere 1570 Terrain Cut Flail Mower	5957	ITC1570DKSS120021	RX25APK	2025	25,380	24.02.26	10	25,380
TOTAL						124,225			124,225
Trailers									
					Date Acq				
11	Trailer for Mini Tractor 4'x3'				2005	330	24.02.26	5	330
12	Trailer 4' x 3'				2020	130	24.02.26	5	130
13	Trailer 6' x 3' MGW 500Kg				1999	530	24.02.26	5	530
14	Ifor Williams Trailer Twin Axle 8'x4'			GD84TA(5445454)	2008	1,340	24.02.26	5	1,340
TOTAL						2,330			2,330

ASSET REGISTER 2025/26
General Plant & Equipment

Item Description General Plant & Equipment	Trans. No.	ID or Ser. No.	Date Acq	Purchase Price 31/03/26	Last Inspect Date
Dennis FT610 Mower Engine No. 2244086		FT241521	2009	3,850	24.02.2026
Container for equipment			2010	1,142	24.02.2026
Stihl Strimmer FSA135		449892704	2024	409	24.02.2026
Sissis Combirake			2007	267	24.02.2026
Senci Sc3250w-ii generator (box 3)		201603A82416	2016	270	24.02.2026
Senci Sc3250w-ii generator (box 4)		201603A82417	2016	270	24.02.2026
Senci Sc3250w-ii generator (box 5)		201603A82420	2016	270	24.02.2026
Senci Sc3250w-ii generator (box 6)		201603A82410	2016	270	24.02.2026
Mountfield Mower HB470			2006	117	24.02.2026
Major Swift Roller Mower		MJ71-240 2018	2018	5,500	24.02.2026
Major 8400 Rotary Roller Mower			2012	3,800	24.02.2026
Twose Roller (tractor pulled)			2000	642	24.02.2026
Wiedenmann XP6/160 Aerator			2007	16,250	24.02.2026
Timberwolf TW PTO-150H		60A3DS121002	2015	4,583	24.02.2026
Twose Spring Tyne/Harrow			2005	1,300	24.02.2026
6' Slitter (Serial No. 16395) Ser no 16395			2005	983	24.02.2026
Paul Noble Grader 8'x4'			2008	833	24.02.2026
Sitrex Hopper Spreader FS/150			2001	783	24.02.2026
MCClub 600 Tractor mounted sprayer			2021	4,793	24.02.2026
Linesman Marker with 3" wheel			2006	283	24.02.2026
25 gallon Mixatank for above			2006	275	24.02.2026
Socket & Tool Kit			1996	142	24.02.2026
Broadcast Spreader-Earthway Ev-n-spred			2000	133	24.02.2026
Tru-Lutes (x2)			2000	108	24.02.2026
Container			2009	1,142	24.02.2026
Hyundai DHY8000SELR Generator		201607DHY8000SE2R00060	2016	1,200	24.02.2026
Bosch Breaker F-MK-GSH16-28		3611C3506	2009	725	24.02.2026
Clark Petrol Compressor CFP 9ND		101213	2013	625	24.02.2026
Traffic Cones x 50 - Cemetery			2015	566	24.02.2026
Clark/Honda Generator CP505ON		008107	2013	417	24.02.2026
Stihl MS261C 15" Chainsaw		186510174	2019	465	24.02.2026
Stihl HS82 Hedgetrimmer		186288209	2019	360	24.02.2026
Stihl HS82 Hedgetrimmer		186489739	2019	360	24.02.2026
Stihl FS91R Strimmer		510886633	2017	320	24.02.2026
Stihl strimmer attachment			2022	255	24.02.2026
Battery powered tools:			2023		
Stihl FSA 130 Brushcutter reg. no. 51040112		445923829	2023	355	24.02.2026
Stihl FSA 130 Brushcutter reg. no. 51040113		446022898	2023	355	24.02.2026
Stihl FSA 130 Brushcutter reg. no. 51040114		446022903	2023	355	24.02.2026
Stihl FSA 130 Brushcutter reg. no. 51040115		446740473	2023	355	24.02.2026
Stihl HSA 94R Hedge Trimmer reg. no. 51040116		446586334	2023	400	24.02.2026
Stihl HSA 94R Hedge Trimmer reg. no. 51040117		446586338	2023	400	24.02.2026
Stihl HTA135 Pole Pruner reg. no. 51040411		535117576	2023	575	24.02.2026
Stihl BGA200 Blower reg. no. 51040118		536625374	2023	365	24.02.2026
Stihl BGA200 Blower reg. no. 51040119		536625375	2023	365	24.02.2026
Stihl BGA200 Blower reg. no. 51040120		536625378	2023	365	24.02.2026
Stihl BGA300 Backpack Blower		448852490	2024	445	24.02.2026
Stihl HLA135 L/R Hedgetrimmer no. 51038896		537969740	2023	425	24.02.2026
Stihl AR backpack battery x 2 (possibly the battery bags)		ST 48714900400	2023	290	24.02.2026
Stihl AP 300 S battery x 5		ST 48504006580	2023	1,025	24.02.2026
Stihl AP 500 S battery x 2			2024	530	24.02.2026
Stihl AR3000L set battery reg no. 51040123		196486046 & 196486079	2023	1,250	24.02.2026
Stihl AR3000L set battery reg no. 51040124		193994558	2023	1,250	24.02.2026

Stihl AL301-4 batterycharger reg no. 51040125		710765461	2023	225	24.02.2026
Stihl various battery power tool accessories			2023	1,360	24.02.2026
Masport Mulcher Hand Mower		0711195706748	2009	233	24.02.2026
Petrol water pump		DL68200355	2024	109	24.02.2026
Sealy Air Grinder and grinding blades-mod G5A67			2010	140	24.02.2026
Stihl MS170 12" chainsaw		817703017	2019	112	24.02.2026
Makita SDS Drill corded with SDS bits			2020	110	24.02.2026
Makita Anglegrinder GA9020		PA6GF80	2012	130	24.02.2026
ToppleTesterS.No.0080/EE11707			2002	650	24.02.2026
Stihl HT133 Pole Pruner		519867711	2019	561	24.02.2026
Belle Cement Mixer		1332853	2015	300	24.02.2026
Dewalt 18V Brushless Combi DLD 778		017639	2023	0	24.02.2026
Dewalt 18V XR Grinder Bare		DLG 412 985235	2017	140	24.02.2026
Glasdon Nestor Mk11 Bin			1996	150	24.02.2026
Grit Bin 396 litres Yellow			2010	117	24.02.2026
1350 Bunded Fuel Dispenser Tank(TUFFA) 1200 ltr (2 tanks)			2009	1,167	24.02.2026
Oil Store Tnk(EcoSafe ES1225) Titan 1000 ltr			2005	833	24.02.2026
Scaffold Tower			2015	812	24.02.2026
Evans Spray professional pedestrian sprayer			2020	944	24.02.2026
Metal lockable bin			2010	217	24.02.2026
Salt Spreader 50LB-walk behind (Lawn Feed Spreader)			2010	117	24.02.2026
Cooper Pegler CP15 Knapsack Sprayer			2010	108	24.02.2026
CP15 2000 Knapsack Sprayer 15litre			2017	120	24.02.2026
Pressure Washer, Clarke Model PLS265B		Serial No. 7330367	2023	769	24.02.2026
Evolution Mitre/Chop Saw		D13201272		120	24.02.2026
Stihl FS461 C-EM Brushcutter Strimmer	6081	197396994	2025	775	24.02.2026
Stihl FS461 C-EM Brushcutter Strimmer	6081	197396981	2025	775	24.02.2026
Stihl BG86C Handheld Blower	6081	1-96-926-511	2025	245	24.02.2026
Stihl BG86 Handheld Blower	6081	1-96-926-471	2025	245	24.02.2026
Stihl HL94 C Longreach Hedgecutter	6081	546656934	2025	645	24.02.2026
Stihl HL94 Longreach Hedgecutter		533532056	2025	645	24.02.2026
Hayter Harrier 41 Lawn Mower Model No. CODE373A 60VCordless Rear Roller Mower, 2 Batteries plus Charger		412322996	2024	953	24.02.2026
Titan Water Pump TT196PWP	5949	SN:000040	2025	125	24.02.2026
Open Spaces/Recreational Plant & Equipment Total				76,765	

RINGWOOD TOWN COUNCIL



ASSET REGISTER 2025/26

IT Equipment

Location & Item	Edge Trans No.	Serial. No.	Date Acq	Purchase Price/ book value 31.03.2026	Last Inspect Date
Gateway					
--Gateway Room No.G01 Back Office G.F.					
LCD monitor Mod. GML 19P-1(for CCTV in recep)		111000222	2012	100	27.02.26
Dell Pro 16 Intel Core 5 120ULaptop (NV)	5983	ST6Y3GQ94	2025	700	27.02.26
Iiyama ProLite 27" Dock Display	5983	12501514B1525	2025	215	27.02.26
Dell Pro 16 Intel Core 5 120ULaptop (SB)	5983	STCS3GQ94	2025	700	27.02.26
Iiyama ProLite 27" Dock Display	5983	12501514B1533	2025	215	27.02.26
--Gateway Room No.G03 Lob/Foyer/Recep G.F.					
Dell Pro 16 Intel Core 5 120ULaptop (HS)	5983	STDV2GQ94	2025	700	27.02.26
Dell Pro 16 Intel Core 5 120ULaptop (LS)	5983	STFY3GQ94	2025	700	27.02.26
--Room F3 (Server) 1st Floor					
Sonicwall TZ300 with 192 rack mount kit		18B169E51E80	2019	1,443	27.02.26
Steel shelf connected to NAS			2019	350	27.02.26
--Room F9 (T.C.) 1st Floor					
Dell Pro 16 Intel Core 5 120ULaptop	5983	ST8W3GQ94	2025	700	27.02.26
Iiyama ProLite 27" Dock Display	5983	12501514B1524	2025	215	27.02.26
Gateway--Room F10 (D.T.C.) 1st Floor					
Dell Pro 16 Intel Core 5 120ULaptop	5983	ST1M2GQ94	2025	700	27.02.26
Iiyama ProLite 27" Dock Display	5983	12501514B1407	2025	215	27.02.26
--Room F11 1st Floor					
Dell Pro 16 Intel Core 5 120ULaptop	5983	ST3Q3GQ94	2025	700	27.02.26
Iiyama ProLite 27" Dock Display	5983	12501514B1529	2025	215	27.02.26
Iiyama ProLite 27" Dock Display	5983	12501514B1522	2025	215	27.02.26
Iiyama ProLite 27" Dock Display	5983	12501514B1404	2025	215	27.02.26
Iiyama ProLite 27" Dock Display	5983	12501514B1403	2025	215	27.02.26
Finance Assistant - Home Worker					
Dell Pro 16 Intel Core 5 120ULaptop	5983	ST FM2GQ94	2025	700	27.02.26
Iiyama ProLite 27" Dock Display	5983		2025	215	27.02.26
Spare (kept in safe)					
Dell Pro 16 Intel Core 5 120ULaptop	5983	ST3R3GQ94	2025	700	27.02.26
				Gateway Sub Total	10,128
Cemetery					
HP digital keyboard KB-03		B77550AU7RU FFL	2008	25	27.02.26
Samsung Mod E222ONW 22" screen (CS)		NE9QHMCBS0	2009	100	27.02.26
Dell Pro 16 Intel Core 5 120ULaptop	5983	ST2N2GQ94	2025	700	27.02.26
Toshiba Dyna Docking Station (Ground Manager Home)		10473182	2019	144	-
				Cemetery Sub Total	969
Carvers					
Dell Pro 16 Intel Core 5 120ULaptop (CK)	5983	ST43WDNB4	2025	700	27.02.26
Dell Pro 16 Intel Core 5 120ULaptop (EH)	5983	ST9Y3DQ94	2025	700	27.02.26
Iiyama ProLite 27" Dock Display (CK)	5983	2501514B1531	2025	215	27.02.26
Iiyama ProLite 27" Dock Display (EH)		12501514B1523	2025	215	27.02.26
				Carvers Sub Total	1,830
				IT equipment Total	12,927

Furniture & Equipment

Location & Item	Serial. No.	Date Acq		Last Inspect Date
--Gateway Room No.G01 Back Office G.F.				
2 x single desks, series T, 1400 x 800mm (Kinnarps)		2012	117	27.02.26
2 x 3 drawer mobile pedestals 300 x 565mm (Bisley)		2012	83	27.02.26
2 x Reply Task chairs, no arms (Steelcase)		2012	100	27.02.26
3 x Storage units 1000 x 1971mm 5 shelves (Bisley)		2012	500	27.02.26
2 x 3 drawer mobile pedestals 400 x 600mm		2012	83	27.02.26
2 x storage units 800 x 470 x 720mm, (Bisley) 1 Shelf		2006	333	27.02.26
Bookcase 1080 x 980mm (Kinnarps)		2012	67	27.02.26
Table 1000 x 600 x 720mm		2012	67	27.02.26
Rexel shredder 2010		2010	200	27.02.26
CombBind C95 comb binder		2009	58	27.02.26
Rexel LV340HS Laminator	0708031100	2003	67	27.02.26
External Defibrulator & Heated Locked Cabinet	5708	2025	950	27.02.26
		Sub Total	2,625	
--Gateway Room No.G02 Interview Room G.F.				
Single desk, series T, 1400 x 800mm (Kinnarps)		2012	58	27.02.26
Reply Task chair, with arms (Steelcase)		2012	42	27.02.26
3 drawer mobile pedestal 300 x 565mm (Bisley)		2012	42	27.02.26
Reply meeting chair, no arms (Steelcase)		2012	33	27.02.26
Reply meeting chair, with arms (Steelcase)		2012	42	27.02.26
		Sub Total	217	
--Gateway Room No.G03 Lob/Foyer/Recep G.F.				
3 x Reply Task chairs, with arms (Steelcase)		2012	125	27.02.26
2 x 3 drawer mobile pedestals 410 x 565mm (Bisley)		2012	83	27.02.26
1 x 3 drawer mobile pedestals 620 x 420mm		2012	167	27.02.26
3 x Allermuir pedestal base meeting table 600 x 737mm		2012	125	27.02.26
Storage unit 1350 x480 x610 (Bisley)		2012	67	27.02.26
Storage unit 1000 x 720		2012	67	27.02.26
Storage Unit 610x1040x485 oak		2013	104	27.02.26
Glass Display Cabinet		2015	142	27.02.26
Belt barrier		2012	108	27.02.26
		Sub Total	988	
--Gateway Room No.G03A Info Area G.F.				
5 x Reply meeting chairs, no arms (Steelcase)		2012	167	27.02.26
		Sub Total	167	
--Gateway Lobby No.G06 G.F.				
Safe ES-400 1600 x 640 x 830	DRHC11110063	2012	833	27.02.26
		Sub Total	833	
--Gateway Under Stairwell G.F.				
Metal racking 5 shelves		2012	58	27.02.26
		Sub Total	58	
--Gateway Room No.G08 Kitchenette G.F.				
Integrated Fridge NEFF K4316X4	FD9202	2012	208	
Youngman alumin 2 piece extension ladder			67	27.02.26
Aluminium step ladder			67	27.02.26
Sack Truck		2012	42	27.02.26
		Sub Total	383	
--Gateway Waiting Area No.G11 G.F.				
Hitch Mylius HM18 Ref P2 3 seater sofa		2012	417	27.02.26
5x Connection Halo MHC3C dining chair compact 4		2012	250	27.02.26
2 x Wall mirrors 1260 x 1800mm		2012	333	27.02.26
Aluminium folding A frame (V.I.C.) 640 x 1100mm		2012	100	27.02.26
		Sub Total	1,100	
--Gateway Bin Store No. 12 G.F.				

RINGWOOD TOWN COUNCIL

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Wolf Carten hose pipe trolley & hose pipe		2012	75	27.02.26
Numatic vacuum cleaner Henry		2012	167	27.02.26
		Sub Total	242	
--Gateway Room No.G13/14 Forest suite G.F.				
12 x Vivante conference tables 1500x750x720		2012	600	27.02.26
30 x Reply meeting chairs, with arms (Steelcase)		2012	1,250	27.02.26
29 x Reply meeting chairs, no arms (Steelcase)		2012	967	27.02.26
Old oak carver chair (RF RDC)			250	27.02.26
Chair trolley			42	27.02.26
1x storage unit 800 x 717mm (Bisley)		2012	58	27.02.26
2 x sets curtains/blinds		2012	500	27.02.26
Viewsonic projection screen 2060 x 1200	2012/779/1	2012	167	27.02.26
Pulse MP3 Master & TASCAM CD-200i (CD IPOD DOC) & TOA PA Amplifier mod A-1803			667	27.02.26
Conference Sound & recording equipment		2015	5,750	27.02.26
Standard flag pole, base and ceremonial flag		2015	229	27.02.26
		Sub Total	10,479	
--Gateway Room No.F01 Kitchenette F.F.				
Integrated fridge NEFF K4316X4		2012	208	27.02.26
Table circular 60cm diam		2012	67	27.02.26
2 x chairs, no arms		2012	67	27.02.26
		Sub Total	342	
--Gateway Room No.F02 Cleaners Store F.F.				
O/H projector screen Sahara 2m x2m		2007	142	27.02.26
Numatic vacuum cleaner Henry		2025	150	27.02.26
1 x Storage units 800 x 1971mm, 4 shelves (Bisley)		2012	150	27.02.26
		Sub Total	442	
--Gateway Room No.F08 Meeting Room F.F.				
4 x Vivante conference tables 1500x750x720		2012	200	27.02.26
2 x Vivante conference tables 1500x750x720 & 2 power & 2 data		2012	167	27.02.26
6 x Reply meeting chairs, no arms (Steelcase)		2012	200	27.02.26
6 x Reply meeting chairs, with arms (Steelcase)		2012	250	27.02.26
		Sub Total	817	
--Gateway Room No.F09 T.C. Office F.F.				
Philips LFH388 Pocket Memo	591135	2010	75	27.02.26
Single desk 1800 x 800mm Kinnarps		2012	83	27.02.26
1 x Euro High Back Operator's chair with arms		2003	125	27.02.26
2 x 3 drawer pedestals(Kinnarps)		2012	167	27.02.26
3 x Reply meeting chairs, no arms (Steelcase)		2012	100	27.02.26
1 x Reply meeting chair, with arms (Steelcase)		2012	42	27.02.26
Storage unit 1000x720x430mm (Kinnarps)		2012	67	27.02.26
Storage unit 1200 x 2164mm (Bisley) + pull out shelf + 3 x sets pull out rail file holders		2012	208	27.02.26
Meeting table 1400 x 800		2012	117	27.02.26
		Sub Total	983	
----Gateway Room No.F10 D.T.C. Office 1st Fl				
Single desk 180 x 80cm (Kinnarps)		2012	83	27.02.26
1 x Reply meeting chair, with arms (Steelcase)		2012	42	27.02.26
Storage unit 1200 x 2164mm (Bisley) + pull out shelf + 3 x sets pull out rail file holders		2012	208	27.02.26
Bookcase 1000 x 720mm (Kinnarps)		2012	67	27.02.26
SMCH9114 High Back Operator's chair (JS)		2010	67	27.02.26
Epsom EMPx3+projector		2005	517	27.02.26
3 drawer pedestal 62 x 42cm			67	27.02.26
3 drawer storage unit 435 x 720 x 595			58	27.02.26
		Sub Total	1,108	
----Gateway Room No.F11 Office 1st Fl				
4 x single desks series T, 160 x 80cm (Kinnarps)		2012	267	27.02.26
3 x SMCH9114 High Back Operator's chair		2010	200	27.02.26
Reply Task chair, with arms (Steelcase)		2012	42	27.02.26
1xstorage units 1000 x 1971mm (Bisley)		2012	167	27.02.26

RINGWOOD TOWN COUNCIL

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1x storage unit 800 x 1971mm (Bisley)		2012	150	27.02.26
2 x 3 drawer mobile pedestals 300 x 565mm (Bisley)		2012	83	27.02.26
1 x 3 drawer pedestals 62 x 42cm			67	27.02.26
3 x storage unit 800 X 470 tambour door		2012	750	27.02.26
4 x 4 drawer filing cabinets		2015	250	27.02.26
2 x 3 drawer mobile pedestals 400 x 600mm (Kinnarps)		2012	333	27.02.26
		Sub Total	2,308	
----Gateway Room No.F11 Office 1st Fl				
Safe Secu 62cm x 43cm		2012	667	27.02.26
		Sub Total	667	
--Cemetery				
2 x Desks			167	24.02.26
Heater Dimplex			42	24.02.26
3 x Chairs			100	24.02.26
3 drawer cabinet cream			42	24.02.26
4 drawer filing cabinet-light grey		2005	67	24.02.26
		Cemetery Sub Total	417	
		Furniture & Equipment Total	24,175	

ASSET REGISTER 2025/26
Sports equipment & Other Assets

Location & Item	Ser. No.	Date Acq	Purchase Price Ex VAT	Last Inspect Date
--Football Goal Posts & Nets				
Socketed goals		2007	778	2025
F1 Socketed goals		2007	778	2025
F2 Socketed goals - 12 x 6(pair)		2022	754	2025
F6 Socketed goals		2007	458	2025
Socketed goals 9v9		2007	758	2025
Socketed goals 9v9		2015	1,200	2025
Socketed Aluminium goals Senior 21x7		2022	806	2025
Socketed aluminium goals 12 x 6		2018	560	2025
Football Goal Posts & Nets Total			6,092	

Location & Item	Ser. No.	Date Acq		Last Inspect Date
--Bus Shelters				
			5,059	2025
			5,059	2025
			5,059	2025
Bus Shelters Total			15,178	
--Other				
War memorial			36,723	2025
War Memorial gdns Beacon			580	2025
Jubilee lamp			18,213	2025
Flower Tubs - 1 circular, 18 square, 40 railings			3,827	2025
Town clock - Furlong car park			8,532	2025
Civic regalia			4,437	2025
CCTV Cemetery (moved from office equipment)		3/2015	583	2025
CCTV Carvers		2014	7,695	2025
Roger Reindeer & Elves Outfits - Gateway		2014	876	2025
Defibrillator - Gateway		2023	1,130	2025
T80 Quad Pack walkie talkie radios - Gateway	175HRN4620, 175HRN4622, 175hrm4624, 175HRN4626	2015	114	2025
T80 Quad Pack walkie talkie radios - Gateway	Model No P14MAB03A1AZ	2016	125	2025
Heavy duty table sleeper sets x 2 on Carvers		2015	1,614	2025
Aluminium flagpole 9m two piece and ceremonial flag outside Gateway		2016	450	2025
Other Total			84,898	
--Playground equipment				
Carvers Recreation Ground		2019	68,816	2025
North Field Recreation Ground		2004	9,767	2025
Ash Grove Recreation Ground		2012	19,217	2025
Playground Equipment Total			97,799	

RINGWOOD TOWN COUNCIL

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ASSET REGISTER 2025/26: SUMMARY

	ASSET TYPE	Book Value 31/03/2026 £
1.	BUILDINGS (with land) TOTAL	1,565,237
2.	LAND	
2.1	Amenity Open Spaces	568,111
2.2	Sports Grounds	3,985,542
2.3	Playgrounds	29,800
2.4	Skateboard Park	171,858
2.5	Cemetery	160,000
2.6	Allotments	149,001
	LAND TOTAL	5,064,312
3	ROAD VEHICLES & TRAILERS	
3.1	ROAD VEHICLES	124,225
3.2	TRAILERS	2,330
	ROAD VEHICLES & TRAILERS Total	126,555
4.	EXTERNAL EQUIPMENT & OFFICE EQUIPMENT	
4.1	IT equipment Total	12,927
4.2	Furniture & Equipment Total	24,175
4.3	Open Spaces/Recreational Plant & Equipment Total	76,765
4.4	Football Goal Posts & Nets Total	6,092
4.5	Bus Shelters Total	15,178
4.6	Carvers Clubhouse Total	42,537
4.7	Other Total	84,898
4.8	Playground Equipment Total	97,799
	EXTERNAL EQUIPMENT & OFFICE EQUIP TOTAL	360,370
	ALL ASSETS TOTAL	7,116,473

POLICY & FINANCE COMMITTEE

22nd April 2026

Annual Review of Complaints Procedure

1. Introduction and reason for report

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

2. Background information and options

- 2.1 The current procedure attached as Annex 1 was thoroughly updated and approved by this committee in May 2022 and reviewed last April.
- 2.2 Minor updates are proposed, presented as tracked changes, to reflect current guidance from SLCC and Hampshire ALC. These additions provide additional clarity around scope, process and confidentiality. The only substantive addition is the inclusion of a short provision to enable the Council to manage unreasonable, persistent or vexatious complaints in a proportionate manner.
- 2.3 During the last twelve months two matters required formal handling as a complaint but were resolved before a panel meeting was required and were reported to the relevant sub-committee for service improvement. Various other issues have been addressed informally.

3. Issues for decision and any recommendations

Members are invited to:

3.1 Note this report; and

3.2 Approve the complaints procedure with the highlighted amendments.

For further information, contact:

Charmaine Bennett, Town Clerk
Direct Dial: 01425 484720
Email: charmaine.bennett@ringwood.gov.uk



Ringwood Town Council

Complaints Procedure

Adopted: 23rd April 2026

Review date: 21st April 2027

Contents

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

How we will deal with complaints

Our aims for this procedure are

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

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

The scope of this procedure

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

Anyone who lives in, works in, or is affected by the Council's services or decisions may make a complaint under this policy.

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

- Allegations or complaints about the behaviour of one or more of our councillors. (We are required to report allegations that a councillor has failed to declare a 'disclosable pecuniary interest' to the Police. If we receive an allegation of any other type of breach of our **Code of Conduct** we will offer the complainant the opportunity of informal resolution through the intervention of the Town Clerk and Town Mayor (or Deputy Mayor) but if this is declined or unsuccessful we are required to report the matter to the Monitoring Officer at New Forest District Council. The Council has no power to consider other complaints about councillors.)
- Requests relating to personal data protection ('subject access requests') will be handled in accordance with our **Data Protection & Information Policy**
- Requests for information/documents held by the council ('freedom of information requests') will be handled in accordance with our **Data Protection & Information Policy** and our **Publication Scheme**
- Alleged criminal activity, which should be referred to the police
- Complaints involving personal injury, damage to property or financial loss, which will be referred to the Council's insurers

- Objections to the Council's accounts, which are subject to statutory rights of local electors
- Grievances raised by members of staff will be handled in accordance with the Grievance Procedure set out in our Employee Handbook
- Matters which concern other councils, organizations or individuals – we will always try to identify the appropriate authority, provide contact details to the complainant and provide further help and support in pursuit of their concerns if needed and practicable. Our staff may agree to report the matter themselves but are not obliged to do so.

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

Unreasonable or Vexatious Complaints

The Council is committed to dealing with complaints fairly and proportionately. However, where a complaint is considered to be unreasonable, persistent or vexatious - for example where the same issue is repeatedly raised without new information, or the manner of contact is excessive or inappropriate - the Council may limit further consideration of the matter. In such circumstances, the Council may determine that no further action will be taken in relation to the complaint.

In such cases, the Town Clerk or other Proper Officer, in consultation with the Town Mayor (or Deputy) where appropriate, may determine the appropriate course of action. This may include restricting contact, requiring communication in writing, or declining to consider further correspondence on the same issue unless new and material information is provided.

The complainant will be advised in writing of any such decision.

Our Procedure

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

Where appropriate, complaints will initially be considered on an informal basis by the Town Clerk or other Proper Officer, with the aim of resolving the matter promptly without the need for formal escalation.

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

involved in the subject matter of the complaint, or who has prior involvement, will not participate in the consideration of that complaint.

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

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

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

Complaints should be made to:

The Town Clerk
Ringwood Town Council
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Appendix

Procedure to be followed at meetings of the complaints panel

Before the Meeting:

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

At the Meeting:

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

After the Meeting:

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

Policy and Finance Committee Project Oversight Report

1. Introduction and reason for report

This report provides the Committee with an overview of live projects within its remit, enabling members to monitor progress, risks, and financial implications, and to identify where further information or a separate report is required for decision-making.

2. Background

The project planner is updated weekly by officers and forms part of the Council's wider arrangements for project oversight and governance. Projects are reported by exception, with operational delivery managed by officers under existing delegations.

3. Scope of report

This report includes projects within the remit of this Committee only. Projects governed through other Committees are reported separately and are not included here.

Project title	Purpose/ intended outcome	Status	Progress update	Key risks/ issues	Next milestone/ decision point	Committee interaction required	Senior Officer (oversight)	Delivery Lead	Financial position
AGAR Assertion 10 (IT & information governance implications)	To ensure the Council meets the requirements of AGAR Assertion 10	In progress	New IT policy agreed, shared with cllrs and staff. Accessibility statement on website updated. Improvements to website accessibility on-going	No specific budget for accessibility improvements.	Internal audit	None at this stage.	Town Clerk	Finance Manager	Unknown
Local Govt Reorganisation - monitoring and preparedness	To ensure the Council remains informed of emerging proposals for local government reorganisation and is prepared to respond to any implications for governance, services, assets, and community representation.	Monitoring	Clerk is engaging with neighbouring councils and HALC to understand emerging local approaches and sector guidance. A county-wide LGR summit (organised by HALC) is scheduled for June (one representative per council); a place has been secured, with scope to extend attendance to members if appropriate. Early consideration is also being given to potential implications for neighbourhood governance and electoral cycles in line with current government consultation. Continuing to engage with NFDC re local assets.	Uncertainty over timing, scope, and local impact, potential implications for assets, services and council role and limited influence	If anything follows from NFDC	Keep under periodic review; escalate if/when proposals emerge requiring a Council position.	Town Clerk	Town Clerk	None at this stage

<p>Annual Town Assembly – Format Refresh (One-Year Project)</p>	<p>To design and deliver a refreshed Annual Town Assembly that meets statutory requirements while improving accessibility, clarity of information, and meaningful engagement between the Town Council and local electors.</p>	<p>In progress</p>	<p>9 local organisations are attending the event to promote their work in the community, publicity and awareness raising, RTC presentation in development</p>	<p>No material risks at this stage</p>	<p>Agenda produced and circulated</p>	<p>Note</p>	<p>Town Clerk</p>	<p>Office manager</p>	<p>A modest provision is included within the 2026/27 budget to cover associated costs.</p>
<p>Poulner Lakes Lease (Anglers' Association Land)</p>	<p>To consider whether a formal lease arrangement for land at Poulner Lakes not currently owned by the Council would be in the Council's interests, including implications for access and long-term management.</p>	<p>On hold</p>	<p>The Council has previously considered the possibility of a lease arrangement with the relevant landowner. Following member consideration, no active negotiations are currently being pursued.</p>	<p>Any future lease arrangement would require careful consideration of legal, financial, and management implications.</p>	<p>Any future progression would require further consideration and explicit authorisation by the appropriate committee.</p>	<p>None at present.</p>	<p>Town Clerk</p>	<p>N/A</p>	<p>No current financial commitment.</p>
<p>Building Assets – Condition & Reserves Scoping</p>	<p>To scope the council's building assets in order to identify where external professional input may be required to inform long-term maintenance planning and building reserves.</p>	<p>Scoping stage</p>	<p>Officer-led scoping to review council building assets and identify where external professional input may be proportionate to support long-term maintenance planning and building reserves. No external commissions at this stage.</p>	<p>Risk of unnecessary or disproportionate expenditure on external professional input if assurance needs are not clearly scoped first.</p>	<p>Completion of asset triage, with internal recommendation on whether targeted external input is required for specific buildings.</p>	<p>None at this stage. Committee involvement when external professional input is recommended and budget approval is needed.</p>	<p>Town Clerk</p>	<p>Grounds Manager</p>	<p>No current financial commitment.</p>

4. Recommendation

Members are asked to note the contents of this report.

For further information, please
contact:

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