

MINUTES OF THE POLICY & FINANCE COMMITTEE

Held on Wednesday 23rd April 2025 at 7.00pm

- PRESENT:** Cllr Mary DeBoos (Chairman)
Cllr Peter Kelleher (Vice Chair)
Cllr Andy Briers
Cllr Luke Dadford
Cllr Gareth DeBoos
Cllr Rae Frederick
Cllr Janet Georgiou
Cllr John Haywood
Cllr James Swyer
Cllr Michael Thierry
Cllr Glenys Turner
- IN ATTENDANCE:** Chris Wilkins, Town Clerk
Rory Fitzgerald, Finance Manager & Responsibly Finance Officer
Nicola Vodden, Office Manager
- ABSENT:** Cllr Philip Day

F/6406

PUBLIC PARTICIPATION

There were no members of the public present.

F/6407

APOLOGIES FOR ABSENCE

Apologies for absence had been received from Cllr Day.

F/6408

DECLARATIONS OF INTEREST

There were none.

F/6409

MINUTES OF THE PREVIOUS MEETING

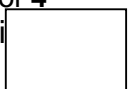
RESOLVED: That the minutes of the meeting held on 19th March 2025 having been circulated, be approved and signed by the Chairman as a correct record.

F/6410

FINANCIAL REPORTS

Members considered the financial report presented as *Annex A*. The Finance Manager detailed transactions on the Imprest account over £1,000. He reported a small underspend on the overall salaries budget and highlighted that the balance on the Christmas lights budget, given the settlement figure paid to the contactor, will be transferred to a separate reserve to mitigate any future increase in costs.

In relation to the statement of balances and transfer report, he explained that the first installment of the precept was due to be received and he planned to transfer £300,000 of it to the investment account as soon as possible.



The Finance Manager's budget report summarises the preliminary draft outturn for 2024/25. There are a number of corrections on Edge which need resolving, however the figures presented will only change slightly. The position regarding the shortfall reported in January of £36,000 has improved, due to increased cemetery income, interest payments and some reductions in expenditure. The loss of rental income from 92 Southampton Road has impacted the revenue account, whilst the refurbishment has been paid from earmarked reserves. He recommended that £3,000 underspend on the machine maintenance budget be set aside for 2025/26 as the work has slipped into next year and this was agreed. The final figure required to be transferred from the General Reserve to balance the budget is expected to be around £11,000.

In relation to the CIL report, there has been no change since last month and the unallocated balance is £22,000. A schedule of infrastructure projects has been included to show possible future demands on CIL funding.

- 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 the quarterly bank reconciliation statements for March be noted;
 - 3) That the Statement of Town Council Balances be received and Inter Account Transfers report be authorised;
 - 4) That the Finance Manager's budgetary control report be received;
 - 5) That the Equipment Maintenance budget underspend for 2024/25 of £3,000 be retained to meet predicted requirement for 2025/26;
 - 6) That the budget monitoring position and balance of reserves be noted; and
 - 7) That the report and levels of CIL reserves be noted.

ACTION R Fitzgerald

It was acknowledged that this was the last Committee meeting at which the Finance Manager would be present before his retirement. Members wished to acknowledge this and show their appreciation of his service over many years and the dutiful way he has looked after the finances. Thanks were conveyed for his efforts and for the support given to Councillors to better their understanding.

F/6411

STAFFING PROPOSAL

Members considered the officer's report (*Annex B*) in relation to a future staffing proposal around the management of Carvers Clubhouse and events. The report explains how the current staffing model is unsustainable. The demands of managing Carvers Clubhouse are expected to increase with implementation of the Carvers Masterplan (managing funding and projects arising) as are those for running successful regular and additional one-off events to the standard expected (event workload and securing sponsorship).

Having looked at alternatives, the favoured option was to retain the manager role and to create a dedicated administrative role to support the manager. This proposal had been considered by the Events Management Sub-Committee and Carvers Working Party and both agreed to refer the matter to the Committee. While the proposed structure increases staffing costs by £17,007, this investment will support the delivery of relevant areas of the Council's Strategic Plan.

It was suggested that there should be the opportunity to review any new arrangements and a suitable timescale was discussed as the need for roles could change over time. The Town Clerk would seek advice from the HR consultant in relation to this.

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RESOLVED: That the proposed re-structuring be approved and advice be obtained in relation to the roles being for 3-year fixed term contracts.

ACTION C Wilkins / J Hurd

F/6412
COMPLAINTS PROCEDURE REVIEW

Members considered the Town Clerk's report (*Annex C*). This procedure is reviewed annually.

RESOLVED: That the Complaints Procedure be approved without amendment.

ACTION C Wilkins

F/6413
92 SOUTHAMPTON ROAD

Members received an update from the Town Clerk and Cllr Georgiou on the progress made with the refurbishment of 92 Southampton Road. They were thanked for their efforts and expertise in the matter. Contact has been made with the letting agents and the property will be marketed as soon as all the required certificates have been obtained.

RESOLVED: That the verbal update be noted.

F/6414
PROJECTS (current and proposed)

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

F/6415
EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED: That, in accordance with section 1(2) of the Public Bodies (Admission to Meetings) Act 1960, the press and public be excluded because publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted (*Confidential Annex E*).

F/6416
CHRISTMAS ILLUMINATIONS CONTRACT

Members considered the Town Clerk's report on Christmas illuminations (*Confidential Annex F*).

RESOLVED: 1) That the new design proposal and quote be accepted in full;
2) That £6,000.14 be transferred from the special reserve to the general reserve to ensure the additional cost in 2025-26 has no effect on the general reserve; and
3) That every effort be made to seek commercial sponsorship over the three years of the new contract with a view to minimizing its effect on the general reserve in financial years 2026-27 and 2027-28.

ACTION C Wilkins / R Fitzgerald

F/6417
STAFF MANAGEMENT MATTER

Members considered a confidential report (*Confidential Annex G*) from the Town Clerk.

RESOLVED: That the recommended course of action be approved.

ACTION C Wilkins

There being no further business, the Chairman closed the meeting at 7:45pm.

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

RECEIVED
30th April 2025

APPROVED
21st May 2025

TOWN MAYOR

COMMITTEE CHAIRMAN

RINGWOOD TOWN COUNCIL

FINANCIAL REPORTS FOR

POLICY & FINANCE COMMITTEE MEETING

23rd April 2025

Paid Expenditure Transactions

Start of year 01/04/24

paid between 01/03/25 and 31/03/25

A

(a)

Payment Reference	Paid date	Tn no Order no	Gross	Vat	Net	Cttee	Details	Heading
		4540/1	£0.00	£0.00	£0.00	P&F	Karl Hopper T/A IT4 Dorset	ESET Endpoint anti-virus licences 2000/1/15
	01/03/25	4540 RTC804903	£0.00	£0.00	£0.00		Karl Hopper T/A IT4 Dorset	Software licence fees 2000/1/15
		5426/1	£77.65	£12.94	£64.71	PT&E	SSE Southern Electric	AGR0219078 4000/1/2
		5426/2	£128.15	£6.10	£122.05	PT&E	SSE Southern Electric	AGR0219079 4000/1/2
DD 3	03/03/25	5426	£205.80	£19.04	£186.76		SSE Southern Electric	January 2025 4000/1/2
DD 1	03/03/25	5458	£195.00	£0.00	£195.00	RLOS	New Forest District Council	NFDC Rates Carvers Clubhouse March 2025 3802/1/6
DD 2	03/03/25	5459	£250.00	£0.00	£250.00	P&F	New Forest District Council	NFDC Rates Southampton Road March 2025 2100/3
DD	05/03/25	5460	£32.34	£5.39	£26.95	RLOS	Sky Business	05/03/25 - 04/04/25 3802/2/5
DD 1	10/03/25	5461	£436.86	£72.81	£364.05	P&F	Siemens	Quarterly lease 07/03/25 - 06/06/25 2000/1/9
DD 2	10/03/25	5462	£501.97	£83.66	£418.31	RLOS	Yu Energy	February 2025 3802/1/3
2431	11/03/25	5451 RTC806246	£15,120.00	£2,520.00	£12,600.00	P&F	Rcoutts Limited	Southampton Road stage payment re order 806246 2100/3
		5452/1	£168.90	£28.15	£140.75	RLOS	The Sign Maker	Order Ref - 2502.ANG.031 150 x 100 cast aluminium plaque inc P&P 3200/2/9
2432	11/03/25	5452 RTC806250	£168.90	£28.15	£140.75		The Sign Maker	Memorial Plaque 3200/2/9
FPO	11/03/25	5457	£100.00	£0.00	£100.00	P&F	Rae Frederick	Mayor's Allowance 2200/1/4
		5453/1	£9.86	£1.64	£8.22	RLOS	Hunt Forest Group	x1 multi-purpose grease 8 3000/2/4
		5453/2	£9.22	£1.54	£7.68	RLOS	Hunt Forest Group	x4 screw plugs 3000/2/4
2433	12/03/25	5453 RTC806251	£19.08	£3.18	£15.90		Hunt Forest Group	x1 multi-purpose grease 8 x4 screw plugs 3000/2/4
		5454/1	£210.00	£35.00	£175.00	RLOS	Solent Fire Safety Services	fire extinguisher training for grounds operatives 3002/1
2434	12/03/25	5454 RTC806239	£210.00	£35.00	£175.00		Solent Fire Safety Services	fire extinguisher training for grounds operatives 3002/1
2435	12/03/25	5455	£14.76	£2.46	£12.30	RLOS	Itec	Carvers Clubhouse February 2025 3802/2/2
2436	12/03/25	5456	£24.62	£4.10	£20.52	P&F	Itec	Gateway February 2025 2000/1/9
BP	14/03/25	5464	£900.00	£0.00	£900.00	P&F	Rae Frederick	Mayor's Allowance 2200/1/4
2437	17/03/25	5463 RTC806266	£105.00	£17.50	£87.50	P&F	Edge IT Systems Ltd	Set up an extra remote account plus add an additional concurrent user for 2 months 2000/1/15
FPO	17/03/25	5465	£1,700.00	£0.00	£1,700.00	P&F	Prudential	AVC March 2025 2600/1/3

Paid Expenditure Transactions

Start of year 01/04/24

paid between 01/03/25 and 31/03/25

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(a)

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading
FPO	17/03/25	5466		£4,419.87	£0.00	£4,419.87	P&F	Hampshire County Council	Pension February 2025
		5470/1		£96.00	£16.00	£80.00	RLOS	Concentrate Limited	internet services
		5470/2		£96.00	£16.00	£80.00	RLOS	Concentrate Limited	website hosting
2438	17/03/25	5470	RTC806235	£192.00	£32.00	£160.00		Concentrate Limited	Carvers Clubhouse website
		5471/1		£117.00	£19.50	£97.50	RLOS	Elliott Brothers Ltd	green treated softwood sleepers 100x200mm by 2.4m
		5471/2		£119.70	£19.95	£99.75	RLOS	Elliott Brothers Ltd	long rake welsh plum slate 40mm (20kg bag)
		5471/3		£14.41	£2.40	£12.01	RLOS	Elliott Brothers Ltd	forgefix spectre timberfix screws green 6.3x150mm box 50
		5471/4		£9.90	£1.65	£8.25	RLOS	Elliott Brothers Ltd	weedtex wwf1 weed control fabric 1mx15m
2439	17/03/25	5471	RTC806263	£261.01	£43.50	£217.51		Elliott Brothers Ltd	materials for war memorial beacon base
		5472/1		£60.75	£0.00	£60.75	P&F	Rory Fitzgerald	For period 1 Jan 2025 to 31 Dec 2025 adjusted to take into account retirement at end April 2025
2440	17/03/25	5472	RTC806268	£60.75	£0.00	£60.75		Rory Fitzgerald	CIPFA Subscription 2025
		5473/1		£4.58	£0.76	£3.82	P&F	Hampshire County Council	945798 Ice Packs
		5473/2		£4.73	£0.79	£3.94	P&F	Hampshire County Council	913200 Burn dressing
		5473/3		£6.01	£1.00	£5.01	P&F	Hampshire County Council	930354 Gauze swabs
		5473/4		£41.90	£6.98	£34.92	P&F	Hampshire County Council	816965 Blue paper rolls
		5473/5		£4.67	£0.78	£3.89	P&F	Hampshire County Council	611500 AA batteries x 10
		5473/6		£4.08	£0.68	£3.40	P&F	Hampshire County Council	610678 C batteries
		5473/7		£10.22	£1.70	£8.52	P&F	Hampshire County Council	613415 Clock - replacement for drop-in
2441	17/03/25	5473	RTC806254	£76.19	£12.69	£63.50		Hampshire County Council	First Aid / Caretaker supplies and batteries
		5474/1		£30.00	£5.00	£25.00	RLOS	Central Southern Security	Carvers - Intruder alarm
		5474/2		£102.00	£17.00	£85.00	RLOS	Central Southern Security	Clubhouse - CCTV Annual maintenance
		5474/3		£60.00	£10.00	£50.00	RLOS	Central Southern Security	Tractor Shed - Texecom D20 Dualtech wired
		5474/4		£33.60	£5.60	£28.00	RLOS	Central Southern Security	Cemetery - C2123A batteries for intruder alarm
		5474/5		£78.00	£13.00	£65.00	RLOS	Central Southern Security	Cemetery - CCTV Annual maintenance
2442	18/03/25	5474		£303.60	£50.60	£253.00		Central Southern Security	Annual Maintenance

Paid Expenditure Transactions

Start of year 01/04/24

paid between 01/03/25 and 31/03/25

A (a)

Payment Reference	Paid date	Tn no Order no	Gross	Vat	Net	Cttee	Details	Heading
		5475/1	£156.00	£26.00	£130.00	RLOS	Central Southern Security	Carvers Clubhouse Annual Maintenance Fee 3802/2/1
		5475/2	£158.40	£26.40	£132.00	RLOS	Central Southern Security	Carvers Clubhouse Digiair Annual Maintenance 3802/1/2
		5475/3	£24.00	£4.00	£20.00	RLOS	Central Southern Security	Carvers Clubhouse Annual Remote Reset Fee 3802/1/2
		5475/4	£156.00	£26.00	£130.00	RLOS	Central Southern Security	Cemetery Annual Maintenance Fee 3200/2/1
		5475/5	£231.00	£38.50	£192.50	RLOS	Central Southern Security	Cemetery Dualcom Annual Maintenance 3200/2/1
		5475/6	£24.00	£4.00	£20.00	RLOS	Central Southern Security	Cemetery Annual Remote Reset Fee 3200/2/1
		5475/7	£156.00	£26.00	£130.00	RLOS	Central Southern Security	Carvers Annual Maintenance Fee 3000/2/1
		5475/8	£231.00	£38.50	£192.50	RLOS	Central Southern Security	Carvers Dualcom Annual Maintenance 3000/2/1
		5475/9	£24.00	£4.00	£20.00	RLOS	Central Southern Security	Carvers Annual Remote Reset Fee 3000/2/1
2443	18/03/25	5475	£1,160.40	£193.40	£967.00		Central Southern Security	Annual Maintenance 01/03/25 - 28/02/26 3802/2/1
2444	18/03/25	5476 RTC806269	£620.00	£0.00	£620.00	RLOS	Nick Buxton QS Services Ltd	Contract management/cost monitoring services per invoice 0472 3350/10
BP	19/03/25	5467	£7,886.33	£0.00	£7,886.33	P&F	Inland Revenue	February 2025 2600/1/2
DD	19/03/25	5477	£43.20	£7.20	£36.00	RLOS	3G	February 2025 3000/1/6
DD	20/03/25	5478	£345.07	£57.51	£287.56	P&F	Elite Business Systems UK Ltd (EBS Telecoms)/BT Openreach	March 2025 calls 2000/1/11
2445	24/03/25	5479 RTC806281	£500.00	£0.00	£500.00	P&F	Youth Riders CIO	Grant - £500 to Youth Riders towards the costs of a gazebo and safety equipment (P&F 19/03/25) 2210/1
2446	24/03/25	5480 RTC806282	£400.00	£0.00	£400.00	P&F	FORIS (Friends of Ringwood Infants School)	Grant of £400 to purchase coloured bibs for sports day 2210/1
2447	24/03/25	5481 RTC806283	£500.00	£0.00	£500.00	P&F	Greening Ringwood CIC	Grant - £500 towards the costs of making raised beds at Greyfriars Garden. 2210/1
2448	24/03/25	5482 RTC806284	£800.00	£0.00	£800.00	P&F	Ringwood & District Girl Guides	Grant - £800 towards the cost of replacement toilet facilities 2210/1
2449	24/03/25	5483 RTC806285	£500.00	£0.00	£500.00	P&F	Ringwood Round Table	Grant - £500 towards the cost of refurbishing Santa's sleigh 2210/1
		5484/1	£1,415.88	£235.98	£1,179.90	RLOS	Marmax Products Limited	Heavy duty benches for Carvers 3802/2/2
		5484/2	£144.00	£24.00	£120.00	RLOS	Marmax Products Limited	Delivery 3802/2/2
2450	24/03/25	5484 RTC806221	£1,559.88	£259.98	£1,299.90		Marmax Products Limited	Benches for Carvers Recreation Ground 3802/2/2

Paid Expenditure Transactions

Start of year 01/04/24

paid between 01/03/25 and 31/03/25

A (a)

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading
		5485/1		£15.00	£0.00	£15.00	P&F	Trevor Pogson	Print materials 2200/1/5
2451	24/03/25	5485	RTC805909	£15.00	£0.00	£15.00		Trevor Pogson	Cost of materials for Town Mayor's portrait photo 2200/1/5
FPI	25/03/25	5495		£29,289.80	£0.00	£29,289.80	P&F	Salaries	March 2025 2600/1/1
		5486/1		£0.00	£0.00	£0.00	P&F	RFNewspaper	Advert for ATA 2000/1/7
	26/03/25	5486	RTC805755	£0.00	£0.00	£0.00		RFNewspaper	Advert for RTC Annual Town Assembly - quarter page - 1 issue - 92mmx127mm - order replaced with 806288 2000/1/7
2452	26/03/25	5487	RTC806259	£3,220.00	£536.67	£2,683.33	P&F	Carpet Barn and Bedstore	To supply and fit carpets at 92 Southampton road per sales quotation Q042765 dated 7/3/25 2100/3
		5488/1		£6,807.00	£0.00	£6,807.00	RLOS	Veolia ES UK Limited	Agreed contribution as Contributing Third Party to grant from Veolia Environmental Trust to Carvers 3350/13
2453	26/03/25	5488	RTC806278	£6,807.00	£0.00	£6,807.00		Veolia ES UK Limited	Third party contribution to VET project grant 3350/13
DD	27/03/25	5497		£755.20	£125.87	£629.33	P&F	British Gas	Greenways 05/02/25 - 07/03/25 2100/1
PAY	28/03/25	5496		£11.69	£0.00	£11.69	P&F	Lloyds Bank	Bank charges March 2025 2000/1/18
		5503/1		£70.00	£11.67	£58.33	RLOS	Amazon	noticeboard 3802/2/1
Lloyds CC Mar 25 1	28/03/25	5503	RTC806229	£70.00	£11.67	£58.33		Amazon	Noticeboard for oak room at Clubhouse 3802/2/1
		5504/1		£64.99	£0.00	£64.99	RLOS	Activity Toys Direct	replacement toy 3802/2/1
Lloyds CC Mar 25 2	28/03/25	5504	RTC806231	£64.99	£0.00	£64.99		Activity Toys Direct	replacement toy paid on credit card 3802/2/1
		5505/1		£27.49	£4.58	£22.91	RLOS	VistaPrint B.V	postcards for under 1s 3802/2/4
Lloyds CC Mar 24 3	28/03/25	5505	RTC806232	£27.49	£4.58	£22.91		VistaPrint B.V	Postcards for under 1s 3802/2/4
		5506/1		£312.38	£46.32	£266.06	RLOS	Booker	food for resale 3802/3/1
Lloyds CC Mar 25 5	28/03/25	5506	RTC806247	£312.38	£46.32	£266.06		Booker	food for resale order : 88287573.Paid on credit card 3802/3/1
		5507/1		£341.78	£34.81	£306.97	RLOS	Booker	food for resale 3802/3/1
Lloyds CC Mar 25 6	28/03/25	5507	RTC806242	£341.78	£34.81	£306.97		Booker	food for resale, order 88143188, paid on credit card 3802/3/1
		5508/1		£32.99	£0.00	£32.99	RLOS	screwfix	jcb wellington boots for grounds operative size 10(credit card) 3000/1/5

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paid between 01/03/25 and 31/03/25

A (a)

Payment Reference	Paid date	Tn no	Order no	Gross	Vat	Net	Cttee	Details	Heading	
Lloyds CC Mar 25 7	28/03/25	5508	RTC806245	£32.99	£0.00	£32.99		screwfix	JCB Hydromaster Size 10 Black Steel Toe Cap Safety Wellies (3862F)	3000/1/5
		5509/1		£36.30	£6.05	£30.25	RLOS	I-Hasco	training course	3802/2/6
Lloyds CC Mar 25 8	28/03/25	5509	RTC806248	£36.30	£6.05	£30.25		I-Hasco	Level 3 food hygiene course Bernadette Barratt	3802/2/6
		5510/1		£46.95	£7.83	£39.12	RLOS	Brisant Secure Limited	2 keys for front doors of clubhouse	3802/1/1
Lloyds CC Mar 25 9	28/03/25	5510	RTC806238	£46.95	£7.83	£39.12		Brisant Secure Limited	2 keys for clubhouse	3802/1/1
Lloyds CC Mar 25 10	28/03/25	5511		£177.12	£29.52	£147.60	P&F	Microsoft		2000/1/15
Lloyds CC Mar 11	28/03/25	5512		£277.63	£46.27	£231.36	P&F	Microsoft		2000/1/15
		5513/1		£406.14	£67.69	£338.45	P&F	Credit Card Supplier	Hire of 2 De- humidifiers and heater for 92 Southampton Road	2100/3
Lloyds CC Mar 25 12	28/03/25	5513	RTC806219	£406.14	£67.69	£338.45		Credit Card Supplier	Third week of hire of De-humidifiers for 92 Southampton Road plus heater, (National Tool Hire)	2100/3
		5514/1		£412.22	£68.70	£343.52	P&F	Credit Card Supplier	4th week of hire x2 dehumidifiers x1 heater for 92 southampton road(national tool hire)	2100/3
Lloyds CC Mar 25 13	28/03/25	5514	RTC806230	£412.22	£68.70	£343.52		Credit Card Supplier	4th week of hire dehumidifiers for 92 southampton rd plus one heater(national tool hire)	2100/3
		5468/1		£353.88	£16.85	£337.03	RLOS	Utility Warehouse	Energy	3200/1/1
		5468/2		£34.20	£5.70	£28.50	RLOS	Utility Warehouse	Phone & Broadband	3000/1/6
		5468/3		£2.40	£0.40	£2.00	RLOS	Utility Warehouse	Club	3200/1/1
DD 1	31/03/25	5468		£390.48	£22.95	£367.53		Utility Warehouse	UW Cemetery February 2025	3200/1/1
		5469/1		£153.09	£7.29	£145.80	RLOS	Utility Warehouse	Energy	3000/1/1
		5469/2		£2.40	£0.40	£2.00	RLOS	Utility Warehouse	Club	3000/1/1
DD 2	31/03/25	5469		£155.49	£7.69	£147.80		Utility Warehouse	UW Sports Pavilion February 2025	3000/1/1
		5489/1		£558.00	£93.00	£465.00	RLOS	Newlands Training	Tractor Driving Training for new Grounds Operative.	3002/1
2454	31/03/25	5489	RTC806197	£558.00	£93.00	£465.00		Newlands Training	Tractor Driving Training for new Grounds Operative	3002/1
		5490/1		£13,197.00	£2,199.50	£10,997.50	P&F	Gala Lights	Agreed settlement figure for contract cancellation	2400/2

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5490	31/03/25	5490	RTC806271	£13,197.00	£2,199.50	£10,997.50		Gala Lights	Festive illuminations services 2400/2
		5491/1		£138.00	£23.00	£115.00	P&F	Ringwood & Fordingbridge News	Issue 882 (1 May 2024) - quarter page 2000/1/17
2456	31/03/25	5491	RTC806288	£138.00	£23.00	£115.00		Ringwood & Fordingbridge News	Notice of Annual Town Assembly 2024 2000/1/17
2457	31/03/25	5492		£831.60	£138.60	£693.00	P&F	TC Group	Payroll Service Qtr4 2024/25 2310/1
2459	31/03/25	5493		£15.77	£2.63	£13.14	P&F	Itec	Gateway March 2025 2000/1/9
		5494/1		£61.22	£10.20	£51.02	RLOS	Letters & Logos Ltd	leaflets under 1s 3802/2/4
2460	31/03/25	5494	RTC806290	£61.22	£10.20	£51.02		Letters & Logos Ltd	A5 leaflets for under 1s 3802/2/4
		5498/1		£70.13	£11.69	£58.44	PT&E	SSE Southern Electric	AGR0219078 Continuous 4000/1/2
		5498/2		£115.73	£5.51	£110.22	PT&E	SSE Southern Electric	AGR0219079 Dusk to Dawn 4000/1/2
DD 3	31/03/25	5498		£185.86	£17.20	£168.66		SSE Southern Electric	February 2025 4000/1/2
NFDC Tfr12	31/03/25	5499		£2.96	£0.00	£2.96	RLOS	New Forest District Council	NFDC Tfr12 10/02/25 Purchases for resale 3802/3/1
NFDC Tfr12	31/03/25	5500		£14.18	£0.00	£14.18	RLOS	New Forest District Council	NFDC Tfr12 17/02/25 Purchases for resale 3802/3/1
NFDC Tfr12	31/03/25	5501		£1.20	£0.00	£1.20	RLOS	New Forest District Council	NFDC Tfr12 17/02/25 Purchases for resale 3802/3/1
NFDC Tfr12	31/03/25	5502		£0.88	£0.00	£0.88	P&F	New Forest District Council	NFDC Tfr12 Credit card charges 2000/1/18
FPI	31/03/25	5515		£6.80	£0.00	£6.80	RLOS	Sum Up	December 2024 Fees 3802/2/1
FPI	31/03/25	5516		£11.42	£0.00	£11.42	RLOS	Sum Up	January 2025 Fees 3802/2/1
FPI	31/03/25	5517		£15.65	£0.00	£15.65	RLOS	Sum Up	February 2025 Fees 3802/2/1
FPI	31/03/25	5518		£24.67	£0.00	£24.67	RLOS	Sum Up	March 2025 Fees 3802/2/1
		5519/1		£22.04	£0.00	£22.04	Counc	Ringwood Town Council	Coffee tea etc 10000
		5519/2		£8.15	£0.00	£8.15	Counc	Ringwood Town Council	Dishwasher tablets & Wipes 10000
		5519/3		£8.35	£0.00	£8.35	Counc	Ringwood Town Council	Letter for events - special delivery 10000
Petty Cash Mar 2025	31/03/25	5519		£38.54	£0.00	£38.54		Ringwood Town Council	Petty Cash March 2025 10000
Total				£97,567.03	£6,948.92	£90,618.11			

POLICY AND FINANCE COMMITTEE 23rd APRIL 2025

BANK BALANCES & PROPOSED TRANSFERS

Account Name	Predicted 31-Mar-25	Actual at 31-Mar-25	Predicted Movement	Proposed Transfers		Predicted 30-Apr-25
	£	£	£	Cash Out £	Cash In £	£
Imprest (Current) Account	25,839	132,419	217,363	-300,000	300,000	49,782
Business Account	30,802	55,810				55,810
Investment Accounts	355,000	305,000				605,000
Petty Cash - Imprest	178	178				178
Petty Cash - Carvers Clubhouse	50	50				50
VIC Change Float	50	50				50
Information Desk Float	75	75				75
TOTAL BANK BALANCES	411,994	493,582	217,363	-300,000	300,000	710,945

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

PROPOSED TRANSFER AUTHORISATIONS:

DATE

23/04/25

23/04/25

Investment Accounts	CCLA	Instant access
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Notes:

- Imprest Account**

Anticipated net expenditure to end April	£ 50,000
Plus Football development project stage payment	30,678
Plus MUGA stage payment	43,769
less Precept due end of April	-341,810
Net anticipated movement on imprest account	-217,363
- Investment Maturity**

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

REPORT TO POLICY & FINANCE COMMITTEE – 23rd April 2025**BUDGETARY CONTROL draft Outturn 2024/25****1. BACKGROUND**

1.1 The purpose of this report is to provide Members with a draft budget outturn report for the financial year 2024-25 just ended. There remain a small number of outstanding transactions to be processed into 2024/25 or the new year and these may alter the final outturn figures but any further changes will be small.

1.2 In January 2024, the Council approved a net budget of £643,525, including planned transfers to and from earmarked reserves. In December a revised budget of £680,298 was approved which, in order to balance, included a planned draw upon the general reserve of £36,733.

1.3 The approved and revised budget for 2024/25 may be summarised as follows:

	Original	Revised
	£	£
Revenue Expenditure	924,243	1,016,147
Capital Expenditure	235,000	341,865
Plus transfers to earmarked reserves	45,100	47,099
Less Revenue Income	-312,500	-282,062
Less Capital Income (grants)	-153,633	-276,041
Less transfers from earmarked reserves	- 94,685	-166,160
Net budget requirement	643,525	680,298
Funded by:		
Council Tax	643,525	643,525
Draw upon General Reserve		36,773

1.4 This report compares spend actual for the year against the revised budget and provides an updated prediction of the final expected outturn for the year. It was reported in March that there had been a modest improvement of around £19,000 in the budget outlook compared with the revised budget. This has now improved by a further £6,700 and the required draw upon the General Reserve to meet the budget deficit is now likely to be close to £11,000.

1.5 Total reserves (including rent & key deposits) stood at £639,190 at the 1st of April. An updated schedule of planned and actual movements on reserves is included at Appendix 2. Note that there are several incomplete capital schemes which have incurred expenditure in previous years. Future expenditure on these will be met from reserves. The transfers from reserves have been processed based on actual expenditure incurred and so the predicted closing reserves figure will be very close to outturn. Note that a large grant payment in respect of the MUGA was received on the 31st March and is included in the reserves balances.

1.6 A summary income & expenditure comparison report is included at Appendix 1. This compares actual income and expenditure for the year to date, together with outstanding commitments, with the revised income and expenditure budgets for the year as described in 1.3 above. The net budget deficit reported, of £156,384 is the figure before transfers to and from reserves, including the General Reserve, are taken into account.

2. INCOME & EXPENDITURE TO THE END OF MARCH 2025

- 2.1 Total income recorded to the end of March amounts to £1,511,268 but this includes £643,525 precept together with £128,852 in respect of CIL, grant income and other payments all of which have been taken to reserves, and £66,960 in respect of the football project which has been used to defray expenditure. The sum also includes £320,000 which has been invoiced in respect of the football project but which we don't expect to receive until the end of the project. Income recorded to date against the revised revenue budget therefore amounts to £351,716, which is somewhat more than was anticipated in the revised income budget for the year and represents an over-recovery of £69,654. Note, this figure includes due and unpaid transactions, that is, invoices that have been raised but which have not yet been settled.
- 2.2 Approximately half of this apparent over-recovery is due to the presentation of the figures in the budget comparison report which, whilst it includes income that has been invoiced but not yet received, also includes some income which is due in 2025/26. Work is progressing to identify and ensure that all income transactions are recorded in the appropriate year. However, there are nevertheless some positive income variances which have helped to improve the outturn position. These have been reported previously but include events income, Carvers Clubhouse café income, cemetery fees, allotment rents and interest receipts. Cemetery fee income which now stands at £33,961 for the year comfortably exceeds the revised budget and is approaching the original budget of £37,922. Income generation has performed well in other areas, notably events, but it should be noted that some of the additional income will be partially offset against additional expenditure as is the case, for example with Carvers café. Note also that the larger than predicted surplus on events will all be taken to the events reserve.
- 2.3 Expenditure to the end of March totalled £1,358,797. A credit balance on the tax and pensions control accounts, pending settlement of monies due to H M Revenue and Customs and Hampshire Pension Services, adds a further £19,895 making expenditure to the end of March £1,378,692. Excluding capital expenditure funded from grants and reserves reduces this to £999,027 which is 98.3% of the revised budget.
- 2.4 This underspend takes into account the reduced fee paid in respect of Christmas lighting. The resulting underspend of £10,283 has been taken to reserves to mitigate any future increase in the cost of provision of the Christmas display. When this sum is added to the expenditure total, the outturn increases to 99.3% of the revised budget, an underspend of £6,800.
- 2.5 This residual underspend results from a large number of small variances but there is one significant underspend in respect of machinery maintenance. The budget for this was increased in January following a discussion with the grounds manager who was concerned that there were insufficient funds to meet the maintenance requirement. However, much of the maintenance has not yet been delivered and remains outstanding. It is proposed, therefore that the underspend of £3,000 be set aside to enable the additional work to be carried out in the new financial year, following a review of the machinery replacement schedule.
- 2.6 The net effect of these budget variances is that there will be a reduced outturn deficit of around £11,000, an improvement of £26,000 against the revised budget.

3. GROWTH & CAPITAL PROJECTS

- 3.1 Capital expenditure in 2024/25 is summarised in the table below. Note, this includes some items which are shown under revenue in the accounts, such as machinery purchases, although they are funded from reserves. The multi-use games area (MUGA) at Carvers has now commenced and grant money has been received for the project. Similarly, work on the Skateramp at North Poulner has commenced as has the refurbishment of 92 Southampton Road. In addition, grant funding has been received for the provision of solar panels at Carvers Clubhouse and this project is also progressing in the current year. Note, the Columbarium project has now been cancelled.
- 3.2 All the expenditure incurred on these projects will be met from earmarked reserves and grants. The spend for the year to date is as follows:

	Current Budget	Spend to February
• Football Development Project	£300,000	£ 326,647
• Carvers Workshop Feasibility	£ 4,835	£ 6,235
• Machinery/equipment purchase	£ 36,000	£ 2,337
• Columbarium*	£ 13,200	£ 2,944
• MUGA at Carvers	£ 6,800	£ 6,807
• Skateramp Nth Poulner	£ 16,290	£ 5,330
• Thriving Market Place	£ 10,000	£ 10,000
• Poulner lakes Access Improvement	£ -	£ 900
• Carvers Clubhouse Solar Panels	£ 550	£ 13,742
• 92 Southampton Road Refurbishment	£ 0	£ 16,943
Total	£387,675	£391,885

*The Columbarium project has now been cancelled.

- 3.3 Members should note that as we approach the end of the contract for the provision of a new clubhouse and facilities at Long Lane, some of the funding is being withheld pending completion and the Town Council is carrying a short term deficit which is currently around £300,000 (plus VAT which is reclaimed quarterly). Invoices have been raised for the outstanding sums, however, whilst the funding is expected to be received, this deficit reduces the Town Council balances held with the CCLA and hence interest earned.

4. RESERVES & BALANCES

- 4.1 At the end of 2023/24 the total balance on reserves was £619,621, consisting of £254,457 in the general reserve and £365,165 earmarked reserves. A further £19,569 was held in the form of rent & key deposits on behalf of tenants, sports clubs and allotment holders. Total opening reserves were therefore £639,190.
- 4.2 Contributions to reserves, including the surplus on events, has added £64,720 to earmarked reserves whilst funding capital expenditure and particular expenses has reduced reserves by £150,019 (This includes the application of funds put aside to meet carried over expenditure from 2023/24). Additional receipts totalling £128,788 have been received. This includes CIL receipts totalling £15,878. The balance of earmarked reserves has therefore increased by £40,798 to £405,963.

- 4.3 The latest budget outturn prediction suggests a budget shortfall for the year of £10,700 which will have to be covered by the general reserve which is now expected to reduce to £246,444 by year end.
- 4.4 The revised schedule of reserves, together with planned movements for the year, is illustrated at Appendix 2. Note that the proposed retention of budget underspends in respect of equipment maintenance is not reflected in the schedule of reserves.

5. RECOMMENDATIONS

It is **recommended** that: -

- 6.1 The budget monitoring position be noted.
- 6.2 Members approve the retention of the equipment maintenance underspend to meet a predicted requirement in 2025/26.
- 6.3 Members note the balances of Reserves.

For further information please contact:

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For further information please contact:

Chris Wilkins, Town Clerk

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Chris.wilkins@ringwood.gov.uk

Financial Budget Comparison

Comparison between 01/04/24 and 31/03/25 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/24

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(d)

Appendix 1

		Revised	Reserve Movements	Actual Net	Balance
INCOME					
Policy & Finance					
280	Carvers Club House Income	£0.00	£0.00	£0.00	£0.00
999	Suspense	£0.00	£0.00	£0.00	£0.00
Total Policy & Finance		£0.00	£0.00	£0.00	£0.00
Recreation, Leisure & Open Spaces					
300	Revenue Income (RLOS)	£26,507.00	£4,728.00	£33,158.67	£1,923.67
310	Events	£30,000.00	£0.00	£42,625.21	£12,625.21
320	Cemetery Income	£19,332.00	£0.00	£33,961.22	£14,629.22
330	Allotment Income	£6,400.00	£0.00	£7,622.67	£1,222.67
350	Capital Income	£276,041.00	£0.00	£387,175.00	£111,134.00
380	Carvers Clubhouse	£26,800.00	£0.00	£28,039.09	£1,239.09
Total Recreation, Leisure & Open Spaces		£385,080.00	£4,728.00	£532,581.86	£142,773.86
Planning, Town & Environment					
400	Income	£1,100.00	£10,000.00	£11,100.00	£0.00
Total Planning, Town & Environment		£1,100.00	£10,000.00	£11,100.00	£0.00
Council					
100	Precept	£643,525.00	£0.00	£643,525.00	£0.00
102	Interest Business A/c	£0.00	£0.00	£363.14	£363.14
110	Client Deposits	£0.00	£0.00	£0.00	£0.00
200	Revenue Income	£171,923.00	£114,124.20	£323,698.29	£37,651.09
Total Council		£815,448.00	£114,124.20	£967,586.43	£38,014.23
Total Income		<u>£1,201,628.00</u>	<u>£128,852.20</u>	<u>£1,511,268.29</u>	<u>£180,788.09</u>

Financial Budget Comparison

Comparison between 01/04/24 and 31/03/25 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/24

		Revised	Reserve Movements	Actual Net	Balance
EXPENDITURE					
Policy & Finance					
2000	Establishment	£126,651.00	£0.00	£128,994.25	-£2,343.25
2100	Maintenance	£93,680.00	£50,180.33	£97,635.34	£46,224.99
2200	Democratic Process (members Costs)	£14,482.00	£0.00	£13,412.65	£1,069.35
2210	Grants	£5,200.00	£0.00	£5,200.00	£0.00
2300	Employee Costs- Allocated Office Staff	£122,411.00	£0.00	£121,603.96	£807.04
2310	Employee overhead Costs	£4,742.00	£0.00	£6,592.03	-£1,850.03
2400	Other	£35,390.00	£3,000.00	£22,586.85	£15,803.15
2500	Capital Financing	£61,478.00	£0.00	£61,478.32	-£0.32
2501	Capital	£650.00	£2,748.39	£30,784.65	-£27,386.26
2600	Wages Control Account	£0.00	£0.00	-£19,895.14	£19,895.14
2801	Carvers Employee Costs	£0.00	£0.00	£0.00	£0.00
2802	Carvers Club House- Expenditure	£0.00	£0.00	£0.00	£0.00
9999	Suspense	£0.00	£0.00	£0.00	£0.00
Total Policy & Finance		£464,684.00	£55,928.72	£468,392.91	£52,219.81
Recreation, Leisure & Open Spaces					
3000	Recreation & Leisure (Other)	£92,600.00	£7,336.73	£58,227.00	£41,709.73
3001	RL&OS -Employee Costs	£181,843.00	£0.00	£183,785.96	-£1,942.96
3002	Employee Costs	£1,750.00	£0.00	£1,468.00	£282.00
3100	Events	£24,012.00	£2,747.50	£29,244.92	-£2,485.42

Financial Budget Comparison

Comparison between 01/04/24 and 31/03/25 inclusive. Includes due and unpaid transactions. Includes commitments.

Excludes transactions with an invoice date prior to 01/04/24

		Revised	Reserve Movements	Actual Net	Balance
3101	Events - Employee Costs	£16,736.00	£0.00	£16,590.05	£145.95
3200	Cemetery	£9,360.00	£0.00	£10,739.62	-£1,379.62
3201	Cemetery -Employee Costs	£59,706.00	£0.00	£59,948.65	-£242.65
3300	Allotments	£2,200.00	£0.00	£1,900.47	£299.53
3301	Allotments -Employee Costs	£20,294.00	£0.00	£20,324.29	-£30.29
3350	Capital Expenditure	£341,215.00	£44,419.90	£348,880.05	£36,754.85
3801	Youth Services Employee costs	£58,069.00	£0.00	£61,544.99	-£3,475.99
3802	Carvers Clubhouse	£44,737.00	£22,477.93	£56,979.49	£10,235.44
Total Recreation, Leisure & Open Spaces		£852,522.00	£76,982.06	£849,633.49	£79,870.57
Planning, Town & Environment					
4000	Planning, Town & Environment	£3,550.00	£960.00	£3,509.25	£1,000.75
4001	Employee Costs	£27,256.00	£0.00	£27,260.88	-£4.88
4050	Capital Expenditure	£10,000.00	£10,000.00	£10,000.00	£10,000.00
Total Planning, Town & Environment		£40,806.00	£10,960.00	£40,770.13	£10,995.87
Council					
10000	Petty Cash - Office	£0.00	£20.00	£0.01	£19.99
10001	Petty Cash - Youth	£0.00	£0.00	£0.00	£0.00
10002	Petty Cash - Visitor Information Centre	£0.00	£0.00	£0.00	£0.00
10003	Petty Cash - Information Desk	£0.00	£0.00	£0.00	£0.00
10110	Deposit Refunds	£0.00	£0.00	£0.00	£0.00
10111	Bank Charges	£0.00	£0.00	£0.00	£0.00
Total Council		£0.00	£20.00	£0.01	£19.99
Total Expenditure		<u>£1,358,212.00</u>	<u>£143,890.78</u>	<u>£1,358,796.54</u>	<u>£143,106.24</u>

Financial Budget Comparison

Comparison between 01/04/24 and 31/03/25 inclusive. Includes due and unpaid transactions. Includes commitments.
Excludes transactions with an invoice date prior to 01/04/24

Appendix 1

	Revised	Reserve Movements	Actual Net	Balance
Total Income	£1,201,628.00	£128,852.20	£1,511,268.29	£180,788.09
Total Expenditure	£1,358,012.00	£143,890.78	£1,358,796.54	£143,106.24
Total Net Balance	-£156,384.00		£152,471.75	

RESERVES AND PROVISIONS - MOVEMENT & BALANCES

1st April 2024 to 31st March 2025

	Actual Balance 01/04/24 £	Planned and Proposed Movements 2024/25:					Estimated Balance 31/03/25 £
		from Revenue £	to revenue		Capital & Other Receipts £	between provisions £	
			base budget £	Growth £			
<u>EARMARKED PROVISIONS</u>							
I.T. & Equipment	25,600	2,700					28,300
Gateway	25,000	0					25,000
Cemetery	26,033	1,000					27,033
Buildings Reserve	64,502	5,500		-19,626	1,158		51,534
Election	0	5,000					5,000
Vehicle & Machinery	33,883	20,000		-2,337			51,546
Play Equipment	15,616	6,900					22,516
Memorials	0	0					0
Christmas Lights	0	10,283					10,283
Carvers Clubhouse equipment reserve	6,682	1,000	-946	-2,748			3,989
Ringwood Events	13,172	9,338	-3,000	-2,748			16,762
Memorial Lantern	0	0					0
Carvers Grounds	2,480	0		-2,305			175
Carvers Sheds Feasibility	3,075			-3,075			0
Infrastructure & Open Spaces	17,370	3,000		-4,999			15,371
Open Spaces Security Measures	1,406						1,406
Neighbourhood Plan	3,383	0					3,383
Football development Project	23,959	0		-23,959			0
Budget Underspends retained for use in 2022/23*	35,225	0		-35,225			0
Total Provisions	297,387	64,721	-3,946	-97,021	1,158	0	262,298
<u>RESERVES</u>							
Earmarked Reserves:							
Dev Contribs	14,765		-960	-10,000	10,000		13,805
Cem Maint	500		-230				270
Dev Cons(CIL)	29,030			-9,751	15,878		35,158
Capital Receipts	18,942						18,942
Grants Unapplied	4,540			-26,535	97,024	-2,690	72,339
Loans Unapplied	0						0
Budget Underspends retained for use in 2022/23*				-1,576	4,728		3,152
Total Earmarked Reserves and Provisions	365,165	64,721	-5,136	-144,883	128,788	-2,690	405,964
General Reserve	254,457			-10,702		2,690	246,445
Key & Rent Deposits	19,569			-20	64		19,613
Total Reserves & Customer Deposits	639,190	64,721	-5,136	-155,605	128,852	0	672,022

A prioritised schedule of infrastructure projects that may depend on CIL funding appears in draft form on the second page below.

Schedule of Anticipated Infrastructure Needs

Description	Item No.	Estimated cost (if known)			
		Mandatory			Discretionary/ Uncertain
		Immediate	1-5 years	5+ years	
Re-paint footbridge at Jubilee Gardens	1	£5,000	-	-	-
Access road re-surfacing at Poulner Lakes	2	£15,000	-	-	-
Cemetery - New provision for cremated remains	3	-	TBA	-	-
Access road maintenance at Crow Arch Lane Allotments	4	-	TBA	-	-
Access and boundary works at Southampton Road Allotments	5	-	-	-	TBA
Additional pedestrian gate at North Poulner Play Area	6	-	-	-	TBA
Boundary wall repairs at Dr Little's Garden	7	-	TBA	-	-
Replacement footbridge over Lin Brook	8	-	-	-	TBA
Boundary fence at Upper Kingston Allotments	9	£4,650	-	-	-
Bus shelter repairs and replacements	10	£18,000	-	-	-

Business Case: Restructuring the Clubhouse and Events Manager Role

Executive summary

This business case proposes restructuring the staffing around the management of Carvers Clubhouse and associated services and the delivery of Town Council events by introducing a dedicated Clubhouse & Events Support Officer. The aim is to address ongoing challenges related to workload management, staffing limitations, and growing event demands. This new structure would reduce reliance on overtime, ensure sustainable service delivery and enable strategic growth aligned with the Council's objectives.

Introduction

Due to the current incumbent transitioning to a different role, this is an opportune time to review the staffing model for Carvers Clubhouse and Events Management. Officers believe that the current structure is unsustainable due to an increasing workload, expanding event commitments, and insufficient staffing to effectively manage operational demands. This business case outlines the need for a revised staffing structure, comprising a manager and a dedicated administrative support officer, to ensure efficient service delivery, reduce reliance on overtime, and provide capacity for future growth.

History of the Role

1. Initially recruited in 2018 as the Clubhouse Manager (18 hours per week).
2. Later assumed a temporary Events Officer role, expected to require one extra day (7.4 hours) per week.
3. As events grew in size and scope, that role transitioned to Events Manager (12 hours per week).
4. The roles were merged into a single 30-hour per week contract to reduce the payroll administration burdens and reduce the two job descriptions to one.

It may be worth highlighting what has been achieved since the Town Council took the decision to invest in dedicated management of both the Clubhouse and events. For example, both our main events (Fireworks and Winter Wonderland) have become firm fixtures in the event diary, both have grown in size, scope and income (even Wonderland generated a profit last year).

Why change is necessary

Current workload

The current Manager accrued almost 128 hours of TOIL last year — a clear indication that the role consistently exceeds its 30 contracted hours. For any new postholder, this level of demand would be unmanageable without structural change.

The current split of 18 hours for Clubhouse and 12 for events is not viable. Major events like Fireworks and Winter Wonderland require near full-time focus in the weeks leading up to them, leaving limited capacity for effective Clubhouse management. Likewise, school holidays and the period leading up to them demand a full presence at Carvers. These pressures are spread throughout the year, making the idea of offsetting busy periods with quieter ones unrealistic in practice.

Strategic growth

The Council's events calendar has grown significantly, and both areas of work; Carvers,

through the masterplan; and events are identified in the Council's strategic plan as areas for growth. Each new commitment increases the planning, delivery, and coordination workload — stretching the existing capacity even further.

Volunteer Reliance and Governance

While volunteers are vital to event delivery, the increasing size and complexity of events means we cannot rely as heavily on them as we might have hoped in the past. Moreover, as a public authority, the Council is subject to strict governance and financial regulations — and only a paid officer can be held formally accountable for compliance and operational delivery.

Weekend Working and Rising Costs

Weekend working is frequently required for events and activities, often at overtime rates (time and a half or double time). This places a growing strain on the staffing budget and raises concerns about long-term sustainability.

Administrative Burden and Support Gaps

A significant portion of the Manager's time is spent on administrative tasks — such as bookings, communications, and volunteer coordination — which would normally be handled by dedicated support staff. This leads to inefficiencies and higher staffing costs.

Additional administrative help is often needed during peak periods, but challenges arise when temporary staff or volunteers are not line managed by those they're supporting, which can impact consistency and delivery.

Pay, TOIL, and leave calculations also place a disproportionate admin burden on a small team and further complicate resource planning.

Options

To resolve the challenges identified above, the options for the Council would be to:

- Increase staffing capacity (by adding hours to the Manager role, separating out the two roles or creating a support role), or
- Reduce the scope of work to fit within existing hours.

Recommended option

It is officers' view that, if the Council wishes to maintain current levels of service or indeed increase them, the recommended option would be to restructure the staffing model to include a single manager with dedicated administrative support.

This will:

- Provide the necessary capacity to manage existing events effectively and allow for strategic growth.
- Release central administrative time to work on other strategic projects including communications.
- Reduce reliance on overtime, ensuring a more predictable and manageable staffing budget.
- Improve operational efficiency by streamlining administrative processes.

- Enhance job satisfaction and staff retention by addressing workload concerns.
- Ensure better continuity of service, with dedicated administrative support covering workload peaks and staff absences.

Responsibilities:

Clubhouse & Events Manager (30 hours per week, including weekend work)

- Overall management and development of Clubhouse and Carvers operations.
- Overall management and organisation of events run by the Town Council.
- Management of youth services and projects, acting as the main point of contact for youth initiatives across the Council.
- Budget management, securing external funding through grants and sponsorship, and generation of income via sales and bookings.
- Implementation of projects related to the Carvers Masterplan.
- Development of new events aligned with the Council's Strategic Plan.
- Oversight of community engagement and partnerships to strengthen local involvement in events and Carvers or youth related projects.
- Line management of staff and volunteers, ensuring effective team coordination.
- Ensuring the smooth operation of the Clubhouse and successful delivery of events.
- Marketing and communications (social media, website, event promotion).

Clubhouse & Events Administrator (Part-Time, 20-25 hours per week)

- Event logistics support and Clubhouse administration (bookings, maintenance scheduling).
- Volunteer coordination and general administrative support to the Manager.
- Management of cricket bookings, website updates, and event promotion.
- Minute-taking for Event Sub-Committee and Carvers Working Party meetings.
- Administration for events (e.g., market bookings, shop window competition).
- In the future, taking responsibility for MUGA bookings.

Other options considered

While the Clubhouse and Events roles were previously separate, returning to this model is not recommended. The nature of event work makes it difficult to recruit someone willing to work intensively in the lead-up to events and scale back during quieter periods. There is also significant overlap in the skills and responsibilities required for both roles. With many of the events taking place at Carvers, having a single manager oversee both the venue and events supports operational efficiency.

Cost of proposal

Position	Salary	Employer's NI	Employer's Pension	Total Cost
Manager (SCP 26, 30 hrs/week)	£28,899	£3,585	£6,184	£38,668
Assistant (SCP 13, 20 hrs/week)	£15,020	£1,503	£3,214	£19,737
Total New Costs				£58,405
Current Costs (SCP 29, 30 hrs/week)	£30,901	£3,885	£6,613	£41,398
Difference				£17,007

Conclusion

In summary, the current staffing model is unsustainable given the increasing demands of Carvers Clubhouse and Town Council events. While the proposed structure increases staffing costs by £17,007, this investment will support the delivery of relevant areas of the Strategic Plan, as agreed by the Council. Based on progress made over recent years, it should also create opportunities for increased revenue making it a sustainable long-term solution. However, officers recognise the Council's challenging financial position.

If the Council wishes to maintain the current budget, it should reduce the workload expectations for the new Manager. This may require scaling back event commitments, limiting new initiatives, or reprioritising responsibilities to align with available resources.

Charmaine Bennett
Carvers Clubhouse and Events Manager
08/04/25

POLICY & FINANCE COMMITTEE

23rd April 2025

Annual Review of Complaints Procedure

1. Introduction and reason for report

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

2. Background information and options

- 2.1 The current procedure attached as Annex 1 was thoroughly updated and approved by this committee in May 2022 and reviewed last April.
- 2.2 During the last twelve months one matter required formal handling as a complaint (see item C/7283 in the Council minutes of 29th January 2025) but 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 subject to any changes deemed appropriate (none are recommended by officers).**

For further information, contact:

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



Ringwood Town Council

Complaints Procedure

Adopted: 18th May 2022

Contents

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

How we will deal with complaints

Our aims for this procedure are

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

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

The scope of this procedure

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

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

- Allegations or complaints about the behaviour of one or more of our councillors. (We are required to report allegations that a councillor has failed to declare a 'disclosable pecuniary interest' to the Police. If we receive an allegation of any other type of breach of our **Code of Conduct** we will offer the complainant the opportunity of informal resolution through the intervention of the Town Clerk and Town Mayor (or Deputy Mayor) but if this is declined or unsuccessful we are required to report the matter to the Monitoring Officer at New Forest District Council. The Council has no power to consider other complaints about councillors.)
- Requests relating to personal data protection ('subject access requests') will be handled in accordance with our **Data Protection & Information Policy**
- Requests for information/documents held by the council ('freedom of information requests') will be handled in accordance with our **Data Protection & Information Policy** and our **Publication Scheme**
- Grievances raised by members of staff will be handled in accordance with the Grievance Procedure set out in our Employee Handbook
- Matters which concern other councils, organizations or individuals – we will always try to help the complainant raise these with the appropriate authority. Our staff may agree to report the matter themselves but are not obliged to do so.

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

Our Procedure

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

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

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

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

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

Complaints should be made to:

The Town Clerk
Ringwood Town Council
Ringwood Gateway
The Furlong
Ringwood
BH24 1AT

Telephone: 01425 473883

Email: town.council@ringwood.gov.uk

Appendix

Procedure to be followed at meetings of the complaints panel

Before the Meeting:

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

At the Meeting:

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

After the Meeting:

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

Current Projects Update

D

No.	Name	Status	Recent developments	Description and notes	Lead Officer/Member	Financing
Full Council						
No live projects						
Planning Town & Environment Committee						
PTE3	Crow Stream Maintenance	Annual recurrent	Spraying of stream banks undertaken 19/06/24, annual flail was carried out in August and stream clearance by volunteers on 3 October. Working with various agencies and local landowners on developing wider project on holding back flood water and increasing outflow.	Annual maintenance of Crow Ditch and Stream in order to keep it flowing and alleviate flooding	Deputy Town Clerk	Budget of £1,000 funded by transfer from earmarked reserve. £960 spent in 2024/25.
PTE6	Shared Space Concept - Thriving Market Place	In progress	Clarification being sought from HCC (with help from County Councillor Thierry) on completion of work outlined in Project Brief and use of £10,000 grant. Consultation with stakeholders to be arranged, prior to wider public consultation.	Concept for town centre shared space identified through work on the Neighbourhood Plan. Working in partnership with NFDC and HCC.	Deputy Town Clerk	HCC funded survey work. £10,000 grant from UKSPF (via NFDC). NFDC Cabinet agreed on 02/10/2024 to allocate a share of £4.5 million CIL funds to the scheme.
	Greening Ringwood	In progress	Official launch of Phase 2 held on 20/04/2024 in Gateway Square. Update on activities presented to Committee in September 2024.	Greening Campaign Phase 2 to run from Sept 2023 to July 2024, focussing on making space for nature; energy efficient greener homes; climate impacts on health and wellbeing; waste prevention; and cycle of the seed.		£50 signing up fee funded from General Reserve.
	Bus Shelters	In progress	Action Plan prepared. Awaiting response from HCC about possible funding before proceeding further. Action to install new bench beside shelter in Salisbury Road (A338 northbound) being progressed.	Review of Council owned bus shelters.		No agreed budget
Projects being delivered by others which are monitored by the Deputy Clerk and reported to this committee:						
	Crow Lane Footpath	In progress	Developers' contributions paid to HCC to implement. Additional funds required to progress and approved by NFDC Cabinet on 02/11/2022. HCC working on design, with expected delivery in summer 2025.	New footpath to link Beaumont Park with Hightown Road, alongside west of Crow Lane	Hampshire CC	Developers contributions
	Railway Corner	In progress	Project supported by RTC. Planning application approved (23/11081). Works on site commenced.	Project to improve and promote historical significance of triangle of land at junction of Hightown Road and Castleman Way.	Ringwood Society	No financial implications.
	Memorial Bench for Michael Lingam-Willgoss	In progress	Consent to install bench has been granted by HCC. Legal fees covered by County Cllr Thierry. Date for installation yet to be agreed.	Provision of memorial bench in Market Place in memory of Michael Lingam-Willgoss.	Ringwood Carnival / Ringwood Rotary	No financial implications.
Policy & Finance Committee						
PF5	Poulner Lakes Lease	On hold		Negotiating a lease from Ringwood & District Anglers' Association of the part of the site not owned by the Council	Town Clerk	Some provision for legal advice or assistance may be needed eventually.
PF11	92 Southampton Road	In progress (commenced March 2023)	Vacant possession has been recovered. The planned re-furbishment prior to re-letting was delayed by a damaging break-in but is nearing completion.	Reviewing the letting of this council-owned house	Town Clerk	The refurbishment will be funded from the buildings reserve.
Recreation, Leisure & Open Spaces Committee						
RLOS4	Grounds department sheds replacement	In progress (Commenced design work in April 2021.)	The planning application has been submitted and registered.	A feasibility study into replacing the grounds maintenance team's temporary, dispersed & sub-standard workshop, garaging and storage facilities. Combined with a possible new car park for use by hirers of and visitors to the club-house.	Town Clerk	Revised capital budget of £4,000 (originally £10,000 until virement to RLOS19)
RLOS5	Cemetery development	Cancelled January 2024	The proposed columbarium/memorial wall was scrapped following the cemetery base budget review. A panel has been appointed to consider alternative developments when officer time is available.	Planning best use of remaining space, provision for cremated remains, etc.	Town Clerk	Capital costs will be met from a combination of earmarked reserves.

RLOS10	Waste bin replacement programme	In progress (Commenced April 2020)	Future needs are being assessed.	Three-year programme to replace worn-out litter and dog-waste bins	Grounds Manager	Budget of £2,000 a year.
RLOS14	Poulner Lakes waste licence	In progress	The permit surrender application and associated report and forms has been submitted to Environment Agency.	Arranging to surrender our redundant waste licence to avoid annual renewal fees	Town Clerk	One-off costs of about £8,000 will save the council annual recurring charges of about £1,000 each.
RLOS21	Poulner Lakes track maintenance	In progress (under discussion since Jan. 2021)	NFDC has developed a concept design of an improved access on the basis that RTC will fund essential maintenance/improvements to the vehicular access element and NFDC will fund the rest. Solicitors are preparing the documents required to resolve the boundary discrepancies.	Devising a sustainable regime for maintaining the access tracks at Poulner Lakes to a more acceptable standard.	Town Clerk	Yet to be settled
RLOS23	North Poulner Play Area skate ramp request	In progress (commenced Mar. 2023)	A 'half-pipe' has been identified as a likely cheaper and easier option. The costs are now clearer and the funding arrangements were agreed at the P&F meeting on 18th September.	A local resident requested provision of a 'quarter-pipe ramp' at this site and has been fund-raising for it	Deputy Town Clerk	Total cost of project £16,290 to be funded by various donations (£7,665), an NFDC Community Grant of £5,915 and the remaining £2,710 from CIL funds held by RTC (F/6343 P&F 18/9/24).
RLOS25	Open Spaces Management Review	Commenced September 2024	The task and finish group has agreed a list of sites and considered practical information about these. Preparation of reports for each site is now in the final stages.	A strategic priority project to review the council's management of all its public open and green spaces	Town Clerk	Staff time only
RLOS26	Carvers Development Phase 1	Commenced Sept. 2024	A contract for the main elements has been awarded and completed following a public tender. The funding agreement with Veolia Environmental Trust has also been completed and consent to start granted. An order has been placed and the work is expected to be done before the start of the schools' summer holiday.	Replacing the tennis courts with a multi-use games area, creating a timber log walk with benches and boulders and pollinator planting.	Town Clerk	£73,000 for the main elements. Supported by a £68,072 grant (90% from Veolia Environmental Trust and 10% from RTC's CIL reserve)
RLOS27	Carvers Clubhouse Solar Panels	Commenced Nov. 2024	Installation has been completed.	Installing photo-voltaic panels on the Clubhouse roof to achieve a long-term saving in energy costs.	Town Clerk	£18,322.50. £15,000 grant from HCC Parishes Fund. £3,322.50 from RTC reserves.
RLOS28	Skate Park Picnic Tables	Completed in April 2025.	Benches now received and installed.	Replacing the two large picnic tables beside the skate park at Carvers which are beyond further repair	TBA	Est. £3,000. £750 grant received from Carnival Club. Balance TBA

Staffing Committee

None

D

Proposed/Emerging Projects Update

No.	Name	Description	Lead	Recent developments	<div>Progress / Status</div> <div>Stage reached</div>	Estimated cost	Funding sources	
Full Council								
	None							
Planning Town & Environment Committee								
	Roundabout under A31	Planting and other environmental enhancements		Area being used by National Highways for storage of materials during works to widen the A31.	Floated as possible future project			
	Lynes Lane re-paving	Ringwood Society proposal			Floated as possible future project			
	Rear of Southampton Road	Proposal by Ringwood Society to improve appearance from The Furlong Car Park and approaches			Floated as possible future project			
	Dewey's Lane wall	Repair of historic wall		Re-build/repair options and costs are being investigated	Shelved as a TC project			
	Signage Review	Review of signs requiring attention - e.g. Castleman Trailway, Pocket Park, Gateway Square	Cllr Day		Floated as possible future project			
	Crow ditch	Investigate works required to improve capacity and flow of ditch alongside Crow Lane, between Hightown Road and Moortown Lane					Developers contributions	
Policy & Finance Committee								
	Paperless office	Increasing efficiency of office space use	Cllr. Heron	Discussions with Town Clerk and Finance Manager				
Recreation, Leisure & Open Spaces Committee								
	None	(Current projects expected to absorb available resources for several years)						
Staffing Committee								
	None							

Closed Projects Report

No.	Name	Description	Outcome	Notes
Full Council				
FC1	Long Lane Football Facilities Development	A joint venture with Ringwood Town Football Club and AFC Bournemouth Community Sports Trust to improve the football facilities for shared use by them and the community.	New builds completed in September 2024	
FC2	Strategic Plan	Exploring ideas for medium term planning. Aim to have complete for start of budget-planning in Autumn 2022.	Completed in October 2022	
Planning, Town & Environment Committee				
PTE4	Pedestrian Crossings - Christchurch Road	Informal pedestrian crossings to the north and south of roundabout at junction of Christchurch Road with Wellworthy Way (Lidl)	Completed by HCC	
	Cycleway signage and improvements	New signage and minor improvements to cycleway between Forest Gate Business Park and Hightown Road	Completed by HCC	
	Carvers footpath/cycle-way improvement	Creation of shared use path across Carvers between Southampton Road and Mansfield Road	Completed by HCC	
	Replacement Tree - Market Place	New Field Maple tree to replace tree stump in Market Place.	Completed in January 2022 by HCC	
	Climate Emergency	Funds used to support Greening Campaign, community litter-pick and Flood Action Plan leaflets.	Completed March 2023	
	A31 widening scheme	Widening of A31 westbound carriageway between Ringwood and Verwood off slip to improve traffic flow; associated town centre improvements utilising HE Designated Funds	Scheme completed by National Highways and road re-opened in November 2022.	
	SWW Water Main Diversion (associated with A31 widening scheme)	Diversion of water main that runs along the A31 westbound carriageway. Diversion route included land in RTC's ownership at The Bickerley.	Scheme completed by SWW in 2022.	
	Surfacing of Castleman Trailway	Dedication and surfacing of bridleway between old railway bridge eastwards to join existing surfacing.	Surfacing works completed by HCC early April 2022.	
	Bus Shelter Agreement	Request by ClearChannel in Nov. 2020 for RTC to licence the bus shelters in Meeting House Lane and the advertising on them. Despite various communications, we have had no contact for over a year and therefore regard the original request to be defunct.	Request not followed up by ClearChannel, therefore defunct and removed from project list October 2023.	
	Human Sundial	Work to refurbish human sundial and install surrounding benches complete. Time capsule cover stone replaced on 21/07/2023. Interpretation board with details of sundial, Jubilee Lamp etc. to be considered as part of Thriving Market Place project.	Completed.	
PTE2	Neighbourhood Plan	The Ringwood Neighbourhood Plan was adopted (made) by NFDC and NFNPA in July 2024 (83% of residents voted "yes" in the Referendum on 04/07/2024) and is now part of the Development Plan for both authorities and must be taken into consideration in the determination of planning applications.	Completed, but will be monitored and reviewed.	
PTE1				
Policy & Finance Committee				
PF1	New Council website	Arranging a new website that is more responsive, directly editable by Council staff and compliant with accessibility regulations.	Completed	
PF2	Greenways planning permission	Consideration of applying to renew planning permission for bungalow in garden previously obtained	Decided not to renew	
PF3	Detached youth outreach work	To provide youth workers for trial of detached outreach work	Transferred to Recreation Leisure & Open Spaces Committee (see RLOS20)	
PF4	Review of governance documents	A major overhaul of standing orders, financial regulations, committee terms of reference, delegated powers, etc. Routine periodic reviews will follow completion of this work.	Completed in July 2022	All governance documents will now receive routine annual reviews.
PF6	Health & Safety Management Support Re-procurement	Re-procuring specialist advice and support for discharge of health and safety duties	Completed in February 2023	
PF7	Financial Procedures Manual	Preparation of a new manual for budget managers and other staff detailing financial roles, responsibilities and procedures	Completed in September 2022	Will be updated by Finance Manager as necessary
PF8	Bickerley Legal Title	An application to remove land from the Council's title was made	Completed in October 2023	Application successfully resisted
PF9	Greenways office leases	The tenant of the first floor suite gave notice and left. The building was re-let as a whole to the tenant of the ground floor suite.	Completed in November 2022	

PF10	Councillors' Email Accounts	Providing councillors with official email accounts (and devices, if required) to facilitate compliance with data protection laws.	Completed in August 2023
PF12	Base budget review	A review by members and officers of the council's base (revenue) budget, probably focused on a few types of expenditure or areas of activity, to identify possible options for change and/or savings.	Completed in January 2025

Recreation, Leisure & Open Spaces Committee

RLOS1	War Memorial Repair	Repair by conservation specialists with Listed Building Consent with a re-dedication ceremony after.	Completed in 2021-22	
RLOS2	Bickerley Tracks Repair	Enhanced repair of tracks to address erosion and potholes (resurfacing is ruled out by town green status) and measures to control parking.	Fresh gravel laid in 2021-22.	No structural change is feasible at present.
RLOS3	Public open spaces security	Review of public open spaces managed by the Council and implementation of measures to protect the highest priority sites from unauthorised encampments and incursions by vehicles	Completed in 2021-22	
RLOS6	Community Allotment	Special arrangement needed for community growing area at Southampton Road	Ongoing processes adapted	Agreed to adopt as informal joint venture with the tenants' association
RLOS7	Bowling Club lease	Renewal of lease that expired in April 2023.	Completed in July 2023	New lease granted for 14 years.
RLOS8	Ringwood Youth Club	Dissolution of redundant Charitable Incorporated Organisation	Completed in July 2023	Charity removed from Register of Charities
RLOS9	Aerator Repair	Major overhaul to extend life of this much-used attachment	Completed in 2021-22	
RLOS11	Ash Grove fence repair	Replacing the worn-out fence around the play area	Completed in 2021-22	
RLOS12	Van replacement	Replacing the grounds department diesel van with an electric vehicle	Suspended in 2023	Van will be replaced in accordance with Vehicle & Machinery replacement plan
RLOS13	Bickerley compensation claim	Statutory compensation claim for access and damage caused by drainage works	Completed March 2022	Settlement achieved with professional advice
RLOS15	Acorn bench at Friday's Cross	Arranging the re-painting of this bespoke art-work	Completed in 2021-22	Labour kindly supplied by Men's Shed
RLOS16	Town Safe	Possible re-paint of this important survival, part of a listed structure	Suspended indefinitely in September 2022	Complexity and cost judged disproportionate to benefit
RLOS17	Crow Arch Lane Allotments Site	The transfer to this Council (pursuant to a s.106 agreement) of a site for new allotments off Crow Arch Lane	Completed in November 2023	
RLOS18	Cemetery Records Upgrade	Creation of interactive digital cemetery map and scanning of cemetery registers as first stage in digitizing all cemetery records to facilitate remote working, greater efficiency and improved public accessibility.	Completed in 2021	Cost £5,467. Further upgrades are needed to digitize the records fully
RLOS19	Carvers Masterplan	Devising a strategic vision and plan for the future of Carvers Recreation Ground pulling together proposals for additional play equipment and other features	Completed in 2024 but subject to implementation and review	Completed within the £6,000 budget.
RLOS20	Detached youth outreach work	Trialling the provision of detached outreach work by specialist youth workers.	Completed in May 2022	
RLOS22	Bickerley parking problem	Unauthorised parking on the tracks crossing the Bickerley is causing damage and obstruction	Closed off in September 2023	Additional signage has been installed. An estimate of £5,510 to move the "dragon's teeth" was judged disproportionate to the problem.
RLOS24	Poulner Lakes circular path	HCC has funded the creation of a circular path for pedestrians and cyclists to improve accessibility and so encourage greater use	Completed in May 2024	RTC is now responsible for maintenance

Staffing Committee

S1	HR support contract renewal	Renewal of contract for the supply to the Council of specialist human resources law and management support	Completed in 2021-22
S2	Finance Staffing Review	Reassessing staffing requirements and capacity for finance functions and re-negotiating staff terms	Completed in 2021-22