

NEIL HITCH
Town Clerk

Tel. (01730) 264182

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Hampshire
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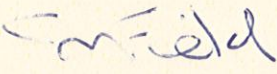
e-mail admin@petersfield-tc.gov.uk
www.petersfield-tc.gov.uk

12th November 2020

Dear Councillor,

I hereby summon you to attend a meeting of the Petersfield Town Council to be held in the Council Chamber at the Town Hall, Petersfield, on **Thursday 19th November at 6.30 p.m.** and via Zoom teleconference/video-conference facility as permitted by UK Government legislation during the current Covid-19 pandemic. The log in details to join via Zoom are as follows: <https://zoom.us/> with meeting ID: 886 7310 2007 (members of the public are asked to email committee.admin@petersfield-tc.gov.uk in advance, and by no later than 5pm on the day of the meeting, for the password).

Yours sincerely,

pp 

Neil Hitch
Town Clerk

A G E N D A

1. Town Mayor's comments.
2. To receive and record apologies for absence.
3. To consider the granting of a dispensation under Section 33 of the Localism Act (2011) to enable members to participate in, and vote on, an item of business on the agenda where they would otherwise have a Disclosable Pecuniary Interest and to confirm how long this dispensation may have effect.
4. To receive and record Declarations of Interest. Councillors are reminded of their responsibility to declare any disclosable pecuniary interest which they may have in any item of business on the agenda no later than when that item is reached. Unless dispensation has been granted, members may not participate in any discussion of, or vote on, or discharge any function related to any matter in which they have a pecuniary interest as defined by regulations made by the Secretary of State under the Localism Act 2011. Councillors must



withdraw from the Chamber when the meeting discusses and votes on the matter.

5. To approve as a correct record and authorise the signing of the minutes of the meeting of the Petersfield Town Council held on 22nd October 2020 (*previously distributed*).
6. Public Representation - Councillors to receive representation (including agenda items) from members of the public provided they (public) have given due notice of their intention to the Town Clerk no later than 10.30 a.m on the day of the meeting. The maximum time limit allowed per person is 3 minutes although this may be reduced if a large number of people express their wish to address councillors.
7. To receive County Councillor's Report for November 2020 (*attached*).
8. To receive District Councillor's Report (*to follow*).
9. To receive Town Clerk's report (*attached*).
10. To receive the reports of the meetings of the following committees and approve any recommendations contained therein:

Planning Committee held on 27th October and 17th November (*previously distributed and to follow*)
Town Development Committee held on 6th November (*previously distributed*)
Public Halls Committee held on 9th November (*previously distributed*)
Grounds Committee held on 12th November (*to follow*)
Finance & General Purposes Committee held 16th November (*to follow*)
11. To receive an update on the Town Council's response to the second wave of the Coronavirus pandemic (*verbal*).
12. To consider and prepare a response to the Hampshire Association of Local Council's in respect of the public consultation by the Committee on Standards in Public Life (*attached*).
13. To review the Grievance and Disciplinary Policies (*attached*).
14. To review the Risk Management Policy (*attached*).
15. To review the Complaints Procedure (*attached*).
16. To receive and update from Fitzroy regarding the use of their Community Grant to create a Sensory Room (*to follow*).
17. To receive and approve the Schedule of Payments for August, September and October 2020 (*attached*).



CONFIDENTIAL

18. To consider any staff or other confidential matters.
19. To receive and consider the recommendations from the Staff panel meeting of 30th October 2020 (*attached*).

~ End ~



**COUNTY COUNCILLOR REPORT
TO
ALL PARISH COUNCILS
IN PETERSFIELD HANGERS
1 NOVEMBER 2020**

1. Emergency funding for vulnerable families

Parish Councillors will of course have noticed the media attention around the campaign for free school meals for families during half terms and holidays, involving the footballer Marcus Rashford.

I am pleased to report that on 27 October 2020 the Leader of Hampshire County Council announced emergency funding to help Hampshire's most vulnerable families. A funding package is to be distributed to food banks, charities and other organisations, to help vulnerable families - at a similar level to the Government's previous free school meal voucher scheme.

Any families in need of assistance in East Hampshire are asked to visit this webpage below or telephone our partners Community First on 0300 500 8085 to find their nearest source of support.

<https://www.cfirsr.org.uk/news/free-school-meals-over-october-half-term/>

2. Report Back from Active Places Summit on 19 October

The online Active Places Summit was attended by over 120 delegates including local walking and cycling groups, Highways engineers, District Council officers and Councillors from all tiers of local Government. It feels as though this agenda is now being given the urgency it really deserves. Boosting walking and cycling is important for climate change as well as health reasons.

At the online event we had three excellent presentations from national experts followed by an interesting discussion. The main message from the Summit was that walking and cycling must come first in the new Local Transport Plan being developed at Hampshire. I am hopeful that this will happen. The video of the Summit will be available to watch on hants.gov.uk shortly.

3. New plastic infographic

Many people are confused about which plastics can be put in the mixed recycling. When the wrong plastics are sent to the Materials Recycling Facility, it creates contamination as well as unnecessary emissions from collecting and then redirecting the wrong plastics. This situation is not good and I have been keen to tackle it as Chair of the Environment and Transport Committee. The committee requested an infographic which explains the correct advice clearly. I was involved in developing this with the Waste Team and I am keen to promulgate it as widely as possible.



I am also attaching the JPEG separately and I would be very grateful if Parishes could consider including this in their local newsletters and magazines.

Many residents would like HCC to accept more types of plastic. We are waiting for clarity from the Government on the design of the new national waste and recycling system. Pending that clarity, there is zero benefit in collecting additional plastics. There is currently no market for these plastics; they cannot be converted into useful products. It would create further unnecessary carbon emissions to collect and process more plastics. It is much better to put them in the rubbish where they will generate some useful electricity at our energy recovery facilities. My advice to residents who really hate plastic waste is to avoid purchasing products with plastic packaging by shopping at the local markets and farm shops.

4. New Carbon Strategy for Hampshire Highways

I reported last month on the innovative and detailed Climate Change Action Plan which HCC has developed with the Carbon Trust. Hampshire Highways have now published their Carbon Reduction Strategy for 2020-2024. I was really pleased to see that the Highways Team have developed this plan. It is an impressive document and certainly worth a read for anyone interested in climate change issues.

HCC will continue to explore innovations and opportunities, invest in lasting change, and continually monitor and review the ongoing reductions in carbon emissions that the Highways service is already achieving to identify where further improvements can be made. The plan can be read at this link:

<https://edition.pagesuite-professional.co.uk/html5/reader/production/default.aspx?pubname=&pubid=46ebee67-5840-44a8-8415-5b366d6f1d27>

5. Hampshire Countryside Service podcast

The Rangers at Hampshire Countryside Service have launched a podcast series called **“Looking After Nature”**. It will contain interviews with Rangers and countryside experts. The podcast gives a real insight into the world of conservation and countryside care. It also provides guidance on how to get health and wellbeing benefits from the fabulous Hampshire countryside. The first episode is an interview with Senior Ranger Steve Peach about trees and tree planting in Hampshire. Steve addresses the issue of ash dieback which I know that many Parishes are concerned about.

I would invite you to “follow” the podcast on Apple Podcasts, Spotify or Acast. I particularly hope that young people will be informed about the podcast.

RUSSELL OPPENHEIMER
County Councillor for Petersfield Hangers



CLERKS REPORT

Members are reminded that the items within this report are provided for information only and are not available for debate. If it is considered that an item listed within the report should be debated fully by members, then it will be placed on the next appropriate Committee or Council agenda. Any member wanting clarification or further information on any aspect of items within the report, please contact me in advance of the meeting.

General Reading and Information

The following publications have been received and are available for members to read:

- ✱ South Downs News October 2020 and November 2020 editions issued by the South Downs National Park Authority
- ✱ Councillor Newsletter issued by East Hampshire District Council
- ✱ The Rural Bulletin October 2020 issued by the Rural Services Network
- ✱ Autumn 2020 Newsletter issued by The Rosemary Foundation
- ✱ Enewsletter from Energy Alton
- ✱ Rathbones Review Autumn 2020 issued by Rathbones Investment Management
- ✱ Local Council Review Magazine issued by The National Association of Local Councils
- ✱ Enewsletter from Community First
- ✱ Community Rail News issued by the Community Rail Network
- ✱ Petersfield Museum News
- ✱ Hampshire Views Enewsletter issued by the Campaign To Protect Rural England
- ✱ Crime Prevention Bulletin issued by Hampshire Constabulary
- ✱ Hampshire Access & Rights of Way newsletter – November 2020
- ✱ Charity Commission Newsletter issue number 65

Other Information

- 1 All members need to be aware of their Disclosable Pecuniary Interest Forms and consider whether there have been any changes since it was last written. If there is a need for any change to be made please contact me and I will supply a fresh document for completion.

Neil Hitch
Town Clerk
12th November 2020

From: Comms - Hampshire ALC <comms@Hampshirealc.org.uk>
Sent: 03 November 2020 14:41
Subject: Standards Matter 2: Public Consultation and Public Sector Surveys

Dear Councillors,

The [Committee on Standards in Public Life](#) is carrying out a landscape review of the institutions, processes and structures in place to support high standards of conduct.

This links in well with comments made as part of the Code of Conduct consultation, where HALC highlighted that "changes to the code are only part of the issue as the code does not address the issue of enforcement, which since the Standards board was abolished in 2011 has been the responsibility of monitoring officers, who have very few options in terms of sanctioning councillors that behave inappropriately or who breach the code... Therefore the lack of meaningful sanction is a significant issue for the sector."

Therefore, this is a welcomed opportunity to comment on the review, which intends to:

1. Review the evidence as to how well ethical standards are upheld in public life in the UK;
2. Review the evidence on the strength of the UK's arrangements for regulating and promoting ethical standards;
3. Review the adequacy and continuing relevance of the Seven Principles of Public Life;
4. Identify examples of best practice in the regulation of ethical standards;
5. Identify examples of best practice in the promotion of cultures that celebrate and encourage high ethical standards.

The main consultation document is available [here](#) and poses 5 questions.

The consultation runs to 17:00 on the 18 December 2020. As we have a County Exec meeting on 12 December, I will collate a draft response which can then be distributed prior to the meeting and agreed on 12 December so I can submit it before the deadline.

If you have any comments or thoughts on the consultation, I would be grateful if you could provide these **under the question format** as in the consultation document, by **Monday 23 November**. This allows me time to draft a response and distribute it prior to the meeting.

Kind regards

Rebecca

Rebecca Rodford
Policy and Communications Officer



HELPING TO INSPIRE & EMPOWER PARISH AND TOWN COUNCILS ACROSS HAMPSHIRE

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e: Rebecca.Rodford@hampshirealc.org.uk

e: comms@hampshirealc.org.uk

I work part-time Monday to Thursday and I am in the office on Wednesdays and Thursdays. I am available online on Mondays and Tuesdays.

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Disclaimer: Any advice that we provide is in answer to the questions asked and based on the information provided to us at the time. We make our best efforts to ensure that our advice is accurate. If, however, the information is incomplete and subsequently you provide information, then the advice previously given may change.

<https://www.gov.uk/government/organisations/the-committee-on-standards-in-public-life>

<https://www.gov.uk/government/consultations/standards-matter-2-public-consultation-and-public-sector-survey>



PETERSFIELD TOWN COUNCIL

GRIEVANCE PROCEDURE

Reviewed: November 2020

Approved by Council minute number C refers

Date of next review: May 2021

1. INTRODUCTION

1.1 This procedure applies to all employees of the Council.

1.2 The objectives of the procedure are:

- To foster good relationships between the Council and its employees by discouraging the harbouring of grievances.
- To settle grievances as near as possible to their point of origin.
- To ensure the Council treats grievances seriously and resolves them as quickly as possible.
- To ensure that employees are treated fairly and consistently throughout the Council.

1.3 Matters excluded from this procedure are as follows:

- Appeals against salary or grading.
- Appeals against disciplinary actions.
- Income tax, national insurance matters, rates of pay collectively agreed at the national or local level.
- Rules of pension schemes.
- A grievance about a matter over which the Council has no control.

2. INFORMAL GRIEVANCE PROCEDURE

In the interests of maintaining good working relations the employee is encouraged to first discuss any grievance with their line manager or if the grievance is with their line manager, the Town Clerk (or in the case of the Clerk this should be addressed to the Staff Panel) with a view to resolving the matter informally. The following procedure is designed to be used when these informal attempts to resolve any dispute have not been successful.

Any written complaint or grievance raised which alleges that a member or co-opted member of the authority has failed to comply with the authority's Code of Conduct will be dealt with under the Code of Conduct Procedure.

3. FORMAL GRIEVANCE PROCEDURE

STANDARD COUNCIL GRIEVANCE PROCEDURE

3.1 The employee must set out his/her grievance in writing ("Statement of Grievance"). You should give as much information about your grievance, including any relevant dates and times, as you can, so as to allow for any investigation into your concerns to take place.

3.2 A grievance will normally be dealt with by the line manager and should be addressed to them directly. In the case of the Town Clerk this should be addressed to the Staff Panel on a formal basis. Where the grievance is directly concerned with the line manager's behaviour, however, you should submit your

grievance to another member of the management team who will arrange for somebody who is not directly involved in the issue to deal with it.

- 3.3 The employee will be invited to attend a grievance meeting to discuss the matter.

3.3.1 The employee must take all reasonable steps to attend the meeting.

3.3.2 Grievance meetings will normally be convened with 14 days of the Council receiving the Statement of Grievance.

Commented [AF1]: Whilst you don't need to specify a timeframe, this is reasonable so you can keep this in or delete as you wish.

3.3.3 The employee has the right to be accompanied to a grievance meeting by a fellow employee or by a Trade Union representative.

3.3.4 If the meeting is inconvenient for either the employee or his or her companion, the employee has the right to postpone the meeting by up to 5 working days.

- 3.4 A grievance meeting may be adjourned to allow matters raised during the course of the meeting to be investigated, or to afford the line manager time to consider the decision.

- 3.5 Once the investigations are concluded, if new information comes to light, if it is considered appropriate, you may be invited in to a reconvened meeting, to have the opportunity to consider and respond to the findings of the investigation.

- 3.6 After the meeting the employee will be informed of the Council's decision (the meeting may be reconvened for this purpose). The Council's decision will be confirmed to the employee in writing.

Commented [AF2]: Do you want to bind yourself to such a timescale like this? This could be removed.

- 3.7 If the employee wishes to appeal against the Council's decision he or she must inform the Council within 5 working days of receiving the decision. An appeal should be directed to the Town Mayor.

- 3.8 If the employee notifies the Council that they wish to appeal, the employee will be invited to attend a grievance appeal meeting before the Council's Staff Panel. The employee must take all reasonable steps to attend that meeting. The employee has the right to be accompanied to a grievance appeal meeting by a fellow employee or by a Trade Union representative.

- 3.9 A grievance appeal meeting will be convened within a reasonable period of the Council receiving notice that the employee wishes to appeal pursuant to 3.7 above. If the meeting time is inconvenient for the employee or his or her companion, the employee may ask to postpone the meeting by up to 5 working days.

Commented [AF3]: Again, do you wish to hold yourself to this timeframe?

- 3.10 After the grievance appeal meeting the employee will be informed of the Council's final decision (the meeting may be reconvened for this purpose). The Council's decision will be confirmed to the employee in writing.

Commented [AF4]: You could also remove this timeframe.

Commented [AF5]: There is no legal requirement to deal with grievances raised by ex-employees. However, particularly in the case of a grievance raised by someone who has recently left employment, they may help to identify potential employment tribunal claims. Therefore, should any grievance be received after employment has ended, I'd advise you take advice on what (if any) process should be followed.

4 Allegations of Misconduct

- 4.1 Where an employee is making allegations of misconduct on the part of other employees then the Council may need to carry out an investigation into the allegations and pursue the matter through the disciplinary procedure. Where this happens, the grievance will be held over until the disciplinary process has been concluded.

5 Relationship with Other Procedures

- 5.1 Where your grievance relates to the conduct of other procedures such as the disciplinary procedures then the Council may choose to either delay the consideration of the grievance until that procedure has been completed or to deal with the grievance in the course of that procedure or by way of appeal if that appears to be a fairer or more straightforward way of dealing with the issue.

6 GENERAL PROCEDURAL INFORMATION

- 6.1 Grievances raised under the standard Council grievance procedure will normally be investigated, and any meetings to discuss the grievance conducted by the Town Clerk.
- 6.2 If an employee's grievance is about the Town Clerk they should raise the matter with the Chairman of the Council's Staff Panel. All investigations and any grievance meeting will be conducted by the said Staff Panel and any grievance appeal meeting will be conducted by the Appeals Panel.
- 6.3 Where a grievance is raised by the Town Clerk or all employee relations matters are dealt with by the Council's Staff Panel, all investigations and any grievance meeting will be conducted by the said Panel. Any grievance appeal meeting will be conducted by the Council's Appeals Panel.
- 6.4 A copy of the Statement of Grievance, a note of the decision taken at the first stage of the procedure, any notice of appeal and appeal decision will be placed on the employee's personnel file, together with any notes or evidence taken or compiled during the course of the procedure.



PETERSFIELD TOWN COUNCIL

DISCIPLINARY PROCEDURE

Reviewed: November 2020

Approved by Council minute number C refers

Date of next review: May 2021

Disciplinary Procedure

The Council always tries to deal with disciplinary issues fairly and promptly. This procedure sets out the framework under which allegations of misconduct will be investigated and considered. While the procedure set out in this policy will be appropriate in most cases, there may be situations in which it is not practicable to comply with a particular requirement of it. When this happens the Council will do its best to deal with the matter fairly and will pay particular attention to the need to give the employee every opportunity to explain their version of events.

The Council reserves the right not to follow this procedure in full for employees who are within their first two years of employment with the Council.

Definition of Misconduct

Behaviour which is disruptive, disrespectful to colleagues, or which falls short of the requirements set out in this handbook will be treated as misconduct under the disciplinary procedure. While employees will not usually be dismissed for a first offence a failure to remedy the behaviour or to adhere to required standards may ultimately lead to dismissal once appropriate warnings have been given.

Definition of Gross Misconduct

Gross misconduct is behaviour which is fundamentally at odds with the employee's duty to the Council and their colleagues. In accordance with the disciplinary procedure, gross misconduct will usually result in dismissal without notice, or payment in lieu of notice, even in cases of a first offence.

It is not possible to list every example of gross misconduct which may arise, but the following provides an illustration of the sort of conduct that will fall into this category:

- Theft;
- Deliberate acts of discrimination or harassment;
- Refusal to carry out reasonable instructions;
- Violent or intimidating behaviour;
- Wilful damage to property;
- Reckless behaviour posing a risk to health and safety;
- Any act or omission constituting serious or gross negligence/or dereliction of duty;
- Sleeping on duty;
- Recording audio and/or video of any meeting, conversation or discussion with another person or people without the express prior consent of the person or people being recorded;
- Any illegal act during working time or on Council premises; and
- Any act described as gross misconduct elsewhere in the Council's policies.

Informal Action

Most minor acts of misconduct can be dealt with informally through discussions between an employee and their line manager. This may consist of management guidance or an informal warning given orally or in writing. These steps are an everyday part of the management process and no formal procedure needs to be followed in respect of them.

Where informal action of this kind fails to resolve an issue, or where the misconduct alleged is considered too serious, then the matter will be dealt with formally under this procedure.

Investigation

If it is alleged that you have committed misconduct, an appropriate investigation will be carried out aimed at gathering all of the relevant evidence. You may be interviewed as part of this investigation and will have the opportunity to point the investigator towards any evidence that you feel is relevant. The right to be accompanied (see below) does not apply to any investigatory interview.

Suspension

If an allegation of misconduct is made against you, then you may be suspended from your duties on full pay while the matter is being dealt with. The Council will make every effort to ensure that any period of suspension is kept as short as possible. The purpose of a suspension is either to allow an unhindered investigation to take place, or to protect the interests of the Council and its employees. During any period of suspension you may be instructed not to contact other members of staff except for the purposes of preparing for any disciplinary hearing, where specific arrangements will be made with you. This is not a disciplinary sanction and should not be seen as a predetermination of any disciplinary process.

Hearing

Once the investigation has been carried out, the investigating officer will make a decision about whether there is sufficient evidence to warrant a disciplinary hearing. If there is you will be informed of this and an appropriate date for the hearing will be arranged. This will take place within normal working hours wherever possible.

To ensure that you have adequate time to prepare for the hearing, the Council will provide you in advance with a copy of all of the written evidence that will be considered at the hearing. In exceptional cases the Council may need to withhold the identities of certain witnesses or hold back sensitive items of evidence. This will only be done where it is considered necessary to protect individuals or the essential interests of the Council and every effort will be made to ensure that you are given as much information as possible so that a fair hearing can be conducted.

You will be given sufficient notice of any hearing to allow you to prepare for it. While this will vary from case to case, the Council will generally try to give at least two days' notice of any hearing and in complicated cases a longer period of notice may be given.

The purpose of the hearing will be to consider the evidence gathered during the investigation and to consider any representations made by you or on your behalf. The hearing will be conducted by an appropriate manager who, wherever possible, has not previously been involved in the case and who was not responsible for carrying out the investigation.

The Right to be Accompanied

Employees are entitled to be accompanied at any disciplinary hearing by a fellow employee or trade union official of their choice. The Council will provide any chosen companion with appropriate paid time off to allow them to attend the hearing. It is, however, up to the employee in question to arrange for a companion to attend the hearing.

If your chosen companion cannot attend on the day scheduled for the hearing then the Council will agree a new date. This will usually be within 5 working days of the date originally scheduled. If your companion is not available within that timescale then you may need to find someone else to take their place.

The companion's role is to advise you during the hearing and make representations on your behalf; it is not to answer questions for you. However, both you and your companion are required to cooperate in ensuring a fair and efficient hearing. The companion cannot answer questions on your behalf.

Evidence

The hearing will consider any evidence you choose to present. Should witnesses be prepared to appear on your behalf they will be permitted to do so provided that their evidence is relevant to the issues that need to be decided. The Council will not compel or require any employee to appear as a witness on your behalf and in most circumstances evidence arising from the investigation will be presented in written form. You will be entitled to challenge any of the evidence presented but will not be entitled to cross-examine witnesses.

Disciplinary Action

After considering all of the evidence, including any submissions made by you or on your behalf, the manager conducting the hearing will decide on the outcome. If misconduct is found to have taken place then the usual outcome will be a **written warning** which will be placed on your personnel file.

A warning will stay active for a period of 1 year, after which it will not be taken into account in any future disciplinary action.

If however a further instance of misconduct is found to have occurred (in accordance with this procedure) during the currency of a warning – or if any misconduct is considered to be serious enough to warrant it – then, subject to the formal process above being followed, you will be issued with a **final written warning**.

A **final written warning** will usually remain active for one year, but a longer period may be specified if the manager conducting the hearing feels that the circumstances warrant it.

An employee who is found to have committed further misconduct during a period covered by a final written warning will, following a hearing conducted in accordance with this procedure, generally be dismissed.

Dismissal

An employee will not normally be dismissed under this procedure for a single instance of misconduct unless a final written warning is already in place. However, where gross misconduct is found to have occurred then dismissal without notice or payment in lieu will be the usual outcome.

Gross misconduct is misconduct that is so serious that it fundamentally undermines the relationship between employer and employee. If you are accused of gross misconduct this will be made clear when you are invited to a disciplinary hearing. A wide range of behaviours can amount to gross misconduct but the most common involve dishonesty, violent or aggressive behaviour, the wilful destruction of Council property or a deliberate refusal to obey a reasonable instruction.

Appeal

An employee may appeal against the outcome of a disciplinary hearing by doing so in writing within one week of being notified of the outcome. The person to whom an appeal should be directed will be detailed in the disciplinary outcome letter. An appeal hearing will be convened and conducted by an appropriate member of the senior management team.

The appeal will consider any grounds the employee chooses to put forward and they will have the same right to be accompanied as at a disciplinary hearing. The result of the appeal hearing will be final.

Employee Absence

It is important that disciplinary issues are dealt with promptly. The Council may therefore need to proceed with a disciplinary hearing even if the employee is absent due to ill health or simply does not attend. Before hearing the matter in an employee's absence, the Council will attempt to arrange the hearing in such a way that the employee will be able to attend or to submit written representations to the hearing and/or to arrange for an appropriate representative to attend the hearing on their behalf.



RISK MANAGEMENT POLICY

Approved and Adopted by Council December
2002 C 0433 refers

Revised, amended and approved:

August 2004 C 0221 refers

June 2005 F 2021 refers

June 2006 C 0109 refers

June 2007 C 0163 refers

March 2008 F 0706 refers

March 2009 F 0654 refers

May 2010 C0016 (F 0721) refers

May 2011 C 0016 (c) (F0718) refers

May 2012 C0026 (F0711) refers

May 2013 C 0081 refers

April 2014 C 0843 (c) F0828 refers

April 2015 C 0773 (c) refers

April 2016 C 0853 (c) F0828 refers

March 2017 F0794 refers

April 2018 C 0907 (F 0893) refers

March 2019 C0791 (F 0779) refers

Petersfield Town Council accepts that a number of activities will involve some element of risk and that it will take steps, where appropriate to minimise or mitigate such risk.

1A Areas where there may be scope to use insurance to help manage risk.

Risk Identification	a) The protection of physical assets owned by the Council eg. Buildings, furniture, equipment including regalia, for loss of damage	Most of the Town Council's physical assets, including its regalia, are insured with Aviva under Policy No.24867275 CCI. Items such as old play equipment and street furniture are not insured as the likely cost of any claim would exceed the level of the premium for insurance
	b) The risk of damage to third party property or individuals as a result of the Council providing services or amenities to the public (public liability)	The Town Council has public liability insurance of £10m. It also has personal accident liability cover for employees, members & volunteers under the above policy. The Town Council utilises the services of Ellis Whittam to act as its Health & Safety Consultant benefitting from their advice, support and guidance.
	c) The risk of consequential loss of income or the need to provide essential services following critical damage, loss or non-performance of a third party (consequential loss)	The Town Council has business interruption cover under the above policy
	d) Loss of cash through theft or dishonesty (fidelity guarantee)	The Town Council has loss non-negotiable and other money cover fidelity guarantee cover for both members & employees
	e) Legal Liability as a consequence of asset ownership (public liability)	See (b)
	f) The risk of loss as a result of a cyber attack (cyber insurance)	The Town Council has insurance to cover all aspects of a potential cyber attack including business interruption as a result of the attack, re-establishment of data, IT forensic specialist costs, legal defence costs, public relations costs and legal liability in the event of a virus being transmitted to a third party.

1B Areas where there may be scope to use insurance to help manage risk.

Internal controls	a) An up to date register of assets and investment	The Asset Register is updated annually as a minimum as part of the audit process.
	b) Regular maintenance arrangements for physical assets	The regular maintenance of buildings, sites and equipment is covered by annual inspections as part of the budget process.
	c) Annual review of risk and the adequacy of cover	The Town Council reviews levels of risk and the adequacy of cover every year. Where there is felt to be additional risk or additional cover needed, this is added.
	d) Ensuring the robustness of insurance providers	The Town Council reviews its insurance cover as part of the spirit of best value. It is confident that its present insurer is sufficiently robust in the knowledge that the insurer is regulated under the rules laid down by current statute
	e) Ensuring the ability to continue operations in the event of a cyber attack.	The Town Council manages this risk through the use of RBS Microshade who ensure the adequacy and protection of IT systems and controls including the backing up of all files and keeping up to date anti-virus software on all computers.

1C Areas where there may be scope to use insurance to help manage risk

Internal audit assurance	a) Review of internal controls in place and their documentation	The comprehensive range of internal controls is constantly being reviewed by staff and is reviewed by Council during the course of the annual audit.
	b) Review of management arrangements regarding insurance cover	This forms part of the brief of the Finance and General Purposes committee annually.
	c) Testing of specific internal controls and reporting findings to management	Where there is felt to be a need for additional internal controls within the office, these will be put in place by officers. Where additional internal controls involve members,

		such proposals will be put to the Finance and General Purposes committee.
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2A Areas where there may be scope to work with others to help manage risk.

Risk Identification	a) Security for vulnerable buildings, amenities or equipment	<p>The Town Council has two main public halls: Both halls are managed by the Halls Manager with a team of three part time supervisors. As far as is possible one member of staff is always on duty during a hire of the Festival Hall and that person is also the emergency callout individual for The Avenue Pavilion. A code entry system is being installed at The Avenue Pavilion to facilitate all hirers access to the premises. All hirers are responsible for the security of their respective buildings and the equipment therein. The Council also checks that Leaseholders have adequate insurance. The hirers' responsibility for security is included within the hiring regulations. Love Lane Pavilion is leased out to a Nursery and the Juniors Football Club.</p> <p>The Festival Hall has an intruder alarm system which is linked to the police and the supplier.</p> <p>The Senior Groundsman has responsibility for the Town Council's open spaces and sports grounds and the amenities sited there. He is assisted in this by the efforts of a volunteer group who work on The Heath only; The Friends of Petersfield Heath.</p> <p>Where its buildings are leased to an organisation, that group has responsibility for the security of that building.</p>
	b) Maintenance for vulnerable buildings, amenities or equipment	The Halls Manager is responsible for the maintenance of all of the

		<p>Council's public halls (with recourse to officers if necessary); and they are maintained in accordance with budgets prepared by officers and approved/amended by councillors each year in accordance with the normal budget setting process.</p> <p>All Town Council buildings which are leased, are subject to repairing leases, with the exception of the kiosk on the Heath and the Love Lane Pavilion where appropriate, maintenance/checking contracts are in place for equipment eg heating systems, small electrical equipment.</p> <p>Rescue rings are provided in conspicuous places around Heath Pond</p>
	c) The provision of services being carried out under agency/partnership agreements with principal authorities	<p>The Town Council works in partnership with East Hampshire District Council and Hampshire County Council when invited to do so. The only partnership agreement currently in operation is for bus shelter maintenance with Hampshire County Council although an arrangement is being sought through the Parish Lengthsman Scheme, once again with Hampshire County Council, to clean road signs and street signage and potentially some further roadside grounds maintenance.</p> <p>The Town Council's grounds are the subject of a grounds maintenance contract within the control of the Town Council. There is no arrangement in place with either EHDC or HCC for roadside grass cutting.</p>
	d) Banking arrangements and Investments	<p>The Town Council's banking arrangements are reviewed by the Finance and General Purposes Committee.</p>

		<p>The Finance and Investment Policy is reviewed annually by the Finance & General Purposes Committee.</p> <p>There is a comprehensive range of internal controls relating to the issue and receipt of monies on behalf of the Town Council.</p>
	e) Ad hoc provision of amenities/facilities for events to local community groups	<p>The Town Council has given approval for the use of several of its sites and buildings for local community groups, on both rental and free bases. Some examples of this are:-</p> <p>Grounds – Children in Need events, Jubilee Events, open air religious services, exercise groups, fairs and circuses, canoeing by service organisations and use by agencies for young and/or disabled people.</p> <p>Buildings – use of rooms by organisations on which the Town Council has a representative, annual meetings for users of the public halls, allotments and grounds</p> <p>In such cases, the Town Council ensures that the hirer/user has sufficient public liability cover for their intended activity.</p> <p>Defibrillators have been installed both inside and outside of the Festival Hall, purchased under a lease arrangement to include insurance for failing to operate properly.</p>
	f) Trading units eg playing fields, community buildings	<p>The Town Council ensures that users of its facilities have sufficient public liability cover.</p>
	g) Professional services eg planning, architects, accountancy etc	<p>The Town Council endeavours to ensure that wherever possible it has the opportunity to select (from several) the provider of any professional service it requires,</p>

		including EHDC's list of approved contractors. Any professionals whose services it uses are well established and often selected on recommendation.
	h) Fraudulent access to Bank Account	The Town Council remains vigilant to check for fraudulent activity on any bank accounts and works closely with the banks to identify and act upon any such fraudulent activity.

2B Areas where there may be scope to work with others to help manage risk.

Internal Controls	a) Standing Orders, Financial Regulations and Contract Standing Orders dealing with the award of contracts for services or the purchase of capital equipment.	The Town Council has Standing Orders and Contract Standing Orders to govern the award of such contracts. These Standing Orders are reviewed annually. Their content is noted during the course of the internal audit process.
	b) Regular reporting on performance by suppliers/contractors	The Senior Groundsman, reports on grounds maintenance issues, including the contract to every Grounds Committee. The Halls Manager prepares similar reports for the Public Halls Committee. All reports received from the Internal and External Auditors are reported to Finance & General Purposes Committee and Council.
	c) Annual review of contracts	Contracts are reviewed by officers and subsequently by members as part of the budget process each year.
	d) Clear statements of management responsibility for each service	The Grounds, Public Halls and Finance and General Purposes Committees all have policies which are reviewed on an annual basis. All committees also have Terms of Reference that are reviewed by Council annually and are referred to in Standing Orders.
	e) Regular scrutiny of performance against targets	See (b) and (c)
	f) Arrangements to detect and deter fraud and/or corruption	All invoices are subjected to scrutiny by both the officer responsible and the Finance Officer; and all cheques

		<p>or Orders for Payment or electronic payment schedules have to be signed by the Town Clerk (or Finance Officer) and two councillors.</p> <p>The payment of accounts is approved (retrospectively) by council each month.</p> <p>Responsibility for the issue of invoices and the review of invoices received is shared among officers and staff to prevent one person having sole responsibility for any transaction.</p>
	g) Regular bank reconciliations, independently reviewed	<p>Bank statements are received weekly and are seen by the Town Clerk and reconciled by the Finance Officer. The latest bank reconciliation is presented to Finance & General Purposes Committee each month.</p> <p>Councillors verify that the copy bank statement presented to the Finance & General Purposes Committee matches the original statement received.</p>

2C Areas where there may be scope to work with others to help manage risk

Internal audit assurance	a) Review of internal controls in place and their documentation	Internal controls are constantly under review and are usually shown to have been followed by the affixing of the verifier's initials eg. on cheque counterfoils
	b) Review of minutes to ensure legal powers are available and the basis of the powers recorded and correctly applied	The Town Clerk ensures that the Council does not act ultra vires when a decision is being made; and if that is not the case, then such decision has been recorded as being against the advice of the officer/s concerned. The appropriate legal powers will be quoted in the minutes against decisions of Council, whenever practical or necessary. The Council has adopted

		the General Power of Competence. The minutes of meetings are also reviewed during the audit process.
	c) Review and testing of arrangements to prevent and detect fraud and corruption	The use of Standing Orders, internal controls and consideration by Council are all methods used to prevent and deter fraud and corruption.
	d) Review adequacy of insurance cover provided by suppliers	The adequacy of insurance is reviewed as part of the internal audit process. A valuation of all the town council's buildings is also carried out once during the life of each council and this is reflected in subsequent insurance cover.
	e) Testing of specific internal controls and report findings to management	This is carried out as part of the audit process.

3A Areas where there may be a need to self-manage risk

Risk Identification	a) Keeping proper financial records in accordance with statutory requirements	Financial records are kept in accordance with statutory requirements, being the responsibility of the Finance and General Purposes Committee. It is reviewed as part of audit process. Copies of the minutes of all Council meetings are sent to the press and are published on the Town Council website.
	b) Ensuring all business activities are within legal powers applicable	Where necessary and desirable the powers used by Council in undertaking any activity are specified within the minutes.
	c) Complying with restrictions on borrowing arrangements	The Town Council has no current borrowing arrangements.
	d) Ensuring that all requirements are met under employment law and Inland Revenue regulations	Appropriate payroll software is used and operated by the Town Clerk and reviewed by the Finance Officer and a councillor. The process and content is reviewed annually by the Internal Auditor. Salary, pension and NI forecasts are also

		considered by members as part of the budget process. Human Resource consultants are employed on an annual payment to ensure that employment law obligations are met.
	e) Ensuring all requirements are met under Customs and Excise regulations (especially VAT)	All such requirements are met by the Finance Officer, are within the area of responsibility of the Finance and General Purposes Committee and are part of the audit process.
	f) Ensuring the adequacy of the annual precept within sound budgeting arrangements	Officers' and committee budgets are considered by both officers and all members, following which they are considered by the Finance and General Purposes Committee, who recommend a precept figure to Council.
	g) Monitoring of performance against agreed standards under partnership agreements	See table 2 internal controls b) and d)
	h) Ensuring the proper use of funds granted to local community bodies under specific powers or S137	<p>Community grant applications are considered twice per annum in July and February. Any grant applications which do not meet the Town Council's criteria are returned to the sender eg for individuals. All other applications are considered in detail by the grants panel and approved by Council. Successful applicants are required to give details of how such funding has been spent eg copies of their annual report and accounts.</p> <p>All other funding is subject to recommendation by the Finance and General Purposes Committee to Council: or forms part of the annual budget</p>
	i) Proper, timely and accurate reporting of council business in the minutes	Minutes are prepared by the Office and Committee Manager (or another officer) and their accuracy verified by the Town Clerk. They are distributed to all members,

		received at Council meetings and are presented to the appropriate Committee at their next meeting, for approval.
	j) Responding to electors wishing to exercise their rights of inspection	The rights of inspection by electors is adhered to in accordance with current legislation including the Freedom of Information Act.
	k) Meeting the laid down timetables when responding to consultation invitations	Every effort is made to meet specified timetables when responding to consultation invitations.
	l) Proper document control	<p>Copies of minutes of meetings are bound on an annual basis. All relevant paperwork is retained in accordance with national guidelines (or for longer) and is available for members' perusal at all times. Requests from members of the public to view records are met, wherever possible.</p> <p>Documents are not to be removed from the Council offices without permission.</p>
	m) Register of Members' interests and gifts and hospitality in place, complete, accurate and up to date	Such records are in place, complete and up to date (as far as is known to officers). If officers receive a gift valued in excess of £25 it is advised to the Town Mayor and/or the Chairman of the Staffing Panel.
	n) Business Continuity in the event of a major incident	The Council utilises a remote server that is backed up daily as a minimum. The Citrix access system to the Council's computer records and documents, which are stored on the remote server, can be accessed from any computer (with password control) enabling staff to operate from different areas of the office and home when necessary, and immediately from new hardware that is introduced.

3B Areas where there may be a need to self manage risk

Internal Controls	a) Regular scrutiny of financial records and proper arrangements for the approval of expenditure	Comprehensive measures are in place for the internal and external approval of expenditure.
	b) Recording in the minutes the precise powers under which expenditure is being approved	The appropriate legal powers will be quoted in the minutes against decisions of Council, whenever necessary. The Council has adopted the General Power of Competence.
	c) Regular returns to the Inland Revenue; contracts of employment for all staff, annually reviewed by the council, systems of updating records for any changes in relevant legislation	<p>These areas lie within the responsibility of the Town Clerk, with reference to the Staff Panel, the Finance and General Purposes Committee and Council.</p> <p>Salaries are prepared by the Town Clerk and checked by the Finance Officer and a councillor. They are also checked during the course of the annual audit.</p>
	d) Regular returns of VAT; training the responsible officer in matters of VAT and other taxation issues as necessary	The Finance Officer is responsible for all VAT returns, which are reviewed as part of the annual audit process. The Finance and General Purposes Committee checks that the Responsible Finance Officer and the Finance Officer receive adequate training in all financial matters that relate to council business.
	e) Developing systems of performance measurement	<p>An appraisal system for staff performance has been introduced.</p> <p>Performance measurement for the major contracts is in place and is monitored by the Senior Groundsman or Halls Manager initially and council committees and working parties.</p>
	f) Procedures for dealing with and monitoring grants or loans made or received	<p>There are no outstanding loans made or received at this time.</p> <p>Perennial grant clients provide an annual report detailing how their grant has been used to demonstrate</p>

		<p>value for money.</p> <p>Capital grants are not paid out until either evidence of expenditure has been provided or a firm contract to incur the expenditure is available.</p>
	g) Minutes properly numbered and paginated with a master copy kept in safekeeping	All minutes are properly numbered and paginated. A master copy is made of each council year's minutes and is bound and stored in the Town Clerk's office.
	h) Documented procedures to deal with enquiries from the public	Telephone messages from the public are passed to the individual for whom they are intended. Letters and emails are dealt with as quickly as possible and if there is likely to be a delay eg the letter being presented to a future committee meeting then an acknowledgement card is sent to advise the writer of this.
	i) Documented procedures to deal with responses to consultation requested	If a response to a consultation request can be dealt with by a committee or council it will do so. If not, a sub-committee or working party will be formed to prepare recommendations for the appropriate committee or council.
	j) Documented procedures for document receipt, circulation, response, handling and filing	All documents received are date-stamped and the Town Clerk decides on the appropriate method of handling each item of correspondence. Information received that does not require consideration by a committee or council may be distributed to councillors in the form of the councillors' information list. Items that can be dealt with within the office are. Once documents have been dealt with they are passed to the Administration Assistant for filing.
	k) Procedures in place for recording and monitoring members' interests and gifts and hospitality received.	A file is held containing the Register of Members Interests. If any gifts or hospitality is received the nature of

		the item is recorded within this file.
	l) Adoption of codes of conduct for members and employees	The Town Council adopted the same Code of Conduct as that adopted by East Hampshire District Council in 2012.
	m) Invoice checking procedure by councillors	A random sample of invoices and/or other documentation to be checked by Councillors each month as an additional measure for checking internal procedures. Finance & General Purposes Committee draws up a schedule annually specifying what will be done and by whom.

3C Areas where there may be a need to self manage risk

Internal audit assurance	a) Review of internal controls in place and their documentation	Internal controls are constantly review by officers during the course of the internal audit.
	b) Review of minutes to ensure legal powers in place, recorded and correctly applied	This is reviewed and checked as part of the Internal Audit process.
	c) Testing of income and expenditure from minutes to cashbook, from bank statements to cashbook, from minutes to statements, etc. including petty cash transactions	The testing of these procedures forms part of the internal controls currently in place and is overseen by members of the Finance & General Purposes Committee. The system is also tested during the audit process.
	d) Review and testing of arrangements to prevent and detect fraud and corruption	This is undertaken as part of the Internal Audit process and in the light of practical experience.
	e) Testing of specific internal controls and reporting findings to management	Where appropriate, the results of such testing as part of the internal controls process will be reported to the appropriate committee or council. Similar reporting to the council will be made as part of the internal audit.



PETERSFIELD TOWN COUNCIL

COMPLAINT PROCEDURE

May 2018

INTRODUCTION

The Town Council provides many services to community groups, sports teams, companies and individuals. We try to get our service right every time, but there are occasions when users of our services may be dissatisfied with an aspect of our performance.

This Procedure sets out how to raise a complaint with the Town Council.

The Procedure applies to:

- Services provided by the Council or the behaviour of staff employed by the Council;
- The behaviour of individual or groups of councillors.

It does not apply to general complaints about the town. These should be made through the various other channels available and would normally be handled by members or officers of the appropriate Council as part of their role. Nor does it apply to complaints about decisions made by Councillors during the course of formal Council meetings. Such complaints may be made in writing, addressed to the Town Clerk, but will be considered only at the absolute discretion of the Council.

CONFIDENTIALITY

All complaints made according to this procedure will be treated as confidential both by officers of the Council and by councillors. Details of the complaint, the complainant and those involved in the complaint will be disclosed only to those who have a need to know as part of any investigation of or resolution to the complaint.

DEFINITION OF A COMPLAINT

A complaint is an expression of dissatisfaction, however made, about the standards of service received, actions or lack of action by the Town Council or its staff which affects an individual or a group of people.

This Complaints Procedure will deal with matters of maladministration, which is if the Council does something the wrong way, fails to do something it should do or does something that it should not do.

This procedure will not deal with complaints for which there is a legal remedy or where legal proceedings already exist; for complaints about employment matters; or complaints about third parties that do not relate to action or lack of action by the Town Council itself. It will also not deal with complaints about the behaviour of elected members which are dealt with by the Monitoring Officer of East Hampshire District Council.

Anonymous complaints will not be investigated unless there is a strong and clear public interest in doing so.

The Town Council will endeavour to adhere to the timings outlined in this procedure, but in the case of a complex complaint or the absence of a member of staff involved in the

complaint, timings may have to vary. Should this occur then the complainant will be kept informed and advised of any revised timescales.

INFORMAL COMPLAINT

It is hoped that most complaints can be resolved quickly and amicably through this route.

Informal complaints can be made by telephone, email or a visit to the Council offices. The complaint will be handled by the most appropriate member of staff, depending on the nature of the complaint. The Town Clerk will be kept informed of the handling of the complaint and its resolution.

Complaints should always be directed through the Council offices. Complaints made to individual councillors will be acknowledged and recorded by the councillor and passed to the office for handling in accordance with this procedure.

It is expected that most complaints can be resolved through this informal route. However, the Council appreciates that on occasions if an informal approach has not resolved the complaint, or that the complaint is so serious, then the formal complaints process should be followed.

FORMAL COMPLAINT

The Town Clerk is responsible for managing the formal complaints process. If a formal complaint is being raised against the Town Clerk then the process as detailed below should be followed, but the Chairman of the Staffing Panel be informed instead of the Town Clerk.

A formal complaint should be submitted in writing to the Council offices, marked "Confidential – Formal Complaint" to ensure that the matter is handled by the Town Clerk's nominated deputy in case of the Town Clerk's absence from the office.

The complaint should cover as much detail as possible and enclose any relevant supporting documentation. The Town Clerk will acknowledge receipt of the complaint within three working days.

The Town Clerk will undertake an initial investigation into the complaint and will provide the complainant with a progress report or suggested resolution within ten working days. If the complainant is content with the proposed solution, then the complaint is closed. The Town Clerk will report to the Council, through the 'Clerk's Report' summary details of the complaint and a brief summary of the resolution. The summary report will exclude the name of the complainant.

If the Town Clerk is unable to resolve the complaint, or the complainant is not satisfied with the proposed solution then the matter will be referred to the Council's Complaints Appeals Panel.

APPEAL STAGE

The Complaints Appeals Panel consists of four councillors, three of whom must attend as a minimum to complete a quorum. The Panel is subject to the normal meeting requirements of the Council and it is expected that the Panel will be able to meet within ten working days of being notified by the Town Clerk.

Seven clear working days prior to the Panel meeting the complainant will provide the Town Council with copies of all documentation or other evidence (such as photographs) that they intend to present to the Complaints Appeals Panel. The Town Council will also provide all its documentation or other evidence to the complainant.

At the meeting the following procedure will be followed:

- The Complaints Appeals Panel will consider whether the circumstances of the meeting warrant the exclusion of the public and Press. As far as is possible the Council carries out its business in public, however matters that involve individual identified members of staff, may require the exclusion of the Press and public.
- The Chairman of the Complaints Appeals Panel will introduce everyone and explain the procedure to be used in order to consider the complaint made. The meeting should be as informal and friendly as possible, without prejudicing the need to consider properly the matter under discussion.
- The Complaints Appeals Panel will review the written material presented.
- The parties will be given the opportunity to make representations as outlined below:
 - The complainant will be invited to outline the grounds for the complaint and the Complaints Appeal Panel members will be able to ask any questions of the complainant;
 - If relevant, the Town Clerk (or other appropriate officer) will explain the Council's position and the Complaints Appeal Panel members will be able to ask any questions required;
 - The complainant is to be offered the opportunity of a last word as a means of summing up their position;
 - The Town Clerk (or other appropriate officer) is to be offered the opportunity of a last word as a means of summing up their position.
- The Complaints Appeals Panel may decide that a recess and/or further meeting is required before a decision can be reached in order to gather further evidence or for any other reason.
- The complainant and Council representative shall be asked to leave the room while the Complaints Appeal Panel members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties should be invited back. Both parties should also return to hear the decision or to be advised when the decision will be made.
- The Complaints Appeals Panel will issue a determination and a proposed resolution which shall be final.

CONSEQUENTIAL ACTIONS

A formal complaint is a serious matter. A complaint involving a member of the Council's staff could result in disciplinary action; or in cases of gross misconduct dismissal from the Council's employment.

The Council will not under any circumstances enter into any correspondence, or discussion, with any complainant about any action taken, formally or informally against any member of its staff as a result of the complaint. This is expressly to protect the employment rights to which all employees of the Council are entitled.

COMPLAINTS AGAINST COUNCILLORS

The Council has approved a Code of Conduct for Councillors (copy on our website) which is based on Councillors following the seven principles of public service:

- **Selflessness**
- **Integrity**
- **Objectivity**
- **Accountability**
- **Openness**
- **Honesty**
- **Leadership**

If you feel that a Councillor has not complied with the Council's Code of Conduct, you should send your complaint to:

The Monitoring Officer
East Hampshire District Council
Penns Place
Petersfield
Hampshire
GU31 4EX

PERSISTENT OR VEXATIOUS COMPLAINANTS

Persistent or vexatious complainants are those who, because of the frequency or nature of their contacts with the Council, hinder our ability to consider their or other people's complaints.

It is important to distinguish between persistent and vexatious complainants. People may be 'persistent' complainants because they consider that the council has not dealt with their complaints properly or fairly. Vexatious complainants may pursue their complaints in inappropriate ways or be intent on continuing to submit complaints which appear to have no substance or which have already been investigated and determined. Their contacts with the Council often place heavy demands on staff time and emotions.

Such complainants are in a very small minority but need handling sensitively.

Once the Town Clerk receives a complaint that is considered to be either persistent or vexatious, the details should be passed to the next available meeting of the Council for consideration and action. The Council will decide whether the complainant is persistent or vexatious and advise the complainants in writing of the reasons why they have been classified as such and any action to be taken which may include any or a combination of the following:

- Decline further contact with the complainant in person, by telephone, fax, letter or electronically – or any combination of these – provided that one form of contact is maintained. Alternatively, further contact could be restricted to liaison through a third party.
- Notify the complainant in writing that the Council has fully responded to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. Complainants should be notified that correspondence is at an end and that further communications will be acknowledged but not answered.
- Inform complainants that if appropriate, the Council reserves the right to refer the behaviour of unreasonable or persistent or vexatious complainants to the Police.
- In exceptional circumstances, consideration can be given to the possibility of obtaining a High Court Injunction to prevent the complainant harassing, threatening or distressing named or individual council employees.

REVIEW

This Procedure was last reviewed in May 2018 and is next due for review in May 2019.

Date: 27/10/2020

Petersfield Town Council NEW

Page 1

Time: 14:07

Current/Savings Bank A/c

List of Payments made between 01/08/2020 and 31/08/2020

Date Paid	Payee Name	Reference	Amount Paid	Authorized Ref	Transaction Detail
03/08/2020	Wex Europe Services (uk) Ltd	WEC	214.17		Purchase Ledger DDR Payment
03/08/2020	Lex Autolease Limited	LXL001	355.50		Grounds truck rental
03/08/2020	WPS Insurance Brokers & Risk S	WPS/Aug	1,121.93		CouncilGuard - New Business
06/08/2020	Altis Industries Ltd	AIL	2,700.30		Gasoil
07/08/2020	TDG Marketing Ltd	DIRECT	468.00		Leaflet distribution
07/08/2020	CPRE	CPRE	36.00		CPRE membership 1 year
07/08/2020	Petaprint Ltd	PP	1,595.00		8000 news leaflets
07/08/2020	Milk & More	MILK	19.68		Office milk
07/08/2020	Southern Planning Practice Ltd	SPPL01	3,434.08		Fees for Heath Pond studies
07/08/2020	SSE Scot Hydro-Southern Electr	SSESH	239.27		Gas - T and F Halls
07/08/2020	LLoyds Bank fees & charges	CHARGES 5	12.50		LLoyds Bank fees & charges
10/08/2020	Wex Europe Services (uk) Ltd	WEC	358.44		Fuel - truck & equipment
10/08/2020	Broxap Ltd	BROX	38,260.80		Finial x14
11/08/2020	LeasePlan UK Ltd	NET	358.62		Grounds truck rental
12/08/2020	HMRC PAYE/NI July 2020	PAYE/NI 4	6,286.43		HMRC PAYE/NI July 2020
13/08/2020	Hunt Forest Group Ltd	FHGL01	7,980.00		Multitiner
14/08/2020	Bromsgrove & Redditch Trophies	BRT	127.85		Engraved rose bowls
14/08/2020	Martin Cashmore Fencing Ltd	MCFL001	1,128.60		Post mix for knee high rail
14/08/2020	Rake Garden Centre	RGC001	542.51		MOT Type 1 bulk bag
14/08/2020	Rake Garden Centre	RGC001_a	42.49		P/Ledger Electronic Payment
14/08/2020	Winchester Garden Machinery	WGM	20.28		Chainsaw chain
14/08/2020	Cardnet fees & charges August	CARDNET 5	0.32		Cardnet fees & charges August
17/08/2020	Dual Energy Direct Ltd - Heath	DEHT	66.86		Electric - Heath toilets
17/08/2020	Wex Europe Services (uk) Ltd	WEC_a	213.79		Purchase Ledger DDR Payment
17/08/2020	LLoyds Credit Card	17/08/2020	1,624.32		Credit card direct debit Aug
18/08/2020	First Data	FD	25.60		Credit card processing equipme
20/08/2020	Bristol Energy Ltd	BE/July	34.88		Electric - Ave Pav
20/08/2020	Staff wages August	STAFFWAGE5	23,050.71		Staff wages August 2020
21/08/2020	Winchester Garden Machinery	WGM	820.81		Equipment for Monday Group
21/08/2020	Martin Cashmore Fencing Ltd	MCFL001	763.20		23 x oak sleepers
21/08/2020	ASDC Southern Ltd	ASL001	2,653.20		CCTV maintenance
21/08/2020	Microshade Business Consultant	MICRO	2,021.52		Software hosting
21/08/2020	Elite Playground Inspections	SASP	620.00		Playground inspections
21/08/2020	Caines Farm Partnership	CFPT	336.00		Bracken control
21/08/2020	VoxIT Limited	VOX	551.98		Website hosting
21/08/2020	VoxIT Limited	VOXoverpay	7.00		P/Ledger Electronic Payment
21/08/2020	The Play Inspection Company Lt	PICL	503.58		Annual play inspections
21/08/2020	Crown Oil Ltd t/a Crown Gas &	CGP001	212.05		Gas - Town & Festival Halls
21/08/2020	LGPS Hants pension August	PENSION 5	7,061.08		LGPS Hants pension August
24/08/2020	Wex Europe Services (uk) Ltd	WEC	169.49		Fuel - truck & equipment
24/08/2020	SIEMENS FINANCIAL SERVICES	SIEM	509.04		Photocopier lease & annual fee
26/08/2020	Cavendish Communications	CC	101.75		Purchase Ledger DDR Payment
28/08/2020	Eden Springs UK Ltd	ESUKL	46.42		Office water
28/08/2020	Veolia ES (UK) Ltd	OUKL	277.34		Waste removal
28/08/2020	Focus Group	FOC	296.92		Calls, charges & add services
28/08/2020	SUEZ Recycling and Recovery UK	SITA	1,455.31		Waste removal
28/08/2020	Altis Industries Ltd	AIL	2,468.26		Site fencing hire

Continued on Page 2

List of Payments made between 01/08/2020 and 31/08/2020

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
28/08/2020	Ampella Ltd	AMP	489.60		Replace hot water pump
28/08/2020	ACORN OFFICE SUPPLIES	AOS	404.91		Stationery supplies
28/08/2020	Beaver Tool Hire	BTH	8.40		16amp to 3 pin cable
28/08/2020	CIA FIRE & SECURITY LTD	CIA	874.80		LTA auto doors & Clubspark
28/08/2020	ENTC Ltd	ENTCL01	1,764.00		Tennis court deep cleaning
28/08/2020	HAMPSHIRE COUNTY COUNCIL	HCC	513.46		Janitorial supplies
28/08/2020	Trade UK	SFD	119.96		LED bulkhead x 3
28/08/2020	Tudor (UK) Ltd t/a Tudor Envir	TE01	95.64		Ear defenders & first aid

Total Payments	115,464.65
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List of Payments made between 01/09/2020 and 30/09/2020

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
01/09/2020	Wex Europe Services (uk) Ltd	WEC_a	178.15		Fuel - truck & equipment
01/09/2020	Lex Autolease Limited	LXL001	355.50		Grounds truck rental - HT19
01/09/2020	Boat Licence overcharge	B/L OVERCH	54.00		Boat Licence overcharge
01/09/2020	Playball toilet key refund	REPLAYBALL	20.00		Playball toilet key refund
01/09/2020	Petty Cash	017228	41.41		Restore petty cash imprest Aug
03/09/2020	WPS Insurance Brokers & Risk S	WPS/Sep	1,111.82		Purchase Ledger DDR Payment
03/09/2020	WPS Insurance Brokers & Risk S	WPS 1	1,111.82		P/Ledger Electronic Payment
04/09/2020	Altis Industries Ltd	AIL	9.60		Point & chisel sharpening
04/09/2020	Auditel	AUD	1,513.48		Fee for savings on utilities
04/09/2020	Boorer Lock & Safe Co Ltd	BLS	335.00		Padlocks and keys
04/09/2020	Cluson Engineering Ltd	CEL	99.00		Safety boots and trousers
04/09/2020	Drayton Medical Services Limit	DRAY	200.00		Occup. Health investigation
04/09/2020	EAST HANTS DISTRICT COUNCIL EHDC		200.00		Building regs fees
04/09/2020	Quadient UK Ltd	NP	10.39		Postage recredit
04/09/2020	TM Clothing Ltd/Bibby Factors	TMC	513.48		Grounds jackets
04/09/2020	U.K. OFFICE SYSTEMS LTD	UKOS	508.70		Copier charges
04/09/2020	WPS Insurance Brokers & Risk S	WPS	3,270.59		Cyber package
04/09/2020	Regeneration Services Ltd	RSL	306.00		Haulage of green waste
04/09/2020	Tudor (UK) Ltd t/a Tudor Envir	TE01	45.48		AdBlue & 2-stroke
04/09/2020	Cluson Engineering Ltd	CEL_a	36.53		Safety boots & laces
04/09/2020	Martin Cashmore Fencing Ltd	MCFL001	29.00		2 gate return springs
07/09/2020	Wex Europe Services (uk) Ltd	WEC_b	215.03		Fuel - truck & equipment
07/09/2020	British Telecommunications plc	BT	1,517.84		Phone lines, charges, broadband
07/09/2020	Custom Audio Designs Ltd	CADL01	6,751.08		Acoustic panels for Ave Pav
08/09/2020	Joe Horsfield Tree Surgery	JHTS001	700.00		Removal 2 x damaged willows
09/09/2020	C Coumbe Receipt Error S17817	ERROR	109.66		C Coumbe Receipt Error S17817
10/09/2020	Rake Garden Centre	RGC001_X	-53.10		Dummy CN to correct overpayment
11/09/2020	HMRC PAYE/NI August 2020	PAYE/NI 5	6,144.77		HMRC PAYE/NI August 2020
11/09/2020	Trade UK	CNote	-19.99		Credit - shorts
11/09/2020	LeasePlan UK Ltd	NET	358.62		Grounds truck rental - HX67
11/09/2020	Ampella Maintenance Ltd	AML001	640.21		Boiler repairs Town Hall
11/09/2020	Aspire Cleaning Services/Redd	ACS001	180.00		Heath toilets deep clean
11/09/2020	Broxap Ltd	BROX	999.60		Steel rugby posts
11/09/2020	Microshade Business Consultant	MICRO	1,016.16		Software, support etc
11/09/2020	PHS GROUP PLC	PHS	71.10		Washroom waste
11/09/2020	RIALTAS BUSINESS SOLUTIONS	RBS	583.20		Asset inventory & training
11/09/2020	Elite Playground Inspections	SASP	310.00		Playground inspections
11/09/2020	VoxIT Limited	VOX	125.00		Support/maintenance
14/09/2020	Wex Europe Services (uk) Ltd	WEC	260.95		Fuel - truck & equipment
14/09/2020	LLoyds Acc Fees & Charges Sept	CHARGES 6	12.73		LLoyds Acc Fees & Charges Sept
14/09/2020	Cardnet Fees & Charges Aug	CARDNET 6	1.03		Cardnet Fees & Charges Aug
14/09/2020	C & C Bank A/c	Precept 1	200,000.00		Precept 1 of 2
15/09/2020	Dual Energy Direct Ltd - Heath	DEHT	64.81		Electric - Heath toilets
15/09/2020	LLoyds Credit Card	CCard Sept	245.49		Credit card payment September
15/09/2020	C & C Bank A/c	Precept 2	90,000.00		Precept 2 of 2
16/09/2020	Haven Power Ltd	HP	407.02		Purchase Ledger DDR Payment
17/09/2020	Quadient UK Ltd	NP	101.21		Postage charges

List of Payments made between 01/09/2020 and 30/09/2020

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
17/09/2020	Altis Industries Ltd	AIL	102.84		Breaker, gen and transformer
17/09/2020	Alpha Graphics	AG	64.80		PIB signs
17/09/2020	The Festive Lighting Company L	FL	20,717.41		Xmas lights
17/09/2020	Petaprint Ltd	PP	455.00		Digital newsletter design
17/09/2020	H. Monfared (Builders) Ltd	HMBL	2,902.84		Replace light fittings
17/09/2020	Scottish Southern Energy Power	SSE001	504.70		Electric for grounds depot
17/09/2020	Royal British Legion	017229	30.00		Poppy wreath
18/09/2020	2 U Tyres Ltd	2UTL001	241.86		Repair to 3 pin electric socke
18/09/2020	Trade UK	SFD	126.73		Supplies for fixing skate park
18/09/2020	Winchester Garden Machinery	WGM	551.55		Chainsaw chain & axe
18/09/2020	Armorgard Ltd	AGL001	624.00		2nd hand tuffbank
18/09/2020	Agrovista UK Ltd t/a Pitchcare	AUKL001	373.68		Plifix Grass Tufts
18/09/2020	Broxap Ltd	BROX	972.00		Penny Farthing cycle stands x4
18/09/2020	Blendworth Tyres Ltd	BTL	376.68		Large trailer repair/service
18/09/2020	Cluson Engineering Ltd	CEL	164.40		Safety boots
18/09/2020	CPC	CPC	1,332.65		Camera and cordless phone
18/09/2020	EAST HANTS DISTRICT COUNCIL EHDC		1,000.00		Rent - grounds depot
18/09/2020	HAMPSHIRE COUNTY COUNCIL	HCC	741.24		Janitorial supplies
18/09/2020	Regeneration Services Ltd	RSL	160.92		Haulage of green waste
18/09/2020	Trade UK	SFD_2	80.98		Extractor fan & light
18/09/2020	Travis Perkins Trading Company	TP	72.56		Hex key set & Screwdriver bits
18/09/2020	First Data	FD	25.60		Credit card processing equipme
18/09/2020	Crown Oil Ltd t/a Crown Gas &	CGP001	194.84		Gas - T & F Halls
18/09/2020	Staff wages September 2020	STAFFWAGE6	25,171.25		Staff wages September 2020
21/09/2020	Wex Europe Services (uk) Ltd	WEC	265.01		Purchase Ledger DDR Payment
21/09/2020	LGPS Hampshire Pension Sept 20	PENSION 6	7,886.27		LGPS Hampshire Pension Sept 20
25/09/2020	Focus Group	FOC	296.51		Calls, charges & services
25/09/2020	Cavendish Communications	CC	108.53		Purchase Ledger DDR Payment
25/09/2020	Rigging Team Ltd	RIG	10,955.04		Annual inspection 2020
25/09/2020	Travis Perkins Trading Company	TP	119.98		Galvanised wire coil
25/09/2020	Winchester Garden Machinery	WGM	649.00		Stihl strimmer/brushcutter
25/09/2020	Cluson Engineering Ltd	CEL	9.60		No. 8 knife
25/09/2020	EAST HANTS DISTRICT COUNCIL EHDC		1,646.70		Rate bill - Ave Pav
25/09/2020	Quadient UK Ltd	NP	635.16		Franking machine & maintenance
25/09/2020	Mant Leisure Ltd	MLL001	930.00		Borough Rd play surface
28/09/2020	Wex Europe Services (uk) Ltd	WEC	336.54		Fuel - truck and equipment
28/09/2020	Veolia ES (UK) Ltd	OUKL	297.89		Waste removal
28/09/2020	Eden Springs UK Ltd	ESUKL	24.20		Office water
29/09/2020	LeasePlan UK Ltd	NET	30.00		Road fund licence - HX67 RZO
30/09/2020	SUEZ Recycling and Recovery UK	SITA	1,473.31		Waste removal
30/09/2020	Ticketsource	Fees	38.04		Ticketsource fees
Total Payments			403,382.68		

List of Payments made between 01/10/2020 and 31/10/2020

Date Paid	Payee Name	Reference	Amount Paid	Authorized Ref	Transaction Detail
01/10/2020	Business Stream Ltd	BSL	117.01		Waste services
01/10/2020	Lex Autolease Limited	LXL001	355.50		Purchase Ledger DDR Payment
01/10/2020	EH Citizens Advice P/grant Oct	P/GRANT 1	6,000.00		EH Citizens Advice P/grant Oct
01/10/2020	P/F Cricket Club P/Grant Oct	P/GRANT 2	2,500.00		P/F Cricket Club P/Grant Oct
01/10/2020	The Kings Arms P/Grant Oct	P/GRANT 3	2,500.00		The Kings Arms P/Grant Oct
01/10/2020	POA Swimming Pool P/Grant Oct	P/GRANT 4	3,500.00		POA Swimming Pool P/Grant Oct
01/10/2020	Petty Cash	017230	28.38		Restore Petty Cash imprestSept
02/10/2020	H. Monfared (Builders) Ltd	HMBL	1,258.32		Replace float valve
02/10/2020	Milk & More	MILK	24.60		Office milk
02/10/2020	Fenland Leisure Products Ltd	OPLAY	180.00		Sutcliffe cradle seat
02/10/2020	Regeneration Services Ltd	RSL	1,050.00		Jack hedgecutting 2.5 days
02/10/2020	VoxIT Limited	VOX	120.00		Move PCs off server network
02/10/2020	Yu Energy Retail Limited	YERL01/Aug	28.69		Electric - Ave Pav
05/10/2020	Wex Europe Services (uk) Ltd	WEC	219.20		Purchase Ledger DDR Payment
05/10/2020	WPS Insurance Brokers & Risk S	WPS/Oct	1,111.82		Purchase Ledger DDR Payment
07/10/2020	Wicksteed Leisure Ltd	WIC	36,143.81		Replacing timber play unit
07/10/2020	Scottish Southern Energy Power	SSE001	126.52		Christmas lighting charges
09/10/2020	ACORN OFFICE SUPPLIES	AOS	392.92		Stationery & office supplies
09/10/2020	Cluson Engineering Ltd	CEL	60.20		Gate catches, striker & trouse
09/10/2020	Hampshire Assoc. of Local Coun	HAPTC	72.00		Intro to VAT course
09/10/2020	Hampshire Flag Company	HFC	484.24		Town & council flags
09/10/2020	Kalamazoo (Adare SEC Ltd)	KSPL	300.90		Minute book sheets
09/10/2020	Martin Cashmore Fencing Ltd	MCFL001	612.01		Railings, catches & bolts
09/10/2020	Quadiant UK Ltd	NP	50.00		Postage recredit
09/10/2020	Trade UK	SFD	309.95		Multi-tool, blades, battery
09/10/2020	Southern Fire Protection Ltd	SFP	611.82		Annual service of fire ext
09/10/2020	Travis Perkins Trading Company	TP	11.28		Ballast trade pack
09/10/2020	VoxIT Limited	VOX	120.00		Server support/maintenance
09/10/2020	Winchester Garden Machinery	WGM	639.77		LB553S Mulch
09/10/2020	LLoyds acc Fees & Charges Oct	CHARGES 7	12.50		LLoyds acc Fees & Charges Oct
12/10/2020	HMRC PAYE/NI September 2020	PAYE/NI 6	7,706.90		HMRC PAYE/NI September 2020
12/10/2020	Wex Europe Services (uk) Ltd	WEC	289.07		Fuel - trucks & equipment
12/10/2020	LeasePlan UK Ltd	NET	358.62		Truck rental - HX67 RZO
12/10/2020	Dyce Energy Ltd	DEL001	29.74		Gas - Ave Pav
14/10/2020	Cardnet Fees & Charges Oct	CARDNET 7	7.24		Cardnet Fees & Charges Oct
15/10/2020	Dual Energy Direct Ltd - Heath	DEHT	102.17		Electric - Heath toilets
15/10/2020	LLoyds Credit Card	C Card Oct	102.61		Credit card payment October
16/10/2020	Microshade Business Consultant	MICRO	1,012.56		Software support
16/10/2020	MJS Fencing Ltd	MJS	2,906.40		112 metres 4ft high fencing
16/10/2020	Elite Playground Inspections	SASP	310.00		Playground inspections
16/10/2020	Stage Electrics	STE	7,716.32		Inspection & maintenance
16/10/2020	R Marks Dep Rtn S10608	D/RTN10608	150.00		R Marks Dep Rtn S10608
16/10/2020	Phoenix Ant/S Hughes DR S17717	D RTN/7717	250.00		Phoenix Ant/S Hughes DR S17717
16/10/2020	C Bailey Dep Rtn S17060	DRTN/17060	150.00		C Bailey Dep Rtn S17060
19/10/2020	Trade UK	SFD	77.16		Rapid set cement
19/10/2020	Crown Oil Ltd t/a Crown Gas &	CGP001	219.79		Purchase Ledger DDR Payment
19/10/2020	Wex Europe Services (uk) Ltd	WEC_a	478.18		Fuel - trucks & equipment

Continued on Page 2

List of Payments made between 01/10/2020 and 31/10/2020

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
19/10/2020	Haven Power Ltd	HP	647.84		Electric - T Hall & F Hall
20/10/2020	First Data	FD/Oct	25.60		Credit card processing equipme
20/10/2020	Staff wages October	STAFFWAGE7	23,103.06		Staff wages October
21/10/2020	LGPS Hants Pension Oct	PENSION 7	7,106.72		LGPS Hants Pension Oct
23/10/2020	Focus Group	FOC	296.39		Phone calls, charges & service
23/10/2020	Matthews Electrical Engineers	MEE	288.00		Emergency lighting check
23/10/2020	Hampshire Assoc. of Local Coun	HAPTC	216.00		Councillor development
26/10/2020	Wex Europe Services (uk) Ltd	WEC_b	173.71		Purchase Ledger DDR Payment
27/10/2020	Cavendish Communications	CC	101.12		Mobile calls & charges
28/10/2020	Five Rivers Environmental Cont	FRECL01	56,880.00		Final construction invoice
28/10/2020	Eden Springs UK Ltd	ESUKL	90.87		Office water
28/10/2020	Veolia ES (UK) Ltd	OUKL	364.66		Waste removal
29/10/2020	Yu Energy Retail Limited	YERL001	34.90		Electric - Ave Pav
30/10/2020	SUEZ Recycling and Recovery UK SITA		1,440.91		Waste removal
30/10/2020	Intratec Limited	IL001	600.00		Inspections for Xmas lighting
30/10/2020	TOURISM SOUTH EAST	TSE	13,560.00		Cost of operating TVC
30/10/2020	Royal British Legion	017231	67.00		Supply 2 wreaths
Total Payments			185,804.98		