

Town Council Offices  
Maison Dieu House  
Biggin Street  
Dover  
CT16 1DW

DATE OF ISSUE:  
25<sup>th</sup> October 2023

## DOVER TOWN COUNCIL

Dear Councillor

NOTICE IS HEREBY GIVEN THAT a meeting of the FINANCE & GENERAL PURPOSES COMMITTEE will be held at the Town Council Offices on **MONDAY 30<sup>TH</sup> OCTOBER 2023 at 6pm** when the business shown on the agenda below will be transacted.

Any member of the public who requires further information, wishes to make representations to the Committee, or has any special requirements in respect of this meeting please contact Ms Allison Burton, Town Clerk, on 01304 242625.

Allison Burton  
TOWN CLERK

The Press and Public are welcome to attend.

### AGENDA

#### 1. APOLOGIES FOR ABSENCE

To receive any apologies for absence. *Prior to a meeting Councillors' apologies, with a reason for absence from that meeting, should be submitted to the Clerk.*

#### 2. DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary and/or other interests as required by law. *(Guidance for Councillors concerning disclosable pecuniary and/or other interests is attached for your information). (Pages 1 to 2).*

#### 3. MINUTES

To note the approved Minutes of the meeting of the Finance & General Purposes Committee held 19<sup>th</sup> June 2023 as resolved at the Full Town Council Meeting, 12<sup>th</sup> July 2023, Minute No: 23.

4. **TOWN COUNCIL FINANCIAL INFORMATION**

- 4a) To note that the schedule of payments for May & June 2023 were approved at the Town Council's Meeting on 12<sup>th</sup> July 2023, Minute No: 25.
- 4b) To note that the schedule of payments for July & August 2023 were approved at the Town Council's Meeting on 20<sup>th</sup> September 2023, Minute No: 74a.
- 4c) To consider the schedule of payments made by the Town Council for September 2023. (Copy attached). (Pages 3 to 12).
- 4d) To note that the budget out-turn to 31<sup>st</sup> August 2023 was approved at the Town Council Meeting on 20<sup>th</sup> September 2023, Minute No: 74b.
- 4e) To note the budget out-turn to 30<sup>th</sup> September 2023 (Copy attached). (Pages 13 to 16).
- 4f) To note the 2024 / 25 budget process is underway. Members wishing to make representations should contact the Chair of the committee. The Town Council budget will be resolved at the Full Town Council meeting on Wednesday 17<sup>th</sup> January 2024.

5. **PROGRESS SHEETS**

To note that there are no outstanding items concerning resolutions made by the Finance & General Purposes Committee during 2023/24.

6. **COUNCILLORS' WARD GRANTS**

To note the current situation with Councillors Ward Grants (to follow).

7. **EXTERNAL AUDIT 2022/23**

- 7a) To consider and note the External Auditor's Report and Certificate 2022/3, and that in their opinion on the basis of their review of Sections 1 and 2 of the Annual Governance and Accountability Return (AGAR) 2022/3 that the information in Sections 1 and 2 of the AGAR is in accordance with Proper Practices and that no other matters have come to their attention giving cause for concern that regulatory requirements have not been met (copy attached). There were no other matters not affecting their opinion to which the auditors wished to draw the attention of the Council. (Copy attached). (Pages 17 to 20).
- 7b) To note that the statutory requirements for publication of the Notice of Conclusion of Audit and the AGAR 2022/3 were not met due to the late receipt of the External Auditor's report. However, it was published on the same day it was received, 2<sup>nd</sup> October 2023, 2 days after the statutory deadline.

8. INTERNAL AUDIT 2023/24

To note McCabe Ford Williams letter of 17<sup>th</sup> October 2023 concerning their recent Internal Audit. (Copy attached). (Pages 21 to 24)

9. GOVERNANCE & ACCOUNTABILITY

To consider the Chairperson of the Council's report of 9<sup>th</sup> October 2023 concerning the adoption of the Unreasonably Persistent or Vexatious Complaints policy. (Copy attached). (Pages 25 to 32).

10. DATE OF NEXT MEETING

To note that the next meeting of the Finance and General Purposes Committee will be held on Monday 4<sup>th</sup> March 2024.

**NOTE: A COPY OF THIS DOCUMENT IN LARGER TYPE MAY BE OBTAINED ON REQUEST FROM THE COUNCIL OFFICES, MAISON DIEU HOUSE, BIGGIN STREET, DOVER.**

**COPIES OF THE DOCUMENTS MENTIONED IN THIS AGENDA ARE AVAILABLE FOR INSPECTION FROM THE TOWN COUNCIL OFFICES - MONDAY TO FRIDAY - 9am to 5pm. COPIES MAY BE REQUESTED GIVING 1 WORKING DAYS NOTICE AND WILL BE CHARGED AT 10p PER COPY.**







## DECLARATIONS OF INTEREST

### Disclosable Pecuniary Interest (DPI)

Where a Member has a new or registered DPI in a matter under consideration, they must disclose that they have an interest and, unless the Monitoring Officer has agreed in advance that the DPI is a 'Sensitive Interest' explain the nature of that interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a DPI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation permitting them to do so. If during the consideration of any item a Member becomes aware that they have a DPI in the matter they should declare the interest immediately and subject to any dispensations, withdraw from the meeting. Members should remember that a finding of a breach of the law with regard to DPI's carries a fine of up to £5,000 and a criminal record.

### Other Significant Interest (OSI)

Where a Member is declaring an OSI they must also disclose the interest and explain the nature of the interest at the meeting. The Member must withdraw from the meeting at the commencement of the consideration of any matter in which they have declared a OSI and must not participate in any discussion of, or vote taken on, the matter unless they have been granted a dispensation to do so or the meeting is one at which members of the public are permitted to speak for the purpose of making representations, answering questions or giving evidence relating to the matter. In the latter case, the Member may only participate on the same basis as a member of the public and cannot participate in any discussion of, or vote taken on, the matter and must withdraw from the meeting in accordance with the Council's procedure rules.

### Voluntary Announcement of Other Interests (VAOI)

Where a Member does not have either a DPI or OSI but is of the opinion that for transparency reasons alone they should make an announcement in respect of a matter under consideration, they can make a VAOI. A Member declaring a VAOI may still remain at the meeting and vote on the matter under consideration.

### **Notes:**

Situations in which a Member may wish to make a VAOI include membership of outside bodies that have made representatives on agenda items; where a Member knows a person involved, but does not have a close association with that person; or where an item would affect the well-being of a Member, relative, close associate, employer, etc. but not his/her financial position. It should be emphasised that an effect on the financial position of a Member, relative, close associate, employer, etc OR an application made by a Member, relative, close associate, employer etc would both probably constitute either an OSI or in some cases a DPI.





Date: 03/10/2023

Dover Town Council

Page 1

Time: 09:59

Co-Op Current Account

**AGENDA ITEM 4C****List of Payments made between 01/09/2023 and 30/09/2023**

Date Paid	Payee Name	Reference	Amount Paid	Authorized Ref	Transaction Detail
01/09/2023	Mella Media Ltd T/A ACGLC	E23/18/1	3,606.00		Professional fees
01/09/2023	East Kent Recycling Ltd	E23/18/4	192.00		skips
01/09/2023	Applause Rural Touring	E23/18/5	350.00		Fish out of water event
01/09/2023	D Sharp	E23/18/6	960.00		Horticulture
01/09/2023	Jelly Fish Theatre	E23/18/7	950.00		outdoor performance
01/09/2023	Right Guard Security UK Ltd	E23/18/8	315.67		Security 19th Aug
01/09/2023	Dover Demolition	E23/18/9	384.00		Haulage costs
01/09/2023	Charbec Fencing	E23/18/10	525.00		Ground works
01/09/2023	Julia Charles Event	E23/18/11	1,368.00		Snow Globe
01/09/2023	William Walker Garden Maintena	E23/18/13	185.60		Gardening services
01/09/2023	Cash Book 5	E23/18/12	448.47		IMPREST CB5
01/09/2023	Invicta IT Solutions Ltd	DD/INVICTA	1,042.38		IT Support
01/09/2023	Stark Building Materials	E23/18/3	225.65		wheelbarrow
01/09/2023	DVLA Swansea	DD/DVLA	28.00		Road tax
01/09/2023	Skoda Financial services	DD/VWFS	493.24		lease
01/09/2023	Cash Book 9	E23/18/2	29.13		Expense reclaim - correction
04/09/2023	Hutchison 3G UK Ltd	DD/THREE	46.40		phones
04/09/2023	RAC	DC/RAC	273.00		breakdown cover
04/09/2023	CoOp Bank	DD/COOP	1.00		Bank charges
05/09/2023	Amazon.co.uk - CARD PAYMENT	DC/AMAZON	24.48		table holders
05/09/2023	Screwfix	DC/SCREWF	89.85		Garden sacks
05/09/2023	CoOp Bank	DD/COOP	2.24		Bank charges
05/09/2023	CoOp Bank	DD/COOP	12.00		Bank charges
08/09/2023	Four Seasons Fencing	E23/19/1	993.18		Palisade fencing
08/09/2023	K.W. Knight General Building	E23/19/2	1,750.00		premises refurbishment
08/09/2023	Macavis Builders Merchant	E23/19/3	768.00		type 1
08/09/2023	APEX Clean Ltd	E23/19/4	720.00		cleaning
08/09/2023	Charbec Fencing	E23/19/6	735.00		Works to Edgar Road
08/09/2023	William Walker Garden Maintena	E23/19/7	387.40		Gardening services
08/09/2023	Baldwin Sailer Ltd	E23/19/8	114.00		repairs to radiator valve
08/09/2023	Quantum Theatre	E23/19/9	1,800.00		Peter Rabbit
08/09/2023	Mudcontrol Ltd	E23/19/10	4,303.58		MUDCONTROL SLABS
08/09/2023	Pure Cleaning Services	E23/19/12	1,475.10		seafront facilities
08/09/2023	Frama UK Ltd	E23/19/14	279.02		comprehensive contract
08/09/2023	Wingham Well Spring	E23/19/15	15.60		Water
08/09/2023	Click2Cycle	E23/19/16	6,396.00		ebikes
08/09/2023	Invicta IT Solutions Ltd	E23/19/13	253.77		IT Support
08/09/2023	Buckland Residence Association	E23/19/11	161.00		Councillor Grant
08/09/2023	Stark Building Materials	E23/19/5	1,294.99		Materials for workshop
11/09/2023	Amazon.co.uk - CARD PAYMENT	DC/AMAZON	37.26		Speakers Day
11/09/2023	CoOp Bank	DD/COOP	1.00		Bank charges
12/09/2023	H M Land Registry	DD/HMLR	3.00		land searches
12/09/2023	Lydden Bell	DC/LYDDEN	90.00		deposit
12/09/2023	Scottish Power Group	DC/SCOTTIS	540.13		electricity
14/09/2023	Ecotricity	DD/EGO/PO	30.67		poultion electric
15/09/2023	Amazon.co.uk - CARD PAYMENT	DC/AMAZON	276.99		Monitoring equipment
15/09/2023	Travis Perkins	DD/TRAVIS	8.26		P/Ledger Electronic Payment

Continued on Page 2



Date: 03/10/2023

Dover Town Council

Page 2

Time: 09:59

Co-Op Current Account

## List of Payments made between 01/09/2023 and 30/09/2023

Date Paid	Payee Name	Reference	Amount Paid	Authorized Ref	Transaction Detail
15/09/2023	Travis Perkins	DD/TRAVIS2	7.55		P/Ledger Electronic Payment
18/09/2023	Ground Cover Solutions	DC/GROUNDG	316.44		Ground cover membrane
18/09/2023	Capla	DD/PENSION	4,239.11		Salary costs - August
18/09/2023	CoOp Bank	DB/COOP	1.00		Bank charges
19/09/2023	Marks & Spencer	DC/MARKS&S	102.60		M/MT Refreshments
19/09/2023	Dover District Council	DD/DDC/MDH	1,406.00		rates
19/09/2023	Dover TC	DD/SALARY	15,576.88		Salary costs - September
19/09/2023	Benenden Healthcare	DD/BENENDE	64.00		Salary costs - September
19/09/2023	Dover District Council	DD/DDC/PO	320.00		P/Ledger Electronic Payment
20/09/2023	Ecolricity	DD/ECO/PAV	14.21		Electric PAV
20/09/2023	Ecolricity	DD/ECO/FL	14.54		Electric FL
20/09/2023	Ecolricity	DD/ECO/PO	16.35		Electric Poulton
20/09/2023	Ecolricity	DD/ECO/MDH	262.86		Electric mdh
20/09/2023	Ecolricity	DD/ECO/	189.93		electric mdh
22/09/2023	Stark Building Materials	E23/20/1	1,365.37		Workshop materials
22/09/2023	Charbec Fencing	E23/20/2	1,020.00		Town Workshop
22/09/2023	Bates Office Services Ltd	E23/20/3	9.59		office supplies
22/09/2023	K-W Knight General Building	E23/20/4	1,250.00		Premises refurbishment
22/09/2023	Murray Steel Buildings	E23/20/6	12,000.00		Building install
22/09/2023	East Kent Recycling Ltd	E23/20/8	192.00		skip
22/09/2023	Baldwin saller ltd	E23/20/9	357.58		Faulty cisternmaster
22/09/2023	Right Guard Security UK Ltd	E23/20/10	181.13		SIA for pencester
22/09/2023	Kent County Council	E23/20/11	37.00		street permits
22/09/2023	Harmer & Sons Ltd	E23/20/12	105.60		Grass cutting
22/09/2023	Harrison External Display Syst	E23/20/13	504.00		flagpole service
22/09/2023	D Sharp	E23/20/14	675.00		Garderning services
22/09/2023	Cash Book 3	E23/20/7	32.26		Office Sundries
22/09/2023	William Walker Garden Maintena	E23/20/5	609.97		Garderning services
22/09/2023	Rebels Coffee	DC/REBEL	8.50		meeting refreshment
22/09/2023	Business Stream	DD/BUSINES	26.53		water HM
22/09/2023	HMRC	DD/HMRC	6,568.70		Salary costs - August
24/09/2023	Southern Communications Ltd	DD/SOUTHER	119.02		phones
25/09/2023	Trade UK Account	DC/TRADEUK	41.16		P/Ledger Electronic Payment
25/09/2023	Travis Perkins	DC/TRAVIS2	650.00		plant hire
25/09/2023	CoOP Bank	DD/COOP	1.00		Bank charges
27/09/2023	Marks & Spencer	DC/M&S	14.10		P/Ledger Electronic Payment
28/09/2023	James Hallam Council Guard	E23/21/2	2,126.12		Insurance
28/09/2023	Nortenergy Ltd	E23/21/3	7,620.00		Polycrub classic kil
28/09/2023	Melta Media Ltd T/A ACCLC	E23/21/4	3,606.00		Professional fees
28/09/2023	Plantex uk technical Irrigatio	E23/21/5	3,291.61		PP water supply
28/09/2023	Ottewill Silversmith and Jewel	E23/21/6	1,380.00		Mayorally
28/09/2023	K-W Knight General Building	E23/21/7	1,250.00		premises refurbishment
28/09/2023	Harrison External Display Syst	E23/21/8	375.54		Flags
28/09/2023	William Walker Garden Maintena	E23/21/9	259.97		Garderning services
28/09/2023	Dover White Cliffs Amenity Fun	E23/21/10	250.00		P/Ledger Electronic Payment
28/09/2023	Key Services South East Ltd	E23/21/12	114.00		Extinguisher servicing
28/09/2023	Ruth Farmer	E23/21/13	100.39		Mayorally

Continued on Page 3

Date: 03/10/2023

Dover Town Council

Page 3

Time: 09:59

Go-Op Current Account

## List of Payments made between 01/09/2023 and 30/09/2023

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref.</u>	<u>Transaction Detail</u>
28/09/2023	Stark Building Materials	E23/21/14	47.26		building materials
28/09/2023	National Association of Local C	E23/21/15	104.08		Engaging local community
28/09/2023	Cash Book 4	E23/21/1	150.79		Imprest CB4
28/09/2023	Cash Book 4	E23/21/11	220.02		Imprest CB5
29/09/2023	Starlink Internet Services Ltd	DC/STARLIN	469.00		starlink kit
29/09/2023	Suez Recycling & Recovery Hold	DD/SUEZ	81.31		P/Ledger Electronic Payment

Total Payments	<u>103,700.50</u>
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Date: 03/10/2023

Dover Town Council

Page 1

Time: 09:58

HSBC Current Account

## List of Payments made between 01/09/2023 and 30/09/2023

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
03/09/2023	HSBC	DD/HSBC	8.00		Bank charges
08/09/2023	Co-Op Current Account	08.09.23	50,000.00		Internal funds transfer
22/09/2023	Co-Op Current Account	22.09.23	50,000.00		Internal funds transfer
Total Payments			100,008.00		



Date: 03/10/2023

Dover Town Council

Page 1

Time: 09:58

HSBC Deposit Account

## List of Payments made between 01/09/2023 and 30/09/2023

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid/Authorized Ref</u>	<u>Transaction Detail</u>
08/09/2023	HSBC Current Account	08.09.23	50,010.00	Internal funds transfer
22/09/2023	HSBC Current Account	22.09.23	50,000.00	Internal funds transfer
Total Payments			100,010.00	

Date: 03/10/2023

Dover Town Council

Page 1

Time: 09:58

Cash Book 3

List of Payments made between 01/09/2023 and 30/09/2023

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref.</u>	<u>Transaction Detail</u>
01/09/2023	Dover International	CB3/SEP	1.89		Office sundries
01/09/2023	Cash Book 3	CB3/SEP	0.90		Postage-In
01/09/2023	Forrest	CB3/SEP	24.98		Office sundries
07/09/2023	The Mangle	CB3/SEP	28.90		Office sundries
07/09/2023	Trader	CB3/SEP	30.00		Office sundries
07/09/2023	B&M	CB3/SEP	1.98		Office sundries
07/09/2023	M&S	CB3/SEP	6.00		Office sundries
11/09/2023	Cash Book 3	CB3/SEP	1.45		Office sundries
18/09/2023	Poundland	CB3/SEP	1.45		Office sundries
20/09/2023	Cash Book 3	CB3/SEP	25.00		Donation
20/09/2023	Adams Printers	CB3/SEP	6.00		Office sundries
21/09/2023	Dover International	CB3/SEP	1.89		Office sundries
22/09/2023	Cash Book 9	E23/20/7	32.26		Office Sundries C
25/09/2023	Amazon	CB3/SEP	40.98		Office sundries
25/09/2023	B&M	CB3/SEP	1.45		Office sundries
26/09/2023	Argos	CB3/SEP	40.00		Office sundries

Total Payments	<u>243.31</u>
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Date: 03/10/2023

Dover Town Council

Page 1

Time: 09:58

Cash Book 4

## List of Payments made between 01/09/2023 and 30/09/2023

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
05/09/2023	Cash Book 4	CB4/SEP	18.30		Charge - civic car
28/09/2023	Cash Book 4	CB4/SEP	16.35		Charge - civic car
28/09/2023	Cash Book 5	E23/21/11c	220.02		Impresl CB5 c
Total Payments			254.67		



Date: 03/10/2023

Dover Town Council

Page 1

Time: 09:59

Cash Book 5

## List of Payments made between 01/09/2023 and 30/09/2023

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref.</u>	<u>Transaction Detail</u>
04/09/2023	Tesco	CB5/SEP	50.00		Fuel - community vehicle
07/09/2023	Tesco	CB5/SEP	45.00		Fuel - community vehicle
26/09/2023	Sainsburys	CB5/SEP	50.01		Fuel - community vehicle
27/09/2023	Tesco	CB5/SEP	50.01		Fuel - community vehicle
Total Payments			195.02		

Date: 03/10/2023

Dover Town Council

Page 1

Time: 09:59

Cash Book 9

## List of Payments made between 01/09/2023 and 30/09/2023

<u>Date Paid</u>	<u>Payee Name</u>	<u>Reference</u>	<u>Amount Paid</u>	<u>Authorized Ref</u>	<u>Transaction Detail</u>
22/09/2023	CB9/SEP	CB9/SEP	32.26		Office sundries
25/09/2023	CB9/SEP	CB9/SEP	32.26		Office Sundries X
Total Payments			0.00		







13/10/2023

Dover Town Council

Page 1

12:12

Detailed Income &amp; Expenditure by Budget Heading 13/10/2023

Month No: 6

Committee Report

**AGENDA ITEM 4E**

	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<b>Finance &amp; General Purposes</b>							
101 Premises and Services							
4010 Loan Interest	9,180	18,360	9,180		9,180	50.0%	
4011 Rates	8,435	14,500	6,065		6,065	58.2%	
4012 Water/Sewerage	314	1,700	1,386		1,386	18.5%	
4014 Electricity	2,556	6,000	3,444		3,444	42.6%	
4015 Town Vehicles	10,297	24,500	14,203		14,203	42.0%	
4025 Insurance - premises	10,625	7,000	(3,625)		(3,625)	151.8%	
4034 Contract Cleaning	3,231	7,500	4,269		4,269	43.1%	
4035 Window Cleaning	855	2,300	1,445		1,445	37.2%	
4036 Premises Maintenance	7,933	20,000	12,067	7,008	5,059	74.7%	
4037 Gas - heating	1,797	7,500	5,703		5,703	24.0%	
4038 Service/Maint Alarms	1,503	2,500	997		997	60.1%	
4039 Lift Servicing	605	1,800	1,195		1,195	33.6%	
4046 War Memorial Maintenance	794	1,200	406		406	66.2%	
4046 Town Workshop	121,667	262,000	140,333	8,973	131,360	49.9%	
4414 Pencester Pavillion Maintenance	80	1,000	920		920	8.0%	
Premises and Services - Indirect Expenditure	179,874	377,860	197,986	15,981	182,005	51.8%	0
Net Expenditure	(179,874)	(377,860)	(197,986)				
102 Staff Costs							
4018 Staff costs	161,289	360,000	198,711		198,711	44.8%	
Staff Costs - Indirect Expenditure	161,289	360,000	198,711	0	198,711	44.8%	0
Net Expenditure	(161,289)	(360,000)	(198,711)				
103 Administration							
1076 Precept	894,782	894,782	0			100.0%	
1096 Bank Interest	8,719	500	(8,219)			1743.9%	
Administration - Income	903,501	895,282	(8,219)			100.9%	0
4020 Publications	184	500	316		316	36.8%	
4021 Telephone	2,524	6,000	3,476		3,476	42.1%	
4022 Postage	732	1,500	768		768	48.8%	
4023 Office Supplies	1,940	2,000	60		60	97.0%	
4024 Insurance - general	14,482	11,800	(2,682)		(2,682)	122.7%	
4028 Photocopier	376	1,000	624		624	37.6%	
4029 Clerk's Meeting Costs	180	600	420		420	30.0%	
4030 Travel & Subsistence Officers	87	700	613		613	12.4%	

Continued over page

13/10/2023

Dover Town Council

Page 2

12:12

Detailed Income &amp; Expenditure by Budget Heading 13/10/2023

Month No: 6

Committee Report

	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4031 Staff Development	915	8,000	7,085		7,085	11.4%	
4032 Recruitment	64	500	436		436	12.7%	
4042 Permits	1,380	2,000	620		620	69.0%	
4051 Bank Charges	152	250	98		98	60.9%	
Administration :- Indirect Expenditure	23,015	34,850	11,835	0	11,835	66.0%	0
Net Income over Expenditure	880,486	860,432	(20,054)				
<b>104 Professional Fees &amp; Subs:</b>							
4054 Subscriptions	3,225	3,500	275		275	92.1%	
4056 Legal & Valuation Advice	20,999	46,000	25,001		25,001	46.6%	
4057 Audit Fee	0	4,700	4,700		4,700	0.0%	
4058 Payroll Fee	1,065	2,500	1,435		1,435	42.6%	
4059 Computer Support	8,288	14,500	6,212		6,212	57.2%	
Professional Fees & Subs :- Indirect Expenditure	33,576	71,200	37,624	0	37,624	47.2%	0
Net Expenditure	(33,576)	(71,200)	(37,624)				
<b>105 Town Council</b>							
4070 Councillors External Expenses	0	500	500		500	0.0%	
4071 Councillors Training	467	1,600	1,133		1,133	29.2%	
4072 Gifts & Presentations	276	500	224		224	55.2%	
4073 Elections/Town Poll	0	40,000	40,000		40,000	0.0%	
4075 TC Functions & Gen Hospitality	662	2,000	1,338		1,338	33.1%	
4076 Parish Basic Allowance	4,480	10,800	6,320		6,320	41.5%	
Town Council :- Indirect Expenditure	5,885	55,400	49,515	0	49,515	10.6%	0
Net Expenditure	(5,885)	(55,400)	(49,515)				
<b>106 Grants &amp; Projects</b>							
4060 Councillor Ward Grants	1,286	9,000	7,714		7,714	14.3%	
Grants & Projects :- Indirect Expenditure	1,286	9,000	7,714	0	7,714	14.3%	0
Net Expenditure	(1,286)	(9,000)	(7,714)				
<b>199 Capital Expenditure</b>							
4091 Office Equipment	880	4,500	3,620		3,620	19.6%	
Capital Expenditure :- Indirect Expenditure	880	4,500	3,620	0	3,620	19.6%	0
Net Expenditure	(880)	(4,500)	(3,620)				

Continued over page



13/10/2023

Dover Town Council

Page 3

12:12

Detailed Income &amp; Expenditure by Budget Heading 13/10/2023

Month No: 6

Committee Report

	Actual Year To Date	Current Annual	Variance Annual	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<b>501 Marketing &amp; Publicity</b>							
4501 Communications/Consultations	150	5,000	4,850		4,850	3.0%	
Marketing & Publicity - Indirect Expenditure	150	5,000	4,850	0	4,850	3.0%	0
Net Expenditure	(150)	(5,000)	(4,850)				
Finance & General Purposes - Income	903,501	895,282	(8,219)			100.9%	
Expenditure	405,955	917,810	511,855	15,981	495,874	46.0%	
Movement to/(from) Gen Reserve	497,546						
Grand Totals:- Income	903,501	895,282	(8,219)			100.9%	
Expenditure	405,955	917,810	511,855	15,981	495,874	46.0%	
Net Income over Expenditure	497,546	(22,528)	(520,074)				
Movement to/(from) Gen Reserve	497,546						





## Section 1 – Annual Governance Statement 2022/23

We acknowledge as the members of

**Power/council/Board**  
**ENTER NAME OF AUTHORITY**

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2023, that:

Agreed			
	Yes	No	'Yes' means that this authority:
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	prepared its accounting statements in accordance with the Accounts and Audit Regulations
2. We maintained an adequate system of internal control, including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	has only done what it has the legal power to do and has complied with Proper Practices in doing so.
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	considered and documented the financial and other risks it faces and dealt with them properly.
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.
7. We took appropriate action on all matters raised in reports from internal and external audit.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	responded to matters brought to its attention by internal and external audit.
8. We considered whether any allegation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	disclosed everything it should have about its business activity during the year including events taking place after the year-end if relevant.
9. (For local councils only) Trust funds including charitable, in our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/asset(s) including financial reporting and, if required, independent examination or audit.	Yes	No	N/A
	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
			has met all of its responsibilities where, as a body corporate, it is a sole managing trustee of a local trust or trusts.

Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.

This Annual Governance Statement was approved at a meeting of the authority on:

**23/10/2023**

and recorded as minute reference:

**MINUTE REFERENCE**

Signed by the Chairman and Clerk of the meeting where approval was given:

Chairman

**SIGNATURE REQUIRED**

Clerk

**SIGNATURE REQUIRED**

**https://govandownipnrl.gov.uk/AVAIL-ABLE-WEBSITE/WEBPAGE-ADDRESS**



## Section 2 – Accounting Statements 2022/23 for

ENTERPRISE/OWNERSHIP			
	Year ending		Notes and guidance
	31 March 2022 £	31 March 2023 £	
1. Balances brought forward	1,081,751	1,127,559	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	851,700	856,250	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	193,877	150,613	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	415,683	399,749	Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.
5. (-) Loan Interest/capital repayments	18,360	43,360	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	449,226	667,008	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	1,127,559	1,081,751	Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).
8. Total value of cash and short term investments	1,351,615	1,247,484	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March to agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	2,201,093	1,693,656	The value of all the property the authority owns - It is made up of all its fixed assets and long term investments as at 31 March.
10. Total borrowings	360,000	360,000	The outstanding capital balance as at 31 March of all loans from third parties (including PWTB).

For Local Councils Only	Yes	No	N/A
11a. Disclosure note to Trust funds (including charitable)		<input checked="" type="checkbox"/>	
11b. Disclosure note to Trust funds (including charitable)			<input checked="" type="checkbox"/>

I certify that for the year ended 31 March 2023 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities - a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the Authority for approval.

**SIGNATURE REQUIRED**

Date

13/03/2023

I confirm that these Accounting Statements were approved by this authority on this date:

13/03/2023

as recorded in minute reference:

MINUTE REFERENCE

Signed by Chairman of the meeting where the Accounting Statements were approved.

**SIGNATURE REQUIRED**



### Section 3 – External Auditor's Report and Certificate 2022/23

In respect of Dover Town Council

#### 1. Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a limited assurance review is set out by the National Audit Office (NAO). A limited assurance review is not a full statutory audit; it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it does not provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02) as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/>.

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2023; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

#### 2. External auditor's limited assurance opinion 2022/23

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return, in our opinion the information in Sections 1 and 2 of the Annual Governance and Accountability Return is in accordance with *Proper Practices* and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met.

Other matters not affecting our opinion which we draw to the attention of the authority:

As part of its Annual Governance and Accountability Return submission the Council is required to provide for audit explanations for significant variances between the 2021/22 and 2022/23 figures in Section 2. Such explanations support the Council's own understanding of its financial performance. For 2022/23 the Council provided insufficient explanation of its variances because not all variances above the tolerance level were initially explained. Although explanations were subsequently obtained in future, the Council should provide an explanation for all significant variances as part of its AGAR submission.

#### 3. External auditor certificate 2022/23

We certify that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2023.

We do not certify completion because:

Not applicable.

External Auditor Name:

Mazars LLP, Newcastle upon Tyne, NE1 1DF

External Auditor Signature:

Mazars LLP

Date:

19 September 2024







McCabe Ford Williams

Charlton House  
Dour Street  
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CT16 1BL

Tel 01304 204006

dover@mfw.co.uk  
mfw.co.uk

Ms A Burton  
Dover Town Council  
Maison Dieu House  
Biggin Street  
DOVER  
Kent  
CT16 1DW



AGENDA ITEM 8

DOV16/JDS/ES

17 October 2023

Dear Allison

Please find enclosed our formal letter regarding the interim audit which should be put before the council.

We are now required to check as part of our internal audit that you are publishing the required information on your website in accordance with the "relevant legislation". A council the size of Dover Town Council should "as best practice" comply with Local Government Transparency Code 2015. The only parts that I can see where you may fall short are the requirements relating to an Organisational chart and Senior salaries and so you may wish to look at these two areas. As these are publications that only need to be made annually, I have not commented on this in our formal report and will look at this again when I carry out the year end audit.

Please do not hesitate to contact me if you have any queries regarding the above.

Yours sincerely



Emma Stevens

Enc

Partners: Clair Rayner FCA DCA Ian Pascall FCA John Sheather FCA David Boobbyer FCA Martin Humphreys FCA Barrie Wright FCA  
Emma Andrews FCA CTA Ashley Phillips FCA Leigh Jones FCA Jonathan Fullarton FCA Mark Greenwood FCA  
Associates: Lee Phillips ACA David Horn ACA FCA

Also at: Ashford Cranbrook Heme Bay Maidstone Sittingbourne

Registered to carry on audit work in the UK, regulated for a range of investment business activities, and licensed to carry out the reserved legal activity of non-contentious probate in England and Wales by the Institute of Chartered Accountants in England and Wales.





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Ms A Burton  
Dover Town Council  
Maison Dieu House  
Biggin Street  
DOVER  
Kent  
CT16 1DW

DOV16/JDS/ES

17 October 2023

Dear Ms Burton

We have recently carried out our interim audit in connection with our annual report for the year ended 31 March 2024. The audit was carried out at the council offices on 12 October 2023.

During this visit, we checked the following:

1. The cash book is kept up to date.
2. The bank reconciliations at 30 September 2023 were checked and agreed to the trial balance at that date.
3. Debtors and creditors at 30 September 2023.
4. Payroll procedures and calculations / deductions.
5. Ascertained the financial systems in place.
6. Ascertained that a risk review was carried out during the year.
7. The precept was calculated from a budgetary process and that the correct amount was received.
8. Sample checked the procedures surrounding income and bankings for the period from 1 April 2023 to 30 September 2023.
9. Sample checked the procedures surrounding purchase order requests, purchase invoices and payments for the period from 1 April 2023 to 30 September 2023.
10. A sample of minutes were reviewed to ensure that the council's financial regulations appear to have been followed, that financial effects of decisions reached were accurately recorded in the Council's records and that figures were regularly compared to the budget.
11. The period for the exercise of public rights and publication requirements for 2022/23 were correctly complied with. (Carried out prior to visit due to the time sensitive nature of the check).

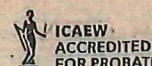
The following points were identified during our work:

1. The second tranche of the Precept which was received on 29 September had been misposted to code 1096 Bank Interest. This can obviously be corrected, if not already done. We are satisfied that this is an isolated incident.
2. One payment was identified where the "Authorisation to pay" had only been initialled by one rather than two councillors. Payments either side of this payment were checked and had been correctly authorised so we are satisfied that this was an isolated rather than a systematic failure.
3. The council is required by no later than 30 September to publish the Annual Governance Statement, statement of accounts and if it has been received, the external auditor's certificate and report. As soon

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as is reasonably practicable after the conclusion of the audit the council should publish a statement that the audit has been concluded. Although the external audit report was signed off by Mazars LLP on 19 September 2023, they sent it to the wrong email address on 20 September 2023. It was not subsequently received by you until 3 October 2023. The AGS, statement of accounts, external audit report and notice of conclusion of audit were all published on the council's website on 3 October 2023. We are therefore of the opinion that you have complied with the publication requirements for 2022/23 despite the fact the 30 September 2023 deadline was missed.

Please do not hesitate to contact us if you require any further information regarding the above.

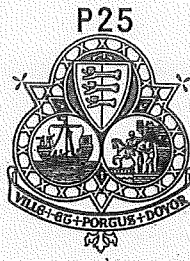
Yours sincerely

A large black rectangular box redacting the signature of McCabe Ford Williams.

McCabe Ford Williams







## DOVER TOWN COUNCIL

**Report to:** Finance and General Purposes Committee  
**Meeting date:** 30 October 2023  
**Date written:** 9 October 2023  
**From:** Cllr Susan Jones, Chairperson of the Council  
**Subject:** Unreasonably Persistent or Vexatious Complaints and Requests Policy

---

### 1. INTRODUCTION

Local government transparency is the openness with which a local authority or council runs its affairs. It represents how much the citizens of that authority can find out about all aspects of local government, including finances, decision-making and more.

The Local Government Transparency Code sets out the minimum requirements for local authorities to publish open data for re-use and in a timely way. Dover Town Council is committed to the Transparency Code and publishes papers, information and financial reports beyond what is required to comply with the law governing the provision of information in smaller authorities.

Under the Freedom of Information Act 2000, makes provision for disclosures of information by public authorities but there are exemptions and protections particularly for personal data under that Act.

Dover Town Council has a Complaints Policy. It retains an external Data Protection Officer in the form of a specialist provider, Satswana and is registered as required with the Information Commissioner's Office.

### 2. INFORMATION

Dover Town Council receives very few complaints – 3 in the past year of which: -

1. Was related to a neighbour's dumping of rubbish in a front garden (referred to DDC)
2. Was a complaint at seeing a rat by a visitor to the town;



3. Was a complaint by a civil servant in a central government department at being asked to pay for the hire of the Council Chamber for training.

Likewise, DTC receives very few Freedom of Information requests – 1 in the past year which was made by an unsuccessful job applicant wanting the interview panel's notes.

However, there is a small number of people who use the provisions of the law for purposes such as bullying, nuisance, intimidation and harassment. These individuals are generally termed vexatious. The law provides protection for local authorities from such people and their resource consuming demands.

Section 14(1) of the Data Protection Act 2019 is designed to protect public authorities by allowing them to refuse any requests which have **the potential to cause a disproportionate or unjustified level of disruption, irritation or distress**.

Following advice from our DPO, councillors are asked to adopt the attached policy which provides a clear framework for our officers to manage these individuals and their time and resource consuming correspondence which distracts and detracts from the serious business of the Council in improving the quality of life for those who live, work and visit in Dover.

#### Six points to prove for vexatiousness.

- Unreasonable and persistent and against the burden of compliance;
- Frequent or overlapping requests;
- Harassment or distress being caused;
- Fishing attempt;
- Frivolous request;
- Inappropriate language or behaviours.

Add to this;

- Burden of compliance compared to the question of whether the issue is raised "in the public interest";
- Value or seriousness of purpose;
- Motive;
- Harassment or distress.

### 3. DECISION

Committee is asked to resolve to recommend to Council the adoption of the Unreasonably Persistent of Vexatious Complaints and Requests Policy.

Statutory Powers – Local Government Act 1972, Data Protection Act 2019 and Freedom of Information Act 2000



## **Dover Town Council**

### **Unreasonably Persistent or Vexatious Complaints**

#### **POLICY**

#### **1. Introduction**

Dover Town Council does not tolerate bullying, harassment or intimidation, in any form, of any of their employees or Councillors. This applies to such behaviour from members of the public and Town Council employees and Councillors alike. A small percentage of people may correspond with, or complain to, Dover Town Council in a way that could reasonably be described as obsessive, harassing, bullying, intimidating or abusive

#### **2. Harassment**

Under the Protection from Harassment Act 1977 S1(1)

A person must not pursue a course of conduct—

- (a) which amounts to harassment of another, and
- (b) which he knows or ought to know amounts to harassment of the other.

Such action can be:

- Physical Conduct;
- Verbal Conduct;
- Non-Verbal Conduct.

#### **3. Bullying**

The council defines bullying as a pattern of offensive, intimidating, malicious, insulting, humiliating behaviour intended to undermine an individual or group, gradually and as a consequence eroding their confidence and capability possibly with the intention to stop them carrying out a particular activity/ duty or force them to resign and this will not be tolerated.

Such behaviour may also be designed to annoy and/or to create extreme workload for a Town Council which normally employs a small number of officers.

Such behaviour might also be designed to cause extreme distress.

Such behaviour might also be repetitious.

Such behaviour from a minority of individuals can take up a disproportionate amount of limited council resources and can affect the Parish Council's ability to do its work and provide a service to the community and can result in unacceptable stress for the Clerk, other Employees and Councillors.

#### 4. Defining Vexatious or Unreasonably Persistent Complaints

Vexatious or persistent complaints and correspondence can be characterised in the following ways:

- Behaviour which is obsessive, persistent, harassing, prolific, repetitious and/or
- Behaviour which is designed to cause extreme distress, bully, humiliate and intimidate specific individuals and the Corporate Body and/or
- Frequent correspondence timed to cause the council maximum disruption and workload and/or
- Behaviour which displays an insistence on pursuing unmeritorious issues, trivial points and/or unrealistic outcomes beyond all reason and/or
- Displays an insistence upon pursuing complaints or issues in an unreasonable and abusive manner and/or
- Repeated and/or frequent and/or simultaneous requests for information, whether or not those requests are made under the access to information legislation, and/or
- Behaviour where ex-employees are contacted to try to undermine councillors or officers and/or
- Behaviour which has the effect of hindering the council's ability to go about its democratic business due to the extra workload generated.
- Behaviour where the aim is character assassination.
- Behaviour characterised by a refusal to accept that issues raised are not within the power of the Council to investigate, change or influence

The Office of the Independent Adjudicator defines the characteristics of a 'frivolous' or 'vexatious' complaint as:

- complaints which are obsessive, persistent, harassing, prolific, repetitious
- insistence upon pursuing unmeritorious complaints and/or unrealistic outcomes beyond all reason
- insistence upon pursuing meritorious complaints in an unreasonable manner
- complaints which are designed to cause disruption or annoyance
- demands for redress that lack any serious purpose or value



## 5. Use of this Policy

In the first instance the Clerk will consult with the Chairperson of the Council/Mayor. With the Chairperson's/Mayor's agreement, the complainant will be contacted in writing (also providing a copy of this policy), to explain why the behaviour is a concern and ask them to change their behaviour.

If the behaviours persist and Clerk or Councillors identify behaviour that they think exhibits these characteristics, and which they believe may be vexatious or unreasonably persistent, they should refer it to full council under closed session.

- In exceptional circumstances (for example significant time until the next available meeting), the policy can be triggered by e-mail consultation with a minimum of 6 councillors including the Chairperson/Mayor or Deputy Mayor

If the council agrees with the assessment, it should prepare a brief statement of why it considers the complaint or correspondence to be vexatious, including its effect upon the Clerk, Councillors and/or the town. This should be accompanied by a report to the Council identifying the impacts, workload effects and resource implications, and, if resources allow, information about the related correspondence via email, telephone and letter, including information about whom the correspondence was addressed to, who it was copied to, and a brief description of each piece of correspondence.

Sanctions can include:

- Being limited to communicating with one nominated officer;
- Receiving no responses to further enquiries and communications on the same matter if no substantive new issue is raised
- Receiving no responses to all enquiries and communications made to the council for 6 months if no substantive new issue is raised

## 6. Handling correspondence and complaints deemed to be vexatious

The Clerk will write to the correspondent advising them that their complaint and/or correspondence has been determined to be vexatious and giving the reason for that decision.

## 7. Residents of the Town

If the complainant is a **local resident of the town**, the notification letter should state which sanction the council has imposed. They should be advised that the decision will be reviewed in six months from the date of the letter advising them that their complaint/correspondence is vexatious. District and County Councils will be informed that a constituent has been designated as an unreasonably persistent or vexatious complainant.

Sanctions can include:

- Being permitted to only communicate with one nominated member of the council or staff
- Being permitted to only communicate in a specific way, for example, letter rather than e-mail or telephone.
- Receiving no responses further enquiries and communications on the same matter if no substantive new issue is raised
- Receiving no responses to all enquiries and communications made to the council for 6 months if no substantive new issue is raised

Review of Sanction:

At the following full town council meeting which occurs six months after the correspondent has been advised that their complaint and/or correspondence is vexatious, that decision should be reviewed. The council should consider whether there has been any improvement in the vexatious behaviour over that time. The Clerk should write to the correspondent advising them of the outcome of the review. If the behaviour has improved, future correspondence can be treated in the normal way. If there has not been a significant improvement, the correspondence will continue to be treated as vexatious and will be reviewed annually

The decision to stop responding will never be taken lightly. We are able to say yes to all of the following:

- we have taken every reasonable step to address the complainant's concerns
- the complainant has been given a clear statement of your position and their options
- the complainant contacts you repeatedly, making substantially the same points each time

The case to stop responding is stronger if you agree with one or more of these statements:

- their letters, emails, or telephone calls are often or always abusive or aggressive
- they make insulting personal comments about or threats towards staff
- you have reason to believe the individual is contacting you with the intention of causing disruption or inconvenience

We will not stop responding just because an individual is difficult to deal with or asks complex questions.



## **8. Non-Residents of the Town**

If the complainant(s) does not reside in the parish, they will be advised that all future correspondence will be ignored and left unread. There is no route of appeal against the decision that a complaint or correspondence is vexatious.

## **9. Persistent communication on the same matter from multiple complainants.**

If the persistent communication on one matter is from 4 or more complainants, rather than from one complainant, the Clerk or Councillors identifying the behaviour will draft a standard response to all further communications on that matter. As no sanctions are being imposed, this action can be triggered without approval at a full council meeting.

## **10. Review**

This document was approved for use at the meeting of the Town Council on xxxxxxxx 20 xx and it shall be reviewed periodically.

