



RESOURCES AND GENERAL SERVICES COMMITTEE

Members of the Resources and General Services Committee
are summoned to attend a Meeting at **7.45pm** on

Wednesday 26 June 2019

at Loughton Library and Town Hall, Traps Hill, Loughton IG10 1HD
to transact the business shown in the agenda.

Mark Squire
Town Clerk
20 June 2019

Councillor J Jennings (Chairman)
Councillor J Angold-Stephens (Vice Chairman)

Councillors

M Dalton
S Murray

J Jogia
A Omer

J Mahoney

Note to Councillors:
If you are unable to attend the meeting,
please phone your apologies to the office on 020 8508 4200.

A G E N D A

1 Apologies for absence

To RECEIVE any apologies for absence.

2 Declarations of Interest

Councillors to declare any pecuniary or non-pecuniary interest in any items on the agenda.

3 Confirmation of Minutes

To CONFIRM the minutes of the meeting held on 10 April 2019.

4 Public Representations

To hear any representations from members of the public who have registered a request to address the Committee in accordance with no 5, Appendix C, of the Standing Orders.

5 Matters for Report

To REPORT any further significant information on matters which have been previously discussed, in addition to those which may already be included on the agenda.

5.1 Training and Conferences

To note that the Town Clerk will be implementing a comprehensive programme of cross training to cover all aspects of Loughton Town Council (LTC) work, both internally and externally. This may prove valuable during the holiday periods and also if there is any prolonged period of absence (for whatever reason) for any staff member.

As part of this action plan, the following courses have been attended / booked:-

- Officers Debra Paris & Pippa Bryce - Essex Association of Local Councils (EALC) run course on 'Website Accessibility- basics and legal requirements. 12 June 2019
- Town Clerk at LGRC/NALC Local Expo conference 21 June 2019. Particular interest in making tax digital for VAT presentation made by RBS Omega who host our financial accounting system. The Town Clerk will provide some verbal feedback at the meeting.
- Assistant Town Clerk at National Allotment Society 'Allotments Course' run by EALC on 10 July 2019.
- Town Clerk at Institute of Cemetery & Crematorium Management (ICCM) run by EALC on 16 July 2019.

5.2 Christmas Card Competition 2019

Noting that this year's competition will be launched before the autumn meeting of this Committee, members are asked if they wish to continue with the current format.

5.3 Flag Flying

For information, the Town Council has marked Armed Forces Day 2019 on Saturday 29 June 2019 by flying the special flag outside the Library for the preceding week.

The Town Council will also mark the occasion of Merchant Navy Day, on Tuesday 3 September 2019 by flying the Red Ensign to help raise public awareness of our island nation's reliance on seafarers and shipping.

5.4 Internal Audit

Further to the internal auditor's final report for 2018/19 Year End Accounts dated 9 May 2019, it was subsequently circulated electronically to all members on 17 June 2019.

No issues or matters were identified that warranted formal comment or recommendation.

A copy of the report is available on the website alongside the Agenda at https://v6admin.visionict.com/Sites/151/Resources_and_General_Services_2645.aspx

5.5 Social Media Policy - Min no RG178

This agenda item was deferred from the previous meeting to enable members to review the policy. The Town Council is already running a Facebook page to advertise the Jessel Green Community Fun Day. This medium will also be used to promote the Horticultural Show in September 2019.

* Members are requested to review and approve the Social Media policy (see attached pages 20-25)

The social media drive will be organised internally for a trial period of 6 months to gauge whether the (in house) skills and resources available are sufficient to deliver a professional service. At that juncture it can be evaluated whether external assistance is required.

5.6 Banking/ Bank Mandates Min no RG178

To note that the review of banking arrangements is ongoing, the Assistant Town Clerk will provide a further verbal update on progress made with the banking mandates.

6 Job Evaluation

To note that Vine HR are visiting the office on Friday 2 August 2019 to carry out a one day assessment on the existing SCPs (salary scales) for all staff, to ascertain whether they are in line with local government sector levels of pay. A budget allocation has already been made to carry out this exercise. The Town Clerk will subsequently arrange a Strategy and Staff Group meeting once the summary report has been provided.

7 Telephones

The Council Offices have constant problems with their internet connection which is utilising one incoming line for the phone lines as well as the computers. This has resulted in phones often cutting out and the lines being unusable.

Further to a consultation with Docendo the Councils IT contractor, they have recommended the introduction of a new Fibre to the Cabinet (FTTC) Broadband line on a new 12 month contract for £29.99 plus line rental £11.99 per month, to run the phones on a stand-alone line and continue to operate the computers from the original phone line.

The Committee is asked to approve the purchase of the new FTTC Broadband line at a cost of £173.87 for the first year.

8 Financial Assistance**General Applications 2019/20**

The following request for financial assistance has been received. A copy of the application form and supporting information is provided on pages 5 – 9.

Members wishing to examine the complete set of the supporting papers are asked to contact the office. Information about the person making the application is supplied to the Council but not reproduced on the agenda for reasons of data protection.

For information, there is currently a balance of £2,420.00 in the 2019/20 Financial Assistance budget.

Organisation	Amount requested £	Item	Power
Voluntary Action Epping Forest	2,000.00	Providing a Handyperson for the Elderly and disabled residents	LGA 1972 s137

9 Finance**9.1 End of Year Report**

The accounts for 2018/19 were approved by full Council on 15 May 2019 but subsequently each committee is given the opportunity to examine its income and expenditure in detail.

The end of year financial report for 2018/19 is attached together with details of the transfers to and from earmarked reserves (see pages 10 - 11).

9.2 Current Financial Position

The current financial position is attached together with details of the funds available from earmarked reserves (see page 12 – 13).

9.3 Future Budgeting Provision

The Town Clerk will expand on some concepts and ideas for future workings.

9.4 Precept

The Committee is asked to NOTE that the first instalment of the Precept, £359,500, was received into the Council's Santander bank account on 26 April 2019.

9.5 Internal Financial Check

The Committee is asked to confirm if it wishes to continue the best practice of appointing a councillor to carry out checks on the Council's financial transactions and, if so, to make an appointment. Cllr Jill Angold-Stephens undertook this responsibility during 2018/19.

The Council's current bank balances and most recent reconciliations are attached (see pages 14 – 19).

9.6 Accounts Paid

Payments totalling £335,817.85 as detailed on payment schedules nos. 284 - 290 have been made since the report to the meeting on 9 January 2019. The schedules and accompanying invoices will be available at the meeting for inspection.

Copies of the latest bank account reconciliations will also be provided at the meeting

For information, details of all Council payments in excess of £500 are provided on the Council's website on the strategic documents page http://www.loughontc.gov.uk/Finance_and_Transparency_2580.aspx

9.7 Councillor Financial Check for Resources and General Services Committee

For noting: Councillor Jill Angold-Stephens carried out the periodic check on Council finances, on the 2 April 2019, focussing specifically on 'bank reconciliation'.

Mark Squire
TOWN CLERK
20 June 2019

Agenda item 8
Financial Assistance General Applications 2019/20

SCHEME OF GRANTING FINANCIAL ASSISTANCE

APPLICATION FORM

Please complete the form clearly in black ink and keep the writing within the boxes.
 Continue on another sheet of paper if necessary.

YOUR ORGANISATION	
Name of organisation (please give location, if different from correspondence address on back page)	Voluntary Action Epping Forest – Community Handyperson
<p>Summary of aims and objectives</p> <p>Voluntary Action Epping Forest (VAEF) operational since 1993 is an independent membership based charity, our mission is to work with the people of Epping Forest to empower, support and develop voluntary and community activity.</p> <p>As an umbrella organisation we develop new initiatives to meet community needs and promote cooperation between the voluntary and statutory sectors. We offer a range of practical support including advice on funding, help with running a voluntary organisation and provide a comprehensive Volunteer service to help local people access volunteering opportunities.</p> <p>We also run a diverse range of community projects including a befriending service, handyman scheme, gardening, and benefits advice for housebound residents and an additional volunteering activities specifically for people with learning disabilities. This application is to support our Community Handyperson scheme.</p>	
Age groups specifically catered for, if any	VAEF – All ages Handyperson - Elderly or disabled homeowners in Epping Forest
Is the organisation a non-profit making body?	Yes
Is the organisation a Registered Charity? (if so, please give registration number)	Yes: 1097376
Number of members in the organisation	VAEF = 130 V&C Organisations Handyperson = 250 residents
Number of members resident in Loughton	Handyperson = 24% Loughton residents
Is membership restricted in any way?	VAEF = No Handyperson = Elderly or disabled homeowners in Epping Forest
Do you charge a membership fee, or charge for access to your activities? Please give details	VAEF = £12 per annum Handyperson = Subsidised rates £25 for first hours work and £12ph for each hour thereafter
DETAILS OF GRANT APPLIED FOR	

Agenda item 8
Financial Assistance General Applications 2019/20 cont'd

Purpose for which the grant is required including how your organisation will benefit together with details of the proposed expenditure (include copies of quotations/estimates where appropriate).

Voluntary Action Epping Forest provide a Handyperson scheme for elderly and disabled residents of Epping Forest with a subsidised handyperson who is able to complete odd jobs in / outside clients homes to ensure they remain at home safely.

Whilst this service is a chargeable one, it is heavily subsidised to ensure clients can have work completed at a reasonable rate with a police checked tradesperson. No profit is made from this service. Charges currently cover the running costs of the service, including travel expenses and essential tools.

As a not for profit organisation, this service is only available for 7 hours per week and funds allowing VAEF to subsidise these charges will not be able to continue.

VAEF are applying to Loughton Town Council for £2000 in order for us to continue to offer Loughton residents a subsidised fee for Handyperson services.

Currently 24% of our service users are residents of Loughton. £2000 will allow us to support more residents in Loughton maintaining our current subsidised charging scheme as opposed to increasing our charges which in some cases makes the service unreachable for those residents on limited income.

Examples of work carried out by the scheme include fitting of keysafes, changing lightbulbs, fitting security lights and changing locks, building flatpack furniture, fixing shelving to walls, fitting new curtains / blinds, repairing fences and gates, fitting appliances, moving furniture and much more.

The service has been operational since May 2017 for just 1 day a week and has supported 250+ clients, 24% of these are resident in Loughton.

Explain how Loughton residents will benefit from this project?

Loughton residents will continue to access this service at the subsidised rate and not face an increase in charges whilst this funding assists VAEF. This funding will be ring-fenced solely for Loughton residents.

Providing a subsidised service allows Loughton residents to have work completed in their homes at a reasonable and affordable rate. Clients supported are elderly or disabled and often have limited budgets. Providing this service allows clients to have work completed safely as it's affordable and prevents clients from trying to complete work themselves which sometimes results in an accident or allowing unregistered trades people into their homes.

Agenda item 8
Financial Assistance General Applications 2019/20 cont'd

<p>Are you making this application as part of the annual round of grant applications? (closing date 31 December)? Yes / No</p> <p>If No, please explain the circumstances to justify this emergency application (please see point 2 of the scheme before completing this section).</p> <p>As this service is offered at a subsidised rate, funds to ensure this service remains subsidised were not available to allocate at the end of the financial year. This service will not be able to continue to run with subsidised rates for all wards without support.</p>			
Total cost of project	£18,093.00		
Amount of grant requested	£ 2000.00		
Funds available from organisation's own resources	£11,175.00		
Funds granted from other bodies (please give details)			
If there is a shortfall in these figures, how do you propose to fund the deficiency?	Charging clients for subsidised services.		
PREVIOUS APPLICATIONS			
Please give details of all grant applications made by your organisation to the Town Council, whether successful or not, in the last five years.			
Financial Year	Amount	Purpose	Successful
1.4.18 – 31.3.19	1300.00	Benefits Advice	Yes / No
1.4.17 – 31.3.18	500.00	Benefits Advice	Yes / No
1.4.16 – 31.3.17	750.00	Supported Volunteering	Yes / No
1.4.15 – 31.3.16			Yes / No
1.4.14 – 31.3.15			Yes / No
ACCOUNTS & CONSTITUTION			
You are required to send a copy of your constitution and most recent audited or independently verified accounts and balance sheet with this application together with copies of quotations/estimates for the project expenditure. NB: If you are part of a national or county-wide organisation, the accounts must be Loughton branch specific. If you are a new organisation without past accounts, please attach a copy of your budget for the year.			

Agenda item 8
Financial Assistance General Applications 2019/20 cont'd

VOLUNTARY ACTION EPPING FOREST

STATEMENT OF FINANCIAL ACTIVITIES
FOR THE YEAR ENDED 31 MARCH 2018

	Notes	Unrestricted funds £	Restricted funds £	Total 2018 £	Total 2017 £
Income from:					
Donations	4	15,939	5,991	21,930	13,041
Charitable Activities	5	130,368	334,541	464,908	413,976
Investment Income	6	450	690	1,141	750
Total income		<u>146,756</u>	<u>341,222</u>	<u>487,978</u>	<u>427,767</u>
Expenditure on:					
Charitable activities	7	160,825	281,749	442,574	444,682
Total expenditure		<u>160,825</u>	<u>281,749</u>	<u>442,574</u>	<u>444,682</u>
Net income/(expenditure)		(14,069)	59,473	45,405	(16,915)
Transfers between funds	13/14/15	30,752	(30,752)	-	-
Net movement in funds		<u>16,683</u>	<u>28,721</u>	<u>45,405</u>	<u>(16,915)</u>
Reconciliation of funds:					
Total funds brought forward at 31 March 2017		165,791	192,831	358,623	375,537
Total funds carried forward at 31 March 2018	13/14/15	<u>182,475</u>	<u>221,553</u>	<u>404,027</u>	<u>358,622</u>

Agenda item 8
Financial Assistance General Applications 2019/20 cont'd

VOLUNTARY ACTION EPPING FOREST

**BALANCE SHEET
AS AT 31 MARCH 2018**

	Notes	Total 2018 £	Total 2017 £
Fixed assets:	9		
Tangible assets		42,728	35,918
<i>Total fixed assets</i>		<u>42,728</u>	<u>35,918</u>
Current assets:	10		
Debtors		7,540	9,239
Cash at bank and in hand		431,322	351,917
<i>Total current assets</i>		<u>438,863</u>	<u>361,156</u>
Liabilities:	11		
Creditors: amounts falling due within one year		77,565	38,453
<i>Total liabilities</i>		<u>77,565</u>	<u>38,453</u>
Net current assets or liabilities		361,298	322,703
Total net assets or liabilities		<u>404,026</u>	<u>358,622</u>
The funds of the charity			
Unrestricted funds	13/14	182,475	165,791
Restricted income funds	13/14	221,553	192,831
		<u>404,027</u>	<u>358,623</u>

The trustees are satisfied that the charity is entitled to exemption from the provisions of the Companies Act 2006 (the act) relating to the audit of the financial statements for the year by virtue of section 477, and that no member or members have requested an audit pursuant to section 476 of the Act.

The trustees acknowledge their responsibilities for:

- 1) ensuring that the charity keeps adequate accounting records which comply with section 386 of the Act, and
- 2) preparing financial statements which give a true and fair view of the state of affairs of the charity as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 393 of the Act, and which otherwise comply with the requirements of the Act relating to financial statements, so far as applicable to the charity.

These financial statements have been prepared in accordance with the special provisions for small companies under Part 15 of the Companies Act 2006.

These financial statements were approved by the Trustees on 11 September 2018 and are signed on their behalf by:

Summary Income & Expenditure by Budget Heading 31/03/2019

Month No : 12

Resources and General Services Committee Report

		Actual Last Year	Actual Year To Date	Current Annual Budget	Variance Annual Total	Funds Available	% of Budget
<u>Resources and General Services</u>							
Communication	Expenditure	18,906	15,931	17,300	1,369	1,369	92.1 %
Office Expenses	Expenditure	10,780	10,890	12,300	1,410	1,410	88.5 %
	Income	20	0	0	0		0.0 %
Audit	Expenditure	2,860	2,880	2,925	45	45	98.5 %
Central Personnel	Expenditure	250,432	299,944	307,700	7,756	7,756	97.5 %
	Income	0	10,000	0	10,000		0.0 %
Council Expenses	Expenditure	11,395	13,405	14,320	915	915	93.6 %
	Income	168	0	0	0		0.0 %
Other Services (RGS)	Expenditure	20,170	99	11,250	11,151	11,151	0.9 %
Members' Expenses	Expenditure (1)	2,130	2,244	2,660	416	416	84.4 %
Buckingham Court	Expenditure (2)	45,155	39,281	31,790	-7,491	-7,491	123.6 %
	Income	300	28,064	32,850	-4,786		85.4 %
Service Re-charge (RGS)	Expenditure	-253,000	-257,500	-257,500	0	0	100.0 %
Library	Expenditure	4,751	10,588	13,700	3,112	3,112	77.3 %
Grants	Expenditure	30,760	32,025	35,500	3,475	3,475	90.2 %
<u>INCOME - EXPENDITURE TOTALS</u>							
	R & GS Expenditure	144,340	169,789	191,945	22,156	22,156	88.5 %
	Income	488	38,064	32,850	5,214		115.9 %
	Net Expenditure over Income	143,852	131,725	159,095	27,370		

Notes

- (1) Members' expenses are underspent as not all Members claimed their yearly Allowance
- (2) The overspend on Buckingham Court was due to a tenant not moving in until the summer 2018 but is balanced by underspending on other budgets.

Agenda item 9.1 cont'd

Earmarked Reserves:

A summary of the Committee's reserves showing the amounts available from reserves in this current financial year is provided below:

Schedule of Earmarked Reserves	2018/19		
	1.4.18	Net transfers to/from reserves	31.3.19
Resources and General Services Committee			
Elections	16,000	9,000	25,000
Noticeboards	1,000	0	1,000
Office expenses	3,150	-1,850	1,300
Council expenses	2,000	-2,000	0
Central Personnel -apprentice	0	10,000	10,000
Buckingham Court maint. fund	2,000	0	2,000
Buckingham Court Rent Deposit	0	8,125	8,125
Total	24,150	23,275	47,425

Summary Income & Expenditure by Budget Heading 17/06/2019

Month No : 2

Resources and General Services Committee Report

		Actual Current Month	Actual Year To Date	Current Annual Budget*	Variance Annual Total*	Funds Available *	% of Budget*
<u>Resources and General Services</u>							
Communication	Expenditure	4,208	4,509	17,300	12,791	12,791	26.1 %
Office Expenses	Expenditure	709	1,873	12,300	10,427	10,427	15.2 %
Audit	(1) Expenditure	250	-1,770	2,925	4,695	4,695	-60.5 %
Central Personnel	Expenditure	24,595	49,167	307,700	258,533	258,533	16.0 %
Council Expenses	(2) Expenditure Income	338 0	8,564 200	14,320 0	5,756 200	5,756	59.8 % 0.0 %
Other Services (RGS)	(3) Expenditure	0	0	11,250	11,250	11,250	0.0 %
Members' Expenses	Expenditure	1,836	-108	2,660	2,768	2,768	-4.1 %
Buckingham Court	Expenditure Income	0 0	213 8,774	31,790 32,850	31,578 -24,076	31,578	0.7 % 26.7 %
Service Re-charge	(4) Expenditure	0	0	-257,500	-257,500	-257,500	0.0 %
Library	(5) Expenditure	2,993	5,918	13,700	7,782	7,782	43.2 %
Grants	(6) Expenditure	0	3,200	35,500	32,300	32,300	9.0 %
<u>INCOME - EXPENDITURE TOTALS</u>							
R & G S Expenditure		34,929	71,565	191,945	120,380	120,380	37.3 %
Income		0	8,974	32,850	-23,876		27.3 %
Net Expenditure over Income		34,929	62,591	159,095	96,504		

Notes:

- (1) The negative amount refers to a creditor for 2018/19, the external auditor's fees.
- (2) Council Expenses includes annual payments for insurance and subscriptions.
- (3) Other Services budget includes £9K for elections, £1,250 for the Citizenship Awards and Civic Celebration plus £1K for contingencies.
- (4) Service Re-charge up to 31/05/18 is – £45,917.
- (5) Library Charges include advance rent until September 2019.
- (6) The Council awarded grants of £25,080 but only £3,200 has been claimed to date.
- (7) Further work is required on budget projections. The Town Clerk will provide an update. update explain.

Agenda item 9.2 cont'd

Earmarked Reserves:

A summary of the Committee's reserves showing the amounts available from reserves in this current financial year is provided below:

Resources and General Services Committee	01.04.19
Elections	25,000
Noticeboards	1,000
Office expenses	1,300
Central Personnel -apprentice	10,000
Buckingham Court maintenance fund	2,000
Buckingham Court Rent Deposit	8,125
Total	47,425

**Agenda item 9.5
Internal Financial Check**

Date: 17/06/2019

Loughton Town Council

Page No: 1

Time: 11:07

User : BS

Bank Reconciliation Statement as at: 31/05/2019 for Cash Book 1 No 1 Current Account

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
NatWest Current Account	31/05/2019	880	90,954.11
			<u>90,954.11</u>
<u>Unpresented Cheques (Minus)</u>			<u>Amount</u>
10/04/2019 9550	CPRE		36.00
10/04/2019 9564	Essex Playing Fields Associati		30.00
10/04/2019 9565	Essex Playing Fields Associati		10.00
15/05/2019 9586	KBL		201.00
15/05/2019 9592	CDA Technology Ltd		60.00
15/05/2019 9605	KBL	1,372.00	
15/05/2019 9606	L & J Hall Digging Services Lt		190.00
15/05/2019 9607	Odin Events Limited		870.00
15/05/2019 9611	Regional Waste Recycling Com		598.80
24/05/2019 9615	D J Wixley		86.40
24/05/2019 9618	J Angold-Stephens		64.80
24/05/2019 9619	C Davies		90.40
24/05/2019 9620	T Downing		86.40
24/05/2019 9621	P Abraham		86.40
24/05/2019 9622	P E Beales		86.40
24/05/2019 9628	K C Latchford		86.40
24/05/2019 9631	M D Stubbings		86.40
29/05/2019 C/CARD	Mrs K Fraser		188.72
			<u>4,230.12</u>
			86,723.99
<u>Receipts not Banked/Cleared (Plus)</u>			
31/05/2019		67.81	
			<u>67.81</u>
			86,791.80
			Balance per Cash Book is :- 86,791.80
			Difference is :- 0.00

Reconciled to Statement

 17/06/19

**Agenda item 9.5
Internal Financial Check cont'd**

Date: 17/06/2019 Loughton Town Council Page No: 1
Time: 10:38 User: BS

Bank Reconciliation Statement as at: 31/05/2019 for Cash Book 2 No 2 Current Account


<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Nat West no. 2 account	31/05/2019	264	14,674.30
			<u>14,674.30</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
27/05/2019 706 Essex Pension Fund		6,466.20	
			<u>6,466.20</u>
			8,208.10
<u>Receipts not Banked/Cleared (Plus)</u>			
			<u>0.00</u>
			8,208.10
		Balance per Cash Book is :-	8,208.10
		Difference is :-	0.00

Reconciled to Statement
[Signature]
17/06/19

**Agenda item 9.5
Internal Financial Check cont'd**

Date: 17/06/2019 Loughton Town Council Page No: 1
 Time: 10:43 User : BS
Bank Reconciliation Statement as at: 31/05/2019 for Cash Book 3 NatWest Business Reserve Acc

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
NatWest Business Reserve Acc	31/05/2019	45	100,280.12
			<u>100,280.12</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
			0.00
			<u>100,280.12</u>
<u>Receipts not Banked/Cleared (Plus)</u>			
			0.00
			<u>100,280.12</u>
		Balance per Cash Book is :-	100,280.12
		Difference is :-	0.00

Reconciled to statement

 17/06/19

**Agenda item 9.5
Internal Financial Check cont'd**

Date: 17/06/2019

Loughton Town Council

Page No: 1

Time: 10:47

User: BS

Bank Reconciliation Statement as at: 31/05/2019 for Cash Book 4 Santander Business Reserve Acc

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Santander	31/03/2019	32019	0.00
Santander	31/05/2019	62019	706,770.58
			<u>706,770.58</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
			<u>0.00</u>
			706,770.58
<u>Receipts not Banked/Cleared (Plus)</u>			
			<u>0.00</u>
			706,770.58
		Balance per Cash Book is :-	706,770.58
		Difference is :-	0.00

Reconciled to Statement.
[Signature] 17/06/19

**Agenda item 9.5
Internal Financial Check cont'd**

Date: 17/06/2019 Loughton Town Council Page No: 1
Time: 10:55 User: BS

Bank Reconciliation Statement as at: 31/05/2019 for Cash Book 5 Security Deposits Current a/c

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Security Deposits Current a/c	31/05/2019	85	3,250.00
			<u>3,250.00</u>
<u>Unpresented Cheques (Minus)</u>			<u>Amount</u>
17/04/2019 207 Emma Poole			100.00
16/03/2019 204 Mosamko Ltd			250.00
			<u>350.00</u>
			2,900.00
<u>Receipts not Banked/Cleared (Plus)</u>			<u>0.00</u>
			2,900.00
Balance per Cash Book is :-			2,900.00
Difference is :-			0.00

*Reconciled to
Statement
[Signature]
17/06/19*

**Agenda item 9.5
Internal Financial Check cont'd**

Date: 17/06/2019

Loughton Town Council

Page No: 1

Time: 10:58

User : BS

Bank Reconciliation Statement as at: 31/05/2019 for Cash Book 6 Nationwide Instant Saver Acc

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Nationwide Instant Saver Acc	31/05/2019	43	102,925.81
			<u>102,925.81</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
			0.00
			<u>102,925.81</u>
<u>Receipts not Banked/Cleared (Plus)</u>			
			0.00
			<u>102,925.81</u>
		Balance per Cash Book is :-	102,925.81
		Difference is :-	0.00

*Reconciled to Statement
17/06/19*

Agenda item 5.5 Social Media Policy



Social Media Policy for Loughton Town Council (LTC)

1. Introduction

This policy covers the business use for social media within LTC, promoting LTC services, news feed and links to LTC This policy applies to all employees and elected Members.

Social Media is the collective term of online communications channels dedicated to community-based input, interaction, content-sharing and collaboration. Websites and applications dedicated to forums, blogging, microblogging, social networking, social bookmarking, social curation and wikis are among the different types of social media. You may know them as Facebook, Twitter, Instagram etc. However, as most sharing of personal information is currently via Facebook, you will find that some of the guidance material tends to lean towards this site.

Social media involves building online communities or networks which encourage participation, dialogue and involvement.

LTC would benefit from taking a more innovative approach to communication with people, which can lead to greater involvement with residents, increased efficiencies and enhancement of LTC reputation. It could also help us to engage with the harder to reach groups like the younger population. Rather than waiting for individuals or groups to approach the Council, social media offers the opportunity of being able to connect to the community, listen to what people are saying and engage with them on equal footing, focussing on two way communications, rather than simply delivering messages. It may empower local residents to speak up about their needs and influence decision making, in turn building trust and stronger bonds in general

2. Purpose and Aim of Policy

Generally LTC needs to set clear guidelines for using social media sites to

- ensure they are used effectively and that their use does not expose LTC to security risks or reputational damage
- regulate the use of social media by officers and members

Specifically to

- promote LTC based services
- preserve and protect the reputation of LTC across all digital platforms.
- ensure that LTC is not brought into legal disrepute through affiliation with controversial digital platforms
- clarify the guidance to employees and councillor as to their use of social media within their professional capacity
- give guidance to employees and councillors on potential legal issues arising from use of social media
- adopt and maintain a consistent corporate in the use of social media

- ensure that LTC information remains secure and is not compromised through the use of social media

LTC has developed a Social Media Policy to guide employees and councillors on when and how to use social media. The policy provides clear guidance on the process of setting up a social media account for business purposes and promoting LTC Services.

Users creating accounts on social networking sites usually find that their postings are open to everyone unless security settings are applied. Information posted without security restrictions is sometimes referred to as being in the 'public domain'. However, this does not mean because we can see it, we can use it, view or monitor it for business purposes.

Anything that appears on a LTC social media channel reflects on the Council and its reputation, but given the relaxed style of social media, it is important not to be overly formal. All spelling and grammar should be accurate. "Text speak " is acceptable to some audiences but should be avoided wherever possible.

If you have any queries, in the first instance please contact the Town Clerk.

3. Responsibilities of LTC Officers, LTC Members, Representatives / Terms of use

- Use social media sensibly and responsibly. Be civil, tasteful and relevant. Do not use racist, sexist or inflammatory language on the social web or engage in any conduct which would not be acceptable in the workplace.
- Do not post any message that might be construed as likely to cause harassment, alarm or distress.
- Be aware of the key legal pitfalls that can arise when publishing on such platforms.
- Social Media networking applications must not be used for party political purposes or specific campaigning purposes as LTC is not permitted to publish material which 'in whole or part appears to affect public support for a political party' (LGA 1986).
- The use of social media must not breach LTC's misconduct, equal opportunities or bullying and harassment policies.
- Remember you are personally responsible for the content you publish on any form of social media.
- Never give out personal details such as home address and telephone numbers. Ensure you handle any personal or sensitive information in line with LTC's data protection policies. Be aware of safeguarding issues as social media sites are often misused by offenders.
- Respect copyright, fair use and financial disclosure laws.
- Social media sites are in the public domain and it is important to ensure that you are confident about the nature of the information you publish. Permission must be sought if you wish to publish or report in meetings or discussions which are meant to be private, or which are meant to be private or internal to LTC. Don't cite or reference customers' partners or suppliers without their approval.
- Where individuals from partner organisations are involved and are acting on behalf of LTC, they will be expected to sign and agree to the terms outlined in this Social Media Policy.
- Be careful to log out of LTC social media accounts once the task at hand is complete, or the end of your working day, to prevent accidental posting.
- Officers must identify themselves as being part of LTC and only permitted to use LTC email addresses and not personal ones.
- If an officer receives any threats, abuse or harassment from members of the public through their use of social media, they must report such incidents to the Town Clerk.
- Members should act in accordance with the Members Code of Conduct, which outlines key information and guidance on best practice issues such as information

handling and security, whilst engaging in their official capacity. Members should think about what they say and how it is said, in just the same way as you must when making statements in person or in writing.

- Members must also think about whether you are seen to be, or give the impression that you acting in your official capacity as a councillor.

4. Some other risks

If Social Media is used incorrectly, even for a very good reason, we may be in breach of a number of laws including RIPA and Human Rights, privacy, libel and copyright. This may cause us to be fined, become liable for civil damages and costs, suffer reputational risk and potentially cause service users harm or distress. Note that where privacy or confidentiality is concerned, it is the intrusive behaviour that causes the breach, as well as any subsequent use of the information obtained. You must be able to justify the intrusion before it is actioned.

If we don't carefully evidence, assess and review the information we are gathering, there could potentially be breaches in the Data Protection Act 1998, potential fines, reputational risk and potentially cause service users harm or distress.

You must never use your personal social media account to undertake business on behalf of LTC.

If you fail to follow the Social Media Policy LTC may take disciplinary action against you.

5. Other Considerations

Your online personal

Whether you are using social media for professional or personal purpose, you need to be aware that the content is available to anyone who knows how to search for it.

Think about how and what you say might affect the way others view you and consider who you interact with. Key points are :-

- If you criticise work or colleagues, think about who might see it and how it might be perceived,
- Be aware that social media content can turn up in Google searches.
- Remember that once something is live on a social network, or on a mobile platform of any kind, it can be shared and sent worldwide, to anyone.

The pre-election period (referred to as 'Purdah') also includes social media

During a pre-election period councillors and officers need to be additionally aware of any material that could be posted that might be deemed to publicise one political party over another as defined in the Local Government Publicity guidelines. This could include the use of stock images, retweets, favouriting tweets, page likes and comments.

Additional care should also be taken in respect to replying to posts and getting involved in social media conversations that could be deemed to have a political or controversial nature. If you are unsure always check with the Town Clerk.

The DCLG recommended code of practice for local government publicity states:

"During the period between the notice of an election and the election itself, local authorities should not publish any publicity on controversial issues or report views or proposals in such a way that identifies them with any individual members or groups of members.

Publicity relating to individuals involved directly in the election should not be published by local authorities during this period unless expressly authorised by or under statute. It is permissible for local authorities to publish factual information which identifies the names, wards and parties of candidates at elections.

Laws when using Social Media

The notes below briefly explain some of the laws that can be broken using social media. It is not an exhaustive list.

Often the best advice when trying to avoid problems on social media is simply to use common sense. However, ignorance of the law is not an excuse for breaking it and those using LTC social media accounts need to be aware of these potential dangers.

If you have any worries about something you are about to post, or have already posted seek guidance from the Town Clerk.

Defamation

Defamation law protects the reputation of individuals and corporations.

Defamation covers two civil wrongs, or torts – libel, which is defamation in print, online or broadcast, and slanders, which is defamation by spoken word. Libel is far more common and more of a threat to LTC as an organisation than is slander.

Defamation is punished by damages (cash) set by the court and awarded to the claimant. Even where cases are settled before court action it can be extremely expensive. Individuals and companies can sue for defamation.

Defamatory meaning covers any suggestion of criminal activity, dishonesty, fraud, hypocrisy, immorality, lack of professionalism, incompetence, failing in a duty, sexual impropriety and bullying.

A claimant now has to show that their reputation has been seriously harmed by what has been published about them. Recent cases suggest that a prompt, prominent apology for defamation can undo the harm of a libellous publication. This is something that must be dealt with by LTC Town Clerk along with appropriate legal assistance. It does mean that any complaint which mentions libel or threat of a libel action MUST be reported to the Town Clerk immediately.

Repetition Rule

It is important to note that it is not a defence to say that you are just repeating what others have said. The rule in defamation is that anyone who repeats a libel has a liability for it. This is particularly true of sharing (this includes liking on Facebook and re-tweeting on Twitter or any other form of social media endorsement).

Malicious Falsehood

This is another civil wrong related to defamation, but slightly different. You commit a malicious falsehood if you recklessly publish something about someone, which is false and causes them damage.

For example, you might say someone has retired, or they are dead, when they are neither. Both suggestions are not defamatory, but if they are not true they could have a serious impact on the claimant's livelihood.

The claimant has to show that what has been said is false; caused them loss and that it was made maliciously, i.e. a failure to check properly.

Copyright

The presence of material online does not make it copyright free. It is in public, but not public domain. But this makes it very easy to copy.

Personal Social Media Accounts

Many members of staff will have a number of personal social media accounts.

You must never use your personal social media account for LTC business purposes.

If you do have such accounts, please note the following points.

1. Your personal account should not give readers/followers/friends the impression that you are speaking for the authority, or stating council policy.
2. If on your biography, or in your posts, you make it known that you are a council employee, please indicate a disclaimer in your blog which makes it clear that any views expressed there are personal and do not state council policy.
3. Even with such a disclaimer in place, please be aware that should you post material that is racist, discriminatory, or otherwise legally actionable, this could still result in disciplinary action being taken. A guide to the most frequent legal risks is included in this policy document.
4. Closed or private accounts can still be copied and screenshotted to allow wider distribution, so care must be taken even if you believe you are only posting to a very small number of people. Be particularly careful on live accounts such as Snapchat and Facebook Live where content is instantly streamed to followers. There is a potential for breaches of client privacy here and careful consideration should be given to whether they should be used at all during working hours.
5. If you mention your work in any social media posts, please take care not to jeopardise the privacy and confidentiality of members of the public, your colleagues or the authority itself.
6. If you repeat the posts of others – Retweets, sharing posts etc. – please be careful that the content does not contravene any of the above items.
7. If people contact you on your social media account to complain about LTC, or make inquiries about LTC actions or policies please refer them to correct information channels rather than engaging them on your own social media platform.
8. If your social media account is targeted by ‘trolling’ or other anti-social behaviour, because of your position within the council, please report the matter to the Town Clerk.
9. If you believe a post that you have made inadvertently contravened any of the above guidelines, please take it offline and seek advice from the Town Clerk/Line Manager in order to minimise the risk of damage.

Can Officers use their personal social media account whilst at work

Yes but only during breaks and before and after their working day starts and finishes. Officers must never use their personal social media account to undertake business on behalf of LTC.

Tips for councillors on using social media

- Identify your audiences, connect with relevant groups
- Conversations are two-way, listen and encourage comments - views on council policies
- Know what people are saying and respond where appropriate – if you receive a negative comment DEAL with it IMMEDIATELY
- Find your voice and personality, but be careful with and avoid ‘extremist’ views and opinions
- Correct your own mistakes
- Offer worthwhile information - residents will be interested in your work in the community
- Think before posting - use common sense
- Talk to residents, staff and others and do answer their questions - quickly and honestly
- Be responsible at all times
- Be respectful at all times
- Innovate – different approaches work for different people
- Have a personality – corporate speak or just issuing press releases do not work well on social media
- Share other people's helpful content and links
- Credit other people's work, ideas and links
- Listen - social media is designed to be a two-way channel, just like any good conversation
- Ask your own questions
- Seek feedback from your residents - but make sure you share the results with them
- Learn from others – there is rich learning of good practice social media use across local government via organisations such as the LGA

Stay on topic

- And more than anything, do use social media in the spirit in which it is intended – to engage, openly and honestly

PB/MS 9.4.19