



# RESOURCES AND GENERAL SERVICES COMMITTEE

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

**Wednesday 4 December 2019**

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

**Mark Squire**  
**Town Clerk**  
28 November 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 16 October 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 – Min no RG 196.1**  
Courses recently attended by officers:-  
Pippa Bryce has now attended the first two CiLCA training sessions, the last one will be held in March 2020.  
Debra Paris has attended two Society of Local Council Clerks (SLCC) 'Website accessibility guidelines' webinars on 25 November 2019 and 27 November 2019.
  - 5.2 Remembrance Service – Min no RG 196.3**  
This year's remembrance parade and service at the War Memorial on Kings Green on 10 November 2019, was very well attended. Council staff and Councillors are thanked for their work which helped the occasion run smoothly. Loughton Town Council (LTC) is also grateful for the attendance (in large numbers) of Essex Police this year.  
  
The two minutes silence and reading, conducted by the Town Mayor at 11am on Monday 11 November 2019 at Kings Green was similarly well attended and it was pleasing to see delegations from Staples Road School and Chrysalis Nursery School.
  - 5.3 Christmas Card Competition**  
\* A report on the 2019 competition is provided on page 3.
- 6 Finance**
  - 6.1 Internal Financial Check**  
A further appointment with Cllr Jogia will be set for the next internal financial check. The last check was held on 16 October 2019.
  - 6.2 Current Financial Position**  
\* The current financial position is attached together with details of the funds available from earmarked reserves (see pages 4-5).  
  
\* The Council's current bank balances and most recent reconciliations are

attached (see pages 6-11).

**6.3 Accounts Paid**

Payments totalling £123,623.22 as detailed on payment schedules nos 299 - 302 have been made since the report to the meeting on 16 October 2019. The schedules and accompanying invoices will be available at the meeting for inspection.

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.loughton-tc.gov.uk/Finance\\_and\\_Transparency\\_2580.aspx](http://www.loughton-tc.gov.uk/Finance_and_Transparency_2580.aspx)

**6.4 Banking/ Bank Mandates**

Bank Santander have resolved the mandate issues and as a result of the complaint raised by the Assistant Town Clerk they have paid £100 compensation.

**7 Subscriptions Review – Min no RG 148**

The Committee is asked to review the list of organisations of which it is currently a member and confirm that it wishes to continue to support those listed without amendment.

\* See attached report (page 12).

**8 Parish Basic Allowance – Min no RG 149**

The Committee is asked to consider a recommendation to full Council on the level of Parish Basic Allowance that members may claim in 2020/21. This is currently set at £120 per annum.

**9 Committee Priorities – Min no RG 150.1**

**9.1 As part of its overall plan and to complement the budget-making process, the Committee is requested to review its priority list for 2020/21. The list was last considered on 5 December 2018.**

\* See attached report (page 13).

**10 Estimates for 2020/21**

**10.1 Income**

The Committee is asked to consider and confirm the estimates of income and expenditure for 2020/21.

\* See attached report page 14.

**10.2 The Committee's Rolling Programme - Income and Expenditure**

\* See pages 14-17.

**10.3 Earmarked Reserves for 2020/2021**

\* See page 18.

**11 To Review Loughton Town Council's Complaints Policy**

\* See attached report (pages 19-21).

**12 Future Work of the Committee**

The opportunity for members to suggest topics to be considered by the Committee at a future meeting, subject to the Committee's agreement.

Note: No substantive discussion may take place under this item as the required statutory notice of the topics will not have been given.

**Mark Squire**  
**TOWN CLERK**  
28 November 2019

**Agenda item 5.2****Christmas Card Competition 2019**

This year's Christmas card competition received 153 entries, approximately half the amount received last year (300). Multiple entries were received from Hereward Primary, Oaklands, and Roding Valley Schools; and quite a few entries were received from The Mellows Care Home. Unlike last year, no entries were received from Oak View or St John Fisher Schools and none were received from Woodland Grove Care Home (who had participated for the past two years). The competition was promoted exactly as in previous years, with reminder emails being sent to the schools and care homes.

Judging of the competition was again undertaken by the Town Mayor and Deputy Town Mayor. The winning Infant entry, and overall winner, attends Thomas Willingale School. The winning Junior (and runner-up) entries were from Hereward School (actually a sister and brother), the secondary winning entry was submitted from a Roding Valley High School student, and the adult winner was a member of staff from Oaklands School. The runner-up in the adult category is a resident of The Mellows.

An exhibition of a selection of the entries, including the winners and runners-up, will be displayed at Debden Library from 26 November to 10 December and then at Loughton Library from 12 December until 2 January 2019. (Library staff had requested the change of order this year, as they enjoy the festive feel the display adds to the library with more visitors/viewers attending Loughton Library.)

The award presentation will take place prior to the Council meeting on 11 December 2019 when the Town Mayor will present the winners with a £25 gift card and laminated certificate. The overall winner will again receive a gift hamper, donated by Hobbycraft, who have continued their very kind sponsorship of the competition.

Loughton Library again held a craft day on Saturday, 26 October 2019, with a selection of art supplies donated by Hobbycraft (organised by Lorraine Gibson), to encourage participation. However, only a few entries were received from the session this year.

The results of the competition are as detailed below:

<b>INFANT SCHOOL CATEGORY</b>	
<b>Overall winner</b>	<b>Joel Smith</b>
Runner-up	Rex Farthing
<b>JUNIOR SCHOOL CATEGORY</b>	
<b>Winner</b>	<b>Cari Jenner</b>
Runner-up	Owen Jenner
<b>SECONDARY SCHOOL CATEGORY</b>	
<b>Winner</b>	<b>Ruby Hewitt-Harvey</b>
Runner-up	Francesca Gates
<b>ADULT CATEGORY</b>	
<b>Winner</b>	<b>Caroline Wiseman</b>
Runner-up	Sidney Fallon

Report by  
Debra Paris, Administrative Assistant

## Agenda item 6

## Loughton Town Council

## Summary Income &amp; Expenditure by Budget Heading 31/10/2019

Month No: 7

## Resources and General Services Committee Report

		Actual Last Year	Actual Year To Date	Current Annual Budget	Variance Annual Total	Funds Available	% of Budget
<b><u>Resources and General Services</u></b>							
Communication	Expenditure	15,931	10,266	17,600	7,334	7,334	58.3%
Office Expenses	Expenditure	10,890	6,333	13,850	7,517	7,517	45.7%
	Income	0	2	0	-2	0	0.0%
Audit	Expenditure	2,880	275	2,925	2,650	2,650	9.4%
Central Personnel	Expenditure	299,944	202,369	314,900	112,531	112,531	64.3%
(1)	Income	10,000	0	0	0		0.0%
Council Expenses	Expenditure	13,405	10,490	14,270	3,780	3,780	73.5%
(2)	Income	0	450	0	-450	0	0.0%
Other Services (RGS)	Expenditure	99	0	11,000	11,000	11,000	0.0%
(3)							
Members' Expenses	Expenditure	2,244	0	2,660	2,660	2,660	0.0%
Buckingham Court (4)	Expenditure	39,281	16,687	32,576	15,889	15,889	51.2%
	Income	28,064	26,321	35,515	9,194	0	74.1%
Service Re-charge (5)	Expenditure	-257,500	0	-278,000	-278,000	-278,000	0.0%
Library	Expenditure	10,588	8,861	13,700	4,839	4,839	64.7%
Grants (6)	Expenditure	32,025	4,020	35,500	31,480	31,480	11.3%

**INCOME – EXPENDITURE TOTALS**

R & G S Expenditure	<b>169,789</b>	<b>259,300</b>	<b>180,981</b>	<b>-78,319</b>	<b>-78,319</b>	<b>143.3%</b>
Income	<b>38,064</b>	<b>26,773</b>	<b>35,515</b>	<b>8,742</b>	<b>0</b>	<b>75.4%</b>
Net Expenditure over Income	<b>131,725</b>	<b>232,527</b>	<b>145,466</b>	<b>-69,577</b>	<b>0</b>	<b>0</b>

**Notes:**

- (1) The £10,000 Income is the Local Services Fund Grant (ECC) towards an Apprentice.
- (2) Council Expenses Income of £450 was compensation from the bank for bad service.
- (3) Other Services budget includes £9K for elections, £1,000 for the Citizenship Awards and Civic Celebration plus £1,000 for contingencies.
- (4) Buckingham Court Expenditure includes the Public Work Loan of £28,208 p.a.
- (5) Service Re-charge up to 31/10/19 is £162,167 if added to the Current Annual Budget would give a % of Budget spend of 58.3%
- (6) The Council awarded grants of £25,580 but only £4,020 has been claimed to date.

**Agenda item 6 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:

<b>Resources and General Services Committee</b>	<b>01.04.19</b>
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
<b>Total</b>	<b>47,425</b>

## Agenda item 6 cont'd

### Current Financial Position

Date: 07/11/2019

Loughton Town Council


Page 1

Time: 11:33

Bank Reconciliation Statement as at 31/10/2019  
for Cashbook 1 - No 1 Current Account

User: JSW

Bank Statement Account Name (s)	Statement Date	Page No	Balances
	31/10/2019	910	46,922.98
			46,922.98
<b>Unpresented Cheques (Minus)</b>		<b>Amount</b>	
24/05/2019 9619 C Davies		90.40	
12/08/2019 9736 Oak View School		2,500.00	
11/09/2019 9779 Regional Waste Recycling Comme		546.00	
11/09/2019 9786 Mr Lewis Moore		160.00	
16/10/2019 9793 James Biggane		120.00	
17/10/2019 9795 Arbtec Tree Services		1,608.00	
17/10/2019 9798 Chubb Fire & Security Ltd		370.66	
17/10/2019 9801 EALC		600.00	
17/10/2019 9809 Regional Waste Recycling Comme		536.40	
17/10/2019 9810 SLCC Essex		24.00	
17/10/2019 9811 TBS Hygiene Ltd		391.14	
17/10/2019 9813 Royal British Legion Loughton		100.00	
29/10/2019 C/CARD Mr T Bhogal		250.00	
30/10/2019 9814 Total Media		345.00	
30/10/2019 cr seeP411 SSE		-67.49	
30/10/2019 correcP411 SSE		53.68	
30/10/2019 9815 AtoZ Supplies		82.73	
30/10/2019 9816 CDA Technology Ltd		144.79	
30/10/2019 9817 Giant Imaging Ltd		469.15	
30/10/2019 9818 Forest Casual & Schoolwear		283.20	
30/10/2019 9819 Pinnacle Essex		582.00	
30/10/2019 9820 Total Media		360.00	
			9,549.66
			37,373.32
<b>Receipts not Banked/Cleared (Plus)</b>			
29/10/2019 R178		153.18	
30/10/2019 R179		2.50	
			155.68
			37,529.00
<b>Balance per Cash Book is :-</b>			<b>37,529.00</b>
<b>Difference is :-</b>			<b>0.00</b>

*Reconciled to Statement*  
  
 07/11/19

# Agenda item 6 cont'd Current Financial Position

Date: 07/11/2019

Loughton Town Council

Page 1

Time: 11:54

Bank Reconciliation Statement as at 30/10/2019  
for Cashbook 2 - No 2 Current Account

User: JSW

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Nat West no. 2 account	31/10/2019	269	52,670.96
			<u>52,670.96</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
30/10/2019 717	HMRC only 120PW00111168	6,110.30	
30/10/2019 718	Essex Pension Fund	6,530.66	
			<u>12,640.96</u>
			40,030.00
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	
			<u>0.00</u>
			40,030.00
		Balance per Cash Book is :-	40,030.00
		Difference is :-	0.00

Reconciled  
to Statement  
07/11/19



## Agenda item 6 cont'd

### Current Financial Position

Date: 07/11/2019

Loughton Town Council

Page 1

Time: 12:09

Bank Reconciliation Statement as at 31/10/2019  
for Cashbook 3 - NatWest Business Reserve Acc

User: JSW

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
NatWest Business Reserve Acc	31/10/2019	48	100,364.22
			<u>100,364.22</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			100,364.22
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	
			<u>0.00</u>
			100,364.22
		Balance per Cash Book is :-	100,364.22
		Difference is :-	0.00

Reconciled  
to Statement  
07/11/19  
[Signature]

## Agenda item 6 cont'd

### Current Financial Position

Date: 07/11/2019

Loughton Town Council

Page 1

Time: 12:44

Bank Reconciliation Statement as at 31/10/2019  
for Cashbook 4 - Santander Business Reserve Acc

User: JSW

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Santander	30/06/2019	62019	0.00
Santander	31/10/2019	112019	848,258.41
			<u>848,258.41</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			848,258.41
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	
			<u>0.00</u>
			848,258.41
		<b>Balance per Cash Book is :-</b>	<b>848,258.41</b>
		<b>Difference is :-</b>	<b>0.00</b>

*Reconciled to statement!*  
*JSW 07/11/19*

## Agenda item 6 cont'd

### Current Financial Position

Date: 07/11/2019

Loughton Town Council

Page 1

Time: 12:02

Bank Reconciliation Statement as at 31/10/2019  
for Cashbook 5 - Security Deposits Current a/c

User: JSW

Bank Statement Account Name (s)	Statement Date	Page No	Balances
Security Deposits Current a/c	31/10/2019	89	3,700.00
			<u>3,700.00</u>
<b>Unpresented Cheques (Minus)</b>		<b>Amount</b>	
17/04/2019 207 Emma Poole		100.00	
08/10/2019 211 Jasmine Campbell		350.00	
23/10/2019 212 Mosamko Ltd		250.00	
29/10/2019 SD31 Epping Forest Heritage Trust		100.00	
			<u>800.00</u>
			2,900.00
<b>Receipts not Banked/Cleared (Plus)</b>			
		0.00	
			<u>0.00</u>
			2,900.00
<b>Balance per Cash Book is :-</b>			<b>2,900.00</b>
<b>Difference is :-</b>			<b>0.00</b>

*Reconciled  
to Statement  
07/11/19*

*[Signature]*

**Agenda item 6 cont'd**  
**Current Financial Position**

Date: 12/11/2019

Loughton Town Council

Page 1

Time: 10:23

Bank Reconciliation Statement as at 31/10/2019  
 for Cashbook 6 - Nationwide Instant Saver Acc

User: JSW

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Nationwide Instant Saver Acc	31/10/2019	48	103,184.93
			<u>103,184.93</u>
<u>Unpresented Cheques (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			103,184.93
<u>Receipts not Banked/Cleared (Plus)</u>			
		0.00	
			<u>0.00</u>
			103,184.93
		Balance per Cash Book is :-	103,184.93
		Difference is :-	0.00

*Reconciled  
 to Statement  
 JJC 12/11/19*

**Agenda item 7****Subscriptions Review**

The following table shows the list of subscriptions to be paid by the Council during the current financial year 2019/20.

The Committee is asked to consider membership of these organisations and decide whether it wishes to make any additions or deletions for the next financial year.

Details of the services offered by these organisations were provided to members in their induction packs in the general information folder.

<b>ORGANISATION</b>	<b>£</b>
Campaign to Protect Rural England (CPRE)	36.00
Essex Association of Local Councils (includes NALC fees)	2,308.00
Essex Heritage Trust*	25.00
Essex Playing Fields Association (EPFA)	30.00
Essex Wildlife Trust	75.00
Friends of Historic Essex	12.00
Information Commissioner's Office (ICO)	55.00
Institute of Cemetery & Crematorium Management (ICCM)	90.00
Open Spaces Society*	45.00
National Society of Allotment & Leisure Gardeners	55.00
Rural Community Council Essex (RCCE)	50.00
Society of Local Council Clerks (SLCC)*	364.00
Voluntary Action Epping Forest (VAEF)	12.00
<b>Total</b>	<b>£3,157.00</b>
<i>19/20 Budget</i>	<i>£3,400.00</i>

\* These subscriptions are due in December 2019 so are only an estimate at this stage.

**Agenda item 9**  
**Committee Priorities**

**Resources and General Services**

Priority	Main Function	Greater Detail/Current Position
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**Current activities**

High	Seeking external funding sources	Targeted action
Low	Council structure	Continuing reviews

**On-going activities**

High	Banking arrangements and investments	Kept under review
High	Running the Committee	
High	Admin for whole council	
High	Council and committee agendas and minutes	
High	All council finances, end of year accounts, audit etc.	
High	Management of Buckingham Crt	
High	Personnel and employment matters, staff management	Staff Handbook reviews as required
High	IT and office equipment	
High	Civic matters	Civic Celebrations incl Citizenship Awards
High	Annual Report	Preparation and printing
High	Newsletter	Editorial, printing and distribution
High	Noticeboards	Maintenance and installation
High	Publicity and website	
High	Annual Town Meeting	Arrangements and admin
High	Christmas card competition	Arrangements and admin
High	Emergency Plan	Amendments and circulation
High	Financial Assistance Scheme	Admin and finance
High	New legislative requirements	
High	Policy reviews	On-going
High	Responding to consultations	Variable
High	Contract reviews	On-going
High	Training Strategy	Annual review
Medium	Any other matters within the Committee's terms of reference	

## **Agenda item 10**

### **Estimates for 2020/21**

The Committee's draft estimates for 2020/21 and Rolling Programme are attached.

#### **10.1 Income**

The Committee is asked to consider and agree the percentage increase (if any) to be applied to the following fees and charges:

- 1) Price per sheet of A4 for items on the Publication Scheme (currently 65p).

#### **Notes:**

- The annual fee increases are historically based on the Retail Price Index published in September. For information, the September RPI figure was 2.6% per cent.
- The current level of fees and charges can be viewed at <http://www.loughontc.gov.uk/UserFiles/Files/FEES%20AND%20CHARGES%20for%20website%202019-20.pdf> or on request at the Council offices.

#### **10.2 The Committee's Rolling Programme - Income and Expenditure**

\*

See pages 15-17.

These figures largely reflect year on year expenses and income reflect

The Budget Summary document provides details of:

- Last year's 2018/2019 actual income and expenditure
- The budget for the current financial year (Revised Budget);
- The actual figures of income and expenditure to date (Actual YTD);
- A forecast of the figures for the whole year (Projected Actual);
- A draft budget for 2020/21 (Next Year Budget) to be confirmed by the Committee.

The Town Clerk will run through, identifying in particular any significant changes.

The Committee is asked to consider and confirm the estimates of expenditure for 2020/21 and also if it wishes to make any amendments or additions.

RESOURCES & GENERAL SERVICES COMMITTEE	2018/2019 BUDGET EXPENSE	2018/2019 ACTUAL EXPENSE	2018/2019 BUDGET INCOME	2018/2019 ACTUAL INCOME	2019/2020 BUDGET EXPENSE	2019/2020 YTD 19.11.19 EXPENSE	2019/2020 PROJECTED 31.3.20	2019/2020 BUDGET INCOME	2019/2020 ytd 19.11.19 INCOME	2019/2020 PROJECTED 31.3.20	2020.21 expense	2020.21 income
Communication												
Postage	£1,800	£1,525			£1,900	£625	£1,800				£1,800	
Telephone (landline)	£1,000	£1,295			£1,200	£739	£1,300				£1,340	
Website (design and maintenance)	£250	£270			£250	£235	£300				£1,300	
Annual Report (printing)	£650	£595			£597	£597	£597				£612	
Annual Report (design)	£315	£315			£315	£315	£315				£325	
General expenses	£105	£0			£12	£19	£50				£100	
Newsletter (design)	£5,100	£5,040			£5,100	£3,780	£5,100				£5,250	
Newsletter (delivery)	£5,630	£5,512			£5,800	£2,928	£5,800				£5,970	
Newsletter (printing)	£1,450	£1,380			£1,450	£1,035	£1,450				£1,490	
Noticeboard	£1,000	£0			£1,000	£0	£1,000				£1,000	
<b>Sub Total</b>	<b>£17,300</b>	<b>£15,931</b>	<b>£0</b>	<b>£0</b>	<b>£17,600</b>	<b>£10,273</b>	<b>£17,712</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£19,187</b>	<b>£0</b>
Office Expenses												
General income								£0	£2	£2		£0
Stationery	£1,600	£1,608			£1,600	£880	£1,600				£1,648	
Photocopying	£1,500	£1,041			£1,500	£743	£1,500				£1,545	
Binding minutes	£150	£0			£150	£0	£0				£150	
Books & publications	£100	£0			£100	£0	£100				£100	
Office equipment & maintenance	£4,000	£2,006			£4,000	£534	£3,000				£3,000	
Server and equipment maintenance	£4,000	£5,234			£5,500	£3,186	£5,500				£3,000	
Chip and pin	£800	£842			£850	£703	£850				£875	
General expenses	£150	£159			£150	£319	£400				£200	
<b>Sub Total</b>	<b>£12,300</b>	<b>£10,890</b>	<b>£0</b>	<b>£0</b>	<b>£13,850</b>	<b>£6,365</b>	<b>£12,950</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£10,518</b>	<b>£0</b>
Audit												
Internal audit	£1,325	£1,280			£1,325	£275	£1,325				£1,365	
External Audit	£1,600	£1,600			£1,600	£0	£1,600				£1,650	
<b>Sub Total</b>	<b>£2,925</b>	<b>£2,880</b>	<b>£0</b>	<b>£0</b>	<b>£2,925</b>	<b>£275</b>	<b>£2,925</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£3,015</b>	<b>£0</b>



RESOURCES & GENERAL SERVICES COMMITTEE	2018/2019 BUDGET EXPENSE	2018/2019 ACTUAL EXPENSE	2018/2019 BUDGET INCOME	2018/2019 ACTUAL INCOME	2019/2020 BUDGET EXPENSE	2019/2020 YTD 19.11.19 EXPENSE	2019/2020 PROJECTED 31.3.20	2019/2020 BUDGET INCOME	2019/2020 ytd 19.11.19 INCOME	2019/2020 PROJECTED 31.3.20	2020.21 expense	2020.21 income
<b>Central Personal</b>												
General Income			£0	£10,000								
Salaries	£302,100	£167,313			£308,000	£111,000	£166,500				£180,000	
Tax & National Insurance	£0	£63,321			£0	£42,916	£64,500				£70,000	
Pensions	£0	£64,242			£0	£44,337	£66,500				£71,000	
Staff Travel	£2,000	£1,284			£2,000	£924	£2,000				£2,000	
Other staff costs	£3,600	£3,785			£4,900	£3,191	£4,900				£5,000	
<b>Sub Total</b>	<b>£307,700</b>	<b>£299,944</b>	<b>£0</b>	<b>£10,000</b>	<b>£314,900</b>	<b>£202,368</b>	<b>£304,400</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£328,000</b>	<b>£0</b>
<b>Council Expenses</b>												
General income								£0	£450			£0
Press and advertising	£250	£0			£100	£0	£100				£100	
Subscriptions	£3,400	£3,150			£3,400	£2,751	£3,400				£3,400	
Insurance -general	£5,220	£4,888			£5,320	£5,527	£5,600				£5,600	
Training/conferences etc	£1,600	£1,530			£1,600	£1,549	£2,000				£0	
Training / conferences -Councillors											£1,000	
Training /conferences -Staff											£1,000	
Legal	£3,000	£3,465			£3,000	£0	£3,000				£3,000	
Town Mayors expenses	£750	£272			£750	£702	£750				£750	
Christmas card competition	£100	£100			£100	£0	£100				£100	
Noticeboard											£1,000	
<b>Sub Total</b>	<b>£14,320</b>	<b>£13,405</b>	<b>£0</b>	<b>£0</b>	<b>£14,270</b>	<b>£10,529</b>	<b>£14,950</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£15,950</b>	<b>£0</b>
<b>Other Services (RGS)</b>												
Election expenses	£9,000	£0			£9,000	£0	£0				£3,000	
Contingency	£1,000	£0			£1,000	£0	£1,000				£1,000	
Civic service	£250	£32			£0	£0	£0				£0	
Citizenship awards	£1,000	£67			£1,000	£0	£1,000				£1,000	
<b>Sub Total</b>	<b>£11,250</b>	<b>£99</b>	<b>£0</b>	<b>£0</b>	<b>£11,000</b>	<b>£0</b>	<b>£2,000</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£5,000</b>	<b>£0</b>
<b>Members' Expenses</b>												
Members travel & subsistence	£500	£300			£500	£0	£500				£500	
Parish basic allowance	£2,160	£1,944			£2,160	-£381	-£381				£2,160	
Tax & National Insurance					£0	£381	£381				£0	
<b>Sub Total</b>	<b>£2,660</b>	<b>£2,244</b>	<b>£0</b>	<b>£0</b>	<b>£2,660</b>	<b>£0</b>	<b>£500</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£2,660</b>	<b>£0</b>

RESOURCES & GENERAL SERVICES COMMITTEE	2018/2019 BUDGET EXPENSE	2018/2019 ACTUAL EXPENSE	2018/2019 BUDGET INCOME	2018/2019 ACTUAL INCOME	2019/2020 BUDGET EXPENSE	2019/2020 YTD 19.11.19 EXPENSE	2019/2020 PROJECTED 31.3.20	2019/2020 BUDGET INCOME	2019/2020 ytd 19.11.19 INCOME	2019/2020 PROJECTED 31.3.20	2020.21 expense	2020.21 income
Buckingham Court												
Buckingham Court rental income			£32,850	£25,800				£32,500	£24,375	£32,500		£32,500
General income			£0	£2,264				£3,015	£1,946	£3,015		£3,015
Agents fees	£2,600	£3,675			£850	£638	£850				£850	
Service charge	£0	£2,595			£2,595	£1,946	£2,595				£2,595	
Rates	£0	£2,849			£0	£0	£0				£0	
Electricity	£0	£64			£0	£0	£0				£0	
Gas	£0	£17			£0	£0	£0				£0	
Insurance - specific allocation	£350	£106			£0	£0	£0				£0	
Cleaning	£0	£25			£110	£0	£110				£115	
Building maintenance unplanned	£252	£1,246			£300	£0	£300				£0	
Building maintenance											£2,000	
Lift inspection	£380	£374			£383	£0	£383				£0	
Lift service	£0	£125			£130	£0	£130				£0	
Lift inspection and service											£515	
Loan repayments - capital	£28,208	£19,238			£28,208	£9,981	£28,208				£19,962	
Loan repayments - interest	£0	£8,968			£0	£4,122	£0				£8,244	
<b>Sub Total</b>	<b>£31,790</b>	<b>£39,281</b>	<b>£32,850</b>	<b>£28,064</b>	<b>£32,576</b>	<b>£16,687</b>	<b>£32,576</b>	<b>£35,515</b>	<b>£26,321</b>	<b>£35,515</b>	<b>£34,281</b>	<b>£35,515</b>
<b>Library</b>												
General expenses	£2,000	£495			£1,530	£0	£1,530				£2,000	
Rent	£7,200	£6,584			£7,200	£5,400	£7,200				£7,200	
Service charge	£4,500	£3,375			£4,500	£3,375	£4,500				£4,500	
Supplies	£0	£135			£0	£18	£0				£0	
Insurance specific allocation					£290	£0	£290				£300	
Building maintenance unplanned					£180	£68	£180				£0	
<b>Sub Total</b>	<b>£13,700</b>	<b>£10,588</b>	<b>£0</b>	<b>£0</b>	<b>£13,700</b>	<b>£8,861</b>	<b>£13,700</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£14,000</b>	<b>£0</b>
<b>Grants</b>												
Grants s137	£0	£5,575			£0	£0	£0				£0	
Grants general	£27,500	£18,450			£27,000	£4,020	£27,000				£27,000	
Grants CA	£8,000	£8,000			£8,500	£0	£8,500				£8,500	
<b>Sub Total</b>	<b>£35,500</b>	<b>£32,025</b>	<b>£0</b>	<b>£0</b>	<b>£35,500</b>	<b>£4,020</b>	<b>£35,500</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>£35,500</b>	<b>£0</b>
Service Recharge	-£257,500	-£257,500			-£278,000	£0	-£278,000				-£278,000	
<b>Sub total</b>	<b>-£257,500</b>	<b>-£257,500</b>	<b>£0</b>	<b>£0</b>	<b>-£278,000</b>	<b>£0</b>	<b>-£278,000</b>	<b>£0</b>	<b>£0</b>	<b>£0</b>	<b>-£278,000</b>	<b>£0</b>
<b>TOTALS</b>	<b>£191,945</b>	<b>£169,788</b>	<b>£32,850</b>	<b>£38,064</b>	<b>£180,981</b>	<b>£259,378</b>	<b>£159,213</b>	<b>£35,515</b>	<b>£26,321</b>	<b>£35,515</b>	<b>£190,111</b>	<b>£35,515</b>

**Agenda item 10.3 cont'd****Earmarked Reserves for 2020/2021:**

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

<b>Resources and General Services Committee</b>	<b>01.04.20</b>
Elections	30,000
New computers /server *	10,500
Central Personnel - apprentice	10,000
Buckingham Court maintenance fund	2,000
Buckingham Court Rent Deposit	8,125
<b>Total</b>	<b>60,625</b>

- \* Provision of at least 4 new computers and a new server are required to ensure compatibility and serviceability to Windows 10. The Town Clerk will explain in more detail.

## Agenda Item 11

### To Review Loughton Town Council's Complaints Policy

#### LOUGHTON TOWN COUNCIL

##### Complaints Procedure

Adopted on 31 August 2011, revised 10 September 2012, amended January 2013

Review: December 2019 – Next review December 2021

**Note: The members of the Strategy and Staff Group would form the Complaints Committee. However, if any complaint referred to the work or decisions of a specific committee, any members of that committee would be excluded from the respective Complaints Committee meeting.**

#### Introduction

Loughton Town Council is committed to providing a quality service for the benefit of the people who live or work in its area or are visitors to the locality. If you are dissatisfied with the standard of service you have received from this council, or are unhappy about an action or lack of action by this council, this Complaints Procedure sets out how you may complain to the council and how we shall try to resolve your complaint.

This Complaints Procedure applies to complaints about council administration and procedures and may include complaints about how council employees have dealt with your concerns.

This Complaints Procedure does not apply to:

- A **Complaints by one council employee against another council employee, or between a council employee and the council as employer.** These matters are dealt with under the council's disciplinary and grievance procedures.
- B **Complaints against councillors.** These are covered by the Code of Conduct for Members adopted by the Town Council on 4 July 2012 and you may contact the Monitoring Officer of Epping Forest District Council which will decide if further action is necessary. The contact details are set out below.
- C **Allegations of financial irregularity.** Local electors may object to the Council's Annual Accounts under Section 16, Audit Commission Act 1998. On other matters, the Council may need to consult its internal auditor or the Audit Commission.
- D **Criminal Activity.** Please contact the police.

The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter. You may do this by writing to the council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns in the public participation section of council/committee meetings. If you are unhappy with a council decision, you may raise your concerns with the Council, but Standing Orders prevent the council from re-opening issues for six months from the date of the decision, unless there are exceptional grounds to consider this necessary and the special process set out in the Standing Orders is followed.

#### How to complain to the Council

1. You may make your complaint about the council's procedures or administration to the Town Clerk. You may do this in person, by phone, or in writing, or by emailing the Town Council. The contact details are set out below.

## 2. Making Your Complaint to the Town Clerk (option 1)

Wherever possible, the Town Clerk will try to resolve your complaint immediately. If this is not possible, you will be asked to put it in writing and the Town Clerk will normally try to acknowledge your complaint within **five working days**.

The Town Clerk will notify you within **4 weeks** of the outcome of your complaint and of what action (if any) the Council proposes to take as a result of your complaint. (In exceptional cases the twenty working days timescale may have to be extended. If it is, you will be informed.)

## 3. Other Avenues of Complaint (option 2)

If you do not wish to report your complaint to the Town Clerk, as it may concern that officer directly or if you are dissatisfied with the Town Clerk's response to your complaint, you may make your complaint directly to the Town Mayor and ask for your complaint to be referred to the Complaints Committee of the Town Council [*or whichever committee has this responsibility*] or to the full Council (as appropriate).

## 4. Investigation

If your complaint cannot be resolved immediately, the Town Clerk or the Complaints Committee of the Council or the Council (as appropriate) will investigate each complaint, obtaining further information as necessary from you and/or from staff or members of the Council and (usually **within 8 weeks**) you will be notified in writing of the outcome of the review of your original complaint.

If it appears to the Complaints Committee of the Council that a complaint is:

- a trivial,
- b vexatious,
- c repetitive or
- d frivolous

it shall so report to the Resources and General Services Committee with a recommendation that no further correspondence related to it be entered into by members or officers.

### Contacts:

#### The Town Clerk

Loughton Town Council  
Loughton Library & Town Hall  
Traps Hill  
Loughton IG10 1HD

020 8508 4200  
contact@loughton-tc.gov.uk

#### The Town Mayor

Loughton Town Council  
Loughton Library & Town Hall  
Traps Hill  
Loughton IG10 1HD

020 8508 4200  
contact@loughton-tc.gov.uk

#### The Monitoring Officer

c/o The Local Assessment Officer  
Epping Forest District Council  
Office of the Chief Executive  
Civic Offices, High Street  
Epping  
CM16 4BZ

01992 564000  
monitoringofficer@eppingforestdc.gov.uk

#### External Auditors

Littlejohn LLP  
1 Westferry Circus  
Canary Wharf  
London  
E14 4HD

020 7516 2200

## WHAT TO EXPECT

