

Protecting Leaders

- (a) Never believe that “it could never happen to you’.
- (b) If you suspect that a young person is developing an inappropriate affection for you, discuss it with other leaders and explore constructive ways of dealing with it.
- (c) If you develop an abnormal affection for a young person withdraw from the situation, notify the Safeguarding Officer and seek professional advice.
- (d) Be aware that young people can fabricate stories that can place you in a bad light. Do not take any chances nor allow yourself to be in a situation where stories can be given credence. Lone Workers should take particular note of the Council's Lone Working Policy and Risk Assessments.
- (e) Always report and record any allegations made by children. Do not let them go unchallenged.

Behaviour guidelines for those working with young people

The aim of these guidelines is to ensure the safety and wellbeing of all children and to support in providing a safe, caring environment.

DO's

- (a) Always be publicly open when working with children
- (b) Avoid being alone with children unnecessarily. Where possible avoid taking children alone on car journeys unless there is no other option and the child's parents have given permission
- (c) Where possible parents should take responsibility for their own children
- (d) Set an example of appropriate behaviour. Young people learn by example
- (e) Offer respect to the young person at all times and strive to be sensitive to their feelings
- (f) Good behaviour should be positively encouraged

DON'TS

- (a) Never engage in rough, physical or sexually provocative games, including horseplay. Nor engage in inappropriate touching of any form
- (b) Avoid using sarcasm or discrimination, direct criticism, labelling and unnecessary competition or comparison
- (c) Never physically punish any young person
- (d) Do not deprive any young person of, or force any child to consume food or drink
- (e) Do not humiliate or frighten any young person

7. VULNERABLE ADULTS

The Vulnerable Adult has the right:

- To be made aware of this policy
- To have alleged incidents recognised and taken seriously
- To receive fair and respectful treatment throughout
- To be involved in any process as appropriate

- To receive information about the outcome

Procedure in the event of a disclosure

It is important that vulnerable adults are protected from abuse. All complaints, allegations or suspicions must be taken seriously.

This procedure must be followed whenever an allegation of abuse is made or when there is a suspicion that a vulnerable adult has been abused.

Promises of confidentiality should not be given as this may conflict with the need to ensure the safety and welfare of the individual.

A full record shall be made as soon as possible of the nature of the allegation and any other relevant information.

This should include information in relation to the date, the time, the place where the alleged abuse happened, your name and the names of others present, the name of the complainant and, where different, the name of the adult who has allegedly been abused, the nature of the alleged abuse, a description of any injuries observed, the account which has been given of the allegation.

Responding to an allegation

Any suspicion, allegation or incident of abuse must be reported to the Safeguarding Officer. The designated Safeguarding Officer in Braunstone Town Council is the Deputy Executive Officer & Community Services Manager, Pauline Snow, who can be contacted on 0116 289 9270 or at Braunstone Civic Centre. Any concerns or reports of abuse must be reported to this individual as soon as possible.

The Safeguarding Officer shall telephone and report the matter to the appropriate local adult social services duty social worker (or the Police if the person is in immediate danger).

A written record of the date and time of the report shall be made and the report must include the name and position of the person to whom the matter is reported. The telephone report must be confirmed in writing to the relevant local authority adult social services department within 24 hours.

8. SUPPORT FOR THOSE WHO REPORT ABUSE

All those making a complaint or allegation or expressing concern, whether they are role holders, service users, carers or members of the general public should be reassured that:

- they will be taken seriously
- their comments will usually be treated confidentially, but their concerns may be shared with the appropriate authorities if they or others are at significant risk.

9. WHISTLEBLOWING

In the event that the abuse cannot be reported to the Town Council's Safeguarding Officer, you can report to either to the Executive Officer & Town Clerk, a Town Councillor or a designated whistleblowing helpline such as:

- Whistleblowing Helpline (for NHS and social care staff)
<http://wbhelpline.org.uk/> 08000 724725
- Public Concern at Work 020 7404 6609 <http://www.pcaw.org.uk/>

10. DEALING WITH ALLEGATIONS AGAINST A ROLE HOLDER

Braunstone Town Council will assure all councillors, staff, volunteers and contractors that it will fully support and protect anyone, who in good faith reports his or her concern that a colleague is, or may be, abusing a child or vulnerable adult. Where there is a complaint against a councillor, member of staff, volunteer or contractor there may be three types of investigation:

- a criminal investigation,
- a child or vulnerable adult protection investigation,
- a disciplinary or misconduct investigation (member of staff only).

The results of any investigations may well influence the disciplinary investigation, but not necessarily.

Concerns about poor practice:

- (a) If, following consideration, the allegation is clearly about poor practice; this will be dealt with as a misconduct issue
- (b) If the allegation is about poor practice by the Safeguarding Officer or if the matter has been handled inadequately and concerns remain, it should be reported to the Executive Officer & Town Clerk who will decide how to deal with the allegation and whether or not the organisation should initiate disciplinary proceedings.

Concerns about suspected abuse:

- (a) Any suspicion that a child and/or vulnerable adult has been abused by either a member of staff or a volunteer should be reported to the designated Safeguarding Officer, who will take such steps as considered necessary to ensure the safety of the individual in question and any other child and/or vulnerable adult who may be at risk
- (b) The designated Safeguarding Officer will refer the allegation to the social services department who may involve the police, or go directly to the police if out-of-hours
- (c) The parents or carers of the child or vulnerable adult will be contacted as soon as possible following advice from the social services department
- (d) If the Safeguarding Officer is the subject of the suspicion/allegation, the report must be made to the Executive Officer & Town Clerk or Chair of the Council's Employing Committee will refer the allegation to Social Services.

Internal Enquiries and Suspension:

(a) The Safeguarding Officer will make an immediate decision about whether any individual accused of abuse should be temporarily suspended pending further police and social services inquiries. In the case of a member of staff, this will be referred to the Executive Officer & Town Clerk.

~~(b) Irrespective of the findings of the social services or police inquiries the Town Council will assess all individual cases to decide whether a member of staff or volunteer can be reinstated and how this can be sensitively handled. This may be a difficult decision; particularly where there is insufficient evidence to uphold any action by the police. In such cases, the Town Council must reach a decision based upon the available information which could suggest that on a balance of probability; it is more likely than not that the allegation is true. The welfare of the child should remain of paramount importance throughout.~~

(b) Whether or not any Police / Social Services enquiry has been able to prove an allegation beyond all reasonable doubt, the Town Council may undertake an investigation under the Disciplinary Policy based on the information available and potential breach of contract by the individual in question.

11. RECRUITMENT

1. Braunstone Town Council will use the Disclosure and Barring Service checks with councillors, staff, volunteers and contractors where appropriate.
2. The Executive Officer & Town Clerk and/or the Safeguarding Officer will be able to determine that additional checks on the suitability of role holders and contractors to work with children and vulnerable adults will be necessary.
3. All new staff and relevant volunteers will be required to provide two references.
4. The Town Council will ensure that all employees/volunteers have appropriate qualifications and training.
5. All new employees/volunteers will go through a probation and induction process, including relevant training. Ongoing training and supervision will ensure all employees/volunteers are adequately supported.

12. TRAINING

Braunstone Town Council recognises the importance of regular learning and development for councillors, staff and volunteers:

- the Safeguarding Officer will attend appropriate training
- all councillors, staff, volunteers and contractors will be fully briefed concerning their safeguarding responsibilities during induction and prior to starting their duties.

13. CONTACT DETAILS

The designated Safeguarding Officer is the Deputy Executive Officer & Community Services Manager, Pauline Snow. Braunstone Town Council, Braunstone Civic Centre, Kingsway, Braunstone Town, Leicester, LE3 2PP.
Tel: 0116 289 9270. Email: pauline.snow@braunstonetowncouncil.org.uk

BRAUNSTONE TOWN COUNCIL

POLICY & RESOURCES COMMITTEE – 31st OCTOBER 2019

Item 15 – Adoption of Volunteer Management Policy

Purpose

To confirm the adoption of the Volunteer Management Policy following consultation.

Background

On 22nd August 2019, Policy & Resources Committee considered proposals for a Volunteer Management Policy, adopted an interim policy and authorised it for consultation.

The Volunteer Management Policy is attached at Appendix 1.

The main areas of the policy are as follows:

- (a) recruitment,
- (b) expectations and work outlines,
- (c) induction, training and support,
- (d) the volunteer's voice,
- (e) expenses, and
- (f) dealing with problems.

Other areas such as health & safety, equal opportunities and data protection are referenced but are covered in detail in existing Council policies and procedures.

Consultation

The Council's Management Team on 19th August 2019 considered the proposed policy ahead of Policy & Resources Committee endorsement on 22nd August 2019 for consultation.

The policy was available for consultation with Citizens' Advisory Panel, staff, Councillors, the Council's professional advisors and partners, to enable them to:

1. challenge whether the proposed policy was fit for purpose,
2. put forward any alternative proposals and suggestions, and
3. discuss how the proposed policy may impact on their role and responsibilities.

The deadline for consultation responses was 12noon on Monday 30th September and the responses received and action taken is summarised in the table below.

Subject Area	Consultee Response	Management Action/Response
Disclosure Barring Service Checks	Recommend specific need for a DBS check for those working with children and vulnerable adults under Recruitment.	Incorporated and reworded to confirm DBS checks will be undertaken in these circumstances.

Citizens' Advisory Panel on 5th September 2019 supported the proposed Volunteer Management Policy as drafted.

The amendment proposed to the Volunteer Management Policy, as a result of the consultation response, are tracked in the proposed revised Policy, which is attached at Appendix 1.

Recommendations

1. That the Volunteer Management Policy, incorporating the amendment following consultation, attached at Appendix 1 to the report, be approved and adopted on Monday 4th November 2019; and
2. that delegated authority be given to the Executive Officer & Town Clerk to update references in the Policy to reflect changes in legislation, policy, organisation structure, roles and responsibilities and service provision.

Reasons

1. To ensure that the Town Council had clear and transparent policies in relation to volunteers, especially in the context of taking over responsibility for the management of Braunstone Town Library.
2. To ensure that the references included in the Policy were kept up to date in a timely manner so that the document was an easy and reliable reference document for all volunteering safety matters.



BRAUNSTONE TOWN COUNCIL

VOLUNTEER
MANAGEMENT POLICY

Adopted 4th NOVEMBER 2019

DATE ADOPTED	22nd August 2019	FREQUENCY OF REVIEW	3 years or legislative changes
REVISED DATE/S	4th November 2019		

BRAUNSTONE TOWN COUNCIL

VOLUNTEER MANAGEMENT POLICY

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BRAUNSTONE TOWN COUNCIL
VOLUNTEER MANAGEMENT POLICY

1. INTRODUCTION

This policy sets out the broad principles for voluntary involvement with Braunstone Town Council's services, projects and initiatives. It is of relevance to all within the organisation.

This policy is endorsed by the Town Council and will be reviewed every three years or as the result of legislative changes to ensure that it remains appropriate to the needs of the Town Council and its volunteers.

Although volunteers offer time freely and willingly without binding obligation, there is a presumption of mutual support and reliability. Reciprocal expectations are acknowledged – both what the Town Council expects of volunteers and what volunteers expect of the Town Council.

Braunstone Town Council is committed to involving volunteers directly within the services, projects and initiatives in which there are involved to:

- contribute ideas for improvements
- Make sure we are responsive to the needs of our users.
- Provide different skills and perspectives.
- Offer opportunities for participation by people who might otherwise be excluded.

Volunteers will be welcome to attend the Town's Citizens' Advisory Panel to contribute ideas.

This volunteer policy sets out the principles and practice by which we involve volunteers. A Volunteer Handbook will be produced and regularly updated by the Council's Management and will provide further details about the role and duties of volunteers, along with the support and procedures in place.

2. PRINCIPLES

Braunstone Town Council recognises the value of volunteering and realises that it is a commitment of time and energy for the benefit of society and the community. The Town Council seeks to involve volunteers in ways that further its work and enhances its services. In turn, it expects its volunteers to uphold its values, objectives, policies and procedures.

Volunteering should be a fulfilling experience. Through adequate support and supervision, volunteers should be able to develop, expand and change their area

of volunteering where appropriate. Volunteers can therefore expect to be given support, access to appropriate training and to have their rights as individuals upheld.

Braunstone Town Council aims to:

- match the time, skills and experience of volunteers to a suitable volunteering opportunity
- ensure each volunteer receives appropriate training and support
- resolve any complaints raised by a volunteer in a timely fashion
- ensure that each volunteer is supported by a contact in the Organisation to provide advice and guidance
- foster a friendly and supportive atmosphere for volunteers and make volunteering a positive experience
- reimburse reasonable expenses incurred. These expenses must be agreed up front with the contact person and are payable against a valid receipt.
- recognises that the benefits that voluntary work brings to volunteers themselves, to service users and to the organisation.
- ensure that volunteers are properly integrated into the organisational structure and that mechanisms are in place for them to contribute to the Town Council's work
- endeavour to involve volunteers from a wide range of backgrounds and abilities and ensure its volunteering opportunities are as accessible as possible.

In return, the Town Council asks the following of volunteers to:

- maintain and uphold the good name and reputation of the Town Council, its aims and objectives
- treat all members, officers, service users and members of the public with respect and dignity
- adhere to the Town Council's policies and procedures.

3. RECRUITMENT

Recruitment of volunteers will generally be from all sections of the community, and will be in line with the Town Council's Equal Opportunities Policy.

The relevant Service Manager will prepare a role description outlining volunteer task roles, which will include the nature of the activity and the skills required. The role description will be subject to the approval of the Council's Management Team. Once approved, the document will be used to advertise roles.

Anyone who wishes to become a volunteer will need to complete a standard volunteer registration form:

- depending on the nature of the volunteering opportunity, a volunteer may be required to provide the names of two referees who have agreed to provide a reference on behalf of the volunteer;

- volunteers working with children, directly with the public or vulnerable adults will always be requested to provide referees; and
- depending on the nature of the volunteering opportunity, the Town Council may: need to understand specific health issues in order to assess whether reasonable adjustments can be made.
 - ~~(a) need to understand specific health issues in order to assess whether reasonable adjustments can be made; and~~
 - ~~(b) carry out Disclosure Barring Service checks.~~

The Council will undertake Disclosure Barring Service checks for those who will be working with children and/or vulnerable adults.

The information asked for is on a 'need to know' basis, is regarded as confidential and is used to find out more about the potential volunteer and their volunteering preferences.

Volunteers will also be invited to attend an informal interview to discuss opportunities, find out more and outline their aspirations for a role.

Providing good support and supervision, appropriate training and maintaining regular contact are always important especially if volunteers work with vulnerable people. Any issues of suitability that cause concern will be referred to the relevant Service Manager for additional support and guidance.

Decisions about a volunteer's suitability for a placement will be taken by the relevant Service Manager and the only information remaining on file should relate to the outcome and not the details of the check. Volunteers who are considered unsuitable for a particular task will, where possible, be offered alternative voluntary involvement with the Town Council.

The acceptance of volunteer assistance for a particular role is made on merit, the sole selection criterion being the individual's suitability to carry out the tasks set out in the approved role description.

Sometimes it is not possible to accept every offer of volunteering help. This can be for a number of reasons e.g. lack of space or accommodation, sufficient volunteers doing that activity or no opportunity available for the type of activity he or she wishes to do. In some cases, the volunteer may not be suitable for the activity.

The Town Council will inform the potential volunteer of its decision within a reasonable period of time and in an honest, but sensitive manner and state how his/her offer of help is appreciated. Any reason(s) why s/he may not be involved should be explained clearly, but tactfully and if possible, the reasons given.

4. VOLUNTEER EXPECTATIONS AND WORK OUTLINES

Volunteers will have a clear and concise role description. It might be a volunteering placement is established in agreement as a trial period and there

will be an opportunity for both the volunteer and the Town Council to review progress during the trial period.

All volunteers will be offered regular contact meetings with their supporting officer.

The Town Council expects volunteers to:

- be reliable and honest
- work within agreed guidelines
- seek adequate support in their volunteering
- make the most of training and support opportunities
- carry out tasks in a professional way that reflects the aims and values of the organisation
- respect the work of the organisation
- comply with policies such as equal opportunities, smoking and health and safety
- make supervisors aware of any potentially dangerous or hazardous conditions
- respect confidential information
- report any issues or concerns in accordance with the Town Council's policies and procedures
- not undertake actions that bring the Town Council into disrepute.

5. INDUCTION AND TRAINING

New volunteers will be properly inducted into the role, the service and the organisation. This includes being properly briefed about the activities to be undertaken and given all the necessary information to enable them to perform with confidence. Volunteers will also be introduced to all key contacts they will see on site.

All volunteers will be made aware of and have access to all the Town Council's relevant policies, including those relating to volunteering, health and safety, safeguarding and equality and diversity. Note, that the Town Council's staffing policies are not applicable to volunteers.

The development of training and support for volunteers is a high priority for the Town Council in order to equip them with the necessary information and skills to carry out their tasks.

6. SUPPORT

Volunteers will have a support officer as the named contact person who will provide regular support. This support will provide the opportunity for ongoing dialogue about the development of the volunteering role and any advice and guidance as needed.

The volunteer should be clear about the tasks associated with their voluntary role and be willing to undertake them. This role description will clarify the role the volunteer has agreed to do, the hours that they will be volunteering and what training, support and supervision will be provided. It should also give details about their named support officer, Service Manager and location of the activity. All volunteers will be introduced to their support officer to whom they can take their volunteering concerns and seek guidance and support.

Risk assessments are undertaken for all of the Town Council's activities and volunteers should familiarise themselves with the relevant risk assessments applicable to the tasks they undertake. Volunteers will also be required to attend relevant health and safety inductions and refresher sessions.

A record will be kept of training undertaken by the volunteer.

Volunteers will have access to regular support and supervision from the support officer. This will enable both the volunteer and the named contact person to identify, monitor and evaluate the volunteer's involvement, recognise achievements and identify individual training needs, including that relevant to their particular volunteering role and to their wider personal development. The frequency, duration and format of these support sessions will vary and should be negotiated between the volunteer and the named support officer.

7. THE VOLUNTEER'S VOICE

Volunteers will be consulted on decisions which affect them. The Town Council is committed to developing consultation and representational procedures for volunteers. Volunteers are welcome to participate in the Town's Citizens' Advisory Panel.

8. RECORDS AND CONFIDENTIALITY

Everybody can be affected by confidentiality issues and it is important that volunteers should realise that it is not only service users and organisation information that this applies to but also to volunteer issues.

Information that volunteers have access to whilst volunteering is confidential. Volunteers must not give away any information about service users, volunteers, organisation finances or any other business either directly or by talking to someone. It is especially important that volunteers keep sensitive information to themselves. However, if volunteers find something out that might be a risk to others then they need to report in accordance with the relevant policy, to their support officer or relevant Service Manager.

The holding, processing or disclosure of information on individuals which volunteers may handle in the course of their role is subject to the General Data Regulation 2018, which covers personal information held in any medium.

It is the responsibility of all volunteers to ensure that appropriate measures are

taken to prevent personal information (in whatever format) from being accidentally divulged to unauthorised persons, and that appropriate care is taken in disposing of printed information containing personal information.

It is suggested that certain information, for example health information in the case of conditions like heart problems, epilepsy and diabetes, should be revealed to the support officer so that should any problem occur can be dealt with promptly.

All volunteers are asked to complete an Emergency Contact Form, so that the Town Council has a record of who to contact. Volunteers will also be asked to notify staff of any changes to personal details, such as address, telephone number and email. This information is also kept confidential and is not accessed until needed.

9. EXPENSES

The Town Council will ensure that there is a clear and accessible system to enable volunteers to claim out of pocket expenses.

The Town Council believes volunteers should not be out of pocket as a result of undertaking volunteering activity. It is acknowledged that some volunteers feel that they do not wish to claim reimbursement - but it is important for volunteers to be able to claim expenses. In addition, claiming expenses can, in some cases, mask the true costs of involving volunteers within a project.

What can be reclaimed from the Town Council and the calculation of expenses will be explained to the volunteer before they start any activity likely to give rise to expenses. All claims must be agreed in advance with the support officer or relevant Service Manager.

10. INSURANCE

Volunteers will be covered by insurance while carrying out agreed duties.

Volunteers must behave responsibly, but beyond any acts, omissions or negligence on their part, their activities are insured. Volunteers have a responsibility to follow guidance and not act in a negligent manner.

The organisation's liability insurance policies include the activities of volunteers and liability towards them. However, it is the volunteer's responsibility to make their own insurance arrangements for their travel to the site of volunteering and between volunteering sites.

11. HEALTH & SAFETY

The Town Council will take all reasonably practicable steps to ensure the volunteers' health, safety and welfare while at work in accordance with the Organisation's Health and Safety policy.

The Town Council carries out risk assessments for each activity. This includes the action for mitigation of the risks.

The Town Council also has a Health & Safety Consultative Group, which includes representatives from each of the Town Council's service areas.

12. EQUAL OPPORTUNITIES

The Town Council is committed to equal opportunities and believes that volunteering should be open to all regardless of age, gender, ethnicity, ability, religion and political beliefs.

Volunteers and staff will work in accordance with the Town Council's Equal Opportunities Policy in order to prevent discrimination on any grounds.

13. PROBLEMS

The Town Council seeks to deal with any problems arising with volunteers, both in terms of concerns raised by the volunteer and any concerns the Organisation may have with the performance of the volunteer. In line with this approach, volunteers have the right to discuss any concerns they may have with their support officer.

Braunstone Town Council aims to treat all volunteers fairly, objectively and consistently. The Town Council seeks to ensure that volunteers' views are heard, noted and acted upon promptly and aim for a positive and amicable solution.

Initially, if a volunteer finds that they have a grievance, a complaint or that there is a problem with the volunteer work placement for whatever reason, then they should ask for help or guidance from their support officer. By discussing it openly with people directly involved, then it may be resolved quickly and a small change may prevent the problem from escalating.

The relevant support officer will be responsible for handling disputes and complaints should they arise. If there is a dispute between the volunteer and their support officer, then the volunteer should approach the relevant Service Manager.

If necessary, the Service Manager will assign someone to mediate and seek a resolution. This could cover a volunteer's complaints about their experience, or complaints about a volunteer's conduct. In the event of a problem, all relevant facts should be obtained as quickly as possible.

If problems are ongoing or the volunteer is not happy with how they have been handled, then the volunteer should put the details in writing to the Executive Officer & Town Clerk, who will review the handling of the dispute or complaint. The Executive Officer & Town Clerk's decision is final.

The Town Council has a policy on how it will deal with any grievance and disciplinary issue regarding a volunteer and these procedures are set out in the Volunteer Handbook.

14. ENDINGS

When volunteers move on from their role at the Town Council they will be asked to provide feedback on their volunteering experience with their support officer.

On the basis of their voluntary work, volunteers will have the right to request a reference.

The Town Council has a policy on how it will deal with any disciplinary issue, including acts of gross misconduct, regarding a volunteer and these procedures are set out in the Volunteer Handbook.

15. MONITORING AND EVALUATION

The Town Council will monitor and evaluate its use of volunteers with reference to this Volunteer Management Policy. This policy will be every three years or sooner if required to do so by legislative or policy changes.

16. CONTACT DETAILS

Please contact us if you have any questions about volunteering or our Volunteer Management Policy, or if you have any queries or complaints at:
Customer Services, Braunstone Civic Centre, Kingsway, Braunstone Town, Leicester, LE3 2PP.
Tel: 0116 289 0045
Email: enquiries@braunstonetowncouncil.org.uk

BRAUNSTONE TOWN COUNCIL

POLICY & RESOURCES COMMITTEE – 31st OCTOBER 2019

Item 16 – Complaints Monitoring

Purpose

To receive details of formal complaints dealt with and determine as a result whether policy or procedural changes are required to ensure that future reoccurrence is minimised.

Background

On 1st October 2015, Policy & Resources Committee reviewed the Town Council's Corporate Complaints Procedure and adopted a new procedure. In line with good practice, the policy was reviewed after 3 years of operation by the Committee on 1st November 2018. Since the Procedure enabled the complaints to be resolved and/or closed effectively, the Committee agreed that the existing Procedure be reaffirmed and that the next review be in 2021 (Minute 47 2018/2019). The procedure is attached at Appendix 1.

The Complaints Procedure contains provisions for monitoring in order that Policy & Resources Committee can review complaints and identify whether there are any wider implications for the Council's policies and procedures, which may require review.

Assessing the Effectiveness of the Complaints Procedure

A number of matters have been resolved at the informal stage, which do not get formally recorded on the central system, since these can be resolved in conversation (in person or on the phone) or by email. Since the Committee last reviewed complaints at its meeting on 1st November 2018, one complaint has been dealt with at the formal stage. No complaints have reached the Appeals stage. Currently there is one live complaint at the formal stage. A summary of the complaints dealt with under the formal stage are attached at Appendix 2.

Recommendation

That the report be noted.

Reason

The Procedure by including all complaints, whether minor or major, simple or complex, and providing for the informal stage and formal stage to deal with these as appropriate results in complaints being resolved and/or closed effectively.



BRAUNSTONE TOWN COUNCIL

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CODE OF PRACTICE FOR DEALING WITH COMPLAINTS

The Purpose of this Procedure

1. This procedure should be used for complaints relating to the Town Council's service, procedures of administration or conduct of staff. Complaints about the conduct of Town Councillors should be made in accordance with the Town Council's Member Code of Conduct. The procedure does not cover challenging the decisions of the Town Council or its Committees unless the decision is illegal or the process for taking that decision is not lawful. The Council has a Safeguarding Policy, which should be used to address issues of concern relating to safeguarding. Some areas of Council activity have a separate policy, which includes a complaints and appeals procedure. Complainants are encouraged to seek advice as appropriate.
2. The purpose of this procedure is to provide an open and fair process for satisfactorily resolving issues of dispute.

Raising Initial Complaints

3. In the first a complaint should be raised informally with the responsible manager, this can be orally or in writing. If the complainant for some reason is unable to do this, e.g. the complaint relates to actions of that individual, the complaint should be raised with that person's line manager and/or a Councillor as appropriate.

Making a Complaint Formally

4. If it is not possible to satisfactorily resolve the complaint under 3 above, or the complaint is significant in nature, a complaint should be put in writing to the Executive Officer & Town Clerk. If the complainant for some reason is unable to do this, e.g. the complaint relates to actions of the Executive Officer & Town Clerk, the complaint should be put in writing to the Leader of the Council.
5. The complainant will receive an acknowledgement within three working days of their complaint which will include anticipated timescales (which must be reasonable and proportionate) for dealing with their complaint and details of how to contact directly the person who is investigating the complaint.

Investigating Formal Complaints

6. An appropriate method of investigating the complaint will be used, which includes adequate opportunity for the complainant to expand on and clarify the nature of their complaint and for other parties involved to do the same. Mediation can be considered where all parties agree to this approach.
7. The person dealing with the complaint will write a formal report summarising the complaint, evidence gathered and their conclusions, including recommendations for resolving the complaint. The recommendations for resolving the complaint will be offered to the complainant, who can either accept the resolution in full or can appeal the decision.

Outcome of Formal Complaints

8. The complainant must confirm in writing that they accept the proposed resolution, after which the person dealing with the complaint will ensure the recommendations are implemented. If the complainant is not happy with the outcome and wishes to appeal, the complainant must indicate their wish to do so in writing, summarising their reasons for appealing the decision, to the person dealing with the complaint within 14 days of being notified of the outcome. Failure to notify acceptance or appeal will result in implantation after 14 days have elapsed. Acceptance of the recommendations prior to the 14 days precludes the right of appeal.

Appeal Process

9. The complainant will receive an acknowledgement within three working days confirming the appeal, which will include anticipated timescales (which must be reasonable and proportionate) for dealing with the appeal, and details of the appropriate Committee/Sub-Committee/Panel of the Council which will be considering the Appeal.
10. The complainant shall be notified of the date on which the Appeal will be considered. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
11. The appropriate Committee/Sub-Committee/Panel shall determine whether the circumstances of the complaint warrant the matter being discussed in the absence of the press and public.

Procedure for Hearing the Appeal in Committee/Sub-Committee/Panel

12. A written submission will be prepared by the complainant and other relevant documentation relating to the hearing will be supplied by the person who investigated the complaint. The documentation will be made available to the members hearing the appeal, the complainant and the person who investigated the original complaint (the Council's Representative) at least 5 working days prior to the meeting.

13. The procedure for considering the complaint in Committee/Sub-Committee/Panel is as follows:-
- a) The complainant (or their representative) should put their case.
 - b) The Council's Representative should then be able to put any questions they have to the complainant (or their representative).
 - c) The Committee/Sub-Committee/Panel can then ask questions of the complainant (or their representative).
 - d) The Council's Representative should put their case.
 - e) The complainant (or their representative) should then be able to put any questions they may have to the Council's Representative.
 - f) The Committee/Sub-Committee/Panel can then ask questions of the Council's Representative.
 - g) The complainant (or their representative) sums up their case.
 - h) The Council's Representative then sums up the Council's case.
 - i) The parties withdraw and the Committee/Sub-Committee/Panel reaches its decision (if a point of clarification is necessary, both parties will be invited back).
 - j) Once the Committee/Sub-Committee/Panel has reached its decision it will invite both parties back to inform them of the decision, this will be confirmed in writing within 7 working days.
14. Following confirmation of the outcome, the decision will be implemented.

Monitoring Complaints

15. The Executive Officer & Town Clerk shall report annually to Policy & Resources Committee on formal complaints received and how they were dealt with.
16. Policy & Resources Committee will be able to determine as a result of those complaints whether policy or procedural changes are required to ensure that future reoccurrence is minimised.

DATE ADOPTED	1st October 2015	REVIEW DATE	October 2021
REVISED DATE/S	1st November 2018		

APPENDIX 2

Summary of Complaints Dealt with under the Formal Stages of the Council's Corporate Complaints Procedure

November 2018 – October 2019

Date	Details	Outcome
July 2019	Customer booked in October 2018 for each Monday between January and June 2019. Customer decided to cancel two bookings in May and June 2019 and was told would be liable for all charges except where the room was rebooked. Customer asked for goodwill since the group had made other arrangements on those dates.	Customer remain liable for the outstanding balance of £152.40 to be paid on the two cancelled bookings, since the room was not re-let, made by the Group Coordinator on 23rd October 2018.
September 2019	Potential applicant for a position, raised complaint regarding the way his case had been handled, stating he believed there seemed to be a conspiracy to the fact that he was not given the opportunity to present his case.	Complaint Investigation Ongoing. Due to conclude in November.

Section 3 – External Auditor Report and Certificate 2018/19

In respect of **Braunstone Town Council – LE0280**

1 Respective responsibilities of the body and the auditor

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 2019; and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

Our responsibility is to review Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with guidance issued by the National Audit Office (NAO) on behalf of the Comptroller and Auditor General (see note below). Our work **does not** constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and **does not** provide the same level of assurance that such an audit would do.

2 External auditor report 2018/19

On the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return (AGAR), in our opinion the information in Sections 1 and 2 of the AGAR 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:

None.

3 External auditor certificate 2018/19

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 2019.

External Auditor Name

PKF LITTLEJOHN LLP

External Auditor Signature

PKF Littlejohn LLP

Date

18/09/2019

* Note: the NAO issued guidance applicable to external auditors' work on limited assurance reviews for 2018/19 in Auditor Guidance Note AGN/02. The AGN is available from the NAO website (www.nao.org.uk)

BRAUNSTONE TOWN COUNCIL

POLICY & RESOURCES COMMITTEE – 31st OCTOBER 2019

Item 19 – End of Quarter Financial Position - Cashbook and Reserves

Purpose

To receive a summary of the Council's Cash and Reserves for the period 1st April 2019 to 30th September 2019.

Background

The Internal Auditor's report for the year ended 31st March 2018 was considered by both the Corporate Governance Sub-Committee and the Policy & Resources Committee on 14th June 2018, which included approving the recommendation "that a simplified summary financial report [be submitted] to the Policy & Resources Committee, at least quarterly to include details of reserves held and bank reconciliations would aid understanding and transparency".

The financial years run from April to March, therefore the end of each quarter is 30th June, 30th September, 31st December and 31st March.

For the second quarter of the financial year 2019/2020, 1st April – 30th September:

- Financial Summary Cashbook (including bank reconciliations) – Appendix 1
- Balance Sheet (including reserves) – Appendix 2

Recommendation

That the end of quarter financial position be noted.

Reason

There were no issues of concern with management of the Council's Finances.

Financial Summary - Cashbook

Summary between 01/04/19 and 30/09/19 inclusive.

Balances at the start of the year

Ordinary Accounts

Cash office floats	£32.50
Library Cash Float	£0.00
No. 2 Account	£9,641.04
No.1 Account	£60,366.42
Petty Cash Account	£250.00

Long Term Investment Accounts

Cambridge 90 Day Notice Account	£159,148.18
Total	<u>£229,438.14</u>

RECEIPTS	Net	Vat	Gross
1. P&R - Corporate Management	£320,916.43	£0.00	£320,916.43
2. P&R - Civic Centre	£49,601.89	£35.13	£49,637.02
3. P&R - Thorpe Astley Community Centre	£19,507.44	£30.68	£19,538.12
5. P&R - Parks & Open Spaces	£2,585.00	£0.00	£2,585.00
6. P&R - Library & Customer Services	-£20.00	£0.00	-£20.00
7. Community Development	£2,820.83	£413.56	£3,234.39
8. Planning & Environment	£1,247.82	£162.86	£1,410.68
Total Receipts	<u>£396,659.41</u>	<u>£642.23</u>	<u>£397,301.64</u>

PAYMENTS	Net	Vat	Gross
1. P&R - Corporate Management	£273,621.71	£1,871.66	£275,493.37
2. P&R - Civic Centre	-£217,619.55	£3,470.57	-£214,148.98
3. P&R - Thorpe Astley Community Centre	£11,150.06	£1,428.11	£12,578.17
5. P&R - Parks & Open Spaces	£52,893.45	£7,371.68	£60,265.13
6. P&R - Library & Customer Services	£2,166.16	£8.33	£2,174.49
7. Community Development	£12,710.58	£457.88	£13,168.46
8. Planning & Environment	£6,055.56	£1,260.14	£7,315.70
Total Payments	<u>£140,977.97</u>	<u>£15,868.37</u>	<u>£156,846.34</u>

Closing Balances

Ordinary Accounts

Cash office floats	£32.50
Library Cash Float	£0.00
No. 2 Account	£172.33
No.1 Account	£310,290.43
Petty Cash Account	£250.00

Long Term Investment Accounts

Cambridge 90 Day Notice Account	£159,148.18
Total	<u>£469,893.44</u>

Uncleared and Unpresented effects

No. 2 Account	-£13,767.75
No.1 Account	-£49,835.67

Statement Closing Balances

Ordinary Accounts

Cash office floats	£32.50
Library Cash Float	£0.00
No. 2 Account	£13,940.08
No.1 Account	£360,126.10
Petty Cash Account	£250.00
Long Term Investment Accounts	
Cambridge 90 Day Notice Account	£159,148.18
Total	<u>£533,496.86</u>

Signed _____
Chair

Clerk / Responsible Financial Officer

Consolidated Balance Sheet

31/03/19 £		30/09/19 £
	Long Term assets	
159,148.18	Investments	159,148.18
<u>159,148.18</u>	TOTAL LONG TERM ASSETS	<u>159,148.18</u>
	Current assets	
0.00	Investments	0.00
0.00	Loans Made	0.00
0.00	Investments	0.00
0.00	Stocks	0.00
8,248.63	VAT Recoverable	0.00
3,168.52	Debtors	523.31
0.00	Payment in Advance	0.00
70,289.96	Cash in Hand at Bank	310,745.26
<u>81,707.11</u>	TOTAL CURRENT ASSETS	<u>311,268.57</u>
<u>240,855.29</u>	TOTAL ASSETS	<u>470,416.75</u>
	Current liabilities	
0.00	Loans Received	0.00
0.00	Temporary Borrowing	0.00
0.00	VAT Payable	0.00
3,956.38	Creditors	7,978.93
116.90	Receipts in Advance	0.00
<u>4,073.28</u>	TOTAL CURRENT LIABILITIES	<u>7,978.93</u>
<u>236,782.01</u>	TOTAL ASSETS LESS CURRENT LIABILITIES	<u>462,437.82</u>
0.00	Long Term Borrowing	0.00
0.00	Deferred Liabilities	0.00
0.00	Deferred Credits	0.00
<u>0.00</u>		<u>0.00</u>
<u>236,782.01</u>	NET ASSETS	<u>462,437.82</u>
	Represented by	
177,658.15	General Fund	284,829.77
56,375.12	Open Spaces Commuted Sums (carry over)	38,375.12
2,748.74	Town Mayor's Charity	0.00
0.00	Pavilion & Site Contract Costs Shakespeare Works Reserve	53,707.00
0.00	Playground & Tennis Courts Shakespeare Park Reserve	4,000.00
0.00	Earmarked to Balance Budget Balance Revenue Budget 2019/20	18,000.00
<u>236,782.01</u>		<u>398,911.89</u>

Signed _____

Chairman

Date _____

Responsible Financial Officer

Financial Budget Comparison

Comparison between 01/04/19 and 30/09/19 inclusive.

Excludes transactions with an invoice date prior to 01/04/19

		2019/2020	Actual Net	Balance
1. P&R - Corporate Management				
Income				
101	Precept	£604,817.00	£302,409.00	-£302,408.00
102	Council Tax Support Grant	£0.00	£0.00	£0.00
107	New Homes Bonus	£0.00	£0.00	£0.00
110	General Reserve (transfer from)	£0.00	£0.00	£0.00
120	Sale Of Assets	£0.00	£0.00	£0.00
141	Photocopying	£150.00	£74.00	-£76.00
181	Interest on No 1 Account	£400.00	£0.00	-£400.00
182	Interest on No 2 Account	£10.00	£0.00	-£10.00
183	Interest on Cambridge Saver	£1,000.00	£0.00	-£1,000.00
199	Miscellaneous	£0.00	£501.79	£501.79
Total Income		£606,377.00	£302,984.79	-£303,392.21
Expenditure				
1010	Staff Salaries	£393,185.00	£191,899.50	£201,285.50
1015	Staff Expenses	£300.00	£9,222.95	-£8,922.95
1020	Pensions	£92,230.00	£46,448.78	£45,781.22
1030	Councillors Allowances	£6,000.00	£5,210.48	£789.52
1035	Councillors Expenses	£300.00	£0.00	£300.00
1060	Contingency	£0.00	£0.00	£0.00
1070	New Homes Bonus	£0.00	£0.00	£0.00
1150	Insurance	£16,000.00	£2,942.68	£13,057.32
1160	Audit	£3,000.00	£440.00	£2,560.00
1170	Legal Fees	£250.00	£1.00	£249.00
1180	Elections	£5,000.00	£1,802.06	£3,197.94
1210	Staff Training	£2,500.00	£15.00	£2,485.00
1230	Councillor Training	£1,000.00	£0.00	£1,000.00
1300	Supplies, Stationery & Postage	£2,900.00	£1,493.27	£1,406.73
1350	Subscriptions	£3,000.00	£4,136.87	-£1,136.87
1360	Advertisements	£4,400.00	£3,943.12	£456.88
1400	Telephones	£2,530.00	£2,552.89	-£22.89
1410	Photocopier	£2,000.00	£738.32	£1,261.68
1420	Computer Supplies, Training, Service Contract	£8,000.00	£1,422.93	£6,577.07
1830	Fees on Cambridge Saver	£0.00	£0.00	£0.00
1990	Miscellaneous	£700.00	£110.00	£590.00
1991	Paid from Number 1 Account in Error	£0.00	£0.00	£0.00
1992	Paid from Number 2 Account in Error	£0.00	£100.00	-£100.00
Total Expenditure		£543,295.00	£272,479.85	£270,815.15

Financial Budget Comparison

Comparison between 01/04/19 and 30/09/19 inclusive.

Excludes transactions with an invoice date prior to 01/04/19

		2019/2020	Actual Net	Balance
2. P&R - Civic Centre				
Income				
205	Capital Grants	£0.00	£0.00	£0.00
250	Room Hire	£81,025.00	£41,025.18	-£39,999.82
251	Catering for Hirers (VAT)	£0.00	£63.66	£63.66
257	Licensed Bar	£19,000.00	£6,333.36	-£12,666.64
298	Old - Do Not Use			
298/1	Accrued Room Hires (Do Not Use)	£0.00	£2,154.23	£2,154.23
298	Total	£0.00	£2,154.23	£2,154.23
299	Miscellaneous	£0.00	£252.13	£252.13
Total Income		£100,025.00	£49,828.56	-£50,196.44
Expenditure				
2050	Capital Projects			
2050/1	Toilets/Bar Refurbishment	£6,500.00	£0.00	£6,500.00
2050/2	General Refurbishment	£1,500.00	£0.00	£1,500.00
2050	Total	£8,000.00	£0.00	£8,000.00
2080	Loan Interest & Repayments	£35,994.00	£17,997.22	£17,996.78
2170	Legal Fees	£0.00	£0.00	£0.00
2250	Service Charges	£0.00	£0.00	£0.00
2290	Clothing	£500.00	£100.70	£399.30
2320	Printing & Copying	£600.00	£0.00	£600.00
2330	Cleaning Materials	£1,600.00	£690.35	£909.65
2400	Telephones	£1,000.00	£0.00	£1,000.00
2430	Utility Bills	£18,000.00	£10,163.19	£7,836.81
2440	Waste Services	£8,000.00	£1,749.02	£6,250.98
2450	Laundry Services	£500.00	£0.00	£500.00
2460	Rates	£20,500.00	£9,636.75	£10,863.25
2500	Refundable Deposits	£0.00	£0.00	£0.00
2510	Catering for Hirers (VAT)	£0.00	£134.77	-£134.77
2520	Miscellaneous Services for Hirers (VAT)	£0.00	£0.00	£0.00
2570	Licences	£1,300.00	£468.50	£831.50
2580	Card Card and Transit fees	£1,700.00	£924.13	£775.87
2600	Building Repairs & Maintenance	£15,000.00	£5,292.13	£9,707.87
2610	Equipment Repairs & Maintenance			
2610/1	General	£1,600.00	£2,658.50	-£1,058.50
2610/2	Fire Extinguisher Service	£400.00	£66.86	£333.14
2610/3	Alarm Maintenance	£1,000.00	£1,140.60	-£140.60
2610	Total	£3,000.00	£3,865.96	-£865.96
2990	Miscellaneous	£150.00	-£268,642.27	£268,792.27
Total Expenditure		£115,844.00	-£217,619.55	£333,463.55

Financial Budget Comparison

Comparison between 01/04/19 and 30/09/19 inclusive.

Excludes transactions with an invoice date prior to 01/04/19

		2019/2020	Actual Net	Balance
3. P&R - Thorpe Astley Community Centre				
Income				
325	Service Charges	£0.00	£0.00	£0.00
350	Room Hire			
350/1	Room Hires	£23,361.00	£8,063.17	-£15,297.83
350/2	Pre-School Contract	£32,515.00	£9,210.48	-£23,304.52
350	Total	£55,876.00	£17,273.65	-£38,602.35
351	Catering for Hirers (VAT)	£0.00	£3.42	£3.42
399	Miscellaneous	£0.00	£0.00	£0.00
Total Income		£55,876.00	£17,277.07	-£38,598.93
Expenditure				
3050	Capital Projects			
3050/1	General Improvements	£1,000.00	£0.00	£1,000.00
3050/2	NHS Facility	£0.00	£0.00	£0.00
3050	Total	£1,000.00	£0.00	£1,000.00
3290	Clothing	£0.00	£0.00	£0.00
3320	Printing & Copying	£300.00	£0.00	£300.00
3330	Cleaning Materials	£1,000.00	£412.64	£587.36
3400	Telephones	£1,000.00	£0.00	£1,000.00
3430	Utility Bills	£10,000.00	£3,588.46	£6,411.54
3440	Waste Services	£2,500.00	£846.82	£1,653.18
3450	Laundry Services	£250.00	£0.00	£250.00
3460	Rates	£7,000.00	£3,496.75	£3,503.25
3500	Refundable Deposits	£0.00	£0.00	£0.00
3510	Catering for Hirers (VAT)	£0.00	£0.00	£0.00
3520	Miscellaneous Services for Hirers (VAT)	£0.00	£0.00	£0.00
3570	Licences	£400.00	£177.50	£222.50
3580	Credit Card and Transit Fees	£800.00	£0.00	£800.00
3600	Building Repairs & Maintenance	£3,000.00	£352.75	£2,647.25
3610	Equipment Repairs & Maintenance			
3610/1	General	£1,150.00	£767.00	£383.00
3610/2	Fire Extinguisher Service	£350.00	£21.71	£328.29
3610/3	Alarm Maintenance	£3,000.00	£1,318.17	£1,681.83
3610	Total	£4,500.00	£2,106.88	£2,393.12
3990	Miscellaneous	£150.00	£18.26	£131.74
Total Expenditure		£31,900.00	£11,000.06	£20,899.94

Financial Budget Comparison

Comparison between 01/04/19 and 30/09/19 inclusive.

Excludes transactions with an invoice date prior to 01/04/19

		2019/2020	Actual Net	Balance
5. P&R - Parks & Open Spaces				
Income				
505	Capital Grants	£500,000.00	£0.00	-£500,000.00
508	Loans	£500,000.00	£0.00	-£500,000.00
511	Thorpe Astley Commuted Sums (transfer from)	£16,000.00	£0.00	-£16,000.00
527	Agency Fees	£150.00	£0.00	-£150.00
555	Sports Pitches & Facilities			
555/1	Pitch Season Fees	£4,000.00	£2,345.00	-£1,655.00
555/2	Individual Match Fees (VAT)	£0.00	£105.00	£105.00
555/3	Court/Multi Play (VAT)	£0.00	£0.00	£0.00
555/4	Changing Rooms (VAT)	£0.00	£0.00	£0.00
555	Total	£4,000.00	£2,450.00	-£1,550.00
599	Miscellaneous	£100.00	-£100.00	-£200.00
Total Income		£1,020,250.00	£2,350.00	#####
Expenditure				
5050	Capital Projects			
5050/1	General	£1,700.00	£0.00	£1,700.00
5050/2	Shakespeare Park Improvement Project	£1,000,000.00	£0.00	£1,000,000.00
5050	Total	£1,001,700.00	£0.00	£1,001,700.00
5080	Loan Interest & Repayments			
5080/1	Loans- PWLB	£11,744.48	£10,276.55	£1,467.93
5080/2	Mosssdale Meadows LOAN - PWLB	£10,993.52	£0.00	£10,993.52
5080/3	PWLB - Shakespeare Park	£21,306.00	£0.00	£21,306.00
5080	Total	£44,044.00	£10,276.55	£33,767.45
5170	Legal Fees	£1,000.00	£0.00	£1,000.00
5290	Clothing	£500.00	£291.27	£208.73
5330	Cleaning Materials	£500.00	£37.22	£462.78
5400	Telephones	£410.00	£0.00	£410.00
5430	Utility Bills	£2,000.00	£1,077.48	£922.52
5440	Waste Services	£2,000.00	£3,482.53	-£1,482.53
5450	Laundry Services	£1,000.00	£0.00	£1,000.00
5550	Sports Pitches & Facilities	£1,000.00	£0.00	£1,000.00
5600	Building Repairs & Maintenance			
5600/1	Mosssdale Meadows	£4,800.00	£109.13	£4,690.87
5600/2	Shakespeare Park	£1,000.00	£54.00	£946.00
5600	Total	£5,800.00	£163.13	£5,636.87
5610	Equipment Repairs & Maintenance			
5610/1	General Maintenance	£8,000.00	£8,140.65	-£140.65
5610/2	Playgrounds	£6,000.00	£70.00	£5,930.00
5610	Total	£14,000.00	£8,210.65	£5,789.35
5630	Equipment Purchase	£2,000.00	£18,477.48	-£16,477.48
5650	Vehicle Costs	£10,000.00	£3,612.67	£6,387.33

Financial Budget Comparison

Comparison between 01/04/19 and 30/09/19 inclusive.

Excludes transactions with an invoice date prior to 01/04/19

		2019/2020	Actual Net	Balance
5660	Machinery Hire	£500.00	£0.00	£500.00
5670	Petrol	£3,800.00	£3,480.55	£319.45
5990	Miscellaneous	£100.00	£1,719.40	-£1,619.40
Total Expenditure		<u>£1,090,354.00</u>	<u>£50,828.93</u>	<u>£1,039,525.07</u>

Financial Budget Comparison

Comparison between 01/04/19 and 30/09/19 inclusive.

Excludes transactions with an invoice date prior to 01/04/19

		2019/2020	Actual Net	Balance
6. P&R - Library & Customer Services				
Income				
625	Service Charges	£950.00	£0.00	-£950.00
626	Service Level Agreements			
626/1	Grant - Leicestershire County Council	£6,855.00	£0.00	-£6,855.00
626/2	Blaby District Council	£10,000.00	£0.00	-£10,000.00
626	Total	£16,855.00	£0.00	-£16,855.00
698	Fines	£1,500.00	£0.00	-£1,500.00
699	Miscellaneous	£50.00	£0.00	-£50.00
Total Income		£19,355.00	£0.00	-£19,355.00
Expenditure				
6080	Loan Interest & Repayments	£4,430.00	£2,124.50	£2,305.50
6260	Service Level Agreements			
6260/1	Library & Service Shop	£0.00	£0.00	£0.00
6260/2	Citizens Advice Bureau	£3,000.00	£0.00	£3,000.00
6260	Total	£3,000.00	£0.00	£3,000.00
6320	Printing & Copying	£150.00	£0.00	£150.00
6360	Advertisements	£200.00	£0.00	£200.00
6400	Telephones	£200.00	£0.00	£200.00
6410	Photocopier	£800.00	£0.00	£800.00
6430	Utility Bills	£2,900.00	£0.00	£2,900.00
6700	Programme of Events	£1,000.00	£0.00	£1,000.00
6990	Miscellaneous	£1,000.00	£41.66	£958.34
Total Expenditure		£13,680.00	£2,166.16	£11,513.84

Financial Budget Comparison

Comparison between 01/04/19 and 30/09/19 inclusive.

Excludes transactions with an invoice date prior to 01/04/19

	2019/2020	Actual Net	Balance
Total Income	£1,804,443.00	£376,396.78	
Total Expenditure	£1,822,443.00	£137,021.59	
Total Net Balance	-£18,000.00	£239,375.19	

Paid Expenditure Transactions

between 14/08/19 and 22/10/19

Start of year 01/04/19

Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading
00000000	30/09/19	14456		-£268,647.27	£0.00	-£268,647.27	2. CC	Braunstone Town Council	2990
110728	04/09/19	14277		£37.90	£0.00	£37.90	7. CD	Woodside Animal Centre	Remaining amount of Mayors funds 2018/19 AD 7760
110732	13/09/19	14300		£175.00	£0.00	£175.00	7. CD	Electric Dreams	Disco for Diwali event 18/10/19 7700
		14309/1		£12.00	£2.00	£10.00	5. OS	Braunstone Town Council	SUPPLIES 5610/1
		14309/2		£20.01	£3.34	£16.67	5. OS	Braunstone Town Council	UNLEADED 5670
		14309/3		£24.13	£0.00	£24.13	1. CM	Braunstone Town Council	POSTAGE 1300
		14309/4		£6.00	£0.00	£6.00	5. OS	Braunstone Town Council	KEYS 5600/1
		14309/5		£2.40	£0.40	£2.00	5. OS	Braunstone Town Council	FUSES 5610/1
		14309/6		£6.60	£0.00	£6.60	1. CM	Braunstone Town Council	POSTAGE 1300
		14309/7		£14.89	£0.00	£14.89	2. CC	Braunstone Town Council	SUPPLIES 2510
		14309/8		£1.50	£0.00	£1.50	2. CC	Braunstone Town Council	SUPPLIES 2510
		14309/9		£6.21	£1.04	£5.17	5. OS	Braunstone Town Council	ADBLUE 5650
		14309/10		£14.00	£0.00	£14.00	2. CC	Braunstone Town Council	SUPPLIES 2510
110734	27/09/19	14309		£107.74	£6.78	£100.96		Braunstone Town Council	Petty cash 5610/1
110737	15/10/19	14395		£409.00	£0.00	£409.00	7. CD	Kingsway Flower Club	Flower Demonstrater 7700
110738	15/10/19	14399		£17.94	£2.99	£14.95	5. OS	Sunningdale Landscape Supp	6 bags Top soil for Shakespeare Park 5550
110739	15/10/19	14402		£50.00	£0.00	£50.00	7. CD	Nayana Whittaker	Diwali Performance 7700
110740	21/10/19	14420		£175.00	£0.00	£175.00	7. CD	SHAH. A	Disco for Diwali 7700
11111	30/09/19	14457		£7,705.68	£0.00	£7,705.68	1. CM	Braunstone Town Council	1015
BACS19022P ERSONNELA	22/08/19	14409		£120.00	£0.00	£120.00	1. CM	PERSONAL ADVICE	PERSONNEL ADVICE SERVICES AUG 2019 1350
BACS190718 CHUBCCFAU L	04/09/19	14286		£237.72	£39.62	£198.10	2. CC	Chubb Fire & Security	FIRE ALARM FAULT 2610/1
BACS190731 REACH	28/08/19	14266		£1,138.94	£189.82	£949.12	1. CM	Reach publishing services limi	Size 8cm job advert to be in Leicester Mercury t 1360
		14269/1		£540.00	£90.00	£450.00	1. CM	IT Solutions	SERVICE & MAINTENANCE PC'S AUG - OCT I 1420
		14269/2		£70.20	£11.70	£58.50	1. CM	IT Solutions	SERVICE & MAINTENANCE VoIP PHONES AU 1400
BACS190801I TSOLUTION	28/08/19	14269		£610.20	£101.70	£508.50		IT Solutions	SERVICE & MAINTENANCE 1420
BACS190806 DENNISSISS	27/09/19	14302		£185.33	£30.89	£154.44	5. OS	Dennis Uk	1 Implement Adjuster Arm 5610/1

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Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading
BACS190808 HIRESTATIO	28/08/19	14263		£204.00	£34.00	£170.00	7. CD	Brandon Hire Plc	2 portable toilets for Summer Fete on 03/09/19 7710/1
BACS190808L IMES	28/08/19	14239		£125.00	£0.00	£125.00	1. CM	The Limes Medical Centre	Request fo medical information re ALAN 1015
BACS190812L CCWASTE	28/08/19	14264		£114.00	£19.00	£95.00	5. OS	Leicester County Council - W	TRADE WASTE 5440
BACS190813A LEXANDRA	28/08/19	14268		£27.00	£4.50	£22.50	2. CC	Alexandra	Cardigan replacement for Kath. CL56 black cardi 2290
		14267/1		£19.99	£3.33	£16.66	5. OS	Chapmans Garden Machinery	5 litres 2 stroke oil 5610/1
		14267/2		£16.99	£2.83	£14.16	5. OS	Chapmans Garden Machinery	1 roll of strimmer card 5610/1
BACS190813 CHAPMANS	28/08/19	14267	3027	£36.98	£6.16	£30.82		Chapmans Garden Machinery Limited	5610/1
		14265/1		£1,729.20	£288.20	£1,441.00	2. CC	Crocodile Catering Equipment	Glasswasher 2610/1
		14265/2		£110.40	£18.40	£92.00	2. CC	Crocodile Catering Equipment	Installation 2610/1
BACS190814 CROCODILE	28/08/19	14265	3022	£1,839.60	£306.60	£1,533.00		Crocodile Catering Equipment	Smeg 400 Ecoline Glasswasher with Inbuilt Water Softener, Chemical Dosing, Rinse Pump, Drain Pump etc Full 1 Year parts and Labour Warranty 2610/1
BACS190816 CHUBTAFIRE	04/09/19	14281		£111.59	£18.60	£92.99	3. TA	Chubb Fire & Security	FIRE ALARM SERVICE CONTRACT 3610/3
BACS190822B DCREFUNDP	04/09/19	14275		£400.00	£0.00	£400.00	5. OS	Blaby District Council	Refund of deposit x 4 use of MM 31.07.19, 7.08. 5990
BACS190822 CHICA	28/08/19	14240		£120.00	£0.00	£120.00	7. CD	Chica Bonita Entertainment	Fete Mossdale Meadows 7710/1
BACS190822K BPACK	28/08/19	14242		£309.60	£51.60	£258.00	8. PE	KB Packaging	30,000 DOG BAGS 8900/1
BACS190822P RACTICAL	28/08/19	14241		£336.00	£56.00	£280.00	5. OS	Practical Car & Van Rental	1 small van hire 5650
BACS190823A S	23/08/19	14215		£1,902.42	£0.00	£1,902.42	1. CM	Wages -	Salary August 19 1010
BACS190823B A	23/08/19	14217		£1,208.92	£0.00	£1,208.92	1. CM	Wages -	Salary August 19 1010
BACS190823B R	23/08/19	14223		£1,157.28	£0.00	£1,157.28	1. CM	Wages -	Salary August 19 1010
BACS190823 C	23/08/19	14221		£394.13	£0.00	£394.13	1. CM	Wages -	Salary August 19 1010
BACS190823 CUNDERLCC	23/08/19	14235		£414.46	£0.00	£414.46	1. CM	Leicestershire County Council	Pensions underpayment for A Gomes Alves 1020

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BACS190823 C	23/08/19	14226		£1,144.63	£0.00	£1,144.63	1. CM	Wages	Salary August 19 1010
BACS190823 H	23/08/19	14220		£980.69	£0.00	£980.69	1. CM	Wages	Salary August 19 1010
BACS190823 HMRC	23/08/19	14236		£6,123.03	£0.00	£6,123.03	1. CM	H M Revenue & Customs	Tax & NI Aug 19 1010
BACS190823J E	23/08/19	14222		£1,693.73	£0.00	£1,693.73	1. CM	Wages	Salary August 19 1010
BACS190823J G	23/08/19	14224		£1,141.58	£0.00	£1,141.58	1. CM	Wages	Salary August 19 1010
BACS190823K E	23/08/19	14214		£1,672.53	£0.00	£1,672.53	1. CM	Wages -	Salary August 19 1010
BACS190823L CC	23/08/19	14234		£7,701.06	£0.00	£7,701.06	1. CM	Leicestershire County Council	Pensions 1020
BACS190823L E	23/08/19	14232		£874.99	£0.00	£874.99	1. CM	Wages	Salary August 19 1010
BACS190823 M	23/08/19	14231		£358.48	£0.00	£358.48	1. CM	Wages -	Salary August 19 1010
BACS190823 M	23/08/19	14216		£1,477.97	£0.00	£1,477.97	1. CM	Wages	Salary August 19 1010
BACS190823 O	23/08/19	14230		£891.54	£0.00	£891.54	1. CM	Wages	Salary August 19 1010
BACS190823 R	23/08/19	14218		£1,422.25	£0.00	£1,422.25	1. CM	Wages	Salary August 19 1010
BACS190823S I	23/08/19	14228		£1,328.64	£0.00	£1,328.64	1. CM	Wages -	Salary August 19 1010
BACS190823S MI	23/08/19	14227		£424.88	£0.00	£424.88	1. CM	Wages -	Salary August 19 1010
			14213/1	£2,063.02	£0.00	£2,063.02	1. CM	Wages -	Salary 1010
			14213/2	£6.84	£0.00	£6.84	1. CM		Mileage 1015
BACS190823S N	23/08/19	14213		£2,069.86	£0.00	£2,069.86		Wages -	Salary August 19 1010
BACS190823S NMILEAG	23/08/19	14237		£17.10	£0.00	£17.10	1. CM	Wages -	Mileage August 19 1015
BACS190823T G	23/08/19	14229		£403.74	£0.00	£403.74	1. CM	Wages -	Salary August 19 1010
BACS190823T I	23/08/19	14225		£2,305.74	£0.00	£2,305.74	1. CM	Wages -	Salary August 19 1010

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Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
BACS190823V IPANS	13/09/19	14289		£34.20	£5.70	£28.50	5. OS	Vipans Ltd	4 Carabinas	5610/1
BACS190823Y U	23/08/19	14219		£691.07	£0.00	£691.07	1. CM	Yurt, Claire	Salary August 19	1010
BACS190824J GRANTDEA	23/08/19	14238		£141.09	£0.00	£141.09	1. CM	Department For Works & Pen	Direct Earnings Attachment (DEA)	1010
BACS190824S ISSONS02	27/09/19	14347		£1,140.00	£190.00	£950.00	2. CC	Sissons & Allen Ltd	PAT TESTING	2600
BACS190824S ISSONS03	27/09/19	14346		£192.00	£32.00	£160.00	2. CC	Sissons & Allen Ltd	Stand lights in court yard not working	2600
BACS190824 UNISON	23/08/19	14233		£55.50	£0.00	£55.50	1. CM	Unison	Union Fees	1010
BACS190827 ONLINE	15/10/19	14367		£240.00	£40.00	£200.00	5. OS	Online Playgrounds	2 Basket Swing ropes (Holmfield Park)	5610/2
BACS190829 CHAPMANS	04/09/19	14278		£45.86	£7.64	£38.22	5. OS	Chapmans Garden Machinery	1 replacement air bubble for chainsaw	5610/1
BACS190829 CHUBBCCLIG	04/09/19	14280		£145.08	£24.18	£120.90	2. CC	Chubb Fire & Security	EMRGENCY LIGHT SYSTEM SERVICE	2610/1
BACS190829 CHUBBTALIG	04/09/19	14279		£147.12	£24.52	£122.60	3. TA	Chubb Fire & Security	EMRGENCY LIGHT SYSTEM SERVICE	3610/1
BACS190829 CHUBMMEXT	04/09/19	14285		£79.62	£13.26	£66.36	5. OS	Chubb Fire & Security	FIRE EXTINGUISHER SERVICE	5610/1
		14282/1		£83.00	£0.00	£83.00	1. CM	Post Office Shop	2nd class stmaps large x 50	1300
		14282/2		£61.00	£0.00	£61.00	1. CM	Post Office Shop	2nd class stamps x 100	1300
		14282/3		£3.95	£0.66	£3.29	1. CM	Post Office Shop	Delivery	1300
BACS190829P OSTOFFICE	04/09/19	14282	3034	£147.95	£0.66	£147.29		Post Office Shop		1300
		14297/1		£72.40	£12.07	£60.33	2. CC	NPS NIGEL SUMMERFIELD	Mens toilet through bar flooding CC	2600
		14297/2		£84.47	£14.08	£70.39	2. CC	NPS NIGEL SUMMERFIELD	Electric sockets behind fridge in CC not working.	2600
		14297/3		£60.33	£10.05	£50.28	3. TA	NPS NIGEL SUMMERFIELD	Womens toilet at TA running continuously	3600
BACS190902 NPS	13/09/19	14297	3040	£217.20	£36.20	£181.00		NPS NIGEL SUMMERFIELD		2600
BACS190902S CRAMBLERS	13/09/19	14276		£1,028.17	£171.36	£856.81	5. OS	Scramblers	1 Arm Assembly	5610/1
BACS190906I TSOL	27/09/19	14351		£210.00	£35.00	£175.00	1. CM	IT Solutions	1 PC monitor for K Cusack	1420
		14352/1		£150.00	£25.00	£125.00	1. CM	IT Solutions	Set up Ella on computers	1420

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Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading
		14352/2		£66.00	£11.00	£55.00	1. CM	IT Solutions	Ink for TA computer 1420
BACS190906I TSOL01	27/09/19	14352	3046	£216.00	£36.00	£180.00		IT Solutions	Set up new employee Ella on computer & New ink fro TA printer 1420
BACS190909P RINCIPALT	13/09/19	14298		£508.09	£84.68	£423.41	3. TA	Principal Hygiene Systems Lt	WASHROOM EQUIPMENT 01.10.2019 - 31.12.3440
BACS190910 CHUBBTAAC C	27/09/19	14304		£362.88	£60.48	£302.40	3. TA	Chubb Fire & Security	Access control maintenance 07.11.19 - 06.11.20 3610/1
BACS190912 CHUBBFIREC	13/09/19	14301		£627.00	£104.50	£522.50	2. CC	Chubb Fire & Security	STAGE PAYMENT FIRE ALARM CC 2610/3
BACS190912L CCWASTE	13/09/19	14293		£142.56	£23.76	£118.80	5. OS	Leicester County Council - W	TRADE WASTE 5440
BACS190912 NPS	13/09/19	14287		£132.00	£22.00	£110.00	2. CC	NPS NIGEL SUMMERFIELD	NO HOT WATER IN TOILETS 2600
BACS190912 NPS	27/09/19	14311		£126.00	£21.00	£105.00	2. CC	NPS NIGEL SUMMERFIELD	FIT OUTSIDE TAP 2600
BACS190912S TJOHN	13/09/19	14292		£172.80	£28.80	£144.00	7. CD	St Johns Ambulance	2 x First Aid Members 7710/1
BACS190912X EROX	13/09/19	14290		£195.91	£32.65	£163.26	1. CM	Xerox	WC7855IRENT 01.10.2019 - 31.12.2019 1410
BACS190916A LEX	27/09/19	14354		£93.84	£15.64	£78.20	2. CC	Alexandra	x2 Delta Plus Big Boss Compsite Safety Trainer 2290
BACS190916B RIDGE	27/09/19	14303		£104.52	£17.42	£87.10	2. CC	Bridge Coffee Company Ltd	4 Boxes of Fair Trade sachet coffee 2510
BACS190916V IPANS	15/10/19	14385		£44.34	£7.39	£36.95	5. OS	Vipans Ltd	3 grinding discs 5630
BACS190917J GP	27/09/19	14353		£720.00	£120.00	£600.00	1. CM	Jobs Go Public	Job Advertisement - Communications & Events 1360
BACS190918B RAUNLIFE	27/09/19	14310		£342.00	£0.00	£342.00	1. CM	Braunstone Life	ADVERTISING EXTRA OCT 2019 1360
BACS190918P PLPRS	21/10/19	14411		£1,259.72	£209.95	£1,049.77	1. CM	Performing Right Society Ltd	LICENCE ACCOUNT - 01683292 CUS ACC CU 1350
BACS190918P RS	27/09/19	14307		£313.34	£0.00	£313.34	1. CM	Performing Right Society Ltd	LICENCE ACCOUNT - 01683293 1350
BACS190918 WALKER	27/09/19	14308		£64.80	£10.80	£54.00	5. OS	Walkers Timber	12 x 4" half round posts to repair fence at Frankli 5600/2
BACS190919B ARTON	27/09/19	14345		£781.20	£130.20	£651.00	5. OS	Barton Petroleum	1200 lt Red diesel and 600ltr Derv 5670

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BACS190919P KF	15/10/19	14356		£1,920.00	£320.00	£1,600.00	1. CM	PKF Little John LLP	Limited assurance review of Annual Governance 1160
BACS190921P RINCIOALC	13/09/19	14299		£1,049.41	£174.90	£874.51	2. CC	Principal Hygiene Systems Lt	WASHROOM EQUIPMENT01.10.2019 - 31.12.2 2440
BACS190924A S	24/09/19	14314		£1,902.42	£0.00	£1,902.42	1. CM	Wages -	Salary Sept 19 1010
BACS190924B A	24/09/19	14316		£1,208.92	£0.00	£1,208.92	1. CM	Wages -	Salary Sept 19 1010
BACS190924B R	24/09/19	14332		£87.76	£0.00	£87.76	1. CM	Wages -	Salary Sept 19 1010
		14322/1		£3.60	£0.00	£3.60	1. CM	Wages -	Mileage 1015
		14322/2		£1,024.94	£0.00	£1,024.94	1. CM		Salary Sept 19 1015
BACS190924B R	24/09/19	14322		£1,028.54	£0.00	£1,028.54		Wages -	Salary Sept 19 1015
BACS190924B RMILE	24/09/19	14338		£8.10	£0.00	£8.10	1. CM	Wages -	Mileage Sept 19 1015
BACS190924 C	24/09/19	14320		£394.13	£0.00	£394.13	1. CM	Wages -	Salary Sept 19 1010
		14325/1		£1.80	£0.00	£1.80	1. CM	Wages -	Mileage 1015
		14325/2		£1,221.39	£0.00	£1,221.39	1. CM		Sept 19 salary 1010
BACS190924 C	24/09/19	14325		£1,223.19	£0.00	£1,223.19		Wages -	Salary Sept 19 1015
BACS190924 CMILE	24/09/19	14339		£1.80	£0.00	£1.80	1. CM	Wages - -	Mileage Sept 19 1015
BACS190924 DWA	24/09/19	14336		£138.17	£0.00	£138.17	1. CM	Wages -	Deductions from earnings for J Grant 1015
BACS190924 H	24/09/19	14319		£980.49	£0.00	£980.49	1. CM	Department For Works & Pen	Salary Sept 19 1010
BACS190924 HMRC	24/09/19	14334		£5,937.07	£0.00	£5,937.07	1. CM	H M Revenue & Customs	Tax & NI Sept 19 1010
BACS190924J E	24/09/19	14321		£1,693.73	£0.00	£1,693.73	1. CM	Wages -	Salary Sept 19 1010
BACS190924J G	24/09/19	14323		£1,117.90	£0.00	£1,117.90	1. CM	Wages -	Salary Sept 19 1010
BACS190924K E	24/09/19	14313		£1,672.53	£0.00	£1,672.53	1. CM	Wages -	Salary Sept 19 1010
BACS190924L CC	24/09/19	14335		£7,310.01	£0.00	£7,310.01	1. CM	Leicestershire County Council	Tax & NI Sept 19 1020

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BACS190924L CCREVENUE	24/09/19	14337		£159.46	£0.00	£159.46	1. CM	LCC Revenues & Customer S	Deductions from earnings for D Sibson	1015
BACS190924L E	24/09/19	14331		£472.98	£0.00	£472.98	1. CM	Wages	Salary Sept 19	1010
BACS190924L INN	27/09/19	14349		£256.30	£0.00	£256.30	7. CD	JAY LINN CIRCUS	Circus workshop	7710/1
BACS190924 M	24/09/19	14330		£380.48	£0.00	£380.48	1. CM	Wages	Salary Sept 19	1010
BACS190924 M	24/09/19	14315		£1,275.23	£0.00	£1,275.23	1. CM	Wages	Salary Sept 19	1010
BACS190924 O	24/09/19	14329		£336.76	£0.00	£336.76	1. CM	Wages	Salary Sept 19	1010
BACS190924P ERSONNELA	24/09/19	14357		£120.00	£0.00	£120.00	1. CM	PERSONAL ADVICE	PERSONNEL ADVICE SERVICES SEPT 2019	1350
BACS190924 RAINER	24/09/19	14317		£1,422.05	£0.00	£1,422.05	1. CM	Wages	Salary Sept 19	1010
BACS190924S CRAMBLERS	27/09/19	14342		£199.51	£33.25	£166.26	5. OS	Scramblers	Roller Bearings	5610/1
BACS190924S I	24/09/19	14327		£1,169.38	£0.00	£1,169.38	1. CM	Wages	Salary Sept 19	1010
BACS190924S ISSONS01	27/09/19	14348		£1,608.00	£268.00	£1,340.00	2. CC	Sissons & Allen Ltd	Repairs to emergency & stage lighting	2600
BACS190924S M	24/09/19	14326		£424.88	£0.00	£424.88	1. CM	Wages	Salary Sept 19	1010
BACS190924S N	24/09/19	14312		£2,063.02	£0.00	£2,063.02	1. CM	Wages -	Salary Sept 19	1010
BACS190924T G	24/09/19	14328		£379.34	£0.00	£379.34	1. CM	Wages	Salary Sept 19	1010
BACS190924T I	24/09/19	14324		£2,279.14	£0.00	£2,279.14	1. CM	Wages	Salary Sept 19	1010
BACS190924 U	24/09/19	14333		£55.50	£0.00	£55.50	1. CM	Unison	Union Fees	1010
BACS190924Y UNISON	24/09/19	14318		£683.08	£0.00	£683.08	1. CM	Wages	Salary Sept 19	1010
BACS190926T ARGET	27/09/19	14341		£3,144.96	£524.16	£2,620.80	8. PE	Target Pest Control & Hygien	dog waste collection Oct/Nov/Dec 2019	8440
BACS190927 GRIFFIN	15/10/19	14361		£68.00	£0.00	£68.00	6.CS	Griffin Designs	1 x banner for library + Postage	6990

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BACS190929T ARGET	27/09/19	14343		£3,144.96	£524.16	£2,620.80	8. PE	Target Pest Control & Hygien	dog waste collection July/Aug/Sept 2019 8440
BACS190930 REACHFISH	15/10/19	14390		£660.00	£110.00	£550.00	1. CM	Fish 4 Jobs	Boosted listing on Fish4Jobs and Leicestershire 1360
BACS190930S ENTINEL	15/10/19	14389		£222.00	£37.00	£185.00	3. TA	Sentinel Lightning Protection	Maintenance/inspection of lightning at TA 3600
BACS190930X EROX	15/10/19	14403		£268.54	£44.76	£223.78	1. CM	Xerox	WC7855I PRINT/COPY/SCAN 01.07.2019 to 30.1410
BACS191001L CCWASTE	15/10/19	14397		£31.42	£5.24	£26.18	5. OS	Leicester County Council - W	TRADE WASTE 5440
BACS191002 NPS	15/10/19	14387		£60.00	£10.00	£50.00	2. CC	NPS NIGEL SUMMERFIELD	BOILER CHECK - PRESSURE DROP 2600
BACS191004A LEX002	21/10/19	14414		£14.82	£2.47	£12.35	2. CC	Alexandra	1 x fleece NF19 medium - black 2290
BACS191010A RCO	15/10/19	14400		£178.93	£29.82	£149.11	5. OS	Arco	2 x trousers (Ian & Phil) 5290
BACS191015 CHILLCC	21/10/19	14418		£61.11	£0.00	£61.11	2. CC	Chilliclean Window Cleaning	CC 2600
BACS191015 CHILLTA	21/10/19	14417		£63.60	£0.00	£63.60	3. TA	Chilliclean Window Cleaning	TA 3600
BACS191017A JR	21/10/19	14421		£1,305.00	£0.00	£1,305.00	3. TA	AJR Decorating	Hallway/Reception Thorpe Astley 3600
BACS191017A LEX	21/10/19	14410		£28.99	£4.83	£24.16	2. CC	Alexandra	NF990 tunic black size 8. NF75 women's slim leg2290
BACS191017A LEX001	21/10/19	14413		£18.90	£3.15	£15.75	2. CC	Alexandra	NF990 tunic black size 8. NF75 women's slim leg2290
BACS191017X EROX	21/10/19	14412		£268.54	£44.76	£223.78	1. CM	Xerox	WC7855I PRINT/COPY/SCAN 01.07.2019-30.09 1410
BCARD19071 1AMAZON001	16/08/19	14408		£10.95	£1.82	£9.13	3. TA	Amazon UK	Wasp killer for Thorpe Astley 3990
BCARD19072 8AMAZON02	16/08/19	14255		£21.85	£3.65	£18.20	7. CD	Amazon UK	Picture frames 7990
BCARD19081 4CURRYSCA R	14/08/19	14212		£229.00	£0.00	£229.00	2. CC	Currys	Replace CC fridge paid via credit card 2610/1
BCARD19092 5AMAZON	25/09/19	14350		£4.99	£0.83	£4.16	1. CM	Amazon UK	1 pack embossed card for invites to library launc 1300
BCARD19092 7TUDOR	27/09/19	14360		£93.78	£0.00	£93.78	5. OS	Tudor Environmental	REPLACEMENT RACKS FOR PARK STAFF 5610/1

Paid Expenditure Transactions

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Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading	
BCARD19093 0AMAZON	30/09/19	14355		£49.99	£8.33	£41.66	6.CS	Amazon UK	Personalised pens for Library Launch	6990
BCARD19100 1BONZA	01/10/19	14384		£57.40	£9.57	£47.83	6.CS	Bonza Balloons	Sticks & Balloons	6990
BCARD19100 1FLAGS	01/10/19	14386		£44.34	£7.39	£36.95	6.CS	Flags & Flagpoles	Library Launch event	6990
BCARD19100 1ONESTOP	01/10/19	14383		£60.50	£10.08	£50.42	6.CS	One Stop Promotions	Library pencils & pens	6990
BCARD19101 5AMAZON	15/10/19	14419		£9.98	£1.66	£8.32	1. CM	Amazon UK	balloon pumps	1300
BCARD19101 7MACHINEMA	15/10/19	14416		£25.37	£4.23	£21.14	5. OS	MACHINE MART	REPLACEMENT TOOLS	5610/1
DD190509BT0 5	22/08/19	14243		£99.00	£16.50	£82.50	1. CM	British Telecom	EM 2285 4032 01162 892108 TA ALARM	1400
DD190705BY PHONE	01/10/19	14394		£180.00	£30.00	£150.00	1. CM	Byphone Voxbit	JULY 19 - AUG 19	1400
		14373/1		£29.40	£4.90	£24.50	2. CC	Global Payments	vat rated	2580
		14373/2		£78.50	£0.00	£78.50	2. CC	Global Payments	Zero vat rated	2580
DD190731GL OBALP01	14/08/19	14373		£107.90	£4.90	£103.00		Global Payments	CARD PROCESSING AND TRANS 29.06.2019 - 31.07.2019	2580
DD190801SA GE	16/08/19	14256		£31.20	£5.20	£26.00	1. CM	Sage (UK) Ltd	Sage 50 Payroll Pensions Modules 01.08.2019 -	1350
DD190803TG PTAGAS	17/08/19	14407		£827.05	£39.38	£787.67	2. CC	Total Gas & Power	CC = GAS = 3003384835	2430
DD190806TG PCCELE	20/08/19	14259		£2,416.21	£402.70	£2,013.51	2. CC	Total Gas & Power	CC = ELEC = 3004906124	2430
DD190806TG PSPELEC	20/08/19	14258		£71.98	£3.43	£68.55	5. OS	Total Gas & Power	SP = ELE = 3004906113	5430
DD190808BT	22/08/19	14261		£103.82	£17.30	£86.52	1. CM	British Telecom	EM 1663 1367 01162 824785	1400
DD190808BT0 1	22/08/19	14271		£45.47	£7.58	£37.89	1. CM	British Telecom	EM 1957 2346 01162 893973	1400
DD190808BT0 2	22/08/19	14262		£99.00	£16.50	£82.50	1. CM	British Telecom	EM 2285 3976 01162 893834	1400
DD1908115BT	25/08/19	14270		£99.00	£16.50	£82.50	1. CM	British Telecom	EM 131 0189 01162 630018	1400
DD190815BD CWASTE	15/08/19	13937		£1,390.35	£0.00	£1,390.35	5. OS	Blaby District Council	Trade Waste Collection	5440
DD190816ENT RANET	22/08/19	14272		£49.79	£8.30	£41.49	1. CM	Entanet International Ltd	0116 2893973 14.08.2019 - 13.09.2019	1400

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Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details	Heading
DD190819BD CPREMISETA	15/09/19	14274		£180.00	£0.00	£180.00	1. CM	Blaby District Council	TA PREMISES LICENCE 13.09.2019 - 12.09.20 1350
DD190821BT0 3	21/08/19	14210		£115.92	£19.32	£96.60	1. CM	British Telecom	EM 1536 9632 01162 824968 1400
DD190901SA GE	16/10/19	14375		£31.20	£5.20	£26.00	1. CM	Sage (UK) Ltd	Sage 50 Payroll Pensions Modules 01.09.2019 - 1350
DD190902ENT RANET	09/09/19	14288		£27.90	£4.65	£23.25	1. CM	Entanet International Ltd	01162824785 01.09.2019 - 30.09.2019 1400
DD190904WA TERPLUS	18/09/19	14365		£813.40	£0.00	£813.40	2. CC	Water Plus/STW	CIVIC CENTRE 2430
DD190905BY PHONE	05/09/19	14392		£180.00	£30.00	£150.00	1. CM	Byphone Voxbit	5th Sept 19 2019 - 5th Oct 2019 1400
DD190906WA TERPLUS	20/09/19	14369		£509.81	£0.00	£509.81	2. CC	Water Plus/STW	THORPE ASTLEY 2430
DD190908ENT RANET	08/10/19	14388		£27.90	£4.65	£23.25	1. CM	Entanet International Ltd	01162824785 01.10.2019-31.10.2019 1400
DD190910KIN GS	10/09/19	14283		£77.04	£12.84	£64.20	2. CC	Kings Armoured Security Serv	2580
DD190912ENT RANET	13/09/19	14294		£51.29	£8.55	£42.74	1. CM	Entanet International Ltd	0116 2893834 = ADSL 05.09.2019 - 04.10.2019 1400
DD190912TG PMMELEC	24/09/19	14295		£178.72	£29.79	£148.93	5. OS	Total Gas & Power	MM = ELE = 3004906102 5430
DD190916TG PTAGAS	01/10/19	14306		£815.40	£135.90	£679.50	3. TA	Total Gas & Power	TA = GAS = 3004533136 3430
DD190917WA TERMM	01/10/19	14363		£138.73	£0.00	£138.73	5. OS	Water Plus/STW	SPORTS CHANGING ROOMS MOSSDALE ME 5430
		14376/1		£963.81	£160.63	£803.18	1. CM	Sage (UK) Ltd	SAGE 50 PAYROLL USERS & PENSION 1350
		14376/2		-£315.79	-£52.63	-£263.16	1. CM	Sage (UK) Ltd	CREDIT 1350
DD191001SA GE	16/10/19	14376		£648.02	£108.00	£540.02		Sage (UK) Ltd	1350
DD191004LEX AUTO	04/10/19	14359		£43.22	£7.20	£36.02	5. OS	Lex Autolease Limited	BONNET RELEASE CABLE 5650
DD191006ENT RANET	14/10/19	14401		£51.29	£8.55	£42.74	1. CM	Entanet International Ltd	0116 2893834 = ADSL 05.10.2019 - 04.11.2019 1400
DD191006INT Y	06/10/19	14368		£109.44	£18.24	£91.20	1. CM	Inty	Account number CA-1234-2901 1420
DD191006TG PMMELEC	22/10/19	14406		£66.32	£3.16	£63.16	5. OS	Total Gas & Power	MM = ELE = 3004906102 5430

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Cheque	Paid date	Tn no	Order	Gross	Vat	Net	Cttee	Details		Heading
DD191006TG PTAELEC	11/10/19	14398		£1,014.15	£169.03	£845.12	3. TA	Total Gas & Power	TA = ELEC = 3004906135	3430
DD191014ENT RANET	22/10/19	14415		£49.79	£8.30	£41.49	1. CM	Entanet International Ltd	0116 2893973 14.10.2019 - 13.11.2019	1400
Total				<u>-£144,464.03</u>	<u>£5,699.78</u>	<u>-£150,163.81</u>				