

Sandy Town Council

To: Cllrs P N Aldis, J Ali, T Cole, A M Hill, W Jackson, G Leach, M Pettitt, C Osborne, M Scott, P Sharman and S Sutton

You are hereby summoned to attend a meeting of the Policy, Finance and Resources Committee of Sandy Town Council which will be held in the Council Chamber at 10 Cambridge Road, Sandy, Bedfordshire on Monday 3 August 2015 at 7.30pm for the purpose of transacting the items of business below.

Carol Baker-Smith

Carol Baker-Smith
Acting Clerk
10 Cambridge Road
Sandy SG19 1JE
01767 681491
27 July 2015

MEMBERS OF THE PUBLIC AND PRESS ARE WELCOME TO ATTEND THIS MEETING

A G E N D A

- | | Reports |
|--|-----------------------|
| 1 Apologies for absence | X |
| 2 Declarations of interest <i>Under the Localism Act 2011 members of Council are not required to make oral declarations of interest at meetings but may not participate in discussion or voting on any items of business in which they have a Declarable Pecuniary Interest (DPI) and under Sandy Town Council's Standing Orders must leave the room for the duration of all discussion on such items. (All members' register of interests are available on the Sandy Town Council website or on application to the Clerk.)</i> <i>This item is included on the agenda to enable members to declare new DPIs and also those who wish to do so may draw attention to their stated DPIs and also any non-declarable personal interests which they have declared under Sandy Town Council's adopted Code of Conduct and which may be relevant to items on the agenda.</i> <i>i) Declarable pecuniary interests</i> <i>ii) Non pecuniary interests</i> | X |
| 3 Minutes of previous meeting To receive the minutes of the Policy, Finance and Resources Committee held on 22 June 2015 and to approve them as a correct record of proceedings. | Previously circulated |

Sandy Town Council

- 4 Public Participation Session**
Members of the public may ask questions or make representations to the committee about items of business which are on the agenda.
- 5 Financial Reports**
- i) To consider a balance sheet and detailed financial report showing income and expenditure against the revenue budget for May 2015 ✓
 - ii) To approve a schedule of payments made since previous meeting ✓
 - iii) The Chair to approve bank reconciliations and statements
- 6 Defibrillators Maintenance Costs**
To note the costs of maintaining the two defibrillators in the Town and to include the cost in yearly budgets. ✓
- 7 Grant Applications**
- i) To consider a grant application from BigglesFM. ✓
 - ii) To consider a grant application from Mid Bedfordshire Citizens Advice Bureau ✓
 - iii) To consider the donation to Sandy Upper School in memory of Cllr Audrey Boothby.
- 8 Allotment Site** ✓
To consider a draft letter to be sent to all potential allotment holders.
- 9 The Limes, Elder Close, Beeston** ✓
To consider a response from the management company.
- 10 Central Bedfordshire Council Consultations** ✓
To consider two consultation papers:
 - i) The Gambling Act 2005
 - ii) Home Library Service
- 11 Review of Complaints and Vexatious Complaints Procedure** ✓
To review the Complaints and Vexatious Complaints Policy.

Sandy Town Council

Policy Finance and Resources Committee of Sandy Town Council Monday 3 August 2015

REPORTS

5 Financial Reports

- i) To consider a balance sheet and detailed financial report showing income and expenditure against the revenue budget for year to the end of May 2015
- ii) To approve a schedule of payments made since previous meeting
- iii) The Chair to approve bank reconciliations and statements

6 Defibrillators Maintenance Costs

To note the costs of maintaining the two defibrillators in the Town and to include the costs in yearly budgets.

7 Grant Applications

Members are asked

- i) To consider a grant application from BigglesFM
- ii) To consider a grant application from Mid Bedfordshire Citizens Advice Bureau
- iii) To consider the £20.00 prize money given annually to a Sandy Upper School student for their contribution to the community in memory of Cllr Audrey Boothby and whether to increase the amount.

8 Allotment Site

Members are asked to consider and comment on a draft letter by Cllr Aldis to be sent to all potential allotment holders to collate interest in a new site.

9 The Limes, Elder Close, Beeston

Members are asked consider a response from the management company regarding a piece of land at The Limes and the way forward.

10 Central Bedfordshire Council Consultations

Members are asked to note two consultation papers

- i) The Gambling Act 2005: The paper is available to view on line and has been checked and there is nothing to draw to the Council's attention.
- ii) Home Library Service: Members are asked to consider whether a formal response to the paper is required to be sent.

11 Review of Complaints and Vexatious Complaints Procedure

Members are asked to review the Complaints and Vexatious Complaints Policy.

Date :- 25/06/2015

Sandy Town Council 2015-16

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Time :- 15:25

Detailed Balance Sheet (Excluding Stock Movement)

Month No: 2

| <u>A/c</u> | <u>Account Description</u> | <u>Actual</u> | |
|------------|--|---------------|----------------|
| | <u>Current Assets</u> | | |
| 100 | Debtors Control | 977 | |
| 101 | Stock | 2,556 | |
| 105 | VAT Control | 7,865 | |
| 200 | Current Bank A/c | 39,173 | |
| 205 | Capital a/c Santander | 213,474 | |
| 206 | Barclays Active Saver | 210,475 | |
| 208 | Public Sector Deposit Fund | 200,139 | |
| 210 | Petty Cash | 71 | |
| | Total Current Assets | | 674,731 |
| | <u>Current Liabilities</u> | | |
| 501 | Creditors Control | 17,441 | |
| | Total Current Liabilities | | 17,441 |
| | Net Current Assets | | 657,290 |
| | Total Assets less Current Liabilities | | 657,290 |
| | <u>Represented By :-</u> | | |
| 300 | Current Year Fund | 112,828 | |
| 310 | General Reserve | 80,107 | |
| 320 | Capital Receipts Reserve | 72,795 | |
| 321 | Earmarked Reserves | 29,028 | |
| 322 | EMR Fallowfied | 362,532 | |
| | Total Equity | | 657,290 |

15:25

Summary Income & Expenditure by Budget Heading 31/05/2015

Month No : 2

Cost Centre Report

| | | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % Of Budget |
|------------------------------------|-------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 401 Staff | Expenditure | 33,832 | 59,190 | 243,350 | 184,160 | | 184,160 | 24.3 % |
| 402 Administration-Office | Expenditure | 11,024 | 22,801 | 82,700 | 59,899 | | 59,899 | 27.6 % |
| | Income | 802 | 1,559 | 6,000 | -4,441 | | | 26.0 % |
| 403 Administration-Works | Expenditure | 3,137 | 8,959 | 28,900 | 19,941 | | 19,941 | 31.0 % |
| 405 Footway Lighting | Expenditure | 410 | 763 | 7,800 | 7,037 | | 7,037 | 9.8 % |
| 406 Cemetery & Churchyard | Expenditure | 0 | 3,212 | 10,750 | 7,538 | | 7,538 | 29.9 % |
| | Income | 880 | 3,405 | 25,052 | -21,647 | | | 13.6 % |
| 408 Town Centre (Including Market) | Expenditure | 0 | 15,203 | 31,608 | 16,406 | | 16,406 | 48.1 % |
| | Income | 202 | 272 | 600 | -328 | | | 45.3 % |
| 409 Public Toilets - Car Park | Expenditure | 0 | 2,047 | 3,800 | 1,753 | | 1,753 | 53.9 % |
| 500 Play Areas and Open Spaces | Expenditure | 463 | 486 | -2,825 | -3,311 | | -3,311 | -17.2 % |
| | Income | 0 | 0 | 1,380 | -1,380 | | | 0.0 % |
| 501 Sunderland Road Rec Ground | Expenditure | 2,576 | 3,289 | 26,390 | 23,101 | | 23,101 | 12.5 % |
| | Income | 0 | 0 | 820 | -820 | | | 0.0 % |
| 502 Nature Reserves | Expenditure | 0 | 0 | 10,925 | 10,925 | | 10,925 | 0.0 % |
| | Income | 0 | 0 | 2,500 | -2,500 | | | 0.0 % |
| 505 Grass Cutting | Expenditure | 0 | 0 | 12,000 | 12,000 | | 12,000 | 0.0 % |
| 506 Litter Bins, Seats & Shelters | Expenditure | 0 | 0 | 500 | 500 | | 500 | 0.0 % |
| 509 Christmas Lights | Expenditure | 0 | 0 | 18,000 | 18,000 | | 18,000 | 0.0 % |
| | Income | 0 | 0 | 4,000 | -4,000 | | | 0.0 % |
| 601 Precept and Interest | Income | 0 | 239,549 | 484,598 | -245,049 | | | 49.4 % |
| 602 Democratic and Civic Costs | Expenditure | 311 | 818 | 10,750 | 9,932 | | 9,932 | 7.6 % |
| 700 Capital and Projects | Expenditure | 19,250 | 19,250 | 300,307 | 281,057 | | 281,057 | 6.4 % |
| | Income | 0 | 4,061 | 267,005 | -262,944 | | | 1.5 % |

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Summary Income & Expenditure by Budget Heading 31/05/2015

Month No : 2

Cost Centre Report

| | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % Of Budget |
|---|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| <u>INCOME - EXPENDITURE TOTALS</u> Expenditure | 71,002 | 136,018 | 784,955 | 648,937 | 0 | 648,937 | 17.3 % |
| Income | 1,884 | 248,846 | 791,955 | -543,109 | | | 31.4 % |
| Net Expenditure over Income | 69,118 | -112,828 | -7,000 | 105,828 | | | |

Month No : 2

Cost Centre Report

| | | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------|------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 401 | Staff | | | | | | | |
| 4001 | Gross Salaries - Admin | 4,345 | 17,512 | 116,000 | 98,488 | | 98,488 | 15.1 % |
| 4002 | Gross Salaries - Works | 7,490 | 15,485 | 83,000 | 67,515 | | 67,515 | 18.7 % |
| 4003 | Employers NIC | 607 | 1,592 | 14,100 | 12,508 | | 12,508 | 11.3 % |
| 4004 | Employers Superannuation | 1,429 | 3,891 | 29,750 | 25,859 | | 25,859 | 13.1 % |
| 4010 | Miscellaneous Staff Costs | 19,960 | 20,710 | 500 | -20,210 | | -20,210 | 4142.0 |
| | Staff :- Expenditure | 33,832 | 59,190 | 243,350 | 184,160 | 0 | 184,160 | 24.3 % |
| | Net Expenditure over Income | 33,832 | 59,190 | 243,350 | 184,160 | | | |

Month No : 2

Cost Centre Report

| | | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------|--------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 402 | <u>Administration-Office</u> | | | | | | | |
| 4008 | Training | 735 | 735 | 3,500 | 2,765 | | 2,765 | 21.0 % |
| 4009 | Travel & Subsistence | 0 | 150 | 250 | 101 | | 101 | 59.8 % |
| 4011 | General Rates | 0 | 6,120 | 6,150 | 30 | | 30 | 99.5 % |
| 4012 | Water Rates | 0 | 3 | 400 | 397 | | 397 | 0.8 % |
| 4014 | Electricity | 3,610 | 4,122 | 2,500 | -1,622 | | -1,622 | 164.9 % |
| 4015 | Gas | 0 | -150 | 1,800 | 1,950 | | 1,950 | -8.3 % |
| 4016 | Cleaning Materials etc | 114 | 114 | 1,500 | 1,386 | | 1,386 | 7.6 % |
| 4020 | Misc Establishment Costs | 37 | 650 | 2,000 | 1,350 | | 1,350 | 32.5 % |
| 4021 | Telephone & Fax | 208 | 421 | 2,500 | 2,079 | | 2,079 | 16.9 % |
| 4022 | Postage | 4 | 4 | 1,700 | 1,696 | | 1,696 | 0.3 % |
| 4023 | Printing & Stationery | 1,137 | 1,182 | 5,000 | 3,818 | | 3,818 | 23.6 % |
| 4024 | Subscriptions | 72 | 2,071 | 2,600 | 529 | | 529 | 79.7 % |
| 4025 | Insurance (excl vehicles) | 1,719 | 3,447 | 22,250 | 18,803 | | 18,803 | 15.5 % |
| 4026 | Photocopy Costs | 436 | 436 | 4,000 | 3,564 | | 3,564 | 10.9 % |
| 4027 | IT Costs incl Support | 250 | 600 | 6,000 | 5,400 | | 5,400 | 10.0 % |
| 4028 | Service Agreements (Other) | 625 | 1,113 | 5,000 | 3,887 | | 3,887 | 22.3 % |
| 4035 | Publications | 10 | 10 | 200 | 190 | | 190 | 4.8 % |
| 4036 | Property Maintenance/Security | 64 | 1,343 | 3,000 | 1,657 | | 1,657 | 44.8 % |
| 4050 | Tourism Expenditure | 720 | 789 | 2,000 | 1,211 | | 1,211 | 39.4 % |
| 4051 | Bank Charges | 0 | 0 | 100 | 100 | | 100 | 0.0 % |
| 4056 | Legal Expenses | 350 | 350 | 2,000 | 1,650 | | 1,650 | 17.5 % |
| 4057 | Audit Fees - External | 0 | -1,300 | 1,300 | 2,600 | | 2,600 | -100.0 % |
| 4058 | Audit Fees - Internal | 455 | 80 | 750 | 670 | | 670 | 10.7 % |
| 4059 | Accountancy Fees | 447 | 481 | 6,000 | 5,519 | | 5,519 | 8.0 % |
| 4070 | Refreshments | 30 | 30 | 200 | 170 | | 170 | 14.9 % |
| | Administration-Office :- Expenditure | 11,024 | 22,801 | 82,700 | 59,899 | 0 | 59,899 | 27.6 % |
| 1003 | Tourism Income | 529 | 1,136 | 3,000 | -1,864 | | | 37.9 % |
| 1201 | Rent Received Etc | 273 | 273 | 3,000 | -2,727 | | | 9.1 % |
| 1202 | Photocopying Income | 0 | 9 | 0 | 9 | | | 0.0 % |
| 1205 | Miscellaneous Income | 0 | 142 | 0 | 142 | | | 0.0 % |
| | Administration-Office :- Income | 802 | 1,559 | 6,000 | -4,441 | | | 26.0 % |
| | Net Expenditure over Income | 10,222 | 21,242 | 76,700 | 55,458 | | | |

Month No : 2

Cost Centre Report

| | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|-------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 403 Administration-Works | | | | | | | |
| 4005 Protective Clothing | 0 | 48 | 1,000 | 952 | | 952 | 4.8 % |
| 4008 Training | 0 | 214 | 0 | -214 | | -214 | 0.0 % |
| 4011 General Rates | 0 | 1,992 | 2,000 | 8 | | 8 | 99.6 % |
| 4012 Water Rates | 0 | 0 | 700 | 700 | | 700 | 0.0 % |
| 4014 Electricity | 0 | 0 | 500 | 500 | | 500 | 0.0 % |
| 4017 Refuse Disposal | 106 | 1,064 | 3,500 | 2,436 | | 2,436 | 30.4 % |
| 4036 Property Maintenance/Security | 193 | 1,948 | 1,000 | -948 | | -948 | 194.8 % |
| 4038 Consumables/Small Tools | 312 | 488 | 2,500 | 2,012 | | 2,012 | 19.5 % |
| 4039 Planting/Trees/Horticulture | 2,123 | 2,123 | 5,700 | 3,577 | | 3,577 | 37.2 % |
| 4040 Equipment Purchases (Minor) | 0 | 0 | 2,000 | 2,000 | | 2,000 | 0.0 % |
| 4042 Equipment/Vehicle Maintenance | 237 | 609 | 5,500 | 4,891 | | 4,891 | 11.1 % |
| 4043 Equipment/Vehicle Fuel | 166 | 249 | 2,000 | 1,751 | | 1,751 | 12.5 % |
| 4044 Vehicle Tax & Insurance | 0 | 225 | 2,500 | 2,275 | | 2,275 | 9.0 % |
| Administration-Works :- Expenditure | 3,137 | 8,959 | 28,900 | 19,941 | 0 | 19,941 | 31.0 % |
| Net Expenditure over Income | 3,137 | 8,959 | 28,900 | 19,941 | | | |

| | | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------|------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 405 | Footway Lighting | | | | | | | |
| 4014 | Electricity | 410 | 763 | 5,500 | 4,737 | | 4,737 | 13.9 % |
| 4042 | Equipment/Vehicle Maintenance | 0 | 0 | 2,300 | 2,300 | | 2,300 | 0.0 % |
| | Footway Lighting :- Expenditure | 410 | 763 | 7,800 | 7,037 | 0 | 7,037 | 9.8 % |
| | Net Expenditure over Income | 410 | 763 | 7,800 | 7,037 | | | |

Month No : 2

Cost Centre Report

| | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|--------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 406 Cemetery & Churchyard | | | | | | | |
| 4011 General Rates | 0 | 2,208 | 2,200 | -8 | | -8 | 100.4 % |
| 4012 Water Rates | 0 | 4 | 100 | 96 | | 96 | 3.8 % |
| 4036 Property Maintenance/Security | 0 | 0 | 1,000 | 1,000 | | 1,000 | 0.0 % |
| 4037 Grounds Maintenance | 0 | 0 | 900 | 900 | | 900 | 0.0 % |
| 4039 Planting/Trees/Horticulture | 0 | 0 | 350 | 350 | | 350 | 0.0 % |
| 4101 Grave Digging Costs | 0 | 1,000 | 6,200 | 5,200 | | 5,200 | 16.1 % |
| Cemetery & Churchyard :- Expenditure | 0 | 3,212 | 10,750 | 7,538 | 0 | 7,538 | 29.9 % |
| 1226 Burials/Memorials Income | 880 | 3,405 | 25,000 | -21,595 | | | 13.6 % |
| 1228 Interest on Investment | 0 | 0 | 52 | -52 | | | 0.0 % |
| Cemetery & Churchyard :- Income | 880 | 3,405 | 25,052 | -21,647 | | | 13.6 % |
| Net Expenditure over Income | -880 | -193 | -14,302 | -14,109 | | | |

Month No : 2

Cost Centre Report

| | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|--|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 408 <u>Town Centre (Including Market)</u> | | | | | | | |
| 4011 General Rates | 0 | 15,203 | 15,150 | -53 | | -53 | 100.3 % |
| 4036 Property Maintenance/Security | 0 | 0 | 850 | 850 | | 850 | 0.0 % |
| 4053 Loan Interest | 0 | 0 | 349 | 349 | | 349 | 0.0 % |
| 4054 Loan Capital Repaid | 0 | 0 | 259 | 259 | | 259 | 0.0 % |
| 4100 CCTV Fees | 0 | 0 | 15,000 | 15,000 | | 15,000 | 0.0 % |
| Town Centre (Including Market) :- Expenditure | 0 | 15,203 | 31,608 | 16,406 | 0 | 16,406 | 48.1 % |
| 1236 Friday Market Fees | 202 | 272 | 0 | 272 | | | 0.0 % |
| 1237 Saturday Market Fees | 0 | 0 | 300 | -300 | | | 0.0 % |
| 1238 Other Income Car Park | 0 | 0 | 300 | -300 | | | 0.0 % |
| Town Centre (Including Market) :- Income | 202 | 272 | 600 | -328 | | | 45.3 % |
| Net Expenditure over Income | -202 | 14,931 | 31,008 | 16,078 | | | |

Month No : 2

Cost Centre Report

| | | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------|--|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 409 | Public Toilets - Car Park | | | | | | | |
| 4011 | General Rates | 0 | 2,352 | 2,350 | -2 | | -2 | 100.1 % |
| 4012 | Water Rates | 0 | 150 | 500 | 350 | | 350 | 29.9 % |
| 4014 | Electricity | 0 | -554 | 400 | 954 | | 954 | -138.5 % |
| 4036 | Property Maintenance/Security | 0 | 100 | 550 | 450 | | 450 | 18.2 % |
| | Public Toilets - Car Park :- Expenditure | 0 | 2,047 | 3,800 | 1,753 | 0 | 1,753 | 53.9 % |
| | Net Expenditure over Income | 0 | 2,047 | 3,800 | 1,753 | | | |

Month No : 2

Cost Centre Report

| | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------|---|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 500 | <u>Play Areas and Open Spaces</u> | | | | | | |
| 4007 | Health & Safety | 0 | 0 | 400 | 400 | 400 | 0.0 % |
| 4012 | Water Rates | 0 | 0 | 800 | 800 | 800 | 0.0 % |
| 4014 | Electricity | 0 | 0 | 150 | 150 | 150 | 0.0 % |
| 4036 | Property Maintenance/Security | 0 | 0 | 1,125 | 1,125 | 1,125 | 0.0 % |
| 4037 | Grounds Maintenance | 73 | 96 | 2,500 | 2,404 | 2,404 | 3.9 % |
| 4042 | Equipment/Vehicle Maintenance | 390 | 390 | 7,200 | 6,810 | 6,810 | 5.4 % |
| 4972 | Transfer from EMR Fallowfield | 0 | 0 | -15,000 | -15,000 | -15,000 | 0.0 % |
| | Play Areas and Open Spaces :- Expenditure | 463 | 486 | -2,825 | -3,311 | 0 | -17.2 % |
| 1241 | Sandy FC Rent | 0 | 0 | 450 | -450 | | 0.0 % |
| 1242 | Ice cream rent | 0 | 0 | 330 | -330 | | 0.0 % |
| 1251 | Pitch Rental | 0 | 0 | 600 | -600 | | 0.0 % |
| | Play Areas and Open Spaces :- Income | 0 | 0 | 1,380 | -1,380 | | 0.0 % |
| | Net Expenditure over Income | 463 | 486 | -4,205 | -4,691 | | |

Month No : 2

Cost Centre Report

| | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|--|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 501 <u>Sunderland Road Rec Ground</u> | | | | | | | |
| 4012 Water Rates | 0 | 79 | 600 | 521 | | 521 | 13.2 % |
| 4014 Electricity | 11 | 20 | 0 | -20 | | -20 | 0.0 % |
| 4036 Property Maintenance/Security | 0 | 0 | 1,000 | 1,000 | | 1,000 | 0.0 % |
| 4046 Bowling Green - SBC | 28 | 415 | 2,232 | 1,817 | | 1,817 | 18.6 % |
| 4047 Equipment Maintenance - SBC | 0 | 0 | 2,748 | 2,748 | | 2,748 | 0.0 % |
| 4048 Cricket Square - SCC | 0 | 237 | 2,310 | 2,073 | | 2,073 | 10.2 % |
| 4049 Equipment Maintenance - SCC | 0 | 0 | 2,500 | 2,500 | | 2,500 | 0.0 % |
| 4060 Other Professional Fees | 2,538 | 2,538 | 15,000 | 12,463 | | 12,463 | 16.9 % |
| Sunderland Road Rec Ground :- Expenditure | 2,576 | 3,289 | 26,390 | 23,101 | 0 | 23,101 | 12.5 % |
| 1253 Bowls Club Rental | 0 | 0 | 390 | -390 | | | 0.0 % |
| 1255 Cricket Club Rental | 0 | 0 | 260 | -260 | | | 0.0 % |
| 1256 Scouts ,ACF and SSLA | 0 | 0 | 170 | -170 | | | 0.0 % |
| Sunderland Road Rec Ground :- Income | 0 | 0 | 820 | -820 | | | 0.0 % |
| Net Expenditure over Income | 2,576 | 3,289 | 25,570 | 22,281 | | | |

| | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 502 Nature Reserves | | | | | | | |
| 4037 Grounds Maintenance | 0 | 0 | 1,500 | 1,500 | | 1,500 | 0.0 % |
| 4060 Other Professional Fees | 0 | 0 | 9,425 | 9,425 | | 9,425 | 0.0 % |
| Nature Reserves :- Expenditure | 0 | 0 | 10,925 | 10,925 | 0 | 10,925 | 0.0 % |
| 1306 Countryside Stewardship Grant | 0 | 0 | 2,000 | -2,000 | | | 0.0 % |
| 1307 Angling Licence Rent | 0 | 0 | 500 | -500 | | | 0.0 % |
| Nature Reserves :- Income | 0 | 0 | 2,500 | -2,500 | | | 0.0 % |
| Net Expenditure over Income | 0 | 0 | 8,425 | 8,425 | | | |

| | | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------|------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 505 | Grass Cutting | | | | | | | |
| 4102 | Grass Cutting | 0 | 0 | 12,000 | 12,000 | | 12,000 | 0.0 % |
| | Grass Cutting :- Expenditure | <u>0</u> | <u>0</u> | <u>12,000</u> | <u>12,000</u> | <u>0</u> | <u>12,000</u> | <u>0.0 %</u> |
| | Net Expenditure over Income | <u>0</u> | <u>0</u> | <u>12,000</u> | <u>12,000</u> | | | |

Month No : 2

Cost Centre Report

| | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|---|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 506 <u>Litter Bins, Seats & Shelters</u> | | | | | | | |
| 4042 Equipment/Vehicle Maintenance | 0 | 0 | 500 | 500 | | 500 | 0.0 % |
| Litter Bins, Seats & Shelters :- Expenditure | <u>0</u> | <u>0</u> | <u>500</u> | <u>500</u> | <u>0</u> | <u>500</u> | <u>0.0 %</u> |
| Net Expenditure over Income | <u>0</u> | <u>0</u> | <u>500</u> | <u>500</u> | | | |

Month No : 2

Cost Centre Report

| | | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------|------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 509 | Christmas Lights | | | | | | | |
| 4401 | Christmas Illuminations | 0 | 0 | 11,000 | 11,000 | | 11,000 | 0.0 % |
| 4402 | Community Christmas Event | 0 | 0 | 7,000 | 7,000 | | 7,000 | 0.0 % |
| | Christmas Lights :- Expenditure | 0 | 0 | 18,000 | 18,000 | 0 | 18,000 | 0.0 % |
| 1365 | Christmas Lights | 0 | 0 | 4,000 | -4,000 | | | 0.0 % |
| | Christmas Lights :- Income | 0 | 0 | 4,000 | -4,000 | | | 0.0 % |
| | Net Expenditure over Income | 0 | 0 | 14,000 | 14,000 | | | |

| | | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------|------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 601 | <u>Precept and Interest</u> | | | | | | | |
| 1101 | Precept | 0 | 239,549 | 479,098 | -239,549 | | | 50.0 % |
| 1320 | Interest Received - All account | 0 | 0 | 5,500 | -5,500 | | | 0.0 % |
| | Precept and Interest :- Income | 0 | 239,549 | 484,598 | -245,049 | | | 49.4 % |
| | Net Expenditure over Income | 0 | -239,549 | -484,598 | -245,049 | | | |

Month No : 2

Cost Centre Report

| | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|--|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 602 Democratic and Civic Costs | | | | | | | |
| 4020 Misc Establishment Costs | 0 | 0 | 100 | 100 | | 100 | 0.0 % |
| 4033 Annual Report & Newsletter | 238 | 476 | 3,500 | 3,024 | | 3,024 | 13.6 % |
| 4042 Equipment/Vehicle Maintenance | 0 | 0 | 250 | 250 | | 250 | 0.0 % |
| 4200 Mayor's Allowance | 73 | 342 | 1,900 | 1,558 | | 1,558 | 18.0 % |
| 4202 Members' Expenses (Conf etc) | 0 | 0 | 500 | 500 | | 500 | 0.0 % |
| 4210 Election Costs | 0 | 0 | 7,000 | 7,000 | | 7,000 | 0.0 % |
| 4701 Grants/Donations Paid | 0 | 0 | 1,500 | 1,500 | | 1,500 | 0.0 % |
| 4971 Transfer from EMR | 0 | 0 | -4,000 | -4,000 | | -4,000 | 0.0 % |
| Democratic and Civic Costs :- Expenditure | 311 | 818 | 10,750 | 9,932 | 0 | 9,932 | 7.6 % |
| Net Expenditure over Income | 311 | 818 | 10,750 | 9,932 | | | |

Month No : 2

Cost Centre Report

| | | Actual Current Mth | Actual Year To Date | Current Annual Bud | Variance Annual Total | Committed Expenditure | Funds Available | % of Budget |
|------------|-------------------------------------|-----------------------|------------------------|-----------------------|--------------------------|--------------------------|--------------------|----------------|
| 700 | Capital and Projects | | | | | | | |
| 4153 | Loan Interest - INTERNAL | 0 | 0 | 7,903 | 7,903 | | 7,903 | 0.0 % |
| 4154 | Loan Capital - INTERNAL | 0 | 0 | 9,102 | 9,102 | | 9,102 | 0.0 % |
| 4802 | CAP - Cemetery Extension | 19,250 | 19,250 | 320,000 | 300,750 | | 300,750 | 6.0 % |
| 4804 | CAP - Street Light Replacement | 0 | 0 | 3,200 | 3,200 | | 3,200 | 0.0 % |
| 4805 | CAP - Toyota Van | 0 | 0 | 6,000 | 6,000 | | 6,000 | 0.0 % |
| 4915 | Transfer to Rolling Capital Fd | 0 | 0 | 15,000 | 15,000 | | 15,000 | 0.0 % |
| 4923 | Internal Loan repaid to F'ild | 0 | 0 | 9,102 | 9,102 | | 9,102 | 0.0 % |
| 4970 | Transfer from C R R | 0 | 0 | -70,000 | -70,000 | | -70,000 | 0.0 % |
| | Capital and Projects :- Expenditure | 19,250 | 19,250 | 300,307 | 281,057 | 0 | 281,057 | 6.4 % |
| 1103 | Internal Loan from F'ild EMR | 0 | 0 | 250,000 | -250,000 | | | 0.0 % |
| 1153 | Loan Interest Rec'd - INTERNAL | 0 | 0 | 7,903 | -7,903 | | | 0.0 % |
| 1154 | Loan Capital Rec'd - INTERNAL | 0 | 0 | 9,102 | -9,102 | | | 0.0 % |
| 1210 | Sale of Assets | 0 | 4,167 | 0 | 4,167 | | | 0.0 % |
| 1364 | S106 Money Received | 0 | -106 | 0 | -106 | | | 0.0 % |
| | Capital and Projects :- Income | 0 | 4,061 | 267,005 | -262,944 | | | 1.5 % |
| | Net Expenditure over Income | 19,250 | 15,189 | 33,302 | 18,113 | | | |

At: 15:27

Current Bank A/c

List of Payments made between 01/05/2015 and 31/05/2015

| <u>Date Paid</u> | <u>Payee Name</u> | <u>Cheque Ref</u> | <u>Amount Paid</u> | <u>Authorized Ref</u> | <u>Transaction Detail</u> |
|------------------|--------------------------------|-------------------|--------------------|-----------------------|---------------------------------|
| 01/05/2015 | Aviva | Std Ord | 1719.31 | | Annual Insurance Premium |
| 01/05/2015 | CF Corporate Finance | Std Ord | 523.67 | | Photocopier Rental |
| 01/05/2015 | Powerc IT Business Solutions | DDR | 300 | | 839/IT Support May 15 |
| 11/05/2015 | Central Bedfordshire Council R | DDR2 | 3060 | | 772/Office Rates 2015/16 |
| 11/05/2015 | Central Bedfordshire Council R | DDR3 | 1104 | | 773/Cemetery Rates 2015/16 |
| 11/05/2015 | Central Bedfordshire Council R | DDR4 | 996 | | 770/Allotment Rates 2015/16 |
| 11/05/2015 | Central Bedfordshire Council R | DDR5 | 7025.5 | | 771/Car Park Rates 2015-16 |
| 11/05/2015 | Central Bedfordshire Council R | DDR6 | 1176 | | 774/Adj to 29 Rates 2015/16 |
| 11/05/2015 | Central Bedfordshire Council R | DDR7 | 115 | | 748/Non Dom Rates 2015-16 |
| 15/05/2015 | Powerc IT Business Solutions | DDR8 | 256.26 | | 795/Phone to 30.04.15 |
| 18/05/2015 | Bedford Borough Council | DDR10 | 13871.55 | | 825/May Salaries |
| 18/05/2015 | UK Fuels Limited DDR | DDR9 | 58.93 | | 834/Fuel Cards |
| 19/05/2015 | Southern Electric DDR | DDR11 | 488.18 | | 844/Supply 02.04.15-01.05.15 |
| 21/05/2015 | Southern Electric DDR | DDR13 | 3932.92 | | 845/Supply 02.04.15-01.05.15 |
| 22/05/2015 | Southern Electric DDR | DDR12 | 202.59 | | 847/Supply to 21Jan15 |
| 29/05/2015 | 1st Response Fire Protection | 30300 | 195.6 | | 830/Water Heater Repairs |
| 29/05/2015 | ADT Fire & Security Plc | 30301 | 146.4 | | 764/Alarm attendance |
| 29/05/2015 | Anglian Water | 30302 | 149.55 | | 762/Supply 14.01.15-13.04.15 |
| 29/05/2015 | Anglian Water | 30303 | 83.3 | | 760/Supply 13.01.15-13.04.15 |
| 29/05/2015 | Anglian Water | 30304 | 18.76 | | 761/Supply 20.01.15-13.04.15 |
| 29/05/2015 | Anglian Water | 30305 | 79.26 | | 763/Supply 08.01.15-07.04.15 |
| 29/05/2015 | Balaam Brothers Ltd | 30306 | 27.6 | | 765/Fence Post |
| 29/05/2015 | Bedford Borough Council | 30307 | 79.4 | | 824/Refuse disposal to 07.06.15 |
| 29/05/2015 | Sandy Town Bowling Club | 30308 | 33.39 | | 841/Bows Club Fuel |
| 29/05/2015 | Central Bedfordshire Council | 30309 | 3405 | | 769/Internal Office Alterations |
| 29/05/2015 | Colin Ross | 30310 | 57.58 | | 775/Navy Trousers |
| 29/05/2015 | Bedford College | 30311 | 540 | | 826/R.Loake Tractor Driving |
| 29/05/2015 | DCK Beavers Ltd | 30312 | 1600.14 | | 776/Year End Closedown |
| 29/05/2015 | Colin Eaton | 30313 | 113 | | 807/C. Eaton Taxi |
| 29/05/2015 | Froods Autoservices | 30314 | 118.8 | | 831/Vehicle Battery |
| 29/05/2015 | Haven Power Ltd | 30315 | 421.05 | | 779/Energy 01.08.12-18.08.12 |
| 29/05/2015 | Hertfordshire County Council | 30316 | 53.81 | | 780/Stationery Supplies |
| 29/05/2015 | Sandy Historical Research Grou | 30317 | 8.99 | | 797/TIC Stock |
| 29/05/2015 | A W Jackson | 30318 | 233.42 | | 782/Clr Jackson Mileage |
| 29/05/2015 | Levitt Partnership Limited | 30319 | 375.84 | | 785/Internal Alterations |
| 29/05/2015 | Richard Loake | 30320 | 36.5 | | 786/Train Tickets |
| 29/05/2015 | L.S.L. Surfacing Ltd | 30321 | 23100 | | 832/Cemetery Footpath Tarmac |
| 29/05/2015 | Tim Miles | 30322 | 1000 | | 787/Grave Digging - April |
| 29/05/2015 | NALC | 30323 | 17 | | 833/LCR annual Subs |
| 29/05/2015 | National Allotment Society | 30324 | 66 | | 834/Allotment Soc. Subs 15/16 |
| 29/05/2015 | FD Odell & Sons Ltd | 30325 | 1149 | | 789/Waste Disposal 06.03.15 |
| 29/05/2015 | Mr Damien Odell | 30326 | 19.94 | | 788/Walkers Books Returned |
| 29/05/2015 | Colin Osborne | 30327 | 292.78 | | 816/Access Tower Training |
| 29/05/2015 | Payne's Heating & Service Engi | 30328 | 42 | | 793/Call Out Leak |
| 29/05/2015 | Purchase Power | 30329 | 602.25 | | 836/Postage |
| 29/05/2015 | Plantscape | 30330 | 2547.6 | | 837/Hanging Basket Rental |
| 29/05/2015 | Playsafety Limited | 30331 | 468 | | 838/Annual Play Inspections |
| 29/05/2015 | Powerc IT Business Solutions | 30332 | 119.94 | | 794/ESET Antivirus 1 Yr |
| 29/05/2015 | R.I.D. Ltd | 30333 | 1068 | | 796/Repairs to RSD |
| 29/05/2015 | Rosetta Publishing | 30334 | 285.6 | | 840/The Bulletin May 15 |
| 29/05/2015 | A. J. & R. Scambler and Sons L | 30335 | 312.18 | | 798/Equipment Repairs |
| 29/05/2015 | Agrovista UK Ltd | 30336 | 726 | | 799/Grounds Maintenance |
| 29/05/2015 | ABF The Soldiers Charity | 30337 | 45 | | 822/Soldiers Charity Dinner |
| 29/05/2015 | Spaldings Ltd | 30338 | 295.68 | | 846/Strimmer Cord |
| 29/05/2015 | Susan Sutton | 30339 | 299.46 | | 801/Vehicle Service AK12 WLJ |
| 29/05/2015 | Society of London Theatre | 30340 | 37.6 | | 815/Ticket Sales |
| 29/05/2015 | Travis Perkins Trading Co Ltd | 30341 | 211.05 | | 803/Timber |
| 29/05/2015 | Verto (UK) Ltd | 30342 | 118.8 | | 849/Domain renewal STC.gov.uk |
| 29/05/2015 | Walters Ltd | 30343 | 508 | | 818/Photocopy Charges |
| 29/05/2015 | Jane Whitbread | 30344 | 120 | | 821/Tourist Trip Southill Pk |
| 29/05/2015 | Wixamtree Trust | 30345 | 600 | | 820/Tourist Trips Southill Pk |
| 29/05/2015 | CLR Law Limited | 111163 | 420 | | 890/Legal Fees -Settlement |
| | Total Payments | | 77079.18 | | |

Defibrillator Maintenance Costs

| Item | Replace | Cost | Supplier | Notes |
|--------------------|--|---------|----------|--|
| Battery | Every 5 years depending on use | £190.00 | Webnos | |
| Defib pads | Current ones expire April/May 2017 but will need replacing after use | £25.00 | Webnos | Ref: XELAED 001A |
| Resuscitation Mask | After use | £3.95 | Herts | |
| Disposable gloves | After use | £4.10 | Herts | Box of 100 Powder free blue nitrile gloves |
| Tissues | After use | £1.00 | Tesco | 10 packs |
| Scissors | After use | £1.79 | Herts | (Tough Cut Scissors) |
| Razors | After use | £2.19 | Herts | Pack of 10 |
| Torch | | £5.00 | Herts | Wind up torch |
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APPLICATION FOR GRANT AID FROM
SANDY TOWN COUNCIL

| | |
|--|---|
| <u>Name of the Organisation/Group</u> | |
| BigglesFM | |
| Are you affiliated to a national organisation? If so, which one? | None |
| Local venue/meeting place | We broadcast from our studio at Potton |
| Are you a registered charity? If so, give your charity number? | No |
| What are the aims and activities of the organisation? | Providing a full time local community radio station involving all sectors of our local community. With local and national news and information relevant to the local area. To provide a local radio service not provided by any other broadcaster. |
| How many members do you have? | Volunteers/Leaders About 25 volunteer presenters |
| Members: | Junior No Members |
| | Senior No Members |
| What is your annual subscription? | Junior £ No Subscription |
| | Senior £ No Subscription |

| Project Information | |
|--|--|
| What would the grant be used for? | To help us continue to run the radio station full time. We are only allowed under our full time licence conditions to obtain 50% of our running costs from advertising, the other 50% has to come from grants and donations. |
| In what manner will the residents of Sandy benefit? | The residents of Sandy benefit from our local broadcasts including information and guest slots, we promote the Sandy Carnival and Christmas Lights events. Organisers from voluntary organisations also come in and talk about their projects. The Police, Neighbourhood Watch, all take part in our broadcasts. Rev Beth Powney from Sandy Baptist Church has a monthly Thought for the Day slot. We give Sandy businesses the opportunity to advertise on local radio in our area. We promote the regular farmers' markets in the town and many other events on our on-air Events Diary and also on our web calendar. |
| Approximately how many Sandy residents will benefit from this grant? | All Sandy residents can benefit from our broadcasts if they tune in ! Either on our FM frequency or the internet broadcast. We have a good regular listener base in Sandy who make contact with us. |
| Estimated total cost of project | Annual running costs are estimated at £25,000 p/a. |
| Please state clearly how much you are applying for from Sandy Town | £1,850.00 |

| | |
|--|--|
| Council. | |
| What amount is being met from your own funds? | We will be aiming to raise £12,500 the 50% allowed from advertising |
| What is the amount sought from other funding bodies? Please give details of other sources you have applied to or intend to apply to. | |
| <u>Source</u> | <u>Amount</u> |
| | <u>Confirmed/Pending/Unsuccessful</u> |
| Biggleswade Town Council (Biggleswade have donated for several years) | £1,850.00 |
| | Confirmed £900 |
| Potton Town Council | |
| | Confirmed £100 |
| | |
| | |

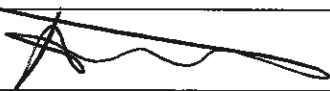
| | |
|---|--|
| Financial Details | |
| Please specify how any income, particularly surplus, is spent. | Income is used to cover our running costs such as OFCOM, PPL, PRS licences, purchase equipment, day to day running costs, publicity and part time staff. There will not be any surplus. |
| Please attach accounts (audited/independently examined) for the last two years and your budget forecast for the forthcoming/current year. | Enclosed unaudited accounts for years ended 30 November 2013 and 2014 Budget forecast for this year is: £25,000 |

| Payment Details | |
|--|--|
| Account Title | BIGGLES FM |
| Account Number | 65085957 Sort code 60 02 29 |
| Bank/Building Society Name and Address | Natwest Bank 11 High Street Biggleswade Beds SG18 0JE |
| Contact Details | |
| Please give details of the person with whom this application can be discussed and to whom any cheque should be sent: | Alan Waring |
| Position in organisation | Station Manager |
| Address | 36 Sutton Mill Road Potton Sandy Beds SG19 2QB |
| Telephone Number | Telephone 01767 260637 |
| E-mail address | admin@bigglesfm.com |

Declaration

Please sign this form to confirm that:

The information supplied is full and correct to the best of your knowledge; you have read, understood and complied with the conditions of funding; understand that Sandy Community Liaison Forum reserve the right to reclaim the grant in the event of it being used for purposes other than specified, or the organisation ceasing to operate.

| | |
|------------------|---|
| Signed: |  |
| Name: | Alan Waring |
| Position: | Station Manager |
| Date: | 10th July 2015 |

Please enclose with your application copies of:

- Accounts for the last two years
- Budget forecast for forthcoming/current year
- Other relevant literature including photograph if available

REGISTERED NUMBER: 06740382 (England and Wales)

Abbreviated Unaudited Accounts for the Year Ended 30 November 2013

for

BIGGLES FM

BIGGLES FM

**Contents of the Abbreviated Accounts
for the Year Ended 30 November 2013**

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| Abbreviated Balance Sheet | 2 |
| Notes to the Abbreviated Accounts | 3 |
| Chartered Certified Accountants' Report | 4 |

BIGGLES FM

Company Information
for the Year Ended 30 November 2013

DIRECTORS:

A J Waring
Mrs Waring
R J Waring

SECRETARY:

REGISTERED OFFICE:

36 Sutton Mill Road
Potton
Sandy
Bedfordshire
SG19 2QB

REGISTERED NUMBER:

06740382 (England and Wales)

ACCOUNTANTS:

McMorrان Accountancy (R J McMorrان Ltd)
14 Eaton Court Road
Colmworth Business Park
Eaton Socon
St Neots
Cambridgeshire
PE19 8ER

BIGGLES FM (REGISTERED NUMBER: 06740382)

Abbreviated Balance Sheet
30 November 2013

| | Notes | 2013 | | 2012 | |
|--|-------|--------------|----------------|---------------|--------------|
| | | £ | £ | £ | £ |
| FIXED ASSETS | | | | | |
| Tangible assets | 2 | | - | | 261 |
| CURRENT ASSETS | | | | | |
| Debtors | | 1,172 | | 678 | |
| Cash at bank | | 2,279 | | 19,671 | |
| | | <u>3,451</u> | | <u>20,349</u> | |
| CREDITORS | | | | | |
| Amounts falling due within one year | | <u>6,887</u> | | <u>20,610</u> | |
| NET CURRENT LIABILITIES | | | <u>(3,436)</u> | | <u>(261)</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | | <u>(3,436)</u> | | <u>-</u> |
| RESERVES | | | | | |
| Income and expenditure account | | | <u>(3,436)</u> | | <u>-</u> |
| | | | <u>(3,436)</u> | | <u>-</u> |

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 November 2013.


The members have not required the company to obtain an audit of its financial statements for the year ended 30 November 2013 in accordance with Section 476 of the Companies Act 2006.

The directors acknowledge their responsibilities for:

- ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The abbreviated accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Directors on 4th February 2014 and were signed on its behalf by:


.....
A J Waring - Director

The notes form part of these abbreviated accounts

BIGGLES FM

Notes to the Abbreviated Accounts
for the Year Ended 30 November 2013

1. ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Turnover

Turnover represents net invoiced sales of goods, excluding value added tax.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Deferred tax

Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the balance sheet date.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the income and expenditure account on a straight line basis over the period of the lease.

2. TANGIBLE FIXED ASSETS

| | Total £ |
|------------------------|-------------|
| COST | |
| At 1 December 2012 | 348 |
| Disposals | (348) |
| | <hr/> |
| At 30 November 2013 | - |
| | <hr/> |
| DEPRECIATION | |
| At 1 December 2012 | 87 |
| Eliminated on disposal | (87) |
| | <hr/> |
| At 30 November 2013 | - |
| | <hr/> |
| NET BOOK VALUE | |
| At 30 November 2013 | - |
| | <hr/> <hr/> |
| At 30 November 2012 | 261 |
| | <hr/> <hr/> |

3. DIRECTORS' ADVANCES, CREDITS AND GUARANTEES

The company rented the station premises from Alan Waring for £4800 in the period.

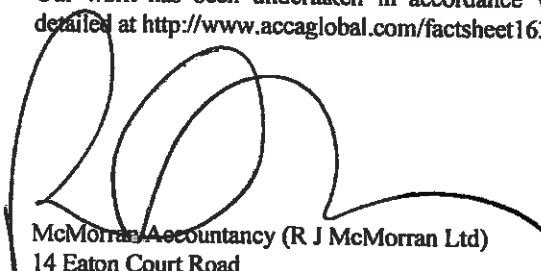
Chartered Certified Accountants' Report to the Board of Directors
on the Unaudited Financial Statements of
Biggles FM

The following reproduces the text of the report prepared for the directors in respect of the company's annual unaudited financial statements, from which the unaudited abbreviated accounts (set out on pages two to three) have been prepared.

In order to assist you to fulfil your duties under the Companies Act 2006, we have prepared for your approval the financial statements of Biggles FM for the year ended 30 November 2013 on pages three to six from the company's accounting records and from information and explanations you have given us.

As a practising member firm of the Association of Chartered Certified Accountants, we are subject to its ethical and other professional requirements which are detailed at <http://rulebook.accaglobal.com>.

Our work has been undertaken in accordance with the requirements of the Association of Chartered Certified Accountants as detailed at <http://www.accaglobal.com/factsheet163>.



McMorran Accountancy (R J McMorran Ltd)
14 Eaton Court Road
Colmworth Business Park
Eaton Socon
St Neots
Cambridgeshire
PE19 8ER

Date: 4.2.14

This page does not form part of the abbreviated accounts

Abbreviated Unaudited Accounts for the Year Ended 30 November 2014

for

BIGGLES FM

BIGGLES FM

**Contents of the Abbreviated Accounts
for the Year Ended 30 November 2014**

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| Certified Accountants' Report | 4 |

BIGGLES FM

Company Information
for the Year Ended 30 November 2014

DIRECTORS: A J Waring
Mrs Waring
R J Waring

SECRETARY:

REGISTERED OFFICE: 36 Sutton Mill Road
Potton
Sandy
Bedfordshire
SG19 2QB

REGISTERED NUMBER: 06740382 (England and Wales)

ACCOUNTANTS: McMorrان Accountancy (R J McMorrان Ltd)
The Old Bakery
49 Post Street
Godmanchester
Cambridgeshire
PE29 2AQ

Abbreviated Balance Sheet
30 November 2014

| | 2014 | 2013 |
|--|----------------|----------------|
| | £ | £ |
| CURRENT ASSETS | | |
| Debtors | 851 | 1,172 |
| Cash at bank | 2,261 | 2,279 |
| | <u>3,112</u> | <u>3,451</u> |
| CREDITORS | | |
| Amounts falling due within one year | 6,973 | 6,887 |
| | <u>(3,861)</u> | <u>(3,436)</u> |
| NET CURRENT LIABILITIES | | |
| | <u>(3,861)</u> | <u>(3,436)</u> |
| TOTAL ASSETS LESS CURRENT LIABILITIES | | |
| | <u>(3,861)</u> | <u>(3,436)</u> |
| RESERVES | | |
| Income and expenditure account | (3,861) | (3,436) |
| | <u>(3,861)</u> | <u>(3,436)</u> |

The company is entitled to exemption from audit under Section 477 of the Companies Act 2006 for the year ended 30 November 2014.

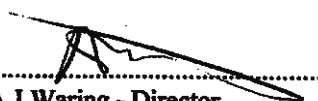
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The directors acknowledge their responsibilities for:

- (a) ensuring that the company keeps accounting records which comply with Sections 386 and 387 of the Companies Act 2006 and
- (b) preparing financial statements which give a true and fair view of the state of affairs of the company as at the end of each financial year and of its surplus or deficit for each financial year in accordance with the requirements of Sections 394 and 395 and which otherwise comply with the requirements of the Companies Act 2006 relating to financial statements, so far as applicable to the company.

The abbreviated accounts have been prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies.

The financial statements were approved by the Board of Directors on 24th March 2015 and were signed on its behalf by:


.....
A J Waring - Director

The notes form part of these abbreviated accounts

BIGGLES FM

**Notes to the Abbreviated Accounts
for the Year Ended 30 November 2014**

1. ACCOUNTING POLICIES

Accounting convention

The financial statements have been prepared under the historical cost convention and in accordance with the Financial Reporting Standard for Smaller Entities (effective April 2008).

Turnover

Turnover represents net invoiced sales of goods, excluding value added tax.

Tangible fixed assets

Depreciation is provided at the following annual rates in order to write off each asset over its estimated useful life.

Deferred tax

Deferred tax is recognised in respect of all timing differences that have originated but not reversed at the balance sheet date.

Hire purchase and leasing commitments

Rentals paid under operating leases are charged to the income and expenditure account on a straight line basis over the period of the lease.

2. DIRECTORS' ADVANCES, CREDITS AND GUARANTEES

The company rented the station premises from Alan Waring for £4000 in the period.

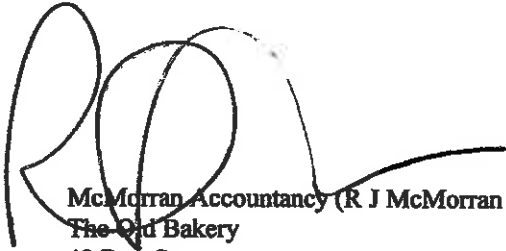
Certified Accountants' Report to the Board of Directors
on the Unaudited Financial Statements of
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McMorran Accountancy (R J McMorran Ltd)
The Old Bakery
49 Post Street
Godmanchester
Cambridgeshire
PE29 2AQ

Date: 24.3.15

APPLICATION FOR GRANT AID FROM**SANDY TOWN COUNCIL**

| | |
|--|---|
| <u>Name of the Organisation/Group</u> | |
| Mid Bedfordshire Citizens Advice Bureau | |
| Are you affiliated to a national organisation? If so, which one? | We are a registered charity in our own right and a member of the National Federation of Citizens Advice Bureaux |
| Local venue/meeting place | Offices in Ampthill, and Biggleswade plus a 'drop in' centre in Sandy one day per week and a 'drop in' centre in Stotfold for 2 days per week . |
| Are you a registered charity? If so, give your charity number? | Yes 1109976 |
| What are the aims and activities of the organisation? | To provide the advice people need for the problems they face and to improve the policies and practices that affect peoples' lives. Our service is free, impartial and confidential. Our objective is to educate clients on their rights and responsibilities. |
| How many members do you have? | Volunteers/Leaders C 52 volunteers plus a volunteer Trustee Board of 12. |
| Members: | NA |
| What is your annual subscription? | NA |

| Project Information | |
|--|---|
| What would the grant be used for? | It would be applied towards the funding of our home visiting project 'Outreach' which costs £17,420 per annum to run. Our area covers the 8 towns and 42 parishes in the north of Central Bedfordshire encompassing some 500sq.km. Given the size of the area we cover and the limited transport links, we have for over 18 years operated a 15 hour per week home visiting service. The aim of this service is to enable the elderly, disabled and vulnerable to access our services even they may be unable to get to the bureau offices. Funds for this service have to be raised on a rolling basis from town and parish councils and local charitable trusts. |
| In what manner will the residents of Sandy benefit? | Much of the assistance is to help the elderly disabled and vulnerable apply for non means tested benefits such as Attendance Allowance, the legacy Disability Living Allowance and Personal Independence payment (PIP). It also assists with applications for Employment and Support Allowance, housing and other benefit issues arising out of the welfare benefit changes. In the 12 months to 31 March 2015 the service saw 250 clients and generated some £700,000 additional income for them (benefits applied for). 21 of those clients were from Sandy and they would have benefited from the additional income generated for clients by the service on a pro-rata basis, by c £58,000. |
| Approximately how many Sandy residents will benefit from this grant? | <ul style="list-style-type: none"> • 21 Sandy based clients used the service in the 12 months to 31 March 2015. • 32 Sandy based clients used the service in the 12 months to 31 March 2014. <p>The average would be c 25 clients per annum.</p> |

| | |
|---|--|
| | <p>In addition</p> <ul style="list-style-type: none"> • 90 Sandy based clients used the Sandy 'drop in centre' for the 12 months to 31 March 2015 and • 121 Sandy based clients used the Sandy 'drop in centre' in the 12 months to 31 March 2014 |
| Estimated total cost of project | £17,420 per annum. A budget breakdown is attached |
| Please state clearly how much you are applying for from Sandy Town Council. | £1,500 |
| What amount is being met from your own funds? | Our core funding is provided by Central Bedfordshire Council but this does not include the Outreach Home Visiting project. We have always had to fundraise the full requirement separately from the Town and parish Councils within our catchment area plus local charitable trusts. |

What is the amount sought from other funding bodies? Please give details of other sources you have applied to or intend to apply to.

| Source | Amount | Confirmed/Pending/Unsuccessful |
|--------|--------|--------------------------------|
|--------|--------|--------------------------------|

Fundraising for this project is a rolling programme.

For the current year requirement of £17,420 we have currently received as follows:

£1,000 from a number of parish councils carried over from the previous year
 £15 from Toddington Methodists
 £200 from Biggleswade Town Council
 £50 from Arlesey Town Council
 £2,000 from The Gale Family Trust
 £150 from Gravenhurst Parish Council
 Total £3,415.

We have applications outstanding to :
 Bedford and Luton Community Foundation £3,000
 The Mace Foundation £3,000
 The Ad Meliora Charitable Trust £3,000
 The Allen Lane Trust £3,000.

We will be applying to other trusts in due course and one of our Trustees has a rolling programme of contacting Parish Councils to seek support. Funds are limited and they are very supportive but can usually only manage between £50 and £200 max.

We will also be holding a quiz evening in the Autumn to raise funds for the project.

Financial Details

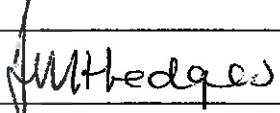
| | |
|---|---|
| Please specify how any income, particularly surplus, is spent. | Please see the attached budget |
| Please attach accounts (audited/independently examined) for the last two years and your budget forecast for the forthcoming/current year. | Financial accounts, Annual report and budget for the 12 months to 31 March 2016 are attached. |

| | |
|---|--|
| Payment Details | |
| Account Title | Account name: Mid Bedfordshire Citizens Advice Bureau |
| Account Number | Account number: 60913235 Sort Code: 20 05 74 |
| Bank/Building Society Name and Address | Bank name & address: Barclays Bank PLC Flitwick and Ampthill Branch The Bedford Group 11 High Street Bedford MK40 2NJ |
| Contact Details | |
| Please give details of the person with whom this application can be discussed and to whom any cheque should be sent: | Jenny Hedges Bureau Manager |
| Position in organisation | Bureau Manager |
| Address | Mid Bedfordshire Citizens Advice Bureau 10 Bedford Street Ampthill MK45 2NB |
| Telephone Number | Tel 01525 841592 |
| E-mail address | Email. manager@ampthill.cabnet.org.uk |

Declaration

Please sign this form to confirm that:

The information supplied is full and correct to the best of your knowledge; you have read, understood and complied with the conditions of funding; understand that Sandy Town Council reserve the right to reclaim the grant in the event of it being used for purposes other than specified, or the organisation ceasing to operate.

| | |
|------------------|---|
| Signed: |  |
| Name: | J. M HEDGES |
| Position: | BUREAU MANAGER |
| Date: | 17 JUNE 2015 . |

Please enclose with your application copies of:

- Accounts for the last two years
- Budget forecast for forthcoming/current year
- Other relevant literature including photograph if available

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

(a company limited by guarantee)

REPORT AND FINANCIAL STATEMENTS

FOR THE YEAR ENDED 31 MARCH 2015

Registered Charity No: 1109976

Company Registered No: 5351800

**GEORGE HAY PARTNERSHIP LLP
CHARTERED ACCOUNTANTS
BRIGHAM HOUSE
93 HIGH STREET
BIGGLESWADE
BEDFORDSHIRE
SG18 0LD**

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU
(a company limited by guarantee)

FINANCIAL STATEMENTS
FOR THE YEAR ENDED 31 MARCH 2015

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| Statement of Financial Activities | 8 |
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| Notes forming part of the financial statements | 10 - 14 |

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2015

The Board presents its report and the financial statements for the year ended 31 March 2015.

Reference and Administrative Information

Charity Name: Mid Bedfordshire Citizens Advice Bureau

Charity registration number: 1109976

Company registration number: 5351800

Registered Office and
Operational address: Century House
Market Square
Biggleswade
Bedfordshire

Additional
Operational address: 10 Bedford Street
Amphill
Bedfordshire

Trustee Board
Cllr Alison Graham
Roger H Sanbrook
Robin Francis
Cllr Mark Smith
Cllr P Nigel Aldis
Cllr Angela Barker
David C Stoppard
Lesley Blundell
David T Bushman
Peter J Cooper
Erika Maass

Chair
Treasurer

Resigned 15 July 2014
Resigned 19 November 2014

Administrator
Jenny Hedges (Manager)

Independent Examiners
George Hay Partnership LLP, Brigham House, 93 High Street, Biggleswade, Bedfordshire, SG18 0LD

Bankers
Barclays plc

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2015— (continued)

Structure, Governance and Management

Governing Document

The governing document is its Memorandum and Articles of Association and was incorporated on 3rd February 2005. The Charity is a company limited by guarantee and has no share capital. In the event of the company being wound up members are required to contribute an amount not exceeding £1.

Recruitment and Appointment of Trustee Board

The Board of directors of the company is also the Board of trustees for the purposes of charity law. Under the requirements of the Memorandum and Articles of Association the members of Board are elected or co-opted to serve for a period of three years.

The Trust was formed to promote any charitable purpose for the benefit of the community in Mid-Bedfordshire and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.

Legal skills along with business experience are represented on the Board. In the event of particular skills being lost through retirement individuals are approached to offer themselves for election or co-option to the Board.

Trustee Induction and Training

Apart from being advised by the Administrator of the duties of trustees new members work alongside the existing trustees to experience the duties required and to become familiar with the range of work undertaken by the charity. Trustee bulletins and training events are provided by the National Citizens Advice Organisation.

Risk Management

The Board continues to review the major risks to which the charity is exposed. A strategic plan has been developed to target the direction the charity will take as the Central Bedfordshire unitary authority develops its strategy for the voluntary sector. The plan will be continuously updated and will seek to identify new sources of funding and projects. Internal risks are minimised by the implementation of procedures of authorisation of all transactions and projects.

Organisational Structure

The Mid Bedfordshire Citizens Advice Bureau has a Board that meets at least quarterly and is responsible for the strategic direction and policy of the charity. At the year end the Board had nine members from a variety of backgrounds relevant to the work of the charity. The Administrator attends the Board meetings but has no voting rights.

Day to day responsibility for the provision of services rests with the Administrator under the direction of trustees as appropriate. Training is provided when necessary to benefit the charity.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2015 - (continued)

Objectives and Activities

The company's objectives and principal activities are to:

- promote any charitable purpose for the benefit of the community in Mid-Bedfordshire and surrounding areas by the advancement of education, the protection and preservation of health and the relief of poverty, sickness and distress.
- provide and maintain bureau situated in Ampthill and Biggleswade which are open to the public.

The main objectives and activities for the year continue to focus upon giving help and advice to clients on a wide range of subjects. The strategies employed by the charity to achieve this include the following:

- providing main advice centres at Ampthill and Biggleswade.
- continuing development of an effective Gateway service to improve access to the service and quality of advice.
- operating a specialist outreach service, which helps clients mainly with disability benefits.
- operating the Money Advice Service funded Debt Advice Project in partnership with Citizens Advice.
- providing training on basic financial skills on request.
- providing satellite advice surgeries at Stotfold and Sandy.
- seeking diversity of funding to secure long term operation.
- maintaining and developing an informative website (www.midbedscab.org.uk).
- working with local statutory bodies and feeding evidence to Citizen Advice to influence research and campaigns.
- working in Partnership with other advice agencies operating in Central Bedfordshire on a project called Advice Central to improve access to advice services. This is funded by the Big Lottery Fund through the Advice Services Transition Fund.

Achievements and Performance

The main areas of charitable activity are to provide the advice people need for the problems they face and equally to improve the policies and practices that affect people's lives.

The Bureau's website (www.midbedscab.org.uk) has continued to provide a source for the wider public to access information by linking into the national Citizens Advice website which informs on many topics.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2015 - (continued)

Financial Review

In 2014/15 our main sponsor maintained our core funding at the 2013/14 level and in addition provided extra funding to increase opening hours on a temporary basis to deal with the impact of Welfare Reform. We continued to search for new sources of funding, with some success in respect of donations and project funding, but we have not assured funding to provide long term security. The success in project funding resulted in a surplus in 2014/15. The Board continues to seek to develop new sources of funding to assure long term security.

Principal Funding Sources

The Bureau is grateful for its funding generated via local and national grants and donations. Core funding for the service came from Central Bedfordshire Council. Financial support from other local organisations was also much appreciated including Potton Consolidated Charities, Amptill Fireworks and Amptill and District Rotary Club.

In June 2014, the Bureau was fortunate to receive a Big Lottery Fund 'Awards for All' grant of £4,840 for a major IT upgrade. Seven new desktop computers and related equipment were installed at Biggleswade Bureau and a further three at Amptill Bureau putting the two offices on a par.

In August 2014, the Bureau was invited to take on a Money Advice Service funded Debt Advice project in partnership with Citizens Advice. This provided a paid debt adviser and administrative support and following recruitment of the necessary staff, the project commenced in November 2014.

A grant of £3,500 was obtained from the Steel Charitable Trust to enable the Bureau to upgrade its telephone system at Amptill. This was necessary because of the increased telephone traffic including the introduction of the Money Advice Service funded Debt Advice project and the implementation of Advice Central.

Town and Parish Councils continued to provide significant support for Outreach with the following making grants in this financial year:

| | | |
|-------------------------------------|----------------------------|----------------------------|
| Ampthill Town Council | Flitwick Town Council | Northill Parish Council |
| Aspley Guise Parish Council | Gravenhurst Parish Council | Shefford Town Council |
| Aspley Heath Parish Council | Langford Parish Council | Shillington Parish Council |
| Clifton Parish Council | Lidlington Parish Council | Stotfold Town Council |
| Cranfield Parish Council | Maulden Parish Council | Westoning Parish Council |
| Flitton & Greenfield Parish Council | Meppershall Parish Council | |

During April 2015 we have also received grants from Arlesey Town Council and Biggleswade Town Council.

Additionally funding for outreach came from Bedfordshire and Luton Community Fund, Wixamtree Trust and the Broom South Liaison Group. Maintaining adequate funding streams for a salaried post of this nature continues to prove challenging.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2015 - (continued)

Investment Policy

The Board has considered the most appropriate policy for investing funds.

Reserves Policy

The Board has examined the charity's requirements for reserves in light of the main risks to the organisation. It has established a policy whereby the unrestricted funds not committed or invested in tangible fixed assets held by the charity should be between 3 and 6 months of the expenditure. Budgeted expenditure for 2015/16 is £ 192,442 and therefore the target is £ 48,110 to £ 96,221 in unrestricted funds. The reserves are needed to meet the working capital requirements of the charity. The present unrestricted fund of the charity is £ 75,964 (2014 £ 65,065).

Plans for Future Periods

The charity plans to continue with the activities outlined above and take an active role to achieve its objectives in response to the more competitive and challenging public service environment. Plans therefore are in train to:

- strive constantly to provide a quality service for the people of the northern communities of Central Bedfordshire including our work in partnership with Advice Central.
- continue to be able to offer the CAB service to housebound clients in their own homes and give advice on accessing benefits, grants and other services to help vulnerable members of the community.
- embed our Money Advice Service funded Debt Advice Project.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Board's Report for the year ended 31 March 2015 — (continued)

Responsibilities of the Board

Company law requires the Board to prepare the financial statements for each financial year, which gives a true and fair view of the state of affairs of the charitable company as at the balance sheet date and of its incoming resources and application of resources, including income and expenditure, for the financial year. In preparing those financial statements the board should follow best practice and:

- select suitable accounting policies and apply them consistently;
- make judgments and estimates that are reasonable and prudent; and
- prepare the financial statements on the going concern basis unless it is inappropriate to assume that the company will continue on that basis.

The Board is responsible for proper accounting records which disclose with reasonable accuracy at any time the financial position of the charitable company and to enable them to ensure that the financial statements comply with the Companies Act 2006. The Board is also responsible for safeguarding the assets of the charitable company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Members of the Board

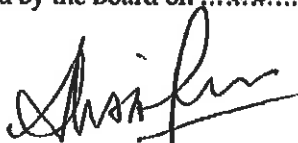
Members of the Trustee Board, who are directors for the purpose of company law and trustees for the purpose of charity law, who served during the year and up to the date of this report are set out on page 1.

Independent Examiners

George Hay Partnership LLP was appointed as the charitable company's reporting accountants and has expressed its willingness to continue in that capacity.

This report has been prepared in accordance with the Statement of Recommended Practice: Accounting and Reporting by Charities (issued in March 2008) and in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small entities.

Approved by the Board on June 3rd 2015 and signed on its behalf by:



Alison Graham – Chair of the Board

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Independent Examiners' Report to the Trustees of Mid Bedfordshire Citizens Advice Bureau

We report on the accounts of the Company for the year ended 31 March 2015, which are set out on pages eight to fourteen

Respective responsibilities of trustees and examiners

The charity's trustees are responsible for the preparation of the accounts. The charity's trustees consider that an audit is not required for this year under section 144(2) of the Charities Act 2011 and that an independent examination is needed.

It is our responsibility to:

- examine the accounts under section 145 of the 2011 Act;
- follow the procedures laid down in the General Directions given by the Charity Commissioners under section 145(5)(b) of the 2011 Act; and
- state whether particular matters have come to our attention.

Basis of independent examiners' statements

Our examination was carried out in accordance with the General Directions given by the Charity Commission. An examination includes a review of the accounting records kept by the charity and a comparison of the accounts presented with those records. It also includes consideration of any unusual items or disclosures in the accounts, and seeking explanations from you as trustees concerning any such matters. The procedures undertaken do not provide all the evidence that would be required in an audit, and consequently we do not express an audit opinion on the view given by the accounts.

Independent examiners' statement

In connection with our examination, no matter has come to our attention:

1. which gives us reasonable cause to believe that in any material respect the requirements
 - to keep accounting records in accordance with section 386 of the Companies Act 2006; and
 - to prepare accounts which accord with the accounting records and to comply with the accounting requirements of section 396 of the Companies Act 2006 and with the methods of the Statement of Recommended Practice: Accounting and Reporting by Charities have not been met; or
2. to which, in our opinion, attention should be drawn in order to enable a proper understanding of the accounts to be reached.

George Hay Partnership LLP
Chartered Accountants
93 High Street
Biggleswade
Bedfordshire

Date: 11-6-15

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

Statement of Financial Activities (including Income & Expenditure Account)
for the year ended 31 March 2015

| | Notes | Unrestricted Funds £ | Restricted Funds £ | Total 2015 £ | Total 2014 £ |
|---|-------|----------------------------|--------------------------|--------------------|--------------------|
| Incoming Resources | | | | | |
| <i>Voluntary Income:</i> | | | | | |
| Donations and Grants | | 118,716 | 48,754 | 167,470 | 120,897 |
| <i>Activities for Generating Funds:</i> | | | | | |
| Investment Income | 5 | 46 | - | 46 | 41 |
| Fundraising Events | | 1,862 | - | 1,862 | 200 |
| Other | | 3,298 | - | 3,298 | 2,055 |
| Total Incoming Resources | | 123,922 | 48,754 | 172,676 | 123,193 |
| Resources Expended | | | | | |
| <i>Costs of Generating Funds:</i> | | | | | |
| <i>Fundraising Trading: Cost of Goods</i> | | | | | |
| Sold and Other Costs | 2 | 545 | - | 545 | - |
| Charitable Activities | 2 | 104,270 | 44,826 | 149,096 | 117,415 |
| Governance Costs | 2 | 6,694 | 1,049 | 7,743 | 8,782 |
| Total Resources Expended | | 111,509 | 45,875 | 157,384 | 126,197 |
| Net Incoming Resources Before | | | | | |
| Other Recognised Gains | 3 | 12,413 | 2,879 | 15,292 | (3,004) |
| Transfers between Funds | | (1,514) | 1,514 | - | - |
| | | 10,899 | 4,393 | 15,292 | (3,004) |
| Other Recognised Gains | | - | - | - | - |
| Net Movement in Funds | | 10,899 | 4,393 | 15,292 | (3,004) |
| Reconciliation of Funds | | | | | |
| Total Funds Brought Forward | | 65,065 | 932 | 65,997 | 69,001 |
| Funds Introduced | | - | - | - | - |
| Total Funds Carried Forward | | 75,964 | 5,325 | 81,289 | 65,997 |

All incoming resources and resources expended derive from continuing activities.

The notes on pages 10 to 14 form part of these accounts.

Movements in funds are disclosed in Note 10 to the accounts

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

BALANCE SHEET

At 31 March 2015

| | Notes | 2015 | | 2014 | |
|-----------------------------------|-------|---------------|---------------|---------------|---------------|
| | | £ | £ | £ | £ |
| CURRENT ASSETS: | | | | | |
| Cash at Bank and in Hand | | 109,747 | | 88,738 | |
| Debtors | 6 | <u>3,921</u> | | <u>10,219</u> | |
| | | 113,668 | | 98,957 | |
| CURRENT LIABILITIES: | | | | | |
| Creditors | 7 | <u>11,421</u> | | <u>10,507</u> | |
| NET CURRENT ASSETS | | | 102,247 | | 88,450 |
| SPECIFIED PROVISIONS | 8 | | 20,958 | | 22,453 |
| NET ASSETS | | | <u>81,289</u> | | <u>65,997</u> |
| REPRESENTED BY: | | | | | |
| Unrestricted Income Funds: | | | | | |
| General Fund | 9 | | 75,964 | | 65,065 |
| Restricted Income Fund: | | | | | |
| Computer Funding | | | - | | 467 |
| Outreach Workers Funding | | | - | | 465 |
| Money Advice Service Funding | | | 5,325 | | - |
| | | | <u>81,289</u> | | <u>65,997</u> |

The directors are satisfied that the company was entitled to exemption under Section 477 of the Companies Act 2006 and that members have not required an audit in accordance with Section 476.

The directors acknowledge their responsibilities for:

- i. ensuring that the company keeps accounting records which comply with sections 386 and 387; and
- ii. preparing accounts which give a true and fair view of the state of affairs of the company as at the end of the financial year and of its profit or loss for the financial year in accordance with the requirements of section 394 and 395, and which otherwise comply with the requirements of this Act relating to accounts, so far as applicable to the company.

With regard to the Companies Act disclosure requirements only, these financial statements are prepared in accordance with the special provisions of Part 15 of the Companies Act 2006 relating to small companies and with the Financial Reporting Standard of Small Entities (effective April 2008).

The accounts on pages 8 to 14 were approved by the Board on Jan 3rd 2015 and signed on its behalf by:


Alison Graham – Chair of the Board

The notes on pages 10 to 14 form part of these accounts.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS

For the year ended 31 March 2015

1. Accounting policies

Basis of preparation

The financial statements have been prepared under the historic cost convention, with the exception of investments, which are included at market value. The financial statements have been prepared in accordance with the Statement of Recommended Practice – Accounting and Reporting by Charities (SORP 2005) issued in March 2005, applicable UK Accounting Standards and the Companies Act 2006. The principal accounting policies adopted in the preparation of the financial statements are set out below.

Incoming resources

Investment income and other incoming resources are recognised on a receivable basis.

Resources expended

Resources expended are recognised in the period in which they are incurred and are allocated to the particular activity where the cost relates directly to that activity.

Taxation

The company is a registered charity and as such is not generally liable to taxation.

Funds Structure

Unrestricted Funds

Unrestricted funds are donations and other incoming resources receivable or generated for the objects of the charity without further specified purpose and are available as general funds.

Restricted Funds

Restricted funds are to be used for specific purposes as laid down by the donor. Expenditure which meets these criteria is charged to the fund, together with a fair allocation of management and support costs.

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS - (continued)
For the year ended 31 March 2015

2. Resources Expended

| | Notes | Unrestricted Funds £ | Restricted Funds £ | Total 2015 £ | Total 2014 £ |
|------------------------------------|-------|----------------------------|--------------------------|--------------------|--------------------|
| Fundraising Trading | | | | | |
| Cost of Goods Sold and Other Costs | | 545 | - | 545 | - |
| | | <u>545</u> | <u>-</u> | <u>545</u> | <u>-</u> |
| Charitable Costs | | | | | |
| Salaries, including Pensions | 4 | 75,760 | 28,546 | 104,306 | 91,710 |
| Cleaning | | 43 | 12 | 55 | 229 |
| Rent and Rates | | 10,272 | 2,093 | 12,365 | 5,518 |
| Repairs and Service Charges | | 126 | 33 | 159 | 432 |
| Electricity and Gas | | 135 | 36 | 171 | 182 |
| I.T. Costs | | 5,389 | 6,836 | 12,225 | 4,409 |
| Stationery and Equipment | | 4,063 | 5,391 | 9,454 | 4,391 |
| Telephone and Postage | | 3,305 | 900 | 4,205 | 3,580 |
| Subscriptions | | 1,724 | 566 | 2,290 | 2,253 |
| Training and Recruitment | | 1,647 | 106 | 1,753 | 1,447 |
| Insurance | | 1,343 | 352 | 1,695 | 1,664 |
| Sundry Expenses | | 463 | (45) | 418 | 1,600 |
| | | <u>104,270</u> | <u>44,826</u> | <u>149,096</u> | <u>117,415</u> |
| Governance Costs | | | | | |
| Travel Expenses | | 4,639 | 1,049 | 5,688 | 6,770 |
| Independent Examiner's Fees | | 1,260 | - | 1,260 | 1,224 |
| Bank Charges | | 71 | - | 71 | 70 |
| Professional Fees | | 724 | - | 724 | 718 |
| | | <u>6,694</u> | <u>1,049</u> | <u>7,743</u> | <u>8,782</u> |

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015 – (continued)

3. Net incoming resources

The net incoming resources are stated after charging:

| | 2015 £ | 2014 £ |
|--|-----------|-----------|
| Directors' emoluments and other benefits etc | <u>-</u> | <u>-</u> |

4. Staff Costs and Numbers

| | 2015 £ | 2014 £ |
|--------------------------|----------------|---------------|
| Staff Costs | | |
| Wages and Salaries | 91,356 | 79,211 |
| National Insurance Costs | 4,889 | 5,643 |
| Pension Costs | <u>8,061</u> | <u>6,856</u> |
| | <u>104,306</u> | <u>91,710</u> |
| | | |
| Average Number Employed | <u>8</u> | <u>6</u> |

5. Investment Income

| | 2015 £ | 2014 £ |
|---------------|-----------|-----------|
| Bank Interest | <u>46</u> | <u>41</u> |

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015 -- (continued)

6. Debtors

| | 2015 | 2014 |
|--------------------------------------|--------------|---------------|
| | £ | £ |
| Amounts falling due within one year: | | |
| Sundry Debtors and Prepayments | <u>3,921</u> | <u>10,219</u> |

7. Creditors

| | 2015 | 2014 |
|--------------------------------------|---------------|---------------|
| | £ | £ |
| Amounts falling due within one year: | | |
| Sundry Creditors and Accruals | <u>11,421</u> | <u>10,507</u> |

8. Specified Provisions

Reserves have been provided for specific expenditure:

| | 2014 | 2013 |
|---------------------------|---------------|---------------|
| | £ | £ |
| Repairs and Renewals Fund | 600 | 600 |
| Redecoration Fund | 2,500 | 2,500 |
| Redundancy Fund | <u>17,858</u> | <u>19,353</u> |
| | <u>20,958</u> | <u>22,453</u> |

9. Analysis of Net Assets between Funds

| | General Purpose Funds £ | Restricted Funds £ | Total £ |
|---------------------|----------------------------------|--------------------------|---------------|
| Current Assets | 108,343 | 5,325 | 113,668 |
| Current Liabilities | (32,379) | - | (32,379) |
| | <u>75,964</u> | <u>5,325</u> | <u>81,289</u> |

MID BEDFORDSHIRE CITIZENS ADVICE BUREAU

NOTES TO THE FINANCIAL STATEMENTS
For the year ended 31 March 2015 – (continued)

10. Movement in Funds

The income funds of the charity include restricted funds comprising of unexpended balances of grants held on trust to be applied specifically for outreach workers.

| Balance 31.03.2014 | Incoming Resources | Resources Expended | Balance 31.03.2015 |
|-----------------------|-----------------------|-----------------------|-----------------------|
| £ 65,997 | £ 172,676 | £ (157,384) | £ 81,289 |

11. Share Capital

Mid Bedfordshire Citizens Advice Bureau is a company limited by guarantee and does not have a share capital.

12. Guarantee

Every member of the company undertakes to contribute to the assets of the company in the event of its being wound up during the time that he or she is a member or within one year afterwards, for payment of the debts and liabilities of the company contracted before he or she ceases to be a member, and of the costs, charges and expense of winding up the same and for the adjustment of the rights of contributors amongst themselves, such amount as may be required not exceeding, in the case of any member, the sum of £1.

**Mid Bedfordshire Citizens Advice Bureau.
Outreach Budget
1 April 2015-31 March 2016**

| Budget headings | Amount £ |
|--|-----------------|
| Salary of Outreach worker. 15 hours per week | 10,235 |
| Related National Insurance | 563 |
| Related pension costs | 1,228 |
| Share of management salary | 1,620 |
| Related National Insurance | 157 |
| Related pension costs | 194 |
| Travel costs | 1,353 |
| Proportion of overheads | 2,070 |
| Total | £17,420 |

Appendix 6: BUDGET

| | Budget 2015 -2016 |
|--|-------------------|
| INCOME | |
| Income from generated funds | |
| Bank interest received | 100 |
| Donations | 2,300 |
| Fund Raising | 1,200 |
| Income re:charitable activities | |
| Central Bedfordshire | 91,213 |
| Restricted projects | 18,500 |
| MAS project | 51,127 |
| Pension wise grant | 5,500 |
| Fees | |
| Financial Capability unrestricted | 200 |
| Other core grants (inc rent) | 15,359 |
| Big Lottery computer grant | |
| Steele Trust Grant | |
| Room hire | 500 |
| TOTAL INCOME | 185,999 |
| EXPENDITURE | |
| Governance costs | |
| AGM | 507 |
| Audit | 1,238 |
| Bank Charges | 84 |
| Insurances | 1,407 |
| Legal & professional fees | 169 |
| Trustee expenses | 57 |
| Trustee meeting costs | 57 |
| Total Governance costs | 3,520 |
| Office | |
| Depreciation- Equipmt, fxt&ftgs | |
| IT equipment | 1,688 |
| IT software | 3,450 |
| Office equipment expense | 586 |
| Payroll/accountancy fees | 845 |
| Postage | 563 |
| Printing & stationery | 2,758 |
| Reference mats/subscriptions | 3,107 |
| Telephone & comms | 4,023 |
| Total Office | 17,019 |
| Other | |
| CLS Disbursements | 0 |
| Fundraising costs | 225 |
| MAS volunteer expenses | |
| Volunteer – Expenses | 6,336 |
| Volunteer – Training | 2,015 |

| | 2015 -2016 |
|---|-----------------------|
| Total Other | 8,576 |
| Premises costs | |
| Cleaning | 141 |
| Heat & light | 304 |
| Insurance – Property | 439 |
| Rates - Water | |
| Rent (incl 10 Bedford St) | 12,126 |
| Repairs & Maintenance* | 6,790 |
| Includes service ch 10 Bed St | |
| Total Premises costs | 19,800 |
| Salaries & staff costs | |
| Health & Safety | 113 |
| Pension – core | |
| Pension – Healthy living | |
| Pension – Outreach | |
| Pension – new projects | |
| Recruitment | 113 |
| Salaries & NI – core | 79,660 |
| Increased hours | 3,000 |
| Salaries & NI – Restricted projects | 14,511 |
| Salaries & NI – Fin. Cap | |
| Salaries & NI –Redund Sup | |
| Salaries &NI- MAS project | 43,350 |
| Salaries & NI - CITA grant | |
| Subsistence/Refreshments | 258 |
| Training | 225 |
| Travel | 2,299 |
| Total Salaries & staff costs | 143,528 |
| TOTAL EXPENDITURE | 192,442 |
| Surplus/Deficit | -6,443 |
| RESERVES | Balance 1.4.16 |
| Unrestricted core | 56,926 |
| Restricted outreach | 1,000 |
| Restricted Steel | |
| Restricted MAS | |
| Financial capability | |
| Total | 57,926 |

Dear Resident,

New Allotment Site

The Council is in negotiations with Central Bedfordshire Council to secure a site for allotments which it is hoped will be available by early Spring 2016. Plots of ten poles (250 square metres), 5 poles (125 m²) and 2.5 poles (62.5m²) will be provided. A larger holding may also be possible up to a maximum of 30 poles. There will also be a limited number of raised plots available for those who might prefer them.

The allotment site will be managed by the Sandy & District Leisure Gardens & Allotments Society and all allotment tenants will be an automatic member of the group.

The Town Council would like to invite you to express an interest in which size of plot that you would like or whether you are no longer interested.

If you need further information please contact the council offices.

Please complete and return the slip below by post or email to the Town Council.

Yours sincerely,

Name:

I am still interested in an allotment.

I would like:

- o 10 poles
- o 5 poles
- o 2.5 poles
- o A raised plot
- o A larger plot if it is available
- o I am no longer interested in an allotment.

Sent: 03 July 2015 13:04
To: 'CBeddall(Theresa Cornish)'
Subject: RE: Robinsons Yard Residents Association Ltd - Elder Close Beeston SG19 1GA

Item 9

Dear Michelle

After the site visit by our councillors on the 1st June a report was sent to the Council meeting on the 22 June.

It was resolved that the parcel of land be leased to the Management Company and that the area is grasscreted as suggested but for the residents to bear the cost. It was also resolved that the Management Company have the appropriate lease between Sandy Town Council and themselves drawn up and that the Management Company pay all costs involved.

I look forward to hearing from you.

Carol

Carol Baker-Smith

From: CBeddall(Theresa Cornish) <tcornish@cbeddall.com>
Sent: 22 July 2015 12:07
To: Carol Baker-Smith
Subject: Robinsons Yard residents Association Ltd - Elder Close

Dear Carol

Thank you kindly for your email of the 3rd July. Unfortunately, I am only now able to reply as I have been away on sick leave.

Unfortunately, the Management Company do not wish to lease the land or bear the cost of drawing up any lease. They are happy for the land to remain in the ownership of Sandy Town Council and, as you know, just wish for the land to be put to better use i.e. parking which is at a complete premium on the development.

Would the Council be prepared to consider grasscreting this area at their own cost?

We look forward to hearing from you.

Kind regards.

Michelle Elliott (Mrs)

C Beddall Management Services
77a High Street
Hoddesdon
Herts
EN11 8TL

Telephone: 01992 451770
Fax: 01992 442232

SANDY TWON COUNCIL

Report of meeting at Elder Close Beeston on Monday June 1st 2015

The meeting was attended by Cllr. Tracey Stock (CBC) and Cllrs Nigel Aldis, Michael Scott and Max Hill (STC)

Unfortunately Michelle Elliott from C Beddall management Services had given her last –minute apologies but the councillors were able to view the site and comment upon the suggestions made in Mrs. Beddall's E-mail.

The small area under discussion is part of a large plot, owned by STC, comprising a large field with fenced-off play area, bordered by a grassed bank and bare space between this and the road. The amenity as a whole is very picturesque but the space adjacent to the road has become an eyesore as a result of parked vehicles. There is very little grass left and the ground is uneven. Councillors agree with the suggestion put forward by Mrs. Beddall that the best solution would be to cover the area with grasscrete, which would be a great improvement aesthetically and provide proper parking space. However, councillors also felt that STC would not be in a position to pay for this and the only solution would be for residents to bear the cost and the Council to lease this parcel of land to them. This will need to be pursued with the residents themselves and with Beddall management Services, who are currently responsible for maintaining the estate.

Consultation starts: Friday 17 July 2015

Consultation closes: Friday 18 September 2015

About the consultation: The Council needs to save £37,000 in the 2015/16 financial year. The Library Link and Housebound Service review has shown that the mobile library vehicle service is no longer financially viable to deliver in exactly the same way and therefore we are consulting on new ways of providing the Library Link service.

The Library Link Vehicle Service is aimed at providing residents who are unable to visit a library building with access to books and reading material. Currently this delivered by a mobile library vehicle that visits local communities along a scheduled route, alongside a door-to-door service where 'Book Bundles' are delivered to the homes of residents who have a disability or mobility issues.

We want to hear your views on how the service could be delivered differently. You can have your say by completing the online questionnaire.

If the Council were to go ahead and change how the service is run, a draft eligibility criteria document (PDF 49KB) has been drawn up for those who would be interested in receiving Book Bundles.

Community Infrastructure Levy Draft Charging Schedule and Planning Obligations Strategy

Welfare Reform - Residents Outcomes

Community Safety Tracker

Appendix 1

Home Library Service

Draft Eligibility Criteria

In order to receive this service, you must have no-one able to choose and collect books for you from a library and you must **satisfy** at least one of the following eligibility criteria:

- You have a physical disability which prevents you from travelling to a library building
- You have a learning or developmental disability that makes it difficult for you to leave home alone
- You have a mental health condition that makes it difficult for you to leave home alone
- You are registered blind (severely sight impaired)
- You are frail or in poor health which means you cannot walk far to access a library building
- You have a disability or condition which means you are unable to carry library books between the library and your home
- You are unable to go out without help
- You are recovering from an operation and in need of short term help
- You are a carer looking after someone affected by any of the conditions described above, and your caring responsibilities prevent you from travelling to a library building during opening hours

[text only](#)



Library Link and Housebound service consultation - Mobile Library Vehicle service



1. Which of the options below most closely describes you? (please select one option)
- I am a mobile library vehicle user
 - I am a relative or carer of mobile library vehicle user in Central Bedfordshire
 - I am a resident of Central Bedfordshire
 - Other (e.g. organisation or charity)



[text only](#)



Library Link and Housebound service consultation - Mobile Library Vehicle service



Now please give us your view on the proposed changes...

The Council's preferred option is to stop providing the mobile library vehicle service and focus on providing book bundles for those that are unable to access a library.

It is proposed that this service will initially be supported by Library staff before transitioning to a volunteer-led service. They will deliver books to people in their own homes if they have a disability or mobility issue that prevents them from being able to visit a library, or if they have caring responsibilities which limits their ability to access library services.

7. To what extent do you agree or disagree with the proposal to stop the mobile library vehicle service and focus on providing book bundles for those unable to access a library? (please select one option)
- Strongly agree Tend to agree Neither Tend to disagree Strongly disagree

Progress indicator: 10 circles, the first 7 are filled green, the last 3 are empty.

Navigation buttons:

[text only](#)



Library Link and Housebound service consultation - Mobile Library Vehicle service



8. It is proposed that the bundles service from the library will be delivered exclusively by volunteers. How far do you agree or disagree with this? (please select one option)
- Strongly agree Tend to agree Neither Tend to disagree Strongly disagree
9. Please tell us of any potential impacts that these changes may have on you. This will help us to understand how and why the service is currently used.



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[text only](#)

Library Link and Housebound service consultation - Mobile Library Vehicle service



To ensure the Book Bundle service supports the most vulnerable in our communities and is sustainable, the eligibility criteria will adhere to both the Equality Act (a summary is shown at question 15) and the Care and Support (Eligibility Criteria) Regulations 2014 (shown in [appendix 1](#)). This encompasses frailty, disability, mobility, visual impairment and other limiting health conditions.

Each person applying for the service is required to be individually assessed by a member of library staff before the service is offered.

The bundle service will be a bespoke service where each bundle is created specifically to the service user's requirements. Bundles would be delivered every 3 weeks.

Those that currently receive bundles will continue to receive them in the same way.

10. To what extent do you agree or disagree with the proposed eligibility criteria? (please select one option)
- Strongly agree
 Tend to agree
 Neither
 Tend to disagree
 Strongly disagree
11. Do you have any further comments about the eligibility criteria?



[text only](#)



Library Link and Housebound service consultation - Mobile Library Vehicle service



Final comments

12. Do you have any final comments about the library service?



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[text only](#)



Library Link and Housebound service consultation - Mobile Library Vehicle service



About You

The following information will help us when considering your opinions and to make sure that we're getting the views of all members of the community. The answers will not be used to identify any individual.

13. Are you male or female? (Please select one option)
- Male Female
14. What is your age? (Please select one option)
- Under 16 45-59 years 85-94 years
- 16-19 years 60-64 years 95+ years
- 20-29 years 65-74 years
- 30-44 years 75-84 years
15. Do you consider yourself to be disabled? (Please select one option)
- Under the Equality Act 2010 a person is considered to have a disability if he/she has a physical or mental impairment which has a sustained and long-term adverse effect on his/her ability to carry out normal day to day activities
- Yes No



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[text only](#)



Library Link and Housebound service consultation - Mobile Library Vehicle service



16. To which of these groups do you consider you belong? (Please select one option)

- White British
- Black or Black British

- Asian or Asian British
- Mixed

- Chinese
- Other

17. If you would like to receive any updates on this consultation or alerts for any new consultations, please provide your email address below to be added to the list:

Progress indicator: 10 circles, the 9th is filled.

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[text only](#)



Library Link and Housebound service consultation - Mobile Library Vehicle service



Thank you.

Please click submit to send your response

Data Protection Act 1998

Please note that your personal details supplied on this form will be held and/or computerised by Central Bedfordshire Council for the purpose of the library link and housebound service consultation. The information collected may be disclosed to officers and members of the Council and its' partners involved in this consultation. Summarised information from the forms may be published, but no individual details will be disclosed under these circumstances. Your personal details will be safeguarded and will not be divulged to any other individuals or organisations for any other purposes.

.....

| |
|---------------------------|
| SANDY TOWN COUNCIL |
|---------------------------|

| |
|--------------------------|
| Complaints Policy |
|--------------------------|

1 Definition of a complaint:

"A complaint is an expression of dissatisfaction by one or more Members of the public about the Council's action or lack of action or about the standard of a service, whether the action was taken or the service provided by the Council itself or a person or body acting on behalf of the Council." (Local Government Ombudsman)

2 This policy sets out Sandy Town Council's policy and procedures for dealing with complaints from Members of the public or organisations about its **administration and procedures**. In the first instance complaints should be made orally or in writing to: The Town Clerk Sandy Town Council, and 10 Cambridge Road Sandy SG19 1JE.

3 Different arrangements apply for the following types of complaint:

| Type of conduct | Refer to |
|-------------------------------|---|
| Financial irregularity | <p>Local electors have a statutory right to object to the Council's audit of accounts pursuant to S16 of the Audit Commission Act 1998. Sandy Town Council's auditors are:</p> <p>BDO LLP Arcadia House Maritime Walk Ocean Village Southampton SO14 3TL</p> <p>and they should be contacted directly in the event of an objection to the accounts.</p> |
| Criminal activity | <p>Any complaints or allegations of criminal activity should be referred to the Police:</p> <p>Bedfordshire Police Biggleswade Police Station Station Road Biggleswade</p> |

| | |
|-------------------------------------|--|
| | SG18 8AL |
| Complaints about individuals | <p>Member conduct Complaints relating to a council member's failure to comply with Sandy Town Council's code of conduct must be submitted to Central Bedfordshire Council:</p> <p><i>Central Bedfordshire Council Priory House Monks Walk Chicksands Shefford Bedfordshire SG17 5TQ</i></p> <p>Employee Conduct Complaints about the individual behaviour of members of staff will be addressed using the Council's internal disciplinary procedure.</p> <p>Complaints should be made orally or in writing to:</p> <p>The Town Clerk Sandy Town Council 10 Cambridge Road Sandy SG19 1JE 01767 681491</p> <p><i>Or to</i></p> <p>The Town Mayor Sandy Town Council 10 Cambridge Road Sandy SG19 1JE 01767 68149</p> <p>if the complaint is about the behaviour of the Town Clerk</p> |

- 4 In the first instance, if an oral or written complaint is made to the Town Clerk, a Councillor or the whole Council then the Town Clerk shall investigate the matter on behalf of the Council and report back to the complainant as promptly as possible. If Councillors are notified of oral complaints they will inform the Town Clerk within 2 working days. The Town Clerk will respond fully to complaints within 10 working days or

provide an update and a reasonable timescale for when a final report on the complaint and any remedy shall be made available. The Council will first attempt to settle all complaints directly with the complainant.

- 5 If the complainant is not satisfied with the outcome of the attempt to settle the complaint directly, then a further formal written complaint should be made in writing to the Town Clerk and the matter will be dealt with by the Complaints Committee of Sandy Town Council.
- 6 If the complainant does not wish to put the complaint in writing to the Town Clerk it should be made in writing to the Town Mayor.
- 7 The Town Clerk or other nominated officer will acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the committee established for the purposes of hearing complaints. This Complaints Committee will have five members and they will be elected at the annual meeting of the Town Council specifically for the purpose of hearing the complaint. If members of the committee elected at the annual meeting are unable to participate in the complaints hearing for any reason (eg conflict of interest, absence) the Town Council will appoint additional members to the committee.
- 8 Whenever possible the identity of the complainant will only be made known only to those who need to consider the complaint. However the general nature of the complaint may be published on an agenda. The complainant will be advised about what information is to be made public at this stage. The complainant shall be invited to attend the meeting to hear the complaint and to bring a representative with them if they wish.
- 9 Seven clear working days prior to the meeting, the complainant shall provide the Council with copies of any documentation or other evidence relied on. The Council shall provide the complainant with copies of any documentation upon which they wish to rely at the meeting and shall do so promptly, allowing the claimant the opportunity to read the material in good time for the meeting.
- 10 At the meeting the committee shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the meeting in public.
- 11 The chairman will introduce everyone and explain the procedure.
- 12 The complainant (or representative) should outline the grounds for complaint and thereafter, questions may be asked by (i) the Town Clerk or other nominated officer and then (ii) members. If the complainant (or representative) does not wish to speak the outline of the complaint provided in writing by the complainant will be used.

- 13 The Town Clerk or other nominated officer will have the opportunity to explain the Council's position and questions may be asked by (i) the complainant (or representative) and (ii) members.
- 14 The Town Clerk or other nominated officer and the complainant should be offered the opportunity to summarise their position.
- 15 The Town Clerk or other nominated officer and the complainant should be asked to leave the room while members decide whether or not the grounds for the complaint have been made. If a point of clarification is necessary, both parties shall be invited back into the room.
- 16 The Town Clerk or other nominated officer and the complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.
- 17 After the meeting the decision should be confirmed in writing within seven working days together with details of any action to be taken.
- 18 Appendix I at the end of this document lays out the Council's policy on dealing with vexatious or unreasonable complainants.
- 19 Pursuant to the Local Government Act 1974 the Local Government Ombudsman (LGO) has no jurisdiction over parish and Town Councils in England consequently there are no statutory mechanisms in place for complaints against local Councils in England. Complainants who are dissatisfied with the outcome of the complaints procedure may consider the remedy of Judicial Review in the absence of any other appeal mechanism.

Date revised: Dated implemented

Due for review: September 2015

Appendix I Vexatious Complaints

- 1 Sandy Town Council welcomes feedback from members of the public and organisations about its activities and is committed to dealing with complaints fairly and impartially and in compliance with relevant legislation. Information relevant to our complaints procedures and to this policy can be found in the following documents:
 - Sandy Town Council Complaints Procedure
 - Sandy Town Council Code of Conduct
 - Sandy Town Council Dignity at Work/Bullying and Harassment Policy
 - Sandy Town Council Customer Care Policy
 - The Freedom of Information Act
- 2 All complaints will be dealt with using the appropriate procedure depending on the nature of the complaint.
- 3 This policy sets out Sandy Town Council's policy and procedures for dealing with a very small minority of members of the public who may make complaints that are vexatious in that they persist unreasonably with their complaints or make complaints in order to make life difficult for the Council rather than genuinely seeking to resolve a grievance. This may involve making serial complaints about different matters, or continuing to raise the same or similar matters over and over again.
- 4 The Council recognises that it is important to distinguish between people who make a number of complaints because they genuinely believe things have gone wrong, and people who are simply being difficult.
- 5 The Council acknowledges that complainants will often be frustrated and aggrieved and it is therefore important to consider the merits of their case rather than their attitude.
- 6 Similarly, even though someone has made vexatious complaints in the past, it cannot be assumed that the next complaint is also vexatious. Each complaint must be considered, and a decision made as to whether it is vexatious or genuine.

- 7 A list of potentially unreasonable or vexatious behaviours is attached at Appendix 1 for guidance.
- 8 If a complaint made orally or in writing to the Town Clerk, a Councillor or the Town Mayor is considered to be unreasonable or vexatious by them the Town Clerk or the Town Mayor may take the exceptional step of referring the complaint to Sandy Town Council so that it may be determined whether the complaint is unreasonable.
- 9 The complainant will be notified of the referral in writing.
- 10 The Town Council will consider the status of the complaint taking into account the guidance laid out in this policy. If the Council considers that the complaint is unreasonable it will notify the complainant in writing. The Town Council may decide that no further action can usefully be taken in response to the complaint and will inform the complainant making it clear that only new and substantive issues will be considered. If the complainant has regularly been taking up large amounts of Council resources the Council may decide to restrict the access of the complainant to Council Officers and any such restrictions will be confirmed in writing.
- 11 If the complaint is not found to be unreasonable then the usual complaints procedure will obtain.
- 12 At any time, if a complainant persists with a pattern of behaviour or volume of complaints which has an adverse impact on council resources a meeting may be offered to the complainant to establish whether there is an more effective way for concerns to be dealt with or whether there is an underlying common cause for various complaints.

Date issued: February 2013

Due for review: February 2015

Some examples of the behaviour of persistent complainants

- Refusal to specify the grounds of a complaint
- Making a complaint more than once about the same issue
- Refusal to co-operate with the complaints investigation process or insistence on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice
- Making what appear to be groundless complaints about the employees dealing with the complaints or attempting to use the complaints procedure to pursue a personal vendetta against an employee
- Making unnecessarily excessive demands on the time and resources of Council staff whilst a complaint is being looked into
- Refusal to accept information provided for no apparent good reason
- Changing the basis of the complaint as the investigation process goes on and/or denying statements he/she made at an earlier stage
- Making statements or providing manufactured 'evidence' the complainant knows are incorrect or persuading others to do so
- Raising at a late stage in the process, significant new information which was in the complainant's possession when he or she first submitted a complaint
- Introducing trivial or irrelevant new information or raising large numbers of detailed but unimportant questions and insisting they are all fully answered
- Lodging numbers of complaints in batches over a period of time, resulting in related complaints being at different stages of a complaints procedure
- Refusal to accept that issues are not within the remit of a complaints procedure or demanding outcomes which the complaint procedure cannot in itself provide such as the overturning of court decisions, dismissal or criminal prosecution of staff
- Electronically recording meetings, telephone calls and conversations without the prior knowledge and consent of the other persons involved
- Seeking to coerce, intimidate or threaten staff or other people involved, whether by use of language, tone of voice or behaviour including body language
- Submitting repeat complaints, after the complaints process has been completed, essentially about the same issues, with additions/variations which the customer insists make these 'new' complaints which should be put through the full complaints procedure

Date issued: February 2013

Due for review: February 2015

Sandy Town Council

Policy and procedures for dealing with vexatious complaints and unreasonable behaviour

1 Principles and Policy

- 1.1 Sandy Town Council is committed to dealing with people fairly and to providing a high quality service to those who use our services or who have cause to complain about them.
- 1.2 The Town Council has policies and procedures in place which explain how it will deal with customers and how complaints and feedback will be handled. These are:
- Sandy Town Council Community Engagement Strategy
 - Sandy Town Council Complaints Policy
 - Sandy Town Council Customer Care Policy and Service Standards
- 1.3 Where a complainant's behaviour hinders consideration of a complaint Sandy Town Council will act to ensure that the complaint is still dealt with fairly and appropriately.
- 1.4 Each case of unreasonable behaviour or vexatious complaining must be taken on its merit.
- 1.5 Sandy Town Council will take steps to protect staff who are subject to abusive or threatening behaviour as is its statutory responsibility as an employer.

2. Objectives of this procedure

- 2.1 The majority of requests for service and information or the making of complaints is dealt with through the council's procedures without any difficulty. However this policy describes how the Town Council may deal with circumstances where a customer or complainant **acts unreasonably** or is **unreasonably persistent** in pursuing complaints.
- 2.2 The objectives of the procedure are:
- To promote problem solving and to avoid apportioning blame
 - To find solutions to problems and to resolve complaints
 - To satisfy those who complain/give feedback or use our services that they have been dealt with promptly, fairly, openly and honestly
 - To ensure staff understand the council's policy and mechanisms for dealing with vexatious complaints and unreasonable behaviour from its customers
 - To protect council staff from bullying and harassment
 - To ensure that council resources are not disproportionately and inappropriately deployed

3 The Procedure

3.1 Prior Warning

When the Town Council considers that a person is acting in an unacceptable way a risk assessment will be completed and a letter will be written to the person to explain why the Council finds the behaviour unreasonable and/or unacceptable and to ask the person to change their behaviour. The letter will also advise that if the behaviour continues the Town Council may take steps to limit the contact with its offices and officers.

3.2 Decision to restrict access or terminate contact

Decisions to restrict access or terminate contact will be taken following a risk assessment. However where there is an immediate risk to staff or officers the Council may make an on the spot decision to restrict access or terminate contact.

3.3 When making decisions on how to manage the vexatious or unreasonable behaviour all relevant factors should be taken into account to ensure that action taken is appropriate and proportionate.

3.4 The Council will also tell the person acting in an unacceptable way how they can challenge the decision to apply the vexatious and unreasonable behaviour policy and procedure.

3.5 Restricting access

If the person involved has not responded appropriately to the Prior Warning letter and a decision is made to restrict access a letter will be sent notifying the person of why it is believed his/her behaviour falls into the category of vexatious or unreasonable. He will be notified what action will be taken and the duration of that action.

3.6 Terminating contact with a customer/complainant

Where a complainant persists in communicating with the Town Council on a case that is closed the Council may decide to terminate contact with the customer/complainant. In such cases any new correspondence from the complainant will be reviewed for new evidence that affects the decision on the complaint. In the absence of any such evidence the Council will acknowledge it in writing or place it on the file without any acknowledgement.

3.7 Where a customer/complainant's behaviour is unreasonable and threatens the safety and/or welfare of staff the Council may decide to terminate contact with the complainant.

3.8 Other action may also be taken for example reporting the matter to the police or taking legal action. Where such action is necessary the Council may not give a prior warning.

3.9 **New Complaints**

New complaints from people who have been subject to this policy will be dealt with on their merits. A risk assessment will be carried out based on past and current knowledge of the complainant's behaviour and the likelihood of recurrence of any unacceptable behaviour.

3.10 **Review**

All cases subject to a risk assessment under this policy will be reviewed 6 months after the initial risk assessment and the customer/complainant notified in writing of the outcome.

Staff Guidance

1 **Responding to unreasonable behaviour and/or vexatious complaints**

Staff will follow Sandy Town Council's published customer care policy and complaints policy when dealing with members of the public.

Customer care training will be given to all members of staff who have contact with the public.

The complaints policy will ensure that complainants who are persistent with their complaint will have had the opportunity of rigorous scrutiny of the issues of complaints.

Any decision to apply this policy to an individual must take into account whether the customer care policy and the complaints policy have been fairly applied and every attempt made to communicate and address concerns with the individual.

2 **Who does this policy apply to?**

This policy applies to those individuals who make contact with the Council and through either the frequency and/or the nature of that contact (ie the behaviour of the individual) hinder the work of the council and the service which it is able to provide to others.

Behaviours **may** include:

- Repeated complaints about the same subject (with minor differences) and does not accept the outcomes
- Seeking for unrealistic outcome and persists in attempts to achieve desired outcome
- Persistent contact without substance or evidence beyond what is considered to be reasonable
- Complaints relating to historical and irreversible decisions or incidents
- Contact that is frequent, lengthy and complicated
- Contact that is threatening, aggressive and/or abusive to staff
- Complaints which change part way through investigation
- Contact which results in excessive demands on resources available eg excessive telephoning, lengthy and frequent emails, detailed complex letters etc
- Contacts made to the Council through different routes to raise the same

- issue (ie scattergun approach)
- Frivolous complaints
- Contact including rudeness, aggression, personal threats, personal insults and criticism which are undermining to staff and cause stress, alarm or distress

One or a combination of the example behaviours above may be sufficient to trigger consideration of the policy and procedure. The list is not exhaustive and each case must be considered on its own merit.

3 **Before applying the policy**

Attempts should be made to maintain effective communication and relationships with customers/complainants. In the case of complaints, before applying the policy the Council should be satisfied that any complaint has been addressed and the complaints procedure fairly applied and the complainant must be notified in writing of potential action the Council may take with reference to this policy if the symptoms persist.

The options available prior to taking action under this policy will depend on the nature of the behaviour and circumstances of the individual case. All other options should be explored before invoking the policy and a risk assessment will be completed. The decision to take action under the policy will be made by the Town Clerk in consultation with the Town Mayor and Deputy Mayor and the decision will be reported to the next meeting of the Town Council for ratification.

Options to be considered prior to application of the policy could include:

- Conciliation meeting with the individual and representative(s) of the council
- Writing to the individual in detail with details of problems
- Escalation of a complaint to the next stage of the complaints procedure including an appeal

4 **Application of Policy**

Where a member of staff dealing with a customer or a complaint is of the view that they are dealing with an unreasonable or vexatious complainant they must refer the matter to the Town Clerk who will undertake a risk assessment.

Due consideration should be given to the individual circumstances to the person involved.

The risk assessment and a recommendation from the Town Clerk will be submitted to the Town Mayor and the Deputy Town Mayor who will advise the Town Clerk of their views.

5 **Actions that may be taken under the policy**

5.1 **Restricted access**

Options include

- Restricting contact to a specific form eg letters only

- Contact with the council is limited to named officer or member only
- Face to face visits may only take place with two officers present
- Contact is restricted to specified days, times, duration

The individual must be informed clearly in writing.

5.2 **Termination of contact**

Prior warnings should have been given wherever possible that termination of contact could result from unreasonable and unacceptable behaviour. If the termination of contact is approved the individual must be informed clearly in writing.

5.3 **Written notification**

The complainant will be notified in writing of a decision to restrict or terminate access and this will include:

- Action to be taken
- Duration of action and review date
- What the individual can do to seek a review of the decision
- A copy of the policy
- If the decision is to cease contact the written notification will state that any further correspondence not relating to significant new matters or new information will not necessarily be acknowledged

6 **New complaints**

Care must be taken when considering new correspondence or information to ensure that any **new** complaint is picked up and addressed and any **significant new** information is considered appropriately.

7 **Recording**

All contacts with the person involved must be recorded in writing and kept on file.

If a member of staff has asked for application of the policy and the decision is made not to apply it the reasons must be recorded and the member of staff informed of the decision.

8 **Review**

All cases will be reviewed after 6 months.

9 **Appeals**

Individuals should be informed about how to appeal against decisions made under this policy.

Appeals will be heard by Sandy Town Council at a meeting of the full council.

| RISK ASSESSMENT TOOL | |
|--|--|
| Section 1: Overview Information | |
| Complainant/Customer Name: | |
| Current Stage and Status of any complaint: | |
| Person requesting assessment | |
| Brief summary of complaint or unreasonable behaviour | |
| Section 2: Vexatious and/or Unreasonable Behaviour | |
| Reason for request: | Provide evidence why the customer/complainant should be designated as vexatious and/or unreasonable |
| <p>What are the risks?</p> <p>Examples of dangers and potential outcomes are provided but this is not intended to be an exhaustive list.</p> | <p>What are the dangers? (e.g that the complaint will not be addressed, time spent on managing behaviour or the complaint is disproportionate to the issues being raised)</p> <p>Who is at risk?</p> <p>What is the potential outcome from the dangers? (e.g maladministration – delay, not responding, missing important issues. Impact on staff morale and/or welfare, risks to buildings and/or staff. Damage to reputation)</p> |
| Likelihood of risk occurring? | Low Medium High Please circle one |
| What steps have been taken to manage or control the risks? | Please include the complainants response to attempts to manage the difficulties. |
| If a warning letter has not been sent: | If this request relates to a case where no prior warning letter has been sent in line with the vexatious and unreasonable complaints policy provide full details and evidence as to why a warning letter is not a suitable course of action: |

| | |
|--|--|
| | |
| Section 3 Decision – To be completed by the person undertaking the risk assessment: | |
| Assessment completed by | Town Clerk / Deputy Town Clerk Date of completion: |
| Referred to HR committee? | Yes/No |
| Referred to Mayor/Deputy Mayor | Yes/No |
| Is action required under the policy | Yes/No Give Reasons for Decision |
| If Yes – detail the action(s) to be taken in line with the policy | |
| Who will be informed of the decision | Detail who will be notified of the decision, by whom and by when. Due regard must be given to confidentiality issues when deciding who needs to know about the case and decision. |
| Inform the complainant of the decision and actions | Send a letter to the complainant with the decision to apply the policy including: <ul style="list-style-type: none"> • Reasons for the decision • Actions that will be taken • How to appeal the decision • Review date when the application of the policy will be re-considered • Possible further consequences of not co-operating with the actions e.g restricted access Confirm how the plan will be communicated to the complainant By whom By when |
| Date reported to HR Committee | |
| Action approved by HR Committee | Yes/No |