SPRINGFIELD PARISH COUNCIL
MINUTES OF THE FINANCE & POLICY COMMITTEE MEETING
HELD ON 6TH JUNE 2022 AT 7.00P.M. SPRINGFIELD PARISH CENTRE

PRESENT

Cllrs: I Fuller, C Garrett, M Girling and R Lee.

In attendance: Clerk to the Council.

1 ELECTION OF CHAIRMAN

Cllr R. Lee proposed Cllr C. Garrett and it was

RESOLVED: Cllr Garret be elected chairman of the meeting.

2 APOLOGIES FOR ABSENCE

RESOLVED: apologies for absence were accepted from Cllrs S. Byrne-Lagrue and Y. Spence.

3 MINUTES OF THE COMMITTEE MEETING HELD ON 14th February 2022

RESOLVED: that the minutes of the 14th February 2022, committee meeting be approved and signed as a correct record.

4 CO-OPTION OF NON-COMMITTEE MEMBERS – none were required.

5 DECLARATIONS OF INTEREST & DISPENSATIONS

To receive members declarations of interest and any dispensations – there were none.

6 QUESTIONS FROM MEMBERS OF THE PUBLIC & PRESS – there were none in attendance.

7 RISK ASSESSMENTS

(a) **Work Unit & Equipment** – no significant risks to report

(b) **Parish Council Offices** – no significant risks to report

RESOLVED: that the information is noted.

8 FINANCIAL MATTERS

8.1 **Budget Report**
Members were informed that a £12,000 Rates Grant had been received during 2021/2022 financial year for COVID and the budget report to the year end March 2022, had been circulated.

RESOLVED: that the committee budget report attached as appendix A be received and accepted.

8.2 **Bank Balances & Investments to 31st March 2022**

A statement of the Council's bank accounts and investments had been circulated

Current A/c	50,055.33
Business Premium A/c	123,061.95
CCLA	312,651.61

RESOLVED: that the information is noted.

Earmarked Funds

Members were advised that the financial status of the Council had seen significant change. At the close of the financial year fund balances consisted of £367,364 revenue cost/general fund and earmarked funds of £118,404

RESOLVED: the information was noted.

8.3 **End of Year Accounts**

Members received and examined the end of year accounts. The internal auditor's report and the draft AGAR (section 1 and 2).

RECOMMENDED: that (a) it be noted there is a discrepancy of £7.50 between the year-end accounts and the bank reconciliation;

(b) providing the discrepancy is resolved prior to the full council meeting on 20th June, at which time the AGAR will be presented, it is recommended the accounts are approved and accepted;

(c) the end of year internal auditors report attached at appendix B is received and accepted.

8.4 **Essex County Council – Locality Fund Grant (£2,000)**

RESOLVED: Members noted that £1830.74 of the grant had been spent to date on the Garden Project at the Parish Centre.

9 CIL TAX BALANCES AND PROJECTS

9.1 **CIL Tax spending – Outdoor Table Tennis table**

Further to an enquiry by a resident the provision of outdoor table tennis table(s) had been researched.

RESOLVED: that (a) three table tennis tables should be purchased and installed to a maximum value of £6,000 (+VAT) and they will be funded from CIL tax;

(b) the tables to be purchased from Table Tennis England and the installation to be undertaken by Chelmsford City Council;

(c) the location of the tables would be installed in liaison with Chelmsford City Council as managers of the three areas Chelmer Village Green, Boleyn Gardens and Hunters Way Park;

(d) future maintenance of the tables would be discussed with Chelmsford City Council and if possible this would be undertaken by them.

9.2 **Balances and Projects**

Members were informed that at the commencement of the 2022 / 2023 financial year CIL Tax reserves are £63,629, with further committed expenditure of approximately £30,000 (including lift and auto doors at Parish Centre).

RESOLVED: the information is noted.

10 **IT Matters (home / hybrid working)**

Members received a report regarding home/hybrid working. At present employees used office-based PCs. Consideration was given to allowing staff the option to work from home. Costs had been obtained for the provision of laptops and associated items to permit this. During discussion members considered a range of matters relating to hybrid working, including customer facing services, possible reduction in absenteeism, potential delay in communication, safe home working environment and appropriate resources other than laptops.

RESOLVED: that (a) for the present time existing PCs are updated as required to expand their life;

(b) a questionnaire is provided to office-based employees to find their views on the pros and cons of home working and where possible would they wish to have this option and whether their job role is conducive to home working;

(c) the matter be reviewed again, no earlier than May 2023, and after the completion of the Community Governance Review currently taking place by Chelmsford City Council.

11 INSURANCE

11.1 **Buildings & Contents**

RESOLVED: it was noted a 5 % increase had been made to the insurance asset total since June 2021, with a premium of £11924.66 being paid.

(b) it be noted the three-year agreement term with Hiscox terminates on the 31st May 2024.

11.2 **Boilers & Plant**
Members to note that the engineering and plant insurance policy (for boilers) with Allianz Insurance was renewed on 1st June 2022, at a premium of £423.13 including VAT and Insurance premium tax

11.3 **Cyber**
Members to note that the Cyber insurance was renewed on 1st June 2022, at premium of £319.20 including Insurance premium tax

12 POLICIES

12.1 **Vexatious Complaints Policy**

Members reviewed a draft Vexatious Complaints Policy and

RESOLVED: (a) to adopt the new policy attached at appendix C;

(b) that the policy's existence will be made known within the Parish Centre terms and conditions;

(c) the policy will be published on the Councils website.

12.2 **Standing Orders**

Members to note that clause 18 has been amended to revoke European laws.

RESOLVED: Standing Orders will be updated to revoke European law and will be re-issued to members.

13 SUBSCRIPTIONS & DONATIONS

13.1 **Essex Wildlife Trust**

RESOLVED: Members noted the corporate annual subscription in the sum of £40 had been paid to the Wildlife Trust.

13.2 **National and Essex Association of Local Councils (EALC & NALC)**

RESOLVED: that the annual membership subscription to the EALC & NALC in the sum of £1814.55 be paid.

Cllr C. Garrett
Meeting closed 8.10 p.m.

Signed .... Date 7/11/22
Chairman

Appendix A

Date: 11/05/2022
Time: 15:38:29

Springfield Parish Council
Budget Report

From: Month 1, April 2021
To: Month 12, March 2022

Chart of Accounts: Finance and Policy Committee [PARTIAL]

	Period				Year to Date			
	Actual	**Ratio(%)**	**Budget**	**Variance**	**Actual**	**Ratio(%)**	**Budget**	**Variance**
Income								
4001 BPA interest	16.89	0.29	0.00	16.89	16.89	0.29	0.00	16.89
4004 CCLA	224.42	3.84	0.00	224.42	224.42	3.84	0.00	224.42
4006 Miscellaneous	5,500.00	94.10	0.00	5,500.00	5,500.00	94.10	0.00	5,500.00
4134 Photocopy / post income	103.54	1.77	0.00	103.54	103.54	1.77	0.00	103.54
	5,844.85	100.00	0.00	5,844.85	5,844.85	100.00	0.00	5,844.85
Finance & Policy								
5011 Handymen Unit - Water charges	302.22	5.17	170.00	(132.22)	302.22	5.17	170.00	(132.22)
5010 Handymen - vehicle	3,800.32	65.02	1,900.00	(1,900.32)	3,800.32	65.02	1,900.00	(1,900.32)
5[illegible] Handymen - Workmen's unit - r	1,104.04	18.89	1,550.00	445.96	1,104.04	18.89	1,550.00	445.96
50[illegible] Handymen - Workmen's unit - e	561.59	9.61	400.00	(161.59)	561.59	9.61	400.00	(161.59)
5015 Handymen - health and safety	46.67	0.80	150.00	103.33	46.67	0.80	150.00	103.33
5016 Handymen - bin hire	958.10	16.39	1,916.00	957.90	958.10	16.39	1,916.00	957.90
5018 Handymen - clothing and boots	539.27	9.23	400.00	(139.27)	539.27	9.23	400.00	(139.27)
5019 Handymen - equipment	1,077.62	18.44	500.00	(577.62)	1,077.62	18.44	500.00	(577.62)
5020 Handymen - petrol	2,250.91	38.51	2,000.00	(250.91)	2,250.91	38.51	2,000.00	(250.91)
5021 Handymen - machinery mainten	140.48	2.40	300.00	159.52	140.48	2.40	300.00	159.52
5022 Handymen - general maintenan	469.33	8.03	150.00	(319.33)	469.33	8.03	150.00	(319.33)
5029 Handymen - salaries	63,227.05	1,081.76	56,000.00	(7,227.05)	63,227.05	1,081.76	56,000.00	(7,227.05)
5032 Handymen petty cash	7.48	0.13	50.00	42.52	7.48	0.13	50.00	42.52
5040 Miscellaneous	479.00	8.20	0.00	(479.00)	479.00	8.20	0.00	(479.00)
5050 Parish Council staff - salaries	128,435.93	2,197.42	140,000.00	11,564.07	128,435.93	2,197.42	140,000.00	11,564.07
5060 Internal Audit	186.25	3.19	400.00	213.75	186.25	3.19	400.00	213.75
5061 External audit	2,345.00	40.12	2,250.00	(95.00)	2,345.00	40.12	2,250.00	(95.00)
5080 - Donations GPC	500.00	8.55	500.00	0.00	500.00	8.55	500.00	0.00
5110 Courses & Training	515.00	8.81	1,000.00	485.00	515.00	8.81	1,000.00	485.00
5129 Postage	100.00	1.71	300.00	200.00	100.00	1.71	300.00	200.00
5120 Telephone	1,436.66	24.58	2,000.00	563.34	1,436.66	24.58	2,000.00	563.34
5130 Stationery	764.59	13.08	700.00	(64.59)	764.59	13.08	700.00	(64.59)
5131 PC insurance	4,035.78	69.05	4,500.00	464.22	4,035.78	69.05	4,500.00	464.22
5132 Office furniture/equipment	0.00	0.00	250.00	250.00	0.00	0.00	250.00	250.00
5140 Photocopier	365.15	6.25	300.00	(65.15)	365.15	6.25	300.00	(65.15)
5145 PC - rates	2,208.07	37.78	3,100.00	891.93	2,208.07	37.78	3,100.00	891.93
5[illegible] Bank charges	0.00	0.00	30.00	30.00	0.00	0.00	30.00	30.00
51[illegible] Subscriptions	2,216.83	37.93	2,045.00	(171.83)	2,216.83	37.93	2,045.00	(171.83)
5161 Gas	588.64	10.07	1,200.00	611.36	588.64	10.07	1,200.00	611.36
5171 Electricity	1,119.02	19.15	2,000.00	880.98	1,119.02	19.15	2,000.00	880.98
5172 Professional fees	936.67	16.03	500.00	(436.67)	936.67	16.03	500.00	(436.67)
5200 Chairman's allowance	129.24	2.21	250.00	120.76	129.24	2.21	250.00	120.76
5211 Lift Maintenance	0.00	0.00	500.00	500.00	0.00	0.00	500.00	500.00
5210 Community Police	65.70	1.12	100.00	34.30	65.70	1.12	100.00	34.30
5230 Computers/ technology	7,346.30	125.69	6,500.00	(846.30)	7,346.30	125.69	6,500.00	(846.30)
5300 Website	1,130.00	19.33	2,000.00	870.00	1,130.00	19.33	2,000.00	870.00
5301 Clerk's Petty cash	41.07	0.70	100.00	58.93	41.07	0.70	100.00	58.93
5307 HR / personnel	2,841.87	48.62	4,500.00	1,658.13	2,841.87	48.62	4,500.00	1,658.13
5501 Publicity & Advertising annual r	113.65	1.94	100.00	(13.65)	113.65	1.94	100.00	(13.65)
	232,385.50	3,975.90	240,611.00	8,225.50	232,385.50	3,975.90	240,611.00	8,225.50
Net Profit/(Loss):	(226,540.65)	(3,875.90)	(240,611.00)	14,070.35	(226,540.65)	(3,875.90)	(240,611.00)	14,070.35

Appendix B

HEELIS&LODGE

Local Council Services • Internal Audit

Year End Internal Audit Report for Springfield Parish Council – 2021/2022

The following Internal Audit was carried out on the adequacy of systems of control and should be read in conjunction with the Interim Internal Audit report dated 21/10/2021. The following recommendations/comments have been made:

Income: £546,962.03 Expenditure: £565,064.86 Reserves: £172,646 (as per draft accounts)

AGAR Completion:
Section One: Yes
Section Two: Yes – draft figures
Annual Internal Audit Report 2020/2021: Yes
Certificate of Exemption: No

Risk Assessment

Appropriate procedures in place for the activities of the council
Compliance with Data Protection regulations

Risk Assessment document in place: Yes

Data Protection

The General Data Protection Regulations have changed and the new Regulations came into force on 25 May 2018. It is likely that this will affect the way in which the Council handles its data. Due to the financial risk associated with the General Data Protection Regulations, the Council have included this in their Risk Assessment.

The Risk Assessment, including Internal Controls were reviewed at a meeting held on 14/2/2022 (Ref: 50.i).

The Council have effective internal financial controls in place. The Clerk provides financial reports to council meetings. Councillors are provided with information to enable them to make informed decisions.

Budgetary controls

Verifying the budgetary process with reference to council minutes and supporting documents

Precept: £410,540 (2021-2022) Date: 7/12/2020 (Ref: 50.1)
Precept: £430,483 (2022-2023) Date: 6/12/2021 (Ref: 52.2)

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Effective budgetary procedures are in place. The precept was agreed in full council and the precept decision and amount has been clearly minuted. The Clerk ensures the council are aware of responsibilities, commitments, forward planning and the need for adequate reserves. Budget papers are prepared to ensure councillors have sufficient information to make informed decisions. Budgets are monitored during the year.

Income controls

Precept and other income, including credit control mechanisms

All were found to be in order. Income controls were checked and income received and banked cross referenced with the Cash Book and bank statements.

Payroll controls

PAYE and NIC in place where necessary.
Compliance with Inland Revenue procedures
Records relating to contracts of employment

PAYE System in place: Yes
Employer's Reference: 083/CH412
P60s issued: Yes

The Council continue to operate RTI in accordance with HMRC regulations. Payroll is outsourced. Supporting paperwork is in place and P60s have been produced as part of the year end process. Eligible employees are enrolled in the LGPS. Audit trails were carried out on a selection of employees. All was found to be in order.

The Council have noted the 1.75% backdated pay award. It is noted that the Council resolved not to undertake a review of salary grades at their meeting held on 16/2/2022 (Item 19), opting for a one-off gratia payment.

Asset control

Inspection of asset register and checks on existence of assets
Cross checking on insurance cover

A separate asset register is in place. Values are recorded at cost value/insurance value. The total value of assets are recorded at £5,723,740.97. The figure in the asset register corresponds with the figure in Section 2, Box 9 of the AGAR. Long term CCLA investments are included in the asset register.

Bank Reconciliation

Regularly completed and cash books reconcile with bank statements

All were in order. Bank Reconciliations are carried out regularly. The bank statements reconciled with the end of year accounts and bank reconciliations for all accounts.

Bank Balances at 31 March were confirmed as:

Barclays Current	*xxxx9404*	*£50,055.33*
Barclays BP	*xxxx6332*	*£123,061.95*

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Reserves	General Reserves are reasonable for the activities of the Council Earmarked Reserves are identified *The Council have adequate general reserves and have identified earmarked reserves in their year end accounts.*
Year-end procedures	Appropriate accounting procedures are used and can be followed through from working papers to final documents Verifying sample payments and income Checking creditors and debtors where appropriate. *End of year accounts are prepared on an Income & Expenditure basis. Creditors and Debtors are identified within the year end accounts.*
Internal Audit Procedures	*The 2022 Interim Internal Audit report was considered by the Council at a meeting held on 8/11/2021 (Ref: 38).* *A review of the effectiveness of the Internal Audit was carried out on 28/2/2022 (Ref: 65.9.b). An Audit Plan is in place.*

Additional Comments/Recommendations

- There are no additional comments/recommendations to make in relation to this audit.
- I would like to record my appreciation to Kelly for her assistance during the course of the audit work

HHeelis

Heather Heelis
Heelis & Lodge
19 May 2022

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Appendix C

SPRINGFIELD PARISH COUNCIL

VEXATIOUS COMPLAINTS POLICY

This policy is for dealing with abusive, persistent or vexatious complaints and complainants

1. Introduction

1.1 This policy identifies situations where a complainant, either individually or as part of a group, or a group of complainants, might be considered to be habitual or vexatious. The following clauses form the Council policy for ways of responding to these situations.

1.2 In this policy the term habitual means 'done repeatedly or as a habit'. The term vexatious is recognised in law and means 'denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant'. This policy intends to assist in identifying and managing persons who seek to be disruptive to the Council through pursuing an unreasonable course of conduct.

1.3 The term complaint in this policy includes requests made under the Freedom of Information Act 2000, the Data Protection Act 1998 and reference to the Council's Complaints Procedure is, where relevant, to be interpreted as meaning a request under those Acts.

1.4 Habitual or vexatious complaints can be a problem for Council staff and members. The difficulty in handling such complainants is that they are time consuming and wasteful of recourses in terms of Officer and Member time. While the Council endeavours to respond with patience and sympathy to the needs of all complainants there are times when there is nothing further which can reasonably be done to assist or to rectify a real or perceived problem.

1.5 Raising of legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it once, or more than once, should not necessarily cause him or her to be labelled vexatious or unreasonably persistent.

1.6 The aim of this policy is to contribute to the overall aim of dealing with all complainants in ways which are demonstrably consistent, fair and reasonable.

2. **Habitual or Vexatious Complainants**

2.1 For the purpose of this policy the following definitions of habitual or vexatious complainants will be used:

The repeated obsessive pursuit of:

(1) unreasonable complaints and unrealistic outcomes; and

(2) reasonable complaints in an unreasonable manner.

2.2 Prior to considering its implementation the Council will send a summary of this policy to the complainant to give notification of its possible implementation.

2.3 Where complaints continue and have been identified as habitual or vexatious in accordance with the criteria set out in Section 3, the Council will seek agreement to treat the complainant as a habitual or vexatious.

2.4 The Clerk on behalf of the Council will notify complainants, in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken. District/ County Councils will also be informed that a constituent has been designated as an habitual or vexatious complainant.

2.5 The status of the complainant will be kept under review. If a complainant subsequently demonstrates a more reasonable approach, then their status will be reviewed.

3. Definitions

3.1 Springfield Parish Council defines unreasonably persistent and vexatious complainants as those complainants who, because of the frequency or nature of their contacts with the Council, hinder the Council's consideration of complaints. The description 'unreasonably persistent' and 'vexatious' may apply separately or jointly to a particular complainant.

3.2 Examples include the way in which, or frequency with which, complainants raise their complaints with staff or how complainants respond when informed of the Council's decision about the complaint.

3.3 Features of an unreasonably persistent and/or vexatious complainant include the following (the list is not exhaustive, nor does one single feature on its own necessarily imply that the person will be considered as being in this category):

An unreasonably persistent and/or vexatious complainant may:

• have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious)

• refuse to specify the grounds of a complaint despite offers of assistance

• refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved.

• refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure

• refuse to accept that issues are not within the power of the Council to investigate, change or influence

- insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (e.g. insisting that there must not be any written record of the complaint)

- make what appear to be groundless complaints about employees dealing with complaints, and seek to have them dismissed or replaced

- make an unreasonable number of contacts with the Council, by any means in relation to a specific complaint or complaints

- make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to questions, frequent and/or complex letters, telephone calls or emails)

- harass or verbally abuse or otherwise seek to intimidate staff dealing with their complaint, by use of foul or inappropriate language or by the use of offensive and racist language or publish their complaints in other forms of media

- raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the process.

- introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be commented on and taken into account.

- change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed

- deny statements he or she made at an earlier stage in the complaint process

- are known to have electronically recorded meetings and conversations without the prior knowledge and consent of the other person(s) involved

- adopts a 'satellite' approach, for instance, pursuing a complaint or complaints not only with the Council, but at the same time with, for example, a Member of Parliament, other Councils, elected Councillors of this and other Councils, the Council's Independent Auditor, the Standards Board, the Police, other public bodies or solicitors

- refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given

- make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded and insist that the minor differences make these 'new' complaints which should be put through the full complaints procedure

- persistently approach the Council through different routes or other persons about the same issue

- persist in seeking an outcome which Council has explained is unrealistic for legal or policy (or other valid) reasons

- refuse to accept documented evidence as factual

• complain about or challenge an issue based on an historic and/or an irreversible decision or incident

• combine some or all of these features.

Imposing Restrictions

4.1 The Council will ensure that the complaint is being, or has been, investigated properly according to the adopted complaints procedure.

4.2 In the first instance the Clerk will consult with the Chairman and Vice-chairman of the Council prior to issuing a warning to the complainant. The Clerk will contact the complainant in writing, or by e-mail, to explain why this behaviour is causing concern and ask them to change this behaviour and outline the actions that the Council may take if they do not comply.

4.3 If the disruptive behaviour continues, the Clerk will issue a reminder letter to the complainant advising them that the way in which they will be allowed to contact the Council in future will be restricted. The Clerk will make this decision in consultation with the Chairman and Vice-Chairman of the Council and inform the complainant in writing of what procedures have been put in place and for what period.

4.4 Any restriction that is imposed on the complainant's contact with the Council will be appropriate and proportionate and the complainant will be advised of the period of time over which the restriction will be in place. In most cases restrictions will apply for between three to six months, but in exceptional cases this may be extended; in such cases the restrictions would be reviewed at a full Council Meeting.

4.5 Restrictions will be tailored to deal with the individual circumstances of the complainant and may include:

• banning the complainant from making contact by telephone except through a third party e.g. a solicitor, a Councillor or a person acting on their behalf

• banning the complainant from sending emails to individuals and/or all Council Officers and insisting they only correspond by postal letter

• requiring contact to take place with one named member of staff only

• restricting telephone calls to specified days and/or times and/or duration

• requiring any personal contact to take place in the presence of an appropriate witness

• letting the complainant know that the Council will not reply to or acknowledge any further contact from them on the specific topic of that complaint (in this case, a designated member of staff will be identified who will read future correspondence).

4.6 When the decision has been taken to apply this policy to a complainant, the Clerk will contact the complainant in writing to explain:

• why the decision has been taken

• what action has been taken

• the duration of that action.

4.7 The Clerk will enclose a copy of this policy in the letter to the complainant.

4.8 Where a complainant continues to behave in a way that is unacceptable, the Clerk, in consultation with the Chairman and Vice-Chairman of the Council

may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

4.9 Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff, other options will be considered, e.g. the reporting of the matter to the police or taking legal action. In such cases, the complainant may not be given prior warning of that action.

5. New complaints from complainants who are treated as abusive, vexatious or Persistent

5.1 New complaints from people who have come under this policy will be treated on their merits. The Clerk, the Chairman and Vice-chairman of the Council will decide whether any restrictions that have been applied before are still appropriate and necessary in relation to a new complaint. A blanket policy is not supported, nor ignoring genuine service requests or complaints where they are founded.

5.2 The fact that a complainant is judged to be unreasonably persistent or vexatious, and any restrictions imposed on Council's contact with him or her, will be recorded and notified to those who need to know within the Council.

6. Review

6.1 The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Clerk, the Chairman and vice-chairman of the Council, after three months, and at the end of every subsequent three months within the period during which the policy is to apply, or by the next Full Council Meeting.

6.2 The complainant will be informed of the result of this review if the decision to apply this policy has been changed or extended.

7. Record Keeping

7.1 The Clerk will retain adequate detailed records of the case and the action that has been taken. Records will be kept of:

- the name and address of each member of the public who is treated as abusive, vexatious or persistent, or any other person who so aids the complainant
- when the restrictions came into force and end
- what the restrictions are
- when the person and Council were advised.

7.2 Full Council will be provided with a report giving information about members of the public who have been treated as vexatious/persistent as per this policy.

Next review June 2023