



**Minutes of the Monthly Meeting of Kirton in Lindsey Town Council
held on Wednesday 22nd May 2024
at the Diamond Jubilee Town Hall, High Street, Kirton in Lindsey at 7pm.**

Members present: Cllr Hazel Fox (Chair), Cllr Billy Boyd (part), Cllr Pat Frankish, Cllr David Garritt, Cllr Joy Kofoed and Cllr Suzanne Stephenson.
Members not present: Cllr Kathy Cooper, Cllr Adam Delsignore and Cllr Karen Gunn.
Also present: three members of the public (part), Assistant Clerk, Cheri Morton (voluntarily) and Town Clerk, Neil Taylor-Matson.

MINUTES

2405/01 Apologies for Absence

Apologies were received from Cllr Kathy Cooper, Cllr Adam Delsignore, Cllr Karen Gunn, Andrew Clifford (Kirton Lindsey and Scotter Surgery) and Mary Hollingsworth (Kirton in Lindsey Society).

2405/02 Declaration of Interests / Dispensations

- a. Cllr Garritt and Cllr Frankish declared interests in item 2405/07 b (i) PA/2024/482.
- b. No dispensations were granted.

2405/03 Public Participation

A resident expressed interest in joining the s106 Development Working Group. Residents were thanked for attending.

2405/04 Minutes

- a. The Council considered the minutes of the Annual Council Meeting held 8th May 2024.

RESOLUTION: That the minutes were duly approved and signed.

- b. The Council received the draft minutes of the Promoting Kirton Committee Meeting held 13th May 2024.
- c. The Council received the draft minutes of the General Purposes Committee Meeting held 13th May 2024.

2405/05 Report from North Lincolnshire Ward Councillors

- a. Ward Councillor David Garritt noted apologies from Cllr Trevor Foster and provided updates regarding;
 - Planning applications PA/2023/1166 and PA/2024/365 confirmed called into NLC Planning Committee.
 - Reference the letter from the Town Clerk received 30th April regarding matters outstanding with North Lincolnshire Council (NLC), restructuring and staffing changes at NLC may improve matters and it was proposed Ward Cllrs and the Clerk meet to review and revise the matters outstanding.
 - Collection of garden waste concerns raised by residents to be looked into and sits with a specific officer at NLC.
 - Corner Cottage verge flooding and standing water issues not yet resolved.
 - Update awaited from resident at Windmill Way regarding drain clearance works.
 - Issue of the lack of disabled parking in the Market Place and NLC consultation on this sits with Gareth Denovan.
 - No further information of the former RAF Control Tower as the owner remains unresponsive. NLC are keeping the condition of the building under observation.
 - Ward Cllr Trevor Foster looking into the funding available for the development of the site off Redbourne Mere.
 - Funding for weekly food waste collections from central government is due to come into effect from 2026.
 - Ward Cllr Trevor Foster is looking into details for the officer responsible for traffic enforcement.
 - A site meeting at St Andrew's Churchyard is planned for 3rd June with Ward Cllr Garritt and an officer from NLC to review the trees and works required to them.
 - Regeneration Meetings – to be added to next meeting agenda to agree suggestions for an agenda.

ACTION – Town Clerk

Cllr Boyd entered the meeting.

Ward Councillor Garritt was thanked for the information he had provided.

- b. The Council discussed outstanding matters with NLC. The Clerk noted updates from NLC officers regarding works at Steep Hill to the handrail and path to the bench, street name signs and library car park resurfacing/weed control around the railings.

2405/06 Mayor & Delegates Reports

The Council received a report from the Mayor on Civic Events attended.

Mayor's Report on Civic Events attended – Cllr Hazel Fox:

- Immingham Town Council – Mayoral Coffee Morning – 27th April
- North Lincolnshire Council – Workers Memorial Day – 29th April
- Louth Civic Service – 12th May

2405/07

Planning

a. The Council received notification of North Lincolnshire Council Local Plan: Gypsy and Traveller Site Focused Consultation with a deadline for responses of 21st June 2024.

RESOLUTION: That no comment is made as part of the consultation due to no matters to represent from the Kirton in Lindsey community.

b. The Council considered the following planning applications:

i. Application: PA/2024/482

Proposal: Planning permission to erect a small monument/memorial of a Halifax II Bomber.

Site Location: Land south of 1 Spa Hill, Kirton in Lindsey, DN21 4NE.

Cllr David Garritt and Cllr Pat Frankish did not take part in the vote on this matter.

RESOLUTION: That the Clerk responds with 'Support to this planning application.'

ACTION: Town Clerk

ii. Application: PA/2024/365

Proposal: Application for approval of reserved matters (appearance, landscaping, layout and scale) pursuant to outline application PA/2020/588 dated 26/03/2021 for a residential development comprising 81 dwellings, open space and associated infrastructure. AMENDED DOCUMENTS: Planning layout 1806 SI 04A

Site Location: land off Ings Road, Kirton in Lindsey, DN21 4BX.

RESOLUTION: That the Clerk responds with 'Objection' to this planning application noting that previous objections remain unsatisfied and that the amended site layout simply removes a footpath which reduces further the ease of public and community access which is a known requirement for a Local Equipped Area for Play (LEAP).

ACTION: Town Clerk

iii. Application: PA/2024/560

Proposal: Planning permission to erect ground and first floor extension to dwelling.

Site Location: 11 Station Road, Kirton in Lindsey, DN21 4BB.

RESOLUTION: That the Clerk responds with 'No Comment' to this planning application.

ACTION: Town Clerk

For information only

i. Application: PA/2024/474

Proposal: Application for a non-material amendment to PA/2022/1521 dated 28/10/2022 namely to alter four roof lights to dormer windows and dayroom window to bi-fold door on plot 3.

Site Location: 2A North Cliff Road, Kirton in Lindsey, DN21 4NH.

c. The Council received the following decision notifications from North Lincolnshire Council:

i. PA/2023/1752 – REFUSAL OF PLANNING PERMISSION –to erect a two-storey extension above existing shop to provide three flats, erection of external staircase to side, vehicle parking, cycle parking and bin storage at 11 High Street, Kirton in Lindsey, DN21 4LZ.

ii. PA/2023/823 – APPROVE WITH CONDITIONS – Hybrid application consisting of outline planning permission for up to 220 dwellings and a building for commercial and/or community use, with all matters reserved for subsequent consideration except access, and full planning permission for 130 dwellings, two points of access, part of the spine road, provision of a pumping station and substation, engineering and ancillary works, demolition of existing buildings (with the exception of a listed building) and creation of development platforms throughout the whole site at RAF Kirton in Lindsey, B1400 from B1398 to B1205, Kirton in Lindsey, DN21 4HZ.

2405/08

Finance

i. Income and Expenditure

a. The Council received notification of accounts paid by the Town Clerk under devolved authority (May 2024).

b. The Council approved accounts for payment.

c. The Council received updates on the UK Shared Prosperity Fund projects with the Scouts to submit comments regarding the play area funding and the claim for March/April was now submitted for the Co-Ordinator role.

d. The Council received the works analysis report prepared by the Community Co-Ordinator at the request of the Promoting Kirton Committee.

RESOLUTION: That a fixed term role of two hour per week for five months is advertised making clear that this is an extension of the existing Community Co-Ordinator position.

ACTION: P&D Committee

d. The Council received updates regarding funding from North Lincolnshire Council for outside gym equipment. One piece of equipment is still to be installed and an inspection regime is now required to be put into place.

RESOLUTION: That agreeing the required inspection regime is deferred to the next meeting.

ACTION: Town Clerk

f. The Council received an update on the payment of budgeted grants for 2024/2025. The Clerk noted that the grants were now paid with the exception of KLASSIC due to the request for this to be ringfenced by the Trustee and North Lincolnshire Woodland Trust who have also requested that this be ringfenced at the current time.

ii. Internal Control

The Council received the Finance Report and Bank Reconciliations to balance with the bank statements and cashbook. (April 2024)

2405/09 Car Parking Provision

The Council received an update from the working group on matters around proposed car parking provision. The group had not had a meeting and Cllr Fox requested guidance from the Council on the value to pursue with the cost consultants.

RESOLUTION: That MPP are advised that the current scheme is unaffordable and so work is required to reduce costs and that their advice is sought to achieve this through a meeting between the company and the working group.

ACTION: Cllr Fox

2405/10 Humberside Fire & Rescue 50 Years anniversary

The Council considered the 50-year anniversary as requested by Cllr Gunn. The Clerk noted that Cllr Gunn had requested that the record is corrected from the April meeting to make it clear that she had not approached Humberside Fire & Rescue on this matter. Cllr Fox noted that Cllr Gunn had asked her to report that the Council should decide what goes onto a plaque and that Cllr Gunn hadn't agreed to gather quotes. However, Cllr Gunn will look into this and report back to a future meeting.

2405/11 Provision of Medical Services within Kirton in Lindsey

The Council considered the continued provision of medical services within the town following press reporting regarding Lifeline Healthcare Services Ltd as requested by Cllr Stephenson. Andrew Clifford, the Business Manager/Company Secretary, had contacted the Town Council to reassure it that, as reported in the Grimsby Live press article, Lifeline Healthcare Services Ltd would have no impact on the functioning or staffing of Kirton Lindsey and Scotter Surgery and that the partners of the surgery all remain fully committed to the community. The Council agreed no action was required.

2405/12 Halifax Bomber Memorial

The Council received updates from Cllr Frankish who noted that Kirton in Lindsey Society had agreed to manage public donations to the project. This would be towards the cost of the entire project.

2405/13 Heritage Trail – Kirton in Lindsey Society requests

The Council considered future hosting of a proposed Digital Heritage Trail for the town on the Town Council website in order to offer protection for the trail in perpetuity.

Cllr Pat Frankish did not take part in the vote on this matter.

RESOLUTION: That the future hosting on the website is approved.

2405/14 Allotments

The Council received updates from Cllr Frankish who noted all tenants had passed the inspections in April and this was communicated to them by the Clerk. North Lincolnshire Council had advised planning permission would be required to improve the entrance to the site and the Clerk has queried this with the planning department and is awaiting a response.

2405/15 Open Spaces

a. The Council received the visual and operational play park inspection reports for signature.

b. The Council discussed the play area inspections service level agreement with North Lincolnshire Council, noting that no written agreement was in place and despite numerous requests was not forthcoming.

c. The Council received an update on the Parish Paths Partnership with the Clerk noting completion of maintenance works requested to the North Cliff Road fingerpost (FP250) and works along FP253 requested following a check carried out following the first seasonal cut which included requirements of landowners to maintain pathways through fields and remove an electric fence. Progress was improved on these matters compared to previous years.

2405/16 Policies and Procedures

a. The Council received the new model Financial Regulations prepared by National Association of Local Councils.

RESOLUTION: That an Extraordinary meeting is called to consider the recommendations.

ACTION: Town Clerk

b. The Council reviewed Policy 12: Health and Safety Policy last approved June 2023.

RESOLUTION: That, with correction to a minor grammatical error, the policy is approved.

ACTION: Town Clerk

c. The Council reviewed Policy 29: Environmental Policy last approved June 2023.

RESOLUTION: That this policy is approved without amendment.

ACTION: Town Clerk

d. The Council discussed the ongoing Community Governance Review work.

RESOLUTION: That this matter is deferred until the next meeting.

ACTION: Town Clerk

e. The Council received nominations for representatives to attend Visit North Lincolnshire Tourism Partnership Meetings.

RESOLUTION: That the Clerk continues to circulate information about the meetings so that those who are available and interested may attend them.

ACTION: Town Clerk

2405/17

Town Clerk's Report / Correspondence for Information and Discussion

The Council received the Town Clerk's report including correspondence for information and discussion.

Correspondence for Information and Discussion

- a. The Council noted correspondence received after the Agenda was published which included connecting the Rail Partnership and In Bloom organisations for voluntary works in the Station area; update from the Women's Institute; NLC Highways updates; play inspection reports for May; resident request for advice regarding anti-social behaviour concerns; NLC News Direct; resident complaint about non-collection of garden waste by NLC; safety of lithium batteries campaign; ERNLLCA/NALC energy projects policy consultation; Resident query to NLC regarding Historic Environment comment for PA/2024/365 and the NLC response; Rural Bulletin; Gainsborough Town Council and Mablethorpe and Sutton Town Council civic events information; tree surgeon query about conservation area and highway works for private works and ERNLLCA training courses (planning matters).
- b. NLC – Update regarding Redbourne Mere Nature Reserve works (via Cllr Fox)
- c. ERNLLCA – Northern Powergrid Foundation funding opportunity information
- d. NLC – News Direct updates
- e. NLC – Tourism Update
- f. Brigg Town Council – Mayor's Golf Day 26th July 2024
- g. ERNLLCA - Barriers to community energy projects consultation
- h. ERNLLCA – Standards in Public Life Survey
- i. Resident – report of fly tipping near layby on North Cliff Road
- j. Resident – query on applying for planning advice for commercial works at Cleatham Road
- k. Ward Cllrs – confirmation of call into Planning Committee for PA/2023/1166 and PA/2024/365
- l. Rural Services Network – Rural Bulletins
- m. Community Vision – April Newsletter/Funding Portal
- n. NALC – Newsletters
- o. ERNLLCA – Training opportunities
- p. Holly Mumby-Croft MP – reply to communication regarding outstanding issues with NLC
- q. CPRE – confirmation of receipt of entry for 2024 Best Kept Village Competition
- r. Visit North Lincolnshire Tourism Partnership – June networking event information
- s. Holly Mumby-Croft MP – April Update
- t. Rural Services Network – Funding Digest May
- u. Resident – missed area of grass cutting reported – contractors notified
- v. Resident – query about submission of comment for PA/2024/365
- w. NLC – details of Local Plan: Gypsy and Traveller Site Focused Consultation
- x. NLC – Assets of Community Value update regarding appeal by owner
- y. ERNLLCA – May Newsletter (including new NALC Financial Regulations model document)
- z. Remembrance Service / Parade 2024 information request from North Lincolnshire Council
- aa. ERNLLCA – Good Councillors Guide 2024

2405/18

Date of next Meeting and Agenda Deadline

The Council confirmed the date and time of the next monthly Town Council Meeting (subject to any change in circumstances) as: **Wednesday 26th June 2024 at 7pm at the Diamond Jubilee Town Hall.**

NOTE: Agenda items to be submitted before Monday 17th June in line with Standing Orders.

2405/19

Exclusion of the Public & Press

The Council considered the exclusion of the public and press under the provisions of the Public Bodies (Admission to Meetings) Act 1960 due to the confidential nature of the matters to be discussed.

RESOLUTION: That the public and press be excluded.

2405/20

Officers Annual Leave

The Council received a reminder regarding annual leave.

RESOLUTION: That relevant requirements were agreed and confirmed to be in place as required.

The meeting closed at 20:40



**Minutes of the Meeting of Kirton in Lindsey Town Council
Promoting Kirton Committee held on Monday 10th June 2024
at the Diamond Jubilee Town Hall, High Street, Kirton in Lindsey at 6.30pm.**

Members Present: Cllr Suzanne Stephenson (Chair), Cllr Cooper, Cllr Frankish and Cllr Gunn.
Cllr Fox, Cllr Garritt, Alison Birkett. Cllr Boyd took the minutes..

Members not present: Cllr Adam Delsignore Kath Delsignore (Community Coordinator), Martin Hollingsworth
Also present: Assistant Clerk: Cheri Morton.

MINUTES

PK2406/01

Election of Members

The Committee received nominations and elected members to the Committee. Tanya Salvador Kirton in Bloom was nominated and elected as non-voting members of the Committee.

RESOLUTION: That Tanya Salvador was elected as non-voting members of the Committee.

ACTION: Town Clerk

Cllr Gunn asked why Cllr Boyd is taking the minutes when we pay an assistant town clerk and it's part of her job to attend PK meetings, The Chair explained that this had been decided on at the last full council meeting and was not on the agenda.

PK2406/02

Apologies

Apologies were received from Cllr Adam Delsignore and Community Co-Ordinator, Cath Delsignore. Martin Hollingsworth and the Clerk The resignation of Cllr Delsignore from the Committee was reported and received. This created some confusion as He had sent his apologies to the meeting.

PK2406/03

Declaration of Interests / Dispensations

- a. No declarations of interests were declared.
- b. No dispensations were granted.

PK2406/04

Public Participation

None.

PK2406/05

Minutes of the Previous Meeting

The Committee considered the Minutes of the PK Committee Meeting held on 13th May 2024. Approved by Cllr Fox and seconded by Cllr Garritt.

RESOLUTION: That the Minutes be signed as a true and accurate record.

PK2406/06

Town Events

The Committee discussed information and actions required at this time regarding Town Events:

- SportsZone – the Assistant Clerk's written report noted attendance of the sessions so far (11; 20/05: Nil not open 27/05: 12 03/06 and 7 10/06 this evening no figures for attending. Still people turning up without registering Cllr Gunn recommended more publicity at the schools and through word of mouth and the continued publicity.
- D-Day 80 (6th June 2024) – The beacon ceremony was well attended but not so the events in the town. The moneys left over after expenses be handed over to the Aviation Heritage trust. Proposed by Cllr Gunn seconded by Cllr Garritt approved.
- ***The Messingham show and the North Lincolnshire aviation trust had a much bigger pull factor then the events in the town therefore the turnout was not that good.***
- Summer Gala (13th July 2024) – the Assistant Clerk reported that quotes were in for the First Aid at £175 and PA £380 which the assist Clerk will try to get down both were approved by Cllr Coper 2nded by Cllr Fox
- Other suggestions where that dog agility and large games be looked at Cllr Fox to investigate further, Cllr Gunn suggested a picnic in the park event to run in conjunction with the open day. Tanya Salvador suggested Cook ties, Face painting, and balloon twisting, also could sports zone get involved with an assault course.

RESOLUTION: ACTION: that the assistant Clerk go ahead and pay for first aid and PA system hire
Assistant Clerk

- Circus – Letter from Circus was received with an acknowledgement of its positivity to come and view the site as new equipment has been installed approved by Cllr Garrity 2nded by Cllr Cooper

Signed:

Dated:

Kirton in Lindsey Town Council - Promoting Kirton Committee Minutes

- Christmas Festival (24th November 2024) - the Assistant Clerk reported that bookings were still coming in so far. Quotations ongoing for First Aid and PA, Cllr Garritt offered advice and help with the PA system. Cllr Frankish proposed that we should keep the event to the last Sunday of the month ended by Cllr Gunn

PK2406/07

Open Spaces

Tanya Salvador representative of In Bloom reported that they have entered the East Midlands in Bloom competition for the 3rd of July. The Bug Hotel at KLASSIC has been re furbished and is looking great and they are going to enter it for an environmental award they are also looking into implementing a street pride and adopt a spot. The chair thanked Tanya and the Mini Bloomers for all their efforts in Kirton.

PK2406/08

Date of next Meeting and Agenda Deadline

The Committee confirmed the date and time of the next Promoting Kirton Committee meeting as 8th July 2024 at 6:30pm, with agenda items to be submitted in writing prior to Friday 28th June in line with Standing Orders.

The meeting closed at 7:37pm.

Signed:

Dated:

Town Clerk report June 2024

Updates from April meeting:

2404/05 - NLC outstanding issues – response received from MP (03/05/2024 – fwd to all Cllrs) and update provide by Ward Cllrs at May meeting. No further responses received. (Letter sent to Alision Barker, Chief Executive, NLC. Holly Mumby-Croft MP and Ward Cllrs Trevor Foster & David Garritt 30/04/2024)

Updates received - Dog bin outside Grove Street cemetery – slipped down to ground level (reported September 2023) - As these works are not considered to be of an urgent nature the details will be added to our programme of works and will be dealt with in due course. (update via Portal 14/06/2024)

2404/06 – Planning – responses provided to planning applications PA/2023/1166 and PA/2024/365. Planning applications log updated.

2404/07 – reminders were posted online and featured in the May Kirton First about the need to report all crime and anti-social behaviour.

No response was received back to request/invitation sent to local policing representatives for Ridge Ward PC Pearson and PC Feron to provide an update or report to the Town Council on current policing matters to offer reassurance. 29/04/2024

2404/08 – The revised Reserves Statement was presented and approved at the annual meeting held on 8th May,

The Annual Governance Statement and Accounting Statements were finalised and published on the website and in the noticeboard. The internal auditor was informed of the continued appointment.

2404/12 – Tree survey – quotations were sought and are responses are awaited to collate in order to inform the Council. Chased up 30/05 and 17/06.

Cemetery bench request – residents updated and quotations sought for all aspects of the works required. General Purposes Committee agreed a memorial bench policy at the May meeting and this was provided to the residents who are happy with the terms and wish to continue. Quotation totals provided to residents 31/05 response awaited.

2404/14 – Policies – the Member Development Policy was updated (dates/version/formatting) and published following its approval. Policy log updated.

Community Governance Review information was brought back to the May Full Council meeting for discussion but deferred.

Updates from May Annual Meeting:

All listings including for website, noticeboard and Kirton First updated for memberships of committees, groups etc.

AC2405/11 All approved policies updated (dates/version/formatting) and policy log updated. The draft Schedule of Meetings was amended as requested and the published online and in the noticeboard. This was also corrected for October due to an incorrect date included. The reserves statement was also published online. Policy log updated.

AC2405/12 Notices were prepared as agreed and displayed at the cemetery and on the website.

The cemetery scale of charges was updated, published on the website and noted for future provision of information for all cemetery enquiries. A copy was placed in the file for the auditor.

AC2405/13 Those that quoted for the insurance renewal were all informed of the outcome of their quotations and a finalised quotation was supplied by Clear Councils. The Asset register was updated to reflect the inventory items and assets.

AC2405/14 A response was sent to ERNLLCA noting the Town Council's support in principle for the Skidby Parish Council motion.

The responses to the NALC Standards in Public Life survey were submitted.

Updates from May Meeting:

2405/05 – NLC Regeneration meeting agenda item added to June agenda. Copied into discussion between Cllr Fox, Cllr Kofoed and Cllr Garritt on potential agenda items.

2405/07 – Response sent to North Lincolnshire Council Local Plan: Gypsy and Traveller Site Focused Consultation as agreed.

Planning responses sent for PA/2024/482, 365 and 560 as agreed. Planning applications log updated.

2405/08 - pro forma application form and draft advert from previous advertising of Community Co-Ordinator role provided to Cllr Stephenson on request. Job description/person specification and confirmation of hourly rate also provided as requested.

Inspection regime for outdoor play equipment added to June agenda.

2405/13 – Kirton in Lindsey Society informed of approval for future hosting on the website.

2405/14 – Updates now received from NLC regarding requirement for planning permission for improvements to entrance to site and circulated to all Cllrs.

2405/16 – Preparation of draft of new NALC model Financial Regulations and arrangements for Extra meeting for discussion. Free training session via ERNLLCA attended 17/06.

Health and Safety Policy amendments made, updated (dates/version/formatting) and published. Policy log updated.

Environmental Policy amendments made, updated (dates/version/formatting) and published. Policy log updated.

Community Governance Review added to June meeting agenda.

2406/05 – North Lincolnshire Council

Parking enforcement comments received:

NLC information: Please include as much detail as possible, such as the time and days of the issues and the type of parking problems being faced, such as parking on yellow lines, dropped kerbs being blocked, etc.

Please be aware that we do not have the power to deal with pavement or verge parking or general obstructions on the highway however we may be able to give advice on ways to tackle these problems if you find them.

Cllr Frankish: End of Town Hall Passage on King Edward Street. South Cliff Road west side where road narrows. Both cause traffic to cross midline and delays. These can be useful in slowing traffic but cause problems for pedestrians.

Cllr Fox: Constant parking outside the Co-op, blocking the dropped kerb. Otherwise just bad parking. Such as at the weekend two cars so badly parked, they actually blocked the route through the Market Place.

Cllr Kofoed: Please could you feed in -primary school-during drop off times, junctions blocked, so no visibility.

1. Bottom of Dunstan Hill

2. Lowfield close

3. Gainsborough road. Illegally parked on double yellows whilst picking up children, obscuring the view and making it difficult for buses to pass.

And the junctions of the spar shop/coop corners where there are dropped kerbs and there's no space for anyone to get through safely. Times on those are during the day really.

2406/10 – Car parking provision

Update received from MPP Group Limited 18th June 2024:

Hazel

Following our call last week, we are pleased to set out below our quotation and proposals in relation to the above for your consideration, in advance of your meeting on 26th June.

To –

Undertake a Value Engineering review of the Initial Cost Plan prepared by ourselves, including from both a quantity (sizing) and quality (specification) perspective, and provide options and alternatives for further review


Total Price - £1,250 (excluding VAT)

All other items remain as per our original quotation.

Hopefully the above exercise will then allow the identification of a revised scheme, at which point this can be fully and properly considered in conjunction with the other designers and consultants as appropriate, and a final scheme determined and fully appraised accordingly.

We look forwards to hearing from you further here and if you do need anything else please let me know. We would of course also be very interested in working with you on any other projects that may be on the horizon.

Classification - Finance - Open

|  | Date | Payee | Description | 101 Administration | 10119 Other Staff Costs Expenditure to salary, tax, NI, services & mileage | 10111 Salaries | 10111 Income Tax | 10111 National Insurance | 10111 Pensions | 10113 Mileage | 10215 General Power of Competence | 10211 Section 137 Grants | 103 Democratic Expenses | 201 Open Spaces | 301 Burial Grounds | 401 S144 Promoting Kilton | 501 Public Services | 601 Civic | 70111 Trustee Green & Market Place | 70112 Trustee War Memorial & Garden of EED | 801 Allotments | VAT | Total |
|---|---|---------------------------|---|--------------------|--|----------------|------------------|--------------------------|----------------|---------------|--------------------------------------|--------------------------|-------------------------|------------------|--------------------|---------------------------|---------------------|--------------|---------------------------------------|--|----------------|----------------|------------------|
| PART A | PRE - APPROVED/APPROVED BY COMMITTEE | | | | | | | | | | | | | | | | | | | | | | |
| Contractual | 03/06/2024 | Wright Way Sports | SportsZone professional coaching fees | £50.00 | | | | | | | | | | | | | | | | | | | £50.00 |
| PK2401/06 | 06/06/2024 | Ocado | D-Day expenses - Refreshments | | | | | | | | | | | | | £41.84 | | | | | | | £41.84 |
| Training | 10/06/2024 | ERNLLCA | Training - Allotments | | | | | | | | | | £45.00 | | | | | | | | £9.00 | | £54.00 |
| Contractual | 14/06/2024 | Lawn N Order | Devolved Highways Verge Cutting (4) | | | | | | | | | | | £922.00 | | | | | | | £184.40 | | £1,106.40 |
| Contractual | 16/06/2024 | HSBC | Business banking fees | £12.00 | | | | | | | | | | | | | | | | | | | £12.00 |
| Contractual | 17/06/2024 | S Barretti | Grounds Maintenance contracts (planting) | | | | | | | | | | | £565.00 | | | | | | | | | £565.00 |
| Contractual | 17/06/2024 | Diamond Jubilee Town Hall | Offices Rent and room hire | £440.00 | | | | | | | | | | | | | | | | | | | £440.00 |
| Contractual | 17/06/2024 | Diamond Jubilee Town Hall | Meeting room hire | £56.00 | | | | | | | | | | | | | | | | | | | £56.00 |
| Contractual | 18/06/2024 | idVerde | Grounds maintenance contracts (grass cutting) | | | | | | | | | | | £1,040.52 | | | | | | | £208.10 | | £1,248.62 |
| Contractual | 18/06/2024 | JB Rural | Parish Paths Partnership cut 2 | | | | | | | | | | | £350.00 | | | | | | | £70.00 | | £420.00 |
| Contractual | 21/06/2024 | Nest | Pension contributions | | | | | | | | | | | | | | | | | | | | |
| Contractual | 27/06/2024 | Community Co-Ordinator | Salary | | | | | | | | | | | | | | | | | | | | |
| Contractual | 27/06/2024 | Town Clerk | Salary | | | | | | | | | | | | | | | | | | | | |
| Contractual | 27/06/2024 | Assistant Clerk | Salary | | | | | | | | | | | | | | | | | | | | |
| Contractual | 27/06/2024 | HMRC | Tax/NI/Student Loan | | | | | | | | | | | | | | | | | | | | |
| PART B | FOR APPROVAL | | | | | | | | | | | | | | | | | | | | | | |
| | | Subtotal for month | | £558.00 | £0.00 | | | | | £0.00 | £0.00 | £0.00 | £45.00 | £2,877.52 | £0.00 | £41.84 | £0.00 | £0.00 | £0.00 | £0.00 | £0.00 | £471.50 | £8,813.01 |

Kirton in Lindsey Town Council - Finance Report May 2024

Receipts and Payments made during May 2024, reconciling the cashbook with the bank statements as at 31/05/2024**Cashbook balance brought forward:**

| | |
|--|--------------------|
| Balance carried forward April 1st 2024: | £91,040.87 |
| Receipts to April 30th 2024: | £72,168.26 |
| Payments to April 30th 2024: | £10,612.54 |
| Balance carried forward May 1st 2024: | £152,596.59 |

| Ref | Receipts Date | Payer | Details | Receipts |
|-----|------------------|------------------------------|--|--------------------|
| | | | Balance C/F 01/05/2024 | £152,596.59 |
| R13 | 02/05/2024 | Y Houston | Christmas Festival stall booking x 2 & admin fee | £52.00 |
| R14 | 02/05/2024 | FS Machin | Cemetery - EROB & Interment fees (REDDIN) | £489.00 |
| R15 | 02/05/2024 | Public Sector Deposit Fund | Interest | £343.01 |
| R16 | 03/05/2024 | CS Johnson | Christmas Festival stall booking | £15.00 |
| R17 | 04/05/2024 | D Garritt | Civic Dinner tickets x3 | £109.50 |
| R18 | 07/05/2024 | Women's Institute | Summer Gala stall booking | £15.00 |
| R19 | 09/05/2024 | Love in a Cup Community Cafe | Summer Gala stall booking | £15.00 |
| R20 | 09/05/2024 | Kirton Knit Knacks | Summer Gala stall booking | £15.00 |
| R21 | 10/05/2024 | J Butler | Christmas Festival stall booking | £20.00 |
| R22 | 14/05/2024 | S Houlden | Christmas Festival stall booking | £15.00 |
| R23 | 22/05/2024 | Co-Op Funeral Care | Cemetery - memorial app & admin fee (TAYLOR) | £392.00 |
| R24 | 24/05/2024 | RC Pearson | Christmas stall booking | £20.00 |
| R25 | 27/05/2024 | Diamond Jubilee Town Hall | Summer Gala stall booking x2 | £30.00 |
| R26 | 27/05/2024 | HSBC | Gross Interest | £84.92 |
| R27 | 29/05/2024 | FS Machin | Cemetery - interment fee (LAWMAN) | £150.00 |
| R28 | 31/05/2024 | Diamond Jubilee Town Hall | Refund invoice 96R - Meeting room hire | £258.25 |
| | | | Receipts, May 2024 | £2,023.68 |

| Ref | Payments Date | To Whom Paid | Details | Payments |
|-----|------------------|--------------------------------|---|-------------------|
| P24 | 01/05/2024 | O2 | Mobile phone contracts | £28.70 |
| P25 | 01/05/2024 | Lawn N Order | Highway verges devolved services | £1,200.00 |
| P26 | 01/05/2024 | 1st Kirton in Lindsey Brownies | Budgeted Grant | £500.00 |
| P27 | 01/05/2024 | Evergreens | Budgeted Grant | £800.00 |
| P28 | 01/05/2024 | CPRE Northern Lincolnshire | Best Kept Village Competition 2024 entry fee | £35.00 |
| P29 | 01/05/2024 | St Andrew's United Church | Budgeted Grant (Nutshell) | £400.00 |
| P30 | 02/05/2023 | Blachere Illuminations | Christmas Lighting contract payment 1 (a) | £3,000.00 |
| P31 | 02/05/2024 | Amazon | D-Day event expenses - games | £83.31 |
| P32 | 03/05/2024 | Blachere Illuminations | Christmas Lighting contract payment 1 (b) | £1,761.50 |
| P33 | 03/05/2024 | North Lincolnshire Council | Grove Street Cemetery Rate Demand | £493.60 |
| P34 | 03/05/2024 | JB Rural | Parish Paths Partnership (cut 1) | £420.00 |
| P35 | 03/05/2024 | Brigg Office Supplies | Stationery - ink and paper | £130.74 |
| P36 | 03/05/2024 | Wright Way Sports | SportsZone Professional Coaching fees | £75.00 |
| P37 | 04/05/2024 | Diamond Jubilee Town Hall | Budgeted Grant (payment a) | £3,000.00 |
| P38 | 07/05/2024 | Diamond Jubilee Town Hall | Budgeted Grant (payment b) | £240.00 |
| P39 | 07/05/2024 | 1st Kirton in Lindsey Scouts | Budgeted Grant | £700.00 |
| P40 | 07/05/2024 | S Barrett | Grounds Maintenance (planting) | £565.00 |
| P41 | 07/05/2024 | Flower Theatre | Civic - wreath for Workers Day Memorial | £48.00 |
| P42 | 08/05/2024 | Lawn N Order | Highway verges devolved services | £1,106.40 |
| P43 | 08/05/2024 | ERNLLCA | Training - Whole Council Training (payment 2) | £240.00 |
| P44 | 08/05/2024 | Brigg Office Supplies | Office - key safe | £39.60 |
| P45 | 08/05/2024 | Reed Courses | Training - Manual handling/working at height | £12.00 |
| P46 | 09/05/2024 | Diamond Jubilee Town Hall | Office Rent and Room hire | £440.00 |
| P47 | 09/05/2024 | Diamond Jubilee Town Hall | Meeting room hire | £387.00 |
| P48 | 13/05/2024 | Kirton First | Budgeted Grant | £2,000.00 |
| P49 | 16/05/2024 | In Bloom | Budgeted Grant | £1,000.00 |
| P50 | 16/05/2024 | Lawn N Order | Highway verges devolved services | £1,106.40 |
| P51 | 16/05/2024 | Diamond Jubilee Town Hall | D-Day event hall hire | £130.00 |
| P52 | 17/05/2024 | HSBC | Business banking | £8.00 |
| P53 | 21/05/2024 | Nest | Pension contributions | |
| P54 | 22/05/2024 | idVerde | Grounds Maintenance (grass cutting) | £1,248.62 |
| P55 | 22/05/2024 | Assistant Clerk | Salary | |
| P56 | 22/05/2024 | Community Co-Ordinator | Salary | |
| P57 | 23/05/2024 | Town Clerk | Salary | |
| P58 | 23/05/2024 | HMRC | Tax/NI/Student Loan | |
| P59 | 28/05/2024 | Clear Insurance | Insurance renewal | £1,453.32 |
| P60 | 31/05/2024 | O2 | Mobile phone contracts | £28.70 |
| | | | Total Payments May 2024 | £27,388.47 |

Cashbook carried forward

| | |
|---|--------------------|
| Balance carried forward April 1st 2024: | £91,040.87 |
| Receipts to May 31st 2024: | £74,191.94 |
| Payments to May 31st 2024: | £38,001.01 |
| Cashbook total at May 31st 2024: | £127,231.80 |

Reconciliation to Bank Statements

| | |
|---|--------------------|
| Current Account 41305484 | £4,509.89 |
| Savings Account 01109553 | £42,721.91 |
| Public Sector Deposit Fund | £80,000.00 |
| Total in bank as at May 31st 2024: | £127,231.80 |

Agreed to cashbook and bank statements:

Dated:

Visual Play Area Inspection

Complete

| | | | | | |
|--|----------------|---------------|------|----------------------|---|
| Score | 5 / 6 (83.33%) | Flagged items | 1 | Actions | 0 |
| Name of Inspector | | | | Hazel Fox | |
| Inspector Qualifications | | | | RPII | |
| Conducted on | | | | 01.06.2024 11:13 BST | |
| Document Number | | | | 01062024 | |
| Weather conditions. | | | | Dry. | |
| | | | | 1 / 1 (100%) | |
| Is the site free from litter, dog fouling, broken glass, or other dangerous objects? | | | Pass | | |
| Is the site free of any obvious signs of damage to any equipment? | | | Pass | | |
| No new items. | | | | | |
| Is the signage intact and readable? | | | Pass | | |
| Have all the bins been emptied? | | | Fail | | |
| Most bins full. | | | | | |
| Has the grass been cut? (N.B. Grass cutting schedule is: Weekly first week of April to last week of September. Fortnightly from first week of October. One cut mid-November and one cut mid-March) | | | Pass | | |
| Is the site free of any fallen branches or any other grounds maintenance issues? | | | Pass | | |
| General comments. Is there anything you would like to flag for the attention of the Town Clerk? | | | | No. | |

Flagged items

1 flagged

Information

Have all the bins been emptied?

Fail

Most bins full.



Kirton in Lindsey Town Council

Policy 09: Grievance Policy

Reviewed and Adopted July 2023 (v.20231) [FC2307/10]

1.0 Purpose and scope

- 1.1 The Council should have in place a number of procedures to develop good working relationships between employees and the Council. Central to this relationship are regular supervisory meetings to discuss and resolve work related issues. Other mechanisms, such as the annual appraisal, exist to help ensure that problems are raised openly and resolved to mutual satisfaction. The purpose of this document is to provide a mechanism to enable employees to seek a resolution to an issue of concern or grievance which cannot otherwise be resolved.
- 1.2 Wherever possible grievances should be resolved by discussion with the member of staff concerned. The resolution of grievances at this stage may recognise that the best recourse could be to make use of more effective management, conciliation, mediation or counselling skills. Additionally the Employment Act 2008 introduced a Code of Practice designed by the Advisory, Conciliation, and Arbitration Service (ACaS) to help resolve disputes at as early a stage as possible. The Department for Business, Enterprise and Regulatory Reform (BERR) and the Chartered Institute of Personnel and Development (CIPD) jointly published guidance with ACaS on appropriate standards to achieve early resolution to problems. Central to this guidance is the long-accepted practice within the 1st Tier of local government that, despite any desired intention to resolve any issues informally, the Council recognises that, from time to time, difficulties may arise in working relationships between employees that may be difficult to resolve without recourse to a third party. Mediation and/or conciliation should always be considered as a mechanism to help resolve disputes. Additionally training for the employer, i.e. the council, in employment matters should also be a fundamental part of any preventative measures that the council wishes to take.
- 1.3 The ACaS Code of Practice takes no account of the status of the parish council as the employer and the fact that no single councillor may act as the employer. It is critical therefore that, whilst the council will wish to engage with the principles of the Code, in terms of early resolution of conflict, a sound and accountable structure must be in place to satisfy the legislative governance standards expected of parish and town councils. The appointment of a committee of three members to handle grievance issues is key to the success of this policy as is the principle that an external third party may have to be appointed as investigator. The attached procedure (Appendix 1) sets out the Hearing process and timescales, it is expected that at in all stages of the process the person or committee investigating the grievance will want to meet all parties to the grievance and to discuss with them the issues involved as quickly as possible.
- 1.4 The procedure is open to all employees and on matters relating to all issues, except appeals against disciplinary action and redundancy.
- 1.5 The ACaS Code of Practice defines grievances as “concerns, problems or complaints that employees raise with their employers”.
- 1.6 Guidance on the format of a hearing is given in a separate model document.

2.0 Pre formal stages

- 2.1 Every effort should be made to resolve the grievance through discussion, explanation, conciliation or mediation.

3.0 First formal stage – the Clerk

- 3.1 Where the grievance is held by a member of staff, the first stage is for the matter to be raised in writing to the Clerk. If the matter requires some further investigation the Clerk must advise the employee and give an undertaking to complete investigations within seven days.
- 3.2 Where the grievance is about or from the Clerk, the procedure should commence at the second formal stage
- 3.3 The Clerk should consider the grievance and set out in writing the reasons for any decision.
- 3.4 If the employee is unhappy about the outcome or, if the matter is not resolved within a reasonable time or if there are further investigations to be carried out, the employee has the right to move to the Appeal stage.

4.0 Second formal stage - The Grievance Committee

- 4.1 Where the matter cannot be resolved by the Clerk or the grievance is about or from the Clerk, (and cannot be resolved as in 3.0 above) the matter should be dealt with by an appointed committee. The second formal stage is a complaint to the committee in writing setting out the reasons for the complaint. The committee must set out in writing the reasons for any decision. If the matter requires some further investigation the appointed committee must advise the employee and give an undertaking to complete investigations within seven days.
- 4.2 The mechanism for the hearing is available on request.

5.0 Third formal stage – Appeal to the Council

- 5.1 The Council will appoint an Appeal Panel which may hear an appeal if:
- the length of time that the appointed committee has taken to arrive at a decision is unreasonable
 - there has been a failure to consider new evidence or evidence of witnesses
 - there has been a fundamental flaw in the procedure
 - the decision cannot be regarded as fair and reasonable in the light of the evidence available
 - there was not a proper investigation of the facts
- 5.2 The Council will be provided with all the papers concerning the complaint and will notify the employee of whether the appeal will be heard, the likely timescale for considering the appeal and will make a decision about the complaint within a reasonable timescale. The outcome of an appeal to the Council shall be final.

6.0 Putting the case

- 6.1 An employee should provide as much information as possible at the initial stage of a grievance, and set out clearly the details of the events, times, other persons involved and the reasons for the complaint. A failure to provide full information at the outset is likely to lead to the need for further investigations and a less speedy resolution to a grievance which is not in anyone's best interests.

7.0 Right to be accompanied

- 7.1 Employees shall have the right to be accompanied at any Hearing by a colleague or union representative of their choice. The council will consider other appropriate persons if the employee is the sole employee; where it would be inappropriate for another employee to act in the capacity or where the employee is not a member of a trade union. In such circumstances the council will take advice from ERNLLCA.
- 7.2 The person who accompanies the member of staff may address the hearing and put, and sum up, the employee's case; respond on behalf of the employee and confer with the employee at any time during the hearing. The companion does not have the right to answer questions on the employee's behalf; address the hearing if the employee does not wish it or prevent the council from explaining their case.

8.0 Advice and guidance

- 8.1 Employees seeking advice and guidance on the scope and use of the Grievance Procedure should contact the Clerk.

9.0 Miscellaneous

- 9.1 This procedure should not be used by employees whose grievance is related to an issue that falls within the remit of one of the regulatory bodies (e.g. Audit Commission, Standards Board for England).
- 9.2 This procedure will be reviewed annually to ensure that it continues to meet organisational objectives, reflects statutory requirements, best practice and our quality standards.
- 9.3 At all meetings a record will be made and a copy sent to the employee.

Signed..... Mayor of the Town Council

Name.....

Date.....

Signed..... Clerk to the Town Council

Name.....

Date.....



Kirton in Lindsey Town Council

Policy 26: Code of Practice for Handling Complaints

Reviewed and Adopted July 2023 (v.20231) [FC2307/10]

This recommended Code of Practice is based on guidance issued by the National Association of Local Councils in November 2008.

Preface

The Local Government Ombudsman (LGO) has no jurisdiction over Parish and Town Councils in England.

Is a complaints procedure appropriate?

It will not be appropriate to deal with all complaints from members of the public under a complaints procedure. Councils should consider engaging other procedures/bodies in respect of the following types of complaint:

| Type of conduct | Refer to |
|------------------------|---|
| Financial irregularity | It is a local elector's statutory right to object to the Council's audit of accounts pursuant to s.16 Audit Commission Act 1998. On other matters, councils may need to consult their auditor / Audit Commission. |
| Criminal activity | The Police |
| Member conduct | In England a complaint relating to a member's failure to comply with the Code of Conduct must be submitted to the standards committee of the relevant principal authority. |
| Employee conduct | Internal disciplinary procedure |

Complaints Procedure

The first task is to determine exactly what the complaint is. Sometimes the word 'complaint' is used by members of the public but sometimes it is not. The Local Government Ombudsman offers the following 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."

A good complaints system is:

- well publicised and easy to use;
- helpful and receptive;
- not adversarial;
- fair and objective;
- based on clear procedures and defined responsibilities;
- quick, thorough, rigorous and consistent;
- decisive and capable of putting things right where necessary;
- sensitive to the special needs and circumstances of the complainant;

- adequately resourced;
- fully supported by councillors and officers; and
- regularly analysed to spot patterns of complaint and lessons for service improvement.

Confidentiality

The Local Government Ombudsman advises that the identity of a complainant should only be made known to those who need to consider a complaint. It would be most appropriate to deal with complaints within the remit of the Personnel and Disciplinary Committee, however the Town Council should take care to maintain confidentiality where circumstances demand (e.g. where matters concern financial or sensitive information or where third parties are concerned).

Time targets

It is good practice to set deadlines for complaint handling which should not be open-ended. Clearly, some flexibility is required to deal with lengthier and more complex complaints and this could be reflected clearly in a complaints procedure.

Remedies

The purpose of a complaints procedure is to put things right if things go wrong. Section 92 of the Local Government Act 2000 gives councils the power to make payment 'in cases of maladministration.' (Section 92 applies to local councils and the use of the word 'maladministration' is not linked to the use of the word by the ombudsman in this context). The full text of section 92 is as follows:

'92.— (1) Where a relevant authority consider—

- a) that action taken by or on behalf of the authority in the exercise of their functions amounts to, or may amount to, maladministration, and*
- b) that a person has been, or may have been, adversely affected by that action,*

the authority may, if they think appropriate, make a payment to, or provide some other benefit for, that person.'

It is to be noted that parish councils have the power (i) to make a payment or (ii) to provide some other benefit where action amounts to or may amount to maladministration. 'Maladministration' is a broad concept. It has been described as including 'bias, neglect, inattention, delay, incompetence, ineptitude, perversity, turpitude and so on'.

The Complaints Procedure

Amongst the complaints which members of the public make about Parish and Town Councils are those about administration of procedures. The quantity of these complaints is noticeably increasing. It is in the particular interest of the council concerned to settle a complaint because, even if it is unjustified, it will, in the absence of any settlement be raised again. This is bad for the council since it wastes time and affects its good reputation. It is also of general concern to all councils that complaints against any of them should be settled as soon as possible.

Experience suggests that in many cases a complaint will not be pursued if the complainant sees that it has been properly handled. As councils are not subject to the jurisdiction of the Local Ombudsman there is no independent body to which the complainant can turn for

independent formal assessment. Therefore every duly-made complaint **should be dealt with according to an agreed Code** however trivial it may seem at first sight.

For the benefit of good local administration it is suggested that local councils should adopt a standard and formal procedure for considering complaints either made by complainants direct or referred back to the council from other bodies to whom they have been made. The Code set out below is recommended as a way of ensuring that complainants can feel satisfied that at the least their grievance has been properly and fully considered.

Councils are urged to do their utmost to settle complaints and satisfy complainants in the interests of the good reputation of the council. If a complaint is not settled by the council it cannot refer the complaint to any other body for settlement but a complainant may well try to enlist the services of other bodies and provoke considerable expenditure of the time and resources of the council and others in responding to further pressures.

Councils are advised to adopt the Code before any complaints have been notified.

CODE OF PRACTICE

Before the Meeting

1. If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and they cannot satisfy the complainant fully, the complainant shall be asked to put the complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
2. If a complainant prefers not to put the complaint to the Clerk he or she shall be advised to put it to the Chairman of the Council.
3. The Clerk, or Chairman, as appropriate shall acknowledge receipt of the complaint and advise the complainant when the matter will be considered by the Council or by the Personnel and Disciplinary Committee, whichever is deemed most appropriate for the complaint. The complainant should also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way (if, for example, the complaint is to be heard by the Council or Committee).
- 4(a) On receipt of a written complaint the Clerk or Chairman, as appropriate, shall (except where the complaint is about the Clerk), try to settle the complaint directly with the complainant but shall not do so in respect of a complaint about the behaviour of the Clerk or a Councillor. Complaints about the Clerk will be dealt with under the Council's employment policies and procedures. Where a member of the public wishes to complain about an individual Councillor, they shall be referred to the local Standards Committee at North Lincolnshire Council.
- (b) Where the Chairman receives a written complaint about their own actions, they shall refer the complainant to the local Standards Committee at North Lincolnshire Council. Where the Clerk receives complaint about their behaviour they shall refer it to the Chairman or Personnel and Disciplinary Committee.
5. The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complainant.
6. The Clerk or Chairman shall bring any written complaint which has not been settled to the next meeting of the Council and the Clerk shall notify the complainant of the date on which the complaint will be considered, and the complainant shall be offered an opportunity to explain the complaint orally.
7. 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.

At the Meeting

8. The Council shall consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the public and press but any decision on a complaint shall be announced at the council meeting in public.
9. The Chairman should introduce everyone and explain the procedure.

10. The complainant (or representative) should outline the grounds for complaint and, thereafter, questions may be asked by (i) the Clerk or other nominated officer and then (ii), members.
11. The Clerk or other nominated officer will have an opportunity to explain the Council's position and questions may be asked by (i) the complainant and (ii), members.
12. The Clerk or other nominated officer and then the complainant should be offered the opportunity to summarise their position.
13. The 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.
14. The 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. The Council shall defer dealing with any written complaint **only** if it is of the opinion that issues of law or practice arise on which advice is necessary from the Association. This complaint shall be dealt with at the next meeting after the advice has been received.

After the Meeting

15. The decision should be confirmed in writing within seven working days together with details of any action to be taken.

Approved by Kirton in Lindsey Town Council

Signed

(Mayor of the Town Council)

Date

Signed

(Clerk to the Town Council)

Date