

LYDD TOWN COUNCIL

PAYMENTS AND RECEIPTS

1 DECEMBER 2024 - 31 JANUARY 2025

FOR RATIFICATION AND AUTHORISATION				
DATE	RATIFICATION	MEMO	Chq/DD	AMOUNT
PAYMENTS FROM CURRENT ACCOUNT				
02/12/2025	Scottish Water Business Stream	Guild Hall water	DD	6.98
02/12/2025	Fstone Hythe	Business rates	DD	171.00
04/12/2024	HMRC	PAYE - Mth 8	4978	2,445.50
04/12/2024	KCC re Kent County Pension Fund	Pension - Mth 8	4979	2,067.55
04/12/2024	Hirst Signs Ltd	Signs - 'unsuitable for motor vehicles'	4980	175.08
04/12/2024	Confederation of Cinque Ports	Souvenir booklet for installation	4981	40.00
04/12/2024	GMP LLP	Q2 VAT submission	4982	90.00
04/12/2024	Gibbs & Son	November landscaping	4983	192.00
04/12/2024	VOID	VOID	4984	0.00
04/12/2024	Ifini Ltd	2 USB fast chargers	4985	39.00
04/12/2024	Proludic Ltd	Caps and locking nuts for play area	4986	39.98
04/12/2024	W & E Rolfe & Son	Sealant, gutter fitting, tarpaulin, gloves	4987	137.69
04/12/2024	Angela Quinn-Alexander	Reimburse for Lydd in Lights prizes	4988	254.88
10/12/2025	KCC Commercial Services	Photocopier rental and maintenance charges	DD	186.08
13/12/2024	Salaries	Salaries - month 9 (4989/4990/4991/4992)	VARIOUS	6,245.46
11/12/2024	Mrs J Jones	Food	4993	51.00
11/12/2024	W & E Rolfe & Son	Batteries and cable ties	4994	18.40
13/12/2024	VOID	VOID	4995	0.00
13/12/2024	Shaw & Sons Limited	Paper for minutes	4996	94.02
13/12/2024	HMRC	PAYE - month 9	4997	1,935.46
13/12/2024	KCC re Kent County Pension Fund	Pension - month 9	4998	2,196.77
13/12/2024	Lloyds Bank	Service charges	DD	43.15
16/12/2024	Castle Water Ltd	Manor Road Pavillion - water TE00730739	DD	36.99
16/12/2024	Corona Energy	Dec charges inv 259915/16/17/18	DD	305.72
17/12/2024	Castle Water Ltd	Guildhall Water 10004507059	DD	56.92
17/12/2024	Diane Cavey	Expenses re Lydd in Lights	4999	33.97
17/12/2024	RS & JE Jones	Mayoral event	5000	64.66
17/12/2024	Zoom in Private Ltd convenience stores	Mayoral event	5001	103.91
27/12/2024	Waterlogic GB	Watercooler rental - November	DD	47.98
27/12/2024	Folkestone & Hythe	Payment for election costs	DD	8,275.30
30/12/2024	British Gas	Guild Hall gas December	DD	165.74
30/12/2024	Viking Office	Stationery, toner and stamps	DD	273.25
02/01/2025	Scottish Water Business Stream	Guild Hall water	DD	6.98
02/01/2025	Fstone Hythe	Business rates	DD	171.00
08/01/2025	Lydd Town Mayor Charity Account	Gurkha Band Concert	5002	159.68
08/01/2025	Lewe Luck	Guildhall window cleaning	5003	50.00
08/01/2025	VOID	VOID	5004	0.00
08/01/2025	Youngs Timber & Buildings	Mastercrete & cement	5005	26.88
15/01/2025	Salaries	Salaries mth 10 (5006/07/08/09)	5009	6,184.22
08/01/2025	Confederation of Cinque Ports	2 additional Lord Warden installation booklets	5010	10.00
10/01/2025	Lloyds Bank	Service charges	DD	28.95
15/01/2025	Ornamental Trees Ltd	Holm oak tree and planting kit	5011	88.00
15/01/2025	W & E Rolfe & Son	Flourescent light tube-inv 4628	5012	48.60
15/01/2025	Forvis Mazars	External audit fee - 2023/24 inv 2464049	5013	804.00
15/01/2025	CIA Fire & Security	Tennis courts Smartentry sub & contract, inv 280875	5014	788.80
15/01/2025	Angela Quinn-Alexander	Reimburse for purchase of rubble bags	5015	5.00
15/01/2025	Diane Cavey	Reimburse for flowers re Gurkha Band Concert	5016	23.75
15/01/2025	BT Group PLC	Guildhall Phone & Broadband Service - quarterly	DD	864.47
16/01/2025	Castle Water Ltd	Manor Road Pavillion - water TE00747351	DD	34.66
16/01/2025	ICO	ICO - annual GDPR registration	DD	35.00
17/01/2025	KCC Commercial Services	Copier charges colour159, b&w 3 sept-dec	DD	194.17
20/01/2025	Ifini Ltd	Vidre Endpoint Security - 20 users/ 3 years	5017	1,200.00
20/01/2025	HMRC	HMRC - PAYE mth 11	5018	1,914.40
20/01/2025	KCC re Kent County Pension Fund	Pension - mth 11	5019	2,264.84
20/01/2025	RS & JE Jones	Reimburse Mayor for Lord Warden London event travel	5020	23.50
20/01/2025	Corona Energy	Electricity charges-Inv00002641617/8/9/20	DD	320.79
21/01/2025	Castle Water Ltd	Allotments - water 10005100343	DD	23.41
22/01/2025	Castle Water Ltd	Guildhall Water 10005126743	DD	15.84
27/01/2025	Mrs M Hunt	Reissue cheque for allotment deposit return (chq 4931)	5021	36.00
28/01/2025	Waterlogic GB	Watercooler rental - December	DD	47.98

PAYMENT FROM RESERVE ACCOUNT				
PAYMENT FROM STRIPE ACCOUNT TO LLOYDS				
06/12/2024	Stripe	Tennis Courts		7.27
24/12/2024	Stripe	Tennis Courts		5.58
02/01/2025	Stripe	Tennis Courts		5.58
21/01/2025	Stripe	Tennis Courts		5.58
30/01/2025	Stripe	Tennis Courts		5.58
RECEIPTS INTO CURRENT ACCOUNT				
05-Dec	Allotments	Rent 2024/25		430.00
06-Dec	Lydd Charity	2024/25 Donation		5,000.00
20-Dec	Arqiva	2025/26 Mast		1,500.00
20-Dec	Allotments	Rent 2024/25		70.00
20-Dec	UK Power Networks	Masts		80.08
30-Dec	Opus Energy	Refund for disconnection of MPAN		809.88
30-Dec	Conefederation of MB	Refund for lunch-Lord Warden installation		7.50
09-Jan	Allotments	Rent 2024/25		20.00
10-Jan	Allotments	Rent 2024/25		150.00
31-Jan	HMRC VAT	VAT Refund - Oct - Dec 2024		2,037.83
RECEIPTS INTO RESERVE ACCOUNT				
09/12/24	Lloyds Reserve	Interest		20.76
09/01/25	Lloyds Reserve	Interest		23.00

	A	B	C	D
1	LYDD TOWN COUNCIL			
2	Bank Reconciliation Statement			
3	for the Period Ending			
4	31-Jan-25			
5				
6	BANK and CASH:	Statement Date	£	
7	Lloyds TSB Current Account	31-Jan	32,857.69	
8	Lloyds TSB Reserve Account	09-Jan	27,103.76	
9				59,961.45
10				
11	LESS Unpresented Items:			
12				
13	14-Oct	4956	102.00	
14	14-Oct	4957	30.00	
15	14-Oct	4958	30.00	
16	15-Jan	5014	788.80	
17	27-Jan	5021	36.00	
18				
19				986.80
20				
21				58,974.65
22				
23	Opening balance			43,767.48
24	PLUS Receipts			215,127.67
25	LESS Payments			199,920.50
26	Balance Carried Forward:			58,974.65
27				
28				
29	Prepared by:	CL	Date:	
30				
31	Checked by:		Date:	
32				
33	Checked by:		Date:	
34				
35				



013080 PO0EA02-30250202-61786-052601
 LYDD TOWN COUNCIL
 MS A ALEXANDER
 13 HIGH STREET
 LYDD
 ROMNEY MARSH
 KENT
 TN29 9AF

36700 C

Your account statement

Issue date: 31 January 2025

Write to us at: PO Box 1000, Andover, BX1 1LT

Call us on: 0345 072 5555 (from UK)
+44 1733 347338 (from Overseas)

Visit us online: www.lloydsbank.com

Your branch: ASHFORD (309028)

Sort code: 30-90-28 Account number: 00731251

BIC: LOYDGB21138

IBAN: GB90 LOYD 3090 2800 7312 51



BUSINESS ACCOUNT

LYDD TOWN COUNCIL

Account summary

Balance On 24 Jan 2025	£35,950.88
Total Paid In	£2,043.41
Total Paid Out	£5,136.60
Balance On 31 Jan 2025	£32,857.69

Account activity

Date	Payment Type	Details	Paid In (£)	Paid Out (£)	Balance (£)
24 Jan 25		STATEMENT OPENING BALANCE			35,950.88
27 Jan 25	CHQ	005015			35,945.88
28 Jan 25	DD	WATERLOGIC GB LTD LYD023		5.00	35,897.90
28 Jan 25	CHQ	005018		47.98	33,983.50
28 Jan 25	CHQ	005005		1,914.40	33,956.62
29 Jan 25	CHQ	005003		26.88	33,906.62
29 Jan 25	CHQ	005019		50.00	31,641.78
30 Jan 25	CHQ	005020		2,264.84	31,618.28
30 Jan 25	FPI	STRIPE PAYMENTS UK STRIPE		23.50	31,623.86
31 Jan 25	BGC	XP8006314533695442 185008 10 30JAN25 08:09	5.58		31,623.86
31 Jan 25	CHQ	HMRC VAT 202495095	2,037.83		33,661.69
31 Jan 25		005013		804.00	32,857.69
31 Jan 25		STATEMENT CLOSING BALANCE	2,043.41	5,136.60	32,857.69

The "Details" column in your statement shows the date that a Debit Card payment went into or came out of your account only if that happened on a weekend or a Bank Holiday.

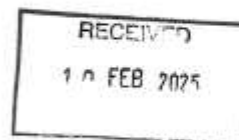
Payment types:


CHQ - Cheque

DD - Direct Debit

FPI - Faster Payment

BGC - Bank Giro Credit



LLOYDS BANK 

Your account statement
 Issue date: 10 January 2025
 Write to us at: PO Box 1000, Andover, BX1 1LT
 Call us on: 0345 072 5555 (from UK)
 +44 1733 347338 (from Overseas)
 Visit us online: www.lloydsbank.com
 Your branch: ASHFORD (309028)
 Sort code: 30-90-28 Account number: 07746475
 BIC: LOYDGB21138
 IBAN: GB69 LOYD 3090 2807 7464 75

011285 POCEAD2-20250111-41907-021885
 LYDD TOWN COUNCIL
 MS A ALEXANDER
 13 HIGH STREET
 LYDD
 ROMNEY MARSH
 KENT
 TN29 9AF

36700 C

COMM INST ACCESS
 LYDD TOWN COUNCIL

Account summary

Balance On 13 Dec 2024	£27,080.76
Total Paid In	£23.00
Total Paid Out	£0.00
Balance On 09 Jan 2025	£27,103.76

Account activity

Date	Payment Type	Details	Paid In (£)	Paid Out (£)	Balance (£)
13 Dec 24		STATEMENT OPENING BALANCE			27,080.76
09 Jan 25		INTEREST (GROSS)	23.00		27,103.76
09 Jan 25		STATEMENT CLOSING BALANCE	23.00	0.00	27,103.76

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RECEIVED
 22 JAN 2025

BUDGET MONITOR

LYDD TOWN COUNCIL
Budget Monitor 2024-25

2024/25

RECEIPTS		Actuals	Original Budget	Revised Budget	Difference	% Budget	
Allotments Rent Including Archiva for mast		4,667.64	8,000.00		3,332.36	58%	
Ambulance Service Rent		5,370.00	5,200.00	-	(170.00)	103%	
Band Concert	(2,500.00)	-	2,500.00	-	-	0%	
Bank Interest		254.92	500.00		245.08	51%	
Donations from Lydd Municipal and Other Charities		5,000.00	5,000.00		-	100%	
Masts & Easements		-	80.00		80.00	0%	
Tennis Court bookings vis stripe		396.07	1,000.00		603.93	40%	
Other Receipts		20,441.14	-		(20,441.14)	0%	
Precept		178,900.00	178,900.00	-	-	100%	
VAT		97.90			(97.90)	0%	
TOTAL RECEIPTS:		215,127.67	201,180.00	-	(16,447.67)	4.52	
		-					
PAYMENTS		Actuals	Original Budget	Revised Budget	Difference	% Budget	
EMR/Virement							
Accountants	(3,900.00)	2,050.00	6,000.00	2,100.00	50.00	34%	
Allotments	(1,000.00)	1,643.72	3,000.00	2,000.00	356.28	55%	
Audit		1,090.00	1,000.00		(90.00)	109%	
Band Concert	(2,500.00)	-	2,500.00	-	-	0%	
Bank Charges		286.66	330.00		43.34	87%	
Dennes Lane	(850.00)	145.90	1,000.00	150.00	4.10	15%	
Bin Emptying		-	665.00		665.00	0%	
Christmas Tree & Lighting		732.98	1,000.00		267.02	73%	
Civic Expenses		854.79	1,000.00		145.21	85%	
Gas & Electrical PEAT testing		128.00	1,000.00		872.00	13%	
Grounds Maintenance		8,998.85	5,000.00		(3,998.85)	180%	
Grounds Maintenance-Tree Surgery		4,200.00	0.00		-	-	
Groundsman Materials and Equipment		1,149.70	600.00		(549.70)	192%	
Guildhall Maintenance		18,967.00	19,600.00		633.00	97%	
Guildhall Running Costs		8,536.84	8,000.00		(536.84)	107%	
Insurance		4,831.20	4,100.00		(731.20)	118%	
Lade Bench Licences		-	25.00		25.00	0%	
Legal and Professional fees		1,175.00	4,000.00		2,825.00	29%	
Lydd in Bloom		517.04	360.00		(157.04)	144%	
Lydd in Lights		288.85	360.00		71.15	80%	
Manor Road Pavilion Maintenance	(750.00)	40.00	1,000.00	250.00	210.00	4%	
Manor Road Pavilion Running Costs		564.27	400.00		(164.27)	141%	
Mayoral Allowance		1,636.83	2,000.00		363.17	82%	
Office Consumables		1,214.74	1,000.00		(214.74)	121%	
Office Equipment and Printing		1,674.04	2,200.00		525.96	76%	
Office IT		7,014.00	4,920.00		(2,094.00)	143%	
Office IT capital expenditure	(3,730.00)	-	3,730.00	-	-	0%	
Remembrance Sunday (S137)		290.00	300.00		10.00	97%	
Rype Playground		2,255.67	0.00		(2,255.67)	0%	
Small Grants		4,012.83	5,000.00		987.17	80%	
Staff Costs		-	100.00		100.00	0%	
Staff EE & ER	3,500.00	19,283.37	20,000.00	23,500.00	4,216.63	96%	
Staff salaries		81,275.53	94,500.00		13,224.47	86%	
Stair Lift & Defib. Maintenance		2,260.55	690.00		(1,570.55)	328%	
Staff and Councillors Training	(876.00)	109.00	1,000.00	124.00	15.00	11%	
Subscriptions		2,163.70	2,200.00		36.30	98%	
Tennis Courts		1,621.67	500.00		(1,121.67)	324%	
Website		-	100.00		100.00	0%	
D-Day Beacon Lighting	(1,620.00)	380.00	2,000.00	380.00	-	19%	
Election Costs	9,226.00	8,275.30		9,226.00	950.70	0%	
VAT		10,252.46					
TOTAL PAYMENTS:		199,920.50	201,180.00	37,730.00	13,211.97	99%	
		-					

LYDD TOWN COUNCIL
INVITATION TO OUR COMMUNITY
TO BE HELD AT THE BANKS



DENNES LANE, LYDD
FROM 7.30PM

The Seaside Singers will entertain
The bar will be open for the purchase of drinks
Fish and Chips will be served.

The VE Day 80 Tribute
To be undertaken at 9.30 pm alongside
the lighting of the Beacon

LYDD TOWN COUNCIL

Protocol on Councillor/Officer Relations

Introduction

The purpose of this protocol is to guide Councillors and Officers of the Council in their relations with each other. In this protocol the word 'Councillors' includes the Town Mayor, Deputy Mayor, Civic Representative and Chairmen of Committees/ Working Groups and all other Councillors. The word 'Officer' includes all employees of Lydd Town Council.

Basic Principles

The basic principle of good Councillor/Officer relations in local government is trust, mutual respect and an understanding of the respective roles. Both Councillors and Officers are servants of the public, but their responsibilities are distinct.

- A Councillors role is to represent the whole community and they are responsible and answerable to the electorate and serve only so long as their term of office lasts. They are expected to observe the Council's Code of Conduct, participate in meetings of the Council, represent the Council on outside bodies, attend civic and ceremonial functions, and hold and maintain the assets of the Council in trust. During their term of office Councillors should not engage in any controversial activity which could call into question the integrity or impartiality of the office, or may bring the Council into disrepute. Councillors are elected to determine policy, not to engage in direct operational management of the services.
- Officers are appointed by the Council and are responsible through the management structure to the Council as a whole (the Council as a body is the employer). Officers serve the Council as a whole and are not answerable to individual Councillors. They have operational responsibilities which may include managerial, administrative or practical duties that are part of the day-to-day running of the Council and/or the delivery of services on behalf of the Council and should be selected for their experience, qualifications and qualities to carry out their duties.
- The Town Clerk is responsible for the day to day running of the Council in accordance with the decisions of the Council and under delegated authority. Their work includes giving professional and impartial advice to the Council which will assist Members in reaching the best decisions for the Council. The Town Clerk is responsible for implementing the **proper and lawful** decisions made by the Council. He or she is responsible for the management of the staff.

Relationships between Councillors and Officers

Councillors and Officers should demonstrate mutual respect and deal with each other sympathetically, efficiently and without bias, fear or favour. Working relationships should be kept on a professional basis and Councillors must respect the impartiality and integrity of the Town Council's employees. Councillors should not put pressure on Officers on matters where Officers make decisions; nor should Officers put pressure on Councillors where Councillors make decisions, but should offer professional advice where appropriate. Neither party should seek to take unfair advantage of their position.

Councillors should respect the decision-making process of the Council in that decisions are made at Council and Committee meetings and that Officers then work to facilitate their decisions within their workload. Councillors should not send emails to question or re-debate those decisions and should not aim to persuade Officers to alter their work process to change or alter those decisions or adopted policies or protocols in any way.

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Councillors should not aim to persuade Officers to breach decisions made at Council or Committee or to break adopted policies and protocols of the Council.

Individual councillors do not have authority to instruct staff members in their work and all requests should go via the Town Clerk within working hours.

Members of staff do not answer directly to Councillors and are responsible to the Council as a corporate body via their line manager and/or Personnel Committee.

Councillors are not permitted to visit the homes of staff members without express invitation.

Conduct and Effectiveness

- a) If Councillors have any concerns about the effectiveness or conduct of employees of the Council they should take this up directly and confidentially with The Town Clerk who will consider the complaint and if appropriate discuss and/or refer the complaint to a panel made of Members of the Personnel Committee. If Councillors have concerns regarding the effectiveness or conduct of the Town Clerk this should be referred to the Town Mayor. The issue will then be handled in accordance with the Council's procedures and the Councillor will be informed of the outcome, unless there are legal reasons why they may not.
- b) Personal criticism by Councillors of individual Officers will not take place in public forums (including the media) as this could seriously affect the ability of the Council to effectively defend its position as an employer and may in some circumstances render it liable to payment of compensation.
- c) If an employee has concerns about the conduct of a particular Councillor they should raise it in the first instance with the Town Clerk so that attempts can be made to resolve the issue on an amicable basis. If this is not possible or if the alleged misconduct is of a serious nature, the matter will be reported to the Council's Personnel Committee. The matter will then be handled in accordance with the Council's procedures.
- d) Any Councillor may report, in writing to the Town Clerk, any other Councillor who they reasonably feel has failed to comply with the Council's Code of Conduct. The Town Clerk will refer this matter to the Personnel Committee who will handle the issue in accordance with the Council's procedures.

Councillors Access to Information and Documents

Councillors are provided with information relating to Council meetings to which they have a right. However, any information which has not been made public should be regarded as confidential and not disclosed as this could prejudice the interests of the Council. The law prevents the release of confidential information in certain circumstances. The right of a Councillor to inspect other documentation not relating to Meetings is dependent on whether the access could be considered reasonably necessary to carry out their duties as a Councillor.

Reviewed and updated February 2025

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LYDD TOWN COUNCIL

February 2025

Unreasonable Behaviour Policy

Overview

The aim of this policy is to give officers guidance to help them identify circumstances where a service user or complainant's behaviour could be classed as unreasonable and to aid their decisions in how to appropriately respond to such behaviour. This policy should be read in conjunction with the Council's Complaints Policy.

Any complaints about Lydd Town Council are handled in accordance with the Council's Complaints Policy. In a small number of cases some Council service users act in an unreasonable manner, or if they have a Freedom of Information request or a complaint, pursue these in a way that can impede the investigation of their complaint or responses to their questions, or take up a disproportionate amount of Council time and resources. The unreasonable behaviour can be displayed during or after a complaint has been investigated or a Freedom of Information request or Request for an Internal Review.

As a responsible employer the Council has a duty to ensure that its employees and Councillors have a safe environment in which to work, free from intimidation, threats and aggression (either physical or verbal). Such behaviours will not be tolerated. We do not expect our staff to tolerate any form of behaviour that could be considered rudeness, defamation, abusive, offensive or threatening, inflammatory statements and unsubstantiated allegations or is considered discrimination or harassment. Or that contact becomes so frequent that it makes it more difficult to complete other work or to help other people. This may include one or two isolated incidents as well as unreasonably persistent complaints, which is usually a build-up of incidents or behaviour over a longer period.

Lydd Town Council will take action under this policy to manage this type of behaviour and this applies to all contact including the use of social media **by the person/s concerned**

Unreasonable and unreasonably persistent complainants may have justified complaints but pursue them in inappropriate ways, or they may pursue complaints that have no substance or have already been investigated and determined. Their contacts with the Council might be amicable but take up a disproportionate amount of limited officer time, or may be clearly unacceptable in their nature, causing distress to the officers and possibly other Council service users.

Principles

Lydd Town Council has a zero- tolerance approach to unreasonable behaviour. We expect our staff to be treated with courtesy and respect.

Examples of unreasonable behaviour:

- Making unnecessarily excessive demands on the time and resources of staff
- Submitting repeated issues, or with additions or variations to the original request.
- Refusing to accept the outcome or response or repeatedly arguing a point or requesting further information
- Refusing to accept documented evidence as factual.
- Refusing to accept that certain issues are not within the scope of the Council
- Making unjustified complaints about staff who are trying to deal with the issues, or seeking to have them replaced.
- Introducing trivial or irrelevant new information at a later stage.

- Raising many detailed but unimportant questions, and insisting they are all answered.
- Adopting a 'scatter gun' approach: pursuing parallel complaints on the same issue.

A service user may not have a complaint but may act in an unreasonable way when accessing Council services. The Council will not tolerate abusive, offensive, threatening, deceitful or other forms of unreasonable behaviour. This behaviour may take place in person, over the phone, in writing or by some other form of electronic means such as email, text or social media. This could include (but is not limited to) one or a combination of the following:

- Threatening or using actual physical violence towards Council officers, contractors or agents (or their families and/or associates).
- Harassing, verbally abusing, swearing or being aggressive towards Council officers, contractors or agents (or their families or associates) whether physically or verbally.
- Filming or recording meetings or face to face/telephone conversations without the prior knowledge and consent of other parties involved.
- **Acting in a way to aim to discredit the Council, a member of staff or councillors.**

Social Media can sometimes be used in an unreasonable or inappropriate way towards Council staff, Councillors, contractors or agents (or their family members or associates). Unreasonable or inappropriate content may include threats, abuse, personal comments that may be regarded as defamatory or malicious.

If a member of the public posts such unreasonable or inappropriate content on social media, the Council will, where possible take steps to have the content removed and initiate other action in accordance with this policy (see Options for Action section below).

Any decision to designate a service user/complainant as unreasonable will be recorded in writing setting out what information has been considered and the reasons for making the decision.

Options for action

Any action taken must be reasonable and proportionate to the harm being caused by that particular person's behaviour. This could include one or a combination of the following:

- If the consideration of a complaint has ended, this might include ending all communication with the complainant on the issue.
- Limiting the number of telephone calls/personal contacts that will be taken from the person in a given time period.
- Limiting the time spent on telephone calls/personal contacts with that person.
- Declining any contact (in person, by telephone email, letter, or any combination of those) with the person except through a single point of contact (which could be a designated person).
- Restricting access to Council premises
- Informing the complainant in writing that the Council will not respond to any further contact with regard to a specific issue. The complainant will be informed that any correspondence will be read, acknowledged and placed on file by a designated officer
- **Officers subject to unreasonable behaviour will not be required to enter into communication with the individual/s.**

The above list of options is not intended to be exhaustive and any other action that is deemed to be reasonable and proportionate may be implemented.

Notification of Decision

Once a decision has been made to take action in relation to a complainant under this policy, a letter or email will be sent to them to explain the following:

- The decision that has been taken.
- The reasons why that decision has been taken.
- That any restrictions will remain in force until notified otherwise in writing.

Key staff will be made aware of the decision and any restrictions in place, including any changes to those decisions/restrictions (see Review of Restrictions below). A central record of decisions/restrictions will be held.

Review of Restrictions

The decision and restrictions will be reviewed on an annual basis.

Failure to Comply with the Decision

Should a service user/complainant continue to behave unreasonably and/or fail to comply with restrictions previously imposed under this policy, then the Council may take further action as it deems reasonable and proportionate, including legal action and reporting the matter to the police where their behaviour may amount to a criminal offence such as harassment.

Reviewed February 2025