



## LUDLOW TOWN COUNCIL A G E N D A

To: All Members of the Council, Unitary Councillors, Press  
**Contact: Gina Wilding**  
**Ludlow Town Council, The Guildhall, Mill Street, Ludlow,**  
**SY8 1AZ**  
01584 871970  
townclerk@ludlow.gov.uk  
**Despatch date: 16<sup>th</sup> July 2025**

### POLICY & FINANCE COMMITTEE

You are summoned to attend a meeting of the Policy & Finance Committee to be held in The Guildhall, Mill Street, Ludlow SY8 1AZ on Monday 21<sup>st</sup> July 2025 at 7.00pm

*Gina Wilding*

Gina Wilding  
Town Clerk

### Key Agenda Items:

- FINANCIAL INFORMATION
- POLICY REVIEW
- INSURANCE
- INVESTMENTS

*The public may speak at this meeting.*

**In Public Open Session (15 minutes)** – Members of the public are invited to make representations to the Council on any matters relating to the work of the Council or to raise any issues of concern.



**1. Welcome from the Chairman and essential housekeeping information.**

Councillors and members of the public are to note that the fire exits can be found to the rear of the building, left outside the Council Chamber and via the front door. The fire assembly point is on the pavement opposite the Guildhall. For fire safety purposes all Councillors should sign the attendance book and members of the public should sign the attendance sheet.

**2. Recording of Meetings**

Under the Openness of Local Government Regulations 2014, recording and broadcasting including blogging, tweeting and other social media is permitted during public sessions of Council meetings. The act of recording and broadcasting must not interfere with the meeting.

The Council understands that some members of the public may not wish to be recorded and asks that they make this known immediately.

**3. Apologies**

To note apologies for absence from members of the Committee.

**4. Declarations of Interests**

To receive the declarations of interests from Members of the Committee.

- a) Disclosable Pecuniary Interest
- b) Declaration of conflicts of Interest
- c) Declarations of personal interest

*Members are reminded that they must not participate in the discussion or voting on any matter in which they have a Disclosable Pecuniary Interest and should leave the room prior to the commencement of the debate.*

**5. Public Open Session (15 minutes)** – Members of the public are invited to make representations to the Council on any matters relating to the work of the Council or to raise any issues of concern.

**6. Ludlow's Unitary Councillors Session** – Ludlow's Unitary Councillors are invited to provide a short update on Shropshire Council matters relating to Ludlow.

**7. Minutes**

To approve the minutes of the **POLICY & FINANCE COMMITTEE** meeting held on **Monday 16<sup>th</sup> June 2025**.

**8. Items to Action**

To note the items to action sheet from the previous Policy and Finance Committee Meeting held on **16<sup>th</sup> June 2025**.



	ITEM	Attachment
<b>10.</b>	<b>FINANCE INFORMATION</b> To receive:-	
a)	Cash Book – Payments and Income for May 2025.	<b>10a</b>
b)	Reconciliation for May 2025.	<b>10b</b>
c)	Barclaycard - Payments, Income & Reconciliation for May 2025.	<b>10c</b>
d)	PayPal – Payments, Income & Reconciliation for May 2025.	<b>10d</b>
e)	Petty Cash – Payments, Income & Reconciliation for May 2025.	<b>10e</b>
f)	Public Sector Deposit Fund – Payments, Income & Reconciliation for May 2025.	<b>10f</b>
g)	Income - Payments, Income & Reconciliation for May 2025.	<b>10g</b>
h)	Electric Vehicle Charging - Payments, Income & Reconciliation for May 2025.	<b>10h</b>
i)	Mayor's Charity Account - Payments, Income & Reconciliation for March, April, May and June 2025.	<b>10i</b>
j)	Mayor's Charity Account Income Payments, Income & Reconciliation for March, April, May and June 2025.	<b>10j</b>
<b>11.</b>	<b>DEBTORS</b>	
a)	To receive a report of debtors.	<b>11a</b>
b)	To consider an explanation report on debtors.	<b>11b</b>
<b>12.</b>	<b>INSURANCE</b> To consider a report.	<b>12</b>
<b>13.</b>	<b>POLICY REVIEW</b>	
a)	To consider an investment report and review the Investment Policy.	<b>13a</b>
b)	To review the Press Protocol, Social Media Policy, Communications Protocol and Community Engagement Policy.	<b>13b</b>
c)	To review the Complaints Procedure, Market Trader Complaints Procedure and Unreasonable Complainant Behaviour Policy	<b>13b</b>
<b>14.</b>	<b>FINANCIAL INFORMATION</b> To approve publishing the quarterly Income and Expenditure reports on the website after they have been reported to Policy and Finance Committee.	<b>No papers</b>
<b>15.</b>	<b>RESIDENTIAL RENTAL</b> To approve instructing a local lettings agent to undertake an internal inspection of the residential rental property and recommend a rental value.	<b>No papers</b>
<b>16.</b>	<b>CLIMATE ACTION TASK AND FINISH GROUP</b>	
a)	To receive the minutes of the Climate Action Task and Finish Group meeting held on the 11 <sup>th</sup> July 2025	<b>16a</b>



b)	To consider the recommendations from the Climate Action Task and Finish Group meeting held on the 11 <sup>th</sup> July 2025	<b>16b</b>
<b>17.</b>	<b>CCLA PUBLIC SECTOR DEPOSIT FUND INVESTMENT</b>	<b>17</b>
a)	To note the May 2025 statement	
b)	To note the letter from CCLA	
<b>18.</b>	<b>WEST MERCIA ENERGY</b> To note the benefit returns for 2024/25	<b>18</b>
<b>19.</b>	<b><u>EXCLUSION OF PRESS AND PUBLIC: PUBLIC BODIES (ADMISSION TO MEETINGS) ACT 1960</u></b> The Chairman will move that the public be excluded from the meeting for the following item(s) of business pursuant to section 1 of the Public Bodies (Admission to Meetings) Act 1960, on the grounds that publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be transacted.	<b>No papers</b>
<b>20.</b>	<b>ENERGY CONTRACTS</b> To consider a report on energy contracts for the next financial year.	<b>20.</b>
<p style="text-align: center;"><b>M e m b e r s h i p</b></p> <p style="text-align: center;"><b>Members of the Policy &amp; Finance Committee</b></p> <p style="text-align: center;"><b>Councillors Owen (Chair); Childs; Cowell; Gill; Ginger; Harris; Hepworth; Lyle; Maxwell-Muller; Parry; Scott-Bell; and Taylor (Vice-Chair)</b></p>		
<p style="text-align: center;"><b>Notes</b></p> <p style="text-align: center;"><b>The next Policy &amp; Finance Committee meeting will be held on the 1<sup>st</sup> September 2025</b></p>		

# **Item 7**

## **Minutes**

# MINUTES

Minutes of a meeting of the **POLICY AND FINANCE COMMITTEE** held in the Guildhall, Mill Street, Ludlow on **MONDAY 16<sup>th</sup> JUNE 2025** at **7.00PM**

## **PF/01     PRESENT**

Chair: Councillor R. Owen

Councillors: Childs; Cowell; Ginger; Hepworth; Lyle; Scott Bell; Taylor

Officers: Gina Wilding, Town Clerk  
Lucy Jones, Senior Finance Assistant

## **PF/02     ABSENT**

Councillors Gill, Harris and Parry were absent.

## **PF/03     WELCOME**

The Chair, Councillor Owen, welcomed everyone to the Policy and Finance Committee meeting and advised on essential housekeeping information.

## **PF/04     RECORDING OF MEETINGS**

The Chair notified those present that under the Openness of Local Government Regulations 2014, recording and broadcasting is permitted during public session of Council Meetings.

## **PF/05     ELECTION OF VICE-CHAIR**

### **RESOLVED JH/ISB (Unanimous)**

That Councillor Taylor be elected Vice-Chair of Policy and Finance Committee for 2025/26.

## **PF/06     APOLOGIES**

Apologies for absence were received from Councillor Gill.

**PF/07     DECLARATIONS OF INTEREST**

**Disclosable Pecuniary Interests**

None declared.

**Declaration of Conflicts of Interest**

None declared.

**Declarations of Personal Interest**

None declared.

**PF/08     PUBLIC OPEN SESSION (15 minutes)**

There were two members of the public present at the meeting.

A resident of Ludford queried if and when audio equipment would be installed in the Guildhall to improve audio quality for both Councillors and the public, whether AI could be used to minute meetings and if the Council would put pressure on Shropshire Council to take action regarding the appearance and, in some cases dangerous condition, of some of Ludlow's buildings.

**PF/09     UNITARY COUNCILLORS' SESSION**

There were no Unitary Councillors present.

**PF/10     MINUTES**

**RESOLVED GG/DL (6:0:2)**

That the minutes of the Policy and Finance Committee meeting held on the 7<sup>th</sup> April 2025, be approved as a correct record, and signed by the Chair.

**PF/11     ITEMS TO ACTION**

**RESOLVED RO/DL (Unanimous)**

That the items to action from the Policy and Finance Committee meeting held on the 7<sup>th</sup> April 2025, be noted.

**PF/12     FINANCE INFORMATION**

**a) Payments & Income**

**RESOLVED RO/KC (Unanimous)**

That the Cash Book Payments and Income for March and April 2025 be received.

**PF/13      b) Payments & Income Reconciliation**

**RESOLVED KC/MT (Unanimous)**

That the Cash Book Reconciliation for March and April 2025 be received.

**PF/14      c) Barclaycard**

**RESOLVED RO/DL (Unanimous)**

That the Barclaycard Reconciliation for January, February, March and April 2025 be received.

**PF/15      d) PayPal**

**RESOLVED DL/KC (Unanimous)**

That the PayPal Reconciliation for January, February, March and April 2025 be received.

**PF/16      e) Petty Cash**

**RESOLVED RO/MT (Unanimous)**

That the Petty Cash Reconciliation for January, February, March and April 2025 be received.

**PF/17      f) Pubic Sector Deposit Fund**

**RESOLVED RO/KC (Unanimous)**

That the Public Sector Deposit Fund Reconciliation for January, February, March and April 2025 be received.

**PF/18      g) Income**

**RESOLVED RO/MT (Unanimous)**

That the Income Cash Book Reconciliation for January, February, March and April 2025 be received.



**PF/19 h) Electric Vehicle Charging**

**RESOLVED RO/KC (Unanimous)**

That the Electric Vehicle Charging Reconciliation for January, February, March and April 2025 be received.

**PF/20 i) Mayor's Charity Account**

**RESOLVED RO/DL (Unanimous)**

That the Mayor's Charity Account Payments, Income and Reconciliation for October, November, December 2024, January and February 2025 be received.

**PF/21 j) Mayor's Charity Account Income**

**RESOLVED RO/DL (Unanimous)**

That the Mayor's Charity Account Income Payment, Income and Reconciliation for October, November, December 2024, January and February 2025 be received.

**PF/22 AGED DEBTORS**

**a) Report of Debtors**

**RESOLVED RO/KC (Unanimous)**

That the Debtors report be received.

**PF/23 b) Debtors Explanation Report**

**RESOLVED RO/MT (Unanimous)**

That the Debtors Explanation Report be received.

**PF/24 c) Write Off Debt**

**RECOMMENDED RO/DL (Unanimous)**

That the Ludlow Pride organisation that incurred the debt are no longer in existence and that the debt in the sum of £45.00 plus VAT be written off.

**PF/25     INSURANCE**

**a) Insurance Task and Finish Group**

Councillor Hepworth advised that the Insurance Task and Finish Group would need a list of the past insurance claims made by the Council.

**RECOMMENDED RO/KC (Unanimous)**

That:-

- a) an Insurance Task and Finish Group be set up to review the Council's insurance requirements;
- b) the Insurance Task and Finish Group membership be made up of Councillors Hepworth, Owen and Taylor.

**PF/26     b) Insurance Quotations**

**RESOLVED RO/MT (Unanimous)**

That insurance quotations be sought from three insurance brokers for buildings, all insured risks and motor insurance for consideration at the next Policy and Finance Committee meeting to make a recommendation to the Full Council meeting on the 28<sup>th</sup> July 2025.

**PF/27     POLICY REVIEW**

**a) Financial Regulations**

**RECOMMENDED RO/MT (7:0:1)**

That:-

**a) Financial Regulation paragraph 6.6 be amended to read:**

For each financial year the RFO shall draw up a schedule of regular payments due in relation to a continuing contract or obligation (such as Salaries, PAYE, National Insurance, pension contributions, rent, rates, regular maintenance contracts and similar items), which the Council may authorise in advance for the year.

**b) Financial Regulation paragraph 6.9 be amended to read:**

The Clerk and RFO shall have delegated authority to authorise payments in the following circumstances:

- i. any payment necessary to avoid a charge under the Late Payment of Commercial Debts (Interest) Act 1998 or to comply with contractual terms, where the due date for payment is before the next scheduled meeting of [the Council], where the Clerk certifies that there is no dispute or other reason to delay payment, provided that a list of such payments shall be submitted to the next appropriate meeting of Policy & Finance Committee.
- ii. Fund transfers within the Councils banking arrangements up to the sum of £100,000, provided that a list of such payments shall be submitted to the next appropriate meeting of Policy & Finance Committee.

- iii. payments of up to £10,000 excluding VAT in cases of serious risk to the delivery of Council services or to public safety on Council premises.

c) **Financial Regulation paragraph 5.18** be amended to read: In cases of serious risk to the delivery of Council services or to public safety on Council premises, the clerk may authorise expenditure of up to £10,000 excluding VAT on repair, replacement or other work that in their judgement is necessary, whether or not there is any budget for such expenditure. The Clerk shall report such action to the Chair as soon as possible and to the Council as soon as practicable thereafter.

**PF/28      RECOMMENDED RO/MT (Unanimous)**

That **Financial Regulation paragraph 5.15. be amended to read:** Individual purchases of goods or services (or series of payments for the same service) within an agreed budget for that type of expenditure may be authorised by:

- the Clerk, under delegated authority, for any items below £2,500 excluding VAT.
  - the Clerk, in consultation with the Chair of the Council or Chair of the appropriate Committee, for any items below £5,000 excluding VAT.
  - in respect of grants, Council within any limits set by the grant giving criteria, and in accordance with any policy statement agreed by the Council.
  - the Council for all items over £5,000;
- Such authorisation must be supported by a minute (in the case of Council or Committee decisions) or other auditable evidence trail.

**PF/29      b) Safeguarding – Children and Vulnerable Adults Protection Policy**

**RECOMMENDED RO/KC (Unanimous)**

That the Safeguarding – Children and Vulnerable Adults Protection Policy be amended at 4.2 to read:

**4.2 Recruitment and Training**

- Disclosure and Barring Service (DBS) checks, will be conducted for all staff, and Councillors.
- Disclosure and Barring Service (DBS) checks will be conducted for volunteers working with children, young people, or vulnerable adults.
- Staff, councillors and volunteers will receive regular training on safeguarding policies and procedures.

**PF/30      c) Safeguarding Policy and Confidential Reporting Protocol**

**RESOLVED RO/DL (Unanimous)**

That the Safeguarding Policy and Confidential Reporting Protocol be noted.

**PF/31 CLIMATE ACTION TASK AND FINISH GROUP****a) Minutes****RESOLVED DL/RO (Unanimous)**

That the minutes of the Climate Action Task and Finish Group meeting held on the 5<sup>th</sup> June 2025 be received.

**PF/32 b) Task and Finish Group Recommendations – 27<sup>th</sup> March 2025**

It was noted that the recommendations had been superseded by the recommendations from meeting held on the 5<sup>th</sup> June 2025.

**PF/33 c) Task and Finish Group Recommendations – 5<sup>th</sup> June 2025****RECOMMENDED RO/DL (Unanimous)**

That:

- a) the following actions be taken in preparation for Ludlow Green Festival:
  - Key information leaflets to be produced but only in a small number.
  - A QR code to be displayed linking to the information on our website.
  - Councillors who assist with ‘manning’ the stall will be provided with a script of information.
  - Councillors to be emailed asking for assistance in ‘manning’ the stall.
  - Councillor Lyle and Cowell will arrange obtaining free flower seeds to be given away.
- b) an expenditure for labels and seed envelopes (£3.99 for 100 envelopes (6 x 10cm), 100 Labels off: £25.51 plus vat). Expenditure from budget code 101 4062 (climate action) which has a budget of £500 be approved.
- c) the following updates to be made to the Climate Action Plan:
  - Working Group to consider what criteria could be included in 4 – *We will aim to include Climate Emergency reference in all new contract specifications and Invitations to Tender and we will include these references in the evaluation process*; and 11 – *We will aim to ensure all contractors have a ‘Zero to Landfill’ policy which is regularly reviewed and updated.*
  - 20 – To approach Shropshire Council to ensure they have found alternatives to using toxic weedkillers throughout the county.
  - 21 – The Deputy Town Clerk to progress the Hedgerow Maintenance and Management plan to be brought to the next Climate Action Task and Finish Group as a first draft document.
  - 22 – Could a DLF member be invited to a future meeting of the Climate Action Task and Finish Group to discuss? The Deputy Town Clerk to produce a draft document similar to a Toolbox Talk for the DLF.
  - 23 – The Deputy Town Clerk to confirm if Shropshire Council have been contacted regarding reducing non-essential grass cutting of verges throughout Ludlow to allow native wildflowers to grow.

- 24 – To consider before the next meeting ideas for a climate action award draft criterion.
- 25 – To look at the Grant Funding criteria and make suggestions regarding how climate-related criteria could be included.
- 26 – To recommend to Policy and Finance Committee that Ludlow Town Council facilitates a community meeting to discuss environmental issues and climate change. The location should be easily accessible for all to attend.
- 29 – Could we embrace the current volunteer interest in Ludlow and hold a volunteer day/morning (possibly a Saturday) at St Johns Gardens to begin interest in the site start tidying up the beds.

**PF/34     4<sup>th</sup> QUARTER INCOME AND EXPENDITURE 2024/25**

**a) Income and Expenditure Report**

**RESOLVED RO/DL (Unanimous)**

That the 4<sup>th</sup> Quarter Income and Expenditure Report 2024/25 be noted.

**PF/35     b) Exceptions Report**

**RESOLVED RO/KC (Unanimous)**

That the 4<sup>th</sup> Quarter Exceptions Reports 2024/25 be received.

**PF/36     c) Budget Operational Variations**

**RESOLVED RO/MT (Unanimous)**

That it be noted that the 2025/26 budget was set in January 2025, and subsequent operational variations required some budgets or partial budgets, to be carried forward from the 2024/25 budget to the 2025/26 budget.

**PF/37     d) Carried Forward Funds**

**RECOMMENDED RO/MT (Unanimous)**

That the carried forward funds from the 2024/25 budget into the 2025/26, as stated in the 4<sup>th</sup> Quarter Exceptions Report, be approved.

**PF/38     e) Budget 2025/26**

**RESOLVED RO/KC (Unanimous)**

That the approved budget for 2025/26 be noted.

**PF/39     f) Earmarked Reserves**

**RESOLVED RO/MT (Unanimous)**

That the current Earmarked Reserves be noted.

**PF/40     CCLA PUBLIC SECTOR DEPOSIT FUND INVESTMENT**

**RESOLVED RO/KC (Unanimous)**

That the CCLA Public Sector Deposit Fund Investment statements for March and April 2025 be noted.

**PF/41     CIVIC EVENTS**

**RESOLVED RO/KC (Unanimous)**

That the list of Civic Events attended by the past Mayor and past Deputy Mayor from February to May 2025 be noted.

**PF/42     WEST MERCIA ENERGY**

**RESOLVED RO/MT (Unanimous)**

That the annual pricing update from West Mercia Energy, be noted.

The meeting closed at 8.30pm

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Date

N.B. Closed Session Minutes will NOT be issued for this meeting.

## **Item 8**

### **Items to Action**

## **Policy & Finance Committee**

### **Items to Action**

<b>Minute No.</b>	<b>Resolution</b>	<b>Action</b>	<b>Status</b>	<b>Date</b>
<b>DA/PF/26/07/21/23</b> <b>26/07/21</b>	<b><u>BARCLAYS.NET</u></b>  <b><u>RECOMMENDED (Unanimous) GG/PA</u></b>  a) To open an additional Barclays Bank current account as part of the council's combined accounts, and to use the account solely for Barclays.net payments. b) To make a virement of £75.00 from the Contingencies Fund (501/4800) budget to the Bank Charges for the new account (101/4058). c) To investigate other payments options with Barclays Bank.	Open bank account  Set up new account on Barclays.net  Virement  Investigate payment options	Done    Complete  Done	07/05/25   02/08/21  02/08/21
<b>PF/140</b> <b>28/11/22</b>	<b><u>POLICY REVIEW</u></b>  <b>a) <u>Proposals from Councillor Adams</u></b>  That:- a) a standard format and style template be adopted for use by all Committees for their policies, protocols and procedure documents. b) an electronic Policy Library be set up from a master list of such documents.	Create template  Set up electronic policy library	Done	11/01/23



	<p>c) the library is structured to reflects the Council's Executive and Service functions.</p> <p>d) Standing Orders retain their existing standard format.</p> <p>e) the format and style of up to three policies per meeting of existing documents is reviewed by Policy and Finance within a timing plan to review the format and style all policies.</p> <p>f) Staff produce a draft template for the next meeting.</p>			
<b>PF/20</b> <b>05/06/23</b>	<p><b><u>POLICY REVIEW</u></b></p> <p>a) <b><u>Policy Numbering</u></b></p> <p><b><u>RESOLVED</u> (Unanimous) GG/EG</b></p> <p>That the policy categorising and indexing system be adopted and applied to all Council Policies.</p>	Implement numbering policy	In process	
<b>PF/193</b> <b>15/04/24</b>	<p><b><u>ELECTRIC VEHICLE CHARGING</u></b></p> <p>To request that a report be brought to Council to scope out the project, timeframe and costs for installing an electric vehicle charging compound.</p>			

<b>PF/190</b> <b>24/02/25</b>	<u><b>ALLSTAR CHARGEPASS</b></u>  <u><b>RECOMMENDED SW/EG (Unanimous)</b></u>  That the Council apply for an Allstar Chargepass fuel account (Electric, Diesel and Petrol) with two cards.	Recommend Policy to Full Council  Apply for fuel cards	Done  In Process	03/03/25
<b>PF/26</b> <b>16/06/25</b>	<u><b>Insurance Quotations</b></u>  That insurance quotations be sought from three insurance brokers for buildings, all insured risks and motor insurance for consideration at the next Policy and Finance Committee meeting to make a recommendation to the Full Council meeting on the 28 <sup>th</sup> July 2025.	Seek 3 insurance quotes		
<b>PF/25</b> <b>16/06/25</b>	<u><b>Insurance Task and Finish Group</b></u>  <u><b>RECOMMENDED RO/KC (Unanimous)</b></u>  That:- a) an Insurance Task and Finish Group be set up to review the Council's insurance requirements; b) the Insurance Task and Finish Group membership be made up of Councillors Hepworth, Owen and Taylor.	Recommend to Full Council  Call the first meeting on the Insurance Task and Finish Group	<div>Done23/06/25</div> <div>Done11/07/25</div>	

<b>PF/29</b> <b>16/06/25</b>	<p><b><u>Safeguarding – Children and Vulnerable Adults Protection Policy</u></b></p> <p><b><u>RECOMMENDED RO/KC (Unanimous)</u></b></p> <p>That the Safeguarding – Children and Vulnerable Adults Protection Policy be amended at 4.2 to read:</p> <p><b>4.2 Recruitment and Training</b></p> <ul style="list-style-type: none"> <li>• Disclosure and Barring Service (DBS) checks, will be conducted for all staff, and Councillors.</li> <li>• Disclosure and Barring Service (DBS) checks will be conducted for volunteers working with children, young people, or vulnerable adults.</li> <li>• Staff, councillors and volunteers will receive regular training on safeguarding policies and procedures.</li> </ul>	<p>Recommend Policy to Full Council</p> <p>Update and move to Adopted Policies Folder</p> <p>Circulate to Staff and Councillors</p>	<p>Done 23/06/25</p> <p>Done 27/06/25</p> <p>Done 27/06/25</p>
<b>PF/33</b> <b>16/06/25</b>	<p><b><u>Task and Finish Group Recommendations – 5<sup>th</sup> June 2025</u></b></p> <p><b><u>RECOMMENDED RO/DL (Unanimous)</u></b></p> <p>That:</p> <p>a) the following actions be taken in preparation for Ludlow Green Festival:</p> <ul style="list-style-type: none"> <li>• Key information leaflets to be produced but only in a small number.</li> <li>• A QR code to be displayed linking to the information on our website.</li> </ul>	<p>Recommend to Full Council</p> <p>Update Climate Action Plan</p> <p>Purchase items</p>	<p>Done 23/06/25</p> <p>Done 27/06/25</p> <p>Done 27/06/25</p>

	<ul style="list-style-type: none"> <li>• Councillors who assist with ‘manning’ the stall will be provided with a script of information.</li> <li>• Councillors to be emailed asking for assistance in ‘manning’ the stall.</li> <li>• Councillor Lyle and Cowell will arrange obtaining free flower seeds to be given away.</li> </ul> <p>b) an expenditure for labels and seed envelopes (£3.99 for 100 envelopes (6 x 10cm), 100 Labels off: £25.51 plus vat). Expenditure from budget code 101 4062 (climate action) which has a budget of £500 be approved.</p> <p>c) the following updates to be made to the Climate Action Plan:</p> <ul style="list-style-type: none"> <li>• Working Group to consider what criteria could be included in 4 – <i>We will aim to include Climate Emergency reference in all new contract specifications and Invitations to Tender and we will include these references in the evaluation process;</i> and 11 – <i>We will aim to ensure all contractors have a ‘Zero to Landfill’ policy which is regularly reviewed and updated.</i></li> <li>• 20 – To approach Shropshire Council to ensure they have found alternatives to using toxic weedkillers throughout the county.</li> <li>• 21 – The Deputy Town Clerk to</li> </ul>			
--	---	--	--	--

	<p>progress the Hedgerow Maintenance and Management plan to be brought to the next Climate Action Task and Finish Group as a first draft document.</p> <ul style="list-style-type: none"> <li>• 22 – Could a DLF member be invited to a future meeting of the Climate Action Task and Finish Group to discuss? The Deputy Town Clerk to produce a draft document similar to a Toolbox Talk for the DLF.</li> <li>• 23 – The Deputy Town Clerk to confirm if Shropshire Council have been contacted regarding reducing non-essential grass cutting of verges throughout Ludlow to allow native wildflowers to grow.</li> <li>• 24 – To consider before the next meeting ideas for a climate action award draft criterion.</li> <li>• 25 – To look at the Grant Funding criteria and make suggestions regarding how climate-related criteria could be included.</li> <li>• 26 – To recommend to Policy and Finance Committee that Ludlow Town Council facilitates a community meeting to discuss environmental issues and climate change. The location should be easily accessible for all to attend.</li> <li>• 29 – Could we embrace the current volunteer interest in Ludlow and hold a</li> </ul>			
--	---	--	--	--

	volunteer day/morning (possibly a Saturday) at St Johns Gardens to begin interest in the site start tidying up the beds.			
PF/28 16/06/25	<b><u>Financial Regulations</u></b>  <b><u>RECOMMENDED RO/MT (Unanimous)</u></b>  That <b>Financial Regulation paragraph 5.15. be amended to read:</b> Individual purchases of goods or services (or series of payments for the same service) within an agreed budget for that type of expenditure may be authorised by: <ul style="list-style-type: none"> <li>• the Clerk, under delegated authority, for any items below £2,500 excluding VAT.</li> <li>• the Clerk, in consultation with the Chair of the Council or Chair of the appropriate Committee, for any items below £5,000 excluding VAT.</li> <li>• in respect of grants, Council within any limits set by the grant giving criteria, and in accordance with any policy statement agreed by the Council.</li> <li>• the Council for all items over £5,000; Such authorisation must be supported by a minute (in the case of Council or Committee decisions) or other auditable evidence trail.</li> </ul>	Recommend Policy to Full Council	Done	23/06/25
		Update and move to Adopted Policies Folder	Done	27/06/25
		Circulate to Staff and Councillors	Done	27/06/25
		Update Website	Done	27/06/25

PF/27 16/06/25	<b><u>POLICY REVIEW</u></b>	Recommend Policy to Full Council	Done	23/06/25
	<b><u>Financial Regulations</u></b>			
	<b><u>RECOMMENDED RO/MT (7:0:1)</u></b>	Update and move to Adopted Policies Folder	Done	27/06/25
	<p>That:-</p> <p><b>Financial Regulation paragraph 6.6 be amended to read:</b></p> <p>For each financial year the RFO shall draw up a schedule of regular payments due in relation to a continuing contract or obligation (such as Salaries, PAYE, National Insurance, pension contributions, rent, rates, regular maintenance contracts and similar items), which the Council may authorise in advance for the year.</p> <p><b>Financial Regulation paragraph 6.9 be amended to read:</b></p> <p>The Clerk and RFO shall have delegated authority to authorise payments in the following circumstances:</p> <p>i. any payment necessary to avoid a charge under the Late Payment of Commercial Debts (Interest) Act 1998 or to comply with contractual terms, where the due date for payment is before the next scheduled meeting of [the Council], where the Clerk certifies that there is no dispute or other reason to delay payment, provided that a list of such payments shall be submitted</p>	<p>Circulate to Staff and Councillors</p> <p>Update Website</p>	<p>Done</p> <p>Done</p>	<p>27/06/25</p> <p>27/06/25</p>

	<p>to the next appropriate meeting of Policy &amp; Finance Committee.</p> <p>ii. Fund transfers within the Councils banking arrangements up to the sum of £100,000, provided that a list of such payments shall be submitted to the next appropriate meeting of Policy &amp; Finance Committee.</p> <p>iii. payments of up to £10,000 excluding VAT in cases of serious risk to the delivery of Council services or to public safety on Council premises.</p> <p><b>Financial Regulation paragraph 5.18</b> be amended to read: In cases of serious risk to the delivery of Council services or to public safety on Council premises, the clerk may authorise expenditure of up to £10,000 excluding VAT on repair, replacement or other work that in their judgement is necessary, whether or not there is any budget for such expenditure. The Clerk shall report such action to the Chair as soon as possible and to the Council as soon as practicable thereafter.</p>			
PF/218 07/04/25	<p><b><u>POLICY REVIEW</u></b></p> <p><b><u>RECOMMENDED SW/EG (Unanimous)</u></b></p> <p>That the Neonatal Care Leave Policy amendment to the Staff handbook and new Contract of Employment, be adopted.</p>	Recommend Policy to Full Council	Done	14/04/25
		Update and move to Adopted Policies Folder	Done	11/06/25
		Circulate to Staff	Done	27/06/25



<b>PF/10</b> <b>16/06/25</b>	<u><b>MINUTES</b></u>  That the minutes of the Policy and Finance Committee meeting held on the 7 <sup>th</sup> April 2025, be approved as a correct record, and signed by the Chair.	Sign minute File minutes Put online	Done Done Done	16/06/25 18/06/25 24/06/25
<b>PF/24</b> <b>16/06/25</b>	<u><b>Write Off Debt</b></u>  <u><b>RECOMMENDED RO/DL (Unanimous)</b></u>  That the Ludlow Pride organisation that incurred the debt are no longer in existence and that the debt in the sum of £45.00 plus VAT be written off.	Recommend to Full Council  Write off debt	Done  Done	23/06/25  25/06/25
<b>PF/37</b> <b>16/06/25</b>	<u><b>Carried Forward Funds</b></u>  <u><b>RECOMMENDED RO/MT (Unanimous)</b></u>  That the carried forward funds from the 2024/25 budget into the 2025/26, as stated in the 4 <sup>th</sup> Quarter Exceptions Report, be approved.	Recommend to Full Council  Confirm all carried forwards are made	Done  Done	23/06/25  25/06/25
<b>PF/221</b>	<u><b>NON-DOMESTIC RATES</b></u>  That a virement of £549.00 be made from budget 501/4800 Contingency Fund to 411/4011 Linney Riverside Park Rates to cover the Non-Domestic Rates charge for	Virement	Done	11/06/25

	the Linney Boat Shed in 2025/26.			
PF/135	<b>b) <u>Reserve Policy</u></b>  <b><u>RECOMMENDED SW/EG (Unanimous)</u></b>  That:- the amended Reserves Policy be adopted.  <b>a) <u>Annual Review of Reserves:</u></b> To continue to monitor income trends, asset conditions, and expenditure to adjust reserves as necessary.  <b>b) <u>Income Diversification:</u></b> To reduce reliance on precept by exploring grants, and sponsorships.  <b>c) <u>Proactive Asset Management:</u></b> To conduct regular inspections of listed buildings, play areas, and other high-risk assets to prevent unexpected costs.  <b>d) <u>Cost Monitoring:</u></b> To continuously monitor operating expenses to ensure reserves remain adequate and proportionate to risks through Policy and Finance Committee.  <b>e) <u>Reserve Levels</u></b> To approve a General Reserve of £300,000 or equivalent to 3 months of	Recommend actions to Full Council	Done	09/12/24
		Transfer funds to EMR	Done	09/04/25
		Recommend Policy to Full Council	Done	20/01/25
		Move to Adopted Policies Folder	Done	19/02/25
		Circulate to Staff/ Councillors	Done	19/02/25

	<p>operating expenditure, providing a balance between flexibility and prudent risk management.</p> <p>f) <b>Earmarked Reserves:</b> To approve total earmarked reserves of £600,000 - £800,000.</p> <p>g) <b>Breakdown:</b> Listed buildings maintenance: £200,000 Play areas and public toilets: £75,000. Market infrastructure: £50,000. Staffing contingencies: £50,000. Legal and regulatory compliance: £30,000. Other projects / devolution costs: £350,000</p> <p>h) To approve building total reserves of £900,000 to £1.1 million to ensure the council can handle both short-term operational risks and long-term capital obligations.</p>			
PF/115	<p><b><u>WEST MERCIA ENERGY</u></b></p> <p>That the green energy proposal be noted and reviewed at a future meeting.</p>	Green options to be considered during energy contract review	Done	11/06/25
PF/205	<p><b><u>MINUTES</u></b></p> <p>That the minutes of the Policy and Finance</p>	<p>Sign minute</p> <p>File minutes</p> <p>Put online</p>	<p>Done</p> <p>Done</p> <p>Done</p>	<p>07/04/25</p> <p>09/04/25</p> <p>09/04/25</p>

	Committee meeting held on the 24 <sup>th</sup> February 2025, be approved as a correct record, and signed by the Chair.																	
PF/193	<b><u>Transaction Fees Cost Centre</u></b>  <b><u>RECOMMENDED BW/SW (Unanimous)</u></b>  That a new cost centre (104) Transaction Fees be created and the following codes be moved from their current cost centre to:-  <table><tr><td><b>Old Code</b></td><td><b>New Code</b></td></tr><tr><td>101/4058 – Bank Charges</td><td>104/4058</td></tr><tr><td>119/4523 – Buttercross Card Payment Fees</td><td>104/4523</td></tr><tr><td>201/4327 – PayPal Commission Charge</td><td>104/4327</td></tr><tr><td>201/4524 – Market Card Payment Fees</td><td>104/4524</td></tr><tr><td>411/4075 – Linney Parking Meter Fees</td><td>104/4075</td></tr><tr><td colspan="2">New code – Guildhall Card Payment Fees</td></tr></table>	<b>Old Code</b>	<b>New Code</b>	101/4058 – Bank Charges	104/4058	119/4523 – Buttercross Card Payment Fees	104/4523	201/4327 – PayPal Commission Charge	104/4327	201/4524 – Market Card Payment Fees	104/4524	411/4075 – Linney Parking Meter Fees	104/4075	New code – Guildhall Card Payment Fees		Recommend Policy to Full Council	Done	03/03/25
	<b>Old Code</b>	<b>New Code</b>																
101/4058 – Bank Charges	104/4058																	
119/4523 – Buttercross Card Payment Fees	104/4523																	
201/4327 – PayPal Commission Charge	104/4327																	
201/4524 – Market Card Payment Fees	104/4524																	
411/4075 – Linney Parking Meter Fees	104/4075																	
New code – Guildhall Card Payment Fees																		
		Create Cost Centre and move Budget Codes	Done	09/04/25														
PF/192	<b><u>BUDGETS</u></b>  <b><u>Combining of Budgets</u></b>  <b><u>RECOMMENDED SW/EG (Unanimous)</u></b>	Recommend Policy to Full Council	Done	03/03/25														
		Combine budgets	Done	09/04/25														

	That the Subscriptions and Publications (101/4023), and Licence Fees (101/4054) budgets be amalgamated into budget 101/4023 – Subscription and Licence Fees.			
<b>PF/220</b>	<p><b><u>Task and Finish Group Recommendations</u></b></p> <p>That the recommendations from the Climate Action Task and Finish Group meeting held on the 27<sup>th</sup> March 2025, be deferred to the next Policy and Finance Committee meeting.</p>	Bring back to next meeting	Done	16/06/25
<b>PF/216</b>	<p><b><u>AGED DEBTORS</u></b></p> <p>That the Ludlow Pride debt be placed on hold until the group reestablishes.</p>	Update debtors report	Done	09/04/25

## **Items 9**

### **Payments & Income – May 2025**

## Receipts for Month 2

## Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
Balance Brought Fwd :		1,517,922.24					1,517,922.24	
	Banked: 01/05/2025	1,666.66						
Std Rec	Bensons of Ludlow Ltd	1,666.66			1000	115	1,666.66	BX Shop Rent
	Banked: 01/05/2025	500.00						
Std Rec	J Hughes	500.00			1050	401	500.00	Cemetery House Rent
	Banked: 01/05/2025	2,720.00						
1	Income Cashbook	2,720.00			205		2,720.00	Income
	Banked: 01/05/2025	58.00						
	Linney Parking Meter	58.00		9.67	1075	411	48.33	Linney Parking Meter 01/05/25
	Banked: 02/05/2025	62.00						
	Linney Parking Meter	62.00		10.33	1075	411	51.67	Linney Parking Meter 02/05/25
	Banked: 03/05/2025	66.00						
	Linney Parking Meter	66.00		11.00	1075	411	55.00	Linney Parking Meter 03/06/25
	Banked: 04/05/2025	62.00						
	Linney Parking Meter	62.00		10.33	1075	411	51.67	Linney Parking Meter 04/05/25
	Banked: 05/05/2025	82.00						
	Linney Parking Meter	82.00		13.67	1075	411	68.33	Linney Parking Meter 05/05/25
	Banked: 06/05/2025	77.00						
	BX Museum Tickets	10.80			1006	119	10.80	BX Museum Tickets - 03/05/25
	BX Museum Tickets	39.70			1006	119	39.70	BX Museum Tickets - 04/05/25
	BX Museum Tickets	14.60			1006	119	14.60	BX Museum Tickets - 05/05/25
	BX Museum Tickets	13.20			1006	119	13.20	BX Museum Tickets - 02/05/25
	SumUp	-1.30			4524	104	-1.30	Mkt Card Payment Fee
	Banked: 06/05/2025	56.00						
	Linney Parking Meter	56.00		9.33	1075	411	46.67	Linney Parking Meter 06/05/258
	Banked: 07/05/2025	40.00						
	Linney Parking Meter	40.00		6.67	1075	411	33.33	Linney Parking Meter 07/05/25
	Banked: 08/05/2025	620.00						
2	Income Cashbook	620.00			205		620.00	Income
	Banked: 08/05/2025	12,017.78						
	HMRC	12,017.78			105		12,017.78	VAT Repay
	Banked: 08/05/2025	389.33						
	Market Rents	396.00			1020	201	396.00	Market Rents - 07/05/25
	SumUp	-6.67			4524	104	-6.67	Mkt Card Payment Fee
	Banked: 08/05/2025	30.00						
	Linney Parking Meter	30.00		5.00	1075	411	25.00	Linney Parking Meter 08/05/25
	Banked: 09/05/2025	36.00						
	Linney Parking Meter	36.00		6.00	1075	411	30.00	Linney Parking Meter 09/05/25
	Banked: 10/05/2025	46.00						

Date: 10/07/2025

Ludlow Town Council Current Year - 2025-26

Page: 2

Time: 10:44

Cashbook 1

User: LJ

Barclays Combined

For Month No: 2

## Receipts for Month 2

## Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Linney Parking Meter	46.00		7.67	1075	411	38.33	Linney Parking Meter 10/05/25
	Banked: 11/05/2025	72.00						
	Linney Parking Meter	72.00		12.00	1075	411	60.00	Linney Parking Meter 11/05/25
	Banked: 12/05/2025	6,500.00						
	Sales Recpts Page 742	6,500.00	6,500.00		101			Sales Recpts Page 742
	Banked: 12/05/2025	26.36						
	BX Museum Tickets	3.60			1006	119	3.60	BX Museum Tickets - 09/05/25
	BX Museum Tickets	23.20			1006	119	23.20	BX Museum Tickets - 10/05/25
	SumUp	-0.44			4523	104	-0.44	BX Museum Card Payment
	Banked: 12/05/2025	1,291.05						
	Market Rents	533.50			1020	201	533.50	Market Rents - 09/05/25
	Market Rents	575.75			1020	201	575.75	Market Rents - 10/05/25
	Market Rents	204.00			1037	201	204.00	Market Rents 11/05/25 FoodFest
	SumUp	-22.20			4524	104	-22.20	Mkt Card Payment Fee
	Banked: 12/05/2025	66.00						
	Linney Parking Meter	66.00		11.00	1075	411	55.00	Linney Parking Meter 12/05/25
	Banked: 12/05/2025	1,071.50						
	Sales Recpts Page 745	1,071.50	1,071.50		101			Sales Recpts Page 745
	Banked: 13/05/2025	153.85						
	Market Rents	156.50			1020	201	156.50	Market Rents - 12/05/25
	SumUp	-2.65			4524	104	-2.65	Mkt Card Payment Fee
	Banked: 13/05/2025	44.00						
	Linney Parking Meter	44.00		7.33	1075	411	36.67	Linney Parking Meter 13/05/25
	Banked: 13/05/2025	-18.11						
	SumUp	-18.11			4524	104	-18.11	Mkt Card Payment Fee
	Banked: 14/05/2025	3,132.00						
	Sales Recpts Page 741	3,132.00	3,132.00		101			Sales Recpts Page 741
	Banked: 14/05/2025	2,845.00						
3	Income Cashbook	2,845.00			205		2,845.00	Income
	Banked: 14/05/2025	30.00						
	Linney Parking Meter	30.00		5.00	1075	411	25.00	Linney Parking Meter 14/05/25
	Banked: 15/05/2025	385.39						
	Market Rents	392.00			1020	201	392.00	Market Rents - 14/05/25
	SumUp	-6.61			4524	104	-6.61	Mkt Card Payment Fee
	Banked: 15/05/2025	46.00						
	Linney Parking Meter	46.00		7.67	1075	411	38.33	Linney Parking Meter 15/05/25
	Banked: 16/05/2025	1,010.00						
	Sales Recpts Page 740	1,010.00	1,010.00		101			Sales Recpts Page 740
	Banked: 16/05/2025	85.53						

Continued on Page 3



## Receipts for Month 2

## Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Market Rents	87.00			1038	201	87.00	Market Rents - 15/05/25 F&C
	SumUp	-1.47			4524	104	-1.47	Mkt Card Payment Fee
	Banked: 16/05/2025	44.00						
	Linney Parking Meter	44.00		7.33	1075	411	36.67	Linney Parking Meter 16/05/25
	Banked: 17/05/2025	50.00						
	Linney Parking Meter	50.00		8.33	1075	411	41.67	Linney Parking Meter 17/05/25
	Banked: 18/05/2025	50.00						
	Linney Parking Meter	50.00		8.33	1075	411	41.67	Linney Parking Meter 18/05/25
	Banked: 19/05/2025	60.27						
	BX Museum Tickets	24.40			1006	119	24.40	BX Museum Tickets - 16/05/25
	BX Museum Tickets	25.55			1006	119	25.55	BX Museum Tickets - 17/05/25
	BX Museum Tickets	11.35			1006	119	11.35	BX Museum Tickets - 18/05/25
	SumUp	-1.03			4523	104	-1.03	BX Card Payment Fee
	Banked: 19/05/2025	1,225.95						
	Market Rents	713.00			1020	201	713.00	Market Rents - 16/05/25
	Market Rents	534.00			1020	201	534.00	Market Rents - 17/05/25
	SumUp	-21.05			4524	104	-21.05	Mkt Card Payment Fee
	Banked: 19/05/2025	48.00						
	Linney Parking Meter	48.00		8.00	1075	411	40.00	Linney Parking Meter 19/05/25
	Banked: 20/05/2025	100.27						
	Market Rents	102.00			1020	201	102.00	Market Rents - 19/05/25
	SumUp	-1.73			4524	104	-1.73	Mkt Card Payment Fee
	Banked: 20/05/2025	48.00						
	Linney Parking Meter	48.00		8.00	1075	411	40.00	Linney Parking Meter 20/05/25
	Banked: 21/05/2025	2,381.80						
9	Pay Pal Market	2,381.80			202		2,381.80	Paypal Withdrawal
	Banked: 21/05/2025	26.00						
	Linney Parking Meter	26.00		4.33	1075	411	21.67	Linney Parking Meter 21/05/25
	Banked: 22/05/2025	386.86						
	Market Rents	393.50			1020	201	393.50	Market Rents - 21/05/25
	SumUp	-6.64			4524	104	-6.64	Mkt Card Payment Fee
	Banked: 22/05/2025	34.00						
	Linney Parking Meter	34.00		5.67	1075	411	28.33	Linney Parking Meter 22/05/25
	Banked: 23/05/2025	3,350.00						
4	Income Cashbook	3,350.00			205		3,350.00	Income
	Banked: 23/05/2025	56.00						
	Linney Parking Meter	56.00		9.33	1075	411	46.67	Linney Parking Meter 23/05/25
	Banked: 24/05/2025	34.00						
	Linney Parking Meter	34.00		5.67	1075	411	28.33	Linney Parking Meter 24/05/25

## Receipts for Month 2

## Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Banked: 25/05/2025	70.00						
	Linney Parking Meter	70.00		11.67	1075	411	58.33	Linney Parking Meter 25/05/25
	Banked: 26/05/2025	74.00						
	Linney Parking Meter	74.00		12.33	1075	411	61.67	Linney Parking Meter 26/05/25
	Banked: 27/05/2025	1,850.00						
5	Income Cashbook	1,850.00			205		1,850.00	Income
	Banked: 27/05/2025	1,337.00						
6	Income Cashbook	1,337.00			205		1,337.00	Income
	Banked: 27/05/2025	136.62						
	BX Museum Tickets	14.95			1006	119	14.95	BX Museum Tickets - 23/05/25
	BX Museum Tickets	33.80			1006	119	33.80	BX Museum Tickets - 24/05/25
	BX Museum Tickets	36.00			1006	119	36.00	BX Museum Tickets - 25/05/25
	BX Museum Tickets	54.20			1006	119	54.20	BX Museum Tickets - 26/05/25
	SumUp	-2.33			4523	104	-2.33	BX Card Payment Fee
	Banked: 27/05/2025	1,555.76						
	Market Rents	666.50			1020	201	666.50	Market Rents - 23/05/25
	Market Rents	595.50			1020	201	595.50	Market Rents - 24/05/25
	Market Rents	168.50			1037	201	168.50	Market Rents - 25/05/25 C&C
	Market Rents	152.00			1020	201	152.00	Market Rents - 26/05/25
	SumUp	-26.74			4524	104	-26.74	Mkt Card Payment Fee
	Banked: 27/05/2025	66.00						
	Linney Parking Meter	66.00		11.00	1075	411	55.00	Linney Parking Meter 27/05/25
	Banked: 28/05/2025	16.00						
	Linney Parking Meter	16.00		2.67	1075	411	13.33	Linney Parking Meter 28/05/25
	Banked: 29/05/2025	610.00						
7	Income Cashbook	610.00			205		610.00	Income
	Banked: 29/05/2025	390.81						
	Market Rents	397.50			1020	201	397.50	Market Rents - 28/05/25
	SumUp	-6.69			4524	104	-6.69	Mkt Card Payment Fee
	Banked: 29/05/2025	54.00						
	Linney Parking Meter	54.00		9.00	1075	411	45.00	Linney Parking Meter 29/05/25
	Banked: 30/05/2025	320.00						
8	Income Cashbook	320.00			205		320.00	Income
	Banked: 30/05/2025	1,546.50						
	Sales Recpts Page 743	1,546.50	1,546.50		101			Sales Recpts Page 743
	Banked: 30/05/2025	58.00						
	Market Rents	59.00			1037	201	59.00	Market Rents - 29/05/25 C&C
	SumUp	-1.00			4524	104	-1.00	Mkt Card Payment Fee
	Banked: 30/05/2025	46.00						
	Linney Parking Meter	46.00		7.67	1075	411	38.33	Linney Parking Meter 30/05/25

Total Receipts for Month	51,295.18	13,260.00	252.00	37,783.18
Cashbook Totals	<u>1,569,217.42</u>	<u>13,260.00</u>	<u>252.00</u>	<u>1,555,705.42</u>

Date: 10/07/2025

Ludlow Town Council Current Year - 2025-26

Page: 6

Time: 10:44

Cashbook 1

User: LJ

Barclays Combined

For Month No: 2

## Payments for Month 2

## Nominal Ledger Analysis

<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
01/05/2025	Shropshire Council	Std Ord	2,495.00			4011	201	2,495.00	NDR Market
01/05/2025	Shropshire Council	Std Ord	220.00			4011	401	220.00	NDR Cemetery
01/05/2025	Shropshire Council	Std Ord	636.00			4011	119	636.00	NDR Buttercross
01/05/2025	Shropshire Council	Std Ord	55.00			4011	411	55.00	NDR Linney Boat house
01/05/2025	Shropshire Council	Std Ord	1,035.00			4011	121	1,035.00	NDR Guildhall
01/05/2025	TV Licence	Std Ord	15.00			4054	101	15.00	TV Licence
01/05/2025	Water Plus	DDR	57.40			4012	119	57.40	BX Water
07/05/2025	Waste Managed Ltd	5	250.80	250.80		501			Depot Waste Removal - May 25
08/05/2025	Barclays Bank	6	88.31	88.31		501			Bank Charges - Mar-Apr 25
13/05/2025	PHS Group plc	7	29.84	29.84		501			Linney Sanitary Bins - Apr-Jul
14/05/2025	West Mercia Energy	8	3,180.23	3,180.23		501			Castle St Toi Electric - Mar 2
14/05/2025	Barclaycard	BAR	2,871.06			204		2,871.06	Barclaycard
16/05/2025	Alphabet (UK) Ltd	10	403.19	403.19		501			Van Leasehire - LD23 TLT
16/05/2025	Alphabet (UK) Ltd	11	539.99	539.99		501			Van Leasehire - MJ73 VZY
16/05/2025	Alphabet (UK) Ltd	12	539.99	539.99		501			Van Leasehire - MJ73 ZGH
16/05/2025	AIB Merchant Services	13	54.52	54.52		501			Linney Parking Meter Fees
19/05/2025	Water Plus	1	230.20	230.20		501			Castle St Toi Water - Apr 25
19/05/2025	Plusnet plc	14	30.98	30.98		501			GH Broadband
19/05/2025	Cheaper Waste Ltd	15	1,082.82	1,082.82		501			Mkt Waste Removal
22/05/2025	Water Plus	2	49.68	49.68		501			Mkt Water - Apr 25
22/05/2025	Ludlow Town Council Payroll	19	10,050.93	10,050.93		501			Payroll - Apr 25
23/05/2025	EE Ltd	16	375.90	375.90		501			Mobile Phone Charges
23/05/2025	Ludlow Town Council Payroll	20	10,348.24	10,348.24		501			Payroll - May 25
23/05/2025	Ludlow Town Council Payroll	21	30,876.60	30,876.60		501			Payroll - May 25
27/05/2025	SCG Together	17	35.08	35.08		501			GH Telephone - Apr 25
28/05/2025	West Mercia Energy	9	31.89	31.89		501			BX Mkt - Mar 25
28/05/2025	Siemens Financial Servcies Ltd	18	226.80	226.80		501			Photocopier Rental
28/05/2025	Water Plus	23	162.79	162.79		501			Smithfield Water - Apr 25
28/05/2025	Water Plus	26	24.31	24.31		501			GH Water - Mar 25
29/05/2025	Water Plus	3	16.95	16.95		501			Linney Water - Apr-May
29/05/2025	Water Plus	4	22.23	22.23		501			Cem Water - Apr-May
30/05/2025	Pykefield Signs	2343129024	127.61	127.61		501			Linney Bathing Water Signage
30/05/2025	Morris, Bufton & Co Ltd	2343129612	33.60	33.60		501			Repair Stihl FS91 Strimmer
30/05/2025	Mark Bishop Fire & Security	2343130902	223.20	223.20		501			GH Window Locks/Alarm Contacts
30/05/2025	Ludlow Hockey Club	2343133520	1,000.00	1,000.00		501			Hockey Club Grant 2025/26
30/05/2025	Flowbird Smart City UK Limited	2343128984	92.52	92.52		501			Linney Parking Meter Fees
30/05/2025	TFM Farm & Country Superstore	2343128005	161.01	161.01		501			SIN7851089/TFM Farm & Country

Continued on Page 7

Payments for Month 2					Nominal Ledger Analysis				
Date	Payee Name	Reference	£ Total Amnt	£ Creditors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
30/05/2025	WorkNest Limited	2343127570	2,272.80	2,272.80		501			HR Support Investigation Mtgs
30/05/2025	Geldards LLP	2343131985	4,147.20	4,147.20		501			Town Wall Legal Advice
30/05/2025	Border Engineering & Fabricati	2343130846	65.28	65.28		501			Bin Repair
30/05/2025	ASE Plumbing & Heating Supplie	2343127562	5.05	5.05		501			Hose Tap/ Brass Bush/ Tape
30/05/2025	L Fensome Groundworks	2343127984	2,780.00	2,780.00		501			Grave Digging
30/05/2025	Border Computer Services Ltd	2343131079	388.00	388.00		501			PC Monitor x2, Setup
30/05/2025	Adventure Consultancy Worldwid	2843413458	720.00	720.00		501			Safe Working Near Water Course
30/05/2025	Ludlow Homecare Ltd	2343128012	103.64	103.64		501			Cable Cutters
30/05/2025	JPS	2343130880	59.50	59.50		501			3mm Punch, Vice Grips
30/05/2025	Roundabout Stationery	2343131121	8.96	8.96		501			Stationery
30/05/2025	Hire Equipment (Ludlow) Ltd	2343128556	96.00	96.00		501			Mkt Canopy Cleaning Tower
30/05/2025	Stephen J Weaver (Wooferton) L	2343131956	60.00	60.00		501			Town Walls Storage - Jun 25
30/05/2025	South Shropshire Youth Forum	2343131108	180.00	180.00		501			Mayfair Youth Work
30/05/2025	J B Roadshow Mobile Disco	2343128973	170.00	170.00		501			VE Day Public Address System
30/05/2025	Shropshire Council	2343128679	25.00	25.00		501			Delegation Skills Training MH
30/05/2025	Samuels of Shropshire	2843413743	221.84	221.84		501			Councillor Gowns Dry Cleaning
30/05/2025	Menai Foam and Board Limited	2343130856	561.59	561.59		501			Toilet Cleaning Supplies
30/05/2025	RBS Software Solutions	2843416160	1,046.40	1,046.40		501			Accounts Year End 2024/25
30/05/2025	Robert Breakwell	3043681804	221.38	221.38		501			Mayfair Mkt Take Down Support
30/05/2025	Councillors Expenses	2343129601	83.74	83.74		501			B Waite Mayor's Parking
30/05/2025	Ludlow Skip Hire	3043667183	708.00	708.00		501			Skip Hire
30/05/2025	Florabunda	2843417998	270.00	270.00		501			MM Floral Arrangement/Bouquets
30/05/2025	Ludlow Methodist Church	2843415147	85.00	85.00		501			Annual Residents Mtg Room Hire
30/05/2025	A Heiron	2843416096	540.00	540.00		501			Grave Digging
30/05/2025	C. P. Paddock	3043667371	144.00	144.00		501			Hedge Cut Allotments
30/05/2025	Ludlow Town Council Payroll	22	474.83	474.83		501			Payroll - May 25
Total Payments for Month			83,112.88	75,728.42	0.00			7,384.46	
Balance Carried Fwd			1,486,104.54						
Cashbook Totals			1,569,217.42	75,728.42	0.00			1,493,489.00	

## **Item 10b**

### **Reconciliation – May 2025**

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
60949167 - Savings Account	31/05/2025	2	1,485,004.54
60664030 - Current Account	31/05/2025	2	1,000.00
			<u>1,486,004.54</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			1,486,004.54
<u>Unpresented Receipts (Plus)</u>			
29/05/2025		54.00	
30/05/2025		46.00	
			<u>100.00</u>
			1,486,104.54
		Balance per Cash Book is :-	1,486,104.54
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10c**

### **Barclaycard Payments, Income & Reconciliation – May 2025**



Receipts for Month 2				Nominal Ledger Analysis				
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Banked: 14/05/2025	2,871.06						
BAR	Barclays Combined	2,871.06			201		2,871.06	Barclaycard
Total Receipts for Month		2,871.06	0.00	0.00			2,871.06	
Balance Carried Fwd		264.90						
Cashbook Totals		3,135.96	0.00	0.00			3,135.96	

Date: 10/07/2025

## Ludlow Town Council Current Year - 2025-26

Page: 2

Time: 10:45

Cashbook 5

User: LJ

Barclaycard

For Month No: 2

## Payments for Month 2

## Nominal Ledger Analysis

<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Balance Brought Fwd :			390.76					390.76	
20/02/2025	Staples.co.uk	1	21.59		3.60	4022	101	17.99	Stationery - Folders
18/03/2025	Applegreen Ludlow	2	39.78		6.63	4320	500	33.15	Fuel - Plant
20/03/2025	Amazon	4	15.88		2.65	4026	101	13.23	Tripod
20/03/2025	Amazon	4	27.98		4.66	4319	303	23.32	Urinal Screen Deodorizer Mats
20/03/2025	Shropshire Council	5	40.00		6.67	4227	201	33.33	Parking Permits - 19/03/25
21/03/2025	Amazon	6	9.98			4026	101	9.98	Recycling Bins Labels
21/03/2025	Amazon	6	19.98		3.34	4026	101	16.64	Compost Food Caddy x2
21/03/2025	Amazon	6	29.95		4.99	4026	101	24.96	GH Double Recycling Bin
21/03/2025	Amazon	6	29.99		5.00	4026	101	24.99	Stackable Recycling Bins
22/03/2025	Shropshire Council	7	40.00		6.67	4227	201	33.33	Parking Permits - 21/03/25
23/03/2025	Shropshire Council	8	40.00		6.67	4227	201	33.33	Parking Permits - 22/03/25
25/03/2025	Shropshire Council	9	40.00		6.67	4227	201	33.33	Parking Permits - 25/03/25
27/03/2025	Ayra Group Ltd	11	110.43		18.41	4320	500	92.02	Fuel - LD23 TLT
27/03/2025	Shropshire Council	12	40.00		6.67	4227	201	33.33	Parking Permits - 26/03/25
28/03/2025	Shropshire Council	14	40.00		6.67	4227	201	33.33	Parking Permits - 27/03/25
28/03/2025	Amazon	16	25.99		4.33	4026	101	21.66	Recycling Bins
29/03/2025	Shropshire Council	15	40.00		6.67	4227	201	33.33	Parking Permits - 29/03/25
30/03/2025	Amazon	16	21.31		3.56	4026	101	17.75	Food Caddy x2
30/03/2025	Amazon	16	11.65		1.95	4022	101	9.70	Dymo Tape
31/03/2025	Shropshire Council	18	40.00		6.67	4227	201	33.33	Parking Permits - 29/03/25
31/03/2025	Shropshire Council	18	40.00		6.67	4227	201	33.33	Parking Permits - 30/03/25
01/04/2025	Shropshire Council	21	36.00		6.00	4227	201	30.00	Parking Permits - 31/03/25
03/04/2025	Ayra Group Ltd	24	79.76		13.29	4320	500	66.47	Fuel - Plant
03/04/2025	Shropshire Council	25	80.00		13.33	4227	201	66.67	Parking Permits - 02/04/25
04/04/2025	Fenland Leisure	27	31.20		5.20	4222	410	26.00	Playground 6mm Steel Shacklex8
04/04/2025	Shropshire Council	28	60.00		10.00	4227	201	50.00	Parking Permits - 03/04/25
04/04/2025	Staples	29	-21.59		-3.60	4022	101	-17.99	Folder Refund
05/04/2025	Shropshire Council	30	80.00		13.33	4227	201	66.67	Parking Permits - 04/04/25
06/04/2025	Shropshire Council	31	80.00		13.33	4227	201	66.67	Parking Permits - 05/04/25
07/04/2025	Amazon	32	0.00						Amazon
07/04/2025	Amazon	32	9.99		1.67	4222	119	8.32	Step Stool
07/04/2025	Etsy - Brady and Blue	34	25.00			4522	119	25.00	BX Museum Easter Garland
07/04/2025	Tesco	25	29.27			4091	110	29.27	Shaping Lives Grant - Food
08/04/2025	Shropshire Council	37	76.00		12.67	4227	201	63.33	Parking Permits -

Continued on Page 3

Payments for Month 2				Nominal Ledger Analysis					
Date	Payee Name	Reference	£ Total Amnt	£ Creditors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
07/04/25									
09/04/2025	Party Packs Ltd	38	96.00		16.00	4800	501	80.00	VE Day Hand Flags x250
10/04/2025	Fenland Leisure	22	67.80		11.30	4222	410	56.50	Playground Rope Repair Tape
10/04/2025	Argos	33	33.95		5.66	4222	119	28.29	BX Museum Childrens Chairs x4
10/04/2025	Evri	39	8.44		1.41	4021	101	7.03	Eyelet Tester Postage
10/04/2025	Shropshire Council	42	80.00		13.33	4227	201	66.67	Parking Permits - 09/04/25
11/04/2025	Microsoft 365 Family	43	104.99			4612	121	104.99	Microsoft 365 Family
11/04/2025	Shropshire Council	44	80.00		13.33	4227	201	66.67	Parking Permits - 10/04/25
12/04/2025	Shropshire Council	45	80.00		13.33	4227	201	66.67	Parking Permits - 11/04/25
13/04/2025	Shropshire Council	47	80.00		13.33	4227	201	66.67	Parking Permits - 12/04/25
13/04/2025	Adobe Systems Software Ireland	46	47.48			4023	101	47.48	Creative Cloud Subscription
14/04/2025	Shropshire Council	48	80.00		13.33	4227	201	66.67	Parking Permits - 13/04/25
15/04/2025	Pass Ltd	41	107.40		17.90	4323	500	89.50	PAT Tester Recalibration
15/04/2025	Shropshire Council	49	80.00		13.33	4227	201	66.67	Parking Permits - 14/04/25
15/04/2025	Ayra Group Ltd	51	127.27		21.21	4320	500	106.06	Fuel - LD23 TLT & Plant
16/04/2025	Zoom Video Communications Inc.	53	15.59		2.60	4023	101	12.99	Zoom Monthly Subscription
17/04/2025	Royal Mail	54	87.00			4021	101	87.00	Postage Stamps
17/04/2025	Shropshire Council	55	68.00		11.33	4227	201	56.67	Parking Permits - 16/04/25
01/05/2025	Electric Vehicle Charging	7	46.18			203		46.18	Electric Vehicle Charging
10/05/2025	Electric Vehicle Charging	8	43.58			203		43.58	Electric Vehicle Charging
13/05/2025	Electric Vehicle Charging	9	13.00			203		13.00	Electric Vehicle Charging
14/05/2025	Electric Vehicle Charging	10	19.74			203		19.74	Electric Vehicle Charging
23/05/2025	Electric Vehicle Charging	11	14.77			203		14.77	Electric Vehicle Charging
25/05/2025	Electric Vehicle Charging	12	12.76			203		12.76	Electric Vehicle Charging
27/05/2025	Electric Vehicle Charging	13	30.14			203		30.14	Electric Vehicle Charging
28/05/2025	Electric Vehicle Charging	14	30.97			203		30.97	Electric Vehicle Charging
Total Payments for Month			2,745.20	0.00	371.76			2,373.44	
Cashbook Totals			3,135.96	0.00	371.76			2,764.20	

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Barclaycard	31/05/2025	2	0.00
			<u>0.00</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
23/04/2025 5	Electric Vehicle Charging	39.66	
30/04/2025 6	Electric Vehicle Charging	14.10	
01/05/2025 7	Electric Vehicle Charging	46.18	
10/05/2025 8	Electric Vehicle Charging	43.58	
13/05/2025 9	Electric Vehicle Charging	13.00	
14/05/2025 10	Electric Vehicle Charging	19.74	
23/05/2025 11	Electric Vehicle Charging	14.77	
25/05/2025 12	Electric Vehicle Charging	12.76	
27/05/2025 13	Electric Vehicle Charging	30.14	
28/05/2025 14	Electric Vehicle Charging	30.97	
			<u>264.90</u>
			-264.90
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			-264.90
		Balance per Cash Book is :-	-264.90
		Difference Excluding Adjustments is :-	0.00
<u>Adjustments to Reconciliation</u>			
07/04/2025 32	Amazon	0.00	
			<u>0.00</u>
		Unreconciled Difference is :-	<u>0.00</u>

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10d**

### **PayPal Payments, Income & Reconciliation – May 2025**

Receipts for Month 2				Nominal Ledger Analysis			
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u> <u>Transaction Detail</u>
Balance Brought Fwd :		2,279.46					2,279.46
Banked: 31/05/2025		701.00					
PayPal		701.00			1038	201	245.00 Market Rents - F&C
					1037	201	456.00 Market Rents - C&C
Total Receipts for Month		701.00	0.00	0.00			701.00
Cashbook Totals		<u>2,980.46</u>	<u>0.00</u>	<u>0.00</u>			<u>2,980.46</u>

Payments for Month 2				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
21/05/2025	Barclays Combined	9	2,381.80			201		2,381.80	Paypal Withdrawal
31/05/2025	PayPal	DDR	29.58			4327	104	29.58	Commission Charge
Total Payments for Month			2,411.38	0.00	0.00			2,411.38	
Balance Carried Fwd			569.08						
Cashbook Totals			2,980.46	0.00	0.00			2,980.46	

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
PayPal	31/05/2025	2	569.08
			<u>569.08</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			569.08
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			569.08
		Balance per Cash Book is :-	569.08
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....



## **Item 10e**

### **Petty Cash Payments, Income & Reconciliation – May 2025**

Receipts for Month 2				Nominal Ledger Analysis				
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Balance Brought Fwd :	160.45					160.45	
	Banked:	0.00						
			0.00				0.00	
Total Receipts for Month		0.00	0.00	0.00			0.00	
Cashbook Totals		<u>160.45</u>	<u>0.00</u>	<u>0.00</u>			<u>160.45</u>	

Payments for Month 2				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
01/05/2025	Peter Meredith Optometrist	8	70.00			4064	102	70.00	PC Glasses Contribution
01/05/2025	Taste	9	6.70		1.12	4017	101	5.58	BXMuseum Volunteer Refreshment
09/05/2025	Spar	10	2.30			4032	101	2.30	Newspapers
28/05/2025	CK Mobile Care	11	10.00			4026	101	10.00	Phone Cable
28/05/2025	Severn Hospice	12	2.50			4201	105	2.50	MM Plastic Jug
Total Payments for Month			91.50	0.00	1.12			90.38	
Balance Carried Fwd			68.95						
Cashbook Totals			160.45	0.00	1.12			159.33	

Bank Reconciliation Statement as at 31/05/2025  
for Cashbook 3 - Petty Cash

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Petty Cash	31/05/2025	2	68.95
			<u>68.95</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			68.95
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			68.95
		Balance per Cash Book is :-	68.95
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10f**

### **Public Sector Deposit Fund Payments, Income & Reconciliation – May 2025**

Receipts for Month 2					Nominal Ledger Analysis			
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
Balance Brought Fwd :		838,395.05					838,395.05	
Banked: 02/05/2025		3,074.59						
Public Sector Deposit Fund		3,074.59			1196	101	3,074.59	Income Reinvested
Total Receipts for Month		3,074.59	0.00	0.00			3,074.59	
Cashbook Totals		841,469.64	0.00	0.00			841,469.64	

Payments for Month 2				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
			0.00						
	Total Payments for Month		0.00	0.00	0.00			0.00	
	Balance Carried Fwd		841,469.64						
	Cashbook Totals		841,469.64	0.00	0.00			841,469.64	

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Public Sector Deposit Fund	31/05/2025	2	841,469.64
			<u>841,469.64</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			841,469.64
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			841,469.64
		Balance per Cash Book is :-	841,469.64
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....



## **Item 10g**

### **Income Payments, Income & Reconciliation – May 2025**

Date: 10/07/2025

## Ludlow Town Council Current Year - 2025-26

Page: 1

Time: 10:45

Cashbook 6

User: LJ

Income Cashbook

For Month No: 2

## Receipts for Month 2

## Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
	Balance Brought Fwd :	244.38					244.38	
	Banked: 01/05/2025	2,489.95						
	Market Rents	515.00			1020	201	515.00	Market Rents - 25/04/25
	BX Market Rents	19.00			1003	201	19.00	BX Market Rents - 25/04/25
	Electricity	22.00		3.67	1022	201	18.33	Electricity - 25/04/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 25/04/25
	Market Rents	771.00			1020	201	771.00	Market Rents - 26/04/25
	BX Market Rents	40.00			1003	201	40.00	BX Market Rents - 26/04/25
	Electricity	18.50		3.08	1022	201	15.42	Electricity - 26/04/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 26/04/25
	Market Rents	102.00			1037	201	102.00	Market Rents - 27/04/25 C&C
	Electricity	18.50		3.08	1022	201	15.42	Electricity - 27/04/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 27/04/25
	Market Rents	151.00			1020	201	151.00	Market Rents - 28/04/25
	Electricity	18.50		3.08	1022	201	15.42	Electricity - 28/04/25
	Parking Permits	72.00		12.00	1040	201	60.00	Parking Permits - 28/04/25
	B Mills	25.00			1051	401	25.00	Cem Fee - Transfer K/5/1645
	Linney Parking Meter	192.00		32.00	1075	411	160.00	Linney Parking Meter 01/05/25
	Toilet Coin Boxes	147.45		24.58	1174	303	122.87	Toilet Coin Boxes - 01/05/25
	BX Market Rents	29.00			1003	201	29.00	BX Market Rents - 05/05/25
	BX Market Rents	31.00			1003	201	31.00	BX Market Rents - 30/04/25
	BX Market Rents	38.00			1003	201	38.00	BX Market Rents - 02/05/25
	BX Market Rents	40.00			1003	201	40.00	BX Market Rents - 03/05/25
	Banked: 08/05/2025	937.29						
	Toilet Coin Boxes	202.75		33.79	1174	303	168.96	Toilet Coin Boxes - 08/05/25
	Linney Parking Meter	200.10		33.35	1075	411	166.75	Linney Parking Meter 08/05/25
	Market Rents	235.00			1020	201	235.00	Market Rents - 07/05/25
	Electricity	16.50		2.75	1022	201	13.75	Electricity - 07/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 07/05/25
	BX Museum Donations	6.09			1007	119	6.09	BX Museum Donations - 25/04/25
	BX Museum Sales	6.80		1.13	1008	119	5.67	BX Museum Sales - 25/04/25
	BX Museum Tickets	21.60			1006	119	21.60	BX Museum Tickets - 25/04/25
	BX Museum Donations	2.60			1007	119	2.60	BX Museum Donations - 26/04/25
	BX Museum Sales	7.30		1.22	1008	119	6.08	BX Museum Sales - 26/04/25
	BX Museum Tickets	12.90			1006	119	12.90	BX Museum Tickets - 26/04/25
	BX Museum Donations	0.30			1007	119	0.30	BX Museum Donations - 27/04/25
	BX Museum Sales	20.10		3.35	1008	119	16.75	BX Museum Sales - 27/04/25
	BX Museum Tickets	19.60			1006	119	19.60	BX Museum Tickets - 27/04/25
	BX Museum Sales	1.50		0.25	1008	119	1.25	BX Museum Sales - 02/05/25
	BX Museum Tickets	12.00			1006	119	12.00	BX Museum Tickets - 02/05/25
	BX Museum Donations	0.85			1007	119	0.85	BX Museum Donations - 03/05/25
	BX Museum Sales	0.75		0.12	1008	119	0.63	BX Museum Sales - 03/05/25
	BX Museum Tickets	38.40			1006	119	38.40	BX Museum Tickets - 03/05/25
	BX Museum Sales	18.15		3.02	1008	119	15.13	BX Museum Sales - 04/05/25
	BX Museum Tickets	11.90			1006	119	11.90	BX Museum Tickets - 04/05/25
	BX Museum Sales	5.50		0.42	1008	119	5.08	BX Museum Sales - 05/05/25
	BX Museum Tickets	16.60			1006	119	16.60	BX Museum Tickets - 05/05/25
	Banked: 14/05/2025	2,543.45						
	Market Rents	173.50			1020	201	173.50	Market Rents - 12/05/25

Continued on Page 2

## Receipts for Month 2

## Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Electricity	13.50		2.25	1022	201	11.25	Electricity - 12/05/25
	Parking Permits	72.00		12.00	1040	201	60.00	Parking Permits - 12/05/25
	Toilet Coin Boxes	109.10		18.18	1174	303	90.92	Toilet Coin Boxes - 12/05/25
	BX Museum Donations	10.00			1007	119	10.00	BX Museum Donations - 09/05/25
	BX Museum Sales	5.50		0.92	1008	119	4.58	BX Museum Sales - 09/05/25
	BX Museum Tickets	15.60			1006	119	15.60	BX Museum Tickets - 09/05/25
	BX Museum Donations	2.00			1007	119	2.00	BX Museum Donations - 10/05/25
	BX Museum Sales	9.95		1.16	1008	119	8.79	BX Museum Sales - 10/05/25
	BX Museum Tickets	26.05			1006	119	26.05	BX Museum Tickets - 10/05/25
	BX Museum Tickets	12.00			1006	119	12.00	BX Museum Tickets - 11/05/25
	A Siddons	21.50			1018	101	21.50	Street Trading Permit No. 889
	A Siddons	32.50			1018	101	32.50	Street Trading Permit No. 890
	Market Rents	527.00			1037	201	527.00	Market Rents - Food Fest
	Electricity	11.00		1.83	1022	201	9.17	Electricity - 11/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 11/05/25
	Market Rents	632.25			1020	201	632.25	Market Rents - 10/05/25
	BX Market Rents	40.00			1003	201	40.00	BX Market Rents - 10/05/25
	Electricity	25.50		4.25	1022	201	21.25	Electricity - 10/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 10/05/25
	Market Rents	508.50			1020	201	508.50	Market Rents - 09/05/25
	BX Market Rents	38.00			1003	201	38.00	BX Market Rents - 09/05/25
	Electricity	18.00		3.00	1022	201	15.00	Electricity - 09/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 09/05/25
	Banked: 23/05/2025	4,661.60						
	B F Owen	1,206.00	1,206.00		101			Sales Recpts Page 739
	Linney Parking Meter	126.00		21.00	1075	411	105.00	Linney Parking Meter 14/05/25
	Market Rents	222.00			1020	201	222.00	Market Rents - 14/05/25
	Electricity	15.00		2.50	1022	201	12.50	Electricity - 14/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 14/05/25
	Linney Parking Meter	222.00		37.00	1075	411	185.00	Linney Parking Meter 22/05/25
	Market Rents	674.00			1020	201	674.00	Market Rents - 17/05/25
	BX Market Rents	40.00			1003	201	40.00	BX Market Rents - 17/05/25
	Electricity	27.00		4.50	1022	201	22.50	Electricity - 17/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 17/05/25
	W Griffin	131.00			1051	401	131.00	Mem Fee -SA Luft I/6/708
	A Siddons	20.00			1018	101	20.00	Street Trading Permit No. 891
	Market Rents	288.50			1020	201	288.50	Market Rents - 21/05/25
	Electricity	19.50		3.25	1022	201	16.25	Electricity - 21/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 21/05/25
	Market Rents	244.00			1020	201	244.00	Market Rents - 19/05/25
	Electricity	18.50		3.08	1022	201	15.42	Electricity - 19/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 19/05/25
	Market Rents	374.00			1020	201	374.00	Market Rents - 16/05/25
	BX Market Rents	38.00			1003	201	38.00	BX Market Rents - 16/05/25
	Electricity	18.00		3.00	1022	201	15.00	Electricity - 16/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 16/05/25
	Market Rents	177.00			1020	201	177.00	Market Rents - 15/05/25 F&C
	Electricity	9.50		1.58	1022	201	7.92	Electricity - 15/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 15/05/25

## Receipts for Month 2

## Nominal Ledger Analysis

Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
	Toilet Coin Boxes	203.20		33.87	1174	303	169.33	Toilet Coin Boxes - 21/05/25
	A Siddons	22.00			1018	101	22.00	Street Trading Permit No. 892
	BX Museum Sales	10.75		1.79	1008	119	8.96	BX Museum Sales - 16/05/25
	BX Museum Tickets	10.40			1006	119	10.40	BX Museum Tickets - 16/05/25
	BX Museum Donations	5.00			1007	119	5.00	BX Museum Donations - 17/05/25
	BX Museum Sales	12.35		2.06	1008	119	10.29	BX Museum Sales - 17/05/25
	BX Museum Tickets	29.60			1006	119	29.60	BX Museum Tickets - 17/05/25
	BX Museum Sales	3.25		0.54	1008	119	2.71	BX Museum Sales - 18/05/25
	BX Museum Tickets	15.05			1006	119	15.05	BX Museum Tickets - 18/05/25
	Banked: 23/05/2025	10.00						
	Mkt Miscellaneous	10.00			1171	201	10.00	Mkt Miscellaneous
	Banked: 27/05/2025	1,867.00						
	Market Rents	281.50			1020	201	281.50	Market Rents - 26/05/25
	Electricity	17.00		2.83	1022	201	14.17	Electricity - 26/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 26/05/25
	Market Rents	129.00			1037	201	129.00	Market Rents - 25/05/25 C&C
	Electricity	18.50		3.08	1022	201	15.42	Electricity - 25/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 25/05/25
	Market Rents	612.50			1020	201	612.50	Market Rents - 24/05/25
	BX Market Rents	40.00			1003	201	40.00	BX Market Rents - 24/05/25
	Electricity	27.00		4.50	1022	201	22.50	Electricity - 24/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 24/05/25
	Market Rents	377.50			1020	201	377.50	Market Rents - 23/05/25
	BX Market Rents	19.00			1003	201	19.00	BX Market Rents - 23/05/25
	Electricity	25.00		4.17	1022	201	20.83	Electricity - 23/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 23/05/25
	Banked: 29/05/2025	1,086.70						
	Linney Parking Meter	152.00		25.33	1075	411	126.67	Linney Parking Meter 29/05/25
	Market Rents	233.50			1020	201	233.50	Market Rents - 28/05/25
	Electricity	18.00		3.00	1022	201	15.00	Electricity - 28/05/25
	Parking Permits	80.00		13.33	1040	201	66.67	Parking Permits - 28/05/25
	Toilet Coin Boxes	171.00		28.50	1174	303	142.50	Toilet Coin Boxes - 28/05/25
	L Hodson	320.00	320.00		101			Sales Recpts Page 746
	BX Museum Sales	8.95		1.49	1008	119	7.46	BX Museum Sales - 23/05/25
	BX Museum Tickets	5.45			1006	119	5.45	BX Museum Tickets - 23/05/25
	BX Museum Sales	18.40		3.07	1008	119	15.33	BX Museum Sales - 24/05/25
	BX Museum Donations	1.20			1007	119	1.20	BX Museum Donations - 24/05/25
	BX Museum Tickets	15.40			1006	119	15.40	BX Museum Tickets - 24/05/25
	BX Museum Sales	21.00		3.00	1008	119	18.00	BX Museum Sales - 25/05/25
	BX Museum Tickets	-2.40			1006	119	-2.40	BX Museum Tickets - 25/05/25
	BX Museum Sales	10.80		1.80	1008	119	9.00	BX Museum Sales - 26/05/25
	BX Museum Tickets	33.40			1008	119	33.40	BX Museum Tickets - 26/05/25
Total Receipts for Month		13,595.99	1,526.00	639.36			11,430.63	
Cashbook Totals		13,840.37	1,526.00	639.36			11,675.01	

Payments for Month 2				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
01/05/2025	Barclays Combined	1	2,720.00			201		2,720.00	Income
08/05/2025	Barclays Combined	2	620.00			201		620.00	Income
14/05/2025	Barclays Combined	3	2,845.00			201		2,845.00	Income
23/05/2025	Barclays Combined	4	3,350.00			201		3,350.00	Income
27/05/2025	Barclays Combined	5	1,850.00			201		1,850.00	Income
27/05/2025	Barclays Combined	6	1,337.00			201		1,337.00	Income
29/05/2025	Barclays Combined	7	610.00			201		610.00	Income
30/05/2025	Barclays Combined	8	320.00			201		320.00	Income
Total Payments for Month			13,652.00	0.00	0.00			13,652.00	
Balance Carried Fwd			188.37						
Cashbook Totals			13,840.37	0.00	0.00			13,840.37	

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Income Cashbook	31/05/2025	2	188.37
			<u>188.37</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			188.37
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			188.37
		Balance per Cash Book is :-	188.37
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10h**

### **Electric Vehicle Charging Payments, Income & Reconciliation – May 2025**

Receipts for Month 2				Nominal Ledger Analysis				
Receipt Ref	Name of Payer	£ Amnt Received	£ Debtors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
	Balance Brought Fwd :	9.97					9.97	
	Banked: 01/05/2025	46.18						
7	Barclaycard	46.18			204		46.18	Electric Vehicle Charging
	Banked: 10/05/2025	43.58						
8	Barclaycard	43.58			204		43.58	Electric Vehicle Charging
	Banked: 13/05/2025	13.00						
9	Barclaycard	13.00			204		13.00	Electric Vehicle Charging
	Banked: 14/05/2025	19.74						
10	Barclaycard	19.74			204		19.74	Electric Vehicle Charging
	Banked: 23/05/2025	14.77						
11	Barclaycard	14.77			204		14.77	Electric Vehicle Charging
	Banked: 25/05/2025	12.76						
12	Barclaycard	12.76			204		12.76	Electric Vehicle Charging
	Banked: 27/05/2025	30.14						
13	Barclaycard	30.14			204		30.14	Electric Vehicle Charging
	Banked: 28/05/2025	30.97						
14	Barclaycard	30.97			204		30.97	Electric Vehicle Charging
Total Receipts for Month		211.14	0.00	0.00			211.14	
Cashbook Totals		221.11	0.00	0.00			221.11	



Payments for Month 2				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
01/05/2025	Zapmap	DDR	46.18		7.69	4320	500	38.49	EV Charging
09/05/2025	Zapmap	DDR	43.58		7.27	4320	500	36.31	EV Charging
13/05/2025	Zapmap	DDR	13.00		2.17	4320	500	10.83	EV Charging
14/05/2025	Zapmap	DDR	19.74		3.29	4320	500	16.45	EV Charging
23/05/2025	Zapmap	DDR	14.77		2.46	4320	500	12.31	EV Charging
25/05/2025	Zapmap	DDR	12.76		2.13	4320	500	10.63	EV Charging
27/05/2025	Zapmap	DDR	30.14		5.02	4320	500	25.12	EV Charging
28/05/2025	Zapmap	DDR	30.97		5.16	4320	500	25.81	EV Charging
Total Payments for Month			211.14	0.00	35.19			175.95	
Balance Carried Fwd			9.97						
Cashbook Totals			221.11	0.00	35.19			185.92	

Bank Reconciliation Statement as at 31/05/2025  
for Cashbook 7 - Electric Vehicle Charging

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Clenergy EV Balance	31/05/2025	2	9.97
			<u>9.97</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			9.97
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			9.97
		Balance per Cash Book is :-	9.97
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10i**

### **Mayor's Charity Account Payments, Income & Reconciliation – March 2025**

Receipts for Month 12				Nominal Ledger Analysis			
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u> <u>Transaction Detail</u>
	Balance Brought Fwd :	3,998.03					3,998.03
	Banked: 14/03/2025	40.00					
1	Income	40.00			201		40.00 Income
Total Receipts for Month		40.00	0.00	0.00			40.00
Cashbook Totals		<u>4,038.03</u>	<u>0.00</u>	<u>0.00</u>			<u>4,038.03</u>

Payments for Month 12				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
07/03/2025	Barclays Bank	DDR	9.23			4008	101	9.23	Bank Charges - Jan-Feb 25
Total Payments for Month			9.23	0.00	0.00			9.23	
Balance Carried Fwd			4,028.80						
Cashbook Totals			4,038.03	0.00	0.00			4,038.03	

Date:09/07/2025

Mayor's Charity Account

Page 1

Time: 12:20

Bank Reconciliation Statement as at 31/03/2025  
for Cashbook 1 - Current Bank A/c

User: LJ

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Mayors Charity Account	31/03/2025	12	4,028.80
			<u>4,028.80</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			4,028.80
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			4,028.80
		Balance per Cash Book is :-	4,028.80
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10i**

### **Mayor's Charity Account Payments, Income & Reconciliation – April 2025**

Receipts for Month 1				Nominal Ledger Analysis				
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Balance Brought Fwd :	4,028.80					4,028.80	
	Banked:	0.00						
			0.00				0.00	
Total Receipts for Month		0.00	0.00	0.00			0.00	
Cashbook Totals		<u>4,028.80</u>	<u>0.00</u>	<u>0.00</u>			<u>4,028.80</u>	



Payments for Month 1				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
04/04/2025	Barclays Bank	DDR	10.22			4008	101	10.22	Bank Charges
Total Payments for Month			10.22	0.00	0.00			10.22	
Balance Carried Fwd			4,018.58						
Cashbook Totals			4,028.80	0.00	0.00			4,028.80	

Date:09/07/2025

Mayor's Charity Account

Page 1

Time: 12:30

Bank Reconciliation Statement as at 30/04/2025  
for Cashbook 1 - Current Bank A/c

User: LJ

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Mayors Charity Account	30/04/2025	1	4,018.58
			<u>4,018.58</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			4,018.58
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			4,018.58
		Balance per Cash Book is :-	4,018.58
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10i**

### **Mayor's Charity Account Payments, Income & Reconciliation – May 2025**

Receipts for Month 2				Nominal Ledger Analysis				
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Balance Brought Fwd :	4,018.58					4,018.58	
	Banked: 27/05/2025	161.25						
1	Income	161.25			201		161.25	Income
Total Receipts for Month		161.25	0.00	0.00			161.25	
Cashbook Totals		4,179.83	0.00	0.00			4,179.83	

Payments for Month 2				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
08/05/2025	Barclays Bank	DDR	9.10			4008	101	9.10	Bank Charges
Total Payments for Month			9.10	0.00	0.00			9.10	
Balance Carried Fwd			4,170.73						
Cashbook Totals			4,179.83	0.00	0.00			4,179.83	

Date:09/07/2025

Mayor's Charity Account

Page 1

Time: 12:42

Bank Reconciliation Statement as at 31/05/2025  
for Cashbook 1 - Current Bank A/c

User: LJ

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Mayors Charity Account	31/05/2025	2	4,170.73
			<u>4,170.73</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			4,170.73
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			4,170.73
		Balance per Cash Book is :-	4,170.73
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10i**

### **Mayor's Charity Account Payments, Income & Reconciliation – June 2025**

Receipts for Month 3				Nominal Ledger Analysis			
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u> <u>Transaction Detail</u>
	Balance Brought Fwd :	4,170.73					4,170.73
	Banked: 26/06/2025	70.87					
1	Income	70.87			201		70.87 Income
Total Receipts for Month		70.87	0.00	0.00			70.87
Cashbook Totals		<u>4,241.60</u>	<u>0.00</u>	<u>0.00</u>			<u>4,241.60</u>



Payments for Month 3				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
05/06/2025	Barclays Bank	DDR	8.50			4008	101	8.50	Bank Charges
Total Payments for Month			8.50	0.00	0.00			8.50	
Balance Carried Fwd			4,233.10						
Cashbook Totals			4,241.60	0.00	0.00			4,241.60	

Date:09/07/2025

Mayor's Charity Account

Page 1

Time: 12:46

Bank Reconciliation Statement as at 30/06/2025  
for Cashbook 1 - Current Bank A/c

User: LJ

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Mayors Charity Account	30/06/2025	3	4,233.10
			<u>4,233.10</u>
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<u>0.00</u>
			4,233.10
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<u>0.00</u>
			4,233.10
		Balance per Cash Book is :-	4,233.10
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

**Item 10j**

**Mayor's Charity Account Income  
Payments, Income & Reconciliation –  
March 2025**

Receipts for Month 12				Nominal Ledger Analysis			
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u> <u>Transaction Detail</u>
	Banked: 03/03/2025	36.20					
	Wear it Red Day	36.20			1000	101	36.20   Wear it Red Day
	Banked: 14/03/2025	40.00					
	Feathers Hotel	40.00			4010	101	40.00   Black Tie Refund
Total Receipts for Month		76.20	0.00	0.00			76.20
Cashbook Totals		<u>76.20</u>	<u>0.00</u>	<u>0.00</u>			<u>76.20</u>

Payments for Month 12				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
14/03/2025	Wear It Red Day	TNSFR	36.20			1000	101	36.20	Wear It Red Day
14/03/2025	Current Bank A/c	1	40.00			200		40.00	Income
Total Payments for Month			76.20	0.00	0.00			76.20	
Balance Carried Fwd			0.00						
Cashbook Totals			76.20	0.00	0.00			76.20	

Date:09/07/2025

Mayor's Charity Account

Page 1

Time: 12:22

Bank Reconciliation Statement as at 31/03/2025  
for Cashbook 2 - Income

User: LJ

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Income	31/03/2025		0.00
			<hr/> 0.00
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<hr/> 0.00
			0.00
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<hr/> 0.00
			0.00
		Balance per Cash Book is :-	0.00
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10j**

### **Mayor's Charity Account Income Payments, Income & Reconciliation – April 2025**

Receipts for Month 1			Nominal Ledger Analysis					
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Banked:	0.00						
			0.00				0.00	
Total Receipts for Month		0.00	0.00	0.00			0.00	
	Cashbook Totals	<u>0.00</u>	<u>0.00</u>	<u>0.00</u>			<u>0.00</u>	



Payments for Month 1				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
			0.00						
	Total Payments for Month		0.00	0.00	0.00			0.00	
	Balance Carried Fwd		0.00						
	Cashbook Totals		0.00	0.00	0.00			0.00	

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Income	30/04/2025	1	0.00
			<hr/> 0.00
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<hr/> 0.00
			0.00
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<hr/> 0.00
			0.00
		Balance per Cash Book is :-	0.00
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10j**

### **Mayor's Charity Account Income Payments, Income & Reconciliation – May 2025**

Receipts for Month 2				Nominal Ledger Analysis			
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u> <u>Transaction Detail</u>
	Banked: 27/05/2025	161.25					
	Mayor's Charity CollectionTins	161.25			1000	101	161.25 Mayor's Charity CollectionTins
Total Receipts for Month		161.25	0.00	0.00			161.25
Cashbook Totals		<u>161.25</u>	<u>0.00</u>	<u>0.00</u>			<u>161.25</u>

Payments for Month 2				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
27/05/2025	Current Bank A/c	1	161.25			200		161.25	Income
Total Payments for Month			161.25	0.00	0.00			161.25	
Balance Carried Fwd			0.00						
Cashbook Totals			161.25	0.00	0.00			161.25	

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Income	31/05/2025	2	0.00
			<hr/> 0.00
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<hr/> 0.00
			0.00
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<hr/> 0.00
			0.00
		Balance per Cash Book is :-	0.00
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

## **Item 10j**

### **Mayor's Charity Account Income Payments, Income & Reconciliation – June 2025**

Receipts for Month 3				Nominal Ledger Analysis			
<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u> <u>Transaction Detail</u>
	Banked: 26/06/2025	70.87					
	Quaker Meeting	61.15			1000	101	61.15 Donation
	D Lyle	0.72			1000	101	0.72 Collection Tin
	Donations	9.00			1000	101	9.00 Donations
Total Receipts for Month		70.87	0.00	0.00			70.87
Cashbook Totals		<u>70.87</u>	<u>0.00</u>	<u>0.00</u>			<u>70.87</u>



Payments for Month 3				Nominal Ledger Analysis					
<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
26/06/2025	Current Bank A/c	1	70.87			200		70.87	Income
Total Payments for Month			70.87	0.00	0.00			70.87	
Balance Carried Fwd			0.00						
Cashbook Totals			70.87	0.00	0.00			70.87	

<u>Bank Statement Account Name (s)</u>	<u>Statement Date</u>	<u>Page No</u>	<u>Balances</u>
Income	30/06/2025	3	0.00
			<hr/> 0.00
<u>Unpresented Payments (Minus)</u>		<u>Amount</u>	
		0.00	
			<hr/> 0.00
			0.00
<u>Unpresented Receipts (Plus)</u>			
		0.00	
			<hr/> 0.00
			0.00
		Balance per Cash Book is :-	0.00
		Difference is :-	0.00

Signatory 1:

Name .....Signed .....Date .....

Signatory 2:

Name .....Signed .....Date .....

**Item 11a**  
**Aged Debtors**

## Outstanding Balances by Month as at 01/06/2025

A/C Code	Customer Name	Balance	Jun 2025	May 2025	Apr 2025	Prior Months	On A/c Pymnts
Ledger No 1: Sales Ledger							
CAM001	CRAVEN ARMS MEM	0.30	0.00	0.00	0.00	0.30	0.00
CEMCASJ00	CEMCASJ001	218.00	0.00	0.00	218.00	0.00	0.00
CEMHARH00	CEMHARH001	511.00	0.00	0.00	0.00	511.00	0.00
CEMSMIC001	CEMSMIC001	209.38	0.00	0.00	0.00	209.38	0.00
FS001	FUTURE	1,086.36	0.00	0.00	0.00	1,086.36	0.00
HSK001	HOSKINS	2,412.00	0.00	0.00	1,206.00	1,206.00	0.00
MBC001	M AND B CRAMP	1.00	0.00	0.00	0.00	0.00	0.00
PET001	PRODUCE	899.00	0.00	0.00	0.00	0.00	0.00
PPP001	PRODUCE PARKING	240.00	160.00	0.00	0.00	0.00	0.00
SCPARKS	SC	201.60	0.00	0.00	0.00	201.60	0.00
VAL001	ALLEN	511.00	0.00	0.00	0.00	511.00	0.00
VIC001	VIC	70.00	70.00	0.00	0.00	0.00	0.00
WH001	HICKS	405.50	0.00	405.50	0.00	0.00	0.00
Total Sales Ledger No 1		6,765.14	230.00	405.50	1,424.00	3,725.64	0.00
TOTAL SALES LEDGER BALANCES		6,765.14	230.00	405.50	1,424.00	3,725.64	0.00

**Item 11b**  
**Aged Debtors - Report**

Debtor	Invoice Date	Invoice No.	Invoice Amount	Description	Action Taken	Date
Mr JM Cash	30/04/2025	CEM99	£218.00	Cem Fee - I/5/652	Referred to the Cemetery Officer	
M & B Cramp	30/04/2025	1185	£1,031.00	Whole Market Let - April 2025	Paid	30/05/2025
	23/05/2025	1186	£515.50	Whole Market Let - May 2025	Paid	30/05/2025
	30/06/2025	1189	£1,031.00	Whole Market Let - June 2025	Paid	15/07/2025
	10/07/2025	1190	£1,031.00	Whole Market Let - July 2025	Part Paid - £1.00 outstanding	15/07/2025
Craven Arms Memorials	23/09/2024	1139	£131.00	Memorial Fee - Evans K/7/1719	Part Paid - 30p outstanding	23/09/2024
Friends of Ludlow Museum	31/03/2024	1178	£181.00	Ludlow Museum Child Entry	Paid	19/06/2025
Futuresound	22/01/2025	1146	£1,086.36	Use of Castle Square		
Ms H Harwood	31/10/2024	CEM69	£511.00	Cem Fee - K/8/1765	Referred to the Cemetery Officer	08/01/2025
Graham Heiron Funerals	30/06/2025	CEM112	£180.00	Cem Fee - GG/7/187	Paid	19/06/2025
Mr W Hicks	12/05/2025	1188	£1,477.00	Memorial Bench	Part Paid - £405.50 outstanding	12/05/2025
Hoskins Family Funeral Services	31/03/2025	CEM95	£1,206.00	Cem Fee - L/8/1452	Referred to the Cemetery Officer	
	30/04/2025	CEM100	£1,206.00	Cem Fee - K/8/1756	Referred to the Cemetery Officer	
Mrs B Mulliner	30/06/2025	CEM111	£654.00	Cem Fee - GG/7/187	Paid	19/06/2025
Produce Market	30/04/2025	1181	£899.00	Whole Market Let - April 2025	Paid	02/06/2025
	23/05/2025	1182	£899.00	Whole Market Let - May 2025	Paid	02/06/2025
	30/06/2025	1191	£899.00	Whole Market Let - June 2025	Paid	14/07/2025
	10/07/2025	1192	£899.00	Whole Market Let - July 2025		
Produce Market Parking	23/05/2025	1184	£320.00	Parking Permits - 10/04/25, 24/04/25, 08/05/25, 22/05/25	Paid	27/05/2025
	30/06/2025	1193	£80.00	Parking Permits - 12/06/25		
	30/06/2025	1194	£80.00	Parking Permits - 26/06/25		
	10/07/2025	1195	£80.00	Parking Permits - 10/07/25		
Ludlow Pride	27/10/2023	1063	£54.00	Repairs to damaged gazebo	Written off by Council 23/06/25	23/06/2025
Shropshire Council	17/01/2019	801	£201.60	Play Area Transfer - Legal Fees		
Mr C Smith	31/01/2025	CEM80	£209.38	Cem Fee - GG/5/155B	Referred to the Cemetery Officer	
Victoria Allen Funeral Services	31/03/2025	1179	£511.00	Cem Fee - H/10/387	Referred to the Cemetery Officer	
	31/05/2025	CEM110	£937.00	Cem Fee - H/1/167	Paid	02/06/2025
	30/06/2025	CEM113	£937.00	Cem Fee - I/6/702	Paid	02/06/2025
Visitor Information Centre	23/06/2025	1187	£70.00	Town Trails		

## **Item 12**

### **Insurance**



# **INSURANCE RENEWAL**

**Report No. PF/25/xx**

**Policy & Finance Committee  
21<sup>st</sup> July 2025**

## **1. INTRODUCTION**

- 1.1 This report informs councillors of options for renewing or reviewing the council's insurance cover and recommends a shortlist of brokers experienced in local government insurance.
- 1.2 The report provides an update on the steps covered in the process of renewing the town council's insurance provision and explaining the next steps.
- 1.3 Ludlow Town Council requires motor, property, and liability insurance.
- 1.4 The Council's current insurer are for general properties and liabilities is Hiscox and for listed buildings property the insurer is Ecclesiastical through insurance brokers Gallaghers. Motor insurance is through James Hallam.

## **2. RECOMMENDATION**

- 2.1 To seek quotations from:
  - BHIB Councils Insurance – Local Council specialist insurer.
  - Gallagher (AJG) – Current supplier
  - James Hallum Council Guard – Current supplier (motor insurance only).



### 3. **BACKGROUND**

- 3.1 The Council appointed a working group of three councillors, namely Cllrs Hepworth, Owen, and Taylor, to work with the Town Clerk to review the council's insurance needs in the lead up to the renewal date of 1<sup>st</sup> September 2025.
- 3.2 The Council is required to maintain appropriate insurance cover under various legislative and regulatory frameworks, including:
- Public Liability
  - Employer's Liability
  - Fidelity Guarantee
  - Property & Asset Cover
  - Officials' Indemnity
  - Cyber Liability

The current insurance policy is due for renewal on 1<sup>st</sup> September, and it is good practice to review the market for competitiveness and coverage.

**Table of Brokers for Consideration**

<b>Broker / Provider</b>	<b>Key Cover Types</b>	<b>Additional Services</b>	<b>Typical Clients</b>	<b>Website</b>
BHIB Councils Insurance	Public liability, employer's liability, property, cyber, legal, events	Risk assessments, templates, council resources	Town & parish councils	<a href="http://bhibcouncils.co.uk">bhibcouncils.co.uk</a>
Zurich Municipal	Broad coverage including property, motor, legal expenses, cyber	Risk management support, training, claims handling	Town, parish, and larger councils	<a href="http://zurich.co.uk/municipal">zurich.co.uk/municipal</a>
Norris & Fisher	Public liability, fidelity guarantee, buildings, contents, cyber	Dedicated advisor, community focus	Smaller local councils	<a href="http://norrisandfisher.com">norrisandfisher.com</a>
Gallagher (AJG)	Wide-ranging, including specialist cover	Large-scale support and negotiation	Parish councils, charities	<a href="http://ajg.com/uk">ajg.com/uk</a>
James Hallam Brokers – Council Guard	Broad coverage including property, motor, legal expenses, cyber	Dedicated advisor, community focus	Parish councils, charities	<a href="http://www.jameshallam.co.uk">www.jameshallam.co.uk</a>

### **3.3 Evaluation Criteria**

It is suggested that the Council consider the following when evaluating insurers:

- Scope and adequacy of cover
- Cost and value for money
- Responsiveness and claims handling
- Experience in working with councils
- Access to additional support (e.g. risk advice, template documents)

## **4. CURRENT SITUATION**

4.1 A meeting has been held with the current supplier to discuss the council's needs and seek further cost options for the council to consider including increased public liability insurance and cyber insurance. A list of all insured risks for councils has also been requested.

4.2 The group considered options for Legal Expenses Insurance (LEI). However, additional insurance is not required because Worknest already provide cover for Employment Law & HR, and Health & Safety with policy limits of £150,000 per claim and £1,000,000 per annum, no excess.

4.2 Prior to renewal the Council required a valuation of the civic regalia, which took place on 15<sup>th</sup> July, and the report is awaited. Council properties, other than Buttercross and Guildhall, also require an updated valuation and this is being arranged.

### **4.3 Next Steps**

- Check asset valuations and review risk registers to ensure all insurable items are covered.
- Obtain three competitive quotes for comparison.
- Bring a recommendation to Full Council at the next available meeting.

4.4 If possible, a report comparing quotes and proposed cover will be presented to the Council on 28th July 2025. If this deadline cannot be met, a standalone Full Council meeting may be required in August.

Town Clerk  
July 2025

### **Implications**

**Wards Affected (All)**

**Financial (As stated within the report)**

**Health & Safety (Unidentified)**

**Law & Order (None identified)**

**Environmental Implications (To be assessed)**

**Briefing Note Template: Insurance Review for Town/Parish Council**

## **Item 13a**

### **Policy Review – Investment Policy**



# **INVESTMENTS**

**Report No. PF/25/xx**

**Policy & Finance Committee  
21<sup>st</sup> July 2025**

## **1. INTRODUCTION**

- 1.1 This report sets a recommended boundary for cash retained in the Council's bank account to meet monthly outgoings while maintaining prudent financial resilience.
- 1.2 It further evaluates short-term investment options available through Barclays and the Churches, Charities and Local Authorities (CCLA) Investment Management Limited.
- 1.3 The report concludes with consideration of the liquidity and accessibility of each option.

## **2. RECOMMENDATION**

- 2.1 To maintain a minimum of £522,000.00 in the Council's current instant access bank account (Barclays), reviewed on a monthly basis, to cover six months' worth of operational outgoings.
- 2.2 To allocate £943,358.00 into the CCLA Public Sector Deposit Fund secure short-term investment to optimise interest income without compromising liquidity.
- 2.3 That P&F Committee review the investment balance on a quarterly basis.
- 2.4 Ensure that signatories and administrative access are in place for all selected investment options to avoid delays in transferring or accessing funds.

### **3. BACKGROUND**

- 3.1 Based on current operational expenditure, the Council's average monthly cash outgoings are on average £87,000.00 – ranging for £74,000 to £100,000.00
- 3.2 To maintain sound financial governance and provide resilience against income delays or emergencies, it is recommended that the Council maintains at least six months of cash outgoings readily available in its main bank account.
- 3.3 Recommended Minimum Cash in Bank:  
 $6 \text{ months} \times £85,000 = £522,000.00$

### **4. CURRENT SITUATION**

- 4.1 Please refer to the balance sheet. The council has £844,565.00 invested with CCLA.
- 4.2 As of 16<sup>th</sup> July 2025, the Council's cash balance, after setting aside the six-months expenditure of £510,000.00, is approximately £943,358.00.
- 4.3 This amount may be considered for short-term investment to maximise return while maintaining capital security and accessibility.

Once invested the £943,358.00 will diminish over time as it is required to maintain the agreed current account balance.

- 4.4 Short Term Deposit Options with Barclays Bank are:

#### **Barclays Business Fixed Term Deposit (BTD)**

- Term: 3, 6, or 12 months
- Minimum Deposit: £100,000 (subject to change)
- Interest Rate (indicative): Varies by term and market rates – typically 4.5–5.0% gross AER for 3–6 months
- Access:
  - Funds are locked for the full term
  - No early withdrawals permitted
  - Interest paid at maturity

#### **Barclays Instant Access Business Savings Account**

- Interest Rate (indicative): ~2.0–2.5% AER
- Access:
  - Immediate access to funds

- No penalties or notice required
- Suitable for managing fluctuations above the six-month cash reserve

4.5 Instant Access Options with CCLA are:

**CCLA Public Sector Deposit Fund (PSDF)**

- Fund Type: AAA-rated money market fund designed for local authorities
- Liquidity: Same-day access (redemptions processed within 24 hours on working days)
- Minimum Investment: None
- Indicative Yield (as of July 2025): ~5.1% (gross annualised yield, variable)
- Capital Security: High, but not guaranteed – operates under a diversified pooled structure with high-grade short-term instruments
- Regulatory Status: Compliant with CIPFA Treasury Management Code for local authorities
- Interest Payment: Accrued daily, paid monthly

4.6 By setting a clear cash in the bank boundary and investing excess funds in CCLA, the Council can improve its financial resilience and generate income from its cash holdings. Liquidity needs can be met comfortably while maximising return within the low-risk parameters appropriate for public funds.

4.7 As councils are not covered by the Financial Services Compensation Scheme, the capital security of the investment is an important factor, and diversification of investment is less relevant.

Town Clerk  
July 2025

**Implications**

**Wards Affected (All)**

**Financial (As stated within the report)**

**Health & Safety (Unidentified)**

**Law & Order (None identified)**

**Environmental Implications (Unknown)**

<b>POLICY:</b>	<b>INVESTMENT POLICY</b>
<b>Policy number:</b>	LTC / IP / 23 / v.3
<b>Available to:</b>	All Staff, Councillors & Public (website)
<b>Supersedes Version:</b>	Investment Policy – Adopted by Full Council 11 <sup>th</sup> December 2023
<b>Approved by:</b>	Full Council
<b>Approval date:</b>	3 <sup>rd</sup> March 2025
<b>Review due:</b>	February 2028

## 1. Description

Policy for the effective investment of the Council's capital.

## 2. Purpose of this policy

To regulate the prudent management of the Town Council's finances.

## 3. Scope

All monetary investments made by the Council.

## 4. Procedure

4.1 Councils have the power to invest for any purpose relevant to their functions under any enactment, or for the purposes of the prudent management of their financial affairs (section 12 of the Local Government Act 2003, the '2003 Act').

4.2 The Government has issued guidance on local government investments under section 15 of the 2003 Act ('the Guidance') and this has statutory force. The latest edition, which applies for accounting periods starting on or after 1 April 2018, can be found at:-

<https://www.gov.uk/government/publications/capital-finance-guidance-on-local-government-investments-second-edition>

4.3 The Guidance is mandatory where investments of a parish or town council exceed or are expected to exceed £100,000 at any point in a financial year (see paragraph 14 of the Guidance on page 2). Note that this is a lower limit than for the previous edition (see paragraph 11 of the non-statutory commentary on page 10).



- 4.4 Parish or town councils where investments are expected to exceed £10,000 are encouraged to adopt the principles in the Guidance.
- 4.5 'Investment' in the Guidance is very widely defined (see paragraph 4 of the Guidance on page 1) and includes non-financial investments such as property investments. It follows that where councils own or lease property they need to be clear as to whether the property is held for the purposes of enabling the council to perform its functions or as an investment.
- 4.6 Where the Guidance is mandatory, or where a council has adopted the principles in the Guidance, the council must, at a Full Council meeting, adopt an investment strategy for each financial year (see paragraphs 15-19 of the Guidance on pages 2-3 and paragraphs 12-17 of the non-statutory commentary on pages 10-11).
- 4.7 The key paragraphs in the Guidance are paragraphs 26-29 on page 4, discussing security, liquidity and yield. Yield should always be a much less important factor than security and liquidity.
- 4.8 A parish or town council has a number of powers to make loans to organisations and this is covered in paragraph 33-34 of the Guidance on page 5 and paragraph 27 of the non-statutory commentary on page.
- 4.9 However as local councils do not publish a balance sheet there is no financial benefit to a local council in making a loan and it may put pressure on the borrower: it may be in everyone's interest to make a grant instead.
- 4.10 All councils need to have regard to paragraphs 48-50 of the Guidance (on page 8) and paragraphs 38-40 of the non-statutory commentary (on page 16) on capacity, skills and culture.
- 4.11 Annual Reporting Structure

Ludlow Town Council will report at least annually on:

- Balances
- Outstanding Loans (PWLBS) and potentially loans made by Council
- Investments (monthly balance reports provided to Policy and Finance Committee)

All financial deposits and investments are subject to the Council's Financial Regulations.

4.12 Principles for the Investment Strategy

- For each financial year, a local authority should prepare at least one Investment Strategy ("the Strategy"). The Strategy should contain the disclosures and reporting requirements specified in this guidance.

- The Strategy should be approved by the full council. For authorities without a full Council, the Strategy should be approved at the closest equivalent level. The Secretary of State recommends that the Strategy should be presented for approval prior to the start of the financial year.
- Where a local authority proposes to make a material change to its Strategy during the year a revised Strategy should be presented to full council or equivalent for approval before the change is implemented.
- The Strategy should be publicly available on a local authority's website. Where a parish council or charter trustee does not maintain its own website, they should post a public notice detailing how local residents can obtain a copy of the Strategy, free of charge.
- The Council's investment strategy will be reviewed and managed annually.

## **5. Legal**

*To be read in conjunction with the Statutory Guidance on Local Government Investments (3rd Edition) Issued under section 15(1)(a) of the Local Government Act 2003 and effective for financial years commencing on or after 1 April 2018.*

## **6. Other relevant policies**

Financial Regulations
Reserves Policy

### **Investment Strategy 2025 / 26**

All financial deposits and investments are subject to the Council's Financial Regulations.

#### **Accounts and investments held by the Town Council:**

- Current Account
- Easy Access Savings account
- CCLA Public Sector Deposit Fund
- The council does not own property for investment purposes

In the financial year 2018/19, Ludlow Town Council resolved:

- To invest £150K from reserves into the CCLA Public Sector Deposit Fund
- To research alternative investment(s) up to £50k to be brought back to future meeting.

In the financial year 2022/23, Ludlow Town Council resolved:

- To invest a further £150K from reserves into the CCLA Public Sector Deposit Fund

In the financial year 2024/25, Ludlow Town Council resolved:

- To invest a further £500K from reserves into the CCLA Public Sector Deposit Fund

## **Item 13b**

### **Policy Review – Press Protocol**

<b>POLICY:</b>	<b>PRESS PROTOCOL</b>
<b>Policy number:</b>	LTC / PP / 25 / v.14
<b>Available to:</b>	All Staff, Councillors & Public (upon request)
<b>Supersedes Version:</b>	Press Protocol – 14 <sup>th</sup> May 2025
<b>Approved by:</b>	Full Council
<b>Approval date:</b>	
<b>Review due:</b>	May 2026

## 1. Description

Guide to press communications.

## 2. Purpose of this policy

The purpose of this Protocol is to guide both Councillors and Officers of the Council in their relations with the press in such a way as to ensure the smooth running of the Council.

## 3. Scope

This protocol does not seek to be either prescriptive or comprehensive but sets out to provide guidance on how to deal with some issues that may arise when dealing with the press.

## 4. Procedure

- 4.1 A Councillor must observe Ludlow Town Council's Code of Conduct whenever they conduct the business of the authority, conduct the business of the office to which he has been elected or appointed and act as a representative of the authority.
- 4.2 A Councillor must promote equality by not discriminating unlawfully against any person, treat others with respect and not do anything which compromises or is likely to compromise the impartiality of those who work for, or on behalf of, the authority.
- 4.3 A Councillor must not disclose information that is of a confidential nature. This includes any discussion with the press of any item which has been discussed under confidential items on the Council's or Committees' agenda

- 4.4 A Councillor should act with integrity at all times when representing or acting on behalf of Ludlow Town Council

#### **4.5 Dealing with the Press**

When dealing with the press verbally Councillors are requested to be aware of the following:

- a) Be informed and certain of all your facts;
- b) Ensure that when making comments on behalf of the Town Council that you are aware what Council Policy is and your comments reflect that policy;
- c) Be calm;
- d) Ensure that your comments and views will not bring the Council, its Councillors or its staff into disrepute and ensure that comments are neither libellous or slanderous.

#### **4.6 Press Releases**

- 4.6.1 All press releases made on behalf of the Town Council will be prepared by the Town Clerk in consultation with the Town Mayor as appropriate.
- 4.6.2 Press releases made on behalf of Committees, Sub-Committees, Working and Steering Groups will be prepared by the Town Clerk in consultation with the relevant Chair

#### **4.7 Issues to be Aware of**

- 4.7.1 Councillors should be aware that case law states that the role of Councillor overrides the rights to act as an individual. This means that Councillors should be careful about expressing individual views to the press, whether or not they relate to matters of Council business. Councillors also have an obligation to respect Council policy once made: while it may be legitimate for a Councillor to make clear that he or she disagreed with a policy and voted against it (if this took place in an open session), they should not seek to undermine a decision through the press.
- 4.7.2 Councillors not used to dealing with the press may be surprised when they see that statements made in all innocence look very different in print than they did when they were spoken. It is advantageous to write out your statement or position beforehand.
- 4.7.3 Both Councillors and Officers are servants of the public and they are indispensable to one another. But their responsibilities are distinct. Councillors are responsible to the electorate and serve only so long as their term of office lasts. Officers are responsible to the Council. Their job is to give advice to Councillors and the Council, and to carry out the Council's work under the direction and control of the Council, its Committees and Sub-Committees.

- 4.7.4 At the heart of this Protocol is the importance of mutual respect. Councillor/Officer relationships should be conducted in a positive and constructive way. Therefore, it is important that any dealings between Councillors and Officers should observe reasonable standards of courtesy and that neither party should seek to take unfair advantage of their position or seek to exert undue influence on the other party.
- 4.7.5 A Councillor should not raise matters relating to the conduct or capability of an Officer at meetings held in public or before the press.
- 4.7.6 Where an Officer feels that they have not been properly treated with respect and courtesy by a Councillor, they should raise the matter with the Town Clerk. In these circumstances the Town Clerk will take appropriate action including approaching the individual Councillor concerned.

## **5. Legal**

[Reference relevant legalisation with which the policy complies]

## **6. Other relevant policies**

Councillor Code of Conduct
Communications Protocol
Social Media Policy

## **Item 13b**

### **Policy Review – Social Media Policy**



<b>POLICY:</b>	<b>SOCIAL MEDIA POLICY</b>
<b>Policy number:</b>	SM / 23 / v.3
<b>Available to:</b>	All Staff, Councillors & Public via website.
<b>Supersedes Version:</b>	Social media policy adopted 19 <sup>th</sup> March 2018 V.1 Social Media Policy Adopted 11 <sup>th</sup> December 2023 V.2
<b>Approved by:</b>	Full Council
<b>Approval date:</b>	16 <sup>th</sup> September 24
<b>Review due:</b>	December 2026

## 1. Description

Social media refers to the means of interactions among people in which they create, share, and/or exchange information and ideas in virtual communities and networks.

## 2. Purpose of this policy

The widespread availability and use of social networking applications brings opportunities to understand, engage and communicate with our audiences in new ways. It is important that the Council is able to use these technologies and services effectively and flexibly. However, it is also important to ensure that the Council balances this with its duties to its services users and partners, its legal responsibilities and its reputation.

The policy requirements in this document aim to provide this balance to support innovation whilst providing a framework of good practice. Social media must be used sensibly and responsibly, in line with Ludlow Town Council's corporate policies.

The purpose of this policy is to ensure:

- that the Council is not exposed to legal and governance risks;
- that social media is used sensibly and responsibly by Council employees, in line with the Council's wider policy framework;
- that the reputation of the Council, Councillors, staff, partner organisations, and government agencies is not adversely affected;
- that our users are able to clearly distinguish where information provided via social networking applications is legitimately representative of the Council.

### 3. Scope

This policy encompasses all employees of the Council who use social media on a personal basis in their own time and use on behalf of the Council.

- This policy is divided into two sections:
- Personal use of social media by Council employees
- Business use of social media by Authorised Officers of the Council

Best practice for Town Councillors in their use of Social Media is set out in a Local Government Association document, entitled Guide to the role of councillors on social media.

### 4. Procedure

#### **Personal use of social media by Ludlow Town Council employees**

This Policy applies to all Ludlow Town Council employees (including temporary staff who work for the Town Council for any period of time) who use personal social media in their own time or who plan to use it in the future.

All employees are required to adhere to this policy and it should be noted that any breaches of this policy may lead to disciplinary action.

Ludlow Town Council recognises that many employees make use of social media in a personal capacity outside of work and that they are responsible for their own activities and statements.

Although they are not acting on behalf of the Council, employees must be aware that their actions on their personal social media accounts could potentially damage the reputation of the Council, especially if they have specified their role and/or employer as part of their social media accounts.

This means that, when using social media in their personal life, an employee must:

- not engage in activities on the internet that might bring the Council, its employees or Councillors into disrepute;
- not post pictures of themselves/others at work or wearing a uniform.
- use caution if posting any comment regarding public policy or political party matters;
- consider whether a comment would make it difficult to fulfil their normal work duties (e.g. in respect of a political matter);
- be aware that matters become particularly sensitive during a pre-election period;
- not use social media to post critical comments about the Council, fellow employees or Town Councillors that could damage the reputation of the Town Council, any individual officer or a Councillor;

- not use information obtained in the course of Council employment, which is subject to a duty of trust and confidence, as the basis for any post;
- not use Ludlow Town Council branding, graphics (including Ludlow Town Council photographs) or literature on personal social media pages;
- be aware that any reports of inappropriate activity, linking them to the Council, will be investigated;
- be mindful of how comments and information may be perceived by others;
- adhere to the Council's Members' and Officers' Protocol when contacting a Councillor via Social Media and maintain professional standards of conduct at all times;
- not express personal opinions about the Council or reveal any details about the operations/performance of the company online or to others.
- not make defamatory comments about the company, its managers or directors, or their colleagues.
- not say anything that could be considered to be bullying or harassment.
- not accept 'friend' requests from organisations which could be considered to compromise the independence of decisions made during the course of your work.

### **Business use of Council social media by Authorised Officers**

The Council's use of social media will be managed by the Town Clerk.

No other Council employees will be permitted to set up accounts, groups, pages or profiles on behalf of their service area, or the Council.

Other Council employees can only engage in social media activity on behalf of Ludlow Town Council with the authorisation of the Town Clerk, and they must also adhere to the contents of this policy.

When using Council social media, Authorised Officers should always be professional and remember that they are an ambassador for the Council

Any communications that Authorised Officers make through Council social media must not:

- Bring the organisation into disrepute, for example by:
- criticising or arguing with customers, colleagues, Councillors, the Council or other organisations;
- making defamatory comments about individuals or other organisations or groups;
- posting images that are inappropriate or links to inappropriate content.
- Breach confidentiality, for example by:
- giving away confidential information about an individual (such as a colleague or customer contact) or an organisation;
- discussing the organisation's internal workings or its future business plans that have not been communicated to the public.
- Breach copyright, for example by:
- using someone else's images or written content without permission;

- failing to give acknowledgement where permission has been given to reproduce something.
- Be considered discriminatory against, or bullying or harassment of, any individual, for example by making offensive or derogatory comments relating to sex, gender reassignment, race (including nationality), disability, sexual orientation, being married or in a civil partnership, religion or belief or age.
- Be used for political purposes or specific political campaigning purposes.
- Seek to promote Councillors' social media accounts during the pre-election period. The Council will continue to publish important service announcements using social media but reserves the right to remove responses if they are overtly party political.
- Compromise their own safety when placing information on the internet and must not publish information which could leave them vulnerable.

Employees should be aware that misconduct arising from the misuse of social media will be treated in the same way as any other form of misconduct and in line with the Council's disciplinary rules and procedure and result in disciplinary action that could result in warnings or dismissal.

If an Authorised Officer receives any threats, abuse or harassment from members of the public through their use of social media as part of their work they must report such incidents immediately to their line manager.

Authorised Officers should undertake training in the responsible use of social media.

This policy and guidelines are in addition to any professional standards that govern employees' area of work and all other Council policies which employees are expected to comply with.

## **5. Legal**

An employer may be liable for discriminatory acts carried out by their employees. This principle is set out in the Equality Act 2010 which provides that: 'an act carried out by a person "in the course of their employment" is treated as also having been done by their employer'.

Employees can also put themselves at risk if they misuse social media, either during the employment of the Council or whilst using social media in a personal capacity. The individual(s) concerned could be liable to disciplinary action, including dismissal.

The following risks have been identified with the use of social media. This is not an exhaustive list and is, therefore, for guidance only:

- Civil or criminal action relating to breaches of legislation or copyright.
- Breach of safeguarding through the use of images or personal details leading to the exploitation of vulnerable individuals.

- Virus or other malware (malicious software) infection, this could be via shortened URLs which are commonly used in Tweets.
- Criminals hijacking valid user accounts by trying common passwords to gain access.
- Social engineering attacks (also known as 'phishing').
- Damage to user's career and to the reputation of the Council by posting unguarded or inappropriate comments.
- Disclosure of confidential information.
- Bullying or harassment.

In light of these risks, the use of social media is regulated to ensure that such use does not damage the Council, its employees, Councillors, partners and the people it serves. As such, this policy aims to ensure that:

- a consistent and corporate approach is adopted and maintained in the use of social media;
- Council information remains secure and is not compromised through the use of social media;
- users operate within existing policies, guidelines and relevant legislation;
- the Council's reputation is not damaged or affected adversely.

## **6. Other relevant policies**

Guide to the Role of Councillors on Social Media.
Social Media Terms of Use.
Social Media Guidance.
The Employee Handbook.
Internet and E-mail policy.
GDPR Policy.



## **Social Media terms of use**

We ask our followers or anyone who engages with official Ludlow Town Council online accounts which include Ludlow Town Council, Ludlow Museum at the Buttercross and Ludlow Market (including but not limited to Twitter, Facebook, Instagram, and YouTube) to adhere to the following terms.

This is so that we maintain a safe and respectful online environment for our community, where all social media users feel welcome.

We encourage the sharing of personal experiences and opinions and welcome robust, two-way discussions. However, we may ignore, delete posts, or block users in breach of these terms where possible and at our own discretion. We also reserve the right to address factual errors.

We will not tolerate:

- Abusive or inappropriate behaviour or language.
- Obscene, profane, divisive, discriminatory, hateful, or racist content, links or images.
- Indecent, explicit, or blasphemous material.
- Bullying, spam, trolling or deliberate disruptions to conversations.
- Repeated off-topic posts and comments by a single user.
- Posts that are false, misleading, threatening, or defamatory to a person or organisation.
- Solicitations or advertisements for commercial gain.
- Infringement on an individual's privacy rights.

We may also report posts or accounts to social media networks for official review. We encourage social media users who see a post that seems inappropriate to use the report feature to flag it for moderation. We take no responsibility for the content or opinions posted by others.

Our pages are monitored by Council officers on business days Monday to Friday 9 am to 5 pm, and are used for sharing news, events, competitions, ideas, and campaigns. We cannot guarantee real-time assistance with council enquiries.

## **Guide to the role of councillors on social media**

Councillors can use social media to communicate with their local community and listen in on the conversations people are having.

This guide explores the role Councillors can play on social media, how to engage in healthy debate and what to consider when publishing or sharing.

---

### **Contents**

- **Understanding the different roles that councillors can play on social media**
    - Information-sharing from the Council
    - Information-sharing with the community
    - Civic and ceremonial roles
    - The virtual doorstep
    - Having a measured response to online opinions
    - Considering party political dimensions for councillors on social media
  - **Engaging in healthy debate and tackling misinformation online**
    - Abiding by the golden rule
    - Encouraging positive, polite and constructive debate
    - Remembering that your behaviour influences others
    - Using your voice to tackle misinformation and inaccuracy
  - **Considering the Code of Conduct while being active on social media**
    - Is information already in the public domain?
    - Be aware of what you share
    - The Councillor Code of Conduct still applies
- 

### **Understanding the different roles that councillors can play on social media**

It's important to understand how social media can enable councillors to play different roles. Having clarity about this will help councillors to consider their online activity, the types of information to share, what to prioritise, and how to use their time to achieve the greatest impact.

#### **Information-sharing from the council**

Councillors have a unique role to play on social media as elected representatives. Councillors have access to information and knowledge at an earlier stage than most people and can use social media to disseminate it to the public. It is important to first make sure you are allowed to make information public (more on this below).

Councillors can share updates about council meetings and decisions made in them, votes, planning applications and deadlines, information on events and much more.

Over time, Councillors will start to understand what types of council information interest local residents most – based on the quality, and quantity, of engagement with posts.

Committee chairs, cabinet members, group or council leaders also have an opportunity to share information that is relevant to their enhanced council role, including to an audience wider than the ward they represent.

Councillors have a unique role to play on social media as elected representatives.

### **Information sharing with the community**

Councillors are in key positions to be able to access and share a wide range of information beyond that from their own council. Councillors are often on mailing lists and at meetings where information relevant to their local community is shared. This might be from another local authority, for example, from the county council or from an MP or business group. You can enhance your reach by building your reputation with your audience for being someone who shares such information.

### **Civic and ceremonial roles**

Social media offers councillors who hold civic or ceremonial roles for a council a real opportunity to reach out and engage with the public beyond meeting them in person or coverage in traditional media, such as local newspapers.

Mayors are often the public face of councils. Greater social media activity by them can really help to raise both the profile of the council and awareness of what the mayor (or equivalent) is doing. This can increase public participation and understanding of council's work, increasing the impact of the social media content.

### **The virtual doorstep**

Councillors who are active on social media have a great opportunity to monitor – or 'take the temperature' of – public opinion.

There will always be a place for opinion polls and surveys which can help measure views formally including officially measuring performance. But by being part of community Facebook groups and keeping an eye on what's being talked about, or monitoring what people are sharing on Twitter by following local hashtags, councillors can quickly take note of what local residents think – and act on it if they need to.

This might be monitoring how the public responds to council decisions or community issues. Monitoring what's happening on social media can be likened to being able to have hundreds and hundreds of doorstep conversations each week.

### **Having a measured response to online opinions**

There is a risk that councillors can overreact to views being expressed online. It's key to have a measured response and to remember that not all residents' views are



represented online. Listening to opinions online is a helpful way to get a flavour of views in your local area, but it is important to consider the bigger overall picture too.

### **Councillors and the party political dimension on social media**

Many, but not all, councillors are members of a party-political group. This adds to their function a further role as advocates of their political party in the community. It is important to remember that, in your role as a councillor, you are a representative of everyone in your ward, not only those who support your political party. Indeed, those councillors who are most popular are usually those that have built a reputation for helping everyone in their community regardless of their political views.

Party politics can also be one of the main triggers for abuse and aggression on social media which can be particularly corrosive if it is between councillors of different political parties on the same council. Residents do not like to see their councillors being rude or hostile to one another on social media. It is vital that any political disagreements are handled politely and with respect to opponents.

Being a member of a political party can also often draw councillors into issues well outside the remit or control of their local council. This is particularly true if their party is in Government – when councillors may find themselves criticised by residents or other councillors for decisions made in Westminster. It is up to the individual to decide whether to engage with these issues. Getting involved with one national issue will mean that residents expect your thoughts on others too.

### **Engaging in healthy debate and tackling misinformation**

People in the public eye, including councillors, play an important role within the community, and are regarded as influential in their local area. This is just as true online and on social media as it would be in person or in traditional media. The actions, tone, manner, and language that councillors use online has wide impact – not just personally, but for many others online.

### **Abide by the golden rule**

Follow the golden rule – do as you would be done by. It is never pleasant to be on the receiving end of negative posts or abusive comments. As a councillor, you need to rise above such behaviour, make sure the way you respond to others is polite and positive, and encourage healthy debate on your own social media accounts and those of others.

### **Encouraging positive, polite and constructive debate**

There is a range of ways to encourage positive behaviour online by others. Your first step should be to add the [LGA Digital citizenship 'rules of engagement' infographics](#) to your accounts. These are downloadable infographics which are easy to add to your profile to make it clear to other social media users that you intend to use your account in a positive and constructive manner.

When you post to your own accounts, make sure you frame your requests for engagement from other users in a positive way. Ask people to keep their posts positive and polite, reminding them that this is possible even if they disagree with other people's views.

Finally, you can make sure that the way you respond to what other people share is also polite and positive, even if you disagree with it or if it is from your political opponents.

### **Remember – your behaviour influences others**

Your behaviour as a councillor on social media will influence others. If members of the public see comments a councillor has made which are not constructive or are negative, it is more likely to make them think that it's ok for them to use poor behaviour online as well. This doesn't mean you can't disagree with what people say, but the tone in which you do so is important.

Remember – it is not defensible to complain that you are on the receiving end of negativity or abuse, if comments you've made yourself are not polite.

### **Use your voice to tackle misinformation and inaccuracy**

If you see information being shared that is inaccurate or false, say so. You can comment on the post saying that it isn't true. You could follow this up with a private or direct message to the person sharing the information telling them it's false and asking them to remove the post.

It is also very important for councillors to verify the accuracy of what they are posting or sharing themselves. It is easy to quickly share content from elsewhere without checking only to find, later, that it is inaccurate.

You can report posts to social media companies, flagging them as being not true. Where relevant, you can report posts to council authorities, for example, to your council's media team if you feel there might be need for rebuttal, or to your council's monitoring officer.

### **Consider the Code of Conduct while being active on social media**

Councillors need to be aware that they are personally responsible for the content they publish on any form of social media. Publishing an untrue statement about a person which is damaging to their reputation may incur a defamation action for which you will be personally liable. The same applies if you pass on any similar untrue statements you receive.

### **Is information already in the public domain?**

Also consider if information you are considering sharing is already in the public domain or not. If it isn't, is it information that is sensitive financially or politically? Think about what the ramifications might be for you personally if you share information on social media that has, up to that point, been confidential.

## **Be aware of what you share**

Social media sites are in the public domain and it is important to ensure you are confident of the nature of the information you publish. Once published, content is almost impossible to control and may be manipulated without your consent, used in different contexts, or further distributed.

It's highly recommended that councillors should never post or share anything online or on social media that they would not be comfortable saying or sharing in a public meeting.

Using a Facebook Page for your councillor activity on Facebook and a profile for your personal postings does allow separation. If you want to keep your social media activity private, you can set very strict privacy settings on your accounts. Most social media platforms do have the ability to do this, but they have different actions to do this, so make sure you have got it set right.

Overall, though, it is extremely important to remember that there is still a risk that posts or activity on your personal profile will be seen and shared publicly – no matter how strict your privacy settings are. Saying it is private is no defence.

## **The Councillor Code of Conduct still applies**

The [Councillor Code of Conduct](#) and relevant legislation applies online and in social media. If you are referring online in any way to your role as a councillor, you are deemed to be acting in your 'official capacity' and any conduct may fall within the code.

The content of this document is provided by Local Government Association.

Further supporting information including specific guidance for different social media platforms is available from the Local Government Association at the link below:-

<https://www.local.gov.uk/our-support/communications-and-community-engagement/social-media-guidance-councillors>



## **Social Media Guidance**

### **This guidance applies to staff and Councillors.**

Social media plays an important role in engaging with our residents, businesses, not-for-profits and organisations.

Ludlow Town Council's key corporate accounts are listed on our website.

### **Conduct on social media.**

This guidance includes any social media account that links you to the council or the work of the council (ie. Listed as your employer on your profile).

Employees and Council members must:

- Keep their personal and professional lives separate and always maintain appropriate professional boundaries.
- Ensure they are able to clearly identify where information provided is legitimately representative of the council.
- Be responsible for their own actions and conduct and avoid behaviour which could be misinterpreted by others or which could put themselves in a position where there is a conflict between their work for the council and their personal interests.
- Use social media in a professional, responsible, and respectful way.
- Be aware that everything they post online is public, even with the strictest privacy settings. Once something is online it can be copied and redistributed. They should therefore assume that everything they post online will be permanent and will be shared.
- Be aware when using social media for business purposes, they are acting as ambassadors for the Council. What they say and post online will directly impact the reputation and image of the council.
- Ask and secure permission from the information owner before publishing any documents, photos, emails and/or reporting on social media any conversation that are intended to be private, confidential, or internal.
- Remember they are personally responsible for the content they publish on any form of social media. This includes publishing or allowing to be published (in the form of a comment) an untrue or damaging statement.

The Council welcomes councillor's use of social media in a professional way.

Do:

- Keep your personal and member profile on social media separate and maintain appropriate professional boundaries.
- Be aware that as a councillor, you will most likely be seen as acting in your official capacity when you use social media, including in public pages as well as in WhatsApp and Facebook Groups.
- It's advised that you set up your Facebook account for your Council work as a public page that people could follow rather than a 'person' that people must 'friend'.
- Include a link on your profile to 'social media terms of use'.

### **How to manage offensive and inappropriate content:**

- Council staff and councillors must not post content that is offensive or inappropriate.
- If you manage an official council account or represent the council in a professional capacity, generally we would advise that you do not respond to content of this nature. This is very different from negative comments, questions or criticisms, these posts should be responded to in a polite, measured and reasonable fashion.
- Where possible abusive and obscene comments/posts should be hidden or deleted.
- These posts or accounts should be reported to social media networks.
- Abusive users can be blocked, however, if you manage an official account, this should be used very rarely and after careful consideration. This can lead to further negative content being generated and is unlikely to reduce the volume of offensive content being posted.

### **Tone of voice.**

Social media by its nature is social, so you can use a more human, relaxed tone in your posts. However, please remember that you are representing the council and your social media posts should always be polite, professional, and written using correct spelling and grammar.

### **Responding to negative comments.**

Negative comments or responses on social media should generally be responded to in a polite, helpful and prompt way via official accounts. They are often an opportunity to answer or address a simple issue, set the record straight or signpost someone to get further support.

Where possible and appropriate, you should:

- Provide assistance by answering the question or signposting them to the correct source/process.
- Politely provide facts or key messages on the council's policy to set the record straight (this is useful for other people who may also be reading the post).
- Address negative comments professionally, if the comment escalates try to take it off public-facing areas to discuss issues privately. Your audience will know that you're dealing with any issues, but the details remain private.
- Keep responses brief, this will reduce the chances of a prolonged and angry back and forth. The more you write, the more material the other person has to criticise. Keeping it brief signals that you don't wish to get into a dialogue.

### **Scenario Specific Advice:**

- **Bad customer experience**  
If you receive a negative post, you may be able to identify whether the person has a genuine complaint. Whether you choose to respond or not will depend on how damaging their personal complaint to be, and the volume of attention the post is receiving.
- **Repeat Poster.**  
Sometimes, even after replying to a comment or complaint with relevant information, someone on social media will continue to mention you and/or demand action to be taken. In these instances, once politely replied you can safely ignore these posts.
- **Social media trolls**  
Unfortunately, on every social media platform, there can be other users who are negative and abusive. Such people are often referred to as 'trolls'. Trolls are not easy to deal with – the best way is 'not to feed them'. By this, we mean don't respond to what they post, which is designed to upset, elicit a response or to further their own goals. Your best response is to either to ignore what they have posted, or (if it's on your own page or profile) to delete or hide their comment, so your other followers don't see it either.

Don't be afraid of taking a break from social media if you feel you need to – to protect your mental health and wellbeing. You can easily temporarily unpublish your Facebook page or Twitter account and give yourself some 'time offline'.

### **Personal use**

What constitutes as 'private / personal' use?

For the purpose of this policy, a councillor's social media engagement will be considered 'private use' when the content they upload:

- It is not associated with, or does not refer to, the council, any other council officials, contractors, related entities or any other person or organisation providing to or on behalf of the Council in their official or professional capacity.
- Is not related to or does not contain information acquired by virtue of their employment or role as a councillor.

- If a council official chooses to identify themselves as a council official, either directly or indirectly (such as in their user profile), then they will not be deemed to be acting in their private capacity for the purposes of this policy.

It's important to be aware that your actions could have an adverse impact on your professional role and/or the council's image and reputation and to avoid a potential conflict between their personal use of social media and their role.

Ensure you are aware of the privacy levels of your personal accounts and preferably, select the maximum privacy options to protect personal privacy. Take responsibility for anything that you say online or anything posted on your account. Remember what you post online will stay online forever.

### **Blurred identities**

It is important for councillors to be aware of the fact that they may have "blurred identities" online. This means that you may have a social media account where you comment both as a councillor and as an individual.

While it may be clear to you when you are posting in your private capacity or as a councillor, this may be less clear to others. Such "blurred identities" may have implications where your views are taken as those of the Council, rather than your own personal opinion. It is therefore important for you to make sure that your social media accounts and profiles are as clear as possible as to whether you are speaking in your private capacity, or as a Member of the Council.

It is generally safest to assume that any online activity can be linked to your official role

### **Managing and moderating your own pages**

- You may wish to set up your own councillor or community page on Facebook. These can be valuable platforms to promote local information, news, events or council developments or seek people's views on community or council proposals.
- Members of the community and others can contribute and comment in an interactive manner and whilst most is constructive and uses acceptable language, some individuals may use bad language or 'cross the line' into abuse or harassment.
- If you are a Group or Page administrator, Facebook provides you with a range of tools to manage and moderate other people's content or contributions to your Group or Page for more serious breaches of standards.

You can:

- a) block certain words or apply a 'profanity filter' in the settings, this will stop such postings appearing in your page.
- b) hide or delete comments, photos or tags.
- c) ban or remove someone from your pages.

- d) find useful guidance and instructions on the 'Banning and Moderation' section of Facebook.
- e) share the responsibility of administering a large Group with other councillors, friends or trusted community members.
- f) find guidance on making other people administrators on Facebook.

### **Sharing photos / social media posts on social media**

Any photographs of civic duties or visits should be sent to the communications team to be shared on official accounts. Please ensure that the correct permission has been obtained to share photographs.

### **Digital Suggestions box**

Councillors can suggest Social media ideas via Trello: [Social Media | Trello](#)

### **How to raise concerns**

If you have any questions about the use of social media, or if you spot any negative posts or threads of misinformation. These should be reported to [social.media@ludlow.gov.uk](mailto:social.media@ludlow.gov.uk)

For support, please read: [Social media guidance for councillors | Local Government Association](#)



## **Item 13b**

### **Policy Review – Communications Protocol**

<b>POLICY:</b>	<b>PROTOCOL ON COMMUNICATION</b>
<b>Policy number:</b>	LTC / PC / 25 / v.3
<b>Available to:</b>	All Staff, Councillors & Public (upon request)
<b>Supersedes Version:</b>	Protocol on Communications – 9 <sup>th</sup> November 2015
<b>Approved by:</b>	Full Council
<b>Approval date:</b>	
<b>Review due:</b>	July 2028

## 1. Description

A protocol to manage how the Town Council communicates with the wider world and how that communication is received and perceived.

## 2. Purpose of this policy

To reduce any confusion that may arise over who is talking to whom, about what and on whose behalf.

As an aspect of Member and officer relations, individual communication back and forth between the Council's Members and the staff, if done inappropriately may, potentially, create confusion, misunderstandings and, occasionally, hostility.

As well as reflecting poorly upon the Town Council, this may often create tensions within the Council. This has led to complaints to the Standards Board for England and also employment disputes, much of which may have been avoidable were a few simple rules in place and agreed.

## 3. Scope

All communications with members of the public, other agencies, fellow Councillors, the press and Town Council staff.

## 4. Procedure

### 4.1 Correspondence/Information to the Town Council

- (a) The point of contact for the Town Council is the Town Clerk, and it is to the Town Clerk that all correspondence for the Town Council should be addressed.

- (b) The Town Clerk should deal with all correspondence following a meeting.
- (c) No individual Councillor should be the sole custodian of any correspondence or information in the name of the Town Council, a Committee, Sub-Committee or Working Party.

#### 4.2 Agenda Items for Council, Committees, Sub-Committees and Working Parties

Agenda items should be clear and concise. They should contain sufficient information for Members to make an informed decision.

Items for information should be kept to a minimum on Council agendas.

Where Members wish fellow Members to receive matters for “information only”, this information should be circulated via the Town Clerk.

#### 4.3 Communications with the Press and Public

Press reports from the Town Council, Committees, Working Parties etc. should be from the Town Clerk or an officer or via the reporter’s own attendance at a meeting.

Members who are asked for comment by the press or members of the public should ask that it be clearly reported that it is their personal view. Unless you are absolutely certain that you are reporting the view of the Town Council, make it clear to the member of the public that it is a personal view.

If Members have a formal complaint or receive a complaint from a member of the public, this should be presented to the Town Clerk in written format, to be dealt with under the Complaints Procedure, or via a Town Council agenda item. The person’s name and address should be on record.

#### 4.4 Councillor Correspondence to Other Agencies

- (a) All personal correspondence as a Town Councillor to other agencies should make it clear that the views are the expression of the personal opinions of the writer and not necessarily those of the Town Council.
- (b) A copy of all outgoing correspondence **relating to the Town Council or one’s role within it** should be sent to the Town Clerk, and it be noted on the correspondence, e.g. “copy to the Town Clerk” so that the recipient is aware that the Town Clerk has been advised.

#### 4.5 Communications with Town Council Staff

- (a) Councillors must not give instructions to any member of staff, unless authorised to do so (this would be two or more Members sitting as a Committee or Sub-Committee with appropriate delegated powers from the Council and not an individual, regardless of whether or not they are the Chairman of the Council, Committee or other meeting).

- (b) Telephone calls should be:
  - kept to a minimum
  - appropriate to the work of the Town Council
- (c) E-mails:-
  - e-mails should be kept to a minimum
  - instant replies should not be expected from the Town Clerk, reasons for urgency should be stated
  - matters for information to the other Councillors should normally be directed via the Town Clerk
  - e-mails to other agencies should be copied to the Town Clerk
  - Members should acknowledge their e-mails when requested to do so.
- (d) Meetings with the Town Clerk or other officers:-
  - Where possible an appointment should be made
  - Meetings should be relevant to the work of the Council
  - Members should be clear about the matters they wish to discuss

## 5. Legal

[Reference relevant legalisation with which the policy complies]

## 6. Other relevant policies

Press Policy
Social Media Policy, Guidance and Terms of Use
Community Engagement Strategy
Complaints Procedure

## **Item 13b**

# **Policy Review – Community Engagement Strategy**

<b>POLICY:</b>	<b>COMMUNITY ENGAGEMENT STRATEGY</b>
<b>Policy number:</b>	LTC / CE / 25 / v.3
<b>Available to:</b>	All Staff, Councillors & Public (upon request)
<b>Supersedes Version:</b>	Community Engagement Strategy 16 <sup>th</sup> September 2009
<b>Approved by:</b>	Full Council
<b>Approval date:</b>	
<b>Review due:</b>	July 2028

## 1. Description

Ludlow Town Council has developed a community engagement strategy with the aim of constructing a standard for engagement with its residents and partners. It recognises that the services it provides must reflect the needs of its parishioners and the locality.

Ludlow Town Council strongly believes that its residents should be involved in decisions affecting them and their neighbourhood and in shaping the future of their town.

## 2. Purpose of this policy

The aim of the strategy is to improve the way in which the Council engages and consults its residents and partners on important issues by:

- Informing, consulting and involving, being inclusive and engaging with all of its residents and partners;
- Ensuring views are listened to and used to develop, enhance and improve services, the environment and the quality of life for residents.

## 3. Scope

- To improve, plan and shape the future of the town according to local needs and priorities.
- To improve the quality and delivery of services
- To use engagement to inform decision making, ensuring decisions are fit for purpose and meet the needs of the town
- To enhance the wellbeing of the town
- To be stronger, more active and cohesive town

## 4. Procedure

### 4.1 How this will be achieved

Community engagement will be achieved by Ludlow Town Council by communicating, consulting, supporting and working together with its residents. The Council will be open and accountable in its dealings with residents and the community. It will make information on its policies and procedures freely available.

#### 4.1.1 Communication

Communicating with members of the town will be achieved in many ways to ensure all sections of the community are reached.

**The Buttercross Bulletin**, which is available from outlets in the Town, the local Library and the Town Council website, informs residents on important issues and is a medium for consultation and include articles on topical issues.

**The Town Council's Website** has a wealth of local information and is updated regularly. Special events and important notices will continue to be added, along with public consultations. All agendas are advertised as required under the Local Government Act 1972, including on the website, and minutes of the meetings are included on the website within 10 working days of approval at the meeting.

#### **Facebook and Twitter**

Special events and important notices will continue to be added.

**Information leaflets** are available from the Council's office and can also be downloaded from the website. New leaflets will be added as necessary.

**Meetings** of the Council are open to the public and include an opportunity for members of the town to engage with Councillors. All meetings include an adjournment for public participation and start at 7:00pm.

**Council's Noticeboards** will be used to convey information to residents, dates of meetings and agendas.

**Town Council Office** is required to play a neutral role so that residents can be fully involved and be confident that they are receiving unbiased information and support. This neutral involvement allows more flexibility in the service and the personal element of the contact hopefully encourages more involvement from the hard to reach members of the community.

#### 4.1.2 Consultation

Consulting all parishioners on important issues will be key to the strategy. It will ensure those most affected are able to put forward an opinion and given the opportunity to make a difference.

The aim of all consultations is to include all members of the town by identifying the hard to reach groups such as youths, the elderly, the housebound, the disabled, ethnic minorities etc. This will be done via social media, the Town Council website, Newsletter and local press.

#### **4.1.3 Support**

Supporting local organisations engaging with them to assist them in meeting their own aims and objectives, where appropriate and if possible.

Supporting local projects and participating in local events will raise the awareness of the Council and its aims and objectives.

Supporting members of the town in shaping the future of their town will bring about a more cohesive community.

The Council will be receptive to requests from residents or communities and will attempt to be flexible in order to ensure their opinions are known not only to the Town Council but also to other organisations. This may be by including an item for discussion on an agenda, allowing a group to put their opinions into an official report undertaken by the Town Council or by meeting young people at a local playground.

#### **4.1.4 Acting Together**

Acting together with residents and partners in finding solutions to local problems will ensure they will be accepted and fit for purpose.

Acting together to carry out agreed action plans, will engage the community in working with the Council to enhance the environments and the quality of their lives.

Acting together in decision making and policy drafting will ensure they have a voice and can make a difference.

#### **4.2 Measuring Success**

Success will be measured by predefined targets, including an annual review, consultation outcomes, monitoring residents' participation in consultation processes and increase involvement in local projects and events.

#### **4.3 Strategy Reviews**

Annual reviews of the consultation processes and results will be used as a continual improvement process for changes or amendments to the strategy.

### **5. Legal**

[Reference relevant legalisation with which the policy complies]



**6. Other relevant policies**

Protocol on Communications
Press Protocol
Social Media Policy

## **Item 13c**

### **Policy Review – Complaints Procedure**

<b>POLICY:</b>	<b>COMPLAINTS PROCEDURE</b>
<b>Policy number:</b>	LTC / C / 25 / v.9
<b>Available to:</b>	All Staff, Councillors & Public (upon request)
<b>Supersedes Version:</b>	Code of Practice for Handling Complaints and Contact – 14 <sup>th</sup> May 2025
<b>Approved by:</b>	Full Council
<b>Approval date:</b>	
<b>Review due:</b>	May 2026

## 1. Description

The procedure for the processing of complaints received.

## 2. Purpose of this policy

To set out a clear pathway for complaints to be dealt with.

## 3. Scope

All complaints received regarding the Town Council, Councillors or staff.

## 4. Procedure

1. If a complaint about procedures or administration is notified orally to a Councillor or the Town Clerk and it is not possible to satisfy the complainant in full immediately, the complainant shall be asked to put his/her complaint in writing to the Town Clerk and receive an assurance on receipt that the matter will be dealt with promptly.
2. If a complainant indicates that he/she would prefer not to put the complaint to the Town Clerk then he/she should be advised to put it to the Mayor.
3. On receipt of a written complaint, the Town Clerk or the Mayor, as the case may be, shall (except where the complaint is about his own actions) try to settle the complaint directly with the complainant, but shall not do so in respect of a complaint about the behaviour of the Town Clerk or a Councillor without notifying the person complained of and giving him an opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where the Town Clerk or Mayor receives a written complaint about his/her own actions, he/she shall immediately refer the complaint to the Council.

4. The Town Clerk or the Mayor shall report to the next meeting of the Council any written complaint not disposed of by direct action with the complainant.
5. The Town Clerk or the Mayor shall bring any written complaint/contact which cannot be settled to the next meeting of the Council, and the Town Clerk shall notify the complainant of the date on which the complaint will be considered.
6. The Council shall consider whether the circumstances attending any complaint warrant the matter being discussed in the absence of the press and the public. If the matter is a complaint against the Town Clerk or Town Council staff such that the Council or the Town Clerk believes that the matter may lead to a disciplinary hearing then the matter must be heard with the press and public excluded. In this event, if the complaint is of any employee, even if the matter is being dealt with initially out of the context of a formal disciplinary hearing, then the employee is entitled to have a representative present. The matter before the Council in this case will be to establish whether there is a factual basis to the complaint and the action that should then be taken. The proceedings at this stage cannot be a formal disciplinary hearing, which must be convened on a separate occasion in the proper manner. All complaints relating to staff shall first be considered by the Staffing and Appeals Sub-Committee who shall report their findings to the next meeting of Full Council.
7. As soon as may be, after the decision has been made, such decision, and the nature of any action to be taken, shall be communicated in writing to the complainant.
8. In the event of serial facetious, vexatious and/or malicious complaints and persistent and continuous contact from a member of the public, the Council should monitor the extent of that contact and receive reports from the Town Clerk on the impact on the Council staff workload.

## 5. Legal

[Reference relevant legalisation with which the policy complies]

## 6. Other relevant policies

Market Complaints Procedure
Policy for Dealing with Unreasonable Complainant Behaviour

## **Item 13c**

# **Policy Review – Market Complaints Procedure**

<b>POLICY:</b>	<b>MARKET TRADER COMPLAINTS PROCEDURE</b>
<b>Policy number:</b>	LTC / MTCP / 23 / v.2
<b>Available to:</b>	All Staff, Councillors & Public (Website)
<b>Supersedes Version:</b>	Market Trader Complaints Procedure – Adopted 2011
<b>Approved by:</b>	Full Council
<b>Approval date:</b>	31 <sup>st</sup> July 2023
<b>Review due:</b>	April 2026

1. **Description**  
The procedure for the processing of complaints received from Market traders.
2. **Purpose of this policy**  
The object of the procedure is to enable any trader's complaint to be quickly and satisfactorily settled.
3. **Scope**  
All complaints received from Market Traders regarding the management and operation of Ludlow Market on the Market Square and at the Buttercross Market.
4. **Procedure**

**Guidance Notes:**

*This procedure does not excuse any market trader from complying strictly with the terms of the Licence. Where the Council has the right to take any action under the terms of the Licence, this procedure neither limits nor restricts that right nor any obligation of the market trader in consequence of such action. In following the procedure Council staff and the trader agree to use their best endeavours at all times to resolve any complaint.*

*The procedure is intended to be simple and straightforward. However, in some cases it may be appropriate for another person to be present who witnessed the subject matter of the complaint and whose contribution is likely to help in resolving the complaint. If a witness cannot attend a meeting between the parties it may be sufficient to submit the witness's written account. It will only be given relative weight in these circumstances as the witness cannot be questioned.*

*The time limits that are given for various stages may be changed by mutual agreement. Where not indicated, a time limit should be mutually agreed.*

*The Trader Complaints Procedure is applicable in respect of issues regarding markets management operating the service as it affects the complainant. The procedure is not to be used for complaints as to the terms of the licence itself, nor about the Council changing those terms nor about the payment or review of stall charges or any matter related to the implementation of the compliance procedure.*

*Any trader failing to follow this procedure within the appropriate time limits will invalidate any complaint made.*

#### **4.1 Stage 1 – Informal**

The complaint should be raised and discussed with the Market Officer or the officer undertaking that responsibility as soon as practicable after the issue arises.

An oral reply to the complainant will be given straightaway where possible, otherwise within fourteen days. Any action agreed upon will be carried out as soon as practicable.

#### **4.2 Stage 2 - Formal**

If the complaint is unresolved it now becomes a formal complaint.

The trader should put his/her complaint in writing to the Market Officer within fourteen days of Stage 1, stating the facts, the reasons for the complaint and the desired outcome. A meeting will be arranged between the trader and his/her representative and the Market Officer. The meeting should take place as soon as possible after the receipt of the written complaint.

In normal circumstances a written reply should be sent to the trader by the Market Officer conducting the meeting within fourteen days of the meeting or as soon as possible thereafter. A copy of the reply will be sent to any representative upon request.

If agreement as to action is reached in the meeting the reply should stipulate a time in which the action should be taken by the Market Officer or the trader as appropriate.

Services Committee will be notified of the complaint and the actions taken.

#### **4.3 Stage 3 - Appeal**

If agreement is not reached or if the complaint remains unresolved within the time stipulated in the formal response from the Market Officer, the trader should write to the Town Clerk as soon as possible, stating the facts, the complaint and the desired outcome. The Town Clerk may then arrange a meeting with the trader and his/her representative and the Market Officer or an officer of the local Market Traders Federation (If the complainant is a member). The Town Clerk's

decision will be put in writing and sent to the parties concerned as soon as practicable. The Town Clerk will report the matter to the Services Committee.

**5. Legal**

Markets And Fairs Clauses Act 1847

Royal Charter.

Part III of the Food Act 1984

**6. Other relevant policies**

Market Regulations
Market Licence



## **Item 13c**

### **Policy Review – Unreasonable Complainant Behaviour Policy**

<b>POLICY:</b>	<b>POLICY FOR DEALING WITH UNREASONABLE COMPLAINANT BEHAVIOUR</b>
<b>Policy number:</b>	LTC / UCB / 25 / v.4
<b>Available to:</b>	All Staff, Councillors & Public (upon request)
<b>Supersedes Version:</b>	Policy for Dealing with Unreasonable Complainant Behaviour 14 <sup>th</sup> May 2025
<b>Approved by:</b>	Full Council
<b>Approval date:</b>	
<b>Review due:</b>	May 2026

## 1. Description

[Definition of the subject of the policy in relation to the council.]

## 2. Purpose of this policy

[Explanation of the aims and objectives served by the policy.]

## 3. Scope

[Explanation of the circumstances under which the policy is applicable]

## 4. Procedure

### 1. INTRODUCTION

- 1.1 Complaints about Ludlow Town Council are processed in accordance with the Local Government Ombudsman's Guidance on Good Practice. During this process, Council staff inevitably come into contact with a small number of complainants who take up an unwarranted amount of Council resources or impede the investigation of their complaint. The aim of this policy is to identify situations where the complainant could be considered vexatious and to detail how to respond to such situations.
- 1.2 This guidance also reflects the "Guidance note on 'unreasonably persistent and unreasonable complainant behaviour'" issued by the Local Government Ombudsman in January 2007.
- 1.3 Careful judgement and discretion must be used in applying the criteria to identify potential vexatious complainants and in deciding what action to take in specific cases.

- 1.4 It must be recognised that complainants may sometimes act out of character at times of anxiety or distress and reasonable allowances should be made for this.

## **2. DEFINITION OF UNREASONABLE COMPLAINANT BEHAVIOUR**

- 2.1 We use the terms 'unreasonable complainant behaviour' and 'unreasonably persistent complainants'.

**For us, unreasonable and unreasonably persistent complainants are those complainants who, because of the frequency or nature of their contacts with an authority, hinder the authority's consideration of their, or other people's complaints.**

It is important to differentiate between 'persistent' complainants and 'unreasonably persistent' complainants. Arguably, many of the people who submit complaints to the Ombudsmen are 'persistent' on the entirely reasonable basis that they feel the authority has not dealt with their complaint properly and are not prepared to leave the matter there. The fact that approximately 26% of the complaints the Ombudsman investigates conclude either by report or by local settlement indicates that this persistence is frequently justified. And almost all complainants see themselves as pursuing justified complaints.

Unreasonable and unreasonably persistent complainants may have justified complaints or grievances but are pursuing them in inappropriate ways, or they may be intent on pursuing complaints which appear to have no substance or which have already been investigated and determined. Their contacts with the Council may be amicable but still place very heavy demands on staff time, or they may be very emotionally charged and distressing for all involved.

Sometimes the situation between the Council and a complainant can escalate and the behaviour moves from being unreasonable and unreasonably persistent to behaviour which is unacceptable, for example, abusive, offensive or threatening. Such complainants are in a very small minority, but sometimes an authority finds itself in the position of having to restrict access to council premises or even having to resort to legal action to address such behaviour, for example, in the form of anti-social behaviour orders or injunctions.

**This guidance does not address the issues of health and safety, but sits alongside existing Council policies as a means of addressing the full spectrum of behaviours which the Council might have to address.**

This guidance covers behaviour which is unreasonable, which may include one or two isolated incidents, as well as unreasonably persistent behaviour, which is usually an accumulation of incidents or behaviour over a longer period.

- 2.2 Complainants may be deemed to be vexatious as a result of their unreasonable behaviour where current or previous contact with them shows that they have met one or more of the following criteria:

- 2.2.1 Persisting in pursuing a complaint where the Council's Complaints Procedure has been fully and properly implemented and exhausted, including the Local Government Ombudsman.
- 2.2.2 The substance of a complaint is changed or new issues are raised persistently or complainants seek to prolong contact by unreasonably raising further concerns although care must be taken not to disregard new issues, which differ significantly from the original complaint.
- 2.2.3 Complainants are unwilling to accept documented evidence of facts or deny receipt of an adequate response despite correspondence specifically answering their questions / concerns. This could also extend to complainants who do not accept that facts can sometimes be difficult to verify after a long period of time has elapsed.
- 2.2.4 Complainants refuse to specify or do not clearly identify the precise issues or grounds they wish to be investigated despite reasonable efforts to help them to do so by staff.
- 2.2.5 Complainants focus on a trivial matter to an extent, which is out of proportion to its significance, and continue to focus on this point. It should be recognised that determining what is trivial can be subjective and careful judgement must be used in applying the criterion.
- 2.2.6 Complainants have, in the course of pursuing a registered complaint, had an excessive number of contacts (or unreasonably made multiple complaints) with the Council placing unreasonable demands on Council employees. Such contacts may be in person, by telephone, letter, fax or electronically. Discretion must be exercised in deciding how many contacts are required to qualify as excessive, using judgement based on the specific circumstances of each individual case.
- 2.2.7 Complainants have harassed or been abusive or verbally aggressive or threatening or bullying on one or more occasions towards staff dealing with their complaint – directly or indirectly – or their families and/or associates. All incidents of harassment or aggression must be documented, dated and reported to the Line Manager.
- 2.2.8 Complainants are known to have electronically recorded meetings or conversations without the prior knowledge and consent of the other parties involved. It may be necessary to explain to a complainant at the outset of any investigation into their complaint(s) that such behaviour is unacceptable and can, in some circumstances, be illegal.
- 2.2.9 Complainants making unnecessarily excessive demands on the time and resources of the Council or its staff whilst a complaint is being looked into, by for example excessive telephoning or sending emails to numerous council staff, writing lengthy complex letters every few days and expecting immediate responses.

- 2.2.10 Complainants refusing to co-operate with the complaints investigation process while still wishing their complaint to be resolved.
  - 2.2.11 Complainant refusing to accept that issues are not within the remit of a complaints procedure despite having been provided with information about the procedure's scope.
  - 2.2.12 Complainant insisting on the complaint being dealt with in ways which are incompatible with the adopted complaints procedure or with good practice.
  - 2.2.13 Complainant making what appear to be groundless complaints about the staff dealing with the complaints, and seeking to have them replaced.
  - 2.2.14 Complainant introducing trivial or irrelevant new information which the complainant expects to be taken into account and commented on, or raising large numbers of detailed but unimportant questions and insisting they are all fully answered.
  - 2.2.15 Complainant adopting a 'scattergun' approach: pursuing a complaint or complaints with the authority and, at the same time, with a Member of Parliament/a councillor/the authority's independent auditor/the Standards Board/local police/solicitors/the Ombudsman.
  - 2.2.16 Combinations of some or all of these.
- 2.3 Complaints may be deemed to be vexatious in any situation where physical violence has been used or threatened towards staff or their families/associates at any time. This will cause personal contact with the complainant to be discontinued and the complaint will, thereafter, only be pursued through written communication. All such incidents should be documented, reported to the Council, and, where appropriate, to the Police.
- 2.4 Raising 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 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 unreasonably persistent. If complaints procedures are operating properly, then responding to expressions of dissatisfaction and requests for information should not cause the Council particular problems.
- 3. DEALING WITH UNREASONABLE COMPLAINANTS**
- 3.1 Once a complaint has been received by the Town Clerk, which the Town Clerk considers could be unreasonable behaviour or unreasonably persistent, this should be passed onto to the Mayor or nominated Councillor. The complainant should be informed that any further contact should be through the Mayor or

nominated Councillor. The complainant(s) should also be informed that any course of action taken as a result only relates to contact with the Council over their specific complaint(s). It does not, and is not intended to, have any impact on any other dealings between the Council and the complainant(s) on other unrelated issues.

- 3.2 The Mayor or nominated Councillor, will have the responsibility for identifying complainants as vexatious, in accordance with the above criteria. The Council will decide what action to take and will implement such action and notify complainants promptly in writing the reasons why they have been classified as vexatious as a result of their unreasonable behaviour or unreasonably persistent behaviour and the action to be taken.
- 3.3 This notification must be copied promptly for the information of others already involved in the complaint. A record must be kept, for future reference, of the reasons why a complainant has been classified as vexatious and the action taken.
- 3.4 The Council may decide to deal with vexatious complainants in one or more of the following ways:
  - 3.4.1 Once it is clear that a complainant meets any one of the criteria in section 2 (above), it may be appropriate to inform them in writing that they are at risk of being classified as vexatious. A copy of this policy should be sent to them and they should be advised to take account of the criteria in any future dealings with Council staff. In some cases it may be appropriate at this point to copy this notification to others involved in the complaint and suggest that complainants seek advice in taking their complaint further.
  - 3.4.2 Try to resolve matters by drawing up a signed agreement with the complainant (if appropriate, involving the Town Clerk) setting out a code of behaviour for the parties involved if the Council is to continue dealing with the complaint. If this agreement were breached consideration would then be given to implementing other actions as outlined below.
  - 3.4.3 Decline further contact with the complainant either in person, by telephone, fax, letter or electronically – or any combination of these – provided that one form of contact is maintained. Alternatively, further contact could be restricted to liaison through a third party.
  - 3.4.4 Notify complainants in writing that the Council has responded fully to the points raised and has tried to resolve the complaint but there is nothing more to add and continuing contact on the matter will serve no useful purpose. Complainants should be notified that correspondence is at an end and that further communications will be acknowledged but not answered.

3.4.5 Inform complainants that if appropriate, the Council reserves the right to refer the behaviour of unreasonable or vexatious complaints to the police.

3.4.6 In exceptional circumstances, consideration can be given to the possibility of obtaining a High Court injunction to prevent the complainant harassing, threatening or distressing named or individual council employees.

#### **4. VEXATIOUS STATUS**

If the complainant fails to comply with any arrangement in clause 3 and/or persists in their unreasonable behaviour as set out in clause 2 the complainant shall be considered to be vexatious and notified in writing by the Council.

#### **5. WITHDRAWING VEXATIOUS STATUS**

5.1 Once complainants have been classified as vexatious such status will continue to apply for a period of six months, at the end of which period, it will be reviewed by the Council. It will either be re-imposed for a further period of six months, and all relevant parties informed or it will be withdrawn. However this status can also be withdrawn at any time if, for example, complainants subsequently demonstrate a more reasonable approach. If they submit a further complaint, relating to a new matter(s) the normal complaints procedures would apply.

5.2 Where vexatious status is withdrawn, normal contact with complainants and application of the complaints procedures will be resumed.

#### **6. REVIEW PROCESS**

6.1 If the Vexatious Complainant is unhappy about the decision to place their name on the vexatious complainants list they may write to the Council to review the decision setting out any reasons why in writing within 14 working days of their having been notified of the decision in writing.

6.2 If after the Vexatious Complaint has received a decision in writing following the review with which they do not agree or feel is unreasonable they may refer the matter to the Local Government Ombudsman, The Oaks, Number 2 Westwood Way, Westwood Business Park, Coventry. CV4 8JB.

6.3 The existence and operation of this procedure will be reviewed, shared with and explained to all relevant staff.

#### **5. Legal**

[Reference relevant legalisation with which the policy complies]

#### **6. Other relevant policies**

Complaints Procedure
----------------------

Market Complaints Procedure
-----------------------------



## **Item 16a**

### **Climate Action Task and Finish Group – Minutes 11<sup>th</sup> July 2025**

## CLIMATE ACTION TASK & FINISH GROUP

Friday 11<sup>th</sup> July 2025

Staff present: K Adams (Notes)

Committee: K Cowell, D Lyle, I Maxwell-Muller, V Parry, A Tapley

Apologies: None

Items discussed/completed:

1. Cllr Maxwell-Muller was appointed chair of the Task & Finish Group.
2. Noted minutes of the last meeting and recommendations approved by Policy & Finance Committee.
3. Verbal update on Ludlow Flood Action Group (FAG) given by DL.  
The FAG is firmly established and there are three separate groups with different challenges based on their location in Ludlow – Lower Corve Street, Temeside and Linney).  
Currently improvements/actions are being considered by John Bellis and Andy Keyland (SC).  
The first is a drainage issue on Lower Corve Street: investigation was started last year and a camera hit an unmapped obstacle in a culvert. Further work is to take place but as yet there is no timescale for this.  
The second issue is the possibility of making the Temeside river wall higher – a diagram and suggestions have been given to SC who are going to consider if it will be logistically possible.  
The parties are engaged, and this is a good position to be in.  
Three mutually agreed meetings will take place per year between interested parties (Severn Trent Water, Shropshire Wildlife Trust, National Flood Forum and the Environment Agency). The next meeting takes place in October.  
The EA can tap in to funding e.g. for temporary flood defences and we have a right to more support due to having a main river in Ludlow.  
Cllr Tapley raised concerns about drainage/ road flooding in Stanton Road and DL confirmed she will add this to the list of flooding locations.
4. Considered and noted the latest Shropshire Climate Action Newsletters.
5. The Green Festival presence was discussed and a rota for Councillors discussed.  
To ensure proactive social media is used for engagement.
6. Considered the first draft of the Hedgerow Management Policy.  
It was agreed that the draft will be considered by members of the Task & Finish Group with a second draft to be reviewed at the next meeting, after which it will be ready to go to Policy and Finance Committee for consideration.
7. Discussed the suggestion of Climate Action award. It was agreed that research would be undertaken into the type of awards given by other town councils (such as Shrewsbury) to see if our awards could be rejuvenated.  
Discussed that our grant criteria funding does not need to specify climate activities and therefore no suggestions to be made.

8. Agreed that initially Ludlow Town Council representatives will attend local group meetings before deciding whether an overarching meeting is needed or a good idea. Examples of meetings include Gallows Bank Committee, Shropshire Wildlife Trust and Shropshire Climate Action.

To hold a meeting of the Ludlow Town Centre Planting Task & Finish Group in September and put together a seasonal planting and tub maintenance strategy for 2025/26.

9. Holding a volunteer gardening day at St Johns Gardens was discussed. It was agreed that a volunteer group called be called St Johns Guardians should be recommended to Policy & Finance Committee (21<sup>st</sup> July) and approved by Full Council (28<sup>th</sup> July). Once up and running Services all updates and information to go via Services Committee.

The first volunteer day to take place on a weekday in September, DLF to all be available to assist with removal of rubbish etc, spades forks and trowels to be brought by the person or loaned by the DLF.

10. Considered the latest version of the Climate Action Plan and agreed the following changes:

Action 4 – We will aim to include Climate Emergency reference in all new contract specifications and Invitations to Tender and we will include these references in the evaluation process. *To draft a statement to be included on emails when obtaining quotes to include the terms ‘responsible disposal’, ‘act in a sustainable manner’, and ‘have a green agenda’. To be drafted for next meeting and then to be recommended to Policy & Finance.*

Action 5 – In house Carbon Literacy training for staff and Councillors *DL to check if this training is still available.*

Action 6 – We will aim to review the Carbon Audit report and deliver its recommendations. *KA to check minutes to see if this was completed and if it was taken to Policy & Finance in Feb 2025 as planned.*

Action 9 – We will aim to install solar/PV panels at DLF depot and Henley Road cemetery. *This would be completed as part of Depot upgrade plans and is not a stand alone item.*

Action 11 – We will aim to ensure all contractors have a ‘Zero to Landfill’ policy which is regularly reviewed and updated. *Same as action 4. To be included on a draft statement. To be drafted for next meeting and then to be recommended to Policy & Finance.*

Action 12 – We will aim to renew planting vessels with built-in water reservoirs to reduce the need for watering. *To update this action to include planting vessels to be lined with membranes when being refurbished to ensure water is held within the soil.*

Action 14 – Stock control process for cleaning materials. *Status to be updated too ongoing.*

Action 15 – No Mow May initiative. *Status to be updated to 2026.*

Action 20 – Weed spraying. *To ask Shropshire Council about their weed spraying methods and what chemicals/natural substances are being used.*

Action 21 – Hedgerow management and maintenance plan. *Second draft of document to be brought to next meeting and then taken to Policy & Finance for approval in September 2025.*

Action 23 – To ask Shropshire Council to reduce non-essential grass cutting of verges. *KA to chase this up.*

Action 24 – To include Climate Action in Civic Awards. *See earlier discussion.*

Action 25 – To look at the grant funding criteria and make suggestions how climate-related criteria could be included. *To remove this from the CAP as not necessary but maybe grant application forms could be updated to state 'We welcome applications from groups for climate action'.*

Action 27 – Refill.org.uk. *To remind members of Ludlow's Chamber of this app and its importance asking for more businesses to join the campaign. Promote this more on our website.*

Action 29 – Encourage a volunteer group of gardeners at St Johns Garden. *A above.*

Action 30 – Encourage home composting and share information on social platforms. *To follow and share social media of Garden Organic and Shropshire Master Composters.*

To new actions to be added to the Climate Action Plan:

Action 34 – Aim to invest in seating in shaded areas as temperatures rise and summers get warmer.

Action 35 – Aim to promote warm hubs available in the community and be proactive in educating people about keeping warm during bad weather.

11. To confirm any points to be recommended to Policy and Finance Committee on 21<sup>st</sup> July:

- To approve organising a meeting of the Ludlow Town Centre Planting Task & Finish Group in September and put together a seasonal planting and tub maintenance strategy for 2025/26. This forum will allow us to begin pulling ideas together for the provision and maintenance of planting throughout Ludlow.
- That beginning a volunteer group names St Johns Guardians should be recommended by Policy & Finance Committee (21<sup>st</sup> July) for approval by Full Council (28<sup>th</sup> July). Once up and running all updates and information to go via Services Committee.

The first volunteer day to take place on a weekday in September, DLF to all be available to assist with removal of rubbish etc, spades forks and trowels to be brought by the person or loaned by the DLF.

- To consider updates made to the Climate Action Plan as listed above and shown on the attached version.

Actions for next meeting:

1. Updates to the Climate Action Plan as above.
2. Action outstanding from previous meeting - KA to discuss with the DLF Supervisor ideas for mowing equipment and green waste disposal. To look at a local more environmentally friendly way of disposal (Jonathan Lewis, Priors Halton Farm aka Overton Energy Ltd)
3. Organisation of a meeting of the Town Centre Planting Task & Finish Group.
4. Progress St Johns Guardians if approved by Full Council.

## **Item 16b**

### **Climate Action Task and Finish Group – Recommendations 11<sup>th</sup> July 2025**



## **Recommendations from the Climate Action Task and Finish Group 11<sup>th</sup> July 2025 to Policy and Finance Committee 21<sup>st</sup> July 2025**

To confirm any points to be recommended to Policy and Finance Committee on 21<sup>st</sup> July:

- To approve organising a meeting of the Ludlow Town Centre Planting Task & Finish Group in September and put together a seasonal planting and tub maintenance strategy for 2025/26. This forum will allow us to begin pulling ideas together for the provision and maintenance of planting throughout Ludlow.
- That beginning a volunteer group named St Johns Guardians should be recommended by Policy & Finance Committee (21<sup>st</sup> July) for approval by Full Council (28<sup>th</sup> July). Once up and running all updates and information to go via Services Committee.

The first volunteer day to take place on a weekday in September, DLF to all be available to assist with removal of rubbish etc, spades forks and trowels to be brought by the person or loaned by the DLF.

- To consider updates made to the Climate Action Plan as listed above and shown on the attached version.

# LUDLOW TOWN COUNCIL – CLIMATE ACTION PLAN



Adopted by Full Council on 7<sup>th</sup> March 2022  
 Approved by Full Council on 3<sup>rd</sup> March 2025.  
 Reviewed and revised 19/03/2025  
 Reviewed and revised 18/6/2025  
 Reviewed and revised 15/7/2025

Red – not begun, amber - ongoing,  
 green – completed, pink – new /updated action

Action	Topic	Task	Status	Date / reference approved by Council	Target Date for completion	Est. Cost	How	Review date Update on progress
1	<b>Mobilisation &amp; Leadership</b>	We will aim to review and update appropriate council policies to align with LTC's Climate Emergency commitment.			As each policy comes up for review	£ legal advice		15/7/2025
3		We will aim to agree a template for commenting on planning applications which do not include renewable energy or improved sustainability measures.			January 2026	£0		18/6/2025
4		We will aim to include Climate Emergency reference in all new contract specifications and Invitations to Tender and we will include these references in the evaluation process.	To draft a statement to be included on emails when obtaining quotes to include the terms 'responsible disposal', 'act in a sustainable manner', and 'have a green agenda'.	To be drafted for next meeting and then to be recommended to Policy & Finance.	Sept 2025	£ legal advice		15/7/2025 Progress at next meeting
5		Arrange in house Carbon Literacy training for staff and Councillors	DL to check if still available.		December 2025			15/7/2025
6	<b>Energy Efficiency</b>	We will aim to review the Carbon Audit report and deliver its recommendations.	To be taken to Policy & Finance 24 <sup>th</sup> Feb 2025		KA to check if this was completed			15/7/2025
7		We will aim to change to a green energy provider and review annually or when contract is due for renewal.	To continue to review, however, green energy providers also need to be cost effective		Review annually / ongoing			15/7/2025
8		If compliant with safety regulations, we will aim to replace internal lighting with LED movement-sensor lights at all Council properties	Will be completed as required/ when lighting needs replacing		Ongoing			15/7/2025 No issues with current lighting
9		We will aim to install solar/PV panels at DLF depot and Henley Road cemetery	This would be completed as part of Depot upgrade plans and is not a standalone item.		Ongoing			15/7/2025
10		To investigate replacing the immersion heater (used for heating water at the Guildhall) with an 'on demand' water heater	Obtaining quotes from local plumbers		August 2025			15/7/2025 quotes are being sought
11	<b>Consumption &amp; Waste</b>	We will aim to ensure all contractors have a 'Zero to Landfill' policy which is regularly reviewed and updated.	To draft a statement to be included on emails when obtaining quotes to include a 'zero to landfill' policy.		Dec 2025	£0		15/7/2025 Progress at next meeting

LUDLOW TOWN COUNCIL – CLIMATE ACTION PLAN



Adopted by Full Council on 7<sup>th</sup> March 2022  
 Approved by Full Council on 3<sup>rd</sup> March 2025.  
 Reviewed and revised 19/03/2025  
 Reviewed and revised 18/6/2025  
 Reviewed and revised 15/7/2025

Red – not begun, amber - ongoing,  
 green – completed, pink – new /updated action

12		We will aim to renew planting vessels with built-in water reservoirs to reduce the need for watering (Ludlow-in-Bloom)	planting vessels to be lined with membranes when being refurbished to ensure water is held within the soil.		Review annually / ongoing	£		15/7/2025
13		We will aim to refill hand-washing and washing- up liquid single use plastic bottle with eco-friendly alternative products e.g. Bio-D or Eco-Leaf	Refillable containers are used, however not eco-friendly products due to cost.		Review annually / ongoing			15/7/2025
14		Introduce a more efficient stock control process for cleaning materials at Town Council buildings. To ensure minimal waste and most cost effective spending			Ongoing			15/7/2025
<b>Action</b>	<b>Topic</b>	<b>Task</b>	<b>Status</b>	<b>Date/reference approved by Council</b>	<b>Target date for completion</b>	<b>Est cost</b>	<b>How</b>	<b>Review date Update on progress</b>
15	<b>Biodiversity</b>	We will aim to participate in the annual No Mow May initiative, reduce grass cutting and introduce wild-flower meadow alternatives.	Report to Services Committee in Feb 2026 for approval		Review annually/ ongoing			15/7/2025 2025 initiative completed
16		We will aim to undertake a biodiversity audit of all LTC owned land and produce a Management Plan for each space.	Work in collaboration with Shropshire Wildlife Trust.		December 2025	£0		15/7/2025
17		Management of Sidney Road town green as a traditional grass verge/meadow to encourage native plants and wildlife			Review annually/ ongoing			15/7/2025
18		Work being undertaken at Henley Road cemetery by 'Henley Road Helpers' volunteers to protect wildlife and increase the habitats provided on site.	The volunteer group is becoming well established		Review annually/ ongoing			15/7/2025
19		Reduce strimming near hedgerows	Deputy Town Clerk to discuss with DLF	Discussions and awareness complete.	Ongoing	£0		15/7/2025 Will be part of hedgerow maintenance plan
20		Find alternatives to toxic weedkillers for inhouse use.  To approach SC to ensure they have found alternatives to using toxic weedkillers throughout the county.	To ask Shropshire Council about their weed spraying methods and what chemicals/natural substances are being used.		September 2025	£0		15/7/2025
21		Hedgerow management and maintenance plan	Second draft of document to be brought to the next CAWG		August 2025	£0		15/7/2025



# LUDLOW TOWN COUNCIL – CLIMATE ACTION PLAN



Adopted by Full Council on 7<sup>th</sup> March 2022  
 Approved by Full Council on 3<sup>rd</sup> March 2025.  
 Reviewed and revised 19/03/2025  
 Reviewed and revised 18/6/2025  
 Reviewed and revised 15/7/2025

Red – not begun, amber - ongoing,  
 green – completed, pink – new /updated action

22		Introduce a quarterly discussion with DLF staff prior to a new season beginning re biodiversity matters for the season ahead. Invite a DLF member to a future meeting of the CAWG to discuss. To draft a 'Toolbox Talk' type document for the DLF.	Report to be brought to Services committee to share ideas for approval and to arrange training for staff (if required).  Link to action 16		July 2025	£0		15/7/2025
23		To contact Shropshire Council and ask them to reduce non-essential grass cutting of verges throughout Ludlow to allow native wildflowers to grow	Email to be sent to Shropshire Council (Executive Alliance Street Scene Manager)  KA to chase this up.		August 2025	£0		15/7/2025
24	Engaging the Community	We will aim to include Climate Action in Civic Awards	Research to be undertaken into the type of awards given by other town councils (such as Shrewsbury) to see if our awards could be rejuvenated.		August 2025	£0		15/7/2025
25		To look at the Grant Funding criteria and make suggestions regarding how climate-related criteria could be included.	To remove this from the CAP as not necessary but maybe grant application forms could be updated to state 'We welcome applications from groups for climate action'.		August 2025	£0		15/7/2025
26		That LTC facilitates a community meeting to discuss environmental issues and climate change. The location should be easily accessible for all to attend.	Agreed that initially Ludlow Town Council representatives will attend local group meetings before deciding whether an overarching meeting is needed or a good idea. Examples of meetings include Gallows Bank Committee, Shropshire Wildlife Trust and Shropshire Climate Action.		October 2025			15/7/2025

# LUDLOW TOWN COUNCIL – CLIMATE ACTION PLAN



Adopted by Full Council on 7<sup>th</sup> March 2022  
 Approved by Full Council on 3<sup>rd</sup> March 2025.  
 Reviewed and revised 19/03/2025  
 Reviewed and revised 18/6/2025  
 Reviewed and revised 15/7/2025

Red – not begun, amber - ongoing,  
 green – completed, pink – new /updated action

27		LTC to Join the Refill.org.uk association and look at how it can be used at the Guildhall, Museum and Castle Street car park office for people to refill their water bottles	To remind members of Ludlow's Chamber of this app and its importance asking for more businesses to join the campaign. Promote this more on our website.		Review annually/ongoing	£0		15/7/2025
28		We will aim to support local community events, and be present at the Ludlow Green Festival with a market stall to promote Ludlow Town Council's actions and sub-committee	To be approved by Full Council March 2025	Approved for 2025 FC/339 3.3.2025	Review annually/ongoing	£0		15/7/2025
29		Encourage a volunteer group of gardeners at St Johns Garden  Discuss holding a volunteer day/morning at St Johns Gardens to initiate interest in the site and start tidying up the beds.	Holding a volunteer gardening day at St Johns Gardens was discussed. It was agreed that a volunteer group called be called St Johns Guardians and a report to go to Services Committee suggesting the following (in a similar format to Henley Road helpers): a volunteer day to take place on a weekday, DLF to all be available to assist with removal of rubbish etc, spades forks and trowels to be brought by the person or loaned by the DLF. To hold the first day in September.		Autumn 2025	£0		15/7/2025
30		Encourage home composting and share information on social platforms	To follow and share social media of Garden Organic and Shropshire Master Composters.		Ongoing	£0		15/7/2025
32	<b>Extreme weather</b>	We will aim to share flooding alerts received from the Emergency Planning Unit (Shropshire Council) and Environment Agency on social media and website. To include information such as location of sandbags for residents collection	Flood alerts shared on social media and LTC website news items.		Review annually/ongoing			15/7/2025

Adopted by Full Council on 7<sup>th</sup> March 2022  
 Approved by Full Council on 3<sup>rd</sup> March 2025.  
 Reviewed and revised 19/03/2025  
 Reviewed and revised 18/6/2025  
 Reviewed and revised 15/7/2025

Red – not begun, amber - ongoing,  
 green – completed, pink – new /updated action

33		We will ask Shropshire Council to confirm arrangements for the supply of sandbags to residential areas prone to flooding.	Email to be sent to Shropshire Council (Executive Alliance Street Scene Manager)			£0		18/6/2025
34		We will aim to locate seating in shaded areas as temperatures rise, and summers get warmer.						
35		We will aim to promote warm hubs available in the community and be proactive in educating people about keeping warm during bad weather.						

#### Completed actions

2	Mobilisation & leadership	Create/update the Climate Emergency page on website and publicise commitment, initiatives, and achievements in reducing LTC carbon footprint as recommended by the Climate Action Group	Completed		2023	£0		Complete.
9	Energy efficiency	Continue to replace LTC streetlights with LED as and when needed.	Street lights replaced with LED when new lamps are required.		May 2025	£		Complete
10	Energy efficiency	Agree timetable to replace existing plant and machinery with electric power	Two electric vehicles have been leased for three years. Replacing existing plant with electric alternatives will be undertaken when needed/when suitable alternatives are cost effective.		2023	Budget unknown		Complete
11	Energy efficiency	Retain and replace existing taps with lever taps as and when needed. Working taps should not be replaced unnecessarily.			2023 ongoing	a) staff time b) unknown		Ongoing
12	Energy efficiency	a) Investigate the replacement of water-flushing limitations in all toilets. An easy option is to install 'hippo-bags' or similar in single-flush toilet cisterns b) Then carry out the works when suitable replacements have been found	Bags have been purchased for Guildhall toilets (there are four on the ground floor) to see if they have an impact on water usage.		2023	a) staff time b) unknown		

# LUDLOW TOWN COUNCIL – CLIMATE ACTION PLAN



Adopted by Full Council on 7<sup>th</sup> March 2022  
 Approved by Full Council on 3<sup>rd</sup> March 2025.  
 Reviewed and revised 19/03/2025  
 Reviewed and revised 18/6/2025  
 Reviewed and revised 15/7/2025

Red – not begun, amber - ongoing,  
 green – completed, pink – new /updated action

	Energy efficiency	All lighting within Museum exhibition cabinets changed to LED lighting						Complete Sept 2024
15	Consumption and waste	Install rainwater butts where possible, but especially at the DLF depot.	Water butts have been purchased and will be installed in December.		2023	£ unknown		Complete
16	Consumption and waste	With L-i-B, plant where possible perennials, with emphasis on bee, insect & butterfly-friendly plants and herbs including drought-resilient plants.	LTC has an adopted perennials planting policy		2023/23	Budget £500 (LTC)		Complete
17	Consumption and waste	With Shropshire Council, review Dog bin/Litter bin locations.	No further action.		2023 and ongoing	Zero		No further action
18	Consumption and waste	In all Council premises discourage single-use plastic containers and packaging for staff refreshments and lunches e.g. buy locally-made fresh sandwiches, cakes, fruit, etc not pre-packed; consider making fresh hot drinks using loose coffee and tea and purchasing milk from local dairies.	Complete		2023 and ongoing	£		Complete
19	Consumption and waste	Continue to ensure all waste is recycled and re-used wherever possible; consider Terra-cycle as an additional recycle option.	Waste packaging is recycled by a member of staff.		2023 and ongoing	£		Complete
22	Biodiversity	Agree tree-planting strategy for all LTC-owned spaces	Subsidised trees have been applied for under Shropshire Council Community Tree scheme. Location of trees to be confirmed. Oak tree to be planted at Sidney Road green in memorial of covid victims.		2023 and ongoing	£ grants available		Complete
23	Biodiversity	Purchase peat-free compost	DLF have a large composing bay at their Henley Road site  Woodchippings created by the DLF or contractors are used at Wigley Field allotments and in our gardens.		2023 and ongoing	£		Complete. Peat free compost produced
31		To donate two medicine blister pack recycling boxes to Ludlow Cancer Support Group for their current community initiative.	Completed	Approved FC/339 3.3.2025				Complete.



Adopted by Full Council on 7<sup>th</sup> March 2022  
Approved by Full Council on 3<sup>rd</sup> March 2025.  
Reviewed and revised 19/03/2025  
Reviewed and revised 18/6/2025  
Reviewed and revised 15/7/2025

Red – not begun, amber - ongoing,  
green – completed, pink – new /updated action

10		Use of a portable charging cable to charge EV vehicles at the Henley Road depot as and when needed	Will need to be replaced with a specially installed charging point		May 2025			Complete
----	--	--	--	--	----------	--	--	----------

## **Item 17a**

### **CCLA Public Sector Deposit Fund Investment – May 2025**

# Statement of Account

Ms Gina Wilding  
Ludlow Town Council  
The Guidhall  
Mill Street  
LUDLOW  
Shropshire  
SY8 1AZ

5 June 2025

Account name: **LUDLOW TOWN COUNCIL**  
Account number: **PS3078701-001**  
Statement period: **30/04/2025 to 31/05/2025**

## Account summary

Total valuation as at 31 May 2025 **£841,469.64**  
Total valuation as at last statement at 30 April 2025 **£838,395.05**

## Holdings as at 31 May 2025

Fund name	Unit/share holdings	Price per unit/share	Value
<b>The Public Sector Deposit Fund SC4</b> GB00B3LDFH01	841,469.6400	£1.00	£841,469.64
			<b>Total value</b>
			<b>£841,469.64</b>

## Transactions for the period from 30 April 2025 to 31 May 2025

### The Public Sector Deposit Fund SC4

Transaction date	Transaction type	Unit/shares	Price per unit/share	Amount (GBP)
02/05/2025	Income Reinvestment	3,074.5900	£1.0000	£3,074.59

Correspondence address: PO Box 12892, Dunmow, Essex CM6 9DL

[clientservices@ccla.co.uk](mailto:clientservices@ccla.co.uk)

Freephone 0800 022 3505

[www.ccla.co.uk](http://www.ccla.co.uk)

Fund documentation is available at [www.ccla.co.uk/investments](http://www.ccla.co.uk/investments), or may be requested from our Client Services team. Telephone calls are recorded.  
CCLA Investment Management Limited (registered in England & Wales, No. 2183088) is authorised and regulated by the Financial Conduct Authority.  
Registered address: One Angel Lane, London EC4R 3AB.

The average Fund yield for this period was 4.34% p.a.

Income for the period is as follows:

Month	Date paid	Method	Amount (£)	Destination
May 2025	03/06/2025	Reinvestment	£3,095.24	PS3078701-001

Before making any additional investments into CCLA funds, please read the most recent version of the relevant fund's key information document (KID). KIDs can help investors understand the nature, risks, costs, potential gains and potential losses of fund, and compare the fund with other products. The KIDs for our funds are available in the investments section of our website at, [www.ccla.co.uk](http://www.ccla.co.uk). Or, you can ask us to send you copies, free of charge, by emailing our Client Services team at [clientservices@ccla.co.uk](mailto:clientservices@ccla.co.uk).

Please keep all documents (including this statement) safe as you may need to refer to the information in the future.

If you would like to discuss any of the information on your statement please contact Client Services.

A glossary of terms used in this communication is available on [www.ccla.co.uk/glossary](http://www.ccla.co.uk/glossary). If you would like the information in an alternative format or have any queries, please call us on **0800 022 3505** or email us at [\*\*clientservices@ccla.co.uk\*\*](mailto:clientservices@ccla.co.uk).



## **Item 17b**

### **CCLA Public Sector Deposit Fund Investment – Letter**

Begin forwarded message:

**From:** CCLA Investment Management <[goodinvestment@ccla.co.uk](mailto:goodinvestment@ccla.co.uk)>

**Date:** 10 July 2025 at 07:46:45 BST

**To:** [townclerk@ludlow.gov.uk](mailto:townclerk@ludlow.gov.uk)

**Subject:** CCLA joins Jupiter IM Group

**Reply-To:** CCLA Investment Management <[goodinvestment@ccla.co.uk](mailto:goodinvestment@ccla.co.uk)>

[View this email in your browser](#)



Against the backdrop of greater regulation, CCLA has for some time been considering the governance implications of its shares being majority-owned by the funds it manages and how we can continue to best serve our clients.

Having reviewed the full range of possibilities and options available to us, that process is now concluded. We are very pleased to share with you that, subject to regulatory approval, CCLA is being acquired by Jupiter Investment Management Group Limited (Jupiter), a leading European investment manager.

We believe that this partnership delivers the best outcome for CCLA's clients. CCLA will become part of Jupiter, retaining the CCLA branding, investment, and client service approach. CCLA's teams will continue to focus on delivering investment returns and outstanding client service to all CCLA clients regardless of their size. CCLA also retains its mission, its stewardship activities, and its drive to build a better world.

At the same time, we stand to benefit from Jupiter's strength and resources. Its market-leading investment capabilities, including its 100-plus investment professionals, will add support to CCLA's existing investment team and product range. Jupiter's extensive distribution capacity both within the UK and abroad will help to facilitate CCLA's future growth, paving the way for us to expand into new markets.

We are excited about becoming a part of Jupiter as it secures our ability to serve the sectors we were established to support and to extend the reach of CCLA's responsible investment approach to a wider audience both in the UK and overseas. We are also pleased to be joining a company that shares our culture and puts the wellbeing of its staff at the centre of its business.

We recognise that many of our clients and supporters will have questions about what this means for their investments and for CCLA. To help address these queries, we would like to invite you to a webinar we plan to hold in September where Peter Hugh Smith, CCLA's CEO, and Matt Beesley, Jupiter's CEO, will discuss the new partnership and what this means for our clients, our staff and the sectors we serve. An invitation will be sent to you in due course.

At CCLA, we have always been proud of our origins in serving churches, charities and local authorities. Serving those who serve others is both humbling and rewarding. We cherish the trust our clients have placed in us and while we look back with gratitude at the last six decades, we look forward with heightened ambition and renewed confidence to all that we will help our clients achieve in the years to come.

**Peter Hugh Smith**  
**Chief Executive**

## **Q&A**

We have anticipated some immediate questions from our clients and provided answers to these below:

### **What is the effect for clients? Will there be changes for clients?**

You should expect no change. Behind the scenes there will be more resources and support to better serve you. CCLA's teams will continue to focus on delivering investment returns and outstanding client service to all of our clients regardless of their size.

### **Do I need to do anything differently? Will I see any changes to my reporting?**

You do not need to do anything differently. There will be no changes to your reporting.

### **Will CCLA's structure change?**

Yes, this will change CCLA's ownership structure. Once FCA approval is granted, CCLA's shares will be acquired by Jupiter Asset Management.

### **Will my account number change?**

No, there will be no change to account numbers.

### **Will there be any change to how my funds are managed?**

No, these will be managed by the same team that currently manages them.

### **Will CCLA change its name?**

No, CCLA will retain its identity.

**Does the change in ownership change the investment style?**

No, there will be no change to our investment team, approach or philosophy. Your fund will be managed by the same team as currently.

**Will there be any change to the fees I pay?**

No. Your fees will remain the same.

**Will there be any changes to the service I have access to currently? E.g. Client Services team available by phone and email?**

There will be no change to your client services.

**Will there be any changes to the senior management at CCLA?**

There are no plans for change in the senior management.

**Is CCLA still taking on new clients?**

Yes! CCLA continues to grow, and we remain excited about the future growth of the business.



**CCLA**

GOOD INVESTMENT

No longer wish to receive these emails?

You can [unsubscribe](#).

2 July 2025

Dear investor,

**The Public Sector Deposit Fund, a sub-fund of CCLA Public Sector Investment Fund**

**This letter is for your information. There is no need to take any action.**

We are writing to notify you of changes that we are making to the Public Sector Deposit Fund (the fund). These changes will take effect on 1 September 2025.

**Changes to charges**

After careful consideration, we are making changes to the fees and charges following a review of the fund against similar funds available and money market rates. We believe that once these changes are implemented, the resulting fees and charges remain competitive.

You are invested in share class 4 of the fund which has an annual management charge (AMC) of 0.10%. This had been temporarily reduced to 0.08%. CCLA currently pays other charges, which covers the operating expenses of the fund, from the AMC it receives.

With effect from 1 September, the temporary AMC reduction will be removed and the other charges will be borne by the fund.

The table below shows the updated charges and the impact on the fund's ongoing charges figure (OCF). The OCF includes the AMC and other charges and is deducted from income before declaring the fund's yield. An administrative change to the share class name to denote investor eligibility is also shown.

	<b>Share class name</b>	<b>AMC</b>	<b>Other charges</b>	<b>OCF</b>
Before 1 Sep 25	Class 4 Shares	0.08%	0.00%	0.08%
From 1 Sep 25	SC 4 – Public Sector	0.10%	0.01%	0.11%

The prospectus currently includes a statement whereby if the fund's size reached £3 billion the AMC would be reduced by 10%, with a further 10% reduction if it reached £4.5 billion. Following a review of the fund and the AMC of other similar funds, we are removing these potential reductions in the AMC of the fund. Please note, as at 31 May 2025, the fund has yet to achieve this level and the fund's size is £1.84bn.

**Change to minimum initial investment/holding**

The minimum initial investment and holding requirement for share class 4 was originally set at £15 million, but has generally been waived. We are revising this minimum to £1 million. As an existing investor in this share class, this minimum will not apply to you, as long as you continue to be an investor in the fund.

## **Removal of the advisory board**

In recent years, the fund has received interest from a range of organisations that fall outside of the public sector definition. To help the fund continue to grow, we are opening separate share classes for investors outside of the public sector.

The fund currently has an advisory board (the Local Authorities' Mutual Investment Trust) made up of public sector professionals to represent the sector and monitor certain aspects of the fund's operation. As the fund is opening to a wider group of investors, including those outside of the public sector, the decision has been made to remove the advisory board from the fund with effect from 1 September. The fund will continue to be regulated by the FCA, and subject to oversight from its depositary, HSBC.

We are also removing the reference to the Local Authorities' Mutual Investment Trust's contribution to the expenses of the fund. There have been no contributions made and no intention to do so in the future.

## **Other changes**

- We have added text to the prospectus to explain that if investors do not maintain the minimum investment requirements for the share class in which they are invested that we will have the ability to redeem investors or move them to a different share class.
- To ensure investors do not lose any distributions that are unclaimed, we are introducing the ability to reinvest distributions that are unclaimed after a period of three years following the financial accounting period (1 April to 31 March) in which the distribution was initially paid.

## **Do I need to take any action?**

No action is required. All of the changes detailed in this letter will be effective on 1 September 2025.

Should you have any queries or require further assistance, please contact our Client Services team at [clientservices@ccla.co.uk](mailto:clientservices@ccla.co.uk) or 0800 022 3505 between the hours of 8:30am-5:30pm Monday to Friday.

Yours sincerely



---

Alison Jerney

Head of Client Services

## **Item 18**

### **West Mercia Energy**

**From:** WME Customer Services  
**Sent:** 18 Jun 2025 12:36:15 +0000  
**To:** 'reception@ludlow.gov.uk'  
**Subject:** Great news – WME returns £1.1m to customers – Check out your share



Dear Customer

We have some great news – WME will shortly be crediting Ludlow Town Council with a total value of **£534.19**

### Why am I receiving this credit?

WME operate an aggregated, fully flexible, risk managed energy procurement strategy on your behalf. During the 2024/25 financial year, this strategy allowed us to obtain benefits worth around **£1.1 million**. This was due to various factors, including falling wholesale energy prices during the year.

We are very pleased to be able to return the full value of these benefits directly to our customers. The amount of your credit is calculated proportionally based on your billed 2024/25 energy consumption for supplies in our flexible procurement basket (any sites on fixed pricing during 24/25 were not eligible for this trading credit).

This return builds on the credits returned last year, meaning over the last two years, WME have returned **£2.3million** to our public sector customers.

### What happens now?

You do not need to do anything to receive this money. WME will issue credit notes for each of your sites as detailed below. The total amount will then be credited to your account balance and offset against future energy invoices.

Site Name	Credit Amount
Buttercross Market	£8.41
Buttercross Office	£29.63
Castle Street Toilet Block	£112.22
Christmas Lights UMS - Ludlow TC	£4.61
Guildhall	£167.56
Henley Road Cemetery	£7.65
Linney Recreation Ground	£6.73
Linney Toilets	£15.86
Market Square	£98.40
Smithfield Car Park Toilets	£20.45
The Buttercross	£26.54
Workshop (Henley Road Cemetery)	£36.13

### Protecting the public purse

As a 100% publicly owned organisation, WME are committed to protecting the public purse, and we are delighted to have secured this money for our customers, in what we recognise are challenging times for public sector budgets.

### Other WME initiatives

[Decarbonisation Framework](#) – This framework offers a simple and compliant route to market for any public sector body in the UK to access sector specific decarbonisation experts in the knowledge that a robust tender exercise has taken place to award the framework. Our decarbonisation partner, has extensive experience in delivering low-carbon consultancy, supporting the public sector specifically to reduce energy consumption and minimise their carbon footprint. More details can be found on our website - [Decarbonisation | West Mercia Energy](#)



Social Value Fund – The application window remains open to the WME Social Value Fund. The scheme is open to all WME’s education-based customers, who can apply for grant funding, up to £1,000 to support an environmental initiative at your site. Full details of the scheme, including how to apply, can be found on our website using [this link](#)

Free Power to Drive Workshops – The application window is also still open for schools to apply for one of WME’s free STEM based, “Power to Drive” workshops. The workshops, aimed at KS2/3, provide an interactive way to bring energy and engineering to life for young people. More information can be found on our website, using [this link](#)

We will continue to work hard to deliver consistently competitive energy prices and outstanding service levels to all our public sector customers, while also supporting your environmental ambitions.

Best wishes

WEST MERCIA ENERGY



0333 101 4424



[customerservices@westmerciaenergy.co.uk](mailto:customerservices@westmerciaenergy.co.uk)



[Chapter House South, Abbey Lawn, Shrewsbury, Shropshire SY2 5DE](#)



[westmerciaenergy.co.uk](http://westmerciaenergy.co.uk)



[Follow us](#)

\*\*\*\*\*

**Confidentiality Notice**

*The information contained within this e-mail (and any attachments) is private and confidential and may be privileged. It is intended for the named addressee(s) only. If you have received this e-mail in error, please inform the sender and delete it from your system. The contents of this e-mail (and any attachments) must not be disclosed to, or used by, anyone else or copied without the sender's consent.*

\*\*\*\*\*