



# **Public Meeting Pack**

**10<sup>th</sup> April 2025**



You are hereby summoned to attend the meeting of Caistor Town Council which will be held on Thursday 10 April 2025 commencing at 6:45pm at the Caistor Town Hall.

The business to be dealt with at the meeting is listed in the agenda.

Members of the public may make representations, answer questions and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda. This must be done in the Public Questions item, and members of the Public cannot interrupt the business of the meeting at other times, unless Standing Orders are suspended by the Chair of the Council.

This council supports the rights of anyone to record this meeting but advises that anyone so recording cannot disrupt the meeting, by means of the recording, and expresses the hope that the person (or persons) carrying out the recording have obtained the necessary legal advice, for themselves, to ensure they understand the rights of anyone present who does not wish to be filmed or recorded.

Michelle Moss  
Clerk to the Council  
04/04/2025

## **AGENDA**

1. To resolve to accept apologies for absence and reasons given in accordance with Local Government Act 1972 s85(1)
2. To receive declaration of interests and requests for dispensations and to consider granting dispensation(s) in accordance of section 22 of the Localism Act 2011
3. Public Session (10 minutes, during which the meeting is suspended)
4. Chairmans Report
5. To approve the draft minutes of 13th March 2025
6. Finance
  - a) To approve the Accounting Statements and bank reconciliation for period ending 31/03/2025
  - b) To approve the Schedule of Payments
  - c) Retrospectively agree to Move £13000 from play areas to reserves before end of March
  - d) To consider the invoice for Apex services and agree whether the council should pay
7. Reports from External bodies (no decisions may be made unless specific agenda item requests a decision):-
  - a) Lincolnshire Police
  - b) West Lindsey District Council.
  - c) Lincolnshire County Council
  - ci) To consider LCC request to reseed verge where contractor had damaged
  - d) Community Groups
  - di) To receive an update on an agreement with Caistor Goes to use the lock up
  - e) Town Hall Management Committee
  - f) Caistor in Bloom
  - fi) To consider Caistor in Blooms request to use the council mower to cut the grass at the church and congregational churchyards
  - g) CDCT - 2-4 Market Place



8. To receive reports from Committee's and working groups (no decisions may be made unless specific agenda item requests a decision)
  - a) Personnel and Finance Committee
  - b) Estates Committee
  - bi) To consider the retrospective request from the football club to install new goal sockets
  - bii) To consider the Town Hall committee request to install replacement rollers/shutters in the town hall kitchen
  - biii) To consider appointing a specialist to undertake a damp and mould survey in the town hall
  - c) Play area working group
  - d) To receive an update report on progress with market compliance and agree any next steps
  - e) Health and Safety Working Group
9. To consider the Grant applications
  - a) Application from Caistor Goes
  - b) Application from Arts and Heritage Centre
  - c) Application from the church
  - d) Application from Sports and social club
  - e) Application from Caistor Crusaders
10. To consider the draft vision statement and core values for Caistor Town Council and agree how to proceed
11. Clerks Report & Parish Matters
  - a) To consider complaints received about the cars parked on the verges on Hersey Rd near the fire station
  - b) Policy Review: Abusive & Vexatious Policy
  - c) Policy Review: Communications Policy
  - d) Review Tracking Report
  - e) Grammar school request to use cricket facilities
12. Correspondence Received
  - a) To consider the request from Caistor Running Club to use South St Park for Caistor Sting 10k run event
  - b) To consider a resident request for access via sports ground to pollard a tree in their garden - Ayscough Grove
  - c) To consider the continued use of town hall car park in excess of 4 hours by Co-op employees
  - d) To receive an update on the Queens Jubilee Tree and Plaque (WLDC)
13. To note any planning decisions
  - a) None
14. To review the planning applications received and agree a response
  - a) WL/2025/00282 | Planning application for change of use from dwellinghouse (C3) to children's home (C2) | 12 SAXON WAY, CAISTOR
15. Date of next meeting - 8th May 2025



## Minutes of the Caistor Town Council held at 6:45pm at the Caistor Town Hall on 13 March 2025

Present: Cllr J. Wright (Chair), Cllr S. Davey, Cllr J. Bowman, Cllr M. Galligan, Cllr S. Hodson, Cllr A. Somerscales,  
Cllr J. Cox, Cllr L. Milner, Cllr A. Clark, Cllr P. Morris, Cllr H. Priestly, Cllr.N.Clark,  
Cllr.N.Clark,

In Attendance: Michelle Moss, District Cllr A. Lawrence, District Cllr O. Bierley, County Cllr Smith,  
Members of public present: 2

- 1. To resolve to accept apologies for absence and reasons given in accordance with Local Government Act 1972 s85(1) - Ref: 3759**  
Apologies received from Cllr Lyus
- 2. To receive declaration of interests and requests for dispensations and to consider granting dispensation(s) in accordance of section 22 of the Localism Act 2011 - Ref: 3760**  
None declared
- 3. Public Session (10 minutes, during which the meeting is suspended) - Ref: 3761**  
One resident noted that there is an important meeting at the Church on Sat 15th March at 9:30am, which the Diocese will be attending.
- 4. Chairmans Report - Ref: 3762**  
None
- 5. To approve the draft minutes of 13th February 2025 and 27th February 2025 - Ref: 3763**  
RESOLVED that the minutes of the meetings held on 13th February and 27th February 2025 be approved as a true record of the meetings and signed by the Chair.  
1 abstained ref 13th Feb; 3 abstained ref 27th Feb  
  
Majority vote
- 6. To review the applications for co-option for the councillor vacancy and decide who to appoint - Ref: 3764**  
One candidate had sent apologies for the meeting and asked for a letter to be read out; one candidate attended in person and spoke briefly in support of his application. Voting was by ballot.  
RESOLVED to co-opt Darren McKay to the vacant councillor position.  
Darren McKay signed the declaration of acceptance of office and joined the meeting.  
Majority vote
- 7. Finance - Ref: 3765**
  - a) To approve the Accounting Statements and bank reconciliation for period ending 28th February 2025 - Ref: 3766**  
The accounting statements, bank statements and bank reconciliation had been circulated to councillors prior to the meeting.  
RESOLVED to approve the accounting statements and bank reconciliation as a true record.  
All in favour
  - b) To approve the Schedule of Payments - Ref: 3767**  
The schedule of payments had been circulated to councillors prior to the meeting.  
RESOLVED to approve the schedule of payments totalling £6203.57  
All in favour
  - c) Approval for the overspend to repair the electric feeder pillar at Sports ground. - Ref: 3768**  
It was noted that remedial work is required to 3 electric points before the electricians will issue safety inspection reports. The work needed at the Market and Buttermarket supplies is covered by the budget, but work required

Signature: .....



at the sports ground will cost £437.43 and result in a budget overspend.  
RESOLVED to accept the overspend and approve the works.

All in favour

**d) To consider the market request to purchase a trolley to move equipment about (Cllr Bowman) - Ref: 3769**

Cllr Bowman asked for a garden trailer/cart to be purchased to help move equipment about in support of the market.

RESOLVED that Cllr Bowman may spend up to £100 to purchase a heavy duty cart.

All in favour

**8. Reports from External bodies (no decisions may be made unless specific agenda item requests a decision):- - Ref: 3770**

**a) Lincolnshire Police - Ref: 3771**

No report had been received for the meeting.

**b) West Lindsey District Council. - Ref: 3772**

District Cllr Bierley's report had been circulated prior to the meeting.

**bi) To receive the summary report from WLDC Economic Growth Strategy - Ref: 3773**

Cllr Wright noted the key points from the report. District Cllr Bierley noted that employment land and space for expanding businesses to grow into is noted as important for Caistor.

**c) Lincolnshire County Council - Ref: 3774**

County Cllr Smith noted that: South St potholes are going to be repaired; he has supported a request for double yellow lines on one side of South St; several residents had complained about Nettleton Motors parking cars on the land beside the fire station - Cllr Smith asked cllrs to monitor and take photos with time stamps and share with Cllr Smith. It was agreed to add the issue to a future agenda to enable a full discussion.

Cllr McKay left the meeting.

**d) Community Groups - Ref: 3775**

Cinema - the next film is 15th March - Small things like these - tickets £5.

Caistor Goes - Classic Cars - 4th May at the Sports and Social club

Caistor Go2 - Shop/repair cafe/clothes swap - 22nd March Town Hall.

Parking group - Cllr Smith noted that he is still waiting for detailed comments to be sent to him from the survey.

**e) Town Hall Management Committee - Ref: 3776**

A report and the minutes from the last meeting had been circulated prior to the meeting. It was noted that getting independent assessors to quote for the damp survey is still ongoing.

**f) Caistor in Bloom - Ref: 3777**

Caistor in bloom noted that they have planted all the baskets with spring flowering bulbs, once these have finished flowering, all containers will be removed except those in the Market Place.

Caistor in Bloom volunteers were thanked for their work to make the town look colourful and welcoming, and also for offering to take care of the closed churchyards.

**g) CDCT - 2-4 Market Place - Ref: 3778**

There was a presentation by the board on 12th March at the town hall.

Cllr Bowman noted that 56 people attended; the rotted floors will cost iro of an additional £400k - the group is in discussions with the National Lottery to fund this; there was good feedback on the project from WLDC and the lottery; P2 will not need a site compound.

Cllrs attending the presentation noted that the group have had unexpected challenges such as unstable roof timbers, wall cavities/shrinking walls; planned opening is Spring 2026, but opening may be limited to the shops - the holiday lets may need additional funding from the lottery to finish; Phase 2 is likely to cost iro £1.6m to finish and the total cost will be iro £5 million;WLDC were very positive about the benefits the finished site will bring for Caistor.

Signature: .....



- 9. To receive reports from Committee's and working groups (no decisions may be made unless specific agenda item requests a decision) - Ref: 3779**
- a) Personnel and Finance Committee - Ref: 3780**  
The next meeting is 22nd April.
- b) Estates Committee - Ref: 3781**  
The Estates report had been circulated prior to the meeting - no questions raised. The next meeting is 25th March.  
Cllr Hodson thanked Cllr Milner for putting the cemetery bins out since Kim Hodson left.
- c) Play area working group - Ref: 3782**  
No meeting held.
- d) Health and safety working group - Ref: 3783**  
It was noted that: the group met on 6th March; Cllr Davey was appointed to chair the group; the group reviewed the handbook and policy to make it more specific to Caistor
- di) To approve the Terms of Reference for the Health and Safety Working Group - Ref: 3784**  
The draft TOR for the group had been circulated prior to the meeting.  
RESOLVED to approve the terms of reference for the group.  
All in favour
- dii) To consider the H&S requirements for the volunteers cutting the Church and Congregational Chapel grounds - Ref: 3785**  
Cllr Bowman had drafted a risk assessment and safety briefing for the volunteers undertaking work at the cemetery - the documents will be shared with the volunteers prior to them starting work - Cllr Davey had some concerns about some of the content on the RA and agreed that he would review with Cllr Bowman prior to sharing with the volunteers.
- 10. Policy Review: Community Engagement Policy(19683) - Ref: 3786**  
RESOLVED to approve the revised community engagement policy.  
All in favour
- 11. To consider the town councils response to the Central Lincolnshire Design Code - Consultation 2 - Ref: 3787**  
It was agreed that the council should respond to the design code.  
RESOLVED that Cllrs Wright/ Milner/ Bowman together would respond on behalf of Caistor Town Council.  
All in favour
- 12. Clerks Report & Parish Matters - Ref: 3788**
- a) To consider Lions request to use South St Park for bonfire - Ref: 3789**  
Cllrs Davey, Galligan and Morris declared an interest.  
RESOLVED to approve the Lions request to used South St Park for the Bonfire Night event in 2025.  
3 abstained
- b) To consider Caistor Goes request for a lock up agreement - Ref: 3790**  
Cllr Bowman declared an interest and left the room.  
It was noted that the minutes relating to when the lock up was built are somewhat sketchy; In 2013/2014 Caistor Goes made a payment of £4500 to CTC towards construction costs of building the store at the sports ground; further investigation is needed to establish what the overall cost of the building was. It was noted that the building belongs to CTC, but the £4500 donation was to enable Caistor Goes to use the building.  
RESOLVED that Cllrs Wright, Milner and Davey would meet with Caistor Goes (Rob Turner) to start discussions about documenting an agreement.  
Cllr Bowman returned to the meeting.  
All in favour
- c) To consider what action to take regards the goal sockets installed on the football pitch without the**



**councils consent - Ref: 3791**

It was noted that: at a recent football game an away team refused to play until an issue with the goal sockets was resolved; no permission (written or otherwise) had been given to the club to install new sockets; the football club have now repaired the ground around the sockets; the football club have now submitted their PLI and accident insurance certificates and are in the process of drafting a RA; they have agreed to a meeting with CTC which has been scheduled for 24th March - Clerk/Cllrs A.Clark and Hosdon will attend.

**d) To consider approaches to encourage better engagement with the council from sports groups using the sports fields - Ref: 3792**

It was noted that the football club have now agreed to an initial meeting with the council and have asked for advice on pitch maintenance from Cllr Hodson. It was also noted that cricket club have not met with the council; the tennis club are in contact; and the bowling club have a lease agreement and rarely have/cause any issues. RESOLVED that the council should request a meeting with the cricket club to discuss the H&S review, the pile of soil which has not been removed following the installation of the new nets and requirement for a risk assessment from them.

All in favour

**e) To consider the request from Grammar School to put out cones along North Kelsey Rd for the dates of their open evening and 11+ - Ref: 3793**

Cllr Smith advised that if CTC loan cones to the school to use then we are implicated for any activity they are used for, and that the school need either a traffic order or notice from highways saying that there is no requirement for a traffic order for their events.

RESOLVED to agree to the schools use of the cones providing they have received a traffic order or communication from Highways noting that a traffic order is not required.

1 abstained

**f) Review Tracking Report - Ref: 3794**

It was noted that other than the items already discussed in the meeting: the agreements are all in place now with the grass cutters; Cllr Bowman had an action from June 2024 to complete layout plans of the closed churchyard memorials to facilitate the memorial inspections, but now stated that she would be unable to produce the plans; the wall repair has been completed at CS&SC; the town hall ramp railings have now been painted - thanks to WLDC; we are still waiting for a date for the installation of the new surfaces and surface repairs at the play areas; the new handyperson will be starting on 18th March; the cricket ground fencing will be replaced/repared mid April.

**13. To note any planning decisions - Ref: 3795**

**a) WL/2024/00986 | 4 Acres, Brigg Rd | Planning to erect a barn and change of use of land | Granted with conditions - Ref: 3796**

Noted

**14. To review the planning applications received and agree a response - None received - Ref: 3797**

None

**15. Date of next meeting (10th April 2025) - Ref: 3798**

Noted.

Meeting closed at 8:16pm

Signature: .....





## **Accounting Statements**

Current Financial Year Ending 31/03/2026

Financial Period 01/04/2024 to 31/03/2025





# Summary of Income & Expenditure

Current Financial Year Ending 31/03/2026

Financial Period 01/04/2024 to 31/03/2025

End of year forecast auto calculated based on actual year to date averaged over 12 months manually adjusted where appropriate.

	Actual YTD	Budget	Variance £	%	EOY Forecast	
<b>Income</b>						
<b>Income: General</b>						
100	Precept	124444	124444	0	0	124444
140	Cemetery Income	7740	4000	3740	94	7740
120	Allotment Income	428	420	8	2	500
130	Market Rents	2620	3000	-380	-13	2615
150	Caistor Sports & Social Club	4981	2464	2517	102	4906
160	WLDC Street Cleaning	2091	2490	-399	-16	2091
170	Grass Cutting	3708	1700	2008	118	3708
180	Grants	10619	0	10619	100	10619
350	VAT Reclaimable	0	0	0	100	
199	Miscellaneous Income	2999	2000	-999	50	3000
185	Town Hall	520	520	0	0	520
186	Magazine Advertising	0	0	0	100	0
187	CIL income	2158	0	2158	100	2158
	<b>Income: General Totals</b>	<b>162308</b>	<b>141038</b>	<b>19271</b>	<b>15</b>	<b>162301</b>
	<b>Income Totals</b>	<b>162308</b>	<b>141038</b>	<b>19271</b>	<b>15</b>	<b>162301</b>

## Expenditure

### Expense: General

500	Salaries	42029	35000	-7029	20	42030
503	PAYE & NI	13644	16000	2356	-15	13650
501	Staff Travel & Benefits	19	100	81	-81	20
502	Contractors	0	0	0	100	
509	Other Staff Expenses	29	100	71	-71	29
520	General Office	1612	1000	-612	61	1612
530	Hall Hire	427	500	73	-15	427
540	Insurance	3669	3600	-69	2	3669
550	Audit	620	820	200	-24	620
560	Subscriptions	1097	685	-412	60	1097
570	Training	1029	500	-529	106	1029
580	Election	0	0	0	100	
581	Mayor Allowance	52	350	298	-85	52
555	Professional Fees	47	500	453	-91	47
556	Legal Fees	0	500	500	-100	0
590	PROW and Amenity Cut	4500	4500	0	0	4500
591	Public Rights of Way	0	0	0	100	0
592	Parks grass	3571	3200	-371	12	3571
593	Sportsground	10828	10300	-528	5	11000
594	Cemeteries/Church	5088	6800	1712	-25	5100
595	Allotments	244	250	5	-2	250
610	Market	17	250	233	-93	17
750	Cemetery records management	613	280	-333	119	613
650	Community Events	639	1000	361	-36	640
521	Telephone & Broadband	1277	800	-477	60	1260
700	Electricity - Market Place LN7 6TU	472	200	-272	136	472
701	Electricity - South Street Park	692	600	-92	15	695
702	Electricity - Market Place LN7 6TL	0	0	0	100	0
703	Electricity - Sports Ground	794	500	-294	59	794
800	Church/General trees	1525	1500	-25	2	1525
720	Water: Sports Ground	249	300	51	-17	250
721	Water: Cemetery	92	100	8	-8	92



# Summary of Income & Expenditure

Current Financial Year Ending 31/03/2026

Financial Period 01/04/2024 to 31/03/2025

End of year forecast auto calculated based on actual year to date averaged over 12 months manually adjusted where appropriate.

		Actual YTD	Budget	Variance		EOY Forecast
				£	%	
722	Water: Allotments	141	150	9	-6	141
765	Play Park Maint & Refurb	5618	4000	-1618	40	5618
597	Caistor Sports & Social Club	2687	3000	313	-10	2700
522	Town Hall	1630	2500	870	-35	1630
582	Civic	0	0	0	100	0
601	Equipment	663	1000	337	-34	663
598	Market Place	3044	4000	956	-24	3044
603	Gritting & Snow Clearance	0	450	450	-100	0
766	CCTV	0	1500	1500	-100	0
799	Contingency	0	0	0	100	0
600	Grants & Donations	7218	7000	-218	3	7220
762	Neighbourplan Review	0	0	0	100	
504	Pension payments	5118	5500	382	-7	5120
801	Grant to Caistor in Bloom	10000	10000	-0	0	10000
802	Christmas Lights project	6848	2000	-4848	242	6848
803	Bins and Benches	0	0	0	100	0
660	WLDC	70		-70		70
Expense: General <b>Totals</b>		<b>137913</b>	<b>131335</b>	<b>-6578</b>	<b>5</b>	<b>138115</b>
<b>Expenditure Totals</b>		<b>137913</b>	<b>131335</b>	<b>-6578</b>	<b>5</b>	<b>138115</b>



# Bank Reconciliation

Balances as per bank statements as at 02/04/2025

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## Unrepresented Payments & Receipts

Date	Invoice Ref	Type	Description	Credit	Debit
				<b>Nett balance as at 02/04/2025</b>	
					<b>0.00</b>

<u>Cash Book</u>				
		Opening Balance Bank 1	7264.03	133446.01
Receipts in current year	0.00	Opening Balance Bank 2	125702.97	
VAT to be claimed	0.00	Opening Balance Bank 3	479.01	
Unallocated cash	0.00	Opening Balance Bank 4	0.00	
Payments in current	0.00			
<b>Cash Book Closing Balance</b>				<b>133446.01</b>

General Reserves 62697.00

### Earmarked Reserves

Subcontracting for grass,litter,bins etc	0.00	Computer	0.00
Elections	3850.00	Play area improvements	0.00
Parks equipment	18000.00	Parking	0.00
South Street Park Millenium Garden	0.00	Water (South St)	0.00
Market Place trading	0.00	Water at Market Place	0.00
Market Place layout	0.00	Cemetery	1000.00
Sports Field fencing	1500.00	New Cemetery	0.00
Sports ground toilet refurbishment	0.00	Church Ground Trees	0.00
Sports and Social Club Bldg Upgrade	5500.00	Handyman Equipment	5500.00
Other buildings	1500.00	Christmas Lights - steel wires	0.00
Town Hall	5000.00	Bins and Benches (tfr 11.10.24)	3000.00
Fire Station	0.00	Civic Service	3000.00
Cornhill Resurfacing	5000.00	Memorial fixing	4000.00
Tree Maintenance	6500.00	Budget remaining	-126047.00
Tree Maint - Parks (combined above)	0.00		



# Budget Report - Income

Current Financial Year Ending 31/03/2026

Financial Period 01/04/2024 to 31/03/2025

This report is based on Payment Date

Details	Year 2024/25		Financial Year Ending 31/03/2026						Variation	
	Budget	Actual	Budget	Q1 Actual	Q2 Actual	Q3 Actual	Actual	YTD	£	%
<b>Income: General</b>										
Precept	109886	100000	132558	0	0	0	0	0	?	?
Cemetery Income	7200	3000	4000	0	0	0	0	0	-4000	?
Allotment Income	450	420	450	0	0	0	0	0	-450	?
Market Rents	2735	3000	2000	0	0	0	0	0	-2000	?
Sports ground	2404	2412	4400	0	0	0	0	0	-4400	?
WLDC Street Cleaning	3597	1404	0	0	0	0	0	0	0	100.00
Grass Cutting	1733	1545	1785	0	0	0	0	0	-1785	?
Grants	6000	0	1000	0	0	0	0	0	-1000	?
VAT Reclaimable	3601	0	0	0	0	0	0	0	0	100.00
Miscellaneous Income	4961		2500	0	0	0	0	0	2500	?
Town Hall	520	520	520	0	0	0	0	0	-520	?
Magazine Advertising	0	1000	0	0	0	0	0	0	0	100.00
CIL income	4456	0	1000	0	0	0	0	0	-1000	?
<b>Income: General</b>	<b>Total</b>		<b>150213</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>?</b>	<b>-100</b>
	<b>Total</b>		<b>150213</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>?</b>	<b>-100</b>



# Budget Report - Expenditure

Current Financial Year Ending 31/03/2026

Financial Period 01/04/2024 to 31/03/2025

This report is based on Payment Date

Details	Year 2024/25		Financial Year Ending 31/03/2026						Variation	
	Budget	Actual	Budget	Q1 Actual	Q2 Actual	Q3 Actual	Actual	YTD	£	%
	<b>Expense: General</b>									
Salaries	36062	29320	53000	0	0	0	0	0	53000	-100
PAYE & NI	14208	2400	15000	0	0	0	0	0	15000	-100
Staff Travel & Benefits	126	100	250	0	0	0	0	0	250	-100
Contractors	3888	15000	0	0	0	0	0	0	0	100
Other Staff Expenses	0	100	250	0	0	0	0	0	250	-100
General Office	1061	1000	1500	0	0	0	0	0	1500	-100
Hall Hire	394	720	500	0	0	0	0	0	500	-100
Insurance	3526	3500	4000	0	0	0	0	0	4000	-100
Audit	770	780	700	0	0	0	0	0	700	-100
Subscriptions	839	353	1000	0	0	0	0	0	1000	-100
Training	310	390	2500	0	0	0	0	0	2500	-100
Election	190	0	0	0	0	0	0	0	0	100
Mayor Allowance	126	350	350	0	0	0	0	0	350	-100
Professional Fees	290	500	250	0	0	0	0	0	250	-100
Legal Fees	900	500	500	0	0	0	0	0	500	-100
PROW and Amenity Cut	7229	5750	4500	0	0	0	0	0	4500	-100
Public Rights of Way	0	0	0	0	0	0	0	0	0	100
Parks grass	3321	3000	3200	0	0	0	0	0	3200	-100
Sportsground	4000	4000	8300	0	0	0	0	0	8300	-100
Cemeteries/Church	5634	2000	10500	0	0	0	0	0	10500	-100
Allotments	1595	250	250	0	0	0	0	0	250	-100
Market	284	250	250	0	0	0	0	0	250	-100
Cemetery records management	2538	2450	650	0	0	0	0	0	650	-100
Community Events	494	1500	500	0	0	0	0	0	500	-100
Telephone & Broadband	867	930	1350	0	0	0	0	0	1350	-100
Electricity - Market Place LN7 6TU	384	260	400	0	0	0	0	0	400	-100
Electricity - South Street Park	444	600	600	0	0	0	0	0	600	-100
Electricity - Market Place LN7 6TL	0	150	0	0	0	0	0	0	0	100
Electricity - Sports Ground	472	600	1100	0	0	0	0	0	1100	-100
	0	0	0	0	0	0	0	0	0	100
Church/General trees	780	780	1500	0	0	0	0	0	1500	-100
Water: Sports Ground	194	300	400	0	0	0	0	0	400	-100
Water: Cemetery	73	50	100	0	0	0	0	0	100	-100
Water: Allotments	159	75	200	0	0	0	0	0	200	-100
Play Park Maint & Refurb	2413	1000	15500	0	0	0	0	0	15500	-100
Caistor Sports & Social Club	6495	1000	3000	0	0	0	0	0	3000	-100
Town Hall	12114	6000	2500	0	0	0	0	0	2500	-100
Civic	0	500	0	0	0	0	0	0	0	100
Equipment	2115	750	2000	0	0	0	0	0	2000	-100
Market Place	862	1000	1000	0	0	0	0	0	1000	-100
Gritting & Snow Clearance	0	450	300	0	0	0	0	0	300	-100
CCTV	0	1500	500	0	0	0	0	0	500	-100
Projects	0	0	6100	0	0	0	0	0	6100	-100
Grants & Donations	13926	15000	5000	0	0	0	0	0	5000	-100
Neighbourplan Review	0	0	0	0	0	0	0	0	0	100
Pension payments	4962	0	5000	0	0	0	0	0	5000	-100
Grant to Caistor in Bloom			0	0	0	0	0	0	0	100
Christmas Lights project			0	0	0	0	0	0	0	100
Bins and Benches			0	0	0	0	0	0	0	100
WLDC				0	0	0	0	0	0	



# Budget Report - Expenditure

Current Financial Year Ending 31/03/2026

Financial Period 01/04/2024 to 31/03/2025

This report is based on Payment Date

Details	Year 2024/25		Financial Year Ending 31/03/2026							Variation	
	Budget	Actual	Budget	Q1 Actual	Q2 Actual	Q3 Actual	Actual	YTD	£	%	
	<b>Expense: General Total</b>			158500	0	0	0	0	0	?	-100
<b>Total</b>			158500	0	0	0	0	0	?	-100	



# Budget Report - Expenditure

Current Financial Year Ending 31/03/2026

Financial Period 01/04/2024 to 31/03/2025

This report is based on Payment Date

Details	Year 2024/25		Financial Year Ending 31/03/2026						Variation	
	Budget	Actual	Budget	Q1 Actual	Q2 Actual	Q3 Actual	Actual	YTD	£	%
<b>Expense: General</b>										
Salaries	36062	29320	53000	0	0	0	0	0	53000	-100
PAYE & NI	14208	2400	15000	0	0	0	0	0	15000	-100
Staff Travel & Benefits	126	100	250	0	0	0	0	0	250	-100
Contractors	3888	15000	0	0	0	0	0	0	0	100
Other Staff Expenses	0	100	250	0	0	0	0	0	250	-100
General Office	1061	1000	1500	0	0	0	0	0	1500	-100
Hall Hire	394	720	500	0	0	0	0	0	500	-100
Insurance	3526	3500	4000	0	0	0	0	0	4000	-100
Audit	770	780	700	0	0	0	0	0	700	-100
Subscriptions	839	353	1000	0	0	0	0	0	1000	-100
Training	310	390	2500	0	0	0	0	0	2500	-100
Election	190	0	0	0	0	0	0	0	0	100
Mayor Allowance	126	350	350	0	0	0	0	0	350	-100
Professional Fees	290	500	250	0	0	0	0	0	250	-100
Legal Fees	900	500	500	0	0	0	0	0	500	-100
PROW and Amenity Cut	7229	5750	4500	0	0	0	0	0	4500	-100
Public Rights of Way	0	0	0	0	0	0	0	0	0	100
Parks grass	3321	3000	3200	0	0	0	0	0	3200	-100
Sportsground	4000	4000	8300	0	0	0	0	0	8300	-100
Cemeteries/Church	5634	2000	10500	0	0	0	0	0	10500	-100
Allotments	1595	250	250	0	0	0	0	0	250	-100
Market	284	250	250	0	0	0	0	0	250	-100
Cemetery records management	2538	2450	650	0	0	0	0	0	650	-100
Community Events	494	1500	500	0	0	0	0	0	500	-100
Telephone & Broadband	867	930	1350	0	0	0	0	0	1350	-100
Electricity - Market Place LN7 6TU	384	260	400	0	0	0	0	0	400	-100
Electricity - South Street Park	444	600	600	0	0	0	0	0	600	-100
Electricity - Market Place LN7 6TL	0	150	0	0	0	0	0	0	0	100
Electricity - Sports Ground	472	600	1100	0	0	0	0	0	1100	-100
	0	0	0	0	0	0	0	0	0	100
Church/General trees	780	780	1500	0	0	0	0	0	1500	-100
Water: Sports Ground	194	300	400	0	0	0	0	0	400	-100
Water: Cemetery	73	50	100	0	0	0	0	0	100	-100
Water: Allotments	159	75	200	0	0	0	0	0	200	-100
Play Park Maint & Refurb	2413	1000	15500	0	0	0	0	0	15500	-100
Caistor Sports & Social Club	6495	1000	3000	0	0	0	0	0	3000	-100
Town Hall	12114	6000	2500	0	0	0	0	0	2500	-100
Civic	0	500	0	0	0	0	0	0	0	100
Equipment	2115	750	2000	0	0	0	0	0	2000	-100
Market Place	862	1000	1000	0	0	0	0	0	1000	-100
Gritting & Snow Clearance	0	450	300	0	0	0	0	0	300	-100
CCTV	0	1500	500	0	0	0	0	0	500	-100
Projects	0	0	6100	0	0	0	0	0	6100	-100
Grants & Donations	13926	15000	5000	0	0	0	0	0	5000	-100
Neighbourplan Review	0	0	0	0	0	0	0	0	0	100
Pension payments	4962	0	5000	0	0	0	0	0	5000	-100
Grant to Caistor in Bloom			0	0	0	0	0	0	0	100
Christmas Lights project			0	0	0	0	0	0	0	100
Bins and Benches			0	0	0	0	0	0	0	100
WLDC				0	0	0	0	0	0	





# Budget Report - Expenditure

Current Financial Year Ending 31/03/2026

Financial Period 01/04/2024 to 31/03/2025

This report is based on Payment Date

Details	Year 2024/25		Financial Year Ending 31/03/2026							Variation	
	Budget	Actual	Budget	Q1 Actual	Q2 Actual	Q3 Actual	Actual	YTD	£	%	
	<b>Expense: General Total</b>			158500	0	0	0	0	0	?	-100
<b>Total</b>			158500	0	0	0	0	0	?	-100	



# Schedule of Payments

Invoice Date	Invoice Ref	Supplier/Payee	Details	VAT	Total Payment		
01/04/2024	1568	DO NOT RECONCILE	Bank Payment: DO NOT RECONCILE	0.00	0.01	<input type="checkbox"/>	<input type="checkbox"/>
11/03/2025	1918	Ian Moore Contracting	Wall repair at CS&SC	115.00	690.00	<input type="checkbox"/>	<input type="checkbox"/>
13/03/2025	1919	E-Quip (Rasen) Ltd	Foam gloves	2.88	17.28	<input type="checkbox"/>	<input type="checkbox"/>
13/03/2025	1920	E-Quip (Rasen) Ltd	115mm disc stone cutter	0.80	4.79	<input type="checkbox"/>	<input type="checkbox"/>
18/03/2025	1923	EDF	Bank Payment: Electricity - Market Place LN7 6TU	1.61	33.85	<input type="checkbox"/>	<input type="checkbox"/>
21/03/2025	1925	EDF	Bank Payment: Electricity - Sports Ground	1.77	37.11	<input type="checkbox"/>	<input type="checkbox"/>
24/03/2025	1926	Tamar Telecom	Bank Payment: Telephone & Broadband	1.16	6.94	<input type="checkbox"/>	<input type="checkbox"/>
26/03/2025	1927	Viking	Stationery - paper, stamps, batteries	6.13	79.30	<input type="checkbox"/>	<input type="checkbox"/>
21/03/2025	1928	Screwfix - Bag hoop	Bank Payment: Equipment	3.50	20.99	<input type="checkbox"/>	<input type="checkbox"/>
26/03/2025	1929	Lincolnshire Association of Local	Allotment training MSB	12.00	72.00	<input type="checkbox"/>	<input type="checkbox"/>
25/03/2025	1930	BT	Bank Payment: Telephone & Broadband	12.33	74.00	<input type="checkbox"/>	<input type="checkbox"/>
25/03/2025	1931	NEST	Bank Payment: Pension payments	0.00	431.53	<input type="checkbox"/>	<input type="checkbox"/>
25/03/2025	1932	HMRC	Bank Payment: PAYE & NI	0.00	17.96	<input type="checkbox"/>	<input type="checkbox"/>
25/03/2025	1934	[REDACTED]	Bank Payment: Salaries	0.00	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
25/03/2025	1935	[REDACTED]	Bank Payment: Salaries	0.00	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
25/03/2025	1936	[REDACTED]	Bank Payment: Salaries	0.00	[REDACTED]	<input type="checkbox"/>	<input type="checkbox"/>
26/03/2025	1937	Caistor Arts & Heritage Centre	Room hire Oct-Dec	12.00	72.00	<input type="checkbox"/>	<input type="checkbox"/>
28/03/2025	1939	ICO	Bank Payment: Professional Fees	0.00	47.00	<input type="checkbox"/>	<input type="checkbox"/>
31/03/2025	1940	Three	Bank Payment: Telephone & Broadband	6.73	40.40	<input type="checkbox"/>	<input type="checkbox"/>
01/04/2025	1941	Screwfix - Drills, vice and sunsdires	Bank Payment: Equipment	78.31	469.77	<input type="checkbox"/>	<input type="checkbox"/>
02/04/2025	1942	C R Hansard Ltd	Fuel	2.61	15.63	<input type="checkbox"/>	<input type="checkbox"/>
02/04/2025	1943	Caistor Town Hall	Hire of hall	0.00	25.00	<input type="checkbox"/>	<input type="checkbox"/>
02/04/2025	1944	Worknest	H&S services	395.00	2370.00	<input type="checkbox"/>	<input type="checkbox"/>
03/04/2025	1945	Angela Clark	Vice chair chain of office repair	0.00	10.00	<input type="checkbox"/>	<input type="checkbox"/>

**TOTAL: 9124.93**

Authorised Signatory

Authorised Signatory

Minute Ref

Print Name

Print Name

Date

Date



Hall Farm House

YOKEFLEET

Gool

e

DN147XY

johnnywallbanger6930@gmail.com

07786076930

VAT Reg N°: 174443503

# Apex services

## Invoice

Bill To: hcwrightjon@hotmail.com,

Invoice No: 205  
Date: 29/06/2024  
: Terms: NET  
Due: 21  
Date: 20/07/2024

Description	Quantity	Rate	VAT	Amount
Dear Caistor town council,  Please see my quote for weed spraying in Caistor .  Areas to spray ; All curb edges ,pavements.  Map to follow.  The rate is by the day.	1	£600.00	20%	£600.00
		Subtotal		£600.00
		VAT 20% (£600.00)		£120.00
		Total		£720.00
		Paid		£0.00
		<b>Balance Due</b>		<b>£720.00</b>

### Payment Details

Please make payable to Apex  
services 20-98-98  
33285596

Apex services

Client's signature



# Report of District Councillor Owen Bierley to Caistor Town Council,

10<sup>th</sup> April 2025

(Prepared Tuesday, 1<sup>st</sup> April)

## Community

All of the money available to support the most vulnerable through the Household Support Fund (HSF 6), funded by the Department for Work and Pensions through Lincolnshire County Council, had been allocated by Wednesday, 5<sup>th</sup> March, when it closed to new applications. Support may remain available from other charitable organisations such as the Food Banks, whilst the District Council continues to provide advice and guidance on Council Tax Support and Housing Benefit.

West Lindsey's Home Energy Advice Team has bolstered its efforts to remedy problems in cold homes by integrating thermal imaging cameras into their toolkit. Each team member is now equipped with this advanced technology and can easily identify sources of heat loss in homes that would otherwise remain invisible. This initiative aims to enhance the team's ability to assist residents in keeping their homes warmer, particularly during the colder months. One of the most effective and economical measures to combat heat loss is through draught proofing. With the thermal imaging cameras our team can now pinpoint areas for improvement with greater precision, ensuring more targeted and efficient solutions for residents. The Home Energy Advice Team is dedicated to providing guidance on enhancing energy efficiency in homes, focussing on hard-to-treat homes and is keen to reach residents who have not received support before, to help ensure equitable access to funding and energy-saving measures. From draught proofing to grant funding for air source heat pumps, they offer a range of solutions tailored to individual needs. Residents interested in support from the Home Energy Advice service, can schedule a home visit by contacting the team on 01427 675199 or via email to: [energy.advice@west-lindsey.gov.uk](mailto:energy.advice@west-lindsey.gov.uk)

Please be assured that the Lincolnshire County Council and Mayoral elections will go ahead as scheduled on Thursday, 1<sup>st</sup> May, unaffected by December's English Devolution White Paper. Caistor Town Hall will again serve as the Polling Station for electors in both Cabourne and Caistor parishes and will be open from 7.00 am to 10.00 pm but electors are, as normal now, required to bring an approved form of identification in order to be issued with a ballot paper.

Our popular and highly successful Councillor Local Initiative Fund, specifically designed to assist in bringing forward and delivering small-scale community projects remains open, with each member having an allocation of £4,000.00 for the four-year term of the Council. Please would anyone considering applying to this fund contact either Angela or me in the first instance?

The Council publishes a highly valuable, monthly, Business E-Brief and the link to subscribe is: <https://www.west-lindsey.gov.uk/business-services-support/business-support-advice/business-e-brief>

Related to this, residents are invited to sign up to receive a digital copy of West Lindsey News using: <https://public.govdelivery.com/accounts/UKWESTLINDSEY/subscriber/new?preferences=true>

Almost one hundred and fifty businesses participate in West Lindsey's Think Local campaign, including eleven in Caistor. This opportunity is offered wholly without charge. To view the full list of participants visit: <https://www.west-lindsey.gov.uk/my-services/my-community/think-local>

Organisers are invited to publicise their forthcoming events and functions through the Council's website at: <https://www.west-lindsey.gov.uk/events> This service, too, is offered free of charge.

Thursday, 8<sup>th</sup> May will mark the 80<sup>th</sup> anniversary of VE (Victory in Europe) Day and organisers of celebratory community events may wish to consider listing them on the dedicated page of the DCMS (Department of Digital, Culture, Media and Sport) website. This is straightforward to do using the link: <https://ve-vjday80.gov.uk/events/> where more detailed information is provided.

Owen Bierley, 36 Maple Avenue, Keelby, Grimsby, Lincolnshire. DN41 8EN

☎ 01469 560865 [owen@bierley.com](mailto:owen@bierley.com)



Good causes registered with the West Lindsey Lottery are presently on track to share in £20,467.20 of additional and much needed income this year. Caistor, with around 2.7% of the population of the District, has seven participating organisations benefiting from an amazing, combined, 7.11% share of lottery income! Draws take place at 8.00 every Saturday evening with many prizes to be won up to a jackpot of £25,000.00, with promotional ‘add-ons’ offered too. For example, supporters have the chance to win a Luxury City Break worth £1,000.00 (or to take that amount in cash, or to fund the planting of 1,000 trees) in the Super Draw on Saturday, 26<sup>th</sup> April. The Referral Prize Draw enables existing supporters to recommend the lottery to their family and friends and gives each party an entry into an exclusive monthly £200.00 draw for an Amazon Gift Card upon any sign up. For more information, to buy tickets, or to register your own Good Cause please visit our dedicated website at: <https://www.westlindseylottery.co.uk>

NB. Every pound raised for a Good Cause also generates twenty pence for the Community Fund! Many of the Churches on our side of the district will be open on the weekend of 17<sup>th</sup>-18<sup>th</sup> May as part of the West Lindsey Churches Festival. These include both St Peter & St Paul’s (open on the Saturday from 10.00 – 4.00 and on the Sunday from 1.00 – 4.00) and Caistor Methodist Church (open from 10.00 – 5.00 on the Saturday and on the Sunday from 11.30 – 5.00). The latter is once again offering a Christian Aid lunch between 11.30 and 1.30 on the Saturday. For the full programme of events please visit: [https://www.churchesfestival.info/p/brochure\\_28.html](https://www.churchesfestival.info/p/brochure_28.html)

This year’s Lincolnshire Wolds Outdoor Festival also begins on Saturday, 17<sup>th</sup> May and runs until Sunday, 1<sup>st</sup> June. It presents an ideal opportunity to explore and appreciate all that the Lincolnshire Wolds National Landscape has to offer with over 100 amazing events and activities taking place across a multitude of locations, with many of them free of charge or at a reduced cost. There is a dedicated and highly informative website at: <https://woldsoutdoorfestival.com>

I’ve accepted a place on the Council’s newly formed Sport and Leisure Task and Finish Group and look forward to advocating for the interests and opportunities of clubs and groups in our area to be fully recognised in this vitally important (and constantly developing) programme of work.

## Environment

The on-line subscription page for our highly regarded and popular green bin service is now open, with a charge of £46.00 per bin for eighteen fortnightly collections that commenced in Caistor on Monday, 24<sup>th</sup> March. This non-statutory service is, as always, offered on a cost recovery basis.

The Environmental Act of 2021 mandated the introduction of separate weekly food waste collections with effect from 1<sup>st</sup> April 2025 for commercial premises and from 1<sup>st</sup> April 2026 for households in order to reduce landfill waste. Our food waste collection service for businesses has now been launched and those that do not currently subscribe to the Council’s commercial waste offer are warmly invited to do so, the team will be pleased to offer advice, guidance and support! NB. Businesses with fewer than ten full-time staff benefit from an exemption until March 2027.

I’m pleased to advise that, as a result of a recent review of its operation, our street sweeper is to resume a seven days a week working pattern, providing an even better, more responsive service to our communities and residents. This will particularly assist during periods of peak demand.

## Planning

Huge thanks go to all those residents, parish councils and other stakeholders that took part in last autumn’s first consultation on the Design Code for Central Lincolnshire. The results have been analysed and used to produce a draft Vision and Design Principles document, on which views are now sought using the links: <https://arcg.is/0n58C5> (survey) or <https://arcg.is/1qLiej1> (webpage). This consultation opened on Wednesday, 26<sup>th</sup> February and will close on Wednesday, 9<sup>th</sup> April.

Owen Bierley, 36 Maple Avenue, Keelby, Grimsby, Lincolnshire. DN41 8EN

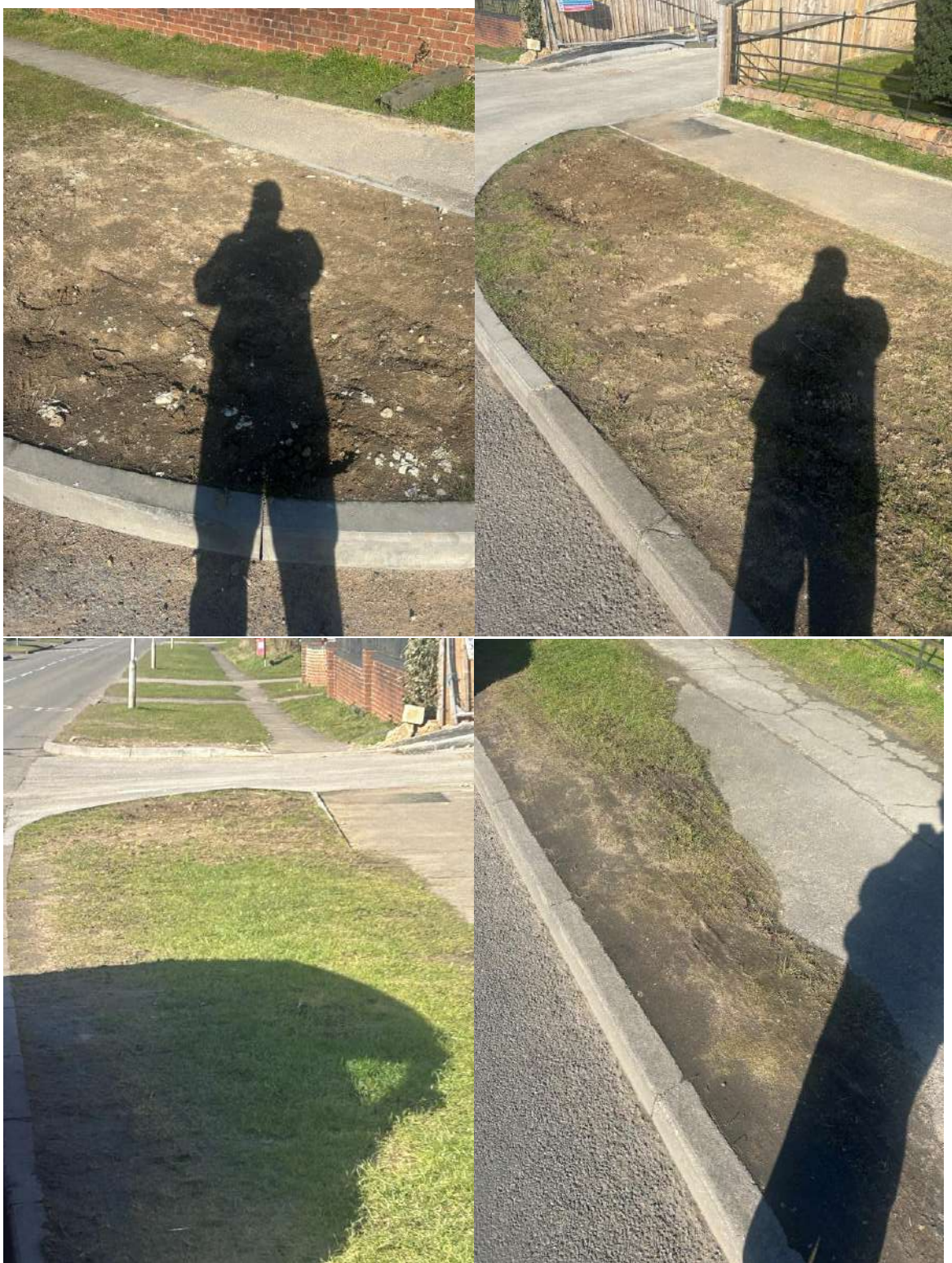
☎ 01469 560865    [owen@bierley.com](mailto:owen@bierley.com)

**LCC request for CTC to reseed verge – N.Kelsey Rd**

Please see the attached photo of the grass that has been churned up I would be very grateful if the town council would be willing to re-seed and re-soul it.

Best

Tom







## Minutes of the Caistor Town Council Estates Committee held at 7.00pm at the Arts & Heritage Centre on 25 March 2025

Present: Cllr J. Wright, Cllr S. Davey, Cllr S. Hodson (Chair), Cllr A. Somerscales, Cllr J. Cox,  
In Attendance: Michelle Moss, Cllr L. Milner, Mike Crookes,  
Members of public present: 0

1. **To resolve to accept apologies for absence and reasons given in accordance with Local Government Act 1972 s85(1) - Ref: 3799**  
None.
2. **To receive declarations of interest and requests for dispensations in relation to agenda items and to consider granting requests for dispensations - Ref: 3800**  
None.
3. **Public participation - 10 minutes - items raised which are not on the agenda will be referred to a later meeting, if appropriate - Ref: 3801**  
None.
4. **To approve the draft minutes of the Estates Committee meeting on 28/01/2025 - Ref: 3802**  
The minutes had been circulated prior to the meeting. RESOLVED to accept the minutes of the Estates Committee meeting of 28th Jan 2025 as a true record.  
1 abstained
5. **To receive an update on the repairs to the Electric feeder pillars and consider any additional work required - Ref: 3803**  
It was noted: all work to repair the electric feeder pillars has been completed; the inspection reports will be sent once the invoices are paid. It was noted that: Cllr Bowman had completed a project proposal document to ask for the pillar in South St Park to be modified to ensure it closes when in use; installing a blanking plate with holes cut in for the wires was discussed as a solution. RESOLVED that MC and Cllr Somerscales will take a look and come up with a plan to resolve this issue.  
All in favour
6. **To review the financial regulations sections 10 - 13 and make recommendations for P&F for amendments - Ref: 3804**  
It was noted that: the financial regulations will be updated in May based on NALC revised regulations. It was agreed to propose the following amendments to P&F for inclusion in the regulations: orders for work should be amended to 'a documented request'; the clerk should strive to obtain 3 estimates for purchases where the value is between £1000 and £5000; for contracts in excess of £5000 the clerk shall seek at least 3 fixed price quotes, if not successful within 60 days, the case shall be referred back to the council to make a decision; store and equipment should be amended to the clerk is responsible for care and custody.
7. **Play areas / Sports Ground - Ref: 3805**
  - a) **To review the play area repair requirements and agree next steps - Ref: 3806**  
The current list of repairs required had been circulated to the committee prior to the meeting. It was noted that: the swing chains, hangers, shackles and bushes to repair the swings in Millfields and South St park had been ordered from OLP; MC has started to check the play areas for glass every day and implemented at least weekly checks of the play areas, removing debris, litter picking etc. RESOLVED that MC would install the replacement parts

**These are draft minutes and have not been formally approved and adopted**



for the swings once the surface replacements have been completed and next steps will be reviewed at the next Estates meeting.

All in favour

**b) To consider the repair/replacement of rotting support on junior multiplay at South St park - Ref: 3807**

It was noted that Cllr Hodson had tried to get quotes for the work but had not received any response yet. Agreed that Clerk would contact Watermans and chase up response/quote.

**c) To receive an update on the play area surface replacements - Ref: 3808**

It was noted that the contractors arrived on site on 25th March and had started work, work is planned to finish by 4th April.

**d) To consider the need to paint the welded joins at the Sports ground to protect them - Ref: 3809**

It was agreed that MC would paint the joins to protect them, and advise the clerk what type of paint to purchase.

Cllr Wright apologised and left the meeting.

**e) To consider work required to the trees overhanging play equipment (cut/ lift) - Ref: 3810**

It was noted that the inspection report stated the trees overhanging the play equipment needed to be lifted/cut; many trees in South St Park have TPO's. RESOLVED that cllrs Hodson, Davey, Somerscales and MC would meet onsite at the parks to agree and document what work is needed, and pass the the clerk to seek quotes. (Clerk to send tree plan to Cllrs)

All in favour

**f) To consider the final quote for fencing at Cricket Ground - Ref: 3811**

It was noted: that agreement had been reached at the last meeting to appoint Watermans to complete the work; several quotes had been received from Watermans for variations on the materials and work to be completed.

RESOLVED to accept the quote for hardwood posts on the short section, and handrail only for the section along the steps - total quote £3225 ex VAT.

All in favour

**g) To consider Caistor Football ongoing use of Orchard Bottom - Ref: 3812**

It was noted that at the meeting between CTC and CFC on Monday 24th March, the football club had stated that they will not be using Orchard bottom for the 25/26 season.

**h) To consider the proposed improvement to the CS&SC wall from contractor - Ref: 3813**

It was noted that the proposal from the contractor who fixed the wall was to secure the railings to it at 3 points along with metal rods secured through the wall, but the documented proposal and quote had not yet been received. Agreed to defer until next meeting.

**8. Cemetery - Ref: 3814**

**a) To receive an update on the memorial management and safety inspection testing - Ref: 3815**

It was noted that: the memorial safety testing at the cemetery had been completed; in total 43 headstones had tested unsafe; the deputy clerk is in the process of identifying and contacting the owners of the unsafe memorials to ask for them to be repaired; any memorials where owners cannot be identified will be made safe by estates per our memorial safety policy; the closed churchyards will be inspected over the next couple of winters.

**b) To consider how to progress the project to tidy up the sides of the cemetery car park - Ref: 3816**

**These are draft minutes and have not been formally approved and adopted**



It was noted that: the project had been budgeted for in financial year 25/26; the proposal is to clear the areas either side of the cemetery car park, level the ground, geo-textile cover and bark mulch to give a low maintenance area; the first steps are to spray the sides over the next few months and clear the debris; MC does not yet hold his spraying certificates and needs to complete PA1 and get booked on PA6 course. RESOLVED that MC be booked on PA6, and then spray the areas (Cllr Hodson offered to spray the areas if MC is not trained in time)

All in favour

**c) To consider the options for using the section of LHS of cemetery which is too small for full interments - Ref: 3817**

It was noted that: there is a row of 21 grave plots on the 4th row of the left hand side of the cemetery which are too small for full interments; they could be used for family ashes plots of 2m x 1m which could accommodate up to 8 ashes interments. Agreed that the suggestion of family ashes plots for the section would be appropriate, but the charging structure for them should be agreed when the rest of the cemetery prices are next reviewed.

**d) To review the proposed risk assessment for the cemetery and closed churchyards and agree any changes or action - Ref: 3818**

It was noted that a draft RA had been completed, but it would need review by a qualified assessor. RESOLVED that Cllr Davey would review the risk assessment and make any suggested changes before sharing further with staff, contractors and users.

All in favour

**e) To consider who will put the bins out at the cemetery - Ref: 3819**

It was noted that Cllr Milner had been putting the bins out whilst the Estates position has been vacant, now it has been filled MC noted that he will start early on a Monday and put the bins out.

**9. Allotments - Ref: 3820**

**a) To receive the allotment report and consider any action - Ref: 3821**

The allotment report had been circulated prior to the meeting. It was noted that: all allotments are rented out; the first inspection of the season had been completed at the end of February; invoices had been issued and paid for the most part; the deputy clerk had attended allotment training which identified a notice board should be installed at the allotment site to include TC's allotment plan and risk assessment/safety briefings. It was agreed that the notice board should be proposed as a project for inclusion in next years budget.

**b) To consider the draft allotment risk assessment and agree any action required to mitigate issues - Ref: 3822**

It was noted that: the risk assessment had been drafted but was not comprehensive. RESOLVED that Cllr Davey and MC, as trained persons, should meet on site and complete a comprehensive risk assessment of the allotments for further review.

All in favour

**10. Town Hall - Ref: 3823**

**a) To consider the action and next steps to resolve damp and mould in the town hall boiler room and behind the stage area - Ref: 3824**

It was noted that: Cllr Cox had contacted at least 4 companies to try to get an independent assessment of the damp issues in the hall but had difficulty securing a quote; a company

**These are draft minutes and have not been formally approved and adopted**



willing to do the assessment has now been identified offering 4 options as detailed in the meeting pack circulated to cllrs prior to the meeting.

RESOLVED to recommend to full council that we should appoint Damp Detectives and ask for a Tier 3 report to be completed at a cost of £550 ex VAT.

All in favour

**b) To consider the requirement to repointing front sections of the town hall and agree next steps - Ref: 3825**

It was agreed to defer this item until early Autumn.

**11. Other buildings - None - Ref: 3826**

None.

**12. Grounds / Handyperson Update - Ref: 3827**

It was noted that Mike Crookes had started as the new Handyperson on 18th March.

**a) To receive an update on Winter servicing of Estates Equipment - Ref: 3828**

MC has started to service the equipment and will finalise servicing over the next few weeks.

**b) To receive feedback from new estates person - Ref: 3829**

MC noted he had started play areas inspections, litter picking, servicing the equipment and raking the debris and spreading out the chippings left from the work completed around the town hall car park. MC has assessed the tools and materials required for the regular jobs and the one-off jobs he has been given to do and shared a list of requirements which included a trailer, tools, brushes, paint, bags, etc. RESOLVED that MC and Cllr Hodson would work together to prioritise the list of equipment, get on account at Equip or ask the clerk to arrange purchase.

All in favour

**13. To consider the LCC volunteers scheme and potential projects we would like their help with - Ref: 3830**

RESOLVED to ask for the volunteers to paint the new fence at the cricket grounds.

All in favour

Meeting closed at 9:00







Town Hall Committee – Roller and shutters email.

**Sent:** 25 March 2025 12:09

**To:** Michelle Moss (Town Clerk) <clerk@caistorcouncil.gov.uk>

**Cc:**

**Subject:** Kitchen roller shutters replacement

Good morning Michelle,

As part of our long-term kitchen upgrade, we have long considered replacing the existing steel roller shutters with something more attractive and easier to operate. These shutters have been in place since the kitchen extension was built circa 1979 and we would like to replace them with powder coated and power-operated versions which, as a bonus, hopefully won't rattle as much during a performance every time somebody opens a door. We obtained a quote in May 2024 from Syston Doors, the manufacturer of the existing roller shutters but put this on hold whilst we replaced the cooker hobs; however, the shutters are now back on the agenda and Syston have confirmed that their 2024 quote is still valid up until the end of May this year. The price they have quoted is £4366.00 plus £145.00 per shutter for powder coating, both prices exclusive of VAT thereby making a total of £5587.20 inc VAT; this includes provision and installation of two power-operated one-hour fire resistant shutters powder-coated in a colour of our choice. We already have the necessary power supplies in place, these having been installed when the wiring was upgraded to cater for the new electric hobs.

We had a TH Exec meeting last night at which we discussed the matter but four members of the Exec were absent including He Who Holds The Purse Strings aka Mike Grant so, before going further, we do need the nod from the full Exec. Also, as a "fixture and fitting", we need the approval of CTC before taking the project further; if you were able to provide tacit approval ahead of the next full Town Council meeting on 10 April, we would be able to potentially get the ball rolling with Syston Doors.

You will appreciate that, beneficial as the upgrade would be, it will still take a fair chunk of money from Town Hall Management Committee funds. It was suggested last night that there may be a number of means to help reduce the outlay: (1) As a fixture and fitting, the order could be placed entirely by building owners Caistor Town Council in order that VAT might be reclaimed, (2) CTC to donate towards the cost of installation e.g. the value of the VAT if it were deemed unlawful or unethical to go down the path of the first alternative or (3) apply for a full or partial grant via whatever paths might be available to CTC. If you want to arrange a meeting to discuss the project, please let me know and we will sort something out. In the meantime, I attach copies of the Syston Doors quote and installation Ts & Cs for your info.

Thank you Michelle,

Rick

E: rick@merrall.com

Mr Rick Merrall

PC/RL/ LQ1213  
8<sup>th</sup> May 2024

Dear Rick,

**Re: Caistor, Lincs**

Further to your recent enquiry we now have pleasure in quoting as follows.

### Prices

**Please note that we can only guarantee these prices until the end of July 2024 at present due to the continuing increase in raw materials.**

**We are unable to offer any fixed prices for now.**

To – supplying and fitting, including marking out and drilling  
(see Site Installation Conditions attached)

**TWO E60 Flame Armour** tube motor **electrically** operated **fire resisting** Rolling Shutter.

Mandatory UK CE marked in accordance with BSEN 16034.

Fire tested in accordance with BSEN 16034-1.

Constructed to WARRES No. 421375.

**With 'Face Fitted' arrangement**

**To give ONE-hour fire resistance.**

The shutter will power close.

Please see our web site for further product & technical details.

### **Power Operation**

Operated by means of 240v single-phase tubular motor.

Manual override by detachable winding handle included as standard.

Including wiring into a single phase, "live" 240-volt, 13amp 3 pin socket at the time of fitting. Socket to be provided by yourselves at motor level and no more than 1 metre from the motor. Controls will be located on the same side as the motor. Return visits to commission will be charged.

### **Control System**

Operated by surface mounted key switch mounted on the motor side of the opening.

Flush key switches are available at extra cost. (47mm deep single gang back box required 'by others').

### **Weight**

Rolling shutter weight typically 30kg/m2.

### **Shutter Curtain**

75mm curved laths.



(50mm flat faced laths up to 3500mm wide x 2500mm high available at extra cost – see below for extra cost if required).

**Hood (casing to coil)**

Included

**Fascia**

Not included

**Locking**

Not included (Available at extra cost subject to opening width)

**Finish**

Galvanised finish to shutter curtain, guides and hood (coil casing).

**Automatic release mechanism**

**Note! To comply with current legislation if the fire shutter/s are**

- 1. Over fire exits or are covering a doorway on a fire exit route.**
- 2. Covering an entrance to a room or store where the fire shutter is the only way out, i.e. has no separate fire exit door.**

**They can only be fitted with a device, which will close the shutter, by an audio visual panel with a delay timer.**

Link to the fire alarm via fire alarm relay with maintained 230V Battery Back Up unit. Requires volt free normally open fire alarm signal going normally closed on fire alarm activation.

**IMPORTANT!** Testing – Allow Final Connection, Testing and Commissioning by Alarm Engineer!

If the shutter relies on a signal from the customer's fire detection system, it is not the responsibility of the installation engineer or electrician to make the final connection to the fire detection system. This is the responsibility of the fire alarm engineer. The customer is responsible for a fire alarm test being carried out to ensure that the shutter operates in a fire situation.

NO connections into fire alarm included by Syston Doors.

**Including:**

Safety bearing (brake) at the non-motor end to comply with BS EN 13241-1 (Anti-fall back safety devices)

2 No. 1900mm wide x 1800mm high.....	TOTAL	<b>£4,366.00</b>
<b>Extra for polyester powder coated finish.....</b>	<b>PER SHUTTER</b>	<b>£ 145.00</b>

**Fire Shutter Notes (please read)**

1. The structure supporting the rolling shutter must be a fire resistant separating element (to BS476, Part 20, 21, 22, 1987), having a fire resistance greater than or equal to that required of the rolling shutter itself and must be capable of supporting the rolling shutter for the required fire resistance period without compromising the fire performance of the rolling shutter. It is recommended that a critical steel temperature of 400°C and steel sections with an Hp/A below 230m<sup>-1</sup> are used for fire resistant steel supporting structures.

**Fire Resisting Rolling Shutters cannot be fitted to Thermalite type blocks.**

2. Fixing to Timber Partitions:  
Fire resisting rolling shutters can be fixed to non-load bearing timber framed or steel framed partitions (with suitable timber inserts all round), up to 2750mm wide x 3250mm high, (maximum area 10 sq. metres), for up to 60 minutes. The opening must be capable of carrying the weight of the shutter and be equal or greater than the fire resistance of the rolling shutter assembly.
3. Subject to the fire shutter being fitted to a flat surface, gaps of up to 6mm are acceptable (for a distance of 150mm), but if, due to an uneven structural finish, larger gaps are apparent, they must be sealed with a suitable fire retardant material, e.g. plaster, fire retardant mastic seal (non-intumescent). We can include for this work at an additional cost.
4. It is most important that the opening construction details are adhered to by the Contractor, as these are also covered by the assessment and as such become the CONTRACTOR'S RESPONSIBILITY.
5. Please note wall opening to be constructed from non-load bearing partitions (see above), masonry, reinforced concrete or dense concrete blocks and have a fire resistance equal to that of the door.
6. Client to ensure that openings are plumb and square and that the structure will accept rawlbolt type fixings without cracking. Lightweight and hollow blocks are unsuitable.
7. Our quotation does not include for a return journey involving a fire test after the original installation. We can include this as an extra.
8. Please note that it is a requirement (see Regulatory Reform (Fire Safety) Order 2005) that fire resisting Rolling Shutters are tested every six months. Access should therefore be allowed to the mechanism to enable this to be carried out. We will forward a quotation for servicing work to the End-User after installation. If no contract is entered into we cannot take any responsibility for the working condition of the shutters after the guarantee period.

NET prices.

V A T will be payable if applicable at current rate.

**Please note that due to the current situation with raw material prices being extremely volatile we can only guarantee our prices for one month from the date of quote, as we are being advised likewise by our own suppliers.**

Payment terms, subject to credit clearances, are strictly 28 days from the date of invoice and we reserve the right to charge interest, at the current rate, on all overdue accounts.

Assuring you of our best attention at all times, we are,

Yours Faithfully  
SYSTON DOORS

P Cassidy  
Managing Director

## SITE INSTALLATION CONDITIONS

The following points are intended to provide the commercial base of our quotation, qualifying, and making clear the extent of our proposed on-site activity. They are simply to promote clear progress of our installation efforts leading to trouble free and successful completion.

### SERVICES/ATTENDANCES PROVIDED BY SYSTON DOORS

1. The services of a skilled one or two man installation team including vehicle, hand tools and ladders.
2. Our quoted rates (unless stated to the contrary elsewhere in this quotation) include for the installation to be carried out in one uninterrupted site visit. Any further visits required for completion/commissioning to items where we are denied progress will be subject to additional costs.
3. On electrically operated doors where site wiring is included (see body of quotation) our price includes for wiring and conduit work as necessary to a live isolator/spur\* (supplied and installed by others). Isolator/Spur to be positioned within 1.000m of the opening, on the motor side at the lintel level. If the motor cannot be commissioned at the time our electrician is on site then a charge for an extra visit will be incurred. Where site wiring is excluded, we include for mechanical commissioning only.
  - \*3 Phase motors require a 3 phase & neutral isolator rated at 10 amps.
  - \*Single-phase motors require a single phase fused spur rated at 13 amps.

Plastic conduit is used where necessary.

If galvanised conduit is required (and is not shown as being included for within our quotation) then this can be provided at extra cost.

All switchgear (and conduit if included) is surface mounted.

Flush conduit (if required) to be supplied & fitted 'by others' if flush fitted switchgear is required.

4. Where unloading is included, this must be adjacent to each opening with assistance from the main contractor/client. Where this is not practical the contractor/client is responsible for moving the doors from the point of unloading to the openings.
5. We include for hoisting using block and tackle from a suitable lifting point above the door, where no such lifting point is available we will require free use of a lifting platform or alternative means of hoisting

### SERVICES/ATTENDANCES BY MAIN CONTRACTOR/CLIENT

Unless agreed in writing elsewhere in this quotation or subsequent correspondence the following items are provided free of charge by the main contractor/client.

1. Unloading, safe storage and distribution of materials to site location or store. (Please Note: All electrical equipment and doors with special finishes must be stored under cover).
2. Free and available electrical supplies (110volt or 240 volt no more than 8m from our work area).
3. Lighting adjacent to our activities if necessary.
4. Mobile tower scaffolding to be provided where necessary.
5. Free use of crange and hoisting where necessary (see item 5 Services/Attendance's provided by Syston Doors).
6. Welfare facilities.
7. Datum's and levels adjacent to each opening to be provided to fitters prior to installation by contractor/client.
8. Free and available access to, and use of, refuse collection points/skips for our debris.
9. Clear uninterrupted access to door openings/work place.
10. Main Contractor/Client shall be responsible for ensuring that a finished floor has been laid or counter fitted prior to our commencement on site to enable a correct installation. Return visits to fit removable guides will be charged for.
11. This quotation includes for installation to an opening prepared "by others" to our detailed requirements, but does not include for framework unless specifically stated, and excludes builders' work in cutting away and making good.

NOTE: Our quoted delivery period would not commence until final approval of agreed opening sizes is received.

## 10a. Town hall damp

From: **Damp Detectives** <[richard.bull@dampdetectives.co.uk](mailto:richard.bull@dampdetectives.co.uk)>  
Date: Thu, 20 Mar 2025, 12:14  
Subject: Re: Town hall survey  
To: Johnathan Cox <[johnathan.a.cox@gmail.com](mailto:johnathan.a.cox@gmail.com)>

Hi Johnathan

thank you for the photos, my next availability would be the 9th of April.

We would be delighted to assist you with your inquiry. I am pleased to provide you with a brief overview of our services:

**\*\*Specialization:\*\*** We specialize in assessing damp, condensation, and mould issues. We conduct thorough inspections of properties to identify the source or cause of these problems.

**\*\*Independence:\*\*** We maintain complete independence from any contractors, ensuring that we provide honest and unbiased feedback based on our findings. We do not provide quotes or estimates for any work.

**\*\*Survey Process:\*\*** Our survey is non-destructive and utilizes various non-intrusive instruments. It is comprehensive and typically takes between 1-2 hours to complete. If you are present, I will discuss my findings with you at the end of the survey.

**\*\*Survey Tiers and Fees:\*\*** We offer the following survey tiers to cater to your specific requirements:

\* **\*\*Tier 1:\*\*** Survey with a verbal discussion outlining the findings. Cost: **££370** (VAT not applicable). Payment methods: Cash, Card, Bacs.

\* **\*\*Tier 2:\*\*** Survey as Tier 1, plus a brief written memo summarizing the findings and conclusions in bullet point style, sent via email as a PDF. Cost: **£470** (VAT not applicable). Payment methods: Cash, Card, Bacs.

\* **\*\*Tier 3:\*\*** Survey as Tier 2, plus photographs of the issues found and a concise report sent via email as a PDF. Cost: **£550** (VAT not applicable). Payment methods: Cash, Card, Bacs.

\* **\*\*Tier 4:\*\*** Survey as Tier 3, plus a comprehensive narrative report with a table of readings and annotated photographs of meter readings, thermal images (if applicable), and issues found, sent via email as a PDF. Cost: **£695** (VAT not applicable). Payment methods: Cash, Card, Bacs.

**\*\*Payment and Report Delivery:\*\*** Payment can be made upon survey completion. You can expect to receive the report within 10 days of receipt.

**\*\*Next Steps:\*\*** Please let me know your availability and parking/access arrangements.

In the meantime, should you have any questions, please do not hesitate to contact me.

--

Regards

Richard Bull AISSE, Tech.Dew

Independent Damp and Mould Surveyor.

07983 550662

please allow upto 48 hours for us to respond to your email as we may be on the road conducting surveys or closed for the day.

[Damp Detectives Ltd Reviews | Read Customer Service Reviews of www.dampdetectives.co.uk \(trustpilot.com\)](http://www.dampdetectives.co.uk (trustpilot.com))

<https://www.dampdetectives.co.uk/reviews/>

<https://www.facebook.com/DampDetectives/>

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

## Market Policy Progress

1<sup>st</sup> April 2025

1. Market records are incomplete and do not correspond to the records of payments being submitted by Cllr. Bowman. I have asked her to provide contact details for those that we have no paperwork for.
2. I have also asked Cllr. Bowman to clarify the charitable status of the stallholder who sells jam from the back of his car. This would affect whether they pay a pitch fee or not. If CTC is going to offer free pitches to charities we need to consider if they need public liability insurance (PLI).
3. I have written to each stallholder that we have records for and asked them to submit new agreement forms and updated copies of their PLI, PAT tests and food hygiene certificates. I have only received four replies so far. I have asked Cllr. Bowman and Cllr Milner to remind stallholders that they need to respond via the Market WhatsApp group.
4. In my letter chasing paperwork, I also informed stallholders that we would be changing the way they booked their pitches and made payments. I asked for any feedback or suggestions from them. I only received one letter of concern as he felt that the market was run for hobbyists and didn't see why things had to change. I have responded to him, pointing out that the market is run under the auspices of CTC and we have to comply with legislation and best practice as a local authority.
5. I have spoken to Edge IT who provide our Epitaph cemetery management system. They have market and event software which is the system used by West Lindsey Council. The software will cut down the workload of the Clerk's office and remove the administrative tasks of Cllr. Bowman and Cllr. Milner. The system will also assist with collating PLI and risk assessments for events held on CTC property. There will be an initial set up cost of approximately £150 plus an annual maintenance cost of £157. This would be easily covered by the pitch fees paid by stallholders. Benefits of the system include:

### **Accessibility**

- Web portal for officers to use outside the office from the market/ event on a mobile phone or tablet
- Web portal for traders/ stall holders to manage bookings, make payments, update contact details & upload documents

### **Office Management**

- Paperless administration for the management of multiple markets & events

- Seamless integration with online portal, allowing availability to be displayed and booking requests to be approved
- Automatically calculate the costs of bookings, record payments & keep track of finance.
- Produce & email booking confirmations, invoices, and receipts directly from the software
- Full control over repeat & future bookings, price lists & charging rates for stall holders
- Quickly produce a wide range of comprehensive reports.

### **Trader & Market Officer Administration**

- Market officers can manage everything while on the move, using a portable tablet.
- Stay on top of every detail, from stall allocations to payment tracking with automatic, electronic invoices & digital vendor agreements through our partnership with DocuSign
- Traders can self-register, update information, upload & sign required documents.



## Markets & Events

**AdvantEDGE Markets & Events** provides management of bookings for market stalls and event stands from any device, anytime, anywhere.



### CARBON NEUTRAL SOFTWARE

#### Software Features - Office Management

- Paperless administration for the management of multiple markets & events
- Includes headed stationery, outbound email, and attachments
- Seamless integration with online portal, allowing availability to be displayed and booking requests to be approved
- Automatically calculate the costs of bookings, record payments & keep track of finance due
- Produce & email booking confirmations, invoices, and receipts directly from the software
- Record deposits, refundable deposits, and part payments
- Full control over repeat & future bookings, price lists & charging rates for stall holders
- Quickly produce a wide range of comprehensive reports
- All reports are easily previewed, printed, exported to PDF or Word, and emailed directly to recipients
- Optional integration with:
  - Corporate accounts
  - AdvantEDGE Finance

- AdvantEDGE Service Manager to provide staff rotas and timesheets

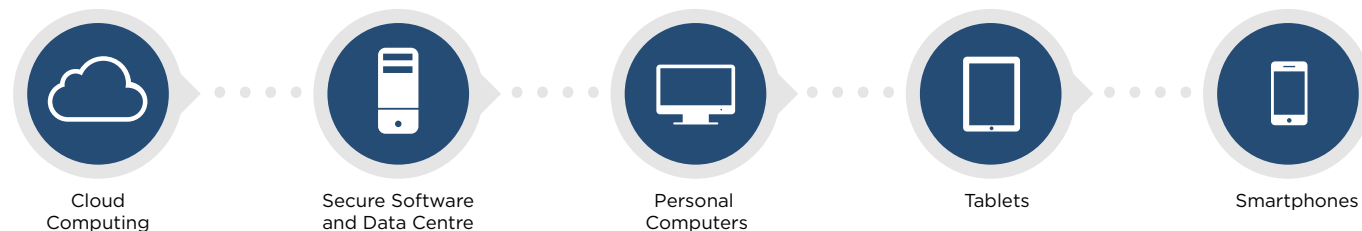
#### Online Portal Features - Trader & Market Officer Administration

- Market officers can manage everything while on the move, using a portable tablet
- Stay on top of every detail, from stall allocations to payment tracking with automatic, electronic invoices & digital vendor agreements through our partnership with Docusign
- Traders can self-register, update information, upload & sign required documentation, make bookings, and pay invoices from any device
- Payments made through the portal are secure and efficient with payment statuses being updated immediately

#### Current Development

- Digital mapping - searchable with live feed to your website to display trader information and links to further trader details

#### Online Hosting



# Markets & Events Pricing

Band	Bookings (per annum)	5 Year Contract (annual price)
00	250	£157
0	500	£201
1	1000	£257
2	2000	£330
3	5000	£423
4	10,000	£544
5*	20,000	£698
6*	35,000	£897
7*	50,000	£1,153
8*	Unlimited	£1,480



3 year, 1 year and monthly contracts also available.  
 All prices correct as of 1st January 2025, and exclude VAT.  
 \* Markets and Events Enterprise



AdvantEDGE is **Software as a Service (SaaS)**. The software and data are held in the cloud on UK servers. Access is available from Windows, Apple or Android devices with an internet connection. You are always running on the latest version of the software and EDGE automatically backs up your data **every hour** at no extra cost to [www.datto.com](http://www.datto.com). **Support** is included in the price, and is available by phone, email and online helpdesk through which software enhancements can also be requested.

**No Capital Expenditure.** Payment for the use of **AdvantEDGE** is via a leased term contract; monthly, 1, 3 or 5 years. Pricing per concurrent user includes unlimited **AdvantEDGE** user logons. Each concurrent user account enables one AdvantEDGE user to connect at a time, and multi factor authentication (MFA) is included. Additional concurrent users are available, and can use all AdvantEDGE modules subscribed to. **Escrow** is included to provide service for a 60 day period and the ability to download data with a 12 month software licence. Other escrow options available.

We offer online training by the hour, which is particularly useful for getting you started, for new members of staff and refresher training.

## Caistor Town Council Vision Statement

*"To make Caistor a great place to live, work, and visit by delivering high-quality local services, supporting economic growth, and preserving our town's unique character. We will act with integrity, transparency, and efficiency to serve the best interests of our community."*

OR

*"To enhance the well-being of Caistor's residents by fostering a thriving, inclusive, and sustainable community. We are committed to preserving the town's heritage, improving local services, and encouraging economic and social growth while ensuring a high quality of life for all."*

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## Core Values of Caistor Town Council

### 1. Governance & Transparency

- We are open about our actions and responsible for our decisions.
- Provide accessible information and opportunities for public participation in council matters.

### 2. Fairness & Inclusion

- We treat everyone with civility and respect
- We make decisions that benefit the whole community

### 3. Local Services & Infrastructure

- Maintain and improve public spaces and facilities to enhance the town's appearance and usability.
- Work with local and national authorities to secure funding for infrastructure improvements.

### 4. Economic Growth & Business Support

- Support local businesses and attract new investment to strengthen the town's economy.
- Promote tourism by preserving Caistor's historic character and marketing its unique attractions.

### 5. Environment & Sustainability

- Protect and enhance green spaces, promote biodiversity, and encourage sustainable practices.
- Support initiatives that reduce carbon footprints and increase energy efficiency within the town.

### 6. Heritage & Culture

- Celebrate and protect Caistor's rich history and cultural heritage.
- Encourage events and projects that strengthen the town's identity and bring the community together.



Caistor Town Council

# ABUSIVE, PERSISTENT OR VEXATIOUS COMPLAINTS POLICY

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## 1. Introduction

This policy identifies situations where a complainant, either individually or as part of a group, or a group of complainants, might be considered to be habitual or vexatiously responding to these situations.

In this policy the term habitual means 'done repeatedly or as a habit'. The term vexatious is recognised in law and means 'denoting an action or the bringer of an action that is brought without sufficient grounds for winning, purely to cause annoyance to the defendant'.

This policy intends to assist in identifying and managing persons who seek to be disruptive to the Town Council, elected Members and members of staff through pursuing an unreasonable course of conduct. In cases of abusive, persistent or vexatious complaints against a member of staff, this policy will work in conjunction with the Town Council's Dignity at work Policy.

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

Habitual, persistent or vexatious complainants can be a problem for Council staff and members.

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

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

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

## 2. Habitual or Vexatious Complainants

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

### ***The repeated and/or obsessive pursuit of:-***

- *unreasonable complaints and/or unrealistic outcomes*
- *reasonable complaints in an unreasonable manner*
- *reasonable/unreasonable complaints made habitually (multiple times)*

Prior to considering its invocation the Council will send a *summary* of this policy to the complainant to give them prior notification of its possible invocation.

Where complaints continue and have been identified as habitual or vexatious in accordance with the criteria set out in Section 3, the Personnel Committee (or appointed sub-committee) will seek agreement to treat the complainant as a habitual or vexatious complainant for the appropriate course of action to be taken. Section 4 details the options available for dealing with habitual or vexatious complaints.

The Town Clerk, as responsible officer, will notify, on behalf of the Town Council, complainants in writing, of the reasons why their complaint has been treated as habitual or vexatious and the action that will be taken. West Lindsey District Council will also be informed that a constituent has been designated as a habitual or vexatious complainant.

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

## 3. Definitions

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

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

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

### ***An unreasonably persistent and/or vexatious complainant may (not an exhaustive list):***

- Have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that he or she does not admit or make obvious)
- Refuse to specify the grounds of a complaint despite offers of assistance

- Refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved
- Refuse to accept that issues are not within the remit of the complaints policy and procedure despite having been provided with information about the scope of the policy and procedure
- Refuse to accept that issues are not within the power of the Council to investigate, change or influence.
- Persist in pursuing a complaint/request where the Council's Complaints Procedure of the Freedom of Information procedure has been fully implemented & exhausted
- Repeatedly raise grievances which are already proven to be without substance or foundation.
- Insist on the complaint being dealt with in ways which are incompatible with the complaints procedure or with good practice (e.g. insisting that there must not be any written record of the complaint)
- Make what appear to be groundless complaints about the staff dealing with the complaints, and seek to have them dismissed or replaced make an unreasonable number of contacts with the Town Council, by any means in relation to a specific complaint or complaints
- Make persistent and unreasonable demands or expectations of staff and/or the complaints process after the unreasonableness has been explained to the complainant (an example of this could be a complainant who insists on immediate responses to questions, frequent and / or complex letters, faxes, telephone calls, e-mails or other social media communications)
- Harass or verbally abuse or otherwise seek to intimidate staff dealing with their complaint, in relation to their complaint by use of foul or inappropriate language or by the use of offensive and racist language
- Raise subsidiary or new issues whilst a complaint is being addressed that were not part of the complaint at the start of the complaint process
- Introduce trivial or irrelevant new information whilst the complaint is being investigated and expects this to be taken into account and commented on
- Change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- Deny statements he or she made at an earlier stage in the complaint process
- Electronically record meetings and conversations without the prior knowledge and consent of the other person(s) involved
- Adopts an excessively 'scattergun' approach, for instance, pursuing a complaint or complaints not only with the Town Council, but at the same time with, for example, a Member of Parliament, other Councils, elected Members of this and other Councils, the Town Council's Independent Auditor, the Monitoring Officer, the Police or solicitors.

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- Refuse to accept the outcome of the complaint process after its conclusion, repeatedly arguing the point, complaining about the outcome, and/or denying that an adequate response has been given
- Make the same complaint repeatedly, perhaps with minor differences, after the complaints procedure has been concluded and insist that the minor differences
- make these 'new' complaints which should be put through the full complaints procedure.
- Persistently approach the Town Council through different routes about the same issue

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

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- Have had an excessive number of contacts with the Council – placing unreasonable demands or expectations on staff or members. Discretion will be used in determining the precise number of excessive contacts applicable under this section, using judgement based on the specific circumstances of each individual case. (an example of this could be a complainant who insists on immediate responses to questions, frequent and / or complex letters, telephone calls, e-mails or other social media communications)

- Refuse to accept documented evidence as factual

- Complain about or challenge an issue based on an historic and/or an irreversible decision or incident

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- Seek to coerce, intimidate or threaten staff, Councillors or other people involved, whether by use of language, tone of voice or behaviour including body language.

- Have harassed or been personally abusive or verbally aggressive towards any Members of the Council (Councillors) or co-opted members whether this has been on a face-to-face contact or at public meetingsHave threatened or used physical violence towards staff or members at any time.

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- Combine some or all of these features.

#### 4. Imposing Restrictions

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

In the first instance the Town Clerk will consult with the Personnel Committee (or appointed sub-committee) prior to issuing a warning to the complainant. The Town Clerk will contact the complainant in writing, or by email, to explain why this behaviour is causing concern and ask them to change this behaviour and outline the actions that the council may take if they do not comply.

If the disruptive behaviour continues, the Town Clerk will refer the matter to the appointed subcommittee for a decision and their determination of what action to take. issue a reminder letter to the complainant advising them that the way in which they will be allowed

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~~to contact the Town Council in future will be restricted. The Town Clerk will make this decision in consultation with the Personnel Committee and inform the complainant in writing of what procedures have been put in place and for what period.~~

Any restriction that is imposed on the complainant's contact with the Council will be appropriate and proportionate and the complainant will be advised of the period of time that the restriction will be in place for. In most cases restrictions will apply for between ~~3-6~~ to ~~6-12~~ months, but in exceptional cases this may be extended. In such cases the restrictions would be reviewed on a ~~quarterly-6 monthly~~ basis.

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

- ~~Notifying the complainant/requestor in writing that Caistor Town Council will not reply to or acknowledge any further contact from them on the specific topic of that complaint/request~~
- ~~Banning/Declining contact with~~ the complainant ~~from making contact by telephone~~ except through a third party e.g. a solicitor, a Councillor or a friend acting on their behalf
- Banning the complainant from sending emails to individual and / or all Council Officers and insisting they only correspond by letter
- Requiring contact to take place with one named member of staff only
- Restricting telephone calls to specified days and/or times and/or duration
- Requiring any personal contact to take place in the presence of an appropriate witness

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

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

- Why the decision has been taken
- What action is being taken
- The duration of that action

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

Where a complainant continues to behave in a way that is unacceptable, the Town Clerk, in consultation with the Personnel Committee (or appointed sub-committee) may decide to refuse all contact with the complainant and stop any investigation into his or her complaint.

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



5. **New Complaints** (from complainants who are treated as abusive, vexatious or persistent)

New complaints from people who have come under this policy will be treated on their merits. The Town Clerk and the Personnel Committee (or appointed sub-committee) will decide whether any restrictions that have been applied before are still appropriate and necessary in relation to the new complaint. A blanket policy is not supported, nor is ignoring genuine service requests or complaints where they are founded.

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

6. **Review**

The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Town Clerk, and the Personnel Committee (or appointed sub-committee) after three months, and at the end of every subsequent three months within the period during which the policy is to apply.

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

7. **Record Keeping**

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

- The name and address of each member of the public who is treated as abusive, vexatious or persistent
- When the restriction came into force and ends
- What the restrictions are
- When the person and Council were advised

The Town Council will may be provided with an annual report giving information about members of the public who have been treated as vexatious/persistent as per this policy.

Any appointed sub-committee (the Complaints Committee) will consist of the Chair/Vice Chair and at least three other Councillors



# COMMUNICATIONS POLICY

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This Policy is designed to assist Town Councillors and staff to effectively communicate with the general public.

## **Objective**

***To provide a helpful response to telephone, or written enquiries in an efficient and polite manner.***

## **Personal Contact**

This can be in person or by telephone.

If it relates to a Town Council service, then the caller will be dealt with by the appropriate member of staff. If that member of staff is unavailable, contact details will be taken to ensure the caller can be contacted at the earliest suitable opportunity.

If it relates to a County Council or District Council service the caller will be advised to contact the County Council or District Council by providing them with the appropriate number / e-mail.

Town Councillors and Staff are advised against acting as an intermediary with the County Council and District Council Contact Centres; this is not being unhelpful, but to aid the trained staff of the County and District Council and /or their trained call centre staff to direct enquiries to the appropriate department or other public service. No direct dial numbers are to be given for any officer(s) at either the County or District Council.

## **Written Enquiries**

These could be by letter or, more frequently, by email. Wherever possible a detailed reply should be given within 5 working days. If that is not possible, a holding response should be sent within 5 days.

*There is no need to respond to unsolicited invitations or spam emails, indeed there are very good reasons for not so doing.*

Inevitably, the Town Council may receive repeated communications from individual members of the public on the same subject(s). It is permissible for staff to merely acknowledge such emails/letters without having to respond to each and every point. In any such case, the Town Clerk should be consulted.

It should always be remembered that it is possible to recover any electronic correspondence.

## **Correspondence Issued By The Council**

All correspondence representing the view of the Council should only be issued by the Clerk following agreement by the Council or relevant Committee. If individual Councillors

choose to send letters to express their own opinion on Council policies, they are strongly advised to check their facts first with the Clerk. It should always be made absolutely clear whether the views put forward are those of the Council or of an individual Councillor.

### **Town Councillor's Details**

If requested, the staff will provide a member of the public with the names and email addresses of Town Councillors. Telephone numbers or their private address will not be released without the express permission of the Councillor.

### **Media Statements**

In accordance with the Scheme of Delegation Policy, the Town Clerk is the Council's nominated Press Officer with the authority to issue official press releases. No other member of staff (other than the Chair or Vice Chair deputising for the Town Clerk) has the authority to issue public statements on behalf of the Council.

Any press release from the Town Council is to be approved by the Town Clerk and where requested, copied to all Town Councillors.

Press releases from the Town Council need not be formally worded in stilted language but must not be partisan.

Councillors can communicate to the media but must ensure that it is clear that the opinions given are their own and not necessarily those of the Council e.g. 'A.N. Other is a Caistor Town Councillor but the views expressed here are his/her own and not necessarily those of the Caistor Town Council'.

For the avoidance of doubt, an individual Town Councillor or political party may issue their own statements to the media but those must not give the impression of being a release from the Town Council. The councillor must not use their councillor email address for expressing their own opinions.

Publicity touching on issues that are controversial or on which there are arguments for and against the views or policies of the Council should be handled with particular care. Issues must be presented clearly, fairly and as simply as possible, although Councils should not oversimplify facts, issues or arguments.

In particular, Officers and Councillors should always have due regard for the long term reputation of the Council in all their dealings with the media.

### **Purdah / Pre Election Period**

Purdah is the period prior to an election, once a notice of poll has been officially given by the Returning Officer. It applies to Town and County Council elections as well as other national elections (e.g. a General Election).

It also applies if there is a local by-election.

During such a period, special care is needed to avoid any impression that the Town Council, as a body, supports any aspirant for elected office or a particular party.

More specific advice will be issued by the NALC and / or the Returning Officer at the County Council. A separate policy statement in respect of the 'purdah' period is available from the Town Clerk.

### **Obscene & Abusive Language**

Staff and Councillors are not obliged to listen to abusive and obscene tirades or address members of the public in this way. In such a case the caller should politely be asked to desist and advised that if they continue to use such language the call will be terminated. If the abuse or obscenity continues then the call can be terminated.

Care however should be taken as some 'vivid descriptions' are used in the ordinary course of speech by certain sections of the community. A judgement should be made from the tone if that is the position. In such cases a councillor or member of staff can ask for moderation but may choose to continue the contact.



# Public Tracking Report

<b>Memorial management and safety inspection testing</b>	<b>Ref: 21340</b>	<b>Created: 15/03/2023</b>
<b>CS&amp;SC repairs and maintenance</b>	<b>Ref: 24321</b>	<b>Created: 10/08/2023</b>
<b>Ownership of market place and Cornhill /Land registry search</b>	<b>Ref: 24361</b>	<b>Created: 05/12/2023</b>
<b>Mark - Electrical feeder pillars - Implement user guide</b>	<b>Ref: 24395</b>	<b>Created: 24/01/2024</b>
<b>Play area surface replacements</b>	<b>Ref: 24524</b>	<b>Created: 11/07/2024</b>
<b>Replacement of fencing at cricket ground</b>	<b>Ref: 24621</b>	<b>Created: 29/08/2024</b>
<b>Repair/replacement of rotting support on junior multiplay at South St park</b>	<b>Ref: 24721</b>	<b>Created: 24/10/2024</b>
<b>Project to tidy up the sides of the cemetery car park</b>	<b>Ref: 24724</b>	<b>Created: 24/10/2024</b>
<b>Health and safety review</b>	<b>Ref: 24771</b>	<b>Created: 05/11/2024</b>
<b>Damp and mould in the town hall boiler room and behind the stage area</b>	<b>Ref: 24868</b>	<b>Created: 20/12/2024</b>
<b>Trees in play areas overhanging play equipment cut/ lifted</b>	<b>Ref: 24953</b>	<b>Created: 29/01/2025</b>
<b>Risk assessment and safety briefing for the churchyard cutting volunteers</b>	<b>Ref: 25106</b>	<b>Created: 17/03/2025</b>

Hi [REDACTED],

The cricket club passed your request to use the cricket facilities to me to get approved by the town council.

In order to approve the Grammar school use of the cricket pitch we will need you to complete the attached casual user application and confirm that you comply with the TC's. If you don't yet know the dates, please put the dates between which you would like to use the facilities and how often/frequency.

We will also need to see a copy of your PLI and have a copy of your risk assessment for the events/activities please.

If you can get the signed TC form to me by 2<sup>nd</sup> April I will include it for consideration at the town council meeting on 10<sup>th</sup> April, and let you know the decision shortly afterwards.

Kind regards

Michelle

**From:** [REDACTED]

**Sent:** 17 March 2025 19:15

**To:** [clerk@caistortowncouncil.gov.uk](mailto:clerk@caistortowncouncil.gov.uk)

**Cc:** [REDACTED]

**Subject:** FW: Cricket facilities

Hi Michelle,

Re below – can you confirm that it is ok for the Grammar School to use the ground for their school fixtures ?

Kind regards,

[REDACTED]

**From:** [REDACTED] >

**Sent:** 16 March 2025 08:42

**To:** [REDACTED]

**Subject:** Fw: Cricket facilities

Could you please email the council about the below.

Thanks

S

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**From:** [REDACTED]

**Sent:** 13 March 2025 09:56

**To:** [REDACTED]

**Subject:** Fwd: Cricket facilities

Hi Sean

Could you just check in with the council that the Grammar School are okay to use the ground for their school fixtures again this season.



----- Forwarded message -----

From: Joe Moloney <[joe.moloney@caistorgrammar.com](mailto:joe.moloney@caistorgrammar.com)>

Date: 13 Mar 2025 09:30

Subject: Cricket facilities

To: >

Cc:

Hi,

Hope you're good. I can't believe it is this time of the year again with cricket coming up!

I am just emailing to check if we are able to use your facilities again this year please? It is much appreciated and thanks for your support with it over the last few years. We have recently arrived back from Dubai, where we went on a netball and cricket tour and it was an unbelievable experience for our students.

If we are able to use your facilities, would you please be able to send me a list of dates we can or cannot use etc. I can start getting fixtures pencilled in for after Easter and I can send them across when confirmed.

Many thanks

Joe

**Subject: Re: The Sting 2025**

I am contacting you as Chair of Caistor Running Club, to request the permission of Caistor Town Council to use South Street Park to host a running event on the morning of Sunday 13th July 2025.

You will be aware that for several years, Caistor Running Club have successfully organised The Sting 10k, and after a break last year are looking to return with a similar but smaller scale event, which could finish in the park.

We have had an initial positive discussion with members of the Caistor Goes event which is taking place on the afternoon of 13th July and would be willing to work together to share facilities, resources and volunteer manpower.

To give a bit more information, we plan to dovetail our event into the Caistor Goes event, thereby making use of the gazebo, PA system and portable toilets which they have already organised and will be in situ in the park and to work together to set up these, erect signage, barriers etc.

We will be looking at race limit of around 250 participants but would expect some spectators too.

We won't require the use of any council owned facilities but will be looking to bring some folding tables, an inflatable finish arch and generator into the park, along with bottles of water and boxes of mementos to give to all race finishers. We have dustbins for any associated litter.

We will shortly be making an application to WLDC for the appropriate road closures and completing the other relevant paperwork and this will be available for Council inspection in due course.

I have copied Mark into this email as he is leading the organisation of the event on behalf of and with the support of Caistor Running Club.

I hope that I have provided adequate information at this stage but if you have any further questions, please contact either Mark or myself.

Kind regards

Sarah



Tree at Ayscough Grove



Tree at Ayscough Grove

**From:** [REDACTED]  
**Sent:** 26 March 2025 09:47  
**To:** clerk@caistortowncouncil.gov.uk  
**Subject:** Access to Cricket/Football Fields

Good morning,

I hope you are well.

I currently reside at 12 Ayscough Grove, Caistor and I have a willow tree that requires pollarding, however due to the location of the tree, our tree surgeon has requested that he be allowed to access it from the cricket/football pitches.

Can you please give me permission for the tree surgeon to enter the cricket/football pitch to pollard the tree. The surgeon feels this should only take one day.

If you have any queries, please let me know.

Kind regards

[REDACTED]

Subject: Parking

Hi Michelle,

I have had a couple of requests from people starting work at the Co-op for car parking stickers to allow them to park in the Town Hall car park. Is this something you deal with or is it through West Lindsey in Gainsborough?

I know that some people who work in Caistor have approval to park there but it seems strange to me that Co-op workers should get permission to park there as they have a large enough car park of their own especially as parking in Caistor is at a premium.

Hope you are well.

Regards Chris