

WEST MOORS TOWN COUNCIL

4 Park Way, West Moors, Dorset BH22 0HL
Tel: 01202 861044 Email: office@westmoors-tc.gov.uk



Dear Councillor

You are summoned to attend a meeting of the **FINANCE & GENERAL-PURPOSE COMMITTEE** being held on **THURSDAY 19th MARCH 2026 at 7.30pm** in The Pavilion, Fryer Field to transact the following business:

J Weedon

Judi Weedon
Town Clerk

12th March 2026

Committee Membership

	Cllr C Way - Chair		
Cllr M Hawkes	Cllr Mrs C Holmes	Cllr J Randall	Cllr Mrs N Senior
Cllr D Shortell	Cllr J Staig	Cllr K Wilkes	Cllr Mrs P Yeo

AGENDA

- [To Receive Apologies for Absence](#)
- [Questions from Members of the Public](#) (Public to submit questions a minimum of 24 hours prior to meeting. Any questions/representations will be read out) Public session is limited to 10 minutes
- [To Receive Declarations of Interests on any Matter on this Agenda](#)
- [To Receive Clerks Report](#)
- [To Receive Financial Information](#)
 - [Bank Reconciliations up to end February 2026](#)
 - [Internal Controls and income reports to end February 2026](#)
 - [CCLA Information](#)
- [To Approve Accounts for Payment](#)
- To Consider Grant Applications
 - [Men's Shed – West Moors](#)
- To Review Policies and Procedure
 - [Community Engagement Policy](#)
 - [Complaints Procedure](#)
- [To Receive Correspondence](#)
- [Staff Matters:](#)
 - Sickness Report
 - Overtime report
 - Annual Leave report

AGENDA ITEM 1 – Apologies for Absence

The Clerk will give the apologies for those councillors who have given prior notice that they are unable to attend the meeting.

PLEASE NOTE: That a reason for all future apologies for non-attendance at meetings will be required. This is part of the Local Government Act 1972 s 85(3) and Sch 12 para 40.

The reason for the apology will be noted in the minutes.

AGENDA ITEM 2 – Questions from Members of the Public

Public are required to submit questions a minimum of 24 hours prior to meeting.

Please note that the meeting is by law 'a meeting held in public, not a 'public meeting'. The law gives members of the public the right to attend and observe but not to speak. Any questions/representations received will be read out) Public session is limited to 10 minutes

AGENDA ITEM 3 – Declarations of Interests

If an item appears on the agenda that a member holds a pecuniary interest in, as stated on their registration of pecuniary interest form, they must declare that interest and follow the rules set out in the Code of Conduct.

If any member is in any doubt whether to declare an interest, please speak to the clerk.

Agenda Item 4 – Clerks Report

1. The internal auditor is due to visit on the 22nd April 2026.
2. All budget and precept information has been published on the Town Council website.

Agenda Item 5 – Financial Information

Agenda 5a – Bank Reconciliations

Bank Statements up to 28th February 2026 have been checked by Cllr Way and should any other member wish to inspect the bank statements they can be emailed or made available at the meeting

West Moors Town Council

Bank reconciliation as at 28.02.2026

Amount in bank as at 31/01/26	£298,004.29
Income during February	£5,913.33
Expenditure during February	£28,255.40
Amount in bank as at 28/02/26	£275,662.22

Bank Reconciliation as at 28/02/2026

Current	£3,611.42
Deposit	£247,019.98
CCLA PSDA	£25,000.00
Petty cash	£30.82

	£275,662.22
Less outstanding payments	£0.00
Plus unpresented receipts	£0.00

Total amount held in accounts	£275,662.22

Long Term Investment:

CCLA Property Fund	£122,360.36
(Nominal value at 28.02.26)	

Outstanding Loan Amount

Public Works Loan	(£31,648.16)
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Agenda Item 5b – Income reports

Received Income 01.01.26 to 31.01.26			
Accepted date	Gross	Organisation	Details
02.01.26	£50.00	Terrafirma	Tractor Hire
05.01.26	£544.00	Grange YFC	Sports Fees
05.01.26	£1,009.00	Coop Funeral Care	Cemetery Fees
05.01.26	£25.00	C Yeo	Pavilion Hire
05.01.26	£17.00	Will Payne	Sports Fees
05.01.26	£89.00	HELM	Field hire
05.01.26	£30.00	Friends of the Strays of Greece	Storage fees
05.01.26	£68.00	Mr Manandhar	Pavilion Hire
05.01.26	£82.92	CCLA Public Sector Deposit Account	Interest
06.01.26	£18.00	Various	Bag sales
06.01.26	-£25.00	Mrs Corney	Key deposit refund
08.01.26	£2,811.28	HMRC	Vat refund
09.01.26	£168.80	Lloyds Bank	Interest
13.01.26	£384.00	West Moors YFC	Sports Fees
13.01.26	£1,035.00	N O'Hara Funeral Directors	Cemetery Fees
13.01.26	£50.00	Various	Bag sales
15.01.26	£350.00	West Moors FC	Sports fees
15.01.26	£164.00	Cranborne FC	Sports Fees
19.01.26	£542.00	AE Jolliffe	Cemetery Fees
19.01.26	£149.95	Terrafirma	Insurance costs
20.01.26	£32.00	Mrs Viper	Cemetery Fees
20.01.26	£22.50	Various	Bag sales
27.01.26	£27.00	Various	Bag sales
29.01.26	£18.50	J Berry	Pavilion Hire
30.01.26	£51.00	Will Payne	Sports Fees
30.01.26	£164.00	Ferndown All Stars	Sports Fees
30.01.26	£1,380.13	CCLA Property Fund	Dividend
Total	£9,258.08		

Received Income 01.02.26 to 28.02.26			
Accepted date	Gross	Organisation	Details
02.02.26	£140.00	Various	Bag Sales Cash
03.02.26	£143.00	Graeme Holmes Memorials	Cemetery Fees
03.02.26	£82.00	HELM	Sports Fees
03.02.26	£52.50	Various	bag sales
04.02.26	£61.00	N O'Hara Funeral Directors	Cemetery Fees
04.02.26	£164.00	Longfleet Ability Counts	Sports Fees
04.02.26	£30.00	Friends of the Strays of Greece	Storage fees
04.02.26	£0.47	Trybooking	Ticket platform for Fun Run - bank verification
05.02.26	£468.00	West Moors Youth FC	Sports Fees
05.02.26	£164.00	Cranborne FC	Sports Fees
05.02.26	£1,009.00	Eden Funeral Directors	Cemetery Fees
05.02.26	£20.00	N Darragh	Sports Fees
05.02.26	£34.00	Mrs Moore	Pavilion Hire
06.02.26	£350.00	West Moors Fc	Sports Fees
06.02.26	£80.67	CCLA PSDF	Interest
09.02.26	£64.00	Verwod Town FC	Sports Fees
09.02.26	£51.00	Will Payne	Sports Fees
09.02.26	£32.00	Hants and Dorset Card Club	Pavilion Hire
09.02.26	£55.00	C Yeo	Pavilion Hire
09.02.26	£256.00	Verwod Town FC	Sports Fees
09.02.26	£147.09	Lloyds Bank	Interest
10.02.26	£44.00	Various	bag sales
12.02.26	£281.00	N O'Hara Funeral Directors	Cemetery Fees
13.02.26	£259.00	AE Jolliffe	Cemetery Fees
16.02.26	£34.00	Generation Elite	Sports Fees
16.02.26	£868.00	Grange Athletic	Sports Fees
17.02.26	£65.50	Various	bag sales
17.02.26	£158.00	Excalibur Stone	Cemetery Fees
18.02.26	£10.60	Me and My Dog Academy	Field hire
19.02.26	£21.00	Tulsa Band	Pavilion Hire
24.02.26	£59.00	Various	bag sales
25.02.26	£363.00	Hoare Banks	Cemetery Fees
26.02.26	£164.00	Cranborne FC	Sports Fees
27.02.26	£18.50	John Berry	Pavilion Hire
27.02.26	£164.00	Ferndown All Stars	Sports Fees
Total	£5,913.33		

AGENDA ITEM 5c – CCLA Information

The Public Sector Deposit Fund is providing a yield 3.7329% at the 27th February 2026.

The Property Fund is currently remaining stable at £2.83 per unit (as of 31.01.2026).

AGENDA ITEM 6 – Accounts for Payment

List of payments to be approved at the meeting

AGENDA ITEM 7 – Grant Applications

Agenda Item 7a – Men’s Shed

Members are asked to reconsider the grant application for the men’s shed now that new information is available. The minute for the meeting where this grant was previously discussed states:

Men’s Shed West Moors

Members considered an application from the Men’s Shed

Members agreed that the Men’s Shed was a worthy cause but had concerns as it is not up and running at the present time and although they have a letter of intent for the use of some land to set the shed up on, members felt they needed something more secure before releasing any funds for the project.

After discussion It was

RESOLVED that agreement in principle to grant funds when the project was secured in the next financial year (from April 2026). Prior to that members required additional information, such as how many people will use the shed, how many days will be it open, what exactly will they do when attending sessions, and an explanation of the project costs as stated on the application form. The amount of grant to be awarded to be decided at a future meeting.

Voting: unanimous

A representative from the Men’s Shed will be attending the meeting to give an update and answer any questions.

If you wish to see a copy of the grant application form please refer to the Finance and GP meeting from dated 22.01.26

AGENDA ITEM 8 – Review Policies and Procedure

AGENDA ITEM 8a – community engagement strategy

Proposed changes to the document are shown in red

1. Introduction

West Moors Town Council strives to give the community a voice by engaging with residents and encouraging their participation in the democratic decision-making process. To enable an involved, empowered and active citizenship, we will reach out and seek the views of hard to reach groups including young people.

However, certain barriers may exist due to the capacities of different people (rural areas, computer literacy, single parents, house bound and minority or socially excluded groups, the visually and hearing impaired).

The National Standards for Community Engagement 2016 include; Inclusion, Support, Planning, Working Together, Methods, Communication and Impact.

2. Why is communication important?

The Town Council, through good communication, will understand and better meet the needs of the community, whilst also raising the profile of the area and the Town Council.

Improved communications also lead to recognition and respect. Many Councils fail to effectively communicate who they are and what they do - and the less people know about an organisation, the less likely they are to value it highly.

3. Good communications will enable the Council to:

- Better understand the needs of the community and develop appropriate strategies and priorities.
- Raise residents' satisfaction, trust and confidence by communicating about services provided by this Council.
- Raise the profile of West Moors as a destination.
- Attract businesses/employment to the local area.
- Make best use of technology to innovate and engage with hard-to-reach groups such as young people.
- Proactively challenge inaccuracies and misrepresentations that might undermine the brand image or integrity of the Council.

4. What should we be communicating?

There are two methods of communicating:

- Proactive – telling people information to influence and change attitudes.
- Reactive – giving residents information they have requested.

The most **important drivers of Council reputation** among local residents are:

- Perceived quality of services overall
- Perceived value for money
- Media coverage
- Direct communications

- Council performance
- A clean, green and safe environment
- Positive experiences of contact with West Moors Town Council

5. Who should we be communicating with?

The Council's audiences are wide and varied but will typically include:

- Residents
- Hard-to-reach groups, including young people
- The media
- Voluntary groups and organisations
- The business community
- Other public sector organisations (Dorset Police, Dorset and Wiltshire Fire and Rescue Service, Public Health Dorset)
- Visitors and those who work in the area.

6. How do the Council reach out?

Process of engagement	The benefit	How often and who is responsible
A West Moors guide delivered to most households.	Reaches the house bound.	Every 2 years. Office staff and the local magazine
Invite residents and organisations to town council meetings.	Encourages transparency and involvement.	Weekly. Clerk.
Newsletters, (both paper and e-newsletter) and noticeboards. Send to external bodies.	Reaches those who do not use the internet.	At least quarterly. Assistant to the Clerk
Questionnaires/on-line surveys	Samples local views which can then legitimately be used to influence decision making.	As projects arise. Councillors and Clerk
Public meetings for larger issues. Consider; the best time, a projector, microphones, interpreter, signer, volunteer driver, "meeter and greeter" who sits and talks to the public.	Encourages attendees to feel comfortable. Promotes equality	As projects arise. Councillors and Clerk
Use Facebook and website for; council and community news, agendas and minutes, surveys.	Reaches those who can't get to the notice board or office.	Continuously. Office staff
Maintain links with local businesses, groups, press, clubs and allotment holders.	Strong partnerships lead to trust and integration.	Continuously. For allotment inspections it is quarterly. Council

Be transparent with administrative and financial documents	Empowers the community making it easier for them to contribute to the local decision-making process.	Continuously. Clerk.
Provide grants to groups and organisations where there is direct benefit to the community.	Invests in the future of the community giving people purpose whilst building connections.	Three times a year for small grants. Council.
Regular events (Annual WESTIVAL, Bi-monthly litter pick, Remembrance Day Parade, Carols on the Petwyn).	Opportunity for large scale community participation	Annually. Bi-monthly. Council.
Involve young people in projects (e.g. Annual Christmas Card competition, Remembrance Parade)	Helps them feel more engaged in the community	As projects arise. Council.
Councillor surgeries.	Offers a direct line of communication.	Weekly (Saturdays). Councillors. Records of comments received kept for 12months
Publicise complaints procedure	Indicates openness and accountability.	Adoption and review of policy. Clerk and Councillors
Use 'A' Frames to inform residents.	Increases visibility and exposure of the message.	Continuously. Office staff.
Information stalls.	Offers a direct line of communication.	When appropriate (WESTIVAL) Councillors.
Suggestion Boxes.	Regular feedback on services and residents' suggestions.	As required. The public. Office staff
Annual reports	Good Governance and communication with residents.	Committee chair Annually.

7. Online presence –Council’s website and Social Media.

The Council has a dedicated Communications Officer **Assistant to the Clerk** regularly monitors the website and updates it accordingly, liaising with local Groups and Associations for information that may benefit residents and non-residents.

Emails can be sent to the council office, via the website and messages via WMTC Facebook page.

8. How the Council should be communicating.

- All communication from the Council should be courteous, timely, professional, appropriate and reflects the decisions and policies of the Council.
- All individuals communicating on behalf of the Council should be aware that every piece of communication has an impact on the perception of the Council in the community.

- Staff and Councillors are ambassadors of the Council and must remember this in all communications.

8.1 Town Clerk

The Town Clerk has overall responsibility for overseeing all communications with members of the community and outside bodies.

8.2 Written Communication

The Town Clerk, Assistant to the Town Clerk and all Councillors have official council email addresses which are to be used solely for the purpose of conducting Council business. Any email sent from these accounts must include a 'signature' as part of all communication so that their name, position and contact information is provided.

8.3 Verbal Communication

8.3.1 Office staff

Members of Staff will be required to communicate on a regular basis with the community as part of their duties. It is imperative that staff handle all such communication with courtesy and professionalism at all times.

Any member of staff who is unsure of how to handle difficult, angry or vexatious complaints will be provided with the necessary training to ensure a positive outcome from such situations.

8.3.2 Councillors

Elected members will be regularly approached by members of the community as this is part of their role. How enquiries from the public are dealt with by Councillors will reflect on the Council.

Enquiries may be in person, by telephone, letter or email.

Councillors should investigate any matter raised with them by residents and respond within a timely manner. All manner of issues may be raised, many of which may not be relevant to the Town Council. Depending on the issue raised it may be appropriate to deal with the matter in the following ways:

- Refer the matter to the Town Clerk who will then deal with it as appropriate
- Request an item on a relevant agenda (using the request form)
- Investigate the matter personally, having sought the guidance of the Town Clerk, if required.
- All communication must be responded to and the correspondent kept apprised of progress.

The procedure for doing so is as follows:

- Having received an enquiry/complaint, the Councillor should acknowledge receipt (in writing) and advise of what action is intended to be taken
- Advise when that action has been taken and what to expect next (ie a response is now awaited from (a third party)
- Report back on the outcome of the enquiry or ensure that either the third party or the Town Clerk will/has report(ed) back on the matter.

Councillors must ensure that any and all communication with the public on Council related matters reflects the decisions and policies of the Council regardless of the Councillor's own views on the subject.

Any and all enquires by the media should be referred immediately to the Town Clerk or Chairman of the Council.

9. Evaluation

It is extremely important that the Council measures the success of this strategy so that it may inform any future plan.

9.1 How will we measure?

- Increased attendance at public meetings and organised events
- Consultation with residents – perception and satisfaction surveys
- Number of Likes and Followers on Facebook.

10. The Commitment to the Community of West Moors

We work to a set of customer service principles (Code of Conduct), which guide everything we do. They include:

- Integrity
- Courtesy and fairness
- Equality of opportunity
- Responsiveness and reliability.
- Clear communication

We aim to achieve overall customer satisfaction by;

- Being welcoming, polite and helpful
- Treating you with respect
- Listen to any complaints you may have.
- Responding to voicemails, emails and written letters within 2 working days.
- Telling you what we can and cannot do, so expectations are clear.
- Respecting your right to confidentiality, privacy and safety.
- If you need extra help to access our services, we will provide this as much as we are able.

11. Strategy review

West Moors Town Council will review this strategy as is necessary and appropriate, and at a minimum every 3 years.

AGENDA ITEM 8b – Complaints Procedure

Proposed changes to the document are shown in red

OUR COMMITMENT TO YOU

The Town Council intends to provide good local services and first class information on other services in the area. *(The Town Council Office is open Monday to Friday 10.00am to 2.00pm, excluding Wednesdays.)* However, if you have a concern about the standard of service, actions or lack of action by the Council or its staff, a complaints procedure has been designed to deal with your concern speedily and fairly.

HOW CAN YOU COMPLAIN?

COMPLAINTS ABOUT AN INDIVIDUAL COUNCIL EMPLOYEE

In writing or in person to:

- The Town Clerk, West Moors Town Council, 4 Park Way, West Moors, BH22 0HL. Tel: 01202 861044.
Email: office@westmoors-tc.gov.uk
- Or, if your complaint is about the Clerk to the Chairman, marked 'Confidential' to the above address.

Such complaints will then be dealt with as an internal employment matter and any appropriate action taken.

COMPLAINTS ABOUT A COUNCILLOR.

In writing to:

- The Monitoring Officer (Jonathan Mair), Dorset Council, ~~South Walks House, South Walks Road, Dorchester, DT1 1UZ~~ **County Hall, Colliton Park, Dorchester DT1 1XJ** Tel: 01305 254040 **221000**

Such complaints will be investigated by the Principal Authority

COMPLAINTS ABOUT THE COUNCIL SERVICE, ADMINISTRATION OR PROCEDURES

In writing or in person to:

- The Town Clerk, West Moors Town Council, 4 Park Way, West Moors, BH22 0HL. Tel: 01202 861044
email: office@westmoors-tc.gov.uk

Such complaints will be handled under the Council's Complaints Procedure.

COMPLAINTS PROCEDURE

The Town Council will:-

- *Deal with your complaint in an understanding and sympathetic way*
- *Acknowledge receipt of your complaint within 2 working days and let you know the name of the person dealing with your complaint.*
- *Respond to all complaints within 15 working days*

WHAT HAPPENS TO MY COMPLAINT?

STAGE 1

The Town Clerk will consider your complaint and hopefully it will be resolved to your satisfaction, either by immediate action or a course of action agreeable to you. If you feel that the complaint cannot be resolved to your satisfaction you can ask the Town Clerk to refer the matter to the Council's Complaints Sub-Committee.

STAGE 2

The Council's Complaints Sub-Committee comprises of three Town Councillors. Your complaint will be considered and investigated by the Sub-Committee. This may involve reviewing the files, correspondence and undertaking interviews as necessary. Once satisfied that a full investigation has taken place, the Sub-Committee will write to you to inform you of the outcome of its findings and action proposed as a result.

Note: The complaints sub-committee will be formed from 6 previously nominated members of the council. The six members will be approved at the Annual Council meeting.

POLICY REVIEW

West Moors Town Council will review this policy as is necessary and appropriate, and at a minimum of every 5 years.

AGENDA ITEM 9 – Correspondence

1. Email from the Bowling club, with the invoice for the irrigation works that WMTC awarded them a grant towards.
2. Thank you email from HomeStart Wessex for the grant.

AGENDA ITEM 10 – Staff Matters

Sickness report: No sickness since last reported

Overtime report: Since last reported: no extra paid hours have been worked

Current Lieu time in hand

Clerk: 9.25 hrs

Assistant: 7.5 hrs

Annual Leave:

All annual leave periods currently booked have previously been notified to members.

At the end of the holiday year (31.03.2026)

Carried forward unused leave

Clerk: 4 days

Assistant: 0 days