

# Drayton Bassett Parish Council

Parish Clerk: Robert Pritchard

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March 2026

## REPORT OF THE CLERK

### LDC Clean & Green bid:

LDC have confirmed that they are transferring the grant funds (£658.80) to the council.

### Speed Indicator Device (SID)

We remain without an indication on the timescales or outcome of this SID policy review. Lichfield District Council are aware of the situation. SCC have been provided with signed consent forms from residents. They have also indicated that they may require the make and model of the device up front as part of the new process, an addition meeting may be needed once enough suppliers have provided quotes.

### Footpath Flooding

The council received a report of part of the footpath flooding in the park, the council will monitor the issue.

### Guttering repair

The guttering on the Pavilion is blocked and causing water damage to the building, repairs are being arranged.

### Consultation Documents

An online survey and A5 flyers have been prepared to seek public views on changes to the Village Green. They will be distributed in due course.

**Drayton Bassett Parish Council**

**Reconciliation Report – February 2026**

Opening Balance 1/2/26	<b>42,158.33</b>
Income for the period	-
Expenditure for the period	<b>6,087.95</b>
Closing Balance 28/01/26	<b>36,070.38</b>

Breakdown of payments:				NET	VAT	GROSS	CREDIT
28Feb2026	Service Charge	DD	Bank charges	£ 6.00	£ -	£ 6.00	£ -
27Feb2026	B/P to: ROBERT PRITCHARD	PAY	Clerk Salary	£ 287.90	£ -	£ 287.90	£ -
27Feb2026	B/P to: Ed Robinson	DEP	Wast Station installation	£ 150.00	£ -	£ 150.00	£ -
27Feb2026	B/P to: Emma Wilson	DD	Land registry Search	£ 7.00	£ -	£ 7.00	£ -
26Feb2026	Direct Debit (WATER PLUS)	DD	Utility	£ 8.21	£ -	£ 8.21	£ -
24Feb2026	Direct Debit (EDF ENERGY)	DD	Utility	£ 38.57	£ 1.93	£ 40.50	£ -
18Feb2026	B/P to: Forvis Mazars	FPO	Audit Services	£ 210.00	£ 42.00	£ 252.00	£ -
18Feb2026	B/P to: SLCC ENTERPRISES L	FPO	Training	£ 28.90	£ 5.78	£ 34.68	£ -
18Feb2026	Direct Debit (SAGE UK LTD)	FPO	Payroll System	£ 11.00	£ 2.20	£ 13.20	£ -
04Feb2026	B/P to: Middleton Tree Ser	FPD	Tree maintenance	£ 3,740.00	£ 748.00	£ 4,488.00	£ -
04Feb2026	B/P to: JRB Enterprise Ltd	FPD	Waste Station	£ 424.00	£ 84.80	£ 508.80	£ -
04Feb2026	B/P to: R BRIDGE - HANDYMA	FPD	Handyman Contract	£ 291.66	£ -	£ 291.66	£ -
<b>Total expenditure</b>				<b>£ 5,203.24</b>	<b>£ 884.71</b>	<b>£ 6,087.95</b>	<b>£ -</b>

**Bank balance agreed to bank statement**

**Signed by Chairman**

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**Date**

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**Drayton Bassett Parish Council**

**Scheme of Delegation to the Parish Clerk**

<b>Date Created</b>	<b>Date Adopted</b>	<b>Date Revised</b>	<b>Review Date</b>
March 2026			

## **Introduction**

The Parish Clerk is both the Proper Officer and the Responsible Financial Officer for the Council.

This Scheme of Delegation sets out a framework and authorisations to empower the Clerk to act in required matters.

The scheme does not delegate any matter:

- a. Reserved by law
- b. Which by law may not be delegated to a Councillor and / or Officer.

The powers and duties set out in this scheme are delegated to the Parish Clerk.

This scheme will be reviewed as required and ratified annually.

## **Extent of Delegation**

1.1 All delegated functions shall be deemed to be exercised on behalf of and in the name of the Council.

1.2. The Parish Clerk will exercise these powers in accordance with:

- Approved budgets
- The Council's Financial Regulations
- Any other adopted policies of the Council
- All statutory common law and contractual requirements

1.3. The Parish Clerk may do anything pursuant to the delegated power or duty which it would be lawful for the Council to do including anything reasonably implied or incidental to that power or duty

1.4. In addition the Parish Clerk is authorised to undertake the day-to-day administration of the Council to include:

- Emergency expenditure up to £1500 whether or not there is budgetary provision for the expenditure (subject to Standing Orders and Financial Regulations)
- Payment of all invoices, within agreed budget and subject to authorisation by two bank signatories. Authorisation can be made by email if face to face authorisation is not possible
- Awarding a Grant if the amount awarded is within the agreed budget and within the terms of the Grant Awarding Policy (in consultation with the Chair / Vice-Chair of the Council)

- Taking appropriate action arising from other emergencies (in consultation with the Chair/Vice Chair of Council as appropriate to the circumstances)
- Authorise use of council facilities by the public and 3<sup>rd</sup> parties
- Authorising repairs to council assets/property

### **Urgent Decisions of Council**

2.1. Urgent decisions required between scheduled meetings of the Council are delegated to the Clerk in consultation with the Chair of the council.

2.2. Decisions made under this delegation will be reported to, and recorded in the minutes of, the next Council meeting.

2.3. Under this delegation, where appropriate, the Clerk may decide that an extraordinary meeting of the Council be called to deal with the urgent matter.

### **Planning Delegation to the Clerk**

3.1. The Council delegates decisions arising under development control consultations to the Clerk in consultation with all Councillors.

3.2. Consultation may be by correspondence, including email, or in person. It may also take place at meetings of the Council

3.3. The Clerk will arrange for relevant papers to be circulated to the Councillors who should return their comments, to the Clerk for determination of the Council's response within the prescribed consultation period if no meeting can be held.

3.4. Delegated decisions will be reported to, and recorded in the minutes of, the next council meeting.

3.5. In respect of controversial or major development proposals, the Clerk in consultation with the Chair, may decide that a parish meeting and/or an extraordinary meeting of the Council be called to consider the matter.

### **Written Records**

4.1. The Openness of Local Government Bodies Regulations 2014 (2014 SI No. 2095) require a written record to be kept of certain decisions made by an officer of a Parish Council acting under delegated powers. The Clerk will keep a log of all decisions made under delegated powers and will arrange for these to be made open for public inspection via the Council website.

**Drayton Bassett Parish Council**

**Dealing With Abusive, Persistent or  
Vexatious Complaints and Complainants  
Policy**

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<b>Date Created</b>	<b>Date Adopted</b>	<b>Date Revised</b>	<b>Review Date</b>
March 2026			

## **1. Introduction:**

1.1. The Council are committed to dealing with all complaints equitably, comprehensively, and in a timely manner.

The Council will not normally limit the contact which complainants have with Council staff or Councillors.

1.2. However, the Council do not expect councillors and staff to tolerate unacceptable behaviour by complainants, the public or any customer. Unacceptable behaviour includes behaviour which is abusive, offensive or threatening and may include:

- Using abusive, foul or threatening language on the telephone
- Using abusive, foul or threatening language or body language face to face
- Sending multiple emails
- Not accepting answers provided by the council
- Leaving multiple voicemails
- Sending multiple communications

1.3. The Council will take action to protect staff and councillors from such behaviour. If a complainant behaves in a way that is unreasonably persistent or vexatious, the Council will follow this policy

1.4. Dealing with a complaint can be a straightforward process, but in a minority of cases, people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for the Council. This can happen either while their complaint is being investigated, or once the Council has finished dealing with the complaint.

1.5. Raising legitimate queries or criticisms of a complaints procedure as it progresses, for example if agreed timescales are not met, should not in itself lead to someone being regarded as a vexatious or an unreasonably persistent complainant.

1.6. Similarly, the fact that a complainant is unhappy with the outcome of a complaint and seeks to challenge it should not necessarily cause them to be labelled vexatious or unreasonably persistent.

1.7. This policy also applies to complainants who are complaining to councillors who are acting as members of the Council.

## **2. Aim of this Policy:**

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

2.2. It sets out how the Council will decide which complainants will be treated as vexatious or unreasonably persistent, and what the Council will do in those circumstances. The policy is for the information of staff and Councillors, as well as complainants.

### **3. Definitions:**

3.1. The Council has adopted the Local Government Ombudsman's (LGO) definition of "unreasonable complainant behaviour" and "unreasonable persistent complaints"

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

### **4. Examples of Unreasonably Persistent and/or Vexatious Behaviours:**

This 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

4.1. Have insufficient or no grounds for their complaint and be making the complaint only to annoy (or for reasons that they do not admit or make obvious)

4.2. Refuse to specify the grounds of a complaint despite offers of assistance

4.3. Refuse to co-operate with the complaints investigation process while still wishing their complaint to be resolved

4.4. 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

4.5. Refuse to accept that issues are not within the power of the Council to investigate, change or influence (for example something that is the responsibility of another organisation)

4.6. Insist on the complaint being dealt with in ways which are incompatible with the complaint's procedure or with good practice (insisting, for instance, that there must not be any written record of the complaint)

4.7. Make what appear to be groundless complaints about the staff or councillors dealing with the complaints, and seek to have them dismissed or replaced

- 4.8. Make an unreasonable number of contacts with us, by any means in relation to a specific complaint or complaints
- 4.9. Make persistent and unreasonable demands or expectations of staff/councillors 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 numerous, frequent and/or complex letters, faxes, telephone calls or emails)
- 4.10. Harass or verbally abuse or otherwise seek to intimidate staff or councillors 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
- 4.11. 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
- 4.12. Introduce trivial or irrelevant new information whilst the complaint is being investigated and expect this to be taken into account and commented on
- 4.13. Change the substance or basis of the complaint without reasonable justification whilst the complaint is being addressed
- 4.14. Deny statements they made at an earlier stage in the complaint process
- 4.15. Electronically record meetings and conversations without the prior knowledge and consent of the other person involved
- 4.16. Adopt an excessively 'scattergun' approach, for instance, pursuing a complaint or complaints not only with the council, but at the same time with a Member of Parliament, other councils, elected councillors of this and other councils, the council's independent auditor, the police, solicitors, and the Local Government Ombudsman
- 4.17. 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
- 4.18. 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
- 4.19. Persistently approach the council through different routes about the same issue
- 4.20. Persist in seeking an outcome which the Council have explained is unrealistic for legal or policy (or other valid) reasons

- 4.21. Refuse to accept documented evidence as factual
- 4.22. Complain about or challenge an issue based on a historic and irreversible decision or incident
- 4.23. Combine some or all of these features
- 4.24. Repeated social media posts or correspondence of overtly party-political nature
- 4.25. Repeated harassment, accusations, assumptions and an assertion on social media
- 4.26. Personal accusations against Councillors and their families

### **5. Managing Unreasonably Persistent and/or Vexatious complaints:**

- 5.1. Before any action is taken, the Clerk will ensure that the complaint is being, or has been, investigated properly according to the Council's agreed Complaints Procedure.
- 5.2. When a complainant begins to demonstrate behaviours such as listed above, the Clerk will consult with the Chair of the Council. The Clerk will provide sufficient information to them for them to determine whether the complaint fulfils the definition as shown above. If it is agreed that the complaint fulfils the definition the Clerk will issue a warning to the complainant about their behaviours..
- 5.3. The Clerk will contact the complainant either by phone, in writing or by email to explain why this behaviour is causing concern and ask them to change this behaviour. The Clerk will explain the actions that the Council may take if the behaviour does not change.
- 5.4. If the disruptive behaviour continues, the Clerk will issue a reminder letter to the complainant advising them that the way in which they will be allowed to contact us in future will be restricted.
- 5.5. If following this letter the behaviour continues the Clerk will inform the full Council. They will then determine what restrictions are to be imposed on the complainant and for how long. This will be communicated to the complainant in writing.
- 5.6. 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 the restriction will be in place for. In most cases restrictions will apply for between 3 and 6 months but in exceptional cases may be extended. In such cases the restrictions would be reviewed on an annual basis.

5.7. In the event of the Chair being actively involved in investigating a complaint under the Complaints Policy, the consultation and decision-making process will fall to the full Council.

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

- 5.8.1. Banning the complainant from making contact by telephone except through a third party e.g. solicitor/councillor/friend acting on their behalf
- 5.8.2. Banning the complainant from sending emails to individuals and/or all Council officers and insisting they only correspond by letter
- 5.8.3. Banning the complainant from using any of the Council's services
- 5.8.4. Banning the complainant from accessing any Council building except by appointment
- 5.8.5. Requiring contact to take place with one named member of staff only
- 5.8.6. Restricting telephone calls to specified days / times / duration
- 5.8.7. Requiring any personal contact to take place in the presence of an appropriate witness
- 5.8.8. Letting the complainant know that the 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 may be identified who will read future correspondence, this will usually be the Clerk)

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

- Why the Council have taken the decision,
- What action the Council are taking,
- The duration of that action,
- The review process of this policy, and
- The Clerk will enclose a copy of this policy in the letter to the complainant.

5.10. Where a complainant continues to behave in a way which is unacceptable, the Clerk, in consultation with the Chair of the Council, may decide to refuse all contact with the complainant and stop any investigation into their complaint.

5.11. Where the behaviour is so extreme or it threatens the immediate safety and welfare of staff or councillors, the Council will consider other options, for example reporting the matter to the Police or taking legal action. In such cases, the Council may not give the complainant prior warning of that action.

## **6. New Complaints from Complainants who are Treated as Abusive, Vexatious or Persistent::**

6.1. New complaints from people who have come under this Policy will be treated on their merits. The Clerk will decide whether any restrictions which have been applied before are still appropriate and necessary in relation to the new complaint. The Council do not support a "blanket policy" of ignoring genuine service requests or complaints where they are founded.

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

## **7. Review**

7.1. The status of a complainant judged to be unreasonably persistent or vexatious will be reviewed by the Clerk after three months and at the end of every subsequent three months within the period during which the Policy is to apply.

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

## **8. Record Keeping**

8.1. Adequate records will be retained by the Clerk of the details of the case and the action that has been taken. The Clerk will retain a record of:

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

8.2. The Clerk will provide an annual report giving information about customers who have been treated as vexatious/persistent as per this Policy to the Council.