

FREEDOM OF INFORMATION REQUESTS

16-01-2024

- a) In terms of the digital noticeboard, you said it was 'about £700 a year' for the business rates. Do you have the exact figure? Did the council know when it was installed it would be covered by business rates?
- b) It was mentioned that there was a payment to a member of staff being published. What does that relate to? Is it a current member of staff? Is it currently on the payments list or will it be on a future one?

16-01-24

- a) **As the agreement with SHDC who supplied the board was that we could not charge for advertising, we were unaware that we would have to pay business rates. The annual cost of business rates is £785.92**
- b) **We cannot provide this information. The December payments will be published next week**

22-01-2024

- a) In the Finance section of last week's meeting for article 2023/4-147 item C - it was read out in the meeting 'to resolve to agree to the payments for December 2023 totalling £68,813.65'. That figure was missed from the published agenda. However the December payments document states that the actual outgoing of payments is £10,976.18. [2023-december-expenditure \(lincolnshire.gov.uk\)](https://www.lincolnshire.gov.uk/2023-december-expenditure)
- b) That's a £57,837.47 discrepancy. Where has the money gone that was announced in the payments?
- c) Is this linked to the breach of financial regulations as was mentioned by the parish clerk in the meeting?
- d) In that meeting and as part of the agenda item, Coun Sophie Hutchinson asked about confidential payments and whether they would be published? There's no confidential payments listed in the December payments list. Will they be published in a future list? Is it linked to the reason for the £57,837.47 discrepancy.
- e) Also, is the discrepancy linked to the agenda item scheduled for Tuesday's meeting - **'To discuss and resolve to agree the way forward following costings for legal representation.'** If not related to the discrepancy, what is it related to please?



22-01-24

- a) The figure is never published with the agenda as the agenda goes out before all invoices for the month are received. The December (or any month) payments on the list are all those that have been invoiced and paid in that month including direct debits and not the same as presented monthly to Council. The £68,813.65 is unpaid items and future reserved payments. The £10,976.18, for transparency includes all direct debits.
- b) Our accounts software shows the amounts in the month they are paid, therefore items on the payments list agreed on the 15th January, were paid on the 16th January and will be on the expenditure list for January and not December.
- c) As above
- d) No
- e) The confidential payments for December were on the November expenditure list. If you look back they are always published.
- f) This is related to a Council Lease

13-02-2024

- a) why is the parish council looking to move? How far along are you with plans for it and what options are you looking at for the future?
- b) What about the rooms at Coubro do you rent?
- c) Also, do you know how long it's been based at Coubro?

13-02-24

Unfortunately, your question cannot be answered at this time as no decision has been made as to the future, when/if a decision is made then of course the public will be informed.

13-02-2024

Could I get a statement from you about the council leaving Cubro Chambers? What is happening? What is the reason why?

13-02-24

Unfortunately, your question cannot be answered at this time as no decision has been made as to the future, when/if a decision is made then of course the public will be informed.

29-02-2024

- a) I see in the January payments there is an ex-gratia payment of £10,000 'to a member of staff'. What is this in relation to please and why has such a sum been paid?
- b) I'd had several people contact me to say that the parish council is looking to move from Coubro Chambers into the bungalow in the park. Is that correct?
- c) Obviously it used to be occupied by a member of staff. Is the £10,000 to the member of staff that used to be in the bungalow? What can you say about the reasons for their departure? Have they or any staff members or council members been subject to disciplinary proceedings as a result and what were the outcomes of those proceedings?
- d) Also in the January payments, there is £14,055 worth of salary given out for the month. That's almost double the salary from last January. Throughout the last financial year it's fluctuated from between £6,366 to £9,736 in November which I'm guessing is down to staff coming and going, but while there's no payment listed on the December expenditures (I may have missed it sorry), it suddenly jumps to the £14,055, a 44 per cent increase on the November figure and a 120 per cent increase on Feb 2023. The HMRC payment in the latest expenditure is also significantly increased to £4,097 which I'm guessing is linked. Is it related to the member of staff's departure?
- e) The reason I'm asking this is because a member of the public has contacted us claiming that the member of staff received a £17,000 pay out that has been broken up into different sections by the council.
- f) Is this correct? If so, why has the council broken it up like this?
- g) If not, what is the reason for the increase in salaries and tax payments?

29-02-24

- a) This is exempt information under s.40 of the Freedom of Information Act 2000
- b) As previously stated no decision on the Council's offices have been made
- c) This is exempt information under s.40 of the Freedom of Information Act 2000
- d) All employees information is exempt information under s.40 of the Freedom of Information Act 2000
- e) All employees information is exempt information under s.40 of the Freedom of Information Act 2000
- f) All Council payments are recorded in the correct manner and in accordance with legislation
- g) All employees information is exempt information under s.40 of the Freedom of Information Act 2000

18-03-2024



I would like to make a freedom of information request into what freedoms of information requests Holbeach parish council has received in the last 3 months. (Including requests for information or enquires which would come under the FOI act but are not explicitly labelled as such). Specifically, i would like to know:

- The date each request was received
- What topic the request related to
- The date the first response form HPC was provided
- That date the final response from HPC was provided
- Whether the requested information was fully or partly provided or refused
- If the information was fully or partly refused, what was the exemption/reason for this

10-04-24

This information is held by the Parish Council. It is exempt from disclosure under S.21 Information accessible to applicant by other means. The information is available on the parish council's website.

Request for Information Decision

Date of request: 19/03/2024

Date of decision: 08/04/2024

Request:

Under Freedom of Information I would like to request a copy of the deed of release and deed of grant as mentioned in the attached minutes.

Decision:

This information is held by the Parish Council and is attached.

Request for Information Decision

Date of request: 25/03/2024

Date of decision: 10/04/2024

Request:

Can you please send me all the information you have on the lease arrangement granted to Holbeach United Football Club for the use of Carter's Park and the current council insurances covering liabilities and material damage surrounding the said club's activities.

Decision:

This information is held by the Parish Council and is attached. As per attached the Parih Cpuncil only insures the buildings.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

Request for Information Decision

Date of request: 10/04/2024

Date of decision: 12/04/2024

Request:

Following my Freedom of Information request and your subsequent confirmation that the council insures the Changing Rooms and Grandstand for Fire, could you please confirm that the cover provided is Fire and full insurable perils and not just fire only cover?

Decision:

The cover is all risks cover so far in excess of the fire only. Our policy states: *We will insure you against Damage occurring during the period of insurance*

This information is held by the Parish Council. and is attached. As per attached the Parih Cpuncil only insures the buildings.

Request for Information Decision

Date of request: 19/03/2024

Date of decision: 08/04/2024

Request:

Under Freedom of Information I would like to request a copy of the deed of release and deed of grant as mentioned in the attached minutes.

Decision:

This information is held by the Parish Council and is attached.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

Request for Information Decision

Date of request: 25/04/2024

Date of decision: 02/05/2024

Request:

I wish to make a freedom of information request.

The former chairman, (redacted), was to state on his declaration of interests an agreement with Holbeach Parish Council regarding a right of way over the Bass allotment entranceway. Historically,



when (redacted) purchased redacted the previous owner had been using the roadway to access the rear of his house. In 2003 (redacted) joined Holbeach Parish Council. 2004 he took on being chair of allotments, I recall him stating he did not want (redacted) losing out and wanted to grant him a right of way for him to use. May 2005 to May 2006 (redacted) was chair of allotments and Vice-chair of the Council.

1. Please provide a copy of the agreement between Holbeach Parish Council and (redacted) in respect of the Right of Way over the Bass Allotment Roadway. See attached.
2. How much did the Parish Council receive for granting the right of way.
3. When was the granting of a Right of Way debated and agreed by Holbeach Parish Council.
4. In respect of (redacted) of the Land Registry, when was this land registered at the land registry.
- 5 Who registered (redacted) for Holbeach Parish Council and what cost was incurred.

Decision:

1. The Council should hold this information however, at this time despite a thorough search, it cannot be found.
2. As above, I cannot find anything other than at one point when it was being discussed a suggestion was £1 per annum.
3. There are various mentions in closed session notes, and it appears it was granted in March 2005 as there is reference to it having been signed in the April minutes. In the minutes of the 15th September 2003 members agreed a draft letter regarding this agreement. It states the legal fees are to be paid by the other party.
4. (Redacted) was completed at the land registry on 27th February 2003
5. (Redacted) was registered by Mossop & Bowser on behalf of Holbeach Parish Council

Request for Information Decision

Date of request: 19/03/2024

Date of decision: 11/04/2024

Request: Internal Review of FOI Responses given by Clerk on 29th February 2024

I see in the January payments there is an ex-gratia payment of £10,000 'to a member of staff'.

What is this in relation to please and why has such a sum been paid? **This is exempt information under s.40 of the Freedom of Information Act 2000**

I'd had several people contact me to say that the parish council is looking to move from Coubro Chambers into the bungalow in the park. Is that correct? **As previously stated no decision on the Council's offices have been made**

Obviously it used to be occupied by a member of staff. Is the £10,000 to the member of staff that used to be in the bungalow? What can you say about the reasons for their departure? Have they or any staff members or council members been subject to disciplinary proceedings as a result and what were the outcomes of those proceedings? **This is exempt information under s.40 of the Freedom of Information Act 2000**

Also in the January payments, there is £14,055 worth of salary given out for the month. That's almost double the salary from last January. Throughout the last financial year it's fluctuated from between £6,366 to £9,736 in November which I'm guessing is down to staff coming and going, but while there's no payment listed on the December expenditures (I may have missed it sorry), it suddenly jumps to the £14,055, a 44 per cent increase on the November figure and a 120 per cent increase on Feb 2023. The HMRC payment in the latest expenditure is also significantly increased to £4,097 which I'm guessing is linked.

Is it related to the member of staff's departure? **All employees information is exempt information under s.40 of the Freedom of Information Act 2000**

The reason I'm asking this is because a member of the public has contacted us claiming that the member of staff received a £17,000 pay out that has been broken up into different sections by the council. **All employees information is exempt information under s.40 of the Freedom of Information Act 2000**

Is this correct? If so, why has the council broken it up like this? **All Council payments are recorded in the correct manner and in accordance with legislation**

If not, what is the reason for the increase in salaries and tax payments? **All employees information is exempt information under s.40 of the Freedom of Information Act 2000**

Decision:

After seeking legal advice, Holbeach Parish Council are able to respond to the questions submitted as below:

I see in the January payments there is an ex-gratia payment of £10,000 'to a member of staff'.

What is this in relation to please and why has such a sum been paid? **An ex gratia payment is a termination payment paid to an employee by an employer in a situation where the employer is not obligated to do so. Ex gratia payments are, therefore, gestures of goodwill on behalf of the employer outside of your contract of employment.**

I'd had several people contact me to say that the parish council is looking to move from Coubro Chambers into the bungalow in the park. Is that correct? [We are looking at options for the usage of the Park Bungalow, no formal decisions have been made to date.](#)

Obviously it used to be occupied by a member of staff. Is the £10,000 to the member of staff that used to be in the bungalow? [This is exempt information under s.40 of the Freedom of Information Act 2000 and we are unable to confirm or deny that question.](#) What can you say about the reasons for their departure? [A mutual decision was agreed with regards to their departure.](#) Have they or any staff members or council members been subject to disciplinary proceedings as a result and what were the outcomes of those proceedings? [No](#)

Also in the January payments, there is £14,055 worth of salary given out for the month. [This was due to paying a 12 week statutory notice period.](#) That's almost double the salary from last January. Throughout the last financial year it's fluctuated from between £6,366 to £9,736 in November which I'm guessing is down to staff coming and going, but while there's no payment listed on the December expenditures (I may have missed it sorry), it suddenly jumps to the £14,055, a 44 per cent increase on the November figure and a 120 per cent increase on Feb 2023. The HMRC payment in the latest expenditure is also significantly increased to £4,097 which I'm guessing is linked. [Salaries from September 2023 have increased as we employed a new Deputy Clerk and an Apprentice.](#)

Is it related to the member of staff's departure? [Yes](#)

The reason I'm asking this is because a member of the public has contacted us claiming that the member of staff received a £17,000 pay out that has been broken up into different sections by the council. [Payments made were broken up due to the ex-gratia payment of £10,000 was not taxable and this was made up with £5,000 public money and £5,000 covered by our insurance company. The rest of the payments were taxable and processed as normal through payroll procedures.](#)

Is this correct? If so, why has the council broken it up like this? [As above](#)

If not, what is the reason for the increase in salaries and tax payments? [As above](#)

Request for Information Decision

Date of request: 11/04/2024

Date of decision: 09/05/2024

Request:

I would like to request the following information under a freedom of information request:

1/The total number of individuals paid in compensation claims from 2010 to April 2024 by Holbeach Parish Council.

2/ Total amount money paid out in the form of compensation payments to present employees and past employees of Holbeach Parish Council from 2010 April 2024

3/ Did any of the funding used come from ratepayers money if so how much.

4/ If the monies paid out did not come from ratepayers funding where did the money come from.

5/ What was the descriptive label / reasons for such payments to employees past or present ie 'tribunal ruling for -----'

6/How many breaches of data protection have occurred within Holbeach Parish Council from 2020 to April 2024 and if so how many have been reported and to which reporting authorities.

7/ What legal expenses have been incurred by the Holbeach Parish Council in dealing with compensation claims / payouts since 2010 to present date.

Decision:

A member of staff has now been working on researching this information for in excess of two weeks, full time. This is a fees notice that to research further information will incur a charge, for 18 hours work, this will be £450. Please can you confirm if you wish to proceed?

Please find below information that has been found so far:

1. 5
2. This figure does contain some Statutory payments and the research is not complete.
£55,745.02
3. This figure does contain some Statutory payments and the research is not complete.
£50,745.02
4. This figure does contain some Statutory payments and the research is not complete.
Insurance claim
5. The research is not complete. Compensation: Agreement
6. There have been six reported to the ICO.
7. The research is not complete. £1,350

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

Request for Information Decision

Date of request: 14/03/2024 (extension requested)

Date of decision: 09/05/2024

Request:

I'd like to put in another FOI please. In the last 20-years, so since 2004, how many ex gratia payments have been made to former members of staff. In each instance, how much was paid? Let me know if you need this on another email.

Decision:

A member of staff has now been working on researching this information for in excess of two weeks, full time. This is a fees notice that to research further information will incur a charge, for 18 hours work, this will be £450. Please can you confirm if you wish to proceed?

Please find below information that has been found so far:

1. 5 former members of staff
2. This figure does contain some Statutory payments and the research is not complete.
£55,745.02

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

Request for Information Decision

Date of request: 06/06/2024

Date of decision: 21/06/2024

Request:

I to make a Freedom of Information Request.

Can you please send me a copy of the Carters Park Trust document.

Decision:

1. Documents attached

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

Your right of appeal:

If you have any queries regarding this decision, please contact the Clerk to the Parish Council.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an internal review of our decision (within 40 days of this decision notice) you should write to:



Holbeach Parish Council, Coubro Chambers, 11 West End, Holbeach. PE12 7LW

Email address: clerk@holbeachpc.com

If you are not content with the outcome of your complaint / the Internal Review you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Most of the information that we provide in response to the Freedom of Information act 2000/Environmental Information Regulations 2004 requests will be subject to copyright protection. In most cases the copyright will be owned by the Council. The copyright in other information may be owned by another person or organisation, as indicated by the information itself.

Request for Information Decision

Date of request: 21/06/2024

Date of decision: 24/06/2024

Request:

I to make a Freedom of Information Request.

Under the Freedom of Information Act 2000 I would request a copy of the document referred to within the "case for the opinion of council" Carters' Park Trust - namely the "Trust Deed".

Under the Freedom of Information Act 2000 I would request a copy of the document referred to within the document "the case for the opinion of council" Carters' Park Trust namely the Rules.

Under the Freedom of Information Act 2000 I would request a copy of the document referred to within the document "the case for the opinion of council" Carters' Park Trust namely the correspondence with the Charity Commissioners.

Decision:

We have some or all of this historic documentation at our offices.

The documents we have, we have tried to photograph however they are not always clear. As they are historical documents, you are welcome make an appointment to come to our offices to look through the documentation that we have.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

Your right of appeal:

If you have any queries regarding this decision, please contact the Clerk to the Parish Council.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an internal review of our decision (within 40 days of this decision notice) you should write to:

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Request for Information Decision

Date of request: 20/06/2024

Date of decision: 24/06/2024

Request:

Can i please have the budget and costings for the cancelled 80th d day celebrations please

also confirmation of the acts booked and stalls that were booked to attend

Decision:

In accordance with Section 1(1)(a) of the Freedom of Information Act 2000, you are advised that Holbeach Parish Council does hold information that falls within the description specified in your request.

1. This information is held by the Parish Council



Holbeach Parish Council			
80th Anniversary of D-Day & Carters Park Centenary Event			
	Budget	Actual	Postponement cost
Rock Bus	£400.00	£0.00	£0.00
Lincs Police	£0.00	£0.00	£0.00
Lincs 66 Facepainting	£0.00	£0.00	£0.00
Curo Lincs	£0.00	£0.00	£0.00
Pop Up Museum	£0.00	£0.00	£0.00
Bowls Club open day	£0.00	£0.00	£0.00
Football club demonstration	£0.00	£0.00	£0.00
SHDC Tennis exhibition	£0.00	£0.00	£0.00
SRP Toilets	£1,065.00	£0.00	£0.00
SHDC TEN's licence	£21.00	£21.00	£21.00
St John Ambulance	£114.40	£0.00	£0.00
Carol's Hot Food	£0.00	£0.00	£0.00
For Cod's Sake	£0.00	£0.00	£0.00
Pink Desserts	£0.00	£0.00	£0.00
JJEB Goat Curry	£0.00	£0.00	£0.00
Holbeach Bookshop	£0.00	£0.00	£0.00
1st Moulton & Whaplode Scout Group	£0.00	£0.00	£0.00
Little Miracles South Holland	£0.00	£0.00	£0.00
WI Hall	£0.00	£0.00	£0.00
T-Cup crafter	£0.00	£0.00	£0.00
	£1,600.40	£21.00	£21.00

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

Your right of appeal:

If you have any queries regarding this decision, please contact the Clerk to the Parish Council.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an internal review of our decision (within 40 days of this decision notice) you should write to:

Holbeach Parish Council, Coubro Chambers, 11 West End, Holbeach. PE12 7LW

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Request for Information Decision

Date of request: 24/06/2024

Date of decision: 27/06/2024

Request:

Under the Freedom of Information Act 2000 I would request a copy of the document referred to within the "case for the opinion of council" Carters' Park Trust - namely the "Trust Deed".

Under the Freedom of Information Act 2000 I would request a copy of the document referred to within the document "the case for the opinion of council" Carters' Park Trust namely the Rules.

Under the Freedom of Information Act 2000 I would request a copy of the document referred to within the document "the case for the opinion of council" Carters' Park Trust namely the correspondence with the Charity Commissioners.

Decision:

We have some or all of this historic documentation at our offices.

The documents we have, we have tried to photograph however they are not always clear. As they are historical documents, you are welcome make an appointment to come to our offices to look through the documentation that we have.

27-06-24 – I have viewed the said documents and accept my request has been fulfilled

Signed

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

Your right of appeal:

If you have any queries regarding this decision, please contact the Clerk to the Parish Council.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an internal review of our decision (within 40 days of this decision notice) you should write to:

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Request for Information Decision

Date of request: 17/07/2024

Date of decision: 17/07/2024

Request:

can you please confirm the tendering method for toilets etc ?? are you not meant to put this out to 3 people ,as someone who hires toilets i find the costings for a one day hire to be very high ,even if supplying toilets for disabled etc

like the cancelled car show did you not have to pay a deposit ??when was the credit note from the car show used??

Decision:

In accordance with Section 1(1)(a) of the Freedom of Information Act 2000, you are advised that Holbeach Parish Council does hold information that falls within the description specified in your request.

1. This information is held by the Parish Council

We obtained three quotes and this company were the cheapest. If we had cancelled them completely we would have lost our deposit and that would have cost more.



Company	Date email	Cost	Description
Redacted	01.02.2023	N/A	Doesn't cover this area
Redacted	01.02.2023	£2,100.00	16 standard portable toilets - dropped off week before/co
Redacted	01.02.2023	£2,250.00 + vat	3 cubicles
SRP Hire Solutions	01.02.2023	£1190.00 + vat	14 standard, 2 accessible/baby change - drop off Fri /pick
Redacted	01.02.2023	£1512.00 inc vat	16 standard portable toilets - dropped off fri before/collec
Redacted	02.02.2023	£1692.00 + vat	14 standard, 2 accessible/baby change - drop off Fri /pick
Last Years			
Red	Not available currently	£1025.00 + vat	2+1 trailer unit, 2 accessible, 1 standard portable

15-02-23 paid SRP deposit £319.50

13-06-23 paid SRP balance £958.50

Toilets to be used at Carters Park Centenary on 28th July 2024 at no additional cost.

Holbeach Parish Council Financial Regulations V12 11 (h)

h) When it is to enter into a contract of less than £30,000 in value for the supply of goods or materials or for the execution of works or specialist services other than such goods, materials, works or specialist services as are excepted as set out in paragraph (a) the Clerk or RFO shall obtain 3 quotations (priced descriptions of the proposed supply); where the value is below £5,000 and above £500 the Clerk or RFO shall strive to obtain 3 estimates. Otherwise, Regulation 10.3 above shall apply.

If information has been refused, please treat this as a Refusal Notice for the purposes of the Act.

Your right of appeal:

If you have any queries regarding this decision, please contact the Clerk to the Parish Council.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an internal review of our decision (within 40 days of this decision notice) you should write to:

Holbeach Parish Council, Coubro Chambers, 11 West End, Holbeach. PE12 7LW

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Request for Information Decision

Date of request: 11/07/2024

Date of decision: 08/08//2024

Request:

I wish to request the following information under the Freedom of Information Act
All correspondence referring to the playground inspection report completed on 19th February 2024 and any subsequent repairs.
Invoices and other documentation related play equipment repairs since February 2024.

Decision:

This information is held by the Parish Council.

19-02-24 @ 09:25

Phone call from Play inspection Co re shackles

19-02-24 @ 10:04

Good morning,

We have inspected your play area today and our inspector has noted the following finding that we would like to bring to your attention .

The top chains on the basket seat swing are worn between 60 – 80 % and require replacing.

Risk Assessment 16 (High Risk)

Your full inspection report will follow in due course.

Sent: 19 February 2024 10:06

To: open spaces team

Subject: FW: High Risk Carters Park

Hi

Can you please prioritise this and look at it this morning?

Many thanks

Jan



19-02-24 @ 10:15

Phone call with CF, will remove basket swing

19-02-24 @ 11:51

Good Morning,

Please see attached for details of the basket swing. Please can you confirm that this is the correct one as we are only judging by the looks as the plate on the equipment is worn and you can only make out Wicksteed. We require the 4 chains and the bearings Please for the basket swing.

<https://www.wicksteed.co.uk/products/playground-essentials/swings>

Regards,

Open spaces team

19-02-24 @ 12:14

Phone call to Wicksteed, left voicemail

27-02-24 @ 10:24

Good morning,

Please find attached your Annual Inspection reports and Stock Valuation for your play areas at Carters Park, Netherfield Playing Field & Holbeach Bank Playing Field.

If you have any questions, please do not hesitate to ask.

Best Regards

05-03-24 @10:30

Work scheduling meeting – discussed play inspection report

11-03-24 @ 11:45

Chased up Wickstead, left voicemail

02-04-24 @ 13:50

Chased up basket swing

30-04-24 @ 10:30

Work Scheduling – discussed play inspection report

30-04-24 @ 15:10

Hi Jan,

Please find attached our repeat order form offer to confirm your inspection for next year only.

If you fill out and return the attached form within 16 weeks of your inspection due month next year, we will automatically add your inspection into our schedule to be completed that month.



Please note, if you currently have a rolling annual order with us, this will replace that agreement and will be reviewed on an annual basis.

If you have any questions about this service, please do not hesitate to get in touch.

23-05-24

Chased Wicksteed, left voicemail

29-05-24 @ 10:23

Spoke to (redacted) at Wicksteed told to send email with photos to newly created email address.

From: Clerk

Sent: Wednesday, May 29, 2024 10:49 AM

To: (redacted)

Subject: Attn (redacted)

Hi (redacted)

Following our telephone conversation, please find attached a still photo and a video. In the video, do you consider this part needs replacing? If so could we have 4. We require 2 of the still photo and 4 chains. We also require a flat swing seat.

We look forward to receiving your quotation.

Kind regards

From: Clerk <clerk@holbeachpc.com>

Sent: Friday, June 14, 2024 12:52 PM

To: (redacted)

Subject: FW: Attn (redacted)

Could we please have a response to our email as below?

Many thanks

From: (redacted)

Sent: Friday, June 14, 2024 2:24 PM

To: Clerk <clerk@holbeachpc.com>

Subject: RE: Attn (redacted)

Good afternoon Jan.

Please find our quotation attached.

If I can be of any further assistance then please do not hesitate to contact me.

Kind Regards

From: Clerk
Sent: Monday, June 17, 2024 9:16 AM
To: [\(redacted\)](#)
Subject: RE: [\(redacted\)](#)

Good morning [\(redacted\)](#)

Thank you for your email. Can you please omit the swing seat and re-send the quote?

Many thanks

Jan

From: Clerk <clerk@holbeachpc.com>
Sent: Friday, June 21, 2024 1:37 PM
To: [\(redacted\)](#)**Subject:** FW: Attn Pete

Hi,

Thank you for the quote, can you please requote omitting the swing seat and adding a swing cradle seat. We are somewhat dismayed at the time taken to answer our emails.

Many thanks

24-06-24 @ 09:01
Hi [\(redacted\)](#) sales team

Could you help me please. I am trying to purchase a number of items from yourselves and dealing with [\(redacted\)](#) in aftersales. I am really struggling, he just doesn't respond to emails despite my chasing.

Many thanks

Jan

25-06-24 @ 11:39
Good morning Jan.

I can only apologise for the length of time taken to respond; we are currently dealing with an extraordinary volume of enquiries.

Please find our quotation attached.

If I can be of any further assistance then please do not hesitate to contact me.

25-06-24 : 15:57
Email to Open Spaces:
Hi

Here is the quote for the spare parts at Carters Park and Netherfield. Are you happy for me to order them?

Many thanks

Jan

25-06-24 @ 16:00

Happy to go ahead

Kind regards,

Rick Stevens

25-06-24 @ 16:41

Happy to go ahead as soon as you can please, amazed at cost of a chain!!

Kind regards

Rachel

From: clerk@holbeachpc.com <clerk@holbeachpc.com>

Sent: Wednesday, June 26, 2024 9:39 AM

To: redacted

Subject: Purchase Order 179 Play equipment parts

Please find attached purchase order 179 for quote ref: WLLQ12893-01

From: (redacted)

Sent: Friday, June 28, 2024 10:07:51 AM

To: Clerk <clerk@holbeachpc.com>

Subject: RE: Purchase Order 179 Play equipment parts

Good morning Jan,

Thank you for your email.

I am currently processing your order as requested.

Is it possible for you to confirm the delivery address which you would like the parts sending to ?

I look forward to hearing from you.

Kind Regards

28-06-24 @ 10:35

Hi (redacted),

Can they be sent to:

Coubro Chambers

11 West End



Clerk/RFO: Jan Hearsey
Deputy Clerk: Becky Brothwell

Coubro Chambers, 11 West End
Holbeach, PE12 7LW
01406 426739
clerk@holbeachpc.com
holbeach.parish.lincolnshire.gov.uk
@HolbeachParishCouncil



Holbeach

PE12 7LW

Many thanks

Jan

01-07-24 @ 14:59

Dear Ms. Hearsey

Thank you for placing an order with Wicksteed, please find attached our Order Acknowledgement and general conditions of sale.

We will endeavour to have your order delivered to you as soon as possible.

Please don't hesitate to contact me for any further assistance.

23-07-24 Parts arrived

Quote sent to Cllr Isobel Hutchinson on 03-07-24

Your right of appeal:

If you have any queries regarding this decision, please contact the Clerk to the Parish Council.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request an internal review of our decision (within 40 days of this decision notice) you should write to:

Holbeach Parish Council, Coubro Chambers, 11 West End, Holbeach. PE12 7LW

Email address: clerk@holbeachpc.com

If you are not content with the outcome of your complaint / the Internal Review you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

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Clerk/RFO: Jan Hearsey
Deputy Clerk: Becky Brothwell

Coubro Chambers, 11 West End
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@HolbeachParishCouncil



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