



KENT COUNTY PLAYING FIELDS ASSOCIATION

96th ANNUAL REPORT AND ACCOUNTS

for the year ended 31st December 2022

Registered Charity 302907

Dear Sir/ Madam,

Notice is hereby given that the Ninety Sixth Annual General Meeting of the Kent County Playing Fields Association will be held at The Pavilion, The Moat, Charing Kent TN27 0JJ on 11th July, commencing at 7.00 pm to which you are invited. A copy of the Annual Report will be available from the Secretary on request or can be viewed on our website following this meeting at www.kentpfa.org.uk.

A G E N D A

1. Welcome by the Chairman.
2. Apologies for absence.
3. To confirm the minutes of the Annual General Meeting held on 12th October 2022
4. To consider and approve the 96th Annual Report for the year ending 31st December 2022
5. To consider and approve the Accounts and Balance Sheet for the year ended 31st December 2022.
6. To elect the Members to serve on the Management Committee:
 - a) Vice President of the Management Committee (2-year term) Propose Richard Young.
 - b) Chairman of the Management Committee (2-year term) Propose Philip Harding.
 - c) Members of the Association (1 year term):
The current members are, Philip Harding, Richard Young, Richard T.Maylam, Andy Griffiths, Cheng Wong , John Knott, Matt Edwards and Sue Barnes.
 - d) Chairman of the Golf Committee (2-year term) Propose Matt Edwards.
7. To elect the members to serve on the Golf Committee.
The current members are, Cheng Wong, Matt Edwards, and Sue Barnes.
8. To adjust the timing of AGM's from not later than 1st June to 1st August each year.
9. To consider changes to the terms regarding the Virgo Awards.
9. Appointment of Accountants; Ackland Webb
10. To determine the rates of annual subscription.
11. Any other business for referral to the Management Committee.

By Order of the Management Committee.

Paul Peacock
Secretary

4th July 2023

OBJECT OF THE ASSOCIATION

The Kent County Playing Fields Association is a registered charity and is affiliated to the National Playing Fields Association.

The Association is governed by the Rules, amended in April 2013.

The Object of the Association is to ensure that there are adequate facilities for recreation in every city, town and village in Kent and, to fulfil this Object, to encourage the provision, improvement, retention and use of playing fields, children's playgrounds and other recreational centres.

Supporting the Association

The Association has a strong membership that is committed to achieving its Object.

The extent to which the Association is able to assist with the achievement of its Object, however, is dependent upon the level of financial assistance it receives year-on-year.

If you would like to support the Association, Gift Aid and membership forms have been reproduced at the end of the Annual Report for completion and return to the office.

A complete list of Members may be obtained on application to The Secretary, 24 Tennison Way, Maidstone Kent ME15 9GE.
E-mail: kcpfa@hotmail.co.uk

CHAIRMAN'S REPORT

This report covers the 2022 calendar year, and the aftermath of the COVID virus and its various strains and the subsequent lockdown. Alongside many of the sporting activities it supports, the KCPFA resumed its principal activity, the service of grants and loans where applicable.

The Management Committee meetings of the KCPFA during 2022 were held, together with the Annual General Meeting on the 12th October, at the Dog and Bear Public House in Lenham. At this time Trustees approved Ackland Webb accounts for 2021 together with the Annual Report to Trustees and the balance sheet. The Secretary further confirmed alterations to the constitution and rules governing the charity to encompass a Safeguarding Policy. In addition, the revived Cecil Leitch 5 Club competition held at Canterbury Golf Club in June was welcomed financially.

Grants, Loans and Awards

The KCPFA again awarded several grants to young people participating in a wide variety of sports. It continues to be a real source of pleasure to the Association to be able to support them and to learn of their dedication and excellence. A total of £3,600 was paid from memorial grants for 2022. Surprisingly, just a single general grant of £300 was awarded.

At the same time, loans continue to be available to assist with the purchase, layout, and extension of playing fields and the provision, the modernisation and adaptation of children's playgrounds, clubhouses, sports halls and other recreational facilities. The maximum loan offered, over a five-year period, is £25,000, or 80% of the cost of the project, whichever is the lesser amount. We are keen to make these loans more widely available. Grant aid is available to parish councils and voluntary organisations towards the cost of providing children's recreational facilities only. The maximum grant is £1,000 and will be payable upon completion and inspection of the project and the submission of receipted accounts.

As far as grants to young people are concerned, the following are available:

- **The Virgo Awards**, established in memory of the late Ernest Virgo, a former President and great supporter of the Association, are open to young cricketers to assist with their training, coaching etc up to £300 in any one year.
- **The Ivy Hawkes Memorial Fund**: awards from this Fund provide financial assistance for young sportsmen and women in Kent between the ages of 12 and 20.
- The maximum award is £300.
- **The Edwin Boorman Memorial Fund** established after a former Patron of the Association following his death in 2012 supports new sporting initiatives for clubs and voluntary organisations. Applications are considered from February to April each year for presentation at the subsequent AGM. Grants are maximum £300.

Donations :Income

The Association is most grateful to all those who have made donations during 2022; their support is greatly appreciated. The assistance the KCPFA can provide to young people is very much enhanced by this support. Cobtree Charity Trust, Sir Charles Jessel, The Stonewall Park Charitable Trust, Mr. Nick Miskin, Mr. Bill Cockcroft DL, Mrs Sue Barnes, Mr. Robert Horner, Mr Richard T. Maylam, Mr. Richard Young, Mr. Paul Peacock, Mr. Paul Furst, Mr. Paul Newman, Mr Chris Dyer, Mr Richard Moon, Mr Khee Cheng Wong, Mr Ulric Allesbrook, Miss A.M. Backhouse, Mrs Sarah Dawn Bailey, Mr. T.D. Brazier TD MP, Mr. S.W.L. Brice, Mr. R.W. Edelsten, Mrs. Nina Edgar, Mrs. Joanne Eldridge, Mr. Rai Janz, Mrs. Brenda Kverndal, Mrs. P.A. Lippiatt, Mrs. Vera M. Rees, Mr. Peter Robinson, Mr. Peter Ruranski, Mrs Jennifer Stark Duce, Mr. Ron L. Steele, Mr. Paul A. Virgo.

Cecil Leitch Five Club Competition

Richard Young and his Golf Committee were delighted to resume the competition at Canterbury Golf Club resulting in a net profit of £8,196 for the charity. Our sincere thanks to all officials and members of Canterbury GC for allowing us to use their golf club and to every competitor taking part in both the preliminary rounds and the final.

Membership

The membership of the Association as of 31st December 2022 was 430 made up as follows:

Life members:	20		
Benefactor members:	0		
Annual Members:	Individuals:	15	Clubs: 264
	Parish Councils:	85	Schools: 1
	Corporate:	15	
	Gift Aid:	30	

Summary

I am again most grateful to all those who enable the Association to continue to fulfil the charitable objectives for which it was established, in yet another difficult year. Committee colleagues serve the KCPFA with dedication and wisdom. Our Secretary, Paul Peacock, runs the Association on a day to-day basis, and his continued commitment to the KCPFA is greatly appreciated. The Trustees have paid due regard to the guidance on public benefit published by the Charity Commission when reviewing the aims and objectives of the Association and in planning future activities. The Trustees believe that the activities undertaken in the year for achieving the objectives of the Association have met the public benefit requirement.

Chairman - Phil Harding

July 2023

Financial Report

Expenditure Overall was significantly lower in 2022 by 12% at £24,902 compared to £30,245 the previous year. This was due largely to the 62% reduction in grants made, down from £10,250 in 2021 to £3,900 in 2022. Support costs were higher by 24% from £3,494 in 2021 to £4,350 in 2021 largely due to conference and hall hire costs and a 17% increase in stationery and office costs. Human resource costs were broadly the same as in the previous year.

Income: Was marginally higher in the year, just 3% better from £27,148 in 2021 to £27,956 in 2022, due to a slightly better return on investment income/interest and the increased income raised from the Cecil Leitch competition. Net profit from the competition was £8,196 compared to £7,323 in 2021. Donations rose by just 2% to £4,236 from £4,159 in 2021. Subscription income however fell for the second year running by 7% from £6,215 to £5,757. Overall investment income rose by just over 3% from £9,451 to £9,767 due mainly to the reduced loan book interest as loans are repaid.

Summary: The investments with CCLA continue to provide a steady income stream, despite the volatility of world markets, up slightly from £8,825 to £9,327. The unrealized net loss on those investments of £31,246 in 2022 (£30,893 unrealised gain in 2021) reversed the previous year's positive figures leaving a total funds/net worth position of £271,993 compared with £300,185 in 2021.

Outlook: For the current year remains uncertain worldwide. The ongoing invasion of Ukraine by Russia continues to undermine confidence in stock markets and cause significant fluctuations in energy costs/inflation. The potential for the UK stock market and economy to improve following our withdrawal from the EU remains hindered by politics and increased inflationary pressure here and overseas which has led policy makers to raise interest rates significantly. Considering the ongoing war in Ukraine, prolonged higher inflation, rising interest rates together with continued

industrial disputes across sectors of the UK economy here in the UK and abroad, growth prospects are doubtful for the near future. The charity has remained resolute and does have a relatively strong balance sheet, a significant cash balance and a strong income stream from subscriptions and investment interest for the coming year. If, however, stock markets remain volatile and weaken further, we may expect a further reduction in the value of assets held with CCLA, nevertheless I am confident the charity will continue to meet its objectives throughout the coming year.

Secretary - Paul Peacock

July 2023

Patron: W.L.Cockcroft DL FRICS MCMI

OFFICERS:

President Richard Young, 1 Nunnery Fields, Canterbury, Kent CT1 3JN

Vice-President Richard Young, 1 Nunnery Fields, Canterbury, Kent CT1 3JN

Chairman Philip J. Harding, 6 Chestnut Road, Elmsvale, Dover Kent CT17 9PY

Vice-Chairman Mr. Andrew Griffiths, 109 Willington Street, Maidstone Kent ME15 8JU

Golf Committee Chairman Richard Young, 1 Nunnery Fields, Canterbury, Kent CT1 3JN

Secretary/Treasurer Paul Peacock, C/o 24 Tennison Way, Maidstone Kent ME15 9GE

Registered Accountants Ackland Webb Chartered Certified Accountants 67 Business Innovation Centre, University Road, Canterbury, Kent CT2 7FG

Bankers National Westminster Bank plc, 3 High Street, Maidstone, Kent ME14 1XU

COMMITTEE AND COUNCIL MEMBERSHIP

The Management Committee (whose members serve as Trustees of the Association)

- ***Chairman:*** Philip John Harding

The Association's Officers:

Elected Members: A.Griffiths , R T Maylam, J.T.Knott, K.C.Wong. Matt Edwards Sue Barnes.

The Council – Chairman Philip John Harding, Vice-Chairman Richard Young,

Elected Members: C.Boswell, President Kent Football Association, Invicta House Cobdown Park, Ditton Maidstone ME20 6DQ
R .Young, Kent County Golf Union, 1 Nunnery Fields, Canterbury, Kent CT1 3JN

A.Griffith, Community Cricket Manager West & Met. Kent, KCB Development Office, Old Dover Road, Canterbury CT1 3NZ
G.Stephenson, Kent Lawn Tennis Association 42 Madeira Avenue, Bromley, Kent BR1 4AY

The Golf Committee - Chairman: Richard Young

Elected Members: K.C.Wong, Matt Edwards, Sue Barnes

Ex-Officio Members: The Association's Officers

District Representatives and representatives of Local Authorities, whilst holding office.

DISTRICT REPRESENTATIVES

<i>Bexley</i>	Mr. A. Griffiths, 3 Middlesex Road, Maidstone Kent ME15 7PJ.
<i>Canterbury</i>	Mr. R. Young, 1 Nunnery Fields, Canterbury, Kent CT1 3JN.
<i>Dartford</i>	Mrs. J. Wood, 60 Ediva Road, Meopham, Kent DA13 0ND.
<i>Dover</i>	Mr. P. Harding, 6 Chestnut Road, Dover, Kent CT17 9PY.
<i>Gillingham</i>	Mr. K. C. Wong, 28 Watling Street, Gillingham, Kent ME7 2YH.
<i>Gravesham</i>	Vacant
<i>Maidstone South</i>	Mr. John Knott, 5 Matthews Avenue, Harrietsham, Kent ME17 1GT
<i>Medway North</i>	Vacant
<i>Medway South</i>	Vacant
<i>Sevenoaks</i>	Mr. R. Horner, Linden Lea, Greenhill Road, Otford, Sevenoaks, Kent TN14 5RR
<i>Shepway North</i>	Vacant
<i>Swale and Sheppey East and West</i>	Vacant
<i>Swale Central</i>	Mr. J.Thatcher, 3 Barler Place,Queenborough,Sittingbourne, Kent ME11 5BX
<i>Thanet</i>	Mr. P. Ruranski, 22 Nursery Fields, Acol, Birchington, Kent CT7 0JF
<i>Tonbridge & Malling</i>	Mr T. Alldridge, 24 Tennison Way, Maidstone Kent ME15 9GE
<i>Tunbridge Wells</i>	Mr. P. French, 31 Bounds Oak Way, Southborough, Kent TN4 OTW

REPRESENTATIVES OF LOCAL AUTHORITIES

<i>Kent County Council</i>	Cllr. Andrew Wickham, Pevington Farm, Egerton Road, Pluckley Kent TN27 0PF
<i>Ashford</i>	Cllr. Mike Bennett, 16 Chalk Avenue,St Michaels, Teneterden Kent TN30 6BU
<i>Canterbury</i>	Cllr. P. Todd, 60 Sherwood Drive, Whitstable, Kent CT5 4PH

<i>Dartford</i>	Cllr. P.Thurlow,32 Cedar Drive, Sutton at Hone, Dartford, Kent DA4 9EN
<i>Dover</i>	Cllr. Trevor .Bond 102 London Road, Deal,Kent CT14 9TY
<i>Folkestone & Hythe</i>	Cllr. Stuart Pealle, 11 The Pasture, Hawkinge, Kent CT18 7PN
<i>Gravesham</i>	Cllr. Brian Sangha, Thisledome, 12B Lennox rRoad,Gravesend Kent DA11 0EP
<i>Lydd Town Council</i>	Cllr. Barbara Walsh, 60 The Derrings, Lydd, Romney Marsh Kent TN29 9BN
<i>Maidstone</i>	Cllr. David Naghi, 19 Mote Avenue, Maidstone, Kent ME15 7SU.
<i>Medway</i>	Cllr. Gary Hackwell, 98 Long Catlis Road,Rainham,Kent ME8 9 TH
<i>Sevenoaks</i>	Cllr. Abraham, Sevenoaks District Council Argyle Road, Kent TN13 1HG
<i>Shepway</i>	Cllr. Michael Lyons, Cragside, 67 Turnpike Hill, Hythe Kent CT21 4SE
<i>Swale</i>	Vacant
<i>Tonbridge & Malling</i>	Cllr. Des Keers, 17 Papion Grove, Chatham, Kent ME5 9BS

THE CECIL LEITCH FIVE CLUB GOLF COMPETITION - *Richard Young*

We were delighted to be able to resume with the Cecil Leitch 5 Club competition and grateful to both Canterbury Golf Club and all those taking part. The 65th annual event was held in June. Interest and participation in the competition was revived and we had over 1800 players competing in the preliminary rounds and the final. Our heartfelt thanks to all those involved across the county.



	£
<i>General Grants Paid:</i>	
Kent Schools Golf Association	300
	300
<i>Grants Paid from the Hawkes Memorial Fund:</i>	
Reuben Smith (BMX cycling)	300
Oliver Kendall (BMX cycling)	300
Finley Bowles (Olympic Trap Shooting)	300
Samuel Painter (Cycling)	300
Katie Painter (Triathlon)	300
Sophie Painter (Triathlon)	300
Layla Flint (Karate)	300
Gracie Lawton (Athletics)	300
Amelia Lawton (Athletics)	300
Harrison Lawton (Rugby)	300
Harriet Court (Javelin)	300
Rosie Dobson (Rugby)	<u>300</u>
	<u>3,600</u>

SUMMARY OF ACCOUNTS FOR THE PAST FIVE YEARS (2017 TO 2022 INCLUSIVE)

Details	Year					
	2017	2018	2019	2020	2021	2022
	£	£	£	£	£	£
Income (other than investment income)	20,245	17,670	18,904	10,355	17,697	18,189
Expenses - administration	27,842	18,839	19,754	17,722	19,643	24,902
Surplus (Deficit)	(818)	(685)	4,863	1,668	27,796	(28,192)
Capital Account - General fund	266,543	265,858	270,721	272,389	300,185	271,993
Loans outstanding at previous year end	39,257	36,714	26,971	17,229	7,486	1800
Loans advanced during the year	nil	9,000	nil	nil	nil	nil
Loans repaid during the year	17,863	11,543	9,743	9,742	9,743	5,686
Grants made during the year	11,080	10,575	15,685	4,350	10,250	3,900
Membership	505	460	397	446	448	430

GIFT AID DECLARATION

Name of Charity: KENT COUNTY PLAYING FIELDS ASSOCIATION, C/O 24 Tennison Way,
Maidstone Kent ME15 9GE Telephone: 01622 691009
E-mail: kcpfa@hotmail.co.uk

Details of Donor:

Title Forenames.....Surname

Address

.....Post Code

I would like the Charity to treat, as a Gift Aid Donation, the following:

- the enclosed donation of £
- the donation of £ which I made on/...../.....
- all donations I make from the date of this declaration until I notify you otherwise
(delete as appropriate)

Signature

Date

EXPLANATORY NOTES:

1. You may cancel this declaration at any time by notifying the Charity.
2. You must pay an amount of income tax and/or capital gains tax at least equal to the tax that the Charity reclaims on your donations in the tax year (currently 25p for each £1 you give).
3. If in the future your circumstances change, and you no longer pay tax on your income and/or capital gains tax equal to the tax that the Charity reclaims, you may cancel your declaration (see Note 1).
4. If you pay tax at the higher rate, you may claim further tax relief on your Self Assessment tax return
5. If you are unsure whether your donations qualify for Gift Aid tax relief, please contact the Charity, or ask your local tax office for leaflet IR133 Gift Aid.
6. Please notify the Charity if you change your name or address.

DONATIONS UNDER THE GIFT AID REGULATIONS

The Gift Aid Scheme has replaced the existing scheme under which monies were donated under a Deed of Covenant. Existing Deeds of Covenant will continue until their expiry date but will be dealt with, for those purposes, in the same way as donations under the new scheme. When Deeds of Covenant expire, donors will be invited to make donations in accordance with the Declaration Form above.

You will see that you have various options on the form and you may select which option suits your particular circumstances.

There is no minimum or maximum limit to the amount that you may give. All that is required is that you must have paid an amount of tax, either income or capital gains, at least equal to the tax deducted from your donations. This will allow donors to claim higher rate tax relief from donations against either income tax or capital gains tax.

You may even submit a Gift Aid declaration by telephone or via the Internet without having to complete and sign a paper declaration. You merely have to provide the information contained on the form opposite and the Association will send you a written record of the declaration that you have made.

You are entitled to cancel a declaration at any time. In the case of an oral declaration, if you cancel the declaration within 30 days of the written record being sent to you, the cancellation will be retrospective so that it will be as if the declaration had never been made.

In addition to any donation made under the Gift Aid Scheme, individuals and companies will be able to obtain tax relief for gifts of listed shares and securities made to the Association when calculating their income or profits for tax purposes.

PAYROLL GIVING

Under the Payroll Giving Scheme, employees are able to authorise their employers to deduct charitable donations from their pay before calculating Pay As You Earn tax. In this way, the employee automatically obtains tax relief at his or her top rate of tax.

If you have queries about making donations to the Association, please speak to the Secretary at Cantium Lodge. If he is unable to solve your problem immediately, he will take the details and one of the Association's Officers will contact you when we have ascertained the answer from the appropriate authority.

KENT COUNTY PLAYING FIELDS ASSOCIATION **MEMBERSHIP APPLICATION FORM**

To: The Secretary, Kent County Playing Fields Association, C/o

To support the Playing Fields Movement, I have pleasure in enclosing a Subscription/ Benefactor Membership fee of £.....

Name.....

Address.....

.....

RATES OF MINIMUM SUBSCRIPTION:

Annual: **£**

Individual	10
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Sports Clubs and similar organisations	25
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Borough and District Councils	52
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Parish Councils -

Council Tax Base precept £1,000 to £2,000	10
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Council tax base precept over £2,000	20
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Benefactor Member:

Once only payment	1,000
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Corporate Membership (per annum):

Commercial and industrial firms	75
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BANKER'S ORDER

ToBank plc Sort Code

Address

.....

Please pay now to the account of the Kent County Playing Fields Association (Registered Charity 302907) at National Westminster Bank plc, 3 High Street, Maidstone, Kent ME14 1XU, (sort code 60-60-08, Account number 00039616), my/our subscription of £ and continue to pay this amount without further application on 1st January each year until further notice.

Signature.....Account No.....

Address.....

Date.....

KENT COUNTY PLAYING FIELDS ASSOCIATION.

DATA PROTECTION STATEMENT.

This statement explains how Kent County Playing Fields Association (KCPFA) handles and uses the personal details which it collects about its Trustees, Members, Sports Clubs, Applicants, and competitors in KCPFA competitions (hereinafter collectively called Consultants). Retention of this information regarding Consultants enables KCPFA to keep in touch with them in order to keep them advised of KCPFA activities, and to enable KCPFA to discharge its responsibilities as required by its constitution and to pursue its legitimate interests. KCPFA is committed to protecting all personal information and being open about the nature of the information which it holds. In the event that KCPFA rely upon an individual's consent for holding such data, such consent may be withdrawn at any time.

The extent of this Policy:

This policy describes how KCPFA will make use of the data which it handles in pursuit of its legitimate interests. It also describes Consultants' data protection rights, including a right to object to any processing which KCPFA may carry out.

Personal Data Collected and Held:

The personal information held by KCPFA will primarily be that provided by Consultants (or, in the case of minors, by their parents) in correspondence from Consultants by post, telephone, email or otherwise. On occasion, details regarding Consultants may be received from sports clubs within the County of Kent..

The records may contain:

- Contact details as supplied and periodically updated by Consultants.
- The name, gender, and date of birth of individuals.
- Club affiliations and details of membership.
- Bank account details when provided for payment of membership or other fees or to enable KCPFA to make payments.
- Personal data supplied by Consultants for specific purposes (e.g. medical conditions and disability requirements).
- Any qualifications or work experience supplied by an individual

Some information will be generated as part of an individual's involvement with KCPFA.

Information received from third parties:

KCPFA may on occasion receive information from third parties, e.g. information regarding a minor supplied by parents, details of participants in a competition supplied by a sports club.

Use of Personal Data by KCPFA:

Consultants' Personal Data is used by KCPFA for:

- Sending to Consultants details of its activities and inviting them to attend events.
- Collecting subscriptions and other payments which may be due.
- Discharging its responsibilities as set out in its constitution as a Playing Fields Association.
- Internal record-keeping.
- Administrative purposes.

- Purposes required by law, e.g. maintenance of accounting and health and safety records, compliance with the requirements of government and law enforcement authorities.

Direct Marketing:

KCPFA will not use personal data for any direct marketing purposes whatsoever.

Sharing of Data:

Personal data may be shared with government authorities and/or law enforcement agencies if mandated by law, or if required for the legal protection of the legitimate interests of KCPFA in compliance with applicable laws.

Personal data may also be shared with third-party service providers who will process it on behalf of KCPFA.

Consultants' Rights:

Consultants the right to:

- Ask KCPFA for access to, or rectification or erasure of, their individual data Provided that KCPFA will not delete information which it is required to keep by law.
- Restrict the data provided, subject to the proviso above.
- Object to the receipt of communications by any specific method.
- Request the transfer of their individual data to a third party.

Members have the right to lodge a complaint with the Information Commissioner's Office at

Retention of Data:

Consultants' personal data will be processed for as long as they retain their membership or active involvement with KCPFA and, save as hereinafter mentioned, for up to one year thereafter. However, KCPFA will retain information to maintain statutory records in line with appropriate statutory requirements or guidance. Records of an individual's involvement in a particular competition, or on being the subject of a grant or award, may be held indefinitely by KCPFA in order to maintain a historic record of KCPFA.

Further Information:

The legal basis for processing your personal data for the purposes set out above is that it is necessary for the pursuit of KCPFA's legitimate interests. KCPFA always handles personal data securely and minimises its use, and there is no overriding prejudice to Consultants by using their personal information for these purposes. However, there is no statutory or contractual requirement for Consultants to provide KCPFA with any personal data.

Those who have concerns or questions about the information contained in this statement, or who do not want KCPFA to process their personal data for specific purposes, should contact the KCPFA secretary at 24 Tennison Way, Maidstone, Kent, ME15 9GE, Tel: 01622 691009, email: Where Consultants have specific requests relating to the management of their personal data, KCPFA will endeavour to resolve these but there may be circumstances where it is unable to comply with a specific request.