

Banbury Town Council

Mark Hassall ACMA
Town Clerk & RFO



The Town Hall
Bridge Street
Banbury
OX16 5QB

Tel: 01295 250340
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Our Ref: RA05092023
Your Ref:
Please ask for: Martyn Surfleet
Email: martyn.surfleet@banbury.gov.uk

Date: 29 August 2023

To: All Members of the Resources Committee.

You are hereby summoned to attend a Meeting of the **Resources Committee** to be held in the TOWN HALL, BRIDGE STREET, BANBURY on **TUESDAY, 05 SEPTEMBER 2023 at 6.30pm**, for the transaction of the following business.

A handwritten signature in black ink, appearing to be 'Mark Hassall'.

Mark Hassall
Town Clerk & RFO

BUSINESS TO BE TRANSACTED

1. **Apologies for absence**
Contact Martyn Surfleet (01295 250340).
2. **Declarations of Interest**
Members are asked to declare any disclosable pecuniary interests in items on the agenda, **and the nature of that interest**, in accordance with the Localism Act 2011, the Banbury Town Council Code of Conduct and Section 106 of the Local Government Finance Act 1992 (Please refer to the notes at the end of Agenda)
3. **Minutes of Last Meeting**
To approve as correct the Minutes of the Meetings held on 13 June 2023 (**Attached**).
4. **Income & Expenditure Report**
To consider the report of the Town Clerk & RFO (**Enclosure 4**).
5. **Events Update**
To consider the report of the Events Manager (**Enclosure 5**)
6. **Bus Shelter Real Time Information and Green Roofs Update**
To consider the report of the Administration Officer (**Enclosure 6**)
7. **Customer Relationship Management and Booking Software Update**
To consider a report from the Executive Officer regarding the progress of the Customer Relationship Management software, Mobile App and Booking system. (**Enclosure 7**)

8. Mayoral Business Plan

To consider the report of the Civic Officer (**Enclosure 8**)

9. Confidential Business Exclusion

That, in accordance with Section 1(2) of the Public Bodies (Admission to Meetings) Act 1960, the public and press be excluded from the meeting during the consideration of the items set out below on the grounds that publicity would be prejudicial to the general interest by reason of the confidential nature of the business to be transacted.

10. Staffing Matters

To consider the report of the Town Clerk & RFO (**Enclosure 10**)

Notes on declaration of interest

- (i) Any Member arriving after the start of the meeting is asked to declare any disclosable pecuniary interests as necessary as soon as practicable after their arrival even if the item in question has been considered;*
- (ii) In such circumstances, the Member must withdraw from the meeting room, and should inform the Chairman accordingly.*

It is not practical to offer detailed advice during the meeting.

**GENERAL SERVICES COMMITTEE
28 AUGUST 2023**

**RESOURCES COMMITTEE
5 SEPTEMBER 2023**

REPORT OF THE TOWN CLERK & RFO

INCOME & EXPENDITURE TO 23 AUGUST 2023

1 Introduction and Purpose of Report

- 1.1 To inform Members of income and expenditure compared with Year to Date (YTD) Budget for the financial year.

2 Wards Affected

- 2.1 All Wards.

3 Effect on Policy

- 3.1 Nil.

4 Contact Officer

- 4.1 Mark Hassall (01295 817313)

5 Background

- 5.1 The Council's Financial Regulations require that the Resources Committee be provided with a statement of income and expenditure to date under each head of the approved year-to-date annual revenue and capital budgets. As the main spending Committee, it is considered appropriate for this information to also be presented to the General Services Committee.
- 5.2 The Council's Accounting (RBS Omega) System provides reports that show Phased Budget YTD and Actual YTD, for Income and Expenditure and any variance.
- 5.3 Attached is a report outlining summary income and expenditure against each cost centre.

6 Present Position

- 6.1 The attached report shows all expenditure incurred up to 23 August 2023. Overall the Committees expenditure is within forecast versus the phased YTD budget. The main causes are addressed as follows:

- 6.2 General Services variances are principally
- ◆ Income across cemeteries contains seasonal impact, along with outstanding settlement of rental terms of buildings at Hardwick Hill.
 - ◆ Whilst staffing costs are currently below budget (£10k) across the committee, mainly due to vacancies, when including the impact of YTD anticipated nationally agreed pay rises, they are estimated as £4k over budget.
 - ◆ Computer software to support play equipment and grounds maintenance monitoring.
 - ◆ In partnership with CDC, landscaping and install of round benches at Moorfields and Hill View parks.
 - ◆ Overspend in arboriculture is anticipated to be timing related only.
 - ◆ Timing of playground and landscape software monitoring programmes offset by unspent earmark reserve release.
 - ◆ Timing of invoicing for grounds maintenance works impacted by seasonality.

- 6.3 Underspends on Resources Committee also principally
- ◆ Reduced Central Admin costs including salaries.
 - ◆ Staffing costs are currently over budget £2k across the committee, mainly due to recruitment, when including the impact of YTD anticipated nationally agreed pay rises, they estimated as £10k over budget.
 - ◆ Town Council Events income includes sponsorship across events and are ahead of budget, with costs incurred in advance but managed within planned budgets. The coronation celebration increased expenditure (net of income) of (£3k) was mainly caused by a £2k overspend incurred on litter disposal. Marginal net overspend on Town Mayors Sunday and Food Fairs are anticipated to be contained within overall event budgets.
 - ◆ Other Costs & Income includes increased interest income, timing of which is delayed due to transfer from Santander of interest earned to-date (£25k). Costs associated with improvements the heating efficiency at the town hall will be met from earmarked reserves.

7 Financial Effects & Risk Assessment

- 7.1 This is a monitoring report so there are no specific financial effects arising from it. Without effective budget monitoring there is a risk that budgets will not be adhered to, thereby weakening the Council's ability to demonstrate an effective use of resources. This risk is being mitigated by closer monitoring of spend using a phased budget.

8 Recommendations

- 8.1 The Council is invited to receive and note the Income & Expenditure report.

Background Papers: Nil

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>General Services Committee</u>							
<u>101 Litter Control & Cleansing</u>							
4107 Equipment General	0	4,600	4,600	4,600		4,600	0.0%
4109 Cleansing Contract	0	0	0	152,026		152,026	0.0%
Litter Control & Cleansing :- Indirect Expenditure	0	4,600	4,600	156,626	0	156,626	0.0%
Net Expenditure	0	(4,600)	(4,600)	(156,626)			
<u>103 Southam Road Cemetery</u>							
1000 Miscellaneous Income	125	125	0	125			100.0%
1004 Burial Chambers	1,300	1,300	0	3,250			40.0%
1005 Burial Fees	15,155	17,085	1,930	41,000			37.0%
1007 Memorial Applications	5,310	5,835	525	14,000			37.9%
1008 Exclusive Rights of Burial	3,010	8,335	5,325	20,000			15.1%
1009 Out of Hours Burial Fees	135	0	(135)	0			0.0%
1022 Premises Hire	0	3,460	3,460	3,460			0.0%
Southam Road Cemetery :- Income	25,035	36,140	11,105	81,835			30.6%
4000 Salaries	78,421	84,935	6,514	203,847		125,426	38.5%
4006 Training	2,898	1,250	(1,648)	5,000		2,102	58.0%
4010 N N D Rates	3,367	4,500	1,134	9,000		5,634	37.4%
4011 Water Charges	77	600	523	1,440		1,363	5.3%
4012 Sewerage Charges	0	0	0	500		500	0.0%

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4013 Electricity	367	300	(67)	750		383	49.0%
4014 Gas	128	150	22	600		472	21.4%
4019 Cleaning Materials	0	200	200	600		600	0.0%
4020 Telephone	251	275	24	656		405	38.3%
4023 Stationery/Office Supplies	0	50	50	200		200	0.0%
4025 Insurance	6,175	0	(6,175)	0		(6,175)	0.0%
4026 Subscriptions	190	200	10	400		210	47.5%
4070 Computer Software	2,260	0	(2,260)	2,400		140	94.2%
4071 Purchase Equipment	725	1,250	525	3,000		2,275	24.2%
4072 Leasing Equipment	0	0	0	2,500		2,500	0.0%
4100 Purchase Materials	1,846	1,500	(346)	3,900		2,054	47.3%
4120 Building M & R (Other Contract	1,989	4,700	2,711	9,700		7,711	20.5%
4122 Landscaping (Other Contractors	0	7,600	7,600	18,000		18,000	0.0%
4123 Minor Alterations & Imp.	1,110	4,600	3,490	9,300		8,190	11.9%
4132 Purchase Protective Clothing	728	1,040	312	2,500		1,772	29.1%
4137 Burial Chamber costs	3,780	4,000	220	4,000		220	94.5%
4502 R & M Plant & Equipment	2,594	2,640	46	6,050		3,456	42.9%
4571 Service Charges	200	600	400	2,200		2,000	9.1%
4572 Fuel	1,247	1,370	123	3,000		1,753	41.6%
Southam Road Cemetery :- Indirect Expenditure	108,354	121,760	13,406	289,543	0	181,189	37.4%
Net Income over Expenditure	(83,319)	(85,620)	(2,301)	(207,708)			

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>110 Parks and Open Spaces</u>							
1000 Miscellaneous Income	5,342	0	(5,342)	0			0.0%
1010 Land Rents	5,425	0	(5,425)	0			0.0%
1022 Premises Hire	525	0	(525)	0			0.0%
1500 Contribution from Reserves	0	33,050	33,050	115,400			0.0%
	11,292	33,050	21,758	115,400			9.8%
Parks and Open Spaces :- Income							
4000 Salaries	86,349	89,425	3,076	214,623		128,274	40.2%
4006 Training	795	2,000	1,205	5,000		4,205	15.9%
4008 Car Allowances-Employee	0	0	0	1,500		1,500	0.0%
4010 N N D Rates	144	1,351	1,207	1,351		1,207	10.7%
4011 Water Charges	605	533	(72)	2,650		2,045	22.8%
4013 Electricity	162	1,085	923	7,600		7,438	2.1%
4020 Telephone	375	420	45	1,008		633	37.2%
4023 Stationery/Office Supplies	0	0	0	238		238	0.0%
4025 Insurance	16,239	15,345	(894)	15,345		(894)	105.8%
4026 Subscriptions	0	271	271	571		571	0.0%
4032 Advertising/Publicity	0	0	0	300		300	0.0%
4058 Professional Fees	65	0	(65)	0		(65)	0.0%
4061 Management Plans	0	7,500	7,500	7,500		7,500	0.0%
4070 Computer Software	9,853	14,400	4,547	20,400		10,547	48.3%
4100 Purchase Materials	1,653	2,500	847	6,000		4,347	27.5%
4107 Equipment General	(1,339)	3,500	4,839	8,400		9,739	(15.9%)
4120 Building M & R (Other Contract	(250)	1,040	1,290	2,500		2,750	(10.0%)

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4121 Ground Mtnc (Other Contractor	53,965	42,218	(11,747)	188,582		134,617	28.6%
4122 Landscaping (Other Contractors	8,002	1,250	(6,752)	3,000		(5,002)	266.7%
4124 Building M & R Peoples Park	1,499	835	(664)	2,000		501	75.0%
4132 Purchase Protective Clothing	202	304	102	1,300		1,098	15.5%
4500 Arboriculture	15,085	9,480	(5,605)	51,500		36,415	29.3%
4501 Playground Equipment R & M	18,300	44,000	25,700	155,000		136,700	11.8%
4502 R & M Plant & Equipment	2,107	42	(2,065)	2,400		293	87.8%
4503 Purchase of Signs	0	6,000	6,000	6,000		6,000	0.0%
4510 Floral Bedding	8,458	8,000	(458)	14,000		5,542	60.4%
4511 Trees and Shrubs	74	2,000	1,926	14,000		13,926	0.5%
4512 Bulbs	700	0	(700)	6,000		5,300	11.7%
4514 Chemical Applications	3,228	3,225	(3)	6,450		3,222	50.1%
4515 Aviary Maintenance	973	585	(388)	1,400		427	69.5%
4571 Service Charges	125	1,010	885	2,020		1,895	6.2%
4572 Fuel	771	661	(110)	661		(110)	116.6%
Parks and Open Spaces :- Indirect Expenditure	228,141	258,980	30,839	749,299	0	521,158	30.4%
Net Income over Expenditure	(216,849)	(225,930)	(9,081)	(633,899)			
<u>113 Allotments</u>							
1000 Miscellaneous Income	0	0	0	0			0.0%
1010 Land Rents	4,285	3,368	(917)	5,268			81.3%
Allotments :- Income	4,285	3,368	(917)	5,268			81.3%

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4011 Water Charges	124	400	276	600		476	20.6%
4070 Computer Software	63	0	(63)	444		382	14.1%
4100 Purchase Materials	40	150	110	300		260	13.3%
4120 Building M & R (Other Contract	0	2,000	2,000	2,000		2,000	0.0%
4121 Ground Mtnce (Other Contractor	570	1,085	515	2,600		2,030	21.9%
4520 Private Contractors	0	1,500	1,500	3,000		3,000	0.0%
	797	5,135	4,338	8,944	0	8,147	8.9%
Allotments :- Indirect Expenditure							
Net Income over Expenditure	3,488	(1,767)	(5,255)	(3,676)			
<u>114 Park Rangers</u>							
1000 Miscellaneous Income	0	0	0	0			0.0%
	0	0	0	0			
Park Rangers :- Income							
4000 Salaries	51,869	52,545	676	126,102		74,233	41.1%
4006 Training	2,042	2,000	(42)	5,000		2,958	40.8%
4010 N N D Rates	3,798	3,225	(573)	6,447		2,649	58.9%
4011 Water Charges	294	614	320	1,228		934	23.9%
4012 Sewerage Charges	0	0	0	630		630	0.0%
4013 Electricity	(57)	550	607	2,200		2,257	(2.6%)
4014 Gas	0	150	150	600		600	0.0%
4015 Alarms	0	1,500	1,500	1,500		1,500	0.0%
4020 Telephone	375	410	35	984		609	38.1%
4025 Insurance	18,665	17,715	(950)	17,715		(950)	105.4%

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4100 Purchase Materials	733	500	(233)	1,200		467	61.1%
4107 Equipment General	857	600	(257)	2,000		1,143	42.8%
4120 Building M & R (Other Contract	598	3,050	2,452	4,800		4,202	12.5%
4122 Landscaping (Other Contractors	0	0	0	0		0	0.0%
4124 Building M & R Peoples Park	0	500	500	2,000		2,000	0.0%
4131 Purchase Equipment	733	1,050	317	4,200		3,467	17.4%
4132 Purchase Protective Clothing	80	500	420	2,000		1,920	4.0%
4502 R & M Plant & Equipment	0	0	0	300		300	0.0%
4570 Lease Vehicle Charges	0	0	0	0		0	0.0%
4571 Service Charges	4,585	2,375	(2,210)	9,500		4,915	48.3%
4572 Fuel	1,255	2,250	995	5,400		4,145	23.2%
Park Rangers :- Indirect Expenditure	85,826	89,534	3,708	193,806	0	107,980	44.3%
Net Income over Expenditure	(85,826)	(89,534)	(3,708)	(193,806)			
<u>115 CSGM</u>							
1500 Contribution from Reserves	0	0	0	98,598			0.0%
CSGM :- Income	0	0	0	98,598			0.0%
Net Income	0	0	0	98,598			
<u>116 Town Fairs</u>							
1050 Hiring for events	1,070	0	(1,070)	1,870			57.2%
Town Fairs :- Income	1,070	0	(1,070)	1,870			57.2%
Net Income	1,070	0	(1,070)	1,870			

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>120 Football Pitches</u>							
1020 Sports Hire	5,835	5,995	160	10,495			55.6%
1021 Licence and Premises Hire	8,818	7,099	(1,719)	10,809			81.6%
1051 Deposits	25	0	(25)	0			0.0%
Football Pitches :- Income	14,678	13,094	(1,584)	21,304			68.9%
4010 N N D Rates	3,556	3,875	319	7,750		4,194	45.9%
4011 Water Charges	185	750	565	1,800		1,615	10.3%
4013 Electricity	1,714	2,250	536	5,400		3,686	31.7%
4014 Gas	538	1,000	462	2,400		1,862	22.4%
4019 Cleaning Materials	489	500	11	1,200		711	40.7%
4100 Purchase Materials	1,509	2,690	1,181	6,450		4,941	23.4%
4107 Equipment General	300	1,000	700	2,200		1,900	13.7%
4120 Building M & R (Other Contract	817	7,900	7,083	14,900		14,083	5.5%
4121 Ground Mtnce (Other Contractor	28,892	30,125	1,233	72,300		43,408	40.0%
4530 Bowling Green	3,908	2,250	(1,658)	5,450		1,542	71.7%
Football Pitches :- Indirect Expenditure	41,907	52,340	10,433	119,850	0	77,943	35.0%
Net Income over Expenditure	(27,229)	(39,246)	(12,017)	(98,546)			
<u>131 Banbury in Bloom</u>							
4651 Floral Sponsorship	0	0	0	8,994		8,994	0.0%
4652 Planting Day in the Park	838	2,500	1,662	3,500		2,662	24.0%
4654 Hanging Basket Workshop	0	0	0	1,850		1,850	0.0%
Banbury in Bloom :- Indirect Expenditure	838	2,500	1,662	14,344	0	13,506	5.8%
Net Expenditure	(838)	(2,500)	(1,662)	(14,344)			

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>132 Banbury Cross& FineLady Statue</u>							
4120 Building M & R (Other Contract	0	0	0	5,800		5,800	0.0%
Banbury Cross& FineLady Statue :- Indirect Expenditure	<u>0</u>	<u>0</u>	<u>0</u>	<u>5,800</u>	<u>0</u>	<u>5,800</u>	<u>0.0%</u>
Net Expenditure	<u>0</u>	<u>0</u>	<u>0</u>	<u>(5,800)</u>			
<u>150 Public Clocks</u>							
4000 Salaries	356	0	(356)	0		(356)	0.0%
4013 Electricity	148	115	(33)	276		128	53.8%
4120 Building M & R (Other Contract	10	0	(10)	600		590	1.7%
4521 Service of Public Clock	0	0	0	1,200		1,200	0.0%
Public Clocks :- Indirect Expenditure	<u>514</u>	<u>115</u>	<u>(399)</u>	<u>2,076</u>	<u>0</u>	<u>1,562</u>	<u>24.8%</u>
Net Expenditure	<u>(514)</u>	<u>(115)</u>	<u>399</u>	<u>(2,076)</u>			
<u>160 Capital Costs</u>							
1500 Contribution from Reserves	0	175,000	175,000	175,000			0.0%
Capital Costs :- Income	<u>0</u>	<u>175,000</u>	<u>175,000</u>	<u>175,000</u>			<u>0.0%</u>
4552 Capital - Play Areas	6,141	145,000	138,859	273,000		266,859	2.2%
4553 Capital - Allotments	0	0	0	60,000		60,000	0.0%
4554 Capital - Park Refurb	1,100	65,000	63,900	65,000		63,900	1.7%
Capital Costs :- Indirect Expenditure	<u>7,241</u>	<u>210,000</u>	<u>202,759</u>	<u>398,000</u>	<u>0</u>	<u>390,759</u>	<u>1.8%</u>
Net Income over Expenditure	<u>(7,241)</u>	<u>(35,000)</u>	<u>(27,759)</u>	<u>(223,000)</u>			

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>201</u> <u>Bus Shelters</u>							
4109 Cleansing Contract	875	805	(70)	1,610		735	54.3%
4800 New Shelters	0	0	0	5,500		5,500	0.0%
4801 Ground Rents	0	0	0	250		250	0.0%
4802 Maintenance	0	0	0	500		500	0.0%
Bus Shelters :- Indirect Expenditure	<u>875</u>	<u>805</u>	<u>(70)</u>	<u>7,860</u>	<u>0</u>	<u>6,985</u>	<u>11.1%</u>
Net Expenditure	<u>(875)</u>	<u>(805)</u>	<u>70</u>	<u>(7,860)</u>			
<u>202</u> <u>Salt Bins</u>							
4107 Equipment General	731	0	(731)	4,000		3,269	18.3%
Salt Bins :- Indirect Expenditure	<u>731</u>	<u>0</u>	<u>(731)</u>	<u>4,000</u>	<u>0</u>	<u>3,269</u>	<u>18.3%</u>
Net Expenditure	<u>(731)</u>	<u>0</u>	<u>731</u>	<u>(4,000)</u>			
General Services Committee :- Income	56,359	260,652	204,293	499,275			11.3%
Expenditure	475,224	745,769	270,545	1,950,148	0	1,474,924	24.4%
Movement to/(from) Gen Reserve	<u>(418,865)</u>						

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

Resources Committee301 Corporate Management

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4050 Bank Charges	714	880	166	2,116		1,402	33.7%
4056 Internal Audit	480	500	20	1,500		1,020	32.0%
4057 Audit Fees	0	0	0	2,500		2,500	0.0%
4058 Professional Fees	1,611	2,455	844	5,888		4,277	27.4%
4059 Legal Support	360	0	(360)	9,250		8,890	3.9%
Corporate Management :- Indirect Expenditure	3,165	3,835	670	21,254	0	18,089	14.9%

Net Expenditure

(3,165)	(3,835)	(670)	(21,254)
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302 Civic and Ceremonial

4000 Salaries	456	565	109	1,358		902	33.6%
4006 Training	0	0	0	350		350	0.0%
4022 Printing	0	0	0	975		975	0.0%
4023 Stationery/Office Supplies	86	250	164	500		414	17.3%
4026 Subscriptions	0	0	0	320		320	0.0%
4850 Uniforms	0	0	0	222		222	0.0%
4851 Incoming Mayors Allowance	1,261	3,636	2,375	10,000		8,739	12.6%
4852 Outgoing Mayors Allowance	1,120	1,000	(120)	1,000		(120)	112.0%
4854 Civic Property Maintenance	36	0	(36)	850		814	4.2%
4855 Civic Insignia	2,431	250	(2,181)	2,150		(281)	113.0%
Civic and Ceremonial :- Indirect Expenditure	5,389	5,701	312	17,725	0	12,336	30.4%

Net Expenditure

(5,389)	(5,701)	(312)	(17,725)
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Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>305 Central Administration</u>							
4000 Salaries	85,320	88,880	3,560	214,813		129,493	39.7%
4005 Professional Subscriptions	968	467	(501)	1,040		72	93.1%
4006 Training	755	2,375	1,620	5,700		4,945	13.2%
4007 Subsistence	63	0	(63)	1,850		1,787	3.4%
4009 Travel Allowances	18	0	(18)	125		107	14.1%
4020 Telephone	1,905	1,715	(190)	4,114		2,209	46.3%
4021 Postage	815	1,585	770	3,800		2,985	21.4%
4022 Printing	919	1,060	141	2,542		1,623	36.2%
4023 Stationery/Office Supplies	834	1,050	216	2,520		1,686	33.1%
4025 Insurance	6,064	8,730	2,666	8,730		2,666	69.5%
4026 Subscriptions	183	2,255	2,073	5,415		5,233	3.4%
4031 Staff Advertising	0	835	835	2,000		2,000	0.0%
4032 Advertising/Publicity	1,760	1,520	(240)	2,500		740	70.4%
4033 Tourism/Marketing	0	0	0	1,000		1,000	0.0%
4035 Books & Publications	0	0	0	200		200	0.0%
4070 Computer Software	10,016	8,320	(1,696)	19,965		9,949	50.2%
4071 Purchase Equipment	11	86	75	100		89	10.8%
4073 Purchase Furniture	0	415	415	1,000		1,000	0.0%
4136 Purchase IT Equipment	1,294	0	(1,294)	1,500		206	86.2%
4850 Uniforms	125	0	(125)	500		375	25.0%
4856 Photography	125	0	(125)	500		375	25.0%
5000 Contingency Fund & Provision	0	0	0	5,000		5,000	0.0%
Central Administration :- Indirect Expenditure	<u>111,175</u>	<u>119,293</u>	<u>8,118</u>	<u>284,914</u>	<u>0</u>	<u>173,739</u>	<u>39.0%</u>
Net Expenditure	<u>(111,175)</u>	<u>(119,293)</u>	<u>(8,118)</u>	<u>(284,914)</u>			

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>310 Town Council Events</u>							
1000 Miscellaneous Income	4,403	600	(3,803)	600			733.9%
1055 Food Festivals	11,400	9,386	(2,014)	9,386			121.5%
1070 Canalside Festival Income	10,178	0	(10,178)	15,603			65.2%
1073 Town Mayors Sunday	3,449	1,225	(2,224)	1,225			281.6%
1075 Banbury Show Income	0	0	0	0			0.0%
1076 Christmas Lights Switch On	3,000	1,000	(2,000)	1,000			300.0%
1860 Diamond Jubilee Income	10,255	5,000	(5,255)	5,000			205.1%
Town Council Events :- Income	42,686	17,211	(25,475)	32,814			130.1%
4000 Salaries	40,993	39,030	(1,963)	93,670		52,677	43.8%
4074 Armed Forces Day	2,863	3,351	488	3,351		488	85.5%
4076 Christmas Lights Switch On	0	0	0	8,352		8,352	0.0%
4300 Town Mayor's Inauguration	1,898	2,060	162	2,060		162	92.1%
4310 Town Mayors Sunday	5,855	2,431	(3,424)	2,431		(3,424)	240.8%
4320 Battle of Britain	55	0	(55)	2,321		2,266	2.4%
4330 Remembrance Day	0	0	0	5,057		5,057	0.0%
4345 Social Evening - Hennef Guests	0	0	0	1,000		1,000	0.0%
4360 Canalside Festival	650	0	(650)	19,131		18,481	3.4%
4370 Banbury Music Mix	4,324	6,602	2,278	6,602		2,278	65.5%
4390 Food Festivals	13,819	17,605	3,786	19,873		6,054	69.5%
4860 Diamond Jubilee	36,664	28,363	(8,301)	28,363		(8,301)	129.3%
5001 Seasonal Events	3,860	2,000	(1,860)	4,000		140	96.5%
Town Council Events :- Indirect Expenditure	110,981	101,442	(9,539)	196,211	0	85,230	56.6%
Net Income over Expenditure	(68,295)	(84,231)	(15,936)	(163,397)			

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>311 Town Hall</u>							
1022 Premises Hire	3,099	2,850	(249)	6,400			48.4%
Town Hall :- Income	3,099	2,850	(249)	6,400			48.4%
4000 Salaries	10,883	7,660	(3,223)	18,380		7,497	59.2%
4010 N N D Rates	9,267	8,605	(662)	17,210		7,943	53.8%
4011 Water Charges	335	400	65	959		624	35.0%
4013 Electricity	4,872	5,655	783	13,571		8,699	35.9%
4014 Gas	534	1,330	796	3,194		2,660	16.7%
4015 Alarms	0	595	595	1,430		1,430	0.0%
4016 Window Cleaning	35	42	7	499		464	7.0%
4019 Cleaning Materials	402	500	98	1,200		798	33.5%
4023 Stationery/Office Supplies	120	60	(60)	140		20	85.5%
4025 Insurance	15,234	14,395	(839)	14,395		(839)	105.8%
4032 Advertising/Publicity	320	730	410	1,750		1,430	18.3%
4071 Purchase Equipment	711	835	124	2,000		1,289	35.5%
4120 Building M & R (Other Contract	977	1,590	613	3,810		2,833	25.6%
4502 R & M Plant & Equipment	1,463	1,075	(388)	2,577		1,114	56.8%
4570 Lease Vehicle Charges	0	0	0	0		0	0.0%
4850 Uniforms	35	0	(35)	84		49	41.7%
4870 Catering	726	170	(556)	410		(316)	177.1%
4871 Licences inc PRS Fees	69	0	(69)	530		461	13.0%
Town Hall :- Indirect Expenditure	45,981	43,642	(2,339)	82,139	0	36,158	56.0%
Net Income over Expenditure	(42,882)	(40,792)	2,090	(75,739)			

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
<u>315 Other Services to the Public</u>							
4700 Christmas Lighting Scheme	0	0	0	59,000		59,000	0.0%
4724 Open Air Pool Subsidy	0	0	0	80,405		80,405	0.0%
4900 Grants	2,000	6,250	4,250	15,000		13,000	13.3%
4901 Crime Prevention Support	3,000	3,000	0	8,300		5,300	36.1%
4902 Election Costs	3,814	4,000	186	5,000		1,186	76.3%
4903 Local Honors Scheme	0	0	0	1,000		1,000	0.0%
Other Services to the Public :- Indirect Expenditure	8,814	13,250	4,436	168,705	0	159,891	5.2%
Net Expenditure	(8,814)	(13,250)	(4,436)	(168,705)			
<u>320 Other Costs and Income</u>							
1176 Precept Received	2,113,471	2,113,471	0	2,113,471			100.0%
1190 Interest Received	36,201	33,335	(2,866)	80,000			45.3%
Other Costs and Income :- Income	2,149,672	2,146,806	(2,866)	2,193,471			98.0%
4951 Revenue Contribution to Capita	21,572	10,000	(11,572)	10,000		(11,572)	215.7%
Other Costs and Income :- Indirect Expenditure	21,572	10,000	(11,572)	10,000	0	(11,572)	215.7%
Net Income over Expenditure	2,128,100	2,136,806	8,706	2,183,471			
Resources Committee :- Income	2,195,457	2,166,867	(28,590)	2,232,685			98.3%
Expenditure	307,077	297,163	(9,914)	780,948	0	473,871	39.3%
Movement to/(from) Gen Reserve	1,888,380						

Detailed Income & Expenditure by Phased Budget Heading 23/08/2023

Month No: 5

Committee Report

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
Grand Totals:- Income	2,251,816	2,427,519	175,703	2,731,960			82.4%
Expenditure	782,301	1,042,932	260,631	2,731,096	0	1,948,795	28.6%
Net Income over Expenditure	<u>1,469,516</u>	<u>1,384,587</u>	<u>(84,929)</u>	<u>864</u>			
Movement to/(from) Gen Reserve	<u>1,469,516</u>						

RESOURCES COMMITTEE

05 September 2023

REPORT OF THE EVENTS MANAGER

BANBURY TOWN COUNCIL EVENTS UPDATE

1 Introduction and Purpose of Report

- 1.1 To update Members with a review of the events that have taken place from April 16 23 to present as well as provide updates on future events up until December 2023

2 Wards Affected

- 2.1 All Banbury Wards.

3 Effect on Policy

- 3.1 Nil.

4 Contact Officers

- 4.1 Chris Green (01295 250340).

5 Updates

Past Events

5.1 *A Taste of Spring – 16 April 2023*

This was a very successful event with 60 food and drink traders taking part, selling a good cross section of products, including hot/cold food and drinks, as well as a small number of charity/information stalls. The music stage was repositioned for this event to sit alongside (outside Leport & Co. Solicitors), rather than at the far end, and this worked very well being opposite the set-out tables/chairs and bar traders. Positive feedback was received from traders, and the general public. Weather: Good

5.2 *Party in the Park – Coronation Celebrations – Sunday 7th May 2023*

This was a highly anticipated event, and was structured along similar lines to the Jubilee event in 2022. The layout of the event was based on a live music stage at the far end of Spiceball Park, with food/drink traders along either side, and with fairground attractions and other activities, including Go Karts, Climbing Wall and Face Painting to the rear of the park. Music was performed throughout the event, with the last band to perform being 'The Scalectrics' who have a strong local following, with the lighting of a beacon, a fire performance display and a firework display in the second field bringing the day to a close. There was an excellent response to this event from the general public and traders, with several selling out of stock. Weather: Excellent, we were extremely lucky with this as poor weather on the Saturday/Monday either side of this event.

Banbury Town Council

5.3 *Inauguration – Tuesday 17th May 2023*

The outgoing Mayor Cllr. Jayne Strangwood formally handed over to Cllr. Fiaz Ahmed at the annual Inauguration. This Civil Events Officer, who has co-ordinated the whole process of the mayoral handover, and also managed the Mayoral diary.

5.4 Armed Forces Day – Saturday 17th June 2023

This year's event will include a tour of the Cold War bunker in the basement of the Town Hall, a performance by the Brize Norton Military Wives Choir, and a display of military vehicles/stands. The event has been well publicised via both social media, and also with signage around the town. Event running times: 10:00-16:00

5.5 *Town Mayor's Sunday – Sunday 9th July 2023*

This fun event will be taking place in People's Park, and will include a wide range of activities, including a dog show, go karting, ferret racing, rock climbing, fairground rides – with food and drink also being available to purchase. Event running times: 11:30-16:30

5.6 *Banbury Music Mix – Friday 21st July 2023*

This year's event was a great success with performances from five singers/bands, all with connections to Banbury and the local area. We had 12 food and drink traders located to the rear of the event on the pedestrian area to the rear of Market Place, and going into Cornhill offering a range of products to purchase. The branded reusable cup deposit scheme was used again this year for bar traders, which worked well and was popular with people attending the event. Footfall data provide by Banbury BID showed that 21st was the busiest day for the town centre during the month of January. Weather: Very good / no rain.

5.7 *Banbury Food & Drink Festival – Sunday 20th August 2023*

Following on from the *Taste of Spring* event in April, our larger Food & Drink Festival was a great success. We ended up with 78 traders on the day of the event, with a good spread of food and drink produce throughout. The traders were spread from Cornhill at the top end, through Market Place, and around the roundabout at the far end of the event. There were 3 Cookery Theatre demonstrations during the day from celebrity chef Paul Da Costa Greaves, which were well attended, and the positioning of this on the turning circle opposite Nat West Bank and Café Nero worked well to draw people in from the main event area in Market Place. Live music was performed, again by local artists, from a stage in front of the main Town Hall entrance with tables/chairs set out on the roundabout, which was very popular. We were not adversely affected by the Football World Cup Final, and some traders reported a lift in business after this. A wide demographic range attended which was very pleasing to see. Weather: Excellent / Some very hot spells.

Upcoming Events

5.8 *Emergency Services Day – Saturday 2nd September*

This popular event will be taking place again Spiceball Park, to educate the general public in how to use the emergency services, and basic life-saving skills. Emergency Services vehicles will also be available for the public to view close up – this will be especially popular with the younger members of our community.

5.9 *Banbury Canal Festival – Saturday 30th September & Sunday 1st October 2023*

Plans for this two-day weekend event are coming together well, with many of same elements as last year returning. As well as the towpath itself, we will again make use of the car parking areas around The Mill Arts Centre, North Car Park 2 and Bridge Street Park for food/drink traders, and also Local Charities and Organisations. This will very much be themed as a family event, with attractions and interest for all age groups. As last year, there will be performances from the Mill Arts Centre taking place in Chamberlaine Court car park. We have also been working with the Sealed Knot re-enactment society and are looking forward to their participation in the event at Bridge Street Park with a Living History display. Event running times: 10:30-16:30 on both days.

5.10 *Remembrance Sunday – 13 November 2022*

A successful event took place to mark Remembrance Sunday. All elements of the normal event took place, including a parade, leaving from the Town Hall; a Church service at St Mary's Church and a wreath laying ceremony at the War Memorial in People's Park; along with a reception for invited guests at the Town Hall afterwards. Feedback was received from the Military that they may prefer to be at the War Memorial for 11, rather than in the church, but this was later withdrawn at a review meeting.

5.11 *Christmas Lights Switch On – Sunday 26th November*

This event will once again follow on from the Victorian Christmas Market, and we will have a Santa's grotto, music stage, and fireworks to bring this year's events season to a close. It worked very well last year to move the stage further down Bridge Street, in order to maximise the view for all and so we will be looking to repeat this, although we will be looking to reposition one of the larger fairground rides. Event running times: 11:00-18:00

6 Financial Effects & Risk Assessment

6.1 For 2022-2023 the total budget within the events cost code of 310 (minus salaries) was £93,397. At present £89,692 has been spent, with no further events left to deliver. The remaining money will be used for updating and maintaining events equipment, as per the budget 2022-2023.

6.2 Financial effects for events to be delivered in 2023 are all outlined in proposed budgets for 2023-2024, as part of the budget setting process.

7 Recommendations

7.1 The Committee is invited to note the Events Update Report.

GENERAL SERVICES COMMITTEE

DATE 29 August 2023

RESOURCES COMMITTEE

DATE 05 SEPTEMBER 2023

REPORT OF THE ADMINISTRATIVE OFFICER

BUS SHELTER REALTIME INFORMATION AND LIVING ROOFS UPDATE

1 Introduction and Purpose of Report

- 1.1 To update Members of the implementation of real time information and green living roofs on bus shelters within the town.

2 Wards Affected

- 2.1 All Wards

3 Effect on Policy

- 3.1 To provide real time information for bus shelters for the Banbury Community, also to provide living green roofs for shelters on arterial routes.

4 Contact Officer

- 4.1 Alison Aydin

5 Background

- 5.1 Due to the previous Clear Channel Lease Contract expiring in October 2023, it was suggested that, by way of mutual approval between Banbury Town Council and Clear Channel before the end of October 2022, the contract can only be extended after that time by Deed of Variation.
- 5.2 Clear Channel agreed to the installation of Green Roofs on arterial route bus shelters.

5.3 As part of a wider Oxfordshire County Council incentive funding has been made available for the installation of real time information boards to be fitted in and in proximity to our shelters.

5.4 A further £10,000 will be invested by Clear Channel in the repainting and refurbishment of the remaining shelter stock to retain and enhance the current provision.

6 Suggestion for a resolution

6.1 Clear Channel agreed to the installation of 7 Green Roofs on arterial route bus shelters in spring 2024 with a further 6 locations proposed by Clear Channel for future installation, above and beyond the contracted obligations.

6.2 Oxfordshire County Council have agreed to install real time information near to 20 shelters across the estate, with major interchange boards proposed for Bridge Street, and potentially Banbury station pending additional funding from Chiltern Railways. Installation due for September 2024 pending electrical works commencing W/C 21st August. The proposed list consists of –

- OXFORD RD O/S ST JOHNS CHURCH
- OXFORD RD O/S MEDICAL CENTRE
- OXFORD RD O/S HORTON HOSPITAL
- OXFORD RD OPP. HORTON HOSPITAL
- BEACONSFIELD RD O/S SHOPS
- BRETCH HILL OPP BRADLEY ARCADE
- CHATSWORTH DRIVE O/S PH
- CHATSWORTH DRIVE OPP. SHOPS
- BANKSIDE ADJ. FARMWAY
- BLOXHAM RD OPP. EASINGTON GARDENS
- MIDDLETON RD O/S TESCO'S DIRECT
- MIDDLETON RD OPP. TESCO'S DIRECT
- OXFORD RD ADJ. GRANGE RD
- BRIDGE STREET O/S DEBENHAMS BUILDING
- BRIDGE ST O/S WILKOS
- CASTLE ST O/S BOLTON RD CAR PARK
- HORTON VIEW O/S NO. 5

6.3 Further assessments for suitability of real time information installation on shelters within Horsefair and Bridge street to be conducted by OCC officers and representatives from Clear Channel, with bridge street shelters proposed to be served by a standalone information multi-exchange board outside the old Debenhams site when entering the bus station. This will be twinned with a similar provision in the train station.

6.4 Clear Channel in consultation with officers have identified 6 key shelters for refurbishment –

- OXFORD RD O/S MEDICAL CENTRE
- OXFORD RD O/S HORTON HOSPITAL
- BRETCH HILL OPP BRADLEY ARCADE
- CHATSWORTH DRIVE OPP. SHOPS
- MIDDLETON RD O/S TESCO'S DIRECT
- CASTLE ST O/S BOLTON RD CAR PARK

Once agreed a work schedule will be issued.

7 Financial Effects & Risk Assessment

- 7.1 Clear Channel proposes to invest in the region of a further £126,000 in 8 new 3-bay Living Roof shelters to replace 8 existing locations – across the advertising and non-advertising estate
- 7.2 In addition, Clear Channel will invest a further £10,000 in repainting and refurbishment of the remaining shelter stock.
- 7.3 Oxfordshire County Council to fund installation of Real Time Information on 20 existing arterial route shelters within Banbury.

8 Recommendations

- 8.1 To receive and note the above report and to allow the officers to move forward with these future proposals laid out by ourselves and Clear Channel.

GENERAL SERVICES COMMITTEE

29 August 2023

RESOURCES COMMITTEE

05 Sept 2023

REPORT OF THE EXECUTIVE OFFICER

**BOOKING, CUSTOMER RELATIONSHIP MANAGEMENT, REPORTING & MOBILE
APPLICATION UPDATE**

1 Introduction and Purpose of Report

- 1.1 To update Members, on the new customer relationship management system, online reporting tool, mobile app and booking system.

2 Wards Affected

- 2.1 All Banbury Wards.

3 Effect on Policy

- 3.1 Nil.

4 Contact Officer

- 4.1 Martyn Surfleet (01295 817 318).

5 Background

- 5.1 Members requested that officers look into ways to implement much required modernisation to our systems, by way of tendering for a CRM (Customer Relationship Management) software package, and events booking system that will begin to address the current issues faced by The Council and its Officers, in relation to the communication and promotion to residents, of events and facilities, in order to create ease of access.
- 5.2 Several software providers were contacted to advise and propose solutions with varying results. And after much consideration and consultation with both members and officers it was agreed to enlist the services of Abavus Ltd to provide a CRM software and Mobile App, and that Bookteq would handle the bookings of both the Town Hall and Sports Facilities.

6 My Banbury Customer Portal / App - Abavus

6.1 After seeking approval from committee members to implement a phased roll out / launch of the system and app the following milestones were achieved;

- **30th May** – Silent launch. The Service Desk was made available to officers to begin logging requests and enquiries, allowing time to tweak forms and trouble shoot in a safe environment.
- **6th June** – Soft “Go Live”. Officers began logging all service requests and enquiries on the system.
- **12th June** – Silent Launch. The Customer Portal was listed on the Council's website and a dedicated site page was created guiding residents on how to report issues / enquire about services.
- **21st July** – Full Go Live – Co-ordinated press release / marketing schedule, and public launch of the App and Customer Portal.

7 Booking System - Bookteq

Alongside the customer relationship software and app, the timeline for the implementation of the facilities booking system was agreed the following milestones have been achieved;

- **19th June** – Officers were given training on the new booking system ready for launch.
- **26th June** – Officers began transferring over current confirmed bookings onto the new booking system, as part of a phased transition from current software.
- **21st July** – Public launch of the booking system for the Town Hall went live, with dedicated ‘Venue Hire’ page created on BTC website, as well as linked to the ‘My Banbury’ app.

The final phase of roll out of the booking system relates to our sports facilities and pavilions. Access to the system will be given to select league teams for the start of the 2023/24 season as part of a phased roll out / testing period to allow teams to learn the new booking process, and allow officers to respond accordingly to any issues that might arise. Once testing has finished the intention is to slowly roll out the system to our other teams one by one.

8 Uptake and Statistics

Since the launch of the Customer Portal and App officers have been organically adding customers onto the reporting system as and when reports have come in, via the phone and email as well as in person. Now that the service is live with the public we are beginning to see a gradual growth in registered users, as well as a diversification of platforms in which the reports are generated (iPhone, Android and Web Browser). As time goes on we will start to see trends on which route reports are generated and officers will be able to respond in raising awareness for the service to fill any gaps in uptake. Details of the uptake from launch to the issue of this paper are attached in **Appendix 1**.

Downloads of the My Banbury App currently stand at (as of 21st August 2023)

Apple – 77

Android – 68

9 Next Steps – Continued Marketing and Monitoring

9.1 As part of the ongoing promotion and monitoring of these new software's further marketing and advertising strategies are needed, to ensure the longevity and success of the App and Customer Portal. So far as part of the launch officers produced in house marketing materials for both social media and our noticeboards as well as a dedicated press release to local news outlets. Presence of promotional materials at Town Council Events will also take place, starting with Music Mix and the next event being the Food and Drink Festival. Advertising leaflets produced in house have also been provided to the Tourist information desk within Banbury Museum & Gallery as well as the Customer Service Desk within Castle Quay. Finally, a sustained and continuous approach to social media promotion is in place with weekly posts highlighting the App and its functionality.

9.2 Officers have also explored further ways to promote the services via other means. The following options have been highlighted as potential avenues;

- Radio advertisement / sponsorship – Via Banbury FM, several package options are available with varying price structures and target audiences.
- QR coded external vinyl stickers for our parks and open spaces leading residents to download the app. Priced between 0.92p and 1.03p per sticker.

Both of these options will provide additional far reaching advertisement for the new App and Booking software and will target audiences that are unreachable via the typical social media approach.

10 Recommendations – General Services Committee

The Committee is invited to **RESOLVE**

10.1 To Note the Booking, Customer Relationship Management, Reporting & Mobile Application Update.

10.2 To Authorise that officers, request additional marketing funds to the sum of £5,000, through the 6+6 budgeting exercise, to further promote and market the 'My Banbury' App and supporting software's.

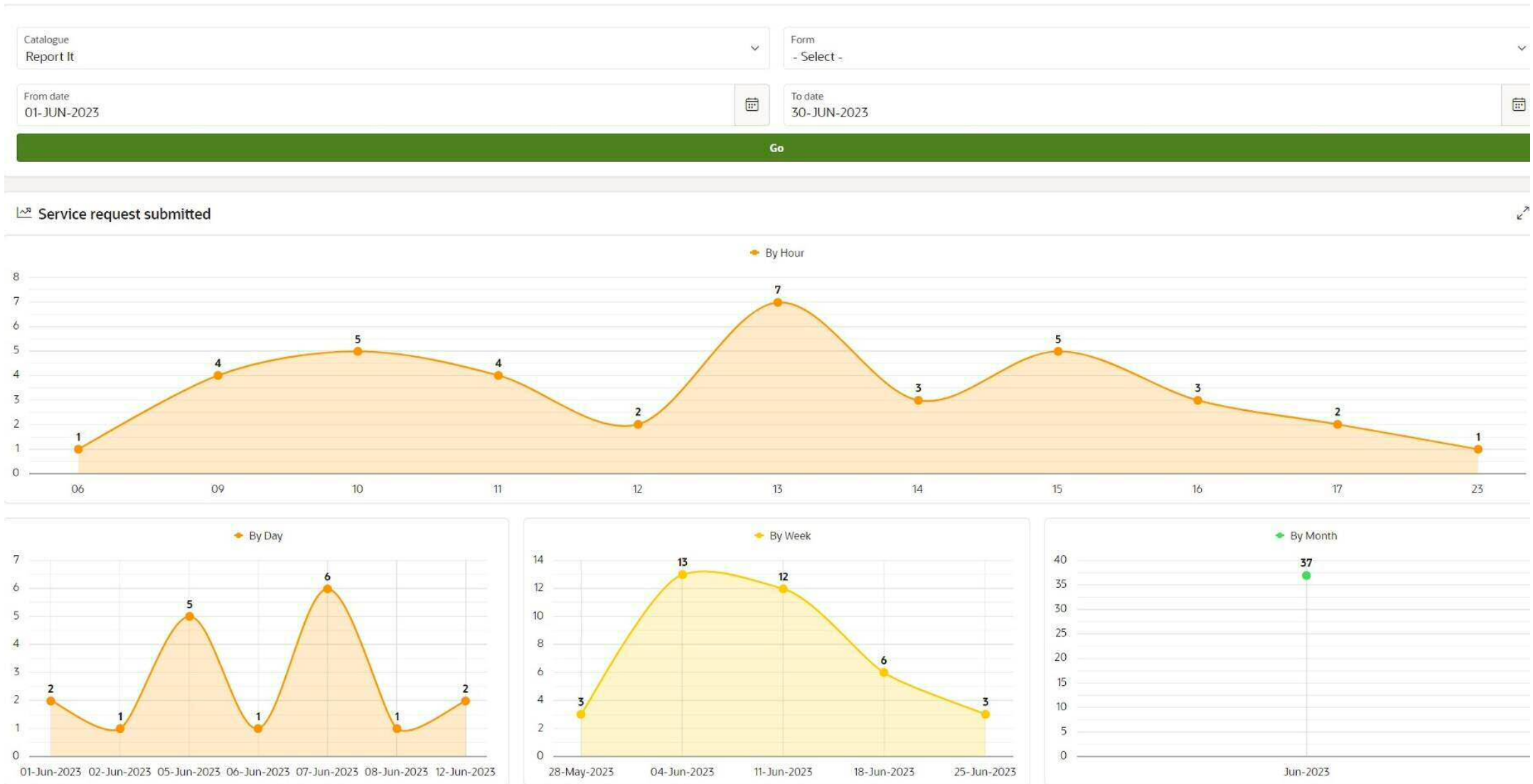
11 Recommendations – Resources Committee

The Committee is invited to **RESOLVE**

11.1 To Note the Booking, Customer Relationship Management, Reporting & Mobile Application Update.

Background Papers – Nil

Service requests submitted 01 June – 30 June 2023

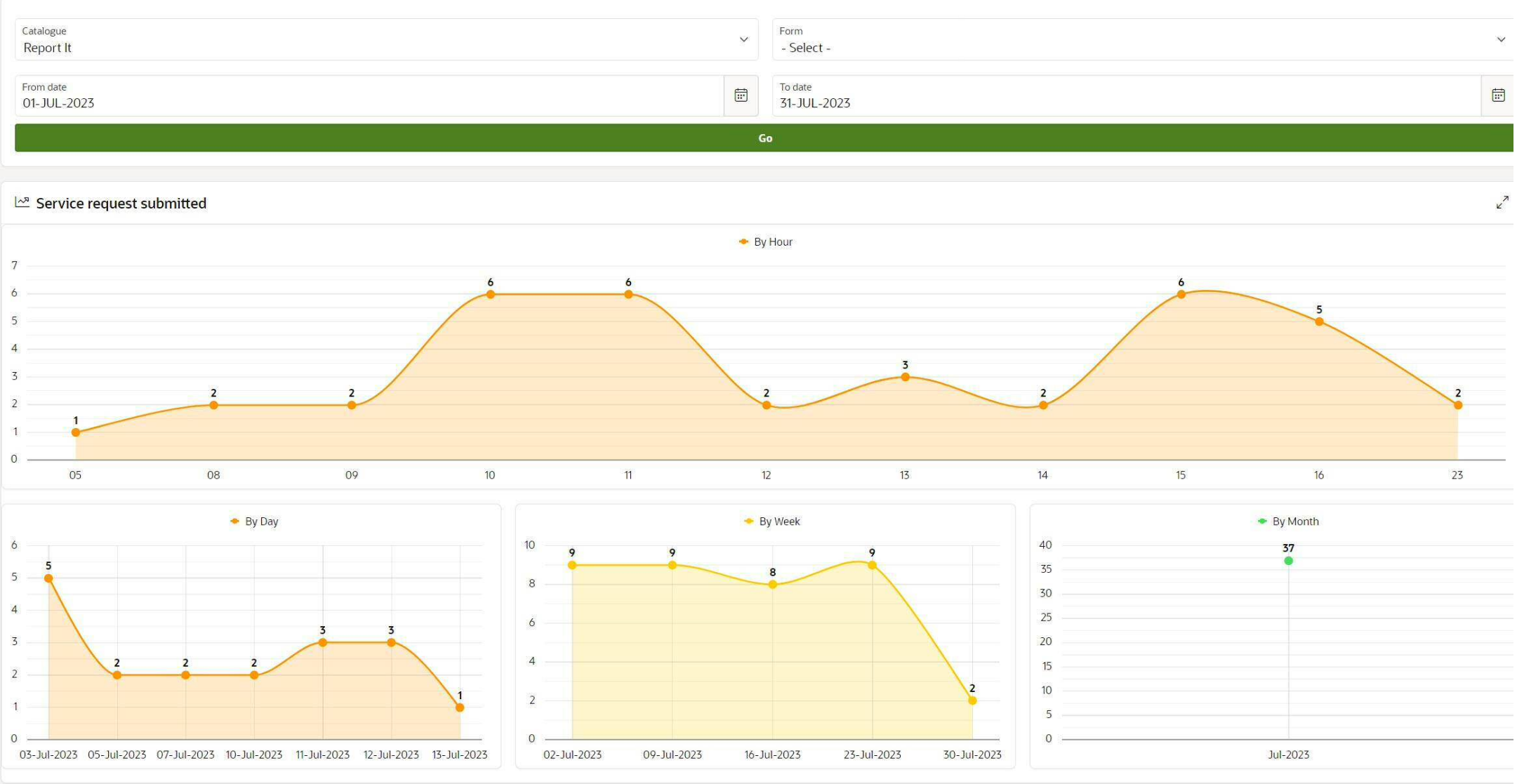


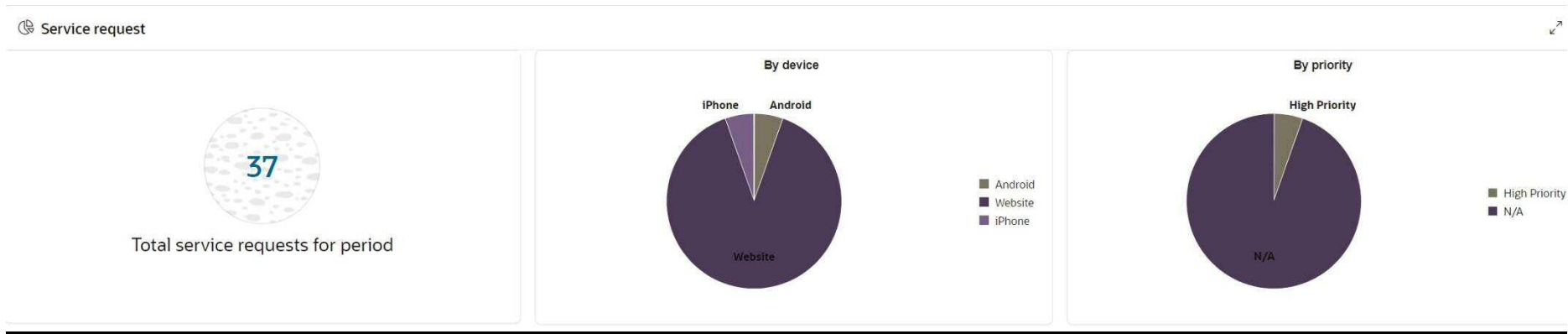
Appendix 1



****General Enquiry report solely used by admin officers to log reports via phone and email.**

Service Requests Submitted 1 July – 31 July 2023





**General Enquiry report solely used by admin officers to log reports via phone and email.

Service Requests Submitted 1 August – 21 August 2023*

Catalogue
Report It

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Form
- Select -

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From date
01-AUG-2023

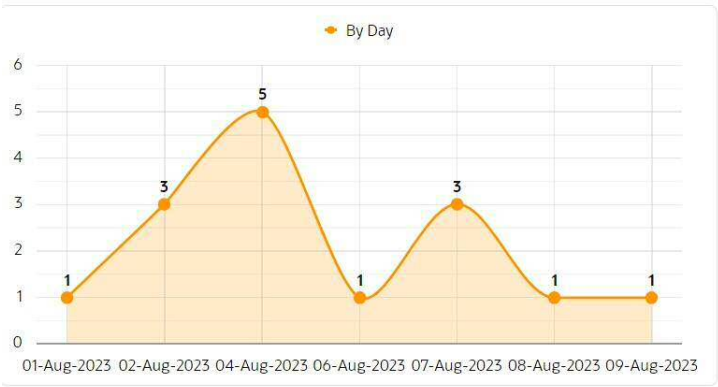
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To date
21-AUG-2023

📅

Go

Service request submitted



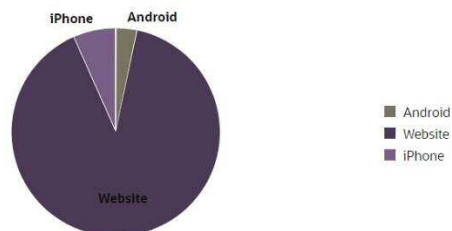
Appendix 1

Service request

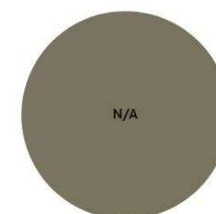


Total service requests for period

By device



By priority



By Form

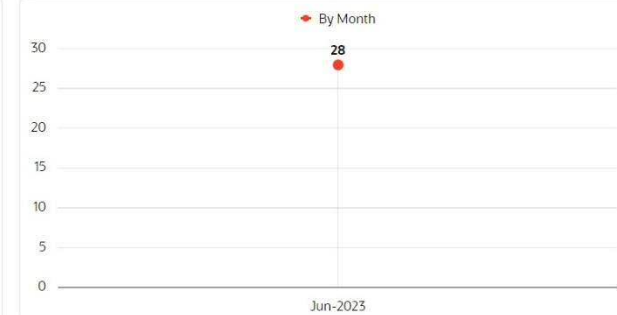
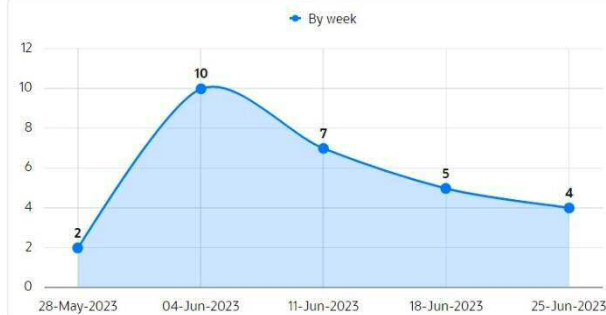
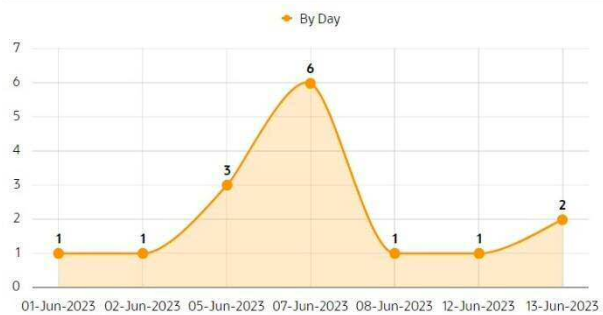


*To date (21st August)

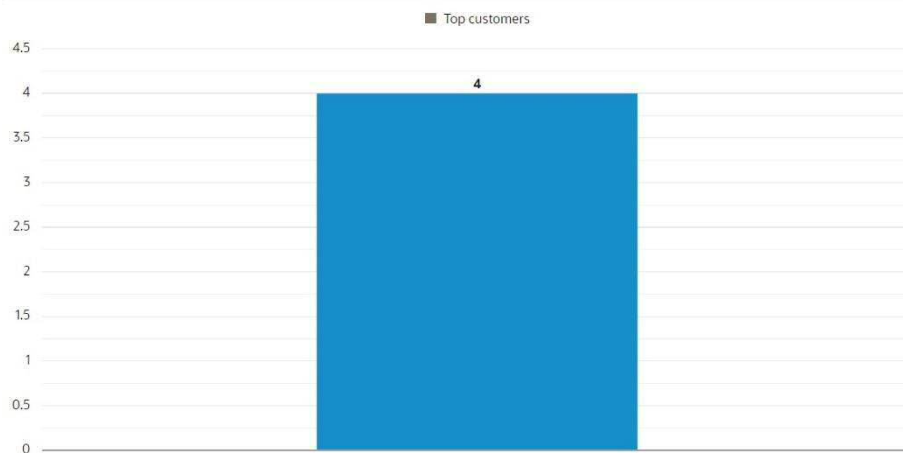
**General Enquiry report solely used by admin officers to log reports via phone and email.

Total Registered Users June 2023

Registered customers

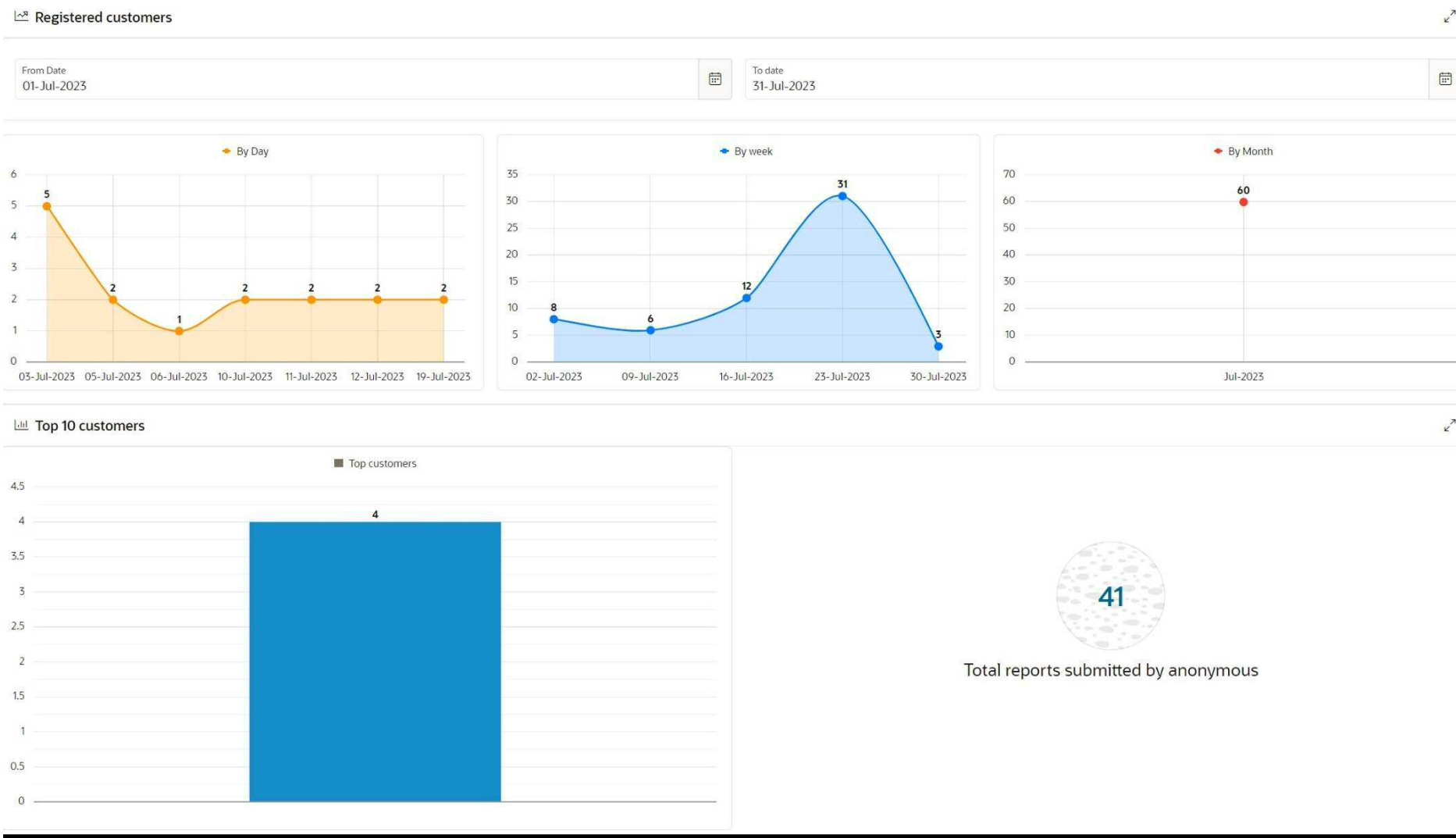
From Date
01-Jun-2023To date
30-Jun-2023

Top 10 customers

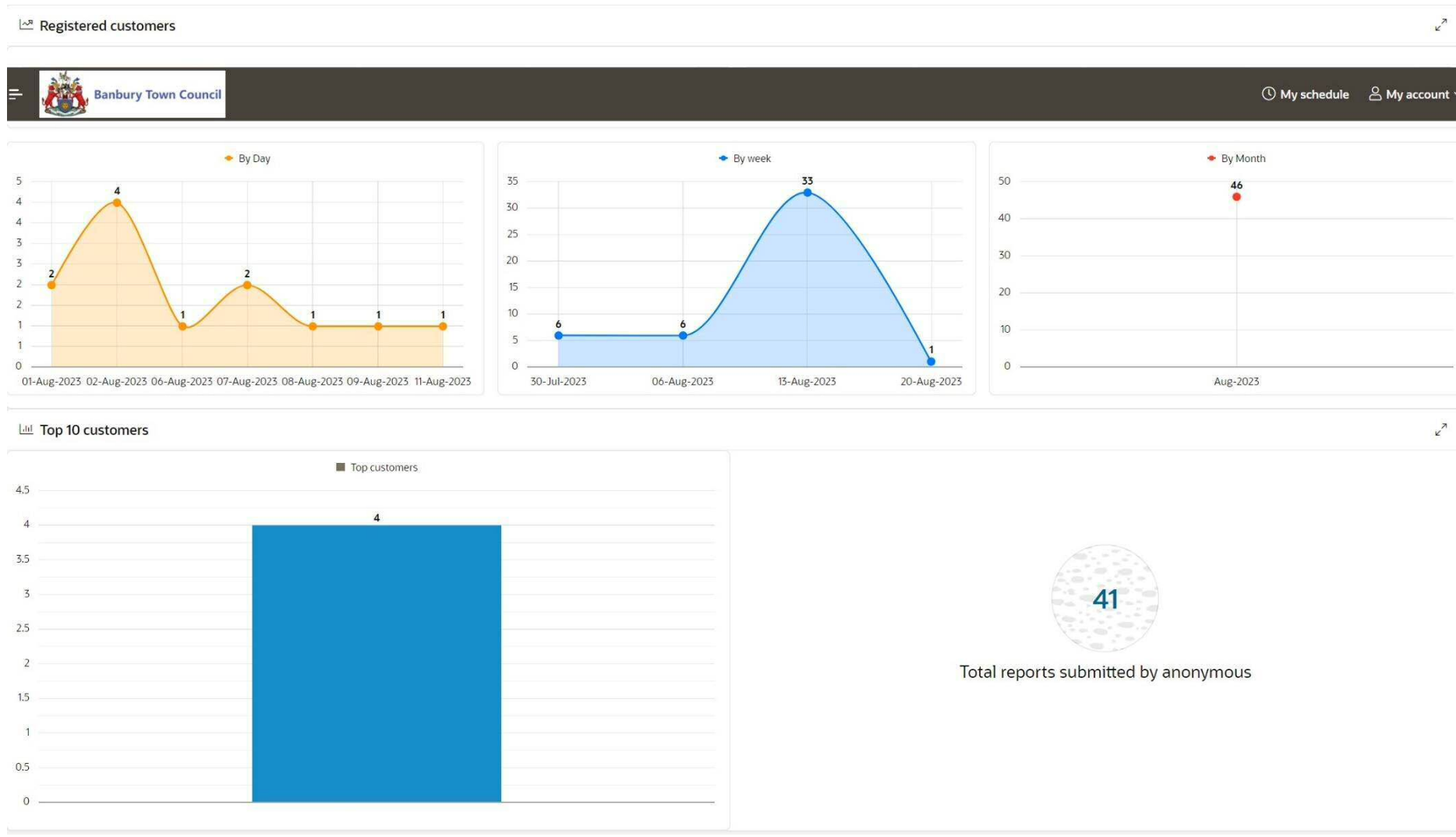


Total reports submitted by anonymous

Total Registered Users July 2023



Total Registered Users August 2023*



*To date (21st August)

Total Registered Users to Date by Platform

Catalogue Report It

From date 01-Jun-2023

To date 21-Aug-2023

® Registrations By Month & Device

Month	iPhone	Ipad	Android	Portal	Contact Center	Other	Total
2023-08	18	0	11	0	14	3	46
2023-07	23	0	14	0	20	3	60
2023-06	0	0	0	0	25	3	28
Total:	41	0	25	0	59	9	134

Download

1 - 3

☰ Service request By Months & Device

Month	iPhone	iPad	Android	Portal	Contact Centre	Other	Total
2023-08	2	0	1	4	23	0	30
2023-07	2	0	2	3	30	0	37
2023-06	0	0	0	5	32	0	37
Total:	4	0	3	12	85	0	104

RESOURCES COMMITTEE

05 September 2023

REPORT OF THE CIVIC & EVENTS OFFICER

TOWN HALL – Mayoral Policy Update

1 Introduction and Purpose of Report

- 1.1 To propose to Members, the updating of the Mayoral Business Plan.

2 Wards Affected

- 2.1 All Banbury Wards.

3 Effect on Policy

- 3.1 It has been the policy of the Town Council to ensure the Mayors office stays in line with the national framework set out by NACO (National Association of Civic Officers).

4 Contact Officer

- 4.1 Simon Lewthwaite (01295 817321).

5 Background

- 5.1 As you are well aware, the current policy and business plan have served as essential guidelines for advising the Mayor and their office over the years.
- 5.2 It has come to our attention that the existing business plan has not undergone any substantial revisions since 2009. While certain terminology and methodologies have undergone minor updates, a comprehensive overhaul is now imperative. Our primary objective with this updated business plan is to ensure that the Banbury Mayoral Office remains contemporary and aligned with the evolving national framework.
- 5.3 The landscape in which the Mayoral Office operates has experienced significant changes, especially in light of the Covid-19 Pandemic that emerged in 2020. One notable transformation has been the shift towards virtual meetings and digital interactions. Unfortunately, the previous business plan did not account for these new modes of engagement, underscoring the pressing need for strategic adjustments.
- 5.4 Lastly, it has been noted that the previous business plan's layout contributed to its being excessively text-heavy, making it a laborious read. Recognising the importance of clear and concise communication, our proposal includes a revised layout that enhances readability and accessibility, thereby enabling efficient comprehension of the document's contents.

6 Mayoral Business Plan – Proposals

6.1 This proposal seeks to address the following key points:

- i. Comprehensive Update: Revise and modernize the existing business plan, incorporating the latest terminologies, methodologies, and best practices.
- ii. Adaptation to Changing Circumstances: Incorporate strategies and guidelines that account for virtual meetings and digital interactions, which have become integral to our operational landscape.
- iii. Enhanced Layout: Restructure the business plan's layout to promote readability and ease of understanding.
- iv. Incorporation of an online booking system for the Mayor's office.

6.2 By undertaking these necessary updates, we aim to equip the Banbury Mayoral Office with a business plan that is not only relevant but also adaptable to the dynamic environment in which it functions. We kindly request your support and consideration for the successful execution of this proposal.

7 Financial Effects & Risk Assessment

7.4 NIL

8 Recommendations

The Committee is invited to **RESOLVE**

8.4 To note the Mayoral Policy Update

8.5 To approve proposed changes to the Mayoral Business Plan

Background Papers - Nil



Mayoral Business Plan

Welcome

I would like to congratulate and welcome you to the role of Mayor / Deputy Mayor, as the first Civic citizen of our Town, you are now an incumbent of an important leadership role that has been held within our community since 1572.

We want your year of office to be enjoyable and will do everything possible to support you, confident that you will discharge the duties ahead to the same high standard set by many distinguished predecessors.

Never hesitate to ask if you are unsure about any of the processes or your duties as Chairman, support is available to help both from Officers and fellow Councillors.

Town Clerk of Banbury.

Key responsibilities of the Banbury Mayor

Item	Responsibility
1	To chair meetings of the Council effectively
2	To preside over civic functions, including but not limited to the Remembrance Service, the reception following the annual meeting and to promote the town of Banbury
3	To act and conduct him/herself as the First Citizen and ambassador of the Council in promoting the town of Banbury and the Council's aims including its vision.
4	To lead the community in support of the Council's values and visions, to provide community leadership and to proactively engage with the Council, its priorities, aims and objectives and the partners of the Council
5	To assist the promotion of good causes. To promote, raise the profile and gain publicity for projects and events that are of a good charitable or voluntary nature that benefit the citizens of Banbury, particularly smaller organisations
6	To attend funerals of officers who die in service and civic dignitaries past and present
7	To support the charities chosen by the Town Mayor, and to announce to the AGM Full Council a charity or charities that will be supported during the Civic Year that will benefit the citizens of Banbury
8	To give a summary of activities / achievements during the year at the AGM
9	To represent the Council at events, including any international visits which should promote the Council's aims, values and/or vision
10	To encourage citizenship and participation in the life of the town
11	To observe civic protocols when undertaking the civic and ceremonial role



Mayoral Business Plan

Events & Budget

Current budget provision for Town Council generated Mayoral events include :-

- Inauguration
- Armed Forces Day
- Town Mayors Sunday
- Battle of Britain
- Remembrance Sunday
- Twinning social evening Hennef & Ermont

There are, however, other events which take place during the year for which the only budget provision has been made in the Mayor's allowance and travel figure. This figure covers all the Mayor's personal expenses plus travelling expenses. When the Town Mayor drives themselves to functions the mileage can be claimed at the current rate.

Some events by the nature of charging the public can be self-funded, others by having a raffle during the event costs can be offset, but other event costs need to come out of this budget. These events include any other events which will inevitably come up during the year, such as the Civic Dinner.

If the Town Mayor would like a new event to be placed in the calendar then it is hoped that this idea will be discussed firstly with the Town Clerk, and possibly then go through the Resources Committee to agree any funding allocated within the Mayoral allowance. It is felt that the calendar is full up to the end of each year so any individual events should take place during January, February or March.

The Mayor can hold a Charity Dinner or equivalent towards the end of the Mayoral year, these can prove difficult if selling tickets. If the Mayor has a particular interest then it might be an idea to run a themed evening, which would be reasonably priced and unusual, so potentially could sell enough tickets

Public / Private Mayoral Engagements

In addition to the above events the Town Mayor is usually invited to attend approximately up to 150 events during the year.

A strict criterion is adhered to for acceptance of any invitations:

- i. Town Mayor
- ii. Deputy Town Mayor

The Deputy Mayor has no standing as Deputy Mayor when the Mayor is present.

Invitations to functions should only be sent to the Mayor, the Deputy Mayor should not attend the same functions as the Mayor.



Mayoral Business Plan

The Town Mayor's order of priority for functions/meetings is as follows: -

- i To chair Banbury Town Council meetings
- ii To attend functions/events as Banbury Town Mayor
- iii To attend other Banbury Town Council meetings
- iv To attend other meetings/events as a representative of other bodies/organisations.

It is expected that the Town Mayor will get a substitute for iii. and iv. to enable him/her to undertake their Mayoral duties.

Engagement Policy

1. Every invitation should be routed via the civic office and that every appointment is routed through the Civic & Events Officer. This can be achieved directly via email or the online platform.

2. Imperative not to cancel except in an emergency, all engagements are important, no matter how small. Organisers often put in a lot of effort to make their events successful and your role in promoting their activity is vital, it is not acceptable to 'change your mind' if another invitation is more to your liking.

A measure of the effectiveness of the Mayoralty in undertaking quality engagements is maintained. Each event attended by the Civic Party is 'scored' depending on the type of activity.

The Town Mayor should accept engagements from the Banbury town area first and then out of town second.

Best Value for Civic Office – a national framework guideline as set out by the National Association of Civic Officers (NACO) would award points as follows (5 being optimum score).

Item	Points Attained
Promotion of council events	5.0
Community events	5.0
Council events / traditional events	3.0
Civic Hosting	3.0
Support for charity & voluntary bodies	2.0
Social	1.5
Civic Circuit	1.0

Mayors are asked to consider carefully each invitation they receive with a view to recognising the "value" of each event to the Council and to the local community.

Precedence – The Town Mayor takes precedence in the town of Banbury only. Chairman of Cherwell District Council would take precedence outside the town (in the Cherwell area) or at a function in the town if the event was a CDC event. The precedent would then be followed by the County Council



Mayoral Business Plan **Clothing, Robes & Chain / Badges**

The Mayor wears the robe of office at ceremonial occasions and whilst chairing a Banbury Town Council meeting. Most other events can be accommodated by the Mayor wearing the chain of office.

If only wearing the chains of office consideration must be given as to the most appropriate dress code. Example. It may not be appropriate to wear jeans with the mayoral chain. It is suggested that the usual dress code is formal unless specified specifically.

Note, if the robe is to be worn, this should be accompanied with the Royal Maces.
The Maces are to be accompanied by the Mace Bearer and Sergeant at Arms at all times.

While attending events, ceremonies and services, it is advised to take into consideration diversity and the customs, traditions and religious representation of others.

When undertaking "walk-about" engagements whilst wearing the Chains of Office you would be accompanied by the Civic Officer, if there is not adequate security available.
It is advised that if you are outside that you remain close to the Civic & Event Officer.

Finance

It is advisable that each incoming Town Mayor opens their own bank account and itemises all payments made relating to that office. The monies could be liable to tax if the tax inspector decided to make a stance. The Mayor should never make a profit, the allowance only enables the post holder to do the job with dignity and pride. The Town Mayor's allowance should cover raffle tickets / church collections / all tickets to events / a discretionary clothing allowance / plus all incidentals. The Town Mayor is asked to complete an expense form each month which itemises costs incurred and once verified the expenses will be reimbursed.

The Mayor should familiarise themselves with the Mayoral Allowance Policy (Appendix 1).

The Town Mayor is expected to spend money at all Civic events when local and charity organisations are present. This is a good use of the Mayoral allowance and much appreciated by local charities.

Charity & Fundraising

It is the Mayor's responsibility to lead in any fund-raising initiative on behalf of the chosen Mayoral charities. Unfortunately, the Civic Office does not have the staffing resources to act as fundraisers, but assistance can be given in other ways.

The primary role of the Civic Office is to ensure the smooth running of the Civic Events and Office of the Mayor.

More increasingly Mayor's are opting to support charities as a figure head, raising the charities profile rather than directly raising money via Civic Dinners.



Mayoral Business Plan

The Mayor must abide by any guidance issued from time to time by the Town Clerk in respect of the Mayor's charities and/or the budget allocated to the Mayor by the Council.

The Mayor may select one or more charities that s/he shall announce at the Annual General Meeting, which s/he shall support. These charities will already be established and registered with the Charity Commission. If, in the opinion of the Town Clerk, any charity is unacceptable for legal or financial reasons, the Town Mayor shall select an alternative.

All administrative functions related to the Mayor's charities must be undertaken by the appropriate officers of the charity in question and not by the Town Mayor or the Council, or by officers.

Some Mayors decide early which charities they wish to support but you may want to wait – this ensures that no particular sector thinks they are going to get lots of support, leaving other sectors feeling that they are missing out.

The Mayor is invited to many charities during the year and it is often whilst at these events that the Mayor might see a need for some fund-raising/support. There is absolutely no pressure for the Mayor to raise money during his term of office, supporting the community is far more important, fund-raising provides additional support but is just an extra bonus and is not essential.

Speeches

The Mayor's Office will not write the Mayor's speeches, however, making speeches is a very important part of the Mayor's role and integral part of the duties. Additional framework support can be obtained via the Civic & Event Officer / Communications Officer.

In order for a speech to be effective, it helps to have the speech written in your own words and practised aloud.

The Town Mayor is the First Citizen for Banbury and as such is an ambassador for the town. The office requires the post holder to be dignified and presentable at all times and a good communicator with all.

*The post is strictly non-political.
The Mayor should not attend political or protest events.*



Mayoral Business Plan

A-Political Role

The Town Mayor will probably be asked to 'sort out' problems for local residents but whereas it would be appropriate to listen and be understanding it is the Town Mayor's duty to pass these concerns on to the appropriate ward Councillors. These criteria also apply to Council meetings – it is imperative that the Town Mayor distances themselves from controversial matters.

As First Citizen you might be interested in these comments from former Mayors from other towns:

- *'Set out what you want to achieve in the tenure of the post and review that as time goes on'*
- *'Remember that when you are wearing chains, someone is always watching you'*
- *'Try and remember that you are the public face of the Town, and even if your feet are killing you try not to show it'*
- *'Never be a judge in competitions, if you can possibly avoid it, particularly children's competitions or dog shows – you will please a few but upset many!!'*

Insurance

The Mayoral chain is covered by insurance whilst in this country, and overseas, if it is going to be taken out of the country then the Events Manager will notify the insurance company and get a letter issued to cover the Mayoral chain whilst going through customs. All reasonable care should be taken of the Mayoral chain at all times, it should be stored in the case and put in a locked & safe place. If you are unable to adequately secure the chain, it may be stored at the Town Hall.

The Mayoral chain should be kept in your personal hand luggage and not placed in the hold of a plane / ship.

The Mayor has a choice of who they wish to be their Mayoress / Consort. This person will be named at the Mayoral Inauguration and permitted to wear the official 'Consort' Chain of Office.

Mayoral Chaplain

The Mayor should choose a Chaplain. If the Mayor attends a specific place of worship then it might be appropriate for that religious leader to act as Chaplain, but if no preference is requested then we tend to ask someone from St Mary's – we ask and they choose.



Mayoral Business Plan

Holiday / Dietary / Contact

Please let the office know of any dates you are not available i.e. holidays booked or dates of regular committee meetings. These can then be noted in the diary.

Please inform the office of any dietary requirements or medical conditions that people need to be aware of. The office will also need to be informed of your car registration and mobile telephone number.

Decisions required relating to forthcoming events

Inauguration

Please let the office have the names and addresses of 20 people you would like to invite (this list can be added to for future events, but space is limited at this event).

- Do you want music to be played whilst you are out of the room robing up; if so have do you any thoughts on what you might like?
- Catering preferences? Canapes are preferred. BTC staff usually serve the drink, what are your preferences?

Other Civic Events

All other events that take place between May and December are more or less set in stone but the office will always discuss each event with you before sending out invitations to make sure you are happy with the arrangements.

If you wish to have any more information on any of the above, please call (01295) 250340 and speak to the Civic & Event officer.

Communications





Mayoral Business Plan

Appendix 1

Mayoral Allowance Policy

1. Annually the council have the opportunity to provide funds for a Mayoral Allowance within the normal budgeting cycle (LGA 1972 s 15(5)).
2. The Mayoral Allowance is intended to facilitate the execution of the Mayoral role irrespective of personal economic circumstances.
3. The allowance shall cover expenditure that the Council considers to be wholly and necessarily incurred for the purpose of the Mayoral role.
4. At the beginning of the Mayoral year the sum of one thousand pounds (£1000) or 1/12th of the annual budgeted expenditure, whichever is the least, shall be provided to the Town Mayor.
5. Where expenditure is incurred by the Town Mayor using the funds provided, receipts should be retained (excluding donations and categories of expenditure specifically authorised by the appropriate committee).
6. Following the acceptance and authorisation of a statement of expenditure from the Town Mayor or Town Mayors secretary of the sums forwarded, a cheque will be issued by Banbury Town Council for the amount of the receipts and allowable expenditure included.
7. Any assets (excluding clothing) purchased by the Mayor using the Mayoral Allowance with a useful life and face value beyond the mayoral term will be returned to Banbury Town Council for use by the subsequent Mayor.

(Note: for tax purposes expenditure on ordinary clothing worn at work is not considered to be incurred wholly and exclusively in the performance of the duties. Consequently, no tax deduction can be given for expenditure by civic dignitaries on ordinary clothing and tax will be payable at the applicable rate.)

8. The Mayor will be personally liable for any personal tax liabilities incurred following receipt of the Mayoral allowance.