Banbury Town Council

Mark Hassall ACMA
Town Clerk & RFO

The Town Hall
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Our Ref: GS A06062023
Your Ref:
Please ask for: Martyn Surfleet
Email: martyn.surfleet@banbury.gov.uk

Date: 31 May 2023

To: All Members of the General Services Committee.

You are hereby summoned to attend a Meeting of the **GENERAL SERVICES COMMITTEE** to be held in the TOWN HALL, BRIDGE STREET, BANBURY on **TUESDAY, 06 June 2023** at 6.30 pm, for the transaction of the following business: -

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 the last Meeting
To approve as correct the Minutes of the Meeting held on 17 January 2023 **(Enclosed).**

4 Income & Expenditure Report
To consider the report of the Town Clerk & RFO. **(Enclosure 4)**

5 Parks and Open Spaces - Monitoring Report
To consider the report of the Director of Environment **(Enclosure 5)**

6 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 6)**

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.

Recording of Meeting

(iii) Please be aware that an audio recording of the meeting may be made, as an aide-memoire for the purposes of the Clerk to ensure minutes reflect the overall tone and content of meetings, and will be deleted following the first approval of minutes.

GENERAL SERVICES COMMITTEE
6 JUNE 2023

RESOURCES COMMITTEE
13 JUNE 2023

REPORT OF THE TOWN CLERK & RFO

INCOME & EXPENDITURE TO 22 MAY 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 22 May 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

- Staffing vacancies contributing £9k
- Computer software to support play equipment and grounds maintenance monitoring.
- Timing of invoicing for grounds maintenance works impacted by seasonality and awaiting invoicing, across Parks, Football pitches and Horton View.
- Purchase of defibrillators at pavilions across the estate.

6.3 Underspends on Resources Committee also principally

- Reduced Central Admin costs including salaries.
- Town Council Events income includes sponsorship across events and are ahead of budget, with costs incurred in advance but managed within planned budgets. The recent coronation celebration increased expenditure of (£7k) was offset by increased income of £5k, with a net £2k overspend incurred on litter disposal.
- Other Costs & Income includes increased interest income.

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

General Services Committee

	Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
101 Litter Control & Cleansing							
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)			
103 Southam Road Cemetery							
1000 Miscellaneous Income	125	125	0	125			100.0%
1004 Burial Chambers	650	1,300	650	3,250			20.0%
1005 Burial Fees	4,570	6,834	2,264	41,000			11.1%
1007 Memorial Applications	2,710	2,334	(376)	14,000			19.4%
1008 Exclusive Rights of Burial	1,215	3,334	2,119	20,000			6.1%
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	9,405	17,387	7,982	81,835			11.5%
4000 Salaries	26,629	33,974	7,345	203,847		177,218	13.1%
4006 Training	(62)	750	812	5,000		5,062	(1.2%)
4010 N N D Rates	1,345	1,800	456	9,000		7,656	14.9%
4011 Water Charges	34	240	206	1,440		1,406	2.4%
4012 Sewerage Charges	0	0	0	500		500	0.0%

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4013	Electricity	251	150	(101)	750		499	33.5%
4014	Gas	82	150	68	600		518	13.7%
4019	Cleaning Materials	0	100	100	600		600	0.0%
4020	Telephone	0	110	110	656		656	0.0%
4023	Stationery/Office Supplies	0	0	0	200		200	0.0%
4026	Subscriptions	95	100	5	400		305	23.8%
4070	Computer Software	2,260	0	(2,260)	2,400		140	94.2%
4071	Purchase Equipment	725	500	(225)	3,000		2,275	24.2%
4072	Leasing Equipment	0	0	0	2,500		2,500	0.0%
4100	Purchase Materials	833	600	(233)	3,900		3,068	21.3%
4120	Building M & R (Other Contract	755	1,000	245	9,700		8,945	7.8%
4122	Landscaping (Other Contractors	0	(485)	(485)	18,000		18,000	0.0%
4123	Minor Alterations & Imp.	(425)	100	525	9,300		9,725	(4.6%)
4132	Purchase Protective Clothing	433	416	(17)	2,500		2,067	17.3%
4137	Burial Chamber costs	0	0	0	4,000		4,000	0.0%
4502	R & M Plant & Equipment	(138)	700	838	6,050		6,188	(2.3%)
4571	Service Charges	50	100	50	2,200		2,150	2.3%
4572	Fuel	0	260	260	3,000		3,000	0.0%
	Southam Road Cemetery :- Indirect Expenditure	32,868	40,565	7,697	289,543	0	256,675	11.4%
	Net Income over Expenditure	(23,463)	(23,178)	285	(207,708)			

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
110	Parks and Open Spaces							
1010	Land Rents	375	0	(375)	0			0.0%
1022	Premises Hire	525	0	(525)	0			0.0%
1500	Contribution from Reserves	0	0	0	115,400			0.0%
	Parks and Open Spaces :- Income	900	0	(900)	115,400			0.8%
4000	Salaries	34,143	35,770	1,627	214,623		180,480	15.9%
4006	Training	0	1,000	1,000	5,000		5,000	0.0%
4008	Car Allowances-Employee	0	0	0	1,500		1,500	0.0%
4010	N N D Rates	144	0	(144)	1,351		1,207	10.7%
4011	Water Charges	288	264	(24)	2,650		2,362	10.9%
4013	Electricity	110	434	324	7,600		7,490	1.5%
4020	Telephone	0	168	168	1,008		1,008	0.0%
4023	Stationery/Office Supplies	0	0	0	238		238	0.0%
4025	Insurance	0	0	0	15,345		15,345	0.0%
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	0	0	7,500		7,500	0.0%
4070	Computer Software	8,700	1,100	(7,600)	20,400		11,700	42.6%
4100	Purchase Materials	696	1,000	304	6,000		5,304	11.6%
4107	Equipment General	(3,600)	1,400	5,000	8,400		12,000	(42.9%)
4120	Building M & R (Other Contract	(288)	416	704	2,500		2,788	(11.5%)
4121	Ground Mtnce (Other Contractor	12,265	9,733	(2,532)	188,582		176,317	6.5%

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4122	Landscaping (Other Contractors	3,092	500	(2,592)	3,000		(92)	103.1%
4124	Building M & R Peoples Park	0	334	334	2,000		2,000	0.0%
4132	Purchase Protective Clothing	0	0	0	1,300		1,300	0.0%
4500	Arboriculture	2,704	380	(2,324)	51,500		48,796	5.2%
4501	Playground Equipment R & M	3,470	8,000	4,530	155,000		151,530	2.2%
4502	R & M Plant & Equipment	403	42	(361)	2,400		1,997	16.8%
4503	Purchase of Signs	0	6,000	6,000	6,000		6,000	0.0%
4510	Floral Bedding	0	0	0	14,000		14,000	0.0%
4511	Trees and Shrubs	0	0	0	14,000		14,000	0.0%
4512	Bulbs	0	0	0	6,000		6,000	0.0%
4514	Chemical Applications	0	0	0	6,450		6,450	0.0%
4515	Aviary Maintenance	330	234	(96)	1,400		1,070	23.5%
4571	Service Charges	50	0	(50)	2,020		1,970	2.5%
4572	Fuel	0	503	503	661		661	0.0%
	Parks and Open Spaces :- Indirect Expenditure	62,572	67,549	4,977	749,299	0	686,727	8.4%
	Net Income over Expenditure	(61,672)	(67,549)	(5,877)	(633,899)			
113	Allotments							
1000	Miscellaneous Income	1,550	0	(1,550)	0			0.0%
1010	Land Rents	2,625	2,658	33	5,268			49.8%
	Allotments :- Income	4,175	2,658	(1,517)	5,268			79.3%
4011	Water Charges	218	150	(68)	600		382	36.3%

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4070	Computer Software	63	0	(63)	444		382	14.1%
4100	Purchase Materials	0	150	150	300		300	0.0%
4120	Building M & R (Other Contract	0	2,000	2,000	2,000		2,000	0.0%
4121	Ground Mtnce (Other Contractor	17	434	417	2,600		2,583	0.7%
4520	Private Contractors	0	0	0	3,000		3,000	0.0%
	Allotments :- Indirect Expenditure	298	2,734	2,436	8,944	0	8,646	3.3%
	Net Income over Expenditure	3,877	(76)	(3,953)	(3,676)			
114	Park Rangers							
4000	Salaries	20,747	21,018	271	126,102		105,355	16.5%
4006	Training	0	0	0	5,000		5,000	0.0%
4010	N N D Rates	1,292	1,290	(2)	6,447		5,155	20.0%
4011	Water Charges	111	0	(111)	1,228		1,117	9.0%
4012	Sewerage Charges	0	0	0	630		630	0.0%
4013	Electricity	(121)	0	121	2,200		2,321	(5.5%)
4014	Gas	0	0	0	600		600	0.0%
4015	Alarms	0	0	0	1,500		1,500	0.0%
4020	Telephone	0	164	164	984		984	0.0%
4025	Insurance	0	4,041	4,041	17,715		17,715	0.0%
4100	Purchase Materials	404	200	(204)	1,200		796	33.7%
4107	Equipment General	0	0	0	2,000		2,000	0.0%
4120	Building M & R (Other Contract	598	0	(598)	4,800		4,202	12.5%
4124	Building M & R Peoples Park	0	0	0	2,000		2,000	0.0%

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4131	Purchase Equipment	596	0	(596)	4,200		3,604	14.2%
4132	Purchase Protective Clothing	0	0	0	2,000		2,000	0.0%
4502	R & M Plant & Equipment	0	0	0	300		300	0.0%
4571	Service Charges	1,256	0	(1,256)	9,500		8,244	13.2%
4572	Fuel	0	900	900	5,400		5,400	0.0%
	Park Rangers :- Indirect Expenditure	24,883	27,613	2,730	193,806	0	168,923	12.8%
	Net Expenditure	(24,883)	(27,613)	(2,730)	(193,806)			
115	CSGM							
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			
116	Town Fairs							
1050	Hiring for events	0	0	0	1,870			0.0%
	Town Fairs :- Income	0	0	0	1,870			0.0%
	Net Income	0	0	0	1,870			
120	Football Pitches							
1000	Miscellaneous Income	0	495	495	10,495			0.0%
1020	Sports Hire	315	0	(315)	0			0.0%

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
1021	Licence and Premises Hire	7,838	7,099	(739)	10,809			72.5%
	Football Pitches :- Income	8,153	7,594	(559)	21,304			38.3%
4010	N N D Rates	1,423	1,550	127	7,750		6,327	18.4%
4011	Water Charges	78	300	222	1,800		1,722	4.3%
4013	Electricity	1,080	900	(180)	5,400		4,320	20.0%
4014	Gas	181	400	219	2,400		2,219	7.5%
4019	Cleaning Materials	0	200	200	1,200		1,200	0.0%
4100	Purchase Materials	779	1,076	297	6,450		5,671	12.1%
4107	Equipment General	300	1,000	700	2,200		1,900	13.7%
4120	Building M & R (Other Contract	(835)	4,900	5,735	14,900		15,735	(5.6%)
4121	Ground Mtnce (Other Contractor	3,339	12,050	8,711	72,300		68,961	4.6%
4530	Bowling Green	1,621	900	(721)	5,450		3,829	29.7%
	Football Pitches :- Indirect Expenditure	7,965	23,276	15,311	119,850	0	111,885	6.6%
	Net Income over Expenditure	188	(15,682)	(15,870)	(98,546)			
131	Banbury in Bloom							
4651	Floral Sponsorship	0	0	0	8,994		8,994	0.0%
4652	Planting Day in the Park	0	500	500	3,500		3,500	0.0%
4654	Hanging Basket Workshop	0	0	0	1,850		1,850	0.0%
	Banbury in Bloom :- Indirect Expenditure	0	500	500	14,344	0	14,344	0.0%
	Net Expenditure	0	(500)	(500)	(14,344)			

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
132	Banbury Cross& FineLady Statue							
4120	Building M & R (Other Contract	0	0	0	5,800		5,800	0.0%
	Banbury Cross& FineLady Statue :- Indirect Expenditure	0	0	0	5,800	0	5,800	0.0%
	Net Expenditure	0	0	0	(5,800)			
150	Public Clocks							
4000	Salaries	142	0	(142)	0		(142)	0.0%
4013	Electricity	112	46	(66)	276		164	40.6%
4120	Building M & R (Other Contract	0	0	0	600		600	0.0%
4521	Service of Public Clock	0	0	0	1,200		1,200	0.0%
	Public Clocks :- Indirect Expenditure	254	46	(208)	2,076	0	1,822	12.2%
	Net Expenditure	(254)	(46)	208	(2,076)			
160	Capital Costs							
1500	Contribution from Reserves	0	0	0	175,000			0.0%
	Capital Costs :- Income	0	0	0	175,000			0.0%
4552	Capital - Play Areas	6,141	35,000	28,859	273,000		266,859	2.2%
4553	Capital - Allotments	0	0	0	60,000		60,000	0.0%
4554	Capital - Park Refurb	0	0	0	65,000		65,000	0.0%
	Capital Costs :- Indirect Expenditure	6,141	35,000	28,859	398,000	0	391,859	1.5%
	Net Income over Expenditure	(6,141)	(35,000)	(28,859)	(223,000)			

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
201	Bus Shelters							
4109	Cleansing Contract	0	0	0	1,610		1,610	0.0%
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	0	0	0	7,860	0	7,860	0.0%
	Net Expenditure	0	0	0	(7,860)			
202	Salt Bins							
4107	Equipment General	731	0	(731)	4,000		3,269	18.3%
	Salt Bins :- Indirect Expenditure	731	0	(731)	4,000	0	3,269	18.3%
	Net Expenditure	(731)	0	731	(4,000)			
	General Services Committee :- Income	22,633	27,639	5,006	499,275			4.5%
	Expenditure	135,711	201,883	66,172	1,950,148	0	1,814,437	7.0%
	Movement to/(from) Gen Reserve	(113,078)						

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Resources Committee

		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
301	Corporate Management							
4050	Bank Charges	195	352	157	2,116		1,921	9.2%
4051	Computer Support	0	500	500	1,500		1,500	0.0%
4057	Audit Fees	0	0	0	2,500		2,500	0.0%
4058	Professional Fees	411	982	571	5,888		5,477	7.0%
4059	Legal Support	750	0	(750)	9,250		8,500	8.1%
	Corporate Management :- Indirect Expenditure	1,356	1,834	478	21,254	0	19,898	6.4%
	Net Expenditure	(1,356)	(1,834)	(478)	(21,254)			
302	Civic and Ceremonial							
1000	Miscellaneous Income	0	0	0	0			0.0%
	Civic and Ceremonial :- Income	0	0	0	0			
4000	Salaries	190	226	36	1,358		1,168	14.0%
4006	Training	0	0	0	350		350	0.0%
4022	Printing	0	0	0	975		975	0.0%
4023	Stationery/Office Supplies	0	100	100	500		500	0.0%
4026	Subscriptions	0	0	0	320		320	0.0%
4850	Uniforms	0	0	0	222		222	0.0%
4851	Incoming Mayors Allowance	332	909	577	10,000		9,668	3.3%
4852	Outgoing Mayors Allowance	1,089	1,000	(89)	1,000		(89)	108.9%

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4854	Civic Property Maintenance	0	0	0	850		850	0.0%
4855	Civic Insignia	2,386	250	(2,136)	2,150		(236)	111.0%
	Civic and Ceremonial :- Indirect Expenditure	3,997	2,485	(1,512)	17,725	0	13,728	22.5%
	Net Income over Expenditure	(3,997)	(2,485)	1,512	(17,725)			
305	Central Administration							
4000	Salaries	32,954	35,552	2,598	214,813		181,859	15.3%
4005	Professional Subscriptions	498	0	(498)	1,040		542	47.9%
4006	Training	256	950	694	5,700		5,444	4.5%
4007	Subsistence	0	0	0	1,850		1,850	0.0%
4009	Travel Allowances	0	0	0	125		125	0.0%
4020	Telephone	382	686	304	4,114		3,732	9.3%
4021	Postage	100	634	534	3,800		3,700	2.6%
4022	Printing	0	424	424	2,542		2,542	0.0%
4023	Stationery/Office Supplies	247	420	173	2,520		2,273	9.8%
4025	Insurance	0	0	0	8,730		8,730	0.0%
4026	Subscriptions	0	902	902	5,415		5,415	0.0%
4031	Staff Advertising	0	334	334	2,000		2,000	0.0%
4032	Advertising/Publicity	320	820	500	2,500		2,180	12.8%
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	3,313	3,328	15	19,965		16,652	16.6%
4071	Purchase Equipment	0	0	0	100		100	0.0%

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4073	Purchase Furniture	0	166	166	1,000		1,000	0.0%
4136	Purchase IT Equpment	1,181	0	(1,181)	1,500		319	78.7%
4850	Uniforms	0	0	0	500		500	0.0%
4856	Photography	0	0	0	500		500	0.0%
5000	Contingency Fund & Provision	0	0	0	5,000		5,000	0.0%
	Central Administration :- Indirect Expenditure	39,251	44,216	4,965	284,914	0	245,663	13.8%
	Net Expenditure	(39,251)	(44,216)	(4,965)	(284,914)			
310	Town Council Events							
1000	Miscellaneous Income	3,173	400	(2,773)	600			528.9%
1055	Food Festivals	9,450	3,500	(5,950)	9,386			100.7%
1070	Canalside Festival Income	8,000	0	(8,000)	15,603			51.3%
1073	Town Mayors Sunday	2,301	400	(1,901)	1,225			187.8%
1076	Christmas Lights Switch On	3,000	0	(3,000)	1,000			300.0%
1860	Diamond Jubilee Income	9,805	5,000	(4,805)	5,000			196.1%
	Town Council Events :- Income	35,729	9,300	(26,429)	32,814			108.9%
4000	Salaries	18,738	15,612	(3,126)	93,670		74,932	20.0%
4074	Armed Forces Day	625	500	(125)	3,351		2,726	18.6%
4076	Christmas Lights Switch On	0	0	0	8,352		8,352	0.0%
4300	Town Mayor's Inauguration	898	2,060	1,162	2,060		1,162	43.6%
4310	Town Mayors Sunday	21	360	339	2,431		2,410	0.9%
4320	Battle of Britain	0	0	0	2,321		2,321	0.0%

Continued over page

		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
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	0	0	0	19,131		19,131	0.0%
4370	Banbury Music Mix	0	0	0	6,602		6,602	0.0%
4390	Food Festivals	7,919	5,800	(2,119)	19,873		11,954	39.8%
4860	Diamond Jubilee	35,813	18,862	(16,951)	28,363		(7,450)	126.3%
5001	Seasonal Events	3,860	500	(3,360)	4,000		140	96.5%
	Town Council Events :- Indirect Expenditure	67,874	43,694	(24,180)	196,211	0	128,337	34.6%
	Net Income over Expenditure	(32,144)	(34,394)	(2,250)	(163,397)			
311	Town Hall							
1022	Premises Hire	80	150	70	6,400			1.3%
	Town Hall :- Income	80	150	70	6,400			1.3%
4000	Salaries	3,977	3,064	(913)	18,380		14,403	21.6%
4010	N N D Rates	3,708	3,442	(266)	17,210		13,502	21.5%
4011	Water Charges	137	160	23	959		822	14.3%
4013	Electricity	3,327	2,262	(1,065)	13,571		10,244	24.5%
4014	Gas	436	532	96	3,194		2,758	13.7%
4015	Alarms	0	238	238	1,430		1,430	0.0%
4016	Window Cleaning	0	0	0	499		499	0.0%
4019	Cleaning Materials	132	200	68	1,200		1,068	11.0%
4023	Stationery/Office Supplies	0	24	24	140		140	0.0%

Continued over page

		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
4025	Insurance	0	0	0	14,395		14,395	0.0%
4032	Advertising/Publicity	145	292	147	1,750		1,605	8.3%
4071	Purchase Equipment	502	334	(168)	2,000		1,498	25.1%
4120	Building M & R (Other Contract	718	636	(82)	3,810		3,093	18.8%
4502	R & M Plant & Equipment	152	430	278	2,577		2,425	5.9%
4570	Lease Vehicle Charges	6	0	(6)	0		(6)	0.0%
4850	Uniforms	0	0	0	84		84	0.0%
4870	Catering	273	68	(205)	410		137	66.5%
4871	Licences inc PRS Fees	69	0	(69)	530		461	13.0%
	Town Hall :- Indirect Expenditure	13,582	11,682	(1,900)	82,139	0	68,557	16.5%
	Net Income over Expenditure	(13,502)	(11,532)	1,970	(75,739)			
315	Other Services to the Public							
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	1,500	2,500	1,000	15,000		13,500	10.0%
4901	Crime Prevention Support	0	3,000	3,000	8,300		8,300	0.0%
4902	Election Costs	0	0	0	5,000		5,000	0.0%
4903	Local Honors Scheme	0	0	0	1,000		1,000	0.0%
	Other Services to the Public :- Indirect Expenditure	1,500	5,500	4,000	168,705	0	167,205	0.9%
	Net Expenditure	(1,500)	(5,500)	(4,000)	(168,705)			

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		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
320	Other Costs and Income							
1176	Precept Received	2,113,471	2,113,471	0	2,113,471			100.0%
1190	Interest Received	23,733	13,334	(10,399)	80,000			29.7%
	Other Costs and Income :- Income	2,137,204	2,126,805	(10,399)	2,193,471			97.4%
4951	Revenue Contribution to Capita	0	0	0	10,000		10,000	0.0%
	Other Costs and Income :- Indirect Expenditure	0	0	0	10,000	0	10,000	0.0%
	Net Income over Expenditure	2,137,204	2,126,805	(10,399)	2,183,471			
	Resources Committee :- Income	2,173,013	2,136,255	(36,758)	2,232,685			97.3%
	Expenditure	127,559	109,411	(18,148)	780,948	0	653,390	16.3%
	Movement to/(from) Gen Reserve	2,045,455						
	Grand Totals:- Income	2,195,646	2,163,894	(31,752)	2,731,960			80.4%
	Expenditure	263,269	311,294	48,025	2,731,096	0	2,467,827	9.6%
	Net Income over Expenditure	1,932,376	1,852,600	(79,776)	864			
	Movement to/(from) Gen Reserve	1,932,376						

GENERAL SERVICES COMMITTEE

06 JUNE 2023

REPORT OF THE DIRECTOR OF ENVIRONMENT

PARKS AND CEMETERIES SERVICE

1 Introduction and Purpose of Report

1.1 To provide an update for Members on:

1.1.1 Parks & Cemeteries Team.
1.1.2 4th Corner Landscape Contract.
1.1.3 Tree Works & Planting.
1.1.4 Ranger Service / Play Areas.
1.1.5 Fencing / Bench Repairs.
1.1.6 Cleansing Service.
1.1.7 Café Operator.

2 Wards Affected

2.1 All Banbury Wards.

3 Effect on Policy

3.1 Nil.

4 Contact Officer

4.1 Paul Almond (01295 817315).

5. Parks & Cemeteries Team Service Update

5.1. The team are up to date with the scheduled work.

5.2. The start to the mowing season has gone well, with the Park, Cemeteries and St Marys Churchyard have been maintained to high standard.

5.3. Staff continue to be busy with burial duties.

5.4. The Memorial Stability Survey is now completed, grave owners are being contacted regarding any that have failed.

5.5. The three new employees have now commenced employment with us.

5.6. All the Safe Use of Machinery and Equipment Training has been completed by the new employees.

5.7. The Spring Bedding has now been removed in preparation for the Summer planting. Members of the public benefitted from the plant giveaway this year.

5.8. Planting in the park days with local school children is organised for the 14th and 15th of June.

5.9. The football season has now finished, and staff are now engaged with the weekly operations for bowling green maintenance.

6. 4th Corner Landscape Contract Update

6.1 The contractor has experienced some staff vacancies which delayed the second and third cut, therefore, some sites were longer during May than they should have been. They have now commenced the 4th cut and should catch-up during this cycle.

6.2 Road channel weed treatment spraying has been completed on schedule.

6.3 Following football post removal, sports pitch post season renovation works are underway, aeration operations, dressing and seeding of goal mouths.

6.4 Shrub border maintenance is on schedule.

6.5 The Contract Supervisor is still off work long term sick. The area manager continues to cover the role and oversee operations until the supervisor returns.

6.6 The Council's Landscape Officer continues to work closely with the contractor in addition to carrying out site inspections to monitor their performance.

7. **Ranger Service / Play Area Update**

7.1 The Park Ranger Team continue to keep up to date with the weekly Health & Safety inspections and carrying out any repairs resulting from those inspections.

7.2 The team is working through works identified in the annual inspection report.

7.3 Play Area refurbishment update is:

a) Princess Diana Park – The play area refurbishment contract started installation on the 2nd June, project should be completed within 3 weeks, in time for the school Summer Holidays.

b) Spiceball Park – Repairs have been undertaken on the ramp surface.

c) Moorfields Park – A new accessible roundabout has been ordered for the play area, and will be installed by the Summer School Holidays.

d) Howard Road Play Area – The surfacing underneath the aerial runway needs replacing. Due to the indicated costs this work will need to be formally tendered.

7.4 The Rangers have played a valuable role in supporting the Council's event programme so far this year.

8. Fencing / Bench Repairs Update

8.1 Bridge Street Park – The rangers have now removed the old rotten wooden fence following the installation of the new metal fence.

8.2 Peoples Park – Timber fencing refurbishment continues, with the Probation Service.

8.3 Peoples Park – The Probation Service has also started to refurbish the park benches, and the standard of work they are undertaking is excellent.

9. Cleansing Service Update

9.1 Facility Cleaning – Following the end of the football usage the pavilions are being deep cleaned in readiness for next season.

9.2 The In-house team are performing well, keeping our facilities clean for public use and have assisted with cleaning at our events.

9.3 Parks & Open Spaces Cleansing – The service provided by Cherwell District Council is being delivered in line with the Service Level agreement.

10. Café Operator Update

10.1 Following the recent advertisement for a new operator, viewings and interviews were held with interested parties.

10.2 Four organisations submitted formal business plans for evaluation. Following the outcome of the evaluation a lease has been offered, accepted and signed by the winner Karen Smith, securing a new operator for an initial term until 31st March 2025.

10.3 Her planned re-opening date is the 11th June 2023.

11. Financial Effects & Risk Assessment

11.1 There are no risks arising from these items and all financial effects can be contained within existing budgets.

12. Recommendations

The Committee is invited to **RESOLVE**

12.1 To note the Parks and Cemeteries Service Update.

12.2 To note the 4th Corner Landscape Contract Update.

12.3 To note the Ranger Service / Play Area Update.

12.4 To note the Fencing / Bench Repair Update.

12.5 To note the Cleansing Service Update.

12.6 To note the Café Operator Update.

Background Papers – Nil

GENERAL SERVICES COMMITTEE

06 June 2023

RESOURCES COMMITTEE

13 June 2023

REPORT OF THE EXECUTIVE OFFICER

BOOKING, CUSTOMER RELATIONSHIP MANAGEMENT, REPORTING & MOBILE APLICATION 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 tool.

2 Wards Affected

2.1 All Banbury Wards.

3 Effect on Policy

3.1 As part of Banbury Town Councils Mission Statement and Key Service Objectives. It is the Councils responsibility to;

- Highlight and make residents of Banbury aware of the services and facilities available to them, and where we as a Council can help.
- Ensure effective administrative management of the Council's activities and Resources, ensuring that the Council is promoted and publicised.
- To respond to all contact made with the Town Council offices in a courteous, helpful, timely and effective way. (D 1, 2, 3).
- To make use of opportunities to disseminate information to a wider audience via the Council Web site, and to act as an advocate on behalf of the community of Banbury. (E 4, 5).
- To provide and maintain high standard outdoor recreational areas and provide a Park Ranger service to offer advice and assistance to park users and repair and maintain park furniture and equipment, as well as pro-actively manage the Council's tree stock (H 1, 2, 3)

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 After sourcing feedback from officers within our service areas and operations, along with councillor representation, a set of key objectives were identified that inform the initial pitch to potential software providers.

These are as follows:
- Improve communication and engagement with Residents and stakeholders.
- Streamline reporting processes.
- Provide a cohesive and simple booking system for Events, facilities and the Town Hall.

5.3 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 The Solution proposed by Abavus is a modular cloud-based system which would be accessed through the current Town Council website as well as a downloadable mobile app. Features of the system include -

The software comprises of the following –

- **<u>Customer Portal</u>** – Front facing web portal where residents can;
  - Register an account
  - Report issues (Service Requests)
  - Make enquiries
  - Allow “Pin in Map” location of issues
  - Track progress of requests and enquiries
  - Find out more information about our and other authorities services
  - Stay up to date with events and other news from BTC
  - Highlight entertainment, arts and culture venues within Banbury

- **<u>Service Desk</u>** – Back of house software where officers can;
  - Receive reports and enquiries
  - Manage and update the status of reports
  - Assign reports to specific Officers to handle
  - Fully track the lifecycle of a report
  - Update residents on outcomes
  - Collate and track report data

- **<u>Mobile App</u>** – Mobile version of the Customer Portal that allows access to all the features of the portal but on the go, and will be available on iOS and Android devices. The App will facilitate;
  - More accurate location selection, allowing to report on the spot by using “current location”
  - A modern, simple and convenient way to engage with Banbury Town Council services

6.2 This system is completely modular and all content is built and designed by officers with the initial support of the tech team at Abavus. Once launched any updates and changes can be implemented and tested by Officers, leading to full flexibility on the evolution of both the App and Customer Portal.

7 Booking System - Bookteq

The solution proposed by Bookteq is an online booking system that will handle both facilities and sports bookings for the Council. Bookteq is a cloud-based booking system that enables simplified facilities management, detailed reporting, and a smooth customer experience. The tool will be accessed by links within the Councils website as well as customisable pop-up Widgets for quick and easy booking. Links will also be added to the mobile app to enable all round access.

8 Next Steps – Roll out / Launch

8.1 **Customer Portal / App**

Officers along with the contract manager from Abavus have rigorously tested both the App and the Customer Portal and have proposed the following plan for launching the platform –

- **30th May** – Silent launch. The Service Desk will be 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".
- **12th June** – Silent Launch. The Customer Portal will be listed on the Council's website and enable residents to begin registering accounts and report issues. It will also allow for officers to trouble shoot any potential issues before press releases / announcement of platform.
- **3rd July** – Full Go Live – Co-ordinated press release / marketing schedule, and public launch of the App and Customer Portal to follow.

8.2 **Facilities Booking Tool**

Having worked with representatives from Bookteq, our catalogue of facilities has been inputted into their system, along with prices to reflect our fees & charges for 2023/34. Sports pitch bookings will operate in a similar manner to how they are currently handled by officers, allowing a smooth transition to self-service bookings from our League teams. This should facilitate priority booking to our long-standing league teams. The proposed timeline for launch is as follows –

- 5th June – Town Hall Bookings go live
- 10th July – Sports Facilities go live

9 Recommendations – General Services Committee

The Committee is invited to **RESOLVE**

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

9.2 To Approve the suggested "Go Live" date of 3rd July 2023 as detailed in section 8.1.

9.3 To Authorise that officers in conjunction with selected members meet to agree a marketing plan for the public launch of the CRM Software and Mobile App.

9.4 To Approve the suggested "Go Live" Schedule for the booking system, as detailed in section 8.2.

10 Recommendations – Resources Committee

The Committee is invited to **RESOLVE**

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

Background Papers - Nil