Banbury Town Council

Mark Hassall ACMA
Town Clerk & RFO

The Town Hall
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Banbury
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Our Ref: A13062023
Your Ref:
Please ask for: Martyn Surfleet
Email: martyn.surfleet@banbury.gov.uk

Date: 6 June 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, 13 June 2023 at 6.30pm**, 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 interests in items on the agenda, **and the nature of that interest**, in accordance with the Local Government Act 2000, 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 Meeting held on 28 March 2023 (Enclosed).

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

5. **Internal Audit Report 2022/23**
   To consider the report of the Town Clerk & RFO **(Enclosure 5).**

6. **Events Update**
   To consider the report of the Events Manager **(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)**

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.

RESOURCES COMMITTEE

Minutes of a meeting of the Resources Committee held at 6.30pm on Tuesday, 28 March 2023 in the Town Hall, Banbury.

Present: Councillor Mallon (Chairman)
Councillors: Ahmed, Cherry, Colegrave, Garrett, Hussain, Kilsby, and Strangwood.

Alternate Members: Cllr Ahmed for Cllr Reeves
Cllr Cherry for Cllr Richards

Officers: Mark Hassall (Town Clerk & RFO)
Paul Almond (Director of Environment)

R.40/22 Apologies for Absence
Cllr Reeves, Cllr Richards.

R.41/22 Declarations of Interest
None

R.42/22 Minutes of the last Meeting
IT WAS RESOLVED that the Minutes of the Meeting held on 31 January 2023 be approved as correct records and signed by the Chairman.

R.43/22 Income & Expenditure Report
The Committee considered a report prepared by the Town Clerk & RFO comparing year-to-date income and expenditure with the projected annual budget for the financial year. The report showed all expenditure incurred up to 14 March 2023.

Officers responded to a range of questions from Members relating to various budget codes and financial procedures. Members' attention was drawn to the fact that overall the Committee's expenditure was within forecast versus the phased YTD budget.

General Services variances are principally

- Staffing vacancies contributing £10k. Applicant numbers for roles has increased, and recruitment within the grounds team has been completed, however ongoing long-term sick continues to stretch team resilience.
- Planned cemetery works include arboriculture and memorial stability testing is ongoing.
- Timing of invoicing for grounds maintenance works impacted by timing of February invoicing across Parks, seasonality of football pitch works and Horton View, overspends offset vacancy savings, and taken together are broadly in line with full year projected expenditure.
- Expenditure is planned on computer software to support staff monitoring of play equipment and tree stock across the estate.
- Ongoing play area equipment being refurbished across the estate awaiting completion. Following an external ROSPA inspection, a programme of works has been identified, which officers are working through in the final quarter.
- Prior and current year utility charges for MUGA's from OCC £11k.
- Café build in People's Park opened, with an associated Earmarked Reserves of (£201k). The related Earmark reserve will be transferred to alternative earmarked projects to reflect increased inflationary pressures, thereby supporting delivery of planned Council objectives.

- The timing of the expenditure planned for the landscaping of the Walled Garden in Peoples Park is planned to be completed in 23/24.

Underspends on Resources Committee are principally

- Corporate, Central Administration and Civic continue to be well controlled, with cost under budget.
- Town Council Events are currently within budget parameters.
- Town Hall costs associated with plant maintenance and building repair, however are offset by savings across the committee
- Other services to the Public include timing of small grants (including a Warm Welcome grant scheme), and invoicing of Christmas Lighting scheme (£5k saving following anticipated utility and repair costs). Woodgreen Open Air Pool operating subsidy has been provided for, following a review meeting between CDC and BTC Officers an improvement of public swim availability and membership accessibility is being progressed and will be reported to elected members as schemes come forward.
- Other Costs & Income includes increased interest income (projected £19k) in line with changes to Bank of England base rate.
- Following successful receipt of three competitive quotes, planned decarbonisation of the heating systems at the Town Hall are due to be implemented ahead of year end, and are contained within the associated earmark reserve to be released.

Financial Effects & Risk Assessment

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

IT WAS RESOLVED to receive and note the Income and Expenditure report.

R.44/22 The Local Authorities (Members' Allowances) (England) Regulations 2003 (As Amended)

The Committee considered a report of the Town Clerk & RFO, following the annual consideration given to the level of Members' Allowances by the Parish Remuneration Panel appointed by the District Council.

The Committee had previously resolved that the Town Council should not adopt a Members Allowance Scheme under the Local Authorities (Members Allowance) (England) Regulations 2003 (Minute R.7/03 refers) but it had accepted that travelling and subsistence allowances as set out in the Parish Remuneration Panel's reports should be paid for approved duties outside the town of Banbury (Minute R.53/03).

Members were advised that the Panel had recommended an increase of 2.75% in line with the agreed staff cost of living pay award, to the level of travel and subsistence allowances for 2023/24.

It was RESOLVED that the travelling and subsistence allowances as recommended by the Parish Remuneration Panel (Appendix 1) be adopted as recommended and introduced with effect from the beginning of the current financial year.

The meeting ended at 6.55pm

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

Detailed Income & Expenditure by Phased Budget Heading 22/05/2023

Month No: 2 Committee Report

		Year To Date Actual	Year To Date Budget	Year To Date Variance	Total Annual Budget	Committed Expenditure	Funds Available	% Spent
General Services Committee								
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%

Continued over page

		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%

Continued over page

		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)			

Continued over page

		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						

5

RESOURCES COMMITTEE

13 JUNE 2023

REPORT OF THE TOWN CLERK & RFO

INTERNAL AUDIT REPORT 2022/23

1 Introduction and Purpose of Report
To submit the Internal Auditor's final report for 2022/23 (attached at Annex 1).

2 Ward Affected
All wards.

3 Effect on Policy
Nil.

4 Contact Officers
Mark Hassall (01295 817313).

5 Background

5.1 The Town Council has an arrangement with Auditing Solutions Ltd. who provides Internal Audit Services to a number of Local Councils nationally. The Internal Auditor plans visits over a three-year cycle and examines different aspects of the Council's financial operations.

5.2 The Internal Auditor work was undertaken on 5th October 2022, 16th February 2023 and 26th April 2023. This report contains observations made.

6 Comments

6.1 The Auditor concluded that, on the basis of the programme of work undertaken, the Council has maintained adequate and effective internal control arrangements during the year. In the areas examined, no major issues or concerns have been identified and it is considered the Clerk and staff continue to operate generally effective control procedures in each relevant area.

6.2 The Internal Auditors have completed and signed the 'Annual Internal Audit Report' in the year's Annual Governance and Accountability Return, having concluded that, in all significant respects, the control objectives set out in that report were being achieved throughout the financial year to a standard adequate to meet the needs of the Council.

6.3 The areas of review included:

- Accounting records and bank reconciliations,
- Corporate Governance,
- Review of Expenditure,
- Assessment and Management of Risk,
- Precept Determination and Budgetary Control,
- Review of Income,
- Petty Cash,
- Staff Salaries,
- Fixed Asset Registers
- Investment & Loans

- Annual Governance and Accountability Return

7 Financial Effects and Risk Assessment

7.1 None arising from this report. The Council's use of an Internal Auditor provides an independent source of assurance as to the veracity of its financial systems and statements.

8 Recommendations

8.1 The Committee is invited to review, receive and note the Internal Audit Report **(Annex 1).**

Background Papers: none

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Banbury Town Council

Internal Audit Report 2022-23 (Final Update)

Adrian Shepherd-Roberts

For and on behalf of
Auditing Solutions Ltd

Background

Statute requires all town and parish councils to arrange for an independent internal audit examination of their accounting records and system of internal control and for the conclusions to be reported each year in the AGAR.

This report sets out the work undertaken in relation to the 2022-23 financial year which was completed by 5th October 2022, 16th February and 26th April 2023. We have again undertaken our final review for the year remotely: we wish to thank the Town Clerk/RFO in assisting the process, providing all necessary documentation in electronic format to facilitate completion of our review for the year to date. We have ensured that governance and financial controls remain effective.

Internal Audit Approach

In completing our reviews for the year, we have had regard to the materiality of transactions and their susceptibility to potential mis recording or misrepresentation in the year-end Statement of Accounts / Annual Return. Our programme of cover is designed to afford appropriate assurance that the Council's financial systems are robust and operate in a manner to ensure effective probity of transactions and to afford a reasonable probability of identifying any material errors or possible abuse of the Council's own and the national statutory regulatory framework. The programme is also designed to facilitate our completion of the 'Internal Audit Report' in the Council's Annual Return, which requires independent assurance over a series of internal control objectives.

Overall Conclusion

We have concluded that, on the basis of the programme of work we have undertaken, the Council has maintained adequate and effective internal control arrangements during the year.

We ask that members consider the content of this report and acknowledge that the report has been reviewed by Council.

We have completed and signed the 'Annual Internal Audit Report' in the year's Annual Governance and Accountability Return, having concluded that, in all significant respects, the control objectives set out in that report were being achieved throughout the financial year to a standard adequate to meet the needs of the Council.

Detailed Report

Maintenance of Accounting Records & Bank Reconciliations

The Council uses the Omega software to maintain its accounting records. Three bank accounts are operated with NatWest (Disbursements; Salaries and Special Interest) with transactions on each recorded in separate cashbooks in Omega. Further surplus funds are deposited with Santander and Barclays in a selection of term deposit accounts.

Our objective here is to ensure that the accounting records are being maintained accurately and currently and that no anomalous entries appear in cashbooks or financial ledgers. We have consequently: -

- Verified the accurate carry forward of the prior year's closing Trial Balance detail in the financial software into the accounts for 2022-23 by reference to the 2021-22 closing Trial Balance;
- Ensured that the financial ledger remains "in balance" for the year to date;
- Ensured that an appropriate cost centre and nominal ledger income and expenditure coding structure is in place;
- Checked and agreed a sample of transactions on the Salaries and Special Interest accounts for the year to March 2023;
- Checked and agreed detail on the latest disbursement account reconciliations as at March 2023; and
- Checked and agreed detail of the other two account reconciliations as at 31st March 2023.

Conclusions

We are pleased to report that no significant issues have been identified in this area.

Review of Corporate Governance

Our objective here is to ensure that the Council has developed an appropriate approach to the management of corporate governance; that Council and Committee meetings are conducted in accordance with the adopted Standing Orders and that, as far as we are able to ascertain, no actions of a potentially unlawful nature have been or are being considered for implementation.

We have completed our review of the Council's minutes, examining those for the Full Council and its Standing Committee meetings (excluding Planning) for the year to determine, as far as we may reasonably be expected, whether any issues exist that may have an adverse effect on the Council's financial or other operational stability in the short, medium or long term.

Following a discussion with the Town Clerk/RFO prior to our previous audit we have been advised that a full review of the Council's existing Standing Orders and Financial

Regulations is to be undertaken in the coming financial year and this has been diarised accordingly in the Council's control records.

Conclusions

We are pleased to report that no issues have been identified in this area, warranting further comment.

Review of Expenditure

Our aim here is to ensure that: -

- Council resources are released in accordance with the Council's approved procedures and budgets;
- Payments are supported by appropriate documentation, either in the form of an original trade invoice or other appropriate form of document confirming the payment as due and/or an acknowledgement of receipt, where no other form of invoice is available;
- An official ordering process is in place and operated for all appropriate purchases, acknowledging that a range of goods and services are provided under contractual requirements (e.g., Grass Cutting) or legislation (e.g. non-domestic rates);
- The correct expense codes have been applied to invoices when processed; and
- VAT has been appropriately identified and coded to the control account for periodic recovery.

To ensure compliance with the above criteria, we have examined a sample of payments processed in the financial year to date.

Finally, in this area, we have examined the content of the quarterly VAT reclaims to March 2023 which from the records reviewed has yet to be reimbursed by HMRC.

Conclusions

We are pleased to report that no significant issues have been identified in this area.

Assessment and Management of Risk

Our aim here is to ensure that the Council has put in place appropriate arrangements to identify all potential areas of risk of both a financial and health and safety nature, whilst also ensuring that appropriate arrangements exist to monitor and manage those risks to minimise the opportunity for their coming to fruition.

A Financial and Risk Management Policies are in place, which was approved respectively by Council at its September 2022 Resource Committee meeting.

The Council's insurance is provided by Aviva: we have reviewed the current year's schedule noting that Employers and Public Liability cover are in place at £10 million and

£15million respectively, together with Fidelity Guarantee cover of £5 million and Business Interruption together with a raft of individual premises and contents cover, all of which we consider appropriate for the Council's present requirements.

Conclusions

We are pleased to report that no issues have been identified in this area warranting further comment.

Precept Determination and Budgetary Control

We aim in this area of our work to ensure that the Council has appropriate procedures in place to determine its future financial requirements leading to the adoption of an approved budget and formal determination of the amount of the precept placed on the Unitary Authority, that effective arrangements are in place to monitor budgetary performance throughout the financial year and that the Council has identified and retains appropriate reserve funds to meet future spending plans. We are pleased to note that members continue to receive regular budget monitoring reports with over/under-spends and the level of earmarked reserves the subject of regular review.

We note that Full Council approved, at its January 2023 meeting, a precept level of £2,113,471 for 2023-24.

We are pleased to note that members continue to receive regular budget monitoring reports with over/under-spends and the level of earmarked reserves the subject of regular review.

Conclusions

There are no matters requiring formal comment or recommendation in this area of our review process.

Review of Income

The Council receives income from a variety of sources in addition to the annual precept, including monies received from burial and associated fees, allotment and premises rents, Town Hall room hire, special events, grants and donations and bank interest.

We note that members continue to review annually the scale of fees and charges for the various amenities, with appropriate revisions approved for the current financial year;

We have undertaken work at this interim update review, specifically examining management controls and a sample of income arising from the Cemeteries for 2022-23 with no issues identified.

We have also reviewed the income from the Council operated allotments and note that all the relevant rents have been collected for 2022-23.

We have again reviewed the Sales Ledger, as it stands currently, and are pleased to report that no significant or long-standing debts are in existence of which the Council are not aware.

Conclusions

There are no matters requiring formal comment or recommendation in this area of our review process.

Petty Cash Account

Our aim in this area is to ensure that appropriate controls are in place; that all expenditure incurred is adequately supported by trade invoices or till receipts; that the expenditure is appropriate for the Council's requirements; that VAT has been separately identified for periodic recovery and that cheque encashments from the main cashbooks are properly recorded.

We have not physically checked the cash but have reviewed the holding from the information that we have been provided. As we are working remotely, we suggest that where possible an independent check is undertaken to confirm that the cash has been checked and the account balances. This should be minuted accordingly.

Conclusions

There are no matters requiring formal comment or recommendation in this area of our review process.

Review of Staff Salaries

The Council employs a number of staff preparing the monthly payroll in-house using the Sage payroll software. In examining the Council's payroll function, we aim to confirm that extant legislation is being appropriately observed as regards adherence to the Employee Rights Act 1998 and the requirements of HM Revenue and Customs (HMRC) legislation as regards the deduction and payment over of income tax and NI contributions, together with meeting the requirements of the local government pension scheme, as most recently updated from April 2021 as regards employee contribution bandings.

To meet these objectives, we have, by reference to the payroll run for September 2022: -

- Ensured that the Council reviews and approves pay scales for staff annually;
- Examined a sample of employment contracts ensuring that gross pay is in accordance with that detail or, where superseded by a subsequent letter confirming a change in employment terms, in line with that letter;
- Checked the tax and NI deductions being applied in September 2022 to the relevant HMRC tables;
- Similarly, ensured that the appropriate pension percentage contribution is being applied to those employees contributing the LGPS scheme; and

- Agreed the gross amounts paid to all individuals in September 2022 by reference to the supporting payslips.

Conclusions

We are pleased to record that no issues have been identified in this area.

Fixed Asset Registers

The Governance and Accountability Manual requires all councils to maintain a record of all assets owned. We have checked and agreed the principles used in the detail, as recorded in the Council's Asset Register, noting that it has been prepared using purchase cost values or where that value is unknown at the previous year's Return level or uplifted or decreased to reflect the acquisition or disposal of assets.

Conclusion

No issues require formal comment or recommendation.

Investments and Loans

Our objectives here are to ensure that the Council is investing "surplus funds", be they held temporarily or on a longer term basis, in appropriate banking and investment institutions, that an appropriate investment policy is in place, that the Council is obtaining the best rate of return on any such investments made, that interest earned is brought to account correctly and appropriately in the accounting records and that any loan repayments due to or payable by the Council are transacted in accordance with the relevant loan agreements.

We are pleased to note that the Council has an appropriate Treasury Management Policy which was reviewed by the Council in September 2022.

The Council currently has £3.9 million held on deposit with Santander bank: we have verified the holding by reference to current statements held.

There are no loans outstanding currently repayable either by or to the Council.

Conclusions

No issues require formal comment or recommendation.

Annual Governance and Accountability Return

The Accounts and Audit Regulations required that all Councils prepare a detailed Statement of Accounts, together with supporting statements identifying other aspects of the Council's financial affairs.

We have examined the Council's procedures in relation to the preparation of the year-end detailed Annual Governance and Accountability Return data, also reviewing the arrangements for the identification of year-end debtors and creditors with no issues arising.

Conclusions

No issues have arisen in this review area and, on the basis of work undertaken during the year, we have duly signed off the Internal Audit Report of the Annual Governance and Accountability Return, assigning positive assurances in each relevant area.

RESOURCES COMMITTEE

13 June 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

<u>Past Events</u>

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. The 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.

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.

<u>*Upcoming Events*</u>

5.4 <u>Armed Forces Day</u> – *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*

Plans are well underway for this year's very popular event in Market Place. This will involve performances from five singers/bands, with a range of food and drink available to purchase from traders who have attended our food fair events. I am looking in the possibility of a cup reuse scheme for drinks traders, however the cups used last year had a comparatively low return rate due to being event branded. Event has been promoted on social media, and which will have an increasing presence as we get nearer to the event. Event running times: 17:30-22:30

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

Following the success of A Taste of Spring earlier in the year, this promises to be a great event with around 90 food/drinks stalls planned, as well other attractions, in both Market Place and also around the roundabout. We will also be repeating the Cookery Demonstration Theatre which proved to be very popular last year. Event running times: 10:30-16:30

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*

Following the success of last year, this will again be a two-day event across the weekend, 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. This will very much be themed as a family event, with attractions and interest for all age groups. We will again be utilising the North Car Park 2 (below Lidl), and we will also try to encourage more visitors to make use of Bridge Street Park slightly further along the event area. We are working closely however with all organisations involved in order to ensure a well-co-ordinated event. 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 ill 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

5.12 **Financial Effects & Risk Assessment**

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.

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.

6 Financial Effects & Risk Assessment

6.1 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.

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 –
- **Customer Portal** – 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

- **Service Desk** – 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

- **Mobile App** – 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