

Protecting and renewing community assets: project update

Introduction

At the July meeting it was reported that a meeting with some of the larger community organisations in the town had established there was limited interest in an umbrella renewal campaign. Instead it was agreed further research should take place in relation to areas where the Town Council could potentially help protect and renew community assets. These were:

- Fundraising, in particular setting up a Town Lottery and engaging with local charities and the Rotary Club over holding and distributing funds.
- Encouraging volunteering through talking to mutual aid organisations about how they could support the return of events and activities in the town, through stewarding and other support.
- Developing publicity which makes the public aware of the full range of organisations that need financial support and the efforts they are making to raise funds
- Developing a leisure alliance
- Promoting the town's service offer to local village communities
- Developing a revised youth offer, which takes account of the constraints resulting from the pandemic and lockdown.

Further research

During the summer the Town Clerk has carried out extensive research into potential fundraising options, a report on these is provided. A further focus group has been held with organisations running events in the town – the Hop Festival, Literary Festival, Carnival, Christmas Lights and Nautical Festival which suggested positive support for running a town lottery and more coordination of stewarding volunteers. The Mayor, Town Clerk and Cllr Saunders attended. The Town Clerk and Cllr Saunders have also met with Faversham Rotary who suggested they would be prepared to assist with providing independent assessment of funding bids if the Town Council was to set up a lottery; and Gatherwell a lottery company who already work with a number of councils in Kent.

Conclusions

Following this research and these discussions we have reached the following conclusions:

1. There is community interest in developing a town lottery. Gatherwell provide a model for managing a lottery which works through community groups and minimises financial risks to the TC and community groups and which could be set up during the rest of this financial year. There would be economic benefit in including community and voluntary organisations beyond the town boundaries in the lottery. We would therefore propose to bring a motion to the Policy and Finance committee next month proposing that the TC launch a Faversham area lottery in spring 2021. During the month we will do further research establishing the likely interest from community organisations and identifying how we would want to work with LB Swale on the initiative.
2. It could be possible to run a 100/500/1000 Club alongside a Lottery run using the Gatherwell model, because the profile of participants might be significantly different.

But further development work in relation to this should be delayed until the Gatherwell Lottery is established.

3. Organisations that run events would like to work with the Town Council to attract more stewards for events and provide joint training and more work should be done trying to establish arrangements for doing this, once it is clearer when events might be able to start again.
4. In relation to other activities no significant activity should take place at the moment until it is clearer how the pandemic and lockdown restrictions will develop.

Recommendation

The Committee endorses the conclusions of the report and identifies the information it would want to see in a final proposal to setup a lottery coming to next month's meeting.

Cllr Julian Saunders 21 September 2020

Protect and Renewal of Faversham's Community Assets Campaign

Potential Funding Streams

Purpose

To consider schemes that will provide a funding stream to assist with the renewal of the town's community assets.

Lottery

Little evidence has been established of parish and town councils (P&TCs) running their own lotteries. [Rampton and Woodbeck Parish Council](#) is the only scheme found but is very small requiring an annual sign up costing £24 and although called a lottery is run as a 100 club. The Clerk advises the lottery makes £1,000 pa.

Other P&TCs use an external lottery manager (ELM) to operate their lotteries. There are two options using an ELM system, FTC administer the main site with community group pages or FTC has a page on a generic lottery site.

Gatherwell

- Used by many district authorities including [Dover](#), [Thanet](#) and [Tunbridge Wells](#).
- [Gatherwell](#) are responsible for running the lottery, with a small set up fee (up to £5,000?) and a percentage of ticket sales.
- This would be a Faversham site and FTC would be responsible for accepting the community groups
- Community groups create a page on the main site and encourage supporters to buy their tickets. They receive 50% of ticket sales.
- Option to purchase a ticket for a 'central fund' which can be awarded at FTC's discretion
- Tickets cost £1
- Weekly draws on Saturday evenings, prizes range from £25,000 for a six number match to 3 free tickets for a 2 number match
- Ticket split – 50p to community group, 10p to FTC's 'central fund', 20p prize fund, 20p admin/VAT
- Weekly draws on Saturday evening
- Usually work with local authorities, although are working with Salisbury City Council but that has a population of 50,000 and are unitary. Suggested we worked with Swale Borough Council or Swale CVS as felt the more local groups on the site the better the lottery.
- Could define the lottery site as Faversham and District to increase the area and would have discretion as to what groups could join the site.
- Alternatively, if working with Swale, call the site something that is non-area specific to attract Faversham residents and FTC has a page together with other local groups, as this [example P&TC](#) and [this](#).

The Weather Lottery

- [Prize Provision](#) responsible for running the lottery
- FTC would have a page on the main Weather Lottery site
- No set up fee
- No evidence of other P&TCs on site
- 50% of ticket money
- Free marketing and personalized campaign

- Players pay £1 per week, direct debit is encouraged at £4.34 monthly, £13 quarterly or £52 a year
- Players provided with a unique six digit number
- Draw every Monday
- Profit from 100 entries is £50 per week or £2,600 a year

Assumption

- Less risk to FTC with regard to funding prize money
- Only receive 50 to 60% of ticket sales
- Local groups responsible for marketing their own page, is there an appetite

100 Club

- Typically a 100, 200, 500 etc club is a group of people who raise funds for a good cause (non-commercial) usually by running a [private society lottery](#).
- Gambling Commission's website says they can be played by people who *live on the same single set of premises*. Advice is being sought on the limitations of this comment.
- Set up under our discretion example as follows:
 - Faversham 1000 Club
 - Monthly draw
 - Monthly cost £10
 - Encourage annual sign up of £120
 - 1000 individual numbers with participants keeping the same number
 - First prize £1,000, two further prizes of £250
 - Lottery license fee £40pa set up, £20pa ongoing
 - If all numbers 'sold' with annual sign up raising £120,000 lump sum. £18,000 prize fund and £2,000 costs, leaving £100,000 to community groups.

Assumption

- Risk if not all tickets are sold, ensuring sufficient prize fund money
- Additional administration if participants wish to pay monthly (need to check payment received to ensure they can be entered for the draw etc). Although annual fee may be limiting to some participants.
- Greater percentage of the ticket money goes direct to local groups.
- Likely to be 'more exclusive' possible attractive to those in a better financial position

Conclusion

1. Preference for the Gatherwell model, potentially in partnership with SBC or SCVS if necessary, but would further research the concept of a Faversham & District Lottery (perhaps in line with the SBC Eastern Area Committee). Would advise a further discussion with Gatherwell.
2. Pursue a partnership with The Faversham Rotary Club to operate a Faversham 1000 Club, subject to further investigations of the limitations within the Gambling Act 2005.

Louise Bareham
18th August 2020

WIP REPORT 2020/2021					
Committee	Partners	Project Summary	Budget 2020/2021	Progress / Cost to Date	
Annual Action Plan					
1	20's Plenty	Implement a town wide 20mph scheme: a. Support KCC in carrying out a thorough consultation b. Develop a robust financial plan c. Deliver a town wide 20mph scheme	£28,000	£5,000	
2	Public Spaces/Climate & Biodiversity	Improve cycling and walking: a. Enhance walking routes with signage to aid connectivity b. Carry out an audit of potential shared spaces for walking and cycling c. Encourage cycling and walking through community engagement and events			
3	Climate & Biodiversity	Improve climate and biodiversity: a. Encourage biodiversity in areas of local authority ownership b. Work with Faversham residents to increase biodiversity in their back gardens c. Promote climate emergency awareness through activities and events			
4	Policy & Finance (Youth Working Group)	Engaging with all youth, particularly those who are harder to reach: a. Identify potential partners b. Develop a youth engagement plan c. Continue to operate a youth café, while developing other schemes	£40,000		
5	Policy & Finance (Diversity & Equality)	Diversity and equality:			

Cancelled
 Overdue; No longer assigned
 Unassigned; Not Started; Check Progress
 Resuming; In Progress; Assigned
 Completed

6	Equality Working Group)		<p>a. Support a fairer Faversham by making equality and diversity issues a priority at all levels of the council as a key part of the decision-making process</p> <p>b. Ensure that facilities and events are accessible and welcoming to all communities</p> <p>c. Foster greater community cohesion by creating a town where difference and diversity is understood, celebrated and valued</p> <p>d. Seek to implement, where possible, recommendations made by the Electoral Commission or other independent bodies aimed at reducing barriers to standing for election to this council</p>			
7	Full Council (Neighbourhood Plan Steering Group)	SBC, Faversham Future Forum, Community	<p>Neighbourhood plan:</p> <p>a. Develop a neighbourhood plan</p> <p>b. Carry out extensive consultation through community engagement</p> <p>c. Present a neighbourhood plan which will be successful at referendum</p>	£20,000		
8	Policy & Finance (Sports Council)	Faversham Community Land Trust, SBC	<p>Homelessness:</p> <p>a. Develop ways to assist the home less in Faversham</p> <p>b. Support the Faversham Community Land Trust</p> <p>c. Ensure truly affordable housing is included in the developing neighbourhood plan</p> <p>Sports Council:</p> <p>a. Identify local groups and provide a networking hub</p> <p>b. Ensuring sports and physical activity is included in the developing neighbourhood plan</p> <p>c. Develop Active Faversham, encouraging the community through events and activities</p>	£25,000		



Cancelled



Overdue; No longer assigned















Unassigned; Not Started; Check Progress



Resuming; In Progress; Assigned



Completed

9	Policy & Finance	SBC, KCC, MP, Kent Police, British Transport Police	<p>Lobbying both public and private bodies to gain the best for Faversham, within whose responsibility lies the following:</p> <ul style="list-style-type: none"> a. Electric vehicle charging points in public car parks b. An opening creek bridge c. Better engagement with Kent Police, British Transport Police and Swale Borough Council, around the occurrences and perception of anti-social behaviour 	£11,500	  
10	Policy & Finance (Heritage Working Group)		<p>Community groups, spaces and events:</p> <ul style="list-style-type: none"> a. Enhance the cultural offer by developing a permanent exhibition of the town's Magna Carta (see **) b. Encourage community creativity and cohesion by enabling local groups to meet or exhibit for free in the Guildhall and 12 Market Place c. Provide grants for local community events and groups 	£25,000	  
General by Committee					
	Policy & Finance		Town Renewal Campaign		
	Climate & Biodiversity	KCC, SBC, Community, PAN, Housing Associations, Schools, Landowners, Allotments Holders	Pesticide Free Town Action Plan to achieve town free status		
	Climate & Biodiversity	Community	Litterpicks Taking part in the Great British September Litter Pick 11 th to 27 th September		
	Public Spaces	KCC, SBC	Highways Improvement Plan		
	Policy & Finance		Update FTC website	-	
	Heritage Working Group	Doddington Church Steering Group	Doddington Library Funding received from Cromarty Trust and Doddington Church Council to cover all costs. Books arrived 24/8		



Cancelled
Overdue; No longer assigned



Unassigned; Not Started; Check Progress



Resuming; In Progress; Assigned



Completed

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-  Cancelled
-  Overdue; No longer assigned
-  Unassigned; Not Started; Check Progress
-  Resuming; In Progress; Assigned
-  Completed

18/09/2020
12:34

Faversham Town Council

Detailed Income & Expenditure by Budget Heading 31/07/2020

Month No: 4

Cost Centre Report	Actual Year To Date	Current Annual Bud	Variance Annual Total	% Spent	EMR 2021/22	Draft Budget 2021/22
100 Income						
1076 Precept	248355	496710	248355	50.00%		
1090 Bank Interest	85	200	115	42.40%		
Income :- Income	248440	496910	248470	50.00%		
Net Income	248440	496910	248470			
200 Civic						
1210 Carnival Night Income	0	250	250	0.00%		
Civic :- Income	0	250	250	0.00%		
4000 Annual Meeting & Civic Service	0	2000	2000	0.00%		
4010 Deputy Mayor's Allowance	0	300	300	0.00%		
4015 Industrial Bowls Competition	0	300	300	0.00%		
4020 Mayoral Allowance	0	1800	1800	0.00%		
4025 Mayoral Expenses	0	2000	2000	0.00%		
4030 Honorary Freeman	0	375	375	0.00%		
Civic :- Indirect Expenditure	0	6775	6775	0.00%		
Net Income over Expenditure	0	-6,525	-6,525			
210 Staffing & Professional						
4100 Salaries	27865	113000	85135	24.70%		
4110 PAYE/National Insurance	5558	25500	19942	21.80%		
4115 Pension	8569	25500	16931	33.60%		
4120 Staff Training & Expenses	1180	3000	1820	39.30%		
4130 Clr/s Training & Expenses	135	2000	1865	6.70%		
4135 Audit	661	2500	1839	26.40%		
4145 Insurances	4088	0	-4,088	0.00%		
Staffing & Professional :- Indirect I	48056	171500	123444	28.00%		
Net Expenditure	-48,056	-171,500	-123,444			
220 Office and Administration						
4105 Payroll	68	220	152	30.90%		
4145 Insurances	0	4000	4000	0.00%		
4150 Subscriptions	1787	2000	213	89.30%		
4155 Electoral Provision	0	10000	10000	0.00%		
4160 Bank Charges	39	100	61	38.90%		

4180 Hygiene	0	600	600	0.00%
4215 Telephone/Alarm Lines	98	0	-98	0.00%
4220 Office Equipment	0	1500	1500	0.00%
4225 IT	891	1500	609	59.40%
4226 Faversham.org	80	500	420	16.00%
4230 Postage & Stationery	882	2450	1568	36.00%
4234 Printer	(131)	1600	1731	-8.20%
4235 Printing & Advertising	66	500	434	13.20%
4245 Meetings	1	500	499	0.20%
4250 Newsletter	618	5600	4982	11.00%
4650 Website	0	400	400	0.00%
4950 Omega Cashbook	0	550	550	0.00%
4998 Covid-19	412	0	-412	0.00%
Office and Administration :- Indire	4811	32020	27209	15.00%
Net Expenditure	-4,811	-32,020	-27,209	
230 The Guildhall				
1300 Guildhall Lettings	0	1000	1000	0.00%
1750 Guildhall Weddings	0	3000	3000	0.00%
The Guildhall :- Income				
4200 Rates	3144	4000	4000	0.00%
4205 Electricity	462	3200	56	98.20%
4210 Water	0	1500	1038	30.80%
4215 Telephone/Alarm Lines	159	250	250	0.00%
4300 Clock Maintenance	0	250	91	63.60%
4305 Maintenance	0	5000	250	0.00%
4306 Alarm Maintenance	46	700	654	6.60%
4310 Window Cleaning	30	400	370	7.50%
4325 Guildhall Lift Maintenance	180	1500	1320	12.00%
4330 Guildhall Reserves	0	2500	2500	0.00%
4340 Guildhall Weddings	129	1000	871	12.90%
The Guildhall :- Indirect Expenditu	4149	16550	12401	25.10%
Net Income over Expenditure	-4,149	-12,550	-8,401	
240 Front Brents Jetty				
1400 Front Brents Moorings	0	500	500	0.00%
1410 Belvedere Road Moorings	2318	3000	683	77.30%
Front Brents Jetty :- Income				
4205 Electricity	2318	3500	1183	66.20%
4210 Water	8	120	112	6.80%
4305 Maintenance	0	130	130	0.00%
	0	3500	3500	0.00%

Front Brents Jetty :- Indirect Expenditure	8	3750	3742	0.20%
Net Income over Expenditure	2309	-250	-2,559	
245 Facilities Management				
4170 Vehicles	0	1000	1000	0.00%
4175 Vehicle Fuel	77	500	423	15.30%
4215 Telephone/Alarm Lines	86	300	214	28.80%
4260 Facilities Manager Equipment	54	1500	1446	3.60%
4264 Storage Container	1200	1200	0	100.00%
4265 Facilities Manager Miscellaneo	547	0	-547	0.00%
Facilities Management :- Indirect I	1965	4500	2535	43.70%
Net Expenditure	-1,965	-4,500	-2,535	
250 Grants				
4492 Free Local Advice Services	6000	6000	0	100.00%
4493 Pop-up Events	0	3000	3000	0.00%
4497 Proms in the Market Place	0	2000	2000	0.00%
4500 Grants	0	28825	28825	0.00%
4998 Covid-19	3260	0	-3,260	0.00%
Grants :- Indirect Expenditure	9260	39825	30565	23.30%
Net Expenditure	(9,260)	(39,825)	-30,565	
255 Business Support				
4998 Covid-19	33	0	-33	0.00%
Business Support :- Indirect Expen	33	0	-33	
Net Expenditure	-33	0	33	
260 Economic Business Development				
4600 Website/Social Media	45	0	-45	0.00%
4620 FTC Marketing Initiatives	0	5000	5000	0.00%
4635 Advertising	6	1000	994	0.60%
4640 What's On Guide	0	200	200	0.00%
4655 Walking Guides	0	1000	1000	0.00%
Economic Business Development :	51	7200	7149	0.70%
Expenditure				
Net Expenditure	-51	-7,200	-7,149	
265 Events				
1650 Transport Weekend Income	-692	3000	3692	-23.10%
Events :- Income	-692	3000	3692	-23.10%
4885 Transport Weekend	0	5000	5000	0.00%

4905 Community Events	1000	0	-1,000	0.00%
4925 Food Festival	0	2000	2000	0.00%
Events :- Indirect Expenditure	1000	7000	6000	14.30%
Net Income over Expenditure	-1,692	-4,000	-2,308	
270 Public Spaces				
4725 Town Centre Signage	127	0	-127	0.00%
4811 Tikspac	0	260	260	0.00%
4867 Climate & Biodiversity General	0	15000	15000	0.00%
4901 Public Spaces Projects	0	10000	10000	0.00%
4902 Repairs-Bollards & Signage	0	1000	1000	0.00%
Public Spaces :- Indirect Expenditu	127	26260	26133	0.50%
Net Expenditure	-127	-26,260	-26,133	
280 Special Provision				
1900 Other Income	0	200	200	0.00%
Special Provision :- Income	0	200	200	0.00%
4280 Community Land Trust	0	25000	25000	0.00%
4800 Town Regalia	224	0	-224	0.00%
4805 Youth Facilities	0	10000	10000	0.00%
4806 Detached Youth Worker	0	30000	30000	0.00%
4815 Neighbourhood Plan	700	20000	19300	3.50%
4825 Special Projects	0	3500	3500	0.00%
4830 Allotments	1180	10000	8820	11.80%
4835 Magna Carta	0	25000	25000	0.00%
4865 Floral Displays	0	3000	3000	0.00%
4870 20's Plenty	4990	28000	23010	17.80%
4890 Swing Bridge	0	11500	11500	0.00%
4900 12 Market Place	0	1200	1200	0.00%
Special Provision :- Indirect Expen	7094	167200	160106	4.20%
Net Income over Expenditure	-7,094	-167,000	-159,906	
290 12 Market Place Premises				
1310 12 Market Place Lettings	0	2000	2000	0.00%
12 Market Place Premises :- Incorr				
4200 Rates	0	2000	2000	0.00%
4205 Electricity	5551	7500	1949	74.00%
4210 Water	721	4000	3279	18.00%
4215 Telephone/Alarm Lines	1156	2300	1144	50.30%
4290 Loan Repayment	196	1200	1004	16.30%
4305 Maintenance	21747	43500	21753	50.00%
	0	5000	5000	0.00%

4306 Alarm Maintenance	116	650	534	17.80%
4310 Window Cleaning	30	360	330	8.30%
4326 12 Market Lift Maintenance	180	850	670	21.20%
12 Market Place Premises :- Indire	29697	65360	35663	45.40%
Net Income over Expenditure	-29,697	-63,360	-33,663	
295 Capital Projects				
4307 Heating	0	4500	4500	0.00%
4308 External Lighting	0	2400	2400	0.00%
Capital Projects :- Indirect Expend	0	6900	6900	0.00%
Net Expenditure	0	-6,900	-6,900	
Grand Totals:- Income	250066	509860	259794	49.00%
Expenditure	106250	554840	448590	19.10%
Net Income over Expenditure	143816	-44,980	-188,796	
Movement to/(from) Gen Reserve	143816			

Report on Year End 2019/20 Process

Policy and Finance Committee 28 September 2020

Background

The year-end process was completed during lockdown when staff were working remotely from the office. It was agreed that a member of staff would carry out the year end procedure, although the Town Clerk did not have access to the Rialtas finance and was unable to oversee the procedure. Not undertaking the year end at this time would have delayed moving into the next financial year, lead to a build up of paperwork and the inability to meet our legal obligation to complete the AGAR within the time frame.

Councillor-led audits have also been difficult to undertake during lockdown and have been delayed.

The annual audit by the Council's Internal Auditor was undertaken via zoom, but it should be noted that his remit is to ensure we are meeting our legal obligations in the Practitioners Guide and does not look at our accounts in minute detail (see paragraph 4.7 of the Practitioners Guide).

Subsequently some errors were noted, for example i) payments not being matched to invoices, which led them appearing as unpaid ii) no accruals, so some payments for 2020/21 were paid in 2019/20 and visa versa during March and April.

Summary

Under the guidance of Rialtas the year end procedure was repeated, ensuring that any errors were rectified.

Subsequently the figures in the Annual Return are amended as follows:

Box No		31 March 2020 Original	31 March 2020 Corrected	Difference
1	Total balance and reserves	290,194	290,194	
2	Total precept	368,684	368,684	
3	Total income or receipts	12,864	20,030	-7,166
4	Total expenditure or payments	163,063	163,063	
5	Total expenditure or payments of borrowing	43,493	43,493	
6	Total expenditure less salaries	180,959	197,217	-16,258
7	Total balances	284,227	275,135	9,092
8	Total value of cash and investment	270,760	270,760	

9	Total fixed assets	2,985,520	2,985,520	
10.	Total borrowings	1,067,570	1,067,570	

Recommendations

The following recommendations are made:

1. The Town Council restates the figures in next year's AGAR, using this report as evidence.
2. The Month End Audit procedure is carried out by Councillor(s) and the Clerk and reported to the Policy & Finance Committee on a monthly basis.
3. The Month End Audit Checklist (attached) be agreed as the reporting mechanism, which relies mostly on reports being run from Rialtas, in the event of lockdown preventing face to face meetings.
4. To provide additional auditing of the finance system, accepting Rialtas' quotation to carry out 6 monthly checks.
5. The Town Clerk has remote access using a VPN or a remote desktop app.
6. To review and approve the Statement of Internal Control for Year End 31 March 2021.

Louise Bareham
Town Clerk
18th September 2020

Faversham Town Council Month End Audit Checklist

Month

<input type="checkbox"/>	1	Purchase Ledger Invoices:	Make sure all Invoices have been entered and posted
<input type="checkbox"/>	2	Sales Ledger Invoices:	Make sure all Invoices have been entered and posted
<input type="checkbox"/>	3	Payments:	Cheque book for purchase ledger invoices DD and SO for purchase ledger invoices (from bank statement) Cheque book for non invoices expenses Any other payments (Petty Cash)
<input type="checkbox"/>	4	Receipts:	Paying in slips relating to sales ledger invoices Other receipts on bank statement for sales ledger invoices Paying in slips not relating to sales ledger invoices Any other receipts
<input type="checkbox"/>	5	Bank Reconciliation (Per Cash book)	Print: Reconciliation Statement Print: List All Payments/Receipts (If Required) Clear Match
<input type="checkbox"/>	6	Cashbook and ledger prints:	All Cash books Purchase Ledger (Creditors)

			Sales Ledger (Debtors)	
<input type="checkbox"/>	7	Prints:	<p>Trial Balance (Check: Income is in credit and Expenditure is in debt)</p> <p>Confirm who your debtors and creditors are.</p> <p>Income & Expenditure</p> <p>Balance Sheet</p>	
<input type="checkbox"/>	8	Control Account Checks:	<p>VAT: Check that VAT return and control account agree</p> <p>Purchase Ledger</p> <p>Sales Ledger</p>	
<input type="checkbox"/>	9	Data Check		
<input type="checkbox"/>	10	Filing:	<p>Supplier Invoice folder up to date</p> <p>Bank Statements file up to date</p>	
<input type="checkbox"/>	11	Salaries:	<p>Salaries complete and wage slips printed/sent</p> <p>Pension Employer Monthly Return submitted</p>	

Signed: Town
Clerk

Signed: Councillor

FAVERSHAM TOWN COUNCIL

STATEMENT OF INTERNAL CONTROL

FOR THE YEAR 1ST APRIL 2020 – 31ST MARCH 2021

1. SCOPE OF RESPONSIBILITY

Faversham Town Council (the Council) is responsible for ensuring that its business is conducted in accordance with the law and proper standards, that public money is safeguarded and properly accounted for and used economically, efficiently and effectively. In discharging this overall responsibility the Council is also responsible for ensuring that there is a sound system of internal control which facilitates the effective exercise of the Council's functions and which includes arrangements for the management of risk.

2. THE PURPOSE OF THE SYSTEM OF INTERNAL CONTROL

The system of internal control is designed to manage risk to a reasonable level rather than to eliminate all risk of failure to achieve policies, aims and objectives. Therefore, it can only provide reasonable, and not absolute, assurance of effectiveness. The system of internal control is based on an ongoing process designed to identify and prioritise the risks to the achievement of the Council's policies, aims and objectives to evaluate the likelihood of those risks being realised and the impact should they be realised, and to manage them efficiently, effectively and economically.

The system of internal control will be in place at the Council for the financial year ended 31st March 2021 and up to the date of approval of the Annual Report and Accounts and, except for the details of significant internal control issues at section 5, accords with proper practice.

3. THE INTERNAL CONTROL ENVIRONMENT

a) The Council:

- a) annually appoints a Mayor who is the Chairman of Faversham Town Council and is, therefore, responsible for the smooth running of meetings and for ensuring, in conjunction with the Town Clerk, that all Council decisions are lawful
- b) reviews its obligations and objections and approves budgets for the following financial year in January of each year and, at such meeting, approves the level of Precept it will require for such period

- c) monitors progress against objectives, financial systems and procedures, and budgetary control, and carries out regular reviews of financial matters
- d) full Council meetings are held 12 times each year and the Council monitors progress against its aims and objectives at each meeting by receiving relevant reports from the Town Clerk
- e) carries out regular reviews of its internal controls, systems and procedures

b) Town Clerk/Responsible Financial Officer

The Council has appointed a Town Clerk who acts as the Council's adviser and administrator and is responsible for the day-to-day compliance with laws and regulations that the Council is subject to and for managing risks. The Clerk also ensures that the Council's procedures, control systems, and policies are adhered to. The Clerk is the Council's Responsible Financial Officer and is responsible for administering the Council's finances.

c) Payments

All payments are reported to the Council for approval and two Members of the Council must authorise every cheque or BACs payment.

d) Risk Assessments/Risk Management

The Council carries out regular risk assessments in respect of actions and regularly reviews its systems and controls.

e) Internal Audit

The Council has appointed an Independent Internal Auditor who reports to the Council, through the Town Clerk, on the adequacy of its:

- a) Records
- b) Procedures
- c) Systems
- d) Internal control
- e) Regulations
- f) Risk management
- g) Reviews

The effectiveness of the Internal Audit is reviewed annually.

f) External Audit

The Council's external auditors, Littlejohn LLP, submit an annual Certificate of Audit, which is presented to the Council and publicised.

4. REVIEW OF EFFECTIVENESS

The Council has responsibility for conducting an annual review of the effectiveness of the system of internal control. The review of the effectiveness of the system of internal control is informed by the work of:

- a) The full Council

- b) The Clerk to the Council/Responsible Financial Officer, who has responsibility for the development and maintenance of the internal control environment and managing risks.
- c) The Independent Internal Auditor who reviews the Council's system of internal control.
- d) Littlejohn LLP who makes the final check using the Annual Return, a form completed and signed by the Responsible Financial Officer, the Chairman of the Council, and the Internal Auditor and issues an annual Audit Certificate.
- e) Any number of issues that may be raised during the year.

5. SIGNIFICANT INTERNAL CONTROL ISSUES

Minor internal control issues have yet been identified during the 2019/2020 financial year. Whilst no significant internal control issues have been identified, the Council strives for the continuous improvement of the system it has adopted for internal control and has addressed the minor issues and weaknesses raised and reported during the review process.

<p>_____ Mayor</p>	<p>_____ Clerk/ Responsible Financial</p>
<p>Officer</p>	
<p>Dated:</p>	<p>Dated:</p>

Re: Faversham TC's Accounts

You replied on Mon 21/09/2020 12:40

CB Caroline Buckland <caroline.buckland@rialtas.co.uk>
Mon 21/09/2020 12:37
To: Louise Bareham

Hi Louise

Some of our Customers have a quarterly or 6 month check which we can carry out for them to check the data entry. This is especially useful where there is only one member of staff and therefore internal checks are difficult. Our fee is £395 plus VAT. An accountant firm could do this but they do need a knowledge of the public sector accounts otherwise they will say such things as:

Assets

Asset depreciation

Long term loans

Need to be on the balance sheet and this is incorrect for public sector at Town and Parish level.

Kind regards

Get [Outlook for iOS](#)

Receipts Due as at 31/07/2020

Ledger	A/c Code	Invoice Date	Invoice No	Amount Due	Disc Available	Date Due	Net Amount
1	BERKROBERT	30/04/2020	311	675.00		30/05/2020	675.00 **

Receipt Due from : Mr Robert Berk

675.00675.00

Telephone No :

Contact Name :

Note : Invoices marked ' ** ' are Overdue

Ledger	A/c Code	Invoice Date	Invoice No	Amount Due	Disc Available	Date Due	Net Amount
1	BUR001	30/04/2020	305	270.00		31/05/2020	270.00 **
1	BUR001	01/02/2020	298	90.00		02/03/2020	90.00 **

Receipt Due from : Mr L Burns

360.00360.00

Telephone No :

Contact Name : Mr L Burns

Note : Invoices marked ' ** ' are Overdue

Ledger	A/c Code	Invoice Date	Invoice No	Amount Due	Disc Available	Date Due	Net Amount
1	CAM001	30/04/2020	310	432.00		30/05/2020	432.00 **

Receipt Due from : Mr F Campbell

432.00432.00

Telephone No :

Contact Name :

Note : Invoices marked ' ** ' are Overdue

Ledger	A/c Code	Invoice Date	Invoice No	Amount Due	Disc Available	Date Due	Net Amount
1	GRILLETSIM	30/04/2020	308	364.50		30/04/2020	364.50 **

Receipt Due from : Mr Simon Grillet

364.50364.50

Telephone No : 01795531542

Contact Name :

Note : Invoices marked ' ** ' are Overdue

Ledger	A/c Code	Invoice Date	Invoice No	Amount Due	Disc Available	Date Due	Net Amount
1	LEN001	30/04/2020	306	297.00		30/05/2020	297.00 **

Receipt Due from : Mr M Lennon

297.00297.00

Telephone No :

Contact Name : Mr M Lennon

Note : Invoices marked ' ** ' are Overdue

Receipts Due as at 31/07/2020

<u>Ledger</u>	<u>A/c Code</u>	<u>Invoice Date</u>	<u>Invoice No</u>	<u>Amount Due</u>	<u>Disc Available</u>	<u>Date Due</u>	<u>Net Amount</u>
1	LOUISAJONE	30/04/2020	309	418.50		30/05/2020	418.50 **
Receipt Due from : Louisa Jones				418.50			418.50
Telephone No : 07739356653							
Contact Name :							
				Note : Invoices marked ' ** ' are Overdue			
<u>Ledger</u>	<u>A/c Code</u>	<u>Invoice Date</u>	<u>Invoice No</u>	<u>Amount Due</u>	<u>Disc Available</u>	<u>Date Due</u>	<u>Net Amount</u>
1	SMARTPLUMB	20/01/2020	296	60.00		20/01/2020	60.00 **
Receipt Due from : Smart Plumbing Ltd				60.00			60.00
Telephone No : 01795590808							
Contact Name :							
				Note : Invoices marked ' ** ' are Overdue			
<u>Ledger</u>	<u>A/c Code</u>	<u>Invoice Date</u>	<u>Invoice No</u>	<u>Amount Due</u>	<u>Disc Available</u>	<u>Date Due</u>	<u>Net Amount</u>
1	THICKBROOM	30/04/2020	307	324.00		30/05/2020	324.00 **
Receipt Due from : Darren Thickbroom				324.00			324.00
Telephone No :							
Contact Name :							
				Note : Invoices marked ' ** ' are Overdue			
Total Receipts Due up to 31/07/2020				2,931.00			2,931.00

Detailed Income & Expenditure by Budget Heading 31/07/2020

Month No: 4

Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
100 Income								
1076 Precept	0	248,355	496,710	248,355			50.0%	
1090 Bank Interest	3	85	200	115			42.4%	
Income :- Income	3	248,440	496,910	248,470			50.0%	0
Net Income	3	248,440	496,910	248,470				
200 Civic								
1210 Carnival Night Income	0	0	250	250			0.0%	
Civic :- Income	0	0	250	250			0.0%	0
4000 Annual Meeting & Civic Service	0	0	2,000	2,000		2,000	0.0%	
4010 Deputy Mayor's Allowance	0	0	300	300		300	0.0%	
4015 Industrial Bowls Competition	0	0	300	300		300	0.0%	
4020 Mayoral Allowance	0	0	1,800	1,800		1,800	0.0%	
4025 Mayoral Expenses	0	0	2,000	2,000		2,000	0.0%	
4030 Honorary Freeman	0	0	375	375		375	0.0%	
Civic :- Indirect Expenditure	0	0	6,775	6,775	0	6,775	0.0%	0
Net Income over Expenditure	0	0	(6,525)	(6,525)				
210 Staffing & Professional								
4100 Salaries	9,066	27,865	113,000	85,135		85,135	24.7%	
4110 PAYE/National Insurance	4,987	5,558	25,500	19,942		19,942	21.8%	
4115 Pension	(6,049)	8,569	25,500	16,931		16,931	33.6%	
4120 Staff Training & Expenses	350	1,180	3,000	1,820		1,820	39.3%	
4130 Cllrs Training & Expenses	0	135	2,000	1,865		1,865	6.7%	
4135 Audit	450	661	2,500	1,839		1,839	26.4%	
4145 Insurances	0	4,088	0	(4,088)		(4,088)	0.0%	
Staffing & Professional :- Indirect Expenditure	8,804	48,056	171,500	123,444	0	123,444	28.0%	0
Net Expenditure	(8,804)	(48,056)	(171,500)	(123,444)				
220 Office and Administration								
4105 Payroll	68	68	220	152		152	30.9%	
4145 Insurances	0	0	4,000	4,000		4,000	0.0%	
4150 Subscriptions	0	1,787	2,000	213		213	89.3%	
4155 Electoral Provision	0	0	10,000	10,000		10,000	0.0%	
4160 Bank Charges	7	39	100	61		61	38.9%	
4180 Hygiene	0	0	600	600		600	0.0%	
4215 Telephone/Alarm Lines	0	98	0	(98)		(98)	0.0%	

Detailed Income & Expenditure by Budget Heading 31/07/2020

Month No: 4

Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4220 Office Equipment	0	0	1,500	1,500		1,500	0.0%	
4225 IT	477	891	1,500	609		609	59.4%	
4226 Faversham.org	65	80	500	420		420	16.0%	
4230 Postage & Stationery	181	882	2,450	1,568		1,568	36.0%	
4234 Printer	262	(131)	1,600	1,731		1,731	(8.2%)	
4235 Printing & Advertising	0	66	500	434		434	13.2%	
4245 Meetings	0	1	500	499		499	0.2%	
4250 Newsletter	1,353	618	5,600	4,982		4,982	11.0%	
4650 Website	0	0	400	400		400	0.0%	
4950 Omega Cashbook	0	0	550	550		550	0.0%	
4998 Covid-19	0	412	0	(412)		(412)	0.0%	
Office and Administration :- Indirect Expenditure	2,413	4,811	32,020	27,209	0	27,209	15.0%	0
Net Expenditure	(2,413)	(4,811)	(32,020)	(27,209)				
230 The Guildhall								
1300 Guildhall Lettings	0	0	1,000	1,000			0.0%	
1750 Guildhall Weddings	0	0	3,000	3,000			0.0%	
The Guildhall :- Income	0	0	4,000	4,000			0.0%	0
4200 Rates	0	3,144	3,200	56		56	98.2%	
4205 Electricity	2,202	462	1,500	1,038		1,038	30.8%	
4210 Water	0	0	250	250		250	0.0%	
4215 Telephone/Alarm Lines	53	159	250	91		91	63.6%	
4300 Clock Maintenance	0	0	250	250		250	0.0%	
4305 Maintenance	4,100	0	5,000	5,000		5,000	0.0%	
4306 Alarm Maintenance	0	46	700	654		654	6.6%	
4310 Window Cleaning	30	30	400	370		370	7.5%	
4325 Guildhall Lift Maintenance	0	180	1,500	1,320		1,320	12.0%	
4330 Guildhall Reserves	0	0	2,500	2,500		2,500	0.0%	
4340 Guildhall Weddings	0	129	1,000	871		871	12.9%	
The Guildhall :- Indirect Expenditure	6,385	4,149	16,550	12,401	0	12,401	25.1%	0
Net Income over Expenditure	(6,385)	(4,149)	(12,550)	(8,401)				
240 Front Bents Jetty								
1400 Front Bents Moorings	0	0	500	500			0.0%	
1410 Belvedere Road Moorings	0	2,318	3,000	683			77.3%	
Front Bents Jetty :- Income	0	2,318	3,500	1,183			66.2%	0
4205 Electricity	8	8	120	112		112	6.8%	
4210 Water	0	0	130	130		130	0.0%	

Detailed Income & Expenditure by Budget Heading 31/07/2020

Month No: 4

Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4305 Maintenance	0	0	3,500	3,500		3,500	0.0%	
Front Brents Jetty :- Indirect Expenditure	8	8	3,750	3,742	0	3,742	0.2%	0
Net Income over Expenditure	(8)	2,309	(250)	(2,559)				
245 Facilities Management								
4170 Vehicles	0	0	1,000	1,000		1,000	0.0%	
4175 Vehicle Fuel	40	77	500	423		423	15.3%	
4215 Telephone/Alarm Lines	86	86	300	214		214	28.8%	
4260 Facilities Manager Equipment	20	54	1,500	1,446		1,446	3.6%	
4264 Storage Container	0	1,200	1,200	0		0	100.0%	
4265 Facilities Manager Miscellaneo	212	547	0	(547)		(547)	0.0%	
Facilities Management :- Indirect Expenditure	359	1,965	4,500	2,535	0	2,535	43.7%	0
Net Expenditure	(359)	(1,965)	(4,500)	(2,535)				
250 Grants								
4492 Free Local Advice Services	0	6,000	6,000	0		0	100.0%	
4493 Pop-up Events	0	0	3,000	3,000		3,000	0.0%	
4497 Proms in the Market Place	0	0	2,000	2,000		2,000	0.0%	
4500 Grants	0	0	28,825	28,825		28,825	0.0%	
4998 Covid-19	0	3,260	0	(3,260)		(3,260)	0.0%	
Grants :- Indirect Expenditure	0	9,260	39,825	30,565	0	30,565	23.3%	0
Net Expenditure	0	(9,260)	(39,825)	(30,565)				
255 Business Support								
4998 Covid-19	0	33	0	(33)		(33)	0.0%	
Business Support :- Indirect Expenditure	0	33	0	(33)	0	(33)		0
Net Expenditure	0	(33)	0	33				
260 Economic Business Development								
4600 Website/Social Media	55	45	0	(45)		(45)	0.0%	
4620 FTC Marketing Initiatives	0	0	5,000	5,000		5,000	0.0%	
4635 Advertising	0	6	1,000	994		994	0.6%	
4640 What's On Guide	0	0	200	200		200	0.0%	
4655 Walking Guides	0	0	1,000	1,000		1,000	0.0%	
Economic Business Development :- Indirect Expenditure	55	51	7,200	7,149	0	7,149	0.7%	0
Net Expenditure	(55)	(51)	(7,200)	(7,149)				

Detailed Income & Expenditure by Budget Heading 31/07/2020

Month No: 4

Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
265 Events								
1650 Transport Weekend Income	0	(692)	3,000	3,692			(23.1%)	
Events :- Income	0	(692)	3,000	3,692			(23.1%)	0
4885 Transport Weekend	0	0	5,000	5,000		5,000	0.0%	
4905 Community Events	0	1,000	0	(1,000)		(1,000)	0.0%	
4925 Food Festival	0	0	2,000	2,000		2,000	0.0%	
Events :- Indirect Expenditure	0	1,000	7,000	6,000	0	6,000	14.3%	0
Net Income over Expenditure	0	(1,692)	(4,000)	(2,308)				
270 Public Spaces								
4725 Town Centre Signage	0	127	0	(127)		(127)	0.0%	
4811 Tikspac	0	0	260	260		260	0.0%	
4867 Climate & Biodiversity General	0	0	15,000	15,000		15,000	0.0%	
4901 Public Spaces Projects	0	0	10,000	10,000		10,000	0.0%	
4902 Repairs-Bollards & Signage	0	0	1,000	1,000		1,000	0.0%	
Public Spaces :- Indirect Expenditure	0	127	26,260	26,133	0	26,133	0.5%	0
Net Expenditure	0	(127)	(26,260)	(26,133)				
280 Special Provision								
1900 Other Income	0	0	200	200			0.0%	
Special Provision :- Income	0	0	200	200			0.0%	0
4280 Community Land Trust	0	0	25,000	25,000		25,000	0.0%	
4800 Town Regalia	0	224	0	(224)		(224)	0.0%	
4805 Youth Facilities	0	0	10,000	10,000		10,000	0.0%	
4806 Detached Youth Worker	0	0	30,000	30,000		30,000	0.0%	
4815 Neighbourhood Plan	(4,750)	700	20,000	19,300		19,300	3.5%	
4825 Special Projects	0	0	3,500	3,500		3,500	0.0%	
4830 Allotments	682	1,180	10,000	8,820		8,820	11.8%	
4835 Magna Carta	0	0	25,000	25,000		25,000	0.0%	
4865 Floral Displays	0	0	3,000	3,000		3,000	0.0%	
4870 20's Plenty	1,500	4,990	28,000	23,010		23,010	17.8%	
4890 Swing Bridge	0	0	11,500	11,500		11,500	0.0%	
4900 12 Market Place	0	0	1,200	1,200		1,200	0.0%	
Special Provision :- Indirect Expenditure	(2,568)	7,094	167,200	160,106	0	160,106	4.2%	0
Net Income over Expenditure	2,568	(7,094)	(167,000)	(159,906)				

Detailed Income & Expenditure by Budget Heading 31/07/2020

Month No: 4

Cost Centre Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>290</u> 12 Market Place Premises								
1310 12 Market Place Lettings	0	0	2,000	2,000			0.0%	
12 Market Place Premises :- Income	<u>0</u>	<u>0</u>	<u>2,000</u>	<u>2,000</u>			<u>0.0%</u>	<u>0</u>
4200 Rates	0	5,551	7,500	1,949		1,949	74.0%	
4205 Electricity	721	721	4,000	3,279		3,279	18.0%	
4210 Water	229	1,156	2,300	1,144		1,144	50.3%	
4215 Telephone/Alarm Lines	98	196	1,200	1,004		1,004	16.3%	
4290 Loan Repayment	0	21,747	43,500	21,753		21,753	50.0%	
4305 Maintenance	96	0	5,000	5,000		5,000	0.0%	
4306 Alarm Maintenance	625	116	650	534		534	17.8%	
4310 Window Cleaning	30	30	360	330		330	8.3%	
4326 12 Market Lift Maintenance	0	180	850	670		670	21.2%	
12 Market Place Premises :- Indirect Expenditure	<u>1,798</u>	<u>29,697</u>	<u>65,360</u>	<u>35,663</u>	<u>0</u>	<u>35,663</u>	<u>45.4%</u>	<u>0</u>
Net Income over Expenditure	<u>(1,798)</u>	<u>(29,697)</u>	<u>(63,360)</u>	<u>(33,663)</u>				
<u>295</u> Capital Projects								
4307 Heating	0	0	4,500	4,500		4,500	0.0%	
4308 External Lighting	0	0	2,400	2,400		2,400	0.0%	
Capital Projects :- Indirect Expenditure	<u>0</u>	<u>0</u>	<u>6,900</u>	<u>6,900</u>	<u>0</u>	<u>6,900</u>	<u>0.0%</u>	<u>0</u>
Net Expenditure	<u>0</u>	<u>0</u>	<u>(6,900)</u>	<u>(6,900)</u>				
Grand Totals:- Income	<u>3</u>	<u>250,066</u>	<u>509,860</u>	<u>259,794</u>			<u>49.0%</u>	
Expenditure	<u>17,254</u>	<u>106,250</u>	<u>554,840</u>	<u>448,590</u>	<u>0</u>	<u>448,590</u>	<u>19.1%</u>	
Net Income over Expenditure	<u>(17,251)</u>	<u>143,816</u>	<u>(44,980)</u>	<u>(188,796)</u>				
Movement to/(from) Gen Reserve	<u>(17,251)</u>	<u>143,816</u>						

Invoice Date	Invoice No	Net Value	VAT	Invoice Total	Date Paid	Amount Paid	Balance
BULBENERG1		Bulb Energy (£228.00)					
31/05/2020	000215110	374.20	74.84	449.04	30/06/2020	316.74	132.30
30/07/2020	000253459	346.49	69.30	415.79		0.00	415.79
30/07/2020	ON ACC 583	0.00	0.00	0.00	30/07/2020	303.24	-303.24
TOTAL INVOICES FOR BULBENERG1		720.69	144.14	864.83		619.98	244.85
BULBENERG2		Bulb Energy (£177.00)					
22/06/2020	ON ACC 542	0.00	0.00	0.00	22/06/2020	183.88	-183.88
08/07/2020	000241641	154.16	30.83	184.99	22/06/2020	39.76	145.23
22/07/2020	ON ACC 585	0.00	0.00	0.00	22/07/2020	184.99	-184.99
TOTAL INVOICES FOR BULBENERG2		154.16	30.83	184.99		408.63	-223.64
BULBENERGY		Bulb Energy (£9.00)					
30/04/2020	ON ACC 514	0.00	0.00	0.00	30/04/2020	9.00	-9.00
01/06/2020	ON ACC 545	0.00	0.00	0.00	01/06/2020	9.00	-9.00
30/06/2020	000233534	8.22	0.41	8.63	01/06/2020	0.74	7.89
30/06/2020	ON ACC 539	0.00	0.00	0.00	30/06/2020	9.00	-9.00
30/07/2020	ON ACC 581	0.00	0.00	0.00	30/07/2020	9.00	-9.00
TOTAL INVOICES FOR BULBENERGY		8.22	0.41	8.63		36.74	-28.11
BUSINESSST		Business Stream					
19/08/2020	2760328/10	767.33	0.00	767.33		0.00	767.33
TOTAL INVOICES FOR BUSINESSST		767.33	0.00	767.33		0.00	767.33
EDF		EDF Energy-12 Market Place 671091032948					
16/03/2020	ON ACC 501	0.00	0.00	0.00	16/03/2020	308.00	-308.00
31/03/2020	AUG19-JAN20	1,165.04	233.00	1,398.04	31/03/2020	1,127.65	270.39
16/04/2020	ON ACC 518	0.00	0.00	0.00	16/04/2020	308.00	-308.00
TOTAL INVOICES FOR EDF		1,165.04	233.00	1,398.04		1,743.65	-345.61
EDF1		EDF Energy- The Guildhall 673128841217					
02/09/2019	16/11-13/08/19	1,737.76	347.55	2,085.31	31/03/2020	2,036.80	48.51
16/03/2020	ON ACC 503	0.00	0.00	0.00	16/03/2020	240.00	-240.00
29/05/2020	S28841217005	1,740.06	348.01	2,088.07	08/07/2020	408.07	1,680.00
TOTAL INVOICES FOR EDF1		3,477.82	695.56	4,173.38		2,684.87	1,488.51
ICO		ICO (GDPR/Data Protection)					
15/07/2020	ON ACC 586	0.00	0.00	0.00	15/07/2020	35.00	-35.00

<u>Invoice Date</u>	<u>Invoice No</u>	<u>Net Value</u>	<u>VAT</u>	<u>Invoice Total</u>	<u>Date Paid</u>	<u>Amount Paid</u>	<u>Balance</u>
TOTAL INVOICES FOR ICO		0.00	0.00	0.00		35.00	-35.00
NEWSTARNET		New Star Networks Ltd					
22/04/2020	ON ACC 516	0.00	0.00	0.00	22/04/2020	53.96	-53.96
26/05/2020	ON ACC 521	0.00	0.00	0.00	26/05/2020	63.01	-63.01
24/06/2020	ON ACC 541	0.00	0.00	0.00	24/06/2020	49.09	-49.09
28/07/2020	ON ACC 584	0.00	0.00	0.00	28/07/2020	71.48	-71.48
TOTAL INVOICES FOR NEWSTARNET		0.00	0.00	0.00		237.54	-237.54
SAGE		Sage Global Services Ltd					
25/02/2020	UK-0038297	16.00	3.20	19.20		0.00	19.20
25/07/2020	00607863	17.00	3.40	20.40		0.00	20.40
30/07/2020	ON ACC 582	0.00	0.00	0.00	30/07/2020	20.40	-20.40
TOTAL INVOICES FOR SAGE		33.00	6.60	39.60		20.40	19.20
VODAFONE		Vodafone Limited					
02/06/2020	B5-433007636	-8.65	0.00	-8.65		0.00	-8.65
02/08/2020	B5-445194007	13.47	2.69	16.16		0.00	16.16
TOTAL INVOICES FOR VODAFONE		4.82	2.69	7.51		0.00	7.51
TOTAL UNPAID INVOICES		6,331.08	1,113.23	7,444.31		5,786.81	1,657.50

Abuse on Social Media
Report to Policy & Finance Committee
28th September 2020

Background

The Town Council uses several social media outlets including Facebook, Twitter and Instagram and has had a presence online from approximately 2015. We have a number of Facebook Pages including Faversham Town Council, Visit Faversham, Business Faversham and Faversham Youth Council.

The Town Council Facebook and Twitter accounts allow for important, time relevant, information to be shared. It is a positive action to aid openness and transparency and is an essential medium to maintain our Gold Status.

Summary

More recently the Town Council's social media has been hijacked by a small number of people who appear intent on spreading hatred, which at times has been directly targeted to Members and Officers. Whilst the Town Council has no jurisdiction over third party groups or pages, it can agree an acceptable level of commentary from users on its own social media.

The Rights to Freedom of Speech

Research has been undertaken into relevant Acts as follows:

What is the law on free speech?

Under Article 10 of [the Human Rights Act 1998](#), 'everyone has the right to freedom of expression' in the UK, but the law states that this freedom 'may be subject to formalities, conditions, restrictions or penalties as are prescribed by law and are necessary in a democratic society'.

What is the law on hate speech?

A number of different UK laws prohibits hate speech. Among them is Section 4 of [the Public Order Act 1986](#), which makes it an offence for a person to use 'threatening, abusive or insulting words or behaviour that causes, or is likely to cause, another person harassment, alarm or distress'. This law has been revised over the years to include language that is deemed to incite 'racial and religious hatred', as well as 'hatred on the grounds of sexual orientation' and languages that 'encourages terrorism'.

Recommendation

1. That the Town Council Facebook Page, and other pages where relevant, display clear rules for those engaging with posts, such as:

“The Faversham Town Council Facebook Page provides a platform for the Council to share relevant Council or local groups’ news, road traffic orders etc and to promote activities and actions in accordance with the Council’s Annual Action Plan and Strategic Plan.

Whilst comments are welcomed, this is not an appropriate platform to use offensive or hateful language. Comments, expletives, or insults, directed at the Council or individuals, whether relevant to the post or not will be removed. Repeat offenders will be banned.

Please be moderate and polite at all times.”

2. To instigate a ‘one chance or you’re out’ written warning to offenders.
3. Delegated authority is given to the Town Clerk to use her discretion to ban repeat offenders or at the request of individual Councillors.

Louise Bareham
Town Clerk
4 September 2020

FAVERSHAM TOWN COUNCIL

SCHEDULE OF HIRE CHARGES

FEES EFFECTIVE FROM 1 APRIL 2020

The Guildhall

Minimum hiring of 2 hours:

	<u>Mayor's Parlour</u>	<u>Council Chamber</u>	<u>Whole Building</u>
Hourly rate	£ 8.00	£10.00	£15.00
Daily rate	£20.00	£25.00	£40.00

Daily rate is either 9am to 5pm or 5pm to 11pm. The evening usage hiring rate is negotiable if following a daily booking by same hirer.

Commercial hiring)
Sunday/Bank Holidays) - Three times the daily rate
Christmas Eve and New Year's Eve Bookings)

12 Market Place

Minimum hiring of 2 hours:

	<u>Front Exhibition</u>	<u>Rear Exhibition</u>	<u>Reading Room</u>
Hourly rate	£ 10.00	£8.00	£5.00
Daily rate	£.50.00	£20.00	-

Daily rate is either 9am to 5pm or 5pm to 11pm. The evening usage hiring rate is negotiable if following a daily booking by same hirer.

Commercial hiring)
Sunday/Bank Holidays) - Three times the daily rate
Christmas Eve and New Year's Eve Bookings)
Events and Festivals, eg Hop & Transport Festival)

Some charities and community groups may be entitled to a grant from the Town Council to cover the hire charges, these will be decided on written application to the Town Clerk.

Faversham Town Council Website Update

Report to Policy & Finance Committee

28th September 2020

Background

The Town Council acquired its own website prior to 2015 and updated it in 2017 to ensure that it was mobile friendly.

By September 2020, all public bodies (parish, town and borough councils) must have a website that complies with WCAG 2.1 AA rating so that it meets Accessibility Guidelines as set in the Public Sector Bodies Accessibility Regulations. WCAG (Website Content Accessibility Guidelines) is measured in 3 ratings –A, AA & AAA. The Government require public body websites to meet AA rating as a minimum standard.

Summary

Vision ICT is our current supplier and there has been some difficulty in receiving responses to our requests, but an email is attached with costings for some items.

Two other companies have been contacted for quotations, Zonkey designed Frome Town Council's website and have been contacted by a number of councils so have produced an updated design which is WCAG compliant.

Aubergine is recommended by the Society of Local Council Clerks, and as I am a member the Town Council receives a discount.

Zonkey – [Example of website](#)

Aubergine - [Example of website](#)

Parish and town councils have quite specific requirements for websites, which is why we have only contacted companies who are specialists.

Recommendation

Both Zonkey and Aubergine use the Wordpress platform and appear easy to maintain. Zonkey has provided a quotation based on our budget figure, whilst Aubergine's quote is for work requested. They can expedite the work within a week of order.

Louise Bareham
Town Clerk
4 September 2020

July 2020

Introduction

This document outlines a proposal for the design and development of a new accessible website for your council, based on email discussions, zoom meetings and your brief.

Project Brief

We've broken down the project into a number of areas to identify responsibilities for each.

1. Sitemap & content plan - Zonkey / Faversham Town Council (FTC)
2. Content audit - FTC
3. Site development & branding - Zonkey
4. Site population - Zonkey / FTC
5. Site testing - Zonkey
6. Site launch - Zonkey

Sitemap & Content Plan

This section deals with building a sitemap of your current site to identify and confirm a structure for the new site. This isn't about actual content and words, more about site hierarchy and user flow. We can produce this in a simple bullet point form which gives an overview where you can look and check all sections are covered in a logical manner, and whether any old content can be removed. During this phase we can review documents and old content to come up with a plan of whether documents can be bulk imported into the new site structure or whether we need to include an archive facility.

Content Audit

Based on the agreed sitemap, someone from FTC will then need to review the content of the pages that are being kept that we'll be copying over. Where content needs to be changed, or new content needs to be written, this can be provided to us in a format such as Word or a text file. It is this content that we'll then help add to the new website.

Content on the new website needs to be added in a different way to how your current site was managed so we can't directly import content. It needs to be added in manually in many cases, but we'll provide training on how the page structure works and how to add headers and content in an accessible manner.

Site Development & Branding

You've seen the demo council site and this forms the basis of the functionality that our theme offers, which is detailed below. The styling of the site, to cover the logo, colours, branding and imagery, is all

bespoke to you and we will build a version of our theme for your site. This is then uploaded to a temporary development domain and we can provide you with a login when we start to populate content.

Site Population

We can build the pages and site structure with an automated bulk import, but page content will need to be added manually. For pages that are mainly content, this is something that you will be able to assist with. For pages with additional functionality such as tables, galleries, accordions etc, we can provide training on how the functionality works. Everything in our new theme uses WordPress Gutenberg as a page builder and we'll look to gather together some training documentation to assist.

Content needs to be added carefully to ensure pages adhere to the accessibility guidelines.

Site Testing

Once all the content has been added, the site will need to be reviewed and tested. We can check links, test document archives, and ensure all navigation and search functionality works. We can include redirects for any major sections that have new URLs and configure the software to track any page errors after launch

Site Launch

When the site is ready to launch, we'll prepare your hosting account for you. We'll provide you with the DNS details that we need to be changed so as your domain name points to our servers. Once this is done the site goes live and we can do final testing and checks.

As part of the launch process, we'll integrate your site with Google Search Console so pages are properly indexed, and we'll embed your Google Analytics codes. We'll also integrate site search functionality with your analytics account

Site Functionality

Our new council theme provides a range of functionality which is shown in the demo link that you've seen, but we've summarised the main details below.

WCAG 2.1 Accessibility - our theme has been built specifically with accessibility guidelines in mind and our aim is to allow your site to meet all necessary guidelines. The theme is only part of the accessibility so we also aim to add content in an accessible way and to ensure that we provide training and guidance for you to ensure ongoing compliance. Any pages which a user feels aren't accessible can be notified to us for further investigation.

WordPress Gutenberg Page Builder - We've adopted the latest WordPress Gutenberg page builder blocks for use in our theme. This allows drag and drop functionality when you're creating pages, and we've integrated our theme functionality (councillors, meetings, events) into the page builder.

News Posts - Posts are built in WordPress functionality but they play an integral part in building the site. Posts can be linked to from other sections and grouped into categories.

Councillors - We've added a custom section for you to add councillors. Adding a profile photo and contact information, these are then available as blocks to reuse in the site. Councillors can also have documents linked to their profile, such as a declaration of interest. You can create wards and categories for councillors too.

Staff Members - This is a separate section to councillors as it doesn't offer the same fields for contact information and downloads. These staff blocks though can still be added into the site.

Events - These can be categorised, and can be set as recurring. This section is also used for council meetings but can be categorised to show in groups

Directory - As discussed, a new piece of functionality is being added in which will give the ability to have run a directory within the site - I believe you thought of once use for this being community groups.

Alerts - This allows news snippets to be shown on the homepage in a visible block at the top and referenced elsewhere on the homepage.

Blocks - Each custom section has a block which can be used in pages. For instance, on a committee page, blocks can be added for particular councillors. Blocks can also be used to layout links to other pages and sections within the site, and to new posts.

Resources & Downloads - We've integrated resources and downloads into the WordPress media library. If you upload a PDF and give it a title, this title is then indexed and the document becomes available in site wide search results. The contents of your files isn't indexed, but the title and description can add the related meta content you need for people to search. Archive minutes and agendas can be indexed in this way when imported into the site.

Additional Functionality requested

Front end user form for event submission - We can integrate a front end form for the submission of events, these to be held for approval and publishing by site admin. We estimate approximately half a day to code this by making use of the Gravity Forms plugin.

Google Analytics - We will create a Google Analytics account and install it to the site, giving you access to the account dashboard so you can monitor and learn about your user behaviour.

We can also provide linked services, SEO, reporting as required, and we can create packages to suit.

Uploads of Meeting videos - Our theme will allow you to upload video content, so in itself this will pose no issues. Depending on the quantity and size of video content, there may be other ways to handle it best, but we can assess this once more is known.

Project Costs

Our quotation is based on the given functionality, build and initial data migration.

Website scope, design and delivery to include:

- Design
- Build
- Sitemap development
- Content Audit
- Content Migration / Population
- Training
- Analytics Integration
- Testing and Launch
- Post launch sitemap submissions and redirects as necessary

£5000.00

Of the additional functionality, it is just the building of an integrated form for public submission of events that would need to be factored in. As said, we would use Gravity Forms for this.

Our estimate would be half a day, so potentially allow for £250.00.

Hosting and Maintenance

As discussed, we host on high end UK based servers and have a server specifically for Council sites. No sites will be on these servers without our putting them there, and all will be maintained and firewalled. Hosting includes daily backups and an SSL certificate for your site.

As part of the monthly maintenance retainer, we'll provide security protection for the site with malware scanning and a firewall, and we take offsite backups. We'll also keep WordPress plugins up to date with regular updates. We will roll out any maintenance updates to our theme too. The remaining time each month can be spent on proactive monitoring or site accessibility compliance, or assisting with adding content or helping with site queries.

Hosting is set at £25.00 per month

Maintenance starts at £35.00 per month

We can also package a monthly maintenance package with included support hours if that would be desirable. Do let us know and we can provide details or tailor a package to suit.

A typical package that has been popular has been hosting, maintenance and half a day of time per month (based on 4 hours), for £195.00 pcm.

All our prices exclude VAT at 20%.

Project Acceptance

If you wish to go ahead with our quote, we'll send an online version from our customer management system for you to accept. This then generates a deposit invoice for 50% of the initial project cost. The remaining balance is invoiced once the website is complete and ready for launch.

All the monthly costs can be paid monthly by direct debit, or annually in advance if that works best for your accounts.

Quotation prepared by:

Zonkey Solutions Ltd. July 2020.
E&OE. All prices exclude VAT.



New WCAG 2.1AA compliant website proposal for: Faversham Town Council

Prepared by: Mark Tomkins, Creative Director

Prepared for Louise Bareham, Faversham Town Council

24th August 2020

1. Snapshot – Faversham Town Council

Since the introduction of The Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018 (to give its full title) came into force on 23 September 2018 you have identified your Council needs a new compliant website. The aim of the Regulation is to ensure public sector websites and mobile apps are accessible to all users, especially those with disabilities. This means that all new public sector websites will need to meet accessibility standards and publish an accessibility statement unless they are exempt. Those affected include:

- Central government and local government organisations (including city, town and parish councils)
- Some charities and other non-government organisations

The breadth of WCAG 2.1 compliance in respect to a website covers many areas, some relate to how it is technically constructed, how the information is presented and the alternative options for users if they cannot access the website's information in a way that works for them. You can read a helpful article here: ['Website W3C & WCAG 2.1 accessibility compliance: What it means for councils & public sector websites and what you need to do'](#).

WCAG 2.1 has 3 ratings, A, AA & AAA. The following proposal outlines the provision of a WCAG 2.1 AA rated compliant website, the costs involved, what's included and what's not. It also outlines your responsibilities moving forward.

2. Our understanding of your requirements

Since the release of the WCAG 2.1 guidance documentation, we have developed a website package solution that meets the compliance requirements that is both cost effective and provides clerks and those who manage a public body website with the tools needed to run the site.

The Aubergine W3C & WCAG 2.1 compliant website package service meets the requirements in terms of providing an AA-rated compliant framework and website at the point of launch. Once live, we also maintain your site to ensure it is supports correctly, kept up to date with all software requirements and to help you maintain W3C & WCAG 2.1 compliance.

What you get in the package:

- ✓ A W3C & WCAG 2.1AA compliant website built on the easy-to-use WordPress CMS platform.
- ✓ A robust page builder system to provide you with great page layout flexibility & control.
- ✓ An accessibility compliant and fully mobile friendly website.
- ✓ Website admin tools to add new and update all the content on your website yourself.
- ✓ Training to get you started plus ongoing support.
- ✓ SSL-protected website hosting on our UK servers.
- ✓ We'll manage all software updates, so you don't have to.
- ✓ We will provide you with on-going support as and when you need it – email, online or phone.
- ✓ We will ensure your website remains GDPR compliant.
- ✓ We will manage your domain name and make sure this remains active, should you need it.
- ✓ We will provide GDPR-compliant email services for you, should you need it.
- ✓ All our team are UK-based (Bedfordshire).

3. Compliance testing, limitation & ongoing

Both W3C & WCAG compliance are driven by many factors, some you have control over and others you don't. In most cases, as long as the base website build has been created in a natively compliant format, any deviation from compliance will typically be as a result of content being added to a web page is not compliant and then renders it non-compliant.

As such, the provision of our service to you is limited to:

- 1) the creation and launch of a W3C & WCAG2.1 AA compliant website
- 2) a quarterly report of your site that highlights any areas that may have rendered the website non-compliant and a recommended solution.

We can also provide an optional technical support package to assist you with running the site, which you may choose to help you in meeting those ongoing support needs.

Once live, it is your responsibility to ensure that it remain compliant from a content management perspective and that we recommend you perform regular checks of the site using free online checkers or browser extension to ensure continued compliance – particular for new pages and assets added since its launch. As part of our service to you if you we include 4 checks and reports per year highlighting any problem areas, but recommend you review the site after each time you add content and to use any of the online free checkers as referenced by the Government's Digital Guidance department. You can find those here: <https://www.gov.uk/service-manual/helping-people-to-use-your-service/testing-for-accessibility>

We will ensure that your site complies with W3C & WCAG2.1 AA compliance from a technical position at the point of launching the site and will notify you if we spot any part that is non-compliant as a result of content incompatibility for you to address prior to launch.

In the event that you become aware of any part of your site that you feel falls outside of WCAG compliance, it is your responsibility to notify us so that it may be assessed by us and, should a problem be found, a solution scheduled for fixing.

4. Regular review

It's important to emphasise that your organisation needs to agree to a frequency of how often the website is checked for compliance and set that in your accessibility statement.

5. Our recommendation

Given the requirements, it is our recommendation that the site be built on our **custom built WCAG 2.1AA compliant Wordpress framework designed specifically for councils**. It is the world's most popular website platform and allows you to have full control over the site's pages and content in the most efficient way.

It is **natively search engine friendly** and incredibly **well supported** by the entire web development community as it is written in the core language of PHP, so **ongoing maintenance and updates are very straightforward**. A key aspect is to ensure that the Core WP framework and its plugins are kept up to date to ensure full functionality is maintained.

We also recommend a multiple layer of admin user permission controls so that you can have multiple administrators of the content but provide publishing, content and member control to only those you wish.

Our proposal includes:

- 1) Project scheduling and planning
- 2) Technical analysis of your existing set-up to ensure continuation of services
- 3) Development of the website from your choice of our preconfigured design templates
- 4) Review and compliance testing
- 5) Content migration (optional)
- 6) Analytics integration
- 7) Admin area training over the phone or video link. In person training available at extra cost
- 8) Pre-live WCAG compliance check and report
- 9) Ongoing support and hosting.

Additionally, the following "behind the scenes" features will be built into the website:

- Google analytics integration
- High speed page loading
- Anti-spam features on contact forms
- WCAG, W3C & GDPR best practice guidance for the website framework

Support

Whilst we ensure that all sites are tested thoroughly prior to launch, sometimes localised changes to servers or system updates can highlight bugs or aspects that need addressing once live. We do recommend that a support package be put in place to ensure you have necessary support from our technical team to help any problems that may occur post-live. This will also ensure that as WP and plugin updates are released, full functionality is maintained and assist you in ensuring your website meets continued WCAG compliance.

Support package options available on the 'costs' page in this document.

6. The process

We offer a well-crafted and designed template site theme that has been created with city, town and parish councils in mind and contains a powerful page builder tool that includes a wide selection page area styles from which you can choose and make your individual pages. In addition, the template is offered with a choice of two packages that include various levels of support depending on the level of support you have internally – we will guide you as to which one is right for you.

Those packages and design template can be viewed here:

<https://www.aubergine262.com/wcag-compliant-websites-for-public-bodies/>

Once you have chosen which package you would like for your council, the process will be as follows:

- 1) We'll arrange a discovery phone call to go through all the detail of requirement – everyone's website is different so it's important to do this first. We will then provide;
- 2) A summary of all services outlining what's included, the timing, costs and any extra services.
- 3) You will be presented with an invoice that covers the cost of development of the site and this will need to be paid before your site build can begin.
- 4) You will need to provide us with your council's logo, any colours you prefer as well as a link to your existing site.
- 5) We will provide you with a template to complete your WCAG 2.1 Accessibility Statement & Accessible Documents Statement if you have not made one – this is required for the site launch.
- 6) We will also require your domain name access so that we can point the domain to your new site. You may wish your own IT support to handle this and so we will provide the correct DNS settings when the site is ready to go live.
- 7) You will need to let us know if you wish us to migrate your existing website's content to the new site – this is an extra chargeable service so ensure it is mentioned when booking the work.
- 8) We will then build the website and once complete, if you have opted to add the site content yourself, we will arrange your training on the admin area. This will be over the phone or video link. If you wish to have one-to-one training, this can be arranged at an extra cost of £199 + VAT for a 2-hour session here in our studio.
- 9) When you have added all the page content to the website we will need to check it for WCAG2.1 & GDPR compliance and provide you with a report showing any aspects that may need changing from a content perspective. We will handle the technical side.
- 10) Once checked again and validated, we'll agree a go-live date.

7. Consideration

Website hosting

We strongly recommend your new website is hosted on our servers. That way we can ensure GDPR and WCAG compliance of the system.

Branding & logos

We will require you to supply your logo files, colours and other brand guideline information so that we may ensure the brand identity is maintained during all phases. If you do not have a logo we can provide this service for you on request – see costs page.

8. Project

Whilst every website is slightly different in the number of pages and content, we recommend you consider the following timeline for the development of your website:

Phase 1 – Discovery & scoping	1 weeks from initial enquiry
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Stage 2 - Development	2 weeks from planned date
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Stage 3 – Content importing & training	2 weeks after development
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Stage 4 – Testing – then go-live	1 week after content input
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The above timeline is based on a decision being made by Council on or shortly after 7th October 2020 for commissioning within 14 days of the decision at Council.

Based on this projected timeline, the estimate start date being w/c 12th October 2020, the completion date being w/c 23rd November 2020.

Final testing and debugging on development server before launching and making live.

These timings are estimates based on a typical and average site size and content but may be subject to alteration subject to sight of content required for migration.

Timings are subject to change as a result of working with a 3rd party integration with your payment gateway provider.

9. Costings

Basic set up & year 1

- 1) One-off set up: £975 + VAT (for SLCC member discount)
- 2) Annual SSL-protected hosting & basic support (4 hours support annually): £199 + VAT
- 3) Ongoing Compliance Monitoring: Quarterly WCAG compliance scan & reports: £299 + VAT pa (optional)

Total: £1,473 + VAT

Year 2 reduces to £199 + VAT for hosting & support and £299 + VAT for ongoing compliance scan & report service (optional).

Year 3 as year 2.

The above costing is based on your requirement specification and includes 2-hr video call training (additional in-person training can be arranged), full admin area access, access to our learning library and our continued support to ensure the system continually meets WCAG requirements are included in the package the exception of the following additional items. You may choose this time to create all-new content for the website but if you wish us to transfer everything over for you a cost has been provided below.

Each module priced as follows:

Enhanced functionality optional services

- 1) Transfer of website content to new @ £25 + VAT per hour – Est. 18 hours at total of £450 + VAT
- 2) Event system with booking & online payments + admin tools £800 + VAT (one off set up fee)
- 3) Ticket system with booking & online payments + admin tools £1500 + VAT (one off set up fee)
- 4) Community Event public submission form £100 + VAT (one off set up fee)
- 5) Venue booking enquiry page £200 + VAT (one off set up fee)
- 6) Bilingual module (does not include translation) £300 + VAT (one off set up fee)
- 7) Admin area calendar of showing events & availability £250 + VAT (one off set up fee)
- 8) Private Admin area for staff & councillors (with login levels) to store and access non-public files £150 + VAT (one off set up)
- 9) Online payment page for ad-hoc payments (using the Stripe or Paypal Business payment gateway) £500 + VAT (one off set up)
- 10) eForm builder module £100 + VAT (one off set up)
- 11) Planning Portal integration (for Open Data format systems) £50 + VAT per year
- 12) Mailchimp account integration (sign up form) NO CHARGE
- 13) Extra Support: + Extended annual support package (12 hours per year): £720 + VAT
- 14) In-person training – half day session at £199 + VAT* (basic package includes 2-hr remote training)

Other Optional Extras

- 1) Email: Service set up £200 + VAT (up to 20 mailboxes) then £10 + VAT per mailbox set up. Mailbox fees each month are then paid directly to the provider (Microsoft O365)
- 2) Domain registration: .gov = £100 + VAT per year
OR .com, .org, .co.uk or .org.uk = £30 + VAT per year

10. Ongoing

Once your website is set up and running the annually recurring costs payable to us reduce considerably and are as follows.

- 1) Annual website hosting & basic support £199 + VAT
- 2) Annual WCAG Compliance Scan & reporting service (4x quarterly scans and reports) £299 + VAT
- 3) Domain name registration £100 + VAT for .gov.uk domain or £30 + VAT for .org.uk/.com

Other annually renewable items from the optional items list may also be required.

11. Aspects to note

You will need to ensure you have full DNS control and access to the domain. We can become your registrar (as we are JISC registered) and permitted to manage .gov domains.

We will include Google Analytics reporting to ensure that a fuller picture of website use is understood and allow you to learn user behaviour and make subsequent improvements to the website. A Google Analytics account will be needed for your organisation if one does not exist. We will assist you in setting this free service up if you do not have it.

12. Training

Training on a new website system is vital. As part of the basic package we provide you with 2 hours of free virtual support and access to our Learning Centre that contains a library of simple, short videos to watch and learn how to use all areas of the website. However, if you would like in-person training, this can be provided at extra cost as specified above once travel restrictions are lifted.

Additional remote sessions can be arranged at £199 + VAT for up to 4 hours remotely or in person, restrictions permitting.

13. Certification & accreditations

To provide assurance of both our processes and abilities, we are **Cyber Essentials certified** ([view certificate](#)), **JISC accredited** ([view details](#)) and are **Official Crown Commercial Suppliers for the UK Government** ([view details](#)).

14. Frequently asked

Why do you use WordPress?

WordPress is open source content management software and currently powers around 30% of all websites on the Internet. The project is contributed to by tens of thousands of developers all over the world and is growing from strength to strength. WordPress allows us to develop flexible and customisable websites to modern standards and observes web development best practices. Furthermore, the community of web developers that use WordPress reaches far and wide and allows us to tap into this collective intelligence and bring that wealth of experience to your project. **WooCommerce** is an eCommerce engine and extension that integrates with the base WordPress CMS.

What is information architecture?

Information architecture is the relationship of how all the different pages of a website are related to each other. This is communicated visually through a sitemap.

Where is the website hosted?

Your website needs to be hosted by a hosting company that specialises in business hosting. We provide WordPress-optimised hosting services but if you would like your website to be hosted on your own provider we will need to perform a hosting account survey first to establish that it will be compatible with a site of this kind. We may need to recommend a change in hosting package if it does not meet the minimum requirements for a WordPress website.

Who do I call if something goes wrong with the website or I can't figure something out?

Provided you subscribe to one of our ongoing website support packages, we will be your first point of call should something go wrong with your website. In accordance with our SLA, we will determine what the problem is and respond with a fix-time or the information for you to address the solution yourself. We will provide

What happens after the website is launched?

Once your website is launched, we will provide 3 months of support to make sure any bugs have been ironed out and that you are confident using your new website. After this you will need to subscribe to one of our ongoing website care plans to make sure your website is looked after and maintained. These website care plans include updating your software, regular backups, security checks and making sure your website is online and open for business 24/7/365.

15. References

1. Sarah Sandiford, Head of Service, Leighton Linlade Town Council www.leightonlinlade-tc.gov.uk
sarah.sandiford@leightonlinlade-tc.gov.uk
2. Heidi Head, Clerk, Eaton Bray Parish Council, www.ebpc.co.uk
clerk@ebpc.co.uk
3. Sheryl Birtles, Assistant Clerk, Nantwich Town Council, www.nantwichtowncouncil.gov.uk
sheryl.birtles@nantwichtowncouncil.gov.uk
4. Helen Hibbins, Clerk & RFO, Exminster Parish Council, www.exminsterparishcouncil.gov.uk
rfo@exminsterparishcouncil.gov.uk

16. More Frequently asked questions

How long will it take to appear at the top of Google?

The time it takes for your website to appear on page 1 of Google depends on a great number of factors. It depends on the search phrase people are using to find your website and the number of other websites that are also available for those search phrases. Nobody can truly say how long it will take for your website to appear at the top of search engine results pages (including people who actually work for Google), however there are a number of factors that can improve your chances. Building your website on WordPress is a good start as WordPress has some great Search Engine Optimisation fundamentals built-in. Creating unique and interesting content on a regular basis for your website is also critical to increase your visibility amongst search engines. Launching your website and then forgetting about it is a surefire way to get lost amongst the noise.

We are happy to talk to more about your search engine strategy (if we haven't already.)

How will I know if anyone is visiting my website?

We will install Google Analytics tracking on your new website and show you how to log into your Google Analytics account where you can see a wide range of statistics about your website including number of visits, pageviews the amount of time people are spending on your website.

Once you subscribe to one of our website support plans you can choose to receive more detailed analysis about your website performance and recommendations on how to improve. Please ask for more details about what's included in these support plans.

What happens if I want to add some features to the website while you're building it?

Whilst we like to be flexible and responsive to your needs, we also like to deliver what we promise within the timeframes and budgets we have allowed. If you ask us to add new features to your website while we are building it, we will most likely ask why? If we all agree that your new request will help us achieve our objectives then we will be more than happy to oblige. If this new feature is something you would like to add to your website but is not directly tied to your original objectives then we will suggest to schedule it for a second iteration of the website once it has been launched. This will require a new proposal

17. Payment

Our payment terms are as follows:

- 1) Site build fees are due on engagement and agreement of project inclusions. Work can only begin upon cleared funds.
- 2) Hosting & support package fees will be due at the point of going live.

If you are paying monthly on a 12-month contract package, you will be invoiced in the month prior to the fee falling due and it must be paid by the last day of the month.

Payment is to be made by BACs or cheque in GBP. We do not accept credit or debit card. Any failure to meet these payment terms will result in the deactivation of your site until the cleared fees are received.

If you are unable to supply all of the right content at each stage we require, it does not mean we have not done our job. Once the site has been built & tested and is ready to go live, either with your content or placeholder images and dummy text, we will issue the final invoice. Once the final invoice is paid we will 'hand over the keys' and make the site live to the public internet but will ensure that you are fully trained to maintain the content yourself thereafter.

If the final invoice is not paid within the credit terms we have given you, we are under no obligation to keep the site on our testing server or continue with the project in anyway.

Renewals

Your hosting, support and any extra services, such as domain name registrations are annually renewable and you will be sent an invoice 60 days prior to the expiration date of your annual service contract. If payment is not received by the due date, your service will be suspended until the payment is made.

18. Next

To proceed with this project the next steps are:

1. To set up a scoping call to agree the detail and plan.
2. To accept the proposal by replying in writing with your acceptance of the proposal and a scanned copy of the signed contract (to be submitted).
3. Submit your payment of the project fees (we'll provide you with an invoice upon receipt of your above approval to proceed).

Once these steps have been completed we will begin the project with an introduction of all relevant people and begin the discovery process.

Terms, service level agreement (SLA) and definitions

19. The terms

The full terms & conditions of our service, to which you are agreeing, are available on our website here www.aubergine262.com/terms-of-trade, along with our Service Level Agreement (SLA) & definitions.

What Do Both Parties Agree To Do?

As our customer, you have the power and ability to enter into this contract on behalf of your company or organisation. You agree to provide us with everything that we'll need to complete the project – including text, images and other information – as and when we need it and in the format we ask for. You agree to review our work, provide feedback and approval in a timely manner too. Deadlines work two ways and you'll also be bound by any dates that we set together. You also agree to stick to the payment schedule set out at the end of this contract.

We have the experience and ability to perform the services you need from us and we will carry them out in a professional and timely manner. Along the way we will endeavour to meet all the deadlines set but we can't be responsible for a missed launch date or a deadline if you have been late in supplying materials or have not approved or signed off our work on-time at any stage. On top of this we'll also maintain the confidentiality of any information that you give us.

Summary

We will always do our best to fulfil your needs and meet your goals, but sometimes it's best to have a few things written down so that we both know what's what, who should do what and what happens if stuff goes wrong. In this contract you won't find complicated legal terms or long passages of unreadable text. We have no desire to trick you into signing something that you might later regret. We do want what's best for the safety of both parties, now and in the future.

Getting Down to the Nitty Gritty

Design

If we are designing your application we'll create designs for the look-and-feel, layout and functionality of your website. After the design concept phases, this contract includes one final main design plus the opportunity for you to make up to two rounds of revisions and one final build version of the website. If you're not happy with the designs at this stage, you will pay us in full for all of the work that we have produced until that point and you may either cancel this contract or continue to commission us to make further design revisions at our standard design rates.

HTML and CSS Layout Templates

If the project includes HTML markup and CSS templates, we'll develop these using valid HTML and CSS code. The landscape of web browsers and devices changes regularly and our approach is to look forward, not back. With that in mind we will test all our markup and CSS in current versions of all major desktop browsers to ensure that we make the most from them. Users of older or less capable browsers or devices will experience a design that is appropriate to the capabilities of their software.

We do not cater for people using Microsoft Internet Explorer 9 or older and cannot predict the behaviour of that browser.

We will also test that these templates perform well on Apple's iPad. We will not test old or abandoned browsers, for example Microsoft Internet Explorer 9 for Windows or Mac, previous versions of Apple's Safari, Mozilla Firefox or Opera unless otherwise specified. If you need us to consider these older browsers, we will charge you at our standard old browser rate for any necessary additional design work, development and testing.

Photographs

You will supply us photographs in digital format. If you choose to buy stock photographs we can suggest vendors of stock photography. Any time we spend searching for appropriate photographs will be charged at our standard discovery rate. If you choose to provide us with your own photographs, we will need to ensure they meet minimum quality and format standards before they are used to ensure quality throughout the project.

Changes and Revisions

We know from plenty of experience that fixed-price contracts are rarely beneficial to you, as they often limit you to your first idea about how something should look, or how it might work. We don't want to limit either your options or your opportunities to change your mind. The estimate/quotation prices at the beginning of this document are based on the amount of work we estimate we'll need to accomplish everything that you have told us you want to achieve. If you do want to change your mind, add extra pages or templates or even add new functionality, that won't be a problem. However, you will be charged accordingly and these additional costs will need to be agreed to before the extra work commences. This additional work will affect deadlines and they will be moved accordingly.

We'll be up front about all of this if and when it happens to make sure we're all on the same page before proceeding. We may also ask you to put requests in writing so we can keep track of changes. If the nature or functions of the project change significantly throughout the process, we reserve the right to deem the current project cancelled. At this point you will pay us in full for all the work we have done and may commission us to complete the new project based on the new requirements. This will require a new quote and contract.

Technical Support

You may already have professional website hosting, you might even manage that hosting in-house; if that's the case, great. If you don't manage your own website hosting, or your current hosting environment does not support the solution we are providing, we can provide you with professional, business-class WordPress hosting for your website. The basic hosting package includes 2 hours free support during the time of your hosting that can be used against general support, bug-fixing or guidance you may need. All support requirements outside of the use of these 2 hours will require you to provide us with a full specification of your requirements against which we will issue a quotation for the work. Any work we provide as part of a separate contract of service falls without our standard terms of support and service.

If you require technical support services that exceed 2 hours annually, we recommend you discuss these requirements with us and a suitable support plan can be provided at additional cost.

Service level agreement (SLA)

We provide our support services in accordance with our service level agreement. The full description of what support is provided and when, along with the definition of terms, can be found here:

www.aubergine262.com/terms-of-trade

Legal stuff

We can't guarantee that the functions contained in any web page templates or in a completed website will always be error-free and so we can't be liable to you or any third party for damages, including lost profits, lost savings or other incidental, consequential or special damages arising out of the operation of or inability to operate this website and any other web pages, even if you have advised us of the possibilities of such damages. If any provision of this agreement shall be unlawful, void, or for any reason unenforceable, then that provision shall be deemed severable from this agreement and shall not affect the validity and enforceability of any remaining provisions.

GDPR – General Data Protection Regulation compliance

It is your responsibility to ensure that your website remains GDPR compliant. The website will be launched and conform to GDPR compliance guidance, but we cannot be responsible for any aspect once it is launched. You must maintain your own data protection review processes to ensure that any data you capture on the site conforms to current laws. If we are your website hosts, as Data Processors, we will share with you our Privacy Statement that explains ours and your responsibilities in relation to GDPR.

Copyrights

You guarantee to us that any elements of text, graphics, photos, designs, trademarks, or other artwork that you provide us for inclusion in the website are either owned by your good selves, or that you have permission to use them.

Contd./

When we receive your final payment, copyright is automatically assigned as follows:

You own the graphics and other visual elements that we create for you for this project. If you like, we'll give you a copy of all files and you should store them really safely as we are not required to keep them or provide any native source files we used to make them.

You also own text content, photographs and other data you provided, unless someone else owns them. We own the markup, CSS and other code and we license it to you for use on only this project. We love to show off our work and share what we have learned with other people, so we reserve the right to display and link to your completed project as part of our portfolio and to write about the project on websites, in magazine articles and in books about web design.

But where's all the horrible small print?

Just like a parking ticket, you can't transfer this contract to anyone else without our permission. This contract stays in place and need not be renewed. If, for some reason, one part of this contract becomes invalid or unenforceable, the remaining parts of it remain in place. Although the language is simple, the intentions are serious and this contract is a legal document under exclusive jurisdiction of the courts of the United Kingdom.

Our full terms and conditions can and must be read at: www.aubergine262.com/terms-of-trade

If you have a few questions give us a call on 01525 373020 as it makes sense to talk over the finer detail in person.



Prepared by Mark Tomkins, mark.tomkins@aubergine262.com

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Offices: Leighton Buzzard, Milton Keynes and London.

Visit our website: www.aubergine262.com

This proposal is prepared in good faith and knowledge provided and is subject to our terms of business, EO&E.



Background to WCAG 2.1 AA website accessibility compliance

By September 2020, all public bodies (parish, town and borough councils) must have a website that complies with WCAG 2.1 AA rating so that it meets Accessibility Guidelines as set in the Public Sector Bodies Accessibility regulations.

WCAG (Website Content Accessibility Guidelines) is measured in 3 ratings – A, AA & AAA. The Government require public body websites to meet AA rating as a minimum standard. You can read this requirement here on the GDAS website.

Our offer

We provide a WCAG 2.1 AA rated website package that includes a stylish, mobile-friendly website based on a proven, WCAG-compliant framework, along with training on how to manage the website.

We provide a purpose-built WCAG 2.1 AA rated website package specifically for Councils that includes a stylish, mobile-friendly website based on a proven, WCAG-compliant framework, along with training on how to manage the website.

Easy-to-use and comprehensive functionality is included, including news, venues, events, people profiles, services and meeting / committee note downloads, and much more.

We are the official partner with SLCC (Society of Local Council Clerks) and have developed this service in consultation and guidance with them to ensure both compliance and practicality.

Our credentials

We are the official WCAG website partner of the SLCC.

We are Cyber Essentials Certified (as required by all IT services to Government agencies)

JISC Approved to manage UK Government sites

& Approved Crown Suppliers

Website Package Includes

A WCAG 2.1 AA rated compliant website built on WordPress.

Transparency Code capability.

Stylish, flexible design.

A fully mobile-friendly website.

Tools to edit and add new content to the website yourself.

Thorough training to get you started.
Access to the WCAG website Learning Centre
Website accessibility statements guidance.
A quarterly WCAG2.1 AA compliance scan with reports.
SSL-protected website hosting on our UK servers.
Automated full backups every 12 hours.
We'll manage all software updates so you don't have to.
We will ensure your website remains GDPR compliant.
Optional GDPR-compliant email, should you need it.
We will manage your domain name, should you need it.
On-going support – email, online or phone.

We're JISC-approved to work on .gov domains.
We're Cyber Essentials certificated.
We're Certified Crown Suppliers.

All our team are UK-based.

Many WCAG-Compliant Design Options

Easy-to-use functionality for news, venues, events, people profiles, services and meeting / committee note downloads is all included.

Once live, there is the option of quarterly WCAG 2.1 AA scan reports that highlight any content you've added that may fall out of compliance during the course of the year. Also included is website hosting, technical support & maintenance.

Comprehensive Support

We provide a dedicated Learning Centre for our customers. Where you can learn how to create, control and update your WCAG compliant website using our comprehensive set of How-To videos.

If you can't find a video that explains what you're trying to achieve, or if you're struggling – our support team are available 8am - 6pm, Monday to Friday by phone or email – whichever you prefer.

You can find out more and see demos here:

<https://www.aubergine262.com/wcag-compliant-websites-for-public-bodies/>



Accessibility statement for Faversham Town Council

This statement applies to favershamtowncouncil.gov.uk

This website is run by Faversham Town Council. We want as many people as possible to be able to use this website and we are in the process of procuring a new website which complies with WCAG 2.1 AA rating. In the meantime we have installed an Accessibility Widget which allows you to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible is this website

We know some parts of this website are not fully accessible:

- the text will not reflow in a single column when you change the size of the browser window
- you cannot modify the line height or spacing of text

- most older PDF documents are not fully accessible to screen reader software
- not all photographs have captions
- some of our online forms are difficult to navigate using just a keyboard
- you cannot skip to the main content when using a screen reader

Feedback and contact information

If you need information on this website in a different format like accessible PDF, large print, easy read, audio recording or braille:

- email louise.bareham@favershamtowncouncil.gov.uk
- call 01795 503286

We'll consider your request and get back to you in 5 working days.

Reporting accessibility problems with this website

We are always looking to improve the accessibility of this website. If you find any problems not listed on this page or think we're not meeting accessibility requirements, contact: Louise Bareham, Town Clerk.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).