

CR1 – JANUARY AND FEBRUARY 2019

Cash Movements

1. Total bank balances at the end of February 2019 amounted to £743,046. This is approximately £23,702 higher than at the same period last year.
2. The Council opened an account with The Public Sector Deposit Fund in January 2017.
 - £240,000 was deposited in January 2019 following receipt of the second instalment of the annual precept
 - £35,000 was transferred into the current account in February 2019
 - The balance on account at the end of February 2019 was £628,516
3. The Council has invested £66,484 of funds with the Local Authorities Property Fund. This will be a long term investment of funds and is currently paying just over £700 in dividends per quarter.

Debtor Days Outstanding

Debtor days were 2.24 at the end of January and 6.37 at the end of February 2019. This is well ahead of the Council's target of 30 days. Debtor days were very low in January as allotment invoices are issued on 14 January each year, with most being paid before the end of the month. Debtor days have also seen a reduction due to more funeral directors now paying ahead of the funeral date. There was one bad debtor at the end of February, the lengthsman scheme and this debt was settled in March 2019.

Creditor Days Outstanding

Creditor days were 13.40 at the end of January and 26.80 at the end of February 2019. These figures are within the target of 30 days and reflect the Council's ongoing commitment to pay local suppliers within their individual payment terms.

SCHEDULE OF CHEQUE PAYMENTS: JANUARY AND FEBRUARY 2019

Scheduled Payments (excluding Non-Cheque Payments and other payments) for this period totalled:

JANUARY 2019	£36,613.61
FEBRUARY 2019	£18,216.83

Total	£54,830.44
--------------	-------------------

January 2019

CASH REPORT

MOVEMENT IN BANK ACCOUNTS

The position as at 31 January 2019 is set out below. All balances have been confirmed by reconciliation with bank statements.

Transaction	Current Account	Scottish Widows	Public Sector Deposit Account	Local Authorities Property Fund	Total
	£	£		£	£
Balance:					
31 December 2018	352,669	-	423,516	66,484	842,669
Receipts					
Interest	979				979
Precept					-
Grants or VAT refunds					-
Other	17,179				17,179
Cancelled / (Bounced Cheque)					-
External payments					
Cheque Payments	(36,614)				(36,614)
Non - Cheque Payments	(40,132)				(40,132)
Transfers between accounts:					
Inwards			240,000		240,000
Outwards	(240,000)				(240,000)
Balances:					
31 January 2019	54,081	-	663,516	66,484	784,081
Balances at start of financial year	15,710		588,516	66,484	670,710

DEBTOR AGEING

	Jan-19	Dec-18	Nov-18	Pre-Nov	Prepaid amounts	Total debtors
Value	476.40	704.00	-	-	-	1,180.40
	40.36%	59.64%	0.00%	0.00%	0.00%	100.00%

MONTHLY STATISTICS ON DEBTOR DAYS AND SUPPLIER DAYS OUTSTANDING

	Debtors		Suppliers	
	Value	Days	Value	Days
March 2018	8,077.23	17.98	14,835.63	13.94
April 2018	4,087.14	9.94	34,519.74	17.36
May 2018	5,389.87	10.58	31,434.89	24.59
June 2018	6,479.23	21.11	19,364.01	11.79
July 2018	8,734.01	22.64	59,729.34	17.27
August 2018	4,003.04	15.44	25,587.23	10.34
September 2018	13,666.90	21.16	19,092.87	22.29
October 2018	4,498.17	15.76	8,045.75	3.52
November 2018	2,402.10	8.30	7,299.00	4.73
December 2018	3,085.43	8.97	19,129.39	22.68
January 2019	1,180.40	2.24	17,941.16	13.40
February 2019				
March 2019				

February 2019

CASH REPORT

MOVEMENT IN BANK ACCOUNTS

The position as at 28 February 2019 is set out below. All balances have been confirmed by reconciliation with bank statements.

Transaction	Current Account	Scottish Widows	Public Sector Deposit Account	Local Authorities Property Fund	Total
	£	£		£	£
Balance:					
31 January 2019	54,081	-	663,516	66,484	784,081
Receipts					
Interest	424			-	424
Precept					-
Grants or VAT refunds	6,254				6,254
Other	7,224				7,224
Cancelled / (Bounced Cheque)					-
External payments					
Cheque Payments	(18,217)				(18,217)
Non - Cheque Payments	(36,719)				(36,719)
Transfers between accounts:					
Inwards	35,000				35,000
Outwards			(35,000)		(35,000)
Balances:					
28 February 2019	48,046	-	628,516	66,484	743,046
Balances at start of financial year	15,710		588,516	66,484	670,710

DEBTOR AGEING

	Feb-19	Jan-19	Dec-18	Pre-Dec	Prepaid amounts	Total debtors
Value	1,207.86	-	704.00	-	-	1,911.86
	63.18%	0.00%	36.82%	0.00%	0.00%	100.00%

MONTHLY STATISTICS ON DEBTOR DAYS AND SUPPLIER DAYS OUTSTANDING

	Debtors		Suppliers	
	Value	Days	Value	Days
March 2018	8,077.23	17.98	14,835.63	13.94
April 2018	4,087.14	9.94	34,519.74	17.36
May 2018	5,389.87	10.58	31,434.89	24.59
June 2018	6,479.23	21.11	19,364.01	11.79
July 2018	8,734.01	22.64	59,729.34	17.27
August 2018	4,003.04	15.44	25,587.23	10.34
September 2018	13,666.90	21.16	19,092.87	22.29
October 2018	4,498.17	15.76	8,045.75	3.52
November 2018	2,402.10	8.30	7,299.00	4.73
December 2018	3,085.43	8.97	19,129.39	22.68
January 2019	1,180.40	2.24	17,941.16	13.40
February 2019	1,911.86	6.37	20,440.49	26.80
March 2019				

Malvern Town Council
Cheque Payment Schedule

4 January 2019

ID No.	Date	Supplier Name	Cheque Payments	Description
203485	04/01/2019	A L B SERVICES	8,400.00	Installation of Christmas Lights
203486	04/01/2019	BRITISH TELECOMMUNICATIONS PLC	1,180.51	Telephone, internet and line charges MTC offices, Cemetery and Victoria Park
203487	04/01/2019	BROADLEAF TREE CARE	710.00	Removal of Ash Tree from the Cemetery boundary line
203488	04/01/2019	CITIZENS ADVICE SOUTH WORCESTERSHIRE	7,750.00	Community Support Grant 2018/19 2nd instalment of 2
203489	04/01/2019	MALVERN ELECTRICAL WHOLESALE LTD	43.20	12 LED bulbs for Link Church Clock
203490	04/01/2019	MALVERN HILLS DISTRICT COUNCIL	995.80	Wheeie bin hire 28-30 Belle Vue Terrace and Cemetery
203491	04/01/2019	MM LOCK SECURE	246.00	New locks for Victoria Park Café and Pavilion
203492	04/01/2019	NEWSQUEST MEDIA GROUP	90.00	Advert in the Malvern Gazette 21/12/18 - MTC Christmas Closing Times
203493	04/01/2019	NPOWER	2,266.05 ✓	Electricity charges Victoria Park 1/8/18 - 19/12/18
203494	04/01/2019	PURCHASE POWER	100.00	£100 credit for the franking machine
203495	04/01/2019	SEVERN TRENT WATER	67.93	Water charges flats at rear of 28-30 Belle Vue Terrace 4/6/18 - 27/12/18
203496	04/01/2019	WATER PLUS LTD	36.03	Water charges shop 28-30 Belle Vue Terrace 11/12/18 - 26/12/18 - £14.03 Water charges Lower Howsell 18/9/18 - 20/12/18 - £22.00
203497	04/01/2019	EE	168.86	Mobile phone charges Events Phone and Operations Team - December 2018
203498	04/01/2019	CYNTHIA PALMER	53.99	Money paid for gift given from The Mayor to the Neighbourhood Plan Consultant

Total Cheque Payments: 22,108.37

1) *Frankie Thomas*

S. Howard

2)

Malvern Town Council
Cheque Payment Schedule
17 January 2019

ID No.	Date	Supplier Name	Cheque Payments	Description
203499	17/01/2019	ALLIANCE PAYROLL SERVICES LTD	120.37	Payroll charges December 2018
203500	17/01/2019	B C PARTRIDGE	264.38	Supply and fit starter motor on Ford Transit - WF16 ZHN
203501	17/01/2019	BRITISH GAS TRADING	457.38	Gas charges gas lamps 1/10/18 - 31/12/18
203502	17/01/2019	BRITISH GAS	1,354.13	Gas charges cemetery 25/10/18 - 2/1/19 - £288.50 Electricity charges cemetery 3/10/18 - 2/1/19 - £235.57 Gas charges 28-30 Belle Vue Terrace 31/10/18 - 31/12/18 - £739.83 Electricity charges North Malvern Clock 28/6/18 - 24/12/18 - £90.23
203503	17/01/2019	MALVERN CLEANING	324.00	Cleaning contract - December 2018
203504	17/01/2019	BWT UK LTD	76.20	10 large bottles of water for MTC Offices and Council Chamber
203505	17/01/2019	FUELGENIE BUSINESS ACCOUNT	264.51	Fuel account - December 2018
203506	17/01/2019	GALLERY 36 (BAM RESTAURANTS LTD)	50.00	20 glasses of mulled wine for the Mayor's Christmas Reception on Belle Vue Island
203507	17/01/2019	L J GOODCHAP	2,088.00	Grave digger hire January, February and March 2019
203508	17/01/2019	HEATING MAINTENANCE SERVICE LTD	170.00	Service of boilers in middle and top flat at rear of 28-30 Belle Vue Terrace
203509	17/01/2019	JOHN PANES	360.00	Crane hire to erect Christmas Tree on Belle Vue Island
203510	17/01/2019	MR L LINDSAY	100.00	Bagpipe performances at the Christmas Festival
203511	17/01/2019	MORGAN BLACKSMITHS LTD	60.00	Welding repairs to Christmas tree stand on Belle Vue Island
203512	17/01/2019	NPOWER	287.83	Gas charges Victoria Park 8/11/18 - 25/12/18
203513	17/01/2019	P&R ALARMS LTD	2,311.20	Annual alarm maintenance renewal 28-30 Belle Vue, Victoria Park and Cemetery
203514	17/01/2019	GREAT MALVERN PRIORY PCC	637.00	Hire of Priory Church for The Festival of Remembrance 10/11/18 and The Christmas Charity Concert 15/12/18
203515	17/01/2019	RON WARD	66.00	Organist fees for 2 funerals
203516	17/01/2019	RUBY WOO (MISS T NORMAN)	70.00	Performance on Belle Vue Island for the Christmas Festival 24/11/18

Malvern Town Council
Cheque Payment Schedule
17 January 2019

ID No.	Date	Supplier Name	Cheque Payments	Description
203517	17/01/2019	WATER PLUS LTD	47.24	Water charges cemetery 30/9/18 - 1/1/19 - £37.16
203518	17/01/2019	TECHNICAL COMPUTER SERVICES LTD	2,760.00	Water charges Dukes Meadow 24/10/18 - 3/1/19 - £10.08
203519	17/01/2019	V8 MEDIA	1,554.60	Annual I.T maintenance contract
203520	17/01/2019	HAWTHORN TRADING COMPANY LTD	1,082.40	Final payment for the new MTC website - now completed 40 barriers for events

Total Cheque Payments: 14,505.24

1) *Malvern*

2) *Frank Thomas*

Malvern Town Council
Cheque Payment Schedule
1 February 2019

ID No.	Date	Supplier Name	Cheque Payments	Description
203521	01/02/2019	A L B SERVICES	10,500.00	Taking down Christmas Lights - £4,740 Repairs to various Christmas Lights - £1,392 Removing lights and putting up new in trees on Belle Vue Island - £3,000 Supply and fit new emergency light and socket and extraction unit in café at Victoria Park - £1,368
203522	01/02/2019	BRITISH GAS	66.12	Electricity charges Link Church Clock - 31/3/18 - 21/12/18
203523	01/02/2019	CHARLES PORTER	90.45	Mileage claim Operations Manager - October, November and December 2018
203524	01/02/2019	GAS APPLIANCE SHOWROOM	84.00	Repairs to faulty radiator in second floor office at 28-30 Belle Vue Terrace
203525	01/02/2019	HEATING MAINTENANCE SERVICE LTD	391.52	Additional works to boiler in top flat following service
203526	01/02/2019	I P SKIPP AGRICULTURAL ENGINEERS LTD	488.69	Service and repairs to the Kubota Tractor
203527	01/02/2019	GO GREENER LTD	216.00	Hire of a skip for the Cemetery
203528	01/02/2019	NPOWER	28.71	Electricity charges Lyttelton Well Clock 12/10/18 - 9/1/19
203529	01/02/2019	OTIS LTD	301.62	Repairs to light kit in lift at 28-30 Belle Vue Terrace
203530	01/02/2019	PURCHASE POWER	100.00	£100 credit for the franking machine
203531	01/02/2019	PURPLE TOOL AND PLANT HIRE	168.00	Hire of a wacker plate and mini digger for the Cemetery for 2 days
203532	01/02/2019	LINDA BLAKE	325.00	Reimbursement of money paid for CIPFA Membership 1/1/19 - 31/12/19
203533	01/02/2019	CARING FOR GODS ACRE	50.00	Membership of Caring for God's Acre (Great Malvern Cemetery) - 1 year

Total Cheque Payments: 12,810.11

1) *Malvern*
 2) *Frank Hooper*

**Malvern Town Council
Cheque Payment Schedule
4 February 2019**

ID No.	Date	Supplier Name	Cheque Payments	Description
203534	04/02/2019	EE	147.40	Mobile phone charges - January 2019 - Operations Team and Events Phone
203535	04/02/2019	MALVERN HILLS DISTRICT COUNCIL	234.00	Planning application for Basketball Courts at Victoria Park (50% of normal fee)

Total Cheque Payments: 381.40

- 1) *M Palmer*
- 2) *Frank Thomas*

Malvern Town Council
Cheque Payment Schedule
15 February 2019

ID No.	Date	Supplier Name	Cheque Payments	Description
203536	15/02/2019	ALLIANCE PAYROLL SERVICES LTD	120.37	Payroll charges - January 2019
203537	15/02/2019	MALVERN CLEANING	432.00	Cleaning contract - January 2019
203538	15/02/2019	D H PHILLIPS SAND & GRAVEL	220.55	4 loads of gravel for Victoria Park bench, table bases and new entrance to picnic area
203539	15/02/2019	MALVERN GOLDSMITHS (RODNEY RANDLE)	75.00	Repairs to the Mayoral Chain
203540	15/02/2019	JOHN LEE	240.00	Glossing of velux windows in the top flat at rear of 28-30 Belle Vue Terrace
203541	15/02/2019	MALVERN HILLS DISTRICT COUNCIL	90.00	Temporary road closure application for the Christmas Festival 2019
203542	15/02/2019	MARCUS CLEAVER	305.00	Professional fees - proposed development of basketball courts at Victoria Park
203543	15/02/2019	MILLERS DISCOUNT TYRE CENTRE LTD	453.18	Puncture repair on the John Deere Tractor and 6 new tyres for the Ford Transit WF16 ZHN
203544	15/02/2019	PAPERSTATION LTD	184.84	Stationery - January 2019
203545	15/02/2019	PETER HAMILTON	1,100.00	Neighbourhood Plan Consultant Fees
203546	15/02/2019	PETER SMITH	30.00	Members annual computer allowance 2018/19
203547	15/02/2019	SCREWFIX (TRADE) UK	114.36	Titan Hoover - £80.98
				Screws for gate in the cemetery - £6.79
				Anchor bolts for fixing picnic benches at Victoria Park - £11.69
				10 pairs of safety gloves for the Operations Team - £14.90
203548	15/02/2019	WATER PLUS LTD	98.76	Water charges stores at rear of 28-30 Belle Vue Terrace - 1/4/18 - 1/1/19
203549	15/02/2019	TRAVIS PERKINS TRADING COMPANY LTD	235.26	Paintbrushes, screws, gloves, wheelbarrow, anti vandal paint, wood and cement for Victoria Park
203550	15/02/2019	URBAN LEISURE LTD	1,326.00	Relocation of climbing wall from Dukes Meadow to Lower Howsell and repairs to walk ropes at Victoria Park

Total Cheque Payments: 5,025.32

1) *MPalmer*

2) *J Graham*

**A REPORT OF THE TOWN CLERK TO
A MEETING OF THE POLICY AND RESOURCES COMMITTEE
MALVERN TOWN COUNCIL
to be held on Wednesday 27 March 2019
in the Council Chamber, Belle Vue Terrace, Malvern, at 6.00 pm**

TOWN COUNCIL INTERNET BANKING ARRANGEMENTS

1. Purpose of Report

- 1.1. For noting and comment where necessary.

2. Recommendation

- 2.1. Councillors are asked to note the problems encountered with the switch to internet banking and approve the new plan in place to ensure that the switch can be completed.

3. Background

- 3.1. The Town Council currently pays most of its suppliers through cheque payments, and in November 2018 it was agreed that the Council's current account would switch to the Co-operative Bank in order to take advantage of internet banking where the appropriate controls are in place.
- 3.2. Unfortunately, when Officers came to action this switch in February 2019, they were informed that the Co-operative Bank no longer offered any accounts suitable for a local government organisation.
- 3.3. Since then, Officers have conducted more research and have spoken with other local clerks in order to try and identify a banking system with robust enough controls and safeguarding.
- 3.4. Unity Trust Bank has been identified as offering the most suitable service to meet the Town Council's needs albeit there are a couple of shortcomings with this account.
- 3.5. The benefits of Unity Bank's Internet Banking are as follows:
- Option of single, dual or triple authority which is important for the segregation of duties
 - Different levels of access available to different users, including an administrator who can control access given to other users
 - Payment limits can be put in place
 - The ability to monitor daily account activity, check balances and transactions, stop cheques and check and cancel direct debits
 - Payments can be made online with single, dual or triple authority and this can also be used to set up and manage standing orders
 - Data can also be downloaded from the account into various file formats and for use with SAGE

- 3.6. Unity Bank does not have branches but instead uses NatWest and RBS for certain transactions. Unfortunately these banks do not have branches located in Malvern but there is also the option to pay cash and cheques into a nominated Post Office branch.
- 3.7. The main problem with this account is that cash can only be withdrawn from a NatWest or RBS branch, the nearest of which is in Worcester. This leaves the Council with two options: retaining an account with HSBC in order to service the petty cash facility or reducing the amount of petty cash transactions to a minimum and travelling to Worcester on the very few occasions when a petty cash top-up is required.
- 3.8. Council has already adopted a policy for electronic payments and this would stay the same, meaning that a dual authority payment process would be adopted, with the Finance Administration Assistant and RFO being the two steps within the dual authority process.

4. Financial Implications

- 4.1. The fee for the Unity Trust current account is £6.00 per month plus a 15 pence charge per individual debit or credit transaction.
- 4.2. The charges currently incurred with HSBC are a £5.50 account fee and charges per item range from 35 pence for a direct debit to 68 pence for a cheque payment.

5. Legal Implications

- 5.1. Section 150(s) of the Local Government Act 1972 was repealed in 2013 meaning that the Town Council can now make electronic payments.
- 5.2. The Town Council is required to submit an Annual Governance Statement as part of External Audit Requirements, Council is asked to acknowledge that they will ensure a sound system of internal control is in place.

End.

Linda Blake
Town Clerk

**A REPORT OF THE TOWN CLERK TO
A MEETING OF THE POLICY AND RESOURCES COMMITTEE
MALVERN TOWN COUNCIL**

to be held on Wednesday 27 March 2019

in the Council Chamber, Belle Vue Terrace, Malvern, at 6.00 pm

REVIEW OF EARMARKED RESERVES

1. Purpose of Report

- 1.1. The purpose of this report is to present to Policy and Resources Committee a summary of the current position of the Council's Earmarked Reserves and to consider any further provisions or revisions which may need to be made in light of the Council's financial and operational position approaching Financial Year End 2018/19.

2. Recommendation

- 2.1. The Committee is recommended to review and approve the details of Earmarked Reserves as summarised in Appendix A.

3. Background

- 3.1. Malvern Town Council is required to maintain adequate financial reserves to meet the needs of the organisation.
- 3.2. Reserves can be categorised as **General Reserves** which are held to cushion the impact of uneven cash flows or unexpected events, or **Earmarked Reserves** which are held for a specific purpose. Earmarked Reserves are established on a "needs" basis in line with planned or anticipated requirements.
- 3.3. Earmarked Reserves are held by Malvern Town Council for six main reasons:
- 1) As part of a planned programme of Asset Renewal and Refurbishment.
 - 2) To allow the carry forward of budgeted projects that the Council has not been able to complete in the current year due to specific circumstances.
 - 3) To carry forward underspend. Earmarked Reserves can be used to carry forward these resources for specific projects.
 - 4) Perpetuity Funds are held for Townsend Way and Grave Maintenance. The capital sums of these funds cannot be utilised, but interest from investment of these funds is used to contribute towards maintenance costs in these areas.
 - 5) A Capital Receipts Reserve was created in 2010 from the sale of surplus land. This reserve can only be used to fund large capital projects undertaken by the Council and cannot be used for general running costs.
 - 6) Other Earmarked Reserves will be set up from time to time to meet known or predicted liabilities.
- 3.4. A review of Earmarked Reserves shows that the estimated balance of Earmarked Funds at 31 March 2019 is £263,933.
- 3.5. This amount is £8,105 lower than at 31 March 2018.

- 3.6. Full Council has already agreed that an amount of £10,000 will be Earmarked at Year End in order to provide a fund for any initial costs incurred as part of the Victoria Park Pavilion redevelopment project.
- 3.7. There are no other specific Earmarked Reserves allocations that have been agreed or identified as being necessary at this point. However, Committee may wish to make its own suggestions for additions.
- 3.8. Committee members should note that Officers are predicting an underspend for the financial year 2018/19 in the region of £40,000. £10,000 has been Earmarked towards Victoria Park leaving the remaining amount, if no other purpose is identified going into general reserves.

4. Financial Implications

- 4.1. The predicted balance on Earmarked Reserves at 31 March 2019 will be £263,933 as set out in Appendix A.
- 4.2. Committee is advised that the Council has sufficient cash resources including that required to support the Earmarked Reserves.

5. Legal Implications

- 5.1. The requirement as such to set aside Earmarked Reserves is not set out in statute.
- 5.2. However, the Council is required to make arrangements for the proper administration of its financial affairs and to so manage its affairs as to secure economic, efficient and effective use of resources and safeguard its assets.
- 5.3. The setting aside of reserves, and hence the cash to finance the relevant expenditure when incurred, would be deemed prudent.

End

Linda Blake
Town Clerk

REVIEW OF EARMARKED RESERVES

Description	Earmarked Funds at 01/04/18	Reserves added / (released) during year	Predicted Earmarked Funds at 31/03/19	Details of movements during the Year	Any further additions or releases
EM Elections	£14,640	Nil	£14,640	Full Town Council elections are due to take place in May 2019 and therefore this reserve will stay in place to be used to offset the costs of any contested wards. If all wards are contested, costs are likely to be in excess of £15,000, but recent experience makes it unlikely that all five wards will be contested and therefore costs should fall within the Earmarked amount.	None proposed
EM Asset Repair and Development	£28,416	(£12,955) /£10,000	£25,461	Reserves were released during the year for the development of the new Town Council website.	Full Council have agreed that a reserve of £10,000 should be created towards any initial costs for the redevelopment of the Victoria Park Pavilion such as professional fees required at the planning stage of the project.
EM Play Areas	Nil	Nil	Nil	No additions are required at this time.	None proposed
EM Cemetery Extension / Cemetery Refurbishment Project	£16,660	Nil	£16,660	The recent cemetery extension has now been completed, with burials now taking place in this area. All scheduled refurbishment projects have also been completed. This Earmarked Fund will therefore remain in place for any additional refurbishment or	None proposed

AGENDA ITEM 6
PRC03/19 – APPENDIX A

Description	Earmarked Funds at 01/04/18	Reserves added / (released) during year	Predicted Earmarked Funds at 31/03/19	Details of movements during the Year	Any further additions or releases
				extension works that may be required in the future.	
EM Vehicle and Machinery Replacement Fund	£40,889	£12,500 / (£12,811) / (£3,689) back into general reserves)	£36,889	<p>This fund is to smooth the effect on the precept of purchasing vehicles and machinery and £12,500 of funds has been added during 2018/19.</p> <p>Releases of £12,811 have been made during the year to fund the purchase of a new John Deere Mower and a Hall trailer. Due to budget savings achieved on the two items purchased, £3,689 will be transferred back into General Reserves before the year end.</p>	None proposed
EM Events and Grants	£6,699	£7,000 / (£8,150)	£5,549	In the 2018/19 financial year, seven special grants totalling £8,150 have been awarded and funds released from this reserve accordingly. In addition, a further £7,000 was added to the Earmarked Reserve during the year in accordance with the budget allocation.	None proposed
Capital Receipts Reserve	£98,250	Nil	£98,250	None required	None proposed
Perpetuity Funds	£66,484	Nil	£66,484	None required	None proposed
Overall Total	£272,038	(£8,105)	£263,933		

**A REPORT OF THE TOWN CLERK TO
A MEETING OF THE POLICY AND RESOURCES COMMITTEE
MALVERN TOWN COUNCIL
to be held on Wednesday 27 March 2019
in the Council Chamber, Belle Vue Terrace, Malvern, at 6.00 pm**

NEW TELEPHONE SYSTEM FOR TOWN COUNCIL OFFICES

1. Purpose of Report

1.1. For decision.

2. Recommendation

2.1. Committee is asked to support the purchase of a new telephone system for the Town Council offices.

3. Background

3.1. The current telephone system was put in place in November 2018. At the time, it provided up-to-date technology and was user-friendly. However, changes within the office structure have led to the need to once again update the system.

3.2. Following the departure of the Town Council's Events Officer, there is a re-organisation of staff in place and this has identified that a dedicated receptionist is no longer required. Therefore rather than one dedicated reception phone, other members of staff will now share telephone duties.

3.3. In order to provide an improved telephone service which is easier for Officers to use as well as providing a more efficient service to the public, the following changes are suggested.

- No requirement for a specific reception phone from which all calls are routed
- All Officers to have upgraded phones which allow direct answer facility, an ability to see which line are engaged, and a "do not disturb" facility to ensure the phone lines of available Officers are the only ones that will ring
- Answer machine service to include voicemail to email notifications
- Remote access to pick up messages as required

3.4. Four Officers will share reception duties with only the lines of the Town Clerk and Operations Manager not taking directly incoming calls. If any one of the four officers is absent or unavailable, a "do not disturb" option will reduce the number of phone lines available in order that no call rings out and is unanswered.

3.5. It should be noted that the reception door buzzer will remain separate from the telephone system but Officers will be improving the functioning and position of this.

3.6. The new phone system would include the following features:

- Audio call
- Video call
- Call control
- Visual voicemail
- Outlook synchronisation
- Integrated voicemail

4. Financial Implications

- 4.1. Quotes are being sought from a number of companies with costs being approximately £2,500.
- 4.2. Costs include installation, system programming, user training and twelve months' on-site maintenance.
- 4.3. There is no specific budget allocated for a replacement telephone system as a reorganisation was not anticipated at budget time, however funding can be obtained through the Council's contingency fund.

5. Legal Implications

- 5.1. None pertaining to this report.

End.

Linda Blake
Town Clerk