

# Kendal Town Council

Town Hall, Highgate, Kendal LA9 4ED  
www.kendaltowncouncil.gov.uk



27 February 2023

To Members of the Management Committee

*Members representing committees may substitute Vice Chairs if unable to attend.  
Please notify the Chair and the Town Clerk before the meeting. This agenda is  
copied to all councillors for information.*

Cllr A Blackman (Chair of Kendal in Bloom)	Cllr H Ladhams (Chair of Christmas Lights and Festivals)
Cllr S Coleman (Chair)	Cllr S Long (Rep on Kendal Futures)
Cllr J Dunlop (Deputy Mayor and Chair of Audit, Grants and Charities))	Cllr Doug Rathbone (Mayor and Chair of Planning)
Cllr D Evans (Ordinary Member)	Cllr C Russell (Ordinary Member)
Cllr A Finch (Chair of Allotments)	Cllr G Tirvengadam (Vice-Chair)
Cllr E Hennessy (Chair of Environment and Highways)	

You are summoned to a meeting of Kendal Town Council's Management Committee on Monday, 6 March 2023, at 7.30 p.m., in the Council Chamber at the Town Hall, Highgate, Kendal.

Yours faithfully

Chris Bagshaw  
Town Clerk

## AGENDA

### Public Participation

Any member of the public who wishes to ask a question, make representations or present a deputation or petition at this meeting should apply to do so before the commencement of the meeting. Information on how to make the application is available on the Council's Website - <http://www.kendaltowncouncil.gov.uk/kendal-town-council/statutory-information/guidance-on-public-participation-at-kendal-town-council-meetings/>. The public are not permitted to speak in other parts of the meeting unless allowed to do so by the chair.

#### 1. Apologies

To receive and accept any apologies. If accepted, apologies will be considered to be for reasons approved by the council under the terms of Local Government Act 1972, s85.

#### 2. Declarations of Interest

To receive any declarations of interest relating to matters which appear on this agenda, but which have not been previously declared on members' declarations of pecuniary interest and other interests.

#### 3. Exclusion of Press and Public (Public Bodies Admission to Meetings Act 1960)

To consider whether there are any agenda items during consideration of which the press and public should be excluded.

**4. Minutes of the Last Meeting**

To receive the minutes of the meeting on 9 January 2023, and to authorise the Chair to sign them as a true record (see attached).

**5. Minute Action Sheet**

To consider a report on actions taken by officers on resolutions or recommendations made at previous meetings (see attached).

**6. Council Activity Report**

To consider the progress made across the various actions the Council is involved in and make any necessary decisions (see attached).

**7. Land at Vicarage Drive**

To authorise the necessary sealing of the contract for the acquisition of the land at Vicarage Drive.

**8. Office Telephony**

To approve a plan to deliver telephony for the Council's administrative team (see attached).

**9. Town Assembly and Annual Report**

To consider an engagement plan and format for the annual statutory Town Assembly and the Annual Report which usually accompanies it (see attached).

**10. Budget 2022-23**

To review the expenditure against budget in the current year (see attached).

**11. Employment and Staffing Matters**

To receive a report from the Clerk on any other staffing matters requiring the Committee's consideration and guidance.

**12. Items for the next Newsletter**

To consider items for the next edition of the Council's newsletter.

# Kendal Town Council

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## Minutes of the meeting of the Management Committee held on Monday, 9 January 2023, at 7.30 p.m., in the Council Chamber at the Town Hall, Highgate, Kendal.

Cllr A Blackman	Present	Cllr E Hennessy	Present
Cllr S Coleman (Chair)	Present	Cllr S Long	Present
Cllr J Dunlop	Present	Cllr D Rathbone	Present
Cllr D Evans	Present	Cllr C Russell	Present
Cllr A Finch	Present	Cllr G Tirvengadam (Vice-Chair)	Present
Cllr H Ladhams	Present		

**In attendance:** Chris Bagshaw (Town Clerk) Helen Watson-Moriarty (Development Manager)

### M55/2022 Apologies

No apologies were submitted.

### M56/2022 Declarations of Interest

No declarations of interest were raised.

### M57/2022 Exclusion of Press and Public (Public Bodies Admission to Meetings Act 1960)

No issues were considered for exclusion.

### M58/2022 Minutes of the Previous Meeting

**Resolved:** To receive the minutes of the previous meeting of the Management Committee held on 7 November 2022 and to authorise the Chairman to sign them as a true record.

### M59/2022 Minute Action Sheet

Members considered a report on actions taken by Officers on resolutions or recommendations made at previous meetings.

It was agreed that the Minute Action Sheet was a useful process addition.

The Clerk outlined which actions were to be covered within the agenda and noted that negotiations with Kendal Community Theatre were underway and Brewery Arts were considering options.

It was highlighted that where actions are stated as complete additional detail would be appreciated.

**Resolved:** To note the report.

## **M60/2022 Council Activity Report**

The Town Clerk reported that, at the November 2022 meeting of the Management Committee, Members had requested a different format for their monitoring of the Council's activities. One part of this process was the Review of Action Points, which now appeared on the agenda (Minute No.M59/2022 above refers).

The second part of this process was to report on the progress made against the Council's broad thematic aims. These could be loosely summarised as townscape, promoting Kendal, climate change, biodiversity, connectivity, local plan, council administration, community, events, communications and audit. Many initiatives in one area would have cross-cutting impacts on another, and the three dominant themes from the Climate Change Citizens' Jury – a modal shift, nature recovery, and promoting insulation and alternative generation – could be seen as over-arching themes, as well as aims in their own right.

Councillors focused discussions around Kendal Market, Visit Kendal and the Council's Website. Resolved actions outlined below.

**Resolved:** To complete the following actions in order to support Kendal market improvements;

- To confirm the Town Council's Market aspirations, ie what do Councillors want the Market to be and do in five years time?
- To monitor the results of the Levelling Up Fund bid submitted by SLDC
- To create an outline of potential timescales
- To outline potential liabilities, insurances, staffing and cost implications of running the Market, based on information from SLDC and similar Market Towns.
- To utilise Councillors' support to gauge Westmorland and Furness Market development aspirations
- To utilise existing data and research completed by Kendal Futures

**Resolved:** To complete the following actions in order to support Visit Kendal;

- Ensure Visit Kendal is considered in committee restructure proposals
- Confirm Kendal Futures no longer action signage initiatives

**Resolved:** To complete the following actions in order to improve the Council's website;

- Add the solar audit website link
- Add Mayoral and Community Events to the calendar
- Create a planning page with appropriate links and information to SLDC's My Account service
- Encourage Councillors to write short blogs about their achievements to feature on the news page
- Add meeting dates to committee drop down information

An update regarding the Sustainability Hub was also shared and Councillors were encouraged to join the Hub Shaping event at Stricklandgate House on 1 February between 5pm and 6.30pm.

It was noted that each theme is interconnected, ie footpath improvements and biodiversity and that this should not be lost via this reporting method. An additional theme of Kendal Transport should also be added to ensure the Kendal Futures work funded by the Council and supported by the Town Team approach is also captured.

**Resolved:** To add Highways Improvements to the Activity Report.

#### **M61/2022      Land at Mintsfeet and Vicarage Drive**

The Town Clerk provided a verbal update on the acquisition of land at Mintsfeet Riverside and Vicarage Drive.

Formal notification has been granted and a Management Plan for the area is nearing completion, aspects include a consideration report regarding tree liabilities, surveying access points conditions and an overview of nearby landowners to be engaged for support.

Members agreed a Management Plan for the Mintsfeet area that enables graffiti to be removed quickly and enables it to appear 'cared for' will have a positive knock-on effect.

The transfer of Vicarage Drive is progressing, a new bench will be installed in a location that complements Wildflower aspirations for the area.

**Resolved:** To complete the Mintsfeet Management Plan and progress associated tasks.

**Resolved:** To complete Vicarage Drive transfer and locate new bench.

#### **M62/2022      Speakers at Full Council**

The Committee reviewed the schedule of speakers proposed for Full Council meetings.

The South Lakes Poverty Truth Commission was currently scheduled to attend the 6 February 2023 meeting. The Town Clerk was suggesting that Kendal BID be invited to address Members at the 3 April meeting and the Westmorland & Furness Portfolio Holder for Communities on 5 June.

Councillors encouraged additional speakers to be invited, outlined below.

Councillors also asked that a brief be developed to guide speakers and maximise the benefit of their attendance. The brief needs to include an understanding of why the Council are interested in hearing from the speaker, what it is they need and agreed cut off times. It was agreed that this pre discussion is essential to focus presentations.

**Resolved:** To invite United Utilities, NHS integrated Care Community, Lakeland Arts Trust, The Well, Kendal College and SLDC or W&F regarding Kendal Market.

**Resolved:** To develop a Full Council speaker brief and to share with invited speakers as appropriate.

The importance of partnership working between Kendal Futures, Kendal BID and the Council was noted. Examples of current join funded Visit Kendal were cited and Market meetings where all three bodies are working together. It was noted that Kendal Futures are arranging a meeting to further explore partnership working regarding public realm aspirations.

Councillors queried if two speakers could attend Full Council; it was agreed that two could be considered dependent on the subject and brief.

**Resolved:** To invite two speakers when appropriate.

#### **M63/2022      Budget 2022-23**

The Committee reviewed expenditure against budget in the current year.

It was noted that vehicle costs are high due to modifications and insurance consequences. Staffing overspend was noted and it was confirmed that reserves can cover the difference.

**Resolved:** To remove the 'remaining' column in the budget spreadsheet.

#### **M64/2022      Budget 2023-24**

The Committee reviewed a summary of budget requirements from each committee for the next financial year.

The Clerk highlighted two constraints regarding the Council Support Grant and Election Expenses, both of which could place an increased pressures on the budget. The Election costs represent a 122% increase and the loss of the Council support grant would reduce Council income by £35,000.

The Clerk confirmed the latest budget approval date is February's Full Council.

The cost-of-living crisis was raised regarding support for people who are unable to pay their Council Tax. The Clerk confirmed that as a collection authority the Town Council is not responsible for assessing who and how tax relief is accessed. The collection authority, SLDC are responsible. It was noted that the Council Tax base has risen by 2% which will also contribute to reduced collection rates.

The Royal Event was highlighted as a large proposal at £15,000. Councillors endorsed the idea of linking celebrations to Britain in Bloom via the creation of a Coronation Garden at Kirkland where the current flower bed requires improvements. The Garden could support a small Council led event which would see the Garden opened with refreshments.

Councillors expressed concern regarding potential low attendance at a Town Centre event considering King Charles has stated a low-key approach is preferred and it is a Bank Holiday when generally people make plans with family and friends. It was also noted, however, that there will be an expectation that the Council does organise something for residents to mark the occasion, the feedback from Jubilee celebrations was that Council led celebrations were not visible and therefore not accessible to all.

The idea to support existing community and resident groups with financial support to bolster existing street part plans was broadly supported.

**Resolved:** To continue gaining information regarding the Election expenses rise and Council support Grant.

**Resolved:** To change the variance budget title.

**Resolved:** To prepare a Royal Event overview for approval by Full Council. Proposal to include a transformational Coronation Garden and associated opening event at Kirkland and street party grants for interested resident groups.

**M65/2022      Employment and Staffing Matters**

There were currently no employment and staffing matters that required reporting to the Committee.

**M66/2022      Items for the Next Newsletter**

Councillors asked that details of Coronation events and Britain in Bloom information were included in the next newsletter.

**Resolved:** To include in the next Newsletter

The meeting closed at 9.20p.m

Management Committee - Minute Action Sheet - as at 27-02-23							
Meeting Date	Minute No.	Title	Action (Resolution)	Officer Responsible	Deadline, if any	Date Actioned	Comments
07/11/2022	M43/2022	Report on the Work Programme	The Town Clerk to develop a new Work Programme, to include timeframes and deadlines, with a breakdown of the level of granularity.	CB	09/01/2023	03/01/2023	On agenda.
	M44/2022	Visit Kendal Update	The error on one of the Visit Kendal Website pages to be fixed.	HM		Nov-22	Complete
			Consideration be given to the inclusion of toilets within the Visit Kendal Website.	HM		Nov-22	Complete
			A list of where Visit Kendal leaflets are displayed be sent to Members.	HM		Jan-23	Complete
			Visit Kendal draft leaflets be sent in future to Members for comment prior to publication.	HM	n/a	n/a	Noted for next publication, date tbc based on distribution stats.
	M45/2022	Outside Bodies	To appoint Cllr R Sutton as interim representative to the Kendal Community Theatre.	CB to inform outside body		03/01/2023	
			Cllr R Sutton to submit an Outside Body report on the work of the organisation to Full Council.	CB to inform Cllr Sutton		03/01/2023	
			The Town Clerk to seek clarification on the Town Council's representation on Brewery Arts.	CB		03/01/2023	
	M46/2022	Land at Mintsfeet and Vicarage Drive	Following exchange of contracts, to make arrangements for appropriate communications with regard to the land at Mintsfeet Riverside, to include a quote from the Chair of the Environment and Highways Committee.	CB			Reporting to Committee 09/01/23



	M47/2022	Levelling Up Funding Inquiry	To establish a working group to meet virtually and to form comments on the process and effectiveness of the Government's Levelling Up policies, comprising Cllrs Stephen Coleman, Suzanne Long, Doug Rathbone and Craig Russell, and the Town Clerk, and to submit the response on behalf of the Council	CB	Completed	10/11/2022	
	M48/2022	Young People's Activity Scheme	To recommend the Young People's Activity Scheme for approval by the Christmas Lights and Festivals Committee.	CB	Budgeted at CLF		Requires new vehicle for support following withdrawal from budget
	M50/2022	Community Infrastructure Levy	To form a group made up of Cllrs David Evans, Eammon Hennessy and Craig Russell to give consideration as to how to apportion the Community Infrastructure Levy in the current and future budgets and to report back to Management Committee.	CB	09/01/2023		initial briefing circulated to group. E&H made recommendations
	M52/2022	Budget 2023/24	To give full consideration to the Management Committee budget at a future meeting.	CB	09/01/2023	03/01/2022	On agenda.
09/01/2023	M60/2022	Council Activity Report	Complete actions in order to support Kendal market	CB		01-Feb-23	
			Complete actions in order to support Visit Kendal	CB		01-Feb-23	
			Complete actions in order to improve Council's Website	CB		Under review	
			Add Highways Improvements to Activity Report	CB		01-Feb-23	
	M61/2022	Land at Mintsfeet and Vicarage Drive	Complete Mintsfeet Management Plan and associated tasks	CB		Update to meeting 6 March 2023	
			Complete Vicarage Drive transfer and locate new bench	CB		Update to meeting 6 March 2023	

	M62/2022	Speakers at Full Council	Invite various organisations listed	CB		ongoing	
			Develop Full Council speakers brief and share with invited speakers as appropriate	CB		completed	
			Invite two speakers when appropriate	CB		As and when	
		Budget 2022-23	Remove "remaining" column in budget spreadsheet	SD			
		Budget 2023-24	Continue gaining information regarding Election expenses rise and Council Support Grant	CB		completed	
			Change variance budget title	SD			
			Prepare Royal Event overview for approval by Full Council (proposal to include transformational Coronation Garden and associated opening event at Kirkland and street party grants for interested resident groups)	CB		completed	
	M66/2022	Items for Next Newsletter	To include details of Coronation Events and Britain in Bloom information	HWM			

**Kendal Town Council****Action Plan 1 February 2023****Thematic Headings**

The following table is the Management Committee's Action Report, update redistributed and expanded into new Thematic headings. Several items could be 'cross-cutting' but these currently are listed only once.

**Thriving Town Centre**

<b>Current Actions</b>	<b>Aims and actions</b>	<b>Current Committee</b>	<b>Partners</b>	<b>Timeframe/comments</b>
In Bloom planting 2023	Following Gold in 2022, town is looking to emulate this and succeed in Britain in Bloom 2023	Kendal In Bloom	Continental Landscapes, W&FC, KCV, various local groups	Jan/Feb 2023 for Britain in Bloom additional planting. Planting for Coronation is in hand but watering regime is challenging.
Christmas lighting	Aim of Display being up to date and fit for purpose	CLF	Kendal BID	2023 is final year of current contract, so review due autumn 2023
Market Place initiatives	Several ongoing initiatives addressing issue of vitality	Management/E&H	W&FC, Kendal BID, Kendal Futures	
Proactive consultative roles	Themes constant in Futures agenda and issue with highways and BID requiring council involvement and engagement with community. Development of Local Plan, SHENA etc	Management/E&H/ Planning	W&FC, Kendal Futures, Kendal BID	Steering a course through LGR process
Visit Kendal website	Site reviewed.	Management	Kendal Futures/ BID	Next site review autumn 2023

Leaflets	Cycle of updates needs budget and schedule	Management/E&H	Kendal BID	2023
Parlour and collection	Parlour visits and exhibitions scheduled	M&A	Kendal Museum/W&FC	Visit cycle now scheduled and promoted. Exhibition on Slavery planned

### Sustainability

Current Actions		Committee	Partner	Timeframe
Wildflower planting	Somervell Garden, Aynam Road successful. New initiatives at Canal Head and elsewhere	KiB/E&H	Natural Kendal, Continental Landscapes, W&FC	New opportunities sought
Dark Skies	KTC assets reviewed. Townwide audit complete. Publicity with Christmas Lights	E&H	FOLD/highway authority/Kendal BID	Current funded initiative
River Kent	CRKC Group funded, but ongoing support needed	E&H	CRKC/EA/SCRT	Current funded initiative
Flood Relief Scheme	Opportunities throughout scheme identified	KiB/E&H/Planning	EA/W&FC/Natural Kendal	Ongoing
Townwide Solar audit	Completed	E&H	CAFS etc	Current
Solar Made Easy Kendal	Ongoing public initiative	E&H	CAFS etc	Current
Zero Carbon Kendal Website	Developing public initiative	E&H	CAFS etc	Current
Inspiration Hub	Development of hub at Stricklandgate House to meet issue of information being distributed to community	E&H	SLACC, Waste into Wellbeing, Stricklandgate House et al	Negotiations ongoing

## Getting Around

Current Actions		Committee	Partner	Timeframe
Kendal Connections project	Footpath improvements scheduled. Wider programme subject to ongoing negotiation with highway authority	E&H	SLDC/CCC/W&FC	Spring 2023 with partners
LCWIP engagement	'Partner' to LCWIP	E&H	CCC/W&FC	Ongoing
20mph	Active planning with highway auth	E&H	CCC/W&FC	Ongoing
River corridor	Flood relief scheme engaged with. LCWIP. Strategic land purchase at Mintsfeet	E&H/Management	W&FC/EA/others	Ongoing
Signage	Improved signage in Oxenholme. Other opportunities identified	E&H	W&FC/Kendal BID	As funds allow

## Communities

Current Actions		Committee	Partner	Timeframe/Comments
Newsletter	Three times per year. Royal Mail delivery formalised	Management/all		Scheduling needs longer lead
Social media presence	Success in Visit Kendal and Zero-Carbon, but further work required across other council activities	All		Comms strategy needs to be worked out across all council activities. Spring 2023
Community consultation and engagement	Included in draft budget for CLF, but needs to relate to wider context of Council activity and Comms strategy	CLF/Management		Part of ongoing work on Plan for Kendal
Active Kendal	Pump track plan stalled on site selection. Active Kendal initiative in budget planning stage.	E&H/CLF	W&FC/various groups	Pump track needs concluding. Active Kendal not in budget for 2023. Sports and Nature Hub

	Development of Sports Hub at Mintsfeet in embryonic stages			subject to ongoing internal and external discussion
Grants and Funding	Process consolidated 2022. Further work required to formalise criteria and scheduling issues	AGC/E&H/CLF		Currently on track
<b>Events Action</b>		<b>Committee</b>	<b>Partner</b>	<b>Timeframe</b>
Events budgets formalised	Financial controls and purchasing improved	CLF/M&A	KTH/SLDC	Currently on track
Events officer	Appointed Sep 2022. Ongoing work on support through training and management	CLF/M&A	Various	Ongoing priority
Royal events	Jubilee and proclamation delivered in 2022, but challenge of Coronation event in 2023.	CLF/M&A	W&F, community groups	6 May events on track
<b>Comms Action</b>		<b>Committee</b>	<b>Partner</b>	<b>Timeframe</b>
Festival engagement	Worked with KMF for lights switch on	CLF/E&H	KMF	Current initiative
Social media and press presence	Social media working in some areas, but not others	All		Comms strategy required spring 2023
Website	Refreshed in 2021, but more work required	All		Subject to above

## Public Realm

Local Plan Action		Committee	Partner	Timeframe/comments
Response matrix	Previous version revisited	Planning	Planning auths	Spring 2023

Local Plan engagement	Ongoing, subject to Planning Authority timetable	Planning/ E&H	Planning auths/Kendal Futures	Draft SHENA now published. LGR challenging
Kendal Futures	Vision process requires ongoing engagement	Management/Planning/E&H	Kendal Futures/W&FC	Needs outcome focus
Proactive Consultation	Council has responded to consultations	Management/Planning/E&H		Horizon scanning required. Time allowed at Planning meetings to ensure adequate response.
Flood Relief Scheme	Working group under Planning Committee. Role needs redefining following success of glass wall initiative	Planning/Management/ E&H	EA/Natural Kendal/W&FC	Early 2023
Green Space Improvements	To be an active partner in the management and improvement of the town's green spaces	Planning/Allotments/KiB/E&H	W&FC/KCV/Friends groups/residents groups/Natural Kendal/stakeholders	Ongoing as budget allocated
Street furniture	Council-owned assets repaired and improved. Elsewhere, subject to ongoing relationships with owning authorities	E&H	W&FC (SLDC/CCC), Kendal Futures, Kendal BID	Several plans need bringing together
'Highways Improvement'	Improvements to footway lighting and other issues outwith Kendal Connections project	E&H	W&F	Requires coordination and prioritisation outside ward concentrations
Aspirational capital projects	To be a partner in projects to improve Birdcage, Finkle St, Yards, etc	E&H, Management, CLF, KiB	W&FC, BID, Futures	Developing in 2023

## Council Audit and Administration

The following section of the Action Report appears to sit outwith the proposed Thematic headings.

Action		Committee	Partner	Timeframe
Accommodation	Office move has created split site issues	Management	W&FC	Will not be resolved until after LGR
IT	Agile working platform developed. Telephony is next challenge	Management	ITEK/(SLDC)W&F	Jan/Feb 2023
HR systems	Contracts, appraisal process and staff handbook	Management	Staff	Jan-Mar 2023
Financial Regulations and procedures	Fin regs update awaiting adoption. Procedure list created	AGC		Spring 2023
Internal auditors	IA job description to next AGC	AGC		Spring 2023
Asset management reviews	External and parlour/picture store assets being reconciled.	M&A/E&H/AGC	W&FC	Current – to be completed Easter 2023
Budget process	Ensure all councillors and staff are aware of process and timeframe	All		Summer 2023
Committee structure*	Ensure all committees are serving council plan.	All		Requires direction from Management Committee to deliver before May 2023.

\* The last meeting of the Christmas Lights and Festivals Committee identified a sector of work on effectively placing culture in the context of the wider Kendal community that would require the Committee to operate under wider Terms of Reference. The Committee went on to note that



such a task could be done across all the Council's activities and Committees, reflecting the Council's Plan to ensure that it was continuing to respond to the needs of the town and the communities it serves.

# Kendal Town Council Report

To: Management Committee	6 March 2023
From: Town Clerk	Agenda Item No. 8

## Office Telephony

Prior to the lockdown of March 2020, the Town Council's telephony (01539 79349x) was provided by South Lakeland District Council. The Council offices were in the pre-renovated Town Hall, using fixed landlines connected to SLDC's phone server.

At lockdown, a hasty transfer to Skype for Business was delivered by SLDC IT staff, to ensure that Town Council staff stayed on a phone system when working from home. This solution also allowed the Town Council to move out of the Town Hall during renovation without loss of connectivity.

The solution has served adequately for three years, but was only ever going to be a temporary situation.

1. It requires Town Council staff to have 'ghost' SLDC email addresses, which are outwith SLDC's usual IT management rules
2. Skype for Business was replaced by Teams as Microsoft's telephony platform in 2020, so it does not integrate with smartphones
3. South Lakeland District Council phone servers and IT system have to integrate with Cumbria CC, Barrow and Eden on 1 April 2023.
4. Because the system is within SLDC's phone server, the Town Council does not have control of its operation.
5. The presence of 'ghost' email accounts within SLDC's system presents a potential point of weakness in the larger council's IT structure.
6. Not all staff had access to telephony prior to lockdown. These staff are not included in the current telephony system, because they could not be created as new users (though some juggling of existing accounts has been possible).

## Solutions

Modern telephony is now Voice over internet protocol (VOIP) as standard. This means a telephone call is directed over the internet, rather than through a dedicated traditional phone line. Calls are handled by software rather than dedicated telephones, and this can be installed on a laptop, smartphone, tablet or any other smart, internet connected device.

Following consultation with colleagues in SLDC IT, and Town Council staff, it's clear that not all telephony needs can be met by a single system solution. It is clear that although for many office-based staff, a headset and a laptop app will suffice, most Town Council staff spend time working away from their desks – on outside sites, in the streets, parks and allotments of the town. As a consequence, the Town Council relies heavily on personal mobile phones. The Council does own a single Samsung mobile, but it is old, unreliable and too low spec for useful modern apps.

Consequently, one solution may be to issue staff with work smartphones, each with a mobile number which becomes their new workplace telephone number.

However, this solution does not allow the Council to have a corporate telephony presence:

- Single contact number
- Shared contact lists
- Ability to transfer calls
- Shared answer phone
- Shared monitoring of message in-boxes
- Geographically identifiable number (ie 01539)

A VOIP system can provide all these functions, through an app installed on laptops and smartphones. The Council can have geographical numbers and all the functions of a switchboard it controls.

In a second solution, VOIP could be installed on Council laptops (as Skype for Business is now), and on staff members' personal smart phones.

This solution would not be considered best practice. Not only does the Council have no control over the use of someone's personal smart phone, not all staff would be happy using their personal phone in this way. It is less secure and less conducive to staff well-being (being more intrusive).

So the third solution is to use both VOIP and supplied work smart phones. This is more expensive (each phone must have a SIM card and a phone contract), but all members of staff are then contactable when required, over a system controlled by the council, and have access to a work phone when working away from their desks – which is a provision of the Town Council's lone-working policy among other things.

### **How much?**

The Council would need nine mobile phones (current business contracts for a Samsung A53 are available from £15pppm).

Geographic numbers start from £2.50pppm

VOIP licensing starts at £11pppm

Installation costs quoted by iTek are £500.

Year one cost approx £3578

Year two cost approx. £3078

Year three                      £3078

(Assumes 36 month contracts)

Given the volatility of current pricing, a contingency of circa £1,000 seems prudent in year one.

### **Decision required**

The Committee is being asked to agree to spend up to £4,500 from the 2023-24 IT and telephony budget in April 2023, and to allow approx. £4,000 in the budgets for 2024-25 and 25-26. After this point it is anticipated that costings and renewals will be reviewed.

# Kendal Town Council Report

To: Management Committee	6 March 2023
From: Town Clerk	Agenda Item No. 9

## Town Meeting and Annual Report

The 1972 Local Government Act obliges the Civil Parish of Kendal to hold a parish meeting, at least once per year, between 1 March and 1 June ‘for the purpose of discussing parish affairs’ (section 9, and Schedule 12 s14, Local Government Act, 1972).

The Act goes on to explain that the meeting is to be held on such days and times as may be fixed by the parish (town) council, but should not be before 6pm and should not be in premises used at the time of the meeting for the licensed supply of alcohol. If they are present, the Chair of the Parish Council (the Mayor), or their Deputy in their absence, must preside.

The meeting is identical in powers and format to the meeting that can be called by any group of six qualifying local electors at any time (subject to necessary notice), and which can go on to request a poll of all electors in the parish on a matter under debate (subject to some further caveats). This rather expensive outcome was last exercised in Kendal during the New Road Common issue in May 2018 (6% turnout).

Traditionally, Kendal Town Council has convened the “Town Assembly” meeting prior to a meeting of the Full Council in April. The meetings have been poorly attended by the general public, and appear mostly to have been a vehicle for dialogue between councillors about their various committees and activities.

One feature of the meeting has been the presentation of an ‘annual report’ on the Council’s activities. This has included a summary of councillors’ attendance at meetings, as well as a commentary on the year’s events from Committee chairs.

For some years the Reports were printed and bound by SLDC, but since 2020 they have been pdf only, with only a handful of physical versions printed.

## Opportunity to Change

Following discussion with the Mayor, it is proposed to change the format of both the Annual Report and the Parish Meeting.

An Annual Report is considered good practice, nationally, but the format needs updating to make it more accessible and less ‘internal’. It is not a statutory document, so it can appear in whatever guise the council feels will adequately convey the messages it is putting to the general public. It is suggested that it consists of fewer pages and fewer words, some simple graphics and pictures explaining what the Council has done in the last year, and what it intends to do in the next.

The Mayor has suggested that the venue of the Parish meeting is changed to a neighbourhood meeting room. It is suggested that this could change every year, perhaps visiting the various community halls in the town. The format can be less formal and more

engaging, with presentations on specific aspects of community interest, and an opportunity for members to engage with the public.

As a starting position the Mayor is proposing the first meeting is held at the Beck Community Centre in Heron Hill, on a day and date to be agreed. A starting presentation theme might be on the need for biodiversity in the context of climate change, though obviously this could be delivered in an accessible. Other themes could be taken from the Council's Plan for Kendal.

### **Decision Required**

As the Council's Management Committee, the date, time and format of the annual Parish Meeting could be reasonably seen as being within the Committee's remit. The legislation does not preclude its facilitation being delegated to a Committee and does say that the meeting may be convened by the Mayor (as Chairman), or any two councillors.

It is recommended that the Committee endorse this change of approach, and delegate the exact date, venue and format to the Mayor and the Committee chairs, in conjunction with officers and such others as they see fit.

**Kendal Town Council**  
**Annual Budget - By Centre (Actual YTD Month 11)**

		<u>Last Year</u>		<u>Current Year</u>			Agreed	<u>Next Year</u>	Carried
		Budget	Actual	Total	Actual	Projects		EMR	
<b>200</b>	<b><u>Staffing Costs</u></b>								
4000	Staff Gross Pay	0	0	242,000	234,508	258,212	10	0	0
4055	Travel	0	0	0	480	500	0	0	0
4060	Staff Mobile Phone	0	0	0	109	120	0	0	0
4065	Staff Expenses	0	0	0	152	200	0	0	0
4070	Staff Training	0	0	3,000	1,377	2,000	0	0	0
	<b>Overhead Expenditure</b>	0	0	245,000	236,627	261,032	10	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(245,00)	(236,62)	(261,03)	0		
<b>210</b>	<b><u>Premises &amp; Accommodation</u></b>								
4100	Premises - Budget	0	0	18,000	11,264	19,524	0	0	0
4115	Premises Garage Rent	0	0	0	1,083	0	0	0	0
4120	Premises Garage Electricity	0	0	0	118	0	0	0	0
4130	Premises Other & Gen Equip	0	0	0	1,788	0	0	0	0
4135	Premises Alarms - Service & Maint	0	0	0	1,569	0	0	0	0
4140	Premises PPE	0	0	1,000	0	0	0	0	0
4150	Premises Misc	0	0	0	258	0	0	0	0
	<b>Overhead Expenditure</b>	0	0	19,000	16,080	19,524	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(19,000)	(16,080)	(19,524)	0		
<b>220</b>	<b><u>IT &amp; Communications</u></b>								
4200	IT Rialtas Costs	0	0	0	4,224	0	0	0	0
4205	IT Domain/Web (Designworks)	0	0	0	1,206	0	0	0	0
4210	IT Support ( ITEK/Sage)	0	0	0	3,552	0	0	0	0

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06:49  
**Kendal Town Council**  
**Annual Budget - By Centre (Actual YTD Month 11)**

			<u>Last Year</u>		<u>Current Year</u>			<u>Next Year</u>	
			Budget	Actual	Total	Actual	Projects	Committed	Agreed
									EMR
									Carried
4215	IT Digital Meetings/Admin		0	0	0	865	0	0	0
4220	IT ITEK Other Costs		0	0	0	4,497	0	0	0
4225	New IT /Comp/Equip (Assets)		0	0	0	4,780	0	0	0
4230	IT Budget		0	0	17,500	0	20,500	0	0
4235	Newsletter		0	0	11,500	9,531	11,500	0	0
<b>Overhead Expenditure</b>			0	0	29,000	28,655	32,000	0	0
<b>Movement to/(from) Gen Reserve</b>			0	0	(29,000)	(28,655)	(32,000)	0	
<b>230</b>	<b><u>Insurance &amp; Finance Costs</u></b>								
4300	Insurance Public Liability		0	0	0	5,732	0	0	0
4305	Insurance & Finance Budget		0	0	12,000	0	10,844	0	0
4310	Finance Costs (Audit Fees)		0	0	0	200	0	0	0
4315	FinanOther - BK & Voucher Fees		0	0	0	165	0	0	0
4320	Finance Payroll Costs		0	0	0	206	0	0	0
<b>Overhead Expenditure</b>			0	0	12,000	6,303	10,844	0	0
<b>Movement to/(from) Gen Reserve</b>			0	0	(12,000)	(6,303)	(10,844)	0	
<b>240</b>	<b><u>Stationery/Office General</u></b>								
4400	Admin Printing/Stationery/Post		0	0	0	1,753	0	0	0
4405	Admin Office Equip/Consumables		0	0	0	40	0	0	0
4420	Photocopier ( Lease & Service)		0	0	0	1,017	0	0	0
4425	Admin Budget		0	0	10,000	263	9,000	0	0
4430	Admin Subscriptions		0	0	0	2,657	0	0	0
4595	Levelling Up Contribution		0	0	5,000	5,000	5,000	0	0
<b>Overhead Expenditure</b>			0	0	15,000	10,731	14,000	0	0

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06:49  
Kendal Town Council  
Annual Budget - By Centre (Actual YTD Month 11)

		<u>Last Year</u>		<u>Current Year</u>			Agreed	<u>Next Year</u>	
		Budget	Actual	Total	Actual	Projects		EMR	Carried
<b>Movement to/(from) Gen Reserve</b>		<u>0</u>	<u>0</u>	<u>(15,000)</u>	<u>(10,731)</u>	<u>(14,000)</u>	<u>0</u>		
<b>250</b>	<b>Vehicle Costs</b>								
4500	Vehicle Fuel	0	0	0	1,021	0	0	0	0
4505	Vehicle Tracking Fee	0	0	0	92	0	0	0	0
4510	Vehicle Repairs	0	0	0	715	0	0	0	0
4515	Vehicle Van Insurance/MOT	0	0	0	1,383	0	0	0	0
4520	Vehicle Budget	0	0	2,500	0	3,500	0	0	0
<b>Overhead Expenditure</b>		<u>0</u>	<u>0</u>	<u>2,500</u>	<u>3,211</u>	<u>3,500</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Movement to/(from) Gen Reserve</b>		<u>0</u>	<u>0</u>	<u>(2,500)</u>	<u>(3,211)</u>	<u>(3,500)</u>	<u>0</u>		
<b>260</b>	<b>Elections</b>								
4580	Elections - Wards	0	0	2,777	2,777	2,777	0	0	0
4590	Election Fund	0	0	5,000	0	5,000	0	0	0
<b>Overhead Expenditure</b>		<u>0</u>	<u>0</u>	<u>7,777</u>	<u>2,777</u>	<u>7,777</u>	<u>0</u>	<u>0</u>	<u>0</u>
<b>Movement to/(from) Gen Reserve</b>		<u>0</u>	<u>0</u>	<u>(7,777)</u>	<u>(2,777)</u>	<u>(7,777)</u>	<u>0</u>		
<b>270</b>	<b>Mayoralty &amp; Arts</b>								
4700	Mayoral Allowance	0	0	5,250	5,524	5,524	0	0	0
4705	Mayoral Travel	0	0	800	281	350	0	0	0
4720	Mayor Making	0	0	0	1,838	1,838	0	0	0
4725	Torchlight	0	0	0	1,730	1,730	0	0	0
4730	Remembrance Sunday	0	0	0	279	279	0	0	0
4745	Misc. Mayoral Functions & Exp	0	0	12,017	5,755	6,000	42	0	0
4750	Twinning	0	0	2,500	730	1,000	200	0	0

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06:49  
**Kendal Town Council**  
**Annual Budget - By Centre (Actual YTD Month 11)**

		<u>Last Year</u>		<u>Current Year</u>			Agreed	<u>Next Year</u>	Carried
		Budget	Actual	Total	Actual	Projects		EMR	
4755	Exhibitions	0	0	2,000	0	2,000	0	0	0
4760	Museum	0	0	2,000	2,000	2,000	0	0	0
	<b>Overhead Expenditure</b>	0	0	24,567	18,138	20,721	242	0	0
6000	plus Transfer from EMR	0	0	0	4,309	0	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(24,567)	(13,829)	(20,721)	0		
<b>280</b>	<b><u>Promoting Equality &amp; Diversity</u></b>								
4596	Promoting Equality & Diversity	0	0	150	79	100	0	0	0
	<b>Overhead Expenditure</b>	0	0	150	79	100	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(150)	(79)	(100)	0		
<b>300</b>	<b><u>Kendal Futures &amp; Visit Kendal</u></b>								
4600	Support Co-Ordinator	0	0	0	5,000	0	0	0	0
4601	Kendal Futures/Vision Budget	0	0	31,750	0	31,750	0	0	0
4610	Banners Kendal	0	0	0	1,500	0	0	0	0
	<b>Overhead Expenditure</b>	0	0	31,750	6,500	31,750	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(31,750)	(6,500)	(31,750)	0		
<b>310</b>	<b><u>Visit Kendal/Promoting Kendal</u></b>								
4655	Visit Kendal Website Cont.	0	0	0	2,900	0	0	0	0
4660	Visit Kendal Content Co-ord.	0	0	0	5,520	0	0	0	0
	<b>Overhead Expenditure</b>	0	0	0	8,420	0	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	0	(8,420)	0	0		
<b>320</b>	<b><u>Wainwright Fund</u></b>								

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**Kendal Town Council**  
**Annual Budget - By Centre (Actual YTD Month 11)**

		<u>Last Year</u>		<u>Current Year</u>			Agreed	<u>Next Year</u>	Carried
		Budget	Actual	Total	Actual	Projects		EMR	
9900	Wainwright Fund Exp	0	0	250	250	250	0	0	0
	<b>Overhead Expenditure</b>	0	0	250	250	250	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(250)	(250)	(250)	0		
<b>400</b>	<b><u>Audit, Grants &amp; Charities</u></b>								
4690	AG&C Community Grants	0	0	41,000	33,800	41,000	0	0	0
	<b>Overhead Expenditure</b>	0	0	41,000	33,800	41,000	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(41,000)	(33,800)	(41,000)	0		
	<b>Total Budget Income</b>	0	0	0	0	0	0	0	0
	<b>Expenditure</b>	0	0	427,994	371,570	442,498	252	0	0
	<b>Net Income over Expenditure</b>	0	0	-	-	-	-252	0	0
	plus Transfer from EMR	0	0	0	4,309	0	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(427,99)	(367,26)	(442,49)	0		

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**Kendal Town Council**  
**Annual Budget - By Centre (Actual YTD Month 11)**  
**Note: Management Budget Statement 2**

		<u>Last Year</u>		<u>Current Year</u>			Agreed	<u>Next Year</u>	Carried
		Budget	Actual	Total	Actual	Projects		EMR	
<b>280</b>	<b><u>Promoting Equality &amp; Diversity</u></b>								
4596	Promoting Equality & Diversity	0	0	150	79	100	0	0	0
	<b>Overhead Expenditure</b>	0	0	150	79	100	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(150)	(79)	(100)	0		
<b>300</b>	<b><u>Kendal Futures &amp; Visit Kendal</u></b>								
4600	Support Co-Ordinator	0	0	0	5,000	0	0	0	0
4601	Kendal Futures/Vision Budget	0	0	31,750	0	31,750	0	0	0
4610	Banners Kendal	0	0	0	1,500	0	0	0	0
	<b>Overhead Expenditure</b>	0	0	31,750	6,500	31,750	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(31,750)	(6,500)	(31,750)	0		
<b>310</b>	<b><u>Visit Kendal/Promoting Kendal</u></b>								
4655	Visit Kendal Website Cont.	0	0	0	2,900	0	0	0	0
4660	Visit Kendal Content Co-ord.	0	0	0	5,520	0	1,545	0	0
	<b>Overhead Expenditure</b>	0	0	0	8,420	0	1,545	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	0	(8,420)	0	0		
<b>320</b>	<b><u>Wainwright Fund</u></b>								
9900	Wainwright Fund Exp	0	0	250	250	250	0	0	0
	<b>Overhead Expenditure</b>	0	0	250	250	250	0	0	0
	<b>Movement to/(from) Gen Reserve</b>	0	0	(250)	(250)	(250)	0		

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## Kendal Town Council

**Annual Budget - By Centre (Actual YTD Month 11)**

**Note: Management Budget Statement 2**

	<u>Last Year</u>		<u>Current Year</u>				<u>Next Year</u>		
	Budget	Actual	Total	Actual	Projecte	Committ	Agreed	EMR	Carried
Total Budget Income	0	0	0	0	0	0	0	0	0
Expenditure	0	0	32,150	15,249	32,100	1,545	0	0	0
Movement to/(from) Gen Reserve	<u>0</u>	<u>0</u>	<u>(32,150)</u>	<u>(15,249)</u>	<u>(32,100)</u>		<u>0</u>		

# Kendal Town Council Report

To: Management Committee	6 March 2023
From: Cllr J Dunlop	Agenda Item No. 11

## Review of Budget-setting process - Kendal Town Council

At February's Full Council meeting a Budget was set and unanimously agreed. The Budget should prove to be robust and will enable Kendal Town Council to fund a positive programme of work during 2023/24. Thanks go to all those Officers and Members involved in the preparation of that budget.

An effective organisation is one which reflects and learns in preparation for future actions. There has been no review of the Budget-setting process for a number of years. There have been changes of staff and new Councillors have been elected. Officers and Members have had to contend with working via Zoom and operating from temporary accommodation. Set against this context, a review of the process which leads to and supports Budget-setting is seen as timely. This review can be seen as a launchpad for continuing efficient budget monitoring and evaluation leading to effective budget planning in future years.

In order to start the review process, all Councillors, together with the Town Clerk & Finance Administrator were contacted. They were asked to suggest ways in which the process could become more effective and efficient.

A number of contributions were received and are much appreciated. The points made and questions asked will now be summarised and grouped under key headings.

### 1. Timelines

- Consideration should be given to tightening timelines, with work towards the next year's Budget beginning once the previous year's accounts have been completed in the summer.
- Throughout the year data will be made available to each Committee via budget statements.
- Committees will need to review spending plans in the Autumn. Then, ideally, the bulk of Budget planning will be in November with a provisional Budget discussed at Management that month.
- The Budget can't be finalised until the Collecting Authority has confirmed the level of Council Tax Support Grant and the Council Tax Base. This information may not be available until the end of the year.
- The Clerk circulates all necessary information to Management for the January meeting, then the Budget can be confirmed at Full Council in February

### 2. Roles and Responsibilities

- The roles of Management & Audit Committees in the Budget-setting and monitoring process may need clarification

- Is there a need for a small, focused Budget-monitoring group?
- Should Chairs of Management & Audits meet regularly with Town Clerk & Finance Administrator?
- What is the best way to monitor Reserves/Development Fund?

### 3. Communication

- It might be helpful if Budget data was supported by explanatory reports to 'flesh out' the story behind the figures
- Budgetary reporting should be in a standardised format – which should be made easier by using the Rialtas software programme
- Do enough Councillors have sufficient understanding of and involvement in the process of Budget-setting?
- Are timelines and deadlines sufficiently clear to all those involved?

### 4. Other points

- Budget planning should be set within the context of the Town Council Plan and should support key, agreed priorities

Having considered the points raised in this consultation, it will now be up to Management Committee to decide how to move forward with the Review process and to make recommendations on any necessary changes to systems and procedures to Full Council.

Cllr Julia Dunlop  
Chair – Audits, Grants & Charities Committee  
February 2023