

Marlborough Town Council



18 June 2024

Dear Councillor

Full Town Council

I hereby **summon** you to a meeting of **Marlborough Town Council** which will be held on **Monday, 24 June 2024 at 7pm** in the **Court Room, Marlborough Town Hall**.

Yours sincerely

Richard Spencer-Williams

Richard Spencer-Williams, PSLCC

Town Clerk

If members of the public wish to attend and ask a question they should notify the Town Clerk of this by noon on the Friday prior to the meeting and provide their question in writing at the same time. Some members of the public may not be allowed to attend if all the allocated seats are taken.

If members of the public wish to ask a question, but not attend, they can provide the question in writing to the Town Clerk by noon on the day of the meeting, and a written response will be provided.

PRAYERS

TO INTRODUCE THE MAYORAL SCOUT

The Mayor's introduction of Reuben Davies, the Mayoral Scout for Mayoral Year 2024 25

PUBLIC QUESTION TIME

In accordance with Standing Order 3(f), members of the public may ask questions of the Council. The time allocated for this should not exceed 10 minutes and be limited to 1 question per person unless directed otherwise by the Chair. A full response may not be possible without further research, and the Chair may direct that a written or oral response be given.

CRIME AND DISORDER

A member of Wiltshire Police will be invited to give a report and answer questions from Councillors and members of the public (not to exceed 10 minutes)

PRESENTATION BY STONEWATER HOUSING ASSOCIATION

To receive a presentation by Nicola Mason, Head of Partnerships at Stonewater Housing Association on their 'Lettings Policy' followed by Q&As

TO RECEIVE QUESTIONS TO AND FROM WILTSHIRE COUNCILLORS

Not to exceed 10 minutes

AGENDA

1. **Apologies for absence**
2. **Declarations of interest**
 - a) To receive any Declaration(s) of Interest under Marlborough Town Council's Code of Conduct issued in accordance with the Localism Act 2011
 - b) To consider any dispensation requests received by the Town Clerk
Members are reminded that they are obliged to notify the Monitoring Officer of a change to disclosable interests, or a new interest as defined in Appendices A and B of the Code of Conduct within 28 days of becoming aware of it. These should be passed on to the Town Clerk to register online.
3. **Mayor's Announcements**
4. **Minutes**

To approve and sign the minutes of the meeting held 28 May 2024
5. **Action Log**

To review the Action Log
6. **Internal Audit 2023 24**

To note the internal audit report for 2023 24

- 7. Annual Governance Statement 2023/24 Section 1**
To consider and approve the Annual Governance Statement at Section 1 of the Annual Governance and Accountability Return (AGAR)
- 8. Annual Accounting Statements 2023/24 Section 2**
To consider and approve the Annual Accounting Statements at Section 2 of the Annual Governance and Accountability Return (AGAR)
- 9. Visitors and Tourism**
To note the overview of current and ongoing tourism and visitor work being undertaken by Marlborough Town Council
- 10. Great West Way**
To re-consider membership of the Great West Way
- 11. Wiltshire Towns Programme**
To note and consider the update report by the Town Centre Working Party on the proposed 2024 25 & 2025 26 funding application
- 12. Civic Working Party**
To re-establish the Civic Working Party
- 13. Flood Plan**
To note the update report on the Council's Flood Plan
- 14. Staffing Committee**
To note the update report from the Staffing Committee on progress in the recruitment of Apprenticeships for Information Officer and Youth Worker positions
- 15. The Market**
To consider Marlborough market and how Marlborough Town Council can best support its sustainable development
- 16. Complaints Policy**
To consider the reviewed Complaints Policy for adoption
- 17. Members' Question Time**
Questions to be submitted to the Town Clerk by midday on the day of the meeting and not to exceed 10 minutes
- 18. Outside Bodies**
An opportunity for Members to provide verbal updates on their representational roles to outside bodies

19. Committee Minutes

In accordance with para 3.1 of the Scheme of Delegation, to note the approved minutes of the following committee meetings: **Planning** – 18 March, 8 April and 7 May 2024; and **Amenities and Open Spaces** – 15 April 2024. These minutes have been approved by committees and circulated to Members and are available to download from <https://www.marlbrough-tc.gov.uk/council/meetings-agendas-minutes-from-may-2023> and <https://www.marlbrough-tc.gov.uk/council/meeting-dates-agendas-and-minutes-2024-25> or from the Town Council offices. Other meetings have taken place, but minutes are not yet approved so remain in draft form.

20. Common Seal

To authorise the fixing of the Common Seal of Marlborough Town Council to all documents necessary to give effect to the decisions of the meeting

To approve and sign the minutes of the meeting held 28 May 2024

Marlborough Town Council



Full Town Council

Minutes of a meeting of Marlborough Town Council held Tuesday, 28 May 2024
in the Court Room, Marlborough Town Hall at 7pm

PRESENT	Councillor Kym-Marie Cleasby	Town Mayor
	Councillor Emily Trow	Deputy Mayor
	Councillor Nicholas Fogg	
	Councillor Andrew Ross	
	Councillor Mervyn Hall	
	Councillor Mark Cooper	
	Councillor Jane Davies	
	Councillor James Sheppard	
	Councillor Caroline Thomas	
	Councillor Kelvyn Shantry	
	Councillor Susannah O'Brien	
	Councillor Bethany Kohrt	
	Councillor Caroline Sadler	
	Rev. Chris Smith	Mayor's Chaplain
PC Steele	Wiltshire Police	
Richard Spencer-Williams	Town Clerk	
Dawn Whitehall	Corporate Services Officer	
ALSO		
PRESENT	Sue Round	Marlborough.News
	Plus, one member of the public	

PRAYERS

Rev. Smith opened the meeting with prayers.

PUBLIC QUESTION TIME

There were no questions.

CRIME AND DISORDER

PC Steele congratulated the Mayor and Deputy Mayor on their election, and thanked Councillor Fogg for his service as Mayor over the last year. There would be a quarterly report provided at the end of June; in the meantime, updates included:

- Between January and March there had been 26 reported shoplifting incidents with 10 resulting in charges or summons – a success rate of 35.8% compared to a national average of 14.2% last year. Those charged came from areas including South Gloucestershire, the West Midlands, Hampshire and a larger proportion from Swindon.
- It was hoped that a pilot of facial recognition software to enable Officers to match CCTV images to the Police National Database would result in a higher charging rate; the question of whether more cameras could be added to the town centre would be discussed separately with Town Council officers.
- Plans were in place to hold a day of action with businesses and shops against a rising trend in business and retail crime, which had risen from £953M to £1.8B nationwide. Actions businesses could take included not to display high value items (e.g. champagne) in volume, instead perhaps placing just one on display with more available on request. Improving CCTV cover, changing shop layout, creating barriers near the entrance, visible security and a visible police presence were all measures that could help deter retail crime.
- Wiltshire Police had participated in the Sports & Activity Festival on 6 May which had been a great success.
- As part of Operation Sceptre and supported by Trading Standards, cadets had made test purchases of knives and bladed articles in market towns including Marlborough. Out of 23 visits, on 15 occasions underage (U-18) cadets had been able to purchase bladed items without identity checks. All had been followed up with retailers and this situation would continue to be monitored.

Councillor Thomas congratulated Wiltshire Police on coming out of special measures.

QUESTIONS TO AND FROM WILTSHIRE COUNCILLORS

Councillor Thomas confirmed that Marlborough was first on the list for replacement payment machines to be installed in car parks in July. The new machines would allow payment by cash, card, contactless with a card or mobile device, the MiPermit app or by text.

22/24 APOLOGIES

Apologies for absence had been received from **Councillor Farrell**.

23/24 DECLARATIONS

There were no declarations of interest or requests for dispensation.

24/24 MAYOR'S ANNOUNCEMENTS

Councillors who had not yet responded to the email about the Beacon Lighting on 6 June to mark the 80th anniversary of D-Day were asked to reply to the Civic Secretary to confirm whether they would attend to join residents to honour those who risked their lives.

Members were asked to consider their words carefully during the pre-election period (previously known as purdah) in the run up to the General Election on 4 July and try not to bring politics into Town Council proceedings: the Mayor wished to maintain

harmony with no divisions between Members. Anyone unsure of the guidance on conduct and publicity during this time should contact the Town Clerk for clarification. **Councillor Shantry** asked how many polling stations there would be in Marlborough: the Town Clerk would respond outside the meeting.

The Mayor set out her priorities for the coming year inviting Members to help. These were Marlborough markets, housing, traffic and “Marlborough Music Month”: with Elcot Fest, The Parade Family Festival and Mantonfest all falling in the month of June, music was a great way to bring residents together. The Mayor asked Members to support these events where they could and spread the word to residents.

At the next Full Council Meeting the Mayor would introduce her Mayoral Scout who would be attending civic events during the year; a great way to involve young people in civic life.

25/24 MINUTES

RESOLVED: that the minutes of the meetings held 16 January and 13 May 2024 were confirmed as true records and signed by the Town Mayor

26/24 SCHEME OF DELEGATION

RESOLVED: that the Scheme of Delegation (*adopted 24 May 2021 and updated 11 September 2023*) be readopted for 2024-25

For the next two items it was

RESOLVED: that where necessary nominations would be confirmed by signed ballots

27/24 COMMITTEE MEMBERSHIP

RESOLVED: (i) that the **Planning Committee** for municipal year 2024-25 will comprise of all Town Councillors

RESOLVED: (ii) that members of the **Finance and Policy Committee** for the municipal year 2024-25 will be **Councillors Davies, Fogg, Hall, Ross, Sadler, Shantry, Sheppard, Thomas** and the **Town Mayor**

RESOLVED: (iii) that members of the **Property Committee** for the municipal year 2024-25 will be **Councillors Cooper, Farrell, Hall, Sadler, Thomas, Trow** and the **Town Mayor**, with two vacancies

RESOLVED: (iv) that members of the **Amenities and Open Spaces Committee** for the municipal year 2024-25 will be **Councillors Cooper, Farrell, O’Brien, Ross, Shantry, Sheppard, Trow** and the **Town Mayor** with one vacancy

RESOLVED: (v) that members of the **Staffing Committee** for the municipal year 2024-25 will be **Councillors Farrell, Fogg, Hall, O’Brien, Thomas** and the **Town Mayor** with three vacancies

28/24

ELECTION OF CHAIR AND VICE CHAIR OF COMMITTEES

a) Planning Committee

RESOLVED: (i) that **Councillor Sheppard** is elected Chair of the Planning Committee for 2024-25

RESOLVED: (ii) that **Councillor Hall** is elected Vice Chair of the Planning Committee for 2024-25

b) Finance and Policy Committee

RESOLVED: (i) that **Councillor Thomas** is elected Chair of the Finance and Policy Committee for 2024-25

RESOLVED: (ii) that **Councillor Davies** is elected Vice Chair of the Finance and Policy Committee for 2024-25

c) Property Committee

RESOLVED: (i) that **Councillor Hall** is elected Chair of the Property Committee for 2024-25

RESOLVED: (ii) that **Councillor Trow** is elected Vice Chair of the Property Committee for 2024-25

d) Amenities and Open Spaces Committee

RESOLVED: (i) that **Councillor Cooper** is elected Chair of the Amenities and Open Spaces Committee for 2024-25

RESOLVED: (ii) that **Councillor Shantry** is elected Vice Chair of the Amenities and Open Spaces Committee for 2024-25

e) Staffing Committee

RESOLVED: (i) that **Councillor Hall** is elected Chair of the Staffing Committee for 2024-25

RESOLVED: (ii) that **Councillor O'Brien** is elected Vice Chair of the Staffing Committee for 2024-25

29/24

STANDING ORDERS

RESOLVED: that the Town Council's Standing Orders (*adopted on 16 May 2022, amended and updated 21 June 2022*) be readopted for 2024-25

30/24

FINANCIAL REGULATIONS

RESOLVED: that the Town Council's Financial Regulations (*adopted 20 May 2019, amended and updated 21 June 2022*) be readopted for 2024-25

APPOINTMENT TO OUTSIDE BODIES

RESOLVED: that appointed representatives to organisations and voluntary groups for 2024-25 are (subject to acceptance by Members not present at the meeting):

OUTSIDE BODY	TOWN COUNCIL REPRESENTATIVE/S
Wiltshire Council Operational Flood Working Group	James Sheppard, Vacancy (<i>Mark Lusson proposed, tbc</i>)
Wiltshire Area Localism and Planning Alliance	Mervyn Hall
Transition Marlborough	Susannah O'Brien
Marlborough Area Neighbourhood Plan Steering Group	DEFER to 2025 26
Emergency Planning Working Party/Snow Warden	Kym-Marie Cleasby, Kelvyn Shantry
Local Highway & Footpath Improvements Group	Mervyn Hall, Kelvyn Shantry
Marlborough Business Network	Kelvyn Shantry and the Town Mayor
Wiltshire Association of Local Councils	Town Clerk
The Richmond Fellowship	Jane Davies
Marlborough Area Board	The Town Mayor, Emily Trow
Marlborough and District Link Scheme	Caroline Thomas, Caroline Sadler
Marlborough Fire Station Liaison	Mark Lusson tbc, James Sheppard
2293 Air Training Corps	Caroline Thomas, Lisa Farrell tbc
Kennet Community Transport	Kym-Marie Cleasby
Marlborough Sports Forum	Caroline Thomas and Lisa Farrell
Local Youth Network	Lisa Farrell, Jane Davies, Caroline Thomas, Town Clerk
Stonebridge Meadow Management Committee	Kelvyn Shantry, Susannah O'Brien
Marlborough Community Support Forum	Kym-Marie Cleasby, Jane Davies, Lisa Farrell
Marlborough Children and Young Peoples Partnership Forum (Youth Council)	Lisa Farrell, Town Clerk
Allotment Association	Mark Cooper, Mark Lusson tbc
Tree Officer	Susannah O'Brien
Speedwatch	Emily Trow, Caroline Sadler
The Merchants House Trustees	Andrew Ross, James Sheppard
Museum Committee	The Town Mayor, James Sheppard, Mark Cooper
Patients Participation Group	Lisa Farrell tbc, Kelvyn Shantry
24/7&WC Bus strategy liaison	Nick Fogg
WC Health and Well Being Group	Jane Davies, Lisa Farrell tbc, Town Mayor (optional)
Jubilee Centre	Jane Davies

- 32/24 APPEALS PANEL**
RESOLVED: that **Councillors Sadler, Sheppard, Shantry and Trow** be appointed to an Appeals Panel, to meet as necessary
- 33/24 ASSET REGISTER**
RESOLVED: that the updated register of insured land and assets is approved
- 34/24 INSURANCE RENEWAL**
Members noted a report by the Town Clerk about insurance cover in respect of all insured risks.
- 35/24 MEMBERSHIPS AND SUBSCRIPTIONS**
Members considered current subscriptions and memberships and whether to continue these for 2024-25. **Councillor Thomas** requested that VisitWiltshire be reviewed before renewal, and it was agreed to add this to a future agenda to allow Members to discuss.
RESOLVED: that subscriptions and memberships are approved with the exception of VisitWiltshire subject to review
- 36/24 RISK MANAGEMENT SCHEME**
RESOLVED: that the Risk Management Scheme (*adopted 15 May 2023*) be readopted for 2024-25
- 37/24 INTERNAL AUDITORS**
RESOLVED: that Audit Solutions Ltd will continue to carry out the Council's internal audits in 2024-25
- 38/24 BANK MANDATE**
RESOLVED: that the Bank Mandate is amended to record the changes of Mayor, Deputy Mayor and Chair and Vice Chair of the Finance and Policy Committee all of whom together with the Town Clerk/Responsible Financial Officer or Office Manager (as authorised officer) will be signatories and always requiring that two Councillors and one Officer sign all cheques and other orders for payment
- 39/24 CALENDAR OF MEETINGS**
RESOLVED: that the calendar of meetings for 2024-25 be readopted
- 40/24 YEAR END BUDGET REPORT**
Members noted the year end budget report for 2023-24. The **Town Mayor** signed the Balance Sheet for 2023-24.
- 41/24 OUTSIDE BODIES**
Members provided verbal updates on their representational roles with external organisations:
- **Patient Participation Group** – volunteers (including **Councillor Shantry**) had recently redecorated the Marlborough surgery of the Kennet and Avon Medical Partnership

- **Stonebridge Meadow Management Committee** – a request to create more amenity land with benches and a clear view to a short stretch of the river had not yet been resolved; this would be discussed at the next Amenities and Open Spaces Committee meeting
- **Action for the River Kennet** – Members were encouraged to attend the formal opening event for the Stonebridge Mural, 2-4pm on Saturday 1 June
- **Business Network Group** – the forthcoming closure of Lloyds Bank had been discussed at the most recent meeting
- **Marlborough Sports Forum** – it was proposed that a vote of thanks from the Town Council be communicated to the organisers of the Sports & Activity Festival on 6 May

42/24 MEMBERS' QUESTION TIME

No questions had been submitted.

43/24 COMMITTEE MINUTES

In accordance with para. 3.1 of the Scheme of Delegation, Members noted the approved minutes of the following meetings: **Planning** – 18 March, 8 April and 7 May 2024; **Property** – 4 December 2023 and 19 February 2024; **Finance and Policy** – 29 January 2024 and **Amenities and Open Spaces** – 15 January 2024

44/24 COMMON SEAL

Proposed by **Councillor Fogg** and seconded by **Councillor Ross** and

RESOLVED: that the Common Seal of Marlborough Town Council be affixed to all documents necessary to give effect to the decisions of the meeting

ITEM 5

ACTION LOG

To review the Action Log

213	Set up meeting with housing associations to discuss issues raised by residents and councillors	Questions to/from Wiltshire Councillors	Full Town Council	Town Clerk	Complete	22.01.24	2.5.4 Aster and Stonewater Housing Association emailed inviting to attend FC to explain their lettings policies. 13.6.24 Stonewater HA presenting at FC 24.6.24. Aster have confirmed they will attend FC on 2.9.24
-----	--	---	-------------------	------------	----------	----------	--

To note the internal audit report for 2023 24.

Please see Appendix 1

ITEM 7 ANNUAL GOVERNANCE STATEMENT 2023/24 SECTION 1

To consider and approve the Annual Governance Statement at Section 1 of the Annual Governance and Accountability Return (AGAR) .

Please see Appendix 2

ITEM 8 ANNUAL ACCOUNTING STATEMENTS 2023/24 SECTION 2

To consider and approve the Annual Accounting Statements at Section 2 of the Annual Governance and Accountability Return (AGAR).

Please see Appendix 3

ITEM 9 VISITORS AND TOURISM

To note and consider the overview of current and ongoing tourism and visitor work being undertaken by Marlborough Town Council.

Purpose

The purpose of this report is to provide members with an overview of current and ongoing tourism and visitor work being undertaken by Marlborough Town Council.

Current Status

Please see below a list of current and ongoing activity:

- **Town Council Website** www.marlborough-tc.gov.uk
- **Town Council Facebook** <https://www.facebook.com/MarlboroughTC>
- **@visitmarlborough Instagram** – dedicated to tourism
<https://www.instagram.com/visitmarlborough/>
- **Creation, circulation and sharing of in-house publicity to include:**
 - Blue Plaque Trail
 - Nature Trails Pt 1 and Pt 2
 - White Horse Trail
 - Savernake Tree Trail

- 50 Things to do in Marlborough
- **Marlborough Town Guide** – reproduced in late 2023, available [online](#) and in paper format. Copies distributed to various outlets across the town.
- **Explore Wiltshire App – Towns, Sites, Attractions, Trails, Events.** This app was created by Wiltshire Council in 2023 in collaboration with town and parish councils. Marlborough has its own dedicated page (at no cost to the town council), the content of which is updated in-house. The app is available free for download to Apple and Android devices: [Apple App Store: Explore Wiltshire](#) and Google Play: [Google Play: Explore Wiltshire](#) and via a link from the Town Council’s Tourist Information page at <https://www.marlborough-tc.gov.uk/visitors>
- **Wiltshire Events App – listings.** This app was launched very recently: <https://events.wiltshire.gov.uk/events> - there’s a link both at the bottom of the listings on the Town Council home page <https://www.marlborough-tc.gov.uk/> and from the Tourist Info pages <https://www.marlborough-tc.gov.uk/visitors/events-festivals-and-concerts>
- **Tourist Information Point at Town Council Offices** – open to the general public during office hours, to include the mailing of information through enquiries received online and by phone
- **Unmanned Tourist Information Point in George Lane Car Park** – accessible daily between 10am and 3pm (timer-controlled access)
- **Welcome to Wiltshire - Hardback Publication** – Marlborough will feature (page 8) in the next edition with a full-page advert. Copies of this publication can be found in leading hotels and are readable and downloadable [online](#)
- **VisitWiltshire Subscription** – MTC are currently [VisitWiltshire Gold Town Partners](#) (the only option available for towns and villages) at a cost of approximately £750 + VAT per annum (increasing to £889 for 2024/25). Please see Appendix 4 for full list of partner benefits.

In addition to the annual subscription, we currently pay additional fees for the following:

- **Membership of the Travel Trade Group** - £280 + VAT p/a - VisitWiltshire promote Marlborough to the trade, they helped us achieve coach friendly status and signpost those in the trade for coach stop offs. Marlborough also features in [the Travel Trade Guide](#). There are many other [benefits](#), some of which are relevant to us, others not so and beyond our current resource capability.
- **Advertisements in the VisitWiltshire [visitor guide](#) and [map](#)** - £280 + VAT p/a
- **A link to Marlborough Town Council’s website via a dropdown tab from the [VisitWiltshire](#) homepage** £750 + VAT p/a. There are currently only three other towns in the county who sign up to this ad-on: Salisbury, Chippenham and Corsham.
- **[Coach Friendly Status](#)** – accreditation awarded in June 2021
<https://www.marlborough-tc.gov.uk/news/news-articles/2443-coach-friendly-status>

- **Working with town-based attractions/partners** - such as St Peter's Church, Marlborough College, Merchants House, ARK, North Wessex Downs National Landscapes etc.
- **Appointment of Apprentice Information Officer** – recruitment for this position is underway in partnership with Swindon College, aiming for a potential start date later in the year
- **Organisation of annual and ad-hoc town centre events** i.e. Platinum Jubilee & Coronation celebrations, Christmas Lights Switch-On etc.
- **New Gateway Signage**
- **Town Centre Signage upgrade to include:**
 - New Decipher Unit in George Lane Car Park
 - New illustrated town map outside the Jubilee Centre
 - New finger post signage
- **Improvements to town centre street furniture through the High Street Working Party** – this work has begun and is ongoing to include the installation of new planters completed with trees in and around the High Street, re-vamping of existing planters and the rejuvenation of the area to the front of the Jubilee Centre to include new planters with trees, two new benches and a bin.

Local Business Visitor Economic Partnership

There is a move within Wiltshire to build a Local Visitor Economic Partnership (LVEP). This is a suggested government partnership framework aimed at ensuring the development of visitor and tourism capacity and outcomes on a regional basis, usually county or city wide. The aim currently is to create around x40 LVEPs, of which there are at present x33. Currently the Government requires the existence of a LVEP to channel national funding awards.

Wiltshire Council made the decision to stop funding the Wiltshire LVEP, and there is a view that this may limit the opportunities for Wiltshire to grow its tourism, as both Visit England and Visit Britain may cease to market links with Wiltshire. However reportedly there are conversations afoot that suggest whilst funding support is not forthcoming, there is a recognition in WC that a LVEP may be sensible and needed to support the sustainable development of visitor and tourism in Wiltshire.

X13 Wiltshire Towns currently support the LVEP (including Salisbury, Corsham, Calne, Devizes, Bradford on Avon, Trowbridge, Chippenham, Warminster, Malmesbury, and Amesbury). Additionally, the Wiltshire LVEP also has other key stakeholders represented such as Longleat, Bowood, and English Heritage.

The Wiltshire LVEP is keen to have Marlborough officer representation.

Proposal

Members are requested to note and consider the contents of the report.

In particular Members are asked to consider whether they would want the Town Clerk to represent the Council and Marlborough's interests at the Wiltshire LVEP (the LVEP convenes 4-6 times a year).

Deputy Town Clerk / Town Clerk 13 6 24

ITEM 10

GREAT WEST WAY

To re-consider membership of the Great West Way

Purpose

The purpose of the report is to appraise the Council of the 'Great West Way' (GWW) and at the request of Councillor Farrell to re-consider Town Council membership.

Background

The **Great West Way** is a touring route which runs between London and Bristol. It was launched in 2018 and is a multi-modal touring route. It is designed to be travelled in a variety of different ways: by road, by rail, on water via the Kennet and Avon canal or River Thames, by bike or on foot. The Great West Way includes the A4. It can be accessed by air from Heathrow airport at its east end, and Bristol airport at its west end.

According to the GWW *'The Great West Way targets high-spending, curious visitors, both domestic and international, who are seeking to discover and explore appealing destinations and tourism experiences along the route.'*

Further information is available at - [Great West Way: The journey So Far and the Way Ahead](#)

Status

Marlborough was a GWW **Designated Ambassador** since the route was launched in 2018 up until 31 March 2024. The decision to cease the membership was made as part of an overall budget review of the Council's memberships in 2022.

Considerations

There are two levels of membership:

1. **Designated Destination Ambassador** -the level Marlborough has always been at, and which has been suggested is the right level for Marlborough
2. **Gateway Ambassador** - normally reserved for much smaller parishes, but it would mean Marlborough would be able to stay on maps and could still be included at a basic level in marketing.

As a **Designated Destination Ambassador** Marlborough would have access to the following:

- *The trademarked Great West Way® name, brand assets and visual identity and a license to use these in local Marlborough promotional activity, collateral, town signage.*
- *A seat on the Great West Way Destinations Working Group.*
- *The ability to influence how Marlborough is represented on the Great West Way and across marketing and product development activity.*
- *An enhanced Designated Destination Marlborough page on www.GreatWestWay.co.uk*
- *Marlborough marked as a town on the digital illustrated map and on updated versions of printed/digital maps (NB that as a non-Ambassador, Marlborough is due to be taken off Great West Way maps etc from April 2024).*
- *Designated Destination listing in the updated Great West Way Travel Trade Directory.*
- *Marlborough town inclusion in a core programme of travel trade activity and promoted to 120 accredited Great West Way Official Tour Operators.*
- *Marlborough included in the Great West Way Travel Trade Directory [Great West Way Travel Trade Directory](#) distributed to 3,500 key domestic and international travel trade intermediaries.*
- *Editorial inclusion in a core programme of activity consisting of digital, website, print and social media marketing and promotional activity, with a total reach of 12million per year.*
- *Editorial inclusion in the [Great West Way Travel Magazine](#)*
- *Additional benefit from VisitEngland / VisitBritain including Great West Way in their marketing.*
- *A branded Marlborough folder in the official photo library used by press, travel trade, Ambassadors, and others, to which Marlborough can add additional on-brand imagery.*
- *Access to, and use of, the Great West Way official photo library and videos.*
- *Additional inclusion as a Designated Destination in relevant consumer campaigns and activity.*
- *Access to Great West Way marketing and consultancy services in support of additional consumer and travel trade marketing activity.*
- *Networking and relationship building opportunities, including through the Great West Way Ambassador Network and Official Tour Operators.*
- *Opportunity to increase destination profile by supporting applications from local businesses to become Great West Way Ambassadors.*
- *1:1 support and advice on strategy development and tactical implementation with the opportunity to buy into additional marketing services at reduced Ambassador rates.*
- *Opportunities to attend Great West Way events and training.*

Re-investment as a Designated Destination Ambassador will also mean Marlborough will remain on Great West Way maps and be included on marketing channels and Official Tour Operator programmes.

Other destination Ambassadors including Bath, Bradford on Avon, Bristol, Calne, Chippenham, Corsham, Cotswolds, Gloucester, Highworth, Hungerford, Malmesbury, Newbury, Pewsey, Reading, Richmond, Trowbridge, Maidenhead & Windsor.

Financial Implications

The **Designated Destination Ambassador** rate for Marlborough is £2,019 + VAT p/a.

The Gateway Ambassador is £532 + VAT p/a.

Each membership level is based on a standard 3-year commitment.

Proposal

The Council is asked to consider whether it wishes to reinstate its membership with the GWW, or not, and instruct the Town Clerk accordingly.

Town Clerk 13 6 24

ITEM 11

WILTSHIRE TOWNS PROGRAMME

To note and consider the update report by the Town Centre Working Party on the proposed 2024-25 and 2025-26 Wiltshire Towns Programme funding application.

Purpose

The purpose of this report is to appraise the Council of the current work of the Town Centre Working Party (TCWP), and to ask the Council to endorse the proposal for use the 2024-26 Wiltshire Towns Programme (WTP) funds.

Background & Status

The TCWP met on 22 May with Rebecca Lockwood-Norris, Senior Development Officer, Wiltshire Council Economic Development Team, where there was a discussion about how to best use the funds for 2024 25 and 2025 26.

Ideas that arose which could be progressed were:

1. An accessibility audit for the town centre
2. The above to include a High Street crossing
3. Events
4. The creation of a community led 'vision for Marlborough Town Centre' document

It was proposed that the Council should commission services to carry out a community consultation resulting in a 'vision document' (akin to the Westbury Vision document (Appendix 5)), with a primary lead focus as follows:

'To enhance and improve the pedestrian experience of Marlborough Town Centre

- ***With a focus on access, space, and place'***

It was agreed that buying in external capacity to do this work would be beneficial and needed.

The TCWP then reconvened on 5 June where this matter was further considered, and the proposal agreed. The TCWP agreed that this proposal be put on the next Full Council agenda; and with this a **specific invite for other Councillors to attend the next TCWP meeting to help draft a brief for the commission – assuming the proposal is supported. Also, Councillors could be invited to submit ideas via email prior to the next TCWP meeting.**

Wiltshire Council has confirmed that the funds for each year can be combined to use as one fund (of 50k), albeit over the duration of their allocation; which means a bigger commission or project could be an option.

Considerations

- The WTP application for funds for 2024 25 needs to be submitted by October.
- The TCWP next meets on 10 July, 4-5pm at the Council Offices.

Proposal

It is proposed that the Council should use the 2024-26 Wiltshire Towns Programme(WTP) funds to commission services to carry out a community consultation resulting in a 'vision document', with a primary lead focus as follows:

***'To enhance and improve the pedestrian experience of Marlborough Town Centre
- With a focus on access, space, and place'***

The Council is asked to consider the matter and instruct the Town Clerk accordingly.

Town Clerk 14 6 24

ITEM 12

CIVIC WORKING PARTY

To re-establish the Civic Working Party Membership

Purpose

The purpose of this report is to ask the Council to re-establish the Civic Working Party membership.

Status

Currently the Civic Working Party consists of the Mayor, Councillor Cleasby (the Mayor position is assumed) and Councillors Sheppard, Fogg, and Hall. Ex-councillor Barret-Morton was a member of the working party and has now left the council leaving at least one vacancy. Equally it should not be assumed existing members want to continue.

The Working Party oversees and reviews the general arrangements for the usual civic calendar of events e.g. Armistice Day, Remembrance Sunday, Christmas Lights, as well as ad hoc national events e.g. D Day Beacon Lighting. Due to the operational aspects of the events ,the working party

is supported also by the Town Clerk, Civic Secretary and as needed the Deputy Town Clerk.

Considerations

The Mayor is assumed to chair the working party in each municipal year. It has been suggested that the Deputy Mayor should also attend, not least as a preparation for the following year.

Proposal

The Council is asked to re-establish the Civic Working party membership and instruct the Town Clerk accordingly.

Town Clerk 13 6 24

ITEM 13

FLOOD PLAN

To note the update report on the Council's Flood Plan

Purpose

The purpose of this report is to update the Council on progress in respect of the Flood Plan

Status

Flood Working Group

A group, comprising of local residents' councillors, supported by the Town Clerk, Deputy Town Clerk and Chris Manuel from Swindon & Wiltshire Prepared. It has met several times since January and helped work through aspects of the 'Flood Plan'. It will meet one final time to sign off the revised Flood Plan, which can then be recommended for adoption by Council.

Flood Plan – key points

- The Flood Plan has now been revised to **sync with the Flood Alert system** i.e. the plans attributes actions prompted by the flood risk alerts '*Alert*'/'*Warning*'/'*Severe Warning*.'
- The plan now features an **ETHANE observation and assessment task for the Town Council to carry out in respect of the A4 and other main roads**; and then to feedback to Wiltshire Council Emergency team for decision and action for managing the roads in the event of flood.
- The **Flood Action Card** has been revised.
- The **Flood Warden Co-ordinator and Flood Warden role has been re-established** and clarified. With this the relationship between Marlborough Town Council and the Flood Warden Co-ordinator.
- The **vulnerable sites definition has been widened** to include both vulnerable people and vulnerable property locations.

Flood Warden Volunteers

- We have **recruited 15 flood wardens** all of whom are really positive and will bring a wide range of valuable skills and local knowledge to the role.

- **Training** is being co-ordinated by Chris Manuel. There has been one session, with another booked for late July.
- The next session will look at what **equipment** the wardens will need, where it will be stored and how it will be accessed.
- At their request we will be splitting the town up into **zones** (similar to what happened during Covid) and we will allocate wardens to each, dependant on their locations/preferences etc.
- **Clear roles** will also be identified, some practical, on-the-ground type roles and others around warning and informing etc.
- The flood wardens have scrutinised the Flood Plan and changes to the Action Card have been suggested and incorporated. This will be finalised at the meeting in July.

Multi-Agency Partnership Working

- Marlborough Town Council hosted a public meeting '**Marlborough Flood - Understand the Bigger Picture**' on Weds 12th June in the Town Hall, with presentations from Thames Water, Environment Agency and Wiltshire Council, followed by a public *Question & Answers*. There was a good turnout with 80+ residents and councillors in attendance. The *Question & Answers* generated some good questions and statements from the floor. Some questions were unable to be answered by Thames Water on the night and so these were taken away so that responses can be given. The presentations have since been shared.

Flood Fair

- A date has been set for the organisation of a **Flood Fair** in the town to share practical ideas and solutions and raise awareness of flood preventative measures etc. This will take place on Saturday 19 October 2024. More details to follow.

Proposal

The Council is asked to note the report.

Deputy Town Clerk 14 6 24

ITEM 14

STAFFING COMMITTEE

To note the update report from the Staffing Committee on the progress in the recruitment of the Apprenticeships for the Information Officer and Youth Worker positions

Purpose

The purpose of this report is to update the Council on the recruitment of the Level 3 Apprentice Information Officer and Level 6 (Degree) Apprentice Youth Worker positions.

LEVEL 3 APPRENTICE INFORMATION OFFICER

At Full Council on 25 March 2024 and it was resolved to support and recruit for the position of *Information Officer/Level 3 Apprenticeship*.

The opportunity has been advertised via the Government Apprenticeship website [Business Administrator Level 3 Apprenticeship - Find an apprenticeship \(findapprenticeship.service.gov.uk\)](https://findapprenticeship.service.gov.uk)

- The closing date for applications is 8 July 2024.
- The interview date is planned for 24 July 2024.
- A target start date is planned for 1 September 2024.

LEVEL 6 (DEGREE) APPRENTICE YOUTH WORKER POSITION

Background

As part of the 2024 25 budget setting process, Full Council supported the principal proposal to recruit a *Level 6 Youth Worker Apprenticeship* and assigned a £15,000 budget allocation to enable a mid-year recruitment (£15,000 was 50% of the proposed and required £30,000 needed to cover a year's salary for the post). Due to the overall pressures on the budget for 2024 25 a mid year start, and reduced allocation enable other priorities to be supported also.

Status

The Staffing Committee considered and agreed the *Level 6 Apprentice Youth Worker* job description and terms and conditions on 3 June 2024 and agreed to proceed with the recruitment process.

Context

The *Level 6 Youth Worker Apprenticeship* is being developed in response to the Council's commitment to young people's personal and social development needs, and in support of the wider community.

Universal participation, engagement, and inclusion

There is an ongoing issue of engaging young people positively and encouraging their usage of the parks and open spaces, participation in town events, and enabling their access and participation into all aspects of the community where they may be currently excluded, unrepresented, or disengaged.

Targeted Need

There is a notable demographic in Marlborough with various unmet personal and social needs coming through the educational system and set to move on into secondary school. This has been recognised particularly at primary school age, where there is a keen desire to develop transitional partnerships to support these young people.

Partnership

Further to this there are a few partnership initiatives building momentum in Marlborough. Primarily in relation to this post there is the *Marlborough Youth Forum* aimed at delivering activities for young people in Marlborough. There is the *Marlborough Children and Young Peoples Forum*, which aims to bring the schools, the police, and other agencies together, and also to then use this platform to create a youth council or '*Marlborough Youth Voice*.' Led by the Wiltshire

Council Area Board, there is the *Local Youth Network* encompassing Marlborough and the surrounding parishes, which aims to encourage communication and coordination between youth service providers across the sector.

Youth Work Strategy

There is an opportunity to develop and implement a 'blueprint' model youth offer and as such there is a need to build the capacity to do this. This post will be an initial and significant development in this initiative, not least to bring both some added developmental capacity and direct delivery capacity to Marlborough.

A primary challenge for the position will be to ensure some time was protected to focus on strategic developments such as drawing in additional funding and building a sustainable youth work team. The aim will be to help maximise the use of the youth centre, support current initiatives, and also engage young people in other settings. This means the postholder will need to develop the capability to move between centre based and other settings (streets, schools, events) with a clear aim of 'outreach' work (as opposed to dedicated detached street work).

Full Council Commitment

The Town Council has just secured the Community and Youth Centre as an asset from Wiltshire Council, having run the centre since 2018.

Ideal Establishment

A reasonable yet aspirational youth offer could aim for x3 open universal sessions per week, plus occasional, targeted group projects, and weekend and holiday activities.

If successful, this could be significant development that could inform similar responses in other towns in Wiltshire.

Outputs

The Joint Negotiating Committee (JNC) framework offers guidance and expectation on how much of the postholders time would be required to be dedicated to face to face delivery with young people, how much time should be spent on preparation, and how much on management and development.

By definition, there will be limits on how the postholder can work directly with young people, unless supported by volunteers, or by way of a partnership setting (e.g. in a school) i.e. they cannot lone-work unless carefully managed and appropriate to the work (e.g. one to one support).

Therefore, the postholder will need a clear initial steer and drive in securing additional resources and building a part time staff compliment to its **ideal establishment**. This will enable a greater sustainable youth to offer in the town.

During the 3-year apprenticeship period, as a guide, the postholder would be required to aim to allocate their time as follows:

- 20% Management and development
- 20% Delivery preparation

- 40% direct delivery
- 20 % course and learning

On completion of the apprenticeship and course this time allocation would see an increased expectation on the direct delivery.

JNC working conditions recognise and require that the direct delivery time correlates to young people's personal and social needs. As such by definition it would be expected that in the main this would see 40% of the postholders time would be spent working in the evening or at a weekend.

This said it is should also be recognised that their time should be effectively deployed, and where evening or weekend working was not productive or relevant their delivery time should be spent engaging young people at other times, or using their time to enable a cultural aspiration of a youth service offer that uses time '*where it counts*'.

Professional Oversight

As the 'supply' of professional youth workers has diminished the Council has undertaken to 'home grow' this post. The Town Council has the advantage and gift that the Town Clerk is a professionally qualified youth worker and, as such, is able to supervise and support this post.

Distance Learning

The apprenticeship would undertake to complete and attain after three years a Level 6 (Degree) qualification in Youth Work. The course would be provided by **Captiva** who have stated they would be able to offer a distance learning place for the postholder.

The apprenticeship model requires that the employer allows a day a week for learning (course attendance and associate work).

Financial Implications

Levy Fund

The **National Youth Agency (NYA)** has stated it will support this apprenticeship with the allocation of £20,000 over the three years to pay for the tuition fees.

NB The Levy Fund would be secured once the learning provider *Captiva* are notified that the Council has advertised the position. At this point they would contact the NYA to earmark the funds and course place, completing the apprenticeship package.

Salary costs

The level 6 Youth Work apprenticeship would require an annual commitment in 2025 26 of circa £30,000 (including on costs). Then an ongoing precept commitment each year for the duration of the apprenticeship.

The post's pay would be awarded according to the professionally nationally recognised youth worker JNC pay scale grade at JNC SCP 9-11. This is graded a few points lower than nationally advised to ensure the post is:

- harmonised within the Town Council team appropriately
- affordable for the Council
- offering enough remuneration befitting the duties and responsibilities of the post
- offering sufficient incentive to commit to the position for the duration, and importantly thus attracting a good standard of applicants

The actual salary would be as follows:

- Year 1 JNC SCP 9 - £25,664
- Year 2 JNC SCP 10 - £26,341
- Year 3 JNC SCP 11 - £27,434

Pay includes allowance for evening and weekend working and is awarded outside of national pay settlements for the duration of the apprenticeship.

Subject to further Council commitment and funding the post will move to JNC SCP 13 upon qualification (currently £29,606 as of 2024).

Recruitment

The post was advertised on 18 June, with a view to recruit a suitable candidate to align with the start of a late September course start date.

Proposal

Members are asked to note the report.

Town Clerk 13 6 24

ITEM 15

THE MARKET

To consider the Marlborough market and how Marlborough Town Council can best support its sustainable development

Purpose

The purpose of this report is to ask the Council to consider the Marlborough market and how it can best support its sustainable development.

Status

At the Annual Town Meeting on 22 April the matter of the market was raised by members of the public and the question was asked how the Council could help improve its offer.

On 30 May there was a fact-finding meeting between the Mayor, Councillors Davies and Thomas, the Deputy Town Clerk and representatives from Wiltshire Council (WC) to discuss the current situation of the market and to understand the implications involved in running it.

Considerations

- Saturday market is full, with a waiting list (12 traders)
- Wednesday market has around 7 traders on a good day, and WC are struggling to fill it
- Parking is a regular issue, with people ignoring no parking cones, although it was noted that there aren't enough of these/they looked tired.
- WC are seeing less and less applications. 1/5th of applications today compared to 5 years ago.
- The Charter gives Marlborough the right to hold a market, but it is not an obligation, and no location is specified, so the market could be held anywhere.
- The Market needs to be visible to be viable – moving it to another location might be a bad move.
- The suspension of parking fees comes out of WC's parking budget not the market budget.
- Applications are made online; traders sign up to WCs market regulations (policy).
- WC have rules around duplication of stalls/pitch types as their view is that the market is too small to accommodate more than one trader selling the same thing.
- Wednesday's market is operated on a casual basis, payment is taken on the day in cash, which means that the trader is under no obligation to turn up. This can be a problem and leaves gaps in the market.
- Saturday is run as a permanent market; traders have 8 weeks trial on a casual basis, and then they have to pay up front for a committed duration, and this helps with consistency of trader.
- WC charge £8.59 per metre and extra for a vehicle, therefore a 3m pitch with a car/van costs £33.46 (£26.07 without a vehicle)
- Discussions around how the Council and WC could work together to boost the market included Marlborough Town Council helping to share the '*no parking on market day*' info.
- The possibility of hosting 2 or 3 big markets a year not just at Christmas, could help to reinvigorate the weekly markets.
- WC have stated that the parking suspension fees would have to be met by the Council in event that we were to run it.
- WC have also stated that if the Council were to take on the market as a devolved service, then this would have to be done within WC's Devolution Policy (i.e. along with a package of other assets or services currently run by WC in Marlborough).

Proposal

It is proposed to set up a specific working party to include engagement from the Council, market traders, High Street traders, retailers and organisations, and other relevant stakeholders to:

- a. Establish the current situation.
- b. Identify the need, problems, and opportunities in respect of the market.
- c. To develop a plan for a sustainable and vibrant market.

Members are asked to consider the matter and instruct the Town Clerk accordingly.

Town Clerk 17 06 2024

ITEM 16

COMPLAINTS PROCEDURE

To consider the reviewed Complaints Procedure for adoption

Purpose

The purpose of this report is to ask the Council to consider for adoption the reviewed and revised **Complaints Procedure**, attached at Appendix 6.

Status

The Finance and Policy Committee reviewed the Complaints Procedure on 22 4 24.

Proposal

Members are asked to consider for adoption the reviewed and revised **Complaints Procedure** as proposed by the Finance & Policy Committee, and to and instruct the Town Clerk accordingly.

Town Clerk 13 6 24

ITEM 17

MEMBERS' QUESTION TIME

Questions to be submitted to the Town Clerk by midday on the day of the meeting; not to exceed 10 minutes

ITEM 18

OUTSIDE BODIES

An opportunity for Members to provide verbal updates on their representational roles to outside bodies.

ITEM 19

COMMITTEE MINUTES

In accordance with para 3.1 of the Scheme of Delegation, to note the approved minutes of the following committee meetings: **Planning** – 18 March, 8 April and 7 May 2024; and **Amenities and Open Spaces** – 15 April 2024. These minutes have been approved by committees and circulated to Members and are available to download from <https://www.marlborough-tc.gov.uk/council/meetings-agendas-minutes-from-may-2023> or from the Town Council offices. Other meetings have taken place, but minutes are not yet approved so remain in draft form.

ITEM 20

COMMON SEAL

To authorise the fixing of the Common Seal of Marlborough Town Council to all documents necessary to give effect to the decisions of the meeting



Marlborough Town Council

Internal Audit Report 2023/24 (Final Update)

Chris I Hackett

Consultant Auditor

For and on behalf of Auditing Solutions Ltd

Background

Statute requires all town and parish councils to arrange for an independent internal audit examination of their accounting records and systems of internal control and for the conclusions to be reported each year in the Annual Governance and Accountability Return (AGAR).

This report sets out the work undertaken in relation to the 2023/24 financial year during our three visits which took place on October 19th 2023, the 20th February and 11th June 2024. We wish to thank the Office Manager and the Town Clerk for providing the records to enable us to complete our work.

Internal Audit Approach

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

Overall Conclusion

Based on our work undertaken, the Council continues to maintain effective internal control arrangements. Our findings in each area examined are set out in the detailed report below.

We request that this report is presented to Members and that Members acknowledge receipt of the Report.

This report has been prepared for the sole use of Marlborough Town Council. To the fullest extent permitted by law, no responsibility or liability is accepted by Auditing Solutions Ltd to any third party who purports to use or rely, for any reason whatsoever, on this report, its contents or conclusions.

Detailed Report

Maintenance of Accounting Records & Bank Reconciliations

The Council uses the Rialtas software to maintain its accounting records (the Ledger). Two operational bank accounts are maintained at Barclays, the Business Current and Business Saver accounts which are accounted for in a combined cashbook (number one) in the Rialtas system. In addition, the Council has invested surplus cash in an account with the CCLA Public Sector Deposit Fund.

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

- Confirmed the External Auditor raised no issues on the 2022/23 AGAR requiring our follow up;
- Agreed the opening trial balance detail for 2023/24 as recorded in the Ledger to the closing detail contained in the 2022/23 AGAR;
- Ensured that the cost centre and nominal ledger income and expenditure coding structure remains appropriate for purpose;
- Checked to ensure that the Rialtas Ledger remained “in balance” at the date of our three visits by running a data check within the system to confirm the trial balance agreed to the nominal ledger;
- Checked and agreed detail in the combined number one cashbook, examining and agreeing transactions in September 2023, January and March 2024, as sample months, to supporting bank statements;
- Agreed the combined Business Current and Active Saver Account bank reconciliation as at 31st August, 30th September, 31st December 2023, 31st January, 29th February and 31st March 2024;
- Discussed with officers the arrangements for Member review of the bank reconciliations noting they had been countersigned during the year; and
- Agreed the balance recorded in Rialtas in respect of the CCLA account to the third-party statement dated 31st August 2023 and 31st March 2024.

Conclusions

The ledger is in balance and the accounts are regularly reconciled to the bank with no anomalous adjusting entries.

We have agreed the cash and investment balances to the AGAR, section 2 line 8.

Review of Corporate Governance

Our objective here is to ensure that the Council has a robust series of corporate governance documentation in place; that Council and Committee meetings are conducted in accordance with the adopted Standing Orders (SOs) and that, as far as we are able to ascertain, no actions of a potentially unlawful nature have been or are being considered for implementation, although it is for the Council to determine the legality of its transactions. Consequently we:

- Have completed our examination of the Council's minutes, examining those for the Full Council and its Standing Committee meetings (except for Planning) held during the financial year 2023/24 with a view to identifying whether any issues exist that may have an adverse effect on the Council's future financial stability, both in the short and longer term;
- Note the Council continues to keep its corporate policies under review with Full Council adopting Standing Orders and Financial Regulations at the Meeting held in May 2023 and May 2024;
- Noted that the General Power of Competence has been adopted;
- Confirmed that the Council is posting all payments over £500 onto its website and doing this monthly; and
- Confirmed the Council advertised its 2022/23 accounts for public inspection.

Conclusion and recommendation

Based on our work the Council is maintaining its governance arrangements. There is scope to expand the disclosures on the Council website to comply with the requirements of the Transparency Code for example to disclose detail of land and buildings held, detail of contracts tendered and commissioned, although some information will be included in the agenda papers.

R1 The Council should review the detail posted on its website in relation to the Transparency Code and ensure information is posted explicitly.

Review of Expenditure

Our aim here is to ensure that:

- Council resources are released in accordance with the Council's approved procedures and approved budgets;
- Payments are supported by appropriate documentation, either in the form of an original trade invoice or other appropriate form of document confirming the payment as due and/or an acknowledgement of receipt, where no other form of invoice is available;
- That Members are provided with, and approve, the regular schedules of payments made;
- All discounts due on goods and services supplied are identified and appropriate action taken to secure the discount;

Marlborough TC: 2023-24 (Final update)

11-June-2024

Auditing Solutions Ltd

- The correct expense codes have been applied to invoices when processed; and
- VAT has been appropriately identified and coded to the control account for periodic recovery.

We confirmed with officers the controls over the processing of payments. We completed testing in this area examining a sample of all those supplier payments individually in excess of £2,000 together with a more random selection of every 35th cashbook transaction, irrespective of value, entered in the Cashbook for the twelve months to 31st March 2024 to ensure compliance with the above criteria. Our sample comprised 85 payments plus the regular non-domestic rate payments, totaling £339,947 and equated to 55% of non-pay expenditure in the year. All payments in our sample were supported by invoices or suitable documentation, for example for grants supporting email correspondence and minutes.

We note that the Council sought quotes for two contracts, one for replacement windows at a property in Kingsbury Square and one for construction works at the Council's workshop. We reviewed the quotes and supporting paperwork.

We confirmed the VAT owing to the Council at the end of 2022/23 was recovered in May 2023 and reviewed the re-claims for the first three quarters of 2023/24 confirming the funds were recovered with detail correctly entered into the VAT control account.

Conclusion

No issues arise from this area of our work. Based on our sample payments are supported by suitable documentation.

Assessment and Management of Risk

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

We have examined the Council's current insurance policy provided by Zurich running to the 16th June 2024, cover includes:

- Building insurance;
- Business interruption insurance
- Cover for equipment;
- Public liability cover of up to £15m;
- Hirer's liability cover up to £2m;
- Employer's liability £10m;
- Motor vehicle cover; and
- Fidelity guarantee £2m.

We confirmed that the Council reviews its Risk Management Scheme annually, most recently in May 2024. The Risk Management Scheme identifies the risk, assesses them and describes the controls to management them. It includes a range of financial risks.

We note that regular in-house safety inspections are carried out on Council owned play equipment, staff are trained to do the work, also there are periodic inspections by an external body.

Conclusion

No issues arise from our work, the Council has arrangements for managing risk.

Budgetary Control & Reserves

Our objective here is to ensure that the Council has a robust procedure in place for identifying and approving its future budgetary requirements and level of precept to be drawn down from the Unitary Authority: also, that an effective reporting and monitoring process is in place. We also aim to ensure that the Council retains appropriate funds in general and earmarked reserves to finance its ongoing spending plans, whilst retaining appropriate sums to cover any unplanned expenditure. We note that:

- The Finance and Policy Committee considered the 2024/25 budget at their December meeting after initial consideration by the other committees. Members were provided with a detailed financial report showing prior year, current year and proposed income and expenditure for 2024/25. This was broken down by Committee. An analysis of reserves was provided also. Members were further provided with a narrative report on key issues. Full Council met on the 8th January 2024 and agreed the 2024/25 budget and precept setting the latter at £890,930. Members considered possible projects, reserves and the impact on Council tax in reaching their decision;
- Members continue to receive regular budget monitoring reports quarterly, which include income and expenditure reports and a balance sheet;
- At the year-end 31st March 2024 total balances and reserves were £1,287,292 including a general balance of £528,475. Spending in 2023/24 was £1,058,494 or £88,208 a month. The general balance is some six months spending and is within the normal range seen at town and parish councils of three to eight months; and
- We reviewed income and expenditure year on year noting reasons for variations. General spending in 2023/24 is up some £100,000 compared to the prior year reflecting spend on one-off projects including the new workshop, play equipment and replacement windows.

Conclusions

No issues arise in this area, based on our work the Council has arrangements for managing its finances.

Review of Income

The Council receives income, in addition to the Precept, primarily from Town Hall lettings, property rents, allotments, burial and associated fees, bank interest and specific grants & donations, together with expended VAT, which is recovered quarterly. We have:

- Agreed the first and second instalments of the 2023/24 precept received into the Council's accounts in April and September 2023 to the amount set and recorded in the Minutes of the Council and to remittance advices from Wiltshire Council and to the list of precepts published by the Government;
- For Marlborough Community and Youth Centre, test checked a sample of hirings in July 2023 from the booking diary ensuring the hire was invoiced at the correct rate and ensuring the income was recorded in Rialtas;
- At the interim stage reviewed debtor codes in Rialtas and the manual file of invoices to confirm there were no material aged amounts owing;
- Noted that Members keep fees and charges under review;
- Noted the Council received CIL in the year. We sample tested an amount of £13,124, agreeing it to a remittance advice from Wiltshire Council;
- Selected five interments from the Burial Register and confirmed a certificate for burial or cremation was on file and that the fee charged agreed to the schedule of rates published on the Council website and that an invoice had been raised and recorded in Rialtas;
- Tested five Town Hall bookings from the letting diary agreeing the income generated to an invoice, to Rialtas and to the published schedule of fees and confirmed booking forms were held on file;
- Reviewed income received in the year in respect of Corporate Properties and agreed the income received in respect of two properties to the respective letting agreements;
- Reviewed the income received in respect of open spaces and agreed the income received in respect of the Mop Fair to the licence agreement; and
- As noted previously in this report test checked a sample of three month's income from the bank statement to the cash book and reviewed the recovery of VAT.

Conclusion

Based on our work, the Council continues to maintain systems for collecting income.

Petty Cash Account

We are required, as part of the AGAR certification process, to consider the effectiveness of the Council's controls over any petty cash account or other cash holding in use.

The Council operates a limited petty cash account to defray sundry administrative expenses. The account is “topped up” as and when required with “round sum” cash withdrawals through the Barclays cash-point card. These transfers are recorded in the main cash book.

We agreed the physical cash held on the day of our first visit to the accounting records and test checked payments in July to September 2023 to ensure that vouchers/till receipts were retained to support the payments.

Conclusion

There are no issues arising in this area.

Review of Staff Salaries

In examining the Council’s payroll function, we aim to confirm that extant legislation is being appropriately observed as regards adherence to the Employee Rights Act 1998 and the requirements of HM Revenue and Customs (HMRC) legislation as regards the deduction and payment over of income tax and NI contributions, together with meeting the requirements of the local government pension scheme by deducting employee contributions and paying employer contributions at the correct rates.

We noted that processing of the Council’s monthly payroll continues to be undertaken “in house” utilising bespoke ‘QuickBooks’ software. We sample checked payroll transactions, specifically we have:

- Test checked the pay for one officer on the August payroll to supporting contracts/letters of employment confirming the amount paid to the nationally published pay-scales;
- Obtained the summary payroll reports for August 2023 and agreed the totals to the Rialtas cash book payments;
- Checked the calculation of tax and national insurance for five staff paid in August by reference to their payslips;
- Checked for five staff the calculation of employee and employer pension contributions in respect of the August salary payments;
- Confirmed signed timesheets are held on file;
- Sample checked the calculation of back pay in respect of the national pay award, which was paid in November 2023; and
- Completed our month-on-month trend analysis of payroll transactions per the cash book to enable us to confirm there are no material anomalies.

Conclusion

The Council has arrangements for processing its payroll. We have tested one month in detail and monitored monthly costs during the year for material consistency.

**Marlborough TC: 2023-24 (Final
update)**

11-June-2024

Auditing Solutions Ltd

Fixed Asset Register

The Governance and Accountability Manual requires all Councils to maintain a record of all assets owned. We note the Council retains an asset register which provides photographic information of the specific assets and that assets are valued at cost for the purposes of the disclosure in the AGAR as required by the accounting regulations. The asset register identifies the cost of individual assets and categories them for example in to land and buildings, infrastructure assets etc.

We have checked additions in the year to the Rialtas Ledger for consistency noting the main addition in 2023/24 related to the workshop.

We have agreed the total value of the assets per the asset register to the amount recorded in Box 9 Section 2 of the draft AGAR.

Conclusion

No issues arise in this area of our work requiring formal comment or recommendation.

Investments and Loans

Our objectives here are to ensure that the Council is investing “surplus funds”, be they held temporarily or on a longer term basis, in appropriate banking and investment institutions; that an appropriate investment policy is in place; that the Council is obtaining the best rate of return on any such investments made; and that interest earned is brought to account correctly and appropriately in the accounting records.

During our interim review we agreed the balance shown in the accounts as invested in the CCLA to the CCLA statement dated 31st August 2023. At the final visit we agreed the balance at 31st March 2024. We further confirmed that interest was being brought to account.

We note the Council plans to review and re-adopt its investment strategy in 2024/25.

We confirmed the Council held no loans advanced to it at 31st March 2024.

Conclusions and recommendation

The Council is holding significant sums in its current account, £918,297 at the 31st March 2024. It has been some years since the Council formally reviewed and re-adopted its investment strategy.

R2 The Council should review and adopt its investment strategy and confirm whether additional funds can be placed on deposit to earn interest.

Statement of Accounts and Annual Governance and Accountability Return (AGAR)

The Governance and Accountability Manual requires all Councils to prepare annually a Statement of Accounts, which is now embodied in the AGAR and subject to external audit review and certification.

We have checked and agreed the detail in Section 2 of the draft AGAR to the underlying accounting records. Specifically, we have:

- Reviewed the debtors and creditors included in the year-end accounts testing as necessary to underlying evidence and listings;
- Agreed the fixed assets, cash and investments as stated to underlying third party evidence; and
- Agreed the draft AGAR to the Rialtas records.

We note the Council holds funds totalling £80,000 relating to local charities. We understand the Clerk submitted the return to the Charity Commission for the larger Herbert Leaf Charity, for the smaller Russell Trust with a balance of £10,374 the return was not submitted last year.

Conclusions and recommendation

We have duly signed off the Internal Audit Certificate in the year's AGAR providing a copy for the Clerk's necessary further action. We also take this opportunity to remind the Clerk of the requirements of the guidance notes in the preface to the year's AGAR in relation to the documentation that should be displayed on the Council's website, together with the need to ensure compliance with the timing requirements for publication of the Notice of Public Rights to examine the Council's documentation for the financial year.

Whilst accepting the Russell Trust is small, a return is normally required to be sent to the Charity Commission.

R3 Officers should confirm whether a return is required to the Charity Commission in respect of the Russell Trust.

Rec. No.	Recommendation	Response
Review of Corporate Governance		
R1	The Council should review the detail posted on its website in relation to the Transparency Code and ensure information is posted explicitly.	
Investments and Loans		
R2	The Council should review and adopt its investment strategy and confirm whether additional funds can be placed on deposit to earn interest.	
Statement of Accounts and Annual Governance and Accountability Return (AGAR)		
R3	Officers should confirm whether a return is required to the Charity Commission in respect of the Russell Trust.	

Section 1 – Annual Governance Statement 2023/24

We acknowledge as the members of:

Marlborough Town Council

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2024, that:

	Agreed		
	Yes	No*	
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.	✓		<i>prepared its accounting statements in accordance with the Accounts and Audit Regulations.</i>
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.	✓		<i>made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.</i>
3. We took all reasonable steps to assure ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.	✓		<i>has only done what it has the legal power to do and has complied with Proper Practices in doing so.</i>
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.	✓		<i>during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.</i>
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.	✓		<i>considered and documented the financial and other risks it faces and dealt with them properly.</i>
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.	✓		<i>arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.</i>
7. We took appropriate action on all matters raised in reports from internal and external audit.	✓		<i>responded to matters brought to its attention by internal and external audit.</i>
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.	✓		<i>disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.</i>
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A
	✓		

***Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.**

This Annual Governance Statement was approved at a meeting of the authority on:

Signed by the Chair and Clerk of the meeting where approval was given:

and recorded as minute reference:

Chair

Clerk

marlborough-tc.gov.uk

Section 2 – Accounting Statements 2023/24 for

Marlborough Town Council

	Year ending		Notes and guidance
	31 March 2023 £	31 March 2024 £	
1. Balances brought forward	1,163,685	1,260,394	Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.
2. (+) Precept or Rates and Levies	790,937	827,301	Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.
3. (+) Total other receipts	229,689	258,091	Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.
4. (-) Staff costs	494,363	528,499	Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.
5. (-) Loan interest/capital repayments	0	0	Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).
6. (-) All other payments	429,554	529,995	Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).
7. (=) Balances carried forward	1,260,394	1,287,292	Total balances and reserves at the end of the year. Must equal (1+2+3) - (4+5+6).
8. Total value of cash and short term investments	1,245,726	1,291,366	The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.
9. Total fixed assets plus long term investments and assets	8,961,409	9,035,259	The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.
10. Total borrowings	0	0	The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).

For Local Councils Only	Yes	No	N/A	
11a. Disclosure note re Trust funds (including charitable)	✓			The Council, as a body corporate, acts as sole trustee and is responsible for managing Trust funds or assets.
11b. Disclosure note re Trust funds (including charitable)	✓			The figures in the accounting statements above exclude any Trust transactions.

I certify that for the year ended 31 March 2024 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval

Date

I confirm that these Accounting Statements were approved by this authority on this date:

as recorded in minute reference:

Signed by Chair of the meeting where the Accounting Statements were approved

Growing Your Business with VisitWiltshire

[click this box to open the document](#)



WESTBURY

TOWN CENTRE VISION

[click to open](#)

Allies and Morrison
Urban Practitioners
January 2021

Marlborough Town Council



Complaints Procedure

DRAFT: CT/RSW 11 4 24

F&P REVIEW: 22 4 24

FC ADOPTION: TBC

1. **Marlborough Town Council is committed to providing a quality service** for the benefit of the people who live or work in its area or are visitors to the town. In providing our services, we aim to:

- deal with you courteously, efficiently, and promptly
- provide appropriate advice and information
- deliver in line with your requirements and expectations
- keep you informed
- if we are not able to provide what you want, explain why. Your complaints or concerns are important to us.

2. Where something has gone wrong, your feedback helps us to put things right and improve our service. If you are dissatisfied with the standard of service you have received from this council or are unhappy about an action or lack of action, this Complaints Procedure sets out how you may complain and how we will try to resolve your complaint.

3. **Definition:**

A complaint is defined as: An expression of dissatisfaction by one or more members of the public about council administration, service, or procedure (whether provided directly by the council or by a contractor or partner) that requires a response. There is

no difference between a 'formal' and an 'informal' complaint. Both are expressions of dissatisfaction that require a response.

It may include complaints about how council employees have dealt with your concerns.

4. This Complaints Procedure does not apply to:

4.1. Complaints by one council employee against another council employee, or between a council employee and the council as employer. These matters are dealt with under the council's disciplinary and grievance procedures

4.2. Complaints against councillors.

Under Section 28 of the Localism Act 2011, local authorities other than parish and town councils must have in place 'arrangements' under which allegations that an elected or co-opted councillor of the town council has failed to comply with the council's Code of Conduct – as adopted in May 2023 - can be considered and decisions made on such allegations.

If a complaint is raised regarding a Marlborough Town Councillor, therefore, this must be directed to the Monitoring Officer at Wiltshire Council.

4.3. This Complaints Procedure relates to members of staff employed by Marlborough Town Council or others the Council has contracted to undertake work on its behalf.

5. The appropriate time for influencing council decision-making is by raising your concerns before the council debates and votes on a matter. You may do this by writing to the council in advance of the meeting at which the item is to be discussed. There may also be the opportunity to raise your concerns during Public Question Time at council meetings.

6. If you are unhappy with a decision made, you may raise your concerns with the council but, Standing Orders prevent the council from re-opening issues on which a resolution has been made for six months from the date of the decision, unless there are exceptional grounds to consider this necessary under the special process set out in these Standing Orders. (The Town Council's rules on procedures.)

7. When considering complaints, we aim to:

- be helpful and open-minded
- investigate your complaint thoroughly
- respond in a clear and timely manner
- put matters right if we have made a mistake
- learn lessons for the future.

8. What can you complain to us about?

8.1. You can complain to us when you think we have:

- been rude or offensive
- given inaccurate advice or information to you
- failed to deliver a service which meets reasonable expectations
- not followed up on questions you have raised with us.

8.2. However, you cannot use this procedure to complain about our decisions on requests for access to information made under data protection or freedom of information legislation.

You can find more information about this in the relevant policy documents.

9. If you have a complaint about a service, you should:

9.1. Speak to the individual you have been dealing with.

9.2. If you are dissatisfied with the response, escalate your complaint to the Town Clerk

9.3. If this does not resolve your complaint you have the right to a final appeal to The Chairman of the Council / Mayor, who will then direct or report it to the Finance and Policy Committee or to the Full Council as appropriate.

10. What can you do if you do not want to speak to us?

You do not have to speak to anyone if you do not want to. If you prefer, you can write to us by letter or email. Our contact details are listed at the bottom of this page.

11. Is there a time limit for complaining?

You should complain to us within three months. We will not normally act on any complaint made after a period of three months. However, we will consider any exceptional reasons you may give us for not meeting this time limit.

12. How long will it take?

12.1. Wherever possible, the Town Clerk will try to resolve your complaint immediately but otherwise, we will acknowledge all complaints within five working days of receipt and will tell you who will be the person responsible for investigating

and responding to your complaint. The responsible person may need to obtain further information from you and/or from staff or councillors.

12.2. The relevant individual will aim to email or write to you about your complaint within 20 working days of receiving it to explain the outcome and what action (if any) the council proposes to take as a result.

12.3. If you appeal a response will usually be given within eight weeks and you will be notified in writing of the outcome of the review.

12.4. If responses are not possible within the timescales indicated, you will be contacted with an explanation why and an estimated timescale.

13. What can you do if you think our decision on your complaint is wrong or unfair?

Once you have followed the three stages set out above, there will be no further internal review of the same matter. Unless you raise new issues or provide new evidence that we consider significant, we will not respond to you further.

14. Do you need help to use our service?

If you have difficulty using our service (for example, if you have a disability or English is not your first language) please let us know, so that we can discuss with you what help we may be able to give.