

**Sandwich Town Council
Finance and General Purposes Committee**



Agenda

Chair: Cllr C Wiles
Councillors: P Carter (Mayor), P Breen, D Carter, E Csuka, J Franklin, N Gray, M Pennington, and C Ungerson

Councillors and Members of the Finance and General Purposes Committee are hereby summoned to attend a Meeting in the Council Chamber, Guildhall on Monday 17th July 2023 at 18:30 to transact the business on the agenda below.

Gill Gray, Interim Town Clerk
Date: Wednesday 12th July 2023

1	Apologies for absence received:	
2	Declarations of interest: To receive any declarations of disclosable pecuniary interests from Members in respect of business to be transacted on the agenda.	
3	Minutes of the Finance and General Purposes Committee: To receive the Minutes of the Finance and General Purposes Committee held on 19 th June 2023 and to consider any matters arising from those minutes not covered elsewhere in this agenda.	Attach 1
4	Public Participation: A 15-minute session is set aside for members of the public to make representations at the meeting in respect of the business on the agenda. Individual representations should not exceed 3 minutes. (Written notice of the desire to exercise the right to speak, together with the topic to be addressed, must be given to the Town Clerk prior to 9:00 on the Friday preceding the meeting)	
5	Report of the Information Technology and Digital Communications Working Group: The Committee is asked to consider this report and to consider the recommendations to progress the tender exercise for the procurement of a new website for the Town Council: Decision required	Attach 2
6	Financial Risk Assessment and Management Scheme Update Cllr Csuka to provide a verbal report to the F&GP Committee on the progress of a review of the risks that fall under the headings, property, insurance and security and finance and financial administration. Members requested to receive the report.	
7	Priorities for F&GP Committee for 2023/2024 Members to consider a report from Cllr Wiles with recommended actions for prioritising for the F&GP Committee in 2023/2024: Decision required	Attach 3
8	Confidential Matters: Under the Public Bodies (Admission to Meetings) Act 1960 (extended by s.100 of the Local Government Act 1972) the public may be excluded from the meeting for the following items of business on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local	

	<p>Government Act 1972 by virtue of the paragraph specified against the item.</p> <p>1. Information relating to a particular employee, former employee, or applicant to become an employee of, or a particular officeholder, under the authority: Decision required</p>	
9	<p>Staffing Interim Arrangements Update Members to receive a report from the Town Clerk on the interim staffing arrangements including the Market.</p>	Enc 1
10	<p>Date and time of Next Meeting: Monday 18th September 2023 at 18:30 within the Guildhall.</p>	

**Minutes of Sandwich Town Council
Finance and General Purposes Committee Meeting held
in the Council Chamber on 19th June 2023**



Chair: Cllr C Wiles
Councillors: Cllrs P Carter (Mayor), J Franklin, D Carter, N Gray, C Ungerson, M Pennington, P Breen, E Csuka
Officer: Responsible Finance Officer
Observing Councillors: Cllr Marie

<p>FG.06.19.1</p>	<p>Election of Chair Cllr Wiles was voted in as Chair of Finance and General Purposes Committee. (All in favour).</p>	
<p>FG.06.19.2</p>	<p>Apologies for absence received: No apologies were received.</p>	
<p>FG.06.19.3</p>	<p>Declarations of interest: To receive any declarations of disclosable pecuniary interests from Members in respect of business to be transacted on the agenda. None received.</p>	
<p>FG.06.19.4</p>	<p>Minutes of the Finance and General Purposes Committee: Members received minutes of the Finance and General Purposes Committee held on 12th December 2022. Cllr Csuka stated that he would be addressing item 18.12.22 on this agenda. Recommendation: i) To approve the minutes, pending an alteration (minute ref 17.12.22): RFO to remove the sentence 'Cllr Ungerson pointed out that the budget takes into consideration a more expensive HR Provider'.</p>	
<p>FG.06.19.5</p>	<p>Public Participation A 15-minute session is set aside for members of the public to make representations at the meeting in respect of the business on the agenda. Individual representations should not exceed 3 minutes. (Written notice of the desire to exercise the right to speak, together with the topic to be addressed, must be given to the Interim Clerk prior to 09.00 on the Friday preceding the meeting) There were no speakers.</p>	

FG.06.19.6	<p>Report of the Information Technology and Digital Communications Working Group: Cllr Csuka outlined his report and the importance of establishing specific user requirements. Members considered the findings and the proposed recommendation to commission a Business Continuity Plan. This document could be produced by Officers or Councillors. The RFO stated that there may already be documents that have been produced that could be useful to reference.</p> <p>Recommendation: i) To commission a Business Continuity Plan for Sandwich Town Council, subject to existing documents.</p>	
FG.06.19.7	<p>Sandwich Town Council Financial Outturn Summary 2022/23 Members received the year end report produced by the Responsible Finance Officer.</p> <p>Recommendation: i) To note this report.</p>	
FG.06.19.8	<p>Report for the Bulwarks and Poulders Gardens Play Areas: Members considered the report relating to The Bulwarks Play Area for a proposed partial refurbishment contribution and the Poulders Gardens and the Bulwarks play areas for the potential renewal of a service level agreement with Dover District Council for the maintenance of the play areas which has now lapsed.</p> <p>Recommendations: i) To respond to Dover District Council with further questions about the proposals. ii) To request a meeting with the relevant DDC officer. iii) To request that the two play area sites are urgently checked for safety as the has SLA lapsed some time ago. iv) To request that a new SLA is arranged as soon as possible.</p>	
FG.06.19.9	<p>Date and time of Next Meeting: Monday 17th July 2023 at 18:30 within the Guildhall.</p>	

Report to Councillors and Members of: The Finance and General Purposes Committee

Meeting scheduled for 17th July 2023

Report from: Cllr Emmet Csuka

Date of report: 10th July 2023

Subject: Information Technology (IT) Support Arrangements & Digital Communications

Classification: Ordinary Business

Purpose of report:

To provide an update to Finance and General Purposes Committee on the work of the Information Technology (IT) Support Arrangements and Digital Communications Working Group and to consider a proposal for undertaking a Tender exercise to procure a new website for the Town Council.

1. Re-Tendering of the Town Council Website and the IT Support Arrangements

1.1 Approach taken to produce Tender documents:

The Information Technology (IT) Support Arrangements and Digital Communications Working Group has met on two occasions since the last update was provided into The Finance and General Purposes Committee.

The first meeting was held on 21st June 2023, when the group undertook an exercise to capture user requirements for both the Town Council Website and the IT Support Arrangements. **The output of this meeting is included at Annex 1 to this report.**

Both sets of user requirements are being used to inform the Tender documents that will be produced for both the Town Council Website and the IT Support Arrangements.

This meeting confirmed a target date of 14th August for completing draft Tender documents for the Town Council website and the IT Support Arrangements.

The second meeting was held on 6th July, when the group reviewed the first draft Tender document for the Town Council Website. Subsequent comments have been incorporated into the Tender document. **The output of this meeting is included at Annex 2 to this report.**

1.2 Identifying Suitable Website Providers

Since the last meeting of the Finance and General Purposes Committee, several enquiries have been undertaken to identify suitable website providers who should be contacted to invite bids from.

The proposed list of website providers is drawn from NALC and KALC and includes companies that have a proven track record in delivering website solutions to local councils. There will also be an extended invitation to the current website provider HIBITS.

Initial information has been gathered on the four proposed website providers by reviewing websites already delivered to local councils by each of the four providers; by contacting each of the website providers to obtain initial information on their approach; and by contacting customers of each of the website providers to obtain their views on the service they receive.

The background information with links to websites delivered by each website provider is included at Annex 3 to this report.

1.3 Identifying Suitable IT Managed Services Providers

The committee will receive a verbal update from Cllr. Csuka on the steps taken so far to develop a Tender for procuring an IT Managed Service.

2. Live Streaming of Council Meetings

The committee will receive a verbal update from Cllr. Mallett on the steps being taken to consider how the Town Council will take ownership for the live streaming of meetings.

3. Taking Full Ownership of the Town Council Facebook Page

The committee will receive a verbal update from the Town Clerk on the steps taken to secure full ownership of the Town Council Facebook page from Training Highway.

RECOMMENDATION:

1. That the Finance and General Purposes Committee confirms that a Tender exercise should be run to procure a new website for the Town Council. The exercise should be managed by the Town Clerk, with the support of Councillor Csuka.
2. That the Finance and General Purposes Committee confirms that Requests To Bid, using the Tender document presented, should be issued to the four website providers identified: Zonkey, Aubergine262, Vision ICT and Hugo Fox. In addition, an invitation extended to the current website provider HIBITS.
3. That the Finance and General Purposes Committee confirms that the evaluation of bids and the selection of a preferred website provider should be referred to Sandwich Town Council to undertake due to the financial commitment that will be required.

Annex 1.a

Sandwich Town Council Website – User Requirements

Requirements
<p>Document Archive: Facility to enable the upload and sorting of any document, PDF, Word Doc, Excel File or images</p> <p>This would allow the upload and display of Minutes, Agendas, Financials, notices/ newsletters/ press releases</p>
<p>Member details: Ability for user to easily add and edit Members details and responsibilities. These details would include their contact details, a photograph, their contact details, the committees they sit on, register of interests and bio</p>
<p>About the Council: To include a dedicated area within the website which details Information about the Council, eg: Community assets, the Scope of responsibilities of the Town Council, Job Vacancies, news items, annual reports, etc</p>
<p>Link to Social Media and other sites: Capability for Facebook Feed; Twitter Feed, Instagram. Links to Dover District Council website, eg Dover District Council planning portal, ONS data, etc. Possibly to other sites eg KCC, NALC, KALC, LGA, Environment Agency, Sandwich Museum archives, Police, local schools</p>
<p>Dynamic Features: Ability for users to create community events, include a local directory of interest (visitor information) and create a headline banner. Include a gallery facility for photographs. Ability for residents to contact the council via the website, eg completing a contact form, reporting defects, completing a STBF grant application form etc. Ability for bookings: at The Guildhall for weddings and meeting rooms; market stalls, allotments, local businesses, grant application forms. Integrated calendar to display upcoming events drawn from a number of sources and with multiple user access with different access / security levels to enable updating.</p>
<p>Regulatory & Technical Design Requirements: To ensure the website design and content meets the necessary regulatory and technical design requirements, eg: . Gov Domain Site Certification</p>

Requirements

WCAG2.1aa Compliant
W3C compliant
Transparency Code Compliant
GDPR Compliant
Accessibility Statement
Privacy Policy
FOI publication scheme

Website Capacity/ Operability

The website should have the capacity and resilience to deliver an uninterrupted solution, eg to consider

- Sufficient disk space
- Unlimited Bandwidth
- Unlimited number of pages
- Daily remote backups
- Reliable UK hosting
- Operation Royal Bridge Ready
- On-going help and support
- User interface compatibility with all devices
- Dynamic - capable of future updates / process of change management & testing.

Website Security

Multiple Security Layers that meet standards necessary for a local government website
Capability for the Whitelisting /Blacklisting of unsuitable sites

User Experience

The website design should be easy to navigate with the inclusion of suitable drawdown menus and single click movement between pages.

Annex 1.b

Sandwich Town Council IT Support – User Requirements

Requirements
<p>Managed Service: To provide a managed service for x PCs/ laptops for Sandwich Town Council and x PCs and 1 server for the Sandwich Museum: (Action: to confirm number of PCs and server requirements with Town Clerk and Museum Curator)</p> <ul style="list-style-type: none">- Proactive IT Support for core business hours of 9am to 5pm, Monday to Friday- Proactive monitoring of PCs- Managed Microsoft Windows updates and patching- Remote Help Desk function and on-site support
<p>Business Level Mobile Device Management Management and administration for x Apple iPads, to include:</p> <ul style="list-style-type: none">- Proactive IT Support for core business hours of 9am to 5pm, Monday to Friday- Managed Microsoft Windows updates and patching- Remote and on-site support <p>(Action: to investigate with Town Clerk the use of password protection using 2-step authentication as an alternative to providing iPads to councillors)</p>
<p>Out Of Hours Support And Response: This to be provided at an additional rate, details of these rates to be provided by the provider, to cover</p>
<p>Service Level Agreement for response times: First contact: 15 minutes or better response time for requests for remote support; Target resolution time of 24 hours or better for resolving incidents. Ticket to be raised by provider and regular updates on progress provided</p>
<p>Provision of a cloud-based back-up and storage service with effective data recovery</p>
<p>Regulatory & Technical Design Requirements: To ensure all systems are secure and have core cyber security protection GDPR Compliant Accessibility Statement Privacy Policy Provision of a service that is compatible with .Gov domain based service Sustainability</p>
<p>Provision and Management of Office 365 Action: to investigate with Town Clerk the provision of CCTV, the streaming of council meetings, the general integration of software eg the integration of software eg Finance, digitized archive, recordings of meetings, generic management information system</p>
<p>Support for procuring new PCs and laptops: These items, where required, will be at an additional cost</p>
<p>Quarterly Account Review to be undertaken with Council Officers</p>
<p>Provision of IT Related Training Services including cyber security training</p>



Sandwich Town Council Website Invitation To Tender

ABOUT SANDWICH TOWN COUNCIL

Sandwich Town Council has a Town Mayor and 15 Councillors. All Councillors are elected by the people of Sandwich in a single election, which is held every four years. The most recent election was in May 2023.

The everyday management of the Council is undertaken by the Town Clerk and a team of officers and staff.

Sandwich comes under the authority of Dover District Council and Kent County Council.

It currently lies within the South Thanet parliamentary constituency, but this will change to the Herne Bay and Sandwich parliamentary constituency when the new parliamentary constituency boundaries are adopted.

INTRODUCTION

The Sandwich Town Council's website is currently administered by Highway Business Services (hibits.co.uk), which is a company based locally to Sandwich.

The Council's website has not been updated for many years and there is currently a lack of resource within the Council to update, edit and publish. It is widely recognised and accepted that the website needs to be upgraded/renewed as a matter of urgency.

There is a 30-day rolling contract with the current website provider. They have declared an intention to work with any new website provider to ensure any Council data and community content they hold in relation to the current website is appropriately archived (ensuring that access is retained as required).

The Council intends to award a contract based on a weighting of price and quality objectives (50/50). The Tender is bound by the Council's financial regulations and the Council is not required to award a contract to the lowest price offer.

Tenders must be returned to townclerk@sandwichtowncouncil.gov.uk by 5pm, xxxxxxxx 2023.

registrar (DNR) and domain name system (DNS) provider to ease ongoing changes and the future management of the DNS.

- Hosting Platform and Content Management

The website hosting platform must be UK based and will need to comply with current legislation requirements eg GDPR. It should be web based so that it can be easily managed, with the correct permissions, from any location with no bespoke software necessary.

A security sockets layer (SSL) Certificate is required (encrypted for security, indicated by green padlock icon) for security as it provides users with the added sense of interacting with a secure site.

The customer management system (CMS) offered to manage and publish web content should be an affordable off the shelf solution, which is easy to customise to meet the current and future needs of the Council.

- Emails

Our email service is provided as part of the Microsoft Office 365 cloud-based solution. Email addresses, systems, existing costs etc. will remain unchanged.

- Website Security

The website should have multiple security layers that meet the standards necessary for a local government website and should include the capability for the Whitelisting/ Blacklisting of unsuitable sites.

- Website Capacity/ Operability

The website should have the capacity and resilience to deliver an uninterrupted solution with provision of daily (as a minimum) remote backups to avoid loss of data. It should be dynamic, capable of future updates supported by a clear process of change management & testing.

The bidder should demonstrate that their solution provides:

- Sufficient disk space, bandwidth and the number of pages available to meet current and future needs of the Council;
- User interface compatibility for all devices; and
- Operation Menai Bridge Readiness.

- Website design and content

The website design should be easy to navigate with the inclusion of a search function, suitable drawdown menus and single click movement, forward and back, between pages. Examples of similar work undertaken for other Councils should be referenced.

The content of the website will include the following:

The website must allow access for Council Officers and staff to edit and manage content. This will enable them to, for example, edit and add pages and posts and to upload agendas, minutes, calendar and news items

- **Regulatory & Technical Design Requirements:**

The bidder must ensure the website design and content meets the necessary regulatory and technical design requirements for a local council website, including:

- Gov.UK Domain registration
- WCAG2.1aa compliance
- W3C compliance
- Transparency Code compliance
- GDPR compliance
- Accessibility Statement
- Privacy Policy
- FOI Publication Scheme

WEBSITE MAINTENANCE

An annual support contract is needed and must include occasional telephone support for staff using the system and creating new content. It is not intended to be an ongoing development service, but to support staff maximise the potential of the website.

STAFF TRAINING

The bid should also detail the relevant training that would be available for Council Officers/ staff to administer their role in supporting the website.

Report to Councillors and Members of: Sandwich Town Council
Meeting scheduled for 26th June 2023
Report from: Cllr Colin Wiles
Date: 12th July 2023
Subject: F & GP
Priorities for 2023/24
Classification: General

Purpose of report:

To establish the priorities for the Finance and General Purposes Committee in 2023/24

The Finance and General Purposes Committee (FGP) was created in 2022 following a review of the Council's Committee structure. Its current terms of reference are included at Appendix 1 (below).

In considering priorities for the year ahead the current staffing situation must be considered. Following a number of resignations, a review and restructuring of the staffing complement is underway. Once the new structure is in place, the FGP Committee can start to develop a clear action plan. Clearly, some of the items below may extend beyond the current year, but it is important that the Committee has a clear idea of future priorities.

In order to prepare for this work, it is proposed that the following items should be agreed as urgent priorities for the coming year.

Action	Comment
Consider in depth a new staff structure for STC and make recommendations to full Council.	Review underway.
Investigate, purchase and implement a new financial software system for the RFO.	The RFO is currently using Excel spreadsheets which are not fit for purpose.
Improve the presentation of accounts.	Many councillors and members of the public have commented that the presentation of accounts could be improved.
Tender for a new IT system and website.	Recommendations from the IT Working Group to be brought forward asap.
Explore the relationship between STC and TBF.	Many members of the public and councillors believe the structure is Byzantine and over-complex. We need a long-term review to consider how to simplify the relationship.
Review the Guildhall Futures Plan, and the current lease with DDC.	A fundamental review of the Guildhall's future viability is required, including a review of the terms of the lease with DDC, the current lettings arrangements and charges for room hire.
Put in place new standing order and terms of reference for committees.	The Working Group to report asap

Review all assets owned by TBF and STC.	The staff restructuring should take account of this.
Improve the presentation and review of the financial risks.	Review is underway.
Review payroll and consider whether this should be outsourced.	External companies can often provide a more cost-effective service.

Appendix 1

4.1 Overall remit of the Finance and General Purposes Committee

To oversee the Council's internal management and administration. To manage all the financial and human resources, and all the physical assets of the Town Council, in a prudent and diligent manner, acting in the best interests of the community of Sandwich, at all times, and in accordance with the Council's objectives. Specific duties, powers and responsibilities include:

1. To set a budget and precept for recommendation to Council.
2. To review annually, in January and February of each year, the Council's staffing resources, along with the staffing structure, pay and conditions and terms of employment and to make recommendations to Council relying on, where appropriate, the Scheme of Conditions of Service of the National Joint Councils and the National Association of Local Councils.
4. To oversee staff recruitment and retention processes and procedures, including staff training and annual appraisals, providing regular reports to Council on actions taken.
5. To confirm any recommendation to suspend or dismiss a member of staff, other than the Chief Executive where this decision is reserved to the Council.
6. To oversee any capital works carried out by the Council.
7. To draw up and oversee a schedule of delegations to committees, officers and councillors for approval by the Council.
8. To ensure all insurance policies are in place and that best value is obtained.
8. To negotiate any borrowings on the best possible terms and to recommend accordingly to Council.
9. To have ultimate responsibility for all Health and Safety Matters including staff welfare.
10. To review annually the Council's financial regulations and make recommendations to Council on any changes.
11. To oversee the production of the Annual Report and other publications.

12. To ensure the efficient management of the town's allotments at Black Lane and Sandown Road.
13. To ensure effective IT services are procured and provided at best value to the Council.
14. To oversee effective communication with the public, so that decisions are communicated speedily and effectively by means of the website, and by social and other media.
15. To oversee the timely distribution of agendas, minutes and other relevant documents, in accordance with legal requirements.
16. To facilitate recording and live streaming of all council meetings, ensuring that meetings are accessible to the public by all means available.
17. To have oversight of Council-run markets.

Recommendations:

Members to consider the list of actions and make a recommendation regarding the urgent priorities for the Finance and General Purposes Committee in 2023/24.