



24th July 2024

The meeting of **KIDDERMINSTER TOWN COUNCIL** will be held at **6:00PM** on **MONDAY 29th JULY** in the **COUNCIL CHAMBER, WYRE FOREST HOUSE** when Members are summoned to attend.

Yours Sincerely

Hugh Peacocke
Chief Executive Officer

Membership: Councillors G. Connolly (Mayor), J. Aston, J. Beckingham, B. Brookes, D. Chambers, L. Carroll, V. Caulfield, B. Connor, H. Dyke, N. Gale, D. Hine, S. Hollands, M. McDonnell, S. Miah, F. Oborski (MBE), M. Rayner, D. Round and M. Smith.

AGENDA

1. Apologies for absence

2. Declarations of interest

To receive declarations under consideration on this agenda in accordance with the Localism Act 2011 S32 and The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012.

Members are reminded that should you declare a pecuniary interest at a meeting, it is your responsibility to inform the Monitoring officer.

3. Public Question Time

In accordance with Standing Order 3(c), to allow members of the public to make representations, ask questions, and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda.

4. Approval of Minutes (Appendix 1)

To approve the minutes of the meeting of Kidderminster Town Council held on 26th June 2024.

5. Regenerating Kidderminster (Appendix 2)

To receive a presentation from Ostap Paparega, Deputy Chief Executive, Regeneration and Commercial, Wyre Forest District Council.

6. Operational Services Office Re-location (Appendix 3)

To consider proposals for the relocation of the Council's Operational Services Team

7. Devolution Programme (Appendix 4)

- A) To approve in principle the freehold transfer of Willowfield Park, King George V Park, Forester Way Park and Jerusalem Walk Park, from the Wyre Forest District Council to Kidderminster Town Council, and
- B) To work in partnership with Wyre Forest District Council on a phased approach to discuss all remaining Kidderminster Parks and other transferable assets.

8. Internet Banking Arrangements (Appendix 5)

To authorise internet banking arrangements for the Council.

9. The Forward Work Programme (Appendix 6)

To note the Forward Work Programme for Full Council for 2024/25 and consider any additions.

**KIDDERMINSTER TOWN COUNCIL
TOWN COUNCIL
Minutes of the meeting held at 6pm on Wednesday 26 June 2024
In the Council Chamber, Wyre Forest House**

Present:

Councillors G. Connolly (Town Mayor), J. Aston J. Beckingham, B. Brookes, L. Carroll, D. Chambers, B. Connor, H. Dyke, N. Gale, D. Hine, S. Hollands, F. Oborski (MBE), M. Rayner and D. Round.

Hugh Peacocke, Chief Executive

APOLOGIES FOR ABSENCE

Apologies were received from Cllrs. Mike Smith, Vicky Caulfield, Mary McDonnell and Shazu Miah.

19. DECLARATIONS OF INTEREST

None

20. PUBLIC QUESTION TIME

Nil

21. MINUTES

Re draft minute No. 6, it was noted that Councillor Bernadette Connor did not declare an interest as a member of the St. George's Park "Save the Paddling Pool" group.

RESOLVED: To approve the minutes of the meeting of Kidderminster Town Council held on 23rd May 2024, as amended.

Members noted the minutes of the following Committee meetings:

- The Planning Committee held on 28th May 2024
- The Town Hall Committee held on 30th May 2024
- The Staffing Committee held on 3rd June 2024
- The Operational Services Committee held on 5th June 2024
- The Finance & Overview Committee held on 13th June 2024

22. TOWN MAYOR'S REPORT

The meeting received a report from the Town Mayor, Councillor George Connolly, on his first month in office, since elected Mayor.

23. NOTICE OF MOTION

Submitted by Councillor Doug Hine:

1. *Council notes that the costs of the waterfall in 2023/24 were £3,060 and the budget estimate for 2024/25 has a figure of £3,750 for "water feature - servicing maintenance & utilities". This is excluding officer time.*
2. *Given this cost and the fact that it is only operational approximately 6 times a year, Council resolves to decommission the flow of water on it.*
3. *Council asks the Operational Services Committee and officers to assess whether we could have permanent coloured evening lighting at a more moderate expense.*
4. *Funds saved can be redirected towards St Georges Park Paddling Pool.*

Councillor Hine presented his motion, as published.

The Mayor invited Mr. Michal Loftus of the Kidderminster Civic Society to address the meeting on the history and local significance of the water feature.

An amendment to the motion was proposed by Cllr. B. Connor, seconded by Cllr. S. Hollands, and resolved, as follows:

1. *Council notes that the costs of the waterfall in 2023/24 were £3,060 and the budget estimate for 2024/25 has a figure of £3,750 for "water feature - servicing maintenance & utilities". This is excluding officer time.*
2. *Council asks the Operational Services Committee and officers to assess whether a more sustainable operating regime is possible. The committee should look at the running costs, the number of hours and days the fountain is switched on and to publicise more widely the in-depth history of the fountain and its connections to Kidderminster. The Operations Services Committee to make its recommendations back to Full Council for decisioning alongside a report containing the full history of the waterfall as well as full costings.*

24. INTERNAL AUDIT REPORT 2023-2024

The CEO presented the Internal Audit Report.

The meeting noted that the Council had appointed a new Internal Auditor following the ending of the service from the District Council under the Council's Service level Agreement.

It was noted that the report addressed 15 different criteria and all passed, except for the qualification raised regarding the Council's Register of Fixed Assets. The CEO said that the report raised a number of challenges, to which responses have been provided in the report as presented to the Council. He told the meeting that a revised Asset Register, addressing the concerns raised by the internal auditor, would be presented to the next meeting of the Finance and Overview Committee on 10th October, for approval by Full Council on 23rd October. The Council appointed Cllrs. D. Hine and F. Oborski to a Working Group to assist in the drafting of the Register.

RESOLVED:

- A. To receive the Internal Auditor’s report in full, as presented
- B. To approve the responses from the CEO to the items raised in the report
- C. To improve governance and oversight by commissioning more regular internal audit reports (3 per annum, including the year-end report)

25. End of Year Accounts 2023-2024

The Town Mayor told the Council that the CEO had signed and published the Council's annual accounts for approval.

The CEO told the meeting that both the income and expenditure had increased significantly due to the costs of the Town Hall Transformation Project. He presented the Annual Internal Audit Report, which included a qualification at H. “Assets and Investment Registers were complete and accurately and properly maintained”, as referred to in the previous Minute.

RESOLVED:

- A) To receive the Annual Return (subject to external audit) for the financial year 2023/24.

- B) To receive and note the Annual Internal Audit Report.

- C) To approve each individual paragraph (1-9) of the Annual Governance Statement as defined at Section 2 of the Annual Return:
 - 1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.
 - 2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.
 - 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.
 - 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.
 - 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.
 - 6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.
 - 7. We took appropriate action on all matters raised in reports from internal and external audit.

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.

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.

D) To authorise the signing of the Annual Governance Statement by the Mayor and the Clerk

E) To adopt the accounts and to authorise the signing of the Annual Return (subject to external audit) by The Town Mayor and the Chief Executive Officer, in line with the regulatory requirement to sign the accounts by 30 June 2024.

26. REVIEW OF THE COUNCIL'S FINANCIAL REGULATIONS

The meeting received the review prepared by the CEO. He told the meeting that it was good practice to review the Regulations on an annual basis and that the review had regard to the following matters:

- A. Issues raised in the internal auditor's report
- B. Guidance in the recently published Model Financial Regulations (National Association of Local Councils)
- C. Some anomalies in the current regulations
- D. The raising of some thresholds to reflect inflationary changes.

RESOLVED: to approve the Financial Regulations, as reviewed.

27. THE COUNCIL'S STRATEGY AND VISION 2025-2029

RESOLVED:

- A. To approve the Terms of Reference for the Council's Strategy Working Group
- B. To appoint the following members to the Working Group:
Councillors S. Hollands, F. Oborski, H. Dyke, L. Carroll and the Town Mayor.

28. TOWN HALL UPDATE

The Meeting received the Town Hall update.

29. ST. GEORGE'S PARK PADDLING POOL UPDATE.

The meeting heard that there was no update regarding funding for this project.

The following Council members were appointed to the Working Group:

Councillors S. Miah, B. Brookes and S. Hollands.

(An invitation to join the Working Group would be offered to Cllr. V. Caulfield.)

30. CIVIC AND COMMUNITY EVENTS

The meeting received a report from the Interim Civic, Community and Events Manager, setting out events and budgets for the Council to consider.

RESOLVED: To request the Civic, Community and Events Committee to consider resources and arrangements for the following events:

- Remembrance Sunday – Sunday 10th November 2024
- Kidderminster Christmas Lights Provision and Switch On Event – Saturday 16th November 2024 to January 2025
- Santa in the Town – Saturday 7th December 2024
- Mayor’s Sunday
- Mayor’s Community Christmas Service
- The 80th Anniversary of VE Day (8th May 2025)

Also to consider how the Council might support the following Community Events:

- Food Festival
- Sheep Trail
- Music Festival
- Celebration of Cultures.

31. BIODIVERSITY

The Mayor invited Councillor Doug Hine, who chaired the Working Group, to present the Biodiversity Policy which had been recommended by the Operational Services Committee.

Councillor Hine outlined the development of the Policy and its importance for how the Council delivered its services in the future. He also asked the Council to add the following to the Terms of Reference of the proposed Working Group:

7. Consider a draft Local Nature Action Plan.

RESOLVED:

- A. To approve the Council’s Biodiversity Policy
- B. To Approve Terms of Reference for a Biodiversity Working Group, including 7 above, and
- C. To appoint the following members to the Biodiversity Working Group:
Councillors J. Beckingham, N. Gale and D. Hine

32. APPOINTMENTS TO OUTSIDE BODIES

RESOLVED: To make the following appointments:

	Organisation	Councillor Appointments
1)	Carpet Museum Trustees (1)	Liam Carroll
2)	CALC (1) NALC Super Councils Network	Doug Hine John Beckingham
3)	Friends of St Mary's Church Committee (1)	Steve Hollands
4)	Historical Societies Group (1)	Darren Chambers
5)	Community Transport in Wyre Forest	George Connolly
6)	Fairtrade	Bernadette Connor
7)	Wyre Forest Young People's Forum	Vicky Caulfield
8)	Kidderminster BID- Observer at Board meetings	Liam Carroll
9)	The Kidderminster Dementia Action Alliance	John Aston
10)	the Kidderminster Town Centre Community Partnership Steering Committee	Doug Hine
11)	Historic Opportunities Group	Fran Oborski, Darren Chambers and Daniel Round

The meeting also approved that Councillor J. Beckingham replaced Councillor B. Connor on the Operational Services Committee.

33. FULL COUNCIL FORWARD WORK PROGRAMME 2024-25

The Mayor presented the Forward Programme and invited members to comment or propose any additions for future meetings.

Councillor Hine pointed out that the Council had declared a Climate Emergency in 2021 and asked that this matter be put on the agenda for the October meeting.

The Meeting concluded at 7.44pm.

REGENERATING KIDDERMINSTER

Investing for a green, successful and prosperous town



Funded by
UK Government



Wyre Forest
District Council



Kidderminster
Town Council



Cllr Marcus Hart

Leader of Wyre Forest District Council

This brochure sets out the details of the £45m investment in the Kidderminster town centre, which is supporting the most comprehensive town centre regeneration programme in decades.

Economic regeneration is one of the three top priorities for the Council, reflected in the newly adopted Corporate Plan 2023-2027, and the Kidderminster 2040 Vision.

Our immediate priority is to deliver the major projects shown in this brochure, but we are taking a long-term approach to economic growth and regeneration. This is why we have commissioned feasibility studies to unlock the next phase of brownfield sites to deliver more homes, jobs and green spaces and make the district more sustainable economically, socially and environmentally.



Cllr Dan Morehead

Cabinet Member for Economic Regeneration, Planning and the Green Agenda at Wyre Forest District Council

Over the past few years town centres up and down the country have been affected by significant changes in consumer behaviour, a restructuring of the retail sector and the effects of the Covid pandemic.

Kidderminster town centre has not been immune to these challenges and this brochure sets out what the Council is doing to address them.

The projects detailed in this brochure will enable the re-purposing and transformation of key town centre assets into mini-destinations providing more attractive places to work, live, play and spend leisure time.

They will increase high street footfall, generate more business and attract further investment.



Cllr David Ross

Leader of Kidderminster Town Council and Cabinet Member for Finance and the Capital Portfolio Fund at Wyre Forest District Council

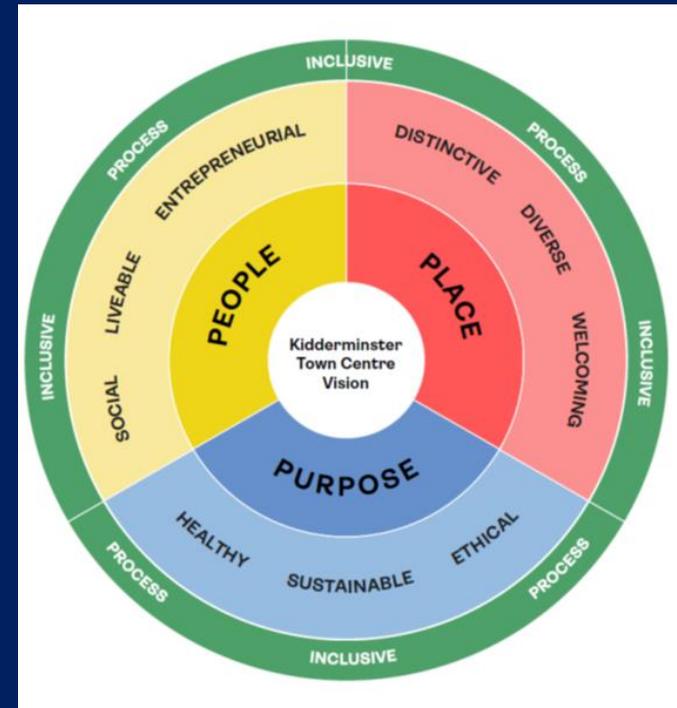
Delivering major capital projects during a period of market volatility, increased construction costs and overstretched supply chains is a significant challenge.

This is why the Council has committed additional funding to ensure that these projects get completed and deliver the benefits and outcomes, which were envisaged from the start.

In addition to delivering regeneration objectives, these projects will make a commercial contribution to the Council, generating revenue funding that will support the delivery of services that local communities value.

Kidderminster 2040 Vision

- By 2040 Kidderminster will be known as a purposeful, forward-thinking town centre.
- A sustainable place that celebrates its heritage and natural environment.
- An independent place that attracts entrepreneurs and creative thinking.
- A social place enlivened by its town centre living, public spaces, café culture and evening economy.
- An inclusive place that cares about health, welfare and education of current and future generations.
- A friendly place that understands how to relax and enjoy life.



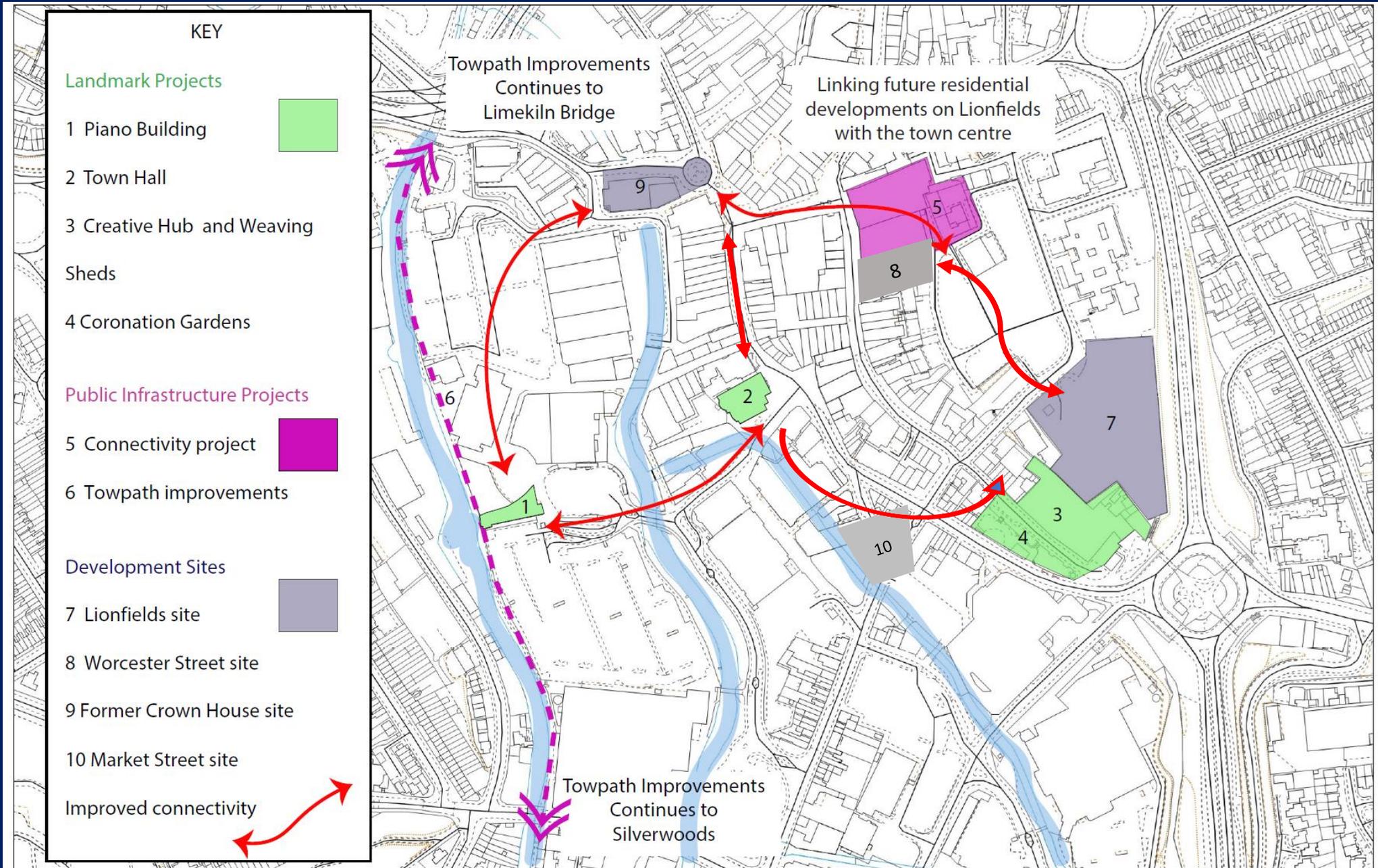
Kidderminster town centre – a new destination

The overall purpose of the projects detailed in this brochure is to strengthen the viability and vitality of the Kidderminster town centre through the provision of new employment, commercial, cultural, leisure and entertainment uses and community infrastructure, which will increase high street footfall and act as a catalyst for future investment.

The projects will deliver a series of inter-linked mini-destinations within the town centre, encouraging the flow of people between these landmark buildings, offering a wide range of new interactive experiences and unlocking brownfield sites for future residential, commercial and public realm developments.

The delivery of these projects is under way and funded through an unprecedented £45m investment package, of which £38.4m is from the government's Future High Streets Fund and the Levelling Up Fund, and the remainder from the Wyre Forest District Council and Kidderminster Town Council.

Spatial distribution of investment





£45m investment

- Flexible workspaces
- Creative industries
- Business and enterprise support
- Arts, culture and entertainment
- Food and beverage uses
- Green public realm
- Community infrastructure

Creative Hub



Town Hall



Worcester St Connectivity



Piano Building

Kidderminster Creative Hub



This project will see the refurbishment and re-purposing of the Grade II listed former Magistrates Court into a Creative Hub providing:

Flexible workspace for
businesses in the creative
industries sector

Creative Lab
3D printers | Computer Suite

Meeting Rooms
Conference space

The Weaving Sheds
Multi-purpose events space

Town Hall Transformation



This project will transform the Grade II listed Town Hall into a centre for arts, culture, entertainment and education, including the provision of a state-of-the-art *Music Room* (650 seats) and installation of a glazed roof over the courtyard to create space for a new foyer and *The Courtyard Restaurant & Bar*.

Piano Building



This project will repurpose the Grade II listed Piano Building into a commercial centre offering:

**co-working | hybrid | office space
micro-brewery | craft bar | restaurant
entertainment space | outdoor events space**



Worcester St Connectivity



The Connectivity Project, which replaces the Steps Entry, will link the town centre with a future residential development on the Lion Fields site providing a green, safe and accessible pedestrian route to the town centre for the new residents. The project will also deliver a new playground.

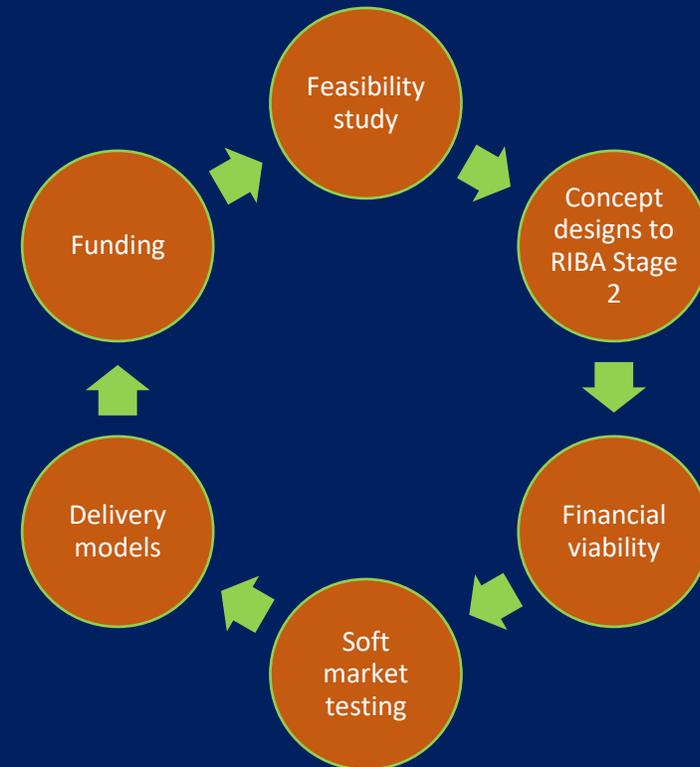


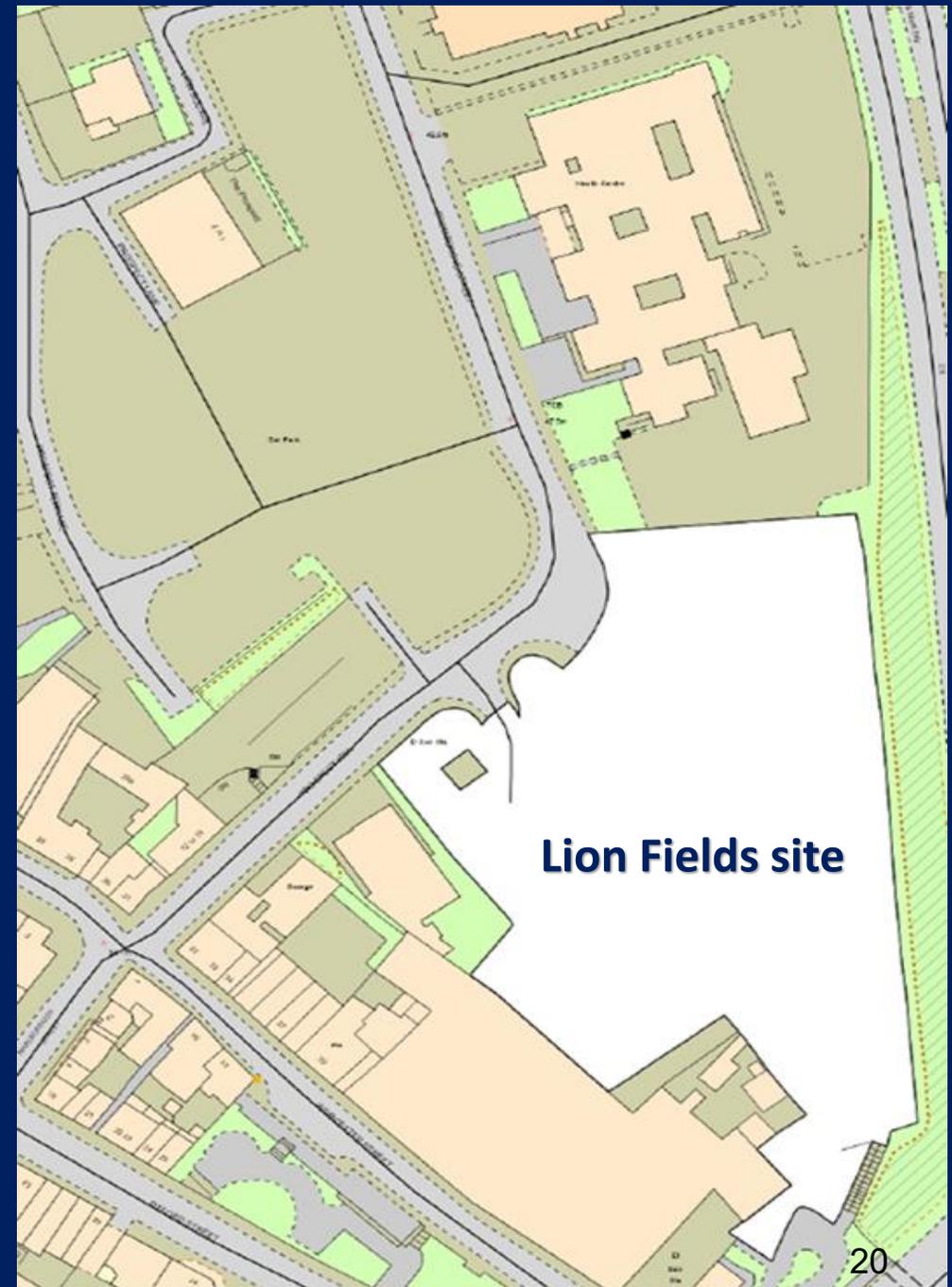


PROJECT PIPELINE - Kidderminster

FUTURE DEVELOPMENT SITES:

- **Lion Fields** (former Glades) site
- **Worcester St sites** (former Poundland and Sigma Aquatics)
- Former **Crown House** Site
- **Market Street** site





DELIVERY TIMESCALE

Feasibility Study (pipeline projects) – August 2024
Worcester St Connectivity – November 2024
Kidderminster Creative Hub – December 2024
Piano Building – March 2025
Town Hall – July 2025

CONTACT DETAILS

Ostap Paparega, Head of NWedR
ostap.paparega@nwedr.org.uk

Jane Doyle, Communications and Engagement Officer
jane.doyle@nwedr.org.uk



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Kidderminster
Town Council

KIDDERMINSTER TOWN COUNCIL

Meeting 29th July 2024.

Public report to Members

Agenda Item 6: Operational Services Office Re-location

To consider proposals for the relocation of the Council's Operational Services Team

Aim

The purpose of this report is to seek agreement on the re-location for Kidderminster Town Council Operational Services to Silverwood's Forest Park Kidderminster.

Background

In 2016, Kidderminster Town Council secured a number of services within the Public Realm which required operational management, ranging from repairs and maintenance of assets, ground maintenance and health and safety monitoring and inspections, services included Public Toilets, St Marys Church, Street Furniture, Allotments, Town Centre Flowers, Christmas Lights and Monuments.

In 2022, Kidderminster Town Council had successfully secured the transfer of 3 x Parks, St Georges, Broadwaters, Baxter Parks and the Kidderminster Markets.

Current and Future Staffing Location.

Kidderminster Town Council staff currently reside at Wyre Forest House whilst works are carried out to complete the Town Hall project, expected completion Spring/Summer 2025.

On completion it is expected that all staff except the Operational Team (Currently Adam Stockhall Public Realm and Operations Manager and Rob Beeston Public Realm and Operations Officer) will re-locate back into new accommodation located within the upstairs of the Town hall.

Purpose

It is intended that on completion of the Town Hall the Operational Team will be required to re-locate to new premises, this will ensure Services can be delivered in a safe and efficient manner, enable to maintain current assets and parks with the need to continually improve and enhance, this will require machinery, staff, equipment and sufficient space.

Town Hall

The type of building and design that is the Town Hall will not be a location to deliver and manage services both for the present and future activities of Operational Services.

- Space is not suitable or safe to efficiently operate equipment and machinery.
- Open venue to the public, not suitable for operational activity.
- Building not suitable in building layout.
- Poor accessibility for the delivery of materials and equipment
- No suitable storage for equipment
- No suitable storage for materials
- No suitable storage for chemicals
- No suitable storage for tools.
- No vehicle parking.

Location Proposal

With the current range of services and the possible expansion of services (separate report and presentation attached), KTC requires a building that can safely store, machinery, materials and equipment and deliver services efficiently for the now and future potential growth.

Silverwood's Forest Park Estate which will fit all of our needs both for the current and future years ahead, provides the following,

- WC Facility
- Kitchenette
- Wi-Fi Connectivity
- Fully DD compliant
- On-site parking
- Office area (will need to be extended)

Currently we have an offer of 6 month's rent free from the date we occupy premises.

Some works would need to be completed which can be undertaken within current budgets, for example we would need to install storage racks.

➤ **Other Viewings**

We did however view a number of units which provided a comparison both in terms of condition, size and price, and although prices were consistent, the size and condition of the units did not meet our current or future needs.

- Hoo Brook Enterprise Industrial estate Kidderminster. – Too Small to provide space for future growth and requires extensive upgrades to make the space habitable.
- Ratio Park Industrial estate – Finepoint Way Kidderminster. Lacks size for growth.
- The Depot – Wyre Forest District Council. – Logistics and space was a concern.
- Industrial Unit – Stourport Road, unfinished unit with the proposed space being too small for potential future growth.

Financials (Early Estimations)

These figures are based on the current proposal with Wyre Forest District Council for the annual unit rent, and we are still in the process of attempting to get a better deal with the potential further devolution of services.

- Rent Deposit £4,875 to be paid on completion.
- Initial 6 months' rent free
- Annual Rent - £19,500 – To note, there will be an upwards only rent review to market rental value at the end of year five.
- Other, Utilities, Business Rates
 - £13,000
- Office build – Racking & Miscellaneous
 - One off works £2000
- TOTAL RENOVATIONS £2,000 (Current Expenditure will cover Renovations)
- Allocate £3,000 2025/26 – Extend Office accommodation
- YEAR ONE (Part Year) October – 31st March 25 (Rent Free)
- Rent Deposit £4,875 to be paid on completion.
- £3,000 Business and Utilities.
- YEAR TWO - 2025-26 £31,600, to note KTC vacate WFH May 2025.
- YEAR THREE - 2026-27 £31,600 Inc Rates
- YEAR FOUR - 2027-28 £31,600 Inc rates
- YEAR FIVE – 2028-29 £31,600 Inc Rates

To note, annual savings,

- £6,000 P/A from external storage hire.
- £19,500 P/A from KTC vacating WFH May 2025

Future Considerations

If the Town Council has aspirations to grow and expand within Operational Services, this will require a clear strategy and business case with aims to,

- Bring Services in House
- Recruit Local People
- Transfer Existing WFDC staff through TUPE.
- Provide Staff Training
- Improve standards
- Expansion of Services
- To Consider paddling pool maintenance (storage of chemicals, equipment and staffing)
- Expand fleet and machinery

None of the above can be achieved without securing the right premises for now and future years. It is also evident that the Town Hall cannot accommodate the current or future needs of the Operational Services team.

Recommendation

It is recommended that the Town Council RESOLVES:

- Council agrees for to a 10-year lease of the building. located on Silverwood's Forest Park Industrial Estate.
- Council agrees that the Public Realm and Operations Manager & Officer continues to negotiate with the Wyre Forest District Council for an improved financial package on the annual rent as we potentially discuss further services and asset transfers..

Kidderminster Town Council

Report to Council meeting 29th July 2024

Agenda Item 7: Devolution Programme

Aim

A) To approve in principle the freehold transfer of Willowfield Park, King George V Park, Forester Way Park and Jerusalem Walk Park, from the Wyre Forest District Council to Kidderminster Town Council, and

B) To work in partnership with Wyre Forest District Council on a phased approach to discuss all remaining Kidderminster Parks and other transferable assets.

Background

Kidderminster Town Council was established in 2015. Its main aim is reflected in the Council's mission statement: "*Providing Services to the People of Kidderminster*". At that time, WFDC transferred to the Council the Town Hall and other assets, such as allotments and street furniture to the Town Council.

More recently, in 2022, the District Council transferred 3 parks at St. Georges, Broadwater and Baxter Gardens to the Town Council, as part of an ongoing devolution programme.

The Town Council has demonstrated its ability to meet these challenges and continues to work with the District Council to determine what other services can be devolved going forward.

A) Assets to be considered for 2024/25 transfer.

4 x Parks to include all built structures within those spaces, including (for clarity), sports and play facilities.

All 4 x parks are small in size with children's play equipment, green space, trees and hedgerows.

- King George V Park – Marlpool Lane
- Willowfield Park – Willowfield Drive
- Forester Way Park – Forester Way
- Jerusalem Walk Park – Broad Street

B) Phase 2 - 2025/26

- White Wickets – Franche Road
- Springfield Park - Springfield Lane
- Spennells Play area. – Heronswood Road
- Bewdley Hill

C) Phase 3 – TBA

- Brinton Park
- Other transferable assets

Service level agreements

KTC will not require an SLA with WFDC for maintaining parks and will be seeking an agreement with our current contractor MB&G under our current Grounds Maintenance Contract.

Financials

Annual Grounds Maintenance Inc Bin emptying and Litter picking.

- King George V Park - £7,100
- Willowfield Park - £6,400
- Forester Way Park - £6,400
- Jerusalem Walk Park - £4,000

Annual Total £23,900

Dec 1st – March 31st £2000

Recommendations

Town Council are recommended to agree, in principle:

- A) To authorise officers to negotiate the transfer of the four parks.
- B) Agree for the Public Realms Operations Manager and Officer to continue negotiations with the remaining Parks and Assets through a phased approach.
- C) Any final agreements in these matters to be brought to Full Council for consideration.

**KIDDERMINSTER TOWN COUNCIL
TOWN COUNCIL MEETING, 29th July 2024**

PUBLIC REPORT TO TOWN COUNCILLORS

AGENDA ITEM 8: Internet Banking Arrangements

To authorise internet banking arrangements for the Council.

BACKGROUND

At the meeting of the Council on 18th March 2024, it was agreed to change the Council's bank account from Barclays to Handelsbanken. The Council is working through the transfer with the providers.

DISCUSSION/ COMMENT

Internet banking is a key element of modern banking arrangements and Handelsbanken's corporate arrangements require the Council to pass a resolution in order to authorise this access. This will enable the Council to make payments and otherwise give instructions to the Bank electronically through the Corporate Internet Services for the operation of its accounts (See attached leaflets for further information on the services and security protocols)

As noted by the Council in March, Handelsbanken has very high security and credit ratings. The proposed access to the accounts will require 2 officers of the Council to authorise any transactions on the Council's bank account (currently only 1 officer is required).

FINANCIALS

There is no cost to the Council, in excess of the charges already approved.

SUMMARY

This service is essential for The Council to operate its account, following the transfer to Handelsbanken. It is more secure than our current arrangements.

RECOMMENDATION(s)

It is recommended that the Town Council RESOLVES:

1. To authorise Hugh Peacocke (CEO) and Adam Stockhall (Operational Services Manager) to sign and execute on behalf of the Council all agreements and actions required in connection with the Corporate Internet Services, including the appointment of administrators to the services, and
2. That the Bank is authorised to accept an electronic signature of an authorised user and/or an administrator on a document as being conclusive of that person's intention to sign the documents as if they had applied their manuscript signature.

Hugh Peacocke

Chief Executive Officer

22nd July 2024

Online Banking for Corporates



Handelsbanken offers safe and secure online banking for corporates so you can manage your finances easily and effectively

Corporate Online Banking

Stay in control of your finances with secure access to your accounts:

- Access balance and account information
- Make domestic and international payments – including templates for salary and other regular payments
- Manage Direct Debits and standing orders
- Import and manage payment files from your accounting software
- Permission administration: set and manage users' account and payment access

Corporate Banking app

Gives you quick, easy and secure access to your corporate accounts:

- View account balances and transactions
- Make faster payments and international payments to existing beneficiaries created in Corporate Online Banking
- Make transfers between your accounts
- Authorise payments, transfers and payment files that are input into Corporate Online Banking
- View future-dated payments and payment history

GlobalOn-Line

Manage your cross-border payments and transfers simply and securely:

- Make cross-border and domestic payments and transfers with Handelsbanken in other countries
- Get access to account information from Handelsbanken and non-Handelsbanken accounts held globally by your business

Online security

We take online security seriously, and work tirelessly to protect your money, providing you with a secure online experience.

[Contact us](#)

handelsbanken.co.uk

Handelsbanken

Handelsbanken is the trading name of Handelsbanken plc, which is incorporated in England and Wales with company number 11305395. Registered office: 3 Thomas More Square, London, E1W 1WY, UK. Handelsbanken plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 806852. Handelsbanken plc is a wholly-owned subsidiary of Svenska Handelsbanken AB (publ).

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CORPORATE BANKING

A guide to our **Corporate digital banking services**



Handelsbanken

Quick, simple and secure digital banking with Handelsbanken

Handelsbanken provides you with a range of options for banking and managing your accounts digitally, including Corporate Online Banking for flexible online banking, and the Corporate Banking app, which gives you easy access to your corporate accounts.

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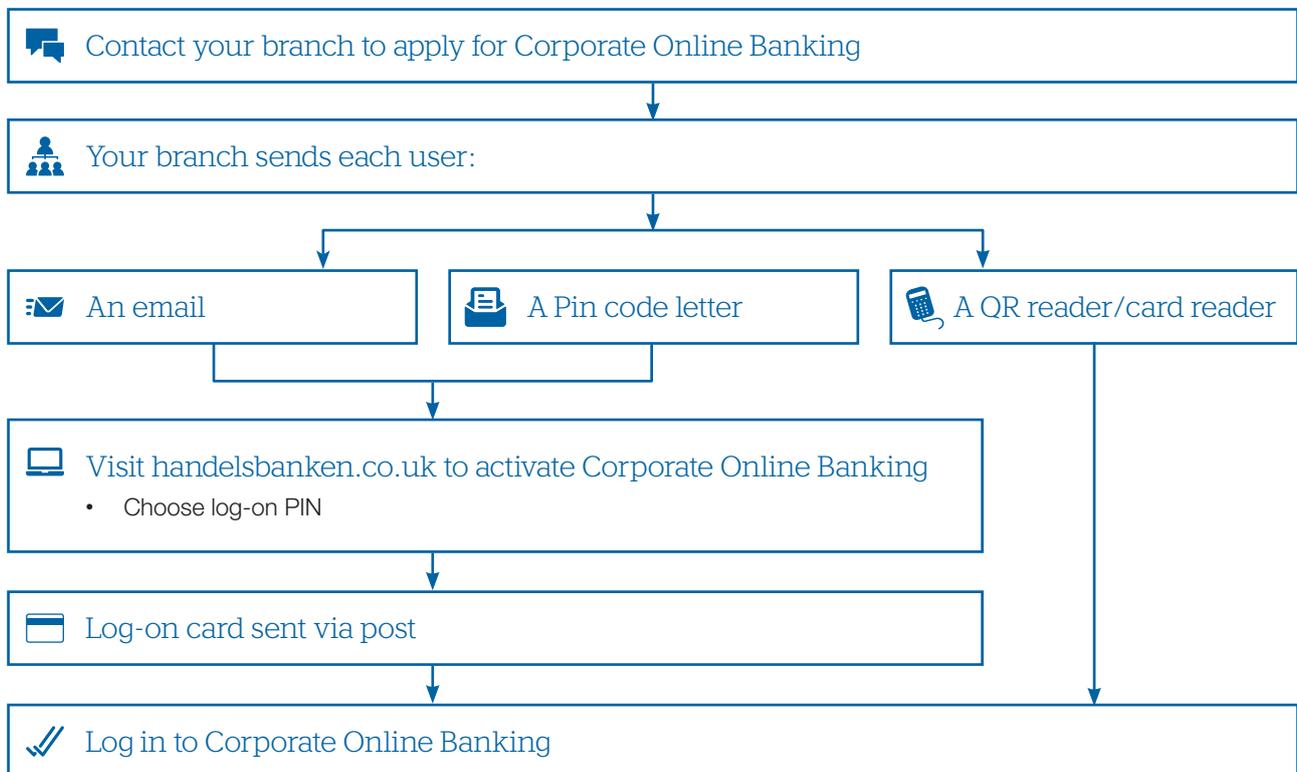
Corporate Online Banking

Stay in control of your finances with convenient and secure online access

The Handelsbanken Online Banking service enables you to:

- View your account balances and transactions
- Export account transaction data
- Make transfers between your accounts
- Make UK and international payments
- Import payment files
- Set up and manage payment templates
- Manage standing orders and direct debits

A summary of the steps to get Corporate Online Banking



Please refer to pages 3-8 for a detailed guide

Registration and getting started

Follow these instructions to register and activate your online banking.

1. Contact your branch to apply for Corporate Online Banking

Your branch will provide each user with the items they need to receive their log-on card:

- An email with the 16 digit log-on card *number* and instructions
- A code letter with a 12 digit 'one-time' passcode



Each user should ensure they have both the email and Pin code letter before proceeding to the next step, to order their log-on card. Contact your branch if you do not receive the email.

2. Follow instructions in the email to choose your PIN and initiate the order of your log-on card, to activate your Corporate Online Banking.

The following guidance will help you complete the instructions when you access the handelsbanken.co.uk log-in page:

Go to the 'Activate your online banking' page at handelsbanken.co.uk and choose your log-on card PIN

- You will be asked to input the 16 digit log-on card number provided in the welcome email and then click 'Continue'.
- Open the Pin code letter provided by your branch. Enter the 12-digit '**one-time**' passcode number from the Pin code letter and then click 'Continue'.

- Enter your unique PIN. For your security, you are required to enter your own unique log-on card PIN (only known to you). The following rules and best practice should be followed:
 - The PIN must be 6 digits (0-9)
 - Avoid using your date of birth or anything else someone could easily guess
 - Avoid using simple sequences, e.g. 123456



Once selected, you are unable to change your log-on card PIN. Ensure you remember your PIN as it cannot be reset.

When you have entered your chosen log-on card PIN in both boxes, click **'Continue'**. Your log-on card will now be sent to you by post.

The first screenshot shows the 'Choose your PIN code for your log-on card' page. It features a progress bar with four steps: 1. Log-on card number, 2. Authentication, 3. Choose your PIN code (highlighted), and 4. PIN confirmation. Below the progress bar, there is a section titled 'Your PIN code' with instructions: 'Your PIN code will be used every time you log on to your online banking. When choosing your PIN code ensure it consists of six digits (0-9) and avoid the following: -Using your date of birth -Using simple sequences e.g. 123456'. A hand icon points to the instructions. Below this, there are two input fields: 'Choose PIN (6 digits)' and 'Confirm PIN (6 digits)'. A 'Confirm' button is at the bottom. A 'Remember your PIN' box states: 'Once you have confirmed you PIN code, you will not be able to change it.'

The second screenshot shows the 'PIN confirmation' step. The progress bar now has step 4 highlighted. The main message reads: 'You have now confirmed your PIN; you will receive your log-on card shortly.' Below this is an icon of a card in a mail envelope. At the bottom, there is a link: 'If you would like to use the log-on card with card reader and cable you will need to download the security software. Go to: handelsbanken.co.uk/downloadssoftware'.

Your Corporate Online Banking is activated. You will now be sent your log-on card by post. When you receive this, you can log in to Corporate Online Banking and register for the Corporate Banking app and Digital ID.



We will never ask you for your PIN. If you believe or suspect someone knows your PIN, please inform us immediately.



For more assistance, please see the help links on the log in page of the website, or contact Handelsbanken Customer Connect team on: 0800 470 8000 (+44 20 757 88247) 24 hours a day, seven days a week, 365 days a year.

Logging in to Corporate Online Banking

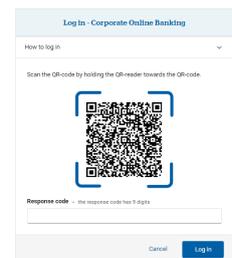


Log in to Corporate Online Banking

Option 1

Log into Corporate Online Banking using your QR reader

1. Go to handelsbanken.co.uk and select '**Corporate Online Banking**' from the log-in drop down menu.
2. Click on '**QR-reader**'.
3. On the log-in screen, enter your 16 digit log-on card number (printed on your log on card) or your personal ID if you have created one.
4. Start the QR reader by inserting your log-on card.
5. Align the QR code displayed on your laptop or device within the frame of the QR reader and press '**OK**' on the QR reader.
6. Enter your 6-digit log-on card PIN into the QR reader and press '**OK**'.
7. A response code will be displayed on your QR reader. Enter the response code from the QR reader into the log-in screen on your computer and click '**Log in**'.



You are now logged into Handelsbanken's Corporate Online Banking.

Signing banking transactions

You may be prompted to sign certain transactions. Follow the steps below to sign your transactions.

1. Insert your log-on card in order to start the QR reader.
2. Press the 'MENU' button on the QR reader and then select 'Sign' from the options displayed.
3. A challenge code will be displayed on the online banking sign page. Enter this code into the QR reader and press the '**OK**' button.
4. Enter the last four digits of the recipient's account number into the QR reader, and press the '**OK**' button.
5. Enter the payment amount into the QR reader, and press the '**OK**' button.
6. 'Enter PIN code' will be displayed on the QR reader's screen. Enter your 6-digit log-on card PIN into the QR reader and press the '**OK**' button.
7. A response code will be displayed on your QR reader. Enter this number on the online banking 'sign' page and click '**Sign**' to complete the transaction.

Option 2

Log in to Corporate Online Banking using the Digital ID app

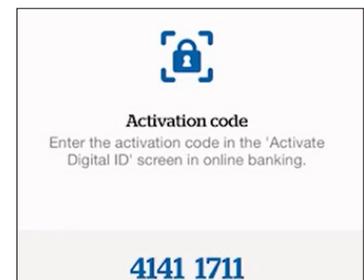
How it works

The Handelsbanken Digital ID app enables you to use your smartphone to log in to Corporate Online Banking securely and to 'sign' for transactions. A unique, one time QR code is displayed on screen, and the Digital ID app provides a QR scanner to read the QR code to confirm it's really you logging in to Handelsbanken Corporate Online Banking. QR codes are a type of two-dimensional barcode that can only be read by a dedicated QR code reader to provide a secure means of identification.

How to set up the Digital ID app

To use the app you will need to be registered for Corporate Online Banking

1. Download the Handelsbanken Digital ID app on your smart phone from the App Store or Google Play.
2. Log in to Corporate Online Banking at handelsbanken.co.uk
3. Once you are logged in, click '**Mobile Banking**' then '**Activate Digital ID**'.
4. Next, open the Handelsbanken Digital ID app and tap '**Activate Digital ID**'
5. The app on your smart phone will display a one-off eight digit activation code. Please type this code within your Online Banking screen that you have open on your desktop and click '**Continue**'.
6. You will now need to create a Personal ID. If you already have a Personal ID, it will be automatically displayed and you can continue to the next stage.
7. To confirm your identity, you will need to 'sign'.
8. A QR code will be displayed on your desktop screen, similar to the example image shown here. Using your smart phone, align the QR code shown on your desk top screen to the frame within the app. The app will let you know when it has scanned.
9. Choose a six digit passcode in your Digital ID app on your smart phone. This will be used every time you use the app. You must keep your passcode confidential and try not to use a number that other people could easily guess. Once you have entered your passcode twice, click '**Confirm**'.



Do not disclose your security credentials relating to your online banking to anyone, no matter who they claim to be. This includes card numbers, response codes from the card reader, your Personal ID, passcodes and log-on PIN.



For more information, and to access videos on getting started, logging in and signing for transactions with the Digital ID app, go to handelsbanken.co.uk/DigitalID.

Option 3

Log in to Corporate Online Banking using your card reader with the USB cable

Once you have received your log-on card and card reader, follow this guide to get access to your online services.

Please ensure you have the following:

- The card reader (this will have been posted to you)
- The USB cable (supplied with the card reader)
- Your log-on card (this will have been posted to you)
- Your log-on card PIN number (chosen by you when you ordered your log-on card)



1. Download the software

Before you can use your card reader with the USB cable, you will need to have installed the security software and driver on your computer. Go to the log-in page at handelsbanken.co.uk and click on the link: 'Activate your Online Banking'. Follow the instructions to 'Download and install software for Windows' or 'Download and install software for Mac', depending on your device.

Click on the 'System requirements' link on the log-in page to check compatibility.

2. Connect the card reader to your computer using the USB cable

The large connector is inserted into a USB port on your computer. The USB symbol  is usually shown on the USB port. The small connector is inserted into the base of the card reader.

3. Log in to online banking

- Insert your log-on card to the top of the card reader.
- Go to handelsbanken.co.uk and select your online service from the 'Log-in' drop down menu.
- Click on '**Card reader with cable**'.
- BankID security application window opens. Click on '**Verify my identity**' to proceed.
- '**Card PIN**' will be shown on the card reader's screen. Enter your 6-digit log-on card PIN into the card reader and press '**OK**'.

You are now logged in to Handelsbanken's online banking services.

Signing banking transactions

While using our online banking services you may be prompted to sign certain transactions. Follow these steps to sign your transactions using your card reader with the USB cable.

1. Click on '**Execute**' when prompted by the online banking service. Make sure the card reader is connected to the computer and the card is inserted into the card reader.
2. BankID security application window opens with the details of the transaction that you need to sign. Review the details and click on '**Sign**' on the website to execute the transaction.
3. '**Card PIN**' will be shown on the card reader's screen. Enter your 6-digit log-on card PIN into the card reader and press '**OK**'.

Option 4

Log in to Corporate Online Banking using your card reader without the USB cable

You do not need to download any software to use your card reader without the USB cable.

1. Go to handelsbanken.co.uk and select **'Corporate Online Banking'** from the log-in drop down menu.
2. Click on **'Card reader without cable'**.
3. On the Log-in screen, enter your 16 digit log-on card number (printed on your log-on card) or your personal ID if you have created one.
4. Start the card reader by inserting your log-on card or by pressing the **'OK'** button if the card is already inserted.
5. When **'Select Function'** is displayed on the card reader's screen. Press the **'LOGIN'** button.
6. A challenge (right) is displayed on your computers Log-in page. Enter this number into the card reader and press **'OK'** button. Please note: The challenge is valid for 4 minutes only.
7. **'Card PIN'** will be shown on the card reader's screen. Enter your 6-digit log-on card PIN into the card reader and Press the **'OK'** button.
8. A response code will be displayed on your card reader. Enter this number into the Log-in screen on your computer and click **'Log in'**.



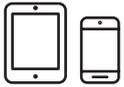
You are now logged in to Handelsbanken's online banking services.

Signing banking transactions

While using our online banking services you may be prompted to sign certain transactions.

1. Click on **'Execute'** to be taken to the Sign page.
2. Insert your log-on card, then if needed, start the card reader by pressing the **'OK'** button.
3. **'Select function'** will be shown on the card reader's screen. Press the **'SIGN'** button on the card reader.
4. Enter the last four digits of the recipient's account number into the card reader, and press the **'OK'** button.
N.B. Where you are making batch payments, instead of entering the last four digits of the payee's account number you'll need to enter the number of payments.
5. Enter the payment amount into the card reader, and press the **'OK'** button.
6. A challenge is displayed on the sign page. Enter this number in the card reader and press .
7. **'Card PIN'** will be displayed on the card reader's screen. Enter your 6-digit log-on card PIN into the card reader and press the **'OK'** button.
8. A response code will be displayed on your card reader. Enter this number on the online banking 'sign' page and click **'Sign'** to complete the transaction.

Corporate Banking app



The Handelsbanken Corporate Banking app gives you quick, easy and secure access to your corporate accounts.

With the app you can:

- View account balances and transactions
- Make transfers between accounts*
- Make UK Faster Payments to existing beneficiaries*
- Make international payments to existing beneficiaries
- Authorise payments, transfers and payment files
- View future payments
- View payment history
- Access contact details for your branch

** For your security, the maximum total value of payments and transfers that each user, who must be a Corporate Online Banking authorised signatory, can authorise in the app per day is as follows:*

- £100,000 - jointly with another Corporate Online Banking authorised signatory where the Corporate Online mandate requires two or more users to authorise.
- £50,000 - on their own if the Corporate Online Banking mandate allows a single user to authorise, or if the user has a sole limit.

How to set up your app

1. Contact your branch to register for the app

2. Create the Personal ID and Passcode required to log in to the Corporate Banking app

If you already have an Individual Online Banking Personal ID and Passcode you can use this to log in to the Corporate Banking app.

- Log in to Corporate Online Banking at handelsbanken.co.uk
- Once you are logged in click 'App log-on details' then 'Register/change Personal ID' and choose a Personal ID.
- Click on Register/change Passcode to choose and confirm your Passcode. Please remember this Passcode as the branch is unable to send you a reminder.
- You will be asked to 'sign' to confirm:

3. Download and activate the app

- Search for '**Handelsbanken UK Corporate**' in the App Store or Google Play and download the Handelsbanken Corporate Banking app.



- Activate your mobile device the first time you log in by following the onscreen instructions and using your card and card reader.



Please note that each user must create their own Personal ID and Passcode. Please do not let anyone else in your business know your security details.



Please note: if you do not use the app for 180 days, it will be deactivated as a security precaution. To reactivate, please follow the steps above.



Please contact your account manager if you have any questions on the Corporate Banking app or if you require assistance.

If you experience any technical difficulties, please call Handelsbanken Customer Connect on 0800 470 8000 from the UK or +44 20 757 88247 from abroad 24 hours a day, seven days a week, who can help you with any aspect of activation or logging in to the app, or any other technical questions you have with Handelsbanken Corporate Online Banking.

Further assistance

Please contact your account manager if you have any questions on Corporate Online Banking or the Corporate Banking app or if you require assistance.



If you experience any technical difficulties, please call Handelsbanken Customer Connect on **0800 470 8000** from the UK or **+44 (0) 20 757 88247** from outside the UK, 24 hours a day, seven days a week, 365 days a year.

They can help with:

- Installing the BankID security program
- Logging in to Corporate Online Banking and the Corporate Banking app
- Using your card and QR reader/card reader
- Setting up and using Digital ID
- Technical questions about our digital services

For troubleshooting tips, you can also visit our website at handelsbanken.co.uk and click on 'Support' and then 'Help with logging in' where you'll find the support you need to help you get online.



handelsbanken.co.uk

Handelsbanken

Handelsbanken is the trading name of Handelsbanken plc, which is incorporated in England and Wales with company number 11305395. Registered office: 3 Thomas More Square, London, E1W 1WY, UK. Handelsbanken plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 806852. Handelsbanken plc is a wholly-owned subsidiary of Svenska Handelsbanken AB (publ).

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Kidderminster Town Council

Work Programme for Full Council Meetings for the Municipal Year 2024/25.

Standing Items on each (ordinary meeting) agenda:

1. Apologies
2. Declarations and Dispensations
3. Approval of Minutes of previous meeting and noting Committee minutes
4. Questions/ Petitions from members of the Public
5. Town Mayor’s Report
6. Town Hall Update
7. St. George’s Paddling Pool update

Other items of Business

Meeting Date	Item
23 May 2024	Committees and appointments Review terms of refence and memberships of any Committees that the Council wishes to appoint
	To make appointments to outside bodies
	To review Standing Orders and make any amendments agreed.
	Approve Member-Officer protocol
	Strategic Risk Register
26 June 2024	End of Year Statutory Accounts To receive the Annual Return, Approve each section of the Annual Governance Statement and adopt the accounts and the Mayor to sign them, To note the date for the exercise of electors’ rights
	To review the Council’s Financial Regulations
	To set up the Strategy / Vision working Group
	Civic and community events
	Appointments to Outside bodies
	Approve Bio-diversity Policy
29th July 2024	Regenerating Kidderminster
	Operational Services Depot
	Devolution Programme
	Internet banking
23 October 2024	Budget for 2024/25- Timetable Councillors are invited to make the RFO aware of any particular projects that may need to be undertaken in 2025/26, so that they may be referred to the relevant Committee for consideration
	Kidderminster BID Presentation
	Climate Change
22 January 2025	Town Council Vision 2025-2029
	2025/26 Budget and Precept
	Schedule of meetings for the municipal year 2025/26
16 April 2025	Nomination of Mayor Elect and Deputy Mayor
	Annual Review of Strategic Risk register