



10th July 2026

Members are summoned to attend the meeting of the **FINANCE AND OVERVIEW COMMITTEE** which will be held in the **COUNCIL CHAMBER, TOWN HALL, KIDDERMINSTER** at **6:00 PM** on **16th JULY 2026**.

Hugh Peacocke

Chief Executive

Membership: Councillors Shazu Miah, Helen Dyke, John Beckingham, Bernadette Connor, Mary Rayner, George Connolly, Steve Hollands (Chairman), Liam Carroll, Fran Oborski and Doug Hine

AGENDA

1. Apologies for absence

2. Declarations of interest

To receive declarations for items 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. Minutes (Appendix 1)

To receive and approve the minutes of the meeting of Finance and Overview Committee on held on 11th June 2025.

5. Committee Terms of Reference (Appendix 2)

To Note the Committee's Terms of Reference

6. Election of Vice-Chair

To Appoint a vice-chairperson for the committee.

7. Approval of Accounts (Appendix 3- to follow)

7.1 To receive the cash book reports detailing income (Appendix 3.1) and expenditure (3.2) from 1st March 2026 to 30th June 2026 and

7.2 To approve the payments (including VAT) over that period.

8. Budget monitoring (Appendix 4- to follow)

8.1 To receive the Income and Expenditure Account to 30th June 2026 (Appendix 4.1)

8.2 To resolve to approve the expenditure against cost centres that are over the approved budget levels. (Appendix 4.2)

9. Bank reconciliations (Appendix 5- to follow)

To receive the bank reconciliations for April, May and June 2026.

10. Internal Auditor's Report (Appendix 6)

To approve the responses to the issues raised in the internal auditor's report for year ended 31st March 2026.

11. Quarterly Vision Action Plan reports (Appendix 7)

To receive the Report to 31st March 2026.

12. Strategic Risk Register (Appendix 8)

Quarterly review of the Council's Strategic Risk Register

13. Web-based information for Residents, new Residents and Visitors

To consider proposals for the provision of this information on the Council's website.

14. Work Management System (Appendix 9)

To approve the implementation of a new Work Management System for the Council.

15. Forward Work Programme (Appendix 10)

**KIDDERMINSTER TOWN COUNCIL
FINANCE AND OVERVIEW COMMITTEE**

**Minutes of the meeting held on 15th April 2026 in the
Council Chamber, Kidderminster Town Hall**

Present: Councillors: Steve Hollands (Chair), John Beckingham, Liam Carroll, George Connolly (substitute), Bernadette Connor, Doug Hine, Fran Oborski and Mary Rayner.

In Attendance: Hugh Peacocke, Chief Executive Officer (CEO)
Christopher Pugh, Corporate Services Manager
Kate Sexton, Accounts Officer

The meeting welcomed Ms. Kate Sexton who commenced employment with the Council on 2nd March 2026 as Accounts Officer.

APOLOGIES FOR ABSENCE: Councillors Helen Dyke and John Beckingham.

ABSENT: None

58. DECLARATIONS OF INTEREST

None

59. PUBLIC QUESTION TIME

Nil

60. MINUTES

RESOLVED: That the minutes of the previous meeting held on 22nd January 2026 be approved as a true record and signed by the Chair.

61. Approval of Accounts

The CEO presented details of income the Council received from 1st January to 31st March 2026.

The income (appendix 2.1) totalled £1,166,695.30 and included £480,000 in funds transfers from the Council's Premium account.

Of the remaining £686, 695.30:

- £349,878 received from the Public Works loan Board towards the Town Hall Transformation Project,
- £59,779 VAT refund from HMRC,
- £56,984 insurance payment towards storm damage to the Town Hall Roof
- Over £200,000 from Town Hall events and ticket sales.

The meeting complimented the Town Hall team on the strong returns on events.

A member raised a query re seating and evacuation arrangements, which would be referred to the team.

The expenditure for the quarter totalled £790,810.86 (including VAT). Concern was expressed regarding small unaccounted payments which still appeared on the lists. The CEO presented further information and advised the meeting that steps were being taken to address these matters, including:

- Setting up accounts in some local stores.
- Petty cash for smaller payments and
- Amazon password changed

He further reported that the accounting responsibility has now shifted from the District Council to the Town Council, which would ensure better communications between budget holders and accounting officers.

RESOLVED: To approve payments totalling £790,810.86 (including VAT) over the period from 1st January 2026 to 31st March 2026.

62. Budget monitoring

62.1 The meeting reviewed the Council's income and expenditure from 1st April 2025 to 31st March 2026 against budgets set for 2025-26.

The following over expenditures were approved:

- Town Hall re-opening costs: £191,759 (Budget of £100,000)
- ICT Support- £15,183
- Finance Support- £11,054
- Public conveniences repairs- £2,608
- Allotments- repairs to watermain- £5,815
- Insurances £30,481 (Town Hall unoccupied)

62.2 Earmarked reserves at 31.03.26 approved

62.3 Two bad debts written off (SWW Wrestling: £609.60 and Old Swinsford Primary School: £13.78)

63. BANK RECONCILIATIONS

The Committee received the Bank reconciliations for January, February and March 2026.

- | | |
|--------------|-------------|
| - 31/1/2026: | £564,240.62 |
| - 28/2/2026: | £323,729.53 |
| - 31/3/2026: | £534,045.22 |

64. Internal Auditor's Report

The Committee received the first interim Internal Audit report for 2025-26, prepared by LCC Consultancies.

The CEO set out the Council's proposed responses to the points raised in the report, which were also included in the report.

The Committee recommended that the system of internal control be approved at Full Council 22/4/2026.

It was noted that the annual review of internal controls would be approved at Full Council on 11/6/2026.

Resolved:

To receive the interim Internal audit report for 2025-26, and

To Approve the Council's response and the actions set out in the report.

65. Quarterly Vision Action Plan reports

The meeting received the Action Plan report and welcomed the progress being made on the various objectives in the Council's Vision/ Strategy 2025-2029. It was noted that 2 items were red flagged- In Bloom and the Community Awards. The CEO pointed out that these matters had not been included in the Council's budget 2026-27 and Members agreed that the objectives in these matters should be reviewed by Full Council on 22/4/2026.

66. Strategic Risk Register

The CEO presented the Strategic Risk Register at 31st March 2026.

RESOLVED: To approve the Strategic Risk register at 1st April 2026 and to recommend that Full Council approve the register on 22/4/2026

67. Asset Register

The CEO presented the Asset Register at 31st March 2026. The Committee noted the Nominal Valuations shown against assets which had been transferred from the District Council and the replacement/ insurance valuations recorded against them. The meeting agreed to continue the policy of self-insuring playground equipment.

A member queried the value of contents at the Tennis Club and the justification for insuring the premises. There was also concern about public access to the club's facilities, which the CEO said was a matter being considered by the Services Committee.

RESOLVED: To approve the Asset register at 31st March 2026.

68. Forward Work Programme

Received and noted.

CEO to convene the Climate Emergency Working Group before the end of May.

The Meeting closed at 7.30 pm.

Signed: _____
Chairman

Date: _____

Kidderminster Town Council
Finance and Overview Committee

Terms of reference

Membership: The Mayor, Chairpersons of all the other principal Committees of the Council and all Group Leaders shall be members of the Finance and Overview Committee.

Quorum: 4 Councillors

Substitutes: All members of the Committee should endeavour to attend meetings; where this is not possible, their deputies may substitute.

The Committee

- (a) Is responsible for the financial and property resources of the Council, except for setting the precept, which is reserved for Full Council.
- (b) Takes action on behalf of the Council on any matter not delegated to another Committee.
- (c) Monitors the action plan for the delivery of the Council's Strategy and vision 2025-2029
- (d) Reviews the Strategy and Vision for 2025-2029 and makes recommendations to Full Council
- (e) Administers the Corporate Services allocated budget and may vire unspent funds within that budget
- (e) Monitors spending and income against the Council's agreed budgets
- (f) Prepares the Council's annual budget so that Full council can set the Precept requirement
- (g) Receives the internal auditor's reports and approves any actions arising therefrom, with recommendations to Full Council.
- (h) Sets the membership and delegated powers of its Sub-Committees and the terms of reference of its working groups.



**LCC REPORT FOR
KIDDERMINSTER TOWN COUNCIL
INTERNAL AUDIT REPORT FOR 2025-2026**

4th June 2026

Ref: LCC 25-167

LCC Auditor: Claire Tilley

**Local Council Consultancy (LCC)
Collar Factory, Suite 2.03
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Taunton
Somerset
TA1 1QN**

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To Kidderminster Town Council

I performed my final remote audit on the 4th June 2026, to review the Annual Accounting Statements, accounts in general and further review of my previous interim findings. I would like to thank Hugh and his colleagues for their assistance in proving the required documentation. The Town Council has undergone many changes this year- due to the redevelopment of the Town Hall, which has not surprisingly, had an impact on Finances. The CEO is fully aware of these implications and provided a thorough explanation of the variances that appear on the Accounting Statements this year.

This report brings together my findings from the two Interim Audits I conducted- first remotely, on the 13th February 2025 and then in person on the 27th of February 2026.

BASIS OF REPORT

This internal audit report is based upon the Smaller Authorities Proper Practices Panel (formerly the Joint Panel on Accountability and Governance) [*Practitioners' Guide 2025*](#) publication.

The scope of this internal audit is focused on assessing the effectiveness of the Council's internal controls and was outlined in the original Letter of Engagement. Where any such controls are found to be deficient, the internal audit will help lead to improvement in those processes.

By applying the principles of internal auditing, outlined in the current Accounts and Audit Regulations and applying the approach to internal audit testing outlined above, every effort is made to ensure that all internal audits are conducted with due professional care, integrity and independence. All conclusions derived from the audit are based upon objective and traceable evidence.

Please note it would be incorrect to view internal audit as the detailed inspection of all records and transactions of the Council in order to detect error or fraud. It is the periodic independent review of a Council's internal controls resulting in an assurance report designed to improve effectiveness and efficiency of the activities and operating procedures under the Council's control. Managing the Council's internal controls should be a day-to-day function of the staff and Councillors and not left for internal audit. (Source: *Practitioners' Guide 2025* – Section 4).

Cont.

Annual Return Section	Process	Findings	Recommendations and actions
A	Bookkeeping Arrangements	Appropriate books of account have been kept properly throughout the year and are well kept with sound audit trails. In 2025-2026 the Council finances were administered by Wye Forest District Council. I was provided with a cashbook of transactions. In 2026-2027, the accounts are moving in house, which is recommended.	
A	Minutes	Minutes for the year are complete and have been signed / initialled as approved by the Chair of the following meeting.	
B	Council's Financial Regulations and Standing Orders are in place and were reviewed	The Council's Financial Regulations were reviewed at a meeting on 25 th June 2025 The Council's Standing Orders were reviewed at a meeting on 22 nd 2025	
B	Council's Financial Regulations have been met with regard to expenditure following review of a random sample of transactions	Invoices are submitted to the Council and retained electronically, with Members receiving a retrospective schedule of payments for approval. Sample testing confirmed that expenditure was appropriately authorised, supported by invoices where available, and that VAT had been correctly accounted for.	

Annual Return Section	Process	Findings	Recommendations and actions
		Whilst approximately 140 expenditure transactions were identified where supporting invoices were not available, this represented a relatively small proportion of the Council's overall expenditure activity and was largely confined to low-value routine purchases and invoices not retained from supplier portals. Although this represents a weakness in document retention procedures, there was no evidence from the sample testing undertaken to indicate a systemic failure to comply with the Council's Financial Regulations.	<i>The Council should continue to strengthen its procedures for obtaining and retaining supporting documentation for all expenditure transactions, including debit card purchases and invoices accessed through supplier portals. This will ensure a complete audit trail is maintained, improve transparency, and support compliance with the Council's Financial Regulations. The Council has already recognised this issue and has implemented measures intended to improve invoice retention going forward</i>
B	Payment process	Purchase Orders and Invoices to customers are raised in house then sent to the District for input and payment.	<i>As accounts are now moving in house- it is recommended that the Council review bank mandate and payment processes</i>
B	Debit card payments	Five bank cards are currently issued to members of staff for the purchase of small incidental items. During the in person review, several instances were identified where receipts were not available to support expenditure.	<i>To strengthen financial control and accountability, adopt a debit card policy to clarify use and controls in consideration of the following.</i> <i>1.Reduce the number of bank cards in circulation and ensure retain and submit receipts, together with clear guidance on authorised expenditure.</i>

Annual Return Section	Process	Findings	Recommendations and actions
		I note this was mentioned in the previous Internal Audit as well.	<i>2.Introduce a petty cash system supported by an appropriate policy and defined procedures for recording, monitoring, and reconciling expenditure.</i> <i>3.Establishing accounts with frequently used local suppliers to minimise the need for ad hoc purchases using bank cards.</i>
B	Review of S137 expenditure	No s137- the Council has General Power of Competence	
B	General Power of Competence	The Council adopted GPC at the first meeting after the elections in 2024, having met the criteria of two thirds elected Councillors and a CiLCA qualified Clerk.	
C	Review of Internal Controls	During 2025-26 there was no specific Internal Control Policy – but indirectly a review is conducted.	<i>The earlier Internal Audit recommendation to adopt a Policy was actioned and a policy is in place -April 2026</i>
C	Risk Management	The Council has assessed the significant risks to achieving its objectives using their Risk Assessment; the document was reviewed and discussed adopted at a Finance ad Overview meeting on 22 nd January 2026 and has been published.	
C	Review of insurance	Insurance was renewed on It is a sector specific policy, adequate for purposes, covers all assets, plus Employer and Public Liability.	

Annual Return Section	Process	Findings	Recommendations and actions
C	Monitoring of Assets	The council has an entire Operations Services department and committee to look after council assets.	
D	25/26 Precept receipt	The 25/26 Precept request matched the submission form to Council	
D	26/27 Budget and Precept consideration	The 26/27 Precept requirement resulted from an adequate budgetary process which was agreed on by Full Council with the amount of £1,521,980	
D	Budget monitoring	Progress against the budget was monitored and minuted regularly.	
D	Reserves were appropriate	Reserves were adequately accounted for. A Reserves Policy was adopted on 23 rd Feb 2023	<i>Ensure this is reviewed annually. If this is the case- update Policies on line to reflect this</i>
D	The final Outturn is in line with expectations	The final outturn was materially in line with expectations	
E	Income controls	Expected income was fully received and properly recorded. The correct Precept amounts were received and match the accounting statements and precept request A number of historic debts remain outstanding and are currently under review by the Council. Officers have	<i>The Council should review outstanding historic debts and, where recovery is no longer considered feasible, present these to Council for formal</i>

Annual Return Section	Process	Findings	Recommendations and actions
		identified these balances as potentially irrecoverable	<i>consideration and write-off in accordance with Financial Regulation 13.3.</i>
E	VAT	The Council is VAT registered; the appropriate quarterly VAT returns were submitted to HMRC	
F	Petty cash controls	Although Petty Cash of £500 was in place, and shows in the bank reconciliation- the intention was to phase it out. This has not been practical. There has been some confusion over money being returned to the District Council. I understand that the amount has now been changed to two – one for £100 and the other £200 reduced to £100	<i>As this is now moving in-house, I would expect a more robust system to be implemented</i>
G	Payroll controls	Salaries are administered and paid by Wyre Forest District Council before the Council can review them. I therefore had limited access to the process, but would expect the District Council to administer payroll correctly. A payroll report was viewed. The Mayor currently sends an invoice for their allowance.	<i>Fin Regs 7.2 state 'the Mayor's allowance (where paid) are also liable to deduction of tax under PAYE rules and must be taxed correctly before payment.</i>

Annual Return Section	Process	Findings	Recommendations and actions
		I note from the Previous Internal Audit report that there were outstanding payments due to HMRC regarding Mayor Allowances - <i>the town council has communicated with HMRC regarding the way forward and HMRC have referred the issue to the Employer Technical Team</i>	<i>Please confirm whether this situation is now resolved</i>
G	HMRC Registration	The Council is registered with HMRC as an employer. Payments in respect of PAYE were verified.	
G	Payroll rates	The current hourly rate of pay is based on the 2025/26 NJC National Salary Award (issued July 2025) [which have been applied and back pay made in October 2025]	
G	Home Working Allowance	The HMRC agreed amount of Home Working Allowance of £6 a week is not paid as staff work from Council office	
G	Pensions Regulator	The Council is registered and in compliance with the Pensions Regulator – the re-declaration was made 1 st November 2023	
H	Asset Controls - all material assets correctly recorded	The current asset register- approved on 16 th April 2026 correctly records all material assets at purchase cost. The value on the Accounting Statements is	<i>It is better to approve the asset register within the financial year in question</i>

Annual Return Section	Process	Findings	Recommendations and actions
		that of the register as of 31-3-26	
H	Asset Controls - all additions correctly recorded	Purchases and acquisitions within 2025/2026 have been recorded	
H	Asset Controls - all Deeds and Titles have been established and shown on register	All appropriate Deeds and Titles have been established and are shown on the Register.	
H	Investment Registers	The Investment Strategy in place- states that Council has £100K in CCLA Jan 2023 However, on discussion, it was revealed that there is only £1000 in there	<i>Please update the Investment Strategy document to reflect the current situation and review annually</i>
H	Loans	The Council has a Public Works and Loans Board Loan – current value £3,069,385 The correct payments have been made. Reserves Policy states they have an agreement to draw down a loan of £500K PWLB In January, the Finance Minutes state a drawdown of £450K to occur	<i>Please review the Reserves Policy annually to take into account current circumstances</i>
I	Bank Reconciliations	Periodic and year-end reconciliations were properly conducted and reviewed.	
J	Accounting Statements	The Accounting Statements prepared during the year were prepared on Income and Expenditure accounting basis and were supported by an adequate audit trail.	

Annual Return Section	Process	Findings	Recommendations and actions
J	AGAR Accounting Statements	Line 2 matched the Precept amount.	
J	AGAR Accounting Statements	Lines 2 and 3 equal the total receipts in the cashbook.	
J	AGAR Accounting Statements	Line 4 only contains staff costs.	
J	AGAR Accounting Statements	Lines 4, 5 and 6 equal the total payments in the cashbook	
J	AGAR Accounting Statements	Year-end bank statements match line 8 of the Accounting Statement.	
J	AGAR Accounting Statements	Line 9 agrees to the value of the asset register	
K	Limited Assurance Review Exemption 24/25	The Council did not meet the exemption criteria for the year 24/25.	
L	Information published on website-	While the Council does not fall into the criteria for Councils below the £25k threshold, transparency-code-for-smaller-authorities it is good practice for Town Councils above the threshold to comply- and has done so	
L	The Council is in compliance with the The Accounts and Audit Regulations 2015	The Council has five years of AGARs and associated documents published.	
L	Compliance with the local-government-transparency-code-2015 turnover exceeding £200K)	As the council have a turnover exceeding £200,000 they need to follow the Local Government Transparency	

Annual Return Section	Process	Findings	Recommendations and actions
		Code 2015- where applicable.	
L	Expenditure over £500 is recorded on the Council website and with all information requirements	All cashbook transactions appear as Appendices to the Finance & Oversight Committee Agendas	<i>Better practice to produce a separate quarterly table showing expenditure over £500 (not staff costs) in accordance with guidelines</i>
L	Tender for contracts above £5K and Government procurement	Non on website- although there is a page for 'Accounts, Policies and Tenders'	<i>If no contracts are currently in place, it may be helpful to state this on the relevant page rather than leaving it blank.</i>
L	Register of Assets	Asset register not published	<i>Publish annually</i>
L	Organisational chart and staff salaries	No organisational chart apparent on website	<i>See guidance</i>
L	Grants Awarded	Grants appear on cash book, but no specific detail on website	<i>See guidance</i>
M	Exercise of Public Rights for 24/25	The Council published the exercise of public rights notice on the website and noticeboard with the following dates: 30 th June 2025 to 8 th August 2025 The notice was dated: 27 th June 2025	<i>Recommend that the dates are also Minuted when AGAR is approved</i>
N	AGAR publication Requirements	Full Council approved the AGAR and complied with the publication requirements for the 24/25 AGAR by publishing Sections 1 and 2. They were approved on the 25 th June 2025 Min ref 17 C and D	
N	24/25 Internal Audit has been published and the recommendations have	The AIAR has not been published on the website-	<i>It is good practice to publish the AIAR and written narrative report</i>

Annual Return Section	Process	Findings	Recommendations and actions
	been considered and actioned	per se, but is not currently a mandatory requirement. Findings had been reviewed	
N	24/25 Conclusion of Audit Notice	The Conclusion of Audit was received by Council on the 24 th October and published on the 25 th October, due to a delay from External Auditors	
N	24/25 External Audit Certificate has been published and the recommendations have been considered and actioned	External Auditors and published on the website on the 25th October, and was presented at the next Full Council meeting on the 28th January. Findings: Findings: Sec 1 Assertion 5 incorrectly completed as no Risk review carried out. <i>A review has been completed this year.</i> Sec 2- Box 4 contained non-staff costs. However, the External Auditors advisory figures are incorrect. <i>The Council have correctly restated Box 4 and Box 6.</i> The report also stated that 'it failed to make proper provision during the year 2025/26 for the exercise of public rights, since the approval date was after the start of the period for the exercise of public rights. As a result, the smaller authority must answer 'No' to Assertion 4 of the Annual	

Annual Return Section	Process	Findings	Recommendations and actions
		Governance Statement for 2025/26 and ensure that it makes proper provision for the exercise of public rights during 2026/27. <i>The published notice on the Council website was dated 27th June 2025, for an inspection period of 30th June to 8th August, so the Council did make proper provision for the year the AGAR covered- ie 2024-2025.</i> <i>2025/2026 provision will be made June 2026.</i>	Council can answer yes to Assertion 4.
O	Website domain name and accessibility	The Council has an authority owned domain name: https://www.kidderminstertowncouncil.gov.uk/ The website has an Accessibility Statement dated: 19th Feb 2026 The Council has published a Privacy Notice	
O	Authority owned email accounts to align with GDPR principles	The Council has council-owned domain email accounts for the Clerk and Councillors which are in use.	
O	IT Policy	The Council adopted an IT Policy in January 2026 which demonstrates protection of equipment	<i>Ensure Policies available on line have adoption and reviewed dates</i>

Annual Return Section	Process	Findings	Recommendations and actions
		and mandates for authority owned email accounts.	
O	Data protection	The Council is registered with the ICO reference ZA179595 has a data protection policy in place readopted: February 2023	<i>The Council should review and update its Data Protection Policy and introduce supporting documentation, including a Privacy Notice, Data Retention Schedule and Subject Access Request Procedure, to strengthen its data governance framework and provide clearer evidence of compliance with Internal Control Objective O.</i>
[P]	Trust funds (If applicable) – the Council met its responsibilities as a trustee	The Parish Council operates as a Sole Trustee for the Kidderminster Educational Foundation- Charity number 527537. Filing of Accounts are stated as not required, due to levels of sums held. The Annual returns for 2022 and 2024 are showing as not filed with the Chrity Commission	<i>Recommend the overdue returns are filed. Monitor levels of income- if exceed £25K accounts must be filed.</i> <i>Please note that line 11 of the Accounting statements will change next year relating to trust transactions from 'exclude' to 'include'.</i>

Further Recommendations:

Following the completion of the Internal Audit, the Council should undertake a review of effectiveness as per Regulation 6 of the Accounts and Audit Regulations 2015. A blank form can be supplied.

Conclusion

The above are recommendations to help the Council improve its processes and in no way detract from the work it, the CEO and staff have already done. I have noted that many of the actions which the previous auditor recommended last year have been completed; the staff and Council should be commended for this.

Kidderminster Town Council has an electorate in the region of 77,000 and the Precept for the year 2025/2026 was set at £1,224,286

In general, I believe that the Council has competent arrangements in place to satisfy itself that its systems of internal financial control are transparent and effective. There are approval and authorisation controls to minimise risk. The audit and management trail for financial transactions is good. I was able to agree that all of the relevant Internal Objectives, except L- publication requirements, have been met.

This report should be noted and taken to the next meeting of the Council for minuting to inform them of the Internal Audit work conducted.

I hope that this report is of help to the Council. If you would like any further help or clarification, please do contact me.



Claire Tilley CiLCA PIALC
Internal Auditor

Figures presented to me at the time of Audit for Section 2

	Year ending 31 March 2025	Year ending 31 March 2026
1. Balances brought forward	1,251,968	1,332,502
2. Annual precept	1,024,716	1,224,286
3. Total other receipts	7,943,283	2,451,184
4. Staff costs	363,495	509,965
5. Loan interest/capital repayments	109,605	119,689
6. Total other payments	8,414,365	3,868,774
7. Balances carried forward	1,332,502	509,544
8. Total cash and investments	2,069,518	533,645
9. Total fixed assets and long-term assets	227,541	350,642
10. Total borrowings	1,971,353	3,069,385

Quarterly report to Finance and Overview Committee Meeting 16th July 2026

	What are we doing	What else will we do in the future	KPI/ How is success measured?	Service Area	Status (R/A/G)	Comment/ notes
1.A Providing services/ amenities and working with other partners and stakeholders to help to deliver a well-presented and safer town centre	Street furniture, memorials, street cleaning, hanging baskets, floral displays, Lengthsman, street sweeping	Kidderminster in Bloom?	Number of complaints/ compliments received.	Operational Services	G	Floral Displays, have been a success, online compliments.
			Works completed in line with annual operations work programme.	Operational Services	A	On going, works planned and on target.
			Launch of competition in 2026.	Operational Services	R	Officers will need additional resource support to successfully deliver.
			Number of entries.	Operational Services	R	
1B. Provide outstanding parks, playgrounds and public spaces	Providing 3 parks, with playgrounds and other facilities.		Number of complaints/ compliments received.	Operational Services	G	1 x complaint FOSG, grass cutting, resolved.
			Grass cutting 17 annual cuts Litter picking & Empty Bins April – Sep 4 x weekly, Oct – March x 2 weekly	Operational Services	G	No complaints, although parks have been stretched on occasions with litter and bin emptying during school holidays.
			Quarterly & Annual Play Inspections Completed and reported.	Operational Services	G	Completed Inspections, works to follow.
			Trees will be surveyed ...	Operational Services	G	Trees surveyed, completed June 2025
		Planning to take on other parks and open spaces.	When parks are transferred	Operational Services	A	Reports to be submitted October for consideration.
	Achieve Green Flag Status for our parks.	Broadwaters first, then the other 2 parks	Achieving Green Flag status	Operational Services	G	Green Flag for Broadwaters achieved
	Supporting Tennis Club		Public access to tennis courts- number of public bookings per month?	Operational Services	G	Less than 20, information shared at meeting in July.
1C. Provide public toilets	Providing toilets at Market Street, Broadwaters Park and	Future provision in Town Hall only?	Toilets opened and cleaned every day	Operational Services	G	Toilets closed for 3 days in September, due to plumbing and blockage issues. Spoken to WFDC to better communicate when issues arise.
			Measure how many days closed	Operational Services	A	January – September, closed for 3 days.
		Charge for use?	Quarterly management meetings	Operational Services	A	Agenda item to discuss at Operational Services Committee

	What are we doing	What else will we do in the future	KPI/ How is success measured?	Service Area	Status (R/A/G)	Comment/ notes
1D. Run vibrant markets	Providing market space	Explore options with the BID, LSD, traders	Income generated.	Operational Services	G	No income to date, estimated £1,000 per month, to pay quarterly.
			Number of stalls	Operational Services	G	Estimate between 20-30 stalls
1E. Provide allotments	Providing allotments	½ yearly meetings with site managers	Number of complaints/ compliments received.	Operational Services	G	New leases signed for all sites in June 2026
1F. Provide value for money services for the communities we serve, by maximising income and controlling costs.	Budget setting,	Generate more income	Quarterly reports to F& O	CEO/ Corporate Services	G	Town Hall generating extra income.
	Budget monitoring and control				R	Seek external funding for appropriate projects
	Financial Regs.,		Compliance and annual review			
1G. Consider further devolution of services from other tiers of local government wherever we feel that this in in the best interests of the communities we serve.	Negotiating with WFDC	Consider opportunities and challenges arising from Local government reorganisation.	When assets/ services are transferred.	Operational Services/ CEO	A	Will impact on precept. Considering Clement Valley Play Park on Silverwoods
1.H We will exercise best practice as an employer, promoting fairness and equality for our employees and volunteers	Implement conditions of NJIC agreements		Staff retention		A	Town Council going through a period of intense change- re-opening Town Hall, Staff restructure, new IT systems and new accounting package. Further change expected through devolution and local government reorganisation. The pace and level of change is impacting on staff well being and relations, but normal working relations will resume once the new systems are bedded in and new staff assimilated into the Council.
	Annual Appraisals, with merit awards, where appropriate		Staff progression			
	Personal training and development supported and encouraged		Grievances/ disputes			
	Employee assistance programme available					
	Flu jabs paid for					
	Eye sight test allowances					
	Other awards, where appropriate.					
	Employer pension contributions					
	Training days and events					

2. Make Kidderminster Town Hall a key community and civic asset

Aims	What are we doing	What else will we do in the future	KPI/ How is success measured?	Service Area	Status (R/A/G)	Comment/ notes
2A. To make the Town Hall accessible and inclusive for all our communities	Transformation project	Completed	Number of complaints/ compliments received.	Town Hall	G	Lots of positive feedback. Currently sourcing stone to remedy temporary tarmac surface
2B. Protecting and preserving the Town Hall, its artefacts and its heritage, on behalf of all of our communities.	Running and Maintaining.	Encourage community knowledge and enjoyment of these assets	Number of visitors		G	Town Hall re-opened and artefacts being reinstalled
	NLHF Project				G	Full varied programme of events and tours scheduled
	Insuring the assets				G	All insured.
2C. Providing top class culture and entertainment events,	Transformation project	Hiring a business development executive to attract first class events and drive income generation through sales, including the Courtyard bar and café.	Achieving income targets		G	Full programme of events underway
			Number of successful events held		G	Over 150 successful events held
			Occupation rates		G	Excellent
			Survey and feedback		G	Positive verbal feedback received.
2D. Supporting the community use and enjoyment of the Town Hall	Transformation project	Hiring a business development executive to attract first class events	Number of successful events held	Town Hall/ Civic, Community & Events	G	Events programme underway and Café operating 5 days a week.
			Occupation rates		G	
2E. To provide accessible, inclusive Civic Offices to deliver services for the people of Kidderminster	Transformation project	Completed	Number of complaints/ compliments received.	Town Hall/ Corporate Services	A	

3. Foster a real sense of Community and Civic Pride

Aims	What are we doing	What else will we do in the future	KPI/ How is success measured?	Service Area	Status (R/A/G)	Comment/ notes
3.A. To be “The Voice of Kidderminster”, by: By lobbying and working in partnership with WFDC, WCC, Kidderminster BID, and others on matters relating to Kidderminster	Partnership working Outside Bodies reps	Consult relevant partners and stakeholders	Number of complaints/ compliments received.	Civic, Community & Events/ Operational Services	G	None to date
			No. of referrals		G	
			Responses from other bodies			Meeting with Kidderminster BID – discussions to improve town centre floral displays. Collaborated on Christmas Lights Switch On partnership event.
						Bescott Promotions- Joint Promotional work through social media, working on Xmas Market.
						Tennis Club – maintaining active communications to ensure pay-and-play remains available
						Friends of the Parks – relations with Friends of St George’s are challenging; Baxter Gardens Friends currently inactive; strong and positive relationship continues with Broadwaters Friends.
						Allotments – Positive relationship working with individual tenants.
						Museum of Carpet – meeting with reps
						Wyre Forest District Council – grant funding received for events such as Christmas Lights Switch on and Santa in the Town Hall, to enhance these for the Kidderminster community.
						Mercian Volunteers Regimental Association – partnership on VJ Day event. Positive feedback received. Maintaining positive relationship.
						St Mary and All Saints Church – successful collaboration working for and on Mayor’s Sunday, Remembrance Sunday and Christmas Carol Service.

Aims	What are we doing	What else will we do in the future	KPI/ How is success measured?	Service Area	Status (R/A/G)	Comment/ notes
			1 Press release per week	Corporate Services	A	Area for improvement, we have put many press releases through, but can go a several weeks between releases where newsworthy information is thin on the ground
			1 newsletter (A4) per month		G	Resources applied
		Support public involvement	Outcomes from matters raised	All	A	More engagement required
Responding to public consultations on behalf of the people of Kidderminster,	Taking consultations to Council/ Committees for response		Outcomes from consultations	Corporate Services/ Planning Committee	G	By consulting with KTC councillors and the BID we will be taking the concerns of the people of Kidderminster to the local planning authority around buildings and plots of land which detract from the Kidderminster, we will feedback to the planning committee on a quarterly basis which will then allow the responses to be shared with the community, this process helps make sure that local views shape planning decisions.
Fulfilling our role as a statutory consultee for planning applications within the parish area,	Commenting on all applications within our parish area	Consult relevant partners and stakeholders	Submission of comments within the consultation period	Corporate Services/ Planning Committee	G	
Raising concerns with the relevant local and national organisations on behalf of the people of Kidderminster	Responding to concerns raised	Encourage Members to submit motions.	No. of Motions	All	G	
		Support public involvement	Outcomes from matters raised	All	A	More engagement required

Aims	What are we doing	What else will we do in the future	KPI/ How is success measured?	Service Area	Status (R/A/G)	Comment/ notes	
3B. Upholding the Civic and Mayoral heritage of Kidderminster	Civic protocols; regalia, civic team; Mayor's allowances	Review protocol.	Number of events the Mayor attends	Civic, Community & Events	G		
			Number of visits to Mayor's parlour	Civic, Community & Events	G		
3C. Inspiring Civic events and Mayoral calendar	Established events, such as Remembrance Sunday, Mayor-making, Mayor's Sunday, etc	Special events, such as Town Twinning 50 th Anniversary, Promotion with Kidderminster Harriers	Size of attendance	Civic, Community & Events	G	Events now more successful since our return to the Town Hall	
			Number of visits to Mayor's parlour		G		
3D. Enjoyable and inclusive community events	Established events, such as Christmas Lights, Santa in the town Hall,	Publicise and promote community events on our website/ social media	Size of attendance	Civic, Community & Events	G	Established events upcoming	
			Review and feedback		G	Established events upcoming. Attendance: improved, increasing every year.	
	Supporting community organisations to hold their own events through financial assistance (grants)		Size of attendance		G	Review and lessons learnt take place after each event. Established events upcoming.	
			Review and feedback				
3E. Celebrate and recognise individual and community achievements	Letters from the Mayor		Aim for 1 per week	Civic, Community & Events	A	A few Mayors letters sent out. Send reminder to councillors	
3.F Encourage and support contributions to our public and community life	Financial assistance (grants)	Promote/ publicise	Public engagement	Civic, Community & Events	G	Done so via Mayors letters and social media	
		Community Awards?			R	No resources available	

Aims	What are we doing	What else will we do in the future	KPI/ How is success measured?	Service Area	Status (R/A/G)	Comment/ notes
3.G Promote “Kidderminster in Bloom”				Civic, Community & Events	R	No resources provided; remove from Vision/ Strategy?
3.H Support and celebrate the understanding of different cultures and peoples through organisations such as the Twinning Association and our various local faith groups	Twinning Anniversary celebrations		Public response	Civic, Community & Events	G	
	Councillor Miah, is the first ethnic minority Mayor of Kidderminster Town Council, a significant milestone for diversity and inclusion in the community and the town’s civic history.			Civic, Community & Events	G	
3.I Support and celebrate Kidderminster's history, heritage and tourism.	Working with partners to save the Museum of Carpet			Civic, Community & Events	G	

4. Take actions to address the climate emergency						
Aims	What are we doing	What else will we do in the future	KPI/ How is success measured?	Service Area	Status (R/A/G)	Comment/ notes
4.A. To Ensure the activities of the Town Council are carbon neutral by 2035.	Working Group set up	Prepare action plan	£10,000 provided in budget 26-27	All	G	
4.B Promote biodiversity across our parks and open spaces	Working Group set up	Update reports to Operational services Committee		Operational Services	G	One meeting held to date, with action plan agreed.
					G	Biodiversity policy reviewed.
	Policy agreed and being implemented				G	Promoted Biodiversity projects on Broadwaters in line with the Friends. Much more work could be achieved through a designated Community post to drive forward.
4.C Actively encourage and support actions that will make Kidderminster as a whole more environmentally sustainable.	Supporting community organisations involved in community projects through financial assistance (grants).	Publicise and promote projects and messages on our website/ social media	Review and feedback	Operational Services	G	Consulted Groups with works carried out on parks. Biodiversity policy in place
		Consult relevant groups regarding relevant issues, where they arise.	Outcomes and level of engagement		G	

5. Provide focused support for young people, the elderly, minorities and the vulnerable

Aims	What are we doing	What else will we do in the future	KPI/ How is success measured?	Service Area	Status (R/A/G)	Comment/ notes
5.A. Provide funding to organisations which support these groups in Kidderminster	Supporting community organisations involved in community projects through financial assistance (grants).	Publicise and promote projects and messages on our website/ social media	Review and feedback	Corporate Services	A	Kidderminster Education foundation- promoted through extensive social media and press coverage
		Consult relevant groups regarding relevant issues, where they arise.	Outcomes		G	Ward grants supporting
5.B. Support and promote initiatives to make Kidderminster a more inclusive town	Supporting community organisations involved in community projects through financial assistance (grants).	Publicise and promote projects and messages on our website/ social media	Review and feedback	Corporate Services	G	Addition of E Learning platform will allow us to assign inclusivity training i.e ED&I
						Favouring local suppliers where able to do so
						Website has added accessibility options allowing us to remove barriers for people with disabilities
					G	Later this year, we will add webcasting to our committee meetings to ensure inclusivity to people who may not be able to attend in person
						In the process of creating a booklet, which will go through social media and website, signposting where to go for support in the local area, this document will be comprehensive and inclusive
		Consult relevant groups regarding relevant issues, where they arise.	Outcomes and level of engagement.		A	

*The impact relates solely to the impact on Kidderminster Town Council as a corporate body.

** Inherent Risk is the product of Impact multiplied by Probability. Both Impact and Probability are assessed on a scale of 1 to 10, where 1 is a low score and 10 the highest. Therefore the higher the Inherent Risk Score, the more significant it is thought to be. Inherent Risk Score provides a means of prioritising management time and effort by highlighting areas of concern on a numerical scale. Subsequent experience and changes in circumstances over time can result in the need to re-value the scores for Impact and Probability.

***Residual Risk is the perceived risk remaining after current and planned actions have been taken. While good controls and mitigating plans are essential in managing strategic risks, some risks cannot be completely eliminated or may take some time to control following an incident.

Risk No.	Risk or Trigger Event	Impact*	Probability	Inherent Risk Score **	Current Controls	Other Mitigating Plans	Revised Impact	Revised Probability	Residual Risk ***
1.	IT Systems failing	10	4	40	- WFDC SLA - Disaster recovery service in place. - Daily data back-up in place. - Hardware replacement service in place. - All documents and emails in 'the Cloud' - Accounts software hosted with a provider - Cyber insurance in place	Through SLA: - Regular testing of disaster recovery - service and data backup - Warranty in place for onsite server with NBD Response - Email Backup in place for testing - Spare laptops to provide to affected users - Coudy IT security arrangements	7	2	14
2.	Town Hall not delivering	8	3	24	Planning for return, to cover all classes of use. - Recruited business development officer. - Commissioning necessary infrastructure and staff to make it work	Insured against loss of business	3	2	6
3.	Grounds Maintenance contractor not performing	8	4	32	Terms of contract	- Regular review meetings/ - Reporting against KPI's	2	2	4
4.	Sudden loss of key staff	8	4	32	Employment benefits Staff restructured to better enable progression.	- Staff retention programme - Buy in outside expertise - Review employment Policies	6	2	12

Risk No.	Risk or Trigger Event	Impact*	Probability	Inherent Risk Score **	• Current Controls	• Mitigating Plans	Revised Impact	Revised Probability	Residual Risk ***
5.	Significant change in funding, sudden large unexpected expenditure, inflation, abnormal materials inflation	10	5	50	• Budget monitoring and reporting. • Insurance to cover major identifiable risks. • Reserves position frequently monitored. • Four-year budget planning in place. • Reserves policy in place. • Procurement arrangements in place.	• Use of Public Works Loan Board and other sources to obtain funds. • Use reserves. • Increase precept. • Increase income from services. • Longer-term financial planning	3	2	6
6.	Disaster impacting on the town	7	2	14	• Emergency contact list and list of resources maintained by the Services Team. • Key individuals will make themselves available. Active monitoring of information sources. • Accept instructions from Category 1 responders, i.e. emergency services, WFDC. WCC. WMP.	• Take part in consultations and exercises run by Category 1 responders. • Initiate and/or take part in post incident reviews. • Undertake any relevant training.	5	3	15
7.	Fraud, misconduct, gross underperformance	7	2	14	• Financial Regulations in place, including payments authorisation, quarterly internal audits, spot checks. • Audit reports reviewed. • Insurance cover for identifiable risks. • Performance management procedures in place, including monthly reviews and annual appraisals. • List of payments and Income and Expenditure presented quarterly to F & O. • Code of conduct for members and officers.	• Consider obtaining news management service if an incident occurs. • Additional management performance training. • Additional risks to be covered by insurance • Extra staff resources for improved compliance	3	1	3

Risk No.	Risk or Trigger Event	Impact*	Probability	Inherent Risk Score **	• Current Controls	Mitigating Plans	Revised Impact	Revised Probability	Residual Risk ***
8.	Confidential or sensitive information being disclosed.	5	2	10	• Councillor and staff induction and • training in place. • Security measures in place, e.g. use of • safe(s), shredder. • (Very little sensitive confidential information is • held).	Training for Data Protection Regs and use of email Document retention policy in place	5	1	5
9.	Loss of access to offices	4	3	12	• Kit available to facilitate working from home. • Zoom/ Virtual meetings	Ensure all staff have capability for remote working, where applicable.	1	3	3
10.	Loss of Town Hall contents including civic regalia	6	3	18	• All contents including regalia insured. • Most valuable regalia kept in safe place/ storage. • Attendant with Mayor at all times when full chain is worn. • All important paperwork scanned to IT System.	Return to Town Hall safe when feasible	2	2	4
11.	Injury or accident at an event organised by the Council	9	3	27	• Risk assessments carried out for each event. • Training/ guidance provided to all workers/ volunteers at each event. • Insurances in place. • PPE and hi-vis jackets provided, where required. • Lost/ found, first aid cover provided	Each event reviewed afterwards New H & S and risk management portal now in place.	9	1	9

Risk No.	Risk or Trigger Event	Impact*	Probability	Inherent Risk Score **	Current Controls	Mitigating Plans	Revised Impact	Revised Probability	Residual Risk ***
12.	Illegal or unauthorised action by the Council	9	2	18	• Standing orders • Financial Regulations • Code of conduct for Members and officers • Trained officers • Legal SLA with WFDC • Advice from networks- WALC, SLCC	• Training and development where required for members and officers. • Annual reviews of Standing Orders, Financial regulations and Strategic Risk register	9	1	9
13.	Injury or accident arising on KTC properties or delivery of KTC services	9	4	36	• Insurances in place • Services Dept has comprehensive risk management plans • Relevant staff training • Recruitment of staff with relevant skills and experience	• Town Hall will have risk management plan • Health and Safety champion appointed • New H & S and risk management portal now in place.	7	2	14
14.	Supplier fraud.	8	4	32	• always call the supplier to check the veracity of a request, using details in your system, rather than those on any associated letter or email.	training for staff to alert them to the potential risks of providing sensitive company information, by phone or other means, especially contract and account information. (we do call suppliers to verify, on the odd occasion when this arises) The Corporate Services Manager to approve a supplier bank account change after having reviewed the process undertaken to verify the supplier details change Annual review of supplier accounts to be undertaken to remove any dormant accounts. - checking address and financial health details with Companies House? - checking samples of online payments to supplier invoices to ensure the payment has been made to the supplier bank account.?	8	2	16

Risk No.	Risk or Trigger Event	Impact*	Probability	Inherent Risk Score **	Current Controls	• Mitigating Plans	Revised Impact	Revised Probability	Residual Risk ***
15	Devolution of Parks from WFDC to KTC	8	9	72	Approval by Committee/ Council. Agreements with WFDC	- Financial Support from WFDC - Precept increase - Recruiting appropriate staff - Applying adequate resources - Outsourcing maintenance contracts	2	9	18
16	Local Government reorganisation	9	7	63	Liaison with WFDC Approval by KTC	Ending SLA's with WFDC	6	7	42



Implementation of Monday.com Work Management System

Meeting: Finance & Overview Committee

Date of Meeting: 16/07/2026

Author: Christopher Pugh- Corporate services manager

Date of Report: 05/07/2026

1. Summary

This report seeks approval to implement Monday.com as the Council's central work management platform. The system will provide a single location for managing projects, operational tasks, staff workloads, statutory duties and internal communications. The system will particularly be important for cross departmental tasks and duties

The implementation will improve accountability, transparency and collaboration across the organisation whilst supporting effective staff management through objective performance information. It will also reduce organisational risk by ensuring important actions are monitored and completed on time.

The annual cost for an initial implementation of 15 users is approximately **£3,213 per annum**, representing a relatively modest investment when compared with the potential financial and operational costs associated with missed statutory actions, service failures or inefficient working practices.

2. Background

The Council currently manages work through a combination of emails, spreadsheets, individual diaries, paper notes and verbal communication.

Whilst this approach has supported the organisation to date, it creates several challenges including:

- limited visibility of workloads
- inconsistent tracking of actions

- reliance on individual staff members
- duplication of work
- difficulty monitoring deadlines
- Potential delays and blockers due to cross-departmental coordination.
- inconsistent reporting
- reduced organisational resilience during staff absence.

Modern work management platforms such as Monday.com are increasingly being adopted by public sector organisations to improve operational management and governance.

3. Current Situation

Managers currently spend significant time following up work through emails and informal discussions rather than monitoring progress through a central system.

The Council has identified occasions where missed actions or delayed follow-up have resulted in avoidable costs and organisational risk.

Performance management is also largely dependent upon subjective discussion rather than objective evidence.

There is currently no single system providing:

- organisation-wide task management
- project tracking
- workload allocation
- deadline monitoring
- audit trail of actions
- management dashboards
- performance reporting.

4. Expected Outcomes

Implementation of Monday.com is expected to deliver improvements across several areas.

Operational Management

- Central register of all work

- Improved prioritisation
- Reduced duplication
- Better deadline management
- Greater visibility of organisational workload

Staff Collaboration

- Shared task ownership
- Reduced internal email traffic
- Improved communication between departments
- Better handovers during leave and absence

Performance Management

Managers will have objective information available for:

- One-to-one meetings
- Daily team huddles
- Performance reviews
- Annual appraisals
- Workload planning

Rather than relying on recollection or opinion, discussions can focus upon:

- completed work
- outstanding actions
- overdue tasks
- workload balance
- support requirements
- professional development.

This creates a fairer and more transparent management process for all employees.

Governance

The system will provide:

- complete audit trails
- task ownership
- progress reporting

- evidence of completion
- improved reporting to Members.

Success will be measured through:

- reduction in overdue actions
 - improved completion rates
 - improved management reporting
 - increased staff visibility of priorities
 - positive staff feedback following implementation.
-

5. Consultation

Initial discussions have taken place regarding the capabilities of Monday.com and its suitability for local government operations.

A trial of the software has been made available and has been tested by the corporate services team to test out its functionality and suitability

Further consultation will take place with staff during implementation to ensure workflows reflect existing operational practices.

Training will be provided for all users.

6. Risk Assessment

6.1 Legal

The Council has the power to procure software and systems necessary for the effective administration of its functions under the General Power of Competence and associated statutory responsibilities.

The system will support compliance by providing improved record keeping, accountability and audit trails.

Data protection requirements will be considered during implementation to ensure compliance with UK GDPR.

6.2 Financial and Resources

Software Costs

Monday.com Pro Licence

- £17 per user per month
- Initial implementation: 15 users (sold in buckets of five)
- Monthly cost (months 1-6): **£229.50**
- Monthly cost (months 7-12): **£306** (moved up to 20 seat bucket with new staff joining the operations team)
- Annual cost: **£3,213 Fixed for 12 months (10% discount negotiated)**

Additional users can be added as the organisation grows.

The investment should be considered against the costs associated with:

- missed statutory actions
- duplicated work
- inefficient manual administration
- delayed project delivery
- management time spent following up actions
- potential financial penalties resulting from missed deadlines.

It is anticipated that avoided costs and improved efficiency would offset the annual licence cost.

6.3 Environmental / Climate

The proposal supports greater digital working through reduced reliance on printed task lists, paper records and manual reporting.

6.4 Equality and Diversity

The system provides equal access to work information across the organisation and enables transparent allocation of work.

Appropriate training will be provided to ensure all staff can use the system effectively.

Accessibility settings are available within the software.

6.5 Crime and Disorder

There are no direct implications relating to crime and disorder.

Improved management processes may contribute to stronger governance and organisational resilience.

7. Action Plan

Action	Responsible Officer	Target Date	Status
Committee approval	F&O Committee	08/07/2026	Pending
Purchase licences	CSM	Within 2 weeks	Pending
Review scope of use	CSM/CEO	Week 3	Pending
Configure system	Corporate services	Month 1	Pending
Staff training	Corporate services	Month 1	Pending
Go-live	All Staff	Month 2	Pending
Three-month review	F&O Committee	Month 3	Pending

8. Follow-up

The implementation will be overseen by the corporate services manager

Progress will be monitored through:

- monthly management meetings
- weekly operational reviews
- staff one-to-one meetings
- quarterly reports to the F&O Committee during the first year.

A formal review will be undertaken after three months to assess adoption, benefits and any additional training requirements.

9. Conclusion and Recommendations

The implementation represents an opportunity to modernise the Council's internal management arrangements, improve accountability, strengthen collaboration and reduce the operational risks associated with missed actions and fragmented work management.

The Finance and overview Committee is requested to recommend that Council:

1. Approves the implementation of Monday.com Pro as the Council's work management platform.

2. Approves an initial subscription for **15 users** raising to **20 users** in six months at an annual cost of approximately **£3,213**
 3. Delegates authority to the corporate services manager to oversee implementation, staff training and system configuration.
-

10. Appendices

Monday.com _ Platform Brief

A centralised work management platform for Kidderminster Town Council

One place for every task

Named ownership & deadlines

Automated accountability

monday.com replaces fragmented email chains and verbal handovers with a structured, visual system where every action has a named owner, a deadline, and a live status. Nothing is assumed. Nothing is lost.

Kidderminster Town Council — Operations Board

Main TableDashboardAutomations+ Add view

TASK	ASSIGNED TO	DUE DATE	STATUS	PRIORITY
Finance & Contracts				
Cancel XYZ supplier contract Attached: contract_xyz_v2.pdf	LC	Overdue	Stuck	High
Finance system audit — follow-up actions 3 subtasks · Last updated 2 days ago	SR	18 Jul 2025	In Progress	Medium
Council Administration				
July committee agenda preparation Attached: agenda_draft_v1.docx	HW	8 Jul 2025	Done ✓	Low
Payroll provider annual review Not started · Assigned today	CP	25 Jul 2025	Not Started	Medium

+ Add task | Automate | Filter · Group by · Sort

4 items · 1 overdue · 2 due this week

A live example of your team's tasks — owners, deadlines and status visible to everyone, updated in real time.

Task assignment

Every action has a named owner and deadline

Deadline reminders

Automated email alerts before and on due date

File attachments

Contracts and documents live on the task itself

Live visibility

Leadership sees all open actions in one view

Automations

Rules run silently - no admin overhead required

Outlook integration

Task notifications delivered to your inbox

CUSTOMER STORYPUBLIC SECTOR

"Adopting monday.com gave us the structure to scale, the flexibility to adapt, and the ability to act on real-time information."

Kimberly Moeller, Director of Contracts & Procurement
City of Baltimore · Public Sector / Government

2,500+

hours saved / yr

2×

ROI

100%

adoption

Kidderminster Town Council- Finance and Overview Committee

Work Programme for Full Council Meetings for the Municipal Year 2026/27.

Standing Items on each (ordinary meeting) agenda:

1. Apologies
2. Declarations and Dispensations
3. Approval of Minutes of previous meeting
4. Questions/ Petitions from members of the Public
5. Approval of Accounts (Payments and receipts)
6. Budget monitoring
7. Bank reconciliations for quarter.
8. Quarterly Vision Action Plan reports
9. Quarterly review of Strategic Risk Register
10. Internal Audit

Other items of Business

Meeting Date	Item
16 July 2026	Terms of Reference
	Election of Deputy Chair
	Web-based information for residents, new residents and visitors
	Work Management System
14th October 2026	Climate Emergency Action Plan- 6 months
	Assertion 10, Annual Governance and Accounting return
	Council Business Continuity Plan
	External Audit updates
18th January 2027	Budget 27/28
	Vision review
12th April 2027	Climate Emergency Action Plan- 6 months (Also October) C/F to June 2026
	Annual Review of Asset Register