

Inv Date	Inv No.	PAYEE	AMOUNT	DETAILS	Transfer Date	REF (BACS)	01/03/2021
17/02/2021	559278	Cleanmy	£21.31	Latex Thermo Glove x8			
0/02/2021	4732	Roudabout Stationery	£48.04	Office supplies-stationery			
23/02/2021	14128	Microshade Business Consultants Ltd	£726.13	IT and hosting services			
10/02/2021	0826AJE172	Travis Perkins	£10.78	Postcrete x2			
11/02/2021	0826AJE233	Travis Perkins	£32.33	Postcrete x6			
12/02/2021	0826AJE285	Travis Perkins	£10.78	Postcrete x2			
26/01/2021	A5706	CRG Security Services Ltd	£1,076.38	New intruder alarm system-Unit 7 Depot			
24/02/2021	506325	Arrow Plant and Tool Hire	£78.42	Linemarkers,safety boots,padlock,woodscrews, wall plugs			
12/02/2021	506004	Arrow Plant and Tool Hire	£249.60	Hire-cable avoidance tool and signal generator			
17/02/2021	506119	Arrow Plant and Tool Hire	£62.40	Hire-cable avoidance tool and CAT Genni			
26/02/2021	636297	Leominster Building Supplies	£59.76	copper pipe,wall plate,elbows,coupler,valve, fluoresent tube,postmix,fixings, drywall bit holder,rawplug, wall plugs			
27/02/2021	636366	Leominster Building Supplies	£316.27	Compactor sacks x10boxes, key cuts			
28/02/2021	106606	Sentinel Security Systems	£80.49	Annual inspection 12/09/20-11/09/21			
28/02/2021	LNMAR0467	The Leominster News	£120.00	March 2021 issue			
28/02/2021	SI-909	DC Gardening Services	£282.00	Intall lecturn sign at Broad St Car park			
28/02/2021	14170	Microshade Business Consultants Ltd	£300.00	Accounting Support for April 2021 (error inv)			
28/02/2021	CN14170	Microshade Business Consultants Ltd	-£300.00	Credit note to balance error inv 14170)			
28/02/2021	14173	Microshade Business Consultants Ltd	£300.00	Accounting Support for Feb 2021			
22/02/2021	49621	BOSS border office supplies and systems	£1.41	printing and copying			
16/02/2021	0826AJE379	Travis Perkins	£21.55	Postcrete x4			
26/02/2021	20/21-14	Herefordshire Green Network	£25.00	HGN Parish Council Membership 2020-2021			
23/02/2021	H1307	Herefordshire Association of Local Council	£210.00	In House Training 16/02/2021			

Date: 09/03/2021

N/A	N/A	Worcestershire Pension Funds	£4,682.51	Form PCF1 Feb 2021 Pension funds			
28/02/2021	167450	Quickskip	£74.40	Wheelie Bins			

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>Finance and General Purposes</u>								
<u>101 Administration - Central Costs</u>								
1076 Precept	0	557,574	557,574	0			100.0%	
Administration - Central Costs :- Income	0	557,574	557,574	0			100.0%	0
4012 Software, IT and Support	617	7,458	7,000	(458)		(458)	106.5%	
4014 Website	60	403	1,000	597		597	40.3%	
4016 Photocopier	311	1,684	3,500	1,816		1,816	48.1%	
4019 Recruitment	125	250	500	250		250	50.0%	
4020 Advertising	0	327	500	173		173	65.5%	
4027 Equipment	0	145	1,000	855		855	14.5%	
4030 Telephone	345	3,855	4,000	145		145	96.4%	
4035 Postage	0	187	700	513		513	26.7%	
4040 Printing and Stationery	41	794	1,800	1,006		1,006	44.1%	
4048 Subscriptions	25	3,328	2,640	(688)		(688)	126.1%	
4050 Insurance	0	7,704	7,500	(204)		(204)	102.7%	
4900 Contingency	0	1,512	2,000	488		488	75.6%	
Administration - Central Costs :- Indirect Expenditure	1,525	27,648	32,140	4,492	0	4,492	86.0%	0
Net Income over Expenditure	(1,525)	529,926	525,434	(4,492)				
<u>105 Corporate Management</u>								
4000 Salaries	11,713	120,236	145,000	24,764		24,764	82.9%	
4008 Travel and Subsistance	0	487	2,100	1,613		1,613	23.2%	
4010 Conferences and Training	175	1,814	2,500	686		686	72.6%	
4125 Bank Charges	27	770	1,000	230		230	77.0%	
4130 Accountancy/Corporate Gov.	250	3,739	2,200	(1,539)		(1,539)	169.9%	
4131 Internal Audit	0	275	600	325		325	45.8%	
4132 External Audit	0	1,300	1,500	200		200	86.7%	
4135 Legal and Professional	0	702	500	(202)		(202)	140.4%	
4140 Employment/Health & Safety	0	2,140	2,140	0		0	100.0%	
Corporate Management :- Indirect Expenditure	12,165	131,463	157,540	26,077	0	26,077	83.4%	0
Net Expenditure	(12,165)	(131,463)	(157,540)	(26,077)				
<u>110 Democratic Services</u>								
4200 Elections	0	0	1,500	1,500		1,500	0.0%	
4210 Mayor's Allowance	0	0	4,000	4,000		4,000	0.0%	
4211 Mayor Making	0	0	1,100	1,100		1,100	0.0%	
4212 Civic Events	0	0	1,500	1,500		1,500	0.0%	

Detailed Income & Expenditure by Budget Heading 28/02/2021

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Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4215 Civic Regalia	0	470	1,000	530		530	47.0%	
4220 Civic Officers	0	35	1,200	1,165		1,165	2.9%	
Democratic Services :- Indirect Expenditure	0	505	10,300	9,795	0	9,795	4.9%	0
Net Expenditure	0	(505)	(10,300)	(9,795)				
<u>115 Grants</u>								
1065 Small Grants Received	0	482	0	(482)			0.0%	
Grants :- Income	0	482	0	(482)				0
4235 General Grants	530	4,997	10,000	5,003		5,003	50.0%	
4236 Community Centre	0	8,000	8,000	0		0	100.0%	
4237 Grange Court	0	7,000	7,000	0		0	100.0%	
4238 Youth Funding	0	2,147	9,000	6,853		6,853	23.9%	
4239 CAB Grant	0	8,000	8,000	0		0	100.0%	
4241 Small Grants Expenditure	0	483	0	(483)		(483)	0.0%	
Grants :- Indirect Expenditure	530	30,626	42,000	11,374	0	11,374	72.9%	0
Net Income over Expenditure	(530)	(30,144)	(42,000)	(11,856)				
<u>125 Corn Square</u>								
1400 Income-Room Hire	0	7,118	17,000	9,882			41.9%	
1403 Income Flat	0	3,093	13,000	9,907			23.8%	
Corn Square :- Income	0	10,211	30,000	19,789			34.0%	0
4180 Cleaning	100	3,743	2,400	(1,343)		(1,343)	155.9%	
4181 Window Cleaning	0	92	600	508		508	15.3%	
4182 Electricity	0	1,528	3,500	1,972		1,972	43.7%	
4183 Gas	286	1,752	3,500	1,748		1,748	50.1%	
4185 Business Rates	0	10,105	11,500	1,395		1,395	87.9%	
4186 Water Rates	76	836	1,800	964		964	46.4%	
4187 Repairs and Renewals	198	3,540	3,500	(40)		(40)	101.1%	
4188 Fixtures and Fittings	0	2,198	2,500	302		302	87.9%	
4700 Loan Repayments	0	27,171	27,734	563		563	98.0%	
Corn Square :- Indirect Expenditure	660	50,965	57,034	6,069	0	6,069	89.4%	0
Net Income over Expenditure	(660)	(40,753)	(27,034)	13,719				
<u>130 Tourist Information</u>								
1010 Income-Commission	0	37	1,400	1,363			2.6%	
1510 Income-Coach trips	0	21	8,000	7,979			0.3%	

Detailed Income & Expenditure by Budget Heading 28/02/2021

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Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
1511 Income-Books & Maps	0	1,398	4,900	3,502			28.5%	
1512 Income-Cards	0	386	1,400	1,014			27.6%	
1513 Income-Souvenirs	0	1,608	6,600	4,992			24.4%	
1514 Income-Food/Drinks	0	930	4,500	3,570			20.7%	
1515 Income-Craft	0	225	2,400	2,175			9.4%	
1516 Income-Advertising	0	0	300	300			0.0%	
1519 Income-Green Sacks	0	4,044	0	(4,044)			0.0%	
Tourist Information :- Income	0	8,649	29,500	20,851			29.3%	0
3000 Cost of Sales	0	3,174	18,000	14,826		14,826	17.6%	
3010 Costs-Coach Trips	0	21	8,000	7,979		7,979	0.3%	
4000 Salaries	4,119	43,868	50,000	6,132		6,132	87.7%	
4028 Green Sacks Purchase	0	4,000	0	(4,000)		(4,000)	0.0%	
Tourist Information :- Indirect Expenditure	4,119	51,063	76,000	24,937	0	24,937	67.2%	0
Net Income over Expenditure	(4,119)	(42,415)	(46,500)	(4,085)				
Finance and General Purposes :- Income	0	576,915	617,074	40,159			93.5%	
Expenditure	18,998	292,270	375,014	82,744	0	82,744	77.9%	
Movement to/(from) Gen Reserve	(18,998)	284,645						

Detailed Income & Expenditure by Budget Heading 28/02/2021

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Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>Environment and Services</u>								
<u>201 Open Spaces</u>								
1111 Income-Lengthmans Scheme	6,040	10,240	0	(10,240)			0.0%	
Open Spaces :- Income	6,040	10,240	0	(10,240)				0
4000 Salaries	10,393	136,805	171,000	34,195		34,195	80.0%	
4006 Uniforms	54	1,543	1,400	(143)		(143)	110.2%	
4027 Equipment	0	1,625	3,000	1,375		1,375	54.2%	
4187 Repairs and Renewals	906	1,586	3,000	1,414		1,414	52.9%	
4300 Maintenance	35	2,292	8,000	5,708		5,708	28.7%	
4313 Lengthman Scheme	0	10,240	0	(10,240)		(10,240)	0.0%	
4320 Vehicle Maintenance	0	3,132	3,000	(132)		(132)	104.4%	
4321 Vehicle Fuel	126	2,635	3,000	365		365	87.8%	
4350 Street Cleaning	0	0	500	500		500	0.0%	
4351 Waste	317	6,568	7,000	432		432	93.8%	
4355 Tree Management	0	2,760	2,500	(260)		(260)	110.4%	
4356 Climate Management	0	2,500	3,000	500		500	83.3%	
4999 Reallocated Labour Costs	0	(397)	0	397		397	0.0%	
Open Spaces :- Indirect Expenditure	11,830	171,288	205,400	34,112	0	34,112	83.4%	0
Net Income over Expenditure	(5,790)	(161,048)	(205,400)	(44,352)				
<u>202 Depot</u>								
4050 Insurance	0	554	0	(554)		(554)	0.0%	
4180 Cleaning	0	453	900	447		447	50.3%	
4182 Electricity	0	450	800	350		350	56.2%	
4185 Business Rates	196	1,373	2,100	727		727	65.4%	
4186 Water Rates	50	287	550	263		263	52.3%	
4187 Repairs and Renewals	37	5,026	3,055	(1,971)		(1,971)	164.5%	
4188 Fixtures and Fittings	0	2,150	1,000	(1,150)		(1,150)	215.0%	
Depot :- Indirect Expenditure	283	10,293	8,405	(1,888)	0	(1,888)	122.5%	0
Net Expenditure	(283)	(10,293)	(8,405)	1,888				
<u>203 Allotments</u>								
1120 Income-Allotments	(232)	4,335	5,000	665			86.7%	
Allotments :- Income	(232)	4,335	5,000	665			86.7%	0
4025 Miscellaneous	0	567	500	(67)		(67)	113.4%	
4184 Rent	113	1,346	1,500	154		154	89.8%	

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	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4186 Water Rates	34	374	500	126		126	74.8%	
4300 Maintenance	0	2,012	1,000	(1,012)		(1,012)	201.2%	
Allotments :- Indirect Expenditure	147	4,299	3,500	(799)	0	(799)	122.8%	0
Net Income over Expenditure	(379)	35	1,500	1,465				
<u>205 Market</u>								
1402 Income-Market	0	3,316	16,000	12,684			20.7%	
Market :- Income	0	3,316	16,000	12,684			20.7%	0
4005 Market Management	1,116	3,732	6,000	2,268		2,268	62.2%	
4020 Advertising	0	250	2,000	1,750		1,750	12.5%	
4048 Subscriptions	0	358	360	2		2	99.4%	
Market :- Indirect Expenditure	1,116	4,340	8,360	4,020	0	4,020	51.9%	0
Net Income over Expenditure	(1,116)	(1,024)	7,640	8,664				
<u>220 Central Area Toilets</u>								
4182 Electricity	0	0	750	750		750	0.0%	
4185 Business Rates	0	1,647	1,700	53		53	96.9%	
4186 Water Rates	271	715	1,500	785		785	47.6%	
4300 Maintenance	0	37	500	463		463	7.3%	
Central Area Toilets :- Indirect Expenditure	271	2,398	4,450	2,052	0	2,052	53.9%	0
Net Expenditure	(271)	(2,398)	(4,450)	(2,052)				
<u>225 The Grange Toilets</u>								
4182 Electricity	35	308	1,100	792		792	28.0%	
4186 Water Rates	0	1,055	2,000	945		945	52.7%	
4300 Maintenance	0	269	500	231		231	53.7%	
The Grange Toilets :- Indirect Expenditure	35	1,631	3,600	1,969	0	1,969	45.3%	0
Net Expenditure	(35)	(1,631)	(3,600)	(1,969)				
<u>250 Economic Development</u>								
4023 Newsletter	120	1,440	1,560	120		120	92.3%	
4047 Market Town Forum	0	0	250	250		250	0.0%	
4230 Events Fund	0	850	5,000	4,150		4,150	17.0%	
4370 Leominster in Bloom	0	322	5,000	4,678		4,678	6.4%	
4375 CCTV	0	11,034	11,035	1		1	100.0%	
4380 Festive Lights	0	19,452	16,000	(3,452)		(3,452)	121.6%	
Economic Development :- Indirect Expenditure	120	33,098	38,845	5,747	0	5,747	85.2%	0
Net Expenditure	(120)	(33,098)	(38,845)	(5,747)				

Detailed Income & Expenditure by Budget Heading 28/02/2021

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	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>260 Capital Projects</u>								
1080 Loan Funded Projects	0	1,022	10,000	8,978			10.2%	
1081 Funded From Earmarked Reserves	0	21	20,000	19,979			0.1%	
Capital Projects :- Income	<u>0</u>	<u>1,043</u>	<u>30,000</u>	<u>28,957</u>			3.5%	<u>0</u>
4027 Equipment	0	0	500	500		500	0.0%	
4305 Play Areas	0	0	9,500	9,500		9,500	0.0%	
4378 Signage Project	668	37,311	0	(37,311)		(37,311)	0.0%	
4700 Loan Repayments	0	15,207	14,000	(1,207)		(1,207)	108.6%	
4710 Capital Fund	0	0	85,000	85,000		85,000	0.0%	
4715 Secret Garden-Loan Funded	12	5,421	10,000	4,579		4,579	54.2%	
4716 Toilet Refurb-Reserve Funded	0	21	20,000	19,979		19,979	0.1%	
Capital Projects :- Indirect Expenditure	<u>681</u>	<u>57,960</u>	<u>139,000</u>	<u>81,040</u>	<u>0</u>	<u>81,040</u>	41.7%	<u>0</u>
Net Income over Expenditure	<u>(681)</u>	<u>(56,917)</u>	<u>(109,000)</u>	<u>(52,083)</u>				
Environment and Services :- Income	5,808	18,933	51,000	32,067			37.1%	
Expenditure	14,484	285,307	411,560	126,253	0	126,253	69.3%	
Movement to/(from) Gen Reserve	<u>(8,676)</u>	<u>(266,374)</u>						

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	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>Planning and Highways</u>								
<u>300 Planning and Highways</u>								
4240 Travel Fund	0	179	4,500	4,321		4,321	4.0%	
Planning and Highways :- Indirect Expenditure	0	179	4,500	4,321	0	4,321	4.0%	0
Net Expenditure	0	(179)	(4,500)	(4,321)				
Planning and Highways :- Income	0	0	0	0			0.0%	
Expenditure	0	179	4,500	4,321	0	4,321	4.0%	
Movement to/(from) Gen Reserve	0	(179)						

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	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>Earmarked Reserves</u>								
<u>901 Earmarked Reserves</u>								
9000 Election Reserve	0	3,105	16,150	13,046		13,046	19.2%	
9001 CCTV Reserve	0	0	4,500	4,500		4,500	0.0%	
9002 Town Centre Enhancements	0	0	20,000	20,000		20,000	0.0%	
9003 Equipment Rolling Programme	0	5,150	20,725	15,575		15,575	24.8%	
9004 Play Equipment Reserve	0	0	6,000	6,000		6,000	0.0%	
9005 Precept Support Reserve	0	21	51,800	51,779		51,779	0.0%	
9006 Youth Projects	0	0	8,350	8,350		8,350	0.0%	
9007 Capital Receipts Reserve	0	14,125	27,638	13,513		13,513	51.1%	
9008 Unspent Loans	0	0	150,466	150,466		150,466	0.0%	
Earmarked Reserves :- Indirect Expenditure	0	22,400	305,629	283,229	0	283,229	7.3%	0
Net Expenditure	0	(22,400)	(305,629)	(283,229)				
Earmarked Reserves :- Income	0	0	0	0			0.0%	
Expenditure	0	22,400	305,629	283,229	0	283,229	7.3%	
Movement to/(from) Gen Reserve	0	(22,400)						
Grand Totals:- Income	5,808	595,849	668,074	72,225			89.2%	
Expenditure	33,482	600,157	1,096,703	496,546	0	496,546	54.7%	
Net Income over Expenditure	(27,674)	(4,308)	(428,629)	(424,321)				
Movement to/(from) Gen Reserve	(27,674)	(4,308)						

2020/21 Month 11 Budget Notes

These notes are intended to accompany the budget reports for the end of month 11 of 2020/21 financial year. Comments on expenditure and income are listed by budget heading and cost centre.

101: Administration – Central Costs

4012: Software, IT and Support

- Expenditure includes end of year external accounting support for 2019/20 financial year.
- There will be an overspend by the end of the financial year. No potential cost reductions have been identified, however external accounting support costs are anticipated to be reduced in subsequent years.

4014: Website

- Will be an area of overspend, due to changes required to adhere to government accessibility guidelines from 23rd Sept 2020. Will require contingency budget listed under 4900 to cover the cost of a new accessible website.

4030: Phone

- Expenditure includes costs for setting up remote phone access for office staff during COVID-19 lockdown.

4048: Subscriptions

- Subscriptions renew at the beginning of the financial year except SLCC membership which is due January 2021. Overspend anticipated.

4050: Insurance

- Insurance cover renews at the beginning of the financial year. This includes vehicle cover, buildings and contents, employer's liability and public liability. Possible overspend due to additional equipment being purchased.
- Additional Ellis Whittam insurance may be required for H&S and Employment legal cost currently being investigated. This will lead to an overspend.

4900: Contingency

- Please see 4014 above.

105: Corporate Management

4130: Accountancy/Corporate Governance

- Expenditure is high at the beginning of the financial year, as it includes end of year accounting support.
- Overspend is now evident but costs should be lower in 2021/22 as a result of staff training.

4135: Legal and Professional

- Overspend due to legal costs being more than anticipated.

125: Corn Square

4180: Cleaning

- Costs are still anticipated to be high for the remainder of this financial year, due to COVID-19 requirements. £800 has been moved over from cost centre 125-4180 to 202-4180 to cover remainder of the financial year for cleaning materials and COVID-19 PPE at the new depot.
- Budgeted increase for 2021-22.

1403: Income Flat

- Will not reach budget due to cancellation as a result of three national lockdowns.

4187: Repairs and Renewals

- Repair work undertaken while LTC Office and TIC closed due to COVID-19 restrictions.
- As a result of a fire risk assessment that took place at the end of August 2020, further essential works have been identified and are currently being costed.
- Work for the Fire Risk Assessment required in the cellar will now be completed in the next financial year.

130: Tourist Information Centre Income

- Month 11 figures show income to the end of February 2021.

4028 & 1519: Green sacks purchase and income

- Green refuse sacks are being sold on request from Herefordshire Council. Sale cost includes purchase costs, plus a small subsidiary to cover cost of sales. Sale price is consistent with other local retail outlets.

201: Open Spaces

4006: Uniforms

- Area of anticipated overspend as it covers staff other than the Environmental Team.

4355: Tree Management

- Includes emergency works on trees on Town Council properties.
- Tree survey complete and no major issues, some work can be completed in house.
- £5000 agreed for next year's tree budget to allow for more maintenance to be carried out.

202: Depot

4187: Repairs & Renewals

- Works required in order to make new depot space suitable for Environmental Team requirements. This will be an anticipated area of overspend to ensure that the new depot is compliant with Health & Safety guidelines.

4188: Fixtures & Fittings

- Again, works required on the new depot for Health & Safety compliance has led to an overspend.

203: Allotments

1120: Income Allotments

- Slight drop in income due to payment of subscription fees to Allotment Association.

4025: Miscellaneous

- Includes subscription for the new allotment management software.

4300: Maintenance

- There will be an overspend as the drainage pipe repair has been addressed. Further works to clear the area by the middle car park will be required – there will be an overspend here.

205: Market**1402: Income – market**

- Market income now showing but as we have gone into a 3rd lockdown only essential traders are allowed onto the market which will mean a drop in income for December, January and February and March. Also, January farmers market was cancelled.

250: Economic Development**4380: Festive Lights**

- Includes annual payment, plus costs for removal of lights required for essential tree work to take place. Further costs were incurred in advance of Christmas 2020 due to work required to update infrastructure for efficiency and safety reasons.

2021/22 BUDGET CONSULTATION: RESULTS CIRCULATION

1. Background

The Leominster Town Council 2021/22 Budget Consultation took place during November and December 2020. The consultation responses have been analysed and the results were used to inform development of the Town Council's budget for 2021/22. A summary of findings now needs to be made accessible to Leominster residents.

2. Recommendations

It is recommended that the following actions are taken:

- A copy of the 2021/22 Budget Consultation Report (see **Appendix 1**) is made available for download via the Leominster Town Council website.
- A link to the report is sent by email to those survey respondents who requested a copy of the final consultation results.
- A summary of key findings (see **Appendix 2**) is published in the next available issue of the Leominster News.

APPENDIX 1

Leominster Town Council 2021/22 Budget Consultation Report



Background

Aim

The Leominster Town Council 2021/22 Budget Consultation questionnaire sought to inform Town Council decisions on spending and strategy, by consulting residents on both their experiences of Town Council services and their priorities for future investment.

Methodology

The Leominster Town Council 2021/22 Budget Consultation was launched on 11th November 2020. Residents were invited to complete an online questionnaire, with hard copies of the survey available by post for those without online access. The consultation end date was initially set as 25th November 2020, however the Council voted to extend the deadline to 16th December 2020 in order to provide additional opportunities for resident engagement, following the end of the second national COVID-19 lockdown on 2nd December 2020. Participation was also incentivised, with survey respondents offered the chance to enter a prize draw to win a Christmas hamper provided by the Leominster Tourist Information Centre.

The consultation was advertised via the following channels:

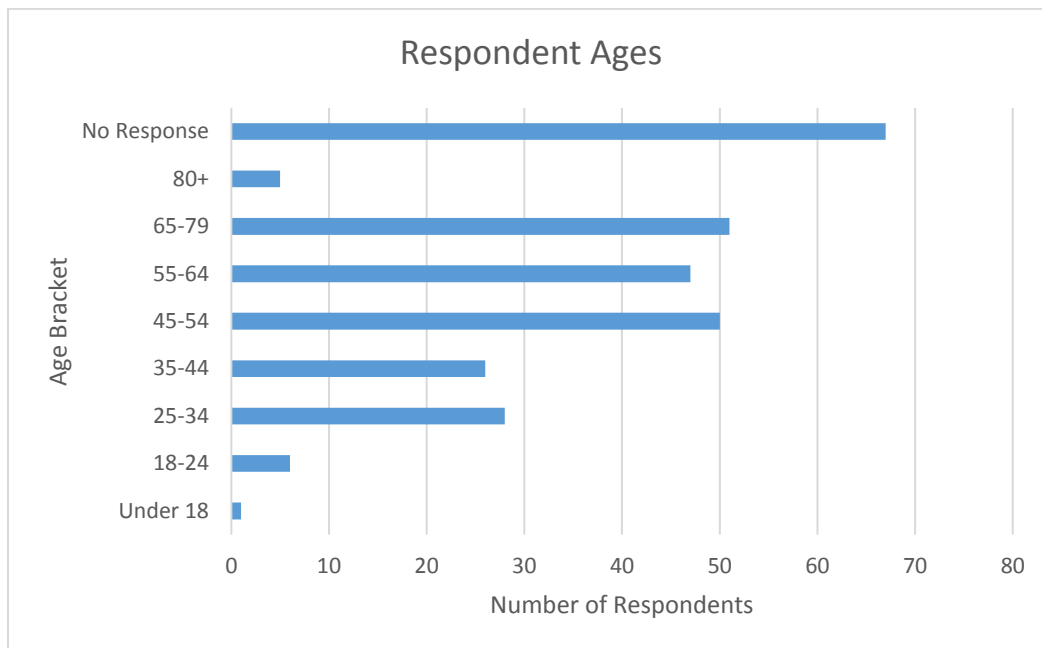
- Leominster Town Council website
- Leominster Tourist Information Centre social media accounts
- Posters displayed in the Tourist Information Centre windows and Town Council notice boards
- Email distribution to local organisations and community groups
- Promotional flyers distributed with Tourist Information Centre 'click and collect' orders
- Information stands and Councillor presence at the weekly market on Friday 4th December 2020 and farmers' market on Saturday 12th December 2020.

The Hereford Times also reported on the consultation deadline extension and Christmas hamper draw, which is believed to have significantly contributed to the number of residents taking part (see <https://www.herefordtimes.com/news/18911527.one-lucky-person-herefordshire-town-win-hamper-christmas>)

Response

A total of 281 survey responses were received by the deadline of midnight on 16th December 2020. The vast majority of responses were submitted online, with only 12 responses returned in hard copy. Graph 1 (below) outlines the distribution of respondents by age group. Of those respondents that answered the question, the majority were aged between 25 and 79 years. The lower response rate in the 80+ bracket may be a result of decreased online access in that age group, combined with the need to self-isolate as a result of increased COVID-19 vulnerability.

Graph 1: Distribution of Respondents by Age Group



Findings

Resident Experiences

Respondents were asked to rate Leominster Town Council services and amenities using the following scale: ‘excellent’, ‘good’, ‘acceptable’, ‘poor’, ‘very poor’, ‘service not used’. Table 1 ranks Town Council services according to the percentage of respondents who indicated that they used the service and rated their experience as being either ‘excellent’ or ‘good’.

Table 1: Services and Amenities Ranked by Positive Rating Response

Service/Amenity	Percentage of Respondents Rating as ‘Excellent’ or ‘Good’
Running the Friday market, Farmers market, speciality markets	72.2
Allotments	66.3
Christmas lights	57.8
Emergency Response (Flooding, COVID-19)	56.0
Grass cutting, looking after trees and wildflower areas at the Grange, Sydonia Park and Ginhall Green	55.6
Street cleaning in the town centre	52.7
Litter picking in the Priory churchyard and parks	50.8
Play equipment at Sydonia Park	50.3
Play equipment at Ginhall Green	38.8
Maintaining town verges	33.2
Play equipment at the Grange	30.4
Management and maintenance of key local footpaths	25.3
Public toilets in Central carpark	21.8
Public toilets on the Grange	18.2

Table 2 ranks Town Council services and amenities according to the percentage of respondents who indicated that they used the service and rated their experience as being either 'poor' or 'very poor'.

Table 2: Services and Amenities Ranked by Negative Rating Response

Service/Amenity	Percentage of Respondents Rating as Poor or Very Poor
Management and maintenance of key local footpaths	44.2
Public toilets on the Grange	40.6
Public toilets in Central carpark	39.4
Play equipment at the Grange	38.7
Maintaining town verges	27.7
Play equipment at Ginhall Green	23.5
Play equipment at Sydonia Park	16.8
Christmas lights	15.3
Street cleaning in the town centre	14.3
Grass cutting, looking after trees and wildflower areas at the Grange, Sydonia Park and Ginhall Green	13.0
Emergency Response (Flooding, COVID-19)	12.9
Litter picking in the Priory churchyard and parks	12.3
Running the Friday market, Farmers market, speciality markets	4.8
Allotments	1.2

Town Council services that were rated most highly include: markets, allotments, Christmas lights and emergency response (flooding, COVID-19), grass cutting and maintenance on open spaces, and street cleaning in the town centre. 3 of the items highlighted as being most in need of improvement (Central toilets, Grange toilets, Grange play area) are all amenities that have been transferred to the Town Council from Herefordshire Council in the last 5 years. All 3 of these concerns are already being addressed in the Town Council's capital projects programme. The 'further comments' field for this section of the survey particularly highlighted support for investment at the Grange, emphasising the importance of the Council's Grange Improvement project and providing important evidence of need for funding applications to be submitted in the 2021/22 financial year.

44.2% of respondents rated 'management and maintenance of key local footpaths' as being either 'poor' or 'very poor', however the accompanying comments indicated that many respondents understood the term 'footpaths' to include pavements and kerbs, which are maintained by Herefordshire Council as part of the public realm. This confusion could potentially be avoided in future consultation by using the term 'rights of way' and defining it clearly. Several respondents also referenced footpaths that are outside of the area managed by Leominster Town Council. Despite the fact that introductory notes outlining the extent of Town Council services and responsibilities were provided at the start of the survey, respondent comments indicate that there are still significant levels of confusion regarding the distinction between Town Council and Herefordshire Council services. It is hoped that the new Town Council website will help to provide additional clarity for residents.

Over a quarter (25.2%) of comments submitted for this section of the survey were complaints regarding the poor quality of roads and pavements within Leominster town centre. All comments on local authority services will be anonymised and fed back to Herefordshire Council on behalf of Leominster residents.

Just over a quarter of respondents (27.7%) rated verge maintenance as being either 'poor' or 'very poor', despite the fact that 55.6% of respondents rated grass cutting on Town Council managed open spaces as being either 'excellent' or 'good'. Any specific locations identified within the survey responses will be raised with the Town Council's Environment and Services Team, who have worked hard to maintain cutting schedules throughout the COVID-19 pandemic. It is important to note that verges in some areas of Leominster are owned and maintained by organisations such as housing associations, which can cause confusion. The 'further comments' field also indicated that opinions are split in regards to verge maintenance, with some respondents requesting more regular cuts and others requesting that more areas are left uncut to encourage wildlife.

Dog fouling and kerbside weeds were also raised as issues of concern in the comments field. Initiatives for reducing dog fouling have been trialled by the Town Council's Environmental Team in the past, but it is recommended that these measures are revisited. Spraying of kerbside weeds is no longer undertaken by Herefordshire Council. Leominster Town Council staff spray a limited number of key routes within the town centre as part of support for Leominster in Bloom, however resources are limited. A number of respondents also indicated in the comments field that the work of Leominster in Bloom volunteers and litter picking groups is greatly appreciated by town residents.

Resident Priorities

Respondents were asked to rate Town Council services and amenities in order of priority. It is worth noting that approximately one fifth (20%) of survey respondents chose not to complete this question, suggesting that a more user-friendly method for indicating resident priorities may be required for future consultations. Percentages listed in the tables below have been calculated using only the responses of respondents that fully completed the priorities section of the budget consultation questionnaire.

Table 3 ranks Town Council services and amenities by the percentage of respondents listing that service as being either 1st, 2nd or 3rd highest priority.

Table 3: Services and Amenities Ranked by Highest Priority Rating

Service/Amenity	Percentage of Respondents Listing as a Top Priority
Street cleaning within the town centre	56.4
Maintaining and cleaning public toilets in Central carpark and on the Grange	40.8
Maintaining important public footpaths in and around the town	19.7
Maintaining play areas on the Grange, Sydonia and Ginhall Green	16.4
Watering Leominster in Bloom displays in town	16.0
Supporting activities for young people	14.7
Providing grants and support to local groups and community facilities	12.8
Friday market, Farmers market, speciality markets	11.0
Maintaining town verges	9.9
Organising events for the town (e.g. Through the Wardrobe)	8.9
Grants to support local bus services	8.7
Running the Tourist Information Centre and supporting local tourism	7.3
Supporting and facilitating town projects	7.0
Providing funding to Citizens Advice Bureau	5.2
Managing trees on the Grange, Sydonia and Ginhall Green	3.3
Civic events (e.g. Remembrance Day)	2.4

Allotments	2.4
Christmas lights	0.5

Table 4 ranks Town Council services and amenities by the percentage of respondents listing that service as being either 1st, 2nd or 3rd lowest priority.

Table 4: Services and Amenities Ranked by Lowest Priority Rating

Service/Amenity	Percentage of Respondents Listing as a Lowest Priority
Organising events for the town (e.g. Through the Wardrobe)	43.1
Allotments	41.3
Running the Tourist Information Centre and supporting local tourism	34.7
Christmas lights	30.7
Friday market, Farmers market, speciality markets	27.7
Civic events (e.g. Remembrance Day)	24.8
Watering Leominster in Bloom displays in town	18.4
Grants to support local bus services	12.2
Providing funding to Citizens Advice Bureau	11.9
Maintaining town verges	11.5
Managing trees on the Grange, Sydonia and Ginhall Green	11.0
Supporting and facilitating town projects	8.3
Providing grants and support to local groups and community facilities	7.5
Maintaining play areas on the Grange, Sydonia and Ginhall Green	5.6
Supporting activities for young people	5.2
Maintaining important public footpaths in and around the town	3.8
Street cleaning within the town centre	2.3
Maintaining and cleaning public toilets in Central carpark and on the Grange	0.9

Survey responses identified the following Town Council services as being of the highest priority: street cleaning within the town centre, maintaining and cleaning public toilets in Central carpark and on the Grange, maintaining important public footpaths in and around the town, and maintaining Town Council play areas. The low level of priority awarded to the Town Council's allotments provision is not unexpected, given that 70% of respondents indicated that they have not previously used this service.

The Leominster Tourist Information Centre is not listed as being a high priority service, however a large proportion of respondent comments emphasised the importance of attracting additional visitors to Leominster. This may suggest that there is a lack of awareness in regards to the role that the Tourist Information Centre plays in supporting Leominster's tourism offer and economy. Similarly, 43.1% of respondents listed town events as one of the lowest priorities for Town Council resources, yet a large number of accompanying comments requested additional events and activities for residents of all ages. This demand should be addressed, in part, by the Leominster HAZ Scheme projects and accompanying Cultural Programme due to take place in 2021-2024.

Several respondents suggested that they felt that all services listed were of importance for the town. In future consultations it may be helpful to provide respondents with an option for indicating which existing services (if any) they feel should not receive any funding from the Town Council. Comments submitted in

response to this section of the form also highlighted the continuing need to emphasise when Town Council initiatives – such as the LEADER signage project – are funded by external sources, so that residents are clear that funding is not being diverted from other Town Council services.

Other Suggestions

In addition to the points outlined above, the following suggestions for Town Council projects or activities were raised in survey responses:

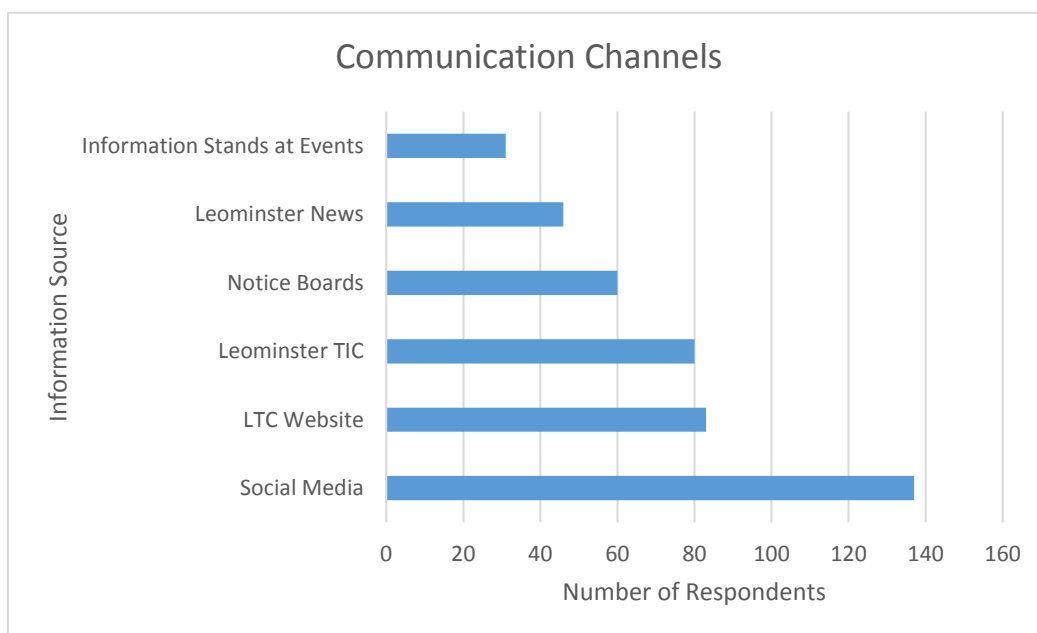
- Advertise Friday market in county-wide newspapers
- Provide a fenced-off area for exercising dogs at Ginhall Green
- Install additional Christmas lights in Corn Square
- Provide more equipment for the under 5s age group at Sydonia Park
- Arrange communal manure/wood chipping deliveries for allotment holders
- Provide a town events calendar (N.B. a What's On page is maintained via the Tourist Information Centre website, but a hard copy events calendar may also be helpful for those who cannot access the internet)
- Opportunities to speak to Town Council representatives outside of working hours
- Tree planting in the town centre
- Improvements to the facades of buildings in town centre (the HAZ Scheme renovation grants project will help to address this)
- Discounted market stalls for local groups and charities (this is already offered, but could be advertised more widely)

Suggestions relating to street lighting, bin collection, drainage, roads/public realm, crime/policing, parking, and cycle lanes, will be relayed to the relevant authorities.

Communication Methods

Respondents were asked to indicate how they source information on Leominster Town Council services and events. A summary of responses is provided in Graph 2. Other methods mentioned in the comments section included local shops, county newspapers (e.g. Hereford Times), and word of mouth. Electronic communication methods were shown to be accessed most frequently, however the survey results indicate that hard copy communication channels remain popular. It is also worth considering the impact of COVID restrictions on the way that people choose to access information. This data helps to inform future consultation strategies and highlights importance of the Town Council continuing to engage with residents using a combination of physical and digital formats.

Graph 2: Sources of Information on Town Council Services



APPENDIX 2

Leominster Town Council 2021/22 Budget Consultation Results

We would like to thank all those who contributed to our annual budget consultation, which took place at the end of last year. The consultation responses have now been analysed and the results have helped to inform decisions on spending and services in the Town Council's 2021/22 budget.

Our annual budget consultation is an important opportunity for Leominster residents to tell us about your experiences and priorities. The Town Council services rated most highly by consultation respondents included: markets, allotments, Christmas lights and emergency response (flooding, COVID-19), grass cutting and maintenance on open spaces, and street cleaning in the town centre. 3 of the items highlighted as being most in need of improvement (Central toilets, Grange toilets, Grange play area) are all projects that have already been included in the Town Council's current capital projects programme.

Survey respondents identified the following Town Council services as being of the highest priority: street cleaning within the town centre, maintaining and cleaning public toilets in Central carpark and on the Grange, maintaining important public footpaths in and around the town, and maintaining Town Council play areas. The Town Council will continue to invest in these important services in the 2021/22 financial year, while also incorporating feedback received through the consultation survey responses.

You can download a more detailed summary of the 2021/22 Budget Consultation results via the Community Consultation page on the Town Council website:

<https://www.leominstertowncouncil.gov.uk/about-the-council/community-consultation/>

To request a copy of the consultation results in hard copy or large print, please contact us by phone (on 01568 611734) or speak to us in person at the Town Council Offices at 11 Corn Square.