

	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	544,536	544,536	0			100.0%	
Administration - Central Costs :- Income	0	544,536	544,536	0			100.0%	0
4012 Software, IT and Support	707	6,899	7,000	101		101	98.6%	
4014 Website	0	502	1,000	498		498	50.2%	
4016 Photocopier	311	1,224	3,000	1,776		1,776	40.8%	
4019 Recruitment	0	0	500	500		500	0.0%	
4020 Advertising	0	0	500	500		500	0.0%	
4027 Equipment	0	549	1,000	451		451	54.9%	
4030 Telephone	408	3,150	4,000	850		850	78.7%	
4035 Postage	22	171	250	79		79	68.4%	
4040 Printing and Stationery	33	801	1,000	199		199	80.1%	
4048 Subscriptions	35	2,917	3,300	383		383	88.4%	
4050 Insurance	0	8,255	7,500	(755)		(755)	110.1%	
4900 Contingency	0	670	2,000	1,330		1,330	33.5%	
Administration - Central Costs :- Indirect Expenditure	1,516	25,137	31,050	5,913	0	5,913	81.0%	0
Net Income over Expenditure	(1,516)	519,399	513,486	(5,913)				
<u>105 Corporate Management</u>								
1060 Grants Received	941	4,765	0	(4,765)			0.0%	
Corporate Management :- Income	941	4,765	0	(4,765)				0
4000 Salaries	12,562	98,903	152,000	53,097		53,097	65.1%	
4008 Travel and Subsistence	86	328	1,000	672		672	32.8%	
4010 Conferences and Training	0	2,431	2,500	69		69	97.2%	
4125 Bank Charges	43	758	1,250	492		492	60.6%	
4130 Accountancy/Corporate Gov.	150	2,395	2,200	(195)		(195)	108.9%	
4131 Internal Audit	0	280	600	320		320	46.7%	
4132 External Audit	0	1,300	1,500	200		200	86.7%	
4135 Legal and Professional	1,875	1,912	750	(1,162)		(1,162)	254.9%	
4140 Employment/Health & Safety	0	0	2,140	2,140		2,140	0.0%	
Corporate Management :- Indirect Expenditure	14,715	108,307	163,940	55,634	0	55,634	66.1%	0
Net Income over Expenditure	(13,774)	(103,542)	(163,940)	(60,398)				
<u>110 Democratic Services</u>								
4200 Elections	0	0	1,500	1,500		1,500	0.0%	

Detailed Income & Expenditure by Budget Heading 01/10/2021

Month No: 8

Committee Report

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
4210 Mayor's Allowance	57	1,195	2,000	805		805	59.7%	
4211 Mayor Making	0	135	1,000	865		865	13.5%	
4212 Civic Events	0	25	750	725		725	3.3%	
4215 Civic Regalia	15	27	500	473		473	5.4%	
4220 Civic Officers	0	0	500	500		500	0.0%	
Democratic Services :- Indirect Expenditure	73	1,382	6,250	4,868	0	4,868	22.1%	0
Net Expenditure	(73)	(1,382)	(6,250)	(4,868)				
<u>115 Grants (s137)</u>								
4235 General Grants	400	510	9,000	8,490		8,490	5.7%	
4236 Community Centre	0	0	8,000	8,000		8,000	0.0%	
4237 Grange Court	0	7,000	7,000	0		0	100.0%	
4238 Youth Funding	0	0	4,500	4,500		4,500	0.0%	
4242 Leominster Meeting Centre	0	1,000	1,000	0		0	100.0%	
Grants (s137) :- Indirect Expenditure	400	8,510	29,500	20,990	0	20,990	28.8%	0
Net Expenditure	(400)	(8,510)	(29,500)	(20,990)				
<u>116 Revenue Projects</u>								
4243 Wellcone back Fund-Costs	358	358	0	(358)		(358)	0.0%	
Revenue Projects :- Indirect Expenditure	358	358	0	(358)	0	(358)		0
Net Expenditure	(358)	(358)	0	358				
<u>125 Corn Square</u>								
1400 Income-Room Hire	72	11,017	17,000	5,983			64.8%	
1403 Income Flat	1,123	9,314	13,000	3,686			71.6%	
Corn Square :- Income	1,195	20,331	30,000	9,669			67.8%	0
4180 Cleaning	446	3,067	4,000	933		933	76.7%	
4181 Window Cleaning	46	276	600	324		324	46.0%	
4182 Electricity	230	1,472	3,000	1,528		1,528	49.1%	
4183 Gas	84	1,028	3,000	1,972		1,972	34.3%	
4185 Business Rates	1,010	8,085	11,500	3,415		3,415	70.3%	
4186 Water Rates	90	756	1,500	744		744	50.4%	
4187 Repairs and Renewals	219	3,931	3,000	(931)		(931)	131.0%	
4188 Fixtures and Fittings	274	2,285	2,000	(285)		(285)	114.3%	
4700 Loan Repayments	0	21,039	27,000	5,961		5,961	77.9%	
Corn Square :- Indirect Expenditure	2,399	41,939	55,600	13,661	0	13,661	75.4%	0
Net Income over Expenditure	(1,204)	(21,608)	(25,600)	(3,992)				

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
<u>130 Tourist Information</u>								
1010 Income-Commission	89	468	1,400	932			33.4%	
1510 Income-Coach trips	0	573	8,000	7,427			7.2%	
1511 Income-Books & Maps	209	2,625	4,900	2,275			53.6%	
1512 Income-Cards	118	1,114	1,400	286			79.6%	
1513 Income-Souvenirs	536	2,728	6,600	3,872			41.3%	
1514 Income-Food/Drinks	197	2,255	4,500	2,245			50.1%	
1515 Income-Craft	27	1,695	2,400	705			70.6%	
1516 Income-Advertising	0	0	300	300			0.0%	
1519 Income-Green Sacks	435	6,799	6,750	(49)			100.7%	
Tourist Information :- Income	<u>1,612</u>	<u>18,257</u>	<u>36,250</u>	<u>17,993</u>			50.4%	<u>0</u>
3000 Cost of Sales	0	822	0	(822)		(822)	0.0%	
3010 Costs-Coach Trips	0	258	8,000	7,742		7,742	3.2%	
3011 Costs-Books and Maps	47	1,352	4,375	3,023		3,023	30.9%	
3012 Costs-Cards	38	361	1,250	889		889	28.9%	
3013 Costs-Souvenirs	400	1,156	5,900	4,745		4,745	19.6%	
3014 Costs-Food/Drink	0	1,971	4,050	2,079		2,079	48.7%	
3015 Costs-Craft	100	1,918	2,150	232		232	89.2%	
3016 Costs-Advertising	0	0	275	275		275	0.0%	
4000 Salaries	2,961	31,870	54,000	22,130		22,130	59.0%	
4028 Green Sacks Purchase	480	5,760	6,000	240		240	96.0%	
Tourist Information :- Indirect Expenditure	<u>4,026</u>	<u>45,468</u>	<u>86,000</u>	<u>40,532</u>	<u>0</u>	<u>40,532</u>	52.9%	<u>0</u>
Net Income over Expenditure	<u>(2,414)</u>	<u>(27,211)</u>	<u>(49,750)</u>	<u>(22,539)</u>				
Finance and General Purposes :- Income	3,748	587,888	610,786	22,898			96.3%	
Expenditure	23,487	231,100	372,340	141,240	0	141,240	62.1%	
Movement to/(from) Gen Reserve	<u>(19,739)</u>	<u>356,789</u>						

	Actual Current Mth	Actual Year To Date	Current Annual Bud	Variance Annual Total	Committed Expenditure	Funds Available	% Spent	Transfer to/from EMR
Environment and Services								
201 Open Spaces								
1020 Sale of Assets	42	197	0	(197)			0.0%	
1060 Grants Received	716	2,149	0	(2,149)			0.0%	
Open Spaces :- Income	758	2,346	0	(2,346)				0
4000 Salaries	13,534	100,493	146,000	45,507		45,507	68.8%	
4006 Uniforms	22	1,008	2,500	1,492		1,492	40.3%	
4027 Equipment	48	953	2,000	1,047		1,047	47.6%	
4187 Repairs and Renewals	49	1,123	2,000	877		877	56.1%	
4300 Maintenance	80	507	6,000	5,493		5,493	8.4%	
4312 P3 Scheme	0	0	1,000	1,000		1,000	0.0%	
4313 Lengthman Scheme	0	0	1,000	1,000		1,000	0.0%	
4320 Vehicle Maintenance	164	1,857	3,000	1,143		1,143	61.9%	
4321 Vehicle Fuel	411	2,923	3,000	77		77	97.4%	
4351 Waste	65	6,024	7,000	976		976	86.1%	
4355 Tree Management	350	350	5,000	4,650		4,650	7.0%	
4356 Climate Management	0	0	1,528	1,528		1,528	0.0%	
Open Spaces :- Indirect Expenditure	14,723	115,238	180,028	64,790	0	64,790	64.0%	0
Net Income over Expenditure	(13,965)	(112,892)	(180,028)	(67,136)				
202 Depot								
4027 Equipment	0	12	0	(12)		(12)	0.0%	
4050 Insurance	0	706	500	(206)		(206)	141.1%	
4180 Cleaning	20	20	900	880		880	2.2%	
4182 Electricity	33	251	800	549		549	31.4%	
4184 Rent	1,231	3,681	3,700	19		19	99.5%	
4185 Business Rates	170	1,366	2,100	734		734	65.0%	
4186 Water Rates	50	400	550	150		150	72.7%	
4187 Repairs and Renewals	0	20	200	180		180	10.0%	
4188 Fixtures and Fittings	0	207	800	593		593	25.9%	
Depot :- Indirect Expenditure	1,504	6,663	9,550	2,887	0	2,887	69.8%	0
Net Expenditure	(1,504)	(6,663)	(9,550)	(2,887)				
203 Allotments								
1120 Income-Allotments	115	5,909	5,000	(909)			118.2%	
Allotments :- Income	115	5,909	5,000	(909)			118.2%	0
4184 Rent	113	968	1,400	432		432	69.2%	

	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	50	396	500	104		104	79.2%	
4300 Maintenance	180	598	1,000	402		402	59.8%	
Allotments :- Indirect Expenditure	343	1,962	2,900	938	0	938	67.7%	0
Net Income over Expenditure	(228)	3,947	2,100	(1,847)				
<u>205 Market</u>								
1402 Income-Market	1,090	5,790	16,000	10,210			36.2%	
1404 Income-Victorian Market	580	580	0	(580)			0.0%	
Market :- Income	1,670	6,370	16,000	9,630			39.8%	0
4005 Market Management	797	2,309	6,000	3,691		3,691	38.5%	
4048 Subscriptions	0	369	358	(11)		(11)	103.1%	
Market :- Indirect Expenditure	797	2,678	6,358	3,680	0	3,680	42.1%	0
Net Income over Expenditure	873	3,692	9,642	5,950				
<u>220 Central Area Toilets</u>								
4185 Business Rates	0	(1,647)	0	1,647		1,647	0.0%	
4186 Water Rates	58	511	1,500	989		989	34.1%	
Central Area Toilets :- Indirect Expenditure	58	(1,136)	1,500	2,636	0	2,636	(75.7%)	0
Net Expenditure	(58)	1,136	(1,500)	(2,636)				
<u>225 The Grange Toilets</u>								
4182 Electricity	64	370	1,100	730		730	33.7%	
4186 Water Rates	96	794	2,000	1,206		1,206	39.7%	
4300 Maintenance	0	190	500	310		310	38.0%	
The Grange Toilets :- Indirect Expenditure	160	1,354	3,600	2,246	0	2,246	37.6%	0
Net Expenditure	(160)	(1,354)	(3,600)	(2,246)				
<u>250 Economic Development</u>								
4023 Newsletter	120	1,080	1,560	480		480	69.2%	
4047 Market Town Forum	0	0	250	250		250	0.0%	
4230 Events Fund	0	161	1,000	839		839	16.1%	
4370 Leominster in Bloom	0	500	500	0		0	100.0%	
4375 CCTV	0	8,317	15,000	6,683		6,683	55.4%	
4380 Festive Lights	300	16,495	17,500	1,005		1,005	94.3%	
Economic Development :- Indirect Expenditure	420	26,552	35,810	9,258	0	9,258	74.1%	0
Net Expenditure	(420)	(26,552)	(35,810)	(9,258)				

Detailed Income & Expenditure by Budget Heading 01/10/2021

Month No: 8

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>260 Capital Projects</u>								
1060 Grants Received	0	32,259	0	(32,259)			0.0%	
Capital Projects :- Income	<u>0</u>	<u>32,259</u>	<u>0</u>	<u>(32,259)</u>				<u>0</u>
4700 Loan Repayments	0	0	15,200	15,200		15,200	0.0%	
4715 Secret Garden-Loan Funded	0	3,992	0	(3,992)		(3,992)	0.0%	
Capital Projects :- Indirect Expenditure	<u>0</u>	<u>3,992</u>	<u>15,200</u>	<u>11,208</u>	<u>0</u>	<u>11,208</u>	<u>26.3%</u>	<u>0</u>
Net Income over Expenditure	<u>0</u>	<u>28,267</u>	<u>(15,200)</u>	<u>(43,467)</u>				
Environment and Services :- Income	2,543	46,884	21,000	(25,884)			223.3%	
Expenditure	18,005	157,304	254,946	97,642	0	97,642	61.7%	
Movement to/(from) Gen Reserve	<u>(15,462)</u>	<u>(110,420)</u>						

	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	778	4,500	3,722		3,722	17.3%	
Planning and Highways :- Indirect Expenditure	0	778	4,500	3,722	0	3,722	17.3%	0
Net Expenditure	0	(778)	(4,500)	(3,722)				
Planning and Highways :- Income	0	0	0	0			0.0%	
Expenditure	0	778	4,500	3,722	0	3,722	17.3%	
Movement to/(from) Gen Reserve	0	(778)						

	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>								
901 Earmarked Reserves								
9000 Election Reserve	0	0	14,545	14,545		14,545	0.0%	
9001 CCTV Reserve	0	1,706	4,500	2,794		2,794	37.9%	
9002 Town Centre Enhancements	0	0	20,000	20,000		20,000	0.0%	
9003 Equipment Rolling Programme	0	0	21,325	21,325		21,325	0.0%	
9004 Play Equipment Reserve	0	0	15,500	15,500		15,500	0.0%	
9005 Precept Support Reserve	0	0	18,596	18,596		18,596	0.0%	
9006 Youth Projects	0	0	8,350	8,350		8,350	0.0%	
9007 Capital Receipts Reserve	0	0	13,513	13,513		13,513	0.0%	
9008 Unspent Loans	0	0	145,150	145,150		145,150	0.0%	
Earmarked Reserves :- Indirect Expenditure	0	1,706	261,479	259,773	0	259,773	0.7%	0
Net Expenditure	0	(1,706)	(261,479)	(259,773)				
Earmarked Reserves :- Income	0	0	0	0			0.0%	
Expenditure	0	1,706	261,479	259,773	0	259,773	0.7%	
Movement to/(from) Gen Reserve	0	(1,706)						
Grand Totals:- Income	6,290	634,772	631,786	(2,986)			100.5%	
Expenditure	41,491	390,887	893,265	502,378	0	502,378	43.8%	
Net Income over Expenditure	(35,201)	243,885	(261,479)	(505,364)				
Movement to/(from) Gen Reserve	(35,201)	243,885						

2021/22 Month 8 Budget Notes

These notes are intended to accompany the budget reports for the end of month 8 of 2021/22 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 2020/21 financial year.

4127: Equipment

- Two new laptops and some secure office cabinets have been purchased at the beginning of the financial year.

4048: Subscriptions

- Subscriptions renew at the beginning of the financial year except SLCC membership which is due January 2022.

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. This year the cost has risen but also includes cover for the new chipper.

105: Corporate Management

4130: Accountancy/Corporate Governance

- Expenditure is high at the beginning of the financial year, to include end of year accounting support. Staff training has now been completed meaning that the monthly cost will reduce but likely to still be over budget.

4135: Legal and Professional

- Staff Review should be under contingency.

110: Democratic Services

4215: Civic Regalia

- Quotes are currently being sought for the cleaning of one mace.

116: Revenue Projects

4243: Welcome Back Fund Costs

- This will be reclaimed back from the grant funding.

125: Corn Square

4180: Cleaning

- Spend continues to be high due to COVID-19 additional cleaning/PPE requirements.

4187: Repairs and renewals

- Essential work for the Fire Risk Assessment has been carried out in the cellar meaning that this category has gone over budget.
- Additional electrical safety work completed.
- Additional replacement required for 3 safety lights.

126: Rentable Offices Corn Square

1401: Income – Rentals

- New budget code to capture room rentals.

130: Tourist Information Centre Income

- Income now increasing, especially commission from The Stable Gallery and sales from cards, books and maps.

4028 & 1519: Green sacks purchase and income

- Green refuse sacks sales are still strong. 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

1020: Sale of Assets

- For the sale of cardboard from our business recycling and scrap metal no longer required for our activities.

4321: Vehicle Fuel

- Will exceed budget due to increased costs although using less now as grasscutting has ceased for the year.

202: Depot

4050: Insurance

- The budget was based on last year's figure, which was only part of a full year so there will be an overspend.

203: Allotments

1120: Income – Allotments

- This includes the subscriptions paid by plot holders to the Allotment Association which is paid to them later in the year.

205: Market

1404: Income Victorian Market

- New budget code following the transfer of the market to the town council.

4048: Subscriptions

- Increase this year.

Leominster Town Council
Financial Statement 30 November 2021

Cash and Bank Balances:

Co-operative Current Account	637,333	
Cash/Card Control	-380	
Petty Cash	72	
Floats	50	
		637,075

Debtors (monies owed to council)

H M Customs - Vat recoverable	1,542	
TIC Stock 1.4.2021	10,055	
		11,597
		648,672

Less: Creditors (monies owed by council)

Suppliers of goods and services	8,814	
Other Creditors	1,880	
Cultural Program	19,081	
Paye, Ni and Pension Due	5,282	
		35,057

Net Cash Available 613,615

Represented by:

General Fund

Current Year Surplus	243,886	
Contribution from Earmarked Reserves	1,706	245,592
General Reserve balance at beginning of year		108,250

Earmarked Reserves

Balance at 1st April 2021	247,966	
Plus: Added in Year	0	
	247,966	
Less: Used to Fund Expenditure	1,706	246,260

Capital Receipts Reserve

Balance at 1st April 2021	13,513	
Plus: Received in Year	0	
	13,513	
Less: Used to Fund Expenditure	0	13,513

613,615



Leominster Town Council 2022/23 Budget Consultation Report

Background

Aim

The Leominster Town Council 2022/23 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. The consultation also sought to gauge resident views on specific topical issues, including the global climate crisis and a proposed community asset transfer of the Old Priory building.

Methodology

The Leominster Town Council 2022/23 Budget Consultation was launched on 8th September 2021. Residents were invited to complete an online questionnaire, with hard copies of the survey available for those without online access. The consultation closed on 20th October 2021. Participation was incentivised, with survey respondents offered the chance to enter a prize draw to win a hamper provided by the Leominster Tourist Information Centre.

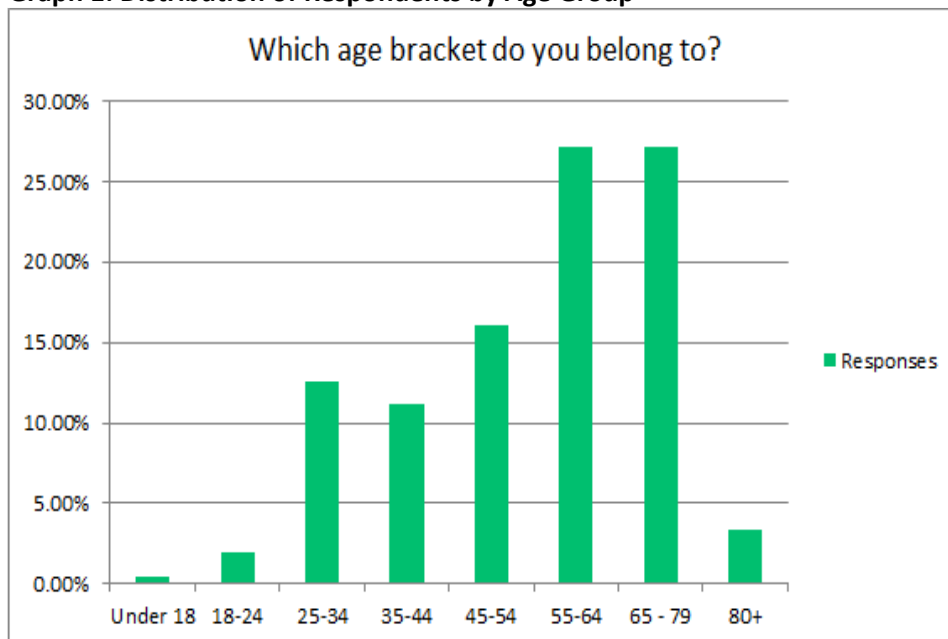
The consultation was advertised via the following channels:

- Leominster Town Council website
- Leominster Tourist Information Centre social media accounts
- Posters displayed at 11 Corn Square
- Email distribution to local organisations and community groups
- Information stands and Councillor presence at the weekly market on Friday 17th September 2021 and farmers' market on Saturday 11th September 2021.

Response

A total of 226 survey responses were received. The vast majority of responses were submitted online, with only 17 responses returned in hard copy. Graph 1 (below) outlines the distribution of respondents by age group. Of those respondents that provided age data, the majority were aged between 55 and 79 years. Reasonable representation was received from most age groups, with the exception of under 25s.

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'. Results from the previous 2021/22 budget consultation are shown in brackets.

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	76.6 (72.2)
Allotments	61.4 (66.3)
Grass cutting, looking after trees and wildflower areas at the Grange, Sydonia Park and Ginhall Green	59.4 (55.6)
Litter picking in the Priory churchyard and parks	58.8 (50.8)
Christmas lights	57.3 (57.8)
Play equipment at Sydonia Park	55.2 (50.3)
Emergency Response (Flooding, COVID-19)	50.3 (56.0)
Street cleaning in the town centre	45.7 (52.7)
Maintaining town verges	34.5 (33.2)
Play equipment at Ginhall Green	32.0 (38.8)
Play equipment at the Grange	29.3 (30.4)
Public toilets on the Grange	29.3 (18.2)
Maintenance of public rights of way	24.5 (25.3)
Public toilets in Central carpark	19.3 (21.8)

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'. Results from the previous 2021/22 budget consultation are shown in brackets.

Table 2: Services and Amenities Ranked by Negative Rating Response

Service/Amenity	Percentage of Respondents Rating as Poor or Very Poor
Maintenance of public rights of way	38.7 (44.2)
Play equipment at the Grange	34.7 (38.7)
Play equipment at Ginhall Green	34.6 (23.5)
Public toilets in Central carpark	32.4 (39.4)
Public toilets on the Grange	29.8 (40.6)
Maintaining town verges	23.6 (27.7)
Street cleaning in the town centre	17.0 (14.3)
Play equipment at Sydonia Park	14.4 (16.8)
Litter picking in the Priory churchyard and parks	13.3 (12.3)
Emergency Response (Flooding, COVID-19)	11.5 (12.9)
Grass cutting, looking after trees and wildflower areas at the Grange, Sydonia Park and Ginhall Green	10.6 (13.0)
Christmas lights	10.3 (15.3)
Allotments	10.0 (1.2)
Running the Friday market, Farmers market, speciality markets	6.1 (4.8)

Town Council services that were rated most highly include: markets, allotments, and maintenance of open spaces in the town. 3 of the items ranked as being most in need of improvement (Central toilets, Grange toilets, Grange play area) were also highlighted in the 2021/22 Budget Consultation results. Renovation work on the Central Area toilets is due to be completed by the end of the 2021/22 financial year. Funding has been sourced to begin improvement works on footpaths surrounding the Grange in the first 6 months of 2022. The Grange play area and toilets have already been highlighted by the Town Council as priority components of the Grange regeneration works and it is anticipated that significant progress will be made on these aspects of the project during the 2022/23 financial year. It is notable that an increased number of respondents have indicated that they are dissatisfied with play equipment at Ginhall Green, in comparison to previous consultation surveys.

Maintenance of public rights of way was rated lowest by respondents, with 38.2% of respondents describing this service as being either 'poor' or 'very poor'. When designing the consultation survey, efforts were taken to clearly distinguish public rights of way from pavements, as confusion over terms had been noted in previous consultations. Comments submitted by respondents in the 2022/23 budget consultation survey suggest that there remains a lack of clarity over which public rights of way are maintained by Leominster Town Council. It is recommended that additional information on this service is made available on the Town Council website. It may also be worth considering some additional consultation with residents on this topic, in order to gain a greater understanding of the views underpinning these survey results.

Respondents' rating of the town council's street cleaning service has decreased in comparison to 2021/22 consultation results. The level of staff resource dedicated to this service has not decreased during the last 12 months, however it is possible that levels of litter in the town have increased as a result of changing

patterns of behaviour brought about by the covid pandemic. The town council's Welcome Back Scheme projects have allocated funding for additional weekend cleaning in the town centre, which will allow the town council's environmental team to assess the difference that this makes to litter levels in the town.

Over 75% of respondents indicated that they were satisfied with the town council's verge maintenance programme, however survey comments also suggested support for leaving some verge spaces unmown in order to support wildlife and wildflowers. While a larger number of respondents negatively rated the allotments provision in this year's budget consultation, it is important to note that this equates to only a small number of individual survey responses (7) - due to the fact that a majority of survey respondents indicated that they do not use the allotments service. Having said this, it may still be helpful for these results to be discussed with representatives from the Allotment Association.

Within the comments section of the survey, a large number of respondents expressed dissatisfaction with the general appearance and maintenance of the town centre. Issues of particular concern included the poor state of roads and pavements, a lack of maintenance of buildings in the town centre, and additional cleaning required for town centre streets and signage. The Leominster High Street Heritage Action Zone (HSHAZ) Scheme will address a number of these issues, however the delayed start to public realm and historic building grant scheme projects will have resulted in a reduced level of public awareness of the scheme and its intended outputs. Several HSHAZ projects are due to launch in the first 6 months of 2022, so it is hoped that this will help to address resident concerns regarding Leominster's public realm and townscape.

A number of respondents expressed frustration that the survey did not provide an option for residents to rate services and facilities that are not managed by Leominster Town Council. It is worth considering whether future consultations should include opportunities for residents to express their views on services provided by the local authority, in order to provide a channel for this information to be fed back to relevant organisations on behalf of Leominster's residents. Comments on local authority services submitted as part of the 2022/23 budget consultation will be anonymised and raised with Herefordshire Council.

Resident Priorities

Respondents were asked to identify the town council services and amenities that they considered to be most and least important, selecting 3 higher priority and 3 lower priority options from a list of provisions. This question was revised in response to feedback from the 2021/22 budget consultation, with a simplified format encouraging a larger percentage of respondents to provide full responses.

Table 3 ranks town council services and amenities by the percentage of respondents selecting them as being one of 3 'most important' options.

Table 3: Services and Amenities Ranked by Highest Priority Rating

Service/Amenity	Percentage of Respondents Listing as 'Most Important'
Supporting activities for young people	39.81%
Street cleaning within the town centre	38.43%
Providing grants and support to local groups and community facilities	33.33%
Maintaining and cleaning public toilets in Central carpark and on the Grange	31.48%
Running the Tourist Information Centre and supporting local tourism	23.61%
Maintaining play areas on the Grange, Sydonia and Ginhall Green	21.76%
Markets	20.37%

Service/Amenity	Percentage of Respondents Listing as 'Most Important'
Grants to support local bus services	18.06%
Supporting and facilitating town projects	17.59%
Organising events for the town	17.13%
Watering and feeding Leominster in Bloom displays in town	8.33%
Maintaining town verges	6.48%
Managing trees on the Grange, Sydonia and Ginhall Green	6.02%
Civic events (e.g. Remembrance Day)	5.56%
Christmas lights	5.56%
Allotments	3.24%

Table 4 ranks town council services and amenities by the percentage of respondents listing that service as being one of 3 'least important' options.

Table 4: Services and Amenities Ranked by Lowest Priority Rating

Service/Amenity	Percentage of Respondents Listing as 'Least Important'
Christmas lights	36.62%
Maintaining town verges	33.80%
Allotments	32.86%
Watering and feeding Leominster in Bloom displays in town	31.46%
Civic events (e.g. Remembrance Day)	26.29%
Organising events for the town	19.72%
Grants to support local bus services	19.25%
Managing trees on the Grange, Sydonia and Ginhall Green	15.49%
Running the Tourist Information Centre and supporting local tourism	12.21%
Supporting and facilitating town projects	11.74%
Maintaining play areas on the Grange, Sydonia and Ginhall Green	11.27%
Providing grants and support to local groups and community facilities	11.27%
Supporting activities for young people	8.45%
Markets	6.10%
Maintaining and cleaning public toilets in Central carpark and on the Grange	5.63%
Street cleaning within the town centre	2.35%

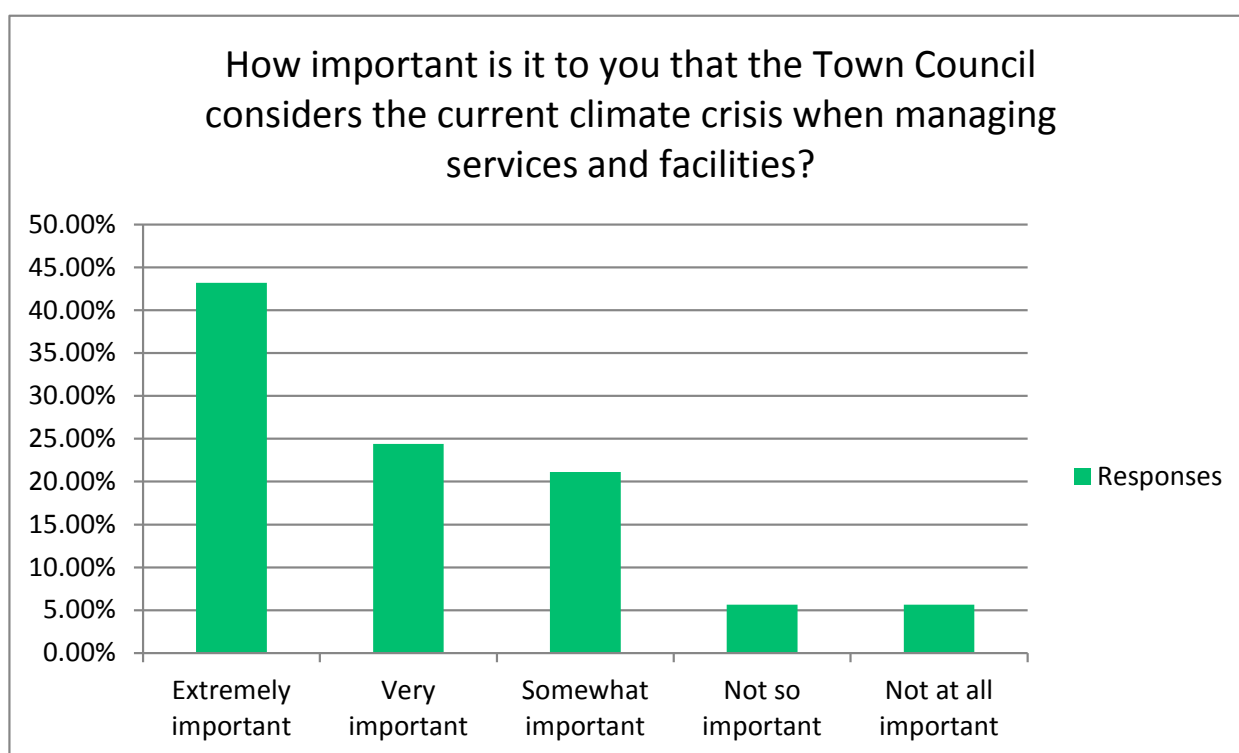
Survey responses identified the following town council services as being of the highest priority: supporting activities for young people, street cleaning within the town centre, providing grants and support to local groups and community facilities, and maintaining and cleaning public toilets in Central carpark and on the Grange. As in previous budget consultations, the low level of priority awarded to the town council's allotments provision is not unexpected, given that 69% of respondents indicated that they have not previously used this service.

A large number of respondents commented that they considered all services listed in the survey to be important. Consequently, it should be noted that ranking a service as being 'less important' does not

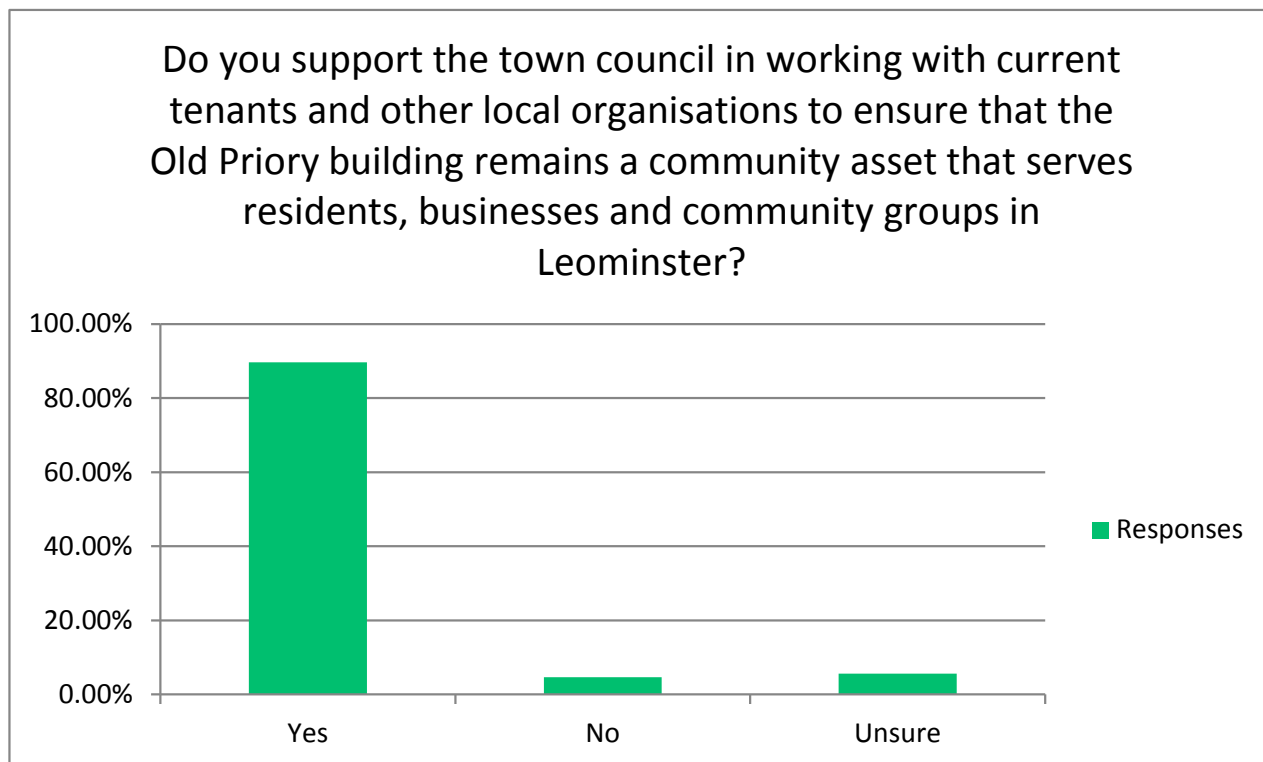
necessarily indicate that it is considered unimportant, or that respondents support decreased spending in this area.

Specific questions relating to the global climate crisis and proposed community asset transfer of the Old Priory building indicate that both of these issues are a priority for those residents that took part in the consultation. 67% of respondents felt that the climate crisis should be an 'extremely important' or 'very important' consideration for the town council in guiding management of services and facilities (as shown in Graph 2, below). Graph 3 illustrates responses to the Old Priory community asset transfer proposal, with 89.7% of respondents indicating that they "...support the town council in working with current tenants and other local organisations to ensure that the Old Priory building remains a community asset that serves residents, businesses and community groups in Leominster."

Graph 2: Respondent Views on the Significance of Climate Crisis as a Factor Influencing Management of Town Council Services.



Graph 3: Respondent Views on a Potential Community Asset Transfer of Leominster's Old Priory Building.



Other Suggestions

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

- town events to be advertised more widely
- more public events on the Grange open space
- replanting of lost trees (some of this work will be commissioned under the town council's Great Places to Visit Scheme projects)
- additional information provided on the Leominster Town Council website
- increased seating (funding from the Great Places to Visit Scheme will be used to purchase new benches in the town centre and on the Grange)
- more trader stalls encouraged to attend the monthly Farmer's market
- intergenerational projects
- laundrette in the centre of town
- Christmas trees erected above town centre shops
- Christmas lights installed in more trees within the town centre
- more electric car charging points
- displays in empty shop windows (the Leominster HSHAZ Cultural Programme will seek to utilise empty spaces for displaying creative projects)
- more accommodation/events/facilities to encourage visitors
- a youth club and more activities for young people

Suggestions relating to street lighting, waste collection, roads/public realm, highway signage, 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 4. Electronic communication methods remain popular, however the survey responses support the town council’s current policy of engaging with residents using a combination of physical and digital formats.

Graph 4: Sources of Information on Town Council Services

