

TS/KJM/281014

Budleigh Salterton Town Council
Council Offices
Station Road
Budleigh Salterton
Devon
EX9 6RJ

31 December 2024

Dear Councillors

Between 11 December and 23 December 2024, I conducted a remote interim review of the financial records, as recommended by the reporting requirements of the Annual Governance and Accountability Return and in accordance with your instructions and our engagement.

I write to confirm that the data reviewed, and the records sampled up to the 30 September 2024, indicate that the accounting records (kept on AdvantEdge Finance) continue to be maintained to a high standard. Although this interim review does not scrutinise transactions to the same level as an Annual Internal Audit, I can confirm that I have reviewed the following:

- Bank Accounts - ensuring that they have been reconciled regularly.
- VAT Returns - two VAT126 forms have been prepared in the accounting year to date, these have been submitted and refunds received.
- Council minutes from April 2024 – September 2024 have been reviewed from your website.
- Nominals have been reviewed and any unusual, one-off or large expenditure items and a random selection of transactions have been agreed to the relevant invoices.

I would just like to remind you of the importance of ensuring that full council minutes accurately record any risk assessments reviewed in advance of the 31 March 2025 year end. This review of risk (financial and non-financial) is required at least annually and compliance with this requirement is recorded in the AGAR form. I would also advise a review of the council's investment policy if this has not been carried out within the last 12 months.

I will arrange my usual annual visit after 31 March 2025. However, should you have any queries in the meantime, please do not hesitate to contact me.

...../



 **Email**

axminster@westcotts.uk



Phone

01297 33388



Address

Timberly, South St, Axminster, EX13 5AD

Axminster · Barnstaple · Bideford · Bridgwater · Burnham-on-Sea · Crediton · Exeter · Holsworthy · Honiton · Okehampton · Plymouth · Seaton · Somerton · Tiverton · Torquay · Weston-super-Mare

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Finally, as this completes my interim work to date, I am taking this opportunity to enclose a note of charges for the work undertaken on your affairs for your kind attention in due course. The attached is a payment request which includes VAT at the standard rate, the net fee being £340 with value added tax thereon of £68. A receipted VAT invoice will be issued on payment of the attached in due course. The remainder of my annual work will be invoiced separately once the year end work has been completed next year.

Yours sincerely

Tom
Tom Stuckey
Partner

Enc.



Office No.2, Unit 16, Dinan Way Trading Estate, Concorde Road, Exmouth, Devon EX8 4RS
Tel: (01395) 26 66 62 www.exmouthringandride.org.uk

To: All Parish and Town Councils within our service area

Date: 5 December 2024

From: Jill Elson MBE, Chairman

Dear Councillors

Request for grant towards the running costs of our Community Transport services for 1st April 2025 to 31st March 2026. Service Area Exmouth, Budleigh Salterton, East Budleigh, Otterton, Colaton Raleigh, Newton Pophelford, Woodbury, Lymstone.

Firstly, a very big **THANK YOU** to you all for supporting us during the last year.

Seachange carried out a survey within the Woodbury, Exmouth and Budleigh Salterton Area of East Devon and found 58% experience loneliness, isolation or both. Our services prevent loneliness and social isolation benefitting the health and well-being of residents in our local community, who are unable to access public transport because of a mobility problem or are unable to walk to a bus stop or there is no public service. We offer our passengers the opportunity to socialise, do their own shopping, travel with others on trips, have coffee or lunch in various hospitality venues. We have 2 x 8 - seater minibuses with a passenger lift. Passengers pay a return fare. Trips are fully booked and with an increasing interest we now have a waiting list. We circulate the timetables to your Clerk and they are put up in various poster sites and distributed and circulated around the service area, surgeries, shops and local organisations. I attach the one for January to March 2025.

We have had some excellent responses to our timetables. We have drivers both voluntary and paid. We have had hospitality venues thanking us for including them on our timetables – in fact several have asked ‘when we will be visiting them’ so they can reserve tables and have asked if we would book the people in, offer them a menu and collect the payment for the meals in advance to pay those businesses. This helps the businesses especially hospitality therefore we are contributing to the local economy.

We constantly ask for the views of our passengers when they book their journey, review our costs and we will be increasing our return fares when they ring to book their journey, in addition to applying for grants and asking for donations. We are in competition with many charities for grants after Covid and the continuing financial crisis. We are grateful for every penny, as without them we would not be able to provide our services.

As you are aware the minimum wage will be increased on 1st April 2025 by 6.7% in addition to 9.7% last year and we do pay slightly above this as we are helping vulnerable people. Other costs have substantially increased with inflation especially servicing of our vehicles, insurance, professional fees etc.

Unfortunately, this year we have no alternative but to slightly increase our grant request, however we recognise the pressures on your budgets and therefore we are proposing to take some money from our reserves. Devon County Council do contribute to our services and do recognise that we have to work in partnership with the community. We will begin fundraising for £70,000 to replace one minibus.

Following a review of our services we have decided to cease operating our single wheelchair vehicle in view of the increasing number of similar services operating in the area including Seachange and Miss Daisy. I attach our budget including the amount we are asking from the Towns and Parishes in our service area. Increasing the amount per person to 16.5p.

Yours

Jill M Elson MBE
Chairman



EXMOUTH AND DISTRICT COMMUNITY TRANSPORT GROUP

| INCOME | 2025/2026 | EXPENDITURE | 2025/2026 |
|---|------------------|---|------------------|
| Devon County Council(TBA) (This is for all services) | £19,750 | Vehicle Costs - ALL (Ins, Fuel,Maint, Repairs) | £14,000 |
| BSOG | £2,000 | Drivers(Inc.NI) | £35,000 |
| Fares | £25,000 | Co-Ordinators (Inc.NI) | £22,000 |
| Hire | £5,000 | Professional Fees | £2,500 |
| | | IT | £750 |
| EDDC(TBA) | £5,000 | Office Expenses | £2,000 |
| Town and PC's(TBA) | £8,750 | Rent of office | £8,280 |
| VAT Rebate | £1,500 | Insurance costs | £1,500 |
| Miscellaneous | £1,000 | (Office,Trustee) | |
| fundraising - | | Training costs | £100 |
| (sponsorship,adverts | £4,500 | Advertising | £250 |
| donations) | | Fundraising | £50 |
| Bank Interest | £600 | Pension | £750 |
| Other Grants | £6,000 | Misc | £500 |
| TOTAL | £79,100 | TOTAL | £87,680 |

Our Community Transport service has a Service Level Agreement with DCC, EDDC and Exmouth Town Council. It is **NOT** part of the Concessionary Bus Fare Scheme. Community Transport is recognised by the Government as a joint partnership responsibility. We provide a door to door personal service. Our drivers are DBS checked, paid to help with shopping, receive special training in Fixing Wheelchairs, Manual Handling and First Aid to ensure our passengers are safe. We also notify a named person or Police if a passenger does not return on time and misses the bus then we pay for a taxi to ensure they get home safely when they are found. Wages, vehicle costs, professional fees and insurance costs have increased above inflation. **ALL** passengers pay a return fare. We have to be very careful with our expenditure as we are in a very difficult climate to raise funds. Trusts etc. are being specific to which groups they will give to. Our staff and volunteers write grant applications every week. Our rent is all inclusive of utilities so may rise. **WE HAVE DONE OUR UTMOST TO KEEP OUR COSTS AS LOW AS POSSIBLE AGAINST OUR INCREASING COSTS.** The minimum wage has been increased from April 2025 to £12.21.(6.75%). We do have some volunteer drivers. We are ceasing to provide a single wheelchair service with our specialised vehicle in order to save money.

Population in Town /Parish and Grant Application at 16.5p per person.

Populations as estimated on 2022 census by Office of National Statistics published in November 2024
The Council Tax base has risen in all the Towns and Parishes.

| | Population | Request for Grant |
|----------------------------------|-------------------|--------------------------|
| Exmouth | 35812 | £5,908.98 |
| Budleigh Salterton | 5224 | £861.96 |
| Otterton | 763 | £125.89 |
| East Budleigh with Bicton | 1094 | £180.51 |
| Colaton Raleigh | 709 | £116.98 |
| Lympstone | 2137 | £402.11 |
| Newton Poppleford | 2280 | £376.20 |
| Woodbury | 4469 | £737.39 |

I hope that you can support us for another year. Our passengers are always telling us how vital we are to their well being. Many of our passengers say that this is the only time they go out of their homes. The new timetables have been based on passenger comments and suggestions. We have taken people to family weddings, special events, family lunches to name but a few. If you have any questions do not hesitate to ring. Our website is regularly updated.

Thank you

Jill Elson - Chairman, Management Committee

Office No.2, Unit 16, Dinan Way Trading Estate, Concorde Road, Exmouth, Devon EX8 4RS
 Tel: (01395) 26 66 62 www.exmouthringandride.org.uk

TESTIMONIALS FROM PASSENGERS

To
 All at the Community
 Transport Centre
 With best wishes
 for the season
 + New Year 2025
 Thanks for the enjoyable
 trips you've taken me on.
 May R
 (Mrs)

Best wishes
 June Marwood
 X
 (Many thanks
 for all your help to
 us older ones)



To All the staff on
 community Buses.
 "Thank you for all the lovely
 trips that you organise and the
 hard work that you all do."
 "Happy Christmas to you all!"

Pattall.
 X



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Meeting of the Town Council 27 January 2025

Agenda Item 15: Station Road Toilets – Cleaning Contracts

Brief:

to procure quotations for the cleaning, opening, and closing services for the Station Road Toilets, commencing in April 2025. Additional costs have been sought to cover additional running expenses for the Station Road Toilets (insurance / sanitary bins / CCTV)

Cost per annum to run the Station Road toilets will run from £25850.02, depending on the cleaning contractor we use. This does not account for any maintenance costs.

Quotation were sought from the following:

| Organisation | Pricing |
|--|--|
| EDDC | £20401.14 Cleaning only . Opening / closing not available |
| Minster Cleaning | £32169.80 Cleaning plus opening/closing £21446.52 Cleaning only |
| Mitie Cleaning | Declined to quote |
| Local Cleaners approached | |
| Jewel Cleaning (Exmouth based cleaning company) | £20531.25 including cleaning and opening and closing. Including detergent, brushes, mops etc Not including Toilet Roll Jewel Cleaning already have contracts with EDDC for cleaning in the Pavillion, they also clean the LED HQ |
| Cleaning South West | As above, pricing from their website |
| Service Master Clean | Recommendation from Budleigh Salterton Golf Club, quote requested |
| Katie Nichols | No quote received |
| Stephanie Hodge | No quote received |
| BSTC (should we employee cleaning staff) | £17,071.60 Based on 2024/25 current hourly rate of £13.50 per hour. 2.5 hours daily Plus all consumables |
| Other costs | |
| Wallgate (sink and dryer units) | Service Contract for 2 Wall units £864.50 per annum Soap £2.23 per litre |

| | |
|-------------------------|--------------------------|
| Initial Hygiene Bins | Quote requested |
| Insurance | £200.00 per annum |
| Water | £2180.70 (2023 usage) |
| Electricity | £1281.07 (2023/24 usage) |
| Maintenance | Unknown |
| CCTV | Site visit 28.1.25 |
| | |



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QUOTE 1

Dear Budleigh Salterton Town Council,

SLA Proposal – Public Convenience Cleaning at Station Rd, Budleigh Salterton

Further to our meeting/call please see below a proposal and quote as requested.

- 1. Address: Station Rd, Budleigh Salterton**
 - 2. Contractor: East Devon District Council (Streetscene)**
 - 3. Client: Budleigh Salterton Town Council**
 - 4. Service Commencement date: 1st April 2025**
 - 5. Length of Agreement: 12 months**
 - 6. No. of cubicles: 1x unisex cubicle and 1 x wheelchair accessible cubicle.**
 - 7. Contract price: £20,401.14 plus VAT payable in full at the commencement of the agreement.**
 - 8. Cleaning frequency: once daily**
- 8. Daily Clean Specification**

Internal

A) Floors:

- Thoroughly sweep removing dust, dirt, litter etc. Pick up and dispose of sweepings.
- Thoroughly wash all floors with water and approved cleaning agents. Rinse and mop clean. Signs will be erected to allow for the floors to dry before the Contractor leaves the Property each day.
- Empty waste bins, cleanse, sanitise and dispose of waste.

B) Sanitaryware and pipework:

- Clean sanitise with water and approved cleaning agents, w/c pans, w/c seats, cisterns, cistern flushing handles, chains or pedals, exposed pipework connecting cistern and pan, urinals, urinal filters, exposed feed and sparge pipework, wall gate units and mirrors.
- Remove using approved chemicals or cleaning agents any build up scale or other deposits from sanitaryware.
- Clean and sanitise using water and approved cleaning agents, all hand height walls, partitions, doors, frames, ledges, sanitary product fittings, and other fixtures and fittings.
- Clean using water and approved agents the external face of any entrance doors and frames at hand height.

External:

- Sweep immediate entrance paths, areas and steps giving access to the Property and any drainage channels and gullies. Pick up and dispose of sweepings.

Yours sincerely,

Simon Kennedy

StreetScene Deputy Operations Manager



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QUOTE 2

Minster currently provide this service to Saltash Town Council for their four toilet blocks. They also do office cleaning for Ivybridge Town Council and Exmouth Town Council.

From: Paul Fox (Devon) <paulfox@minstercleaning.co.uk>
Sent: 07 January 2025 1:29 PM
To: Alice Gater-Wildgust <alice.gater-wildgust@budleighsaltertontowncouncil.gov.uk>
Subject: RE: Cleaning of Budleigh Salterton Toilet Blocks

Hi Alice.

Happy New Year to you too.

Thanks for this information.

We would be very happy to manage the cleaning of the Budleigh Salterton public toilets.

As they close at 8pm in the evenings, we would clean and restock them in the mornings before they are opened for the public.

We would need to work on a 2-hr fee for cleaning, restocking and opening and 1-hr for closing (if the toilets do not close automatically) – this amount of time is necessary to make it worth a cleaner's while otherwise recruitment becomes very difficult. If the toilets close automatically, the hour in the evening could be cut unless you would like us to check that they have all been vacated and are properly locked – please advise.

Based on 3-hrs per day, our pricing (which will not change until 31st March 2026) will be £29.46 per hour and invoiced monthly with a fixed amount of £2,680.82. (Prices exclude VAT)

Based on 2-hrs per day (cleaning, restocking and opening in the mornings and not closing in the evenings - if the toilets automatically lock) – our charge would be £29.46 and invoiced monthly with a fixed amount of £1787.21. (Prices exclude VAT).

Our cleaning is performed in accordance with the British Institute of Cleaning Science (BICSc) standards and all cleaning equipment, products, and materials are included in our pricing except for refuse sacks and square white

bin bags which are charged at a nominal fee. We can supply the necessary consumables including soap, paper towels and toilet paper as well as sharps kits.

Our contracts work on a 3-month rolling notice basis. We invoice monthly with a fixed amount (based on the calculation of the annual charge divided by 12). Our pricing is based on continuous cleaning throughout the year but does not include cleaning on public holidays which can be done at an additional fee. We work on 30 days payment terms and invoice in advance on the first of the month for payment by the last day of the month. Please note that the pricing quoted here is our 2025 pricing and will not be subject to any change until 1st April 2026 when the increase in National Minimum Wage comes into effect.

We provide a full site file with risk assessment, COSHH information and our insurance policies. We operate with the following insurance policies - Public Liability (£5,000,000) and Employer's Liability (£10,000,000).

If you would like to move forward with us managing your toilet cleaning, I will arrange a site visit and then draw up the necessary cleaning agreement.

Please let me know if you have any questions or would like to discuss anything.

I look forward to hearing from you.

Best Regards,

Paul Fox
Director
Minster Cleaning Services
Devon & Cornwall



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Wallgate

Provider of the all in one hand wash/ dryer unit (see fig 1 for example) .

Option A – 3 year service contract

£864.50 per annum (2 machines) Included 2 x full service visits per annum + breakdown cover. 3 year price guarantee

Option B – 1 year service contract

£1310.34 per annum. Annual contract. 3 x breakdown visits per annum

Option C – no contract

No service contract

Notes:Our machine was installed in 2007.

In the last financial year (May 2023 to April 2024) there were 2 visits recorded.

Soap £2.23 per litre





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Chairman's Duties

- Chair council meetings
- Chair committee meetings, if that chairman is unavailable
- Arrange and attend the Civic Service (usually July, date to be confirmed with the church)
- Work with the Clerk to arrange the Annual Parish (Town) Meeting
- Arrange the Chairman's Reception (refreshments) – the Clerk will arrange the invitations (usually held in April/May)
- Clerk's appraisal (with the Chair of Staffing)
- Accompany the Clerk on external meetings, if required
- Support the Clerk and Assistant (supply cake/biscuits/wine if required!)

Deputy Chairman's Duties

- Deputise for the Chairman if they are unavailable (either at meetings or attending events)
- Support committee Chairmen and "spot" councillors wishing to speak during any meetings (council and committee)
- Work with the Chairman throughout the year to prepare for their tenure as Chairman



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Below is a list of what the Chairman is expected to pay for and which events they are expected to attend during their year in office:

Mayoral Handover - May

Nibbles and wine Civic Fund

Civic Service – first Sunday in July

Tea and cakes Civic Fund

Also see separate notes for Civic Service information

Last Meeting before Christmas - December

Mince pies and wine Chairman's allowance

Chairman's Reception – April/May

Decision on refreshments is up to the Town Mayor Civic Fund

BookTrack Awards – Various

Book token for children who've read 100 books Chairman's allowance

Items covered by Civic Fund

Civic Service
Christmas Cards
Engraving of Civic Regalia
Sign-writing of Mayor's Board

Events to attend

| | |
|--|----------------------|
| Gala Week Fete | May |
| Children's Cycle Competition | May |
| Other Gala Week events | May |
| Cocktails at the Marine Camp | July |
| Bowls Tournament Opening | July |
| Art Club Exhibition | August |
| Remembrance Service | November |
| Late Night Shopping | November/December |
| Christmas Day Swim (but not take part unless you wish to!!!) | |
| BookTrack (plus award book token) | As and when required |

plus other invitations from various organisations in the town and other towns/parishes



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Meeting of the Town Council 27 January 2025

Agenda Item 17: Acceptable Use Policy

Acceptable Use Policy

This Acceptable Use Policy (AUP) outlines the acceptable use of computing resources at Budleigh Salterton Town Council (BSTC). All employees, contractors, and affiliates are required to follow this policy when accessing and using Budleigh Salterton Town Council's network and IT resources.

Brief & purpose

The purpose of this AUP is to ensure the security, reliability, and privacy of Budleigh Salterton Town Council's IT resources and users' data. The tablet that you have been provided with is exclusively to support your role as a Town Councillor. The tablet remains in the ownership of BSTC and as such is managed and monitored by BSTC.

Scope

This policy applies to all users accessing Budleigh Salterton Town Council's IT resources, including but not limited to employees, contractors, visitors, and external partners.

Acceptable use

- Users must use Budleigh Salterton Town Council's IT resources for council-related purposes only.
- Personal use is permissible as long as it does not interfere with organisational operations or productivity.

Prohibited use

- Users must not engage in illegal activities.
- Users must not access, upload, or distribute offensive, threatening, or harmful content.
- Users must not use IT resources for unauthorised activities.

System and network activities

- Users must not attempt to access data or accounts for which they do not have authorisation.
- Users must not introduce malicious software into the network.
- Users must not perform any action that compromises the performance or security of IT resources.

Email and communication activities

- Users must not send unsolicited email messages or spam.
- Users must not engage in any form of harassment via email or other communication means.

Software and intellectual property

- Users must respect all copyright and licensing agreements.
- Users must not download, install, or use unauthorised software.

Confidentiality

- Users must protect sensitive and confidential information.
- Users must not disclose confidential information without proper authorisation.

Enforcement

Any user found to have violated this policy may be subject to disciplinary action, up to and including termination of employment and legal action.

Review and revision

This AUP will be reviewed annually and may be revised as deemed necessary by Budleigh Salterton Town Council.

Agreement

By accessing and using Budleigh Salterton Town Council's IT resources, you agree to comply with this AUP.

Signed: _____

Print
Name: _____

Date: _____