



**MAGHULL
TOWN
COUNCIL**

Maghull Town Hall

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Dated this 28th Day of February 2019

NOTICE IS HEREBY GIVEN that a meeting of the FINANCE AND AMENITIES COMMITTEE will be held in the COUNCIL CHAMBER at MAGHULL TOWN HALL on WEDNESDAY 6th MARCH 2019

The meeting will commence at 7pm (or at rise of Full Council, whichever is the later)

Note: DECLARATIONS OF INTEREST – If a Member requires advice on any item involving a possible declaration of interest which could affect his/her ability to speak and/or vote, he/she is advised to contact the Chief Executive at least 24 hours in advance of the meeting.

A G E N D A

- 1 Apologies for Absence
- 2 Declarations of Interest
- 3 Public Participation
- 4 To confirm the Minutes of Finance and Amenities Committee held 12th December 2018 (Pages 1 – 3)

Finance

- 5 **Treasurer's Report and Financial Statements as at 31 January 2019 – Members are asked to consider the report (Pages 4 - 13)**

Amenities

- 6 **Recording Table for Operations, Service Requests and Resident's Complaints - Members are asked to consider the report (Pages 14 - 19)**
- 7 **Chair's Report – Verbal report for noting only.**

**Miss A. McIntyre
Chief Executive**



MAGHULL TOWN COUNCIL
FINANCE & AMENITIES COMMITTEE MEETING
HELD 12th DECEMBER 2018

PRESENT - Councillor McKinley (In the Chair) and Councillors (Cllrs): June Burns, Josh Burns, Byrne, Carragher, Desmond, Hart, Mullen, J. Sayers and Y. Sayers.

ALSO PRESENT – A. McIntyre (Chief Executive), A. Spencer (Business Development and Contracts Manager), D. Healey (Finance Officer) and S. Larking (Minutes).

APOLOGIES FOR ABSENCE – Apologies received from Cllrs Carlsen, Esterson, J. Deegan, R. Deegan and Shaw.

1. **DECLARATION OF INTERESTS** – None received.

2. **PUBLIC PARTICIPATION** – None notified.

3. **MINUTES OF THE PREVIOUS MEETING**

RESOLVED that the Minutes of the meeting held on 17th October 2018 were approved as a correct record.

FINANCE

5. **TREASURER'S REPORT AND FINANCIAL STATEMENTS AS AT 31st OCTOBER 2018**

Cllrs noted that discussions about the lease for the Venue were ongoing and that rent for the community police station was paid quarterly.

RESOLVED that the Financial Statements as at 31st October 2018 be noted.

AMENITIES

6. **BUGET 2019/20**

The Chief Executive apologised that supporting financial information had not been circulated with the report. The Council tax base for 2019/20 had not been agreed. The proposal is to increase the precept to deliver the budget. For a band D property the precept would rise from £98.23 to £116. All contracts have been reviewed to reduce costs and generate savings but there was a small shortfall.

Cllrs asked for clarification about which projects, listed on page 13 of the report could be deferred. The Chief Executive noted that shutters for the Town Hall could be deferred saving approximately £2,500. Other projects e.g. PAT testing and roof repairs could not be delayed. Events e.g. fireworks could only go ahead if grant/external funding received. The Finance Officer reported an understand of approximately £44,000, in the current financial year, due to savings on staffing and on some contracts.

Cllrs made the following key points:

- Precept should not be increased at a time when council tax bills would rise due to increases for social care, Police, Fire and the Metro Mayor
- Elected on a manifesto that said would not increase precept
- Maghull population has a high proportion of older residents (65+)
- Elections in 2019; unhelpful to burden new Council with tax increase
- Review reserves
- Disappointed that precept raised in 2018/19 after a number of years of no increase, maybe more prudent for small annual increases in future
- Important to balance budget, council needs to generate more income and be more entrepreneurial
- If projects need to be delivered they should be prioritised and delivered in current financial year
- Budget to be revised to reflect no increase in precept

RESOLVED that

- 1. Officers to prepare a revised budget for consideration at Full Council on 23 January 2019**
- 2. The report be noted.**

7. TREE SURVEY 2018

Note at 8.45pm Cllrs Mullen and Y. Sayers left the meeting.

The Business Development and Contracts Manager reported that the Tree Survey report had been received. The cost of priority one works was £43,200.00. This included works relating to Hall Lane Park and Bobby's Wood for £18,150.00. Discussions with Sefton about works as parks transferred to Maghull Town Council in May 2018. Discussions with St Andrews about cost of works to trees in the closed cemetery. All trees in the cemetery have Tree Preservation Orders (TPOs); permission would be required for all works.

Key points made by Cllrs:

- Parks are core Council business
- Tender for quotes to ensure VFM
- Equip in house staff to carry out works

RESOLVED that

- 1. Officers to commence a tendering exercise to complete priority one works as set out in tree survey report**
- 2. Priority one works to be funded from 2018/19 underspend**
- 3. The report be noted.**

8. 2018 WATERING OPERATIONS AT MAGHULL SQUARE

The Business Development and Contracts Manager reported that watering at the Square has a massive operational and financial impact. Watering takes places between April and September at a time when staff are taking leave. Financial costs are £2,195. Some Maghull in Bloom Volunteers help with watering. Cllrs considered a range of options to

reduce impacts on Maghull Town Council. It was noted that London and Cambridge Properties (LCP) had agreed to take on responsibility for watering at the Square. This option to be pursued.

RESOLVED that

1. **Officers to contact LCP to get formal agreement that they will water planters at the Square from April 2019**
2. **The report be noted.**

9. SCRUMMIES RENT CHARGES

Scrummies are paying rent for hire of the bowling hut at KGV Park. They are not VAT registered and have asked that rent charges be exclusive of VAT. This would result in a 20% reduction on rental income. Cllrs agreed that VAT should be added to the rental income for hire of the bowling hut.

RESOLVED that

1. **VAT to be added to rent for hire of bowling hut. Officers to inform Scrummies**
2. **The report be noted.**

10. RECORDING TABLE FOR OPERATIONS, SERVICE REQUESTS AND RESIDENTS' COMPLAINTS

The Business Development and Contracts Manager reported that 27 service complaints/requests had been received since the last meeting. 16 had been resolved with 11 requiring resolution. Most complaints about grounds maintenance. Facilities Team are making progress in parks and a contractor has been working to deal with overgrown hedges and shrubs. Other issues include fly-tipping in Balls Wood; vandalism of play equipment and flooding in a garden in Round Meade

Cllrs made the following points:

- Parks are looking good
- Should publish figures about complaints/resolution to inform residents
- Litter bins fill up quickly. Consider larger bins as they need replacing as bins

RESOLVED that the report be noted.

11. CHAIRS REPORT

The Chair noted that the organisational review would put the Council in a good position moving forward.

RESOLVED that the report be noted.

CHAIRMAN

Report to:	Finance & Amenities Committee
Date of Meeting:	6 th March 2019
Agenda Item Number	5
Subject:	Treasurer's Report and Financial Statements as at 31 st January 2019.
Report of:	Finance Officer
Exempt / Confidential Report:	No

Summary

Members are asked to consider the attached appendices giving the current position of the Council's budget. This financial year there is a significant underspend due to staff vacancies. There are a number of projects which will hopefully be completed by 31st March which will reduce the underspends. As RFO I recommend any remaining underspend is allocated to Reserves specifically the contingency reserves which currently has £50,000 and Vehicle and Machinery which shows £4,000. This will be reduced to nil to cover the amount for the chipper. Our entire fleet is very old and you may wish to purchase new vehicles/ equipment in 19/20. Members may also wish to improve our fixed assets.

Recommendation(s)

Finance & Amenities Committee is requested to:-

1. **Agree the move to earmarked reserves.**
2. **Note the contents of this report.**

Reasons for Recommendation(s)

The report is for noting only.

Alternative Options Considered and Rejected

None.

What will it cost and how will it be financed?

(A) Revenue
N/A

(B) Capital
N/A

Implementation Date for Decision

Immediately following the conclusion of Finance & Amenities Committee.

Appendices

Town Hall Income and Expenditure,
Facilities Income and Expenditure,
Community Support & Engagement Income and Expenditure
Profit & Loss
Balance Sheet.

Background Papers

None

Contact Officer	Debbie Healey – Finance Officer
Telephone Number	0151 526 3705
Email Address	Debbie.Healey@maghull-tc.gov.uk

Background

Town Hall Budget – The income we have received is slightly higher than we budgeted for. This is due to a number of reasons both the Council Chamber and the Activity Room have attracted more users this year particularly the NHS. Misc Income code (4395); the income is higher than projected i.e the rent for hiring rooms for election purposes. The Town Hall budget overall is showing an underspend due to having a staff vacancy and this will not be filled until the new financial year.

Facilities Budget – The facilities income is currently showing an underspend due to carrying 4 staff vacancies. Recruitment is to commence shortly.

Community Support & Engagement – This budget has underspent by £10,816.92. This is due to underspends in Youth Provision, Events and Neighbourhood Activities.

Due to the underspend the following projects have been completed.

- Garage doors replaced.
- Roof repaired.
- Moorhey is due to be demolished before the end of the financial year although it has been extremely difficult with the utility companies.
- Flagging is due to commence next week.
- Two men from the facilities team have completed chain saw training and are cutting down some of the small trees.

- The Town Hall needs to have new lighting installed as it is becoming increasingly difficult to obtain certain bulbs.

- If the projects are not completed by the 31st March these will be carried forward into the new financial year and if council approve moving the underspend into specific reserves these can be processed in the 19/20 budget from reserves.

TOWN HALL	Department 1				
Jan-19					
	INCOME	BUDGET	Actual	Budget Remaining	Explanation
			MTH 10	MTH 10	
INCOME					
4001	PRECEPT	338,672	338,672.00	0.00	
4010	BANK INTEREST	1,000		1,000.00	Transfers in from 90 day account
4101	COUNCIL CHAMBER ROOM HIRE	300	1,250.00	-950.00	More users e.g NHS
4102	POLICE STATION LEASE	11,000	11,000.00	0.00	On target
4103	ACTIVITIES ROOM	4,500	5,556.63	-1,056.63	More users e.g NHS
4104	STORAGE HIRE		746.09		No budget set was originally with misc income
4110	MAGHULL COMMUNITY ENTERPRISE		7,671.94		Cessation of the company
4300	FUNCTION SUITE LEASE		21,067.83	-1,067.83	New lease to be agreed
4301	ADMIN CHARGE FOR F/SUITE	1,200	1,252.00	-52.00	Admin provision not required from Jan 19
4330	BOWLS INDOOR	1,070	1,362.00	-292.00	
4353	CRICKET CLUB LEASE	2,000	2,000.00	0.00	
4395	MISC. INCOME	1,041	1,372.70	-331.70	Income for elections
4396	SOLAR PANEL INCOME	3,500	3,654.65	-154.65	
		384,283.00	395,605.84	-2,904.81	
EXPENDITURE					
SUPPLIERS					
5100	SECURITY	48,584.00	41,432.13	7,151.87	
5101	CCTV	1,770.00	1,867.00	103.00	
5102	ALARM	700.00	153.00	547.00	
5103	FIRE	800.00	295.15	504.85	
5104	AIR-CON	300.00	300.00	0.00	
5105	BOILER	0.00		0.00	
5106	LIFT	3,000.00	2,989.32	10.68	
5107	CLEANING SERVICES	30,716.00	22,216.84	8,499.16	
5108	HYGIENE	3,100.00	3,043.33	56.67	
5109	PEST CONTROL	500.00	479.75	20.25	
5110	KITCHEN CLEANSING	2,030.00	1,730.14	299.86	
5111	WASTE DISPOSAL	200.00	50.00	150.00	
5116	CLEANING SUPPLIES	500.00	374.10	125.90	
		92,200.00	74,730.76	17,469.24	
OVERHEADS					
7000	BROADBAND	4,207	4,123.00	84	
7002	TELEPHONES	2,000	267.87	1,732	Awaiting invoice from Knowsley
7003	MOBILE PHONES	200	224.40	-24	New contract starting Jan 19
7010	POSTAGE	200	200.02	0	
7021	STATIONERY	1,200	956.60	243	
7031	PRINTING	40		40	
7036	BOOKS/TECHNICAL PUBLICATIONS	150	144.74	5	
7041	OFFICE EQUIPMENT & FURNITURE	440	492.37	-52	
7061	IT	6,400	6,381.81	18	
7068	SAGE	2,000	1,733.10	267	
7071	PHOTOCOPIER	2,000	1,605.81	394	
7082	BANK CHARGES	710	765.22	-55	
7100	SALARIES	113,921	85,902.99	28,018	
7106	EMPLOYER'S NI	10,124	7,542.99	2,581	
7107	PENSIONS	22,329	16,837.04	5,492	
7200	INSURANCE FEES	16,728	13,870.44	2,858	
7221	PROFESSIONAL FEES	3,950	3,927.19	23	
7224	AUDIT FEES	2,835		2,835	Awaiting Invoice
7232	WEBSITE DEVELOPMENT	216	150.00	66	
7236	PERSONNEL CONSULTANCY	5,500	5,500.00	0	
7237	TRAINING	3,000	2,934.21	66	Further training to be taken by the Facilities Team
7254	SUBSCRIPTIONS	3,922	3,921.14	1	
7300	RATES	19,000	18,240.00	760	
7303	ELECTRICITY	11,400	10,228.01	1,172	
7308	GAS	6,000	4,389.04	1,611	

7309	WASTEWATER & METERED WATER	4,775	-3,794.01	8,569	A refund of £8,714.08 for CC
7320	CIVIC HOSPITALITY	400	153.50	247	
7359	MAYOR'S ALLOWANCE	2,000	935.22	1,065	
7801	CONFERENCES/TRAVEL/SUBS	200	174.08	26	
7810	LICENCES	1,000	742.82	257	
7823	PHOTOGRAPHS	300	290.75	9	
7846	MISCELLANEOUS EXPENDITURE	334	329.12	5	
		247,481.00	189,169.47	58,311.53	
	LOANS				
7916	2000 PROJECTS LOAN	7,008.37	7,408.13	-399.76	
7967	2000 PROJECTS INTEREST	1,383.79	984.03	399.76	
7918	LIFT REPLACEMENT LOAN	8,686.80	9,117.66	-430.86	
7968	LIFT REPLACEMENT INTEREST	3,953.68	3,522.82	430.86	
7919	PROJECTS 2009 LOAN	5,816.94	6,062.63	-245.69	
7969	PROJECTS 2009 INTEREST	3,838.22	3,592.53	245.69	
7920	ROOF SIDES & SOLAR PANELS LOAN	6,565.78	3,250.87	3,314.91	
7960	ROOF SIDES & SOLAR PANELS INT	7,348.28	3,706.16	3,642.12	
		44,601.86	37,644.83	6,957.03	
TOTAL		0	94,061	-85,643	

Codes
Jan-19

	INCOME	BUDGET	Actual	Budget Remaining	
			MTH 10	MTH 10	
INCOME					
4001	PRECEPT	272,185.00	272,185.00	-	
4321	PLAYING FIELDS	3,500.00	602.25	2,897.75	
4331	BOWLS OUTDOOR	1,070.00	1,140.40	- 70.40	
4345	TENNIS CLUB	1,200.00	1,070.17	129.83	
4346	TENNIS OTHER (Fencing)	168.00	140.00	28.00	
4350	RENT BOWLING HUT		1,668.00	- 1,668.00	Lease of pavilion
4351	ATC RENT	1,500.00	1,500.00	-	
4352	RENT MOORHEY ROAD			-	No income empty property
4354	FACILITIES INCOME	26,500.00	20,238.10	6,261.90	
4399	MISC FACILITIES		17,385.00	- 17,385.00	Parachute payment Y1 SMBC, disposal of assets
		306,123.00	315,928.92	- 9,805.92	
EXPENDITURE					
	SUPPLIERS				
5112	WATER QUALITY	1,500.00	1,379.80	120.20	
5113	ELECTRICAL SAFETY	600.00	0.00	600.00	
5114	HEALTH & SAFETY GENERAL	500.00	525.00	-25.00	
5115	PLAYGROUND INSPECTIONS	700.00	820.33	-120.33	
5200	ENGINEERING - NEW EQUIPMENT	1,200.00	78,947.68	-77,747.68	Purchase of Ransommies & Chipper will move to Bal/Sheet
5201	EQUIPMENT REPAIRS	2,200.00	478.71	1,721.29	
5202	ENGINEERING - CONSUMABLES	1,500.00	1,820.05	-320.05	
5203	PLAY EQUIPMENT REPAIRS	2,000.00	1,244.00	756.00	
5204	PARKS MANAGEMENT	7,951.00	22,233.55	-14,282.55	Tree and bushes work
5205	FOOTBALL PITCHES	1,000.00	696.00	304.00	
5206	BOWLING GREENS	1,500.00	223.00	1,277.00	Season not started
5207	GROUND MAINTENANCE - CONSUMABLES	1,000.00	477.53	522.47	
		21,651.00	108,845.65	-87,194.65	
	OVERHEADS				
7003	MOBILE PHONES	1,000.00	1,266.82	-266.82	New contract starting Jan 19
7029	UNIFORMS	1,536.00	3,651.18	-2,115.18	
7100	SALARIES	206,772.00	149,504.18	57,267.82	Underspend due to 4 staff vacancies
7106	EMPLOYER'S NI	16,313.00	11,864.37	4,448.63	
7107	PENSIONS	22,748.00	14,026.07	8,721.93	
7200	INSURANCE	6,000.00	6,586.14	-586.14	
7301	RATES - GARAGE	3,216.00	3,446.82	-230.82	
7302	RATES - JUDO HUT	650.00	492.00	158.00	
7304	ELECTRIC - GLENN PARK	315.00	317.11	-2.11	
7305	ELECTRIC - PIMBLEY	445.00	117.29	327.71	
7306	ELECTRIC - WHINNEYBROOKE	150.00	0.00	150.00	
7307	ELECTRIC - BALLSWOOD & MOORHEY	150.00	240.26	-90.26	Will not be any usage next year.
7308	GAS - MOORHEY		333.31		No budget is being demolished.
7310	WATER - GARAGE	700.00	712.07	-12.07	
7311	WATER - BALLSWOOD		791.17	-791.17	
7312	WATER - WHINNYBROOKE	100.00		100.00	
7313	WATER - PIMBLEY	100.00	188.15	-88.15	
7314	WATER - GLENN PARK	100.00	128.41	-28.41	
7315	FLEET REPAIRS	2,342.00	2,960.86	-618.86	
7316	VEHICLE TAX	800.00	890.00	-90.00	
7317	DIESEL	4,400.00	3,810.88	589.12	
7318	RED DIESEL	4,000.00	2,343.15	1,656.85	
7319	LEASES	635.00	8,801.05	-8,166.05	Trackers, lease for old Kubota, will reduce to £744
7846	MISCELLANEOUS		225.00		
7851	ASSET MAINTENANCE	12,000.00	17,368.34	-5,368.34	
		284,472.00	230,064.63	54,965.68	
TOTAL		0.00	-22,981.36	22,423.05	

Codes

Jan-19	<u>INCOME</u>	<u>BUDGET</u>	Actual	Budget Remaining
		MTH 10	MTH 10	MTH 10
	<u>INCOME</u>			
4001	PRECEPT	32,490	32,490.00	0.00
4391	FESTIVAL EVENTS INCOME	2,510	814.00	1,696.00
4392	FIREWORK DISPLAY	5,000	6,712.23	-1,712.23
4395	MISCELLANEOUS INCOME	0	1,900.15	-1,900.15
		40,000	41,916.38	-1,916.38

Income less due to Maghull Fest
More income than budgeted for

EXPENDITURE

SUPPLIERS

5330	NEIGHBOURHOOD ACTIVITIES	11,500	5,541.07	5,958.93
5331	EVENTS	10,000	5,919.92	4,080.08
5332	FIREWORK DISPLAY	9,300	15,154.10	-5,854.10
				Professional Stewards
5333	CHRISTMAS ACTIVITIES	1,200	1,390.91	-190.91
5334	YOUTH PROVISION	8,000	3,093.46	4,906.54
		40,000	31,099.46	8,900.54

Increased numbers for hampers
and attendees at party

TOTAL

0.00	10,816.92	-10,816.92
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Date: 27/02/2019
Time: 14:55:00

MAGHULL TOWN COUNCIL (TH)

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Profit and Loss

From: Month 1, April 2018
To: Month 11, February 2019

Chart of Accounts:

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	<u>Period</u>	<u>Year to Date</u>
INCOME		
Precept	643,347.00	643,347.00
Bank Interest	233.85	233.85
Council Chamber Room Hire	1,500.12	1,500.12
Police Station Lease	11,000.00	11,000.00
Activity Room Hire	6,023.31	6,023.31
Storage Hire	854.42	854.42
Maghull Community Enterprise	7,671.94	7,671.94
Maghull Community Radio	655.00	655.00
Function Suite	25,749.57	25,749.57
Function Suite Admin Recharge	1,252.00	1,252.00
Playing Fields	602.25	602.25
Bowls Indoor	1,362.00	1,362.00
Bowls Outdoor	1,140.40	1,140.40
Tennis Club	1,070.17	1,070.17
Tennis Fences	140.00	140.00
Rent Bowling Hut	1,668.00	1,668.00
Rent ATC Hut	1,500.00	1,500.00
Rent Cricket Club	2,000.00	2,000.00
Facilities Income	24,354.90	24,354.90
Events	814.00	814.00
Firework Display	6,712.23	6,712.23
Misc Income	3,272.85	3,272.85
Solar Panel	3,654.65	3,654.65
Misc Facilities	17,385.00	17,385.00
	763,963.66	763,963.66
SUPPLIERS		
Security	45,682.54	45,682.54
CCTV	1,667.00	1,667.00
Alarm	853.00	853.00
Fire	945.15	945.15
Air-Con	300.00	300.00
Lift	2,989.32	2,989.32
Cleaning Services	24,645.84	24,645.84
Hygiene	3,043.33	3,043.33
Pest Control	612.15	612.15
Kitchen Cleansing	1,730.14	1,730.14
Waste Disposal Charges	50.00	50.00
Water Quality	1,379.80	1,379.80
Health & Safety General	525.00	525.00
Playground Inspections	820.33	820.33
Cleaning Supplies	374.10	374.10

Profit and Loss

From: Month 1, April 2018
To: Month 11, February 2019

Chart of Accounts:

Copy (1) of Layout 1

	<u>Period</u>	<u>Year to Date</u>	
Electricity Town Hall	10,601.35	10,601.35	
Electricity Glenn Park	317.11	317.11	
Electricity Pimbley	117.29	117.29	
Elec Ballswood & Moorhey	240.26	240.26	
Gas	6,181.47	6,181.47	
Water & Wastewater Town Hall	523.42	523.42	
Water Garage	751.63	751.63	
Wastewater Ballswood	791.17	791.17	
Water & Wastewater Pimbley	193.35	193.35	
Water & Wastewater Glenn P	141.51	141.51	
Fleet Repairs	3,000.86	3,000.86	
Vehicle Tax	890.00	890.00	
Diesel	3,959.14	3,959.14	
Red Diesel	2,343.15	2,343.15	
Leases	8,801.05	8,801.05	
Civic Hospitality	491.00	491.00	
Mayoral Expenses	935.22	935.22	
Conferences/Travel/Subs	611.21	611.21	
Licences	968.82	968.82	
Photographs	290.75	290.75	
Miscellaneous Expenditure	704.12	704.12	
Asset Maintenance	17,368.34	17,368.34	
2000 Projects Loan	7,408.13	7,408.13	
Lift Replacement Loan	9,117.66	9,117.66	
2009 Projects Loan	6,062.63	6,062.63	
Roof Sides & Solar Panels Loan	3,250.87	3,250.87	
Roof & Solar Panels Int	3,706.16	3,706.16	
2000 Projects Interest	984.03	984.03	
Lift Replacement Interest	3,522.82	3,522.82	
2009 Projects Interest	3,592.53	3,592.53	
	489,809.91	489,809.91	
Net Profit/(Loss):	<u>49,821.07</u>	<u>49,821.07</u>	

Date: 27/02/2019
Time: 14:55:32

MAGHULL TOWN COUNCIL (TH)

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Balance Sheet

From: Month 1, April 2018
To: Month 11, February 2019

Chart of Accounts:

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	<u>Period</u>	<u>Year to Date</u>	
FIXED ASSETS			
Land	0.00	851,111.80	
Buildings & Statues	0.00	1,472,695.22	
Equipment Estates	0.00	37,138.74	
Equipment Play Areas	0.00	306,520.00	
Vehicles	0.00	17,887.50	
		0.00	2,685,353.26
CURRENT ASSETS			
Debtors control Account	(3,899.30)	22,949.19	
Prepayments	(4,806.28)	0.00	
Bank Account (Current)	37,107.62	50,966.47	
Bank Account (Deposit)	(21,056.50)	633,657.45	
VAT Liability/Reclaimed	(11,992.31)	3,441.68	
	(4,646.77)		711,014.79
CURRENT LIABILITIES			
Creditors Control Account	(34.49)	299.84	
Accruals/Creditors Reserves	(5,669.00)	0.00	
Salaries Liabilites	8,474.00	8,474.00	
	2,770.51		8,773.84
Current Assets less Current Liabilities:	(7,417.28)		702,240.95
Total Assets less Current Liabilities:	(7,417.28)		3,387,594.21
LONG TERM LIABILITIES			
Loans PWLB	0.00	362,475.88	
		0.00	362,475.88
Total Assets less Total Liabilities:	(7,417.28)		3,025,118.33
CAPITAL & RESERVES			
Fixed Asset Restatement Reserve	0.00	1,396,074.60	
Capital Financing Reserve	0.00	928,419.38	
Contingency Reserves	0.00	50,000.00	
Specific Reserves	(57,299.60)	167,805.95	
Capital Projects Reserves	(3,073.14)	0.00	
Precept/Revenue Reserves	(131,805.75)	432,997.33	
retained funds	134,940.14	0.00	
P & L Account	49,821.07	49,821.07	
	(7,417.28)		3,025,118.33

Report to: Finance & Amenities Committee
Date of Meeting: 7th March 2019
Agenda Item Number 6
Subject: Recording Table of Service Requests and Complaints
Report of: Operations, Contracts & Business Development
 Manager
Exempt / Confidential No
Report:

Summary

To provide Members with an overview of service requests and complaints received by Maghull Town Council since the last meeting of Finance & Amenities Committee in December 2018.

Maghull Town Council Priority	Yes/No
1. Development of a Neighbourhood Plan	No
2. Financial Prudence	Yes
3. Implementation of a Green Strategy	Yes
4. Development and consolidation of leisure and community activities	Yes
5. Develop services for older residents and those who may be socially isolated	No
6. Develop services for younger people	No
7. Expansion of apprenticeship programme and community-based learning	No
8. Closer collaboration with Voluntary, Community and Faith Sector	No
9. Development of Maghull Business and Community Forum	No

Recommendation(s)

Finance & Amenities Committee is requested to:-

1. Note the contents of this report.

Reasons for Recommendation(s)

Service requests and complaints are an important part of Maghull Town Council's transactions with the community. It is important that this information is monitored to ensure that as an organisation, we are responsive to the needs and requests of our community.

Alternative Options Considered and Rejected

None.

What will it cost and how will it be financed?

(A) Revenue

Costs for the resolution of service requests and/or complaints are met by 2018/19 core budgets.

(B) Capital

None

Implications of Recommendations:

Financial Implications	Costs for the resolution of service requests and/or resident complaints will be met through 2018/19 core budgets.
Resource Implications	Officer time in terms of resolution of service request and/or resident complaint.
Legal Implications	Legislation may apply depending on the nature of complaint raised e.g. Wildlife & Countryside Act 1981 regarding hedge cutting.
Equality & Diversity Implications	None.

Implementation Date for Decision

Immediately following the conclusion of Finance & Amenities Committee.

Appendices

None

Background Papers

None

Contact Officer	Alex Spencer – Operations, Contracts & Business Development Manager
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1. Background

During the 2016/17 municipal year, a recording table for operations, service requests and residents' complaints was introduced in order to more effectively prioritise and direct council resources.

The recording table continues to be maintained by officers, who update on a regular basis.

This is the twelfth occasion on which information from the recording table has been reported to members. For completeness, information reported in the 2016/17 and 2017/18 municipal years has been included to enable a comparison with the same point of the year.

Table 1.0 – Service Requests / Complaints received, Number Resolved and Number Requiring Resolution at Time of Writing Report

TABLE 1.0				
	Service Requests / Complaints Received	Number Resolved	Number Requiring Resolution	Number of Unresolved Carried Forward from last meeting
Meeting One – 2016/17	9	7	2	
Meeting Two – 2016/17	14	12	2	
Meeting Three – 2016/17	9	4	5	
Meeting Four – 2016/17	18	16	2	
Meeting One – 2017/18	37	31	6	
Meeting Two – 2017/18	42	24	18	
Meeting Three – 2017/18	24	14	10	
Meeting Four – 2017/18	22	16	6	
Meeting One – 2018/19	31	22	9	
Meeting Two – 2018/19	27	19	8	6 of 9
Meeting Three – 2018/19	27	16	11	2 of 6
Meeting Four – 2018/19	25	12	13*	2 of 2

*Within the total of issues requiring resolution, 6 are re-contacts regarding the same issue – namely overhanging trees at Southmeade Park, overhanging hedges at Pimbley Playing Field and replacement play equipment at Moss Park.

Table 2.0 – Categorisation of Service Requests / Complaints Received Since Last Meeting of Finance and Amenities Committee

TABLE 2.0			
Category of Service Request / Complaint	Resolved	Unresolved	Not MTC responsibility*
Grounds Maintenance	4	0	0
Hedges	0	2	0
Trees	1	7	0
Litter	4	0	0
Peace Garden	0	1	0
Dog control and dog waste	1	0	0
Asset Maintenance / Infrastructure	2	0	1
Play Equipment	0	3	0
TOTAL	12	13*	1

*The three service requests/complaints which are not the responsibility of Maghull Town Council to resolve related to maintenance of the highway and maintenance of land not owned by Maghull Town Council. These issues were referred to Sefton Council for resolution.

Table 3.0 – Nature of Unresolved Service Requests / Complaints

TABLE 3.0		
Category of Service Request / Complaint	Unresolved	Nature
Hedges	2	<ol style="list-style-type: none"> 1. Overgrown and overhanging hedges at Pimbley Playing Field. 2. Overgrown and overhanging hedges at Pimbley Playing Field.
Trees	7	<ol style="list-style-type: none"> 1. Overhanging tree at Ballswood 2. Overhanging tree at Southmeade Park x 3 3. Tree blocking light at boundary of KGV Park 4. Maintenance of trees at KGV Park 5. Maintenance of trees at Dodds Park
Peace Garden	1	<ol style="list-style-type: none"> 1. Request to have Bobbys Wood converted into a peace garden
Play Equipment	3	<ol style="list-style-type: none"> 1. Request to have upgrade of play equipment and replacement equipment at Moss Park x 3
TOTAL	13	

Table 4.0 – Unresolved Service Requests / Complaints Carried forward from Last Meeting of Finance and Amenities Committee in July 2017

TABLE 4.0		
Category of Service Request / Complaint	Unresolved	Nature
Grounds Maintenance (Parks, Trees & Hedges)	2	1. Overhanging Tree from Whinneybrook Playing Field 2. Overhanging Tree from Ballswood
TOTAL	4	

Summary of Operations From Contracts, Operations and Business Development Manager

Since the last meeting of Finance and Amenities Committee, a total of 25 service requests and/or complaints have been received. 12 of those received have been resolved (48.0%), though at the time of writing 13 remain unresolved (52.0%).

With regards to those issues which remain unresolved, members should be aware that of the 13 received, 6 are repeat contact, where the resident has contacted council for an update on the original issue they raised.

1 issue of the total 25 received is the responsibility of the resident to resolve.

The majority of service requests received relate to overhanging trees or trees which block out light.

As reported at the last meeting of this committee, council has received a completed tree survey undertaken by Knowsley Council, which has assessed the health of trees within parks and open spaces owned by Maghull Town Council. Officers are in the process of identifying which trees fall within the “priority one” category, and, because two grounds maintenance operatives have now successfully completed the foundation level of a chainsaw accreditation, these officers are identifying priority one trees which they can fell.

For trees which cannot be felled by Maghull Town Council grounds maintenance operatives, a sub-contractor will be employed through a separate tendering process because of the envisaged level of expenditure. Funding for these works has already been approved at a meeting of Council in January 2019.

I am conscious that a number of complaints, both since the last meeting of this committee and previous committees relate to overhanging trees, and residents requesting that they be cut back to the boundary line. I have sought legal advice from Sefton Council regarding council’s responsibility and indeed liability in terms of overhanging trees; and, based on this advice will be drafting a policy for council undertaking tree works.

As stated above, two grounds maintenance operatives have now achieved foundation status for chainsaw operation. As a result, the sub-contractor which had undertaken chainsaw works since November 2018 has been stopped. During the three month period which Lemon Landscapes was employed by us, chainsaw work was completed at Dodd's Park, Mersey Avenue Park, Moss Park, King George V Playing Fields and Whinneybrook Playing Field, with hedges reduced to a height of circa 4ft and/or removed completed.

Resident feedback regarding these works has been extremely positive. Residents around Moss Park in particular have expressed their thanks for reducing the height of hedges which had not been maintained for almost 8 years. Indeed, Lemon Landscapes and Maghull Town Council grounds maintenance operatives featured in the Maghull and Aintree Champion Newspaper in December 2018 as a result of work undertaken during the winter period at Moss Park.

I am acutely aware that as an organisation, the areas which have been maintained during the winter period must continue to be maintained. As a result, grounds maintenance operatives will maintain hedges throughout the summer period so as to make maintenance easier during autumn/winter 2019, and to enable resources to be deployed to areas which were not visited during autumn/winter 2018.

To support grounds maintenance operations, council is currently recruiting two grounds maintenance supervisor positions, and a maximum of three grounds maintenance operatives. Job descriptions and person specifications are advertised on the Maghull Town Council website, with interviews scheduled for week commencing 25th March 2019.

Recommendation(s):-

Finance & Amenities Committee is requested to:-

1. Note the contents of this report.