

Item 171 – Clerk’s Report

Town Clerk's Report

To: Full Council

Date: Tuesday 28 October 2025

From: Town Clerk (Interim)

Subject: Progress Report and Update on Actions Since Last Meeting

1. Actions from the Previous Full Council Meeting

Item 141-25-26/FC – Councillor Statutory Requirements

All required statutory forms have been completed by Cllr Rashid. Once the Deputy Clerk returns to work, a training course will be booked to ensure full compliance and awareness of councillor responsibilities.

Item 154-25-26/FC – Event Management Contract

The quotation submitted by Phoenix Events for the agreed community event has been formally approved. Preparatory discussions are now underway to confirm operational and logistical arrangements.

Item 155-25-26/FC – Membership of Cambridgeshire ACRE

The Council has successfully joined Cambridgeshire ACRE, enabling access to a range of resources, support, and best practice guidance relevant to community development and governance.

Item 165-25-26/FC – Unity Centre Business Plan

The revised draft Business Plan for the Unity Centre was presented to South Cambridgeshire District Council (SCDC). Officers from SCDC confirmed that the new version demonstrates significant improvement over the previous iteration. Positive follow-up meetings have been held to discuss partnership working, future funding, and operational arrangements. Further updates appear later on the agenda.

2. Other Key Actions Completed Since the Last Meeting

Unity Centre Project

A comprehensive suite of documents has been developed for the Unity Centre, including the Business Plan, staffing structure, financial forecast, and marketing strategy. These have been shared with SCDC and form the foundation for ongoing discussions with both partners and advisors. Work with the Council's solicitor continues to ensure all contractual matters are fully compliant and in the Council's best interests.

Payroll Services

A new contract has been successfully established with DCK Payroll Services, ensuring improved accuracy, compliance, and efficiency in payroll administration.

Freedom of Information and Subject Access Requests

Several Freedom of Information (FOI) and Subject Access Requests (SARs) have been processed and satisfactorily resolved within statutory deadlines.

WorkNest HR and Health & Safety Platform

Multiple outstanding issues raised within WorkNest (for both staff and councillors) have now been reviewed and resolved, ensuring systems are accurate and up to date.

Budget Preparation

Detailed budget documents have been prepared in readiness for the 2026–27 budget setting process, including draft figures, variance analysis, and initial forecasts.

Process and Systems Improvement

A review of internal administrative processes has been undertaken, with several efficiency improvements implemented. The Trello project management system has been comprehensively updated and reorganised to support improved task tracking and accountability.

Strategic Documentation

Drafts of several key documents have been produced for use by the incoming Clerk, including a Social Media Strategy, Communications Strategy, Strategic Plan Framework, Budget Planning Framework, Performance Review Framework, and Clerk's Annual Calendar.

Recruitment and Staffing

Interviews have been arranged for three shortlisted candidates for the Town Clerk and RFO vacancy. In addition, the Notice of Vacancy has been produced for the recently vacated councillor seat. A staffing review through the LGA has been initiated, with an initial meeting held and recommendations due for Council consideration.

Audit and Compliance

Arrangements have been confirmed for the mid-year Internal Audit, ensuring transparency and ongoing financial assurance.

Staff and Internal Communication

Weekly staff meetings and daily check-ins have been maintained to ensure continuity of operations, early issue resolution, and effective team coordination.

Website and Digital Presence

A new website domain has been agreed upon and will be implemented when the new Clerk takes post, supporting improved accessibility and a refreshed public image for the Council.

Stakeholder Engagement

Multiple meetings have been held with key stakeholders, including community partners, suppliers, and advisory bodies, to progress Council initiatives and strengthen collaboration.

3. Summary

Since the last Full Council meeting, significant progress has been made across governance, staffing, project delivery, and administrative areas. Core functions have been stabilised, key external relationships have been strengthened, and preparatory work has been completed to ensure a smooth transition for the incoming Town Clerk. The Council is now well-positioned to move forward with a stronger foundation, improved systems, and greater organisational clarity.

October 2025

Dear Jack,

Proposal – Structural Review using DMA methodology

As discussed, the below information outlines the LGA's proposal to deliver an organisational design review using the DMA (Decision Making Accountability) tool designed by Stanton Marris at Northstowe Town Council.

DMA (Decision Making Accountability)

Decision Making Accountability (DMA) is about making an organisation more effective and productive by:

- Speeding up decision making
- Creating clear lines of accountability
- Empowering and developing individual managers
- Reducing unnecessary management layers
- Ensuring each role adds value to the organisation
- Creating an organisation structure that meets the customers/ needs

The approach identifies the appropriate number of roles and reporting lines required for an organisation and the optimum design of accountability levels. Its key aim is to protect front line services and ensure that these are supported by an efficient and accountable structure.

We are pleased to have formed an association with Stanton Marris, who have designed and used this methodology extensively in the private sector with major international companies such as Unilever and Tesco.

This association between the LGA and Stanton Marris has resulted in several successful projects in local government, including:

Amesbury Town Council, Nottingham City Council, LB Hillingdon, Worcestershire County Council, South Derbyshire District Council, Wirral Council, Chesterfield BC, Castlepoint District Council, Peterborough Council.

Your requirements

We recognise the town council's ambition to undertake a comprehensive review and to create an organisation structure that enables the council to move forward with its plans. We understand that the council will be growing both in terms of the number of employees and its responsibilities, therefore, it requires support to design an effective organisation structure.

The council will be responsible for additional assets and will require a review to understand where current and future employees are best positioned. There is a real ambition to build a team to deliver on its responsibilities and create a structure that enables it to do so. The council understands the challenges it faces, particularly considering the local population and how this may influence the delivery of services.

Any new structure must consider current and future delivery and must be agile to meet residents' needs. The council mentioned the possibility of being responsible for assets like the sport pavilion and transport.

Our proposal	Associated costs
Whole town council organisational design review The programme of support will include the below: • Briefings with senior leaders, members and key partners. • A desk-based research project gaining an understanding of the structures of similar sized organisations or with similar responsibilities/portfolios. We invite the council to nominate specific organisations they would like to include in the comparison. This will also include a review into how other councils manage community centres. • One to one conversations with current employees (to be agreed) and Councillors to gain their input on-future organisational structure options. • Utilise the LGA's knowledge of comparable council structures to shape recommendations. • A report will be produced which includes the findings, recommendations and proposed organisational structures. • Quantitative and qualitative data will shape the report and recommendations. • Recommendations on the roles that may be required to meet the council's ambitions. • The licence for the LGA to deliver the organisational design review. • Recommendations on next steps.	£5,000.00 (excluding VAT)

The organisational design review can take place remotely, however, if in person delivery is required, flexibility for travel/accommodation expenses will be required in the overall cost.

Indicative timings and costings

We would be able to begin working with you from **November/December 2025**. We would recommend a period of communications to inform and engage appropriate stakeholders with the review.

We can conduct this project virtually however if in person delivery is required flexibility for travel/accommodation will be required. The DMA review itself should take approximately 2-3 weeks, depending on people's availability and diaries. This includes the conversations themselves, the analysis of the findings and the drawing up of the first draft of the report.

Following the DMA review, we would be happy to work with you to suggest some Job Evaluation processes and schemes which would be helpful to embed the new structure going forwards. We are happy to undertake additional consultancy beyond the scope and number of days proposed if required and can produce costings using our daily rate. The work will be led primarily by David Drewry from the LGA.

Should this proposal be of interest to you, we would be pleased to discuss a start date.

Best regards

David Drewry

Lead Workforce Adviser (LGA)

Item 172 (1) (b) – CloudyIT Quote



CloudyIT is proud to be at the forefront of driving the adoption of modern working IT practices in the council sector.

QUOTATION FOR

Commercial Summary

Line	Item	Qty	Terms	Unit Price	Ext. Price
1	Microsoft Teams Phone with Calling Plan (country zone 1 - UK/Canada)	3.00	Monthly	£13.76	£41.28
	Microsoft Teams Phone with Calling Plan (country zone 1 - UK/Canada)				
	Monthly				£41.28
4	Microsoft Teams Phone Voice Training	0.25	One Off	£650.00	£162.50
	Microsoft Teams Telephone System Training, this includes the following				
	- 1 hour virtual training session (recording provided)				
	- Covering how to				
	- Transfer/hold				
	- Update/change greeting message				
	- Guidance on setup on additional devices				
5	Microsoft Teams Phone Setup	0.75	One Off	£650.00	£487.50
	Microsoft Teams Telephone System Setup, this includes the following				
	- Acquisition of number(s)				
	- Setup of phone line				
	- Applying licences				
	- Telephony Architecture Call				
	- Building of call queues				
	- Voicemail setup				
	- Customised hold music (if required)				
6	Porting Number	1.00	One Off	£50.00	£50.00
	-Acquisition of existing numbers.				
	-Unlimited amount per port.				
	-Management of number port process.				
	-Redeployment of ported number to the Team phones system.				
	Labour				£700.00
9	Evolve2 65 Microsoft Teams Over-the-Head Binaural Bluetooth Wireless Headset Link 380 Bluetooth USB Dongle	1.00	One Off	£159.77	£159.77
	The Jabra Evolve2 65 Microsoft Teams Over-the-Head Binaural Bluetooth Wireless Headset gives you the flexibility to work anywhere with superior wireless audio performance.				

Line	Item	Qty	Terms	Unit Price	Ext. Price
10	Poly CCX 400 Microsoft Teams VoIP Phone	1.00	One Off	£235.00	£235.00
	Colour touch-screen operation with 5-inch multi-touch LCD display. Hear every nuance with Poly HD Voice and Poly Acoustic Clarity. Eliminate distracting background noise at the source with exclusive award-winning Poly Acoustic Fence technology. Full-duplex speakerphone operation with world-class echo cancellation. Two (2) Gigabit Ethernet ports offer cost savings and performance benefits. One (1) USB port (Type A) to connect a headset. Easy for IT to manage with robust provisioning and management of telephony deployment and support. Wall mountable with a CCX 400 wall mount kit (sold separately, see accessories tab). Compatible with Microsoft Teams.				

Hardware	£394.77
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Payment Terms Summary	
One-Time Total	£1,094.77
VAT	£227.21
Total	£1,363.26

****Please note****
The project will not progress further than the architecture call until 100% of the One Time Total is received.

Interest Charges on Past Due Accounts and Collection Costs Overdue amounts shall be subject to a monthly finance charge. In addition, customer shall reimburse all costs and expenses for attorney's fees incurred in collecting any amounts past due. Additional training or Professional Services can be provided at our standard rates.

OUR BESPOKE SERVICES



Applications
for the Modern
Council



Agenda Pack
Solutions for
Councils



IT Support &
Training for
Councils



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Meetings for
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Microsoft Partner
Silver Small and Midmarket Cloud Solutions



CloudyIT™

8 Homeground, Buckingham Industrial Park, MK18 1UH
01280 814684 info@cloudyit.co.uk cloudyit.co.uk

Item 172 (2) (a) – Traders Debts Overview