

Councillors are hereby summoned, and members of the public and press are invited, to attend a meeting of the **Full Council** to be held on **Monday 22nd June 2026**, starting at 18.45, in the Council Chamber, Town Hall, Market Square, Crewkerne for the purpose of transacting the business outlined on the agenda below.

Notes:

- The recording of the meeting will be uploaded for members of the public who wish to view it via the following link: [Crewkerne Town Council - YouTube](#)
- Members of the public requiring assistance or reasonable adjustments to aid their attendance at council meetings are asked to contact the Council Offices in advance using the above contact details. Documents are available in large print by request.
- Recording of meetings is permitted under the Openness of Local Government Bodies Regulations 2014; please refer to the Council's Policy on Audio/Visual Recording & Photography at Meetings ([Recording Meetings policy](#))
- Public participation is welcome during the allocated Public Open Forum session, please refer to Section 3 of the Council's Standing Orders ([Standing-Orders-May-2025.pdf](#))

Gemma Hughes PSLCC, Town Clerk (signed on original)
16 June 2026

Agenda

- 020/2627** **To receive and approve apologies for absence.**
a. To record members present:
Schedule 12 of the Local Government Act 1972 requires:
- a record be kept of the members in attendance.
 - this record forms part of the minutes of the meeting.
 - Members who are unable attend a meeting should tender apologies in advance to the Town Clerk and the grounds for apologies tendered will also be recorded.
- b. To approve any apologies for absence:
Section 85(1) of the Local Government Act 1972 requires:
- Members present to decide if the reason(s) for a member's absence are acceptable.
- 021/2627** **To receive declarations of pecuniary or personal interests in items on the agenda and any dispensations.**
The Localism Act 2011 and the Council's Code of Conduct requires:
- Members to declare any interests not currently recorded in the Member's Register of Interests or not notified to the Monitoring Officer of it.
 - Requests for Dispensations should be made in writing to the Clerk in advance of the meeting.
- 022/2627** **To approve the minutes of the Town Council meeting held on 18 May 2026.**
- 023/2627** **Public Open Forum:** Questions may be put to the Council in person during this public participation session of up to 15 minutes and a maximum of 3 minutes per person. Issues notified to the Clerk a minimum of 3 working days before the meeting (i.e., by 5pm on the preceding Wednesday) will receive a response during this session. Issues raised in this session without prior notice may be referred to the Clerk to respond to within 10 working days or listed on a

subsequent agenda. The Mayor reserves the right to vary or extend these time limits.

024/2627

To receive reports from:

- a) Somerset Council
- b) Crewkerne & Ilminster Local Community Network
- c) Crewkerne Neighbourhood Policing Team

025/2627

Clerk's progress report: to receive a verbal update report (for information only).

026/2627

Finance & Procedure:

- a) To approve the accounts for payment for April and May 2026 as listed
- b) To report the bank reconciliation for April and May 2026 has been completed
- c) To note the monthly accounts for the War Memorial Commemoration Trust have been checked
- d) To formally receive and approve the second report of the Internal Auditor
- e) To formally approve the internally audited accounts for 2025/26
- f) To approve the Annual Return for the year ending 31 March 2026:
 - i. Section 1: to approve the Annual Governance Statements
 - ii. Section 2: to approve the Accounting Statements
 - iii. To authorise the signing of the Annual Return
 - iv. To note that the period of elector's rights will commence on Tuesday 23 June 2026 and finish on Monday 3 August 2026. Public notifications will be placed on noticeboards and the website.

027/2627

To consider new Planning Applications.

Please note that the Town Council is a Statutory Consultee for Planning Applications and as such does not make decisions on any application. Any recommendations and comments this Committee make will be fed into the planning process. Somerset Council is the Planning Authority and will issue the decision notices on all applications.

a) **26/01275/S73 Land Off Lang Road Crewkerne Somerset**

S73 Application to vary Condition 19 to amend the wording to allow the development to commence on site ahead of the pedestrian railway crossing being stopped up and made not available for use by the public relating to 18/01737/OUT; Outline application for residential development of up to 150 dwellings, public open space, landscaping and associated works with access from Lang Road, Allowed on Appeal 17.6.20

b) **26/01273/FUL Land At Falkland Square Market Street Crewkerne Somerset**

Installation of stand-alone frame with defibrillator and bleed kit cabinets for community use

028/2627

Precept Minute - To note that the precept approved by Council in January 2026 was £705,926

029/2627

Risk Register - To approve the Strategic and Financial Risk register

030/2627

CUDOS licence - Councillors are requested to:

- a) To note the annual licence fee for 2025/26 of £3407.37 + VAT
- b) To note the annual licence fee for 2026/27 of £3553.89 + VAT
- c) Receive an update on the progress of the revised licence agreement

031/2627

Boundary Wall, Bincombe - To review a quotation for repairs

032/2627

Garden Maintenance - To determine a request for plant replacement

033/2627

Somerset Chair Awards - To approve a nominee

034/2627

Victoria Hall - To review an out of hours hire request

035/2627

Christchurch Court - To consider correspondence regarding the tree

- 036/2627** **Citizens Advice** - To note the annual report
- 037/2627** **Councillor Surgeries** - To identify Councillor support for July and September
- 038/2627** **HMRC Mileage Claims and Fuel Allowance Rates** – To note that the rates have been updated nationally. The Council’s reimbursement arrangements will continue to align with the prevailing HMRC rates.
- 039/2627** **GRC Newsletter** – To approve the draft newsletter
- 040/2627** **To receive the following minutes:**
- a) Reports from Town Council representatives to outside bodies
 - b) Amenities Committee: 12 January 2026
 - c) Joint Burial Committee: 21 April 2026
 - d) Planning & Highways Committee: 11 May 2026
 - e) Policy & Resources Committee: 9 February 2026
 - f) Staffing Sub-Committee: 2 March 2026, 23 March 2026
- 041/2627** **To receive Matters of Report** (verbal reports for information only).
- 042/2627** **Next meeting:** Monday 27 July 2026, 18.45, Council Chamber, Town Hall.

This meeting will be followed by a meeting of the War Memorial Commemoration Trust.

ACCOUNTS FOR PAYMENT - 30th April 2026

Checked by:.....

Date:

Payment Ref	Gross	Vat	Net	Payee	Description
DD20 (Apr)	£274.40	£0.00	£274.40	Somerset Council	Rates - Workshop / Cemetery Chapel - Apr 26
DD55 (Apr)	£488.00	£0.00	£488.00	Somerset Council	Rates - Lodge Office - Apr 26
DD51 (Apr)	£746.05	£0.00	£746.05	Somerset Council	Rates - GRC - Apr 26
DD20 (Apr)	£918.50	£0.00	£918.50	Somerset Council	Rates - Town Hall / Victoria Hall - Apr 26
DD13 (Apr)	£1,853.23	£0.00	£1,853.23	AVIVA	Insurance - April 26
DD31 (Mar)	£23.76	£3.96	£19.80	Iris Business Software	Staffology Payroll - March 2026
DD21 (Jan)	£54.04	£5.75	£48.29	British Gas Business	Streetlights & Floodlights Happy Valley - 23/01-23/01/26
DD30 (Feb/Mar)	£163.95	£7.81	£156.14	British Gas Business	Electricity Public Toilets - 18/02 - 20/03/26
DD49 (Mar)	£134.42	£22.40	£112.02	The Business - T/A Radius UK Fuels Ltd	Fuel Charges - March 2026
DD23 (Feb/Mar)	£231.44	£11.02	£220.42	British Gas Business	Electricity Town Hall 20/2 - 20/3/26
DD46 (Mar)	£159.60	£26.60	£133.00	Somerset Web Services Ltd	Email Hosting - April 2026
DD6 (Apr)	£511.79	£85.30	£426.49	PHS Group Plc	Public Toilets sanitary/sharps disposal 13/4 - 12/10/26
DD6 (Apr)	£265.20	£44.20	£221.00	PHS Group Plc	Town Hall sanitary disposal 13/4 - 12/10/26
DD6 (Apr)	£1,326.00	£221.00	£1,105.00	PHS Group Plc	GRC sanitary disposal 13/4 - 12/10/26
DD6 (Apr)	£81.60	£13.60	£68.00	PHS Group Plc	Cemetery Lodge - Sanitary disposal 13/4 - 12/10/26
OP Apr 01	£43.33	£0.00	£43.33	Hughes, G	Expenses Reimbursement
OP Apr 02	£120.00	£20.00	£100.00	Sovereign Fire & Security	GRC Intruder/Fire/CCTV maintenance April 26
OP Apr 03	£710.51	£118.42	£592.09	Boilerman Ltd	GRC - Repairs to ceiling leak and repair
OP Apr 04	£480.00	£0.00	£480.00	Crewkerne In Bloom	13 x Hanging Baskets for Town Buildings
OP Apr 05	£697.00	£0.00	£697.00	Somerset Council	Multi TTRO Fee
OP Apr 06	£1,397.00	£0.00	£1,397.00	M C Commercial Cleaning	Cleaning - March 2026
OP Apr 06	£600.00	£0.00	£600.00	M C Commercial Cleaning	GRC Cleaning - March 26
OP Apr 07	£15.93	£0.00	£15.93	Martin-Hamblin, P	Expenses Reimbursement
OP Apr 08	£68.04	£0.00	£68.04	James Hardware	Consumables
OP Apr 09	£4,272.78	£0.00	£4,272.78	H M Revenue & Customs	Tax & NI Contributions - Mar 26
OP Apr 10	£4,770.05	£0.00	£4,770.05	SCC Pension Fund	Pension Contributions - Mar 26
DD26 (Feb/Mar)	£293.79	£13.99	£279.80	British Gas Business	Town Hall Gas. Pd: 24/02-27/03/26
DD42 (Feb/Mar)	£23.87	£1.14	£22.73	British Gas Business	Electricity - Cemetery Workshop/Chapel: 25/02 - 29/03/26
DD57 (Apr)	£294.40	£49.07	£245.33	British Telecom	Telephone & Broadband - Lodge Office/GRC - Apr 26
DD33 C.Card (Apr St)	£21.87	£3.65	£18.22	Amazon Marketplace	Certificate Paper / ID Card Holders
DD33 C.Card (Apr St)	£123.23	£20.54	£102.69	Amazon Marketplace	Kettlebell Weight & Hoist Chain
DD33 C.Card (Apr St)	£18.14	£3.02	£15.12	Mailchimp	Digital Newsletter - March 26
DD33 C.Card (Apr St)	£159.59	£26.60	£132.99	Amazon Marketplace	Portable Projector
DD33 C.Card (Apr St)	£68.50	£11.42	£57.08	Amazon Marketplace	Wet & Forget x 2
DD33 C.Card (Apr St)	£40.00	£0.00	£40.00	Somerset Conference	Somerset Tree Strategy Conference (2 Delegates)
DD33 C.Card (Apr St)	£165.00	£27.50	£137.50	Somerset Council	MiPermit - 6 Monthly Car Parking Season Ticket
DD33 C.Card (Apr St)	£204.00	£0.00	£204.00	SquareSpace	GRC Website Subscription & Domain 26/27
DD33 C.Card (Apr St)	£108.16	£18.03	£90.13	Agrigem	Weed Killer
DD33 C.Card (Apr St)	£3.64	£0.00	£3.64	Tesco	Milk & Biscuits for Annual Town Meeting
DD33 C.Card (Apr St)	£11.20	£1.87	£9.33	Waitrose	Paper Plates & Napkins for Annual Town Meeting
DD33 C.Card (Apr St)	£67.24	£2.79	£64.45	LIDL	Food & Drink for Annual Town Meeting
DD27 (Mar)	£809.81	£38.56	£771.25	E. O N	Electricity - Victoria Hall - Mar 26
OP Apr 11	£132.00	£22.00	£110.00	Relay Electrical Services	Town Hall - Cabinetry Electrical Repairs
OP Apr 12	£40.00	£6.67	£33.33	Hobbs Enterprise (UK) Ltd - T/A Orbital.10	Remote Computer Technical Support Session (09/04/26)
OP Apr 13	£1,284.84	£214.14	£1,070.70	Greenways Grounds Maintenance Ltd	Cemetery Grounds Maintenance - Mar/Apr 26
OP Apr 14	£225.60	£37.60	£188.00	Boilerman Ltd	GRC - Plumbing Remedial Works (07/04/26)
OP Apr 15	£1,492.59	£248.76	£1,243.83	Garden Machinery Direct	Backpack Battery and Cable for Grounds Machinery Gutter Clearance - Town Hall/GRC/Cemetery Chapel/Lodge Office
OP Apr 16	£1,072.50	£0.00	£1,072.50	Cleanflow Exteriors	Annual Honorarium - 2026/27
OP Apr 17	£500.00	£0.00	£500.00	Craner, D	Refuse sacks and Blue Centrefeed Rolls
OP Apr 18	£305.58	£50.93	£254.65	Elswoods	Happy Valley Streetlighting - Mar 26
DD17a (Mar)	£39.22	£1.87	£37.35	Edf Energy 1 Ltd	Electricity - Middle Path - Mar 26
DD17c (Mar)	£41.75	£1.99	£39.76	Edf Energy 1 Ltd	Electricity Street Lighting Henhayes Mar 26
DD17b (Mar)	£41.75	£1.99	£39.76	Edf Energy 1 Ltd	Mobile Phone Charges - Apr 26
DD9 (Apr)	£88.18	£14.70	£73.48	Southern Communications	Water Rates - May 26
DD44 (Apr)	£661.94	£0.00	£661.94	Everflow Ltd	Electricity - GRC - 01/03-31/03/26
DD50 (Mar)	£1,081.08	£180.18	£900.90	British Gas Business	Play Equipment (Swing)
OP Apr 19	£197.76	£32.96	£164.80	G B Sports & Leisure	Telephone and Broadband - Mar 26
DD52 (Mar)	£355.68	£59.28	£296.40	Gamma Business Communications Ltd	GRC / Cemetery Waste Collection to 29/03/2026
OP Apr 20	£144.00	£24.00	£120.00	Paperchase Recycling	Postcrete, Bolts and Fencing Pin
OP Apr 21	£63.68	£10.61	£53.07	Bradfords	

Signed:..... Date:.....

ACCOUNTS FOR PAYMENT - 30th April 2026

Checked by:.....

Date:

OP Apr 22	£25.00	£0.00	£25.00	Somerset Association of Local Councils Ltd	Councillor Essentials Training (26/06/26)
OP Apr 23	£122.12	£20.35	£101.77	Yarcombe Woodland Products	Fence Strainer, postmix, post saver & sawn rail
OP Apr 24	£243.32	£40.55	£202.77	Yarcombe Woodland Products	Cemetery - Timber, post saver, postmix & hooks
DD48 (Mar/Apr)	£38.18	£1.82	£36.36	British Gas Business	Electricity - Lodge Office - 11/03-13/04/26
DD60 (Mar/Apr)	£252.76	£12.04	£240.72	British Gas Business	Gas - Lodge Office - 11/03-11/04/26
OP Apr 25	£500.00	£0.00	£500.00	Crewkerne & District Museum & Heritage Centre	GRANT AWARD 26-27
OP Apr 27	£1,500.00	£0.00	£1,500.00	Henhayes Community Centre	GRANT AWARD 26-27
OP Apr 28	£500.00	£0.00	£500.00	Merriott Majorettes	GRANT AWARD 26-27
OP Apr 29	£500.00	£0.00	£500.00	Somerset Farmers Market	GRANT AWARD 26-27
OP Apr 30	£500.00	£0.00	£500.00	Rotary Club of Crewkerne District Trust	GRANT AWARD 26-27
OP Apr 31	£1,131.00	£0.00	£1,131.00	Citizens Advice South Somerset	GRANT AWARD 26-27
OP Apr 32	£1,500.00	£0.00	£1,500.00	Crewkerne & District Shed	GRANT AWARD 26-27
OP Apr 33	£500.00	£0.00	£500.00	Crewkerne Pegasus Karate Club	GRANT AWARD 26-27
OP Apr 34	£170.00	£0.00	£170.00	CUDOS	GRANT AWARD 26-27
OP Apr 35	£500.00	£0.00	£500.00	Severalls Jubilee Bowls Club	GRANT AWARD 26-27
OP Apr 36	£400.00	£0.00	£400.00	Severalls War Memorial Gardening Group	GRANT AWARD 26-27
OP Apr 37	£500.00	£0.00	£500.00	Crewkerne & District Twinning Asc	GRANT AWARD 26-27
OP Apr 38	£600.00	£0.00	£600.00	Friends of Crewkerne Station	GRANT AWARD 26-27
OP Apr 39	£250.00	£0.00	£250.00	Crewkerne Allotment Team	GRANT AWARD 26-27
OP Apr 40	£1,000.00	£0.00	£1,000.00	Crewkerne RFC Youth	GRANT AWARD 26-27
OP Apr 41	£500.00	£0.00	£500.00	Crewkerne & District University of the Third Age (u3a)	GRANT AWARD 26-27
OP Apr 42	£500.00	£0.00	£500.00	Crewkerne Brownies	GRANT AWARD 26-27
OP Apr 43	£500.00	£0.00	£500.00	Crewkerne Cricket Club	GRANT AWARD 26-27
OP Apr 44	£1,000.00	£0.00	£1,000.00	Crewkerne Boxing Club	GRANT AWARD 26-27
OP Apr 26	£1,000.00	£0.00	£1,000.00	Crewkerne in Bloom	GRANT AWARD 26-27
DD43 (Feb/Mar)	£9.35	£0.00	£9.35	Lloyds Bank	Bank Charges - 10/02/26-09/03/26
OP Apr 45	£64.99	£0.00	£64.99	Screwfix	Grounds PPE - Safety Boots
DD59 (Mar/Apr)	£611.09	£101.85	£509.24	British Gas Business	GRC Gas - 16/03-15/04/26
DD22 (Mar/Apr)	£8.60	£0.41	£8.19	British Gas Business	Victoria Hall - Gas - 17/03-16/04/26
	£14,196.50		£14,196.50	Salaries - April 2026	

£59,710.12 £1,882.94 £57,827.18

Signed:..... Date:.....

ACCOUNTS FOR PAYMENT - 31st May 2026

Checked by:.....

Date:

Payment Ref	Gross	Vat	Net	Payee	Description
DD31 (May)	£23.76	£3.96	£19.80	Iris Business Software	Staffology Payroll Software
DD20 (May)	£274.00	£0.00	£274.00	Somerset Council	Rates - Workshop / Cemetery Chapel - May 26
DD50 (May)	£486.00	£0.00	£486.00	Somerset Council	Rates - Lodge Office - May 26
DD51 (May)	£746.00	£0.00	£746.00	Somerset Council	Rates - GRC - May 26
DD20 (May)	£917.00	£0.00	£917.00	Somerset Council	Rates - Town Hall / Victoria Hall - May 26
DD13 (May)	£1,853.23	£0.00	£1,853.23	AVIVA	Insurance - May 26
OP May 01	£1,387.20	£231.20	£1,156.00	Sovereign Fire & Security	Chapel - Alarm & Emergency Systems Maintenance - 26/27
OP May 01	£120.00	£20.00	£100.00	Sovereign Fire & Security	GRC Intruder/Fire/CCTV maintenance - May 26
OP May 02	£2,151.30	£358.55	£1,792.75	Allglass & Glazing	GRC - Replacement Windows & Fitting
OP May 03	£105.00	£17.50	£87.50	Boilerman Ltd	Public Toilets - Repair to disabled toilet flush
OP May 04	£110.00	£0.00	£110.00	ICCM	Cemetery - Membership 26/27
OP May 05	£46.20	£7.70	£38.50	SLCC Enterprises Ltd	Social Media Training Course
DD30 (May)	£121.64	£5.79	£115.85	British Gas Business	Electricity Public Toilets - 20/03 - 19/04/26
DD21 (May)	£29.56	£1.41	£28.15	British Gas Business	Streetlights & Floodlights Happy Valley - 22/01 - 22/04/26
DD49 (May)	£377.73	£62.95	£314.78	The Business - T/A Radius UK Fuels Ltd	Fuel Charges - April 26
OP May 06	£1,128.00	£188.00	£940.00	South West Play Ltd	Henhayes - Remove & Replace Rope Bridge (50%)
OP May 07	£11.77	£0.00	£11.77	Cross, A	Expenses Reimbursement
OP May 08	£295.00	£0.00	£295.00	Aspect Images	Asset Photography & Drone Shots
OP May 09	£480.00	£80.00	£400.00	Gales Building Conservation	Town Hall - Repairs to Town Hall Steps
OP May 10	£395.00	£0.00	£395.00	Fire Risk Assessors South West	GRC - Fire Strategy & Escape Plan (inc signage)
OP May 11	£60.00	£10.00	£50.00	Drapes Direct	LIC - Roller Blind Repair
OP May 12	£1,323.00	£0.00	£1,323.00	M C Commercial Cleaning	Cleaning - April 2026
OP May 12	£300.00	£0.00	£300.00	M C Commercial Cleaning	GRC Cleaning - April 26
OP May 13	£1,833.90	£0.00	£1,833.90	The Community Youth Project	Youth Project set up and delivery - 28/01-20/04/26
OP May 14	£17.04	£0.00	£17.04	Martin-Hamblin, P	Expenses Reimbursement
OP May 15	£29.90	£0.00	£29.90	Lochinger, H	Expenses Reimbursement
OP May 16	£100.00	£0.00	£100.00	Young, M	REFUND of Deposit Monies
OP May 17	£4,674.33	£0.00	£4,674.33	H M Revenue & Customs	Tax & NI Contributions - Apr 26
OP May 18	£4,100.97	£0.00	£4,100.97	SCC Pension Fund	Pension Contributions - Apr 26
OP May 19	£129.00	£21.50	£107.50	MY Clean	GRC - Cleaning Consumables
DD46 (May)	£168.00	£28.00	£140.00	Somerset Web Services Ltd	Email Hosting - May 2026
DD23 (May)	£242.22	£11.53	£230.69	British Gas Business	Electricity Town Hall - 20/03-20/04/26
OP May 20	£120.00	£20.00	£100.00	Sovereign Fire & Security	GRC Intruder/Fire/CCTV maintenance - Jun 26
DD26 (May)	£231.59	£11.03	£220.56	British Gas Business	Town Hall Gas. Pd: 27/03-30/04/26
DD42 (May)	£101.21	£4.82	£96.39	British Gas Business	Electricity - Cemetery Workshop/Chapel: 23/03-28/04/26
DD57 (May)	£294.40	£49.07	£245.33	British Telecom	Telephone & Broadband - Lodge Office/GRC - May 26
DD33 C.Card (May St)	£86.45	£14.42	£72.03	Amazon Marketplace	Ink Cartridges, notepads, office stationery, batteries & tester
DD33 C.Card (May St)	£11.99	£2.00	£9.99	Amazon Marketplace	Filler Paste
DD33 C.Card (May St)	£13.99	£2.33	£11.66	Amazon Marketplace	Seat covers for Grounds Truck
DD33 C.Card (May St)	£30.00	£5.00	£25.00	Amazon Marketplace	2FA Security Key (LIC)
DD33 C.Card (May St)	£22.49	£3.75	£18.74	Amazon Marketplace	Handwash & Mobile Phone Case (Grounds)
DD33 C.Card (May St)	£150.00	£25.00	£125.00	DailyzTech	Samsung A16 Mobile Phone (Grounds Lead)
DD33 C.Card (May St)	£17.91	£2.98	£14.93	Mailchimp	Digital Newsletter - April 26
DD33 C.Card (May St)	£126.66	£21.11	£105.55	Amazon Marketplace	6 x Monitor Risers
DD33 C.Card (May St)	£165.00	£27.50	£137.50	Somerset Council	MiPermit - 6 Monthly Car Parking Season Ticket
DD33 C.Card (May St)	£165.00	£27.50	£137.50	Somerset Council	MiPermit - 6 Monthly Car Parking Season Ticket
DD33 C.Card (May St)	£8.00	£0.00	£8.00	The Menders	Duplicate LIC Side Door Key
DD33 C.Card (May St)	£38.15	£0.00	£38.15	James Hardware	Extension Lead and Brushes
DD27 (May)	£737.58	£35.12	£702.46	E. ON	Electricity - Victoria Hall - March 26
OP May 33	£2,052.74	£0.00	£2,052.74	Somerset Association of Local Councils	Affiliation Fees - 2026/27
DD9 (May)	£107.98	£18.01	£89.97	Southern Communications	Mobile Phone Charges - May 26
DD50 (May)	£967.00	£161.16	£805.84	British Gas Business	Electricity - GRC - 01/04 - 30/04/26
DD17a (May)	£34.28	£1.63	£32.65	Edf Energy 1 Ltd	Happy Valley Streetlighting - Apr 26
DD17c (May)	£40.40	£1.92	£38.48	Edf Energy 1 Ltd	Electricity - Middle Path - Apr 26
DD17b (May)	£40.40	£1.92	£38.48	Edf Energy 1 Ltd	Electricity Street Lighting Henhayes Apr 26
DD52 (May)	£356.89	£59.48	£297.41	Gamma Business Communications Ltd	Telephone and Broadband - Apr 26
DD44 (May)	£673.25	£0.00	£673.25	Everflow Ltd	Water Rates - June 26
DD48 (May)	£33.37	£1.59	£31.78	British Gas Business	Electricity - Lodge Office - 11/03-12/05/26
DD60 (May)	£143.54	£6.84	£136.70	British Gas Business	Gas - Lodge Office - 11/04-13/05/26
DD43 (May)	£8.50	£0.00	£8.50	Lloyds Bank	Bank Charges - 10/03-09/04/26
OP May 21	£15.00	£0.00	£15.00	Glasper, Simon	2 x Engraved Placemats
OP May 22	£140.00	£0.00	£140.00	We Clean Windows Ltd	GRC Window Cleaning - May 26
OP May 23	£238.80	£39.80	£199.00	Barrett Corp Harrington	CTC Property Assets - Desktop Valuation
OP May 24	£1,284.84	£214.14	£1,070.70	Greenways Grounds Maintenance Ltd	Cemetery Grounds Maintenance - April 26
OP May 25	£5.93	£0.00	£5.93	Syeda Bowen, S	Expenses Reimbursement

Signed:..... Date:.....

ACCOUNTS FOR PAYMENT - 31st May 2026

Checked by:.....

Date:

OP May 26	£106.13	£0.00	£106.13	James Hardware	Maintenance Consumables
OP May 27	£184.80	£30.80	£154.00	Paperchase Recycling	GRC / Cemetery Waste Collection to 29/03/2026
OP May 28	£235.00	£0.00	£235.00	Legacy Ironworks Ltd	Cemetery - Railing Repairs to Memorial
OP May 29	£76.74	£12.79	£63.95	MY Clean	GRC - Cleaning Consumables
OP May 30	£848.00	£0.00	£848.00	The Community Youth Project	Youth Project delivery - 21-29 April 26
OP May 31	£72.58	£0.00	£72.58	Samuel, A	Consumables for Twinning Event
OP May 32	£424.57	£70.76	£353.81	Ricoh Uk Ltd	Printer Rental and Printing charges
DD59 (May)	£446.89	£74.48	£372.41	British Gas Business	GRC Gas - 15/04 - 15/05/26

	£14,054.21		£14,054.21	Salaries - May 2026	
--	-------------------	--	-------------------	----------------------------	--

£48,949.01 £1,995.04 £46,953.97

Signed:..... Date:.....

CREWKERNE TOWN COUNCIL BANK RECONCILIATION AS AT 30/04/2026			
	Cash in Hand 01/04/2026 ADD Receipts 01/04/2026 - 30/04/2026 SUBTRACT Payments 01/04/2026 - 30/04/2026		£589,244.72 £361,934.68 £59,710.12
A	CASH IN HAND 30/04/2026 (per Cash Book)		£891,469.28
	Cash in Hand per Bank Statements 30/04/2026 LLOYDS - Business Call Account LLOYDS - Current Account LLOYDS - Burial Account CCLA - Public Sector Deposit Fund	£650,393.30 £50,000.00 £91,175.98 £100,000.00	£891,569.28
	Less unpresented cheques		
	Uncleared incorrectly recorded receipt		£100.00
	Plus unpresented receipts		
B	ADJUSTED BANK BALANCE A = B Checks out OK		£891,469.28
	Town Clerk: Date:		
	Checked by: Date:		

CREWKERNE TOWN COUNCIL BANK RECONCILIATION AS AT 31/05/2026			
	Cash in Hand 01/04/2026 ADD Receipts 01/04/2026 - 31/05/2026 SUBTRACT Payments 01/04/2026 - 31/05/2026		£589,244.72 £366,278.96 £108,559.13
A	CASH IN HAND 31/05/2026 (per Cash Book)		£846,964.55
	Cash in Hand per Bank Statements 31/05/2026 LLOYDS - Business Call Account LLOYDS - Current Account LLOYDS - Burial Account CCLA - Public Sector Deposit Fund	£605,788.57 £50,000.00 £91,175.98 £100,000.00	£846,964.55
	Less unrepresented cheques		£0.00
	Plus unrepresented receipts		
B	ADJUSTED BANK BALANCE A = B Checks out OK		£846,964.55
	Town Clerk: Date:		
	Checked by: Date:		

CREWKERNE TOWN COUNCIL WAR MEMORIAL COMMEMORATION TRUST RECREATION GROUND BANK RECONCILIATION AS AT 30/04/2026			
	Cash in Hand 01/04/2026		£8,047.78
	ADD		
	Receipts 01/04/2026 - 30/04/2026		£706.16
	SUBTRACT		
	Payments 01/04/2026 - 30/04/2026		£8.50
A	CASH IN HAND 30/04/2026		£8,745.44
	(per Cash Book)		
	Cash in Hand per Bank Statements 30/04/2026		
	LLOYDS - Instant Access Account	£4,269.06	
	LLOYDS - Current Account	£4,476.38	
			£8,745.44
	Less unpresented cheques		
			£0.00
	Plus unpresented receipts		
B	ADJUSTED BANK BALANCE		£8,745.44
	A = B Checks out OK		
	Town Clerk:		
	Date:		
	Checked by:		
	Date:		

CREWKERNE TOWN COUNCIL WAR MEMORIAL COMMEMORATION TRUST RECREATION GROUND BANK RECONCILIATION AS AT 31/05/2026			
	Cash in Hand 01/04/2026		£8,047.78
	ADD		
	Receipts 01/04/2026 - 31/05/2026		£2,068.46
	SUBTRACT		
	Payments 01/04/2026 - 31/05/2026		£17.00
A	CASH IN HAND 31/05/2026		£10,099.24
	(per Cash Book)		
	Cash in Hand per Bank Statements 31/05/2026		
	LLOYDS - Instant Access Account	£5,312.13	
	LLOYDS - Current Account	£4,787.11	
			£10,099.24
	Less unpresented cheques		
			£0.00
	Plus unpresented receipts		
B	ADJUSTED BANK BALANCE		£10,099.24
	A = B Checks out OK		
	Town Clerk:		
	Date:		
	Checked by:		
	Date:		



FINAL

Internal audit report 2025/26

Visit 2 of 2

CREWKERNE TOWN COUNCIL

Date: 12th June 2026

Report author: R Darkin-Miller
Email: r.darkin@darkinmiller.co.uk

Introduction

This report contains a note of the audit recommendations made to Crewkerne Town Council following the carrying out of internal audit testing on site on 19th May 2026 with later remote working.

The audit work has been carried out in accordance with Crewkerne Town Council's bespoke Internal Audit programme, which is based largely on Appendix 9 of the 2014 'Governance and Accountability for Local Councils: A Practitioners' Guide' and supplemented by the additional tests required by later AGARs.

An internal audit covers the review of the operation of the Council's internal control environment. It is not designed to review and give full assurance over every transaction carried out by the Council. Instead it enables the auditor, following the sample testing of a number of different types of transaction, to give an opinion as to whether or not the control objectives are being achieved across a range of financial and governance systems.

Audit Opinion

The internal audit for 2025/26 has now been completed in accordance with the provisions of the Practitioners' Guide and the CIPFA code of internal audit practice.

Based on the sample testing carried out at this final audit visit and during the year, all of the Council's current financial controls appear to be operating effectively with the exception of:

Test C: Risk Management

I checked to see that the Council minutes record the review and approval of the risk register as per the requirements of the Accounts and Audit Regulations 2015. I noted that whilst the Policy & Resources Committee approved the register at its February 2026 meeting, and the P&R Committee consists of the same group of members as Council, the register was not subsequently approved by Council as required by statute.

As a result I have responded 'no' to this test.

Test N: Publication

I checked to see that the Council had complied with the publication requirements. I found evidence that all publications required had been properly published within deadlines, but was unable to prove that the unaudited AGAR had remained published until at least one day after the end of the public rights period. All of the evidence indicates that the Council complied, but as I cannot prove it I have noted that compliance with this test is 'not covered.'

Test O: Assertion 10 – Digital and Data Compliance

During the year the requirements of the Council's Annual Governance Statement Assertions and of the Annual Internal Audit Report were expanded to include assurances and testing around Digital and Data. As a result, I have carried out new testing in this area. I found that

whilst the Council is compliant in relation to almost all requirements, it had not carried out the following action:

- The authority did not carry out a full data audit of all data until the 26/27 financial year.

As a result, I have responded 'no' for this test.

Audit Recommendations

Recommendations made during the audit are shown in appendix one to this report. Recommendations are graded as follows:

Rating	Significance
High	Either a critical business risk is not being adequately addressed or there is substantial non-conformity with regulations and accepted standards.
Medium	Either a key business risk is not being adequately addressed or there is a degree of non-conformity with regulations and accepted standards.
Low	Either minor non-conformity with procedure or opportunity to improve working practices further.

The number of recommendations made at this audit visit and their priority are summarised in the following table:

Rating	Number
High	4
Medium	4
Low	1
Information	1
TOTAL	10

The number of recommendations made at all of the audit visits in 2025/26 and their priorities are summarised in the following table:

Rating	Number		
	Visit 1	Visit 2	TOTAL
High	0	4	4
Medium	4	4	8
Low	3	1	4
Information	0	1	1
TOTAL	7	10	17

I would like to thank Gemma Hughes, Town Clerk and Responsible Finance Officer; and Pamela Martin-Hamblin, Finance Officer for their assistance during this audit.

Darkin Miller ~ Chartered Accountants
2025/26 INTERNAL AUDIT OF CREWKERNE TOWN COUNCIL
FINAL REPORT VISIT 2 OF 2: 12th JUNE 2026

Appendix 1 – Recommendations and Action Plan

Recommendation number	Detail	Priority (Low/Medium/High)	Management Response	Responsible Officer	Due Date
3.3 – Ensure Council approve risk register annually	<p>I checked to see that the Council minutes record the review and approval of the risk register as per the requirements of the Accounts and Audit Regulations 2015. I noted that whilst the Policy & Resources Committee approved the register at its February 2026 meeting, and the P&R Committee consists of the same group of members as Council, the register was not subsequently approved by Council as required by statute. As a result I have responded 'no' to this test.</p> <p>I recommend that Council approves the risk register as soon as possible and that the annual review is built into Council's schedule of business.</p>	H	<p>The Council acknowledges the auditor's finding. Whilst the Risk Register was reviewed and approved by the Policy & Resources Committee in February 2026, it was not subsequently presented to Full Council for approval as required.</p> <p>The Risk Register will be presented to Full Council at its June 2026 meeting for formal approval. In addition, the annual review and approval of the Risk Register by Full Council will be incorporated into the Council's governance timetable to ensure compliance with the Accounts and Audit Regulations 2015 in future years.</p>		
3.4 – Ensure minutes approved	<p>I checked to see that there was no unusual financial activity in the minutes. I found no such activity but did note:</p> <p>1. The minutes of the Staffing Committee meeting on 08/08/25, 28/08/25, 02/09/25 and 10/10/25 have not been approved. Later minutes have been approved.</p> <p>I recommend that the minutes are approved in</p>	L	<p>The recommendation is accepted. The minutes referred to were inadvertently omitted from the approval process following changes to the meeting schedule and committee structure. The outstanding minutes will be presented to the next meeting of the Staffing Sub-Committee for approval, ensuring that there is a complete and accurate record</p>		

	order to ensure that there is a complete record of approved Council business and decisions.		of Council business and decisions. Procedures will be reviewed to ensure all future minutes are brought forward for approval in a timely manner.		
4.1 – Ensure value of approved precept minuted	<p>I checked to see that the Council prepared an annual budget in support of its precept. I noted that a budget had been prepared which contained a specific precept, but that the Council minute did not specify the amount to be levied on taxpayers. The Clerk confirmed that the precept value approved was the amount noted in the budget working papers (£705,926).</p> <p>I recommend that Council retrospectively note the amount approved at its meeting in January and that future minutes include the value to be precepted.</p>	H	The Council acknowledges the auditor's recommendation. Whilst the budget and precept requirement of £705,926 were approved by Council in January 2026, the approved precept amount was not explicitly recorded within the minutes. The Council will note the approved precept amount at its June 2026 meeting and will ensure that future minutes clearly record both the approval of the budget and the specific precept amount approved.		
5.1 – Quarterly review to ensure all invoices due have been raised	<p>I compared income year on year to check that all income due had been collected. I noted that the draft figures only contained 9 months of income relating to the cash access licence fee as the invoices for the end of the year had not been raised. Staff undertook a review to ensure that all invoices were raised in the correct period.</p> <p>I recommend that a quarterly check is undertaken to ensure all invoices due have been raised.</p>	M	<p>The recommendation is accepted. During the year, a small number of cash access licence fee invoices were not raised within the expected timeframe, resulting in the draft year-end figures only reflecting nine months of income. Following identification of the issue, a review was undertaken and all outstanding invoices were raised in the correct accounting period.</p> <p>To strengthen controls and reduce the risk of recurrence, a quarterly review of recurring income streams will be</p>		

			introduced to ensure that all invoices due have been raised and recorded appropriately.		
5.2 – Transfer War Memorial Grounds Trust income	<p>I also noted that the year-end transfer of funds from the War Memorial Grounds Trust had not taken place as this was omitted in error.</p> <p>I recommend that the transfer is made as soon as possible in order to ensure that the Council collects all funds due.</p>	M	<p>This recommendation is accepted, and the Finance Office will make the transfer as a matter of urgency.</p> <p>The Finance Office has also put measures in place to ensure that this omission does not occur in the future</p>		
5.3 – Ensure debt is promptly collected	<p>I found that the total value of aged debt had increased year on year (from £7.5k to £9.7k) and that the age profile had worsened, with 19% of debt being older (PY 0.2%). The Finance Officer confirmed that debt collection had fallen behind slightly following a change in staff but that efforts would be made to recover the debt after the annual accounts were approved. In addition, the Finance Officer noted that debt collection would be scheduled monthly.</p> <p>I recommend that action is taken to recover the monies owed as planned, in order to ensure that the Council collects all income due.</p>	H	<p>This recommendation is accepted. The Finance Officer has put in place measures to review aged debt monthly as part of the monthly reconciliations.</p> <p>The Finance Officer will also commence the recovery of aged debt as a matter of urgency.</p>		
5.4 – Ensure annual rent minuted and new licence agreed as soon as possible	<p>I checked to see that prices agreed with those set by Council for a sample of income streams. I found that all agreed for relevant samples apart from one annual licence fee. The December 2024 agenda papers for the licence note that the price was TBC pending the agreement of a new licence. A 2% increase was applied year on</p>	H	<p>The Council acknowledges the auditor's recommendation. Whilst the annual licence fee for 2025/26 was increased in line with previous practice, the amount charged was not formally approved by Councillors pending completion of a revised licence agreement.</p>		

	<p>year but the licence is still a work in progress.</p> <p>I recommend that Council retrospectively notes the amount charged for 25/26, agrees future annual rental amounts and that the new licence is agreed asap.</p>		<p>The amount charged for 2025/26 will be presented to Full Council in June 2026 for noting. Future annual licence fees will be formally approved by Councillors and recorded within the minutes. The Council will continue to progress the revised licence agreement and seek to conclude this as soon as practicable.</p>		
5.5 – Check VAT treatment of recharged expenses	<p>I checked to see that VAT output tax was treated correctly for a sample of income streams. I noted that it was treated appropriately in the majority of cases, but that no VAT had been charged on the recharge of a VATable supply to a third party. My understanding is that £66.87 should have been charged in relation to this supply.</p> <p>I recommend that the Council reviews the VAT treatment of recharged expenses and ensures that the correct treatment is applied in future.</p>	M	<p>This recommendation is accepted, and stronger measures will be put into place to avoid any future occurrence when recharging supplies.</p> <p>The Responsible Financial Officer and Finance Officer will review the VAT treatment to strengthen their understanding going forward and obtain further guidance if required.</p>		
10.1 – Adjusted error	<p>The following errors were adjusted in the draft accounts:</p> <ol style="list-style-type: none"> 1. The income due from West Crewkerne Parish Council in relation to its share of the net costs of running the Burial service was reduced by £450 to recognise the amount due back to the Parish Council at 31/03/26. Other income and carried forward reserves were reduced accordingly. 2. The draft fixed asset register was restated to remove a reconciling number and to add back 	Info	<p>Both items noted and agreed.</p> <p>1. This issue arose following the implementation of a new accounting approach this year. The matter has now been reviewed, and enhanced documentation and recording procedures have been introduced to support consistency and to mitigate issues arising in the future.</p>		

	<p>the value related to a screen that had not been disposed of in the year. This resulted in an increase of £265.</p> <p>3. A number of minor corrections were made to the detailed financial statements that the Council produces in order to ensure consistency with the AGAR and with the underlying accounting records.</p>		<p>2. The Responsible Finance Officer and Finance Officer aim to update and modernise the Fixed Asset Register to ensure a more streamlined approach going forward.</p> <p>3. Noted. Detailed notes have been kept to minimise future occurrences.</p>		
<p>15.1 – Ensure annual reviews carried out in future and that the correct response is provided to assertion 10 for 25/26</p>	<p>During the year the requirements of the Council's Annual Governance Statement Assertions and of the Annual Internal Audit Report were expanded to include assurances and testing around Digital and Data. As a result, I have carried out new testing in this area. I found that whilst the Council is compliant in relation to almost all requirements, it had not carried out the following action:</p> <ul style="list-style-type: none"> - The authority did not carry out a full data audit of all data until the 26/27 financial year. <p>As a result, I have responded 'no' for this test.</p> <p>I recommend that:</p> <ul style="list-style-type: none"> - The Council ensures that annual reviews are carried out where required for the elements of Assertion 10; and - The Council responds 'no' to assurance 10 on the Annual Governance Statement and makes a note that, provided annual reviews are completed, it will be compliance from 26/27 onwards. 	M	<p>The Council acknowledges the auditor's finding. Whilst the majority of the requirements relating to Assertion 10 were met during 2025/26, the Council did not complete a full data audit within the relevant financial year.</p> <p>A full data audit has subsequently been completed during the 2026/27 financial year. To ensure ongoing compliance, the annual review of all digital and data compliance requirements, including the data audit, will be incorporated into the Council's annual governance timetable. This will ensure that all reviews are completed and approved within the relevant financial year going forward.</p>		



CREWKERNE TOWN COUNCIL

INCOME & EXPENDITURE

ACCOUNT

&

BALANCE SHEET

2025 / 2026

CREWKERNE TOWN COUNCIL

ACCOUNTS

2025 / 2026

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INTRODUCTION

The Town Council is required:

*to make arrangements for the proper administration of its financial affairs and to ensure that one of its officers has responsibility for the administration of those affairs. In this Council, the Town Clerk is the Responsible Financial Officer (RFO).

*to manage its affairs to secure economic, efficient and effective use of resources and to safeguard its assets.

The RFO is responsible for the preparation of the Council's Statement of Accounts which is required to present fairly the financial position of the Council at the accounting date and its income and expenditure for the year ended 31 March 2026.

In preparing this Statement of Accounts, the RFO has sought to select suitable accounting policies and apply them consistently and make judgements and estimates that are reasonable and prudent. The RFO has also kept proper accounting records which are up to date, and the Council has undertaken a review of the measures for the prevention and detection of fraud and other irregularities.

The Council's financial accounts for the year ended 31 March 2026 are set out on the following pages with explanatory notes where required. These accounts include figures for the Town Council. The accounts are prepared under regulations of the Accounts and Audit (England) Regulations 2015 and published subject to External Audit.

These accounts have been approved by resolution of the Town Council at the meeting held on 22nd June 2026.

Crewkerne Town Council
Town Hall,
Market Square,
Crewkerne, Somerset,TA18 7LN

CREWKERNE TOWN COUNCIL
INCOME & EXPENDITURE ACCOUNT
&
BALANCE SHEET
2025 / 2026

AUDITOR'S REPORT
to the Members
of CREWKERNE TOWN COUNCIL

The auditor's report will appear here in due course.

The Auditor is based at PKF Littlejohn LLP, 1 Westferry Circus, London E14 4HD.

INCOME & EXPENDITURE ACCOUNT

Year Ended 31/03/2025	INCOME	Year Ended 31/03/2026	
1,000.00	Aqua Centre	1,000.00	Pg 12
332.74	Allotments	331.39	
6,502.70	Bank Gross Interest	9,114.06	
27,950.08	Cemetery Fees	31,936.44	Pg 15
2,681.50	CIL Funds	0.00	
10,043.01	Events (incl. Christmas)	5,175.39	Pg 14
22,216.54	George Reynolds Centre	22,227.38	Pg 15
4,524.10	Grounds Maintenance	600.98	Pg 13
6,799.40	Henhayes Car Park	10,271.61	
334.33	Miscellaneous	564.65	
637,714.00	Precept	663,503.00	
11,248.00	Projects	1,977.19	Pg 14
1,131.49	Town Hall	12,340.16	Pg 13
10,866.05	Victoria Hall	8,261.67	Pg 13
0.00	Hall Hire Deposits	500.00	
5,662.47	War Memorial Commemoration Trust	0.00	*
-----		-----	
749,046.41	TOTAL INCOME	767,803.92	
=====		=====	

* Payment of £4,351.94 due to Crewkerne Town Council to be made during 26/27 financial year.

EXPENDITURE			
0.00	Aqua Centre	311.14	Pg 12
53,268.74	Cemetery	39,762.29	Pg 15
22,107.22	Events (incl. Christmas)	15,754.93	Pg 14
61,464.06	General Administration	60,289.77	Pg 12
49,066.30	George Reynolds Centre	44,337.72	Pg 15
10,279.00	Grants	13,627.00	Pg 14
138,859.99	Grounds Maintenance	55,165.45	Pg 13
17,911.36	Projects	3,948.94	Pg 14
236,620.76	Salaries & Wages	262,571.70	
45,062.54	Town Hall	29,905.70	Pg 13
35,145.64	Public Services (Toilets/Youth Service)	35,268.14	Pg 12
21,299.46	Victoria Hall	20,100.66	Pg 13
4,925.89	War Memorial Grounds	7,026.79	Pg 14
-----		-----	
696,010.96	TOTAL EXPENDITURE	588,070.23	
=====		=====	

52,995.45	Net surplus/(deficit)	179,733.69	Pg 6
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CONSOLIDATED BALANCE SHEET

31/03/2025	As at	31/03/2026
	CURRENT ASSETS	
100,000.00	Investments	100,000.00
3,591.77	VAT Recoverable	2,472.27
3,389.66	Debtors	9,396.28
9,223.07	Payment in Advance	9,223.68
351,622.97	Cash in Hand & at Bank	489,244.72
-----		-----
467,827.47		610,336.95
-----		-----
467,827.47	TOTAL ASSETS	610,336.95
-----		-----
	CURRENT LIABILITIES	
58,984.34	Creditors	21,808.23
48.10	Receipts in Advance	0.00
0.00	Liability Reserves e.g. deposits	0.00

(59,032.44)		(21,808.23)
-----		-----
408,795.03	TOTAL ASSETS LESS CURRENT LIABILITIES	588,528.72
-----		-----
408,795.03	NET ASSETS	588,528.72
=====		=====
	Represented By:	
	Revenue Account Balance	
159,224.07	General Fund	346,468.13
249,570.96	Earmarked Reserves	242,060.59
		Pg 11
-----		-----
408,795.03		588,528.72
=====		=====
355,799.58	Opening Balance 1 st April 2025	408,795.03
52,995.45	Surplus/(Deficit) for year	179,733.69
		Pg 5
408,795.03	Balance as at 31 st March 2026	588,528.72

The above statement represents fairly the financial position of the authority as at 31st March 2026 and reflects its income and expenditure during the year.

**NOTES TO THE INCOME AND EXPENDITURE
AND BALANCE SHEET**

1. STATEMENT OF ACCOUNTING POLICIES

The general principles of income and expenditure accounting applicable to Parish and Town Councils with a budgeted income for the year (and the two immediately preceding years) of less than £6,500,000 and more than £200,000 are applied to these accounts. They are compiled on an accruals basis of accounting. This means that the amounts due to or from the Council in respect of the financial year but not settled at the year end are brought into the accounts. The amounts so included are actual or estimated for each line of income and expenditure and any difference between the actual figures and the estimates is reflected in the accounts of the following year.

2. ASSETS - land, buildings, vehicles, plant and equipment with a value of more than £100.

As at 31 st March 2026 the following assets were held:	Value £
Town Hall & Victoria Hall	1,890,000
Henhayes Store	10,887
Aqua Centre	2,480,000
Bus Shelters	12,447
George Reynolds Centre	990,000
George Reynolds Centre Furniture/Equipment	4,420
Town Hall/Victoria Hall Furniture/Equipment	37,264
CCTV Equipment	30,000
West One Mosaic & Nameplate	21,325
Civic Regalia	5,500
Christmas Lights and Hardware	18,538
Paintings/Works of Art/Memorabilia	36,001
Playground Equipment/Fencing	123,345
Skatepark Equipment	81,100
MUGA & Floodlighting	72,000
Grounds Maintenance Vehicle & Mowers	58,864
Open Spaces Machinery/Equipment	17,567
Street Fixtures & Fittings	51,689
Market Umbrellas/Gazebos	8,548
War Memorial Plaque	2,500
Henhayes Floodlights	40,950
Speed Indicator Device	7,094
Parcel Of Amenity Land off Bincombe Lane	16,332
Henhayes Recreation Ground	*1
Bincombe Nature Res. incl. land behind Richmond House	*1
Barn Street Recreation Ground	*1
Happy Valley	*1
Southmead Crescent Playground	*1
Pithers Court	*1
Land in front of Town Hall	*1
Townsend Cemetery (93%)	*1
Cemetery Lodge (93%)	325,500
Cemetery Chapel Complex (93%)	604,500
Public Chapel Contents (93%)	8,579
Cemetery Grounds Contents (93%)	3,119

TOTAL ASSETS **6,958,077**

*The basis of valuation of these assets is estimated actual value. Community land at nominal value.

Movements during the year

a.	During the year the following assets were added	Book Value £
	Speed Indicator Device	3,649
	Mobile Phone – Grounds Staff	113
	PC's x 3	975
	Laptop – Admin Officer	292
	Ride On Mower	24,010
	Christmas Baubles x 100	666
	Mobile Phone – GRC Manager	92
	Memorial Bench – VE Day / VJ Day	1,957
	Christmas Lights	464
	Information Boards x 3	930
	Total	33,148
b.	During the year the following assets were disposed of	
	PC	504
	PC	398
	Laptop	325
	Ride on Mower	36,500
	Total	37,727

3. LEASES

At the year end the following leases were in operation

Leasor	Purpose	Annual Lease Payable	Year of Expiry
Ricoh Capital Plc	Ricoh Photocopier	800.20	2027
Carina Properties Ltd	Public Toilet Block	1.00	2070
Gamma Business Comms	Telephone System	3,046.08	2026

4. BORROWINGS

As at the close of business on 31st March 2026 there were no loans outstanding.

5. DEBTORS

The figures indicated below include:

VAT claim for March 2026	£	£
	2,472.27	<u>2,472.27</u>
5 Cemetery Income	1,240.00	
20 GRC Bookings	4,292.51	
3 Victoria Hall Bookings	281.66	
1 Aqua Centre Rent	250.00	
1 Bank Interest Pending	317.97	
2 TTRO Shared Cost	464.66	
3 Town Hall Income	3,000.00	
1 Refund of Cemetery Contribution	-450.52	
		<u>9,396.28</u>

The ages of these debts were:

	No.	Value
Less than 3 months old	32	8,772.10
More than 3 months old	3	624.18

6. PAYMENTS IN ADVANCE

Unexpired agreement with Somerset Web Services Ltd	60.00
Unexpired agreement with Everflow	648.51
Unexpired agreement with Society of Local Council Clerks	39.56
Unexpired insurance with Worknest	32.14
Unexpired membership with Worknest	225.38
Unexpired agreement with Sovereign Fire & Security	214.56
Unexpired agreement with Parish Online	66.35
Unexpired agreement with Edge Designs Ltd	424.38
Unexpired agreement with Sovereign Fire & Security	200.92
Unexpired maintenance contract with Hoistway	88.63
Unexpired insurance premium with James Hallam Ltd	3,178.34
Unexpired insurance premium with James Hallam Ltd	86.48
Unexpired insurance premium with James Hallam Ltd	241.99
Unexpired insurance premium with James Hallam Ltd	988.17
Unexpired insurance premium with James Hallam Ltd	391.40
Unexpired insurance premium with James Hallam Ltd	306.31
Unexpired agreement with Society of Local Council Clerks	161.83
Unexpired agreement with TV Licensing	116.49
Payment in advance to DVLA	231.98
Unexpired agreement with Somerset PFA	10.03
Unexpired agreement with Hoistway	316.93
Unexpired agreement with Zonkey Solutions Ltd	23.32
Unexpired agreement with Zonkey Solutions Ltd	1,097.80
Unexpired agreement with Zonkey Solutions Ltd	26.21
Unexpired agreement with Information Commissioner's Office	45.97

9,223.68

7. CREDITORS

Invoices for supplies received before the end of the financial year and payable within twelve months of the

	£	£
Balance Sheet date totalled (*estimated)		
Agrigem Ltd – Grounds Maintenance	90.13	
Amazon Marketplace – Administration / General Maintenance	310.98	
Boilerman Ltd – GRC Maintenance	592.09	
Bradfords – General Maintenance	53.07	
British Gas Business – GRC Gas	414.96	
British Gas Business – Happy Valley Floodlights Electricity	55.17	
British Gas Business – Public Toilets Electricity	64.10	
British Gas Business – Victoria Hall Gas	8.19	
British Gas Business – Town Hall Electricity	451.11	
British Gas Business – Town Hall Gas	279.80	
British Gas Business – Cemetery Workshop/Chapel Electricity	22.73	
British Gas Business – Lodge Office Electricity	68.14	
British Gas Business – Lodge Office Gas	240.72	
British Gas Business – GRC Electricity	900.90	
Crewkerne In Bloom – Grounds Maintenance	480.00	
E.ON – Victoria Hall – Electricity	771.15	
EDF Energy Ltd – Happy Valley Streetlights Electricity	37.35	
EDF Energy Ltd – Henhayes Streetlights Electricity	39.76	
EDF Energy Ltd – Middle Path Streetlights Electricity	39.76	
Fire Risk Assessors South West – GRC Running Costs	395.00	
GB Sports & Leisure – Grounds Maintenance	164.80	
Gamma Business Communications Ltd – Administration	296.40	
Greenways Grounds Maintenance Ltd – Cemetery Grounds Maint.	1,070.70	
HM Revenue & Customs – Tax & NI Contributions	4,272.78	
Hughes, G – Administration	43.33	
Iris Business Software Ltd – Payroll Software	19.80	
James Hardware – Grounds Maintenance	68.04	
LIDL – Administration	64.45	
Lloyds Bank – Bank Charges	9.35	
M C Commercial Cleaning – Cleaning	1,997.00	
Mailchimp – Administration	15.12	
Martin-Hamblin, P – Administration	15.93	
Paperchase Recycling – GRC Running Costs	76.00	
Paperchase Recycling – Cemetery – Grounds Maintenance	44.00	
Relay Electrical – Town Hall Repairs	110.00	
SCC Pension Fund – Pension Contributions	4,770.05	
Screwfix Direct Ltd– Grounds Maintenance	64.99	
SLCC Enterprises Ltd – Administration	38.50	
Smartest Energy – Victoria Hall Electricity	(115.05)	
Somerset Assoc. Of Local Councils – Administration	25.00	
Somerset Conference – Administration	40.00	
Somerset Council – Administration	834.50	
Sovereign Fire & Security – GRC Running Costs	100.00	
Squarespace – GRC Running Costs	204.00	
Tesco – Administration	3.64	
The Business T/A Radius Fuels Ltd – Grounds Maintenance	112.02	
The Community Youth Project – Youth Service	1,833.90	
Waitrose - Administration	9.33	
Yarcombe Woodland Products – Cemetery and Grounds Maint.	304.54	

21,808.23

8. RECEIPTS IN ADVANCE

Nil

0.00**9. EARMARKED RESERVES**

Opening Balance at 1 st April 2025	249,570.96
Additions during the year	4,404.85
Less amount utilised within the year	11,915.22
Balance at the year end	242,060.59

Balances of Earmarked Reserves as at 31st March 2026 were:

	Balance at 01/04/25	Additions in year	Used in year	Balance at 31/03/26
Tennis Courts Upgrade	9,356.43			9,356.43
Invest for Crewkerne's Future	6,751.69			6,751.69
Bincombe	451.87			451.87
Youth Town Council	4,940.19			4,940.19
Playgrounds	2,157.33			2,157.33
Victoria Hall lift upgrade	2,000.00			2,000.00
Staff Costs	54,234.14			54,234.14
Service Devolution	23,600.00			23,600.00
New Projects	19,350.00		2,000.00	17,350.00
Awe & Wonder Art Workshop	353.02		353.02	0.00
Christmas Lighting Up	12,949.40	451.22		13,400.62
Tree Fund	750.00			750.00
Town Defibrillator Maintenance	0.00	2,000.00		2,000.00
Community Bench	45.00	1,953.63	1,957.00	41.63
Aqua Centre Maintenance	1,000.00			1,000.00
Utilities	4,500.00			4,500.00
Land in front of Town Hall	2,291.00			2,291.00
Chapel Workshop Refurbishment	4,600.00		1,109.79	3,490.21
Election Expenses	14,000.00			14,000.00
CIL Funds	2,681.50		2,316.00	365.50
Cemetery 100% Balance / 93% Costs	83,559.39		4,179.41	79,379.98
	249,570.96	4,404.85	11,915.22	242,060.59

10. BREAKDOWN OF INCOME & EXPENDITURE HEADINGS

GENERAL ADMINISTRATION EXPENDITURE						
24/25		25/26		24/25	25/26	
478.66	Stationery	514.74		134.20	Refreshments	115.91
3,430.23	Telephone	3,915.86		686.00	Office Equipment	153.47
1,907.26	Photocopier/Printing	1,864.77		1,443.08	Mayor's Civic Expenses	1,405.14
825.00	Season Tickets	1,100.00		3,410.59	Professional Sub's	4,052.36
219.78	Postage	218.55		2,041.56	Audit Fees	2,086.49
952.63	Miscellaneous	1,872.88		21,898.94	Insurance	23,099.45
0.00	Election Expenses	0.00		4,604.46	Legal Fees	700.00
7,102.57	Computers	6,197.66		2,572.00	Newsletters	3,227.49
3,151.83	Website & Email	3,174.92		225.00	Members Course Fees	40.00
5,539.78	Staff Training & Exp	5,606.56		223.69	Bank Fees	324.41
0.00	Advertising	619.51		616.80	Temporary Staff Costs	0.00
				61,464.06	Total Expenditure	60,289.77

AQUA CENTRE INCOME			AQUA CENTRE EXPENDITURE		
24/25		25/26	24/25		25/26
1,000.00	Rent	1,000.00	0.00	Maintenance	311.14
1,000.00	Total Income	1,000.00	0.00	Total Expenditure	311.14

PUBLIC SERVICES EXPENDITURE						
24/25		25/26		24/25	25/26	
18,935.04	Youth Serv. Provision	14,422.65		14,696.85	Public Toilets	18,280.49
1,513.75	Summer Holidays Youth Provision	2,565.00				
				35,145.64	Total Expenditure	35,268.14

GROUNDS MAINTENANCE INCOME			GROUNDS MAINTENANCE EXPENDITURE		
24/25		25/26	24/25		25/26
32.86	Wayleaves	32.86	2,620.41	Grounds maintenance	2,234.15
213.24	Henryhayes Pitch Leases	293.12	36,856.53	Open Spaces	15,589.67
25.00	Playing Field Award	25.00	3,702.10	Playgrounds	808.97
2,453.00	Grant for Bincombe signage	0.00	3,032.57	Bins	9,840.86
0.00	Grant for Fingerpost Restoration	250.00	3,124.27	Vehicle	2,384.20
1,800.00	Donation for bench (moved to Projects)	0.00	32,366.53	Ride on Mower	2,869.66
			685.74	Street Lighting	1,113.12
			2,104.92	Equipment	74.99
			9,605.20	New Grounds W'shop Maint/Refurbishment	2,368.77
			1,797.60	New Grounds W'shop Rates/Utilities	1,754.77
			7,683.83	Lodge Office Rates / Utilities	7,733.89
			30,314.38	Lodge Office Maint/Refurbishment	3,083.99
			3,253.01	Town Centre CCTV	200.92
			1,712.90	Happy Valley Floodlights	5,107.49
4,524.10	Total Income	600.98	138,859.99	Total Expenditure	55,165.45

TOWN HALL INCOME			TOWN HALL EXPENDITURE		
24/25		25/26	24/25		24/25
32.30	Chamber Hire	82.35	13,079.42	Business Rates & Utilities	14,271.92
1,099.19	Cash Access Licence fee	12,225.81	29,786.94	Maintenance/Repairs	10,484.85
0.00	Miscellaneous	32.00	1,994.81	Fire Alarm Equip/Maint.	2,917.60
			1.00	Telephone Box purchase	0.00
			200.37	CCTV Maintenance	2,231.33
1,131.49	Total Income	12,340.16	45,062.54	Total Expenditure	29,905.70

VICTORIA HALL INCOME			VICTORIA HALL EXPENDITURE		
24/25		25/26	24/25		25/26
6,930.48	Hire Charges	4,553.91	14,043.39	Business Rates & Utilities	13,341.99
597.95	Performing Rights	147.99	180.00	Entertainment Licence	0.00
3,337.62	C.U.D.O.S.	3,559.77	1,450.51	Performing Rights	607.23
			4,595.18	Maintenance/Repairs	3,049.09
			753.91	Lift Maintenance	3,102.35
			253.47	Equipment	0.00
			23.00	Miscellaneous	0.00
10,866.05	Total Income	8,261.67	21,299.46	Total Expenditure	20,100.66

GRANTS EXPENDITURE					
24/25		25/26		24/25	25/26
2,557.00	Minor Grants under £500	1,250.00		7,722.00	Grants £500 and over £12,337.00
				10,279.00	Total Expenditure
					13,627.00

PROJECTS INCOME			PROJECTS EXPENDITURE		
24/25		25/26	24/25		25/26
9,208.00	Neighbourhood Plan	0.00	9,208.00	Neighbourhood Plan	171.99
2,040.00	Town Defibrillators	23.56	2,307.06	Town Defibrillators	127.95
0.00	Memorial Bench	1,953.63	6,396.30	Hearing Loop	0.00
			0.00	Speed Indicator Device	3,649.00
11,248.00	Total Income	1,977.19	17,911.36	Total Expenditure	3,948.94

EVENTS INCOME			EVENTS EXPENDITURE		
24/25		25/26	24/25		25/26
	<i>Christmas</i>			<i>Christmas</i>	
0.00	Christmas Workshops	0.00	61.55	Christmas Workshops	0.00
1,922.06	Christmas Lights	451.22	4,092.43	Christmas Lighting Up/Market	10,389.98
1,020.00	Christmas Lighting Up/Market	2,055.29	8,341.34	Christmas Lights Install/Hardware	1,804.40
1,012.50	Christmas Trees	978.88	885.55	Christmas Trees	804.65
3,954.56	Total Christmas	3,485.39	13,380.87	Total Christmas	12,999.03
3,000.00	Awe & Wonder Grant	0.00	1,181.33	Wednesday Market	500.00
3,088.45	Wednesday Market	1,690.00	6,762.52	Awe & Wonder Art WShop	353.02
0.00	Bincombe Event	0.00	0.00	Coronation Event	0.00
0.00	Henhayes Fete	0.00	0.00	Bincombe Event	0.00
			782.50	Henhayes Event	0.00
			0.00	Happy Valley Skate Jam	1,902.88
10,043.01	Total Income	5,175.39	22,107.22	Total Expenditure	15,754.93

WAR MEMORIAL GROUNDS EXPENDITURE					
24/25		25/26	24/25		25/26
2,459.41	Water Rates	3,616.01	7.63	Allotments	58.04
1,000.00	Bowling Green Mt	2,000.00	0.00	Grounds Maintenance	10.99
690.20	Severalls Hall	765.75	0.00	Tommy War Memorial	0.00
			768.65	Tennis Court Maint.	576.00
			4,925.89	Total Expenditure	7,026.79

GEORGE REYNOLDS CENTRE INCOME			GEORGE REYNOLDS CENTRE EXPENDITURE		
24/25		25/26	24/25		25/26
9,900.00	Premises hire - Jigsaw	9,900.00	20,691.79	Maintenance/Repairs	15,278.79
1,242.60	Occasional Hire	1,149.18	826.16	Lift Maintenance	1,268.16
4,046.96	Rugby Club	4,762.23	22,697.76	Utilities/Rates	21,552.94
1,641.61	Football Club	1,589.49	0.00	Equipment	476.07
633.63	Cricket Club	1,320.39	2,070.80	Security/Fire/CCTV	2,958.66
4,726.78	Regular Users	3,114.69	2,306.65	Telephone/broadband/TV	2,173.49
24.96	Performing Rights	23.24	473.14	PRS/Premises Licence	629.61
0.00	Miscellaneous	368.16			
22,216.54	Total Income	22,227.38	49,066.30	Total Expenditure	44,337.72

CEMETERY INCOME			CEMETERY EXPENDITURE		
24/25		25/26	24/25		25/26
9,160.00	Burial Fees	9,500.00	6,677.14	Administration	6,604.66
1,100.00	Digging of Plots	660.00	2,282.32	Chapels	3,633.28
805.00	Garden of Remb'ce	120.00	21,180.09	Grounds Maintenance	13,371.27
7,150.00	Plot Purchases	11,480.00	8,120.75	Treeworks	7,179.20
4,455.00	Memorials & Inscript's	4,680.00	13,500.00	Path Improvements	8,850.00
400.00	Chapels	500.00	2,517.24	Lodge Toilet	123.88
1,240.00	Transfer fees	1,585.00	(1,008.80)	Adjustment for WCPC	0.00
2,394.63	WCPC contribution	2,612.04			
1,245.45	Bank Account Interest	629.40			
0.00	Miscellaneous	170.00			
27,950.08	Total Income	31,936.44	53,268.74	Total Expenditure	39,762.29

11. TENANCIES

During the year the following tenancies were held:
Town Council as Landlord

Tenant	Property	Rent p.a.	Repairing/non Repairing
Crewkerne Leisure M'gement	Aqua Centre		Repairing
Jigsaw	George Reynolds Centre		Non

12. WAR MEMORIAL GROUNDS CHARITY FUND

The War Memorial Grounds are held in trust to be used as a recreation ground for the benefit of the inhabitants of Crewkerne and the neighbourhood. The income received from the assets held by the Trust are accounted for separately. A copy of these accounts is available at the Town Council offices.

Annual Governance and Accountability Return 2025/26 Form 3

To be completed by Local Councils, Internal Drainage Boards and other Smaller Authorities*:

- where the higher of gross income or gross expenditure exceeded £25,000 but did not exceed £15 million; or
- where the higher of gross income or gross expenditure was £25,000 or less but that:
 - are unable to certify themselves as exempt (fee payable); or
 - have requested a limited assurance review (fee payable)

Guidance notes on completing Form 3 of the Annual Governance and Accountability Return 2025/26

1. Every smaller authority in England that either received gross income or incurred gross expenditure exceeding £25,000 **must** complete Form 3 of the Annual Governance and Accountability Return at the end of each financial year in accordance with *Proper Practices*.
2. **The Annual Governance and Accountability Return is made up of three parts, pages 3 to 6:**
 - The **Annual Internal Audit Report** **must** be completed by the authority's internal auditor.
 - **Sections 1 and 2** **must** be completed and approved by the authority.
 - **Section 3** is completed by the external auditor and will be returned to the authority.
3. The authority **must** approve Section 1, Annual Governance Statement, before approving Section 2, Accounting Statements, and both **must** be approved and published on the authority website/webpage **before 1 July 2026**.
4. An authority with either gross income or gross expenditure exceeding £25,000 or an authority with neither income nor expenditure exceeding £25,000, but which is unable to certify itself as exempt, or is requesting a limited assurance review, **must** return to the external auditor by email or post (not both) **no later than 30 June 2026** Reminder letters will incur a charge of £40 +VAT:
 - the Annual Governance and Accountability Return Sections 1 and 2, together with
 - a bank reconciliation as at 31 March 2026
 - an explanation of any significant year on year variances in the accounting statements
 - notification of the commencement date of the period for the exercise of public rights
 - Annual Internal Audit Report 2025/26

Unless requested, do not send any additional documents to your external auditor. Your external auditor will ask for any additional documents needed.

Once the external auditor has completed the limited assurance review and is able to give an opinion, the Annual Governance and Accountability Return **Section 1, Section 2 and Section 3 – External Auditor Report and Certificate** will be returned to the authority by email or post.

Publication Requirements

Under the Accounts and Audit Regulations 2015, authorities **must** publish the following information on the authority website/webpage:

Before 1 July 2026 authorities **must** publish:

- Notice of the period for the exercise of public rights and a declaration that the accounting statements are as yet unaudited;
- **Section 1 - Annual Governance Statement 2025/26** approved and signed, page 4
- **Section 2 - Accounting Statements 2025/26** approved and signed, page 5

Not later than 30 September 2026 authorities **must** publish:

- Notice of conclusion of audit
- **Section 3 - External Auditor Report and Certificate**
- **Sections 1 and 2 of AGAR** including any amendments as a result of the limited assurance review. It is recommended as best practice, to avoid any potential confusion by local electors and interested parties, that you also publish the Annual Internal Audit Report, page 3.

The Annual Governance and Accountability Return constitutes the annual return referred to in the Accounts and Audit Regulations 2015. Throughout, the words 'external auditor' have the same meaning as the words 'local auditor' in the Accounts and Audit Regulations 2015.

*for a complete list of bodies that may be smaller authorities refer to schedule 2 to the Local Audit and Accountability Act 2014.

Guidance notes on completing Form 3 of the Annual Governance and Accountability Return (AGAR) 2025/26

- The authority **must** comply with *Proper Practices* in completing Sections 1 and 2 of this AGAR. *Proper Practices* are found in the *Practitioners' Guide** which is updated from time to time and contains everything needed to prepare successfully for the financial year-end and the subsequent work by the external auditor.
- Make sure that the AGAR is complete (no highlighted boxes left empty) and is properly signed and dated. Any amendments **must** be approved by the authority and properly initialled.
- The authority **should** receive and note the Annual Internal Audit Report before approving the Annual Governance Statement and the accounts.
- Use the checklist provided below to review the AGAR for completeness before returning it to the external auditor by email or post (not both) no later than 30 June 2026
- The Annual Governance Statement (Section 1) **must** be approved before the Accounting Statements (Section 2) and evidenced by the agenda or minute references, even where approved on the same day.
- The Responsible Financial Officer (RFO) **must** certify the accounts (Section 2) before they are presented to the authority for approval. The authority **must** in this order; consider, approve and sign the accounts.
- The RFO is required to commence the public rights period which **must** be a single period of 30 working days for inspection (this excludes weekends and public holidays) which **must** include the first 10 working days of July.
- You must inform your external auditor about any change of Clerk, Responsible Financial Officer or Chair, and provide relevant authority owned generic email addresses and telephone numbers.**
- Make sure that the copy of the bank reconciliation to be sent to your external auditor with the AGAR covers all the bank accounts. If the authority holds any short-term investments, note their value on the bank reconciliation. The external auditor **must** be able to agree the bank reconciliation to Box 8 on the accounting statements (**Section 2, page 5**). An explanation **must** be provided of any difference between Box 7 and Box 8. More help on bank reconciliation is available in the *Practitioners' Guide**.
- Explain fully significant variances in the accounting statements on **page 5**. Do not just send a copy of the detailed accounting records instead of this explanation. The external auditor wants to know that you understand the reasons for all variances. Include complete numerical and narrative analysis to support the full variance.
- Additional costs may be incurred if additional audit work is required.
- Make sure that the accounting statements add up and that the balance carried forward from the previous year (Box 7 of 2025) equals the balance brought forward in the current year (Box 1 of 2026).
- The Responsible Financial Officer (RFO), on behalf of the authority, **must** set the commencement date for the exercise of public rights which **must** be a single period of 30 working days for inspection (this excludes weekends and public holidays) which **must** include the first 10 working days of July.
- The authority **must** publish on the authority website/webpage the information required by Regulation 15 (2), Accounts and Audit Regulations 2015, including the period for the exercise of public rights and the name and address of the external auditor **before 1 July 2026**

Completion checklist – 'No' answers mean you may not have met requirements		Yes	No
All sections	Have all highlighted boxes have been completed?	✓	
	Has all additional information requested, including the dates set for the period for the exercise of public rights , been provided for the external auditor?	✓	
Internal Audit Report	Have all highlighted boxes been completed by the internal auditor and explanations provided?	✓	
Section 1	For any statement to which the response is 'no', has an explanation been published?	✓	
Section 2	Has the Responsible Financial Officer signed the accounting statements before presentation to the authority for approval?	✓	
	Has the authority's approval of the accounting statements been confirmed by the signature of the Chair of the approval meeting?	✓	
	Has an explanation of significant variations been published where required?	✓	
	Has the bank reconciliation as at 31 March 2026 been reconciled to Box 8?	✓	
	Has an explanation of any difference between Box 7 and Box 8 been provided?	✓	
Sections 1 and 2	Trust funds – have all disclosures been made if the authority as a body corporate is a sole managing trustee? NB: do not send trust accounting statements unless requested.	✓	

***Governance and Accountability for Smaller Authorities in England – a Practitioners' Guide to Proper Practices,** can be downloaded from www.nalc.gov.uk or from www.ada.org.uk

Annual Internal Audit Report 2025/26

CREWKERNE TOWN COUNCIL

<https://www.crewkerne-tc.gov.uk> ONLY AVAILABLE WEBSITE/WEBPAGE ADDRESS

During the financial year ended 31 March 2026, this authority's internal auditor acting independently and on the basis of an assessment of risk, carried out a selective assessment of compliance with the relevant procedures and controls in operation and obtained appropriate evidence from the authority.

The internal audit for 2025/26 has been carried out in accordance with this authority's needs and planned coverage. On the basis of the findings in the areas examined, the internal audit conclusions are summarised in this table. Set out below are the objectives of internal control and alongside are the internal audit conclusions on whether, in all significant respects, the control objectives were being achieved throughout the financial year to a standard adequate to meet the needs of this authority.

Internal control objective	Yes	No*	Not covered**
A. Appropriate accounting records have been properly kept throughout the financial year.	✓		
B. This authority complied with its financial regulations, payments were supported by invoices, all expenditure was approved and VAT was appropriately accounted for.	✓		
C. This authority assessed the significant risks to achieving its objectives and reviewed the adequacy of arrangements to manage these.	✗	✓	
D. The precept or rates requirement resulted from an adequate budgetary process; progress against the budget was regularly monitored; and reserves were appropriate.	✓		
E. Expected income was fully received, based on correct prices, properly recorded and promptly banked; and VAT was appropriately accounted for.	✓		
F. Cash payments were properly supported by receipts, all cash expenditure was approved and VAT appropriately accounted for.	N/A		
G. Salaries to employees and allowances to members were paid in accordance with this authority's approvals, and PAYE and NI requirements were properly applied.	✓		
H. Asset and investments registers were complete and accurate and properly maintained.	✓		
I. Periodic bank account reconciliations were properly carried out during the year.	✓		
J. Accounting statements prepared during the year were prepared on the correct accounting basis (receipts and payments or income and expenditure), agreed to the cash book, supported by an adequate audit trail from underlying records and where appropriate debtors and creditors were properly recorded.	✓		
K. If the authority certified itself as exempt from a limited assurance review in 2024/25, it met the exemption criteria and correctly declared itself exempt. (If the authority had a limited assurance review of its 2024/25 AGAR tick "not covered")			✓
L. The authority published the required information on a website/webpage up to date at the time of the internal audit in accordance with the relevant legislation.	✓		
M. In the year covered by this AGAR, the authority correctly provided for a period for the exercise of public rights as required by the Accounts and Audit Regulations (during the 2025/26 AGAR period, were public rights in relation to the 2024-25 AGAR evidenced by a notice on the website and/or authority approved minutes confirming the dates set).	✓		
N. The authority has complied with the publication requirements for 2024/25 AGAR (see AGAR Page 1 Guidance Notes).	✗		✓
O. The authority has complied with laws, regulations & proper practices relating to digital and data compliance.	✓	✓	
P. (For local councils only) Trust funds (including charitable) – The council met its responsibilities as a trustee.	Yes ✓	No	Not applicable

For any other risk areas identified by this authority adequate controls existed (list any other risk areas on separate sheets if needed).

Date(s) internal audit undertaken **18/11/2025 19/05/2026** PLS SEE ATTACHED SHEET DD/MM/YYYY Name of person who carried out the internal audit

18/11/2025

19/05/2026

DD/MM/YYYY

Mrs R Darkin-Miller LLB(Hons) BFP FCA

Signature of person who carried out the internal audit



Date

10/06/2026

*If the response is 'no' please state the implications and action being taken to address any weakness in control identified (add separate sheets if needed).

**Note: If the response is 'not covered' please state when the most recent internal audit work was done in this area and when it is next planned; or, if coverage is not required, the annual internal audit report must explain why not (add separate sheets if needed).

Test C: Risk Management

I checked to see that the Council minutes record the review and approval of the risk register as per the requirements of the Accounts and Audit Regulations 2015. I noted that whilst the Policy & Resources Committee approved the register at its February 2026 meeting, and the P&R Committee consists of the same group of members as Council, the register was not subsequently approved by Council as required by statute.

As a result I have responded 'no' to this test.

Test N: Publication

I checked to see that the Council had complied with the publication requirements. I found evidence that all publications required had been properly published within deadlines, but was unable to prove that the unaudited AGAR had remained published until at least one day after the end of the public rights period.

All of the evidence indicates that the Council complied, but as I cannot prove it I have noted that compliance with this test is 'not covered.'

Test O: Assertion 10 – Digital and Data Compliance

During the year the requirements of the Council's Annual Governance Statement Assertions and of the Annual Internal Audit Report were expanded to include assurances and testing around Digital and Data. As a result, I have carried out new testing in this area. I found that whilst the Council is compliant in relation to almost all requirements, it had not carried out the following action:

- The authority did not carry out a full data audit until the 26/27 financial year.

As a result, I have responded 'no' for this test.



Section 1 – Annual Governance Statement 2025/26

We acknowledge as the members of:

ENTER NAME OF AUTHORITY

our responsibility for ensuring that there is a sound system of internal control, including arrangements for the preparation of the Accounting Statements. We confirm, to the best of our knowledge and belief, with respect to the Accounting Statements for the year ended 31 March 2026, that:

	Agreed		'Yes' means that this authority:
	Yes	No*	
1. We have put in place arrangements for effective financial management during the year, and for the preparation of the accounting statements.			<i>prepared its accounting statements in accordance with the Accounts and Audit Regulations.</i>
2. We maintained an adequate system of internal control including measures designed to prevent and detect fraud and corruption and reviewed its effectiveness.			<i>made proper arrangements and accepted responsibility for safeguarding the public money and resources in its charge.</i>
3. We have assured ourselves that there are no matters of actual or potential non-compliance with laws, regulations and Proper Practices that could have a significant financial effect on the ability of this authority to conduct its business or manage its finances.			<i>has only done what it has the legal power to do and has complied with Proper Practices in doing so.</i>
4. We provided proper opportunity during the year for the exercise of electors' rights in accordance with the requirements of the Accounts and Audit Regulations.			<i>during the year gave all persons interested the opportunity to inspect and ask questions about this authority's accounts.</i>
5. We carried out an assessment of the risks facing this authority and took appropriate steps to manage those risks, including the introduction of internal controls and/or external insurance cover where required.			<i>considered and documented the financial and other risks it faces and dealt with them properly.</i>
6. We maintained throughout the year an adequate and effective system of internal audit of the accounting records and control systems.			<i>arranged for a competent person, independent of the financial controls and procedures, to give an objective view on whether internal controls meet the needs of this smaller authority.</i>
7. We took appropriate action on all matters raised in reports from internal and external audit.			<i>responded to matters brought to its attention by internal and external audit.</i>
8. We considered whether any litigation, liabilities or commitments, events or transactions, occurring either during or after the year-end, have a financial impact on this authority and, where appropriate, have included them in the accounting statements.			<i>disclosed everything it should have about its business activity during the year including events taking place after the year end if relevant.</i>
9. (For local councils only) Trust funds including charitable. In our capacity as the sole managing trustee we discharged our accountability responsibilities for the fund(s)/assets, including financial reporting and, if required, independent examination or audit.	Yes	No	N/A <i>has met all of its responsibilities where, as a body corporate, it is a sole managing trustee of a local trust or trusts.</i>
10. We have put in place arrangements for the effective IT and data management in accordance with proper practices during the year under review.			<i>has made suitable arrangements for its IT and data management and has complied with proper practices in doing so.</i>

***Please provide explanations to the external auditor on a separate sheet for each 'No' response and describe how the authority will address the weaknesses identified. These sheets must be published with the Annual Governance Statement.**

This Annual Governance Statement was approved at a meeting of the authority on:

DD/MM/YYYY

and recorded as minute reference:

MINUTE REFERENCE

Signed by the Chair and Clerk of the meeting where approval was given:

Chair

SIGNATURE REQUIRED

Clerk

SIGNATURE REQUIRED

ENTER PUBLICLY AVAILABLE WEBSITE/WEBPAGE ADDRESS

Section 2 – Accounting Statements 2025/26 for

ENTER NAME OF AUTHORITY

	Year ending		Notes and guidance
	31 March 2025 £	31 March 2026 £	
			<i>Please round all figures to nearest £1. Do not leave any boxes blank and report £0 or Nil balances. All figures must agree to underlying financial records.</i>
1. Balances brought forward			<i>Total balances and reserves at the beginning of the year as recorded in the financial records. Value must agree to Box 7 of previous year.</i>
2. (+) Precept or Rates and Levies			<i>Total amount of precept (or for IDBs rates and levies) received or receivable in the year. Exclude any grants received.</i>
3. (+) Total other receipts			<i>Total income or receipts as recorded in the cashbook less the precept or rates/levies received (line 2). Include any grants received.</i>
4. (-) Staff costs			<i>Total expenditure or payments made to and on behalf of all employees. Include gross salaries and wages, employers NI contributions, employers pension contributions, gratuities and severance payments.</i>
5. (-) Loan interest/capital repayments			<i>Total expenditure or payments of capital and interest made during the year on the authority's borrowings (if any).</i>
6. (-) All other payments			<i>Total expenditure or payments as recorded in the cashbook less staff costs (line 4) and loan interest/capital repayments (line 5).</i>
7. (=) Balances carried forward			<i>Total balances and reserves at the end of the year. must equal (1+2+3) - (4+5+6).</i>
8. Total value of cash and short term investments			<i>The sum of all current and deposit bank accounts, cash holdings and short term investments held as at 31 March – To agree with bank reconciliation.</i>
9. Total fixed assets plus long term investments and assets			<i>The value of all the property the authority owns – it is made up of all its fixed assets and long term investments as at 31 March.</i>
10. Total borrowings			<i>The outstanding capital balance as at 31 March of all loans from third parties (including PWLB).</i>

For Local Councils Only	Yes	No	
11 Do the figures in the accounting statements above exclude any trust transactions?			<i>For guidance refer to the Practitioners' Guide sections 2.31 to 2.33.</i>

I certify that for the year ended 31 March 2026 the Accounting Statements in this Annual Governance and Accountability Return have been prepared on either a receipts and payments or income and expenditure basis following the guidance in Governance and Accountability for Smaller Authorities – a Practitioners' Guide to Proper Practices and present fairly the financial position of this authority.

Signed by Responsible Financial Officer before being presented to the authority for approval.

SIGNATURE REQUIRED

Date

DD/MM/YYYY

I confirm that these Accounting Statements were approved by this authority on this date:

DD/MM/YYYY

as recorded in minute reference:

MINUTE REFERENCE

Signed by Chair of the meeting where the Accounting Statements were approved

SIGNATURE REQUIRED

Section 3 – External Auditor’s Report and Certificate 2025/26

In respect of

ENTER NAME OF AUTHORITY

1 Respective responsibilities of the auditor and the authority

Our responsibility as auditors to complete a **limited assurance review** is set out by the National Audit Office (NAO). A limited assurance review is **not a full statutory audit**, it does not constitute an audit carried out in accordance with International Standards on Auditing (UK & Ireland) and hence it **does not** provide the same level of assurance that such an audit would. The UK Government has determined that a lower level of assurance than that provided by a full statutory audit is appropriate for those local public bodies with the lowest levels of spending.

Under a limited assurance review, the auditor is responsible for reviewing Sections 1 and 2 of the Annual Governance and Accountability Return in accordance with NAO Auditor Guidance Note 02 (AGN 02) as issued by the NAO on behalf of the Comptroller and Auditor General. AGN 02 is available from the NAO website – <https://www.nao.org.uk/code-audit-practice/guidance-and-information-for-auditors/> .

This authority is responsible for ensuring that its financial management is adequate and effective and that it has a sound system of internal control. The authority prepares an Annual Governance and Accountability Return in accordance with *Proper Practices* which:

- summarises the accounting records for the year ended 31 March 2026 and
- confirms and provides assurance on those matters that are relevant to our duties and responsibilities as external auditors.

2 External auditor’s limited assurance opinion 2025/26

(Except for the matters reported below)* on the basis of our review of Sections 1 and 2 of the Annual Governance and Accountability Return, in our opinion the information in Sections 1 and 2 of the Annual Governance and Accountability Return is in accordance with Proper Practices and no other matters have come to our attention giving cause for concern that relevant legislation and regulatory requirements have not been met. (*delete as appropriate).

(continue on a separate sheet if required)

Other matters not affecting our opinion which we draw to the attention of the authority:

(continue on a separate sheet if required)

3 External auditor certificate 2025/26

We certify/do not certify* that we have completed our review of Sections 1 and 2 of the Annual Governance and Accountability Return, and discharged our responsibilities under the Local Audit and Accountability Act 2014, for the year ended 31 March 2026

*We do not certify completion because:

External Auditor Name

ENTER NAME OF EXTERNAL AUDITOR

External Auditor Signature

SIGNATURE REQUIRED

Date

DD/MM/YYYY

Crewkerne Town Council - Strategic and Financial Risk Register

No.	Name of Risk	Cause of Risk	Impact	Risk Owner	Original Risk Category	Current Control Measures	Actions to be undertaken as additional measures in 2025/2026	Were these actions completed in 2025/2026	Actions to be undertaken in 2026/2027	Action Owner	Current Risk Category	Insurance cover held
Finance, Income and Internal Control												
1	Financial systems	Limited number of staff fully trained on all aspects of the financial system	Inaccurate or unlawful budget management, inability to pay suppliers, lack of internal checks and controls	CTC	Medium	Additional staff trained in some aspects of budget/finance systems, continued development of Finance Team skills and competencies	Managed through established internal controls	Ongoing	Managed through established internal controls	CTC	Medium	Fraud
2	Loss of equipment, funds or income	Theft, fraud, poor control	Loss of funds/ resources, loss of reputation	CTC	Low	Internal audit, financial accounting system, consideration of security of equipment, careful service planning	Existing asset list, establishment of detailed asset register, accurate values provided to insurance company	Ongoing	Detailed asset register to be completed from existing separate sources, accurate values provided to insurance company	CTC	Low	Fraud, vehicular, public liability, all risks
3	Financial	Significant reduction in income supporting service delivery and wider Council budget	Risk to service delivery, increase pressure on other budgets	CTC	Low	Regular review of income received. Monthly review of aged debtor reports. Control of costs. Work within agreed budgets, monitor utility providers, annual maintenance plans.	Review of fees and charges	Ongoing	Implement additional electronic payments methods to ensure efficient collection of income	CTC	Low	Public liability, property
4	Financial	Failure to adequately manage finances, leads to an overspend which is unsustainable in the medium term	Reduction in usable reserves, qualified audit opinion, unacceptable increase in precept	CTC	Low	Financial controls set out in Standing Orders and Financial Regulations. Clarity of budgetary responsibilities	Ongoing with established procedures	Ongoing	Regular review of Standing Orders and Financial Regulations. Enhance budget monitoring	CTC	Low	n/a
5	Procurement	Failure to procure supplies and services correctly resulting in legal challenge or poor value for money	Risk of legal challenge, loss of reputation	CTC	Medium	Financial controls set out in Standing Orders and Financial Regulations. Good officer understanding of procurement procedures	Quotations obtained in line with Financial Regulations. Contracts reviewed/renewed using procurement advisor support.	Ongoing	Maintain contracts register with renewal dates and responsible officer. Annual review/update of Financial Regulations procurement thresholds. Member/officer refresher training on procurement and contract management. Publish/maintain forward plan for tenders and major purchases	CTC	Medium	Official indemnity
6	Pension Provision	Level of commitments	Reduction in funds available to front line services, risk to reputation, loss of public support	CTC	Low	Robust financial planning, Policy and Resources Committee considers future financial considerations	Ongoing with procedures mitigation	Ongoing	Ongoing with established procedures	CTC	Low	n/a
7	Non-adherence to Financial Regulations	Lack of understanding/training, failure to follow Financial Regulations or Standing Orders/procedures	Financial errors, reputational risk, audit criticism	CTC	Medium	Clear Financial Regulations/Standing Orders, training for new Councillors, regular review/revision, ongoing risk management review	Clerk to provide training for all Councillors to raise awareness of financial responsibilities	Ongoing	Refresh training after elections, annual Financial Regulations review and re-adoption if required	CTC	Medium	n/a
8	Spending money with no legal power	Lack of awareness of legal spending powers, inadequate checks	Unlawful expenditure and potential audit challenge, requirement to correct/repay, reputational damage	CTC	Low	Finance Officer checks legality and spending powers, invoices checked and signed by the Town Clerk	Refresher briefing for members/staff on spending powers	Ongoing	Sample check audit trail of spending powers for selected payments	CTC	Low	n/a
9	Accounts do not balance at year end	Poor reconciliations, VAT errors, weak system use	Significant time and effort to correct, increased risk accounts will not be signed off by the auditor	CTC	Low	Monthly bank reconciliation monthly VAT reconciliation; accounting software reconciliation and bank statements checked/signed by Clerk/Deputy and a Councillor	Formal monthly reconciliation checklist and year end close checklist	Ongoing	Internal audit review of year end close process and evidence trail	CTC	Low	n/a

No.	Name of Risk	Cause of Risk	Impact	Risk Owner	Original Risk Category	Current Control Measures	Actions to be undertaken as additional measures in 2025/2026	Were these actions completed in 2025/2026	Actions to be undertaken in 2026/2027	Action Owner	Current Risk Category	Insurance cover held
10	Loss of, or damage to assets	Theft/damage, inadequate asset recording, weak security	Replacement/repair costs, higher insurance premiums, service disruption if critical assets affected	CTC	High	Up to date asset register, insurance reviewed regularly, reinstatement valuations carried out April 2023 (due every 5-7 years)	Annual asset register verification/sign off, confirm next reinstatement valuation schedule	Ongoing	Plan procurement/tender for next reinstatement valuation when due	CTC	High	Property insurance, reinstatement valuations noted
11	Loss of Business Continuity due to substantial damage to the Town Hall	Fire/flood/major damage	Inability to deliver council services, loss of operational base, major disruption to staff and public access	CTC	High	Adequate insurance cover	Develop a Business Continuity plan	Ongoing	Desktop exercise/test of Business Continuity plan	CTC	High	Adequate insurance cover
12	Crewkerne Leisure Management has control of a major council asset	CLM non-performance or financial failure, insufficient oversight	Loss/non-performance of CLM resulting in consequential loss to the council and the facility, reputational impact and service disruption	CTC	High	Annual report at the Annual Town Meeting, account available post audit, meetings as required, periodic revaluation, rent review planned	Ensure annual meeting occurs, complete rent review and document monitoring timetable	Ongoing	Formal annual monitoring report to the committee and track actions	CTC	High	n/a
13	Lack of budgeted funds to deliver services	Inability to deliver activities/services expected due to lack of budgeted funds	Insufficient budget planning, unexpected costs, insufficient reserves	CTC	Low	Insufficient funds to repair/replace assets or deliver services, reputational damage, potential expensive litigation	Budget/precept planning process, review current year budget, determine costs, assess income, provide contingencies, review reserves	Ongoing	Mid year budget review with corrective actions for material variances	CTC	Low	n/a
14	Joint Burial Committee unable to deliver cemetery services	Inability of the JBC to deliver services expected at a cemetery	Lack of funds, inadequate forward planning, inaccurate records	CTC	Medium	Loss of reputation, unexpected expensive maintenance, future precept increases, potential expensive litigation	Accounts consolidated, forward planning with JBC, communications with undertakers, accurate plot mapping, cemetery admin software	Ongoing	Annual report to CTC on cemetery condition and forward maintenance liabilities	CTC	Medium	n/a
15	Insufficient reserves for unexpected/emergency events	Insufficient reserves to deal with unexpected/emergency events	Unexpected maintenance demands, inadequate earmarked reserves	CTC	Medium	Unplanned expenditure pressures, inability to respond effectively to emergencies, risk of unbudgeted precept increases	Regular assessment of forward maintenance requirements, reporting to the Amenities Committee, forward planning for budget setting	Ongoing	Action West Crewkerne Parish Council reserves arrangement at year end	CTC	Medium	n/a
16	Overspend/underspend of budgets	Weak monitoring, unforeseen costs, inaccurate forecasting	Reduction of reserves, negative impact on other budgets and ability to deliver planned services	CTC	Medium	Quarterly expenditure and variance reporting, reserves policy, virement where necessary	Introduce/strengthen exception reporting and corrective actions for variances	Ongoing	Review budget headings/structure to improve forecasting and monitoring	CTC	Medium	n/a
17	Loss of income through failure to review fees/rents/charges	Fees/rents not updated, missed review dates	Reduced income available to support services, increased pressure on reserves and/or precept	CTC	Low	Reduced income available to support services, increased pressure on reserves and/or precept	Create annual schedule of fee/rent reviews with responsible officer/committee and due dates	Ongoing	Annual report to committee confirming reviews completed and outcomes	CTC	Low	n/a
18	Internal fraud/corruption	Weak internal controls, poor segregation duties, insufficient oversight	Loss of public money, inability to deliver services, public disgrace and reputational damage, possible expensive litigation	CTC	High	Financial Regulations/procedures review, annual internal controls review, deputy cover, strong payment controls, monthly bank reconciliations, income diary, members interests register, payroll controls, BACS authorisation by two Councillors etc.	Ensure annual internal control review is completed/minuted, fraud awareness refresher, ensure evidence retained for key approvals	Ongoing	Annual spot check audit of approvals/reconciliations/BACS evidence and report results	CTC	Medium	Fidelity cover referenced under insurance grouping
19	External fraud/corruption	Supplier fraud, inadequate tendering/verification	Loss of funds, inadequate services from suppliers, potential financial loss from ineffective grant use	CTC	Medium	Tender/estimate scrutiny, invoice checking, professional verification where needed, monitoring and reporting on grants	Introduce supplier due diligence checklist (including bank details verification and insurance checks)	Ongoing	Annual review of procurement/contract management compliance	CTC	Medium	n/a

No.	Name of Risk	Cause of Risk	Impact	Risk Owner	Original Risk Category	Current Control Measures	Actions to be undertaken as additional measures in 2025/2026	Were these actions completed in 2025/2026	Actions to be undertaken in 2026/2027	Action Owner	Current Risk Category	Insurance cover held
20	Loss of data resulting from fire/theft/system failure	Fire/theft, system failure, inadequate backup processes	Inability to deliver some services, disruption to council operations	CTC	Low	Comprehensive backups, virus protection, systems upgrade completed March 2023, web based accounts software	Confirm periodic restore testing, review access controls/cyber procedures	Ongoing	Annual cyber security review and staff refresher	CTC	Low	n/a
21	Bad debts	Late/non payment, inadequate chasing process	Loss of income, reduced funds available for service delivery	CTC	Medium	Monitor and chase outstanding invoices, reduce year end outstanding invoices to a minimum	Introduce formal debt recovery timeline, quarterly aged debt reporting	Ongoing	Review debtor terms and strengthen advance payment/deposit requirements where appropriate	CTC	Medium	n/a
22	Inadequate insurance (property/ Fidelity/ Public Liability/ Commercial Combined)	Under insurance, failure to notify changes, valuations out of date	Possible expensive litigation, large repair/replacement bills, significant financial exposure	CTC	High	Regular review of insurance policy, notify insurer of notable purchases/changes, periodic revaluation (April 2023)	Renewal checklist, confirm fidelity aligns with balances, ensure PLI evidence from hirers/leases is current	Ongoing	Pre renewal report to committee	CTC	Medium	Property, Fidelity, Public Liability, Commercial Combined
23	Accidents (staff, councillors and members of the public)	Unsafe premises/activities, insufficient RA review, inadequate training	Potentially expensive insurance claims, reputational damage	CTC	High	Risk assessments, training, weekly playground checks, annual inspections, PLI checks for hirers/leases, lift maintenance contract	Central register for PLI evidence, review near miss reporting, document RA review schedule	Ongoing	Annual Health and Safety compliance report to committee	CTC	Medium	Health & Safety / Liability
24	Contractor Health and Safety	Contractors lacking adequate H&S policies/insurance, insufficient checks	Liability exposure, reputational damage, potential insurance claims	CTC	High	Verify contractor H&S policies, request method statements, check PLI and employer liability insurance	Contractor onboarding checklist (RAMS/insurance/ competence)	Ongoing	Annual spot check audit of contractor files	CTC	Medium	Contractor PLI and Employer Liability checked
25	Security of Council assets	Theft, weak procedures, inadequate physical security	Insurance claims, expensive replacement, disruption to operations and service delivery	CTC	High	Alarm systems installed, staff security procedures, locked doors during meetings, annual equipment verification, fire risk assessments, boundary checks	Annual security review checklist, update keyholder/alarm procedures, refresh hirer instructions	Ongoing	Consider security updates and budget accordingly	CTC	Medium	Managed via insurance review, alarms installed as mitigation
26	Loss of documents (deeds)	Insecure storage, misfiling	Potential inability to evidence ownership/rights, significant legal/financial exposure	CTC	High	Deeds held securely in Clerk's cabinet or with solicitor	Confirm deeds register and locations list, scanned index/register	Ongoing	Annual verification of deeds register	CTC	Medium	n/a
27	Loss of Finance Officer	Resignation/illness, limited cover	Disruption to financial processing and controls, delay in payments/ reconciliations and reporting	CTC	Medium	Deputy trained, Clerk maintains understanding, external support, 2 months' notice	Complete training plan, document key finance procedures	Ongoing	Annual test of cover arrangements	CTC	Medium	n/a
28	Loss of Operations Manager	Resignation/illness, loss of knowledge	Disruption to delivery of maintenance/grounds work and contractor management	CTC	Medium	Regular updates to Clerk/Amenities Chair, 2 months' notice	Document key contractor/maintenance schedules and contracts	Ongoing	Cross training review for key operational tasks	CTC	Medium	n/a
29	Loss of Clerk	Resignation/illness, statutory deadlines and Proper Officer duties uncovered	Failure/delay in statutory and governance functions, reduced ability to deliver services and manage compliance	CTC	Medium	Finance Officer/Deputy Clerk training, Deputy Clerk CILCA, split duties, SALC/other council support, contingency in precept, periodic task calendar, 2 months' notice	Progress the new Deputy Clerk with CILCA (once eligible), maintain Proper Officer handbook, test resilience plan	Ongoing	Review succession plan and statutory deadline cover	CTC	Medium	n/a
30	Loss of Deputy Clerk	Resignation/illness	Disruption to committee support, planning work and general administration, pressure on remaining staff	CTC	Medium	Deputy Clerk keeps the Clerk updated, 2 months' notice	Document Deputy duties, cross train cover	Ongoing	Review staff resilience	CTC	Medium	n/a

No.	Name of Risk	Cause of Risk	Impact	Risk Owner	Original Risk Category	Current Control Measures	Actions to be undertaken as additional measures in 2025/2026	Were these actions completed in 2025/2026	Actions to be undertaken in 2026/2027	Action Owner	Current Risk Category	Insurance cover held
31	Loss of Admin Officer	Resignation/illness	Disruption to administrative tasks and website updates, reduced capacity to support council operations	CTC	Medium	Deputy Clerk/Finance Officer familiar with admin tasks, Clerk familiar with website software	Document admin processes, ensure shared access to systems	Ongoing	Annual test of cover arrangements	CTC	Medium	n/a
32	Loss of Grounds Staff member	Resignation/illness, limited cover	Reduced ability to deliver grounds maintenance and operational tasks, potential service disruption	CTC	Medium	Ops Manager manages duties, staff training provides flexibility	Cross training, contractor back up list/rota planning	Ongoing	Review staffing vs seasonal workload	CTC	Medium	n/a
33	Loss of Council vehicle	Accident/theft/breakdown	Difficulty in delivering some services, operational disruption until replacement/ temporary vehicle arranged	CTC	Medium	Regular maintenance and replacement programme, comprehensive insurance enabling replacement/temporary vehicle	Maintain servicing and replacement plan	Ongoing	Review vehicle insurance needs and replacement budgeting	CTC	Medium	Comprehensive vehicle insurance cover
34	Loss of reserves due to bank failure	Bank collapse, deposits above protected limits	Potential significant loss of reserves, inability to fund planned/unplanned expenditure	CTC	High	Compliance with Reserves policy	Review balances vs FSCS limits, diversify holdings if required	Ongoing	Annual treasury management review	CTC	High	n/a
35	Large project risks (cash flow, escalation, delays, VAT, defects, contractor bankruptcy)	Weak due diligence, scope changes, inadequate contracts, VAT misunderstandings, contractor insolvency	Cash flow insufficient, cost escalation and delays, grant funding threatened, VAT problems, defects not rectified, contractor failure leading to non-completion	CTC	High	Financial package, due diligence, VAT clarification, tender compliance, reserves adequacy, specialist advice, consider Joint Contracts Tribunal, insurance evidence, variation approvals by Full Council, independent contract admin, monthly reports, performance bond/guarantee	Confirm stage gates and reporting template for live projects, ensure VAT advice recorded, confirm bond/guarantee where needed	Ongoing/ project dependent	Post project review and update project risk template	CTC	High	Adequacy of building insurance referenced, evidence required
Health, Safety & Wellbeing												
36	Injury or death to person, including staff and councillors	Accidents due to: poorly maintained building or equipment, trips and falls, hot surfaces and other scalds and burns, poorly planned events, terrorism	Death or injury to person	CTC	Medium	Systematic maintenance programme, training and procedures, use of risk assessments for events and high risk activity. Health and Safety activity including consultant support.	Training and risk review ongoing. Risk assessments kept under review. H&S management strengthened by members and senior officers.	Ongoing	Continued training and ongoing identification of risk, continued use of risk assessments. Continued increase in H&S input and management from senior officers and all staff.	CTC	Medium	Public liability, vehicular
37	Staff wellbeing	Failure to recruit and maintain staff morale, failure to maintain staff health	Loss of staff, loss of staff dedication and goodwill	CTC	Medium	Staff meetings, 1:1 meetings, staff appraisals, internal communications, staff training programme	Continue with existing procedures	Ongoing	Continue with existing procedures, consider mental health training, bias and inclusion training	CTC	Medium	Employers liability
38	Health and Safety	Failure to protect the health and safety wellbeing of staff and/or contractors and public	Significant financial and/or reputational damage	CTC	Medium	Appropriate staff receive regular H&S training, staff attend formal H&S training where needed, dedicated officer responsible for the overall H&S monitoring and review	Annual review of H&S policies/risk assessments, inspections completed, incident log maintained, contractor checks undertaken	Ongoing	Ongoing with established procedures	CTC	Medium	Employer liability, public liability
39	Safeguarding	Failure to safeguard children or vulnerable adult e.g. lost children services	Significant financial and/or reputational damage, legal challenge	CTC	Low	DBS checked staff where required, provision of training, review of procedures, experienced staff	Ongoing with established controls mitigation	Ongoing	Ensure DBS checks are up to date, provision of appropriate training	CTC	Low	Official indemnity

No.	Name of Risk	Cause of Risk	Impact	Risk Owner	Original Risk Category	Current Control Measures	Actions to be undertaken as additional measures in 2025/2026	Were these actions completed in 2025/2026	Actions to be undertaken in 2026/2027	Action Owner	Current Risk Category	Insurance cover held
Government, Compliance and Policy												
40	Compliance with legislation	Lack of awareness of or failure to comply with legislation	CTC liable to enforcement activity or legal action	CTC	Medium	Professional staff encouraged to be aware and understand legislation, staff training, careful service planning, use of internal audit and other checks and controls to ensure continued compliance, consideration of legislation when designing new services, membership of professional bodies by managers, use of professional/consultant support where appropriate, CPD training by managers	Use of internal audit and other checks and controls to ensure continued compliance, consideration of legislation when designing new services, membership of professional bodies by managers, H&S audit, CPD training by managers	Ongoing	Continue with established procedures, undertake public consultation where appropriate, continue liaison with the media, publication of Town Council Action Plan	CTC	Medium	Public liability
41	Policies	Failure to introduce and implement appropriate policies	Council workstreams not managed in line with legal requirements or best practice	CTC	Medium	Policies reviewed and adopted by Full Council	Policies continue to be developed	Ongoing	Annual review for current adopted policies to ensure they remain relevant and fit for purpose. Continue to keep up to date with legislation and amend and implement new policies as required.	CTC	Medium	Official indemnity, employers liability, public liability
42	Governance	Failure to make robust informed decisions in compliance with legislation, consultation, openness, scrutiny, high quality data etc.	Failure to achieve these high standards can lead to both reputational and financial loss	CTC	Low	Internal Audit carried out by a competent experienced individual, financial regulations regularly updated. Processes and procedures followed. Key staff trained. Annual review.	Town Council review undertaken by the Council's Internal Audit.	Ongoing	Ongoing with established procedures	CTC	Low	Official indemnity
Service Delivery & Operational Performance												
43	Poor service to customers	Lack of equipment, lack of staff training, lack of service planning	Loss of income, loss of reputation	CTC	Low	Staff training, equipment maintenance and purchase budgets in place, continued service review, use of professional support when needed	Continued service review, use of professional support when needed	Ongoing	Continue with established procedures and continue to improve staff training	CTC	Low	Public liability
44	Management	Lack of effective management of services	Poor performance, loss of reputation, not achieving best value	CTC	Low	Careful management of services, weekly Senior Management Team meetings, experienced qualified staff	Ongoing with established procedures	Ongoing	Continue to implement a regular officer budget monitoring review process. Develop and report key performance indicators	CTC	Low	Official indemnity
45	Asset Management	Failure to manage, invest and maintain Council assets	Gradual deterioration and long term costs higher than necessary, reputational risk, unexpected expenses occurring	CTC	High	Asset register maintained, routine inspections/planned maintenance, budget provision for repairs, insurance reviewed annually	Asset register updated, condition checks completed, priority works delivered, insurance reviewed	Ongoing	Rolling inspection programme and action log, costed annual maintenance priorities, earmarked reserves for major repairs, insurance valuation reviewed	CTC	High	Property
ICT, Data Protection & Cyber												
46	IT	Loss of service, loss through loss of building/ability to do business, loss of IT	Loss of income, loss of service, loss of customers, loss of reputation	CTC	Medium	Maintenance of building and IT systems, IT backup systems, use of external support, use of cloud based storage	Buildings and IT systems maintained, external IT support used, cloud based storage in place, regular back ups maintained	Ongoing	Staff cyber security/phishing awareness, implement Multi-Factor Authentication on all accounts	CTC	Medium	Business interruption
47	ICT/Data	Loss of data through cyber attack	Confidentiality compromised, loss of sensitive information	CTC	Medium	Firewall and security on IT regularly updated, use of cloud based storage, procurement of IT managed advice	Review of IT requirements and systems with a dedicated account manager	Ongoing	Continuation of automated updates by IT service supplier	CTC	Medium	Fraud
48	General Data Protection Regulations	Failure to safeguard personal information or the misuse of information leads to a breach of the regulations	Confidentiality compromised, loss of sensitive information	CTC	Medium	Personal data stored securely with restricted access, staff aware of confidentiality/GDPR requirements, secure council IT/email used	Adoption of Data Protection and Privacy Policy	Ongoing	Continued review of policies and procedures	CTC	Medium	Official indemnity, public liability

No.	Name of Risk	Cause of Risk	Impact	Risk Owner	Original Risk Category	Current Control Measures	Actions to be undertaken as additional measures in 2025/2026	Were these actions completed in 2025/2026	Actions to be undertaken in 2026/2027	Action Owner	Current Risk Category	Insurance cover held
Reputation, Communications & Public Confidence												
49	Reputation	Poor information provided to public, poor service & events provided to public, poor decision making by officers and councillors	Loss of council reputation, loss of income, loss of public support	CTC	Low	Website up to date, well trained officers, careful management of services, staff training, continued development of communications, training of councillors, appropriate use of social media accounts	Continue staff training, continued development of communications, training of councillors, improve Council liaison with the media	Ongoing	Continue with established procedures, undertake public consultation where appropriate, continue liaison with the media, publication of Town Council Action Plan	CTC	Low	Slander
50	Poor communications	Lack of good communication: internal and external	Poor decision, poor staff morale, mis informed public	CTC	Low	Website up to date and accurate, well trained administration team, careful management of services, weekly senior management meetings, quarterly newsletter	Continued review	Ongoing	Continue with established procedures	CTC	Low	Public liability
51	CTC profile/ public perception	Poor public understanding of the role of the council and our services	Lack of take up of services, lack of public engagement reduced service delivery or failure	CTC	Low	Website up to date and accurate, well trained staff, careful management of services, deliberate and positive publicity concerning services and issues, use of social media	Ongoing established procedures, liaison with members to further address	Ongoing	Continue with established procedures, undertake public consultation where appropriate, continue liaison with the media, publication of Town Council Plan	CTC	Low	Slander
Leadership, People & Organisational Capacity												
52	Leadership	The vision of the Council as an ambitious, innovative and politically led Council is not realised	Loss of reputation, lack of public engagement	CTC	Low	Website is up to date and accurate, development of communications, use of social media accounts	Member and officer training, member workshops.	Ongoing	Ongoing development of the Council's vision, objectives.	CTC	Low	n/a
53	Leadership and Management	Lack of strategic direction and leadership	Ability of Council to set objectives aligned to service delivery	CTC	Low	Careful management services, weekly Senior Management Team meetings	Member and officer training, member workshops.	Ongoing	Continue to implement a regular officer budget monitoring review process. Develop and report key performance indicators	CTC	Low	n/a
Partnerships & External Relationships												
54	Partnership working	Working with partnerships with different priorities, processes and resources - also failure to maintain partnerships	Loss of reputation, negatory effort by CTC officers	CTC	Low	Detailed exploration before any partnerships, formal and informal, entered into regular assessment of value of project/partnership	Ongoing with established procedures	Ongoing	Ongoing with established procedures	CTC	Low	Public liability
Business Continuity & Emergency Planning												
55	Continuity Planning	Failure to undertake continuity planning including business continuity, community emergency plan. Operational risk register	Delivery of services is compromised	CTC	Medium	Business continuity insurance, use of cloud based storage, mobile phones for staff, procurement of an external IT support service	Ongoing with established procedures	Ongoing	Ongoing with established procedures	CTC	Medium	Business continuity
56	Climate Emergency	Failure to reduce carbon impact from services and Council activities, and implement mitigation measures to meet climate change and ecological emergency resolution	Loss of council reputation, loss of public support	CTC	Low	Energy use monitored (electricity/gas bills reviewed). LED/energy efficiency measures implemented where feasible.	Baseline information gathered, energy usage monitored, practical efficiency measures implemented, progress reviewed by Council	Ongoing	Commission footprint report, adopt a Climate Action Plan, annual progress report to Council, identify and fund priority decarbonisation measures	CTC	Low	n/a

Version Control:

Adopted at the Policy and Resources Committee: 9 February 2026 Minute 034 25/26

This policy will be reviewed annually in conjunction with the council's risk management policy, or sooner if required by changes in legislation or council practice.

Review Date: February 2027

Report subject	To consider a request for plant replacement
Committee name	Full Council
Meeting date	Monday 22 June 2026
Report author	Gemma Hughes, Town Clerk
Report contact details	townclerk@crewkerne-tc.gov.uk
Consultees	Marshall James
Decision required?	Yes

1. Purpose

To update Councillors on the current condition of the garden planting area, maintenance arrangements, and potential requirements for plant replacement and future improvements.

2. Background information

The report relates to the planted gardens located at the entrance to the Waitrose car park from South Street, Crewkerne.

The garden is maintained by a volunteer contractor at no cost to the Council. Maintenance is undertaken when time allows within the contractor's existing work schedule and is not subject to a formal maintenance programme.

The garden was originally created following excavation works carried out by the Council. At the time, concerns were raised regarding the depth of excavation, which may have contributed to ongoing issues with soil conditions and moisture retention.





3. Detailed Consideration

The contractor has advised that several shrubs, particularly Hebes, have suffered during recent periods of hot weather and are now looking tired and in decline. The overall appearance of the border has been affected, and some plant replacement may be required to improve its condition.

The contractor has suggested that replacement planting could be undertaken in the autumn, which would provide the best opportunity for successful establishment and would help refresh the appearance of the border.

The contractor has also noted that the site was previously occupied by four cottages and that the resulting ground conditions can cause the border to dry out quickly. During periods of extreme weather, requests have previously been made for the Council to assist with watering; however, this has not formed part of the maintenance arrangement. The lack of supplementary watering during prolonged dry periods may have contributed to the deterioration of some plants.

The contractor has indicated that only a limited amount of replacement planting may be necessary and has offered to provide suggestions and cost estimates for consideration.

4. Financial implications

There may be a financial implication if Councillors wish to proceed with replacement planting. Costs are currently unknown but can be provided by the contractor for consideration as part of the autumn planting programme.

5. Equalities considerations

n/a

6. Crime and Disorder considerations

n/a

7. Council Action Plan objectives supported

n/a

8. Recommendation

- 8.1. It is recommended that the Council:
- a) Note the contents of the report.
 - b) Consider whether a budget should be allocated for replacement planting in the autumn.
 - c) Request that the contractor provide planting suggestions

Report subject	To approve a nominee for the Somerset Council Chair Awards
Committee name	Full Council
Meeting date	Monday 22 June 2026
Report author	Gemma Hughes, Town Clerk
Report contact details	townclerk@crewkerne-tc.gov.uk
Consultees	n/a
Decision required?	Yes

1. Purpose

To inform Councillors of the invitation received from the Chair of Somerset Council to submit a nomination for the 2026 Chair's Awards for Service to the Community and to seek agreement on whether the Council wishes to make a nomination.

2. Background information

The Chair of Somerset Council has invited parish, town and city councils to submit nominations for the annual Chair's Awards for Service to the Community 2026.

The awards recognise individuals, couples or groups who have made an outstanding contribution to their local community. The award ceremony will take place on Friday 16 October 2026 at Taunton Rugby Football Club, Taunton.

Each council may submit one nomination only.

3. Detailed Consideration

The following criteria apply to nominations:

- Councils may nominate one individual, couple or group.
- Nominations must be submitted through the parish, town or city council to avoid duplication.
- Nominees must live or operate within the parish, town or city area.
- Nominees should not have previously received a community award.
- Nominees should not be informed that they have been nominated.
- The deadline for submissions is Friday 24 July 2026.

If a nomination is successful, the nominator (or seconder in their absence) will be invited to attend the awards ceremony on Friday 16 October 2026.

Due to venue capacity, attendance will be limited to:

- Individual award winners, one guest and the nominator.
- Couple award winners and the nominator.

- Two representatives of a group award winner and the nominator.

Councillors are asked to consider whether they wish to submit a nomination and, if so, to identify a suitable nominee.

4. Financial implications

There are no direct financial implications associated with submitting a nomination.

5. Equalities considerations

The awards are open to individuals, couples and groups who have made a significant contribution to their community. No specific equalities implications have been identified.

6. Crime and Disorder considerations

n/a

7. Council Action Plan objectives supported

n/a

8. Recommendation

- 8.1. It is recommended that the Council:
- a) Note the invitation from Somerset Council to submit a nomination for the Chair's Awards for Service to the Community 2026.
 - b) Consider whether the Council wishes to make a nomination.
 - c) If appropriate, identify and agree a nominee for submission before the closing date of 24 July 2026.

Report subject	To review an out of hours hire request for Victoria Hall
Committee name	Full Council
Meeting date	Monday 22 June 2026
Report author	Gemma Hughes, Town Clerk
Report contact details	townclerk@crewkerne-tc.gov.uk
Consultees	n/a
Decision required?	Yes

1. Purpose

To consider a request from Paranormal Presence Investigations to hire Crewkerne Town Hall to hold a paranormal investigation event.

2. Background information

The Town Council has received a request from the Team Leader of Paranormal Presence Investigations, a group operating in Hampshire and Wiltshire, seeking permission to hire the Town Hall for a paranormal investigation event.

The group advises that it has an established following, including supporters in the Dorset and Somerset area, and is seeking suitable venues within the region for future events.

The organisers have been advised that it would not be practical to hire the Town Hall building as a whole due to operational and logistical considerations. However, Victoria Hall may be available for hire, subject to Council approval and the usual booking arrangements.

3. Detailed Consideration

Paranormal Presence Investigations proposes to organise and manage a public paranormal investigation event, with tickets sold directly to members of the public through their website.

The organisers have advised that:

- They hold Public Liability Insurance.
- They have operated as a paranormal investigation group for several years and have experience of managing similar events.
- A variety of paranormal investigation equipment may be used during the event.
- They would be happy for a Council representative to attend the event if required.
- They would not film attendees during the event, although they may undertake a live social media broadcast upon arrival at the venue.

- Photographs may be taken during the event, with attendees being informed beforehand and given the option not to be photographed.
- Event participants would be accompanied by trained hosts throughout the evening to ensure safety and security.
- They are accustomed to managing venue security requirements, including locking and monitoring access points.

The organisers have indicated that they would ideally like to hold the event during the evening and into the early hours of the morning, with suggested timings of approximately 8.00 pm until 1.00 am or 2.00 am. They have advised that they can be flexible regarding timings if required.

The organisers have also advised that they also run Victorian-themed evenings involving smaller groups and limited equipment, which may be suitable for Victoria Hall.

Councillors may wish to consider whether this type of event is appropriate for a Council-owned venue and whether any specific conditions should apply should permission be granted.

4. Financial implications

Victoria Hall is currently available for hire at the Council's approved rates of £17.33 plus VAT per hour for standard bookings and £23.15 plus VAT per hour for peak-time bookings. For the purposes of the hire charges, peak time is defined as Friday and Saturday between 7.00 pm and midnight.

The proposed event would be a commercial, ticketed event operated by a third-party organisation and would take place outside normal operating hours, potentially extending into the early hours of the morning. The Council's current hire charges do not include a rate for use of the venue beyond midnight.

Councillors may therefore wish to consider:

- Whether the standard or peak-time hire rates should apply;
- Whether an additional charge should be applied for late-night use of the building beyond midnight; and
- Whether a specific hire rate should be established for future bookings extending beyond midnight.

Any approved booking would provide income to the Council through venue hire.

5. Equalities considerations

There are no specific equalities implications arising from this report. Any event would be expected to comply with the Council's venue hire policies and accessibility requirements.

6. Crime and Disorder considerations

The organisers have advised that trained hosts would supervise attendees throughout the event and that they are experienced in managing venue security requirements.

7. Council Action Plan objectives supported

n/a

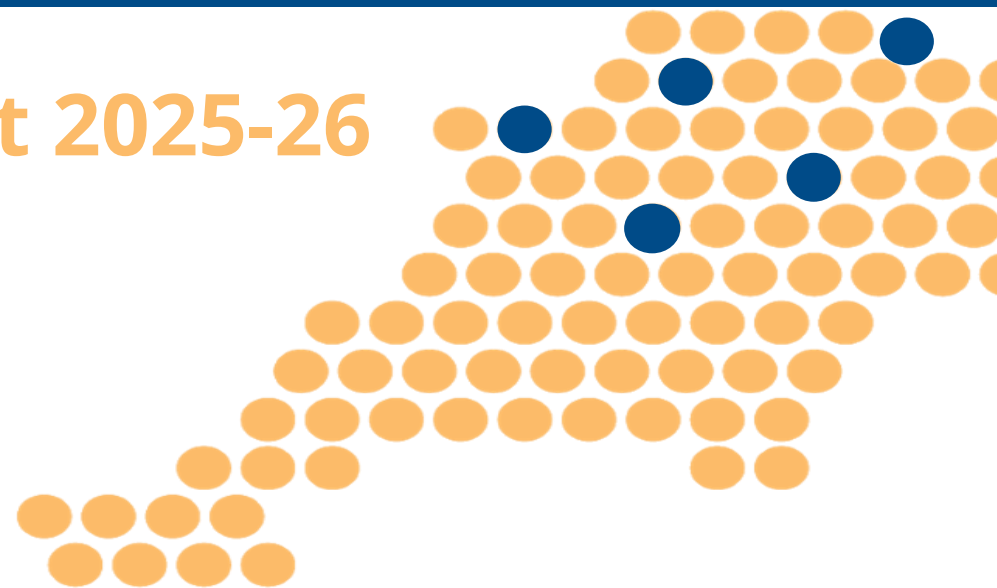
8. Recommendation

- 8.1. It is recommended that the Council determine:
- a) Any conditions that should apply to the booking.
 - b) The appropriate hire charge to be applied.

Citizens Advice Somerset

Supporting whole communities by helping people individually

Crewkerne impact report 2025-26



About us



Citizens Advice Somerset is an independent charity that provides free, confidential, and impartial advice.

Our Vision:

Everyone has somewhere trusted to turn to for help and advice.

Our Mission:

Delivering excellence in advice services by:

- Making sure great advice is easily available
- Taking early action to prevent problems getting worse
- Reaching out to those who find it hardest to get the help they need
- Working with other organisations
- Influencing others

How we deliver advice

We aim to provide advice how people need it:



Online



By phone



In person

Delivered by a dedicated team of volunteers and paid staff

71 paid staff
55.2 FTE

100 volunteers
24.4 FTE

Estimated value
£966,956 pa

How we work

We help people in different ways, depending in their needs and advice issues

Self Help

Citizens Advice website

Simple Queries

Specific information with no exploration needed

Signposting and warm transfers

Also known as 'Quick Client Contacts'

Information

Exploration of the issue

Publicly available information *provided*

Client interprets information and makes decisions themselves

Advice

Holistic assessment and diagnosis of issues

Tailored advice *explained*

Assisting clients with key actions and next steps

Casework

Specialist assessment and diagnosis of issues

We take responsibility for progressing client's case

Ongoing advocacy on behalf of clients to resolve issues

Over the last year...

We have focused on increasing capacity, complexity, inclusion and resilience, by:

- Improved our self-serve offer by adding a benefit better-off calculator to our website.
- Developed and deliver an internal up-skilling training programme.
- Expanded our 'Advice First Aid' training to bridge the gap with harder to reach people or communities.
- Becoming Cyber Essentials + accredited.



This data represents the **key stats** for residents between 1st April 2025 and 31st March 2026

247



Clients

We count the number of **unique clients** we have helped in the reporting period – clients are only counted once regardless of the number of interactions.

1,264



Advice issues

Clients often present with complex, **interrelated problems**. Multiple issues are therefore recorded to describe the full breadth of any one client's advice needs.

1,808

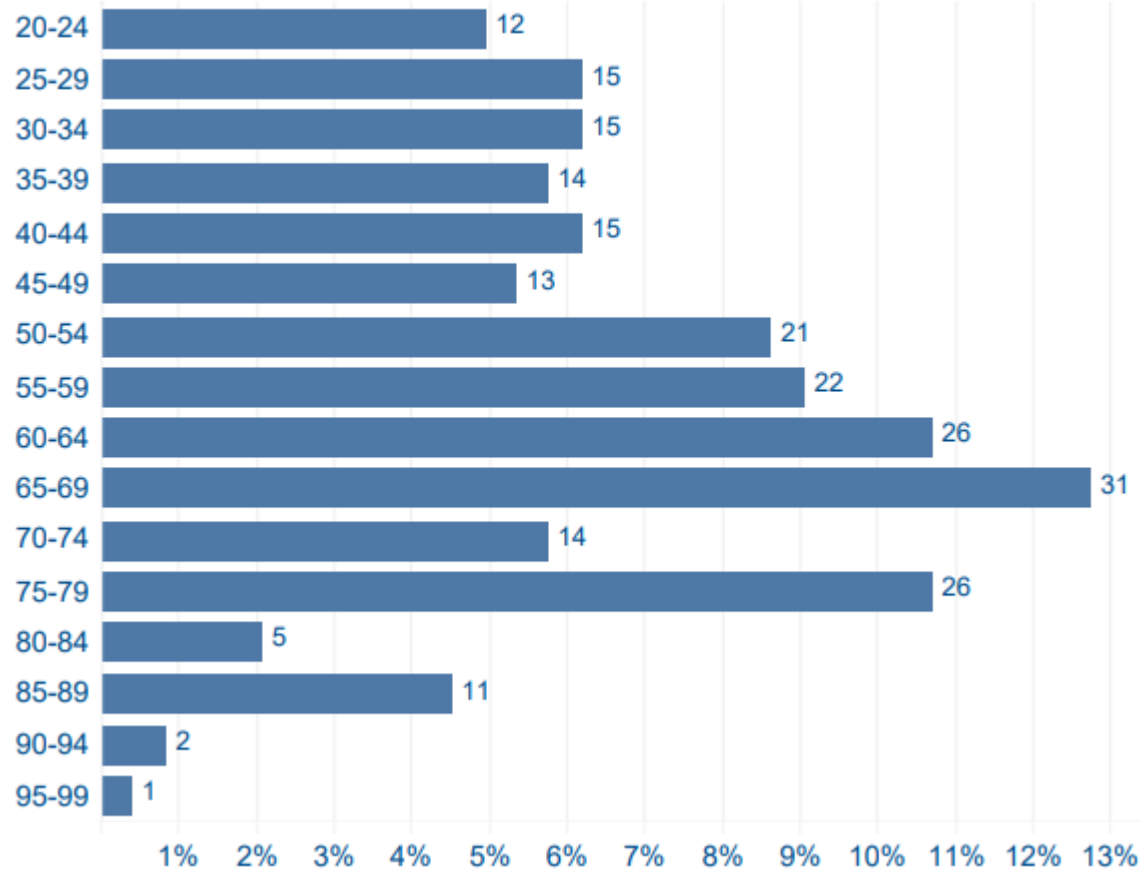


Activities

Counting activities provides insight into **workload** – we count each interaction between advisers, clients and third parties and which channel is used.

Crewkerne Client demography

Age



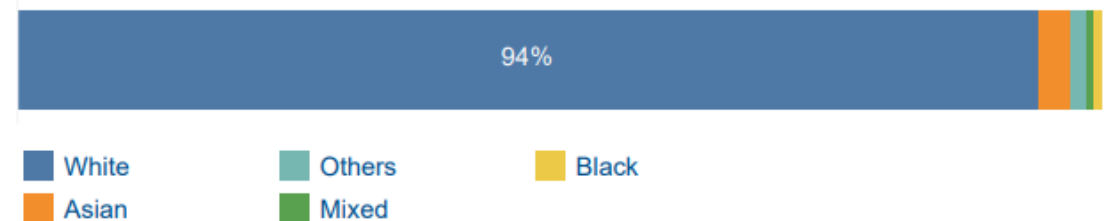
Gender



Disability / Long-term health



Ethnicity

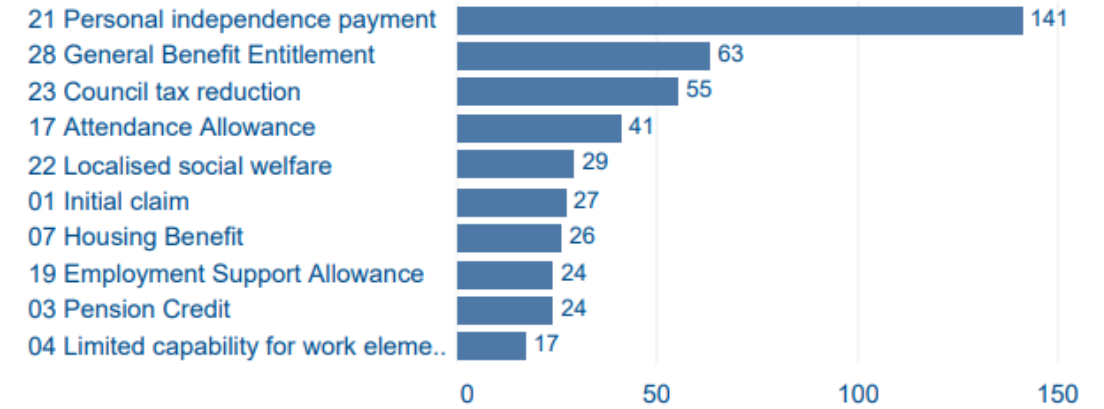


Crewkerne Advice needs

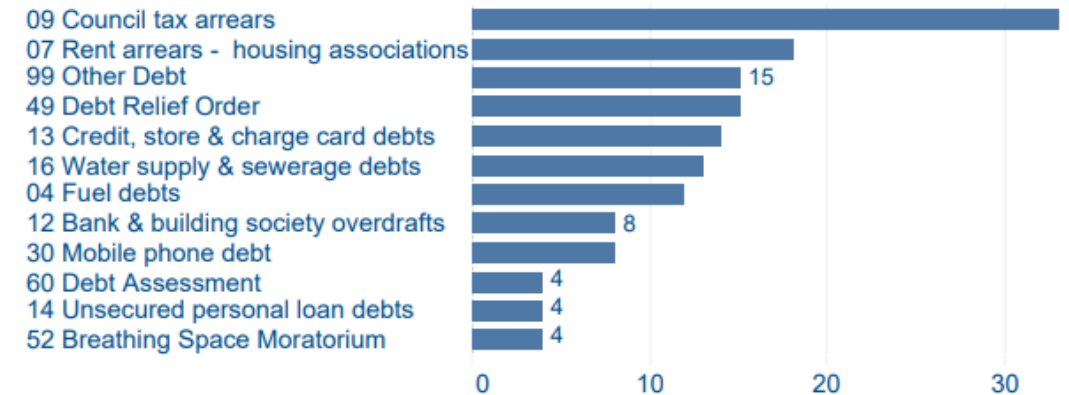
Issues

	Issues	Clients
Benefits & tax credits	437	125
Benefits Universal Credit	94	45
Charitable Support & Food Ban..	42	13
Consumer goods & services	23	14
Debt	170	33
Education	3	1
Employment	33	20
Financial services & capability	108	28
GVA & Hate Crime	21	6
Health & community care	36	16
Housing	134	43
Immigration & asylum	14	8
Legal	44	19
Other	5	5
Relationships & family	40	21
Tax	8	7
Travel & transport	19	17
Utilities & communications	33	20
Grand Total	1,264	

Top benefit issues



Top debt issues



Crewkerne Financial outcomes

Where we know the financial outcome of advice, we record this under different categories. The outcomes from the three main categories are shown below.

Income maximisation

Additional cash in client's pocket
e.g. benefit awards, appeals won

£180,604

Debt written off

Money no longer owed
e.g. Debt Relief Order

£127,871

Repayments rescheduled

Debt repayments rescheduled to an
affordable rate

£13,010

It's important to note we often do not know the financial outcome, so the real figures are likely higher.

Our financial value

We estimate the value of our advice using a Treasury approved model.

For every **£1** invested in Citizens Advice Somerset in the financial year 2024-25, we generated:

Fiscal value

£ 3.60

Financial savings to local and national Government due to fewer payments for out-of-work benefits, costly evictions, re-housing evicted tenants and less demand on the NHS.

Public value

£ 25.40

When people have fewer problems they have higher levels of wellbeing, participation in society and productivity. Our calculation of public value also includes the value of a volunteer led service.

Individual value

£ 20.51

We help individual clients to achieve individual financial outcomes like getting back-dated benefits, writing off debts and refunds for consumer issues.

Note: 2025-26 figures not available until June

We have a detailed understanding of the problems that people locally and across the county.

Our research and campaign team use these insights and an analysis of the wider trends, so we can improve policy and campaign for change.

Highlights during 2025-26:

- We published our **Somerset Flooring Lottery** briefing paper and lobbied social housing providers to retain flooring between tenancies - they agreed to our proposal, and we look forward to working with them to implement the changes.
- We started a regular **Somerset research and campaign newsletter** – to raise awareness of the key issues.

What do our clients say?

National Citizens Advice conducts a regular Client Experience survey to help us understand how well we're meeting the needs and expectations of clients and to identify where improvements could be made.

86%



would **recommend** our service

75%



found it **easy to access** our service

83%



were **helped forward** by our service

74%



had a full or partial **resolution** of their issue

68%



felt less **stressed, anxious or depressed**

And 65% are less stressed, depressed or anxious as a result of the help received from us.

Don't take our word for it!

citizens
advice

Somerset

The client experience survey has a free-text box for people to share feedback in their own words...

"The adviser was efficient friendly empathetic and very kind I could have got through it without her."

"The advice given was superb and helped me make a decision that has improved my mental health. They were friendly knowledgeable and made me feel at ease when explaining my problems."

"Always very helpful and takes me through what I need to do at a rate that I am able to cope with I am really grateful for this service. Thank you very much."

"I think the support and advice you provide for everyone is a very valuable lifeline. Thank you."

"Adviser was very understanding of my needs and went above and beyond to make sure my issue was resolved, giving me more help than I had ever expected to receive, I am so grateful for this wonderful service."

"They were extremely helpful and we are very grateful as we wouldn't have been able to fill out forms and fully understand everything."

The coming year

Now we have completed the merger and become one service, our strategic objectives for 2025-2027 are focused on:

- ① **Capacity** – create extra capacity to advise more people, by improving operational efficiency
- ② **Complexity** – expand specialist advice so we can prevent people reaching crisis by addressing their debt, housing and issues earlier
- ③ **Inclusion** – improve access to advice for those who find it hardest to get the help they need
- ④ **Resilience** – future-proof our organisation, ensuring that our people and systems evolve and adapt in response to changing needs and new opportunities within the advice sector

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.

www.citizensadviceSomerset.org.uk



Report subject	To identify Councillor support for upcoming surgeries
Committee name	Full Council
Meeting date	Monday 22 June 2026
Report author	Gemma Hughes, Town Clerk
Report contact details	townclerk@crewkerne-tc.gov.uk
Consultees	n/a
Decision required?	Yes

1. Purpose

To note the dates for Town Council surgeries in 2026 and to identify councillor volunteers to support each session.

2. Background information

Town Council surgeries provide an important opportunity for Members to meet residents, hear issues and concerns first-hand, and offer advice or follow-up where appropriate.

Attendance at recent surgeries has increased, indicating growing public engagement. Councillors attending each session are asked to collect 'surgery sheets' from the Town Council offices on the Friday before the event. These sheets should be used to record issues raised, along with contact details for any individuals requiring follow-up communication or action. Completed sheets should be returned to the Clerk or Deputy Clerk as soon as possible after the surgery to enable timely responses.

The following 2026 surgery dates each require two councillor volunteers between 10.30–12.00:

Date of Surgery	Councillor One	Councillor Two
Saturday 25 th July		
Saturday 26 th September		

3. Detailed Consideration

There are no proposed changes to the format or structure of the surgeries. The key requirement is to ensure that two councillors are allocated to each date to maintain continuity of service and to support effective engagement with residents. Identifying volunteers early will facilitate planning and communication with the public.

4. Financial implications

n/a

5. Equalities considerations

The continuation of regular Council surgeries supports equality of access by providing residents with opportunities to speak directly with elected representatives in an informal and accessible setting.

6. Crime and Disorder considerations

n/a

7. Council Action Plan objectives supported

n/a

8. Recommendation

- 8.1. It is recommended that Council:
- a) note the dates of the Town Council surgeries for 2026; and
 - b) confirm two councillor volunteers for each scheduled surgery date.

[View this email in your browser](#)



The George Reynolds Centre Summer Newsletter 🌞



Dear <<First Name>>,

We've had a fantastic response from our online community recently! A massive thank you to everyone who signed up to join our mailing list - it's wonderful to see our digital family growing so quickly.

Here's a look at what we have coming up, some exciting new offerings, and a celebration of the local businesses keeping us moving forward...



We're excited to announce some incredible news launching 30th June. The GRC has officially been awarded funding from SASP (Somerset Activity & Sports Partnership) to host the Happy Healthy Holidays programme this Summer.

This fantastic initiative is designed to keep local children active, engaged and well-fed during the school break, providing a mix of fun physical activities and wholesome meals.

Keep an eye on our social media pages for full details on eligibility, session dates and how to book your child's place!

🌐 World Cup Fever At The GRC! 🌐



Get ready for the ultimate Summer football experience. We're thrilled to be partnering up with Sip Happens to bring you the big finale live on screen, Sunday 19th July. Come for the football, stay for the fantastic atmosphere, great drinks and food!

Doors will open at 6pm so you can relax, enjoy your meal ahead of the big kick off at 8pm.

Tickets for our gourmet and game packages are officially on sale now! Grab yours here!

(menu info & ticket link to be added)

Weekly Events & Classes At The GRC

We've been working hard to build an official, diverse calendar of weekly activities. Whether you're looking to get moving, meet new friends, or find a safe space to chat, we have something for everyone. Here is our weekly line up;

**THE GEORGE REYNOLDS CENTRE
WEEKLY EVENTS & CLASSES**

MONDAY	TUESDAY	WEDNESDAY	THURSDAY
Baby Ballet 9:30am – 10:00am	Men's Wellbeing Group 10:00am – 11:00am	Youth Club (Ages 12-17) 7:00pm – 9:00pm	Zumba Classes 6:30pm – 7:30pm
Line Dancing 10:00am – 11:00am	Youth Club (Ages 8-11) 6:00pm – 8:00pm	Youth Club (Ages 12-17) 7:00pm – 9:00pm	
	completely FREE!	TERM-TIME ONLY completely FREE!	completely FREE!
	TERM-TIME ONLY completely FREE!	TERM-TIME ONLY completely FREE!	

www.thegeorgereynoldscentre.co.uk

Update: Our Youth Club has been doing exceptionally well, with a phenomenal 240 young people attending our sessions since April. We're so proud of this growing community and the vibrant energy they bring to the centre.

To keep momentum going, we're pleased to share that Youth Club hours will run exactly the same for the first three weeks of the Summer holidays. You can count on us to keep the doors open and regular weekly sessions running smoothly into the break.

Want To Celebrate In Style?



👩👧 Looking for the perfect hassle-free venue for your child's next big day?

We're delighted to announce that Dizzy Divas Dance Parties are now available at The GRC! Let us handle the space whilst your little dancers celebrate in style. Get in touch with us directly to check availability and packages. Catherine's creative packages can accommodate all age groups from under 5's (Dizzy Dots) right up to 12+ with her sassy TikTok choreography.



Fresh Air. Fresh Ideas.

Upgrade Your Next Team Away Day
at The George Reynolds Centre

Need a change of scenery for your next team away day, board meeting or corporate event? Upgrade your business environment with The GRC's premium venue spaces.

Our corporate packages feature:

- 🌅 Premium Spaces with a View: Book our beautiful Oak Room or Beech Suite, complete with direct balcony access for refreshing breakout chats.
- 🖱️ Plug-and-Play Tech: Fully integrated with high-speed Wi-Fi, modern projector, large TV, and traditional flipcharts
- ☕ Refreshments Included: Keep the ideas flowing with a supply of tea, coffee, and biscuits

minimum of 15 delegates for a four hour half day rate). Flexible layouts are available to suit various team sizes.

Enquire Now

Shout Out To Our Event Partners

A huge thank you to Dorset Delights and SIP Happens for providing incredible corporate catering and beverage support. Your incredible service keeps our functions running smoothly and tasting delicious.


 **Community Champion Spotlight - Market Street Bakery:** Last but certainly not least, we want to give a massive, heartfelt thank you to Chris at Market Street Bakery for his incredible generous sponsorship of five £10 vouchers for our recent community draw.

Supporting local independent businesses is at the heart of what we do, and we are so grateful for their ongoing generous partnership. Make sure to pop in and grab some of Market Street Bakery's amazing bakes next time you are passing by! 🍪 🍩

Thank you for reading and supporting The GRC. We hope to see you in person walking through our doors soon. Keep an eye on your inbox for our more updates and exciting announcements that are being planned as we speak!

Warm regards,
Holly

Holly Lochinger
George Reynolds Centre Manager

 **PS: We hear you!** Thank you to everyone who's submitted feedback and fresh ideas for the centre recently. Every single comment has been noted - and someone is listening. We're always looking for ways to adapt to be of better service to Crewkerne so feel free to email Holly via grcmanager@crewkerne-tc.gov.uk with any suggestions you have.

And remember to follow The GRC via our social media links below 📌



Our mailing address is:

Want to change how you receive these emails?

You can [update your preferences](#) or [unsubscribe](#)