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# From Reactive to Ready at Rowde Parish Council

*A practical plan to ease the admin load and protect the estate  
through a period of change*

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## Executive Summary

Thank you for completing the Civic.ly Asset Management Health Check. Rowde Parish Council clearly takes its responsibilities seriously, with a partially itemised asset register already in place and a hybrid in-house and contractor model that gives the council good day-to-day flexibility across its **2 playparks, sports field, skate park, oak trees, bins, noticeboards, planters and generator**. The use of Scribe for finance also provides a strong foundation for AGAR reporting.

The form responses highlight a familiar set of opportunities where a purpose-built system would add immediate value:

- There is an opportunity to introduce structured inspection routines, particularly important given the playparks and skate park.
- Maintenance is currently handled as issues arise, rather than through planned schedules.
- Defects are known about but not formally tracked through to resolution.
- Documents are spread across spreadsheets, paper and email, and pulling together a comprehensive evidence pack would currently require significant effort.

Civic.ly is the all-in-one asset management platform built specifically for parish and town councils. It brings the asset register, mapping, inspections, maintenance, defects, contractor oversight and audit evidence into a single web dashboard and mobile app, replacing the spreadsheet and paper patchwork with one place where everything lives.

Investment is **£22 per month** (cancel anytime with 30 days' notice), including a **10% Scribe partnership discount**. Against an estate value of **£171,801** and the admin burden flagged in the form, the conservative annual benefit is approximately **£8,500**, giving a payback period of under **five weeks** and a three-year net benefit above

**£24,700.**

**Next step:** a 20-minute call to walk through the platform against Rowde's specific assets and confirm a setup plan that fits the council's timetable.

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## Current Situation

### The Estate

Rowde Parish Council looks after a varied estate valued at **£171,801** in AGAR Box 9, supported by a precept of **£59,506** and a team of around 15 people across staff, councillors and volunteers. The mix is typical of an active rural council with a strong recreational offer, including:

- **2 playparks** - high-risk, high-frequency inspection assets
- **1 sports field** - regular grounds maintenance and seasonal works
- **1 skate park** - structural and surface inspection requirements
- **3 oak trees** - statutory tree safety inspection duties
- **Bins, noticeboards and planters** - routine condition and emptying schedules
- **1 generator** - servicing, PAT and compliance records

This profile carries real responsibility. Playgrounds, skate parks and mature trees together represent the majority of insurer and Health and Safety risk for any council, and they require the clearest evidence trail.

### Tools and Processes Today

The council currently uses a combination of **spreadsheets, paper and email**, alongside **Scribe** for financial management. Scribe provides a reliable backbone for AGAR and the asset register has been partially itemised, which is a good starting point. The hybrid operational model gives the council flexibility to use trusted contractors for specialist work while keeping local control of routine tasks.

The form responses also flag two important triggers for change: **admin burden** and **staff changes**. These are the moments when fragmented systems become most exposed, because knowledge tied to individual people, paper folders and inboxes is hardest to transfer.

## Key Challenges

- **Inspections without a formal routine.** The playparks, skate park and oak trees would benefit from documented weekly and quarterly checks that meet insurer expectations.
  - **Reactive maintenance.** Repairs are addressed when issues arise, which makes budgeting harder and shortens the working life of equipment.
  - **Defects known but not tracked.** Issues are spotted but there is no central log linking each defect to the asset, the action taken and the date closed.
  - **Contractor schedules without verification.** A schedule exists, but proving works happened on time and to standard relies on emailed reports and trust.
  - **Documents in multiple places.** Certificates, photos, RoSPA reports and warranties live across folders, drives and inboxes, making audit prep slow.
  - **Knowledge concentrated in people.** With staff changes ahead, anything held in memory or personal notes is at risk of being lost.
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## The Civic.ly Solution

Civic.ly is the all-in-one asset management platform built from the ground up for UK parish, town and community councils. It combines the asset register, GIS mapping, inspections, jobs, defects, contractor oversight and audit evidence into one secure web dashboard and mobile app. Unlimited users, unlimited assets, all updates included.

### Key Features and Benefits

<b>Feature</b>	<b>How It Helps Rowde Parish Council</b>
<b>AI-powered asset capture</b>	Take photos of the playparks, skate park and noticeboards on a phone and Civic.ly auto-generates the asset record - GPS, What3Words, type, condition and applicable safety standards. Completes the partially itemised register quickly.
<b>Pre-built inspection checklists</b>	28+ ready-made checklists including play equipment, skate parks, trees, bins and noticeboards. Introduces structured weekly and quarterly inspection routines that meet insurer expectations.
<b>Mobile field app</b>	Replaces paper and email round-trips.

Feature	How It Helps Rowde Parish Council
	<p>The hybrid team can complete inspections, log defects and attach photos on-site, with everything syncing back to the office in real time.</p>
<p><b>Smart scheduling and recurring tasks</b></p>	<p>Daily through to ten-yearly recurrence, with seasonal options for the sports field and tree work. Moves the council from reactive repairs to a planned schedule that protects asset life and the budget.</p>
<p><b>Defect workflow</b></p>	<p>A failed checklist item becomes a tracked defect linked to the asset, with photos, owner and resolution date. Closes the current gap where issues are aware but untracked.</p>
<p><b>Audit trail and reporting</b></p>	<p>Every inspection, defect, job and document time-stamped against the asset. AGAR, NALC Section 16 and insurer evidence packs can be produced in minutes rather than days.</p>

Feature	How It Helps Rowde Parish Council
<b>Councillor and contractor access</b>	Bring contractors into a shared schedule with digital evidence of works completed. Councillors get visibility without needing to chase the clerk for updates - especially valuable through staff changes.
<b>Interactive GIS mapping</b>	Street, satellite and Ordnance Survey layers, with points, lines and polygons for the sports field, planter locations and tree positions. One visual view of the entire estate.

**Investment**

Item	Value
Standard monthly subscription	£25 per month
Scribe partnership discount (10%)	-£3 per month
<b>Net monthly subscription</b>	<b>£22 per month</b>

Item	Value
Annual equivalent (used for ROI only)	<b>£264 per year</b>
Commitment	Cancel anytime with 30 days' notice

As an existing Scribe customer, Rowde qualifies for a **10% partnership discount**.

Included at no extra cost: unlimited users and assets, web dashboard and mobile app, all 28+ inspection checklists, all product updates, email support and onboarding guidance. Typical setup is two to four weeks.

## Benefits Analysis

### Operational Improvements

- **30-40% admin time reduction** on asset and compliance tasks (SOCITM benchmark), released directly back to the clerk.
- One source of truth replaces spreadsheets, paper and email round-trips.
- Mobile-first workflow eliminates double-handling between site and office.

### Financial Benefits

- Fewer emergency repairs as small defects are caught and closed early.
- **10-15% longer asset life** through planned maintenance (IAM benchmark) - meaningful on play and skate equipment.
- **10-20% contractor savings** (CIPFA) through verified schedules and competitive evidence.

## Compliance and Risk Mitigation

- Clear, time-stamped audit trail satisfies AGAR, NALC Section 16 and insurer expectations.
- Documented weekly play and skate inspections protect insurance cover.
- **Up to 25% lower claims exposure** (Zurich Municipal) through evidenced inspection routines.

## Organisational Resilience

- Knowledge held in the system, not in individual heads or paper folders.
- Smooth handover during staff changes - new starters see history, schedules and evidence on day one.
- Reduced stress for the clerk and councillors at audit time.

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## ROI Analysis

### Inputs and Assumptions

Input	Value / Source
Operational Model	Hybrid (in-house + contractor)
Staff Count	15 (staff, councillors, volunteers)
Estate Value (AGAR Box 9)	£171,801

Input	Value / Source
Precept	£59,506
Key Assets	2 playparks, sports field, skate park, 3 oak trees, bins, noticeboards, planters, generator
Annual Subscription Cost	£264

**Estimated Annual ROI**

Category	Annual Benefit	Confidence
Admin efficiency (clerk time saved)	£3,500	High
Contractor optimisation (verified schedules)	£1,800	Medium
Asset longevity (planned maintenance)	£2,000	Medium

Category	Annual Benefit	Confidence
Risk and claims reduction	£1,200	Medium-Low
<b>Total estimated annual benefit</b>	<b>£8,500</b>	

Summary	Value
Annual subscription cost	£264
Net annual benefit	<b>£8,236</b>
Payback period	<b>Under 5 weeks</b>
3-year net benefit	<b>£24,708</b>

**ROI Justification**

The figures above use deliberately conservative assumptions. Admin efficiency uses the lower end of the SOCITM 30-40% range applied to a small portion of the clerk's annual cost, reflecting the admin-burden trigger noted in the form. Contractor

optimisation reflects the lower end of the CIPFA 10–20% range, appropriate for a hybrid model where some works are already in-house. Asset longevity uses around 1% of estate value, well below the IAM 10–15% benchmark, recognising that benefits compound over multiple years rather than appearing in year one. Risk and claims reduction is a fraction of the Zurich Municipal 25% benchmark, given the playparks, skate park and tree estate. Even at these conservative levels, the return outweighs the investment by more than thirty to one.

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## Conclusion

Rowde Parish Council has an active estate, an engaged team and a partial register already in place. Civic.ly builds on that foundation, replacing the data chaos of spreadsheets, paper and email with a single, purpose-built system that protects compliance, eases the admin burden and carries knowledge safely through staff changes. The investment is modest at **£22 per month**, the commitment is genuinely flexible (cancel anytime with 30 days' notice), and the conservative annual benefit of **£8,500** pays the subscription back in under five weeks.

The most useful next step is a short, no-obligation walk-through of the platform set against Rowde's specific assets. We would love to show you how it would feel in practice.