Scribe

Making local communities Smarter

&

Cheddleton Parish Council

Who are we?

Scribe is a dedicated partner to local councils in England and Wales, offering a suite of intuitive, cloud-based applications to facilitate efficient and secure management of your council's core operations.

For over twenty years Scribe has been streamlining the way Clerks & RFO's manage their council's accounts.

Designed to reduce complexity, Scribe enhances transparency while ensuring secure management of public funds.

Compliant with UK and EU data protection laws and hosted securely on AWS, Scribe prioritises accurate reporting and data protection.

We offer free, unlimited training and support through Scribe Academy.

Trusted by over 1,500+ councils and 5,000 users, Scribe ensures effective, transparent council management with no lock-in contracts and a 4.9-star Trustpilot rating.

What we hear the most

Manual/inefficient processes

- Time-consuming methods, duplicate entries, clunky processes

Staying on top data & reporting

- AGAR, VAT, Budgeting - Needing to easily gain insight to data and efficiently producing your required reports

No support, no training

- Left to figure things out on your own, no expertise to call upon

Limited Collaboration

- Whether software, or spreadsheets, there is often limited options to be able to use their systems collaboratively

Data Security Risks

- Spreadsheets lack encryption, and desktop software provides little option for backups

What do YOU need? 🪄

1. **Editable inputs with change history**
2. **Free unlimited training and support**
3. **Invoicing and Purchase orders included**
4. **Cloud access, no installation required**
5. **Auditor access for year end**

Others have said:

🔄 **Automated Processes** *Bank reconciliation to budgeting*
⚠️ **Compliance and Security Measures** *GDPR and secure data storage*
☁️ **Cloud-Based Software** *No desktop software*
👥 **Support and Training** *Dedicated support team*

💡 **Purpose-built software** *CIL, S137, file uploads etc*
😊 **Easy to use System** *Simple to use and easy to learn*
🕐 **Time-Saving Features** *Single click AGAR, VAT etc*

Benefits – Commercial vs Bespoke Software

Spreadsheets

- **Flexible & Customisable** – Can be tailored to various needs, from budgeting to reporting

- **Low Cost** – Often free or included in office software packages like Microsoft 365 or Google Workspace

- **Prone to errors - reliance on advanced spreadsheet knowledge**

Commercial Software

- **Reliable & Supported** – Customer support, updates, and security patches

- **Feature-Rich** – Designed for general business needs with built-in integrations and automation

- **Not built for Parish, Town and Community Councils**

Industry-Specific Software (excl Scribe)

- **Tailored Workflows** – Designed specifically for the needs of a particular sector

- **Compliance & Regulation** – Often includes features that help meet industry standards

- **Improved Accuracy** – Reduces errors compared to generic tools by following best practices for the industry

- **Inefficient, slow support, and expensive options to host on the cloud**

Scribe

- **Built for Local Councils**

  Specifically designed for parish and town councils in England and Wales, ensuring a perfect fit for their needs.

- **Time-Saving Automation**

  Reduces manual admin with automated financial reports, invoicing, and record-keeping.

- **Easy-to-Use & Cloud-Based**

  Accessible from anywhere with an intuitive interface, no IT expertise required.

- **Compliant & Accurate**

  Helps councils meet statutory requirements like AGAR, VAT returns, and financial reporting with built-in compliance checks.

- **Integrated Modules**

  Accounts, cemeteries, venue bookings, and allotments in one seamless system.

- **Dedicated UK-Based Support**

  Expert customer support team with deep knowledge of council operations, always ready to assist.

- **Secure & Reliable**

  Cloud-hosted with regular backups, ensuring data security and peace of mind.

So, How Do You Choose?

We recommend that you use the following criteria

Accessibility

Is the system fully cloud-based? I.E. can you use it from anywhere, on any device?

Will they lock you into a contract limiting flexibility and charging you for leaving/ exporting your data?

Usability

Is the system easy to learn and use? I.e it looks clean and straightforward, easy to navigate pages
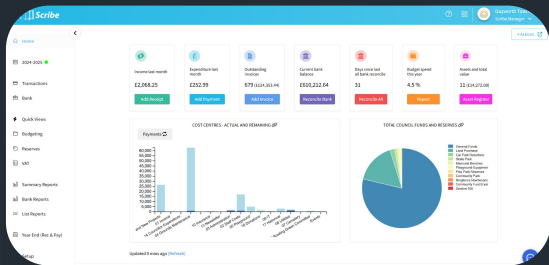
Functionality

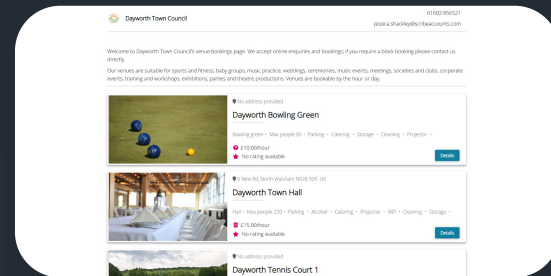Does it have features your current software doesn't that will save you time?

Functionality

Accessibility

Usability

Let's have a look at Scribe!

Accounts

Scribe Accounts

Bookings

Scribe Bookings

Cemetery

Scribe Cemetery
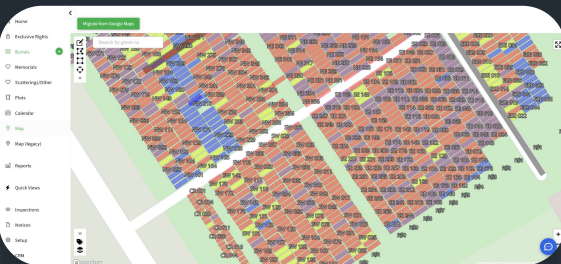
Allotments

Scribe Allotments

The Software - An Integrated Solution

Scribe offers a comprehensive, cloud-based platform designed specifically for local councils.

The system includes a suite of integrated modules tailored to the unique needs of councils, helping with everything from financial management to asset management and compliance.

Accounts

- Financial management
- 1-Click AGAR
- Bank reconciliations
- Budgeting
- VAT returns (MTD compliant)

Cemetery

- Advanced Record Management
- Invoicing
- Filtering & Sorts
- Mapping
- Inspections & Condition Reports

Bookings

- Online Bookings
- Invoicing
- Smart Dashboard
- Advanced Calendar Filtering
- Venue Booking Reports

Allotments

- Manage tenancies
- Invoicing
- Mapping
- Waiting Lists
- Inspections & Notices

Civic.ly

- Asset Management
- Inspection Tasks
- Compliance Tracking
- Task Automation
- Data & Financial Tracking

Proposal for Cheddleton Parish Council

Greyed out services are not included in totals

Product	Initial Payment	Monthly Payment
Accounts	£449	£51
Bookings	-	-
Cemetery	£219	£23
Allotments	-	-
Civic.ly	-	-

Professional Services *See following slide for details*	Initial Payment	Monthly Payment
Transactions Import	£499 (Rialtas Alpha)	-
Setup Structure	£149	-
Allotments Import	-	-
Cemetery Import	On Request	-
Mapping (Allotments)	-	-
Mapping (Cemetery)	On Request	-
Bookings - Fee Structure	-	-

Total (Excl VAT)	£1,097	£51

Professional Services

Optional Services To Streamline Your Onboarding and Data Migration

Accounts

Account Setup
Includes set up of: Cost Centres, Codes, Bank Accounts & Restating Last Financial Year

Transactions Import
Standard pricing includes: 3 years* of history

*please ask for longer/shorter periods

Asset Register and Contacts
Including in standard onboarding

Cemetery

Cemetery Import
Includes import of: Plots, Burials, Exclusive Rights and Memorials*
RIALTAS IMPORTS ONLY - Includes Inspections also

*requires confirmation of total volume of records

Mapping Services
Upon request - existing maps to be reviewed for quotation

Allotments

Allotments Import
Includes import of: Tenants, Plots and Waiting Lists
RIALTAS IMPORTS ONLY - Includes Inspections also

Mapping Services
Upon request - existing maps to be reviewed for quotation

Bookings

Fee Structure
Our support team will take your current pricing structure, review with you, and set up in Scribe

Support Team

Unlimited Free Training:

Scribe offers unlimited training to ensure your team is fully equipped to use the system efficiently. This includes our specialised training platform which offers on-demand sessions to get you up and running.

Dedicated Customer Support:

Our UK-based support team is always available via email or Zoom to assist with any issues or questions. We pride ourselves on fast, friendly, and helpful service to keep your council running smoothly.

Scribe Academy:

Gain access to our extensive knowledge base, video tutorials, and live webinars through Scribe Academy, ensuring your team always has resources to improve their skills and stay up to date.

Ongoing Assistance:

Whether it's a technical issue or a quick question, Scribe provides continuous support to ensure you get the most from our platform. We're here every step of the way to guarantee your success.

Hannah Driver
Head of Accounts

Jane Dafforn
Head of Support

Tracy Fisher
Scribe Accounts Specialist

Jess Shackley
Scribe Accounts Specialist

Jasmine Amezi
Data Integration Specialist

Eve Nyarango
Customer Support Specialist

Esther Danso
Customer Support Specialist

Jo Peters
Customer Success Manager

Lucy Fagan
Operations Manager

Q&A
&
Additional content

The Security

High Availability & Resilience:

- 99.99% uptime in 2024, supported by Amazon Web Services (AWS) with automatic scaling, backups, and 5-minute point-in-time recovery for data.

Robust Encryption:

- All platform data is encrypted in transit using TLS v1.3 and at rest, including user credentials secured with HMAC-SHA256 encryption.

Regular Penetration Testing:

- Comprehensive in-house penetration testing using OWASP ZAP to identify and address security vulnerabilities, with high-risk issues resolved immediately.

AWS Cloud Security:

- Hosted within AWS Virtual Private Cloud (VPC) with restricted access to web servers and databases, providing enhanced isolation and security.

Data Backup & Recovery:

- Daily and monthly backups with 30-day retention, ensuring quick recovery of customer data in case of emergencies or system failure.

Role-Based Access Control (RBAC):

- Strict management of roles and permissions for accessing internal systems, with secure connections via SSL and cloud service usage monitored through AWS IAM.

Onboarding

Pre-signup - let us know what professional services you are signing up for and we will sort them.

Day 1 - Upon joining us, you will receive a call from our customer support team, who will provide your account access, and advise on the steps you can take to add your data, so you can get started immediately.

You will join our exclusive scribe community, Providing full onboarding training to get you up and running as quickly as possible!

Day 90 - After you have completed your onboarding, you will be assigned a dedicated Customer Success Manager to ensure your happiness and success forever.

Signing Up / Next Steps

Today - You will receive these slides including pricing information and a summary as to how Scribe can benefit your council specifically to take to your council meeting

Before Your Meeting - Your dedicated Sales Executive will be on hand to promptly answer any additional questions you or your council may have

After Approval - When you are ready, you will receive access to Scribe and the support team will contact you to guide you through your onboarding and system set-up

When You Have Started - The support team and your Customer Success Manager will be on hand to help and support you with using Scribe forever

Why Now is the Time to Upgrade to Scribe

Using Spreadsheets?

- Eliminate errors with automated processes, reducing manual data entry mistakes.
- Ensure compliance with built-in tools for AGAR, VAT, and audit reporting.
- Collaborate securely with real-time access and advanced security features.

Outgrowing your Current System?

- Enjoy a better user experience with Scribe's intuitive, cloud-based platform.
- Benefit from unmatched support, including unlimited training and assistance.
- Customise your tools to fit your council's specific needs, with flexible modules.

Scribe Customers

2024 | 1350

2022 | 900

2020 | 500
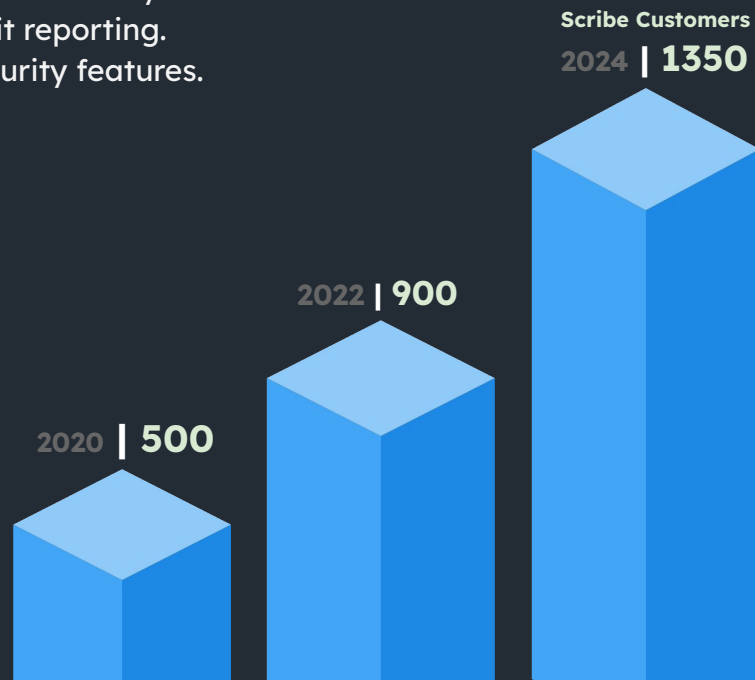
Scribe Customer Testimonial

Sally Ferguson
Lympsham Parish Council

"What have I done with the extra time?

I have used it to become better at **obtaining grants** for my small community, this financial year we have secured grants of £52,650, over triple our income of £16,400.

With this grant I have made **Climate Change** friendly facelifts to the Sports Cub and Manor Hall, and have opened the Community cafe 6 days a week in the club, **employing local youngsters**"

Securing Grants and Making an Impact
My Journey as a Clerk at Lympsham Parish Council

Sally Ferguson