

	Full Council
Date	9 March 2026
Agenda Item	7j

To consider an update to Rialtas

HTC has now been using Rialtas for nearly 3 years, and it has proved to be infinitely more appropriate for a town council than Sage, which we used previously. There are some things in the package which are not as easy as we would like, but in general the package is a very good fit for what we do, in particular because it has dedicated add-ons for managing bookings and allotments. Whenever we find a problem, we inform Rialtas, and they always call back with a solution. What it offers for budgeting makes it possible for the Clerk to budget confidently for the coming years.

The addition of the bookings and allotment packages made it necessary for staff to take further training. Recently, the Administration officer requested further training on allotments as she felt her initial training had been very poor. It was then discovered during the second session of training that she had been misinformed. Rialtas have apologised for the misinformation. During that training, we were also informed that there is now a cloud based version of Rialtas, called RialtasWeb. This can be accessed from anywhere rather than just from an office PC. What is more significant is that any improvements made, and there is a constant stream of minor but helpful improvements, will be made on the web-based version and not on the desk-based version. They have suggested that we should move to the web-based version, listing the reasons above. In addition, to compensate us for the misinformation on the use of the allotments package, for which we had to pay for the further training, they will let us use the web-based version free for one year from 1 April 2026. After that, the additional cost will be £700 per year. This will allow the 4 users we now have, and 1 read-only user, so we will be able to give access to the internal auditor without her being able to change anything. This will save a lot of printing.

The current cost of Rialtas to the Council is £2348.40 per year, and this will be the same in 2026/27, as the first year of the cloud based version will be free. In 2027/28 the cost will be £3048.40. If we had stayed with Sage, the basic cost per year now would be £4176.

Recommendation: that HTC agrees to use the cloud based version of Rialtas, with no extra payment until April 2027, when the extra cost will be £700 per year, and this will be included in the budget from April 2027.

Sarah Greateorex

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