

8th May 2017

Dear Councillor

You are **summoned** to the **Annual Meeting** of **Warminster Town Council** at Warminster Civic Centre, Sambourne Road, Warminster which will be held on **Monday 15th May 2017** at 7.00pm

Yours sincerely,



Fiona Fox BA (Hons) MCIPD FILCM
Town Clerk

A G E N D A

1. Election of Town Mayor for the Year 2017–2018

The Clerk will have sought nominations for Town Mayor prior to the meeting and will have subsequently circulated details of nominees to members via email.

After formal election, the retiring Mayor, Paul Macfarlane, will make way for the newly elected Mayor who will take up the Chairman's seat.

2. Chairman's Declaration of Acceptance of Office

The newly elected Mayor will read out and sign the Declaration of Acceptance of Office and deliver it to the Clerk. The new Mayor will be invested with the Chain of Office by the Clerk and will return thanks for their election.

3. Other Declarations of Acceptance of Office

Members to decide when any declarations of acceptance of office which have not been received as provided by law shall be received.

4. Election of Deputy Town Mayor for the Year 2017–2018

The Clerk will have sought nominations for Deputy Town Mayor prior to the meeting and will have subsequently circulated details of nominees to members via email.

The Clerk will present the Deputy Mayor's badge to the newly appointed Deputy Mayor.

5. **Immediate Past Town Mayor – Vote of Thanks**

The retiring Mayor, Paul Macfarlane, to pass on thanks for his year in office. The Past Chairman's decoration will be presented by the Mayor.

6. **Apologies for Absence**

6.1 **To receive** apologies from those unable to attend.

6.2 **To consider for acceptance** those apologies received with reasons for absence.

7. **Declarations of Interest**

To receive any declarations of interest under Warminster Town Council's Code of Conduct issued in accordance with the Localism Act 2011.

8. **Mayor's Announcements**

8.1 Announcements: The Chairman will give thanks for the outgoing elected members who completed a four-year term of office.

8.2 The final engagements for the retiring Mayor, Paul Macfarlane, are attached for **members to note**.

9. **Correspondence Circulated**

The list of all correspondence circulated since the last meeting is attached for **members to note**.

Standing Orders will be suspended to allow for public participation.

10. **Public Participation**

To enable members of the public to address the Council with an allowance of **three minutes per person regarding any item listed on the agenda**.

Standing Orders will be reinstated following public participation.

11. **Minutes**

11.1 To approve the minutes of the meeting held on the 20th March 2017 previously circulated.

11.2 To note any matters arising from the minutes of the Full Council meeting held on Monday 20th 2017.

12. **Proceedings of Committee**

To receive minutes with recommendations from Committees, already circulated, and to consider any questions arising from them.

12.1 **Finance and Assets Committee** meeting held on 6th March 2017; questions to Councillor Batchelor, Chairman of the committee.

12.2 **Planning Advisory Committee** meetings held on 13th March 2017; questions to Councillor Jolley, Chairman of the committee.

12.3 **HR meeting held** on 30th January 2017; questions to Councillor Paul Macfarlane, Chairman of the committee.

13. **Council Meetings for the Municipal Year 2017–2018**

13.1 The schedule of meetings is attached for 2017–2018. **Members to approve.**

- 13.2** A list of attendance figures for 2016–2017 is enclosed for members' information.
Members to note.

14. Committees and Working Groups

The Clerk will have sought nominations for committees and working groups prior to the meeting and will have subsequently circulated details of nominees to members via email.

1. Finance and Assets Committee – seven elected members.
2. Planning Advisory Committee – seven elected members.
3. Town Development Committee – seven elected members, three advisers.
4. HR Committee – Mayor and Deputy, Chairmen of Finance and Assets, PAC and Town Development.
5. Neighbourhood Plan Policy Review Group.
6. CCTV Working Group – three elected members and CCTV Supervisor plus outside representatives.
7. Devolved Services Working Group.
8. South West Operation Flood Working Group – two representatives and three flood wardens.

To appoint members to all committees and working groups. (Note: Chairmen and Vice Chairmen for committees and working groups will be appointed by the respective group at their first meeting.)

15. Appointments to Outside Bodies

1. Athenaeum Trust
2. Fairtrade President – Mayor
3. Relief in Need – Keith Humphries (appointment to April 2019) George Jolley, John Farr and Dan Keene
4. Trans Wilts Partnership
5. Tynings Allotments
6. Wiltshire Association of Local Councils
7. Warminster Flers Association
8. Warminster Park Community Centre
9. Warminster and Villages Community Partnership
10. Warminster and Villages Development Trust
11. Warminster Area Board
12. Warminster Area Board CATG
13. Warminster Carnival Committee
14. Warminster Festival – Clerk is treasurer
15. West Wilts Elblag Association – Mayor
16. Westbury CCTV Committee – CCTV Supervisor + Chairman of CCTV Working Group
17. Wiltshire Council Flood Group (SWOFG)

To appoint members to outside bodies as required and consider whether continued allocation is required.

16. **Time Capsule**

Members to note that a time capsule is buried at Sambourne School to be recovered in the year 2085.

17. **Appointment of Internal and External Auditors**

The Members to approve that the Internal Auditor Stuart Pollard of Auditing Solutions, Clackerbrook Farm, 46 The Common, Bromham, Chippenham, Wiltshire will continue to carry out the Council's internal audit.

Grant Thornton UK LLP, Hartwell House, 55–61 Victoria Street, Bristol BS1 6FT has been appointed as the External Auditor.

18. **Annual Risk Assessments and Summary for 2016–2017**

The summary of all risk assessments that have been carried out and monitored by the HR committee are enclosed for review. The quarterly reports have previously been circulated to all members. **Members to adopt and confirm** the plan.

19. **General Power of Competence**

Renewal of the General Power of Competence (GPC) is required at a 'relevant' meeting of the Full Council. A 'relevant' annual meeting is the annual meeting of the Council after the ordinary election that normally takes place every four years.

The original resolution was passed on the 19th November 2012 Minute number 273. Local councils in England were given a GPC in the Localism Act 2011, sections 1–8. Councils no longer need to ask whether they have a specific power to act as this legislation gives eligible councils, 'the power to do anything that individuals generally may do', if their actions are lawful.

To be eligible councils must:

- Have two-thirds of the total number of councillors elected and not co-opted, and
- Employ a Clerk who possesses the recognised sector-specific qualifications.

Warminster Town Council fulfils the eligibility criteria and therefore it is proposed that the Council uses the GPC for the ensuing four-year term of office. **Members to agree.**

20. **Terms of Reference and Delegation of Powers to Committees 2017–2018**

Members to adopt Terms of Reference and Delegation of Powers to Committees 2017–2018 dated May 2017. A hard copy is included in the members' pack.

21. **Standing Orders and Financial Regulations**

Members to adopt Standing Orders and Financial Regulations dated May 2017. A hard copy is included in the members' pack.

22. **Treasury Policy**

Members to adopt Treasury Policy dated May 2017. A hard copy is included in the members' pack.

23. Service Plan 2017–2018

Members to adopt Service Plan 2017 - 2018. A hard copy is included in the members' pack.

24. Bank Mandates

Members to confirm continuance of the current arrangements with HSBC with new mandates to be signed where required. All Councillors will sign the mandate to ensure that it conforms to normal practice. All payments will continue to be signed and authorised by any two members.

25. Communications

25.1 Members to instruct the Clerk for any items which require a press release.

25.2 Members to confirm their spokesperson for any item listed on the agenda to report on the Council's decision if required.

It is hoped that you will stay for refreshments which will be served after the meeting.

Minutes from this meeting will be available to all members of the public either from our website www.warminster.uk.com or by contacting us at Warminster Civic Centre.

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Mayor's Engagements for Full Council
Councillor Paul Macfarlane 10th March 2017 – Sunday 14th May

Thursday 23 rd March	Elblag AGM
Saturday 1 st April	Chippenham Mayoral Charity Ball
Sunday 2 nd April	Service for the Rule of Law, Salisbury Cathedral (Councillor Rob Fryer and Mrs Sue Burrow represented)
Friday 7 th April	Opening of Smokey's American Grill
Saturday 8 th April	Warminster Hospital Fete
Sunday 23 rd April	Civic Service
Monday 8 th May	Mayors Charity Fundraiser Curry
Saturday 13 th May	Salisbury Mayor Making Ceremony

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CORRESPONDENCE LIST

Date	Name	Item/Response	Action Taken
10.03.17	Wiltshire Council	Planning decisions for the month of February from Wiltshire Council	email
13.03.17	Community Policing Coordinator	Crime update 12.03.17	email
13.03.17	Citizens Advice	Relocation of Citizens Advice	post
13.03.17	Community Policing Coordinator	Crime update 13.03.17	email
13.03.17	Community Policing Coordinator	Emergency Services Show	email
16.03.17	Community Policing Coordinator	Crime update 16.03.17	email
16.03.17	Landmarc Support Services Ltd	SPTA April 2017 Newsletter	email
16.03.17	Community Policing Coordinator	New information provider	email
19.03.17	Community Policing Coordinator	Crime update 17.03.17	email
22.03.17	Community Policing Coordinator	Crime update 22.03.17	email
24.03.17	Wiltshire Council	Westminster Update	email
27.03.17	Cranbourne Chase AONB	Landscape Partnership Trustee Vacancy	email
27.03.17	Community Policing Coordinator	Crime update 27.03.17	email
27.03.17	Wiltshire Council	Parish Newsletter	email
28.03.17	Atkins	Road Closures	email
28.03.17	Mark Hopwood, Great Western Railway	Improving Bath Spa station	email
28.03.17	Wiltshire Council	Agenda for Western Area Planning Committee, Wednesday, 5th April, 2017, 3.00 pm Supplement: Agenda Supplement 1 - Cllr	email
30.03.17	Wiltshire Council	Question to the agenda for Western Area Planning Committee, Wednesday, 5th April, 2017, 3.00 pm	email

CORRESPONDENCE LIST

Date	Name	Item/Response	Action Taken
04.04.17	Community Policing Coordinator	Law Abiding Citizen Alert 03/04/2017	email
05.04.17	Community Policing Coordinator	Warning for Shops	email
07.04.17	Community Policing Coordinator	Weekly Crime Update 07/04/2017	email
07.04.17	Community Policing Coordinator	Van owners urged to be vigilant	email
07.04.17	Wiltshire Council	Western Area planning meeting minutes	email
10.04.17	Wiltshire Police	Police April report	email
10.04.17	Wiltshire Council	Planning decisions for March from Wiltshire Council	email
12.04.17	Wiltshire Council	Proposed traffic regulation order for consultation – various roads, Warminster – parking and waiting restrictions review	email
12.04.17	Community Policing	Evaluation	email
13.04.17	Landmarc Support Services Ltd	SPTA May Newsletter	email
13.04.17	Highways England	The A36 lay-by's orders Warminster and Blackdog Hill 2017	email
18.04.17	Community Policing Coordinator	Weekly Crime Update 14/04/2017	email
19.04.17	Wiltshire Council	Temporary Closure of: Bradley Road (Part), Warminster and Longbridge Deverill (09/05/2017 for two days)	email
19.04.17	Community Policing Coordinator	Crime Updates 19/04/2017	email
25.04.17	Community Policing Coordinator	Crime Updates 25/04/2017	email
25.04.17	Community Policing Coordinator	Water Safety Week	email
02.05.17	Community Policing Coordinator	Scam Warning 01/05/2017	email
02.05.17	Community Policing Coordinator	How A Spring Clean Could Save Your Life 02/05/2017	email

CORRESPONDENCE LIST

Date	Name	Item/Response	Action Taken
05.05.17	Community Policing Coordinator	Tourists Targeted By Fake Police Officers 04/05/2017	email
08.05.17	Community Policing Coordinator	Are You Safe Online? Asks Wiltshire Bobby Van Trust 08/05/2017	email
08.05.17	Warminster Town Council – Fiona Fox	Welcome email	email

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Warminster Town Council Meetings, 2017/2018

2017													2018													
	May	June	July	August	September	October	November	December	January	February	March	April	May													
Mon	1								1																	
Tues	2			1					2				1													
Wed	3			2			1		3				2													
Thurs	4	Elections	1	3			2		4	1	1		3													
Fri	5		2	4	1		3	1	5	2	2		4													
Sat	6	3	1	5	2		4	2	6	3	3		5													
Sun	7	4	2	6	3	1	5	3	7	4	4	1	6													
Mon	8	5	Town Dev	7	4	F&A	6	F&A	4	Town Dev	8	F&A	5	F&A	2		7									
Tues	9	6		8	5	3	7	5	9	6	6	3	PAC	8												
Wed	10	7		9	6	4	8	6	10	7	7	4		9												
Thurs	11	8		10	7	5	9	7	11	8	8	5		10												
Fri	12	9		11	8	6	10	8	12	9	9	6		11												
Sat	13	10		12	9	7	11	9	13	10	10	7		12												
Sun	14	11		13	10	8	12	10	14	11	11	8		13												
Mon	15	Ann. Mtg.	12	F&A	10	HR	14	11	PAC	9	HR	13	PAC	11	PAC	12	PAC	9	Parish Mtg.	14	Ann. Mtg.					
Tues	16	13	CCTV	11	15	12	CCTV	10	14	12	CCTV	16	13	13	CCTV	10		15								
Wed	17	14		12	16	13		11	15	13		17	14	14		11		16								
Thurs	18	15		13	17	14		12	16	14		18	15	15		12		17								
Fri	19	16		14	18	15		13	17	15		19	16	16		13		18								
Sat	20	17		15	19	16		14	18	16		20	17	17		14		19								
Sun	21	18		16	20	17		15	19	17		21	18	18		15		20								
Mon	22	PAC	19	PAC	17	PAC	21	PAC	18	Full Council	16	PAC	20	Full Council	18		22	Full Council	19	Town Dev	19	Full Council	16	Town Dev	21	PAC
Tues	23	20		18	22	19		17	21	19		23	20	20		17		22								
Wed	24	21		19	23	20		18	22	20		24	21	21		18		23								
Thurs	25	22		20	24	21		19	23	21		25	22	22		19		24								
Fri	26	23		21	25	22		20	24	22		26	23	23		20		25								
Sat	27	24		22	26	23		21	25	23		27	24	24		21		26								
Sun	28	25		23	27	24		22	26	24		28	25	25		22		27								
Mon	29		26	Full Council	24		28		25	Town Dev	23		27	25		24		29	PAC	26	26	HR	23	F&A	28	
Tues	30		27		25		29		26		24		28	26		25		30		27	27		24		29	
Wed	31		28		26		30		27		25		29	27		26		31		28	28		25		30	
Thurs			29		27		31		28		26		30	28		27				29	29		26		31	
Fri			30		28				29		27			29		28				30			27			
Sat					29						30					31							28			
Sun					30						31												29			
Mon					31																		30			
Tues																										

**Working Group
CCTV 10am-11.30**

**NB. The Parish Meeting is not a Council Meeting
but is a meeting for the electorate.**

*** Meeting held on a Tuesday**

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Warminster Town Council
2016-2017 Attendance Register

Councillor	Committee and number of meetings held					Total number of meetings attended	% attendance
	FC	F&A	HR	PAC	TD		
	6	6	5	12	4		
Paul Batchelor	3	4	4			11	65
Jamie Cullen	4				4	8	80
Steve Dancey	6	5		9		20	83
Andrew Davis	6	6			4	16	100
Nick Dombkowski	6			11	3	20	91
Sue Fraser	5	6	5	10	4	30	91
Kate Fryer*	1					1	50
Rob Fryer	5			11	3	18	82
Keith Humphries	6	5			2	13	81
Steve Jeffries*	3			4		7	88
George Jolley	5	3	4	10		22	76
Paul Macdonald	5			9	2	16	73
Paul Macfarlane	5		4	4		13	72
Pip Ridout	6	6	4			16	94

*Councillor K Fryer resigned in June 2016; Councillor S Jeffries took up post in November 2016 and replaced Councillor Macfarlane on PAC.

Does not include attendance at Working Groups.

Does not include attendance where representative on outside body.

Key:

FC Full Council

F&A Finance and Assets

HR Human Resources

PAC Planning Advisory Committee

TD Town Development

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LCRS 6. Overall Summary

Warminster Town Council Assessment for year 2016 To 2017

Area	Duty	No of risks	Number scored	Avg Score	No of uncontrolled Risks (>3)	Your action plan rank
Allotments	Powers to provide allotments Duty to provide allotment gardens if demand unsatisfied	6	6	1.2	0	
Bar Services						
Cemeteries/Churchyards	Power to provide	9	9	1.9	1	
Code of Conduct	Duty to adopt a code of conduct	1	1	1.0	0	
Community Centres	Power to provide and equip buildings for use of clubs having athletic, social or educational objectives	16	15	1.3	0	
Computing	Power to facilitate discharge of any function	3	3	2.0	0	
Council Meetings						
Council Property and Document	Duty to disclose documents and to adopt publication scheme	7	7	1.0	0	
Crime Prevention - CCTV						
Crime Prevention	Powers to spend money on various crime prevention measures	4	4	1.3	0	
Data Protection	Duty of Notification and Duty to Disclose (subject access)	9	9	1.3	0	
Drainage	Duty to deal with ponds and ditches	1	1	1.0	0	
Employment of Staff	Power to deal with ponds and ditches	7	7	4.4	4	
Financial Management	Duty to appoint	8	8	1.5	0	
Investments	Duty to ensure responsibility for financial affairs	10	10	1.2	0	
Litter	Power to participate in schemes of collective investment	4	4	1.0	0	
Newsletters	Power to provide receptacles; Duty to empty & cleanse those provided	7	7	1.4	1	
Open spaces	Power to provide from 'free resource'	6	6	1.0	0	
Play Areas	Power to acquire land and maintain	9	9	2.3	4	
Provision of Office Accommod	Power to provide	4	4	3.5	2	
Provision of Website/Internet	Power to provide	6	6	1.0	0	
Public Conveniences	Power to provide from 'free resource'	2	2	1.0	0	
	Power to provide	10	10	2.4	1	



LCRS 6. Overall Summary

Warminster Town Council Assessment for year 2016 To 2017

Area	Duty	No of risks	Number scored	Avg Score	No of uncontrolled Risks (>3)	Your action plan rank
Shelters & Seats	Power to provide	3	3	1.0	0	
Skatepark	Power to provide	5	5	4.0	2	
Street/Footway Lighting	Power to provide	6	6	1.0	0	
War Memorials	Power to maintain, repair, protect and adapt war memorials	3	3	1.0	0	
Water Supply	Power to utilise well, spring or stream and to provide facilities for obtaining water therefrom	1	1	1.0	0	
Web Sites		11	11	1.1	0	
Overall totals/ scores		164	163	1.6	15	

Completed by:

Date:

Position:

How to complete:

1. Review each area and the number of uncontrolled risks.
2. Decide which area is at most risk and should be actioned firstly mark this as number One.
3. Repeat on all areas until all uncontrolled areas are allocated.



Action completed

Ref	Risk	Hazard	Control	Likelihood Impact	Score	Action to be taken	Action by person/position	Action by date
0	Environmental	Inadequate safety signage	Ensure that a notice is displayed at the site providing minimum advice: location of nearest telephone and first aid facilities; any restrictions of use, i.e. equipment and age; persons use facility only at their own risk; users must wear appropriate protective clothing; no glass, dogs or alcohol allowed on site; the maximum number of users at any one time.	Medium High	6			
0	Environmental	Vandalism	Take reasonable action to maintain security of site. Arrange for regular site visits. CCTV in operation. Maintain liaison with law enforcement agencies. Define policy for dealing with offenders.	Medium High	6			



Action completed

Ref	Risk	Hazard	Control	Likelihood Impact	Score	Action to be taken	Action by person/position	Action by date
0	Physical	Personal injury	Define responsibility for regular inspection of play areas. Define responsibility for and ensure regular inspection of play equipment and play surfaces. Arrange periodic inspection and report by suitably qualified professional. Ensure that inspection timetable is adhered to and inspection log completed. Maintain records of all inspections/maintenance. Ensure that a maintenance contract is in place.	Medium High	6	Keep under review		<input type="checkbox"/>
Public Conveniences								
294	Environmental	Vandalism	Maintain efficient and effective security. Maintain liaison with local enforcement agencies. Take action as appropriate against offenders.	Medium High	6			<input type="checkbox"/>
Skatepark								



Action completed

Ref	Risk	Hazard	Control	Likelihood Impact	Score	Action to be taken	Action by person/position	Action by date	
/	Environmental	Vandalism/theft/damage	Review security and monitor all areas on a regular basis. Maintain liaison with local enforcement agencies. Define a policy for dealing with antisocial behaviour. Instigate legal action against perpetrators where appropriate.	Medium Medium	4	Keep under review		<input type="checkbox"/>	
<u>Open spaces</u>									
0	Environmental	Vandalism	Maintain liaison with local enforcement agencies.	Medium Medium	4	Keep under review	H Abernethie	<input type="checkbox"/>	
320	Environmental	Pollution	Carry out regular site inspections. Maintain record of any complaints received and instigate prompt action where appropriate. Liaise with local enforcement agencies.	Medium Medium	4	Keep under review	H Abernethie	<input type="checkbox"/>	
433	Environmental	Fly tipping	Consider action to be taken if fly tipping reported.	Medium Medium	4			<input type="checkbox"/>	
324	Environmental	Vandalism	Take reasonable action to maintain security of sites. Arrange for regular site visits. Consider use of professional security service where necessary. Maintain liaison with local enforcement agencies.	Medium Medium	4	Keep under review	H Abernethie	<input type="checkbox"/>	
<u>Play Areas</u>									
0	Administration/ Legal	Inadequate maintenance of records	To ensure that proper records of all complaints/injuries are maintained.	Medium High	6			<input type="checkbox"/>	



Ref	Risk	Hazard	Control	Likelihood Impact	Score	Action to be taken	Action by person/position	Action by date
Bar Services								
0	Environmental	Hygiene etc.	Check programme paperwork. Spot-check building.	Medium Medium	4	All staff completed Food Safety & Hygiene training. To be kept up to date as required	A Hedges	
Drainage								
158	Administration/ Legal	Agreements with internal drainage boards re discharge etc.	Ensure that grounds maintenance management does not discharge into Were.	Medium High	6			
146	Environmental	Flooding	Define responsibility for dealing with floods. Ensure that effective arrangements are in place to deal with any Council responsibility.	High High	9			
430	Physical	Fly tipping	Carry out regular inspections. Arrange for safe disposal facility. Ensure any hazardous substances are properly dealt with. Maintain liaison with local enforcement agencies. Enforce regulations/byelaws as appropriate.	Medium High	6			
159	Physical	Maintenance of ditches and drains	Define responsibility for maintenance. Ensure that appropriate arrangements are in place to deal with any Council responsibility.	Medium Medium	4			
Litter								



Ref	Risk	Hazard	Control	Likelihood Impact	Score	Action to be taken	Action by person/position	Action by date
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No of issues listed: 15

Submitted to council: _____

Minute reference: _____

Date: _____

Signed by chairperson - Chairperson _____

Signed by responsible Finance officer - Fiona Fox _____

How to complete (individual risk section):

1. Action to be taken - brief description of proposed action that will be taken to control this risk, including any Insurance or Health and Safety issues.
2. Action by person - the name or names of the persons taking the relevant actions.
3. Action by date - the proposed date that this action should be completed by.
4. Action completed - that the proposed action has been taken (ticked) (not recorded on LCRS).

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Treasury Management Policy 2017 -2018

1. Overview

1.1 This document gives guidance on borrowing and investments by the Town Council and highlights that the Council is committed to treasury management to ensure that:

- Capital expenditure plans are affordable;
- All external borrowing and other long-term liabilities are within prudent and sustainable levels;
- Treasury management decisions are taken in accordance with good professional practice.

2. Introduction

2.1 The Town Council currently has, at March 2017, £529,373 of earmarked reserves spread across its current and instant access accounts, together with £150,000 on fixed-term deposits. In summary the reserves break down as follows:

General Reserve	£141,809
Capital Projects	£186,779
Devolved Services	£144,012
CCTV	£ 16,176
Other Earmarked Funds	£ 40,597

2.2 Leaving these funds in the normal day-to-day bank accounts achieves a poor rate of return and the Council acknowledges the importance of prudently investing the temporarily surplus funds held on behalf of the community.

3. Investment Objectives

3.1 The Council's investment priorities are the security of reserves and liquidity of its investments.

3.2 The Council will aim to achieve the optimum return on its investments commensurate with proper levels of security and liquidity.

3.3 All investments will be made in sterling.

3.4 The Department for Communities and Local Government maintains that borrowing of monies purely to invest, or to lend and make a return, is unlawful and this Council will not engage in such activity.

4. Specified Investments

4.1 Specified investments are those offering high security and high liquidity, made in sterling and with a maturing of no more than one year.

4.2 For the prudent management of its treasury balances, maintaining sufficient levels of security and liquidity, the Council will use:

- Deposits with banks, building societies, local authorities or other public authorities.
- The debt management agency of HM Government.

4.3 Current investments are held with HSBC with a variety of term deposits.

5. Non-Specified Investments

5.1 Non-specified investments have greater potential risks – examples include investment in the money market, stocks and shares. The Council will not use this type of investment.

6. Liquidity of investments

6.1 The Responsible Financial Officer will determine the maximum period for which funds may prudently be committed so as not to compromise liquidity.

6.2 Investments will be regarded as commencing on the date the commitment to invest is entered into, rather than the date on which the dues are paid over to the counterparty.

7. Long-Term Investments

7.1 It is not anticipated that the Council will enter into long-term investments beyond one year without advice from its accountants.

8. Investment Reports

8.1 Interest income is identified in the monthly management accounts and reported monthly and year to date.

8.2 Investment programme recommendations:

- (a) General Reserve £100,000 12 month fixed term
- (b) Capital Reserve £125,000 6 month fixed term and reinvested if not required
- (c) Precept – when received invest 50% of each instalment for three months only. This amounts to £258,662 in April and October 2017.

9. Approval and Mechanism

9.1 The outline figures in (a), (b) and (c) above are commended to the Council for approval and once approved the Town Clerk will carry out all transactions in the normal way. Investigation will be made to improve the rate from the Council's own bankers but will consider other institutions and take into account high street presence, accessibility of funds, service level, bank charges and ethical credentials.

10. Earmarked Reserves

10.1 The Council will maintain reserves for the following reasons:

- (a) A sum equivalent to a minimum of three months net revenue expenditure is held in the General Reserve in line with good practice. The amount currently required is a minimum of £98,000.
- (b) The Capital Reserve has been built up to meet any needs identified in the Strategic and Service Delivery Plan or for unexpected expenditure or emergencies.
- (c) Other reserves held have been identified for specific purposes or future development, to meet commitments and will be maintained as necessary.

11. External Borrowing Strategy

11.1 The Council acknowledges the importance of borrowing funds and the financial impact on the authority.

11.2 During the 2017-2018 financial year it is not anticipated that the Council will have any need to borrow funds for any of its projects. However, for any borrowing the Council would use the Public Works Loan Board which has strict guidelines on applications and the normal processes would be followed.

11.3 For the existing borrowing in place, provision is made in the revenue budget to repay the borrowing within the planned period.

This policy will be reviewed by Council at the Annual Meeting of the Council, May 2018.

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WARMINSTER TOWN COUNCIL

Service Plan 2017-2018

Introduction

This is the second year of Warminster Town Council's Service Plan which includes the management plan for the Civic Centre. It is a management tool intended to identify how the financial, human and technological resources available are to be used to achieve declared objectives set out in the Council's Strategic Plan "Growing Town, Growing Services, 2016–2021".

The Service Plan concentrates on the current year but several actions stretch well beyond this period. It is a living document which will be supported by financial planning and may be modified as situations develop. It will also be adapted or supplemented to support different funding applications as opportunities arise.

During 2016 – 2017 the Town Council took on a number of services from the principal authority, Wiltshire Council, in order to influence the management of those facilities that were identified as important to the town and its residents; these were the Lakeside Pleasure Park, the public conveniences at the Central Car Park and the Park respectively, and several bus shelters.

Constitution

During 2016 – 2017 the Council updated its suite of policy documents which support the delivery plan. Some of these documents were statutory whilst others were best practice. All have formed part of the Constitution.

Stakeholders and Clients

The main stakeholders in the activities of the Council are, and will continue to be, the electors, residents and businesses of the town. Other stakeholders are our partners such as Wiltshire Council, voluntary and community groups, local trusts and other public and private organisations who work for the good of the town.

Our clients are the individuals, organisations, visitors, tourists and users of the Council's facilities and services, or those who benefit from its financial support.

Background: Capability Analysis

Consultants undertook a "Situation Analysis" on behalf of the Council in May 2015, intended to set out the existing position in which Warminster Town Council finds itself, the constraints around it and alternative ways of moving forward. This included benchmarking against current best practice. The headline conclusion was of a well-managed authority, ambitious but realistic councillors and a motivated workforce. A particular strength of the authority is that ideas and commitment to developing the Council for the good of the town appears to come from both members and management, and are not driven solely by one or the other. This "shared vision" avoids major internal conflict and leads to a balanced and stable council.

The report found the Council to have strong leadership from key members and the Town Clerk and that staff were motivated and competent. The Council is financially sound, strives for "value for money" but is

not afraid to invest in the town. There is a track record of real progress over the last few years and an ambition to take the town forward. The exercise was repeated in February 2016 as part of the development of this Service Plan. The updated report noted considerable further progress. A very good governance base exists which can easily be developed further. The Council provides a number of excellent “gap filling” services and takes the opportunity to work in partnership wherever possible.

WTC appears determined to play a key role in the future development and wellbeing of the town and is in a financial position to gradually enhance its role and services to the benefit of local people. The Council has recognised a need to plan where it is going in the longer term, resulting in the Strategic Plan. There is little doubt that the Council has a firm base on which to build and is well capable of managing a range of devolved services. The town park, public toilets and additional bus shelters are the first services to be negotiated with Wiltshire Council.

A series of proposals had been developed which formed the Service Plan for 2016 - 2017.

- Format all governance and policy documents within a Constitution framework, so that it will be a single source of such information to all.
- Develop a Strategic Plan and a comprehensive Service Plan for 2016–17.
- Introduce a range of operating procedures across front line and support services, including finance to support contingency planning.
- Introduce a development plan for councillors.
- Develop a Communications and Marketing Strategic Policy.
- Review staffing requirements as additional services are devolved.
- Work with partners to investigate making Warminster a transition town in the longer term.
- Set key performance indicators which are linked to the service plan and introduce proactive performance management to support the existing appraisal programme.
- Obtain Gold Award of the Local Council Award Scheme.

Progress on activities which support the strategic priorities for: a) the town; and b) the Council are included in this document, along with target dates for the forthcoming coming municipal year and beyond.

Marketing and Promotion

Warminster Town Council’s main areas of promotion are:

- Statutory and other information to help residents and businesses understand its decision making
- Marketing of its services to ensure accessibility for all and maximise income
- Promotion of the town to attract day visitors, shoppers, tourists and businesses
- Promotion to attract people looking to live in the town
- Promotion to businesses looking to invest in the town

The Council has developed a Communications and Marketing Policy. Communications activity is a key driver in public perception of overall Council performance and keeping residents informed, listening to their concerns and involving them when making decisions has a significant impact on their satisfaction with the Council and its services.

The Council will continue to promote the town on its website, through social media, by improving signage, supporting local events, local tourism and business initiatives and local organisations.

The Council will continue to market its services and promote local governance through its website and on social media, by providing a newsletter and notice boards and by supporting promotions of other public bodies and the voluntary and community organisations.

The Council has investigated the need for translation of information into other languages and for the visually impaired and will continue to promote Warminster as “disability friendly”.

IT Provision

Warminster Town Council considers e-business as vital to its efficiency. It will ensure it keeps abreast with technology and will adopt it where it delivers a proven benefit.

The website is modern with a comprehensive range of information and is regularly updated. The Council will continue to expand the range of information contained on it. The Council will gradually increase its use of social media.

The Council will retain its Omega accounting and booking software and upgrade it as necessary.

Staff Development

Warminster Town Council has adopted the collective agreement known as the “Green Book” issued by the NJC for Local Government Services (comprising representatives of employers and employees). It regularly revises its local conditions and personnel policies, Pension Discretion Policy and Employee Handbook.

The Council sets out to reward the commitment of its staff, consistent with its financial resources, and to provide a satisfying and flexible working environment in which all staff have the opportunity to develop.

The Council has a core team of 12. Fiona Fox, the Town Clerk, holds the CiLCA qualification. Veronica Mills is the Administration Officer, Ann Hedges is the Facilities Manager with responsibility for operating the Civic Centre, Mike Herriott is the CCTV Supervisor, and Stuart Legg is the Direct Services Supervisor. There are also two Administrative Assistants, two CCTV operatives and three Civic Centre staff. There are also a number of casual employees who work at the Civic Centre and Pavilion Café respectively and a small team of volunteers who help to operate the CCTV and Pavilion Café respectively.

All the team will continue to work to personal and team targets which will be related to the Service Plan objectives. An appraisal system is established and staff will continue to have regular team briefings. The Council has developed an annual training plan based on the needs identified from appraisals.

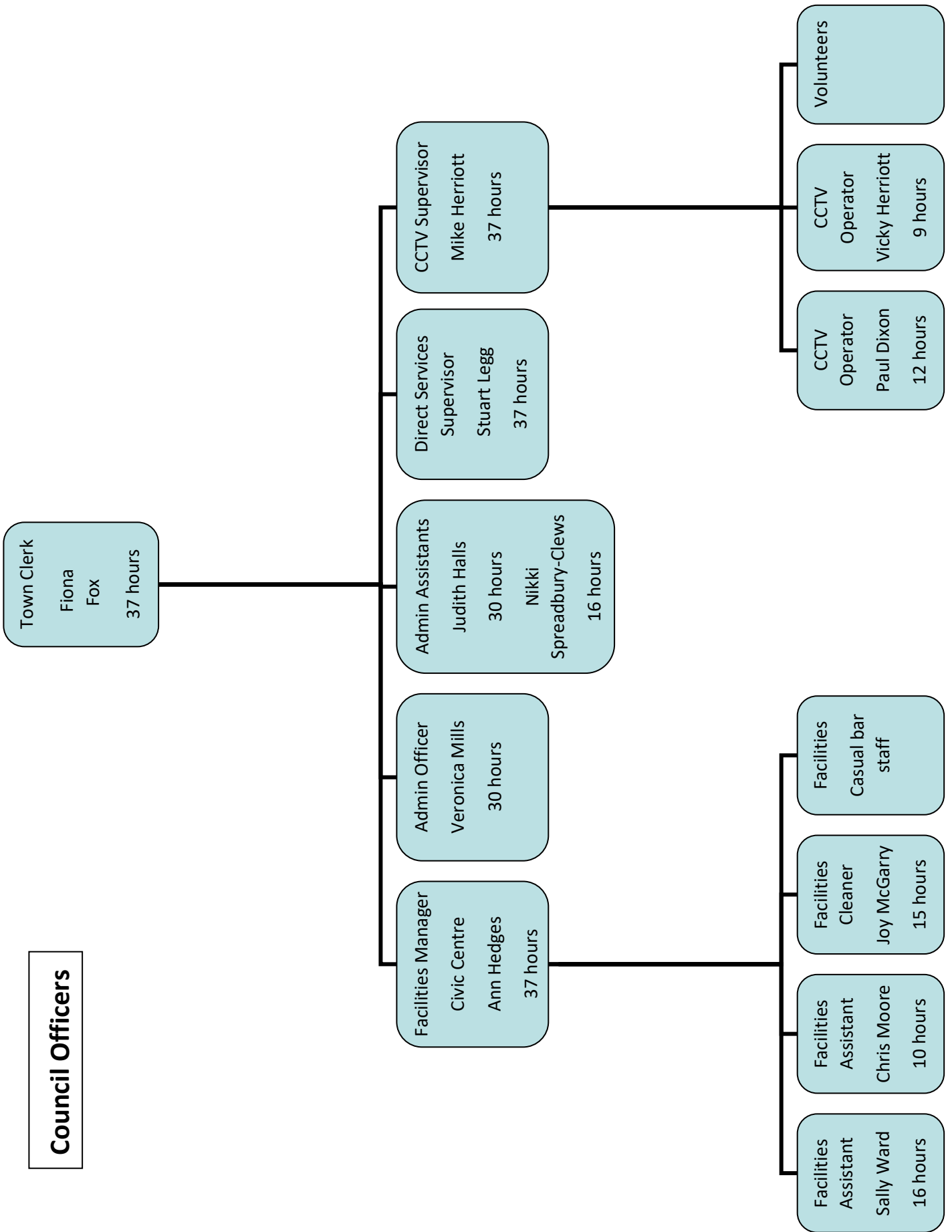
Member Development

Members bring a vast range of skills and experience to the Council, however both local government and the business world are fast changing. The Council, in recognition of this, is introducing a formal Development Programme for Members based on the following approach:

- Seminars and workshops to raise general awareness of topical issues.
- Training or awareness raising prior to making a key decision or policy.
- Skills development for individual members or groups of members.

In April 2015, councillors were able to attend a number of training sessions as part of a strategic planning day. The day was facilitated to help them identify their future priorities and these discussions led to the development of the Strategic Plan.

Council Officers



The key actions for 2017-2018 are set out below in Priorities and Targets. The Service Plan is about ensuring the goals and actions set out in the Strategic Plan “Growing Town, Growing Services, 2017–2021” are properly resourced and delivered.

The Council will continue to receive reports on progress against the Service Plan.

For completeness, the progress reports from 2016 – 2017 have been included in the following document and appear in italics, new actions for 2017 – 2018 are in **bold**.

Key

TC = Town Clerk

AD = Administration

FM = Facilities Manager

CTS = CCTV Supervisor

DSS = Direct Services Supervisor

CON = Consultant

TCM = Town Council Member

WTC = Corporate Body

FAC = Finance and Assets Committee

TDC = Town Development Committee

PAC = Planning Advisory Committee

HRC = HR Committee

NPPRWG = Neighbourhood Plan Policy
Review Working Group

TPT = Town Promotion Team (currently
not active)

PRIORITY 1	<p>A PLACE TO LIVE</p> <p>Maintaining and enhancing the social wellbeing of the town by providing a variety of leisure facilities and encouraging a sense of civic pride across all age groups, improving the level of public engagement and providing a safe place to live work and enjoy.</p> <p><u>Conceptual Indicators</u></p> <ul style="list-style-type: none"> (a) More new homes, affordable and starter homes (b) More energy efficient homes (c) Increase in voluntary groups (d) Young people involvement (e) Reduction in crime and antisocial behaviour 		
ACTIONS AND OUTPUT TARGETS	LEAD OFFICER	DELIVERY DATE	PROGRESS
1. We will work to ensure the housing that Warminster needs			
Work closely with Wiltshire Council to ensure we achieve the correct mix of new houses through the Core Strategy and Neighbourhood Plan and design which preserves Warminster’s character	PAC, NPPRWG, TD	To March 2026	<i>NP Report 4/7/16 NP referendum 10/11/2016, NP made.</i>
Lobby for any new housing in excess of the 900 in the Core Strategy not to be located in the West Urban Extension but on brownfield and windfall sites	PAC, NPWG, TD	To March 2026	<i>Detailed in NP</i>
Use observations on planning applications to ensure employment land in the West Urban Extension has clear separation from adjacent housing	PAC	To March 2026	<i>Requested in NP</i>
2. We will work to make our communities as inclusive as possible			
Make observations on planning applications to ensure that new homes in the town adequately cater for young people and the older generation	PAC, NPWG, TD	To May 2018	<i>Ongoing</i>
Revise Equality Policy to further recognise the town’s diversity and Council’s services	AD	To June 2016 To be reviewed in line with best	<i>Completed</i>

		practice/legal requirements/ town needs	
Engage with Wiltshire Council's Area Board for Warminster	TC, WTC	Ongoing	<i>TC attends meetings 30/06/16 08/09/16 03/11/2016 Partner updates supplied. £500 grant obtained from Toilet Scheme. Application made for grants for tennis courts December 2016 Section 106 monies have been allocated as follows: £15,297 towards upgrade of the skatepark; £16,024 towards leisure services in the park, which includes the pavilion and putting green.</i>
Ensure the value of the community and voluntary sector is recognised by promoting their activities and encouraging the involvement of more citizens	WTC, AD	To March 2017	<i>Facebook Web site events Grant funding</i>
Support community and voluntary groups with grants where it progresses the Council's strategic aims	WTC	To March 2017	<i>See F&A minutes 13.06.16 24 grants agreed with support of £34K partly funded by Dewey Trust. Continued 5-year support to Warminster Community Radio</i>
Provide advice to community and voluntary groups and act as a gateway	TC, AD, TPT	To March 2017	<i>Community Partnership, Bowling Club, West St residents' group, Imber Road residents' group, Table Tennis Club, Royal British Legion Warminster Branch, Warminster Community Hub</i>

Review the grant scheme to ensure it prioritises funding towards delivery of the Strategic Plan	TC, AD	To June 2016 To June 2017	
Seek to involve young people in the work of the Council and consult on interest to establish a Youth Council	WTC	To April 2017 To May 2018	<i>WTC & FOWP engaging with youth group to manage consultation with Skatepark project. Inspire 16th July. Meeting held 15th Dec with draft plans. Funding to be sought. Several visits by scouts to CCTV February and March 2017.</i>
3. We will work to make our town safer and healthier			
Continue to operate our CCTV service	CTS	March 2017 May 2018	<i>Ongoing. Open day planned and held September 2016.</i>
Work with police and other partners on community safety initiatives	WTC	To March 2017 To March 2018	<i>Meeting held on 28.06.16 to discuss setting up of new NTG group. Councillor Batchelor attended. Next meeting September 2016. New group set up.</i>
Support Shopwatch and Pubwatch schemes through the CCTV service	CTS	To March 2017 To May 2018	<i>Ongoing Daily support through CCTV on Shopwatch</i>
Update the Town Flood/Resilience/Emergency Plan	WTC, TC	July 2017	<i>This was raised at the Flood Wardens Meeting 04.04.17. To be actioned with Wiltshire Council partners in line with the NP.</i>
Lobby for the retention and improvement of local health facilities as the town develops	WTC	To March 2026	<i>TC attended Avenue Surgery patient support group, October 2016</i>
Continue to have a 'safe place' at the Civic Centre for vulnerable people	TC, AD, FM	To March 2017 To March 2018	<i>Ongoing</i>

<p>PRIORITY 2</p>	<p>A PLACE TO WORK</p> <p>Enhancing economic prosperity by supporting a quality retail offering whilst maintaining the heritage of the town and improving the street scene. Warminster will become a digital town and will be a fun and attractive place to visit.</p> <p><u>Conceptual Indicators</u></p> <ul style="list-style-type: none"> (a) No increase in unemployment levels (b) Additional employment sites (c) Increased tourism (d) Increased number of businesses (e) Reduction in empty shops 		
<p>ACTIONS AND OUTPUT TARGETS</p>	<p>LEAD OFFICER</p>	<p>DELIVERY DATE</p>	<p>PROGRESS</p>
<p>1. We will work to enhance economic prosperity and seek to facilitate a spread of employment with more quality and sustainable jobs</p>			
<p>Lobby to locate new employment sites on the periphery of the town with access links to the bypass</p>	<p>WTC, NPWG</p>	<p>To March 2026</p>	<p>NP</p>
<p>Lobby to retain and enhance smaller employment sites particularly where they enable ‘start-up’ activity or the expansion of existing businesses</p>	<p>WTC, NPWG</p>	<p>To March 2026</p>	<p>NP</p>
<p>Create a Web community linked to the Town Council</p>	<p>TC, AD</p>	<p>To March 2017</p> <p>Ongoing</p>	<p><i>All the local organisations have a web link to the Town Council</i></p>
<p>Work to improve the attractiveness of the street scene and public realm through improved street furniture and de-cluttering of signage</p>	<p>TD, TC</p>	<p>To March 2017</p> <p>To May 2018</p>	<p><i>DSS reviewing bus shelters for cleaning and repairing. June 2016.</i></p> <p><i>Up to date and completed September 2016</i></p>
<p>Provide publicity pack showing virtues of the town for retailers, to help attract inward investment</p>	<p>WTC, TPT, TC, AD</p>	<p>To March 2017</p>	<p>To be brought forward to 2017 - 2018</p>
<p>Continue the parking partnership refund scheme</p>	<p>WTC, AD</p>	<p>To April 2017</p> <p>To March 2018</p>	<p><i>Ongoing</i></p>
<p>Work with partners to support the re-establishment of the Chamber of Commerce</p>	<p>WTC, TPT, TC</p>	<p>July 2016</p> <p>November 2017</p>	<p><i>TC held discussions with Community Partnership October 2016</i></p>

2. We will seek to preserve existing services and facilities and support the establishment of new accessible local services			
Continue Warminster's already good relationships with its army garrisons	WTC, TC, AD	To March 2026	
Lobby for proper provision to be made for additional demands on services and infrastructure, as development is approved within and outside the town	WTC, TC	To March 2026	<i>Financial package in place on transfer of Assets. Programme of work started on new devolved services and assets. Public toilets transferred June 2016, 7-year lease in place. Asset transfer of Town Park and all buildings in progress. Title papers signed and transfer completed 21.11.2016. Consider programme for 2017–2018, play areas inspected.</i>
Support the economic regeneration of the town centre in accordance with the Town Plan	WTC, NPWG, TC, AD	To March 2026	Working with Strategic Group and report expected September 2016 Work progressing and report not expected until December 2016. Meetings with local stakeholders has taken place and took longer than expected
Lobby for the relocation of the market to a more prominent location on a retail loop	WTC, TC	July 2016 To May 2018	<i>Initial discussions June 2016 with market manager Tom Ince from Wiltshire Council. Two stall holders not prepared to move. No further progress made at December 2016.</i>
Support the Economy and Tourism Group in benchmarking the town centre against other market towns	WTC, TPT, TC	To March 2017	<i>Licence granted 2016, data collated and report produced. Granted 2017 Volunteers will collate data</i>

PRIORITY 3	<p>A PLACE TO ENJOY</p> <p>Improving the quality of the public realm through recognising that the state of the local environment reflects the quality of the town and the Council will identify actions to supplement the neighbourhood planning process to improve the local environment for all ages, particularly the old and vulnerable, and provide facilities and services for younger people.</p> <p><u>Conceptual Indicators</u></p> <p>(a) More cycle routes around the town (b) Lower carbon footprint for Council (c) More listed buildings improved</p>		
ACTIONS AND OUTPUT TARGETS	LEAD OFFICER	DELIVERY DATE	PROGRESS
1. We will protect and enhance our local environment and public realm			
Lobby for new settlement boundaries which exclude key leisure and environmental sites identified in the Neighbourhood Plan	WTC, NPWG, TD	To March 2026	Awaiting Principal Authority
Continue to act as a gateway to other agencies in order to resolve issues	WTC, TC, AD	To March 2017 To March 2018	<i>Ongoing</i>
Undertake an environmental audit of the Council	TC, AD	To March 2017 To March 2018	<i>Policy in place. Ongoing</i>
Prepare a carbon footprint for the Council's premises and activities	TC, AD	To March 2017 To March 2018	<i>Ongoing.</i>
Support the community joining the transition town networks	WTC	To March 2018	
Develop management systems for park and open spaces	TD, TC, DSS, AD	To March 2021	<i>Expected July 2016; work started June 2016. Transfer to take place November 2016. Some works already undertaken: Ecology surveys Tree maintenance Paddling pool and water supply. Lake management Toxic weeds dealt with New wildflower meadow prepared. New habitat and landing stations being fitted for ducklings. Water vole survey.</i>

			<i>Bank reinstatement work being considered.</i>
Seek to influence others to look after our environment, through governance, responding to consultations and by example	WTC, TC	To March 2017	<i>School programme started in summer 2016 and to be extended for 2017</i>
2. We will protect and enhance our heritage			
Support the museum and local history groups	WTC	To March 2017 Update Sept 2017	<i>Grant 2016 to digitalise all photographs. Project started.</i>
Ensure green open spaces and sightlines to key features are preserved when development is proposed	PAC, NPWG, WTC	To March 2026	In NP and areas designated.
Support the expansion of primary and secondary education to provide facilities for a growing town	PAC, NPWG, WTC	To March 2026	In NP
3. We will promote tourism			
Work with partners to develop a brand for Warminster and to promote the town	TPT	To March 2017 To March 2018	<i>Ongoing</i>
Update the Communications and Marketing Strategic Plan	TC, AD, FM, WTC	July 2016	<i>Completed</i>
Promote tourism and Warminster as a destination not to be missed and as a place to visit, live and work	WTC, TPT, AD, FM	To March 2017 To May 2018	<i>Became member of Visit Wiltshire in October 2016.</i>
Deliver an indoor Christmas Market and outdoor Christmas Lights event	TC, FM, AD, TPT	November 2016 November 2017	<i>November 26th 2016 25th November 2017</i>
Support Inspire music event and Carnival	WTC, AD	July + Oct 2016	<i>16th July 2016 29th October 2016 Delivered 16th July 2017 28th October 2017 respectively</i>
Develop an events package	FM	To March 2017 To March 2018	<i>Completed and ongoing</i>
Continue to support the Community Hub which provides for tourism	WTC, TPT	To March 2017 To March 2018	<i>Financial support and material supplied. ongoing</i>

Work with the Town Promotion Team to produce a Christmas Brochure	WTC, TPT, AD	November 2017	<i>Work starting July 2016. Completed and delivered to all BA12 post codes week commencing 14th November 2016</i>
Support local publications for promotion of the town and facilities	WTC, TC, AD, FM	To March 2017 To May 2018	<i>The Pulse advertising June 2016 Wiltshire Times Warminster Journal Valley News Website with events</i>
4. We will recognise the range of leisure and sporting assets and seek to add to them			
Support and lobby for new leisure facilities within significant developments in the town	WTC, NPWG, PAC	To March 2017 To March 2018	<i>NP Responded to the Wiltshire Leisure consultation with a request for provision of additional playing fields and leisure facilities needed for a growing town The NPPRG will continue to review.</i>
Oppose new developments where recreation or sports facilities are lost unless equivalent provision is provided	PAC, NPWG, WTC	To March 2026	NP
Support the development of improved amenities for arts and cultural activities	WTC	To March 2017 To March 2018	<i>Athenaeum grant 2016, £2000</i>
Promote cycling by developing cycling route maps	TPT, AD	To March 2017 To March 2018	<i>Ongoing</i>
Produce walking route maps and promote local countryside for walks	TPT, AD	To March 2017 To March 2018	<i>Several local walking groups activates are regularly published on the Council's website and noticeboard.</i>
Carry out consultation exercise on Lake Pleasure Grounds	WTC, TC, AD	December 2016 September 2017	<i>Newsletters Summer 2016 Autumn 2016 Winter 2016 Survey currently underway via newsletter.</i>

<p>PRIORITY 4</p>	<p>A COUNCIL TO DELIVER</p> <p>Developing the capacity and skills within the Council to equip it for taking on more locally controlled services, leading Warminster to a better future, by listening to and acting upon resident’s views to improve services and facilities, by assessing need, by delivering them locally and by improving the effectiveness and efficiency of these services and therefore delivering better value for money for residents.</p> <p><u>Conceptual Indicators</u></p> <ul style="list-style-type: none"> (a) Excellent audit reports (b) Complete the final stage (Gold) of the Local Council Award Scheme (c) Establishing an integrated quality system and action plan (d) Increased number of staff and members with key skills (e) Increased external funding to Council 		
<p>ACTIONS AND OUTPUT TARGETS</p>	<p>LEAD OFFICER</p>	<p>DELIVERY DATE</p>	<p>PROGRESS</p>
<p>1. We will develop capacity and a diverse skill base within the Council</p>			
<p>Develop an active Member Training and Development Programme</p>	<p>TC</p>	<p>July 2016 March 2018</p>	<p><i>Delivered</i> Ongoing</p>
<p>Deliver Member Training and Development Programme for year 1</p>	<p>TC</p>	<p>March 2017 March 2018</p>	<p><i>Delivered</i> Ongoing</p>
<p>Deliver training programme for Civic Centre staff</p>	<p>FM</p>	<p>March 2017 March 2018</p>	<p><i>Completed</i> Ongoing</p>
<p>Undertake Annual Business Risk Assessment</p>	<p>TC</p>	<p>February 2017 February 2018</p>	<p><i>Complete</i></p>
<p>Undertake Safety Risk Assessments and prepare Action Plans</p>	<p>AD</p>	<p>October 2016 October 2017</p>	<p><i>Complete</i></p>
<p>Attract external funding relevant to implementing the Strategic Plan</p>	<p>TC, AD</p>	<p>To March 2017 To March 2020</p>	<p><i>CIL and Section 106 money confirmed.</i> Ongoing</p>
<p>Develop a range of quality-based operating procedures for the Town Council, CCTV and Civic Centre operations, and all of the outside spaces</p>	<p>TC, AD, FM, CTS, DSS</p>	<p>October 2016</p>	<p><i>Started June 2016</i> <i>Each department head responsible for their own procedures.</i></p>
<p>Create a comprehensive database of business/organisation email contacts for mailshots</p>	<p>AD</p>	<p>To March 2017</p>	<p><i>In progress</i></p>

Review staffing structure relating to devolved services	TC	June 2016 July 2017	<i>New job role created and post taken up 27.06.2016</i> Pavilion Café will require additional PT 0 hours staffing.
Update the Staff Training and Development Plan	TC	June 2016 March 2018	<i>Plans for CCTV and DSS training in 2017. Complete and ongoing when business needs dictate.</i>
Attain Local Council Gold Award	TC	July 2016	<i>Decision awaited.</i>
Adopt First Strategic Plan	TC	May 2016	<i>Complete</i>
Finalise 2016–17 Service Plan	TC	May 2016	<i>Complete</i>
Agree 2017–18 Service Plan	TC	March 2017 March 2018 - 2019	Review
Investigate relocating CCTV and selling Dewey House	TC, CTS		<i>Investigations started May 2016</i> Ongoing
Review Standing Orders and Financial Regulations	TC	May 2016 May 2017	Complete Complete
Upgrade the current range of policies to support the Strategic Plan	TC, AD	May 2016 May 2018	<i>First draft completed July 2016 and final amendments being made before publication.</i> Review
Produce a Constitution incorporating all policies plus Standing Orders and Terms of Reference	TC, AD	May 2016	Completed.
2. We will deliver excellent local services according to both need and consumer choice			
Facilitate democratic decision making at meetings by timely summons/notices, agendas and minutes	TC, AD	To March 2017 To March 2018	<i>Internal audit complete for 2016 – 2017: no compliance issues highlighted.</i>
Archive or dispose of Council documents in accordance with the Document Retention and Disposal Policy	AD, FM, CTS	To March 2017 March 2018	<i>First stage completed July 2016. Minutes transferred to archives at History Centre Chippenham. Clean out planned for December 2016</i> Ongoing

Continue to operate the Civic Centre to Management Plan, including health and safety and fire regulations, and to increase bookings	FM	To March 2017 To March 2018	
Continue to operate information gateway to Wiltshire Council and hot-desk provision for their staff	TC, AD, FM	To March 2017 To March 2018	Wiltshire Council customer services visiting 21 st November 2016 and working from the building. Ongoing
Remain eligible for the General Power of Competence	TC	To March 2017	Complete
Continue provision and maintenance of bus shelters and benches	TC, DSS	To March 2017 To March 2018	<i>Repairs made in October 2016</i> <i>New provision for Grovelands planned.</i> <i>Completed.</i> Idverdi carry out annual maintenance checks: council to action as appropriate.
Take over the ownership and maintenance of additional bus shelters from Wiltshire Council	TC, DSS	To March 2017	<i>Applied</i>
Continue to support a Town Crier	TC	To March 2017 To March 2018	Ongoing and finance in place Ongoing and finance in place
Continue to support Warminster Community Radio	WTC, FAC	To March 2017	Agreed additional 5-year plan for finance from April 2017 and runs with Ofcom licence.
Continue to maintain public open space areas through contractor and monitor standards	TC, DSS, TD, FAC	To March 2020	
Maintain three closed churchyards	TC, DSS, TD, FAC	Ongoing	
Deliver Remembrance Day Parade	TC, AD	November 2016 November 2017	<i>November 2016</i> <i>Yarn bombed town centre and bus shelters and street furniture. Obtained highways permission for hanging of these poppy decorations.</i> November 2017: discussion and arrangements underway.
Maintain town Obelisk and War Memorial	TC, DSS, TD, FAC	Ongoing	War Memorial is now Grade II listed.
Manage Dewey House and its tenants including health and safety and fire regulations	CTS	October 2017	<i>New lintel being fitted and new windows being fitted</i> <i>November 2016.</i> <i>Completed.</i> Decoration now required.

Prepare a detailed project plan for taking on the maintenance of the park	TC, WTC, AD	July 2016 2020	<i>Contract drawn up, quotations being sought. Contract novated from Wiltshire Council 21st November 2016</i> In place and ongoing.
Take over freehold and operation of park	TC	July 2016	<i>Transfer complete.</i>
Prepare a detailed project plan for taking on the responsibility for public toilets	TC	July 2016	<i>Contract drawn up, quotation from TLG agreed In place 1st June 2016</i> <i>Complete</i>
Undertake negotiations with Wiltshire Council and reach agreement re public toilets	TC	July 2016	<i>Solicitor appointed</i> <i>Took over two sets of toilets June 2016</i> <i>Complete</i>
Continue to make observations on planning applications	PAC	To March 2017 Ongoing	
Lobby Wiltshire Council for an appropriate share of the Community Infrastructure Levy	PAC, TC	To March 2017 To March 2017	First tranche of CIL arrived. Meeting with Wiltshire Council arranged 10/05; Council policy being drafted. Lobbying ongoing
Complete Neighbourhood Plan and try for successful referendum	TC, NPWG	To March 2017	<i>Examined April 2016</i> <i>Report to members 4.07.16</i> <i>Referendum 10th November 2016</i> <i>Voting in Favour of plan.</i>
Continue to distribute free dog bags	WTC, TC, AD	To March 2017 Autumn 2017	Current annual cost £2000 Postcode survey of those asking for bags is currently underway. For F&A in the autumn for review.
Continue to operate allotments through a holders' association	Tynings Allotments Assn.	10 year lease	<i>Challenge made on plot 1 and register of land. Matter resolved and completed.</i>
3. We will provide excellent communications and transparency			
Continue to expand information on the website	TC, AD	To March 2017 To March 2018	<i>Ongoing</i>
Continue to develop the use of social media	AD	To March 2017 To March 2017	<i>Separate Facebook Page for Town Park.</i> <i>Twitter feed for Town Park</i> <i>Ongoing</i>

Reinstate quarterly newsletters for homes and businesses	TC, AD	To March 2017 To March 2017	Summer 2016 Autumn 2016 Winter 2016 Spring 2017 Summer 2017 Autumn 2017 Winter 2017
Continue to publish our budget, accounts, expenditure and audit reports on the website	TC	To March 2017 To March 2018	Ongoing Ongoing
Continue to publish internal and external audit reports on the website	TC	To March 2017 To March 2018	<i>Annual Return published June 2016</i> <i>Concluded and uploaded to website</i> Procedure will continue in 2017
Continue to publish minutes of meetings on the website	TC, AD	To March 2017 To March 2018	Ongoing Ongoing
Continue to advertise forthcoming meetings in local newspaper	AD	To March 2017 To March 2018	Weekly in Warminster Journal Details published on website Ongoing