

Malmesbury Town Council



Annual Service Delivery Plan 2019-20

Author: Town Clerk

Date Adopted: 23.7.19

Review Date: June 2020

This plan lists a series of aims with associated actions for 2019/20. It outlines areas for action in relation to both legislative, governance, employer or business requirements. It aims to underpin and support the Malmesbury Town Council Business Plan 2018-21, and in particular ensure the Council is best prepared to manage existing services, whilst effectively engage with new challenges such as the possible devolution of services by Wiltshire Council.

The business plan objectives, as detailed below, are noted against the aim for reader reference;

- O1:** Delivering the services that are the Town Council's responsibility efficiently and effectively taking account of available resources.
- O2:** Providing a democratic and representational voice for the community and promoting and representing the community's views and aspirations.
- O3:** Seeking and securing the best possible provision of services and investment from Wiltshire Council and other publicly funded delivery bodies, responding actively and appropriately to the devolution of services to the Town Council where this has benefit and can be supported on a sustainable basis.
- O4:** Helping make the best use of all the Town and Wiltshire Council owned or funded buildings and resources in Malmesbury.
- O5:** Supporting, encouraging and assist local community and voluntary organisations to thrive.
- O6:** Supporting and promoting the success of retailers, producers and service providers – big and small - based in Malmesbury and encourage the work of the Town Team.
- O7:** Promoting the historic and cultural heritage of Malmesbury and using its influence to help safeguard its unique identity and its natural and built environment.
- O8:** Working to make Malmesbury a great destination and experience for local, national and international visitors.
- O9:** Helping the community shape its future, sustain and administer the Neighbourhood Plan, and allocating as usefully as possible the Community Infrastructure Levy that new developments in Malmesbury will contribute.
- O10:** Helping to create a socially inclusive, sustainable, healthy and caring community which embraces all its residents and which seeks to develop their well-being, knowledge, understanding and mutual co-operation.

Richard Spencer-Williams Town Clerk

Aim	Objective	Actions	Who	When
1. Ensure sound financial controls & governance practices in line with Council resolve, internal Audit recommendations, and Financial and Accounting Regulations 1, 3, 4	To reduce financial risk where possible by;	<ul style="list-style-type: none"> - Implementing electronic banking for payments - Minimising cheque payments - Review cash handling practices 	Town Clerk (RFO), Deputy Town Clerk	May
	Complete AGAR	<ul style="list-style-type: none"> - Governance Statement, assertions, and Notice of Public Rights as required 	Town Clerk, Full Council	June-July
	Rationalise finance roles & responsibilities of staff team	<ul style="list-style-type: none"> - Reduce Omega access - Reduce cash handling 	Town Clerk, Deputy Town Clerk, all staff	August
	Rationalise booking and invoicing systems	<ul style="list-style-type: none"> - Install new RIALTAS booking /invoicing software in sync with Omega system 	Town Clerk Deputy Town Clerk Town Hall Administrator	August-September
		<ul style="list-style-type: none"> - Ensure relevant information & transition management of functions 	Town Clerk Deputy Town Clerk Town Hall Administrator	
	Manage Omega/ Earmark reserves in line with Reserves Policy	<ul style="list-style-type: none"> - Initial Omega set up & populate EMR's accordingly 	Town Clerk Deputy Town Clerk	August-September
		<ul style="list-style-type: none"> - End of year review / management of EMR's 	Town Clerk, Policy and Resources Committee	(Sept)-March

Aim	Objective	Actions	Who	When
<p data-bbox="248 411 517 512">2. To ensure budget requirement for 2020/21</p> <p data-bbox="300 628 434 655">1, 2, 3, 4, 9</p>	<p data-bbox="555 411 815 549">Review all budget cost/commitments & prepare itemised budget breakdown</p> <p data-bbox="555 699 797 802">Presentation on agenda / associated Budget sheet</p> <p data-bbox="555 842 741 869">Submit Precept</p>	<ul style="list-style-type: none"> <li data-bbox="909 411 1335 475">- Collate relevant budget reports and Identify expenditure items <li data-bbox="909 515 1352 579">- Prepare itemised budget for P&R Committee <li data-bbox="909 627 1234 691">- Itemised budget report considered <li data-bbox="909 730 1335 762">- P&R / Full Council agree budget 	<p data-bbox="1388 411 1621 475">Town Clerk Deputy Town Clerk</p> <p data-bbox="1388 515 1585 547">P&R Committee</p> <p data-bbox="1388 587 1738 619">P&R Committee/ Full Council</p> <p data-bbox="1388 730 1529 762">Town Clerk</p>	<p data-bbox="1917 411 2007 443">August</p> <p data-bbox="1917 515 2051 547">September</p> <p data-bbox="1917 587 2047 619">December</p> <p data-bbox="1917 730 2018 762">January</p>

Aim	Objective	Actions	Who	When
<p>3. Ensure good governance of risks, ensuring mitigations where necessary</p> <p>1, 2, 3, 4</p>	<p>Prepare Risk Management Scheme</p> <p>Ensure shared awareness of risk and mitigations.</p> <p>Ensure corporate ratification</p>	<ul style="list-style-type: none"> - Itinerary of Risks - Review Insurances - Present Risk Management Scheme for amendment/adoption by P&R Committee - Circulate to Council and staff; Full Council endorsement 	<p>Town Clerk</p> <p>Town Clerk, Policy and Resources Committee</p> <p>Town Clerk, Full Council</p>	<p>July</p>

Aim	Objective	Actions	Who	When
<p>4. Ensure all aspects of relevant Health and Safety requirements.</p> <p>1</p>	<p>Implement systematic comprehensive Risk Assessment processes for all Council activities, services and staff</p> <p>Implement Risk Assessment evidence base</p> <p>Respond to Risk Assessment outcomes an actions</p> <p>Ensure annual reviews of Risk Assessments.</p>	<ul style="list-style-type: none"> - Initiate Risk Assessment process for; • Parks and Open Spaces, and facilities • Town Hall • Staff and Councillors • Regalia • Partners, tenants, user groups (as appropriate) - Ensure staff are briefed - Staff to diary outlook calendar to reflect levels of responsibility - Activate and utilise/populate Peninsula Business Safe system with relevant Risk Assessments - Update reports to Policy and Resources Committee - Behavioural changes - Environmental changes - Needs led Resourcing - Schedule operational commitment 	<p>Town Clerk plus; Ground staff</p> <p>Town Hall Administrator Councillors Deputy Town Clerk</p> <p>Town Clerk</p> <p>All staff</p> <p>Town Clerk</p> <p>Town Clerk</p> <p>All All Town Clerk, Council</p> <p>Town Clerk, All as appropriate</p>	<p>June – September</p> <p>July</p> <p>On going</p> <p>February</p>

Aim	Objective	Actions	Who	When
<p data-bbox="253 413 517 549">5. Ensure Town Hall's Fire Risk is management and evidenced</p> <p data-bbox="300 595 320 619">1</p>	<p data-bbox="555 413 835 512">Ensure regular checks are completed and are electronically stored</p> <p data-bbox="555 882 824 1090">Ensure all staff, Councillors, tenants, and user groups are familiar with evacuation procedure and expectations</p> <p data-bbox="555 1134 790 1337">Make necessary adjustments to fire management procedures or arrangements as required.</p>	<ul data-bbox="909 413 1361 1050" style="list-style-type: none"> - Implement Fire storm / Peninsula recording system - Upload back dated hard copy records - Review and implement hard copy check log sheet system - Clarify system process for information flow - Ensure Check records are regularly uploaded - Create evacuation flow chart - Brief / record all parties on evacuation procedure as required and record 	<p data-bbox="1388 413 1832 437">Town Clerk, Town Hall Administrator</p> <p data-bbox="1388 485 1832 509">Town Clerk, Town Hall Administrator</p> <p data-bbox="1388 557 1839 620">Town Clerk, Town Hall Administrator, caretaker</p> <p data-bbox="1388 668 1839 732">Town Clerk, Town Hall Administrator, caretaker</p> <p data-bbox="1388 780 1832 804">Town Clerk, Town Hall Administrator</p> <p data-bbox="1388 884 1832 908">Town Clerk, Town Hall Administrator</p> <p data-bbox="1388 956 1832 979">Town Clerk, Town Hall Administrator</p> <p data-bbox="1388 1134 1832 1158">Town Clerk, Town Hall Administrator</p>	<p data-bbox="1917 413 1973 437">July</p> <p data-bbox="1917 485 2063 509">July-August</p> <p data-bbox="1917 557 1973 580">July</p> <p data-bbox="1917 772 2024 796">Ongoing</p> <p data-bbox="1917 884 1973 908">July</p> <p data-bbox="1917 1134 2047 1158">As needed</p>

Aim	Objective	Actions	Who	When
<p data-bbox="253 416 497 655">6. Ensure relevant Policies are in place and understood to support Council functions and interests.</p> <p data-bbox="300 703 497 762">1, 2, 3, 4, 5, 5, 9, 10</p>	<p data-bbox="555 416 837 624">Utilise Peninsula to create comprehensive set of draft Policy documents; in three priority batches (refer to Policy Checklist)</p>	<ul data-bbox="909 416 1339 983" style="list-style-type: none"> - Create policies; schedule sufficient protected time to populate policies - Present to Policy and Resources Committee for consultation, amendment or adoption - Present to Full Council for adoption - Circulate and publish policies as adopted - Provide need led training on policies as required 	<p data-bbox="1388 416 1529 440">Town Clerk</p> <p data-bbox="1388 560 1783 584">Policy and Resources Committee</p> <p data-bbox="1388 703 1529 727">Full Council</p> <p data-bbox="1388 815 1529 839">Town Clerk</p> <p data-bbox="1388 919 1529 943">Town Clerk</p>	<p data-bbox="1917 416 2029 440">July- Dec</p>

Aim	Objective	Actions	Who	When
<p>7. Ensure implementation best fit and full Staffing complement / model</p> <p>1, 2, 3, 4, 5, 6, 7, 8, 9, 10</p>	<p>Clarify roles and responsibilities in line with existing terms and conditions, and Job descriptions</p>	<ul style="list-style-type: none"> - Create Staff structure model and agree with Personnel Committee, and Policy and resources Committee as required 	<p>Town Clerk, Personnel Committee, Policy and Resources Committee</p>	<p>July- Aug</p>
	<p>Clarify staffing budget</p>	<ul style="list-style-type: none"> - Current staffing costing/ budget breakdown 	<p>Town Clerk</p>	<p>August</p>
	<p>Clarify ideal staffing establishment to support Council functions safely and effectively</p>	<ul style="list-style-type: none"> - Itemised breakdown of annual staffing needs and costing - Harmonise contractual arrangements / Job reviews if applicable 	<p>Town Clerk</p> <p>Town Clerk, Personnel Committee</p>	<p>July- August</p>
		<ul style="list-style-type: none"> - Brief staff, and Council as needed 	<p>Town Clerk</p>	<p>August - September</p>
		<ul style="list-style-type: none"> - Identify vacancies, advertise, and recruit vacant post/s 	<p>Town Clerk / Personnel Committee</p>	

Aim	Objective	Actions	Who	When
8. Maximise Council operations and service delivery 1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Proposal for Efficiency and Performance working group	<ul style="list-style-type: none"> - Efficiency and Performance working group report for Full Council 	Chair P&R	June
	Initiate Efficiency and Performance working group	<ul style="list-style-type: none"> - Term of reference/ duration. Identify areas for scrutiny/ development. 	Town Clerk E&P Working Group	July
	Annual Review & prepare 2020/21 Action Plan	<ul style="list-style-type: none"> - Full Council / Committees consider and feedback re: SWOT analysis. 	Town Clerk, Deputy Town Clerk, Cllrs	Feb-March

Aim	Objective	Actions	Who	When
<p>9. Ensure a sustainable optimum 'centre piece' offer via the Town Hall that balances service investment with outcomes and expenditure.</p> <p>1, 2, 3, 4, 5, 7, 8, 10</p>	<p>To develop a Town Hall maintenance & development schedule.</p> <p>To ensure the optimum use of storage space in the Town Hall.</p>	<ul style="list-style-type: none"> - Assess income & expenditure trends to identify an acceptable/sustainable variance. - To identify a comprehensive list of maintenance and aspirational works for 2019/20, and subsequent years, needed to ensure a high quality and safe Town Hall environment. - Expediently action maintenance tasks as they arise. - Rationalise and sort cupboards (re: GDPR, Archive, Security, TIC, Cleaning, Community, Stock, Events) 	<p>Town Hall and Facilities Committee / Town Clerk / Town Hall Administrator</p>	<p>July – Dec/ongoing</p>

Aim	Objective	Actions	Who	When
<p>10. Ensure democratic processes are supported and maintained with the legal and ethical framework</p> <p>1, 2</p>	<p>Clerk support for Full Council and each Committee</p> <p>Cohesive cross – agenda communication</p> <p>Relevant legal information sharing</p>	<ul style="list-style-type: none"> - Apportioned planned and projected time commitment for Full Council and Committees by staff - Staff briefings/ team meetings scheduled - Need led communications - Staff and Councillor briefings notes 	<p>Town Clerk, Deputy Town Clerk, Town Hall Administrator</p> <p>Town Clerk, Deputy Town Clerk, Town Hall Administrator, Cllrs</p> <p>Town Clerk, Deputy Town Clerk</p>	<p>May - Ongoing</p>

Aim	Objective	Actions	Who	When
<p>11. Ensure Positive Civic Profile</p> <p>1, 6, 7, 8, 10</p>	<p>Successful delivery of</p> <ul style="list-style-type: none"> • Mayor Robing Ceremony • Even Song • Twinning Visit • Remembrance Sunday • Mayors Ball 	<ul style="list-style-type: none"> - Plan operational calendar - Ensure proper management and storage of Civic Regalia. - Event planning meetings - Annual budget projection - Provision and maintenance of resources needed for the effective delivery of events (staff, equipment, materials, marketing etc) - Positive and timely marketing via press, social media 	<p>Town Clerk, Civic Support</p> <p>Town Clerk, Deputy Town Clerk</p> <p>Town Clerk, Civic support, Mayor, Staff, Councillors</p> <p>Town Clerk, Mayor</p> <p>Town Clerk, Policy and Resources Committee, Full Council</p> <p>Town Clerk, Civic support, Mayor, Staff, Councillors</p>	<p>February</p> <p>May - ongoing</p> <p>Pre- event</p> <p>May</p> <p>December</p> <p>Post event</p>

Aim	Objective	Actions	Who	When
<p>12. Ensure Support for Community Calendar of Events</p> <p>1, 2, 4, 6, 7, 8, 10</p>	<p>To effectively deliver MTC calendar of community events;</p> <ul style="list-style-type: none"> • St Aldhelms Fair • Malmesbury in Bloom • WOMAD • Community Tea Party • Christmas Shopping • Annual Town Meeting • Citizen of the Year 	<ul style="list-style-type: none"> - Full Council / Community & Town Promotion Committee dates scheduled and circulated - Timely programme planning & event plans; clear list of actions / roles/ responsibilities - Timely communication with key partners - Timely press and marketing - Evaluation of events 	<p>Cllrs, All staff as applicable</p>	<p>May - April</p>

Aim	Objective	Actions	Who	When
<p>13. Ensure timely support for Planning and Environmental issues or matters</p> <p>1, 2, 6, 7, 8, 9, 10</p>	<p>Ensure effective Council representations on planning applications in support of the overall vision for Malmesbury community</p>	<ul style="list-style-type: none"> - Planning and Environment committee dates scheduled and circulated. - Research and presentation of correct information at Committee - Clear agreed actions and timely planning submissions as required - Complete Version 2 of Neighbourhood Plan 	<p>Town Clerk, Deputy Town Clerk Deputy Clerk, Councillors (Town Clerk)</p> <p>Deputy Clerk, (Town Clerk- cover)</p> <p>Town Clerk, Cllrs working group as agreed</p>	<p>May – April May- April</p> <p>May – April 3wkly</p> <p>Jul- Dec</p>
	<p>Proactive responses to envisaged environmental issues</p>	<ul style="list-style-type: none"> - Flood Warden Group, Emergency Warden, group to meet as to ensure relevance and understanding of planned responses; and ensure necessary resources are in place for mobilised response. 	<p>Flood / Emergency Group co-ordinator, Town Clerk</p>	<p>Annual / September</p>
	<p>Proactive responses to unforeseen environmental issues</p>	<ul style="list-style-type: none"> - Co-ordination meeting with Flood Action Group 	<p>Flood co-ordinator (Cllr Hardwick), Town Clerk</p>	<p>Sept- Jan</p>
	<p>Market Cross buffer protection</p>	<ul style="list-style-type: none"> - Research and agree course of actions re; planners, Highways etc 	<p>Deputy Town Clerk / Chair/ P&E/ Town Clerk</p>	<p>August- Oct</p>

Aim	Objective	Actions	Who	When
<p data-bbox="250 389 517 563">14. Ensure proper management and maintenance of Tetbury Hill Cemetery</p> <p data-bbox="300 639 349 671">1, 7</p>	Up to date ICC Policies and procedures guidance documents.	<ul data-bbox="904 357 1317 416" style="list-style-type: none"> - Research and file relevant ICC files 	Deputy Town Clerk	July-September
	Risk Management Plan	<ul data-bbox="904 501 1326 560" style="list-style-type: none"> - Create Cemetery management resource 	Deputy Town Clerk	July – September
	Cemetery management plan	<ul data-bbox="904 604 1279 636" style="list-style-type: none"> - Cemetery Risk Assessment 	Town Clerk, Deputy Town Clerk, Ground staff, Burial Committee	June – September
	Effective and secure data base of Cemetery records and management information	<ul data-bbox="904 716 1357 1249" style="list-style-type: none"> - Consider and scope Cemetery maintenance needs - Consider / purchase RAILTAS Cemetery Management Software - Implement RAILTAS Cemetery Management Software (if supported) - Needs led effective communication with grounds staff, grave digger, stonemasons and funeral directors - Succession Training for management and maintenance if necessary 	<p data-bbox="1391 716 1854 775">Burial Committee, Town Clerk (Deputy Town Clerk, Ground staff)</p> <p data-bbox="1391 785 1843 844">Burial Committee, Policy & Resources Committee</p>	<p data-bbox="1919 716 1980 748">June</p> <p data-bbox="1919 785 2040 817">July- Sept</p>
	Monitoring of Cemetery site	<ul data-bbox="904 1259 1182 1391" style="list-style-type: none"> - Annual Site review - Risk Assessment - Logbook - electronic filing 	<p data-bbox="1391 895 1621 927">Deputy Town Clerk</p> <p data-bbox="1391 1002 1621 1034">Deputy Town Clerk</p> <p data-bbox="1391 1145 1621 1177">Deputy Town Clerk</p> <p data-bbox="1391 1259 1872 1318">Town Clerk, Deputy Town Clerk, Ground staff</p>	<p data-bbox="1919 895 2024 927">Oct-Dec</p> <p data-bbox="1919 1002 2047 1034">May- April</p> <p data-bbox="1919 1145 2018 1177">January</p> <p data-bbox="1919 1259 2033 1291">February</p>

Aim	Objective	Actions	Who	When
<p>15. Ensure effective Administration of Councils services.</p> <p>1, 2, 3, 4, 5, 6, 7, 8, 9, 10</p>	<p>Rationalise office to ensure effective practice within Health and Safety guidelines</p> <p>Rationalise Filing Hard / electronic storage and ensure GDPR compliant</p> <p>Review IT systems / software to ensure fit for purpose</p>	<ul style="list-style-type: none"> - Tidy office - Clarify H&S guidance on office working - Workstation RA training <p>Sort hard copying filing in line with GDPR guidelines</p> <ul style="list-style-type: none"> - Move on site storage to 'filing' room from office - Review filing room storage and move archives to Swindon & History Centre - Create one cloud based MTC filing system with 'Restricted Access' file <ul style="list-style-type: none"> - GDPR training - Contact three IT companies for advisory specification and quote for works 	<p>All staff Town Clerk</p> <p>Town Clerk / All staff</p> <p>Deputy Town Clerk, plus additional casual capacity</p> <p>All staff</p> <p>Town Clerk</p>	<p>May- August July</p> <p>August – October August</p> <p>September - December</p> <p>September</p>

Aim	Objective	Actions	Who	When
<p>16. To adopt an environmentally friendly waste management system</p> <p>1, 3, 4, 7, 8, 9, 10</p>	Review current waste disposal services for efficiency	<ul style="list-style-type: none"> - Scrutinise current waste management for cost effectiveness 	Town Clerk	August
	Consider Malmesbury Against Plastics audit report recommendations	<ul style="list-style-type: none"> - Research recycling methods / service providers 	Town Clerk	September
	Research feasibility of adopting recycling as integral to waste disposal	<ul style="list-style-type: none"> - Consult staff, Council 	Town Clerk	September
		<ul style="list-style-type: none"> - Identify specific actions/options for improved waste management 	Town Clerk	September
		<ul style="list-style-type: none"> - Identify financial implications 	Town Clerk, Policy and Resources Committee	September
		<ul style="list-style-type: none"> - Council decision 	Full Council	October
		<ul style="list-style-type: none"> - Implement changes 	Town Clerk, staff, Councillors, tenants	November (or as contracts allow)

Aim	Objective	Actions	Who	When
<p>17. Ensure effective Project management of live and future projects.</p> <p>1, 4, 6, 7, 8, 9</p>	Deliver Newnton Grove Play Equipment	<ul style="list-style-type: none"> - Order equipment/ book contractor - Monitor works - Manage comms 	Town Clerk/ Ground staff	May- July
	Deliver Cross Hayes Toilets	<ul style="list-style-type: none"> - Outline plan - Planning submission /approval - Commission/ book contractor - Monitor works - Manage comms 	Town Clerk/ Ground staff	May- December
	Deliver St Aldhelms Outdoor Gym	<ul style="list-style-type: none"> - Order equipment/ book contractor - Monitor works - Manage comms 	Town Clerk/ Ground staff	June- September
	Deliver TIC refurbishment	<ul style="list-style-type: none"> - Order equipment - Commission / book contractor - Refit layout - Manage comms 	Town Hall Administrator/Cllr Ritchie TIC staff/ Deputy Clerk	June- August
	Deliver Bar refurbishment	<ul style="list-style-type: none"> - Book contractors - Order furniture /fittings 	Town Hall Administrator/ Cllrs Jones, Vandelli	May- August

Aim	Objective	Actions	Who	When
<p>18. Maximise Marketing and Communication opportunities in support of all Councils activities.</p> <p>1, 2, 3, 4, 5, 6, 7, 8, 9, 10</p>	Effectively utilise social media and regular local press	<ul style="list-style-type: none"> - Ensure photographic record of all Council events 	Civic Support, Mayor	May – April
		<ul style="list-style-type: none"> - Update Facebook per each Civic event or project development 	Civic Support	May- April
		<ul style="list-style-type: none"> - Facebook / twitter posts for short term news / emergency information e.g. road closures /floods etc. 	Civic support/ Town Clerk/ Deputy Town Clerk	As needed
	Ensure Website positively supports and reflects the business needs of the Council as a whole	<ul style="list-style-type: none"> - Consult staff and Councillors - Implement new website design - Proactively populate website as required 	Civic support/ Town Clerk/ Deputy Town Clerk/TIC	May – April
	Utilise Community Engagement to promote positive profile of Council activities and services	<ul style="list-style-type: none"> - Proactively engage with public at events with educative approach on relevant issues 	Mayor, Cllrs, Town Clerk, Deputy Town Clerk, Civic support, THA	May – April
	Strategic Networking with partners agencies and stakeholders	<ul style="list-style-type: none"> - Proactively engage with partners networks and ensure positive profile 	Town Clerk, Mayor, Chairs	May - April

Aim	Objective	Actions	Who	When
<p>19. Devise and Implement a three-year needs led Training and Development Plan for Councillors and staff.</p> <p>1, 2, 3, 4, 5, 6, 7, 8, 9, 10</p>	Clarify Councils ability to commit to Training and Development	<ul style="list-style-type: none"> - Create Training and Development Policy 	Town Clerk	July
	Needs analysis of staff and Cllrs training needs short / medium /long term	<ul style="list-style-type: none"> - Needs Assessment (Staff and Councillors) 	Town Clerk	Jun- Aug
	Create training plan, with priority areas	<ul style="list-style-type: none"> - Write up training plan 	Town Clerk	September
	Clarify needs led training budget	<ul style="list-style-type: none"> - Consideration/adoption of training need and budget implications 	Policy and Resource Committee, Full Council	September – October
	On site / off site training booked as needed (group and individual Annual review of Training and Development	<ul style="list-style-type: none"> - Training booked and scheduled 	Town Clerk, all as needed	April or as needed re: priority areas as identified in Needs Analysis Every June
		- Training and development feedback audit for staff and Cllrs	Town Clerk	

Aim	Objective	Actions	Who	When
<p>20. Ensure Parks and Open Spaces are safe, fit for purpose and positive environments for all sectors of the community</p> <p>1, 2, 5, 6, 7, 8, 9, 10</p>	<p>Proactive maintenance and management of Parks and Open Spaces.</p>	<ul style="list-style-type: none"> - Parks and Open Spaces management log - Park and Open Spaces Risk Assessment schedule - ROSPA Inspection - Park and open Spaces matters proactively considered by Council 	<p>Town Clerk, Ground staff</p> <p>Council Committee as appropriate and agreed</p>	<p>Jul- Dec</p> <p>May- April</p>
	<p>Partnership working with agencies to ensure positive support for parks and open spaces</p>	<ul style="list-style-type: none"> - Participation in Local Youth Network - Maintain relationship with key agencies e.g. Police, WC 	<p>Cllr Representatives, Town Clerk</p> <p>Cllr Representatives, Town Clerk, Deputy Town Clerk, Ground staff</p>	<p>May – April</p> <p>May – April</p>
	<p>Partnerships with community interest groups to ensure positive community engagement and use of parks and open spaces</p>	<ul style="list-style-type: none"> - Community Engagement Strategy to generate Community interest capacity for all or selected parks or spaces - Formulate 1-3-year action plan for establishment of community support groups as identified 	<p>Council Committee as appropriate and agreed, Town Clerk</p> <p>Council Committee as appropriate and agreed, Town Clerk</p>	<p>Sep- Jan</p> <p>Feb – Mar</p>
	<p>Proactive monitoring of users and behaviours in parks</p>	<ul style="list-style-type: none"> - Observations and feedback from Ground staff - Feedback via Councillors / community relations - Site visits 	<p>Grounds staff</p> <p>Councillors</p> <p>Town Clerk</p>	<p>May- April</p>

