

QUEDGELEY TOWN COUNCIL BUSINESS PLAN 2017-2020



Introduction

Town Council is a statutory part of Local Government. Quedgeley Town Council is made up of 16 elected and co-opted members who represent different parts of the Parish. Councillors are not political appointments, but represent the views of the community.

Members are also welcome from any religious group, must live or spend their working days in the Parish and are obligated to attend once a month the full Council meeting which takes place in the Committee Rooms of both Quedgeley and Kingsway Community Centres. Councillors are also expected to belong to at least one of the committees that also meet monthly and as required.

The Public and Media are welcome at each meeting. The Police also attend on occasions as well as County and City Councillors to update the Council on what is happening within the boundaries of Quedgeley. The Parish includes the rapidly growing Kingsway and we currently have 6 members of the council from this area to east of the A38, plus one from Copeland Park.

We also hold an Annual Town Assembly in May to which the public are invited to hear Council's Strategy and plan for the community for the following 12 months.

Quedgeley has a well-established Town Council with 16 town councillors. Councillors are unpaid and commit their time to improving Quedgeley and maintaining it as an attractive and sustainable place in which to live, visit and do business. Non contested elections were held in May 2016 and further elections will be held again in 2020.

Full Council meets on the third Monday of every month at 7.30pm, alternating between Quedgeley and Kingsway Community Centres. In addition, there are four committees. Finance and General Purposes, Planning and Development, Community Buildings and Recreation & Amenities. These committees meet monthly are promoted both through the web site and on the parish council noticeboards.

Quedgeley Town Council's Vision

Quedgeley is one of the largest town councils in Gloucestershire with a current population in excess of 25000 and approximately 9000 homes and supports the vision enshrined in ensuring that Quedgeley develops in a way that the residents wish. It also encourages the development of stronger bonds between residents and the council and between active community groups. It acknowledges the vital part that businesses play within our community and aims to ensure that employers and employees feel part of the community. This plan will drive the town council to ensure that Quedgeley is a long term sustainable community that will look after its residents.

Extensive housing development continues to take place in Kingsway with more development being planned. Additional housing planned at the neighbouring Hunts Grove proves to impact on Quedgeley's infrastructure.

Aim

The purpose of this document is to provide the current future plans of the Town Council over the next 3 years. The Town Council is directly accountable to the tax payer and with financial pressures faced by the Principle Authority which directly impact on the Town Council, it is even more important that services and future actions of the council are transparent and justified.

This document also interlinks with the Budget Progress Sheet, Standing Orders, Financial Regulations and any other policies deemed applicable.

Finance and General Purposes Committee

Looking at spending needs and budgeting as the council is paid for from the Town Council Precept which all who pay council tax contribute to.

Recreation and Amenities Committee

Looking at and looking after open spaces such as Fisher's Meadow, the Nature Reserve, Memorial Garden, Quedgeley Cemetery and organising events.

Community Buildings Committee

Looking after and responsible for 4 centres and 1 town council office:

Quedgeley Community Centre – located in School Lane, Quedgeley, Gloucester.

Kingsway Community Centre – located in Thatcham Avenue, Kingsway, Gloucester.

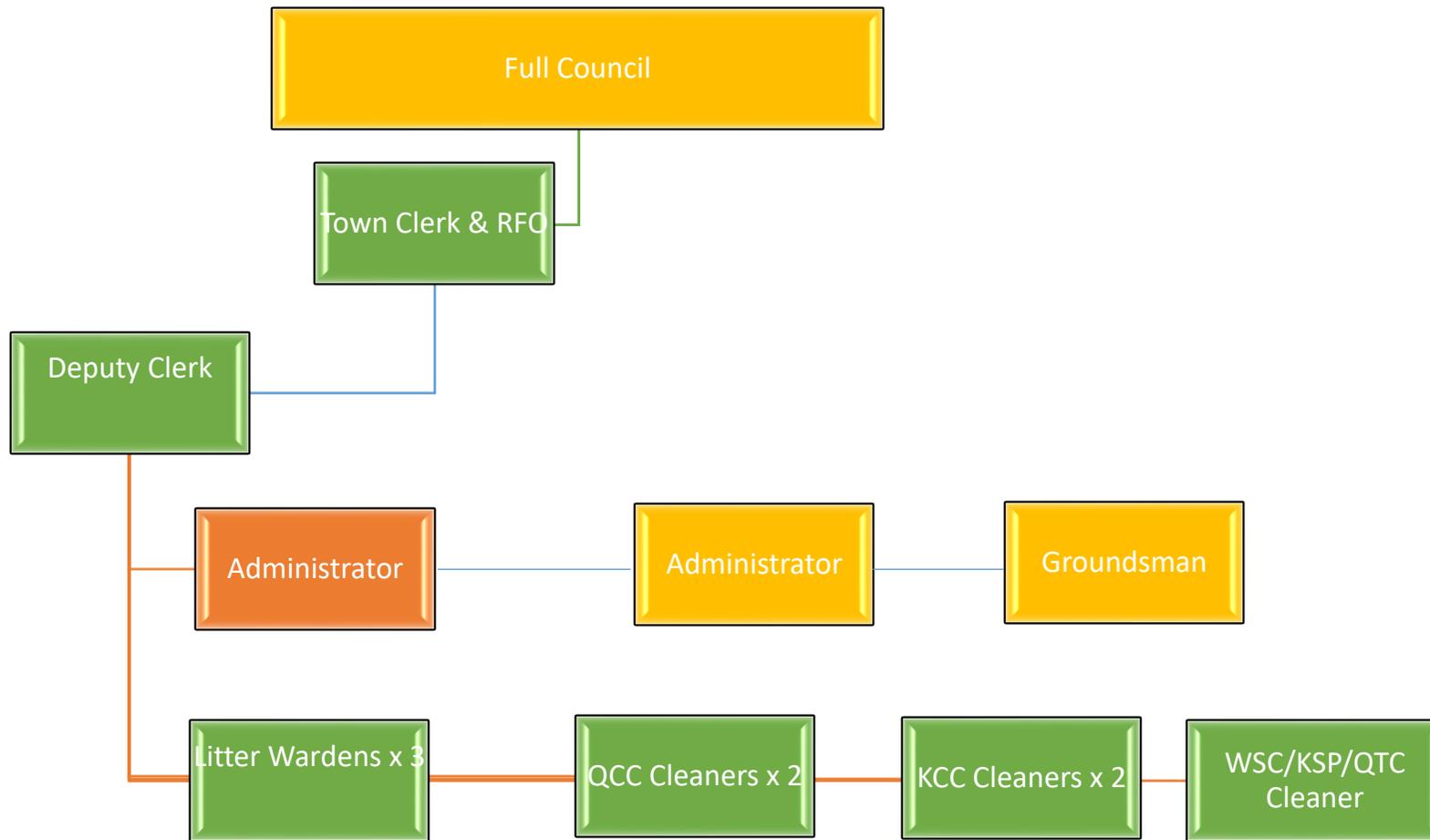
Waterwells Sports Centre – located in Stephenson Drive, Quedgeley, Gloucester.

Kingsway Sports Pavilion – located in Newhaven Road, Kingsway, Gloucester.

Town Council Office – located in School Lane, Quedgeley, Gloucester. Main office for the Town Clerk who is also the Responsible Financial Officer.

She is supported by 1 Deputy Clerk and 2 Administrators. It is a very busy office, opening times are Mondays – Fridays 9.30am – 2.30pm. The population they look after exceeds 20000 people and add to that the itinerant population who come in to and out of the Parish daily for business, industry and commerce (not forgetting the Headquarter Sites of the Police, Ambulance and Fire Services, as well as the Red Cross Regional Centre) and you can see that they are busy. There are also 3 litter pickers and 5 cleaners employed.

Quedgeley Town Council employs 12 staff;



The Business Plan outlines the current and future plans of the Town Council for 2017 – 2020. The plan will show the services and resources supplied to the community and the development of future actions to further improve the social, economic and sustainability of Quedgeley and Kingsway.

The following tables highlight the direction over the council during the next 3 years. It is broken down into the following areas. It determines what the council wants to achieve, who is responsible for delivery, under the assumption that all actions that the QTC undertake are the responsibility of the Full Council. They highlight the stakeholders, the description of what we aim to achieve and how we measure if it has been a success. It provides a clear and auditable link between what the expected budget is and where that links to the allocation in the annual budget.

Proposed



Planned and in progress



Complete



SOCIAL

The Town Council delivers the following major events within the community as well as a number of services and resources.

Topic	Owner	Stakeholder	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Easter Egg Hunt	Recreation & Amenities Committee QTC		This is an annual event for the children of Quedgeley and Kingsway held at the Nature Reserve in Quedgeley. A number of competitions are run and Easter eggs awarded on completion. Eggs	No of attendees Positive Feedback		£250.00	£7798	Budget Progress/R&A/3F	R&A 6.12.17

			are provided generously by local business. This is a successful event with no plans to change the format.						
Fireworks Display	Recreation & Amenities Committee QTC		This is an annual event held at Fisher's Meadow where a funfair and fireworks display is held for the whole of the Quedgeley and Kingsway Community. This event is recognised as a successful concept. There are no plans to change.	No of attendees Positive Feedback Ticket Sales		£5788.00	£7798	Budget Progress/R&A/3F	R&A 6.12.17
Future Events	Recreation & Amenities Committee QTC		Possible Fun Day/Dog Show Sport Relief Mile – alternate years Sport Celebration Day Involvement with KRA Big Lunch	No of attendees Positive Feedback		£100.00	£7798	Budget Progress/R&A/3F	R&A 6.12.17

Town Council Assets

The council provide services to support a multitude of sports clubs, interest clubs and other organisations throughout the community through the provision of community centres both in Quedgeley and Kingsway as well as a Sports Centre at Waterwells and a Sports Pavilion in Kingsway.

Topic	Owner	Stakeholders	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Quedgeley Community Centre	Community Buildings Committee/ QTC	Community Centre Users	The Council currently owns the centre in Quedgeley, providing facilities, such as: 2 halls and 2 meeting rooms. A list of user groups/clubs are advertised on QTC noticeboards and website.	No of visitors to centre. Annual revenue -v- annual cost.		£41472	£42222	Budget Progress/Quedgeley Community Centre/4A – 4K	Annually – Nov – Jan.
	Community Buildings Committee/ QTC		Displaying of community pictures in the foyer of centre, representing achievements within the community and creating a vibrant and inviting welcome to users.	Positive feedback		£250.00	£250.00	Budget Progress/Quedgeley Community Centre/4H	Annually – Nov – Jan.

Kingsway Community Centre	Community Buildings Committee/ QTC	Glos City Council/Community Centre Users	The Council currently lease the centre in Kingsway, providing facilities, such as: 2 halls and 2 meeting rooms. A list of user groups/clubs are advertised on QTC noticeboards and website.	No of visitors to centre. Annual revenue -v- annual cost.		£43285	£43435	Budget Progress/Kingsway Community Centre/6A – 6G	Annually – Nov – Jan.
	Community Buildings Committee/ QTC	Glos City Council	Displaying of community pictures in the foyer of centre, representing achievements within the community and creating a vibrant and inviting welcome to users.	Positive feedback.		£250.00	£250.00	Budget Progress/Kingsway Community Centre/6D	Annually – Nov – Jan.
Waterwells Sports Centre	Community Buildings Committee/ QTC	Community Centre Users/Glos City Council	The Waterwells Sports Centre is owned and managed by the council, providing both hall space with changing rooms, kitchen etc as well as outside space and an astro turf for a number of groups and for hire.	No of visitors to centre. Annual revenue -v- annual cost.		£41959	£42209	Budget Progress/Waterwells Sports Centre/5A-5I	Annually – Nov – Jan.

			The car park area is owned by Glos City Council.						
	Community Buildings Committee/ QTC		Displaying of community pictures in the foyer of centre, representing sporting achievements within the community and creating a vibrant and inviting welcome to users.	Positive feedback		£250.00	£250.00	Budget Progress/Water wells Sports Centre/5A	Annually – Nov – Jan.
Kingsway Sports Pavilion	Community Buildings Committee/ QTC	Glos City Council/Sport Pavilion Users	The council currently lease the centre from Glos City Council. The pavilion provides changing rooms, sports pitches, tennis courts and a function room.	No of visitors to pavilion. Annual revenue -v- annual cost.		£27297	£27547	Budget Progress/Kingsway Sport Pavilion/9A-9E	Annually – Nov – Jan.
	Community Buildings Committee/ F&GP	GCC	A dedicated groundsman has been employed to ensure the pitches	Standard of pitches Complaints/feedback		Point LC1	Point LC1	Budget Progress/Administration/Staff Costs/2A	Annually – Nov – Jan.

	Committee/ QTC		are fit for standard at all times. The groundsman is part time at 16 hours per week, to be reviewed after 6 months and full training will be provided by the Institute of Groundsman ship, funded by the council.	regarding state of pitches					
		GCC	Displaying of community pictures in the foyer of centre, representing sporting achievements within the community and creating a vibrant and inviting welcome to users.	Positive Feedback		£250.00	£250.00	Budget Progress/Kingsway Sport Pavilion/9C	Annually – Nov – Jan.
		GCC	The Pavilion is only open during the weekends and stands empty for large periods of time during the working week. The council	No of attendees to centre. Desire of community for such facilities		TBC	TBC	Budget Progress/Kingsway Sport Pavilion/9C	Annually – Nov – Jan.

			intend under the General Power of Competence Act 2011 to consider opening the centre daily, possibly providing cafe facilities and indoor sport facilities and generate more customers by providing better pitch facilities and a more open environment	to be available.					
Town Council Office	F&GP Committee/ QTC	Town Council Office visitors	Promotion of new town council office open in Kingsway Community Centre. Further awareness of days and times for both offices.	No of attendees to town council office Feedback from community		Absorbed within Staff Costs and Community Building Costs	Absorbed within Staff Costs and Community Building Costs	Budget Progress/Administration/Community Building	Annually – Nov – Jan.
	F&GP Committee/ QTC		Displaying of town council related pictures in the reception area, e.g. councillors/city councillors etc representing the core of Quedgeley Town Council and	Feedback from visitors to office and local community.		£250.00	£250.00	Budget Progress/Administration/2C	Annually – Nov – Jan.

			creating a welcoming office for residents to visit.						
	F&GP Committee/ QTC		Signage to the office needs to be improved – possibly utilising the same wall as Dee & Griffin have used in order to advertise the office. This will benefit the community by highlighting better where the office is. A temporary billboard is used to advertise each town council office. Opening times are advertised in Quedgeley News and on the QTC website.	Actual attendees post signage -v- attendees prior to new signage. Community awareness.		TBC	TBC	Budget Progress/Administration/2C	Annually – Nov – Jan.
Memorial Garden	R&A Committee/ QTC		The council own a memorial garden which is situated on the corner of School Lane and St. James Road. Memorial plaques can be purchased from the Town Council Office.	Feedback from local residents on upkeep. Regular inspections		£1000.00	£1000.00	Budget Progress/R&A/3G	Annually – Nov – Jan.

Quedgeley Cemetery	R&A Committee/ QTC		The council own the cemetery and have already had burials take place, as well as plots being pre purchased. A dedicated cemetery working group has been set up to ensure that rules/regulations/forms/fees are kept up to date and legal.	Feedback from cemetery users/funeral directors on upkeep. Regular inspections		£500	£500	Budget Progress/R&A/3 I	Annually – Nov – Jan.
War Memorial	R&A Committee/ QTC	St James' Church/relatives	The names on the War Memorial are no longer easily legible. The Council have funded a replacement Portland Stone Tablet giving a clear description of names. A dedication service has taken place.	Feedback from local community and church.		£4000.00	£4000.00	Budget Progress/R&A/3 D	Annually – Nov – Jan.
Children's Play Areas	R&A Committee/ QTC		The council manage and provide equipment for 3 children's play areas. These are regularly inspected by council	Feedback/complaints from local community. Regular safety inspections		£1500.00	£1500.00	Budget Progress/R&A/3 A	Annually – Nov – Jan.

			members to ensure safety and fitness for use. Bristol Road Rec last year undertook a complete refurbishment. Improvements required to other playparks will be considered and agreed at the R&A committee.						
	R&A Committee/ QTC	Police	Druids Oak Playpark experiences high volumes of vandalism and therefore requires particular attention and CCTV is being considered.	Reports of vandalism.		£1000	£1000	Budget Progress/R&A	Annually – Nov – Jan.
Fisher's Meadow	R&A Committee/ QTC	Robert Hitchins	Open space leased from Robert Hitchins and used by a large amount of community and also forms the base for QTC major events. This space is actively used for various events.	Feedback from local community and success of events.		£2000.00	£8500.00	Budget Progress/R&A/3 J	Annually – Nov – Jan.

			Improvements to be arranged regarding bridle gate, benches and bridge.						
Nature Reserve/Orchard	R&A Committee/ QTC		The council manages the nature reserve located in Quedgeley. Improvements continue in order to provide a safe and enjoyable area for all local residents	Feedback from local community and success of events.		£1250.00	8500.00	Budget Progress/R&A/3 J	Annually – Nov – Jan.
Allotments	R&A Committee/ QTC	Glos City Council	The Council own the allotments in Goosebay Drive, with 40 plots allocated with additional disabled plots available. The Site has been made secure and all allotment holders are aware of the entry codes.	No of allotments allocated and paid for. No of incidents reports.		£1250.00	£8500.00	Budget Progress/R&A/3 J	Annually – Nov – Jan.
			The Council are working with allotment holders to implement an Allotment Association Committee.	No of attendees at initial first meeting.		£0	£0	No reference	Annually – Nov – Jan.

Economic

Topic	Owner	Stakeholder	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Asset Register/Land	Full Council	Glos City Council	The Town Council has in place an asset register of land and buildings within Quedgeley. The council has intentions to possibly manage The Manor Farm open space, when funds permit.	Internal/external audit.		Overall budget	Overall budget	Budget Progress	Annually – Nov – Jan.
Marketing of council/joining council	Full Council		Improve notification of meetings of full council and committee meetings. A community notice board is now in Tesco. The noticeboard features information	No of elected/co-opted councillors		Staff time only	£250.00	Budget Progress/Adm inistration/2L	As and when vacancies occur.

			regarding the councillors and town council office staff as well as an area dedicated for advertising forthcoming council meetings. The council currently has 16 Councillors. Regular advertising takes place in the monthly Quedgeley News and current vacancies are advertised by way of the QTC twitter feed.						
Register of small businesses	Full Council	Small businesses signed up for register.	The council recognises the importance of local small businesses and seeks to put together a register to enable businesses in and around the community to identify areas of help and support. If small businesses are in agreement, this register would	No of businesses on register and take up from each business to provide services		Overall budget	Overall budget	Budget Progress	Annually – Nov – Jan.

			be advertised on the QTC website.						
Grants	Full Council		The town council awards grants for a number of local organisations and groups. A policy is in place and shown on the QTC website, together with details on how to apply. The council actively seeks to support as many organisations as possible within the community.	No of successful applications and grants awarded		£7600.00	£7600.00	Budget Progress/Grants/8A	Annually – Nov – Jan.
Budget	Full Council		From 2017, Gloucester City Council will not be off setting the Council Tax Grant Amount to the Town Council. Steps need to be taken to absorb this deficit with limited impact to the community. Financial risks to be highlighted in the Town Council's financial risk register	No or limited impact to precept amount. Risk Register		Overall budget	Overall budget	Budget Progress	Annually – Nov Jan.

			which is reviewed by the F&GP Committee annually.						
Joint Core Strategy	Full Council	Glos City Council/Glos County Council	The council working through the planning committee continue to work with the city council and developers to ensure that what is already a crowded developed is further developed with the whole community in mind and where opposition is required the council will work on behalf of the community to ensure a fair deal on future plans is agreed.	No of limited impact to the community infrastructure through effective planning.		Overall budget	Overall budget	Budget Progress	Annually – Nov – Jan.

Communication

Topic	Owner	Stakeholder	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Public Consultation	Full Council	Glos City/Glos County/Community/Que dgeley News	The Council can be contacted through the QTC website which has undergone extensive improvements, including Twitter and Facebook. Councillors are contactable through designated email addresses and identification is worn at all events attended to enable them to be approached for questions or concerns. The Council reach out to the community by means of the Quedgeley News	Feedback from community. No of attendees to town council office.		Overall Budget	Overall budget	Budget Progress	Annually – Nov – Jan.

			which is delivered to all residents in Quedgeley on a monthly basis.						
Press	Town Clerk/Chair of QTC	Glos News/Citizen	Engage with local media Raise profile of QTC	Amount of media coverage		Overall Budget	Overall Budget	Budget Progress	Ongoing

Quedgeley News	QTC/QCT	QCT	The Town Council continues to support the team behind the new and details of town council event, services etc are published in each edition. Further information regarding planning applications and successful grant awards are also published.	Feedback from the community. Community Awareness		Overall Budget	Overall budget	Budget Progress	Annually – Nov – Jan.
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Town Council Newsletter	QTC	QCT	The Town Council publish the monthly newsletter through a 2 page insert within the Quedgeley News. Events are published by means of the newsletter budget	Public awareness and attendance of events		£2400	£2400	Budget Progress/2M	Annually Nov – Jan
Noticeboards	QTC		All noticeboards will have QTC headers on them to enable local residents to understand who updates the noticeboards and who to come to should they have any queries. An employee ensures that the noticeboards are updated weekly. A noticeboard is present in Tesco which is used to	Public awareness		Overall Budget	Overall Budget	Budget Progress	Ongoing

			publicise the Town Council, providing photos and details of councillors and town council office staff. The noticeboard outside the town council office is also used for key publications, ie notice of elector's rights for accounts etc. Noticeboards are available in all centres to provide an opportunity for the council to advertise user groups which in turn provides revenue for the council.						
Website	QTC		The Town Council website has undergone extensive improvement to ensure it represents the desired corporate image. All meetings are publicised in advance and draft minutes and approved minutes	Public participation and attendance at meetings.		£600.00	£600.00	Budget Progress/2N	Annually – Nov – Jan.

			are publicised in line with Quality Status. The Clerk has been trained to update the website with additional assistance provided by Bartonsweb						
Policies	QTC		All council policies are now available on the website for all members of the community to view in line with Quality Status and Transparency Act. Annual accounts are available on the website. All policies are subject to review annually to ensure they are up to date.	Public awareness and policy dates		Overall budget	Overall budget	Budget progress	Annually – April – May
Town Council Office	QTC		All staff are subject to in house training to promote business continuity in times of staff absence. Staff meetings take place monthly and outcomes fed back to town council meetings.	Business continuity. Larger premises.		Overall budget	Overall budget	Budget progress	Ongoing

			The council office is currently not big enough to fulfil all the actions required within it. The market is being engaged with to seek larger accommodation.						
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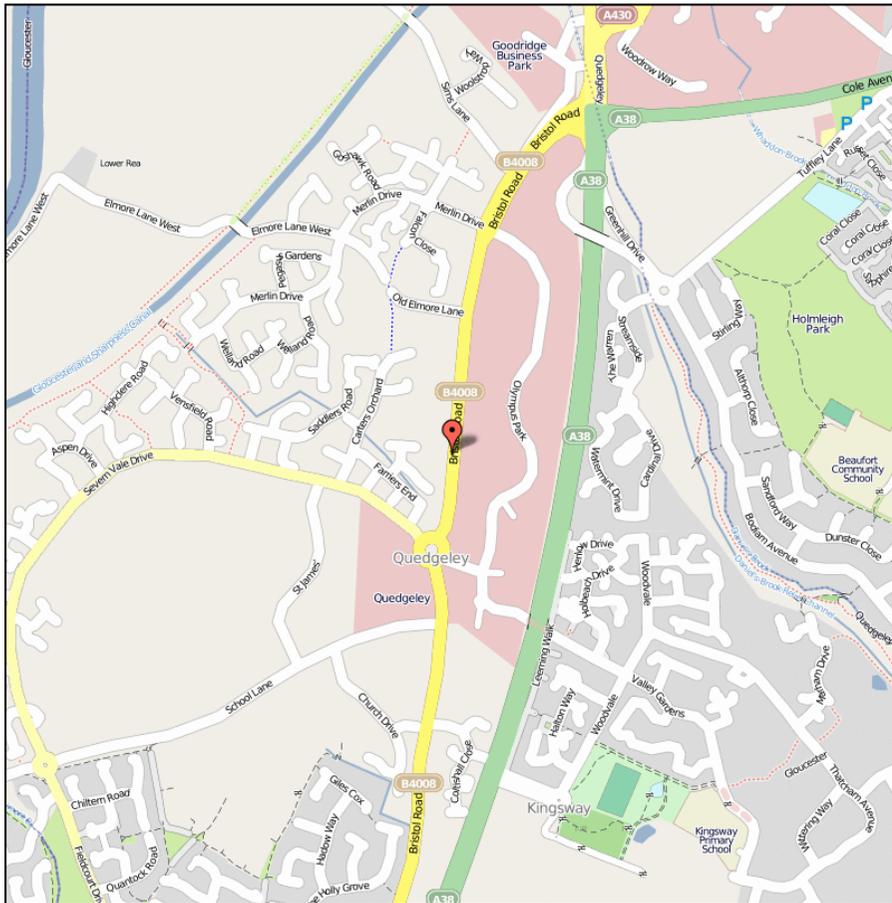
Topic	Owner	Stakeholder	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Risk Assessment and Management	QTC		<p>A Risk Assessment Policy to be implemented by the Council in April 2017 to cover the following criteria:</p> <ul style="list-style-type: none"> Assets Financial Administration General Administration Liability Employer Liability Legal Liability Councillor Propriety Insurance <p>Risks to be annually reviewed by F&GP Committee in time for new Financial Year.</p>	Low or no opportunity for negligence/liability claims against council.		Overall Budget	Overall Budget	Budget Progress	Annually – April – May

Achieve Quality Gold Status	QTC		Already a Quality status council, QTC aims to achieve Quality Gold and achieve external recognition amongst both public and other organisations. The council will provide a 3-year business plan and comply with Quality Gold requirements	Achieve Quality Gold		Overall budget	Overall budget	Budget Progress	Ongoing
Staff Training	QTC/GAPTC /SLCC		Town Clerk currently working towards level 4 foundation degree in Community Governance. Deputy Clerk current working towards CiLCA qualification. All staff/councillors are encouraged to undertake relevant	Community Governance and CiLCA achieved. A training matrix is maintained to show who has received training and identifies training gaps.		£4000	£4000	Budget Progress/2J	Ongoing

			training to the role/job.						
Health & Safety	QTC/H&S Approved advisor		All Health & Safety requirements to be complied with in line with H&S approved advisor	H&S compliant		£2309	£2309	Budget Progress/2W	Ongoing
Town Council Status	QTC	GCC	<p>Already a proactive and well establish town council, QTC has voted to investigate applying for Town Council status. Enquiries will be made to the city council and the correct protocol followed. QTC recognise the size of Quedgeley and the responsibilities that come with Town Council status.</p> <p>Stationary and signage will be changed accordingly</p>	Achieve Town Council Status		Overall budget	Overall budget	Budget Progress	Ongoing

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Future: The proposal is to have 4 centres providing maximum services to all of Quedgeley and Kingsway. Each centre to provide a vibrant and welcoming example of everything that is being achieved within the community and meeting community needs to their best capabilities.



Agreed by Full Council on 20th March 2017

Signed by Chair

Date 20/03/2017