



# WARMINSTER TOWN COUNCIL

## Service Plan 2016–2017

### Introduction

This is 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 a number of 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.

The Town Council is looking to take on a number of services from the principal authority, Wiltshire Council, in order to influence the management of those facilities that are important to the town and its residents.

### Constitution

The Council is updating its suite of policy documents which support the delivery plan. Some of these documents will be statutory whilst others will be best practice. All will form part of the Constitution.

### Stakeholders and Clients

The main stakeholders in the activities of the Council are 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.

### 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 have been developed which will form this service plan.

- 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.

## **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 will develop 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 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 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 will investigate the need for translation of information into other languages or for the visually impaired and will 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 11 which will expand to 12 once the advertised vacancy for a Direct Services Supervisor is filled. Heather Abernethie, 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 and Mike Herriott is the CCTV 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 a small team of volunteers who help to operate the CCTV.

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

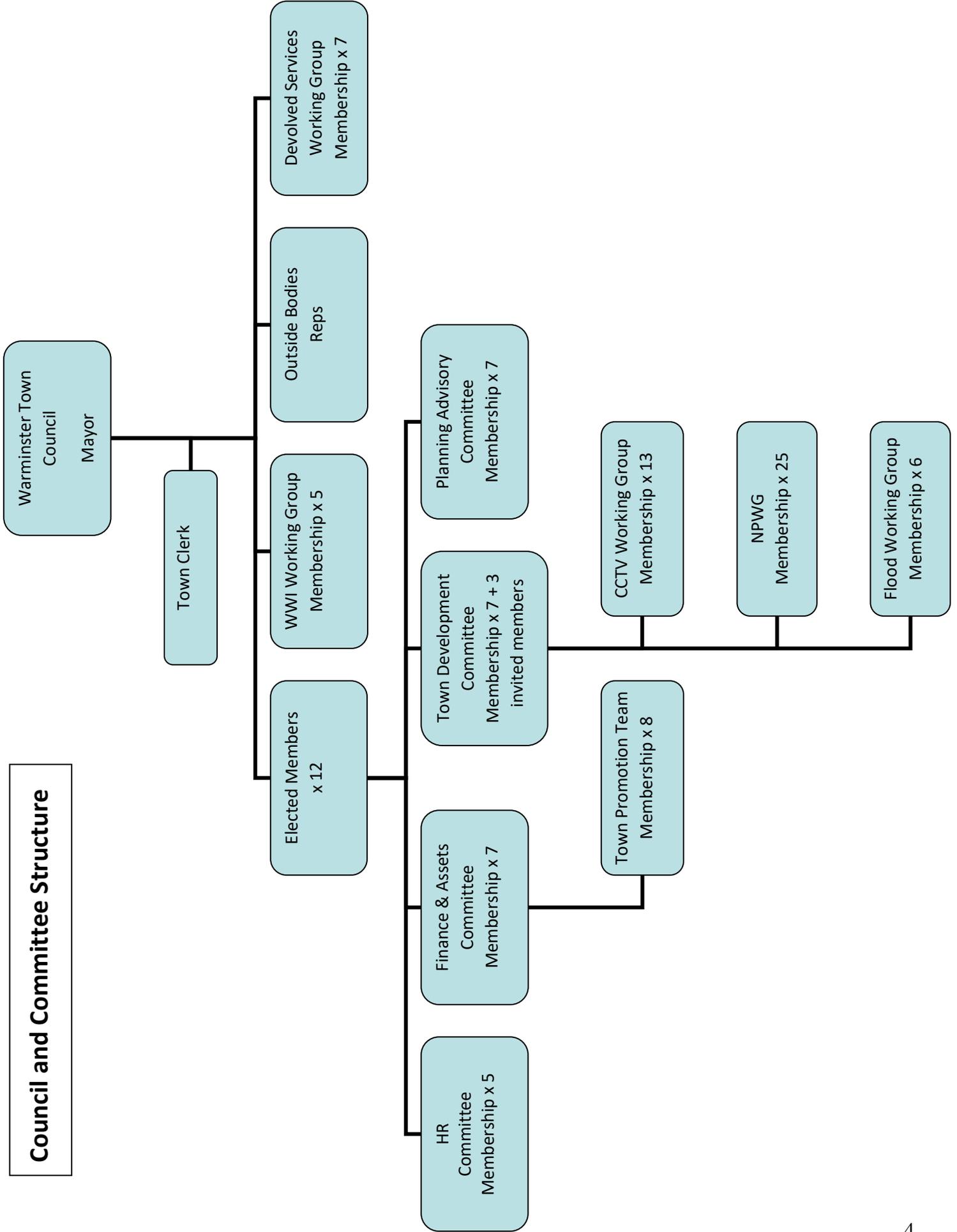
## **Member Development**

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:

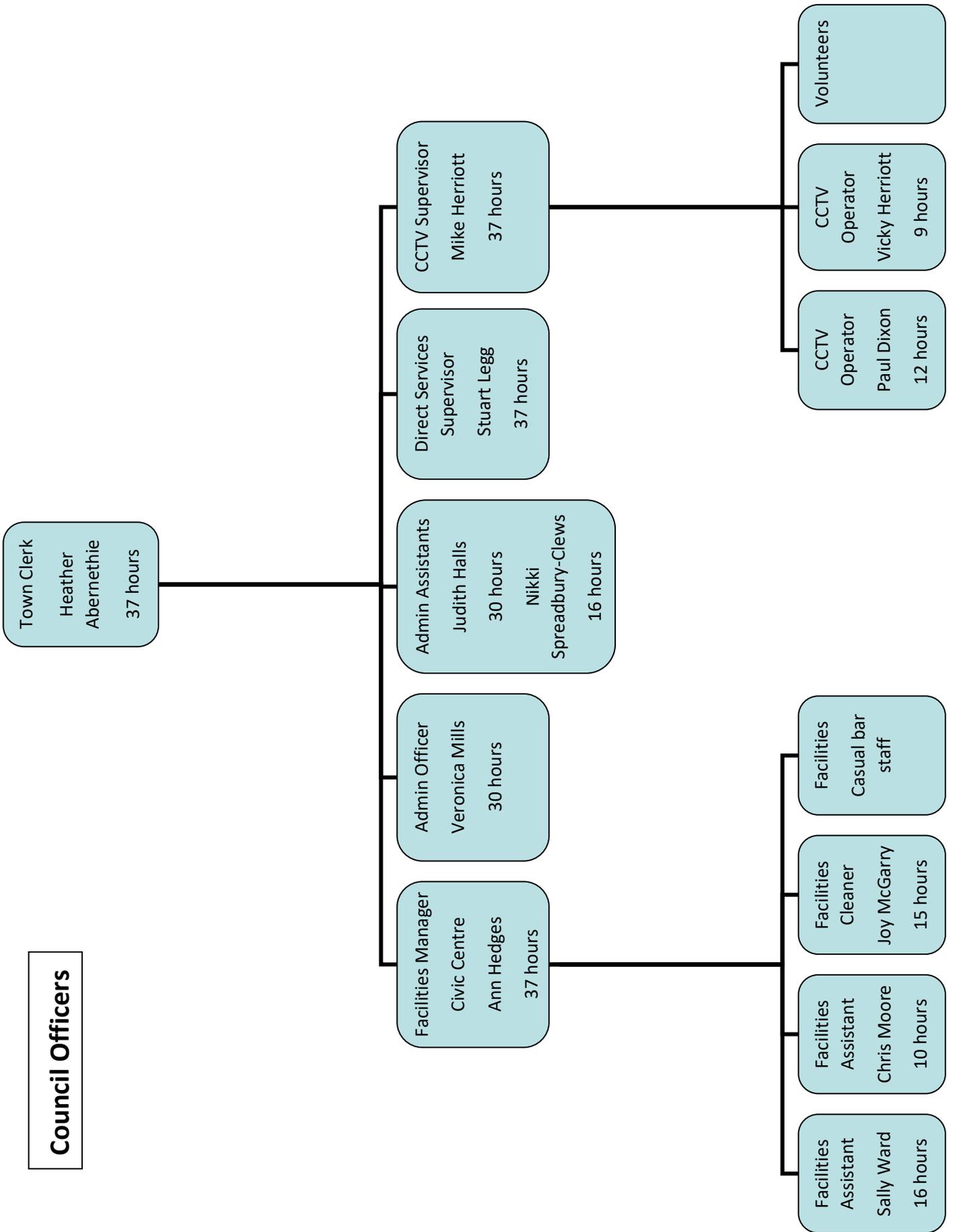
- Seminars and workshops to raise general awareness of topical issues.
- Training or awareness raising prior to making a key decision or policy.
- Skills development for individual members or groups of members.

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 and Committee Structure



# Council Officers



## The Way Forward

The key actions for 2016–17 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.

### 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

NPWG = Neighbourhood Plan Working Group

TPT = Town Promotion Team

<b>PRIORITY 1</b>	<p><b>A PLACE TO LIVE</b></p> <p><b>Maintaining and enhancing the social wellbeing of the town by</b> 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"> <li>(a) More new homes, affordable and starter homes</li> <li>(b) More energy efficient homes</li> <li>(c) Increase in voluntary groups</li> <li>(d) Young people involvement</li> <li>(e) Reduction in crime and antisocial behaviour</li> </ul>		
<b>ACTIONS AND OUTPUT TARGETS</b>	<b>LEAD OFFICER</b>	<b>DELIVERY DATE</b>	<b>PROGRESS</b>
<b>1. We will work to ensure the housing that Warminster needs</b>			
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, NPWG, TD	To March 2026	NP Report 4/7/16 NP referendum 10/11/2016
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	Detailed in NP
Use observations on planning applications to ensure employment land in the West Urban Extension has clear separation from adjacent housing	PAC	To March 2026	Requested in NP
<b>2. We will work to make our communities as inclusive as possible</b>			
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		Ongoing
Revise Equality Policy to further recognise the town’s diversity and Council’s services	AD	June 2016	Complete
Engage with Wiltshire Council’s Area Board for Warminster	TC, WTC	Ongoing	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
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	Facebook Web site events Grant funding
Support community and voluntary groups with grants where it progresses the Council's strategic aims	WTC	To March 2017	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
Provide advice to community and voluntary groups and act as a gateway	TC, AD, TPT	To March 2017	Community Partnership, Bowling Club, West St residents' group,

			Imber Road residents' group, Table Tennis Club, Royal British Legion Warminster Branch, Warminster Community Hub
Review the grant scheme to ensure it prioritises funding towards delivery of the Strategic Plan	TC, AD	June 2016	
Seek to involve young people in the work of the Council and consult on interest to establish a Youth Council	WTC	April 2017	WTC & FOWP engaging with youth group to manage consultation with Skatepark project. Inspire 16 <sup>th</sup> July. Meeting held 15 <sup>th</sup> Dec with draft plans. Funding to be sought.
<b>3. We will work to make our town safer and healthier</b>			
Continue to operate our CCTV service	CTS	To March 2017	Ongoing. Open day planned and held September 2016.

Work with police and other partners on community safety initiatives	WTC	To March 2017	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.
Support Shopwatch and Pubwatch schemes through the CCTV service	CTS	To March 2017	Ongoing Daily support through CCTV on Shopwatch
Update the Town Flood/Resilience/Emergency Plan	WTC, TC	July 2017	
Lobby for the retention and improvement of local health facilities as the town develops	WTC	To March 2026	TC attended Avenue Surgery patient support group, October 2016
Continue to have a 'safe place' at the Civic Centre for vulnerable people	TC, AD, FM	To March 2017	Ongoing

<p><b>PRIORITY 2</b></p>	<p><b>A PLACE TO WORK</b></p> <p><b>Enhancing economic prosperity by</b> 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"> <li>(a) No increase in unemployment levels</li> <li>(b) Additional employment sites</li> <li>(c) Increased tourism</li> <li>(d) Increased number of businesses</li> <li>(e) Reduction in empty shops</li> </ul>		
<p><b>ACTIONS AND OUTPUT TARGETS</b></p>	<p><b>LEAD OFFICER</b></p>	<p><b>DELIVERY DATE</b></p>	<p><b>PROGRESS</b></p>
<p><b>1. We will work to enhance economic prosperity and seek to facilitate a spread of employment with more quality and sustainable jobs</b></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>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>DSS reviewing bus shelters for cleaning and repairing. June 2016. Up to date and completed September 2016</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>Continue the parking partnership refund scheme</p>	<p>WTC, AD</p>	<p>To April 2017</p>	<p>Ongoing</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>TC held discussions with Community</p>

			Partnership October 2016
<b>2. We will seek to preserve existing services and facilities and support the establishment of new accessible local services</b>			
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	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.
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

			<p>expected September 2016</p> <p>Work progressing and report not expected until December 2016. Meetings with local stakeholders has taken place and took longer than expected</p>
<p>Lobby for the relocation of the market to a more prominent location on a retail loop</p>	<p>WTC, TC</p>	<p>July 2016</p>	<p>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.</p>
<p>Support the Economy and Tourism Group in benchmarking the town centre against other market towns</p>	<p>WTC, TPT, TC</p>	<p>To March 2017</p>	<p>Licence granted 2016, data collated and report produced. Granted 2017 Volunteers will collate data</p>

<b>PRIORITY 3</b>	<p><b>A PLACE TO ENJOY</b></p> <p><b>Improving the quality of the public realm</b> 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>		
<b>ACTIONS AND OUTPUT TARGETS</b>	<b>LEAD OFFICER</b>	<b>DELIVERY DATE</b>	<b>PROGRESS</b>
<b>1. We will protect and enhance our local environment and public realm</b>			
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	
Undertake an environmental audit of the Council	TC, AD	To March 2017	
Prepare a carbon footprint for the Council's premises and activities	TC, AD	To March 2017	
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	<p>Expected July 2016; work started June 2016.</p> <p>Transfer to take place November 2016.</p> <p>Some works already undertaken:</p> <p>Ecology surveys  Tree maintenance  Paddling pool and water supply.</p>

			<p>Lake management Toxic weeds dealt with New wildflower meadow prepared. New habitat and landing stations being fitted for ducklings. Water vole survey. Bank reinstatement work being considered.</p>
Seek to influence others to look after our environment, through governance, responding to consultations and by example	WTC, TC	To March 2017	School programme started in summer 2016 and to be extended for 2017
<b>2. We will protect and enhance our heritage</b>			
Support the museum and local history groups	WTC	To March 2017	Grant 2016 to digitalise all photographs. Project started.
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
<b>3. We will promote tourism</b>			
Work with partners to develop a brand for Warminster and to promote the town	TPT	To March 2017	

Update the Communications and Marketing Strategic Plan	TC, AD, FM, WTC	July 2016	
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	Became member of Visit Wiltshire in October 2016.
Deliver an indoor Christmas Market and outdoor Christmas Lights event	TC, FM, AD, TPT	November 2016	November 26 <sup>th</sup> 2016
Support Inspire music event and Carnival	WTC, AD	July + Oct 2016	16 <sup>th</sup> July 2016 29 <sup>th</sup> October 2016 Delivered
Develop an events package	FM	To March 2017	
Continue to support the Community Hub which provides for tourism	WTC, TPT	To March 2017	Financial support and material supplied.
Work with the Town Promotion Team to produce a Christmas Brochure	WTC, TPT, AD	November 2017	Work starting July 2016. Completed and delivered to all BA12 post codes week commencing 14 <sup>th</sup> November 2016
Support local publications for promotion of the town and facilities	WTC, TC, AD, FM	To March 2017	The Pulse advertising June 2016 Wiltshire Times Warminster Journal Valley News Website with events
<b>4. We will recognise the range of leisure and sporting assets and seek to add to them</b>			
Support and lobby for new leisure facilities within significant developments in the town	WTC, NPWG, PAC	To March 2017	NP Responded to the Wiltshire Leisure

			consultation with a request for provision of additional playing fields and leisure facilities needed for a growing town
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	Athenaeum grant 2016, £2000
Promote cycling by developing cycling route maps	TPT, AD	To March 2017	
Produce walking route maps and promote local countryside for walks	TPT, AD	To March 2017	
Carry out consultation exercise on Lake Pleasure Grounds	WTC, TC, AD	December 2016	Newsletters Summer 2016 Autumn 2016 Winter 2016

<p><b>PRIORITY 4</b></p>	<p><b>A COUNCIL TO DELIVER</b></p> <p><b>Developing the capacity and skills within the Council to equip it for taking on more locally controlled services</b>, 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"> <li>(a) Excellent audit reports</li> <li>(b) Complete the final stage (Gold) of the Local Council Award Scheme</li> <li>(c) Establishing an integrated quality system and action plan</li> <li>(d) Increased number of staff and members with key skills</li> <li>(e) Increased external funding to Council</li> </ul>		
<p><b>ACTIONS AND OUTPUT TARGETS</b></p>	<p><b>LEAD OFFICER</b></p>	<p><b>DELIVERY DATE</b></p>	<p><b>PROGRESS</b></p>
<p><b>1. We will develop capacity and a diverse skill base within the Council</b></p>			
<p>Develop an active Member Training and Development Programme</p>	<p>TC</p>	<p>July 2016</p>	
<p>Deliver Member Training and Development Programme for year 1</p>	<p>TC</p>	<p>March 2017</p>	
<p>Deliver training programme for Civic Centre staff</p>	<p>FM</p>	<p>March 2017</p>	
<p>Undertake Annual Business Risk Assessment</p>	<p>TC</p>	<p>February 2017</p>	
<p>Undertake Safety Risk Assessments and prepare Action Plans</p>	<p>AD</p>	<p>October 2016</p>	
<p>Attract external funding relevant to implementing the Strategic Plan</p>	<p>TC, AD</p>	<p>To March 2017</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>Started June 2016 Each department head responsible for their own procedures.</p>
<p>Create a comprehensive database of business/organisation email contacts for mailshots</p>	<p>AD</p>	<p>To March 2017</p>	<p>In progress</p>
<p>Review staffing structure relating to devolved services</p>	<p>TC</p>	<p>June 2016</p>	<p>New job role created and post taken up 27.06.2016</p>

Update the Staff Training and Development Plan	TC	June 2016	Plans for CCTV and DSS training in 2017
Attain Local Council Gold Award	TC	July 2016	
Adopt First Strategic Plan	TC	May 2016	Complete
Finalise 2016–17 Service Plan	TC	May 2016	Complete
Agree 2017–18 Service Plan	TC	March 2017	
Investigate relocating CCTV and selling Dewey House	TC, CTS	To March 2017	Investigations started May 2016
Review Standing Orders and Financial Regulations	TC	May 2016	Complete
Upgrade the current range of policies to support the Strategic Plan	TC, AD	May 2016	First draft completed July 2016 and final amendments being made before publication.
Produce a Constitution incorporating all policies plus Standing Orders and Terms of Reference	TC, AD	May 2016	Completed.
<b>2. We will deliver excellent local services according to both need and consumer choice</b>			
Facilitate democratic decision making at meetings by timely summons/notices, agendas and minutes	TC, AD	To March 2017	
Archive or dispose of Council documents in accordance with the Document Retention and Disposal Policy	AD, FM, CTS	To March 2017	First stage completed July 2016. Minutes transferred to archives at History Centre Chippenham. Clean out planned for December 2016

Continue to operate the Civic Centre to Management Plan, including health and safety and fire regulations, and to increase bookings	FM	To March 2017	
Continue to operate information gateway to Wiltshire Council and hot-desk provision for their staff	TC, AD, FM	To March 2017	Wiltshire Council customer services visiting 21 <sup>st</sup> November 2016 and working from the building.
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	Repairs made in October 2016 New provision for Grovelands planned.
Take over the ownership and maintenance of additional bus shelters from Wiltshire Council	TC, DSS	To March 2017	Applied
Continue to support a Town Crier	TC	To March 2017	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 2017	
Maintain three closed churchyards	TC, DSS, TD, FAC	To March 2017	
Deliver Remembrance Day Parade	TC, AD	November 2016	November 2016 Yarn bombed town centre and bus shelters and street furniture. Obtained highways

			permission for hanging of these poppy decorations.
Maintain town Obelisk and War Memorial	TC, DSS, TD, FAC	To March 2017	
Manage Dewey House and its tenants including health and safety and fire regulations	CTS		New lintel being fitted and new windows being fitted November 2016. In progress
Prepare a detailed project plan for taking on the maintenance of the park	TC, WTC, AD	July 2016	Contract drawn up, quotations being sought. Contract novated from Wiltshire Council 21 <sup>st</sup> November 2016
Take over freehold and operation of park	TC	July 2016	Transfer complete.
Prepare a detailed project plan for taking on the responsibility for public toilets	TC	July 2016	Contract drawn up, quotation from TLG agreed In place 1 <sup>st</sup> June 2016 Complete
Undertake negotiations with Wiltshire Council and reach agreement re public toilets	TC	July 2016	Solicitor appointed Took over two sets of toilets June 2016 Complete
Continue to make observations on planning applications	PAC	To March 2017	

Lobby Wiltshire Council for an appropriate share of the Community Infrastructure Levy	PAC, TC	To March 2017	
Complete Neighbourhood Plan and try for successful referendum	TC, NPWG	To March 2017	Examined April 2016 Report to members 4.07.16 Referendum 10 <sup>th</sup> November 2016 Voting in Favour of plan.
Continue to distribute free dog bags	WTC, TC, AD	To March 2017	Current annual cost £2000
Continue to operate allotments through a holders' association	Tynings Allotments Assn.	10 year lease	Challenge made on plot 1 and register of land. Ongoing
<b>3. We will provide excellent communications and transparency</b>			
Continue to expand information on the website	TC, AD	To March 2017	
Continue to develop the use of social media	AD	To March 2017	Separate Facebook Page for Town Park. Twitter feed for Town Park
Reinstate quarterly newsletters for homes and businesses	TC, AD	To March 2017	Summer 2016 Autumn 2016 Winter 2016
Continue to publish our budget, accounts, expenditure and audit reports on the website	TC	To March 2017	Ongoing
Continue to publish internal and external audit reports on the website	TC	To March 2017	Annual Return published June 2016

			Concluded and uploaded to website
Continue to publish minutes of meetings on the website	TC, AD	To March 2017	Ongoing
Continue to advertise forthcoming meetings in local newspaper	AD	To March 2017	Weekly in Warminster Journal Details published on website