

Service Delivery – Position Statement on Key Issues

TC – Town Clerk, AFM – Admin & Finance Manager, DSM – Direct Services Manager, TCM Town Centre Manager, OM Office Manager
 FC – Full Council, R&P – Recreation & Properties Committee, C&CR – Community and Civic Resources Committee, PC – Planning Committee

Project	Status	Targets	Lead Officer
Financial Administration & Governance	<p><u>Accounts & Audit</u></p> <p>At the June meeting the Full Council signed off the annual return and this was submitted to the Council’s External Auditors Littlejohn LLP for review.</p> <p>The report from that audit was presented to the Council at its meeting on the 8th October 2019 and was received and noted. Whilst it was identified that the Council needed to declare it was the sole managing trustee for the “Towns Trust”, there were no issues to carry forward for the 2019/20 financial year.</p>	<p>Preparation the annual return will commence at the end of the financial year and will be signed at the June 2020 meeting of the Council.</p>	<p>AFM</p>
	<p><u>Budget process</u></p> <p>Officers presented a draft budget at the October 2019 Council meeting where it was agreed to accept it in principle as drafted, subject to any revisions at this meeting. The Council are due to set the budget and precept at this meeting.</p>	<p>To have a budget in place by the January Wiltshire Council deadline.</p>	<p>Senior Management Team</p>
	<p><u>Local Council Award Scheme</u></p> <p>The Council holds the Local Council Gold Award for good practice. The criteria mostly involves the updating of the website</p> <p>The Council’s current accreditation is valid until the end of December 2019. There has been a change in the accreditation process and officers have been struggling to gain any clarity about the new process, but have now been told we need to apply from scratch, although there is currently still confusion around the accreditation panel. This process has now started and will be completed before the end of the year.</p>	<p>Planned to complete as soon as the criteria is published.</p>	<p>TC</p>

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Commercial Properties	<p>The issues around commercial property management are recoded within the Recreation & Property Committee's minutes.</p> <p>In line with good practice, officers are currently undertaking a 5 yearly revaluation of all its property.</p>	Ongoing	<p>AFM</p> <p>AFM / TC</p>
Venues	<p>Planned Capital Expenditure for the 2019/20 financial year complete is complete with no significant issues.</p> <p>Whilst the venues are currently busy, there are no outstanding issues.</p>	On going	DSM
Devolution of services & Transfer of Assets	<p>The principles of the transfer agreement are resolved however there are still issues around the TUPE transfer obligation for staff.</p> <p>The Market Place transfer is being handled separately and we are awaiting a response from Wiltshire Council regarding a possible future layout</p>	<p>Ongoing</p> <p>No deadline set</p>	TC
Personnel	<p><u>Annual Staffing review</u></p> <p>The review was completed on October 2019 and staff are now on the reassessed grades or on protected salaries.</p> <p>Currently there has been no staffing consequence as a result of the review.</p>	Complete.	OM
	<p><u>Staff training</u></p> <p>Training is monitored and reported through the Personnel Panel</p> <p>Once again the training programme will reflect analysis of appraisal outcomes and assessment of priorities</p>	Ongoing	Service Heads
	<p><u>Recruitment</u></p> <p>Currently most posts are filled and stable. In the new year we will be seeking to appoint a market assistant who will also support the venues at busy times.</p>	Late winter 2020	PCO

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Neighbourhood Planning	<p>Following a meeting between the Neighbourhood Plan Steering Groups and various Local Parish Councils a request was received for Rowde Parish to be included within the Devizes Area Neighbourhood Plan area.</p> <p>Their request was evaluated and it was agreed that including Rowde would strengthen the Neighbourhood Plan now the Devizes falls within the Chippenham Housing Market Area.</p>	Ongoing	TC
Hillworth Park	<p><u>Events Programme</u> The 2020 programme is now agreed.</p>	Maintain high visitor numbers to the park	DSM
Green Lane Sports facilities	<p><u>Provision of Sports Pitches and Changing Facilities</u> Construction for the new pavilion is well underway with an anticipated mid spring completion date.</p> <p>The 3G pitch construction is almost complete and the contractor is hoping to complete the work by the end of January which is ahead of schedule.</p> <p>The legal changes to the lease have not been completed but this is more to do with the NHS's administrative process than any disagreements</p>	Project to be completed by May 2020	TC
Christmas Lighting & festival	<p><u>Christmas Festival</u> This year's event was very well attended and received some very positive feedback. The group have subsequently met and have agreed some minor improvements to the planning process for the 2020 event</p>	Continued joint collaboration between DOCA, DTC and Fantasy Radio.	TC/ DSM

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	<p><u>Christmas Lighting</u> The Christmas lights have received some very positive feedback this year via social media.</p> <p>There has to be a ongoing programme of replacement therefore the Christmas Lights working party will start a review in early 2020.</p>	<p>Delivery of the 2020 Scheme</p>	<p>DSM</p>
<p>Open Space</p>	<p><u>Open Space Maintenance</u></p> <p>The council is now working with Idverde to deliver open space maintenance in the town. There is now a balance between providing a responsive service and maintaining those facilities we are responsible for against the expectation of the community.</p> <p>Work to look at how the services can be brought in house has commenced, however the TUPE issues has not been resolved.</p> <p><u>Play Areas</u></p> <p>General Repairs to transferred play areas are now complete and where possible, these have been reopened.</p> <p>In the early part of 2020 officers will prepare a report on where some areas could be rationalised and develop a capital improvement programme</p>	<p>Complete</p> <p>Early 2020</p> <p>Complete</p> <p>Spring 2020</p>	<p>TC</p> <p>TC</p> <p>DSM</p> <p>DSM / TC</p>
<p>Monuments</p>	<p><u>Fountain</u> Nothing to Report</p> <p><u>Market Cross</u> Nothing to Report.</p>	<p>Nothing outstanding</p> <p>Nothing outstanding</p>	<p>AFM</p> <p>AFM</p>

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Market	<p><u>Markets</u></p> <p>The Town Centre Manager has now been in post since March 2019. Since that time the management of the service has been transferred to the Town Council's responsibility and systems and procedures have been put in place to ensure it can be delivered.</p> <p>Much work has been put into looking the type of stalls that currently stand in both the indoor and outdoor markets and that work is ongoing</p> <p>Performance indicators are now being produced for member information and officers are looking at footfall counters to record visitor numbers.</p> <p>Offices have started to look at a capital improvement programme for the Shambles which will be reported through the Recreation and Properties committee.</p> <p>Some capital improvements such as the kitchen's air handling are programmed for the coming year.</p>	<p>Ongoing</p> <p>On going</p> <p>Spring 2020</p> <p>March 2020</p> <p>March 2020</p>	<p>TCM</p> <p>TCM</p> <p>TCM</p> <p>TCM</p> <p>TCM</p>

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Public Toilets	<p><u>Superloo</u> Other than routine maintenance, we are having very few problems with the day use facility. Some needed capital expenditure on the heating system has recently come to light but is not included within the budget therefore may need to be conserved for 2021/22.</p> <p><u>Night Toilet</u> The issue with the night toilet being used by rough sleepers and by drug addicts has not been resolved nor can a solution be found therefore it remains locked during the night</p> <p><u>Toilets in the Green</u> The facility is now permanently out of use. A review of this facility is needed in 2020 and may form part of the splash pad project.</p>	<p>On going</p> <p>On going</p> <p>To progress alongside the splash pad project</p>	<p>DSM</p> <p>DSM</p> <p>TC</p>
Splash Pad	<p>Following work undertaken by the splash pad working party the Recreation and Properties Committee has agreed to investigate how a splash pad could be funded.</p> <p>From the initial work, the preferred location is the Small Green.</p> <p>The Council is now in receipt of a petition signed by over 200 people asking for a splash pad.</p>	<p>To commences seeking funding during 2020.</p>	
Avon Road	<p>No issues to report</p>		<p>DSM</p>
The Greens & Crammer	<p>No current issues</p>		<p>DSM</p>

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Allotments	<p>Currently there are no issues. The Devizes and District Allotment Association continue to develop projects for the Windsor Drive and Quakers walk sites. Wessex water are seeking to mole a new water main under the Quakers Walk site and have assured officers it should minimal disruption any update will be reported through the Recreation and Properties committee.</p> <p>Green Lane – Some upgrading of the fencing needed</p>	On going	AFM
Devizes In Bloom	Nothing to report	Ongoing.	DSM
War Memorial	This structure is monitored against a recent condition survey and will need some work in the future.	Watching brief	DTC & AFM
Cemetery Chapel and gates	<p>Cracking in the stone by the upper bell has been examined by a structural engineer. It has been decided to monitor any movements and measuring devices have been fixed to the building, as yet no further concerns are been identified</p> <p>Work to stabilise the Cemetery gate piers which were damaged some years ago will commence in spring 2020.</p>	Prices will be sought for any necessary work once schedule complete.	AFM
Woodland	<p><u>Anti-social behaviour</u> No major issues but there have been one or two rough sleepers who have made their way into Newlands Wood.</p> <p><u>Maintenance</u> No major issues, with officers working with a community group to look after Broadlease wood. Officer have now updated the woodland management plan for B & N</p>		DSM
Cemetery Lodge	No Current issues		AFM

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Roundway White Horse	Contractors have been commissioned to weedkill the horse on a more regular basis	2021 programme commissioned	DSM