

FROME TOWN COUNCIL

making Frome a better place

FROME TOWN COUNCIL MEETING

Wednesday 20 January 2016, 7pm

Frome Medical Practice, Enos Way, Frome BA11 2FH

Members of Frome Town Council are:

Al O’Kane, Alison Barclay, Cath Puddick, Colin Cobb, Gary Collinson, Heather Wride, Jean Boulton, Kate Bielby, Mel Usher, Nick White, Peter Macfadyen, Pippa Goldfinger, Richard Ackroyd, Sheila Gore, Tim O’Connor, Toby Eliot, Tricia Golinski

AGENDA

1. Apologies for absence, declaration of members’ interests and minutes from the last meeting on 16 December 2015
2. Questions and comments from the public
3. Questions and comments from Cllrs
4. Short talk from Oliver Woodhams Listening, Learning, Changing – County Libraries & Hubs engagement
5. Recommendations from the Keep Frome Clean Panel
6. To approve the work programme, work programme, staff changes, the budget and precept demand for 2016/17
7. Economic Development Update from Anna Francis and Peter Wheelhouse
8. Project updates
9. To note the internal auditors report
10. Approve the calendar of meetings 2016/17
11. Health and safety update
12. The next meeting will be at 7pm on Wednesday 24 February 2016 at Selwood Academy

Yours sincerely



Paul Wynne, Town Clerk.
Frome Town Council, 5 Palmer Street, Frome BA11 1DS
13 January 2016

FROME TOWN COUNCIL

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AGENDA

1. Apologies for absence, declaration of members' interests and minutes from the last meeting on 16 December 2015

<p>Draft Minutes of the meeting of Frome Town Council</p> <p>Wednesday 16 December 2015 at 7pm</p> <p>Rook Lane Chapel, Bath Street, Frome, BA11 1DN</p> <p>Present:</p> <p>Councillors: Richard Ackroyd, Alison Barclay, Kate Bielby, Colin Cobb, Gary Collinson, Toby Eliot, Pippa Goldfinger, Tricia Golinski, Sheila Gore, Tim O'Connor, Al O'Kane, Peter Macfadyen, Mel Usher, Nick White, Heather Wride</p> <p>In attendance:</p> <p>District Cllr Eve Berry, Bob Ashford (Fair Frome), Caroline Wood (Frome Standard)</p> <p>Paul Wynne (Town Clerk), Peter Wheelhouse (Economic Development & Regeneration Manager), Kate Hellard (Community Projects Officer), Laura Poulton (Administration Officer)</p> <p>14 members of the public</p>		
Minute Ref	Agenda Item	Action
2015/115/FC	<p>The meeting started at 7.00pm</p> <p>Al O'Kane arrived at 7.05pm</p> <p>1a. Apologies for absence</p> <p>Apologies were received from Jean Boulton</p> <p>1b. Declaration of members' interests</p> <p>Peter Macfadyen declared a pecuniary interest in item 8 and Ali Barclay declared a personal interest in item 13.</p> <p>1c. Minutes from the last meeting on 25 November 2015</p> <p>The minutes of the Frome Town Council meeting held on 25 November 2015 were approved as a true record of the meeting and signed by the Chair.</p> <p>Proposed Gary Collinson, seconded Colin Cobb, agreed unanimously.</p>	
2015/116/FC	<p>2. Questions and comments from the public</p> <p>Sue Hughes asked if the posters in the bus shelters in Market Place could be removed as there was an excessive amount. Paul Wynne said he would instruct the Environment Team to remove them. She also enquired about the progress of replacing the tree which was planted to celebrate the Queen's</p>	CS

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	<p>Diamond Jubilee. Paul Wynne confirmed Chris Stringer was in the process of looking into a suitable replacement.</p> <p>Gill Fone asked if anything could be done about the congestion on Stony Street at the Independent Market. Kate Bielby noted that she had recently met with the organisers who confirmed they were continuously reviewing placements of stalls.</p>	CS
2015/117/FC	<p>3. Questions and comments from Cllrs</p> <p>Peter Macfadyen gave an update following his meeting with Harvey Siggs, Leader of MDC, who agreed to explore the clean streets performance of the Landscape Group. Harvey also advised FTC to withdraw its planning application for the improvements to Market Place. (More information on this is at item 11 in these minutes).</p> <p>Paul Wynne updated Cllrs on the outstanding actions from the last meeting. He noted Chris Stringer had heard back from MDC with regard to the ponding on Button Bridge and was told there were no funds to make any improvements to the current surface. However he noted the Rangers would work with The Landscape Group to keep the bridge as clear as possible. Chris had also heard from Network Rail with a costing for resolving the problem of pigeons on Rodden Bridge. A more detailed breakdown of costs had been requested before FTC committed a contribution. Finally Paul Wynne confirmed Peter Wheelhouse plans to provide an update of FTC’s work on Economic Development at the January meeting.</p> <p>Rich Ackroyd noted that the Keep Frome Clean Panel would be holding its final meeting on 6 January to agree its recommendations to Council at the January meeting. Rich also reported that MDC had agreed to transfer the open spaces at Packsaddle and Chapmans Close to FTC on a 99 year lease at a peppercorn rent. However, a decision on Tower View had been delayed until a meeting in February. Rich thanked all those who were involved with the requests.</p> <p>Pippa Goldfinger noted that new architects had been appointed for the development at Southfield Farm and she and Jane Llewellyn were hoping to work with them closely to solve some of the problems of the previous proposal.</p> <p>Mel Usher explained that Frontier Estates had withdrew their application for development at Saxonvale hours before it was due to be considered at the MDC planning board meeting. He thanked all those involved with making Frome’s opinion heard, particularly Katy Duke for her work. He noted that a meeting between three tiers of local government had been arranged for January to discuss next steps.</p>	

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	<p>Paul Wynne gave an update on behalf of Damon Hooton who noted that Adam Boyden's and Claire Hudson's request for MDC to publicly congratulate Frome and FTC on the recent awards. MDC approved the motion by a large majority. In addition the Scrutiny Board at MDC had begun a working group to investigate primary care provision within Mendip.</p>	
2015/118/FC	<p>4. Short presentation on Fair Frome from Bob Ashford</p> <p>Bob thanked FTC for their continued financial and practical support. Bob noted some of their main projects from the past year. He explained that Fair Frome's next focus was to organise a furniture bank and they planned to work with Critchill School to provide training and employment opportunities for students to repair and restore furniture. He noted Fair Frome currently had thirty volunteers and were looking to increase this number and bring in people with particular skills. Bob explained that Fair Frome continues to campaign and raise awareness of issues surrounding poverty. Finally he noted that they were continuously looking at funding to continue their current successes but that a grant from FTC was essential.</p> <p>Mel Usher thanked all the volunteers and staff member Wendy for their continued hard work.</p> <p>Pippa Goldfinger asked to speak with Bob about affordable housing needs and how this overlaps with her work on planning applications in the town.</p>	PG
2015/119/FC	<p>5. Verbal update from Richard Ackroyd on the results of the Stonebridge Traffic Survey</p> <p>Richard noted that ward Cllrs from all three tiers of Government were meeting with a County Highways engineer to discuss the findings of the survey.</p>	
2015/120/FC	<p>6. For decision: To approve the FTC corporate strategy for the period 2016 – 2020</p> <p>Toby Eliot introduced the strategy. He noted that they started with a vision which lead them to core themes which were split into; social, economic and environmental sustainability. He explained that their ways of working would be to be bold, engage, enable, campaign, lobby, lead and practice what we preach.</p> <p>Peter Macfadyen thanked all those that were engaged with the development of the strategy. He asked that the document be designed before it is released to the public. Mel Usher noted how interesting it was to read such an optimistic document at this time and asked it be circulated amongst District and County Cllrs.</p>	<p>PWY</p> <p>PWY</p>

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	Proposed Richard Ackroyd, seconded Toby Eliot, agreed unanimously.	
2015/121/FC	<p>7. For information: Preface to the following discussion on panel recommendations</p> <p>Paul Wynne advised that Cllrs consider the recommendations in principle and decide what ones to progress and when at the next meeting of the Council when the Action Plan and budget for 2016/17 would be discussed. This would allow the panels' recommendation to be viewed in the context of all other demands on resources.</p>	
2015/122/FC	<p>8. For decision: Recommendations from the Wellbeing Panel</p> <p>Ali Barclay summarised the proposals that the Wellbeing Panel put forward for recommendation.</p> <p>Tim O'Connor asked to ensure that the Trinity area was considered within the wellbeing panel's work.</p> <p>The recommendations were:</p> <ol style="list-style-type: none"> 1. To commission a baseline study 2. To coordinate and deliver a series of street level events 3. To increase access to information for residents at a street level 4. To create a central information base 5. To create a volunteer base to support, coordinate, train and signpost volunteers. 6. To continue the Wellbeing Panel <p>Proposed Pippa Goldfinger, seconded Tim O'Connor, agreed unanimously.</p>	<p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p>
2015/123/FC	<p>9. For decision: Recommendations from the Sport and Leisure Panel</p> <p>Gary Collinson summarised the proposals the sport and leisure panel put forward for recommendation.</p> <p>Tricia Golinski noted she was pleased to see cycle paths had been included and asked that paths to places such as Commerce Park also be considered. Pippa Goldfinger thanked Gary for his work so far and asked to meet to discuss the s106 agreement to ensure the outdoor exercise equipment could be installed.</p> <p>The recommendations were:</p> <ol style="list-style-type: none"> 1. FTC to take a lead role in improving sports facilities in the town 2. Increase participation of adults in sport and leisure activity 3. Increase the number of young people, particularly girls in sport and leisure activity 4. To increase the number of volunteers involved 5. Resurface the two, currently unused, courts at Frome College 	<p>PG/GC</p> <p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p>

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	<ol style="list-style-type: none"> 6. FTC to explore the viability of purchasing the land behind the Vallis Road Youth and Community Centre from Somerset County Council 7. To create a network of cycle paths across the town. Recommended for the Old Showfield and The dippy in year 1. 8. Installation of outdoor exercise and fitness equipment which is accessible at any time of day 9. FTC to work with Fusion Lifestyle to increase access to facilities and community sports provision 10. FTC to support and endorse the proposal of the creation of a full size football pitch at the Rugby Club 11. Lease of land and creation of Frome Sports Trust at Frome Golf Club 12. FTC to look at ways of improving sport and leisure opportunities along the river corridor, including improved access to the river 13. To improve the provision of information about sports and leisure activity in Frome <p>Proposed Pippa Goldfinger, seconded Richard Ackroyd, agreed unanimously.</p>	<p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p> <p>KH</p>
2015/124/FC	<p>10. For decision: Recommendations from the Town Centre Panel</p> <p>Mel Usher noted that over the past few years retail habits had changed. Out of town retail parks and hypermarkets were not as popular as before and more people are shopping on line and in smaller supermarkets in towns. He explained that people needed a reason to come into the town centre and we needed to use more pop up shops and different events that appealed to the majority and niche groups.</p> <p>Peter Wheelhouse noted that there was a change to recommendation number three as they had been informed that the High Street Digital Hub was no longer a viable option. Instead they proposed to share experience of e-commerce through the ‘Discuss and Do’ programme.</p> <p>The recommendations were:</p> <ol style="list-style-type: none"> 1. Commission a specialist report setting out guidelines on future street furniture, signage, soft and hard landscaping, lighting and their maintenance in the town centre and to include a sum of £15k for consideration in the 2016/17 budget for the completion of this report. Implementation to be funded using the existing Earmarked Reserve for Market Place Improvements. 2. As part of raising awareness of facilities in the town and improving signage, secure the delivery of new town maps and signage and the removal of ambiguous or obsolete signage 3. Share experience around use of e-commerce through ‘Discuss & Do’ programme 	

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	<ol style="list-style-type: none"> 4. To reconfirm the Council's commitment to phases 1 and 2 of Market Place improvements to improve footfall and the quality of the environment for pedestrians. 5. To promote a strategic review of parking provision in the town including location, number, management and pricing 6. Develop an events programme that supports individuals who wish to put on events and that appeals to different sections of the community and set aside a budget of £25k for this purpose. 7. Coordinate and promote the town as a visitor destination, location for business and a place to live and work and set aside a budget of £30k for this purpose. 8. Investigate the provision of new employment space and residential accommodation utilising vacant space above shops 9. Develop masterplans for key parts of the town centre including the Market Yard to deliver economic, social and environmental objectives. Meet with MDC to develop joint objectives linking the visions of the Mendip Local Plan, Mendip Economic Development Strategy and Frome Neighbourhood Plan. Set aside a budget of £10k for the Market Yard masterplan work. 10. That the relevant recommendation referring to the Town Centre arising from the Keep Frome Clean Panel be adopted for 2016/17 11. That the Council continues to play a leading role in the development of the Saxonvale site in an appropriate manner, it continues to commission the right level of skills to fulfil that role and suitable funding be included in the 2016/17 budget. The Panel strongly recommends that all public sector bodies involved in regeneration in the town, including the District and County Councils and potentially the Homes and Communities Agency treat this issue as urgent and of the highest priority. <p>Proposed Richard Ackroyd, seconded Pippa Goldfinger, agreed unanimously.</p>	PWh
2015/125/FC	<p>11. For information: Update on current projects Cllrs noted the report.</p>	
2015/126/FC	<p>12. For decision: Market Place remodelling Peter Wheelhouse explained that at the time FTC had only received one decision notice out of the three they were expecting. He noted that he had received specialist advice which indicated FTC had a very good chance of success.</p> <p>Pippa Goldfinger asked what the likely timescale was for appeal. Peter noted this would be around six months.</p>	

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	<p>Nick White asked what the risks would be to FTC by appealing. Peter explained that the cost would be in region of £5k which would be covered by the Town Centre ear marked reserve and, as FTC stood a good chance of success, MDC would probably have to pay FTC's costs.</p> <p>Tim O'Connor asked if the highways works could begin as soon as approval is given. Peter noted that they had very positive responses from Highways Officers with regard to the proposals. However, the lengthy process of permission indicated that work would probably not begin until 2017.</p> <p>The recommendations were:</p> <ol style="list-style-type: none"> 1. Re-confirm their commitment to the Market Place Remodelling Project and authorise discussions with the County Council with a view to accelerating progress in terms of the planning and delivery of the traffic calming and courtesy crossing elements of the project 2. Appeal against refusal of the three planning applications relating to Boyle Cross by Mendip DC and authorises the EDRM to engage professional planning and legal advice to enable those appeals to be submitted – to be funded using the existing Market Place Remodelling EMR <p>Proposed Nick White, seconded Colin Cob, agreed unanimously.</p>	<p>PWh</p> <p>PWh</p>																												
2015/127/FC	<p>13. For decision: To approve recommendations from the Grants Advisory Panel</p> <p>Peter Macfadyen asked that once the applicants are informed, press releases were issued to highlight the organisations that have been supported by the grants process.</p> <p>The recommendation was to approve the proposals of the Grants Advisory Panel below.</p> <table border="1" data-bbox="347 1518 1372 2029"> <thead> <tr> <th>Organisation</th> <th>Project</th> <th>Amount Requested</th> <th>Amount agreed</th> </tr> </thead> <tbody> <tr> <td>Harry's Hydro</td> <td>Critchill School sessions - as per 10 year agreement</td> <td>£8,000</td> <td>£8,000</td> </tr> <tr> <td>Citizens Advice Bureau</td> <td>Contribution to Frome Bureau costs</td> <td>£5,000</td> <td>£5,000</td> </tr> <tr> <td>Merlin Theatre</td> <td>Core costs</td> <td>£5,000</td> <td>£3,000</td> </tr> <tr> <td>Frome Allotments Association</td> <td>Outreach worker</td> <td>£3,000</td> <td>£3,000</td> </tr> <tr> <td>Wansdyke Play Association</td> <td>Community play on Old Showfield</td> <td>£2,996</td> <td>£2,996</td> </tr> <tr> <td>Purple elephant CIC</td> <td>Sports Fest 2016</td> <td>£2,360</td> <td>£2,360</td> </tr> </tbody> </table>	Organisation	Project	Amount Requested	Amount agreed	Harry's Hydro	Critchill School sessions - as per 10 year agreement	£8,000	£8,000	Citizens Advice Bureau	Contribution to Frome Bureau costs	£5,000	£5,000	Merlin Theatre	Core costs	£5,000	£3,000	Frome Allotments Association	Outreach worker	£3,000	£3,000	Wansdyke Play Association	Community play on Old Showfield	£2,996	£2,996	Purple elephant CIC	Sports Fest 2016	£2,360	£2,360	<p>RK</p>
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	Young People Frome	Frome Active & summer holiday activities	£3,000	£3,000
	Golden Oldies	Sing & Smile	£783	£300
	Jackdaws	Love Potion	£1,500	£500
	Frome Museum	Upgrade display cases	£3,444	£500
	Holy Trinity church	Transforming Lives (new chairs)	£3,000	£2,000
	Keyford Community Gardens	New Growth	£500	£500
	Open Storytellers	Friends Meet Up	£3,000	£3,000
	Mendip Community Transport	Frome costs	£3,000	£1,500
	Frome College	Counselling - supervision costs	£560	£560
	Total			£36,216
	Proposed Toby Eliot, seconded Peter Macfadyen, unanimously.			
2015/128/FC	<p>14. For decision: To approve FTC's response to the draft Local Plan part II</p> <p>Peter Wheelhouse explained that the key issues that were identified were a lack of employment land, a lack of a master plan for the Keyford area and a need for open spaces to be protected.</p> <p>Pippa Goldfinger thanked Jane Llewellyn for her hard work and diligence for collating the responses of FTC.</p> <p>Proposed Pippa Goldfinger, seconded Ali Barclay, agreed unanimously.</p>			
2015/129/FC	13. The next meeting will be 20 January at 7pm at Frome Medical Practice			
The meeting closed at 8.55pm.				

2. Questions and comments from the public
3. Questions and comments from Cllrs
4. Short talk from Oliver Woodhams Listening, Learning, Changing – Libraries & Hubs engagement

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5. **For decision: The Keep Frome Clean Panel's Report & Recommendations**

Author: Chris Stringer, Environment Manager

Background

The Keep Frome Clean Panel was setup to lead and organise the Keep Frome Clean campaign, working across all of the organisations involved in the cleaning, maintenance and general upkeep of the town – as well as residents, businesses and other local groups.

In simple summary, the Keep Frome Clean campaign means organisations working *together* to make things better. It means everybody doing their bit, whether that's businesses sweeping outside of their shops; people putting litter in bins or community groups tidying unloved areas.

The overall aim of the campaign is to make sure that Frome is consistently clean, tidy & welcoming throughout the year.

The Keep Frome Clean Panel

Within the overall campaign aim, the Panel met with the following remit:

1. Promote a better understanding of who does what in the town; and the standards we can expect
2. Review & report on the cleanliness of the town
3. Identify ways in which the town can be made cleaner – and how everyone can play their part
4. Identify ways in which we can encourage recycling across Frome

Meetings & Membership

The Panel met 4 times between July 2015 and January 2016 and introduced October Watch, a month of dedicated reporting on the condition & cleanliness of the town.

The Panel was chaired by Cllr Richard Ackroyd. Cllrs Kate Bielby & Mel Usher were standing members on the Panel on behalf of Frome Town Council, as was Chris Stringer (the Town Council's Environment Manager). Additional Panel members were directly sought from Mendip District Council & Somerset County Council; and the Panel's meetings were all open to the public and widely advertised as such. Staff from Mendip District Council, The Landscape Group and Frome Town Council all attended meetings. Likewise Frome residents, representatives from the business community, the Chamber of Commerce, the Friends of the River Frome and Vision for Frome.

Members of the public also widely contributed to the Panel's work during October Watch.

The Panel's Report & Recommendations

A complete version of the Panel's report is at the end of this summary. Taken from this report, the Panel's Recommendations have been reproduced here in full:

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1. FTC to regularly update the information on its website, providing clear and current information about who does what in the town – and the best and most effective ways to report queries and problems
2. FTC to regularly send out information in community newsletters, emails and via social media, promoting the Keep Frome Clean campaign and highlighting simple ways of keeping Frome clean
3. FTC & MDC to promote effective reporting of problems through ‘fixmystreet’
4. FTC to employ an additional full-time or part-time Ranger focused on the town centre to deliver work including seasonal work & emergency support
5. MDC to ensure effective monitoring of its contract so that standards are met consistently and that faults or problems are addressed
6. FTC & MDC to work together on joint contract monitoring at least once a month
7. FTC & MDC to work together on a fixed period of intensive contract monitoring to bring the entire town back to standard
8. FTC to identify locations for new litter bins on an annual basis leading in to the Council’s budget setting processes
9. TLG to complete a town-wide bin condition & location survey, reporting back to MDC & FTC
10. FTC to continue discussions with SCC about additional gully & drain cleansing in Frome
11. FTC to work with SCC in an annual review of the gully & drain cleansing schedule
12. FTC & MDC to launch a number of joint promotions & publicity campaigns, including an ‘Any bin will do’ reminder for dog owners and a ‘No butts!’ campaign aimed at smokers
13. FTC to promote household recycling via regular tips on social media
14. FTC to work with local schools in promoting the Keep Frome Clean campaign and providing advice about recycling
15. FTC to establish and promote community clean-ups, including Ranger Days and an annual town clean-up tied to the Keep Britain Tidy campaign
16. FTC to link the Keep Frome Clean campaign to the Government’s new & developing national litter strategy
17. FTC to encourage businesses and shopkeepers across the town to sweep and tidy their frontages with an awards scheme: the Frome Broom! The awards scheme could be expanded to include categories for schools, residents and communities too
18. FTC to work with MDC after events, including markets, to make sure the town is clean and tidy
19. FTC to ensure other organisations, residents and business communities are kept up to date and aware of events – to ensure provision for clean-ups
20. FTC to work with local venues and promoters to encourage responsible advertising, including the removal of out of date and tatty flyers/posters
21. FTC to work with MDC & SCC to look at the upkeep of the town’s roundabouts – and explore opportunities for advertising & sponsorship
22. FTC to consider a dedicated Panel to look at recycling in Frome, including opportunities for recycling bins in public places and spaces

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23. Although 22 recommendations makes for a long list, it's worth noting that a number of these recommendations are closely linked – and that the majority of the recommendations should be achievable by simply working together in better ways.

Recommendations

1. Note the Panel's report.
2. Approve the Panel's recommendations

Appendix 1

Frome should be consistently clean and welcoming – with everyone playing their part

Report from the Keep Frome Clean Panel 2015/16

Background

There are a number of organisations involved in the cleaning, maintenance & general upkeep of the town, including Frome Town Council (FTC); Mendip District Council (MDC); Somerset County Council (SCC); the Somerset Waste Partnership; and the Environment Agency.

Of these organisations, MDC has perhaps the single most significant role, being responsible for the almost all of the street cleansing & grounds maintenance in Frome. Indeed, although FTC is responsible for looking after most of Frome's parks & green spaces - and SCC has cleansing responsibilities linked to the drains and the road network – these are limited in comparison with MDC's responsibilities.

Necessarily, MDC has a detailed and exemplar contract in place to cover this service – and this contract is delivered by The Landscape Group (TLG).

But...

This joint but split responsibility can be challenging and problematic; at the very least it can mean delays working out who is responsible for any given area of land. Arguably this is one of the reasons that previous efforts to improve the overall cleanliness of the town have fallen short.

To address this, the Keep Frome Clean Panel was setup to lead and organise the Keep Frome Clean campaign, working with all of these organisations – as well as residents, businesses and other local groups.

The Keep Frome Clean Campaign

Our campaign to Keep Frome Clean means organisations working together to make things better. It also means everybody doing their bit, whether that's businesses sweeping outside of their shops; people putting litter in bins or community groups tidying unloved areas. The overall aim of the campaign is make sure that Frome is consistently clean, tidy & welcoming

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throughout the year. Within this overall aim, the Panel suggested a remit of four general objectives:

1. *Promote a better understanding of who does what in the town; and the standards we can expect*
2. *Review & report on the cleanliness of the town*
3. *Identify ways in which the town can be made cleaner – and how everyone can play their part*
4. *Identify ways in which we can encourage recycling across Frome*

October Watch

As an important step, the Panel launched October Watch to get as full & detailed a picture as possible of what's going on across the town, encouraging everyone to report problems, concerns & observations throughout the month of October. This would form part of the review of the cleanliness of the town.

Coincidentally, MDC & TLG also undertook a (Mendip) district-wide customer satisfaction survey focusing on the Core Services of the Council's contract with TLG. They received 74 responses during the six-week period.

It's serendipitous that two public consultations have run so closely, since it gives us the opportunity to consider and review the key findings of both consultations.

Key Findings – October Watch

The Panel received 94 distinct reports during October Watch, with reports coming in steadily throughout the course of the month. Although a greater sample would have provided a more detailed picture, nearly 100 reports in a single month from residents, businesses & visitors confirmed the general feeling shared by the Panel that the town isn't as clean, tidy and well-kept as it should be. Reports came in in respect of streets and areas across the town; they weren't limited to certain areas.

1. *Nearly a third of the reports were concerned with 'General litter' (30 reports)*
2. *Specific problems and concerns were reported at Rodden Bridge (pigeons) and Vicarage Street (graffiti)*
3. *Seasonal problems like weeds and leaves were reported. Specifically, leaves were a concern where they were becoming slippery and hazardous*
4. *Blocked drains were reported 7 times*
5. *Very surprisingly, only two reports came in on dog's mess*

Key Findings - MDC & TLG's Core Services Survey

Although the structure of the survey meant that discrete analysis of the contract here in Frome was impossible, it's notable that the three elements relating to the routine cleanliness of the district all scored below 65% - and all three were the lowest-scoring elements of the contract:

1. *Litter picking: 61%*
2. *Street sweeping: 63%*

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3. *Weed control: 53%*

Discussion Points, including Comments, Questions & Concerns

Alongside the focused discussions about October Watch and the Core Services Survey, the Panel also discussed the town-wide picture in general terms.

The comments, questions and concerns that came from these discussions are collected here:

1. *Does TLG's team on the ground have sufficient resources allocated to Frome to deliver MDC's contract on a day to day basis?*
2. *Does TLG's team here in Frome have the right equipment for the work?*
3. *Does FTC have sufficient resources in place to maintain the town's parks & green spaces?*
4. *How is MDC's contract enforced when standards aren't met?*
5. *Without strict enforcement of contracts there's a risk that standards will be allowed to slide...*
6. *Are dog owners and walkers aware that they can use regular litter bins for bagged dog's mess?*
7. *Are there enough bins across the town and are they in the right places?*
8. *Is there enough civic pride in the town?*
9. *Are community litter picks and clean-ups working? Are they promoted and publicised enough? Do enough people turn up?*
10. *Can graffiti be removed from bins? Or painted over – perhaps as a community initiative?*
11. *There seems to be lots of damaged or old & unloved bins around the town - can these be replaced more quickly and to an agreed schedule?*
12. *Reports are always helpful – but sometimes it would help (and see quicker results!) if they were more exact - “The bin at the junction of Berkley Road and North Parade is full” is better than “The bin by at the top of the hill is full.”*
13. *Drains across the town are blocked – is SCC's current maintenance cycle sufficient?*
14. *How does SCC prefer reports to be made?*
15. *Who does what to clean up after the markets?*
16. *Who does what to clean up after town centre events?*
17. *Collectively we need to be sensible with fly-posting. Flyers & posters promoting current or upcoming events are usually fine - in fact they suggest a lively and interesting town! Old, tatty and out of date flyers & posters should be removed more quickly.*
18. *Getting sweepers down roads with lots of parked cars is sometimes impossible, especially where cars rarely move.*
19. *Why can't we recycle more plastics? Other counties manage it...*
20. *The teams picking up household rubbish and (especially) recycling should be more careful – it often ends up on the floor instead of in the van. At the very least they should pick up any rubbish they drop!*
21. *The town's roundabouts should be better kept – and illegal advertising should be removed*

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Summary of Findings

At the first Panel meeting it was generally agreed that the town wasn't as clean as it should be – people mentioned the feeling that dirt & litter were endemic across the town centre. This sentiment was shared by the Town Centre Panel – which commented in its report:

'There needs to be an honest recognition that the town centre is not cleaned well enough'.

Historically, similar comments have been made in numerous published documents relating to the town, including Vision for Frome's Community Plan.

Arguably these feelings have been reiterated by the number and variety of reports received by the Keep Frome Clean Panel during October Watch. It's also notable that the three elements of the contract that relate to the routine cleanliness of the district all scored below 65% in MDC & TLG's joint Core Services Survey - and that all three were the lowest-scoring elements of the contract.

Although it wasn't identified as much as expected during October Watch, dog's mess continues to be a significant blight across the town as well. In fact outside of October Watch this is reported regularly – and often proves to be particularly emotive.

Very simply, the Panel's discussions and the findings of both surveys support the view that the town isn't always as clean as it should be – with various concerns including litter, weeds, dog's mess, drains, fly-posting, events and roundabouts. However, the fact is that reactive 'fixing' works generally happen quickly and they are generally effective in bringing areas back up to standard.

It was also the case that a concerted and dedicated joint effort between FTC, MDC & TLG before The Academy of Urbanism judging tour saw a marked improvement in the cleanliness of town in August (2015). This all suggests that the town can be consistently clean and welcoming and that working together more closely and effectively might be the best way of achieving this.

NB. Although the Panel discussed & considered recycling in Frome, and there are recommendations to follow on this, the nature and scope of this topic means that more time could readily be dedicated to continuing with more specific & specialist discussions here.

Recommendations

- 1. FTC to regularly update the information on its website, providing clear and current information about who does what in the town – and the best and most effective ways to report queries and problems*
- 2. FTC to regularly send out information in community newsletters, emails and via social media, promoting the Keep Frome Clean campaign and highlighting simple ways of keeping Frome clean*
- 3. FTC & MDC to promote effective reporting of problems through fixmystreet.com*

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4. *FTC to employ an additional full-time or part-time Ranger focused on the town centre to deliver work including seasonal work & emergency support*
5. *MDC to ensure effective monitoring of its contract so that standards are met consistently and that faults or problems are addressed*
6. *FTC & MDC to work together on joint contract monitoring at least once a month*
7. *FTC & MDC to work together on a fixed period of intensive contract monitoring to bring the entire town back to standard*
8. *FTC to identify locations for new litter bins on an annual basis leading in to the Council's budget setting processes*
9. *TLG to complete a town-wide bin condition & location survey, reporting back to MDC & FTC*
10. *FTC to continue discussions with SCC about additional gully & drain cleansing in Frome*
11. *FTC to work with SCC in an annual review of the gully & drain cleansing schedule*
12. *FTC & MDC to launch a number of joint promotions & publicity campaigns, including an 'Any bin will do' reminder for dog owners and a 'No butts!' campaign aimed at smokers*
13. *FTC to promote household recycling via regular tips on social media*
14. *FTC to work with local schools in promoting the Keep Frome Clean campaign and providing advice about recycling*
15. *FTC to establish and promote community clean-ups, including Ranger Days and an annual town clean-up tied to the Keep Britain Tidy campaign*
16. *FTC to link the Keep Frome Clean campaign to the Government's new & developing national litter strategy*
17. *FTC to encourage businesses and shopkeepers across the town to sweep and tidy their frontages with an awards scheme: the Frome Broom! The awards scheme could be expanded to include categories for schools, residents and communities too*
18. *FTC to work with MDC after events, including markets, to make sure the town is clean and tidy*
19. *FTC to ensure other organisations, residents and business communities are kept up to date and aware of events – to ensure provision for clean-ups*
20. *FTC to work with local venues and promoters to encourage responsible advertising, including the removal of out of date and tatty flyers/posters*
21. *FTC to work with MDC & SCC to look at the upkeep of the town's roundabouts – and explore opportunities for advertising & sponsorship*
22. *FTC to consider a dedicated Panel to look at recycling in Frome, including opportunities for recycling bins in public places and spaces*

6. For decision: To approve the work programme, staff changes, the budget and precept demand for 2016/17

Authors: Paul Wynne, Town Clerk and Jackie Wheeler, Responsible Finance Officer

Purpose of the report

The Senior Staff Advisory Group (SAG), which comprises five Cllrs and the four senior staff, has considered how to implement and fund the first year of the new Corporate Strategy.

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This report is the product of those discussions and SAG recommends that Council approves the:

1. Work programme to March 2017
2. Proposed staffing changes shown on the organisational chart
3. Budget and the precept demand for 2016/17
4. Note the forecast General and Earmarked Reserves at 1 April 2016

Introduction

The Corporate Strategy - "A town of the future for the future" - was agreed at the last meeting and covers the period to approximately November 2019, six months after the next election. The Strategy is based on the three pillars of sustainability – environmental, social and economic – and calls these environment, wellbeing and prosperity, respectively.

1. Work programme 2016/17

The work programme lists what we want to achieve in 2016/17. It has been divided in to the three pillars.

Environment - pillar 1			
What	How	When	Lead
Develop & Implement a comprehensive and sustainable long-term plan for Frome's parks and green spaces; ensuring that FTC has the necessary resources & support to carry out its open spaces work	Review the existing Open Spaces Strategy	2016/2017	CS
	Review and where necessary write Management & Improvement Plans (MIPs) for all of FTC's parks & green spaces	Ongoing	CS
	Implement plans in a phased way between 2016 and 2020	2016 to 2020	CS
	Create better & more functional maps of Frome's green spaces and green links and create on line interactive route maps	2016/2017	CS
	Research and plan a network of green corridors linking Frome's open spaces and the river	2016/2017	CS
Provide inclusive walking & cycling opportunities in and around Frome	Gain 'Walkers Are Welcome' accreditation	2016/2017	CS
	Support the Missing Link project campaign	Ongoing	CS
	Create a network of improved walking and cycling routes in and round the town, to shared-use footpath standards when & where possible.	Ongoing	CS
	Improve the footpaths at the Old Showfield and The Dippy	2016/2017	CS
Install outdoor exercise and fitness equipment	Establish a fitness trail at the Old Showfield in liaison with the Frome Medical Practice	2016/2017	CS
Provide more opportunities for volunteers to actively get involved with Frome's open spaces	Ranger Days; Litter picks; Conservation volunteering events	2016/2017	CS
	Directly work with education providers to increase volunteering, building on the work taking place in tandem with Critchill school	2016/2017	CS

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	Explore the establishment of young people volunteering to support schemes like the Duke of Edinburgh awards	2016/2017	CS
Increase access to sports facilities in the town	Work with Fusion Leisure to improve the facilities at the Leisure Centre	Ongoing	CS
	Support the establishment of football pitches at the Rugby Club.	2016/2017	CS
Value & Protect Frome's parks and green spaces	Submit proposals as part of the Local Plan	2016/2017	CS
	Include spaces in trusts for additional protection	Ongoing	CS
Protect & improve Frome's tree-line trees for future years and generations	Tree planting on FTC land	Ongoing	CS
	Work with other landowners including householders to plant more trees around the town	Ongoing	CS
	Campaign for a Supplementary Planning Document that requires tree planting in respect of new developments	2016/2017	CS
Provide vibrant and sustainable floral planting throughout the year	Focus on the town centre and across the town's parks & green spaces	Ongoing	CS
Identify land for purchase or lease by FTC	Acquire the open space at the TH White site, consult and develop a management plan with accessible links to Whatcombe Fields	TBC	CS
	Identify open spaces to acquire and/or protect from future development and work with landowners to achieve this.	Ongoing	CS
Ensure appropriate & high quality developments are encouraged and supported	Lobby to ensure all new developments have sufficient open spaces and good cycle and pedestrian links. Wherever possible encourage establishment of s106 so that FTC can consult, plan, cost out and implement management plans for each site	Ongoing	CS
	Ensure that acceptable results are derived from the s106 agreement at the new development at Garston Road.	2016/2017	CS
Organise events to showcase the town's parks & green spaces	Willow Festival at Rodden Meadow, tree planting events, ranger days	2016/2017	CS
	Co-ordinate and deliver more events in Victoria Park	2017/2018	CS
Provide the necessary support to ensure a clean town, meeting the ambitions of the Keep Frome Clean campaign	Act on the various recommendations to come from the Keep Frome Clean Panel	Ongoing	CS
	Overall, ensure that the town is consistently clean & welcoming, with everyone playing their part	Ongoing	CS
	Continue to work closely with MDC, The Landscape Group & SCC to ensure cleanliness standards are met	Ongoing	CS
	Appoint Town Centre Ranger to provide additional resources to keep the town clean and in good upkeep	2016/2017	CS
	Organise regular litter picks across the town, including in the town centre	Ongoing	CS

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	Establish a campaign to encourage businesses to keep their frontages clean	2016/2017	CS
	Establish a community & business awards scheme - the Frome Broom	2016/2017	CS
	Establish a Keep Frome Tidy campaign with local schools	2017/2018	CS
FTC to take a lead role in improving sports facilities in the town	Facilitate a quarterly sports forum	2016/2017	CS
	Commission specific fundraising support for sports clubs and organisations	2016/2017	CS
Increase participation of adults in sport and leisure activity	Sports forum to establish series of taster sessions for different sports	2016/2017	CS
Increase the number of young people, especially girls, actively involved in sport and leisure activity	Promote & Support the national 'This girl can' campaign	2016/2017	CS
	Work with SASP to provide training for coaches (esp. female) and first	2016/2017	CS
Increase the number of volunteers involved	FTC to become registered body for DBS checks	2017/2018	CS
Create courts for community use	Contribute to resurfacing the two unused courts at Frome College for shared community use	TBC	CS
	Explore viability of purchasing land behind Vallis Youth and Communities Centre	TBC	CS
Explore viability of establishing football, athletics, cricket square and others at old Frome Golf Club site.	Commission feasibility study	15/16	CS
	If above feasible employ consultant to acquire the land and establish a trust to manage the site	16/17	CS
Explore ways of improving sport and leisure opportunities along the river corridor, including improved access to the river	Implement River Corridor Strategy at Rodden and Welshmill	2016/2017	CS
Improve information about sports and leisure opportunities in Frome	Support further development and promotion of the Frome Active website	2016/2017	CS

Improving prosperity - pillar 2

What	How	When	Lead
Complete work on Neighbourhood Plan	Work with Mendip DC to get Plan through further consultation, Independent Examination and Referendum stages. Publicise in advance of Referendum and produce final version of Plan using existing EMR (£14k) and u/sp from 15/16	2016/17	PWh
Influence Part 2 of the Local Plan to ensure that employment, residential and other development is brought forward in appropriate locations and open spaces are protected to meet local needs	Work with MDC and local stakeholders to influence Part 2 in line with resolution at Dec 2015 Council meeting	2016/17	PWh

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Lead the regeneration of Saxonvale	Work with Somerset County Council, Mendip District Council, Homes & Communities Agency and landowners to bring forward new development proposals for Saxonvale	2016/17	PWh
As above	Investigate potential for temporary container accommodation to support businesses and social enterprises	2016/17	PWh
Remain committed to the improvement of the Market Place	Secure consent for improvements around Boyle Cross through the planning appeal process and accelerate progress to bring forward traffic calming, courtesy crossings and other measures to make the town centre more pedestrian friendly	2016/17	PWh
Extend town centre improvements with the implementation of a coherent design for street furniture and landscaping	Commission a specialist report setting out guidelines on future street furniture, signage, soft and hard landscaping, lighting and their maintenance in the town centre	2017/18	PWh
Improve the Cattle Market Car Park	Further develop the masterplan for the site and take advantage of external funding opportunities to secure improvements	2016/17	PWh
As above	Consider marketing Frome as an exciting business base for ethical, green, socially-engaged businesses as part of a wide ranging Marketing & Communications Strategy	2016/17	PWh
As above	Review FTC's role in destination management as part of wide ranging Marketing & Communications Strategy	2016/17	PWh
As above	Continue to support a Christmas event in Frome Town Centre - lower key than in previous years	2016/17	PWh
As above	Provide Christmas lights (2016/17 represents last year of 3 year contract with Blachere Illuminations). Decide on arrangements for future years	2016/17	CS
As above	Support new events based on ideas from the local community to provide a test bed for urban innovation e.g. Frome Indie music festival (complement Frome Festival), Shop Local event, retail-led events, Frome Fashion Week. Determine FTC's future role in this.	2016/17	PWh
As above	Encourage MDC to pursue a strategic review of parking provision in the town including location, number, management and pricing	2017/18	PWh
As above	Secure the delivery of new signage and the removal of ambiguous or obsolete signage in the town centre	2016/17	PWh
As above	Complete installation of new town centre maps (started and paid for in 2015/16)	2016/17	PWh
As above	Investigate the provision of new employment space and residential accommodation within the town centre utilising vacant space above shops	2016/17	PWh
As above	Continue to participate in national Town Centre Benchmarking project	2016/17	PWh
Invite businesses and other enterprises to play a role in the wider community & support each other	Frome Business Breakfast programme, a renewed 'Discuss & Do' programme and direct contact with individual businesses	2016/17	PWh

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As above	Develop Business Improvement District proposals through engagement with local business community	2016/17	PWh
Lead on campaigning and lobbying via the Planning Advisory Group, working with community groups wherever possible to ensure we get the right development in Frome	Engage the services of a professional lobbyist/campaigner	2016/17	PWh
Implement a 'Good Business' strategy leading to the development of a 'Good Business Award'	Business engagement and audit programme	2016/17	PWh
Build on the success of the redeveloped markets in Frome	Enable the continued development of The Frome Independent and ensure that the town can cope with the influx of visitors using existing EMR	2016/17	PWh
As above	Support investigation of potential new markets and improvements to existing markets by (MDC have already commissioned Gavin Eddy to make recommendations regarding existing Frome People's Market)	2016/17	PWh
Improved transport services	Work with partners to secure improvements in public transport services, look for real alternatives to public transport, promote Car Club and workable schemes for lift and car share	2016/17	PWh
Offer more opportunities to retrain and live and work in Frome	Continue to support apprenticeship project in partnership with Frome College using existing EMR	2016/17	PWh
Contribute to thematic twinning conferences	Organise Green Energy conference in Frome and participate in thematic conference in Rabka-Zdroj using existing EMR	2016/17	PWh
Further develop the concept of One Planet Frome (to secure a town-wide transition to a low carbon economy and a resilient town)	Focus on existing 'green' businesses to increase the use of renewable energy and joined up waste management	2016/17	PWh
As above	New electric charge point for additional car Club vehicle	2016/17	PWh
As above	Further promote development and use of Share Shop	2016/17	PWh
As above	Pursue projects that change behaviour e.g. One Planet Sunday and use of Welcome Packs for new residents	2016/17	PWh
As above	Continue with work to encourage reduction in use of energy in schools	2016/17	PWh
As above	Significantly increase renewable energy production	2016/17	PWh
As above	Through fundraising invest in biothermic digester for green and dog waste	2017/18	PWh
As above	Supply a Frome electricity tariff	2017/18	PWh
Support initiatives that enable self-build and co-housing as well as	Enable self-build scheme to come forward	2016/17	PWh

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encouraging developers to build high quality housing			
Support broader initiatives to reduce empty housing	Work with Mendip's Empty Homes Officer to promote MDC's Empty Property Grant & Loan Scheme and Government tax incentives and explore other potential measures	2016/17	PWh

Wellbeing - pillar 3			
What	How	When	Lead
Improve communication			
Improve flow of information to and from FTC	Draft and implement a Communications and Marketing Strategy	16/17	PWy
As above	Improve website and social media following above strategy	16/17	PWy
As above	Develop brand guidelines	16/17	PWy
Build and maintain a shared understanding of the town's interests and expertise (a community database)	To consider only when the Town Digital Hub pilot project is complete	16/17	PWy
As above	Collate and provide statistical information from FTC to the community	16/17/18	PWy
Increase access to information for residents at a street level	Commission a pilot baseline study at street level	15/16	PWy
As above	Map the streets and areas that the Health Champions are based in and identify information gaps	16/17	PWy
As above	Install more noticeboards and keep them up to date	16/17	PWy
As above	Use a page in Frome Times to advertise what is going on in the town (this goes to every household)	16/17	PWy
As above	Publish a bi annual online and paper newsletter for all residents	16/17	PWy
As above	Ensure that information is available across the town, including the library, explore what a 'mobile town hall' would look like	17/18	PWy
Continue the Well-being panel	To meet twice a year. Each meeting to be themed.	16/17	PWy
Increase participation and engagement			PWy
Continue to experiment with Council meetings to improve public participation and engagement	Experiment with different room layouts, amplification, live streaming, improved promotion and reporting back	16/17	PWy
As above	Use informal meetings to increase accessibility and explore how different methods of engagement can be utilised - eg Good for Nothing approach	16/17	PWy

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Develop and promote the use of the Town Digital Hub as a collaboration tool	Initially, run a pilot project using the Communications Group	16/17	PWy
Continue to bring together Frome councillors from three tiers of local government to explore joint priorities.		16/17	PWy
Bring together local parish councils to share priorities and issues		16/17	PWy
Co-ordinate a series of street level events	Hold a series of street level parties to celebrate the Queen's 90th birthday celebrations	16/17	PWy
As above	Produce a pack for residents ' how to hold a local event to include how to close your street, informing neighbours	16/17	PWy
As above	Promote 'playing out' and other initiatives to build and enhance community	16/17	PWy
Initiate and develop participative budgeting		17/18	PWy
Advocate for communities and individuals facing particular issues		16/17	PWy
Explore establishing a Community Café at Frome Town Hall		17/18	PWy
Provide additional resources, offer training, support network groups		16/17	PWy
Be repaired to support the formation of the new organisations to address the needs of the town.		16/17	PWy
Increase the number of young people actively involved and in decision making	Establish a "neighbour hoodies" programme, target funded work to engage over the summer and reduce ASB	16/17	PWy
As above	Deliver a conference for young people	16/17	PWy
Increase volunteering			PWy
Increase volunteering in Frome	Create and develop a virtual Frome volunteer bureau - a one stop shop for volunteering. Aimed at organisations that want volunteers or have staff that want to volunteer and at those who want to volunteer	16/17	PWy
As above	Deliver VolunTea in the Park to celebrate the role of volunteers	16/17	PWy
As above	Research gaps in services that could be filled by volunteering and work to fill them with targeted projects	16/17	PWy

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Improve understanding of community needs	Support the development of the Health Connections project by part-funding health champions coordinator and supporting development of their website	16/17	PWy
Provide direct support for organisations			PWy
Provide fundraising support, training and skill development in community groups including social clubs	Provide a DBS service for community groups and organisations	16/17	PWy
As above	Get organisations grant ready	16/17	PWy
As above	Commission fundraising support	16/17	PWy
As above	Provide grant support to those groups who help to implement the corporate strategy	16/17	PWy
As above	Provide a training programme for organisations delivered by partner organisations to include 1st Aid, safeguarding, recruiting volunteers	16/17	PWy
As above	Reactive work to support the development of new organisations	16/17	PWy
As above	Provide support to organisations that deliver significant elements of the Corporate Strategy	16/17	PWy
Building community resilience			PWy
Continue to consider the future impact of cuts on local services	Research likely impacts	16/17	PWy
As above	Be prepared to lobby and be responsive to potential cuts	16/17	PWy
As above	Increase the number of people able to provide respite care for young people and adults	17/18	PWy
Increase support for single parents	Bring together all relevant and interested parties to develop an action plan	17/18	PWy
Increase literacy levels in community	Building on the findings of an initial meeting with schools, Frome com ed, SSL, library service, FF	16/17	PWy
Arts, music and culture			PWy
Support culture and arts and work to support their funding base.	Establish an arts and music panel to explore how to enhance them in the town	16/17	PWy

The process of populating the work programme combined the commitments in the Strategy, the recommendations from the four panels and the completion of ongoing work. It excludes core services, such as administration, communication, maintaining open spaces and financial management.

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The proposed work programme for 2016/17 is organised in a way that mirrors the three pillars in the Strategy and details how each will be taken forward in the 12 months starting April 2016.

The concept of three pillars means that when combined they deliver sustainable outcomes. So each action should contribute towards community wellbeing, prosperity and environment. However, for simplicity and to avoid having one long list each action is placed in the “best fit” pillar.

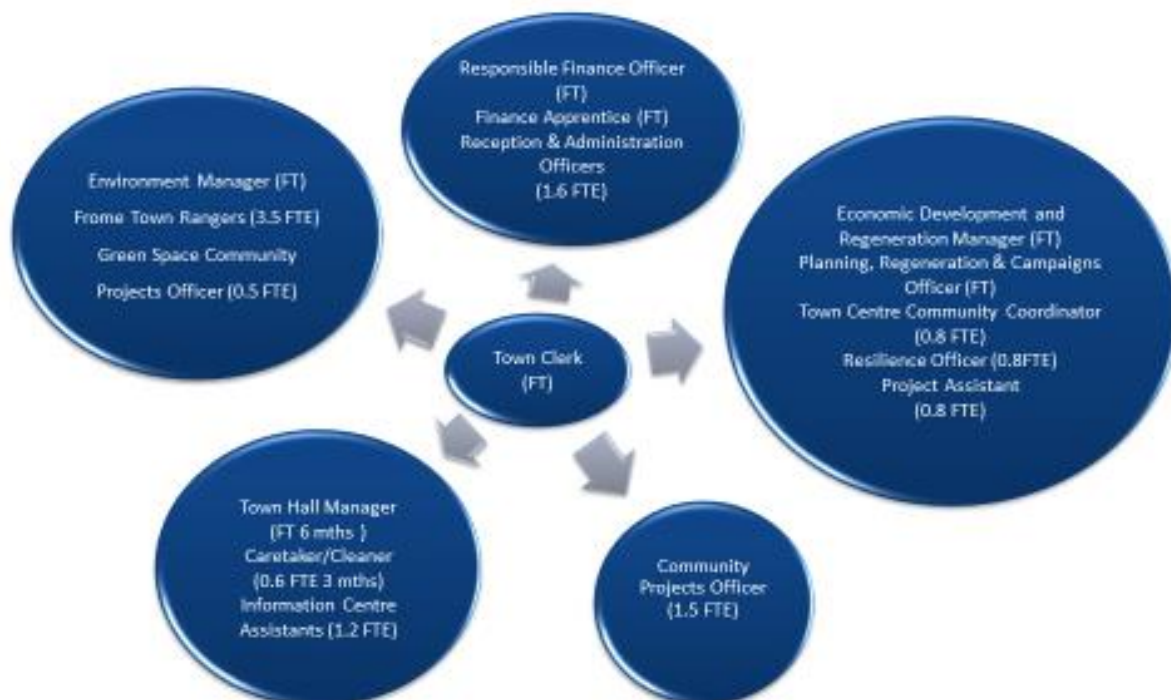
Initially, this process resulted in an enormous and unachievable programme of works which has been whittled down to the recommendations made here. Some actions have been phased to start in 2017/18 to allow for flexibility.

The first recommendation is that Council approves the work programme for 2016/17

2. Staffing

SAG also discussed whether the current staff base was adequate to deliver the work programme and proposed some minor changes as a result. The proposed organisation chart (below) details the post title, whether it is full time and who the line manager is. Note that it does not allocate fractions of a post to specific areas of work. This is because the staff body works as a team and managers allocate staff resources accordingly. For example, the Resilience Officer and the Community Project Officers could easily appear in all three pillars.

Proposed Frome Town Council Organisation Chart at 1 April 2016



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As the Town Hall will not be ready until next winter a Town Hall Manager and a caretaker will not be required until then. As the Town Hall project progresses and a clearer image of the managerial role emerges, a more precise role definition will become clearer. At this stage it is noted that both posts will be required and they have been included in the budget from October for the manager and from January for the caretaker. Once the core tasks of these posts are clear, I will return to Council for approval. This will be towards the end of the summer.

In order to deliver fully the Keep Frome Clean campaign, a new half-time Town Centre Ranger is proposed. This post will not duplicate the work that is currently done by The Landscape Group under contract from MDC (although it will help to monitor their performance).

Instead, it will complement that work. For example, the post holder will ensure street furniture is kept clean and maintained, make sure FTC's bins are emptied in good time, "blitz" specific areas of the town on a regular basis and carry out urgent work like broken glass, fallen leaves and snow and ice, all of which The Landscape Group cannot and/or are not contracted to do. For the most part, the new Ranger will be focused on the town centre from Badcox to North Parade and Vicarage Street to Welshmill Lane.

The Wellbeing Panel and Sports Panel both tabled an ambitious set of recommendations which are detailed in the Action Plan. In order to deliver these, an additional half-time Community Projects Officer (CPO) will be needed from April 2016. This makes two full-time equivalent CPO posts in total. The job description of the CPO and the Town Centre Ranger will be the same as those for the current posts. The day to day tasks and projects will be allocated by their manager.

Other proposed changes include the decision not to employ another planning apprentice and to retain the project assistant post in Peter Wheelhouse's team on the same grade until March 2017.

The second recommendation is that Council approves these staff changes in the organisation chart; notes that there is sufficient budget to recruit them and delegates responsibility for recruitment at the appropriate time to the Town Clerk in consultation with the Leader.

3. *The budget 2016/17*

The budget (below) has been built in order to fund the work programme. At the end of the budget the total spend and the total income is shown. The net expenditure (total spend minus total income) is the amount FTC will receive from Council Tax payers in Frome and is called the precept demand.

For consistency, like the work programme, the budget has also been built around the three pillars in the Strategy so it does look a little different from the current year. If Cllrs would like further information on the budget please contact Jackie Wheeler.

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Frome Town Council proposed budget for 2016/2017

		£	Details
500	<u>Environmental</u>		
4033	Community Open Spaces	40,000	All FTC open spaces, facilities and play equipment maintenance
4035	Contracted Grass cutting & Hedge cutting	18,000	All FTC open spaces contracted grass and hedge cutting
4036	Contracted Bins & Litter collection	22,000	Litter bin collections contracted on FTC owned land incl The Otherside, The Dippy, Old Showfield & Weylands
4037	Contracted Toilet Cleaning & Servicing	20,000	Victoria Park toilets open 7 days pw requiring contract cleaning & servicing
4039	Floral supplies	5,000	Includes replacing planters & infrastructure
4050	PWLB repayments Old Showfield	7,262	Old Showfield Public Works Loan Board loan repayments
4047	Repayment of LTA loan	1,000	Repayment of £10,000 Lawn Tennis Association loan taken out in respect of Mary Bailly tennis courts
4902	Play equipment (Capital)	25,000	Replace final 'old' equipment at Welshmill; add new equipment across sites as required incl Old Showfield
4038	Resurfacing of footpaths	20,000	Sports Panel recommendation - Overall cost of 1000m of paths approx. £120k.
4041	Outdoor furniture	1,000	New outdoor chairs for community events
4027	IT	750	Purchase & setup of tablets for Rangers to complete inspections on the fly
4913	Litter/Grit bin/signs/ Noticeboards(Capital)	5,000	Including design & purchase of new play area signs/Tesco Co op x 2, Critchill shop noticeboards
4925	New vehicle	7,500	To offer 3 vehicles for the 3.5 Rangers
4908	Trees	15,000	Tree surgery, planting and specialist training and equipment for Rangers
		187,512	
501	<u>Environmental Team</u>		
4001	Salaries & Wages	121,600	Normal increment increases plus NJC increase ranging from 2-1% plus 0.5 Town Centre Ranger
4008	Training/Travel & Subsistence	4,800	Increase to train up Rangers - and expand the range of work they are trained/certified to undertake (Nominal £1,200 per Ranger)
4435	Victoria Park Office	3,000	Victoria Park greenhouse and office and start refurbishment into a community resource
4029	Equipment & Vehicle Fuel	1,500	Mower and van fuel
4028	Equipment & Vehicle maintenance	6,500	Vehicle and equipment servicing, MOT, vehicle tax
4006	Uniform for Town Rangers	1,600	£400 per Ranger allowance
4007	PPE for Town Rangers & Volunteers	500	

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4040	Supplies & Consumables	2,500	
4901	Equipment replacement	10,000	Tools & small equipment replacement and to equip the new Town Centre Ranger
		152,000	
1001	INCOME Rent received	2,500	Victoria Park café rent.
<u>600</u>	<u>Well-being</u>		
4326	Frome Festival	10,000	Previously under Town Events but should be subject to an application to Grants Panel
4327	Frome Carnival	1,500	Previously under Town Events but should be subject to an application to Grants Panel
4325	Christmas Extravaganza	8,000	Christmas lights switch on, low key local event incorporating community groups
4333	Christmas lights	15,000	Final year of 3 year contract with Blachere Illuminations
4320	Community events	10,000	Volunteer events incl Voluntea in the Park, street parties and activities
4715	Twining	500	Nominal amount as EU funding will cover the 2016 Thematic Networking event(s)
4719	Sustainability Projects & Contracts	28,000	Sustainability Projects & Contracts
4720	Community Group Grants	55,000	Community Grant Scheme
4725	Contract fundraiser	10,000	Contract with professional fundraiser to include fundraising for sport
4729	Community group development	9,500	Training incl 1st Aid, DBS checks, volunteer management & support community groups to be grant ready
4730	Community database	5,000	Merging Frome Active, FTC, Health and wellbeing data from static sites to be searchable in more detail. Collect data and incorporate Town Digital Hub
4731	Engaging Young People	6,000	Conference for Young People and other engagement activities
4724	Health and Well-being project volunteer co-ordinator	10,000	Part fund Frome Medical Practice Health & Well Being volunteer co ordinator yr 2 of 2
4732	Volunteer Bureau	5,000	To develop volunteer base; embed 'do it' in FTC website, promote and create toolkits to increase volunteers and develop dating agency
4750	CCTV funding	8,200	Service Level Agreement Mendip CCTV funding (yr 1 of 4)
4790	School crossing patrol	6,150	Top up shortfall of SCC funding of School crossing patrol person(s)
4052	Fair Frome	15,000	Annual support funding (current agreement expires in March 2016)
4057	CAB	8,000	Annual support funding (current agreement expires in March 2016)

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4060	Sport and Leisure Panel recommendations	12,000	Facilitate sports forum (£1k), training (£4k), sports taster (£2k) and establish sports trust (£5k)
4061	Well-being panel recommendations	1,700	Panel support (£1k) and newspaper communication (£700)
		224,550	
4053	PWLB repayments Cheese & Grain building	78,917	Cheese & Grain building Public Works loans.
4440	Community Toilet Scheme	5,000	Community toilet scheme increase PR of the scheme
610	<u>Frome Town Hall</u>		
4499	Renovation of Frome Town Hall	115,000	
4505	Utilities	4,500	Incl Palmer Street (9 mths) until the Town Hall move January 17 plus FTH (3 mths) Gas £1750/Elect £2100/water £650/
4510	PWLB repayments Frome Town Hall	44,745	PWLB #1 £550k (£32,8k)+ PWLB #2 £200k (£11.8k)
4520	Telephone/ Broadband/ Equip hire	10,060	Mobiles (£1k)/b/band (£2.5)/copier (£2.2k)/phone system lease (£2.6k)/calls (£1.6k)
4530	Building maintenance	5,000	Minor ongoing maintenance
		179,305	
1060	INCOME Office space hire	4,850	3 mths Jan - Mar 2017
1061	INCOME Elliot building hire	1,100	3 mths Jan - Mar 2017
1062	INCOME Meeting room hire	7,670	3 mths Jan - Mar 2017
1063	INCOME Council Chamber hire	7,930	3 mths Jan - Mar 2017
1064	INCOME Café	615	3 mths Jan - Mar 2017
1065	INCOME Car parking	1,490	3 mths Jan - Mar 2017
		23,655	
700	<u>Prosperity</u>		
4320	Town events	20,000	Commission new events based on local community ideas to provide a test bed for urban innovation incl Frome Indie music festival (complement Frome Festival), Shop Local event, retail-led events, Frome Fashion Week.
4066	PWLB repayments Garsdale	29,520	Garsdale Public Works loan.

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4122	Economic & Community Research	500	Town Centre Benchmarking
4132	Self-build housing project	10,000	Planning, design and legal costs. Funds for site acquisition and servicing are likely to be required in 2017/18. Probable grant from Locality (£30k)
4133	Campaigning for better quality development	8,000	Work with developers/stakeholders for better quality development to implement policies in the Neighbourhood Plan & Town Design Statement.
4134	Public Realm Design	10,000	Development of design guidelines for town centre public realm and landscaping to include Market Place, Market Yard and other places
4135	Business/Community collaboration	8,000	Business Improvement District (BID) development
4128	Marketing and Communication	30,000	Development and implementation of a marketing & communication strategy to promote Frome. For all marketing and communications.
		116,020	
800	<u>Core Services</u>		
4018	Meeting room hire	4,000	Hall hire and refreshments for Council meetings, panels, other public meetings, three tier of Govt and neighbouring parishes
4301	Mayor's allowance	500	Recompense Mayoral duties expenses
4303	Cllr's allowances	500	Cllrs expenses incl carer's allowance
4312	Civic regalia	200	Mayor's chain repairs incl inscription & past Mayor's medal
4321	Election costs	1,000	Add to EMR for 2019 town & district elections.
		6,200	
802	<u>Central Team</u>		
4001	Salaries & Wages	383,057	Increment and national agreement increases (2% - 1%). Incl f/t FTH manager (6mths)/0.6 FTH caretaker/cleaner 3mths), Project Asst 0.8 (6 mths) & 0.5 CPO
4008	Training/Travel & Subsistence	8,000	Staff & councillor training plus travel expenses & subsistence
4013	Information Centre Accommodation	4,700	SCC rent of library space (£4k) pa/assuming no rent increase 16/17/b/band & phone
4010	Saleable stock	2,500	Information centre merchandise purchased in order to sell.
4023	Stationery/printing & postage	5,000	Town office stationery, postage and photocopying prints
4024	Subscriptions & advertising	5,200	Membership fees and advertising
4025	Insurance & bank chgs	11,750	Annual insurance, cardnet terminal rental and transaction charges
4027	IT & equip replacement	20,000	IT support, software annual fees, IT equipment replacement
4055	Audit fees - external	2,500	Fixed fee according to Precept band for auditing Annual Return.
4056	Audit fees - internal	1,500	

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4058	Legal & professional fees	16,200	Legal, professional incl VAT consultation advice (£1.2k) for submitting the 'over' de minimus in one financial year for Town Hall refurbishment
		460,407	
1011	INCOME Info Centre shop sales	3,750	Offset against saleable stock
1016	INCOME Sale of Palmer Street	230,000	Based on 2015 valuation(s) £250k Proceeds must be spent on Capital Expenditure/PWLB repayments or CCLA investment
1018	INCOME Info Centre commission	2,000	Commission on all ticket sales
1025	INCOME PV Income	6,800	Cheese & Grain PV panels (capital investment March 2012 repayment payback 2017)
1090	INCOME Bank account interest	1,500	Short term investments
		244,050	
900	Precept		
1076	INCOME Precept	1,139,706	9.45% increase Band D equivalent
	Budgeted expenditure	1,409,911	
	Budgeted income	270,205	

Unlike the district council and the county council, FTC receives no year on year support from central Government. The proposed precept is £1,139,706 which represents 9% increase on last year (2015/16) and equates to a dwelling in Band D Council Tax of £138.65 per annum - an increase of 23p per week on 2015/16.

The table below compares these figures with the current year (2015/16).

<i>Date</i>	<i>Precept</i>	<i>MDC Tax Base (no. of Frome Band D equivalent properties)</i>	<i>FTC's portion of Band D Council Tax per annum</i>	<i>FTC's portion of Band D Council Tax per month</i>	<i>FTC's portion of Band D Council Tax per week</i>
2015/16	£1,034,685	8167	£126.68	£10.56	£2.44
2016/17	£1,139,706	8219	£138.65	£11.55	£2.67
Diff	£105,021	52	£11.97	99p	23p

It should be noted that only 23% of houses in Frome are in Band D or above and therefore 77% will be paying less than £138.65 per year; Band A, for example, will be paying £92.43 next year.

We have included an estimated income of £230,000 from the sale of the Palmer Street office (shown in the budget at 802/1016). This an estimate based on valuations from local

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estate agents in 2015. The proceeds of this sale will be used primarily for the Town Hall renovation but also for various other capital expenditure. The main ones being increased investment in new paths, new play equipment and additional litter bins throughout the year.

Other than a moderate increase to the staff budgets, most budget lines either show a small increase reflecting our ambitious work programme or remain the same.

At the time of writing, confirmation has not been received from MDC as to whether they will be passing on the 2016/17 Council Tax Support (CTS) grant to town and parish councils. Therefore, it has not been factored into the budget figures and can be discussed when we receive MDC's decision on this.

The third recommendation is that Council approves the budget and the precept demand for 2016/17.

4. *Earmarked reserves (EMRs) and the General Reserve*

EMR's are amounts that are added to over a period of years in order to fund a specific project. They are also used where we receive external funds for specific purposes – s106 receipts, for example. The forecast EMRs at 1 April 2016 are shown in the table below. If Cllrs want more background please contact Jackie Wheeler in advance of the meeting.

When the 2015/15 CTS grant from Mendip was received in April 2015, it was agreed to hold the £110k in the General Reserve until a suitable project was identified. As the Frontier Estates planning application was withdrawn in December, the Saxonvale project is able to develop and it is recommended that this amount is transferred to a new Earmarked Reserve for that purpose.

The table below lists the existing and proposed amounts in EMRs at 1 April 2016. The EMRs that have been expended during this financial year and have a zero balance will be removed.

<i>Ref no.</i>	<i>Title</i>	<i>EMRs 1 Apr 2015 (£)</i>	<i>Forecast EMRs 1 Apr 2016 (£)</i>	<i>Description</i>
9003	Elections	20,006	12,311	2019 elections
9004	Market Regeneration	7,067	5,639	Market development
9006	Sports	9,037	0	New tennis courts in Mary Baily Playing Field
9008	Machinery & vehicle	24,445	0	New ride on mower and attachments
9010	Play Equipment	31,165	15,000	New play equipment
9011	Office relocation	139,357	187,000	Town Hall relocation and refurbishment
9012	Committed	3,644	0	Transfer to General Reserves
9015	CCTV	7,500	7,500	New CCTV/Security equipment in Town Hall

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9013	Litter & grit bins	3,200	0	Litter bins. New bins to be paid for from main budget
9017	S106 budgets	78,501	122,599	Foundry Barton area £64.7k; Showfield £44.3k; Showfield adult fitness £7.4k; Vic Park £6k
9020	Town Centre Improvements	289,223	320,116	Market Place £300k; Palmer St highway improvements £20k (completed)
9021	The Dippy	15,513	12,625	Dippy enhancement
9022	Fair Frome	18,281	0	Support is now listed in the main budget
9023	Youth research and further education	44,500	24,257	Apprenticeship Co-ordinator (yr2 of 2) & Project Asst 6 months to Sept 16
9024	Youth Funding	3,878	2,378	Youth grant project funding
9038	Community Groups Subsidy	115,000	0	Transferred to EMR Office Relocation above
9039	River Corridor	10,000	8,013	Incl. Chateau Gontier enhancement
9050	Twinning Thematic Conference	12,360	6,552	2016 Twinning Thematic event (EU funding)
9051	Neighbourhood Plan	14,310	33,769	Implementation of Neighbourhood Plan
9052	Tourism	3750	0	Cityscape Map boards
9053	Trees	8776	7,616	Tree survey & surgery
9054	Open Spaces	30,000	28,315	Showfield paths (£15k) fitness trail (£3k) Tennis courts (£12k)
9055	Town Digital Hub	10,000	0	Support is now listed in the main budget
9056	Saxonvale (proposed)	0	110,000	Saxonvale development project

General Reserve

The General Reserve is an emergency fund and Standing Orders state that it should be a minimum of £180k.

In addition to the £180k and as mentioned above, the 2015/16 CTS grant is currently held in the General Reserves it is proposed to transfer the amount (£110k) to a new EMR Saxonvale.

Taking the £110k transfer into account, and the anticipated under and overspends in the current year's budget with three months remaining, it is proposed to transfer £40k from the General Reserve to the Town Centre Improvement EMR to enable this project to proceed as planned.

Recommendations

1. Approve the work programme to March 2017
2. Approve the staff changes in the organisation chart; note that there is an appropriate budget to recruit them and delegate responsibility for recruitment at the correct time to the Town Clerk in consultation with the Leader.

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3. Approve the budget and a precept demand of £1,139,706 for 2016/17, equating to an increase of 23p a week for Band D households.
 4. Note the forecast Earmarked Reserves and the General Reserve, transfer £110k from the General Reserve to a new Saxonvale EMR and transfer £40k from the General Reserve to the Town Centre Improvement EMR.
- 7. For information: Economic Development Update**
Peter Wheelhouse, Economic Development and Regeneration Manager and Anna Francis, Resilience Officer will give a short presentation.
- 8. For information: Project updates**
The project update is at Appendix 2
- 9. For information: Note the Internal Auditors' report**
Cllrs are asked to note the letter on page 35 from the Internal Auditors, Fair Account.

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Fair Account

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Hants
SO50 7LD

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11 November 2015

Frome Town Council
Town Clerk
5 Palmer Street
FROME
SOMERSET
BA11 1DS

Dear Mr Wynne

Internal Audit Report for Frome Town Council 2015/16 July 2015 – October 2015

The Accounts and Audit Arrangements introduced from 1st April 2002 (lighter touch audit) requires all Town and Parish Councils to implement an independent internal audit examination of their Accounts and Accounting processes annually.

The Council have complied with the requirements in terms of independence by the Council decision making process in 2015/2016, appointing Fair Account to undertake the work for 2015/16.

This is the second visit to check that the Town Council adhere to the requirements set out in the National Association of Local Councils Accountability and Governance Manual Appendix 9 ensuring that compliance is maintained.

A further visit has already been arranged to continue the internal audit visits for 2015/16 on the Tuesday 2 February 2016.

During the course of this internal audit visit it was agreed with the Responsible Finance Officer that we would in future provide an Interim Summary Report Letter on each occasion to highlight any issues from the continuing Internal Audit.

An Internal Audit testing strategy is set out in the current, NALC Accountability & Governance manual. This covers a "suggested approach to internal audit testing" covering 10 aspects ranging from Proper bookkeeping right through to Year-end procedures. Our Internal Audit testing is based on this approach.

Our initial discussion with the Responsible Finance Officer established any system/procedure changes to the internal controls from the previous period. A series of independent audit tests were then undertaken using the various financial records, vouchers, documents, minutes, previous audit reports, insurance etc. to ascertain the efficiency and effectiveness of these internal controls.

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As part of the Internal Audit Review we checked that:

Bank Reconciliations

- the financial totals as at 30 June 2015 brought forward are accurately shown in the cash books.
- all un-presented cheques and un-banked income at 30 June 2015 were checked to bank statements to verify these were banked in July 2015.
- all direct debits, standing orders, transfers were checked and accounted for in the period 1 July 2015 to 1 October 2015.
- all bank paying in slips were banked and agreed to bank statements in the period 1 July 2015 to 31 October 2015.
- bank reconciliations for all bank account had been carried out between 1 July 2015 to 31 October 2015, and totals agreed to those shown in the appropriate cash books.

Petty Cash

- the Petty Cash totals for the Office, Tourist Information Centre and Victoria Park were agreed to the cash in hand up to 31 October 2015 were agreed to the cash in hand as at 31 October 2015.
- a series of tests to agree the reimbursements from the Office Imprest Account to sub floats held by Tourist Information Centre and Victoria Park between, 1 July 2015 – 31 October 2015 were undertaken.
- a series of petty cash vouchers were checked and agreed, and Cash Books 2, 3 and 4 were reconciled up to 31 October 2015.

Investments

- the level of Investments shown in Cash Books 5,8,9 10,18,19,20,21 were reconciled to information shown on the bank statements and Investment Portfolio details as at 31 October 2015.

Income and Expenditure

- all un-presented cheques and un-banked income information at as 31 October 2015 were confirmed that the details are accurate to the records held by Town Council.
- all Remittance Advices were checked and agreed to the Cashbooks and bank statements for the period 1 July 2015 – 31 October 2015.
- Agreed Tourist Information Centre Daily totals in the Cash Books for the period 1 July 2015 – 31 October 2015.

Cardnet

- all transactions shown on the Cardnet statements for the period 1 July 2015 – 31 October 2015 were accurately recorded in the cash books and that all the transactions including Cardnet fees could be traced to the bank statements.

VAT

- The VAT reimbursement claim totals for the period April – June 2015 were checked to the VAT Control Account and the individual VAT totals from invoices were checked for accuracy.

BACS Payments

- A test check of the BACS payment file was carried out (July to October 2015) to ensure that the totals paid by BACS were authorised and matched the payment vouchers held on the file. We also checked that the total BACS payments were correctly shown of the bank statements to confirm the accuracy of payments authorised for payment.

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I am pleased to report that the various records and procedures in place for the Council provide an adequate standard of control. All other minor queries were resolved during the course of the audit, and therefore no formal recommendations have been made for the period 1 July 2015– 31 October 2015 for these various transactional elements.

This letter report should be noted and taken to the next meeting of the Town Council to inform them of the Internal Audit work carried out. The details of this Internal Audit Report Letter should be also be minuted by the Town Council.

Yours sincerely,



Paul Reynolds FMAAT and Tim Light FMAAT
Internal Auditors

10. For decision: To approve the calendar of meetings 2016-17

Author: Laura Poulton, Administration Officer

Introduction

Below is the proposed calendar of meetings from June 2016 until May 2017. The dates of the meetings are very similar as to the previous year to ensure that, on average, Council meetings are held once a month and meetings of the Planning Advisory Group are every 3 weeks. In addition we have also endeavored to ensure that FTC meetings do not clash with those of MDC and SCC.

Please be aware that some venues for meetings are still to be confirmed. Once these are in place Cllrs will be emailed an up to date version and it will also be posted on our website and on various noticeboards.

Date			Venue	Time
May	26	Thur	Planning Advisory Group	Frome Town Hall Elliot Building 18:00
Jun	16	Thur	Planning Advisory Group	Frome Town Hall Elliot Building 18:00
Jun	22	Wed	Council	tbc 19:00
Jul	7	Thur	Planning Advisory Group	Frome Town Hall Elliot Building 18:00
Jul	20	Wed	Council	Selwood Academy 19:00
Jul	28	Thur	Planning Advisory Group	Frome Town Hall Elliot Building 18:00
Aug	18	Thur	Planning Advisory Group	Frome Town Hall Elliot Building 18:00
Aug	24	Wed	Council	Assembly Rooms 19:00
Sept	8	Thur	Planning Advisory Group	Frome Town Hall Elliot Building 18:00

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Sept	21	Wed	Council	Selwood Academy	19:00
Sept	29	Thur	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Oct	20	Thur	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Oct	26	Wed	Council	Rook Lane Chapel	19:00
Nov	10	Thur	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Nov	23	Wed	Council	Selwood Academy	19:00
Dec	1	Thur	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Dec	21	Wed	Council	Selwood Academy	19:00
2017					
Jan	5	Thur	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Jan	25	Wed	Council	Selwood Academy	19:00
Jan	26	Wed	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Feb	16	Thur	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Feb	22	Wed	Council	Selwood Academy	19:00
Mar	9	Thur	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Mar	22	Wed	Council	Selwood Academy	19:00
Mar	30	Thur	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Apr	5	Wed	Annual Town Meeting*	Rook Lane Chapel	19:00
Apr	20	Thur	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
Apr	26	Wed	Council	Selwood Academy	19:00
May	11	Wed	Planning Advisory Group	Frome Town Hall Elliot Building	18:00
May	24	Wed	Council (Annual Meeting)	Selwood Academy	19:00

*not a Council meeting

Recommendation

Approve the calendar of meetings for 2016-17

11. For information: Health and Safety update

Nothing to report

12. The next meeting will be at 7pm on Wednesday 24 February 2016 at Selwood Academy