

Frome Town Council annual work programme 2020/2021 - 12/11/20			Red = not progressing this year/reason	
Approved by Council: 22 January 2020			Amber = delayed/reason	
Reviewed September, October, November 2020			Green = on track	
Objective	Action	Current RAG rating		
Resilience - Lead: Anna Francis				
Enable energy and carbon savings	Explore and promote opportunities for retrofit	subject to external funding		
	Help schools to reduce energy demands through Energy Sparks and Salix loans	Green		
	Assist fuel poor households	Green		
	Lobby for divestment (SCC Pension)	Green		
	Lend thermal imaging camera	Green		
	Explore renewable energy opportunities locally	Green		
Enable good business	Promote green energy tariffs	Green		
	Conduct and promote Good Business visits and accreditation	Green		
	Promote and support volunteer driver scheme	Green		
	Support development of cycle courier and e-cargo bike delivery	Green		
	Rickshaw service for popular events such as Independent Market and festival	Covid-19		
	Install and promote EV charge point network and EVs	Green		
Enable sustainable transport	Promote liftshare	Covid-19		
	Promote public transport	Green		
	Clean air monitoring network	Green		
	Promote E bike	Green		
	Explore options for additional bus and rail services	Green		
	Lobby for better services	Green		
	Promote car club	Comms resource		
	Walking and cycling infrastructure plan	SCC funding applied for subject to external funding		
	Develop pedal powered resources for schools and community groups	Comms resource		
	Promote sustainable transport to local organisations	Green		
	Organise School Travel Challenge	Green		
	School Streets project - in development	DfT/SCC funding		
	Events	Organise events and activities that change behaviour such as Welcome Packs, sharing events, possibly Improve Don't Move	Covid-19	
		Develop climate change emergency plan	Green	
Lead action on climate change	Climate change empowerment programme for local schools	Comms resource		
	Train community connectors to become climate ambassadors	subject to external funding		
	Develop Climate Action website using Your Priorities	Comms resource		
Reduce waste	Ensure resilience / reducing carbon is embedded into everything the council does	Green		
	Reduce plastic waste	Green		
	Support waste minimisation, re-use and repair	Green		
	SHARE: develop sustainable model	Green		
	Support community fridge and explore local replication	Green		
Support resilience work	Moon Cup/period poverty campaign	FMP to lead		
	Support local groups	Green		
	Resilience summer placements	Covid-19		
	Explore enabling communities to bulk buy food	subject to external funding		
Environment - Lead: Chris Stringer				
Maintain and improve Frome's parks and green spaces	Cyclical reviews of FTC's management plans at Council Matters meetings	Green		
	Implement agreed site management plans	Green		
	Take on responsibility for Egford play area; supporting residents and the local community	Green		
	Continue delivering identified projects funded by the S106 agreement that came from the Garston development (Trinity Park)	Green		
	Support the local communities in developing and delivering plans and improvements for Chapmans Close, Packsaddle & Tower View	Green		
	Restore and refurbish the existing public toilets in Victoria Park	Covid hampered plan		
Work with Frome's Allotments Association to provide well- managed allotments in Frome	Provide practical support to the FAA; including completing agreed works in a timely fashion	Green		
	Regular meetings with FAA to discuss and agree works and to consider future projects	Green		
Help to keep Frome clean, tidy and welcoming	Work in partnership with MDC across the town to ensure the town is clean and tidy	Green		
	Rangers to lead on floral planting in the town centre, including the Market Place	Green		

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Improved links between Frome's public spaces, including the town's parks and green spaces. And encouraging better and more universal design in public spaces	Combine work on the bridge from Edmund Park with support and views on the riverside paths set to be part of the development of the former Butler, Tanner & Dennis site	s106 insufficient to build a bridge	
	Continue to support the Missing Links project		
	Continuing support for Frome's Walkers Are Welcome status		
Community tree planting projects across the town to deliver landscape and environment improvements; and to help fight climate change	Establish and implement the Wild about Trees project, including community planting days in 2020/2021		
Support community involvement in Frome's parks and green spaces	Continue to oversee the Critchill Rangers' volunteering; working in more parks and green spaces	Covid restrictions	
	Continue to oversee the Discovery volunteering sessions; working across FTC's parks and green spaces	Covid restrictions	
Conserve and manage Frome Town Hall for the town and its future generations	Ensure the building is clean, tidy and well-presented at all times; outside and in		
	Consolidate the day to day management and upkeep of the Town Hall, including scheduled repairs		
Safe operational management of the Market Place in partnership with MDC	Contributions to the joint committee's discussions about management and care of the Market Place		
	Scheduled and reactive upkeep of the fountain		
Prosperity and Econ Regeneration - Leads: Peter Wheelhouse and Jane Llewellyn			
	Provide planning advice and support for businesses and residents, General planning enquiries, face to face, email & telephone		
	Selwood Garden Village		
To provide planning advice and support, to influence Local Plans and policy. Secure the right development for Frome	Continue to influence Part II revision of Local Plan & Local Plan Part 1 revision, identify the issues on which we will campaign and lobby - to include green open spaces		
	Continue to lead and campaign to secure the right development for Frome, to secure beneficial S106 funding and encourage initiatives for self-build		
	Create and maintain a list of strategic demands (translating to S106 projects) to share with MDC		
	Monitor S106 agreements to ensure the money is paid to MDC/SCC and that schemes are developed and the money gets spent		
Provide support for Fair Housing for Frome and the Community Land Trust	Continue to work with new CLT, MDC and others to bring forward new housing development in Frome that is truly affordable with reference to the local earnings profile		
	Business support		
Provide business support and advice, and improve access to vocational education	Improving access to vocational education		
	Town centre benchmarking		
	International exchange project for young people	Covid-19	
	Collate data on businesses' demand for work space and skills		
	Strategic review of the highway infrastructure and parking across the town taking into account future development	Subject to SCC funding	
Bring forward the regeneration of Saxonvale and remodelling of the Market Place	Market Place Phase 2		
	Saxonvale - clarify our position on reserved matters application and use all available channels of communication to ensure that the application aligns with our objectives		
	Saxonvale - through the Project Board & continue to influence the scheme with a particular focus on delivering a cultural quarter, open spaces management, microgrid and a footbridge		
	Boyle Cross - continue to explore how the site can be better used for events through Joint Committee		

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Economic regeneration	Exploring new opportunities to develop economic and/or cultural assets for the town	Green	
Community Development - Lead: Kate Hellard			
Provide financial support for Community Organisations	Administration and support for Mayors Grant (grants up to £300) and Community Grant Scheme (£300 - £2000).	Green	
	Administration and support for the Substantial Project Fund		
	Administration and support for the Sea Change Fund		
Supporting organisations to become resilient and sustainable	Bespoke support and advice for Sea Change and grant recipients to ensure sustainable long term funding solutions.	Grant process being re-designed Covid-19	
	Coordination and delivery of training programme for business and community groups		
	Provide triage and one to one, responsive, support for community organisations; to include facilitation for trustees and management groups, business planning and coordination		
To work with neighbourhoods to develop local initiatives which support cohesion and sustainable solutions to social and environmental issues	Provide specialist support to address priority issues (to include bespoke fundraising support)	Green	
	Support the organisation and delivery of neighbourhood activity days: litter picks, street parties, community action days		
	Support the delivery and sustainability of neighbourhood projects; to include planting and growing initiatives		
	Support meetings and discussions with partner services and agencies to address issues.		
Children, Young People and Families Project work to identify and address gaps in services and provision.	Provide practical resources, support advice and training for neighbourhood groups.	Green	
	Establish a peer to peer support group and means of communication for neighbourhood groups in Frome		
	Continue to map existing and emerging provision, issues and potential gaps in local services.		
	Provide info to populate database / information sharing platforms (CRM and website)		
Engaging with unitary debate	Coordinate and support partner organisation to fill gaps	Green	
	Commission of a detached youth work projects working with young people to steer and monitor		
	Playing out; promote support and train local streets in order to close on a regular basis		
	Identify models of best practice that meet needs from elsewhere		
Evaluating FTC's impact	Identify funding streams for new projects including: homestart, play rangers, playing out, detached youth work,	Green	
	Exploration and feasibility for a volunteer support programme for families		
	Delivery of a topic based training programme for community members, parents and carers and professionals to address current issues (drugs, mental health, play, anti social behaviour)		
Reduce debt	Delivery of Graffiti expo	Covid-19	
Relationship building - Lead: Paul Wynne			
Building relationships	Twinning (Civic)	Green	
	Across the boundary project - build relationships with local authorities to the north and east		
	Continue to bring together Frome councillors from three tiers of local government to explore joint priorities.		
	Bring together local parish councils to share priorities and issues as and when required.		
Engaging with unitary debate	Continue to experiment with meetings to improve public participation and engagement using different room layouts, amplification, live streaming, improved promotion and reporting back.	Green	
	Ensure devolution of services in the upcoming unitary debate		
Evaluating FTC's impact	Assess the local economic and social impact of FTC's work programme	Cllrs steer req Lizzie to start	
	Carry out an inequalities impact assessment of the work programme		
Reduce debt	Explore and scope out a debt free project	Green	
Marketing & Communications - Lead: Rachel Griffin			
Strategic work	Implement Comms and Marketing Strategy	Green	
	Implement Town Hall marketing Strategy		
	Review the Comms and Marketing Strategy Jan 2021		

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Market the Town Hall	Ensure that the Town Hall is fit for purpose and can deliver events: Open, accessible, good quality.	Green	
	Support Stewards for Town Hall events		
	Continue to implement a programme of building maintenance requirements for the next 5 years		
	Volunteer flowers programme at the Town Hall		
		Non-priority	
Provide information to residents about FTC projects, activities and services for well being and civic pride	Continue to develop the content of the Discover Frome website and social media	Green	
	FTC Website - updated with new relevant content		
	Use all communication channels (digital, print, and face to face) to provide clear and timely information. Wherever possible, all comms to include 'why' FTC is doing something.		
	Continue to support all FTC projects where resources allow		
Improve the image of and pride in the town making it attractive for visitors and investors	Keep profile of noticeboard as a high priority using noticeboard ambassadors. Increase number of noticeboards as necessary.	Green	
	Deliver and develop the content of the Discover Frome website and social media		
	Manage and support Discover Frome Information Point		
	Discover Frome App		
	The Annual		
	Sponsorship programme for the town		
Enable participative engagement with the town	Develop interactive screen for the information point	Covid-19	
	Support new third party events on Discover Frome	Green	
Deliver Town Events to support the strategic aims of the council	People's Budget Events	Green	
	Make it happen youth conference	Green	
	Visitor Conference	Covid-19	
	Frome Buses	Covid-19	
	Made differently days - Frome Medical Practice & Adventure (income generating)	Green	
	Deliver a town Christmas event	Green	
	People's Budget Events	Green	
	History Festival (May)	Covid-19	
	Fiverfest (every 6 months)	Green	
	Business Festival (October)	Covid-19	
	Christmas Lates (December)	Covid uncertainty	
	Green Film Festival (July) ff having a green theme	Covid-19	
	Fireworks	Covid-19	
Apple Day	Covid-19		
Internal communications systems	Womens Conference (March)	Green	
	Recruit and manage stewards to support Events	Green	
	Work on website back end/accessibility to talk to website (carried forward from 2019-20)	Green	
	Continue to develop CRM brief	Green	
Finance & central business matters - Lead: Sarah Williams			
Ensure IT & office equipment adequate	Ensure IT adequate for FTC's needs, review regularly for efficiency upgrades, budget for & update as necessary	Green	
	Liaison with IT support company & others for comparable quotes		
	CRM and internal IT systems development project		
	Management of office systems including VOIP telephone system & copier contracts		
HR management	Staff contracts, review updates and issue new ones as required	Green	
	Research & advise on HR matters		
	Recruitment overview & DBS checks		
	Pension liaison with Peninsula		
	HR administration & filing review with HR administrator		
	Staff training planning		
Internal control & managing risk	Staff Handbook & policies - reviews as necessary (EW)	Green	
	Line management of Asst Finance Officer & Reception staff		
	CRM/Purchase Order/Bookings/Accounting software development		
	GDPR policies - review strategy & draft policies e.g. cyber-attack policy		
	Reception admin processes review		
	Risk Strategy reviews & Register update		
	Business continuity plan (office emergency reloc)		
Insurance policy review/renew/comms			
	Annual budgeting & Precept submission	Green	

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Sound financial management	Five year financial forecast	Green	
	Budget monitoring monthly with all budget holders	Green	
	New projects explore finance modelling and analysis	Green	
	Review & update Financial Regulations	Green	
	Month-end review of accounts and reconciliations	Green	
	Year-end forecasting monthly (from Sept)	Green	
	Monthly financial analysis and reporting	Green	
	Annual return (AGAR) preparation & submission to external auditors	Green	
	Business Rates - revaluation project	pending	
	Asset Register review	Green	
	Tenants leases up to date & rent reviews	Green	
	Day to day bookkeeping overview	Green	
Monthly payroll build & processing overview	Green		
Covid-19 Response			
Covid 19 emergency response	Emergency food parcels	Green	
	Shop for me volunteers	Green	
	Comms campaign - check in with your 5 nearest	Green	
	Banners	Green	
	Leaflets	Green	
	Support for Frome Community Drivers	Green	
	Telephone lines and referrals	Green	
	Support for businesses	Green	
	What next for frome household survey	Green	
	Walk Ride Frome	Green	
	Set up costs for AiT - shop for me	Green	
	Recovery Panel recommendations		
	Transport		
	Safer cycling routes - Implementation routes	Green	
	Local Cycling and Walking Infrastructure Plan	SCC grant appln	
	Cycle confidence classes and Dr Bike (Being pursued)	Green	
	Edventure are recruiting a new team to develop a mobile dr bike project in autumn.	Green	
NEW	More e-bikes - hire of e-bikes to local businesses was highlighted as a need.	subject to external funding	
NEW	Raising awareness: maps showing cycle routes, cycling and walking speeds would be useful.	Staff time & money	
	Clean air network – to enable to see live impacts of air pollution.	Green	
NEW	Creative ideas to support people to slow down (mime!)	Comms time & money	
	Communities		
	Free schools meals through holidays (being pursued)	Green	
	Homelessness – accessible information point in the town	Green	
	Service gaps (being pursued)	Green	
	Digital inclusion - To consider a wider digital scoping project to identify what needs there are (access to wifi / practical resources laptops / tablet and training)	Green	
	Volunteers – promoting opportunities and re directing our new volunteers	Comms time	
	Drug & Alcohol issues - map existing services, their capacity and signposting mechanism to services	Green	
	Ring organisations to update records/impact analysis?	Staff time	
	Neighbourhood Networks		
	Wild About Frome/Trees –identifying green spaces that neighbourhoods can claim.	Green	
	Conflict resolution training – addressing difficult issues such as noise, too many cars etc	Green	
	Sharing resources - noticeboards in gardens?	Green	
	Gatherings and opportunities to meet each other. Possibility of umbrella insurance for streets / networks – mayors grants	Green	

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		Peer to peer platform where network activators can talk to each other, share ideas and ask each other questions.	
		Business Recovery Panel	
NEW		Enable hospitality businesses to trade on the street and in some open spaces in the town centre to address the constraints of small premises (being pursued)	
NEW		Consider how pop-up shops could be supported in major venues such as the Cheese & Grain	Shops reopened - may change
NEW		Develop a 'Deliver Frome' service for hospitality businesses similar to Deliveroo (being pursued)	Edventure to research
		Make the town centre more attractive (being pursued)	
		Work with training providers (on the Vocational Training Group) to support businesses that are struggling to recruit including the development of new apprenticeship schemes – starting with Andros UK who have a pressing need for staff (being pursued)	
		Work with training providers (on the Vocational Training Group) to address the growing demand for digital skills - including digital inclusion	
NEW		Growing and training centre: Field to Fork	
		Vocational Training Group	
NEW		Spring Forward portal/information, advice and guidance	Delay due to web developer
		Survey of local businesses to find out what they feel their current training needs are, and training needs/ skill gaps over the next 1 – 3 years.	
NEW		Information about training and upskilling included in a FTC community leaflet drop for people who are not online	Staff time & money
NEW		Webinar around wellbeing and meaningful employment (incorporating upskilling)	
		Frome Arts Forum Recovery Panel	
NEW		Support collaborative efforts and re-engage the group	Comms staff
NEW		To share learning and connect with What Next - culture, policy and advocacy regionally and nationally	
NEW		Identify the economic value of local cultural organisations with a Frome Cultural Impact Survey & make infographic to engage support from wider community, lobby MP etc (Being pursued)	
		Supporting the local organisations to deliver outside events when rules allow	Covid delayed
		Promote Frome Performers without other opportunities through busking and Online performance platform similar to Bristol arts channel (Being pursued)	Covid delayed
		Frome busks	Covid-19
		Resources	
		Lockdown will reduce incomes and increase fuel poverty next winter. Bulk insulation programmes and projects such as Healthy Homes by Prescription and needs to be key focus of our work in this area. Budget £2k	subject to external funding
		Promote and support resource sharing in light of reduced income and need to reduce waste, e.g. SHARE, community fridge.	subject to external funding
		Repair programme including directory of local repairers, advice and repair cafes: £2k	Staff time & money
		Landscape sensitivity analysis to enable us to identify areas for food growing, renewables and tree planning and to feed into the local plan.	
		Plus	
		Fundraiser	
		Escalate interactive conference	Comms time
		Resilience Engagement project officer half year	subject to external funding