

QUEDGELEY TOWN COUNCIL BUSINESS PLAN 2021-2024



Introduction

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

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

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

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

Quedgeley has a well-established Town Council with 16 town councillors. Councillors are unpaid and commit their time to improving Quedgeley and maintaining it as an attractive and sustainable place in which to live, visit and do business. Non contested elections were held in May 2016 and further elections were held again in May 2021, delayed by one year due to the Covid 19 pandemic.

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

Quedgeley Town Council's Vision

Quedgeley is one of the largest town councils in Gloucestershire with a current population in excess of 27000 and approximately 9000 homes and supports the vision enshrined in ensuring that Quedgeley develops in a way that the residents wish. It also encourages the development of stronger bonds between residents and the council and between active community groups. It acknowledges the vital part that businesses play within our community and aims to ensure that employers and employees feel part of the community. This plan will drive the town council to ensure that Quedgeley is a long term sustainable community that will look after its residents.

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

Aim

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

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

Finance and General Purposes Committee

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

Recreation and Amenities Committee

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

Community Buildings Committee

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

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

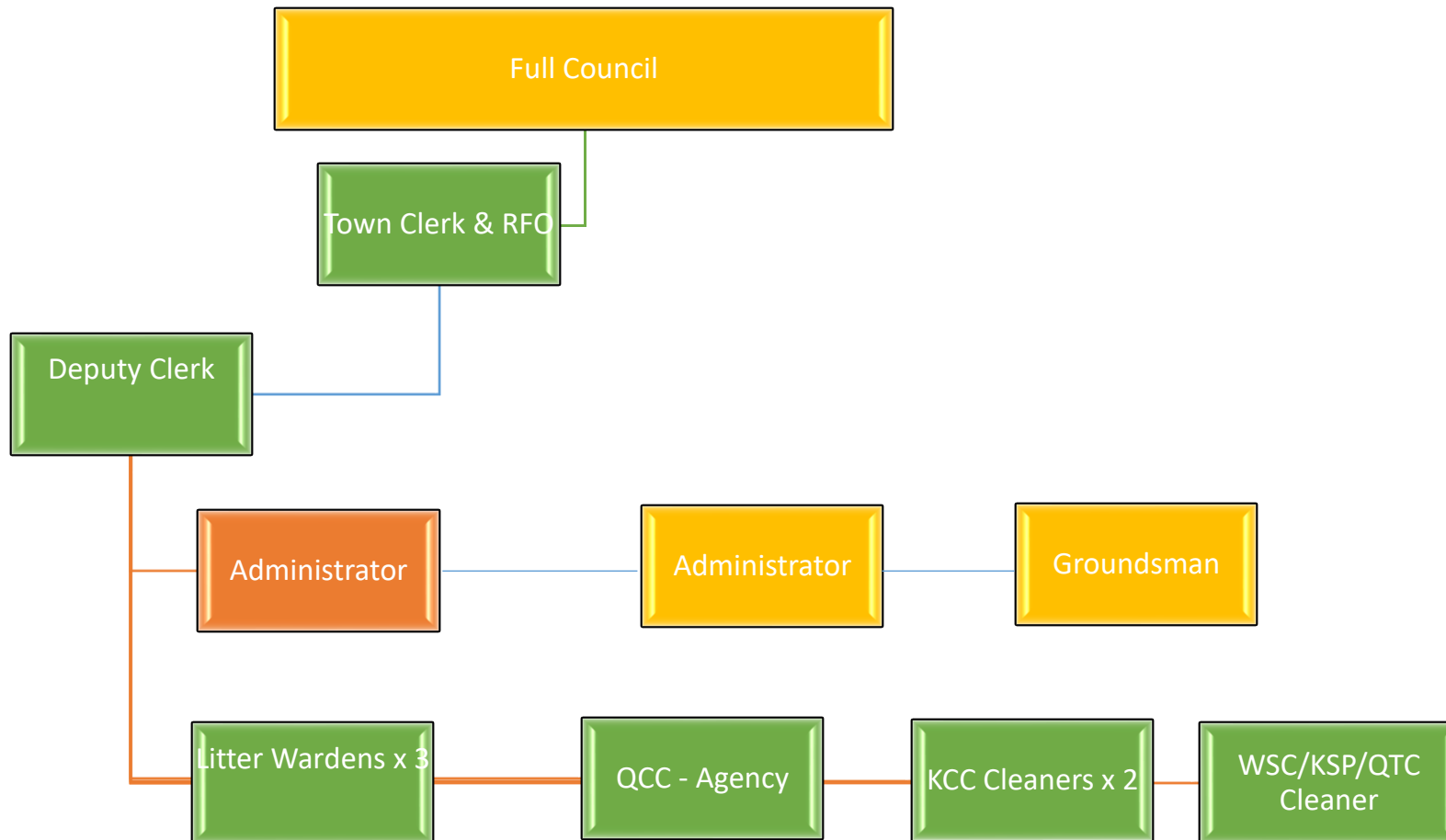
Kingsway Community Centre – located in Thatcham Avenue, Kingsway, Gloucester.

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

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

Town Council Office – located in Unit 8, Quedgeley Olympus Business Centre, Quedgeley, Gloucester. GL2 4NF - Main office for the Town Clerk who is also the Responsible Financial Officer. She is supported by 1 Deputy Clerk and 2 Administrators. It is a very busy office, opening times are Mondays – Fridays 9.30am – 2.30pm. The population they look after exceeds 27000 people and add to that the itinerant population who come in to and out of the Parish daily for business, industry and commerce (not forgetting the Headquarter Sites of the Police, Ambulance and Fire Services, as well as the Red Cross Regional Centre) and you can see that they are busy. There are also 3 litter pickers and 3 cleaners employed.

Quedgeley Town Council employs 12 staff;



The Business Plan outlines the current and future plans of the Town Council for 2021 – 2024. The plan will show the services and resources supplied to the community and the development of future actions to further improve the social, economic and sustainability of Quedgeley and Kingsway.

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

Proposed



Planned and in progress



Complete



SOCIAL

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

Topic	Owner	Stakeholder	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Easter Egg Hunt	Recreation & Amenities Committee QTC		This is an annual event for the children of Quedgeley and Kingsway held at the Nature Reserve in Quedgeley. A number of competitions are run and Easter eggs awarded on completion. Eggs	No of attendees Positive Feedback		£1000.00	£8614.80	Summary Report R&A/3F	R&A Annually

			are provided generously by local business. This is a successful event with no plans to change the format.						
Fireworks Display	Recreation & Amenities Committee QTC		This is an annual event held at Fisher's Meadow where a funfair and fireworks display is held for the whole of the Quedgeley and Kingsway Community. This event is recognised as a successful concept. There are no plans to change.	No of attendees Positive Feedback Ticket Sales		£5614.80	£8614.80	Summary Report R&A/3F	R&A Annually
Dog Show	Recreation & Amenities Committee QTC		A recently introduced annual event held at Kingsway Sports Pavilion. It is held for the whole of the Quedgeley and Kingsway Community. This event is recognised as a successful	No of attendees Positive Feedback		£1000.00	£8614.80	Summary Report R&A/3F	R&A Annually

			concept with no plans for change, apart from leadership.						
Xmas Event	Recreation & Amenities Committee QTC		A brand new event for 2021, held at Kingsway Sports Pavilion and designed for small children. It is held for the whole of the Quedgeley and Kingsway Community.	No of attendees Positive Feedback		£1000.00	£8614.80	Summary Report R&A/3F	R&A Annually

Town Council Assets

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

Topic	Owner	Stakeholders	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Quedgeley Community Centre	Community Buildings Committee/ QTC	Community Centre Users	The Council currently owns the centre in Quedgeley, providing facilities, such as: 2	No of visitors to centre. Annual revenue -v- annual cost.		£38141	£38141	Summary Report Quedgeley Community Centre/4A – 4K	Annually – Nov – Jan.

			halls and 2 meeting rooms. A list of user groups/clubs are advertised on QTC noticeboards and website. There are no projects currently in mind for QCC.						
Kingsway Community Centre	Community Buildings Committee/ QTC	Glos City Council/Community Centre Users	The Council currently lease the centre in Kingsway, providing facilities, such as: 2 halls and 2 meeting rooms. A list of user groups/clubs are advertised on QTC noticeboards and website.	No of visitors to centre. Annual revenue -v- annual cost.		£43285	£43435	Summary Report Kingsway Community Centre/6A – 6G	Annually – Nov – Jan.
	Community Buildings Committee/ QTC	Glos City Council	Repairs to Heating System. In discussion with Gloucester City Council (landlord)	No complaints regarding heating		£5500.00	£0	Summary Report Kingsway Community Centre/ 6E	Annually – Nov – Jan.
Waterwells Sports Centre	Community Buildings Committee/ QTC	Community Centre Users/Glos City Council	The Waterwells Sports Centre is owned and managed by the council, providing both hall space with changing rooms, kitchen etc as	No of visitors to centre. Annual revenue -v- annual cost.		£50412	£50412	Summary Report Waterwells Sports Centre/5B-5I	Annually – Nov – Jan.

			<p>well as outside space and an astro turf for a number of groups and for hire.</p> <p>The car park area is owned by Glos City Council.</p> <p>No projects currently in mind.</p>						
Kingsway Sports Pavilion	Community Buildings Committee/ QTC	Glos City Council/Sport Pavilion Users	The council currently lease the centre from Glos City Council. The pavilion provides changing rooms, sports pitches, tennis courts and a function room.	No of visitors to pavilion. Annual revenue -v- annual cost.		£34147.30	£34147.30	Summary Report Kingsway Sport Pavilion/9A-9E	Annually – Nov – Jan.
Town Council Office	F&GP Committee/ QTC	Town Council Office visitors	New Office now open. Promotion of office to local community.	No of attendees to town council office and meetings. Feedback from community		Absorbed within Staff Costs and Community Building Costs	Absorbed within Staff Costs and Community Building Costs	Summary Report Staff Costs	Annually – Nov – Jan.
	F&GP Committee/ QTC	Town Council Office Visitors	Possible creation of new part time post to boost marketing for QTC.	No of attendees to town council office and meetings.		TBA	TBA	Summary Report Staff Costs	Annually – Nov – Jan.

				Feedback from community					
	F&GP Committee/ QTC		Website and Email improvements.	Community Awareness. Accessibility to council staff and councillors. No of visitors to website.		£8000	To be absorbed from Administration Budget or possibly vired.	Summary Report Administration/2C	Annually – Nov – Jan.
Memorial Garden	R&A Committee/ QTC		The council own a memorial garden which is situated on the corner of School Lane and St. James Road. Memorial plaques can be purchased from the Town Council Office.	Feedback from local residents on upkeep. Regular inspections		£500.00	£500.00	Summary Report R&A/3G	Annually – Nov – Jan.
Quedgeley Cemetery	R&A Committee/ QTC		The council own the cemetery and have already had burials take place, as well as plots being pre purchased. A dedicated cemetery working group has been set up to ensure that rules/regulations/forms/fees are kept up to date and legal.	Feedback from cemetery users/funeral directors on upkeep. Regular inspections		£500.00	£500.00	Summary Report R&A/3I	Annually – Nov – Jan.

Children's Play Areas	R&A Committee/ QTC		The council manage and provide equipment for 3 children's play areas. These are regularly inspected by council members to ensure safety and fitness for use.	Feedback/complaints from local community. Regular safety inspections		£1500.00	£1500.00	Summary Report R&A/3A	Annually – Nov – Jan.
Fisher's Meadow	R&A Committee/ QTC	Robert Hitchins	Open space leased from Robert Hitchins and used by a large amount of community and also forms the base for QTC major events. This space is actively used for various events. No projects currently in mind.			£0	£8000	Summary Report R&A/3J	Annually – Nov – Jan.
Nature Reserve/Orchard	R&A Committee/ QTC		The council manages the nature reserve located in Quedgeley. Improvements continue in order to provide a safe and enjoyable area for all local residents	Feedback from local community and success of events.		£0	£8000	Summary Report R&A/3J	Annually – Nov – Jan.

Allotments	R&A Committee/ QTC	Glos City Council	<p>The Council own the allotments in Goosebay Drive, with 40 plots allocated with additional disabled plots available. The Site has been made secure and all allotment holders are aware of the entry codes.</p>	<p>No of allotments allocated and paid for. No of incidents reports.</p>		£0	£8000.00	Summary Report R&A/3J	Annually – Nov – Jan.
			<p>A successful Allotment Association is now in place.</p> <p>The Council is about to take on a 2nd allotment site.</p>	<p>No of attendees at meetings.</p>		£0 Meetings held by volunteer	£0	No reference	Annually – Nov – Jan.

Economic

Topic	Owner	Stakeholder	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Asset Register/Land	Full Council	Glos City Council	The Town Council has in place an asset register of land and buildings within Quedgeley.	Internal/external audit.		Overall budget	Overall budget	Summary Report	Annually – Nov – Jan.
Marketing of council/joining council	Full Council		Improve notification of meetings of full council and committee meetings. A community notice board is now in Tesco. The noticeboard features information regarding the councillors and town council office staff as well as an area dedicated for advertising forthcoming council meetings. The council currently has 16 Councillors.	No of elected/co-opted councillors		Staff time only	Absorbed from Staff budget	Summary Report Administration/2L	As and when vacancies occur.

			Regular advertising takes place in the monthly Quedgeley News and current vacancies are advertised by way of the QTC twitter feed. Saturday Surgeries take place at Tesco with the intention of extending to other venues. Possible recruitment of additional member of staff.						
Register of small businesses	Full Council	Small businesses signed up for register.	The council recognises the importance of local small businesses and seeks to put together a register to enable businesses in and around the community to identify areas of help and support. If small businesses are in agreement, this register would be advertised on the QTC website.	No of businesses on register and take up from each business to provide services		Overall budget	Overall budget	Summary Report	Annually – Nov – Jan.

Grants	Full Council		The town council awards grants for a number of local organisations and groups. A policy is in place and shown on the QTC website, together with details on how to apply. The council actively seeks to support as many organisations as possible within the community.	No of successful applications and grants awarded		£7600.00	£7600.00	Summary Report Grants/8A	Annually – Nov – Jan.
Budget	Full Council		Financial risks to be highlighted in the Town Council's Financial Risk Register which is reviewed by the F&GP Committee annually. Budget restrictions in place due to Covid 19 pandemic.	No or limited impact to precept amount. Risk Register		Overall budget	Overall budget	Summary Report	Annually – Nov – Jan.
Joint Core Strategy	Full Council	Glos City Council/Glos County Council	The council working through the planning committee continue to work with the city council and developers to ensure	No of limited impact to the community infrastructure through		Overall budget	Overall budget	Summary Report	Annually – Nov – Jan.

			that what is already developed is further developed with the whole community in mind and where opposition is required the council will work on behalf of the community to ensure a fair deal on future plans is agreed.	effective planning.					
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Communication

Topic	Owner	Stakeholder	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Public Consultation	Full Council	Glos City/Glos County/Community/Que dgeley News	The Council can be contacted through the QTC website which is due to undergo extensive improvements,	Feedback from community. No of attendees to town council office.		Overall Budget	Overall budget	Summary Report	Annually – Nov – Jan.

			<p>including Twitter and Facebook. Councillors are contactable through designated email addresses and identification is worn at all events attended to enable them to be approached for questions or concerns. The Council reach out to the community by means of Social Media and wish to introduce a quarterly leaflet to all residents. New highly visible Town Council office assists in highlighting the Town Council's location.</p>						
Press	Town Clerk/Chair of QTC	Glos News/Citizen	Engage with local media Raise profile of QTC	Amount of media coverage		Overall Budget	Overall Budget	Summary Report	Ongoing

Town Council Newsletter	QTC	QCT	Quedgeley News no longer publish a magazine. The Town Council will be looking to introduce quarterly leaflets to all residents with a general update on Town Council Business with a view to increasing the budget.	Public awareness and attendance of events		£500.00	£500.00	Summary Report/2M	Annually Nov – Jan
Noticeboards	QTC		All noticeboards will have QTC headers on them to enable local residents to understand who updates the noticeboards and who to come to should they have any queries. An inventory to take place, recognising which noticeboards require repair/replacement. An employee ensures that the noticeboards are updated weekly. A noticeboard is present in Tesco	Public awareness		Overall Budget	Overall Budget	Summary Report	Ongoing

			<p>which is used to publicise the Town Council, providing photos and details of councillors and town council office staff. The Town Council window is also used for key publications, ie notice of elector's rights for accounts etc. Noticeboards are available in all centres to provide an opportunity for the council to advertise user groups which in turn provides revenue for the council.</p>						
Website	QTC		<p>The Town Council website is due to undergo extensive improvement to ensure it represents the desired corporate image. All meetings are publicised in advance and draft minutes and approved minutes are publicised in line</p>	<p>Public participation and attendance at meetings.</p>		£8500.00	£600.00	Summary Report/2N	Annually – Nov – Jan.

			with Quality Gold Status. The Clerk updates the website.						
Policies	QTC		All council policies are now available on the website for all members of the community to view in line with Quality Status and Transparency Act. Annual accounts are available on the website. All policies are subject to review annually to ensure they are up to date.	Public awareness and policy dates		Overall budget	Overall budget	Summary Report	Annually – April – May
Town Council Office	QTC		All staff are subject to in house training to promote business continuity in times of staff absence. Staff meetings take place monthly and outcomes fed back to town council meetings. The council office has now moved to a more modern, visible location, achieving a previous objective	Business continuity. Larger premises.		Overall budget	Overall budget	Summary Report	Ongoing

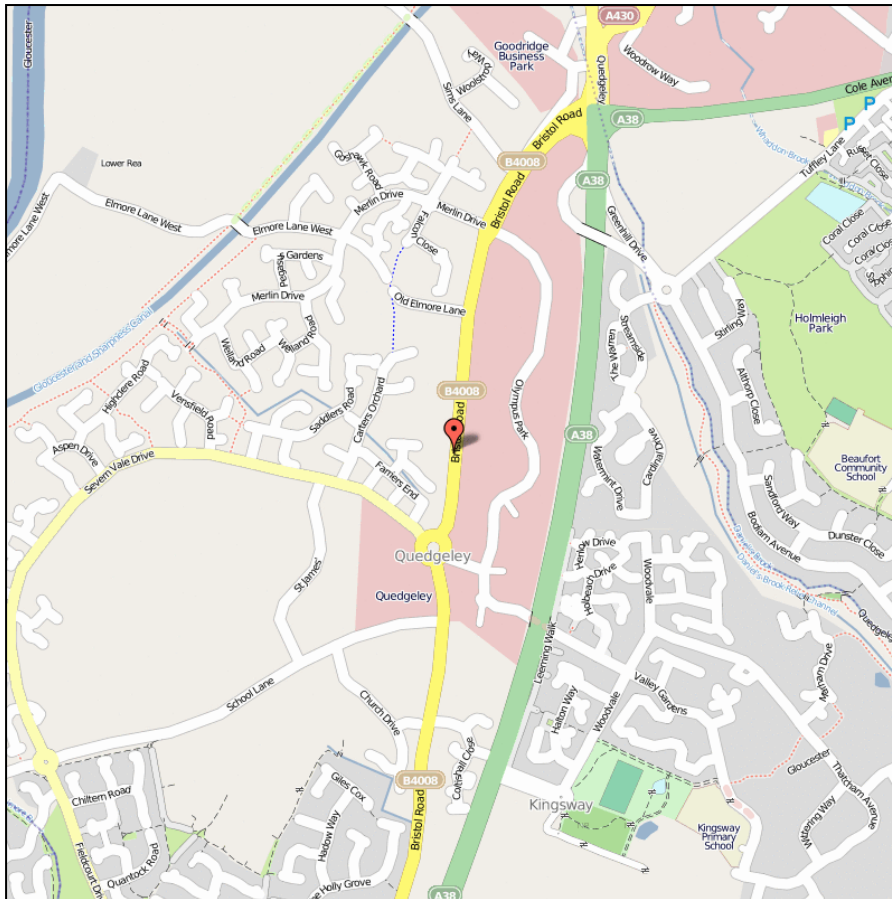
			from the 2017-2020 business plan.						
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Topic	Owner	Stakeholder	Proposed Action	Success Criteria	Planning Status	Budget Cost	Budget Allocated	Budget Reference	Review Cycle
Risk Assessment and Management	QTC		<p>A Risk Assessment Policy has been implemented to cover the following criteria and is subject to an annual review at F&GP.</p> <p>Assets Financial Administration General Administration Liability Employer Liability Legal Liability Councillor Propriety Insurance</p>	Low or no opportunity for negligence/liability claims against council.		Overall Budget	Overall Budget	Summary Report	Annually – February – March

Achieve Quality Gold Status	QTC		An objective raised in the previous business plan for 2017-2020 and now achieved. QTC actively works to maintain this status which is reviewed every 4 years.	Quality Gold Status maintained.		Overall budget	Overall budget	Summary Report	Ongoing
Staff Training	QTC/GAPTC /SLCC		Town Clerk currently working towards level 5 foundation degree in Community Governance. Deputy Clerk has achieved CiLCA. 1 member of staff interested in achieving CiLCA All staff/councillors are encouraged to undertake relevant training to the role/job.	Community Governance and CiLCA achieved. A training matrix is maintained to show who has received training and identifies training gaps.		£4700	£4700	Summary Report/2J	Ongoing

Health & Safety	QTC/H&S Approved advisor		All Health & Safety requirements to be complied with in line with H&S approved advisor	H&S compliant		£2499	£2499	Summary Report/2W	Ongoing
Town Council Status	QTC	GCC	QTC have now voted for Town Council Status and are now recognised within the community as such. Alterations required such as noticeboards etc remain ongoing as a phased approach.	Town Council Status		Overall budget	Overall budget	Summary Report	Ongoing

Future: The proposal is to have 4 centres providing maximum services to all of Quedgeley and Kingsway. Each centre to provide a vibrant and welcoming example of everything that is being achieved within the community and meeting community needs to their best capabilities. Grounds maintenance and council assets to be addressed over the next three years.



Agreed by Full Council on 19th July 2021

Signed by Steve Smith – Chair

Date 19/07/2021