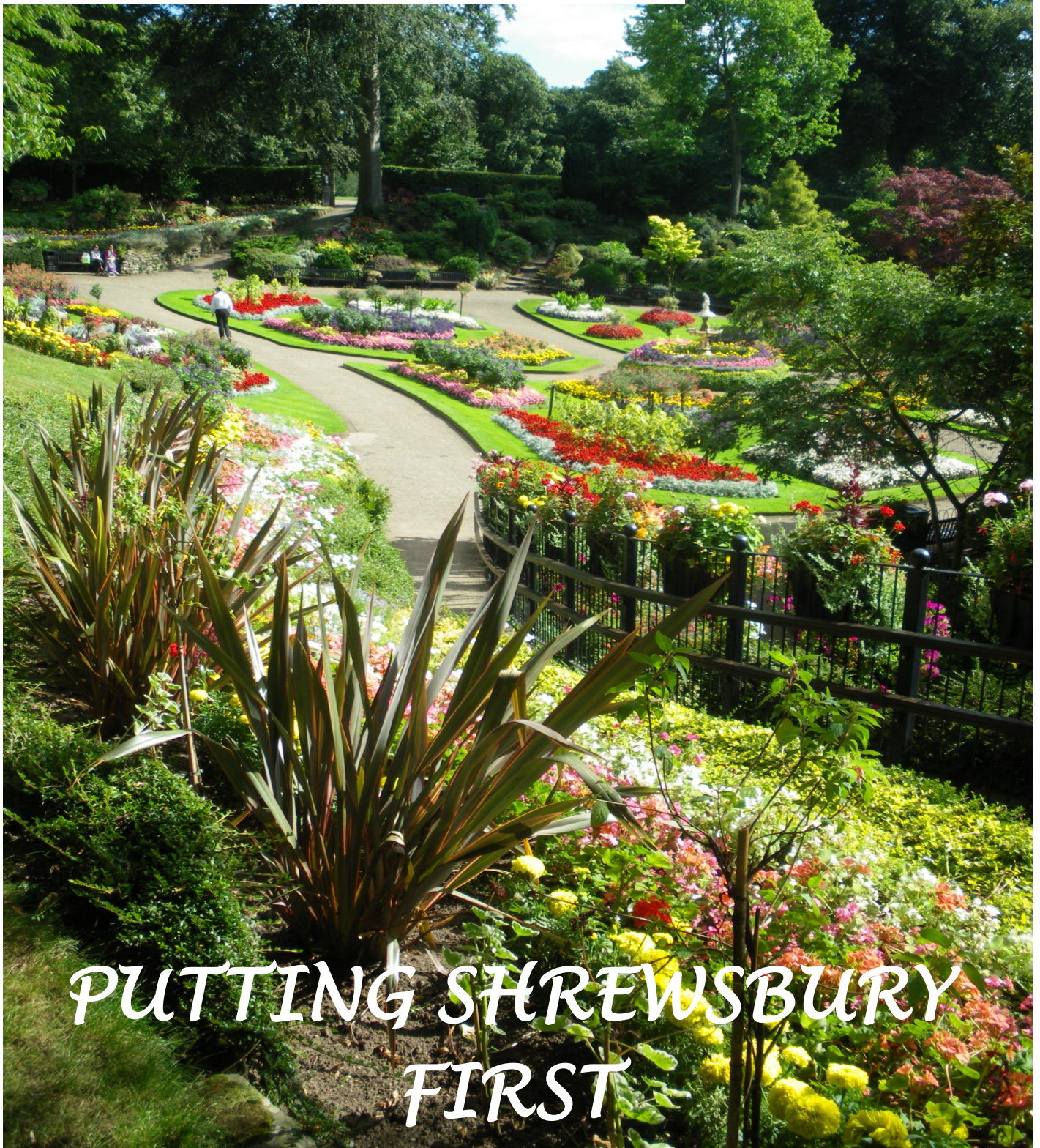




ANNUAL REPORT 2013/14



SHREWSBURY
THE ORIGINAL ONE-OFF

SHREWSBURY TOWN COUNCIL CONTACTS

THE GUILDHALL, FRANKWELL QUAY, SHREWSBURY, SY3 8HR

T: 01743 281010 F: 01743 281051 www.shrewsburytowncouncil.gov.uk



www.facebook.com/shrewsburytowncouncil



@ShrewsburyTC

Name	Job Title	Contact No	Email
Helen Ball	Town Clerk	01743 257650	helen.ball-stc@shropshire.gov.uk
Responsibility: Overall responsibility for the Town Council and its workforce.			
Gary Farmer	Operations Manager	01743 257651	gary.farmer-stc@shropshire.gov.uk
Responsibility: Overall responsibility for grounds maintenance and public conveniences.			
Andy Watkin	Responsible Finance Officer	01743 257657	andy.watkin-stc@shropshire.gov.uk
Responsibility: Responsible for all things of a financial nature.			
Mike Cox	Outdoor Recreation and Asset Manager	01743 257659	mike.cox-stc@shropshire.gov.uk
Responsibility: All recreation grounds and fisheries under the control of the Town Council. Administers bookings and manages the Quarry, and Shrewsbury Market Hall.			
Mike Pugh	Technical Officer (Grounds & Arboriculture)	01743 257661	mike.pugh-stc@shropshire.gov.uk
Responsibility: Manages all external contract work. Manages the tree management programme including the Big Tree Plant Fund, organising tree planting sessions and tree deliveries throughout Shrewsbury. Land identification and issues regarding the Town Council's assets.			
Debbie Entwistle	Technical Officer (Grounds & Arboriculture)	01743 257660	debbie.entwistle-stc@shropshire.gov.uk
Responsibility: The maintenance and refurbishment of Town Council play areas, carries out inspections, handles complaints and manages vandalism. Also involved in planting & landscaping schemes.			
Mark Harris	Asset Maintenance Officer	01743 257658	mark.harris-stc@shropshire.gov.uk
Responsibility: Maintenance work on all council buildings including depots, sports pavilions and toilet facilities; repair and maintenance of street lights and bus shelters. All things Health & Safety.			
Rob Plimmer	Operations Supervisor	01743 257614	rob.plimmer-stc@shropshire.gov.uk
Responsibility: Day to day running of external operations. Organises Civic Parades.			

Name	Job Title	Contact No	Email
Dawn Morris	Transport Administrator	01743 257617	dawn.morris-stc@shropshire.gov.uk
Responsibility: Providing a full administration service for all transport and equipment and for ordering equipment and parts.			
Stuart Farmer	Technical Officer	01743 257648	stuart.farmer-stc@shropshire.gov.uk
Responsibility: Providing technical support to the Operational Management Team; co-ordinating installation of floral infrastructure and providing cover for Operational Supervisors.			
Rebecca Oliver	Committee Clerk	01743 281010	rebecca.oliver@shropshire.gov.uk
Responsibility: Services Council and Committee Meetings, preparing agendas, minutes and actions. Manages the Council's Planning Register and liaises with the Planning Authority on planning issues. Undertakes general admin support, including website maintenance and ad-hoc project work.			
Suzi Wilkinson	Marketing and Promotions Officer	01743 257654	suzi.wilkinson-stc@shropshire.gov.uk
Responsibility: Communications and media relations, press enquiries, events, marketing, promotions, social media admin and website maintenance.			
Carol Pullen	Town Clerk's & Mayor's Secretary	01743 257655	carol.pullen-stc@shropshire.gov.uk
Responsibility: Providing full secretarial service for both the Mayor and the Town Clerk.			
Coral Kelly	Finance Administrator	01743 257652	coral.kelly-stc@shropshire.gov.uk
Responsibility: Raising of orders and processing of all invoices for payment.			
Maggie Spicer	Secretary	01743 257653	maggie.spicer-stc@shropshire.gov.uk
Responsibility: General secretarial duties for officers of the Town Council. Responds to enquiries from members of the public.			
Hilary Humphries	Administration Assistant	01743 257649	hilary.humphries-stc@shropshire.gov.uk
Responsibility: Shrewsbury in Bloom co-ordinator. Organising Memorial benches and trees on Council land. Providing admin support within the office.			
Mark Tinkler	Town Warden	01743 257662	mark.tinkler-stc@shropshire.gov.uk
Responsibility: Partnership working with the Town Council and all outside bodies involved within the town to ensure a safe and friendly environment for all users of the Town Centre.			

The Town Councillors are listed on the back page.

SHREWSBURY TOWN COUNCIL

OVERVIEW 2013/14



Shrewsbury Town Council serves the whole of the town centre, as well as the neighbouring residential areas, and with a population of 70,000 it is one of the largest and most influential town councils in the country.

With its motto of "Putting Shrewsbury First" the Council has always prided itself in being the voice of Shrewsbury, supporting local communities,

providing good quality play and recreation that is used by all, and in general promoting Shrewsbury as a great place to live, work and visit.

The 2013 elections saw a change of political leadership with Councillor Alan Mosley taking the reins as Leader of the Town Council. He set out his vision for the Town Council which included; Council Tax freeze, boosting tourism, a new website, improving facilities for young people including play and recreation, a Neighbourhood Warden service in all wards throughout the town, development of a new footpath linking the Dana with the town centre, a hydro electric scheme at the weir, better promotion of road safety, and reviews of grants and assets. There will also be a thorough review of all operations to identify if there are efficiencies which can be made to fund additional service provision. He was keen also to continue the Town Council's close working relationship with Shropshire Council as both Councils benefit greatly from a partnership approach to their work.



The Council has shown commitment to its staff and recently resolved to become a Living Wage Council ensuring that all staff were paid a minimum of £7.65 per hour. The Town

Council was also delighted to appoint two apprentices to the permanent workforce; both have undertaken college work whilst learning on the job and managers were delighted with their work as part of the Castle and Dingle Gardening Teams in what was a very successful blooming year for Shrewsbury.



Throughout 2013 the Council continued to support the development of a Business Improvement District for Shrewsbury Town Centre and part funded the Development

Manager post alongside Shropshire Council. The Town Clerk has also supported the process and will be a member of the Board. The Town Council will continue to work closely with the newly appointed BID Manager to look at ways we can work together to provide added value.



**SHREWSBURY
BUSINESS
IMPROVEMENT
DISTRICT**

Tourism promotion is a key focus for the town and its partners and there is still a lot to do to encourage more visitors to Shrewsbury. This year has seen the Town Council actively fund the town having a stand at all of the leading tourism trade shows and we have been delighted with how tourism providers in the town have helped to man the stands and provide literature, marketing materials and, in general, promoting everything that is great about Shrewsbury. The results of this hard work are finally beginning to pay off with more coach parties visiting Shrewsbury, and of course we achieved Coach Friendly status in 2012 which was granted by the Confederation of Passenger Transport (CPT).



SHREWSBURY
THE ORIGINAL ONE-OFF



Another area that puts Shrewsbury firmly on the map is the work of Shrewsbury in Bloom. With success in the regional competition in 2012, we were hopeful for a good show in the Britain in Bloom campaign for 2013. Many local people have said that they felt the displays this year were the best they have ever been and certainly the judges felt that too. We were delighted to achieve a Gold Standard and win the Small City Category and were equally overwhelmed to

be awarded the Best Park Award for the Dingle, as well as being given the opportunity to compete in the Champion of Champions Competition in 2014.

The Town Council is very aware of the sweeping cuts to Local Government funding and, whilst we have no direct funding from Central Government, we have seen those cuts begin to bite at local level. Amendments to the Council Tax support system has seen changes to how our Council Tax funding is generated; in each of the last two years we have seen a reduction of about £12,000 a year and this is likely to continue.



As a large Town Council we have been fortunate to make direct representations to influence Central Government and civil servants have visited Shrewsbury to see the impact first-hand. We have also witnessed at close quarters the cuts that Shropshire Council are making and the Town

Council has been an active contributor to discussions on youth service provision, how Shropshire Council will commission services in the future. It is clear that local commissioning is likely to lead to the Town Council taking an even greater role in providing local services and discussions are taking place on a number of issues

The Town Council remains strong and robust and continues to keep a close eye on how it spends public money. With a Band D Council Tax rate of £39.89 per year, the Town Council is one of the cheapest run councils in the country. The mantra of doing more for less is firmly embedded with Councillors, Managers and staff to ensure that we provide the levels of service that our residents expect and deserve.

This year has been especially difficult in the wake of some of the most severe floods in recent times, as well as gale force winds in February which brought down more than 70 trees in less than 48 hours. Shrewsbury Town Council's workforce worked throughout the night to ensure the town's roads were safe and clear as quickly as possible.



PRINCIPAL ACTIVITIES OF THE TOWN COUNCIL

THE QUARRY & DINGLE—The Quarry & Dingle are managed and maintained by the Town Council and continue to be used for a wide range of events, from the annual Flower Show to bandstand performances and the Seven Bridges 10k Road Race.

2013 saw the Quarry play host to two new events in the Shrewsbury Event Calendar; the Shrewsbury Half Marathon and the Shrewsbury Food Festival. Both attracted huge audiences and the success of these two fledgling events means that both will be even bigger and better for 2014 and beyond. The Shrewsbury Food Festival will remain in the Quarry and is scheduled to become an even bigger event than the nationally renowned Ludlow Food Festival. The Quarry will still see the Half Marathon runners sprinting through the park, but the start and finish have had to be moved to the Show Ground to cater for such huge entry numbers.



As well as planned events the Quarry is a recreational hub for residents and visitors alike, many of whom visit to see the spectacular landscaped gardens in the centre of the Quarry, known as the Dingle. This year the Dingle was awarded the RHS Britain in Bloom Best Park Award and judges commended the Gardeners for their meticulous detail, horticultural acumen and creative wonder.

COUNTRYSIDE IN THE TOWN CENTRE—

The Town Council looks after over 250 acres of Countryside Land within the town boundary. Many of these sites are Special Sites of Scientific Interest, Local Nature Reserves and Community Woodlands and they are managed with both people and wildlife in mind. Local people are encouraged to visit the sites, enjoy the various walks and information boards and even volunteer, learning some of those traditional management techniques like hedge laying, hay making and coppicing.



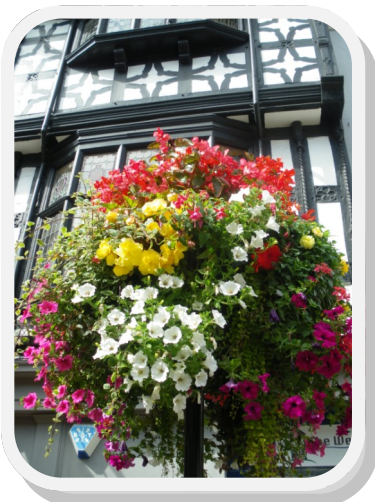
PUBLIC FIELDS & OPEN SPACES—

The Town Council is responsible for the maintenance of the majority of playing fields, recreation grounds and open spaces in the town. We also keep over 120 miles of highway verges and hedges trimmed and look after in excess of 30,000 trees throughout the town. We are now half way through a Big Tree Plant Project aimed at planting native species back in the town.



PLAY AREAS, MULTI-USE GAMES AREAS, BMX TRACKS & SKATEPARKS—We maintain over 50 play facilities in the town centre. Specially trained staff are employed to carry out weekly inspections and maintenance checks to ensure public safety. All play areas are annually inspected by ROSPA and every year an extensive refurbishment programme is carried out to keep them in tip-top condition. This year we have made improvements to many of the footpaths leading to our play facilities to ensure that children and families can access them whatever the weather.

SPORTS FACILITIES—The Town Council owns a number of Recreation Grounds with sports pavilions, football pitches and cricket wickets, bowling greens, tennis courts and croquet lawns. These facilities are used by many local teams in the Shrewsbury area. We have been looking at further sports provision as new development takes place and the Town Council was instrumental in ensuring that an 8-hectare site has been made available for future recreation/ educational use in the west side of the town.



COMMUNITY FACILITIES—We own Community Centres in both Ditherington & Castlefields which are run by local residents in the area. We have also begun to install noticeboards throughout the town to help residents keep up-to-date with what we do.

SHREWSBURY IN BLOOM—Shrewsbury is famous for being the Town of Flowers and the majority of the floral displays are the responsibility of the Town Council and its dedicated Grounds Maintenance Team. The town was successful at both regional and national level this year winning Gold Awards and Category Winner titles in both the Heart of England in Bloom Campaign and Britain in Bloom. 2014 sees the town entering the RHS Champion of Champions Award and we strive to become the best of the best.

PUBLIC CONVENIENCES—The Town Council maintains seven public conveniences within the town. Easter 2014 saw the opening of the newly refurbished Butcher Row facility complete with male, female and disabled facilities, along with a baby changing area, and a specialised Changing Places room, the only one of its kind to be publicly funded in Shropshire.



STREET FURNITURE—We are responsible for over 450 Footway Lights (on the many footpaths and pedestrian areas across the town) and also more than 200 bus shelters.



CHRISTMAS LIGHTS—The Town Council looks after the Christmas lighting displays across the town and spends over £45,000 each year maintaining and improving the displays. Over the last few years we have added to our display and 2014 will see a completely new set of lights across the town centre. Christmas lights are not just a December job, work starts late summer to test and check displays, to install fixings around the town and to carry out health & safety checks. The Town Council continues to support Christmas events like Christmas Lights Switch-on and Late Night Shopping and we also help to fund the highly popular Carols in the Square Event broadcast by BBC Radio Shropshire.

TOURISM— The Town Council continues to play its part in enhancing Shrewsbury's visitor experience and promotes a 'Team Shrewsbury' approach amongst its partners and stakeholders. The Town Council supported local businesses in developing a Business Improvement District within the town centre and much of that organisation's remit will be around marketing and promoting Shrewsbury as a visitor destination.

THE MAYORALTY IN SHREWSBURY



The office of Mayor in Shrewsbury dates back as far as 1638 and is therefore steeped in history and tradition.

The unpaid role of Mayor is an extremely busy one. The Mayor and his/her consort are the official ambassadors for the town and represent Shrewsbury at functions and events across the county and beyond. He/she also presides over meetings of the Council and ensures business is carried out efficiently with regard to the rights of Councillors and the interest of the community.

The Mayor of Shrewsbury continues to be one of the busiest in the county and he/she regularly supports the work of the town's voluntary and community groups, raising the profile, and much needed cash, for local charities.

The Mayor is involved in major events such as Battle of Britain Sunday and the Remembrance Day Parade, both large, logistical events organised by Shrewsbury Town Council.

The Mayor also oversees the installation of Freemen of Shrewsbury and ceremonies are usually held twice a year, either at the Guildhall or at Shrewsbury Castle. Since the legislation changed a few years ago we have seen a large number of ladies wishing to become Freemen of Shrewsbury and many recent Installation Ceremonies have seen multiple generations of the same family taking part.

This year's Mayor is Councillor Jon Tandy who took office in May 2013.

Councillor Jon Tandy was born in Shrewsbury in 1965 and grew up in Harlescott Grange where he attended The Grange School.

Jon is a family man, he has been married to Diane for 24 years and they have a teenage son at Sixth Form College. Jon and Diane have lived in the Ward he represents, Sutton & Reabrook, for the past 11 years. Jon and Diane share many of the same interests which are reading, travel and relaxing with their son Matthew.

Jon has been a Councillor since 2001, first being elected for Belle Vue on the former Shropshire County Council and then, in 2003, becoming a Councillor for Sutton on Shrewsbury & Atcham Borough Council. He has been a Town Councillor and a Shropshire Councillor since 2009.

During his year in office the Mayor has championed the work of the business community, promoting their activities and supporting them as best he can. The business community has commended the Mayor's work in encouraging local businesses to join forces and work more collaboratively together. The Mayor has truly been an Ambassador for the Town promoting Shrewsbury at local, regional, national and international levels. He recently led a ground breaking delegation to Changsu in China to look at how the two towns could work more closely together to promote economic prosperity, encourage tourism opportunities and learn from each other.

The Mayor also has a chance to recognise those who have made a significant impact to the town of Shrewsbury through the annual Mayor's Awards which are held each May prior to the end of each year in office. This year he presented over 65 awards in a variety of categories including; business, heritage, community, youth, environment and tourism with two new additions to acknowledge Courtesy in Shrewsbury as well as recognising the best Market Hall Trader of the Year.

COMMITTEE CHAIRMAN'S REPORTS

The Town Council carries out much of its business through three Standing Committees (Finance & General Purposes, Planning and Recreation & Leisure) and every Councillor is involved in at least one Committee. This allows issues to be debated in more detail, Councillors to have a more in-depth understanding and appreciation of local matters and areas of concern and more importantly things be acted upon in a quick and efficient manner.

FINANCE & GENERAL PURPOSES COMMITTEE (Councillor Alan Mosley—Chairman) — is responsible for the overall running of the Council, reviewing the Council's budget, setting policy and looking after the Council's assets.

Councillors' focus this year has been about taking the work of the Council as near to the community as possible, and about the Council getting to grips with what the community wants and needs in these austere times.

The Grants Policy was re-designed so that every one of the 17 Councillors have their own local pot, helping local groups in their own wards. This will prove ever more useful in years to come as the Shropshire Council Local Joint Committee funding is withdrawn. This year we have also supported Shrewsbury Action Against Racism, Rainbow Film Festival, Shropshire Youth Theatre, Citizens Advice Bureau, St Chads Festival, Shrewsbury Handbells and Shrewsbury Interfaith Forum with their projects.

Council this year has put plans in place to create Neighbourhood Wardens. These will be 3 dedicated staff across the town working in their designated areas; these people will keep areas looking clean and tidy, will be hands-on to sort out those "grot spots" and will genuinely be a great resource to local Councillors and the public alike.

Time is also being spent reviewing the staffing structure and operations of the Town Council with a view to identifying potential efficiency measures to enable us to extend services and quality. This must also be viewed against the challenges we are facing as Shropshire Council seeks to impose reduction in what it pays to us for the Service Level Agreement we have with them.

The Town Council has been an active supporter for the development of a Business Improvement District for Shrewsbury Town Centre, helping to fund the BID Development Manager post with Shropshire Council. Since the overwhelming YES vote in autumn 2013 the Town Council has been working with the BID Board on potential joint projects and we are delighted that they will be utilising the Portas Town Partnership Scheme money to install footfall counters in the town centre.

The Town Council has been working on two major projects this year: redevelopment of the Butcher Row Toilets with a Changing Places facility and the creation of an Operational Depot next to our Greenhouse. Both of these facilities will contribute to more people enjoying the town and what it has to offer.

We have also funded expansion to our Vehicle Activated Signs scheme and also moved one step nearer to looking at using the power of the river to harness an electrical supply.

We have introduced a Living Wage Policy so that no member of staff is paid less than £7.65. We hope that this will assist our lower paid staff in coping with rising costs of living in times of austerity. It should also serve as an example to other employers and to suppliers.

We are about to undertake a thorough review of our assets to ensure we are maximising our returns to the benefit of residents.

PLANNING COMMITTEE (Councillor Alan Townsend—Chairman) continues to be the busiest of the Town Council's standing committees meeting every three weeks to consider planning applications and it's not uncommon to consider upwards of 1000 planning applications a year (about a quarter of the county's total). It also looks at trees and their management, highways issues and licensing.

Town Councillors and Shropshire Councillors representing Shrewsbury joined forces this year to look at directions of growth for the town's future development, allocating land to meet the 6,500 new homes that will be required over the next 10-15 years. Taking on board all of the representations received, land was allocated on the basis of sustainability, not compromising the town's current infrastructure and generally spreading the development burden across the whole area.

Many of these sites are now being promoted as development sites ahead of the formal adoption of the Site Allocations & Management of Development document.

Both local members and staff have been actively involved in discussions with developers on future development sites and the open space and community infrastructure that will be provided. Annually we review our infrastructure requirements which are documented in the Shrewsbury Place Plan. This provides us with some focus on how any Community Infrastructure Levy money will be spent.

RECREATION & LEISURE COMMITTEE (Councillor Jon Tandy—Chairman) — is responsible for overseeing how our assets are used and our services operate. The key areas of work annually are use of the Quarry, Shrewsbury in Bloom, play areas and recreation grounds, open space and countryside land, sporting facilities and memorials.

2013 saw the visit of the Britain in Bloom judging panel, this followed success in the regional Heart of England in Bloom Competition in which Shrewsbury won the Horticultural Excellence Award. Judges were amazed that we grow all our bedding plants in our own greenhouse and were in awe of the standards. Providing around 300,000 plants a year to fill summer beds, hanging baskets and planters is no mean feat. The Bloom judges loved our Incredible Edible theme for 2013 which showed that that you can mix fruit and vegetables with flowers. We won both the Heart of England in Bloom Competition and Britain in Bloom and also picked up the Best Park Award for our breath-taking floral displays in the Dingle.

We have continued with our play area upgrade programme, refurbishing existing sites and installing new facilities. We have also spent considerable sums on installing footpaths to our play areas so that, despite weather and flooding conditions, people can still use these vital assets. As future development sites progress we will also be actively involved in designing and maintaining new play facilities. This year has seen an improvement programme across all of our BMX facilities; many of these were created by young people wanting more space and diversity to ride and all have now had significant money spent on them to provide even greater sporting challenges.

The Town Council was also delighted to build a Multi-Use Games Area at Sundorne Primary School this year. This facility will be used by the school and local community groups in the area.

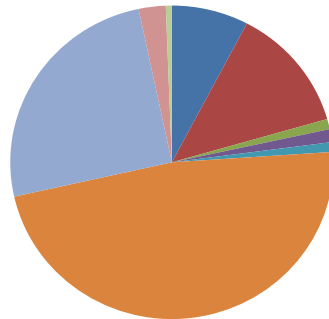
Providing access to the town and its assets and facilities is always high on the Town Council's agenda and the Committee has continued to press the owners of the Castle Grounds for the need for an accessible footpath linking the Dana and Castlegates, without having to navigate the large flight of steps.

This Committee has overseen two large build projects for the Town Council. Last year we bought back the former Borough Council Greenhouse where we plant over 300,000 flowers a year for floral displays, and the land adjacent, to build an operational centre from which our many play areas, recreation grounds and sports facilities are maintained. The Committee also oversaw the re-building of the Butcher Row toilets; a facility blighted with anti-social behaviour and poor accessibility for the disabled— this is now a high quality toilet facility with a nationally recognised Changing Places Facility for use by the disabled. Local Disabled Access Groups are delighted to promote this type of facility; the first publicly funded in the County and only one of a handful in the West Midlands.

ANNUAL ACCOUNTS 2013/14

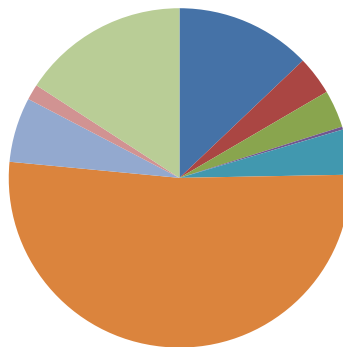
Summary of the Shrewsbury Town Council Budget 2012/13 and where the money is spent.

Sources of income £3.365 m



Grants £258k	Markets £433k
Residential & commercial rents £36k	Interest £45k
Community & sports facilities £34k	Grounds & allotments £1,600k
Precept (council tax payer) £848k	Council tax support grant £91k
Transfer from reserves £20k	

Where the money goes £3.365 m



Management & support costs £433k	Democratic £124k
Markets £120k	Residential & commercial buildings £9k
Community & sports facilities £145k	Grounds & allotments £1,744k
Infrastructure £208k	Christmas lights £50k
Planned upgrades £532k	

The notice of appointment of auditors and the exercise of electors rights will be publicised in June for a period to inspect accounts commencing **23 June—18 July 2014**.

The accounts will be published on the website from **1 July 2014**.



SHREWSBURY TOWN COUNCILLORS

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	<p>Andrew Bannerman QUARRY & COTON HILL WARD LIBERAL DEMOCRAT Tel: 01743 351624 16 Crescent Place, Town Walls, Shrewsbury, SY1 1TQ Email: andrew.bannerman-stc@shropshire.gov.uk</p>