



ANNUAL REPORT 2015/16



SHREWSBURY
THE ORIGINAL ONE-OFF



SHREWSBURY TOWN COUNCIL CONTACTS

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@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 for, 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	Head of Operational Logistics	01743 730020	rob.plimmer-stc@shropshire.gov.uk
Responsibility: Day to day management of external operations and teams.			

Name	Job Title	Contact No	Email
Dawn Morris	Transport Administrator	01743 257662	dawn.morris-stc@shropshire.gov.uk
Responsibility: Providing a full administration service for all transport and equipment.			
Stuart Farmer	Technical Officer	01743 257648	stuart.farmer@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.			
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, organises civic events.			
Coral Kelly	Finance Administrator	01743 257652	coral.kelly-stc@shropshire.gov.uk
Responsibility: Raising of orders and processing of all invoices for payment. Provides financial administration for the Town Council.			
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. Manages memorial benches and trees on Council land. Provides admin support within the office.			
Ruth Jones	Projects Officer	01743 257656	ruth.jones-stc@shropshire.gov.uk
Responsibility: Works on ad-hoc projects. Key officer for Team Shrewsbury matters.			
Adam Purnell	Youth & Community Development Worker	07710 716063	adam.purnell@shrewsburytowncouncil.gov.uk
Responsibility: Manages all aspects of the Town Council's Youth Service.			



SHREWSBURY TOWN COUNCIL

OVERVIEW 2015/16



Leader Cllr Alan Mosley

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

With its motto of "Putting Shrewsbury First" the Town Council prides itself in being the voice of Shrewsbury, supporting local communities and initiatives, providing good quality play and recreation areas for all, and in general promoting Shrewsbury as a great place to live, work and visit.

This year has seen cuts to local government funding impacting both on the town and its residents, as well as the Town Council and its workload. Hence, we continue to feel the impact of Shropshire Council's cessation of substantial grants, notably the Council Tax Support Grant and Civics Grant. We were also required to find some £400,000 of savings to works we do for Shropshire Council; this included reduced grass cutting in the Longden Road Cemetery, grass verges being cut less frequently and reductions to the maintenance of sporting and recreational sites. Our staff have been committed to keeping our standards as high as possible and it is hoped that these changes haven't adversely affected the public's enjoyment of these areas.

Shropshire Council continues to battle with reduced funding from central government and with increased demands locally, particularly around adult social care and children's services, we have seized opportunities to take on services that might have otherwise been lost.



For example, 2015 saw us taking over Youth Services from Shropshire Council. We operate four weekly sessions for young people across the town and over the last few months we have seen attendance rise significantly. We have also established a detached youth programme with two teams of youth workers meeting young people on the streets; this approach has meant that

we have been able to tackle areas of youth related anti-social behaviour and raise serious issues with young people like drugs and solvent misuse.

We have continued to honour our pledge to freeze Council Tax with the average Band D property paying just £39.89. With over 60 per cent of our properties being categorised as Bands A&B, the majority of residents will pay between £26.59 - £31.03 a year. We are, however, conscious of the fact that with ever continuing budget cuts, we now face the dilemma of seeing local services lost, or possibly increasing Council Tax to ensure they continue. We have a general commitment to protect and promote services, whilst ensuring that their efficiency and effectiveness is maximised."

Play has also been a focus for us this year. Using funding provided by local developers we have been able to completely redevelop the play area at Greenfields. The children from Greenfields Primary School helped to design the play area and the facility has been well used since it opened in the autumn, even by the town's Mayor!

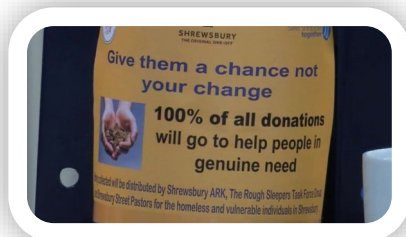


The New Year saw the demolition of the play area within the Town Council's Jewel in the Crown, the Quarry. Following consultation with the public, young people and users, we are now in the final throes of developing a major £375,000 play area and splash park. We have negotiated a long-term lease of the paddling pool from Shropshire Council which will mean that this area can be open to the public 365-days-a-year, rather than the odd weekend in the warmer summer months.



We have continued to play an active role leading the #TeamShrewsbury Partnership. Made up of Shrewsbury Town Council, Shropshire Council, West Mercia Police, Shropshire Fire & Rescue, Shrewsbury Business Improvement District, Shrewsbury Shopping Centre, Shrewsbury Street Pastors, University Centre Shrewsbury, this multi-disciplinary team promotes a collaborative approach to addressing both negative anti-social behaviour issues and positive activities like parades, events and Community Action Days. Each partner brings to the table a range of expertise and experiences that can assist in resolving issues more effectively than any go-it alone approach. So successful has this approach been that other towns are creating their own Teams to mirror ours; in fact the Chief Constable of West Mercia Police is promoting this approach across his entire Police Force area.

This year we have lead on the introduction of the Alternative Giving Scheme, designed to combat people purporting to be homeless seeking money from visitors and residents but then using it to fund drugs and alcohol addictions. The scheme targets funds to those who are genuinely homeless and need additional support.



In the autumn our staff played an active part in Shrewsbury achieving Purple Flag Status, a national accreditation scheme designed to promote the night-time economy. This allows us to showcase Shrewsbury as an attractive and safe place to come for a night out.



Tourism is a key focus and economy driver for Shrewsbury and much of what we do in the town centre helps to encourage people to visit and dwell and, more importantly, spend. We have worked closely with the Business Improvement District on projects such as Wayfinding (looking at better signage both into the town centre and within to make a tourist's visit more enjoyable), Christmas activities (encouraging more people to make Shrewsbury their first shopping destination) and promoting Shrewsbury as a Town of Flowers – after last year's Champion of Champion success we were proud to work with the BID so that they could achieve Gold and win the Heart of England in Bloom BID Category.

We have utilised the Guildhall as our administrative HQ since we were established in 2009 but, with the development of the University Centre Shrewsbury and its academic base being the Guildhall, we have had to look at alternative locations. We have been in discussions with Shropshire Council about relocating to the Library in Castle Street. This will enable us to look to developing the library site as a future community hub, a one-stop shop for our residents to access information about local services.

Next year will inevitably bring further challenges for us; but with it comes opportunities. We have proved that we can deliver good quality services for our residents and we hope we can expand that further. We remain as ever grateful to our staff who are all exceptionally proud of Shrewsbury, the Town Council and what they do to make our town a great place to live.

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 Shrewsbury Food & Shropshire Kids' Festivals. In addition to being a site for 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.

PUBLIC FIELDS & OPEN SPACES—The Town Council is responsible for the maintenance of the majority of playing fields, recreation grounds and open spaces in Shrewsbury. In addition we keep over 120 miles of highway verges and hedges trimmed and look after in excess of 30,000 trees throughout the town. We also manage more than 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.



PLAY AREAS, MULTI-USE GAMES AREAS, BMX TRACKS & SKATEPARKS—We maintain more than 50 play facilities in the town. Specially trained staff are employed to carry out weekly inspections and maintenance checks to ensure public safety. All play areas are regularly inspected by ROSPA and every year an extensive refurbishment programme is carried out to keep them in tip-top condition. Projects in the past 12 months have included; redevelopment of the Greenfields Play Area and the amalgamation of the paddling pool into the Quarry Play Area refurbishment.

Pictured left; Ward member Cllr Beverley Baker, Mayor of Shrewsbury Cllr Miles Kenny & contractor Ray Parry at the opening of Greenfields Play Area.

SHREWSBURY IN BLOOM—Shrewsbury is famous for its horticulture and the majority of the floral displays are the responsibility of the Town Council and its dedicated Grounds Maintenance Team. More than 300,000 blooms are grown at our own depot each year, with 30,000 plants alone apportioned for the town's centrepiece in the Dingle.



Following the town's victory as RHS Champion of Champions in 2014, the Shrewsbury in Bloom group took a year out of the Small City category in 2015 and supported the Shrewsbury Business Improvement District in the Heart of England BID Category. We were delighted to assist Shrewsbury BID in achieving a Gold Award and Category Winner.

Pictured above, right; Kirsten Henly, BID Manager & Helen Ball Town Clerk with the Bloom judges in the Dingle.

YOUTH SERVICES— This year we took over youth services activities in the town and Young Shrewsbury was launched. Four regular weekly sessions now run at Flaxivity, Spring Gardens, on Monday evenings, The Grange Youth Centre on Tuesdays, Sundorne Youth Centre on Wednesdays and New Lodge Youth Centre in Monkmoor on Thursdays nights, from 6.30pm until 8.30pm. The sessions, which are free to attend, are aimed at youngsters in Years 7, 8 and 9 and include a wide variety of activities including cooking, sports, floristry and jewellery making. Some sites are also equipped with skate ramps and sports facilities.



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.

This year we have improved drainage at the Boiler House football pitch. We have also worked with the Lawn Tennis Association to improve the tennis courts at Monkmoor Recreation Ground.



PUBLIC CONVENIENCES—The Town Council maintains seven public conveniences within the town. These are located at: Abbey Foregate, Sydney Avenue, Hills Lane, Upper Quarry, Lower Quarry, Butcher Row and the Bus Station. Full information regarding these facilities can be found on our website where damage and faults may also be reported using the relevant form.

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.

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

CHRISTMAS LIGHTS & CAROLS IN THE SQUARE—The Town Council looks after the Christmas lighting displays across the town and spends over £45,000 each year maintaining and improving the displays. 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 including the Christmas Lights Switch-on and Late Night Shopping. Since 2014 we have also been responsible for managing the highly popular Carols in the Square Event, broadcast LIVE by BBC Radio Shropshire. We are already busy planning for both events in 2016.



THE MAYOR OF SHREWSBURY



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

The unpaid role is an extremely demanding 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.

This year's Mayor is **Councillor Miles Kenny** who took office in May 2015.

Miles was born in London, brought up in the West Midlands and moved to Shrewsbury in the 1980s. He was first elected to Shrewsbury and Atcham Borough Council in 1994, and then Shropshire County Council in 1997.

This year has been Miles' second term as Mayor of Shrewsbury, having first taken up the civic role in 2004. He is also Chair of the Wilfred Owen School of Governors, Chair of the Shropshire Cycle Forum, Chair of Fairtrade Town Shrewsbury, a vice President of Shropshire Scouts, President of the Monkmoor Allotments Association and a trustee of the Visual Arts Network.

It has been an eventful year for Councillor Kenny with some highlights including witnessing the town achieve the prestigious Purple Flag status for excellence in managing Shrewsbury's night-time economy, officially opening the brand new play facilities at Greenfields and marking HM The Queen's 90th Birthday with a celebratory beacon in the town's Square.

Councillor Kenny has also held a number of fundraising events this year including a charity ball, tandem bike ride, jazz evening and two classical concerts to raise funds for his chosen charities; The Lingen Davies Cancer Fund and The Shrewsbury Ark.

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 every April prior to the end of each year in office. This year Councillor Kenny presented more than 60 awards in a variety of categories including; Business, Heritage, Community, Youth, Environment, Tourism, Courtesy and Market Hall Trader of the Year. In addition, the Mayor also presented nine personal awards to individuals and organisations met throughout his mayoral year that he felt had made significant contribution to the town.

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.

Budgetary pressures from elsewhere have continued to be the focus of the Finance & General Purpose Committee with members having to tackle increased demands on our services, as well as expectations that the Town Council would take on those services that are potentially at risk. We continue to feel the impact of Shropshire Council's cessation of substantial grants, notably the Council Tax Support Grant and the Civics Grant, as well as significant reductions in their payments to us for the Grounds Maintenance Service Level Agreement. Restructuring of our workforce, together with redesign of work programmes, has meant that we have been able to meet these budgetary pressures while fulfilling our pledge not to increase Council Tax which remains at £39.89 per annum for a Band D Property.

This year has seen the Committee oversee the development of a Town Council Youth Service following Shropshire Council's decision to decommission a directly employed youth provision. The Town Council now employs a full-time Youth & Community Development Worker who oversees the Youth Service team. The service has taken some time to set up, but in the five months that it has been fully mobilised the youth sessions and engagement with young people has been highly successful and organisations outside of the Town Council are looking to our Youth Service for assistance in delivering their own youth needs.

We were very pleased to lead on a bid to become the Sainsbury's £1m Waste Less, Save More Pilot Town and in the short time that applications were invited we managed to gather a lot of support and momentum to present a credible bid. We were delighted that of the 150 bids submitted Shrewsbury was one of five towns that were selected for further consideration. Disappointedly we were not ultimately chosen for the pilot, but we continue to work with partners and our drive to encourage less waste going to landfill remains.

We have continued to support our local communities this year through our Grant Funding Programmes and many organisations including the Shrewsbury Baptist Church, Rainbow Film Festival, Omega End of Life Care Association, 16th Shrewsbury Guides and Shrewsbury Heritage have all benefitted from funds to initiate great projects in Shrewsbury. Our Members also have a Councillor Grant Fund and many have been able to support very local initiatives within their wards.

A lot of our work is about working in partnership with others on projects that will clearly benefit the town, its residents and its visitors. This year has seen us contribute £10,000 towards feasibility work to develop a Community Centre in the south of the town; £15,000 towards the continued development of wayfinding in the town centre; our staff have also been actively involved in the procurement of a new CCTV system for the town centre.

A lot of our time in the last six months, and probably for the rest of the year, has been expended by work on business plans for the future management of local services that have been recently identified at risk of funding cuts and possible decommissioning. Shrewsbury Town Council is committed to finding solutions to safeguard these services where possible and, as part of that process, we are looking to move our administrative base from the Guildhall into the Library building to help sustain that service and create a community information hub accessible for all.

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. It's not uncommon to consider upwards of 1,000 planning applications a year (about a quarter of the county's total). The Committee also looks at trees and their management, highways issues and licensing.

The Committee has, over this last year, struggled with the conflict between what the National Planning Policy Framework dictates at national level, with what the community aspirations are at a very local level. Members and Officers played a very active part in defining the development needs of Shrewsbury which were presented as part of the Site Allocations & Management of Development Plan and we are delighted that after all the hard work and representations to the Planning Inspectorate the plan, which meets local needs, has now been adopted.

We have continued to negotiate with developers on requirements for community infrastructure on new development sites with many developers seeking the Town Council to adopt much of the new open space and play facilities on site. Our planning colleagues at Shropshire Council have actively encouraged developers to talk to us at the early development stage and we have been able to influence good design.

The night-time economy, and the sometimes conflicting nature between licensing and planning, has been a contentious one over this last year and at times the Committee has battled with the fact that the Licensing & Planning Authorities can issue very different permissions for the same property in the town. We are now looking to work with other Team Shrewsbury partners to develop a Supplementary Planning Guidance and possible Public Space Protection Order that will hopefully develop acceptable standards for both planning and licensing.

RECREATION & LEISURE COMMITTEE (Councillor Jon Tandy—Chairman) oversees the day to day management of our recreational and amenity spaces ensuring that parks and play areas are maintained to a high standard, that the Quarry has a good mix of events and activities taking place throughout the year and that the Town Council's estate overall contributes to Shrewsbury being a great place to live, work and play.

Play has been a focus for much of the Committee's work this year with the development of the Greenfields Play Area and the Quarry Play Area. Children from Greenfields Primary School helped to design the play area at Greenfields following receipt of over £100,000 of funding from developers. Since it has been opened it has been a great success with more young people of a wider age range being able to use the facility. The Quarry Play Area development has been our most adventurous project to date. Taking in the old paddling pool, the new play area and splash park has more activities with better play value, catering for all ages and abilities.

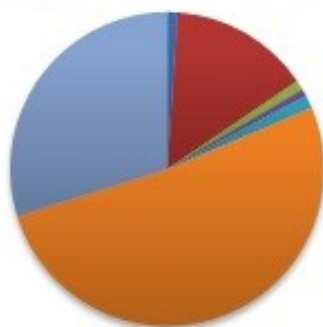
The Quarry remains our jewel in the crown and we have been able to attract new activities and events which are quickly becoming part of the town's established events programme. Park Run goes from strength to strength with over 6,000 people registered and over 400 people running every week. We have also been able to facilitate the development of a junior park run.

We have improved a number of our existing sites so that more use can be made out of them. The Boiler House Pitch (adjacent to Shrewsbury Hospital) frequently flooded in the winter and proved difficult for football teams to play on it. With a new drainage system and new playing surface being installed this facility will be available for the start of the new football season. Officers have also been working with the Lawn Tennis Association to develop better all-weather tennis courts at Monkmoor Recreation Ground.

ANNUAL ACCOUNTS 2015/16

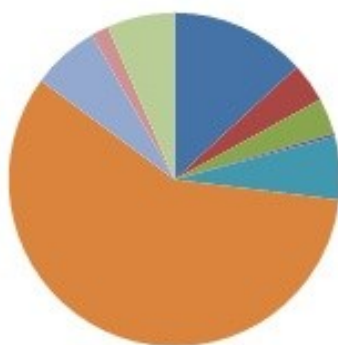
Summary of the Shrewsbury Town Council Budget 2015/16 and where the money is spent.

Sources of income £2.946m



Grants £31k	Markets £427k
Residential & commercial rents £29k	Interest £23k
Community & sports facilities £38k	Grounds & allotments £1,518k
Precept (council tax payer) £880k	

Where the money goes £2.944 m



Management & support costs £389k	Democratic £113k
Markets £103k	Residential & commercial buildings £9k
Community & sports facilities £180k	Grounds & allotments £1,712k
Infrastructure £194k	Christmas lights £50k
Planned upgrades/ New services £194k	

The notice of appointment of auditors and the exercise of electors rights will be publicised in June for a period to inspect accounts commencing **20 June —29 July 2016**.

The accounts will be published on the website from **1 July 2016**.



SHREWSBURY TOWN COUNCILLORS

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