

Woughton Community Council Service Plan 2020/21

The Woughton Community Council Service Plan is the document that details the focus of specific work to be undertaken over the coming 'council year' (May – April). This document lays out the specific items, projects, services and initiatives that the council commits to delivering over the coming year and should work alongside the operational plans, that details the 'day to day' delivery, such as existing services and ongoing commitments.

As with previous year, this document is separated into colour coded committee responsibilities, showing the officers and members who have overall leadership on delivering this plan. Whilst all are involved, ownership and accountability are detailed as follows:

Items in **ORANGE** are Services committee
 Items in **YELLOW** are Operations committee
 Items in **BLUE** are Policy and Resources committee

Whilst this document provides a useful basis for work focus, it is essential that new initiatives that become apparent over the year are not ignored but can also be considered for delivery if sufficient financial and other resources are available.

This plan has been fully costed (where possible) and included within the annual budget setting process.

Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
1	Woughton 'On The Road' – provision of a mobile space for the parish	To provide a vehicle (bus / trailer / similar) to enable WCC to provide a visible and useable presence in areas that are not served by a suitable community building, providing services and engagement.	<ul style="list-style-type: none"> a) Trailer in for servicing and refurbishment b) Wrapping to be undertaken c) Engagement plan in place d) Trailer used across the parish and for rental to other agencies 	£5,000 remaining in budget for the works needed	Council Manager Chair of Services	Services Project
2	Community Growing and Gardens – Coffee Hall Allotment Site	To develop the identified allotment site to provide a range of growing options, community groups and parish needs (storage and	<ul style="list-style-type: none"> a) Awaiting confirmation from MKC with regard to land transfer. b) Preparations to be made for full plan, to enable quick grant applications when ready 	Suggested £10,000 budget for initial stages work if appropriate and to include any elements that	Landscape Manager / Environment Officer (North)	Services Project

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
		plant nursery) in a sustainable way	c) Once in place, grant application to be made to Big Lottery and other funders.	would require additional funding	Chair of Services	
3	Community Engagement	To undertake quality market research, focusing on provision of representative evaluation across all areas of our parish	<ul style="list-style-type: none"> a) To be delivered within existing staffing model b) Questionnaire and routes to engagement to be agreed c) All members and officers to have access to 'survey' for completion d) Aim for 800 responses over the course of 2020/21 	Within existing budgets, including either Survey Monkey or Office 365 model	Council Manager / Community Development Officer Chair of Operations	Operations Project
4	Play Park programme and Open Space assessment	Following considerable feedback from residents, a planned and focused approach to open space and play park provision across the parish.	<ul style="list-style-type: none"> a) Full evaluation and report into current Open Space and play park provision across the parish b) Liaison with MKC regarding their proposals for play parks over coming years, to get clarity about any investment / management from MKC side c) Costed proposals for provision of a range of play areas (small, medium, large), based on agreed equipment and installation d) Costed plan for maintenance of any open space that may be devolved 	No immediate cost, but likely to lead to significant investment in the longer term	Council Manager Chair of Policy and Resources	Policy and Resources Report and proposal

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
			<ul style="list-style-type: none"> e) Discussions with MKC Planning regarding potential space for park on Leadenhall f) Creation of 5 year plan for development of open spaces and play parks parish wide, with investment, funding bids, MKC contribution and resident association buy in. 			
5	Community Led Housing Plan	To explore potential for developing and delivering some community led housing initiatives within the parish, providing alternative housing options for local people.	<ul style="list-style-type: none"> a) Assess spaces on non-regeneration areas for potential sites that could be utilised, including continued liaison with MK College about possible space upon their relocation. b) Work with local residents to assess whether there is a local drive for this type of housing option and, if so, to create a steering group to take plans forward. c) Desktop research into similar schemes that could inform any work undertaken. d) Dependent on outcome of above, consideration of appointment of specialist consultant to explore and research more fully, creating a detailed plan for action(s). e) Build in to any proposal a range of supportive measures for local people, including training and apprenticeships, ongoing management, re-investment 	<p>Officer time and then additional resource if and when a consultant is appointed.</p> <p>£5,000 is a ballpark figure, but there may be some funding available from external sources</p>	<p>Council Manager</p> <p>Chair of Policy and Resources</p>	<p>Policy and Resource</p> <p>Proposal and Report</p>

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
			of rental / sales income for further schemes, local focus on provision (Woughton residents priority)			
6	Increase of equipment library	To increase and improve the range of options offered through the tool library, including better publicity, wider range of borrowing options and potential for income generation	<ul style="list-style-type: none"> a) Request to MKC for use of land to rear of Hub for additional storage capacity b) Once in place, container and non-permanent fixings to be placed (cost of £4k) c) Building to be 'greened' with planting, green roof, etc.. 	Set aside £5,000 maximum	Environment Officers Chair of Services	Project Services
7	Woughton Business Forum	To develop a forum for local businesses to promote Woughton as a place to work, bring collaborative approaches and build stronger relationships between companies and the council.	<ul style="list-style-type: none"> a) Make contact with local businesses, including delivery of The Gazette to business premises, to begin relationship building b) Explore the appetite for a local business forum, through surveys, discussions and focus groups c) If demand is there, develop a programme of events over the year, to include focus on feedback from participants 	Officer time / venue hire only in the first instance. Potential for additional monies needs for hospitality and events in the future	Council Manager / Community Development Officer Chair of Operations	Project Operations

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
			d) Review regularly, ensure participant feedback and respond accordingly.			
8	Resident Skills Development	To provide a range of opportunities for residents and local groups to develop new skills	a) Continue to deliver a range of courses, within existing budgets, working with partners where appropriate.	£1000	Community Services Manager Chair of Services	Project delivery Services
9	Long term planning	To develop a range of policy documents and an overarching agreement looking to the future of Woughton and long term aspirations.	a) Consider the specific issues that need significant and longer term work (e.g. traffic and parking / transport generally, refresh of the Neighbourhood Plan, Regen) b) Consider the issues that we may want included within any long term strategy (e.g. council development, income, environment, housing)	Officer and member time	Council Manager Senior Leadership Team	Policy and Report Policy and Resources

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
			<ul style="list-style-type: none"> c) Delegate specific areas to specific councillors / officers to compile evidence, views and plans d) Create the 'Woughton 2030' plan, detailing the direction of travel for the council, setting priorities and aspirations for the coming decade. 			
10	Waste, recycling and the environment	To engage local communities, develop a robust plan and action regular and consistent approaches to maintaining and improving the parish	<ul style="list-style-type: none"> a) Deliver a more robust approach to community engagement events, providing a WCC led approach. b) Hold at least one event on each estate during the course of 2020/21 c) Where possible, create sustainable groups to maintain and increase estate improvements on an ongoing basis. 	Officer time.	Landscape and Environment Manager Chair of Services	Assessment, report, project delivery Services
11	Training and development	To ensure that officers and members are provided with regular, suitable opportunities for development, in line with organisational needs and identified areas of	<ul style="list-style-type: none"> a) Assess current needs, based upon appraisals and 1:1 sessions b) Look at the future needs of WCC and prioritise areas for development c) Identify suitable providers to offer sessions and opportunities d) Build expectation into JD's, to promote access and involvement 	£15,000 budget	Operations Manager Chair of Operations	Delivery Operations

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
		development, to build capacity and quality.	<ul style="list-style-type: none"> e) Develop annual programme of training and development opportunities for officers and members f) Include 'soft' outcomes, alongside accredited and qualification-based options. g) Include annual 'awaydays' for councillors, for officers and for the whole team. h) 1:1 support sessions offered to all councillors via Senior Councillor team i) Development of new Terms of Reference for committees, stating training expectations for membership 			
12	Community Development Focus	To implement a programme of Community Development, incorporating a range of approaches and activities to promote increased community ownership and involvement	<ul style="list-style-type: none"> a) Working with new Community Development and Events officer to develop a programme of events focusing on community involvement and engagement (by Mar 2020) b) To include elements discussed within Service Planning process, such as: Community Street parties, Woughton In Bloom, Good Neighbour Project. c) Work with other service leads to develop approaches that include community involvement in existing 	No additional costs, other than those associated with regular events.	Community Development Officer / Community Services Manager	Project development and delivery Services

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
			<p>services (e.g. environment champions on each estate, landscape volunteers to support planting, mentors for mental health provision, etc.)</p> <p>d) To support development of RA's, new organisations and provide ongoing support to those already delivering</p> <p>e) Specific focus needed with regard to developing better links with schools, local companies, faith groups, etc. in line with other elements of this service plan.</p> <p>f) Develop and support an 'estate champions' programme, supporting those who are already active and developing new people to take a positive role within their communities.</p> <p>g) To include an annual training and development programme covering a range of suitable elements (e.g. committee skills, event planning, understanding finance, etc)</p>		Chair of Services	
13	Events	To build upon the successful events that have been held and develop additional elements and opportunities	a) Festival to be delivered in agreement with council wishes (partnership or otherwise)	To be confirmed and agreed within	Community Development and Events Officer /	Project delivery, events delivery, procedure

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
		to increase engagement and meet local need	<p>b) Build upon Apple day to provide a larger scale event</p> <p>c) Consider future events, such as mobile cinema, etc. and plan / budget / get grants for delivery</p> <p>d) Look at wider reach events, such as food based community events, with BAMER communities, to promote community development</p>	existing and planned budgets	Community Services Manager	and policy development Services
14	Partnerships. Collaborations and 'clustering'	Continue to develop closer relationships with neighbouring councils, suitable 'clusters' of similar councils (locally, regionally and nationally), to include development of shared services, potential trading, shared information and training opportunities and to bring added value to councils services, governance and delivery.	<p>To build upon the work already started with CPPC, but to also include approaches around specific areas (e.g. youth work, landscaping) for other areas (work already in place with youth provision in Kents Hill and 'ad hoc' landscaping in other areas).</p> <p>Consideration of an 'Urban Parishes' forum within the NALC group</p> <p>Discussions within MKC forum around closer collaborations and creation of proposals to go to councils around any possible joint initiative (e.g. provision of street sweeper already agreed).</p> <p>To develop opportunities for local '3rd sector' agencies to come together within</p>	No budget at this point. Officer time only.	<p>Council Manager</p> <p>Leader of the Council</p> <p>Community Development Officer</p>	<p>Ongoing work</p> <p>Policy and Resources</p>

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
		To undertake more regular partnership engagement with the voluntary and community sector and other agencies.	the parish, share experiences and ideas and develop partnerships to provide additional support.			
15	To gain accreditation as a Silver Quality Council through the Sector Led Accreditation scheme (Gold the following year)	To achieve Silver Status	Foundation Status by end 2019/20, with Silver / Gold achieved during 2020/21	Fees are £80 for Foundation level, £100 for silver and £200 for gold.	Council Manager Chair of Operations Committee	ACCREDITATION
16	Improvements to website / communications	To deliver a better online presence, with a responsive and inclusive website that showcases all that we do.	<ul style="list-style-type: none"> a) Evaluation has taken place, with clear plan for action b) Work with MKC / similar, to engage work experience person to lead of creation and delivery of expected goals. c) All officers to contribute written information for inclusion d) Review of Communications Policy and guidelines 	No budget outside that which already exists.	Council Manager Chair of Operations	Project

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
			<ul style="list-style-type: none"> e) Updated policy development regarding notice boards, advertising and similar f) Re-tendering of the production and delivery of The Gazette, with possible rebranding 			
17	To establish a Youth Council for the Woughton area	To give our younger community a bigger say in local matters	<p>Steering Group in early 2020, for implementation over the course of the council year.</p> <p>Agreement that Roz will be involved. Plan to be created for 2020 start.</p>	Budget agreed within budget planning for consultants fee and additional costs – approx. £1600	Services Manager	
18	CCTV Improvements	To try and reduce impact of ASB, fly tipping, litter, dog waste and crime	<ul style="list-style-type: none"> a) Quote received for a 'full service' option from CCTV provider b) Discussions with MKC regarding value of any investment in this area – will it improve things c) Agreement at Council that this should / shouldn't be part of our service plan d) If in agreement, decide either 6 or 12 months pilot 	£8k for 6 months / £15k for 12 months.	<p>Council Manager</p> <p>Services Chair</p>	

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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
19	MK Storehouse	To provide a local base for MK Storehouse, rather than people travelling to Stacey Bushes	<ul style="list-style-type: none"> a) Proposal made to WCC from Grand Union church b) Consideration of benefits and request for full information relating to parish access c) Cost evaluation and decision regarding whether this is something we feel should be funded 	Update request received with an ask for a 'contribution'.	<p>Council Manager</p> <p>Chair of Services</p>	
20	Policy and Procedure	To ensure consistency, legality and access to all relevant policies and processes	<ul style="list-style-type: none"> To assess ALL policy and procedure To format in line with agreed design principles To have a single repository for all policies To manage review and ratification in line with agreed cycles For the CMSO to ensure all policies are managed correctly 	None	<p>Operations Manager</p> <p>Chair of P+R</p>	
21	IT systems and processes	To maximise use of software included within the IT contract to improve efficiency and oversight	<ul style="list-style-type: none"> a) To review all available software and arrange training where appropriate b) To review Sharepoint design and storage to ensure compliance and access 			



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Item No	Description	Objective	Milestones and Dates	Approximate costings	Lead Officer/Member	Type and Committee responsible
			c) To continue investigations into a new reporting system for Advice and associated services, with an aim to implement early in the financial year d) Use of included software to monitor and review performance, HR issues and task management e) Review current finance system with a view to replacement in 2021/22			

This is the final draft of this document (January 2020).