



FOREWORD



This report provides a record of Chippenham Town Council's achievements in 2009-10. It shows that, once again, we have striven to fulfil our mission of 'Improving the Quality of Town Life' without the need to raise the tax burden.

Chippenham Town Council continues to work with Wiltshire Council, the Area Board, Chippenham and Villages Area Partnership (ChAP), Chippenham Vision, Chippenham Civic Society, Borough Lands, and other local organisations to improve facilities in the town. This has enabled us to extend the Saturday Market down the High Street and to put a few silver birch trees in the centre of the town. Through grants we are encouraging and supporting more cultural activity in the Town and Neeld Halls and will continue to do so. We support such events as the ever successful Folk Festival and the River Festival which contribute to the positive image of the town. In October we shall welcome nearly 300 representatives from the Action for Market Towns for their Annual Conference.

This year the Museum celebrated its 10th Anniversary. We are proud of our Museum and grateful to the recently retired Curator, Mike Stone, and his staff (including volunteers) who have made this possible.

We recognise the need for additional allotments so we are working hard with Wiltshire Council, Westlea and the Allotment Society to find suitable sites. Ray Lane, our Head of Service Delivery, has been engaged in this search as well as guiding his team to ensure the high standard of John Coles Park is maintained, together with other open spaces, hanging baskets and the floral 'Welcome' signs at the entrances to the town. A BMX track is being installed at Stanley Park. Work is in hand to extend the changing area and to create permanent floodlighting with a G3 pitch. The possibility of creating Fishing Lakes is being researched. The 'Millennium Wall' refurbishment has been completed in time for its 10th anniversary. I should like to thank the Council staff and Councillors who work so hard to create and maintain facilities to a very high standard.

In the Autumn our Town Clerk, Laurie Brown, will be retiring after 17 years service. Ray Lane, who has been Head of Service Delivery for 15 years will be moving to pastures new. The town has every reason to be grateful for their contribution to 'Improving the Quality of Town Life'. Both will be missed. We wish them well.

I look forward to another challenging year offering our citizens both quality and value for money.

Councillor Andrew Noblet
Leader
Chippenham Town Council

The end of the financial year 31 March 2010 has seen the Town Council in a healthy state. The year was challenging in many ways, not least because of the expansion of the town. This brought into the civic boundary the households of Cepen Park North and South. Improvements in this and other areas have continued throughout the year. The Town Council staff, its contractors and suppliers have ensured that many projects have been undertaken with best value in mind.



As I look forward to retirement, I am confident that the high standard of all our facilities will be maintained for the future.

Laurie Brown DMS
Town Clerk and Treasurer
Chippenham Town Council

CORPORATE AIMS AND OBJECTIVES

To represent the views and wishes of all the residents of Chippenham.

To promote equality of access to every resident.

To preserve and enhance the culture and traditions of the town.

To work both independently and in partnership with others to improve the quality of life, by developing and improving facilities and services to the highest standards.

To maintain the highest standards of Corporate Governance in the administration, performance and conduct of the Town Council.

To attract investment from both the public and private sectors, in order to promote the economic well-being of Chippenham's residents.

To seek to ensure the town boundary encompasses the urban area of the town.

To comply with the requirements of the Government's Quality Council criteria.

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INTRODUCTION

Chippenham has a population of approximately 40,000 and is the largest town in North Wiltshire. The Town Council is responsible for the services and amenities detailed in this report.

Councillors

The total number of Town Councillors is now 26 and they will serve a term ending May 2013. Councillors are responsible for making key policy decisions and deciding on the Town Council's spending plans and budget for the financial year ahead. Bye-elections are also held when seats become vacant. The Mayor and the Deputy Mayor are elected annually in May. A list of Councillors and their Wards is at Appendix A.

Council and Committee Meetings

The full Town Council meets every two months. Much of the business of the Town Council is delegated to three Standing Committees and various Sub-Committees and Working Parties. Meetings of the Town Council and its Standing Committees are open to the public.

The three Standing Committees consist of 12 Members, together with the Mayor and Deputy Mayor ex-officio, and are:

- a. **Strategy and Resources Committee** – delegation for policy, finance, employment, promotional and publicity matters, CCTV, heritage, performance management and measurement, and to incorporate an Urgent Matters Sub-Committee, Personnel Sub-Committee, Heritage & Museum Management Committee, Performance Review Sub-Committee and any single issue Working Group required from time to time.
- b. **Amenities Committee** – delegation for operational management and future development of Town Council services as authorised from time to time by Strategy and Resources Committee and to incorporate any single issue Working Group required from time to time.
- c. **Planning and Environment Committee** – delegation to respond to planning matters including commenting on planning applications, planning appeals, Highway matters and other related activities and to incorporate a Planning Steering Group and a Local Transport Plan Working Party.

Staffing

The Town Council employs 23 full-time employees and 37 part-time employees, the staffing structure is shown at Appendix B. Officers provide support to Councillors as required and an Officer is present at all Council and Committee meetings to provide practical and legal advice and record decisions that are made.

During 2009/2010 the Town Council resolved to grant early retirement to the Town Clerk and to redesignate the post as Clerk & Chief Executive, which was advertised nationally. Subsequently the Heritage Centre Manager/Curator retired and the Head of Service Delivery was promoted to another authority. Both vacancies were advertised nationally.

FINANCE

The Town Council's financial accounts have been prepared for the first time this year under the new FRSSE (Financial Reporting Standard for Small Entities).

Appendix C shows net budget and net expenditure for the Council's areas of responsibility, with similar types of activities grouped together. Appendix D expands this information to show the income received during the year and the net expenditure for the previous year. Overall the net expenditure in 2009/2010 is slightly under budget. The only significant variance between budget and expenditure was due to increased capital expenditure on play areas. The year on year increase is in line with government indices.

The Council places funds in Earmarked Reserves at the year end to enable it to establish sufficient specific reserves over more than one year to be able to fund the cost of larger projects. The Council also continues to maintain a healthy General Reserve. There are two long term loans from the Public Works Loan Board. Another one will be taken out in 2010/2011 to finance the expansion of the Cemetery.

The Budget Process

The Town Council's formal budgetary cycle commences in early November when a report is presented to the Strategy and Resources Committee recommending a guide limit for the budget for the year commencing the following April. The percentage increase will take account of changes in staff costs to reflect agreed national pay awards, the likely level of inflation for other supplies and services needed by the Town Council and any expenditure on committed capital programmes.

In late November the Officers present draft budgets for consideration by each of the three spending committees (which includes Strategy and Resources as a spending committee in its own right). The committees will also have considered the Town Council's fees and charges for the following year so that budgets can take account of income as well as expenditure.

In late December, the Strategy and Resources Committee considers the budgets proposed by the spending committees. The report presented to the committee will include a summary of the net level of Town Council expenditure for the following year, the resultant Council Tax (precept) to be levied and the cost per Band D household. The budget will then go forward for approval to full Council at its January meeting. The Council Tax will be collected on the Town Council's behalf by Wiltshire Council and a leaflet showing how the Council Tax is to be spent is distributed with the Council Tax demand in March.

The Town Council does not receive any revenue support grant from the Government, unlike Wiltshire Council, nor does it receive any funding from local businesses or retailers through the National Non-Domestic Rate (also known as Business Rate). A copy of the budget is available upon request.

Partnership Funding

The Town Council works in partnership with Wiltshire Council which collects the Council Tax.

The Town Council is also involved in a variety of other funding partnerships which can help to attract external funding. A total of 5 organisations contributed partnership funding during 2009/10.

To reduce the burden on the Tax Payer, the Town Council also seeks to raise income from many other sources. Partnership funding of £44,698.00 was achieved in 2009/10 and so far the sum of £55,698.00 has been committed for 2010/11.

CORPORATE GOVERNANCE

This ensures that the Town Council does the right things in the right way for residents in Chippenham and all users in a timely, inclusive, open, honest and accountable manner. This is critical in delivering the intended outcomes for citizens and service users and operating in an efficient, effective and ethical manner.

Internal Audit

During the year audits are conducted on a rolling programme by an Internal Auditor into processes of both a financial and non-financial nature to ensure honesty, best value and adherence to Council policy have been observed. Audits are signed off by the business unit manager and the Section 151 Officer. An annual report of audit activity is submitted to the Town Council. Recommendations for efficiency savings are made on both audited processes and non-audited processes as required and the level of risk is assessed.

Communication

The quarterly newsletter issued to all residents is the prime means of informing the community about achievements of the Town Council and possible development of services.

BEST PRACTICE

The Town Council strives to be a leader in best practice and seeks to comply with the following laws and regulations:

Accounting Policies

The Town Council complies with the Accounts and Audit Regulations and applies the Financial Reporting Standards for Small Entities (FRSSE), as applied to Local Councils under Part 4 of Governance and Accountability for Local Councils – a Practitioner’s Guide and a method of accounting for the cost of central overheads.

TUPE Contracts

The Town Council’s policy on Transfer of Undertakings Protection of Employment (TUPE) contracts ensures that any individual employment contracts awarded during the preceding year which involve a transfer of employees comply with, where applicable, the requirements in the Code of Practice on Workforce Matters in Local Authority Service Contracts and other statutory guidance.

Freedom of Information

The Town Council complies with the Freedom of Information Act, details of which can be found on our website at www.chippenham.gov.uk.

Health and Safety

The Town Council complies with Health and Safety legislation and continues to implement Disability Discrimination Act (DDA) improvements. Training is provided in accordance with Occupational Safety & Health standards to provide in-house Health & Safety services. DDA improvement works to buildings and facilities are carried out when required.

Equal Opportunities Statement

The Town Council is an Equal Opportunities Employer and complies with all statutory requirements of employment law and issues an Equal Opportunities Statement to all employees when appointed.

Devolution of Services – Wiltshire Parish Charter

Wiltshire Council which was established on 1 April 2009 has indicated it wishes to consider further devolution of services and this will be included in subsequent Annual Reports.

FINANCE AND ADMINISTRATION

The Finance and Administration of the Town Council is carried out at the Town Council's offices, principally in the Town Hall, and the approved staffing structure is enclosed as Appendix B. Finance and Administration includes support to Councillors, support for front line services and general office support.

In addition, Finance and Administration includes the employment of specialist consultants to undertake quantity and structural surveys, legal services, valuation and land agency services in respect of the Town Council's property portfolio.

In accordance with good accounting practice, costs relating to support are allocated to the services to which they relate and a time allocation exercise is undertaken annually to ensure costs are apportioned accurately.

The Town Council undertakes a range of financial functions including accountancy, budgeting, payroll, asset management, bill payment and credit control. All functions are carried out in-house, although external support from consultants is commissioned on occasion.

Legal Services

The Town Council requires legal services in connection with the management of its commercial properties and in respect of other aspects of its operations and this is provided by external solicitors. General legal services are subject to a fee quotation periodically with specialist services employed as and when necessary.

Personnel Services

The Town Council administers its personnel services under national terms and conditions, as amended locally. It seeks consultants' advice if needed.

eChippenham Scheme

The Town Council participates in the eChippenham Scheme in partnership with Westlea Housing Association and Waste Not Want Not. Funders of the scheme, which aims to encourage public use of computers and the internet, included Wiltshire Council and the South West Development Agency.

The two computers located in the foyer of the Town Hall have been used 2,719 times during 2009/10 and over 10,964 times by the public since the official launch of the scheme in September 2005.

Town Hall Information Point

The Town Hall Information Point was funded on a partnership basis with Wiltshire Council and is staffed by two Information Officers on a job-share basis. The Information Point aims to deal with enquiries from the public directly or ensure they are passed to the relevant authority on whatever subject, whether it is related to local government issues or not.

During 2009/10:

- 15,559 enquiries were handled.

Grants and Donations

Grants and Donations are awarded by the Town Council to community groups and other non-profit making organisations that meet the Town Council's strict guidelines and criteria that any group or organisation receiving a grant must in some way benefit the local community.

Awards Made During 2009/10:

Bath & District Cruse Bereavement Care, Dorothy House Hospice Care, North Wilts Community Club, Victim Support Wiltshire, Vitalise, Chippenham Age Concern, Chippenham Methodist Churches Circuit Youth Club, Chippenham Sea Cadets, North Wilts Citizens Advice Bureau, Oasis Church Chippenham, Family Mediation (North Wiltshire), HELP Counselling Services, Splitz Support Services, West Wiltshire Young Musicians / North Wiltshire Young Musicians, Chippenham Folk Festival, Chippenham Twinning Association, CLOGS Musical Theatre.

Property Management

A small portfolio of property is let with regular rent reviews being undertaken by consultants. An example is the two retail units adjoining each side of the Town Hall, as well as the Neeld Hall Bistro.

COMMUNITY SERVICES

Community Welfare

- Following an evaluation of need, 4 defibrillation units were purchased for the benefit of public safety together with training for appropriate staff. Units to be sited at Town Hall, Tourist Information Centre, Museum & Heritage Centre, Stanley Park.

Town Hall Business

The Town Hall building houses the main administration offices, the Town Hall with bar and kitchen facilities, Mayor's Parlour, one Syndicate Room and two retail units. The Town Hall and Syndicate Room are available for hire to the public. The Town Hall is used for civic, community and social functions, commercial sales, markets, theatrical, musical and fashion shows and provides an attractive, user friendly venue.

Achieved during 2009/10:

- Exterior building refurbishment and repairs ongoing.
- Implementation of Fire Officer's recommended improvement including alarms.

Planned for 2010/11:

- Implementation of electronic bookings package.
- New carpeting.
- Further interior and exterior refurbishment.

Neeld Hall Business

The Neeld Hall is used for civic, community and social functions, commercial sales, markets, theatrical, musical and fashion shows and provides an attractive, user friendly venue. The building consists of a main auditorium, bar and stage together with dressing rooms and kitchen facilities and includes a cafe/bar, which is licensed to an operator to produce income to support the running costs of the building.

Achieved during 2009/10:

- Improvements to stage facilities and equipment.
- Kitchen improvements.

Planned for 2010/11:

- New mobile bar unit.
- New hearing loop system.
- New sound system.
- Upgrade the fire alarm panel to dual use.
- Implementation of electronic bookings package.

John Coles Park

The Town Council is proud of its work in providing parks and play areas and John Coles Park continues to be a source of enjoyment to both residents and visitors alike. The park has a sensory garden, bowls club, tennis courts, bandstand and children's play area. The park also contains a Bowling Green and Pavilion and a refreshment kiosk. The park is managed and maintained by the Town Council employees.

Achieved during 2009/10:

- Completion of Multi Use Games Area.
- Park office re-roofed.
- Refurbishment of band stand.

Planned for 2010/11:

- Replacement of the refreshment kiosk.
- Repairs to footpaths.
- Refurbishment of tennis court fencing and surface.
- Centenary floral bed for Girl Guiding.

Bowling Green and Pavilion

The Bowling Green and Pavilion are located in John Coles Park and are maintained by the Town Council's employees. Green fees are payable for use of the Bowling Green and, in addition, Chippenham Bowls Club pay an annual rent to the Town Council for the use of the storeroom, bar and kitchen facilities provided at the Pavilion.

Play Areas and Rivers Route

The Town Council manages and administers seven play areas located at Pewsham, Little Battens, Gascelyn Close, Westmead Terrace, Long Close, Charter Road and Stainers Way. The Rivers Route is managed under the terms of a Service Level Agreement with Wiltshire Council.

Achieved during 2009/10:

- Acquisition and complete refurbishment of Stainers Way play areas.
- Acquisition of Derriads Pond to provide an oasis of peace and tranquillity and preserve its unique character for the future under a management plan.

Planned for 2010/11:

- Ongoing refurbishment and maintenance.
- Provision of seating at Derriads Pond.
- Refurbishment of Millenium Wall.

Allotments

The Town Council provides six allotments sites located at Lords Mead, Cricketts Lane, Deansway, Hardenshuish, Hungerdown Lane and Ladyfield Road. The Allotments Society manages and administers the allotment sites on a daily basis and meets with Officers of the Town Council throughout the year. The Town Council pays the Allotments Society an annual management fee for collecting the annual rent from plot holders and for managing the sites. The Town Council is responsible for overseeing the management and providing the maintenance of areas around allotment sites.

Planned for 2010/11:

- Continue to actively seek a further site for allotments which meets the relevant criteria, in partnership with Wiltshire Council and other landlords.

Markets

The Town Council outsourced the management of the town markets in August 2004 and it is now operated by Hughmark Continental. The main town market operates on Fridays and Saturdays throughout the year and occasional specialist markets such as French and Italian Markets are held at various times.

Planned for 2010/11:

- Extension of Saturday market into High Street; if successful to also extend Friday market.

London Road Cemetery

The Town Council manages and maintains London Road Cemetery, an open cemetery of approximately 14 acres, and Chapel. The administration of the cemetery includes the maintenance of burials records and is undertaken by Officers at the Town Hall in conjunction with cemetery based employees.

Planned for 2010/11:

- Cemetery extension to adjoining field to be completed.
- Computerised database.

Seasonal Projects

The Town Council manages and administers seasonal projects which include festive lights, the hanging baskets scheme and floral displays, all of which are financed by a combination of revenue budget, retail sales and sponsorship income. A roundabout corporate sponsorship scheme is administered and run by a specialist company appointed by the Town Council, although some roundabouts are maintained by Town Council employees.

Planned for 2010/11:

- Continued town display of hanging baskets, floral beds and sponsored Christmas trees.

Town Centre Street Furniture

The Town Council operates and maintains the town traffic gates and maintains the bollards, benches, information boards and directional fingerposts in the High Street as well as the electricity supply boxes in the Market Place. The physical replacement of street bollards is carried out Wiltshire Council due to highway licence and insurance requirements.

Achieved during 2009/10:

- Town Centre benches were replaced as necessary with enhanced seating.
- All street furniture, bins and bollards refurbished.

Planned for 2010/11:

- Annual refurbishment of all street furniture, bins and bollards.

Playing Fields and Sporting Facilities

Stanley Park Sports Ground

Stanley Park Sports Ground is Chippenham Town Council's newest facility and is located to the south east of Chippenham. This 2 million pound, environmentally friendly 47 acre site is now established and has been open to the public for over 5 years. It includes 18 first class playing surfaces ranging from the smallest Mini soccer pitch to the largest Adult, and has grown from 20 home teams in 2004 to a massive 71 in 2009, with a total of 94 different teams and organisation using this facility over the past year as a home venue or location of an event.

Chippenham Town Council's Football in the Community scheme has been up and running now since 2006 and offers quality coaching for between 400-500 children per quarter, offering various sessions and courses for the local community.

Achieved during 2009/10:

- 6,888 matches and training sessions have taken place since the official opening, with an average for 2009/10 of 156 matches and training sessions per month, with each of the 18 pitches being played on 114 times.
- 71 local and regional football teams chose to make Stanley Park their home ground for the 2009/10 season.
- CTC Football in the Community is still going from strength to strength and now actively holds coaching sessions in 6 of the 10 primary schools in Chippenham.
- Full Planning Permission was granted for the extension to the building and a floodlit artificial surface at the park.

Planned for 2010/11:

- Funding to be confirmed in order to proceed with extension to the building and a floodlit artificial surface.
- BMX track to be completed and open to the public by summer 2010.
- Portable floodlight leasing planned, hopefully for the final year.
- Actively move into all Chippenham primary schools with the FITC Scheme in order to encourage children's sporting development in accordance with Stanley Park's Development Pathway plan.
- Further funding/sponsorship to be sought enabling more sessions to be held and promoting the "Footy 4 All" philosophy.
- Sport homework club to be established.
- Consultancy and planning to commence in respect of the possible construction of three 2 acre fishing lakes at the park on the undeveloped 10 acres.

Westmead

The Town Council manages and administers 9 acres of land at Westmead. This was utilised as football playing fields up until September 2004 when it was replaced by Stanley Park. Westmead is now used as an occasional campsite and recreational area, however the site is prone to flooding. The site is owned by Chippenham Borough Lands Charity and leased to the Town Council.

ENVIRONMENT

Town Centre CCTV and Crime Prevention

The Town Centre CCTV Scheme was introduced to improve safety and security in the town centre, aid crime prevention and provide evidence for prosecutions. In order to maintain a level of staffing an agreement was entered into whereby a security company provides CCTV staffing in return for the free use of the CCTV accommodation and facilities.

8 Cameras – Town Centre Scheme

10 Cameras – Museum & Heritage Centre

11 Cameras – Borough Parade Scheme.

Achieved during 2009/10:

- CCTV poles repainted with anti-graffiti and poster paint.

Planned for 2010/11:

- Provision of additional staff and volunteers in collaboration with Police.

Environmental Enhancements

In accordance with policy, the Town Council has a widely based programme of contribution to the environmental enhancement carried out by the principal authority.

Planned for 2010/11:

- 4 floral gateways on major routes in to the town raising profile as major market town in Wiltshire.
- Planting of silver birch trees in High Street to enhance visual aspect of town.
- Red Cross centenary bed on Ivy Lane.

Supplementary Street Cleaning

Although it is Wiltshire Council's statutory responsibility to keep all of Chippenham's streets and public areas clean and litter free, the Town Council provides supplementary street cleaning services to help keep Chippenham's main thoroughfares free of litter 7 days a week, 365 days a year. The Town Council also assists Wiltshire Council in providing a gritting service in severe weather. Three full time Street Cleaners are employed by the Town Council, principally on the central shopping areas.

Planning Applications

The Town Council is statutorily consulted on Planning Applications and on Local Plans and Structure Plans.

Achieved during 2009/10:

- 17 Planning & Environment Committee meetings were held during the year and 1 meeting of the Planning Steering Group.
- 277 applications were considered in 2009/10 all within the statutory consultation period.
- The Town Council recommended refusal on 16 applications. 1 of the plans was withdrawn, and 2 are still undecided leaving 13, of which only 3 were upheld by the Local Planning Authority (24%).

HERITAGE

Museum & Heritage Centre

The Museum & Heritage Centre which is located in the Market Place has seven galleries and an Education Centre and has attracted 208,424 visitors since opening in March 2000. The M&HC is manned by two full-time Officers, two part-time Administrative Staff, a pool of Museum Educationalists who work closely with local schools and 72 volunteer wardens.

Achieved during 2009/10:

- Granted full accreditation under the Museums, Libraries and Archives (MLA) Accredited Museums Scheme.
- 23,425 service users, the highest annual visitor figure so far.
- In excess of 208,000 visitors since opening.
- Completion of stage one of the full audit of museum collections.
- 72 school sessions run.
- Panel of Education Officers established.
- Programme of talks to local organisations.
- Four successful themed exhibitions.

Planned for 2010/11:

- Continuation of the museum audit and digitisation programme.
- Publication of the Chippenham Studies series of Local History Booklets.
- Continuation of the programme of temporary exhibitions.
- Continuation of fund raising to implement Phase IV of building works.
- Secure funding for the post of Creative Apprentice.

Historic Monuments

The War Memorial is situated in the upper Market Place and is the focal point of the Remembrance Service in November each year. The Buttercross is located in the lower Market Place and is a central point for outdoor community events. The Buttercross can be used on application by charitable organisations.

Planned for 2010/11:

- 2 floral planters for the War Memorial courtesy of Royal British Legion.

Civic and Ceremonial

The Town Council sustains the civic and ceremonial traditions of the town.

Achieved during 2009/10:

- During 2009/10 civic and ceremonial events attended by Councillors wearing robes were Mayor Making, Civic Sunday, Remembrance Sunday and St. Paul's Patronal.
- The Mayor attended 212 engagements
- The Deputy Mayor attended 33 engagements
- One new robe and two new hats were purchased.
- The mayoral chain was cleaned and sewn onto a velvet collar.

Planned for 2010/11:

- It is planned to purchase one new robe and either purchase more replacement hats or clean and repair three robes.

Civic Awards

Applications are invited from the public for nominations of persons who have made a major contribution to the public well-being of Chippenham

Awarded during 2009/10:

- Joy Weston for her long standing commitment to the Hospital League of Friends, Chippenham and District Homemakers and other charitable work.
- Mary Humphries for her long standing commitment to the River House Community Day Centre and the Central Methodist Church.

PUBLICITY, PROMOTIONS AND TOURISM

Events

The Town Council has established a programme of successful annual town events, such as the Christmas Lights Switch-On and Pancake Races. These events are supported by other "one-off" events throughout the year such as the May Day and Country Dancing event and the Town Centre Business Forum. The Town Council supports other events such as the Chippenham River Festival.

Achieved during 2009/10:

- An expanded and enhanced programme of town events, plus additional support to existing town events, following the Town Council's decision to substantially increase the events budget.
- The production and distribution of a new Town Guide.
- Development of the website to promote Town Council services and amenities.

Planned for 2010/11:

- Establish a varied programme of events and theatre productions in the Neeld Hall.
- Secure Chippenham as the chosen UK base for the 2010 annual Action for Market Towns Convention.
- Hold a Chippenham Trade Fair in the Neeld Hall working in partnership with the Chamber of Commerce.

Tourist Information Centre

The Tourist Information Centre is based in the Grade 1 listed Yelde Hall, situated in the Market Place, and dates from between 1446 – 1458. The historic Council Chamber located on the first floor is open to the public, who are transported back to 1816 to experience a lively Council meeting debating the end of the Napoleonic War and the decline of the weaving trade. The Chamber is brought to life using the latest lighting and audio technology with five life sized mannequins representing the Bailiff, Town Clerk, a Burgess, a Cleric and a Town's woman, all in authentic regency style dress.

Chippenham TIC is a networked Tourist Information Centre and an official partner of Enjoy England. The services offered include accommodation bookings for UK and abroad, National Express tickets, Coach trips, tickets for most major events in the area, local bus and train information and free literature and information on attractions and places of interest throughout the UK. A variety of publications, postcards, greetings cards, Chippenham souvenirs, local food products and gifts are also available to purchase.

Achieved during 2009/10:

- Increased sales of Christmas Cards for Good Causes.
- Increased sales of Books, guides and maps.
- Increased sales of souvenirs.
- Completed a favourable service review.

Planned for 2010/11:

- Further development of new income streams and development of the services offered.
- Raise awareness of all services offered at the TIC to the local community.
- Implement the recommendations following the service review.
- Possible relocation of the Tourist Information Centre.

Newsletter

Achieved during 2009/10:

- Over 19,000 distributed quarterly to all residents and businesses in the Chippenham area.

Planned for 2010/11:

- Advertising continued on the back page to help with the costs of printing and distribution.

REPRESENTATION

The Town Council represents the community of Chippenham in many ways through consultation, partnerships, lobbying and serving on outside bodies. Appointments of representatives were made to the following bodies for 2009/10:

- Chippenham Area Board
- Chippenham Twinning Association
- Pewsham Community Centre
- Public Transport Parish Group 16
- Waste Not Want Not Recycling Project
- Fairtrade Group
- Chippenham Area Partnership
- WALC
- Chippenham Vision
- Mrs Utterson's Almshouses

CAPITAL EXPENDITURE AND PROJECTS

Each year the Town Council makes provision within its approved budget for a programme of improvements. Details of the sums expended or earmarked are set out in the Appendices to the Report.

Appendix A

CHIPPENHAM TOWN COUNCIL

WARD REPRESENTATION

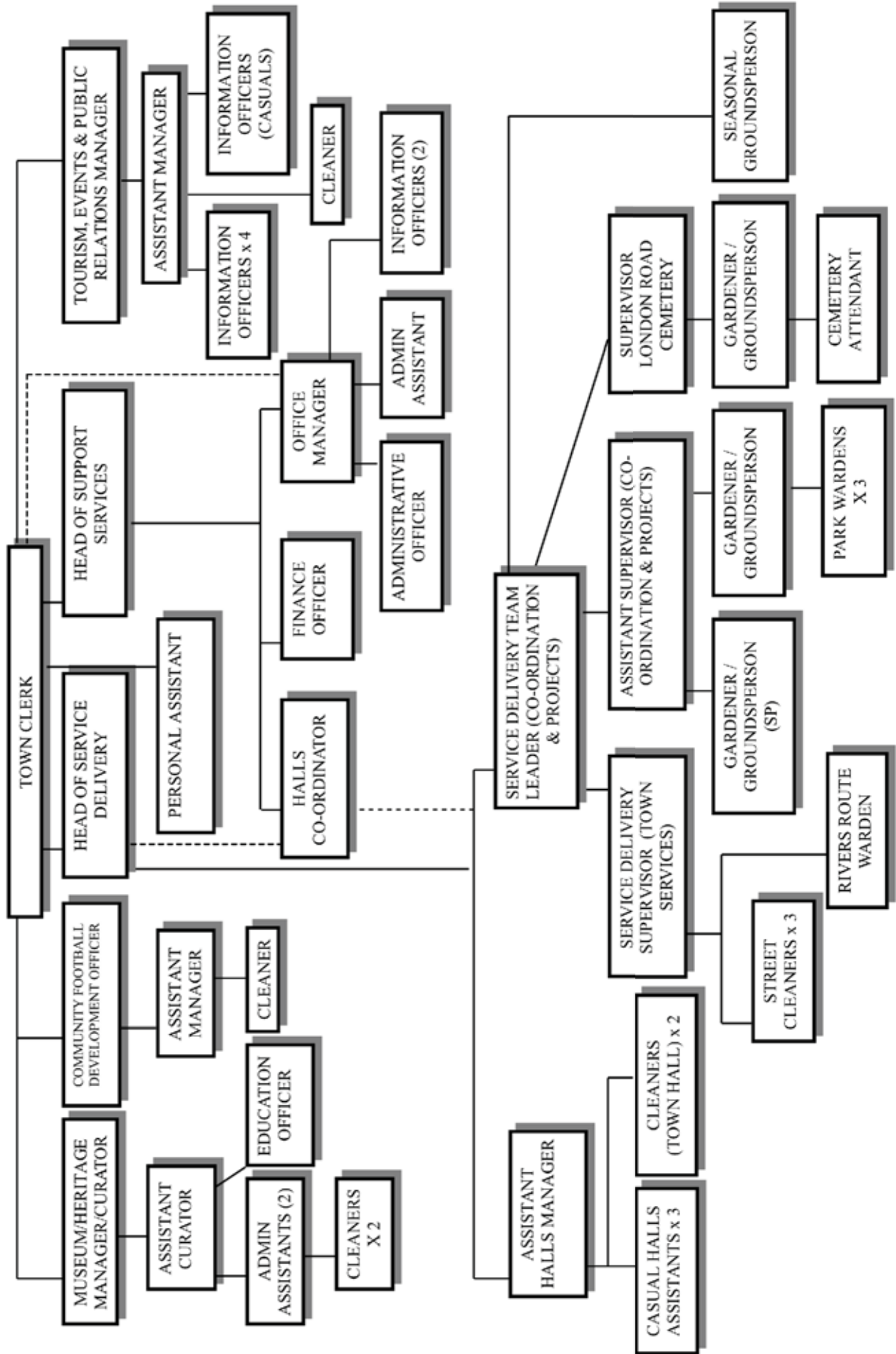
<u>Councillor</u>	<u>Ward</u>	<u>Address</u>	<u>Telephone No.</u>	<u>E-Mail Address</u>
Mrs Desna B Allen (Liberal Democrat)	Westcroft/ Queens	23 Minster Way Chippenham SN14 OPY	Tel: 01249 659503 Mob: 07762117377	desna.allen@sky.com
Mrs Lynda K Andre (known as Lyn) (Liberal Democrat)	Monkton Park	12 Matford Hill Chippenham SN15 3NX	Tel: 01249 658553 Mob: 07812 896921	lyn.andre@wiltshirelibdems.org.uk
Terence C Bate (Independent)	Cepen Park South	2 Clarence Road Chippenham SN14 0UH	Tel: 01249 445702	terence@ferside.u-net.com
Martin C Coates (Independent)	Cepen Park Central	C/o Chippenham Town Council Town Hall High Street Chippenham SN15 3ER	Tel: 01249 446462 Mob: 07838 037485	martinfoates@btinternet.com
Paul R Darby (Liberal Democrat)	Hill Rise	49 Greenway Grdns Chippenham SN15 1AL	Tel: 01249 443986	prdarby@tiscali.co.uk
William J Douglas (Liberal Democrat)	Park	33 Ridings Mead Chippenham SN15 1PQ	Tel: 01249 652067 Fax: 01249 652067 Mob: 07970658747	williejohnuk@yahoo.co.uk
Mrs Mary M Fallon (Liberal Democrat)	Pewsham	10 Parkfields Chippenham SN15 1NX	Tel: 01249 651580 Mob: 07950 135855	maryminstrelsong@googlemail.com
Mrs Sylvia Ann Gibson (Liberal Democrat)	Allington	C/o Chippenham Town Council Town Hall High Street Chippenham SN15 3ER	Tel: 01249 444206	Sylvia.Gibson@hotmail.com
Robert Jones (Liberal Democrat)	Allington	82 London Road Chippenham SN15 3AZ	Tel: 01249 460130 Mob: 07852285617	Robertjones244@btinternet.com
Mrs Elizabeth Annette Kennedy (Conservative)	Park	C/o Chippenham Town Council Town Hall High Street Chippenham SN15 3ER	Tel: 01249 462472 Mob: 0776239118	Elizabeth@votekennedy.co.uk
Mrs Maureen F Lloyd (Labour)	Redland	8 Honeybrook Close Chippenham SN14 OLW	Tel: 01249 654625 Fax: 01249 654625	LloydM3@sky.com

Chippenham Town Council

<u>Councillor</u>	<u>Ward</u>	<u>Address</u>	<u>Telephone No.</u>	<u>E-Mail Address</u>
Andrew CG Noblet (Liberal Democrat)	Avon	39 The Ridings Kington St Michael SN14 6JG	Tel: 01249 750534	a.j.noblet@phonecoop.coop
Mrs Sandra E Oakes (Liberal Democrat)	Westcroft/ Queens	36 Wells Close Chippenham SN14 0QD	Tel: 01249 656457	mfoakes@globalnet.co.uk
Mark AC Packard (Liberal Democrat)	Pewsham	4 Bewley Mews Bewley Lane Lacock SN15 2NW	Tel: 01249 730135	markpackard_uk@yahoo.com
Brian S Patterson (Independent)	Cepen Park North	Greentops House 28 Hardenhuish Lane Chippenham SN14 6HN	Tel: 01249 656639	brianpatterson48@yahoo.com
John Andrew Phillips (known as Andy) (Conservative)	Redland	39 Sheldon Road Chippenham SN14 0BP	Tel: 01249 661068	Andrew.phillips-jap@virgin.net
Mrs Nina M Phillips (Conservative)	Redland	39 Sheldon Road Chippenham SN14 0BP	Tel: 01249 661068/ 01249 657956 Fax: 01249 661068	nina.Phillips-redland@virgin.net
Mrs Mary Pile (Independent)	Cepen Park North	2 Garth Close Chippenham SN14 6XF	Tel: 01249 460808 Mob: 07860 337807	tandmpile@btinternet.com
David LB Powell (Liberal Democrat)	Avon	87 Marshfield Rd Chippenham SN15 1JR	Tel: 01249 651095	
Richard HP Purdon (known as Harry) (Conservative)	Pewsham	37 Anglesey Mead Chippenham SN15 3UB	Tel: 01249 655366	harrypurdon@aol.com
Mrs Lorraine S Roberts-Rance (Lib Democrat)	Park	10 Elmwood Chippenham SN15 1AW	Tel: 01249 653003 Mob: 07709 499269	Lorraine@roberts-rance.com
John R Scragg (Liberal Democrat)	Avon	33 Field View Chippenham SN15 2QT	Tel: 01249 657089	scragg@ chippenham80.fsnet.co.uk
Mrs Marian E Stickland (Liberal Democrat)	Hill Rise	19 Heathfield Chippenham SN15 1BQ	Tel: 01249 654515	marian.stickland@ talktalk.net
Ms Sheila Veitch (Green Party)	Monkton Park	12 Martins Close Chippenham SN15 3NB	Tel: 01249 656415	sheila@ the puffin300.fsnet.co.uk
Mrs June M Wood (Liberal Democrat)	London Road	Monkton Cottage Monkton Hill Chippenham SN15 1EP	Tel: 01249 656152	junewood@fsmail.net
William A Wood (known as Bill) (Liberal Democrat)	London Road	Monkton Cottage Monkton Hill Chippenham SN15 1EP	Tel: 01249 656152	junewood@fsmail.net

Appendix B

CHIPPENHAM TOWN COUNCIL STAFFING STRUCTURE



Appendix C

Chippenham Town Council

31 March 2010

Annual Report Tables

Table. 1 – Budget & Actual Comparison

	Budget £	Actual £
Net Expenditure		
Cultural & Heritage	201,773	183,910
Recreation & Sport	349,728	407,066
Open Spaces	111,130	115,021
Tourism	132,421	135,561
Cemetery, Cremation & Mortuary	53,970	53,885
Environmental Health	-	758
Community Safety	45,050	35,363
Other Environmental Services	48,082	46,808
Planning & Development Services (including Markets)	107,088	123,857
Highways Roads (Routine)	15,810	18,365
Investment Properties	-	(70,140)
Net Direct Services Costs	<u>1,065,052</u>	<u>1,050,454</u>
Corporate Management	42,577	37,992
Democratic & Civic	364,732	288,093
Net Democratic, Management and Civic Costs	<u>407,309</u>	<u>326,085</u>
Interest & Investment Income	(45,160)	(16,378)
Loan Charges	39,227	33,695
Capital Expenditure	853,754	153,019
Proceeds of Disposal of Capital Assets		(5,350)
Transfers to/(from) other reserves	(513,254)	218,020
Reversal of Statutory Adjustments	(111,900)	(89,008)
(Deficit from) General Reserve	<u>(110,000)</u>	<u>(85,509)</u>
Precept on Wiltshire Council	<u><u>1,585,028</u></u>	<u><u>1,585,028</u></u>

Appendix D

Chippenham Town Council

31 March 2010

Annual Report Tables

Table. 2 – Service Income & Expenditure

Notes	2010 £	2010 £	2010 £	2009 £
	Gross Expenditure	Income	Net Expenditure	Net Expenditure
CULTURAL & RELATED SERVICES				
Cultural and Heritage	219,273	(35,363)	183,910	187,635
Recreation and Sport	557,407	(150,341)	407,066	334,310
Open Spaces	142,288	(27,267)	115,021	110,912
Tourism	159,470	(23,909)	135,561	115,575
ENVIRONMENTAL SERVICES				
Cemetery, Cremation and Mortuary	88,674	(34,789)	53,885	58,827
Environmental Health	10,883	(10,125)	758	-
Community Safety	37,385	(2,022)	35,363	39,997
Other Environmental Services	59,734	(12,926)	46,808	46,139
PLANNING & DEVELOPMENT SERVICES				
Planning Policy	10,658	-	10,658	9,392
Economic Development (including markets)	140,162	(38,936)	101,226	87,727
Community Development	11,973	-	11,973	13,914
HIGHWAYS, ROADS & TRANSPORT SERVICES				
Highways/Roads (Routine)	18,952	(587)	18,365	8,728
OTHER SERVICES				
Investment Properties	-	(70,140)	(70,140)	(70,084)
CENTRAL SERVICES				
Corporate Management	38,014	(22)	37,992	44,863
Democratic Representation and Management	253,931	(1,300)	252,631	244,770
Civic Expenses	35,462	-	35,462	31,076
Net Cost of Services	1,784,266	(407,727)	1,376,539	1,263,781

Appendix E

Chippenham Town Council

31 March 2010

Balance Sheet

	Notes	2010 £	2010 £	2009 £
Fixed Assets				
Tangible Fixed Assets	10		4,692,807	4,618,976
Current Assets				
Stock	13	15,190		15,744
Debtors and prepayments	14	91,601		114,127
Cash at bank and in hand		1,616,490		1,495,424
		<u>1,723,281</u>		<u>1,625,295</u>
Current Liabilities				
Current Portion of Long Term Borrowings		(18,357)		(17,208)
Creditors and income in advance	15	<u>(129,079)</u>		<u>(154,604)</u>
Net Current Assets			1,575,845	1,453,483
Total Assets Less Current Liabilities			6,268,652	6,072,459
Long Term Liabilities				
Long-term borrowing	17		(193,701)	(212,058)
Deferred Grants	18		(1,686,952)	(1,732,638)
Total Assets Less Liabilities			<u>4,387,999</u>	<u>4,127,763</u>
Capital and Reserves				
Revaluation Reserve	20		17,251	-
Capital Financing Account	19		2,812,546	2,702,072
Earmarked Reserves	21		731,274	513,254
General Reserve			826,928	912,437
			<u>4,387,999</u>	<u>4,127,763</u>

The Statements of Accounts represent a true and fair view of the financial position of the Council as at 31 March 2010, and of its Income and Expenditure for the year.

These accounts were approved by the Council on 22 September 2010 .

Signed:

Cllr A. C. G. Noblet

Leader of the Council

.....

Mr C. N. A. Williams MAAT,IPSM, Head of Support Services

Responsible Financial Officer

Date:

.....

Appendix F

Chippenham Town Council

31 March 2010

Schedule of Other Earmarked Reserves

	<u>Balance at</u> <u>01/04/2009</u> £	<u>Contribution</u> <u>to reserve</u> £	<u>Contribution</u> <u>from reserve</u> £	<u>Balance at</u> <u>31/03/2010</u> £
<u>Asset Replacement Reserves</u>				
Vehicle Replacement	48,280	51,026	(34,174)	65,132
C C T V Replacement	4,034	5,861		9,895
	<u>52,314</u>	<u>56,887</u>	<u>(34,174)</u>	<u>75,027</u>
<u>Other Earmarked Reserves</u>				
LRC Site Works	9,638	420	(9,599)	459
Town Centre Partnership	6,464		(3,200)	3,264
Town Expansion	0	89,000		89,000
Town Hall Lighting	5,000	5,000		10,000
MUGA	20,000		(20,000)	0
Town Hall Decorations	10,354	3,823	(10,354)	3,823
Playing Fields	257,530	162,500	(25,933)	394,097
Heritage Centre Repairs	16,412	8,000	(10,351)	14,061
War Memorial	5,569			5,569
Town Hall Structural Works	23,369	8,000	(15,373)	15,996
Neeld Hall Repairs	24,323	7,500	(5,250)	26,573
Play Area Refurbishment	10,677	4,489	(10,677)	4,489
Bus Shelters	2,083	5,000		7,083
Heritage Centre	67,801	15,000	(2,645)	80,156
Fire Engine	1,720		(43)	1,677
	<u>460,940</u>	<u>308,732</u>	<u>(113,425)</u>	<u>656,247</u>
TOTAL EARMARKED RESERVES	<u>513,254</u>	<u>365,619</u>	<u>(147,599)</u>	<u>731,274</u>

YOUR VIEWS

The Town Council would appreciate your views on the contents of this report as well as any comments, queries or complaints regarding the services provided by the Town Council. For specific help or advice on matters concerning the Town Council you can:

Write to: **Chippenham Town Council**
 Town Hall
 High Street
 Chippenham
 Wiltshire SN15 3ER

Telephone: **01249 446699**
Fax: **01249 443145**
Email: **enquiries@chippenham.gov.uk**
Website: **www.chippenham.gov.uk**

Alternatively please contact one of your local Town Councillors whose contact details are shown at Appendix A.

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