

## FOREWORD



This report provides a record of what Chippenham Town Council has achieved during the year 2008-9. It clearly demonstrates that the Council strives to fulfil its corporate Aims and Objectives.

I should like to thank the councillors and council staff who work so hard to create and maintain facilities to a very high standard.

Since April the number of councillors has increased from 22 to 26 with the addition of four representatives from Cepen Park. Re-drawing the town boundary was not without controversy, notably the short notice and the consequent rise in the Community Charge for the residents of Cepen Park. There was, however, a reduction for other local tax payers.

Chippenham Town Council is working alongside CHAPs, Chippenham Vision, Wiltshire Council, Chippenham Civic Society, Borough Lands, the Chamber of Commerce and many other local organisations to improve facilities in the town. The Council is represented on the Chippenham

Area Board. The full implications of the creation of Wiltshire Council have yet to be seen.

There is a demand for more allotments. The Town Council, working with Chippenham Garden and Allotment Society, Westlea Housing and Wiltshire Council is seeking to provide suitable sites. The tired benches in the High Street have been replaced by attractive, easily maintained stainless steel benches. Other street furniture, such as bollards and bins, has been given their annual repaint. The hanging baskets this summer have been the best ever!

The Town Council is keen to provide more facilities for young people. It has installed a 'MUGA' (Multi-use Games Area) in John Coles Park. Other sites are being considered for MUGAs and Teen Shelters. Local residents will be consulted. Plans are at an advanced stage for a BMX track at Stanley Park. The Town Council is working with the Wiltshire Council Youth Service and the youngsters to provide a suitable facility for all abilities.

There is an ongoing programme of improvements to the Town Council-run play areas including provision of equipment for disabled children. The Town Council staff have cleaned up around the 'Millennium Wall'. With Borough Lands, we shall ensure that the wall is made presentable in time for its tenth anniversary celebrations.

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

**Councillor Andrew Noblet**  
**Leader**  
**Chippenham Town Council**



We ended the financial year 2008/2009 in very good shape with sound balances and services performing well. All targets were met and Council policies delivered. We are currently going through our external audit and by the time of print we will hopefully have a successful result.

We look forward to major changes in the next financial year. Firstly, the expansion of the Town Boundary to the western by-pass will see the entire community of the urban area of Chippenham being served by the Town Council.

Secondly, the abolition of North Wiltshire District Council and the creation of the unitary Wiltshire Council will establish a totally new local government structure. We hope to work closely with the new council and in particular the Chippenham Area Board

**Laurie Brown DMS**  
**Town Clerk and Treasurer**  
**Chippenham Town Council**



***“Improving the Quality of Town Life”***

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## **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.*

## INTRODUCTION

Chippenham has a population of approximately 35,000 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 increased from 22 to 26 with effect from 1 April 2009 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. The most recent election was May 2007. By-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 conducted through 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 the equivalent of 32 full-time employees; the staffing structure is 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.

### The Town's Boundaries

Chippenham has grown in population and built-up area over the past 20 years and the North Wiltshire District Council had the legal duty regularly to review the town's boundaries. Determination of an extension of the town's boundaries was by the North Wiltshire (Parishes) Order 2008 signed on 5 December 2008 and effective from 1 April 2009.

## FINANCE

The Income and Expenditure Account and Balance Sheet are at Appendix C and Appendix D respectively. The cost per household breakdown of services and amenities is shown at Appendix E.

### 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, and neither 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 6 organisations contributed partnership funding during 2008/09.

To reduce the burden on the Tax Payer, the Town Council also seeks to raise income from many other sources. Partnership funding of £172,502 was achieved in 2008/09 and so far the sum of £44,676 has been committed for 2009/10.

## CORPORATE GOVERNANCE

This ensures that the Town Council is doing the right things in the right way for the right people in a timely, inclusive, open, honest and accountable manner. This is critical in order to deliver the intended outcomes for citizens and service users and operate in an efficient, effective and ethical manner.

### Internal Audit

During the year audits are conducted by an Internal Auditor into processes of both a financial and non-financial nature to determine 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. Audit frequency is determined by risk factor and recommendations for efficiency savings are made on both audited processes and non-audited processes as required.

### Consultation

The quarterly newsletter issued to all residents is the prime means of consultation for the development of Town Council 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 Statement of Recommended Practice (SORP) 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](http://www.chippenham.gov.uk).

## Health & Safety

The Town Council complies with Health & Safety legislation and continues to implement Disability Discrimination Act (DDA) improvements. A Town Council Officer has been trained to National Examination Board in Occupational Safety & Health (NEBOSH) level to provide in-house Health & Safety services and further DDA improvement works to buildings and facilities.

## 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 & ADMINISTRATION

The Finance & 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 & Administration includes support to Councillors, general office support and support for front line services.

In addition, Finance & 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.

### Financial Services

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 2,575 times during 2008/09 and over 8,245 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 North Wiltshire District Council, and is staffed by two Information Officers on a job-share basis. The partnership was taken over by Wiltshire Council with effect from 1st April 2009.

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 governments issues or not.

### During 2008/09:

- 16,988 enquiries were handled.

## Grants and Donations

Grants and Donations are awarded by the Town Council twice yearly 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.

### During 2008/09:

Dorothy House Hospice Care, Family Mediation (North Wiltshire), Relate Mid Wiltshire, Revival Support Services, Splitz Support Service, Victim Support Wiltshire, Vitalise, Age Concern Chippenham, North Wiltshire Citizens Advice, North Wiltshire Holiday Club, The Wiltshire Bobby Van Trust, Alzheimer's Society, Aye-Foure Explorer Scout Unit, British Red Cross, Chippenham Child Contact Centre, Chippenham Hi-Lights, Chippenham Folk Festival, Chippenham Twinning Association, St Andrew's Toddler Group.

## COMMUNITY SERVICES

### Town Hall Business

The Town Hall building houses the main administration offices, the Town Hall with bar and kitchen facilities, Mayor's Parlour, two Syndicate Rooms and two retail units. The Town Hall and Syndicate Rooms 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. The two retail units are leased out, producing income to support the running costs of the building.

#### Achieved during 2008/09

- 200 new banqueting chairs
- 10 new banqueting tables.

#### Planned for 2009/10:

- Roofing repairs
- Interior redecoration to the Town Hall building
- New carpeting.

### 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 café/bar, which is licensed to an operator to produce income to support the running costs of the building.

#### Achieved during 2008/09:

- Resurfacing of stage
- Community Extravaganza
- Christmas decoration activity for local primary school children.

#### Planned for 2009/10:

- Music and Drama Festival – participation from local primary and secondary schools
- Interior redecoration to the Neeld Hall building
- Restoration of Proscenium Arch – application for external funding to the Heritage Lottery Fund
- Christmas decoration activity for local primary school children.

### 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 hut. The park is managed and maintained by the Town Council's employees.

#### Achieved during 2008/09:

- Westinghouse tennis club relocated to JCP in September 2008 and changed its name to The Park Tennis Club
- Tennis Court fees were reduced to attract increased usage in 2008
- Millenium clock was donated to the park by Sheldon School.

#### Planned for 2009/10:

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

### 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 six play areas located at Pewsham, Little Battens, Gascelyn Close, Westmead Terrace, Long Close and Charter Road. The Rivers Route is managed under the terms of a Service Level Agreement with North Wiltshire District Council, subsequently taken over by Wiltshire Council with effect from 1 April 2009.

#### Achieved during 2008/09:

- DDA roundabout provided at Pewsham Park play area.
- Multi Use Games Area installed at Pewsham play area.

#### Planned for 2009/10:

- Acquisition and complete refurbishment of Stainers Way play area.
- Ongoing refurbishment and maintenance of all play areas.
- Potential acquisition of Derriads Pond.

## Allotments

The Town Council provides six allotment sites located at Lords Mead, Cricketts Lane, Deansway, Hardenhuish, 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 2009/10:

- Ongoing consultation in respect of identifying land for new sites for partnership provision with Westlea Housing Association.

## 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.

## 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.

### Achieved during 2008/09:

- Ongoing reproduction of hard copy burial cards and burial records onto spreadsheets for future exhibition on website
- Refurbishment of cemetery office and reception.

### Planned for 2009/10:

- Cemetery extension to adjoining field ongoing.

## 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 facilitated by the Town Council, although some roundabouts are maintained by Town Council employees.

### Achieved during 2008/9:

- In order to encourage take up and maximise the overall impact, the Town Council approved a 20% reduction in the cost of sponsored hanging baskets and Christmas trees.

### Planned for 2009/10:

- Continued town display of hanging baskets 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 by Wiltshire Council due to highway licence and insurance requirements.

### Achieved during 2008/09:

- Town bridge benches removed and replaced with new easily maintained stainless steel benches.

### Planned for 2009/10:

- Town centre benches to be removed and replaced as above.
- All street furniture, bins and bollards to be refurbished.

## 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 been open to the public for over 4 years. It can proudly boast 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 65 in 2008, with a total of 92 different teams and organisations using this supreme facility over the past year as a home venue or location for 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 ever growing Local Community.

### Achieved during 2008/09:

- 5173 matches and training sessions have taken place since the official opening, an average for 2008/09 of 89 matches and 91 training sessions per month.
- 65 local football teams chose to make Stanley Park their home ground for the 2008/09 season.
- 2007/08 – 2008/09 floodlight usage rose from 24 teams to 35, so proving the demand for future development.
- CTC Football in the Community is still going from strength to strength, with funding from Westlea, NWDC and Norwich Union helping more sessions to take place and keep the community active. CTC FITC now has links with 6 primary schools within Chippenham with regards to regular activities and sessions.

### Planned for 2009/10:

- Final plans and funding to be confirmed in order to proceed with extension to building and a floodlit artificial surface.
- Portable Floodlight leasing is again planned.
- Actively move into final 5 Chippenham primary schools to promote children's sporting development throughout the whole of Chippenham.
- More continued funding to be sought to put on more sessions, to promote the Footy 4 All mentality.

### Westmead

The Town Council manages and administers 9 acres of land at Westmead. Westmead was utilised as football playing fields up until September 2004 when it was replaced by those at Stanley Park. Westmead is now used as an occasional campsite, however the site is prone to flooding. The site is owned by Chippenham Borough Lands Charity and let 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 2008/09:

- Digitalisation of CCTV and refurbishment of facilities providing a live link to the police station, supported funding from NWDC.

### Planned for 2009/10:

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

## Environmental Enhancements

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

### Achieved during 2008/09:

- Automatic public convenience at the bus station
- Bus shelter at Rowden Hill servicing Chippenham Community Hospital.

## Supplementary Street Cleaning

Although it is Wiltshire Council's statutory responsibility to keep all of Chippenham's streets, parks 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. Town Council operatives have started an additional ongoing programme to keep the High Street pavements clear of chewing gum, although the progress of this will depend on resources. The Partnership funding agreement was taken over by Wiltshire Council from 1st April 2009.

## Planning Applications

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

### Achieved During 2008/09:

- 17 Planning and Environment Committee meetings were held during the year.
- 266 Planning Applications were considered in 2008/09, all within the statutory consultation period
- Refusal was recommended on 15 applications, 3 of which were withdrawn and 1 is still undecided leaving 11, of which only 3 were endorsed by the Local Planning Authority (27%)

## 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 179,555 visitors since opening in March 2000.

The Museum & Heritage Centre is manned by two full-time Officers, two part-time Administrative Staff, a pool of Museum Educationalists and 72 volunteer wardens.

#### Achieved during 2008/09:

- Working on a full museum audit of the collections
- Working towards a submission for the new Museum Accreditation Scheme.

#### Planned for 2009/10:

- Completion of the museum audit and submission of Accreditation
- Continuing fund raising to enable Phase IV to be built and fitted out.

### 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.

### Civic and Ceremonial

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

#### Achieved during 2008/09:

- Civic and ceremonial events attended by Councillors wearing robes were Mayor Making, Civic Sunday and Remembrance Sunday.
- The Mayor attended 176 engagements and the Deputy Mayor attended 26 engagements.
- One new robe was purchased and three were cleaned and repaired.

#### Planned for 2009/10:

- A further new robe to be purchased and three to be cleaned and repaired.

### 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 2008/09:

- Marilyn Dixon for her long standing commitment to the Central Methodist Church and other charitable work.
- Martin Harrall for his commitment and support to the Chippenham Sailing Club.
- Alan Horner for his continuous service to Chippenham Town Band and the people of Chippenham and Bandmaster.
- Jesse Lake for her campaign for safety measures on Hardenhuish Lane.
- Sylvia Stables for her long standing commitment and support to the musical heritage of Chippenham.

## 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 and the West Wilts Show, where the Chippenham marquee promotes Town Council services as well as showcasing the town.

#### Achieved During 2008/09

- Continued the existing programme of annual town events
- Organised additional events such as the May Day & Country Dancing Event

#### Planned for 2009/10

- Continue the existing programme of established annual events
- Support other events
- Represent the town at the Wiltshire Show 2009

## Tourist Information Centre

The Tourist Information Centre is based in the Grade I 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 2008/9

- Became an agent for Barnes Coaches
- Became an agent for Swindon Travel
- Became an agent for Red Sky Tall Ship Experience Days
- Increased sales of Charity Christmas Cards
- Increased the number of accommodation bookings
- Increased the number of Daysaway bookings

### Planned for 2009/10

- Investigate new income streams
- Continue to raise the profile of the TIC and increase awareness of the services it provides
- Produce and distribute a new edition of the Town Guide
- Investigate improvements in the provision of out of hours information for visitors to the TIC

## Newsletter

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

### Achieved During 2007/08:

- 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 in 2008/9:

- Chippenham Area 3 Committee
- Chippenham Twinning Association
- Pewsham Community Centre
- Public Transport Parish Group 16
- Waste Not Want Not Recycling Project
- Fairtrade Group

## 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 on the next page for 2008/9, together with the approved programme for 2009/10.

<b>2008-2009 Capital Expenditure Programme</b>				
	<b>Revised Budget</b>	<b>Expenditure</b>	<b>Tfr EMF at Yr End</b>	<b>Total</b>
	<b>£</b>	<b>£</b>	<b>£</b>	<b>£</b>
Environmental Enhancements/Bus Shelters	5,000	3,380	1,620	5,000
Stanley Park	162,500	875	161,625	162,500
Heritage Centre	25,000	0	25,000	25,000
CCTV System	2,500	2,500	0	2,500
Equipment/IT	3,500	3,526	0	3,526
Fixtures/Fittings & Improvements	2,000	1,664	0	1,664
Town Hall Re-Decoration/Maintenance	5,000	0	5,000	5,000
Town Hall Structural Work	10,000	0	10,000	10,000
CCTV Replacement Programme	10,000	8,966	1,034	10,000
Needle Hall Repairs	7,500	0	7,500	7,500
Heritage Centre Repairs	10,000	0	10,000	10,000
Town Hall Offices - Air Conditioning	5,000	0	5,000	5,000
Town/Needle Hall Tables+Chairs	7,850	7,608	0	7,608
Telephone System - HC	4,650	3,090	0	3,090
Festive Lights Replacement	2,000	2,117	0	2,117
Health. Safety/Disabled Disability Act	7,500	0	0	0
Vehicles & Equipment	25,500	9,806	0	9,806
Vehicle Replacement Fund	15,000	0	30,694	30,694
Play Area Refurbishment/MUGA	14,000	3,323	10,677	14,000
Bandstand JCP	5,000	4,509	0	4,509
Market	1,000	1,000	0	1,000
JCP Grounds & Buildings	5,000	4,238	20,000	24,238
Tennis Courts JCP	20,000	0	0	0
Bus Station Toilets	100,000	0	0	0
<b>Total Capital Expenditure</b>	<b>455,500</b>	<b>56,602</b>	<b>288,150</b>	<b>344,752</b>
<b>Capital Income/Transfers</b>				
Transfer from General Reserve	90,000			
Bus Station Toilets	100,000			
<b>Net Capital Expenditure</b>	<b>265,500</b>	<b>56,602</b>	<b>288,150</b>	<b>344,752</b>

<b>2009-2010 Capital Expenditure Programme</b>	
	<b>Approved Budget</b>
Environmental Enhancements	5,000
Stanley Park	162,500
Heritage Centre	15,000
CCTV System	2,500
Equipment/IT	10,000
Fixtures/Fittings & Improvements	2,000
Town Hall Re-Decoration/Maintenance	5,000
Town Hall Structural Work	8,000
CCTV Replacement Programme	10,000
Needle Hall Repairs	7,500
Heritage Centre Repairs	8,000
Town Hall Offices - Air Conditioning	5,000
Festive Lights Replacement	2,000
Health. Safety/Disabled Disability Act	4,000
Vehicles & Equipment	38,000
Vehicle Replacement Fund	15,000
Play Area Refurbishment/MUGA	30,000
LRC Site Works	5,000
JCP Grounds & Buildings	3,000
Site Supervisors Office	3,000
<b>Total Capital Expenditure</b>	<b>340,500</b>
<b>Capital Income/Transfers</b>	
Transfer from General Reserve	110,000
<b>Net Capital Expenditure</b>	<b>230,500</b>

**APPENDIX A****LIST OF COUNCILLORS  
AND WARDS - AS FROM  
1st APRIL 2009**

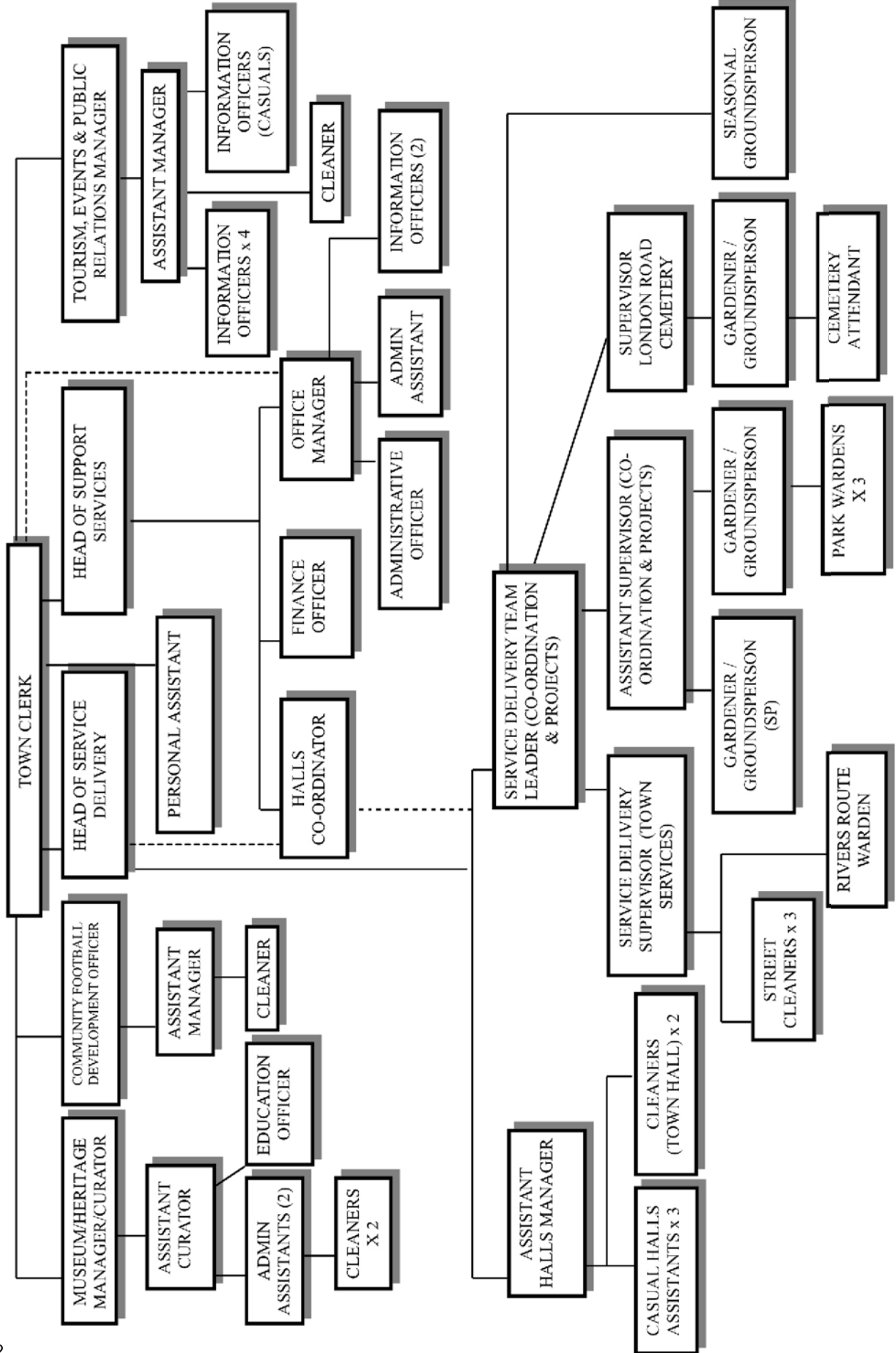
<b>Councillor</b>	<b>Ward</b>	<b>Address</b>	<b>Telephone No.</b>	<b>E-Mail Address</b>
Mrs Desna B Allen <b>(Liberal Democrat)</b>	<b>Westcroft/ Queens</b>	23 Minster Way Chippenham SN14 OPY	Tel: 01249 659503 Mob: 07762117377	desna.allen@sky.com
Terence C Bate		2 Clarence Road Chippenham SN14 0UH	Tel: 01249 445702	terence@fernside.u-net.com
Martin C Coates		C/o Chippenham Town Council Town Hall High Street Chippenham SN15 3ER	Tel: 01249 446462 Mob: 07838 037485	martincoates@btinternet.com
Paul R Darby <b>(Liberal Democrat)</b>	<b>Hill Rise</b>	49 Greenway Grdns Chippenham SN15 1AL	Tel: 01249 443986	prdarby@tiscali.co.uk
Mrs Sylvia K Doubell <b>(Liberal Democrat)</b>	<b>Pewsham</b>	95 The Crescent Hannover Quay Bristol BS1 5JP	0117 9349885	doubell1386@btinternet.com
William J Douglas <b>(Liberal Democrat)</b>	<b>Park</b>	33 Ridings Mead Chippenham SN15 1PQ	Tel: 01249 652067 Fax: 01249 652067 Mob: 07970658747	williejohnuk@yahoo.co.uk
Mrs Sylvia Ann Gibson <b>(Liberal Democrat)</b>	<b>Allington</b>	C/o Chippenham Town Council Town Hall High Street Chippenham SN15 3ER	Tel: 01249 444206	Sylvia.Gibson@hotmail.com
Robert Jones <b>(Liberal Democrat)</b>	<b>Allington</b>	82 London Road Chippenham SN15 3AZ	Tel: 01249 460130 Mob: 07852285617	Robertjones244@btinternet.com
Mrs Elizabeth Annette Kennedy <b>(Conservative)</b>	<b>Park</b>	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 <b>(Labour)</b>	<b>Redland</b>	8 Honeybrook Close Chippenham SN14 OLW	Tel: 01249 654625 Fax: 01249 654625	LloydM3@sky.com
Andrew CG Noblet <b>(Liberal Democrat)</b>	<b>Avon</b>	39 The Ridings Kington St Michael SN14 6JG	Tel: 01249 750534	a.j.noblet@phonecoop.coop
Mrs Sandra E Oakes <b>(Liberal Democrat)</b>	<b>Westcroft/ Queens</b>	36 Wells Close Chippenham SN14 OQD	Tel: 01249 656457	mfoakes@globalnet.co.uk
Mark AC Packard <b>(Liberal Democrat)</b>	<b>Pewsham</b>	4 Bewley Mews Bewley Lane Lacock SN15 2NW	Tel: 01249 730135	markpackard_uk@yahoo.com

## LIST OF COUNCILLORS AND WARDS - AS FROM 1st APRIL 2009

<u>Councillor</u>	<u>Ward</u>	<u>Address</u>	<u>Telephone No.</u>	<u>E-Mail Address</u>
Brian S Patterson		Greentops House 28 Hardenhuish Lane Chippenham SN14 6HN	Tel: 01249 656639	<a href="mailto:brianpatterson48@yahoo.com">brianpatterson48@yahoo.com</a>
John Andrew Phillips (known as Andy) <b>(Conservative)</b>	<b>Redland</b>	39 Sheldon Road Chippenham SN14 0BP	Tel: 01249 661068	<a href="mailto:Andrew.phillips-jap@virgin.net">Andrew.phillips-jap@virgin.net</a>
Mrs Nina M Phillips <b>(Conservative)</b>	<b>Redland</b>	39 Sheldon Road Chippenham SN14 0BP	Tel: 01249 661068/ 01249 657956 Fax: 01249 661068	<a href="mailto:nina.Phillips-redland@virgin.net">nina.Phillips-redland@virgin.net</a>
Mrs Mary Pile		2 Garth Close Chippenham SN14 6XF	Tel: 01249 460808 Mob: 07860 337807	<a href="mailto:tandmpile@btinternet.com">tandmpile@btinternet.com</a>
David LB Powell <b>(Liberal Democrat)</b>	<b>Avon</b>	87 Marshfield Rd Chippenham SN15 1JR	Tel: 01249 651095	
Richard HP Purdon (known as Harry) <b>(Conservative)</b>	<b>Pewsham</b>	37 Anglesey Mead Chippenham SN15 3UB	Tel: 01249 655366	<a href="mailto:harrypurdon@aol.com">harrypurdon@aol.com</a>
John R Scragg <b>(Liberal Democrat)</b>	<b>Avon</b>	33 Field View Chippenham SN15 2QT	Tel: 01249 657089	<a href="mailto:scragg@chippenham80.fsnet.co.uk">scragg@chippenham80.fsnet.co.uk</a>
Mrs Marian E Stickland <b>(Liberal Democrat)</b>	<b>Hill Rise</b>	19 Heathfield Chippenham SN15 1BQ	Tel: 01249 654515	<a href="mailto:marian.stickland@talktalk.net">marian.stickland@talktalk.net</a>
Ms Sheila Veitch <b>(Green Party)</b>	<b>Monkton Park</b>	12 Martins Close Chippenham SN15 3NB	Tel: 01249 656415	<a href="mailto:sheila@thepuffin300.fsnet.co.uk">sheila@thepuffin300.fsnet.co.uk</a>
Vacancy	<b>Park</b>			
Ms Francesca K Wilson (known as Frankie) <b>(Liberal Democrat)</b>	<b>Monkton Park</b>	82 London Road Chippenham SN15 3AZ	Tel: 01249 460130 Mob: 07976750670	<a href="mailto:info@francescadirect.co.uk">info@francescadirect.co.uk</a>
Mrs June M Wood <b>(Liberal Democrat)</b>	<b>London Road</b>	Monkton Cottage Monkton Hill Chippenham SN15 1EP	Tel: 01249 656152	<a href="mailto:junewood@fsmail.net">junewood@fsmail.net</a>
William A Wood (known as Bill) <b>(Liberal Democrat)</b>	<b>London Road</b>	Monkton Cottage Monkton Hill Chippenham SN15 1EP	Tel: 01249 656152	<a href="mailto:junewood@fsmail.net">junewood@fsmail.net</a>

# APPENDIX B

## CHIPPENHAM TOWN COUNCIL STAFFING STRUCTURE



# APPENDIX C

## Chippenham Town Council

### Income and Expenditure Account

31 March 2009

	Notes	2009 £	2009 £	2009 £	2008 £
		Gross Expenditure	Income	Net Expenditure	Net Expenditure
<b>CULTURAL &amp; RELATED SERVICES</b>					
Cultural and Heritage		218,637	(31,002)	187,635	181,601
Recreation and Sport		485,955	(181,445)	304,510	338,563
Open Spaces		141,171	(30,259)	110,912	103,489
Tourism		139,232	(23,657)	115,575	104,396
<b>ENVIRONMENTAL SERVICES</b>					
Cemetery, Cremation and Mortuary		95,076	(36,249)	58,827	41,792
Community Safety		42,899	(2,902)	39,997	27,480
Other Environmental Services		59,065	(12,926)	46,139	48,975
<b>PLANNING &amp; DEVELOPMENT SERVICES</b>					
Planning Policy		9,392	-	9,392	8,947
Economic Development (including markets)		130,335	(46,845)	83,490	64,961
Community Development		13,914	-	13,914	11,799
<b>HIGHWAYS, ROADS &amp; TRANSPORT SERVICES</b>					
Highways/Roads (Routine)		8,728	-	8,728	11,417
Parking Services		-	-	-	3,279
<b>CENTRAL SERVICES</b>					
Corporate Management		44,977	(114)	44,863	1,022
Democratic Representation and Management		245,004	(41,584)	203,420	196,542
Civic Expenses		31,076	-	31,076	20,668
<b>Net Cost of Services</b>		<b>1,665,461</b>	<b>(406,983)</b>	<b>1,258,478</b>	<b>1,164,931</b>
Loss on the disposal of fixed assets				-	-
Interest payable and similar charges	1			14,844	15,846
Interest and Investment Income	2			(58,904)	(64,013)
<b>Net Operating Expenditure</b>				<b>1,214,418</b>	<b>1,116,764</b>
Precept on District Council				(1,462,468)	(1,307,242)
<b>(Surplus) for the Year</b>				<b>(248,050)</b>	<b>(190,478)</b>

**APPENDIX D****Chippenham Town Council****Balance Sheet****31 March 2009**

	Notes	2009 £	2009 £	2008 £
<b>Fixed Assets</b>				
Tangible Fixed Assets	11		4,618,976	4,535,592
<b>Current Assets</b>				
Stock	14	15,744		16,186
Debtors	15	117,259		146,697
Cash at bank and in hand		1,495,424		1,196,462
		<u>1,628,427</u>		<u>1,359,345</u>
<b>Current Liabilities</b>				
Current Portion of Long Term Borrowings		(17,208)		(16,136)
Creditors and accrued expenses	16	<u>(152,433)</u>		<u>(110,934)</u>
<b>Net Current Assets</b>			<u>1,458,786</u>	<u>1,232,275</u>
<b>Total Assets Less Current Liabilities</b>			<u>6,077,762</u>	<u>5,767,867</u>
<b>Long Term Liabilities</b>				
Long-term borrowing	18		(212,058)	(229,266)
Deferred Grants	19		(1,732,638)	(1,653,585)
			<u>4,133,066</u>	<u>3,885,016</u>
<b>Capital and Reserves</b>				
Capital Adjustment Account	21		2,702,072	2,643,059
Earmarked Reserves	22		513,254	358,978
General Reserve			917,740	882,979
			<u>4,133,066</u>	<u>3,885,016</u>

These accounts have been approved by the Council.

# APPENDIX E

COST PER HOUSEHOLD PER WEEK	Revised Budget 2008-2009				Approved Budget 2009-2010			
	Expenditure £'s	Income £'s	Total Cost £'s	Cost per Household per week *	Expenditure £'s	Income £'s	Total Cost £'s	Cost per Household per week *
1 Public Open Spaces eg John Coles Park, Rivers Route, Play Areas	199,714	30,212	169,502	2.72	202,716	30,678	172,038	2.76
2 Town & Neeld Halls	130,562	111,139	19,423	0.31	144,860	119,430	25,430	0.41
3 Sports Facilities eg Stanley Park	273,160	75,276	197,884	3.17	280,750	83,839	196,911	3.16
4 Town Centre Services eg Seasonal Projects, Street Cleaning, Information Point	195,568	72,835	122,733	1.97	208,992	76,690	132,302	2.12
5 London Road Cemetery	89,423	40,921	48,502	0.78	92,761	42,353	50,408	0.81
6 Heritage, Tourist Information & Town Events	348,868	55,761	293,107	4.70	366,361	59,502	306,859	4.92
7 Democratic Services eg Council Members' Support Civic & Ceremonial Events	393,699	88,588	305,111	4.89	420,642	88,453	332,189	5.32
8 Community Safety	40,625	2,713	37,912	0.61	40,423	2,030	38,393	0.62
9 Capital Expenditure	365,500	100,000	265,500	4.25	230,500	0	230,500	3.69
Savings on Original Budget	2,794	0	2,794	0.04	0	0	0	0.00
Town Expansion Expenditure	0	0	0	0.00	100,000	0	100,000	1.60
<b>Total Expenditure</b>	<b>2,039,913</b>	<b>577,445</b>	<b>1,462,468</b>	<b>23.44</b>	<b>2,088,005</b>	<b>502,975</b>	<b>1,585,028</b>	<b>25.40</b>
<b>Based on</b>								
*Based on an estimated 12000 Band 'D' households								

## **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](mailto:enquiries@chippenham.gov.uk)**  
**Website: [www.chippenham.gov.uk](http://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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