

HUNTINGDON TOWN COUNCIL



ANNUAL PERFORMANCE PLAN 2010-11



A Charter Town since 1205

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The Council is responsible for the preparation of this Performance Plan and for the information and assessments set out within it, along with the assumptions and estimates on which they are based. The Council is also responsible for setting in place appropriate performance management and internal control systems from which the information and assessments in the Performance Plan have been derived. The Council is satisfied that the information and assessments in the plan are in all material respects accurate and complete, and believes that the plan is realistic and achievable.

If you have any comments on this plan please send these to:

Karen Cameron, Town Clerk, Huntingdon Town Council
1 Trinity Place, Hartford Road, Huntingdon, PE29 3QA

You may also fax or email your views: Fax: 01480 388686 Tel: 01480 388688

e-mail: Karen.cameron@huntingdowntown.gov.uk

In June 2010, the freedom of the Town of Huntingdon was presented to the Royal Anglian Regiment



Chairman's Message



Councillor Doug Adams

Finance Committee Chairman

June 2010

Whilst the Town Council has no formal obligation to continue with the 'Best Value' Performance Plan, the spirit and intent of the scheme, that of driving through Service and Value for money improvements remain key areas of our focus.

The key areas selected this year for strategic review have been, Twinning, Community Facilities, Highways Footpaths and Lighting and Parks and Gardens. These areas have all been thoroughly scrutinised and all the outcomes are detailed in the body of this report.

I am pleased to report that the Town Hall is now firmly in the control of your Town Council and that a sum of £600,000 has been set aside for renovation. This sum, along with the usual expenditure and additional revenue from our relocated Town Centre offices should see the building restored to its former glory at no expense to local council ratepayers. A committee is being brought together to ensure its function fully meets community needs.

The Council contributed a substantial £150,000 to provide a crossing en route to Jubilee Park and a new footpath provides a much safer route to this amenity. We hope shortly to address the car park area to complete the process along with some new tenants.

Overall the performance of your Town Council remains high and much credit is due to the effort and enthusiasm shown by your local Councillors. These Councillors receive no remuneration or expenses for attendance at their various committee meetings.

It has been very encouraging to see on occasions the participation of members of the public at our meetings and it is important we continue to receive your comments and feedback to our surveys. The names and addresses of all your Councillors are available on our website: www.huntingdowntown.gov.uk or from the Town Clerk whose address is below.

We welcome your views on the contents of this Performance Plan. Comments, queries, complaints and compliments regarding the services we provide can be made by :

Letter to The Town Clerk, Huntingdon Town Council, 1 Trinity Place, Hartford Road, Huntingdon, PE29 3QA or by writing to your local Town Councillor. A full list of Councillors and their contact details is shown at Appendix 1 at the end of this Plan

Telephone : 01480 388688

Fax : 01480 388686

e-mail : town.council@huntingdowntown.gov.uk

Annual Performance Plan 2010/2011 – An Introduction

The History - Best Value

The Local Government Act of 1999 imposed upon principal councils a duty of 'Best Value' to ensure they:

- maintain continuous improvement in public services
- deliver services in the most appropriate way
- consult on the services they provide

As a local council with income in excess of £500,000, Huntingdon Town Council was one of a group of 41 local councils nationally which was obliged to comply with the legislation until 2009. Following changes to the local authority accounting regime brought about by the Local Government and Public Involvement in Health Act 2007, however, this obligation no longer exists.

Huntingdon Town Council continues to implement the principles of Best Value to effectively manage its service provision and to produce a plan annually. Despite the withdrawal of central government funding of £30,000 annually to support best value initiatives, the costs of performance management will be funded from the Council's annual precept. Members are of the view that the costs involved are outweighed by the benefit derived from an established formal structure of target setting, cost comparison, performance monitoring and service review.

This Year's Performance Plan

This Plan sets out the Town Council's objectives; the services we provide to achieve our objectives; the cost of these services, including a summary of performance against relevant performance indicators; targets for improving service delivery; our best value review programme; a summary of action plans following these reviews and the auditor's report on last year's plan.

Our Performance Plan is aimed at our service users, local voluntary and statutory groups and organisations with an interest in Huntingdon Town Council and its services, elected Members & staff. It provides the reader with an assessment of the Council's performance since 2007/8, our achievements & performance in the past year and our priorities and targets for the year ahead.

How Performance is Monitored

The Council acknowledges that Performance Management should be Member led and established a Sub-Committee, reporting to the Finance Committee, to oversee the application of Best Value by the Council. The Sub-Committee manages the process of reviewing services and the delivery of continuous improvement in quality and cost through the use of Performance Indicators.

Best Value legislation required Huntingdon Town Council to establish 'Local Performance Indicators' which allow a balanced judgment to be made about performance. Intended to measure dimensions such as, **'cost, efficiency, quality, and access'**, the Performance Indicators are easy to understand and the relevant information easy to collect.

Performance Indicators cover such issues as bookings for our facilities, earth burials, and interments of cremated remains, memorial applications, allotment statistics and customer enquiries.

This year we continue to use indicators below, which were established to allow comparison between the 41 Town and Parish Councils previously subject to Best Value legislation. In order that conclusions may be drawn about comparative data, we will identify a group of Councils of similar size and activity to Huntingdon Town Council who are also using these indicators for performance measurement.

Corporate Health

- Percentage of invoices for commercial goods and services, which were paid within 30 days of such invoices being received
- Number of working days/shifts lost during to sickness absence
- Overall satisfaction with Council services; taken from a mean average of the range of satisfaction indicators

Cemeteries and Burials

- Net Cost per Interment
- Level of Client Satisfaction (i.e. Family of Deceased) following recent use of burial service

Allotments

- Cost per Allotment Plot

Parks, Gardens and Open Spaces

- User satisfaction

Sports and Leisure

- User satisfaction

Development Control

- Percentage of Planning Applications where a response was provided to the District Council within the agreed timescale
- Percentage of Recommendations to approve or refuse applications that concurred with the District Council's decision.

Other Services

- User satisfaction

Where a Council adopts satisfaction surveys these include the 4 categories "Excellent", "Good", "Satisfactory" and "Poor". The user satisfaction indicator is the percentage of respondents in the first three categories.

This year the Council established a register of complaints & compliments received with a view to setting a benchmark to monitor these and which may identify areas for improvement. This is part of our ongoing commitment to demonstrate through the recording, collection and publication of relevant local (internally generated) PI data that the services provided are being reviewed and that, improvements or otherwise, can be shown year on year.

The performance of the Council in the previous year and our actual performance for the current year are displayed against each target set to make improvements easily identifiable. Where there are exceptional variations between the years, these differences are explained so that the performance data for the year in question can be understood.

The following pages give details of the Performance Indicators and targets set by the Council that are used to monitor each service. Financial information is presented showing operating expenditure and income separate from capital expenditure, which can vary from year to year and results in specific improvements to the Council's property and service.

How Performance is Reported

The Council recognises the importance of managing and measuring performance and has introduced a Performance Management System which enables regular monitoring of the Council's performance. This is achieved through the Council's Sub-Committee, regular reports to Council and the Town Clerk's management team. The following measures are in place:

- section heads' regular reports to the Town Clerk
- monthly management team meetings
- regular contact with the Chairmen of the Council's Committees
- regular reports to Council and the Sub-Committee
- regular information items to Councillors
- establishing the public's views about our services through consultation
- service reviews

Line managers produce regular reports to the Town Clerk, showing important information about our services, including core Performance Indicators as follows:

- staff sickness
- sectional achievements
- work update
- complaints and compliments
- areas of managerial concern
- budget updates
- outstanding debtors



Clerical Assistant, Marilyn Simpson, is the first point of contact for enquiries at our offices

Public Consultation and Feedback

Consultation with the community is a key element of our overall aim to provide quality services that meet the needs of local people. In establishing authority-wide objectives and performance measures, the Council will seek the views of local residents, businesses, user groups and other stakeholders on what they think the priorities for the Council should be. As the Council of the first tier of local government, closest to its community, we fully endorse our duty to consult and will:

- put consultation at the heart of our service delivery
- be clear about what we wish to consult on, with whom and when
- ensure people know the standard of service they should expect
- be honest and open about what is, and what is not, possible
- encourage people to decide what services they want and how they would like them delivered, within existing constraints
- aim to engage all sections of the community
- make consultation an integral part of improving service delivery
- promote consultation good practice with partners

Our Commitment is therefore to consult as widely as possible with stakeholders and the general public to ensure that our policies and service reviews are publicly driven and representative of local views.

Our consultation with the community does not simply rely upon responses to surveys and questionnaires although they will continue to play an important role in the process. **Service managers** & members of the Sub Committee will consult with users of our services.

Members of the Council not represented on the Sub-Committee also play an important role in Performance Management because they bring to Council the views, concerns and ideas of their constituents through Councillors' surgeries (routinely called or otherwise).

The Council allows 15 minutes at the beginning of every meeting of Council and committee to hear any **Address** from members of the public. This provides the public with the opportunity to raise any matter in relation to which the Council or its Committees has powers or duties or which affect the town. The public may also address the Planning Applications Panel on their objections to proposed development.

The Annual Town Meeting and Allotment Holders' Annual Forum are useful vehicles for consulting the public; the former enables town issues to be freely debated, any resolutions passed are referred to Council for further consideration, the latter allows tenants the opportunity to share problems and voice their concerns. By networking with existing and promoting the development of new community groups, such as area residents' associations, the Medway Users' Group and the Huntingdon Town Partnership, the Council will consult with stakeholders and the general public as widely as possible and will aim to ensure the inclusion of all ages, abilities and ethnic origins in its consultations.

Specific examples of our proactive consultation include:

(a) Administration of the democratic process

Open sessions in our public meetings
Meetings with staff, generally and individually
Bankers, Insurers and contractors used on a variety of projects
Visitors to Web Site and e-mail users
Visitors to offices and telephone callers
Residents' Associations

(b) Planning

The District Council's Planning Dept
Objectors to planning applications (where made to this Council)

(c) Children's Play Areas

Children and parents/carers, on site.
ROSPA
Play equipment manufacturers
Representatives of child groups and other providers of facilities for young people

(d) Sports facilities

Representatives of all user groups
Tenants of specialist facilities
Representatives of sports organisations in the town

(e) Community facilities

Representatives of all "user groups"
Hirers of facilities for commercial purposes
Individual hirers/users
Recipients of grant aid or advice from the Council

(f) Cemeteries and Closed Churchyards

Funeral Directors
Gravediggers
Families and bereaved (where appropriate)
Purchasers of Exclusive Rights of Burial
Registrar of Births, Marriages and Deaths
Representatives of all religious denominations worshipping in the town
Tourists/visitors/Tourist Information agencies
Rector and other clergy

(g) Highways, Footpaths and Street lighting

Petitioners for traffic calming measures

(h) Allotments

Tenants and prospective new tenants
Neighbours of sites

(i) Community events

Users e.g. Pensioners' Party
Visitors
Outdoor Performers
Community Groups/Stallholders

(j) Amenity areas (parks and gardens)

Users
Neighbours

(k) International Twinning

Twin Towns
Huntingdon and Godmanchester Twinning Association
Schools

Finally, the Council communicates and invites feedback via **media releases** to the local press and radio; our own Newsletter “**About Town**” delivered to every home in Huntingdon and via the **web**, on www.huntingdowntown.gov.uk.



About Town Magazine

Mission Statement

To improve the social, economic and cultural well being of the town

To achieve this we aim to:

provide a democratic forum for the community by engaging in open dialogue with the residents and others to understand their needs, and in turn explain how the Town Council will address those needs within the powers and resources available to it;

provide high standard, cost-effective services to help meet the needs of the residents and others;

assist and encourage other bodies also to provide such services; and

promote and defend the best interests of the town for the ultimate benefit of its residents

Our Meeting Places



Town Council Offices, 1 Trinity Place



Huntingdon's Town Hall



The Commemoration Hall



Medway Community Centre

Corporate Objectives

Our corporate objectives are:

- *To enable the residents and others to enjoy high quality services and facilities within the Town, and to seek the continual improvement and enhancement of those facilities in accordance with the desires expressed by the residents and others,*
- *To support the continued revitalisation of the town in order to better meet the leisure, retail, commercial, cultural, social and educational needs and aspirations of the community, especially in the current economic climate*
- *To work in partnership with other statutory and voluntary bodies, groups, agencies and individuals to ensure an improving standard of service to meet the needs of the residents and others,*
- *To represent the opinions and needs of the residents of the town.*

The Council's objectives will be reviewed each year in light of the responses to the public consultation processes determined by our performance management process. If appropriate, they will be changed to reflect changing needs of the community. Levels of service provision will be reviewed at the same time as corporate objectives are reviewed. **These objectives have been reviewed in light of our activities during 2009-10. Objectives for 2010-11 include reference to a continued need for this Council to support where possible the needs of the community in the current economic climate.**



St Mary's Churchyard



The Inland Revenue Building, Chequers Court – due for redevelopment



New Library Facilities, Princes St



New housing at "The Walks"

HUNTINGDON AND ITS TOWN COUNCIL

Huntingdon is an ancient market town which, until 1974, was a Borough chartered in AD 1205. Since 1974 there has been a Town Council (jointly with Godmanchester from 1974 to 1982), which has the powers of a parish council. Huntingdon has an estimated population of 20,610 (2008) of which approximately 15,950 are registered electors of the parish.

The Council operates a variety of community facilities from two established centres and by provision of open spaces, sports areas and amenities areas. The Council works with the Huntingdonshire District Council and the Cambridgeshire County Council to provide the local government services for the town. The Council comprises 16 Members who are all elected every four years from North Ward (4 Members), West Ward (4 Members) and East Ward (8 Members). Owing to a change in electoral boundary effective 1st April 2010, the next elections in 2011 will see a return of 19 Councillors, representing the existing wards combined with an area formerly part of the Stukeley's Parish.

The Mayor and Deputy Mayor are elected each year by the Members of the Council. The Mayor receives an allowance for the purposes of undertaking his/her Mayoral duties. No other Member receives any pay or allowances (except travel costs outside the town on official business). The current membership of the Town Council is shown in Appendix 1.

The Council holds its Annual Meeting (Mayor Making) in May each year and meets on 6 other occasions during the year (usually on the first Thursday of every other month). The Council has the following Committees on which *all* members of the Council sit:-

Planning Committee (as required)
Leisure and Community Services Committee (every 8 weeks)
Finance Committee (every 8 weeks)

A Planning Application Panel comprising nine Members meets every two weeks to respond to planning applications, receive decision notices and appeals to the Secretary of State.

Members of the public are allowed to speak for 3 minutes prior to any of the above meetings on any matter within the remit of that meeting. Agendas for the meetings are published up to one week and not less than three days before the meeting and copies are posted on notice boards about the town and also lodged in the public library and sent to the local press, radio and TV stations. Committee papers and agendas can also be obtained from the Town Clerk's Office prior to the meeting during normal working hours. The programme of meetings and minutes are available on the Council's web site at www.huntingdowntown.gov.uk

There are a number of other Sub Committees and Working Parties which deal with such matters as Staffing, Newsletter, Twinning, Lettings and Grants. The Council's Committee Structure is shown in Appendix 2.

The Council also supports by way of a substantial financial grant and administrative backup the Huntingdon Youth Town Council. Comprising young people resident or attending local schools in the town, the Youth Council undertakes a number of

activities and projects specifically directed at the needs of the young people of Huntingdon. The Town Council employs a team of 11 full-time staff and 10 part-time staff headed by the Town Clerk. The Town Council's staffing structure is shown at Appendix 3.

The Council's staff will endeavour to deal with all enquiries efficiently, effectively, speedily and courteously and without bias of any form.

HOW TO CONTACT HUNTINGDON TOWN COUNCIL

at 1 **Trinity Place**, Hartford Road, HUNTINGDON, Cambs PE29 3QA the Town Clerk's Office and Registered Office of the Council,

telephone 01480 388688 fax 01480 388686

e-mail town.council@huntingdowntown.gov.uk

at **The Commemoration Hall**, 39 High Street, HUNTINGDON

for bookings and access:

telephone 01480 388687 e-mail jenni.jones@huntingdowntown.gov.uk

for enquiries relating to the performing arts

telephone 01480 455167 e-mail lydia.eldridge@huntingdowntown.gov.uk

at **The Huntingdon Medway Centre**, Medway Road, HUNTINGDON

telephone 01480 388677 fax 01480 388676

e-mail shilpa.desaisakaldip@huntingdowntown.gov.uk

The Council's equal opportunities policy will always be applied to all Council services. (A copy of the Policy may be obtained from the Council's Office at 1 Trinity Place)

Other Councils which operate in Huntingdon are:

Cambridgeshire County Council

Education
Social Services
Transportation
Strategic Planning
Trading Standards
Waste Disposal

County Farms Estates
Highways and Highway lighting
Heritage Services (Museums etc)
Libraries
Road Safety
Registration/Coroners' Services

Huntingdonshire District Council

Environmental Health
Local Planning
Highways
Tourism
Leisure Services
Economic Development
Disabled Facility Grants and Repairs Assistance
Loans/Grants

Elections
Council Tax collection
Refuse Collection
Building Regulations
Street Cleaning
Public Toilets
Car Parks

Council Tax 2010-11

The Council Tax paid by Huntingdon residents includes the spending requirements of Cambridgeshire County Council, Huntingdonshire District Council, Cambridgeshire Police Authority, Cambridgeshire and Peterborough Fire Authority and Huntingdon Town Council. The District Council is the charging authority responsible for collecting your Council Tax on behalf of all four authorities.

Huntingdon Town Council receives no revenue support from Government, unlike the District and County Councils; neither does it receive funding from local businesses and retailers through their Non Domestic Rate. This is collected by the District Council on behalf of the government, reallocated and paid back to the District Council in the form of a grant.

Huntingdon Town Council is funded by Huntingdon householders and from the income generated from services such as, letting income and other fees and charges. Each year, the Town Council calculates the money it needs to raise to provide its services. Then we deduct the income collectable from our activities to leave an amount we require to spend on these services for the year ahead. This sum, called the precept, is the amount the District Council collects on our behalf as a proportion of the total Council Tax paid by Huntingdon residents. This is then paid to us in two installments.

For the year ending 31st March 2011, our precept expressed as an average Band D house rose by 4.9%. If you live in an average Band D house, you will be contributing £101.44 or 6.8% of your total Council Tax Bill of £1500.82 to Huntingdon Town Council in 2010/11.

The net cost of the Town Council's services can be summarised as follows:

Service	Estimate 2010/11 £
Highways, Footpaths & Lighting	2,332
Allotments	21,614
Cemeteries & Closed Churchyards	102,871
Parks, Gardens & Other Open Spaces	67,253
Community Halls	108,785
Grants & Donations	70,045
Sports Facilities & Community Development	50,965
International Twinning	8,934
Children's Play Areas	43,436
Democratic Representation & Management	132,551
Corporate Management	67,051
Total Cost of Services	675,837
Income from interest on capital invested	750
Net cost of Services	675,087
Contribution to Capital Expenditure	60,847
Precept	735,934



Above: The Mayor of Huntingdon Town, 2010-11, Councillor Chris Doyle

Below: Councillors at the Annual Meeting 2010



Our Services & Performance in 2009/10 & Objectives and Targets for 2010/11

This section of the Plan explains the Council's aims and objectives, key targets and performance measures for each of the services we provide.

Corporate Performance Indicators

The following Performance Indicators, shown below, represent a measure of our corporate performance.

CORPORATE HEALTH	Actual 2006/07	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
% letters answered within 10 working days (1)	88	69	79	90	88	90
% agreed invoices paid within 30 working days	100	100	100	100	100	100
% Councillors' attendance at meetings	72	74	65	80	70	80
% Of working days lost to sickness absence	2.2	2.9	6	2.0	4	2
% Properties operated by the Town Council with disabled access (2)	89	89	89	89	89	89
% Sundry debtors outstanding for more than 30 days	18	10	23	10	14	12
Net cost of service	525,763	450,299	513,921	659,035	595,158	675,087
Overall satisfaction with Council services	n/a	n/a	n/a	n/a	n/a	n/a
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

(1) Taken from a sample of 90 letters.

(2) The Town Hall building is owned by the District Council and leased to the Town Council, with the exception of the second floor which is occupied by the Town Council as its Civic Suite and Council Chamber.

The remaining pages of this section deal specifically with the services we provide.



Huntingdon Heritage Festival in 2010 attracted 14,000 visitors to celebrate and re-live the town's history and heritage

Democratic Services and Corporate Management

The Council's strategic objectives are:

to provide high standard, cost-effective services to help meet the needs of the residents and others;

to preserve the town's identity and promote its heritage through the Town Mayor's attendance at Civic and local organisations' events

The Council's specific aims for this service are:

to ensure the Council's compliance with all statutory requirements

to ensure the secure handling of the Council's financial affairs

to ensure the efficient despatch of all Council business either through the committee structure or through powers delegated to the Town Clerk

to ensure the speedy and efficient response to all approaches from the electorate and others by whatever medium

to ensure the proper and appropriate levels of employment in order to undertake the Council's responsibilities efficiently, effectively and economically

to respond speedily and effectively to all consultations from the District Council on planning applications

to respond effectively and at the appropriate times to consultations from the District Council, the County Council and others

to represent the views of the Council on Planning matters in the best form on all appropriate occasions

to undertake the proper administrative processes to secure the above aims

The service we provide...

- **Advice and support activities** - administrative support is provided to Members as part of the Council's decision making process. This includes officer time spent on the preparation of agenda items and reports to Council, minutes and attendance of meetings involving Members. In addition to the Council's annual Calendar of meetings, the Council facilitates the Annual Town Meeting of local electors.
- **Planning Consultation** - the Town Council is consulted in the planning process and submits comments to Huntingdonshire District Council and Cambridgeshire County Council on all planning applications concerning development within the parish. Residents may attend meetings of the Council's Planning Applications Panel and may make statements either for or against a particular development. The Council is also consulted

on local strategic planning & planning policy as well as on transport and the waste management planning. The Council's written representations on all planning matters are presented to meetings of the District Council's Development Control Panel. Where the views of the two authorities differ, then additional representations may be made in person.

- **Customer services** – the Council's Office at 1 Trinity Place is a useful information point for the public; a "one-stop-shop" where information is provided not only about the Town Council's services but also on matters involving the services outside the remit of the Council.

- **Representational issues** - the Town Council is the representative voice of Huntingdon's residents and lobbies other agencies and organisations on various matters in relation to the services that they provide. Examples include highway issues e.g. traffic calming measures and road safety schemes. The Council is represented on a number of charitable bodies and local organisations in the town.

- **Administrative services** - the Town Council undertakes many administrative duties in the performance of its functions all undertaken through the Town Clerk and a staff of three full time officers and one part time officer located at 1 Trinity Place, Huntingdon. These include:

- Elections (operated by the District Council)
- Council and Committee meetings
- Implementation of Council's decisions
- Employment of staff, pay, employment law etc
- Financial control of council affairs, investments and insurances
- Legislative requirements
- Project contracts, purchasing and property management
- Health and Safety legislation and compliance
- Staff and Member training
- Information and Communication Technology
- Public reception, information, archives and document security
- Operation and Monitoring of the Equal Opportunities Policy

- **Other support services** - the Town Council also supports and promotes the role of the Mayor within the local community through, among other things, Mayoral Engagements, Mayor Making, Annual Civic, Remembrance and Christmas Carol Services, the Mayor's Civic Ball and other charitable events.

Finally, the provision of information - required by members of the public in the exercise of statutory rights (other than about specific services); completing, submitting and publishing statements of accounts, annual reports and Best Value Performance Plans; treasury management; external audit and external inspections (including Best Value) are all part of the Council's Corporate Management services.

Our key targets last year	Did we meet them?
To establish and maintain a system for recording maintenance relating to the Council's property.	Not Achieved. It has not been possible to develop a record of property maintenance this year and some priority will be given to this task in July/August 2010.
To undertake a review of staffing arrangements for the Council's Community Facilities and Parks & Cemeteries staff.	Achieved. Strategic review of Parks, Gardens and Other Amenity Areas has included a review of organisation and arrangements.
To publish a Calendar of Training Opportunities for Councillors available from the County Association of Local Councils	Achieved. Councillors have been provided with details of the programme of training for Councillors offered by the County Association.
To improve the method of dispatch of agendas and reports to Councillors enabling receipt from one easily accessible folder	Not Achieved. It has not been possible to improve the method of dispatch of agendas to Councillors yet and some priority will be given to this task in July/August 2010.
To purchase equipment allowing reference to on-line planning applications at the Council's Planning Applications Panel meetings	Achieved. An internet enabled laptop has been purchased by the Council for use at Council meetings.
To consider a strategy in relation to the offices of the Council in the light of the lease for 1 Trinity Place expiring in 2012 and the opportunities emerging at Huntingdon's Town Hall.	Achieved. The Council successfully concluded an agreement and consideration for lease of the Town Hall and has commenced a process which will result in the Council Offices relocating to the Market Square building in February 2012.

Pictured below is Huntingdon's Mace.



Service Performance and Targets

Performance indicators for this service are:

Performance Indicator	Actual 2006/07	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
Number of events attended by the Town Mayor	218	143	171	150	206	n/a
Number of Public Meetings held and total number of residents in attendance	3(83)	3(111)	2(56)	3(100)	2(69)	n/a
No of planning applications considered	210	174	151	#	103	n/a
% of planning applications where response to District Council within agreed time scale	80.5	82	85	87	77	87
% of recommendations to approve or refuse applications that were endorsed by Hunts DC	89	85	89	90	85	90
Cost of Service	£217,311	£163,707	£212,262	£215,235	£127,880	£132,551
Cost per elector	£15.20	£11.45	£13.74	£13.93	£8.28	£8.31
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

Note: # Target not appropriate as outcome is demand led
 ## The number of public meetings will this year include all of the Council's meetings, together with meetings organised for a specific user group, eg allotments, and a calculation of the number of members of the public in attendance.

Next year's key targets for 2010/11

To establish and maintain a system for recording maintenance relating to the Council's property.

To improve the method of dispatch of agendas and reports to Councillors enabling receipt from one easily accessible folder

To ensure that Polling Cards are provided by District Council for local residents, should the need for a by-election arise.

Huntingdon Town Council became the first local authority in Cambridgeshire to achieve **Quality Council Status** in November 2003 and was re-accredited with the standard in 2009/10. The Quality Parish Council Scheme represents a significant step towards increasing the quality, effectiveness and status of Parish and Town Council which the government sees as an important element in its "community building" initiative. The Council passed seven robust tests of competence in seeking to attain Quality Status.

Allotments

The Council's strategic objective is:

to provide allotments where a demand exists, in keeping with our statutory obligation.

The Council's specific aims for this service are:

to supply suitable allotment sites to meet the demand from the population of the town for the foreseeable future.

to maintain those sites (other than tenanted plots) to a standard which reflects the needs of the ploholders and others and which provides a suitable environment for the cultivation of allotment crops.

to achieve as high as possible an occupancy rate commensurate with the demand and the natural circumstances of the sites

to offer a service to current and potential allotment tenants to ensure the rapid re-allocation of empty plots commensurate with the demands of the waiting list, if any

to maintain to a basic level untenanted plots pending their being re-let

to retrieve by Notices to Quit those plots whose tenants consistently fail to adhere to the terms of their tenancy

to maintain a basic supply of water to each site sufficient for the reasonable needs of the ploholders

The service we provide...

The Town Council owns 5 different sites with a total of 170 full-sized plots, which are let to residents of the town. This year we began to increase our offer of half-sized plots in response to an increasing demand for plots from more residents who are in full-time employment and seeking to provide for their families the benefits of healthy outdoor activity, such as gardening, and healthy eating in its produce.

Our key targets last year	Did we meet them?
To support initiatives which encourage allotment gardening locally and encourage the development of self government of the service by its users, if desired	Achieved. The Council continues to support a group of site representatives and to facilitate an annual forum for ploholders to discuss management issues.
To review the Council's charges for allotment plots in the light of increasing demand	Achieved. Allotment plot rental charges were reviewed and revised in October 2009 and increased value-for-money charges effective from 1 st April 2010 will be implemented in September, when agreements are renewed.

To review the level of the town's allotments provision for adequacy	Partly Achieved. Monitoring of the plothead waiting list indicates that supply is sufficient for demand. Some research could be conducted to assess availability in comparison with other towns.
To conduct a survey of waiting list contacts annually for the purpose of review of continued requirements	Achieved. All waiting list contacts were asked to confirm ongoing requirements during the year.

Service Performance and Targets

Performance indicators for this service are:

Performance Indicator	Actual 2006/07	Actual 2007/08	Actual 2008/09	Target 2009/10	Actual 2009/10	Target 2010/11
Net Cost of Service	£22,530	£17,294	£21,389	£28,310	£24,512	£21,614
Net Cost per elector	£1.58	£1.21	£1.38	£1.83	£1.59	£1.35
Cost per Full-Sized Allotment Plot*	£132.53	£101.73	£125.82	£166.53	£144.19	£127.14
Percentage of satisfied users taken from questionnaire**	n/a	92	n/a	n/a	n/a	n/a
% of vacant plots	2.35	3.2	0.6	0.6	0.1	0.3
Number of tenancy agreements		165	187	200	195	205
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

*Based on availability of 170 plots.

**Calculated on the basis of responses selected from the survey on: the standard of maintenance; satisfaction with existing plots; management of the allotments sites; and allotments forums.

This indicator has been introduced this year to monitor any change in the number of users of this service.

As well as the above mentioned performance indicators, the Council has a number of performance standards that are monitored by staff. They include:

- monitoring and collecting rent arrears
- maintenance of boundary hedges
- monitoring excessive water consumption caused by leaks and taking corrective action

Next year's key targets for 2010/11

To resolve the future use of the former Sallowbush 1 allotment site

To conduct a review of allotments provision in surrounding parishes

To undertake consultation on the viability of self-management of the allotments in Huntingdon



Healthy living at the allotments



Allotment Plots



Sunflowers at the Allotments



Best Kept Allotment Plot Winner 2010,
Mr Foley

Play and Recreational Areas

The Council's strategic objective is:

to provide good social and recreational facilities for people of all ages

The Council's specific aims for this service are:

to provide suitable children's play equipment in appropriate areas which comply at all times with National and European Standards of design and safety

to provide equipment which will encourage use by children and other users of various ages & abilities by challenge, learning and enjoyment in a safe environment, compliant with disability discrimination legislation

to maintain all children’s play & recreational equipment to a high standard, not less than those standards adopted from time to time by National and European governments.

to partner & support local organisations providing good social and recreational facilities for children and other users of all ages

The service we provide...

The Council operates and maintains children’s play areas and/or recreational facilities at:-

- King George V Field (St Peters Road)
- King George V Field (Hartford)
- Stukeley Meadows (rear of Devoke Close, Beacon Close and Whinfall Close)
- Nursery Road (near Fire Station)
- Great Northern Street
- Hinchingbrooke Park (Snowdonia Way and Dartmoor Drive)
- Hinchingbrooke Park (Aerial & Embankment Slides)
- Stukeley Meadows (Trim Trail)



Trim Trail at the Town Park



Stukeley Meadows Skatepark

Our key targets last year	Did we meet them?
Improve the play facilities at the Devoke Close site, Stukeley Meadows	Achieved. After consultation with residents, a connecting “drum” was replaced with a bridge, thereby reducing the impact of anti social behaviour.
Replace outdated equipment with new at the KGV Play Area, Sapley Road	Achieved. Outdated equipment was replaced with a roundabout at Sapley.
Work with the Huntingdonshire District Council to achieve quality play provision in the Kent/Surrey Road and Hartford areas	Not Achieved. These areas have not been given priority for investment in play by the District Council.
Apply for Pathfinder Funding to improve play facilities for young people in the centre of the town	Achieved. Following a successful consultation exercise, funding was applied for, although not secured.
Work with the Community Safety	Partially Achieved. Discussion and

Partnership and Children's Services to provide suitable areas for ball games away from residential areas, potentially at Sallowbush Road.	planning have taken place with the aim of providing a Multi Use Games Area at Sallowbush Road on land owned and likely to be maintained by the Council.
Work with the District Council to achieve improved opportunities for play for under-fives at Hinchingsbrooke Country Park	Partially Achieved. Discussion is ongoing in respect of application of Section 106 Funds for investment in Hinchingsbrooke.
To continue to work with the Huntingdonshire District Council to identify areas locally where play provision is required, particularly, though not exclusively for young people over the age of 13.	Achieved. The Council continues to work in partnership with the District Council to improve and develop local areas for play.

During 2009-10, the Council undertook improvements to play areas at Great Northern Street, Devoke Close & Sapley Road, replacing outdated equipment and equipment which attracts anti social behavior. The Council also took responsibility for maintenance of the Stukeley Meadows Skatepark, which has proved a popular facility for young people of a wide age range since its opening in July 2009.

Service Performance and Targets

Performance indicators for this service are:

Performance Indicator	Actual 2006/07	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
*Gross Cost of Service	£34,295	£20,200	£26,102	£42,660	£35,431	£43,436
Cost per elector	£2.40	£1.41	£1.69	£2.76	£2.29	£2.72
Percentage of satisfied users taken from questionnaire*	n/a	74	n/a	n/a	n/a	n/a
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

Insert text here about any partnership working to improve play areas

Next year's key targets for 2010/11

Work with the Community Safety Partnership and Children's Services to provide suitable areas for ball games away from residential areas, potentially at Sallowbush Road.

Work with the District Council to achieve improved opportunities for play for under-fives at Hinchingsbrooke Country Park

Prior to preparation of the Council's budget plans for 2011-12, to consult with the community in Kent and Surrey Roads to establish play area requirements for under fives.

To engage with stakeholders to ensure continued shared responsibility and decision making in connection with the Skatepark at Stukeley Meadows.

To work with the District Council to provide a Multi Use Games Area at Sallowbush Road.

Sports Facilities

The Council's strategic objective is:

to provide high quality sports facilities within the town.

The Council's specific aims for this service are:

to provide facilities in or near to the town to cater for the needs of sport of various types

to respond so far as possible to demands for sporting provision within the limits of available finance and land

to maintain all sporting facilities to standards not less than those determined by the national bodies of the sports concerned

to keep under review the need for existing facilities to be retained and the need for additional provision to be made

The service we provide...

The Council operates and maintains sports facilities at:-

King George V Field (St Peter's Road) – Cricket

The Council owns and maintains in conjunction with the managing club(s) or organization as lessee:-

An Outdoor Bowls Green (KGV St Peter's Road)
 An Indoor Bowls Hall, (KGV St Peter's Road)
 An Olympic Gymnastics Hall, (Clayton's Way)
 A Cricket Pavilion (KGV St Peter's Road)
 Jubilee Park (Formerly Kings Ripton Road Field) - for archery and football.

The following activities also take place on Council owned land/property with the managing tenant as lessee:-

Huntingdon Leisure Centre & Huntingdon Tennis Club (KGV St Peter's Road)

Our key targets last year	Did we meet them?
To conclude renewal of the fire exit door at the Olympic Gym	Achieved. A new fire exit door was installed at the east end of the building in 2009.
To reach a satisfactory conclusion to discussions with the Huntingdonshire District Council following recent dissolution of the Huntingdon Leisure Centre Management Committee	Partially Achieved. Discussion is ongoing and the Councils are developing a strategy for the future of the facility at the end of the term of the existing lease in 2017.
To undertake responsibility for maintenance of a new footpath on Town Council land and accessing the Jubilee Park Sports Fields	Achieved. The Council now maintains a footpath linking the town to the sports facility at the site.

Service Performance and Targets

Performance indicators for this service are:

Performance Indicator	Actual 2006/07	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
Gross Expenditure on Service	£34,622	£31,301	£20,395	£27,821	£30,486	£27,969
Income from Sports Facilities	£33,180	£35,933	£37,018	£36,094	£40,790	£37,597
% of Income derived from Indoor Bowls Club	81	83	89	85	76.5	83
Jubilee Park – Income as % of cost of facility	13	16	22	25	24.2	24.5
Clayton's Way – Income as % of cost of facility	23	32	53	50	70	40
Cost per elector – Clayton's Way & Jubilee Fields	£1.28	£0.95	£0.56	£0.75	£0.69	£0.87
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

In addition to the Council's revenue expenditure on sports facilities, the Council spent £20,058 on improvements at the Indoor Bowls Hall and at the Huntingdon Olympic Gym Club.

Next year's key targets for 2010/11

To ensure that formal arrangements for maintenance of the newly constructed access from Mayfield Road to the Huntingdon Olympic Gym Club are concluded.

To review and undertake, if necessary, any maintenance to buildings recommended in the five year improvement plan

To conclude an agreement with Hunts FA on the lease of land and maintenance of the car park at Jubilee Sports Fields.

To support the Huntingdon Indoor Bowls Club's desire to improve facilities by installing new lighting.

To ensure in any way possible that Huntingdon's proximity to London is promoted in a way that increases visitor numbers to the town in the year of the Olympics in 2012.

To reach agreement with the Huntingdonshire District Council on the matter of the management committee for the Huntingdon Leisure Centre



Huntingdon Olympic Gym Club provides the community with an opportunity to develop gymnastic skills and to realize potential to the highest level



Huntingdon Football Club's new pavilion at the Jubilee Sports Fields, Kings Ripton Road



Indoor and Outdoor Bowling facilities are provided at the King George V Field, St Peter's Road.

Community facilities, grants & donations

The Council's strategic objective is:

to ensure a varied programme of entertainment, social and cultural activities is available to all sections of the community.

The Council's specific aims for this service are:

to provide facilities for the use of the community for a wide variety of purposes in locations and at prices that can reasonably be charged

to maintain, for this purpose, the Town Hall Civic Suite and the Medway Centre to standards which will allow the enjoyable and safe occupation of those premises by different age groups and by those from a wide spectrum of the community

to work in partnership with the Trustees of the Huntingdon Commemoration Hall Charity to ensure that the Commemoration Hall is available for use by the local community

to review the type and quality of community facilities offered to ensure that they meet so far as can be the demands of the community

to promote actively the involvement of the community in as many aspects as possible of the town and the Council, and to generate a common feeling of well-being within the community (*continued over*)



Pancake Races
(image courtesy of D King)
Christmas Lights Switch On



Pensioners Party

Riverside Gala
(image courtesy of D King)



to promote events and facilities in a variety of locations and by a variety of means which seek to involve the community in activities of common or specialist interest (continued)

to let appropriate facilities for non - commercial or commercial use for the purposes of optimising income whilst retaining hire charges for “community groups” at lower levels.

to let the facilities generally for the benefit of the community whilst retaining an element of limitation on commercial hirers as not to be unduly to the disadvantage of local traders and commercial undertakings.

to give support to voluntary organisations whether by advice, financial assistance or both in partnership with others, e.g. the District Council.

The service we provide...

The Council owns and operates the Huntingdon Medway Centre, Medway Road and makes available for hire the Civic Suite at the Town Hall, Market Hill. At 1st April 2010, the Town Council became the leaseholder for the entire building.

The Huntingdon Commemoration Hall Charity Trustees are responsible for the management of the Huntingdon Commemoration Hall, High Street, for which the Council is the Custodian Trustee.

The Council organises & provides an Annual Pensioners' Lunch, Pancake Day Races, as well as a series of summer concerts. In partnership with the Huntingdon Town Partnership, the Council is involved in the Annual "Big Switch On" of the town's Christmas Lights.

The Council operates a system of financial grants to voluntary organisations upon application and compliance with certain qualifying criteria.

Our key targets last year	Did we meet them?
At the Medway Centre, to link smoke detectors to the fire alarm system	Achieved. A new fire detection system has been installed, which incorporates smoke detection.
To continue to work with the Huntingdon Boat Club, The Rotary Club of Huntingdon and the Huntingdon Town Partnership to provide the Riverside Gala and town centre Christmas entertainment	Achieved. Successful Big Switch On and Riverside Gala Events were organised in partnership with local organisations.
To organise a Festival celebrating Huntingdon's historic heritage on 26/27 June 2010	Achieved. A very successful Festival attracted 14-15,000 visitors.
To actively participate in the development of future management of Huntingdon's Town Hall	Achieved. The Council concluded an agreement with the Magistrates Services and is now the leaseholder for the entire building. Local determination of the building's future is now guaranteed.
To increase lettings at the Town Hall and Medway Community Centre	Achieved. Income from lettings was increased at both venues during the year as a result of a small increase in bookings activity.
To seek to licence the use of the Town Hall Civic Suite for weddings	Not Achieved. Reference to the criteria for licence registration indicated that the building was not suitable for this purpose.
To provide Christmas Lights in Huntingdon's Town Centre	Achieved. The Council managed the provision of lighting this year and will work in partnership with other organisations to ensure ongoing provision and improvement.

Service Performance and Targets

Performance indicators for this service are:

Performance Indicator	Actual 2006/07	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
Cost of Service	£180,277	£175,796	£218,644	£236,506	£202,112	£241,983

Performance Indicator	Actual 2006/07	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
No. of different User groups hiring our community buildings	93	75	100	100	44*	50
Cost of the service per elector	£12.61	£12.09	£14.90	£15.31	£13.10	£15.17
Income from lettings as a proportion of operating costs #	44%	30%	38%	39%	25%	30%
Percentage of satisfied users taken from questionnaire	*100	n/a	n/a	n/a	n/a	n/a
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

expressed as an average for The Town Hall (income/expenditure 3%) & Medway Centre (income/expenditure 31%)

- Previous results have included the number of groups using the Commemoration Hall, which is now managed by the Huntingdon Commemoration Hall Charity.

On 1st April 2010, Huntingdon Town Council was assigned responsibility for the leases previously held by HM Magistrates Services for the grounds and first floor areas of Huntingdon Town Hall. The second floor of the building continues to remain available for hire for functions, meetings etc by local community groups.

In February 2012, the Town Council's lease for the premises at 1 Trinity Place will come to an end and the Council aims to relocate its main offices at that time to the first floor of the Town Hall.

Approximately £267,000 has been allocated towards the cost of necessary repairs and refurbishment identified as necessary in a 2007 building survey commissioned by the Town & District Councils. Project development will be overseen by a Project Management Board, comprising Members of the Council and of the local Community interested in the Town Hall's future sustainability.

Next year's key targets for 2010/11

To revisit the potential for use of the Town Hall as a Registry Office for weddings, now that the Town Council has responsibility for the whole of the building.

To replace the Boiler for the heating system at the Medway Centre.

To prepare costed proposals for refurbishment of the toilets at the Medway Centre in time for preparation of the Council's budget of expenditure for 2011-12.

To implement necessary repairs and prepare the first floor for relocation of the Council's Offices at the expiry of the lease for 1 Trinity Place in February 2012

Research and present proposals for Council's consideration in connection with a possible annual St George's Day celebration in Huntingdon.

Cemeteries and Closed Churchyards

The Council's strategic objective is:

to provide and maintain a local Cemetery and Garden of Remembrance for the town.

The Council's specific aims for this service are:

to provide burial facilities sufficient to cater for the foreseeable needs of the population and which have regard to the different personal and religious preferences for the means of disposal of the dead.

to maintain the cemeteries and burial grounds to standards which reflect the solemnity of the circumstances and, whilst having regard to the reasonable costs of so doing, meet the needs of mourners and other visitors.

to offer an efficient and sympathetic service to the bereaved and to funeral undertakers and others in dealing with the administrative matters concerned with this service, not only at the time of interment but during subsequent services relating to memorials and maintenance

to offer the use (at a reasonable charge) of the Cemetery Chapel for services prior to interment, and to maintain the Chapel to a standard which properly reflects the solemnity of the occasion and which meets the reasonable needs of mourners and others.

to maintain the closed churchyards to a standard which reflects the solemnity of the location and the expectations of tourists and other visitors.

The service we provide...

The Council operates and maintains cemeteries (through the Town Clerk's Office) at:

- Priory Road (Old Cemetery)
- Primrose Lane (Lawn Cemetery,
- Children's Cemetery and Garden of Rest for Cremated remains)
- North Street (Lawn Cemetery)

The Council also maintains the following closed churchyards:

- All Saints, Huntingdon (Market Hill); St Mary's, Huntingdon (High Street); All Saints, Hartford and St John's, Huntingdon (High Street)

The Council operates and maintains a Cemetery Chapel at the Priory Road Cemetery. Grave digging is undertaken via the funeral directors.

The Council (through the Town Clerk's Office) operates a scheme for the Purchase of Exclusive Rights of Burial.

Our key targets last year	Did we meet them?
To undertake a review of existing use of the Cemetery Chapel in Priory Road and investigate future sustainable uses for the building	Partially Achieved. Discussion with local interest groups, such as the Huntingdon & Godmanchester Civic Society, has resulted in some suggested sustainable uses, such as for educational purpose.
To review the results of a survey conducted on the walls of the churchyard at All Saints, Hartford and establish a	Achieved. Funding has been secured for this project under the District Council's Scheme for Small

programme for repairs with appropriate resource allocation, to include an application for small environmental improvements funding	Environmental Improvement Projects and a programme of repairs is being undertaken by the District Council's Architect.
To complete the actions outstanding in respect of revised Cemetery Regulations; guide for users; and the management of memorial safety in the Council's cemeteries.	Not Achieved. This action is long overdue and will receive attention in July/August 2010.
To consider improving the access and aesthetic appearance of the Primrose Lane Cemetery by erecting a "Lychgate" using materials taken from St Benedicts Court	Not Achieved. Investigation revealed that materials removed from St Benedicts Court by the District Council were not retained for future use.

Service Performance and Targets

Performance indicators for this service are:

Performance Indicator	Actual 2006/07	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
Net Cost of Service - Cemeteries	£27,641	£53,575	£53,185	£60,978	£56,119	£58,737
Net Cost of Service – Closed Churchyards	£21,125	£24,309	£25,308	£32,501	£26,172	£44,134
Net Cost of Services Combined	£48,766	£77,884	£78,493	£93,479	£82,291	£102,871
Cost to the Council per elector	£3.41	£5.45	£5.08	£6.05	£5.33	£6.45
Percentage of satisfied users taken from questionnaire	n/a	n/a	n/a	n/a	n/a	n/a
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

Next year's key targets for 2010/11

To complete the actions outstanding in respect of revised Cemetery Regulations; guide for users; and the management of memorial safety in the Council's cemeteries.

To continue with repairs and investigate future sustainable uses for the Cemetery Chapel in Priory Road Cemetery.

To arrange for inspection of walls and fences at St Mary's, St John's and Hartford to ensure that future maintenance requirements can be planned and resourced.

To work in partnership with the District Council, with funds secured from the Small Environmental Improvement Schemes Fund, to repair the walls at the All Saints, Hartford, Churchyard.



Hartford Churchyard



Primrose Lane cemetery extension

Highways, Footpaths and Lighting

The Council's strategic objective is:

to satisfy the requirement to enable the residents and others to enjoy high quality services and facilities within the Town

The Council's specific aims for this service are:

to provide and maintain footway lighting in those areas of town where such lighting is required, and where circumstances are such that adoption by the County Council is not feasible.

To consider opportunities for funding traffic management schemes within the town, in partnership with others, where particular demand so requires.

The service we provide...

The Council maintains 20 street lighting columns and lamps (footway lighting as opposed to highway lighting) in areas of the town where such facilities cannot be transferred for adoption and maintenance by the County Council.

Our key targets last year	Did we meet them?
To work in partnership with the Cambridgeshire County Council to improve the footpath at St John's Passageway, Huntingdon	Partially Achieved. After review and revision of the original cost of this work by Cambridgeshire County Council, work commitments to address highways potholes have meant postponement of the work.
To work in partnership with the Cambridgeshire County Council and Huntingdonshire District Council to improve streetlighting at Literary Walk, St John's Passageway and Coneygear Road	Partially Achieved. Streetlighting was improved at the Coneygear Road-Sallowbush Road footpath link serving the Maple & Oak Tree Centres. Funding for the remaining schemes is still to be agreed.
To work in partnership with the Cambridgeshire County Council to provide a bus shelter and improve access at the Sallowbush Road Recreation area.	Partially Achieved. A scheme has been designed and the County Council's legal department's development of a land transfer agreement is ongoing.

Service Performance and Targets

Performance indicators for this service are:

Performance Indicator	Actual 2006/07	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
Net Cost of Service	£799	£565	*£87	£13,774	£4,497	£2,332
Cost to the Council per elector	£0.06	£0.04	0.01	£0.89	£0.29	£0.15
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

In addition to the expenditure mentioned above, the Council contributed £5,462 towards the cost of speed reduction measures in Sapley Road as well as £37,500 towards the cost of provision of a footpath & crossing at the A141/Kings Ripton Road Junction.

Next year's key targets for 2010/11

To work in partnership with the Cambridgeshire County Council to improve the footpath at St John's Passageway, Huntingdon

To work in partnership with the Cambridgeshire County Council and Huntingdonshire District Council to improve streetlighting at Literary Walk, St John's Passageway and Coneygear Road

To work in partnership with the Cambridgeshire County Council to provide a bus shelter and improve access at the Sallowbush Road Recreation area.

Review the condition of the Council's streetlighting stock.



Footpath linking the A141 to the Jubilee Sports Fields



A141 Crossing at Kings Ripton Road junction

Amenity Areas, Parks and Gardens

The Council's strategic objective is:

to satisfy the requirement to provide good social and recreational facilities.

The Council's specific aims for this service are:

to supply and maintain areas for amenity use by the community which will enhance the levels of peaceful enjoyment. These areas will be maintained to high standards and will contain flowers, shrubs, trees and other horticultural arrangements depending upon the local environment. In appropriate cases provision will be made for plants of a special sensory nature to be made available at different heights and on different levels.

The service we provide...

The Council maintains a number of sites throughout the town at the following locations:

- Castle Hills
- Victoria Square
- Clayton’s Way Playing Field
- King George V Field (St Peters Road)
- King George V Field (Hartford)
- Hartford Garden of Rest
- Medway Centre (Continued)
- The Cannon site, George Street
- Town Park
- Sallowbush Green
- The Almshouses lawn frontage, George Street

Our key targets last year	Did we meet them?
To undertake a review of the effectiveness of the service and consider opportunities for improvement.	Partially Achieved. Strategic Review of the service this year encompasses this aim.
To continue development & implementation of a programme of improvements encouraging increased use of the Town Park in Huntingdon	Achieved. A “Friends of the Park” group has been established; Outdoor Performances are being held in the Park; railings are to be repainted with the support of the Probation Service this year.
In partnership with English Heritage, to undertake a review of the general condition of Castle Hills with regard to slippage and erosion	Not Achieved. This has not been afforded priority by the Council.
To ensure the continued safety of the foundation for the Sebastopol Cannon	Partially Achieved. Some investigative work resulted in proposals to fill cavities under the plinth resulting from rabbit excavations, though the cost of these was considered prohibitive.
To re-lamp the workshop at KGV Depot, ensuring energy efficiency and carry out exterior redecoration	Achieved. New more effective and more energy efficient lighting has been installed.

Service Performance and Targets

Performance indicators for this service are:

Performance Indicator	Target 2007/8	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
Net Cost of Service	£53,914	£41,571	£53,653	£65,389	£58,924	£65,812
Cost to the Council per elector	£3.77	£2.91	£3.47	£4.23	£3.81	£4.13
Percentage of satisfied users taken from questionnaire	n/a	n/a	n/a	n/a	n/a	n/a
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

In addition to this year's revenue expenditure, the Council also spent £9500 on improvements to the Town Park, by installing play equipment, "snakes & ladders" & picnic tables.

Next year's key targets for 2010/11

In partnership with English Heritage, to undertake a review of the general condition of Castle Hills with regard to slippage and erosion

To ensure the continued safety of the foundation for the Sebastopol Cannon



*Town Park
Anglia in Bloom –
Judging the Corndrill at the Walks East*



Town Centre Displays



Flowerbeds at St Mary's Churchyard



International Twinning

The Council's strategic objective is:

to foster international relations and friendships with our three European twin towns

The Council's specific aims for this service are:

to further the aims of twinning by actively encouraging people of Huntingdon

to participate in twinning events, exchanges between groups of all type, especially through the town's schools and sporting organisations, in partnership with the Huntingdon and Godmanchester Twinning Association

to utilise the existing twinning links to further the aims of tourism to the town and to further also the exchanges of both personnel and information for the benefit of commercial, industrial and economic development.

to consider, at the appropriate time, the establishment of further twinning links.

The service we provide...

The Town is twinned with Salon De Provence, France (1974), Wertheim, Germany (1981) and Szentendre, Hungary (1996). Whilst the Council organises various civic exchanges from time to time, the main twinning activities are undertaken by the Huntingdon and Godmanchester Twinning Association which also organises the annual International Youth Festival. All residents of the town are encouraged to participate in twinning events and exchanges, and various clubs and organisations have established firm links with the twin towns.

Our key targets last year	Did we meet them?
To send a representative to the Youth Culture Festival in 2009	Achieved. The Mayor represented Huntingdon at the Youth Festival in Hungary in 2009.
To participate in a Cultural/Arts exchange with the town of Szentendre, Hungary	Not achieved. This activity has not been organised by the Huntingdon & Godmanchester Twinning Association.
To provide a civic reception for any visits by twinned town civic representatives during the year	Achieved. The Council hosted visitors from all our twinned towns in February 2010 for the Annual Business Meeting. Hospitality was also extended to the Mayor of Wertheim on his visit to Huntingdon in June 2010 for the Riverside Gala.
To attend and participate in the Twinning Business Meeting in 2010	Achieved. Huntingdon & Godmanchester hosted around twelve representatives from our twinned towns and from Gubbio.
Make contact with the towns of Huntingdon in the USA and in Canada	Not Achieved. This has not been afforded priority by the Council.
To ensure the sustained involvement and participation of our twinned towns in the Historic Heritage Festival.	Partially Achieved. Invitations to the Huntingdon Heritage Festival have been extended to twinned town representatives, though attendance has not been confirmed.

Service Performance and Targets

Performance indicators for this service are:

Performance Indicator	Actual 2006/7	Actual 2007/08	Actual 2008/9	Target 2009/10	Actual 2009/10	Target 2010/11
Net Cost of Service	£7,904	£5,430	£5,772	£8,768	£4,958	£6,700
Cost to the Council per elector	£0.55	£0.38	£0.37	£0.57	£0.32	£0.42
No of Electors	14,300	14,545	14,677	15,452	15,452	15,952

Next year's key targets for 2010/11

Make contact with the towns of Huntingdon in the USA and in Canada

To participate in any specific Twinning Events planned by the Huntingdon & Godmanchester Twinning Association and in particular the Anniversary of the Twinning Agreement with Wertheim am Main.



The Annual Twinning Business Meeting was held in Huntingdon in 2010, attended by delegates from all four towns and by friends from Gubbio, Italy

STRATEGIC REVIEWS

The Council has established a plan for the review of its services as follows:

Service	Review Year
Highways, Footpaths & Lighting	2009-10
Community Facilities	2009-10
Parks & Open Spaces	2009-10
Sports Facilities	2010-11
International Twinning	2009-10
Children's Play Areas	2010-11
Allotments	2011-12
Democratic Representation & Management	2011-12
Corporate Management	2012-13
Cemeteries and Churchyards	2012 -13

Strategic Review involves close scrutiny of the service by Members, in order to ensure continuous improvement and to satisfy Members that provision of the service makes best use of local taxpayers' money.

Members followed a process of review of "position statements" for some services this year, which provided a detailed summary of the service provided and the resources utilized.

The Council adopted a policy of using questionnaires to collect feedback from users about services and review of consultation results also formed part of strategic review. Members were also able to compare this Council's performance with a number of other similar sized Town & Parish Councils.

A full report on Strategic Review is contained in an appendix to the Annual Performance Plan and results will be fed back as appropriate to the performance Management System.

Audit and Inspection

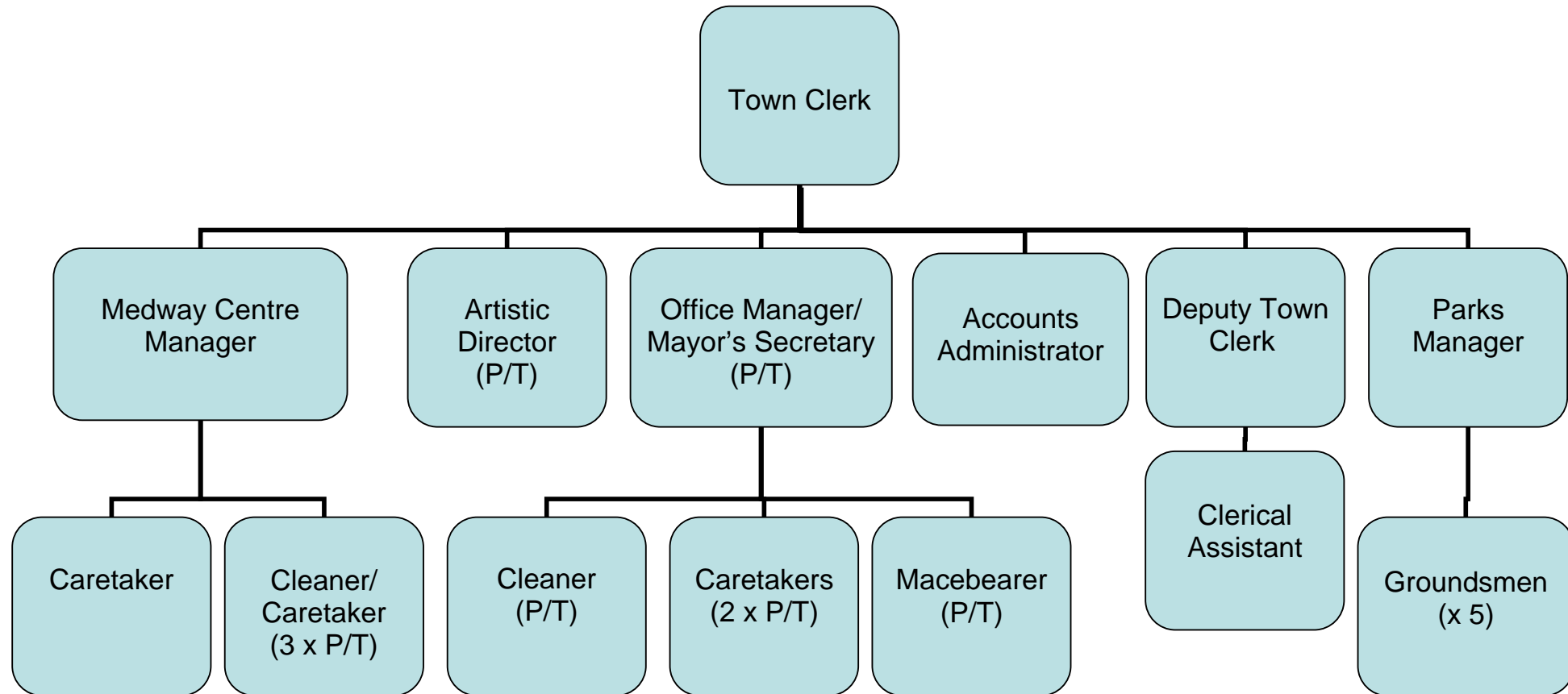
Since Performance Monitoring is no longer a legislative requirement for Council's of Huntingdon's size, there has been no external audit or inspection of the process this year, although the Council's Financial Accounting and Systems of Internal Control are fully audited both internally and externally.

APPENDIX 1

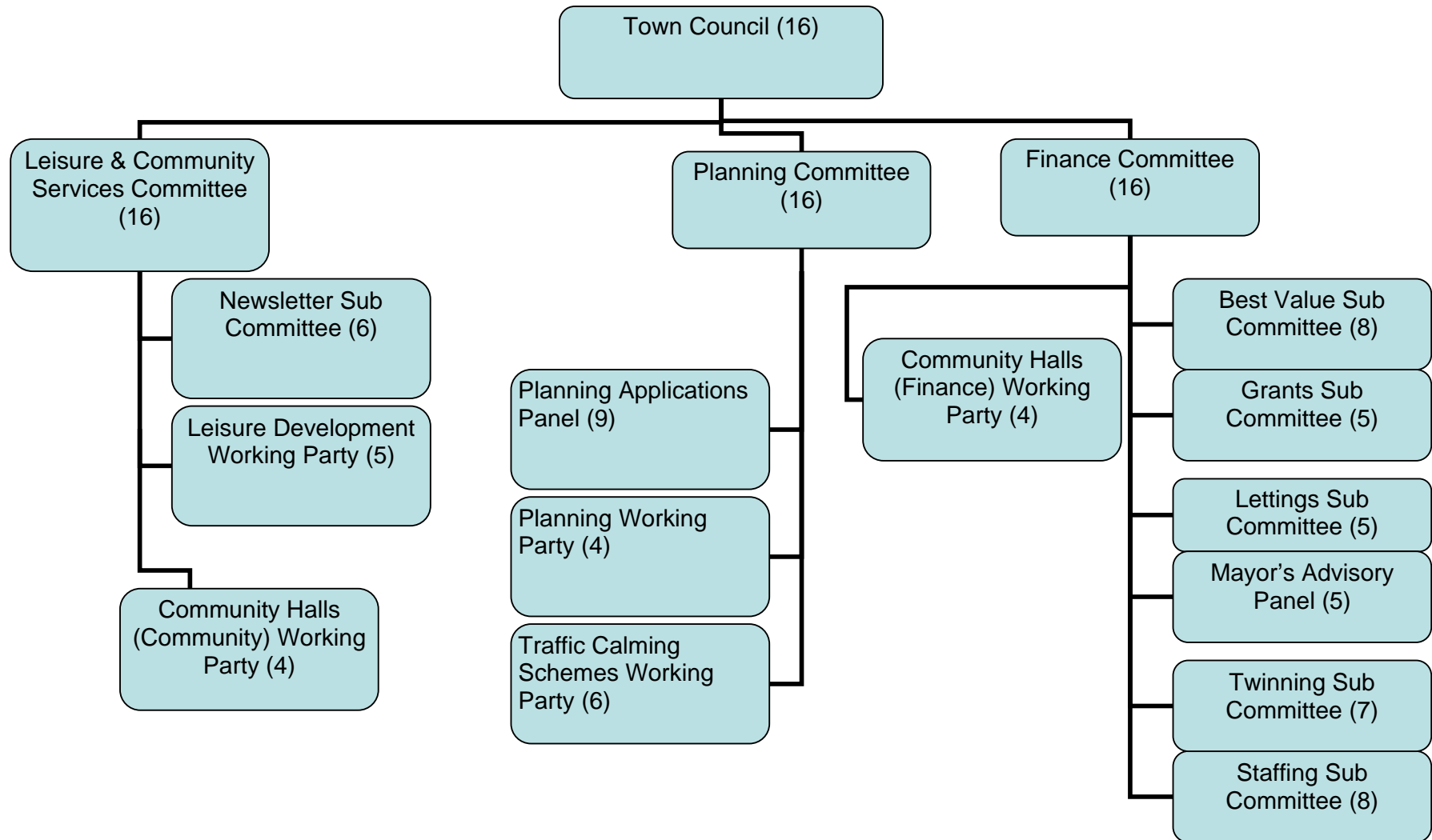
HUNTINGDON TOWN COUNCIL – LIST OF COUNCILLORS

NAME & ADDRESS	TELEPHONE	WARD
D A Adams 41 Parkway Hinchingsbrooke Park Huntingdon PE29 6JA	01480 385162	West
S Akthar 175 Sapley Road Hartford Huntingdon PE29 1YT	07765 880806	East
C G Doyle 55 Great Northern Street Huntingdon PE29 7HJ	01480 391148	West
B C Dutton 34 Falcon Drive, Hartford, Huntingdon PE29 1LP	01480 374155	East
L Kadic Holly Cottage 2 Station Lane, Offord Cluny, PE19 5RU	01480 812629	East
B J Luckham 9 Goshawk Close Hartford Huntingdon PE29 1YX	01480 414744	East
A J MacKender-Lawrence 3 Kent Road Huntingdon PE29 7JF	01480 393133	North
J T Morgan 28 Huntingdon Road Brampton Huntingdon PE28 4PA	01480 454486	North
S M Mulcahy 31 Stoney Close Huntingdon PE29 1PU	01480 451604	East
C J Osborn 19 Maple Drive Huntingdon PE29 7JE	01480 52009	North
T D Sanderson 29 Burmoor Close Stukeley Meadows Huntingdon PE29 6GE	01480 436822	West
J Sarabia 7 Blethan Drive Stukeley Meadows Huntingdon PE29 6GN	01480 380760	West
D Scales, 2 Victoria Square, Huntingdon, PE29 3QZ	01480 459071	East
K Sumner, 2 Priory Lane, Huntingdon, PE29 1JL	01480 391771	East
T Shrapnel, 54 Coldhams Crescent, Huntingdon PE29 1UQ	01480 435636	North
M Turnbull, 45 Bevan Close, Huntingdon PE29 1TH	01480 388688	East

APPENDIX 2 – HUNTINGDON TOWN COUNCIL STAFF STRUCTURE



APPENDIX 3 – HUNTINGDON TOWN COUNCIL COMMITTEE STRUCTURE



APPENDIX 4– HUNTINGDON TOWN COUNCIL EXPENDITURE & BUDGET

<u>HUNTINGDON TOWN COUNCIL</u> <u>BUDGET FOR THE YEAR ENDED</u> <u>31ST MARCH 2011</u>	<u>Actual</u> <u>2007/08</u> <u>£</u>	<u>Actual</u> <u>2008/09</u> <u>£</u>	<u>Actual</u> <u>2009/10</u> <u>£</u>	<u>Budget</u> <u>2010/11</u> <u>£</u>
Finance				
Interest on Investments	(37,163)	(24,422)	(908)	(750)
Precept	(569,800)	(597,464)	(656,613)	(735,934)
Expenditure				
Highways, Footpaths and Lighting	565	87	4,497	2,332
Grants and Donations				
Children's Holiday Scheme	5,347	-	-	-
Commemoration Hall Charity	43,257	49,486	-	-
Grants, Donations and S137	13,405	19,828	50,958	58,671
Partnership Schemes	5,000	5,142	5,000	5,000
Twinning - Grants etc.	5,430	5,772	7,285	8,934
Youth Town Council	6,264	2,729	6,176	6,374
Sports Facilities & Community Development				
Olympic Gymnasium	2,783	1,871	4,261	7,428
Jubilee Park	7,118	6,812	6,532	6,451
King George V Playing Field & I.B. Hall	(25,006)	(15,437)	(21,097)	(23,507)
Community Development	23,022	30,226	49,237	60,593
Community Halls				
Medway Centre	70,789	89,383	67,119	82,796
Town Hall	9,546	18,807	22,513	25,989
Amenity Area's				
Allotments	17,294	21,389	24,512	21,614
Cemeteries	53,652	53,185	56,119	58,737
Closed Churchyards	24,309	25,308	26,172	44,134
Children's Play Area's	20,200	(34,601)	35,431	43,436
War Memorials	369	312	1,130	1,441
Other Amenity Areas	51,675	53,653	58,924	65,812

APPENDIX 4– HUNTINGDON TOWN COUNCIL EXPENDITURE & BUDGET

<u>HUNTINGDON TOWN COUNCIL</u> <u>BUDGET FOR THE YEAR ENDED</u> <u>31ST MARCH 2011</u>	<u>Actual</u> <u>2007/08</u> £	<u>Actual</u> <u>2008/09</u> £	<u>Actual</u> <u>2009/10</u> £	<u>Budget</u> <u>2010/11</u> £
Democratic Representation & Management				
Civic	27,476	30,768	33,694	34,474
Conferences	788	876	379	1,500
Elections	4,189	-	8,493	2,000
Meeting Room Hire	1,088	954	912	1,000
Newsletter	13,956	19,626	22,203	22,241
Subscriptions	1,934	2,169	2,537	2,280
Printing & Postage	-	589	930	-
Training	427	237	706	3,500
Salaries - Democratic Rep. and Management	26,220	44,354	46,629	53,051
Establishment Costs (Share)	18,524	22,612	11,397	12,505
Corporate Management				
Audit Fees & Accountancy Services	7,847	8,937	8,330	9,180
Best Value and Annual Report	(22,813)	-	-	-
Salaries - Corporate Management	54,461	49,022	45,590	47,450
Establishment Costs (Share)	18,346	24,247	9,497	10,421
Total Operating Expenditure	487,462	538,343	596,066	675,837
Capital Projects inc Deferred Charges	12,352	261,491	102,879	72,000
Total Expenditure	499,814	799,834	698,945	747,837

APPENDIX 5– HUNTINGDON TOWN COUNCIL CALENDAR OF MEETINGS

MONTH	DATE	MEETING/COMMITTEE	LOCATION
July 2010	1	TOWN COUNCIL Planning Applications Panel	Town Hall
	15	Leisure & Community Services Committee Planning Applications Panel	Commemoration Hall
	29	Finance Committee Planning Applications Panel	Commemoration Hall
August 2010	12	RECESS COMMITTEE Planning Applications Panel	Town Hall
September 2010	2	TOWN COUNCIL Planning Applications Panel	Commemoration Hall
	16	Leisure & Community Services Committee Planning Applications Panel Twinning Sub-Committee	Commemoration Hall
	30	Planning Applications Panel Grants Sub Committee Lettings Sub Committee	Town Hall
October 2010	14	Finance Committee Planning Applications Panel	Commemoration Hall
	28	TOWN COUNCIL Planning Applications Panel	Town Hall
November 2010	11	Leisure & Community Services Committee Planning Applications Panel Twinning Sub-Committee	Town Hall
	25	Planning Applications Panel	Commemoration Hall
December 2010	9	Finance Committee Planning Applications Panel	Town Hall
January 2011	6	TOWN COUNCIL Planning Applications Panel	Commemoration Hall
	20	Special Finance Committee (Budget) Special Town Council (Precept) Planning Applications Panel	Commemoration Hall
February 2011	3	Leisure & Community Services Committee Planning Applications Panel	Commemoration Hall
	17	Finance Committee Planning Applications Panel	Commemoration Hall
March 2011	3	TOWN COUNCIL Planning Applications Panel	Commemoration Hall
	17	Planning Applications Panel	Commemoration Hall
	31	Leisure & Community Services Committee Planning Applications Panel Grants Sub Committee	Commemoration Hall
April 2011	14	Finance Committee Planning Applications Panel	Commemoration Hall
	28	TOWN COUNCIL Planning Applications Panel	Commemoration Hall

APPENDIX 6– HUNTINGDON TOWN COUNCIL STRATEGIC REVIEWS

STRATEGIC REVIEWS

This section details the strategic review activity carried out during the year and identifies further review activity necessary prior to completion.

Index

Services under Review	Page no
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Highways, Footpaths & Streetlighting	50
Community Facilities:	51
Community Halls	
Community Events	
Grants & Donations	

APPENDIX 6– HUNTINGDON TOWN COUNCIL STRATEGIC REVIEWS

Strategic Review

Service: INTERNATIONAL TWINNING

1. Position Statement

A position statement was not completed.

2. Consultation Results

Consultation was carried out using questionnaires published on the website at www.huntingdowntown.gov.uk, at the Continental Market in 2009 and in Huntingdon High Street in July 2010.

Since the number of participants taking part in this review totals 31 so far, the survey results are not considered representative enough for publication.

3. Comparison with other Councils

A survey of five other Town Councils produced the following results:

Council	Population	Precept	Expenditure Annually	Twinning Budget	Expenditure 2008/9
Southwater Parish	7334	£264,533	£567,000	0	0
St Ives	12,600	£500,000	£800,000	£3000	0
East Grinstead	19,000	£682,300	£988,443	£1,250	£1,250
Crowborough	16,282	£890,000	£1,300,000	£3,500	£3,500
Peterlee	23,000	£1,374,591	£2,805,039	£6,000	£10,000
Huntingdon	22,000	£656,613	£965,079	£7,318	£5,772

Members also considered information obtained by survey about the nationality of twinned towns; the extent of the Councils' involvement; arrangements for hosting twinned town visitors; and the number of civic representatives travelling abroad in a year.

4. Summary & Conclusions

A position statement and increased consultation are necessary before any summary and conclusions can be drafted. Strategic review will therefore continue in 2010/11.

APPENDIX 6– HUNTINGDON TOWN COUNCIL STRATEGIC REVIEWS

Strategic Review

Service: PARKS, GARDENS & OTHER AMENITY AREAS

1. Position Statement

A comprehensive position statement for this service was reviewed by Members and provided details of the service structure, cost, staffing, resourcing, financial controls, etc. Some strengths and weaknesses were identified, though there was little evidence of feedback from users to consider.

An inventory of the areas of open space maintained by the Council, including dimensions, street furniture etc was created as part of the process of review.

2. Consultation Results

Consultation was carried out using questionnaires published on the website at www.huntingdowntown.gov.uk, in “About Town”, at the Riverside Gala and in Huntingdon Town Centre in June & July 2010.

Since the number of participants taking part in this review totals 79 so far, the survey results are not considered representative enough for publication.

3. Comparison with other Councils

None was presented for review.

4. Summary & Conclusions

Reviewing the service in general, Members expressed the view that the Parks and Gardens for which the Council was responsible were a credit to the town and that in order to maintain existing standards, it was imperative that existing staffing levels and financial resources were maintained. Members also considered that the Council was demonstrating extremely good value with existing resources, when the extent of the provision was fully realised.

The time allocated to maintaining Victoria Square Gardens is to be monitored as this appeared to be disproportionately high for such a small area of open space.

Members suggested that comparison with other Councils would be informative and that the work begun in the position statement could be developed further to enable the publications of a schedule of charges for work required by other Councils locally, which might be undertaken by this Council.

Consultation and comparison in respect of this service will therefore be continued in 2010/11.

APPENDIX 6– HUNTINGDON TOWN COUNCIL STRATEGIC REVIEWS

Strategic Review

Service: HIGHWAYS, FOOTPATHS & STREETLIGHTING

1. Position Statement

A position statement was not completed for this service.

In June 2009, the Council's Finance Committee considered a report on Streetlighting which is the Council's responsibility, comprising thirteen columns in seven locations throughout the town.

The report recommended that further work was required to determine to what extent these lights are safe, necessary and functioning, particularly those at Castle Hill Court, Mayfield Shops, Northside, Southside and Alberta Terrace.

2. Consultation Results

A survey using questionnaires was carried out during July 2010 in Huntingdon's Town Centre and the number of respondents was 167. Since Members consider that at least 200 responses are necessary to produce a meaningful result, consultation will continue in 2010/11.

The survey has produced a high level of user feedback on improvements considered necessary in the town, which the Town Council will ensure is brought to the attention of the local government organisations responsible.

3. Comparison with other Councils

A comparison with other Councils is still to be undertaken.

4. Summary & Conclusions

Strategic Review of this service will continue in 2010/11 and a review of the condition of the Council's streetlighting stock will be undertaken.

APPENDIX 6– HUNTINGDON TOWN COUNCIL STRATEGIC REVIEWS

Strategic Review

Service: COMMUNITY FACILITIES

1. Position Statement

Separate position statements were reviewed by Members as follows:

Community Events

The range of events organised by the Council and the cost of provision was considered. Staffing arrangements, financial controls, use of IT and local partners were all reviewed, as well as other local groups organising events. No Strengths, Weaknesses, Opportunities or Threats (SWOTs) were identified.

Grants & Donations

The system under which the Council awards grants to local community groups was reviewed and no SWOTs were identified.

Community Halls

The position statement for Community Halls was reviewed, together with a comprehensive SWOT analysis produced by the Medway Centre Manager.

Artistic Programme

The position statement gave details of the service structure, costs, staffing arrangements, resourcing, financial controls, partners, etc. A brief SWOT Analysis was included. Members considered that some action should be taken to mitigate apparent financial losses and to ensure that the Council's aim of maximising visitors to the Huntingdon Commemoration Hall was met. Councillors considered that it would be beneficial to conduct some research into the types of entertainment local people would prefer at the Hall.

2. Consultation Results

Feedback from users of all services excepting the Artistic Programme was obtained by means of questionnaires on the Council's website at www.huntingdowntown.gov.uk, in "About Town" Magazine, at the Riverside Gala and in Huntingdon High Street during June and July 2010. Feedback relating to the Artistic Programme at the Commemoration Hall has been collected from ticket holders at events.

The number of participants was as follows:

Community Events	109
Grants & Donations	73
Artistic Programme	72
Community Halls	150

APPENDIX 6– HUNTINGDON TOWN COUNCIL STRATEGIC REVIEWS

Since Members consider that at least 200 responses are necessary to produce a meaningful result, consultation will continue in 2010/11.

3. Comparison with other Councils

Information was presented to Members which compared the activities and performance of other Town & Parish Councils, available for review and comparison with Huntingdon as follows:

Note: details of population size, precept and gross annual expenditure are presented in the International Twinning section of this appendix

Community Halls

Council	No. Halls	Gross Expenditure	Full Time Staff Equivalent	Annual Income	Average Hourly Hire Rate	No of User Groups
Southwater	4	£346,000	18.5	£267,000	£10.10	100+
St Neots	1	£359,336	10	£297,395	n/a	80
East Grinstead	3	n/a	n/a	£136,430	£16.40	n/a
Crowborough	1	£7550	1	£12,000	£10.00	15
Peterlee	5	£790,000	15.5	£700,000	£0-25	150
Huntingdon	2	£139,033	6	£30,843	£14.29	44

Community Events

Council	Annual Event Number	Expenditure
Southwater	1	£300-£500
St Neots	3	£32,000
East Grinstead	57 (includes markets)	£850
Crowborough	6	£38,650
Peterlee	7	£65,400
Huntingdon	28	£64,434

Grants & Donations

Council	Annual Budget	Annual Expenditure	Average Application Received	Total Annual Applications	Number of Awards
Southwater	£4-8,000	£3,570	£3,570	£5-6,000	8
St Neots	£24,625	£20,278	£2,704	£64,892	22
St Ives	£30,000	£30,000	£3,000	£30,000	10
East Grinstead	£20,000	£20,000	£667	£20,000	28
Peterlee	£9,000	n/a	£150	£6750	41
Huntingdon*	£58,718	£50,958	£2867	£57,342	17

*Financial data from year to 31st March 2010

4. Summary & Conclusions

APPENDIX 6– HUNTINGDON TOWN COUNCIL STRATEGIC REVIEWS

The strategic review will be continued in order that a suitable level of user feedback can be obtained for meaningful analysis.

Performance Indicators are to be developed for the Artistic Programme and the service monitored, with subsequent review in January 2011.