



## 1. Introduction

This Business Plan will provide an opportunity for the Council to set out its vision, purpose, objectives and key priorities over the next three years. The aim of the Plan is to give residents a clear understanding of what their Town Council does and what it is trying to achieve. It will detail what the Council intends to focus on over the next three years. The Plan will be reviewed at least annually and will project the budget process and planning to ensure progress is monitored against key activities.

## 2. Aims of the Business Plan?

Having an agreed strategy provides a framework for the Council to work within, enabling it to operate in a more consistent and co-ordinated way and to be proactive rather than reactive in its decision making. This plan enables the Town Council to apply for Quality Gold Status which is the benchmark for all local councils and demonstrates that the council is efficient and effectively run. The plan will help the local community to gain a better understanding of their Council, placing our Town and environment at the heart of our thinking and continuously seeking ways of adding values and to improve the quality of our service to the community. Asking the best from our councillors and staff, supporting them accordingly and working as one; promoting equal opportunities, celebrating cultural diversity and striving to be a good and supportive Town Council, committed to continuous improvement in all that we do. Encouraging innovation and creative thinking in delivering our services and strategy, being open and committed in our partnerships, working and promoting wellbeing for the individual.

## 3. Council Meetings

The Council has monthly council meetings which usually take place on the last Tuesday of every month in the Council Offices, North Walsham, except August (Recess) and December. Everyone is welcome to attend, so please come along and see for yourself.

## 4. Councillors

A Councillor's main role is representing the interests of the community and providing, maintaining and developing facilities within the community. The Town has 16 Councillors who are elected for a 4 year period by the residents they represent or by-elected/co-opted within the same 4 year period. Councillors will either live or work within a 3-mile radius of North Walsham's Town boundary. Councillors are volunteers and are not paid for their commitment or service, they are a voice for the community through democratic representation to benefit both residents and visitors. A Chair and Vice Chair are elected for the Council yearly from amongst the serving Councillors during the annual Council meeting in May.

## 5. Council Management and Services

The Council receives its main income (precept) from NNDC from part of the community council tax. Other income received is from Market stalls and Burials. This is used to pay for things within the Town that Councillors regard as important to the community. The Council work with the local community and relevant organisations, with the aim of achieving a safe, healthy sustainable Town. The Council uses people/companies for specific and varied tasks, a 'regular payments' list is available on our website.

## 6. Overview of the Town Council, District Council and County Council

There are three tiers of local government, each with different roles:-

**North Walsham Town Council** – First tier, mainly responsible for parks, markets, cemeteries & allotments

**Norfolk County Council** – Third tier, mainly responsible for highways, education, social services & health

**North Norfolk District Council** – second tier, mainly responsible for environmental, housing & planning

# DIFFERENT TIERS RESPONSIBILITIES

<b>TOWN COUNCIL</b>	<b>DISTRICT COUNCIL</b>	<b>COUNTY COUNCIL</b>
<p><b>Highways / Transport</b>            Bus Shelters            Grit Bins            Street Lighting</p>	<p><b>Highways / Transport</b>            Car Park Locations            Parking Fines            Parking Season Tickets</p>	<p><b>Highways / Transport</b>            Pathways/Pot holes            Drainage/Manhole covers            Traffic Lights/Street Lights            Dropped kerb applications            Overgrown Trees/Verges</p>
<p><b>Planning</b>            Consultees Only</p>	<p><b>Planning</b>            Local Planning &amp; Enforcement            Local Plan            Historic Buildings (listed)            Conservation Areas            Tree Preservation</p>	<p><b>Planning</b>            Planning Applications            Minerals and Waste Planning            Food &amp; Water Management            Neighbourhood Planning Advice            Land Charges</p>
<p><b>Environmental Services</b>            Parks &amp; Open Spaces            Play Equipment            Grass Verges            Litter Bins            Dog Bins            Markets            Public Seating            Defibrillators            Allotments            CCTV            Cemeteries/Burials</p>	<p><b>Environmental Services</b>            Abandoned vehicles            Nuisance            Dog fouling            Littering            Fly Tipping</p>	<p><b>Environmental Services</b>            Recycling Centres            Hazardous Waste            DIY Waste Restrictions</p>
<p><b>Tree Management</b></p>		<p><b>Care Support &amp; Health</b>            Health &amp; Wellbeing            Independent Living            Adult Social Care            Support for carers            Finding Care Homes            Money &amp; Benefits</p>
<p><b>Street Collection permits</b></p>	<p><b>Licensing</b></p>	<p><b>Education</b></p>
<p><b>Grants to Voluntary Bodies</b></p>	<p><b>Community Grants and Funding</b></p>	<p><b>Grants and Funding</b></p>
<p><b>Tourism Development</b></p>	<p><b>Tourism Development</b></p>	<p><b>Registration Births/Marriages/Deaths</b></p>
<p><b>War Memorials</b></p>	<p><b>Anti-social behaviour</b></p>	<p><b>Trading Standards</b></p>
<p><b>Closed Churchyards</b></p>	<p><b>Electoral Registration/Elections</b></p>	<p><b>Libraries</b></p>
<p><b>Market Clock</b></p>	<p><b>Council Tax/Business Rates</b></p>	<p><b>Blue Badge Application</b></p>
<p><b>SAM2 Signs</b></p>	<p><b>Travellers and Gypsies</b></p>	<p><b>Roads &amp; Transport</b></p>
	<p><b>Food Safety</b></p>	

## 7. Local Plan

North Walsham Town Council has facilitated and supported the development of a Western Development Plan. Budgeting to initiate the Western Development Plan by hiring Consultants, we are actively seeking grants to further extend the Plan.

The Consultants will carry out a range of studies supporting North Norfolk District Council's strategy plan and ensuring that new homes, shops and offices are built in the appropriate area of North Walsham along with the appropriate infrastructure, therefore improving the quality of the Town.

The Town Council will engage with the community, undertake a community survey, analyse the results and prepare a report and action plan, to assist the community to understand the process and the vision for the development and growth of the Town.

## 8. Action Plan

The Town Council have identified key priorities we wish to concentrate on over the next three years. This information is detailed below in our Action Plan which is reviewed regularly. This is broken down into ACTIONS & OBJECTIVES

<b>ACTIONS PLANNED BETWEEN 2022-2025</b>		
<b>ACTION</b>	<b>OBJECTIVE</b>	<b>TIME LINE</b>
Trackside Lighting	Lights at the Skatepark for safety	2022/23
War Memorial Garden	Renovate/bring up to date	Summer/Autumn 2022
Cemetery Chapel	Bring Back into use	Spring 2023
Cemeteries	Enter burial information into online database	2023/24
New Cemetery	Purchase land for New Cemetery	Autumn 2025
Cemetery upkeep	New kerb stones, row markers	2022/23
Park Byelaws	Revoke & renew	Summer 2022
Neighbourhood Plan	Western Development Group	Ongoing
Eco friendly benches	Replace all benches with eco friendly	2024/2025
New Dog Park	Safe place for Dogs to be exercised	Autumn 2022
Chapel Cemetery Wall	Repoint Mundesley Rd wall, to make safe	Summer 2022
Trackside pedestrian paths	To renew and reinstate	Spring 2023

## ANNUAL ONGOING ACTIONS

ACTION	OBJECTIVE	TIME LINE
Monitor Planning Applications	Give support or objections to local planning applications	Ongoing
Minutes	To ensure all minutes including draft are published on website within 28 days of the meeting	Ongoing
Annual Town Meeting	Publicise inviting all residents, encouraging good attendance	Ongoing
Newsletters	Publish at least 1 every quarter to all households	Ongoing
Website	Ensure website is up to date	Ongoing
Monitor Planning Applications	Give support or objections to local planning applications	Ongoing
Social Media	Use facebook to promote news, activities & events	Ongoing
Vacancies	Encourage residents to stand for local elections & co-options	Ongoing
Data Protection	Process personal data according to legislation	Ongoing
AGAR & Year End Financial Statements	Ensure published on website for transparency	Ongoing
Support local Groups in NW	Liaise with local groups offering help when required	Ongoing
Advertise Council meetings	Engage with the public and encourage attendance	Ongoing
Training & Development	Encourage staff & Councillors to attend courses & conferences	Ongoing