	Andover Town Council **To note** actions from the Business Planning Working Group; and **To review and approve the recommendations** re activities and council performance measures that fall under the remit of the Planning Committee	Item No.
To: Planning Committee	**By:** Business Planning Working Group	**Date of Report:** 14 February 2025

Decisions:

We recommend that the Planning Committee:

1. **Note** the progress made to date by the Business Planning Working Group; and
2. **Review and approve the recommendations** from the Business Planning Working Group re activities and council performance measures that fall under the remit of the Planning Committee.

Background:

In October 2021, the Council recommended that a strategic direction for the immediate and medium term was agreed in the form of a 'Back to Basics' programme table. Officers gave a progress update to the Policy and Resources Committee in January 2024, with no further action agreed (PR 051/01/24), but that a Working Group be formed to consider the mission statement (PR 052/01/24).

In April and July 2024, the Policy and Resources Committee resolved that councillors and electors form a Working Group to develop a Council Business Plan (PR 113/04/24, PR 114/04/24 and PR 045/08/24).

In May 2024 at the annual Elector's meeting, we were challenged on the Town Council's purpose and lack of business plan.

Update on progress made by the Business Planning Working group

The Business Planning Working Group met on 21 November, 4 and 17 December 2024, 21 January and 13 February 2025.

As part of the ccommunications plan already reviewed at Policy and Resources, Community and Events and Allotments Committees, the Business Planning Working Group now seeks views from the Planning Committee on the activities that fall under the remit of the Planning Committee and the council performance measures we should put in place for reporting purposes.

Activities falling under the remit of the Planning Committee

Subject to public consultation and Council approval, the Business Plan Working Group **recommends** that the activities (see Appendix A) falling under the remit of the Planning Committee is:

1.5 Speed indicator devices

2.1 Local Plan 2040

Council performance measures

Subject to public consultation and Council approval, the Business Plan Working Group **recommends** that the council performance measures (see Appendix A) falling under the remit of the Planning Committee are:

- Number of planning lists commented on

Next steps

Next steps are to:

1. Continue to seek views from the public on the mission statement and draft Business Plan with a view to prioritising community activities;
2. Draft the explanatory context to the Business Plan table, which will include the 'must do' statutory duties; and
3. Seek final approval for the mission statement and Business Plan at Full Council on **19 March 2025.**

Financial implications

There are no further financial implications as Council agreed a budget for council tea and biscuits in October 2024 (C 287/10/24).

Appendix A

Business Plan Actions 2025-2027

This is an ambitious Business Plan to put the Andover community first. We set out below our priority actions for 2025-2027, which are subject to the Council having the necessary legal power, budget set aside and a robust business case in support. We will regularly engage with residents, taxpayers and businesses on our progress between now and 2027.

Mission statement

Community First: Help make Andover a great place to live and work.

1. **Help make Andover a welcoming, safe, and well cared for town**		
Actions	**2025-26**	**2026-27**
1.1 Christmas tree and lights	Extend the Christmas lights display Purchase new fencing for the Christmas tree.	Further extend the Christmas lights display
1.2 Carols around the Christmas tree	Deliver in December 2025	Deliver in December 2026
1.3 Other events	Andover Pride 2025 An event to celebrate VE day on 8 May 2025.	Andover Pride 2026
1.4 Remembrance Day poppies for lampposts across Andover	Feasibility and costs for providing Remembrance Day poppies on lampposts across Andover	Provide Remembrance Day poppies on lampposts across Andover in November
1.5 Speed indicator devices	Purchase and deploy 3 new speed indicator devices to help keep Andover roads safe Analyse, review and publish data from speed indicator devices	Analyse and review data from speed indicator devices Review cumulative impact of speed indicator devices and consider enhancements Research and consider joining a community speed watch scheme
1.6 Visit Andover website	Promote Visit Andover Website	Seek accreditation
2. **Engage with key stakeholders in the Andover community to provide targeted support for residents, taxpayers and businesses**		
2.1 Local Plan 2040	Proactively engage with TVBC on the draft Local Plan 2040	Proactively engage with TVBC on the draft Local Plan 2040
2.2 Funding for beneficial events and facilities	Promote grants policy, award funding and manage the budget throughout the year	Promote grants policy, award funding and manage the budget throughout the year
2.3 Funding for defibrillators	Promote defibrillator funding and monitor the budget throughout the year	Promote defibrillator funding and monitor the budget throughout the year
2.4 Community engagement	Deliver community engagement sessions throughout the year to gather resident's feedback from across Andover Wards and address	Deliver community engagement sessions throughout the year to gather resident's feedback and address

	Promote resident's participation in Council Working Groups Identify key community stakeholder groups to proactively engage with	Implement any other recommendations from engagement Maintain engagement with key community stakeholder groups.
2.5 Businesses engagement	Review how we engage with businesses beyond the town area	Implement any recommendations
2.6 Communication	Review use of social media and press Signposting to other service providers	Implement any findings
2.7 Council website	Complete website upgrade	Seek accreditation
2.8 Transparency	Publish progress against the business plan	Implement any recommendations
3. **Set justifiable budgets to deliver cost effective services**		
3.1 Lawful and justifiable precept	Set lawful and justifiable precept	Set lawful and justifiable precept
3.2 Realistic budgets	Set realistic budgets, mindful of resident's ability to pay	Set realistic budgets, mindful of resident's ability to pay
3.3 Grants and sponsorship strategy	Establish a grants and sponsorship strategy	Promote grants and sponsorship strategy, make awards and monitor budgets throughout the year.
3.4 Allotment services	Receive transfer of Picket Twenty allotments Establish an improvement schedule for allotment sites	Review the improvement schedule for allotments sites
3.5 Services for younger people	Explore services for younger people Consider and deliver recommendations from the Youth Engagement Working Group	Deliver recommendations from the Youth Engagement Working Group
3.6 Services for older people	Explore services for older people Support awareness campaigns to promote uptake of pension credit	Deliver support for older people
3.7 Property purchase	Consider use of the property purchase budget	Implement any recommendations
3.8 Community infrastructure levy	Consider use of community infrastructure levy budget	Implement any recommendations

3.9 Reduce red tape	Review policies and protocols to streamline administration	Implement any recommendations
4. **Be a fair employer**		
4.1 Staff structure to meet the needs of the Council	Engage with HR supplier to design the staff structure and consider any recommendations Recruit to any vacant posts Consider external consultant support for benchmarking and as a critical friend.	Complete delivery of revised staff structure and performance appraisal framework
4.2 Staff training	Identify staff training needs and deliver training	Review and address staff training needs
4.3 Annual staff well-being survey	Carry out a staff well-being survey and review responses	Carry out a staff well-being survey and review responses
5. **Put civility and respect at the heart of everything Andover Town Council does**		
5.1 Sign the Civility and Respect Pledge	Explore signing the Civility and Respect Pledge Put in place a civility and respect training programme for councillors and staff	Call out bullying and harassment as and when it happens
5.2 Local Council Award Scheme		Seek accreditation under the Bronze Award

Council performance indicators – How are we doing?

Quantitative Indicators	Qualitative indicators
Residents waiting for an allotment	Complaints, comments and compliments
Cost per allotment	FoI received and actioned
Grants budgets spent	Instances of bullying and harassment
Attendance at community events	Outcome of staff well-being survey
Visits to the Council website	Staff training delivered and attended
Visits to the Visit Andover website	Councillor training delivered and attended
Defibrillators installed	Councillor attendance at meetings
Number of services for young people	Articles in the press
Number of services for older people	