



NewquayCouncil

CorporateService

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This is a Policy or Procedure document of Newquay Town Council and as such must be fully adhered to by both councillors and employees.

Policy/Procedure File Status

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Version History

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	1.0 First Draft	Cllr Dixon	First draft pre working party
08.07.2020	2.0 WP Review	WP	
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15.10.2020	4.0 WP Review	WP	Updated version aligned to proposed committee structure.
16.10.2020	4.1 Staff Review	Town Clerk	Updated version with suggestive amendments from Managers
26.10.2020	4.2 Final draft	Town Clerk	Updated with further input
28.10.2020	4.3 F&P Review	Town Clerk	Amalgamated structures document with Corporate Plan document
04.02.2021	4.4 Names	Town Clerk	Addition of names adopted by Full Council

Review Record

Date	Type of Review Conducted	Stage Completed	Summary of Actions Taken or Decisions Made	Completed By
04.02.2021	Update	Yes	Updated new names of committees	Town Clerk

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1.0 Vision for Newquay

By 2030 Newquay to be a thriving and prosperous Cornish town that is a highly desirable place to live, work and visit set in a beautiful and valued naturally diverse and beautiful environment of rolling farmland and sweeping coastlines with an abundance of wildlife. Residents and visitors alike to have access to open spaces and our iconic views throughout the parish. The town centre to be visually appealing, uncluttered and full of character. Sustainable development and transport links that enhance our natural capital and promote green infrastructure to be the norm.

2.0 The Council's Mission

Newquay Town Council strives to demonstrate good governance, effective asset management and proactive community engagement to enable it to best represent and serve the people of Newquay and be a positive voice for the greater good of the community.

We work in partnership with other organisations to influence decisions, secure appropriate investment and ensure high quality cost effective and efficient services are provided for those who choose to live, work or visit Newquay.

3.0 The Council's Values

To help achieve our mission and our vision we will encourage staff, councillors, partners, residents and visitors to adopt the following values

- **INTEGRITY:** Integrity is that quality of an individual's character that encompasses honesty, sincerity and reliability. Upholding the integrity of the professional reputation of Newquay Town Council should be of the highest priority for all members and staff. Maintaining high standards regarding the personal integrity of members and staff is vital in establishing and upholding public trust in all decisions made on behalf of the residents of the town (such as openly declaring any potential conflict of interest). Putting this integrity into practice means that members will sometimes be required to make decisions that may not be popular but will often require the moral courage to do what is best for our town.
- **SELFLESSNESS:** Selfless personal commitment is the foundation of public service and enables us to demonstrate a sense of integrity and purpose. We must be prepared to serve the public interest to the best of our ability at all times. Members and staff of NTC should show selflessness by taking decisions only in the public interest of the town,

its businesses and residents. Decisions should not be made by members to confer financial and other material benefits upon themselves, their families or personal friends. Potential conflicts of interest should be openly declared. Selflessness should combine with personal integrity to reinforce confidence in the decisions made by NTC, and to uphold the professional reputation of the Council.

- **OPENNESS:** Holders of public office are accountable for their decisions and actions to the public who elect them onto the Council, so they must submit themselves to the necessary scrutiny to ensure they are acting responsibly. To aid this process, members should be as open as possible about all the decisions and actions they take on behalf of the Council. They should be able to clearly communicate their reasons for decisions made and actions undertaken. They should only restrict information when there are reasonable grounds for doing so (such as commercially sensitive information relating to partner organisations etc). Openness should reinforce the integrity of the Council, and the selflessness of the members volunteering for it.
- **COLLABORATION:** NTC is an organisation made up of people of varying social backgrounds and political perspectives, reflecting the diversity of Newquay itself. Therefore, we need to be able to work collaboratively with others who may not reflect our own lived experiences, both within Council and also with outside agencies, to achieve the best for the town. It is particularly important that we show the greatest possible respect, tolerance, understanding, and compassion for others regardless of their personal differences; and we have the fundamental right to expect to be treated with the same degree of respect and dignity by the public that all we serve. Our ability to create the future starts with how we collaborate with each other today.
- **IMPARTIALITY:** NTC is an organisation made up of members from differing political perspectives, with some being affiliated to established political parties. When carrying out public business, awarding contracts or recommending individuals / organisations for public rewards, holders of public office should only make decisions based upon merit. The self-discipline to consider issues on merit alone is fundamental; being able to challenge our preconceptions is an essential element in maintaining integrity both individually and as a Council. We must continually be aware of bias and challenge it. Doing so will equip members to cope with the difficult, individual decisions that often have to be made during service on the Council.

4.0 Aims and Objectives

The **aims and objectives** for the business plan reflect the committee structure and will ensure the following principles are integral in how we operate.

- Good Governance
- Value for Money
- Proactive Communication and Community Engagement
- Partnership Working
- Effective Asset Management

5.0 Structure Planning

A suggestion was made within the working party that we should not look at this process as a way of merging committees or removing one committee from the structure as this could lead to subjective views and individual members feeling protective of specific committees or areas of work. A more objective approach would be to view this as a process that dissolves all existing committees and develops a whole new committee structure that is derived from our mission and the principles under which we operate.

This document builds on that suggestion and proposes a committee structure where each committee has a particular responsibility for delivering specific strands of the mission.

5.1 Aims of Committees

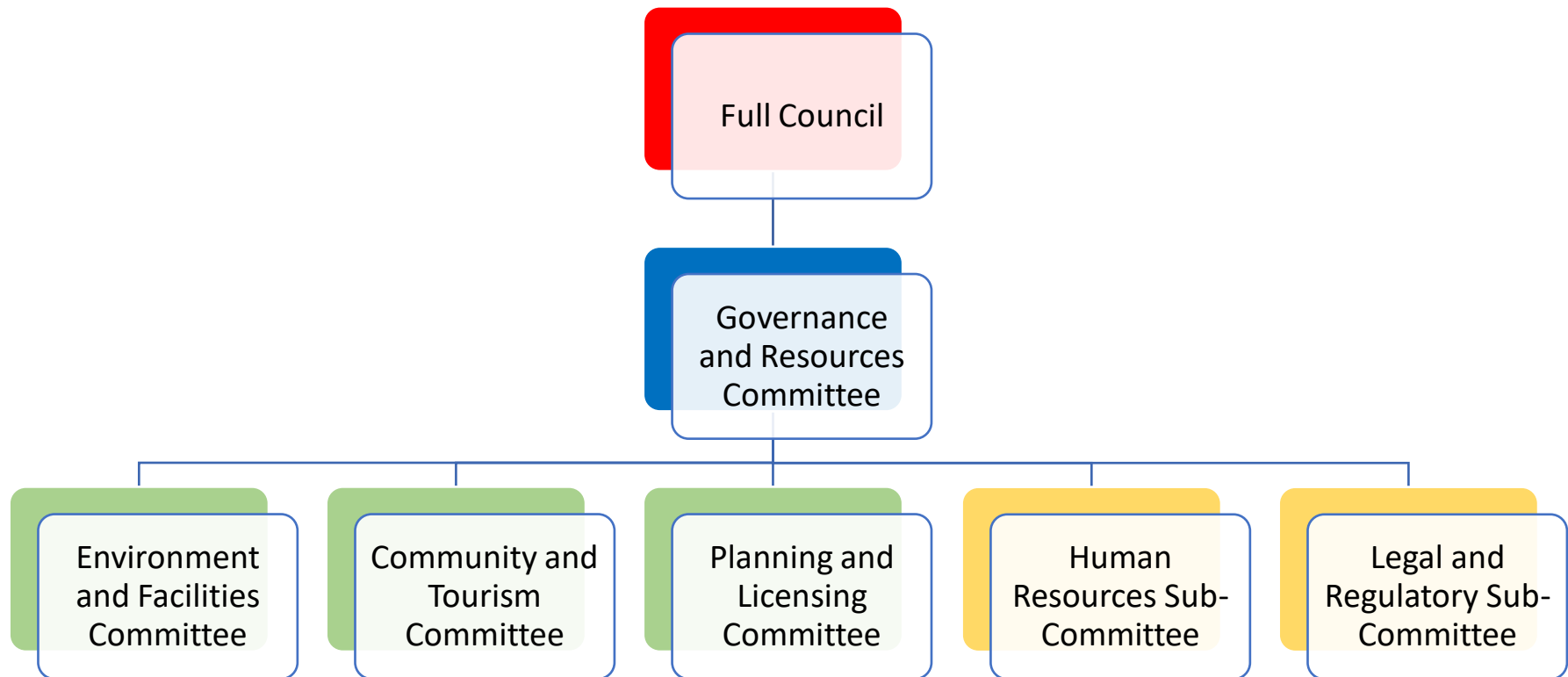
The aim of each committee is set out as a broad statement of how it intends to achieve the element of the mission statement for which it is responsible. Collectively the Committee Aims demonstrate what the Council as a whole is trying to achieve.

5.2 Objectives of Committees

Each committee objective has been developed by the working party so that as a whole they should reflect all of the activities of the town council.

6.0 New Structure

P.T.O



Notes:

- Sub committees only meet when needed.
- Members should sit on 2 committees/sub committees (members cannot just sit on 2 sub committees).
- The Mayor will chair Legal and Regulatory Sub-committee
- Membership of Human Resources Sub-committee should remain in place for 4 year term where possible

6.1 GOVERNANCE AND RESOURCES COMMITTEE

Comprising of no more than 8 members (Mayor, deputy mayor, Chair and Vice of Environment and Facilities committee and Community and Tourism Committee, chairs of Planning and Licensing committee and Human Resources sub committee) this committee would act as a middle tier between standing committees and full council providing a level of scrutiny, performance management and quality assurance.

The focus of this committee is **GOVERNANCE AND RESOURCES**

The committees functions would include

- Ensuring compliance with statutory and legal obligations
- Financial & budgetary management/monitoring including fiscal policy
- Scrutiny and audit
- Development of strategies, policies, procedures and best practice guidelines to maximise the organisation's effectiveness.
- Localism and devolution issues including negotiation and implementation to ensure services and facilities are managed and delivered at the most appropriate level.
- Monitoring of the councils performance and adoption of any quality award schemes deemed appropriate and beneficial.
- Resource planning (financial and staffing)

AIM

To ensure Newquay Town Council operates as a professional, competent and caring organisation that manages its assets, finances and human resources efficiently. Works in partnership with other organisations to seek appropriate investment and to ensure cost effective and high quality services, that reflect the standards expected from a Gold Status Quality Council, are provided to those that live work and visit Newquay.

Objectives

- Oversee and scrutinise the effective and efficient operation of the council ensuring good governance and effective budget planning, management and control; reporting outcomes and findings to Full Council.
- Oversee and scrutinise Town Council finances in accordance with all financial regulations ensuring value for money and effective asset management including management and maintenance of appropriate asset registers and operational inventories.

- Oversee and scrutinise Town Council legal, governance and statutory responsibilities.
- Develop, maintain and review relevant policies, strategies, procedures and guidance as necessary to reflect legislation and best operational practice for implementation across the council.
- Strategically manage Town Council owned properties and assets.
- Receive, examine and implement internal auditor's reports and recommendations and report actions to Full Council for sign-off and overview.
- Manage and implement the Town Council Grant scheme.
- Seek and identify external funding and grant opportunities including approval of completed applications to external organisations.
- Identify appropriate projects for s106 and CIL funding
- Establish devolution opportunities and negotiate outcomes with Cornwall Council.
- Achieve and maintain Gold award status demonstrating Newquay Town Council is at the forefront of best practice.
- Assist with the distribution of workloads of each committee and arbitrate on new project management
- Manage, develop and where necessary implement Emergency Plans for Newquay area.

6.2 ENVIRONMENT AND FACILITIES COMMITTEE

This committee focuses on the **EFFECTIVE ASSET MANAGEMENT** element of the Councils Mission.

The committee is responsible for operational management, maintenance and where possible, improvement of the physical aspects for which the town council has control (e.g. specific buildings, facilities, open and green spaces, infrastructure and assets of the council.)

Key functions of this committee include

- Improving the appearance of Newquay
- Asset management and maintenance (physical buildings, infrastructure etc)
- Environmental management and maintenance (green and open spaces, parks etc)

AIM

To improve the appearance of Newquay, managing town council assets, infrastructure and open spaces to provide facilities and services that are considered good or excellent in standard, creating a safer, thriving and prosperous town which residents and visitors can take pride in and which enhances their wellbeing by being naturally diverse, beautiful & healthy with an abundance of wildlife.

Objectives

- Improve the appearance of Newquay by augmenting the environmental services provided by Cornwall Council and providing effective and innovative environmental management of green and open spaces across the parish. (including for example creation and installation of hanging baskets, planting schemes, maintenance of footpaths, grass verges, gardens and street furniture.)
- Manage, maintain and enhance town council owned and devolved open and green spaces, parks, play parks and car parks
- Manage, maintain and enhance town council owned facilities and buildings.
- Manage, maintain and enhance the public toilet facilities and services provided across Newquay.

- Develop a programme of education and where necessary enforcement to minimise and address anti social issues and report actions required to partner organisations.
- Develop ideas for new environmental and green projects that will enhance specific areas of Newquay and set up working parties to develop these ideas through design, implementation, funding options, grant applications onto fruition and long term maintenance plans.
- Manage, maintain and enhance the appearance of the town centre through a range of innovative decorative schemes including but not limited to External decorative lighting, Festive and Seasonal themes, bunting, banner management, street and pavement art and art murals and installations.
- Develop and Implement environmental and climate change operational procedures.
- Ensure the effective management and control of various allotment sites and waiting lists including those managed in-house and those managed by allotment associations.
- Consider and where appropriate approve grant applications (within budgetary restraints) received from local groups and external organisations that seek to enhance the appearance of Newquay
- Manage Council Parking assets and transport including enforcement and implementation of Town Council Parking Orders
- Manage the physical resources of any volunteer schemes (such as tools and equipment

6.3 COMMUNITY AND TOURISM COMMITTEE

This committee focuses on the **Proactive Community Engagement and Representation** element of the Mission.

Whilst committee two focuses on physical aspects of the organisation this committee concentrates on communication, information, developing relationships and partnerships and enhancing the “customer experience” both directly by the town council and through collaboration with partners. (Customers are not limited to council tax payers and/or voters but include businesses, visitors, tourists, and all ages from cradle to grave)

Key functions of this committee include

- Communication and community engagement
- Partnership working
- Events management and promotion
- Tourist information
- Library and information services
- Youth Initiatives

AIM

To encourage and promote economic, commercial, volunteer, resident and tourist involvement in the town through proactive community engagement, event management and delivery of library and information services to meet the needs of a diverse community from the cradle to grave. In developing community engagement the council will improve two way information, seek opinion, inform decision making and celebrate Newquay's efforts and successes.

Objectives

- Develop effective community engagement and strengthen partnerships and relationships with voluntary and community groups, local businesses, transport operators and BID through a range of effective two way communication channels to maximise resources, minimise duplication of effort and where possible agree a joined up and coordinated approach to improving the appearance of Newquay.
- Manage and seek to continuously improve community information and engagement through a wide range of media (written, verbal and digital) and the implementation of an effective communication strategy.
- Manage, maintain and enhance provision of library and information service

- Manage, maintain and enhance provision of the tourist information centre to encourage visitors to Newquay.
- Organise, promote and manage Newquay Town Council events to provide residents and visitors with a wide range of year round activities.
- Undertake marketing of Council space for rent or hire including negotiation and liaison with potential and existing tenants and users to maximise customer satisfaction and revenue streams to the council whilst minimising vacant space.
- Manage, maintain and enhance provision of CCTV service across Newquay and partner sites.
- Manage and implement initiatives associated with public safety.
- *Assist partners in the effective management, maintenance and enhancement of two-way radio connectivity in the form of Shopwatch, Pubwatch and Council networks, all of which assist in the protection of the town, businesses, residents and visitors.*
- *The Council's Chief Officer is responsible for the Police Airwave radios utilised by the CCTV Control Room, with delegated Radio Terminal Custodian responsibilities undertaken by the CCTV Manager. The committee shall ensure adequate resources, procedures and safeguards are in place to protect the systems and support the responsible officers in their required duties.*
- Identify and implement economic development opportunities
- Manage and promote the Town Council Citizen Award Scheme and seek to maximise positive opportunities to celebrate success.
- Develop & Implement a Newquay specific Volunteer scheme, to encourage individuals and organisations to work with the council to improve the overall appearance of Newquay.
- Identify initiatives to provide support and services for Homelessness in Newquay and liaison with external partners to facilitate consultation and implementation of any agreed projects.
- Coordinate and liaise with external event providers and provide grant opportunities to groups seeking to stage events that enhance the customer experience of Newquay.

- Identify issues and liaise with CC regarding implementation of TROs PSPOS and other local schemes.
- Identify and implement Youth Initiatives that will benefit Newquay, its young visitors and residents.
- Responsible for twinning opportunities including coordination with Dinard.

6.4 PLANNING AND LICENSING COMMITTEE

This committee focuses on **PLANNING and LICENSING** issues and represents the town council as the **statutory consultee for planning applications**.

Key functions of this committee include

- Consideration of planning applications and issues taking into account planning law and the Newquay neighbourhood plan and making recommendations to the planning authority.
- Consideration of licensing applications

AIM

To act as the statutory consultee for all planning applications (and consultee for licensing applications) within the parish and to represent the town council to seek to uphold the vision and policies outlined in the Newquay Neighbourhood Plan.

Objectives

- Consider all planning applications and issues in accordance with statutory planning law and taking into account the Newquay Neighbourhood plan policies and submit recommendations to the planning authority within deadlines set.
- Comply with the Cornwall Local Councils Pre-application protocol and provide developers an opportunity to give a 30 minute presentation prior to Committee meetings. Only one presentation will be allowed per Committee with slots being available on a first come, first serve basis..
- To agree a Town Council position and provide a representative to attend Cornwall Council planning meetings where an application is called in, to represent the views of the Council.
- To agree a Town Council position and provide a representative to attend Cornwall Council licensing meetings where an application is called in or appealed, to represent the views of the Council.

- To agree a Town Council position and provide a representative to attend Planning Inquiries/Appeals on behalf of Newquay Town Council in respect of appeals and to communicate with the Planning Inspectorate direct if necessary, to represent the views of the Council.
- Identify and make representations to the relevant authorities in respect of enforcement action or any matters considered to be breaches of planning or licensing regulations.
- Monitor, update and manage the Newquay Neighbourhood plan and website including the Newquay Views & Vistas album.
- Keep up to date with relevant legislation and advise Council where necessary
- Consider all licensing applications in accordance with licensing law and submit any observations or recommendations to the licensing authority within deadlines.

6.5 HUMAN RESOURCES SUB-COMMITTEE

This committee focuses on **HUMAN RESOURCES**

Key functions of this committee include

- Staffing structures and resources
- Staff terms and conditions
- Recruitment & selection
- Training and development.
- Members code of conduct.

AIM

To ensure professional management of all employees of Newquay Town Council and that appropriate policies and training are in place to enable Newquay Town Council to meet its employer obligations and aspirations to have a reputation as a good employer.

OBJECTIVES

- **Oversee any staffing related matter brought to it by the Town Clerk, including setting terms and conditions for members of staff and to update existing terms and conditions following any changes in employment law and/or best practise guidelines.**
- **Manage the health and well-being of all members of staff in conjunction with the Town Clerk.**

- **Ensure effective processes are in place and implemented for all staffing matters including recruitment, selection, training, retention, restructures, annual staff appraisals, disciplinary, grievance hearings, risk management, leave, sickness etc.**
- **Manage the code of conduct for members, including the introduction of sanctions and subsequent complaints under the Code of Conduct for members.**
- **Authorise the recruitment of new permanent posts following a 7-day consultation period for all council members. During the 7 days members can call-in the decision to recruit a new member of staff and the matter will be referred to full council. If no objections are received within the 7-day period, the new role(s) may be recruited as necessary.**
- **Actively plan and monitor the training and development of staff with relevant service managers. Ensuring the CPD and broader knowledge requirements of the role of individual officer roles are met.**
- **Actively plan and monitor the training and development of members.**

6.6 LEGAL AND REGULATORY SUB-COMMITTEE

Chaired by the Mayor, this committee focuses on **COMPLIANCE, DATA PROTECTION AND DATA CONTROLLER**

Key functions of this committee include

- Compliance matters.
- Overseeing the Council's Data Protection Principles and Policies
- Acting as the Council's Data Controller
- Handling/signing off any internal review requests or Data release responses that are complex.
- To work with the Council's Data Protection Officer on any legal aspects of Data Governance.
- To promote data compliance and ensure the Council adequately resources this important aspect of the operations.

AIM To ensure Newquay Town Council meets all legal requirements in relation to the effective protection and processing of Data under the various statutory requirements and acts.

OBJECTIVES

- **to handle (or delegate the following provisions to a dedicated sub-committee) in relation to Data Protection and the General Data Protection Regulations (GDPR):**
 - **to take on the statutory responsibilities and full obligations as 'Data Controller' as defined within the GDPR and or Data Protection Act 2018.**
 - **to set council policy on data management, audit the security of council held data, maintain the registers of information held and audit the security of personal data held by the council. This provision is undertaken with full authority to act without recourse to council in order to be able to respond swiftly to any reported breach or identified risk.**
- **Assist with scrutiny and internal audits to ensure compliance with legislation as required.**

7.0 Associated Documents

- Committee terms of reference
- Newquay neighbourhood plan
- Communication strategy
- Scheme of delegation
- Budget report
- Standing orders
- Financial regulations
- Climate change strategy
- Environmental policy statement

8.0 Appendix

Open spaces devolved to town council and managed by Committee 2

- *Killacourt green space*
- *Concrete waves skatepark*
- *Atlantic road play park*
- *Treloggan doorstep Green play park*
- *Gannel carpark and surrounding areas*
- *Priory woods*
- *Polwhele road land*
- *Post Office Forecourt and fountain.*
- *Crantock street garden*
- *Dinard Garden*

Open spaces where Cornwall Council services are augmented by Committee 2

- *Eothen*
- *Mount wise gardens*
- *Beachfield gardens*

Facilities managed by Committee 2

- *28 Mount Wise*
- *Marcus Hill offices*
- *Library building*
- *Toilets –*
 - *Watergate bay*
 - *Trenance gardens*
 - *Esplanade road Pentire*
 - *Narrowcliff*
 - *Little Fistril*
 - *Fore street*
 - *Porth*
 - *East Pentire*
 - *Chester Road*
 - *Killacourt*
 - *Railway station*
 - *Concrete waves (temporary)*
 - *Heron tennis centre (seasonal temporary)*
 - *Beach road – closed.*

Examples examples of anti social issues include those caused by

- *dog fouling*
- *litter,*
- *rubbish collection days,*
- *fly posting,*
- *illegal signage, stickers,*
- *fly tipping,*
- *graffiti,*
- *street clutter,*
- *illegal or inconsiderate parking .*