



GREAT AYCLIFFE TOWN COUNCIL

Service Delivery Plan 2024-25



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Introduction to Great Aycliffe

The parish of Great Aycliffe comprises the town of Newton Aycliffe and the villages of Aycliffe and School Aycliffe. The population of Great Aycliffe is approximately 27,000 and is projected to grow over the next few years.

Great Aycliffe is a vibrant community, located in an attractive semi-rural setting. It is bounded on all sides with open countryside and the area administered by the Town Council contains many attractive green spaces.

There are a great many walking routes, with a number of public rights of way and bridleways, giving easy access to extensive green spaces, nature areas and local wildlife areas. Many of the main thoroughfares have tree lined avenues which enhance the green feel of the town.

Throughout the late nineteenth and early twentieth centuries, the mining industry dominated Durham. During World War II, the Government established an ordnance factory near to Aycliffe Village, to supply munitions to the services. The workforce, mainly women, became known as the 'Aycliffe Angels' or the 'canaries', so called because the chemicals used in shells turned their hands and skin yellow.

After the war, Aycliffe became the site of a New Town, planned to provide good quality homes for workers on Aycliffe Industrial Estate. The first sod was cut for the new town on 28th June 1948. Under the guidance and control of the Aycliffe Development Corporation, the Town flourished and has grown to be part of the Great Aycliffe settlement.

Schools in the area are generally good and are increasingly linked to the higher education network. The investment and building of a University Technological College on the Business Park has enabled young people from the area to have a choice of educational and vocational routes with excellent prospects for employment in nearby facilities. The North East Centre for Autism is located within the parish and a specialist school for students with special educational needs opens in 2024.

There is excellent connectivity within and around the town, with the A1(M) to the east and the Bishop Auckland to Darlington rail line running through the western side of the town and Business Park, with two stations serving the parish.

Aycliffe Business Park has grown beyond its original 'industrial' title to become the largest business park in the North East, attracting a wide range of international, national, and local companies to its premises. Aycliffe Business Park is home to around 500 companies and around 10,000 employees and continues to expand, with a mixed-use retail development and trade park.

There is a strong community feel, with a wide range of community facilities, voluntary groups, clubs and societies active in the area. A large range of play and leisure facilities are provided by Great Aycliffe Town Council and Durham County Council across the parish, with something for everyone.

Housing conditions are generally above average. Significant levels of new house building means that Aycliffe can offer a wide choice of starter, family and executive homes to new residents coming to the area.

However, parts of Great Aycliffe are ranked within the poorest 20% of deprived areas nationally. As a 'new town' Newton Aycliffe has a higher-than-average ageing population. Social housing in the Great Aycliffe area is mainly provided by Livin, a 'not for profit' housing association, as well as a number of other registered social and private landlords.

The Town Centre has a mix of individual retail outlets and chain stores, with other retail outlets in neighbourhood areas. A wider range of shopping facilities is available in Darlington, Bishop Auckland and Durham.

As with much of the North East, the highly attractive environment can, however, serve to mask some of the problems inherent in the area. The North East is continuing its transformation from an economy traditionally based on heavy engineering and manufacturing, with a lower skills base, towards the more modern, higher skilled mixed economy visualised in the regional economic strategy. Aycliffe Business Park continues to expand, with further investment planned.

We are aware of the importance of the social, economic, and environmental well-being of the Great Aycliffe area. We are endeavouring to work with Durham County Council, other organisations, and partners to ensure the best results for Great Aycliffe residents.

Views on the Plan

The Town Council welcomes your views and comments on the Town Council Service Delivery Plan (the Plan), and these can be sent to: Daniel Austin, Town Clerk, Great Aycliffe Town Council, Council Offices, School Aycliffe Lane, Newton Aycliffe, Co Durham, DL5 6QF

E-mail : info@great-aycliffe.gov.uk

The Council accepts full responsibility for the preparation of this Plan and for the information contained in it. Every effort has been made to ensure that the information is correct.

Copies of the Plan are available for public reference in the following locations:

- ◆ Town Council Offices
- ◆ Newton Aycliffe Library
- ◆ Oak Leaf Sports Complex
- ◆ Aycliffe Village Hall
- ◆ And the Council's website – www.great-aycliffe.gov.uk

As always, we invite the community's comments on the Plan and positively welcome constructive criticism, which will help us to improve the information we provide for you each year.

Equalities

Great Aycliffe Town Council, its employees and elected members of the Council are expected to treat each other and members of the public equally and with respect regardless of – Age; Disability; Gender Reassignment; Marriage & Civil Partnership; Pregnancy & Maternity; Race; Religion & Belief; Sex or Sexual Orientation.

Information will generally be provided by the Council in English only. Where we are required under other statute to provide certain information in other languages, this information will be translated. You can request an alternative format copy by contacting Great Aycliffe Town Council on 01325 300700.

Services Provided by Great Aycliffe Town Council

The Town Council Service Delivery Plan is a corporate strategic document for the whole of the Town Council. The next few pages set out what the Town Council actually **DOES** and what it is **NOT** responsible for.

Great Aycliffe Town Council:

- ✓ Manages 10 parks, all with play equipment:

Town Park	West Park
Moore Lane Park	Aycliffe Village
Simpasture Park	Byerley Park
St Oswald's Park	Woodham Park
Horndale Park	Cobbler's Hall
- ✓ Provides additional play areas at Scott Place, School Aycliffe, and the Oak Leaf Sport Complex, plus five Multi-Use Games Areas, a BMX Track, a Scoot Track, and a Skate Park.
- ✓ Provides eight football pitches, including junior football and six a side pitches at three sites at the Oak Leaf Sports Complex, Simpasture Park and Moore Lane Park
- ✓ Runs the Oak Leaf Sports Complex providing an indoor bowls green, a multi-use sports hall, four squash courts, a function room and bar and catering facilities and a programme of community events and activities for children.
- ✓ Runs the Oak Leaf Golf Complex comprising an eighteen-hole golf course, 18-bay floodlit driving range, golf shop and changing rooms.
- ✓ Provides, maintains and undertakes burial services at its two cemeteries at West Cemetery and Stephenson Way. We also provide a burial service for St. Andrews Church in Aycliffe Village.
- ✓ Provides a Pre-School Learning Centre located in St. Oswald's Park which is currently registered for 40 places for 3 and 4-year-old children as well as a setting for two-year olds called 'Tots in the Park', offering 12 places, morning and afternoon, 5 days per week. Both pre-schools have recently been classified as Outstanding by Ofsted.
- ✓ Runs a programme of annual community events including:-
 - Senior Citizens' Excursions
 - Fireworks Display
 - Fun in the Parks
 - Santa Tours and Santa Letters
 - Christmas Lighting Display
- ✓ Provides funding and assists and supports other event organisers in running events such as the Big Brass Bash, Aycliffe Music Festival, Remembrance Day Parade, Tri-Golf Schools Event, Girls Can Football, Aycliffe Bus Preservation Society Vintage Bus Event, Annual Indoor Bowls Competition and Community Enhancement Awards, and the Food Markets in the Town Centre.
- ✓ Provides and continues to maintain Aycliffe Angels Memorial Garden
- ✓ Provides maintenance of war memorial and flagpole
- ✓ The Town Council provides over 220 allotment sites located at:
 - Clarence Chare
 - Finchale Road
 - St. Oswald's
 - Aycliffe Village and
 - Byerley Park

- ✓ In addition to the allotment gardens, the Town Council also offers facilities for keeping pigeons and poultry, as well as beekeeping plots at specific allotments sites.
- ✓ The Council provides a home at Clarence Chare Allotments for the recently reformed Great Aycliffe Garden Guild, who are now running a not-for-profit allotments shop and community room on site.
- ✓ Runs an Eco Centre at Moore Lane Park which is currently occupied by Green Arts who run arts programmes, activities and events from the building.
- ✓ Encourages interest in the environment of Great Aycliffe through the Works and Environment Manager and his team who work with the community and schools to deliver a comprehensive programme of environmental activities for schools, community groups, environment events, and deliver an Environment Week, which involves visiting the primary schools in the town to give an interactive presentation on litter and then offering the opportunity for the children to take part in a litter pick in their local community.
- ✓ Assists a number of community groups such as Great Aycliffe Tidy Team, local scouts and guides groups.
- ✓ The Town Council has also declared a Climate Emergency and is working towards reducing its carbon footprint and becoming carbon zero by 2050. Ongoing projects include the investigation of the installation of solar panels and electric vehicle charging points at Council facilities and significant tree planting across the Parish.
- ✓ Provides public seats and litter and dog bins on town council land.
- ✓ Provides over 50 bus shelters with litter bins (not the ones with adverts)
- ✓ Undertakes grounds maintenance e.g. the provision of flower beds, grass cutting and tree planting and maintenance, on all Council owned land and facilities.
- ✓ Carries out environmental management of a number of nature and conservation areas including:
 - Great Aycliffe Way
 - Woodham Burn
 - South Agnew Plantation
 - Cobbler's Hall Plantation
 - Simpasture Railway Walk
 - Aycliffe Nature Park
 - School Aycliffe Wetlands
 - Byerley Park Nature Area
 - Seven Hills
 - Butterfly Meadow at Rail Halt
 - Two nature areas on the business park
- ✓ The Town Council is also the custodian of Aycliffe Village Greens and maintains land at Millfields and Bickford Terrace.
- ✓ Employs a team of Park Patrol Operatives to assist with crime prevention and provide an out of hours service to monitor and safeguard the Council's parks, other facilities and their users.
- ✓ Provides a range of civic events including Mayor at Home and the Annual Chairity Civic Dinner.
- ✓ Encourages Community Empowerment through Consultation and Open Days.
- ✓ Operates a grants and donations fund offering financial support to community organisations and local charities.
- ✓ Operates a Community Recognition Award Scheme to provide a means of recognising and acknowledging the dedication, commitment and outstanding contribution that nominated individuals make to improve and promote the Parish of Great Aycliffe.

- ✓ Maintains the Great Aycliffe Neighbourhood Plan.
- ✓ Comments on planning applications.

Great Aycliffe Town Council works with other Town Councils in the area to bring together local councils to share good practice, developing a strong voice for the local council sector in Durham.

The Town Council is **NOT RESPONSIBLE** for the **Town Centre**, which is in private ownership. The Town Council **DOES NOT**:

- X Own or provide services in the town centre
- X Empty household or business refuse bins
- X Manage schools
- X Manage the Newton Aycliffe Leisure Centre
- X Run economic development
- X Manage the highways
- X Manage the police, fire, or ambulance services
- X Grant planning permission
- X Provide library services
- X Run social services
- X Run housing services
- X Provide bus services

CORPORATE SERVICES SECTION

The Town Council

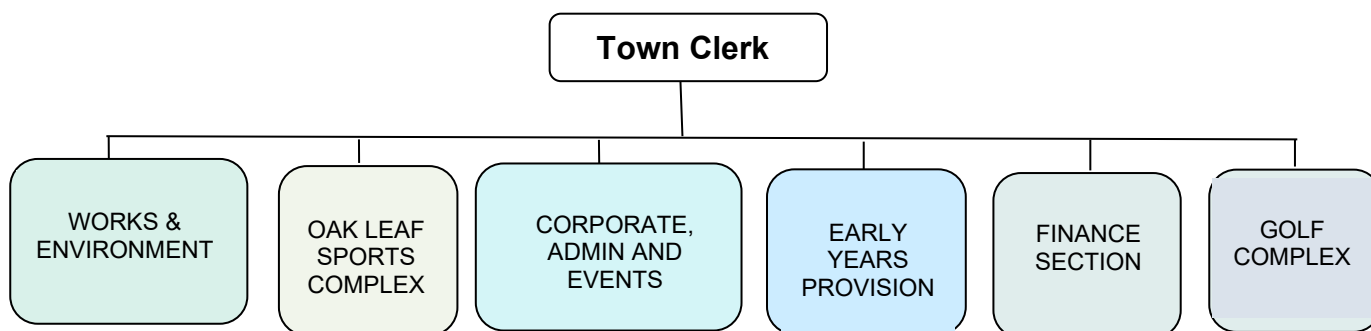
The Town Council Service Delivery Plan will be used as the Corporate Service Plan.

Great Aycliffe Town Council is one of the largest Town Councils in the country, with a planned Net Revenue Budget or Precept of £1,974,773 in 2024/25.

This Precept is raised from the local taxpayers of Great Aycliffe via the Town Council proportion of the Council Tax, which amounts to £190.80 per annum at Valuation Band A.

Around 12p in every £1 of Council Tax paid comes to the Town Council, with the remaining 88p paying for Durham County Council and the Police and Fire Services.

The Council currently employs 71 staff, made up of 41 full-time and 30 part-time employees supported by a number of seasonal and casual staff, who do not form part of the formal staff establishment.



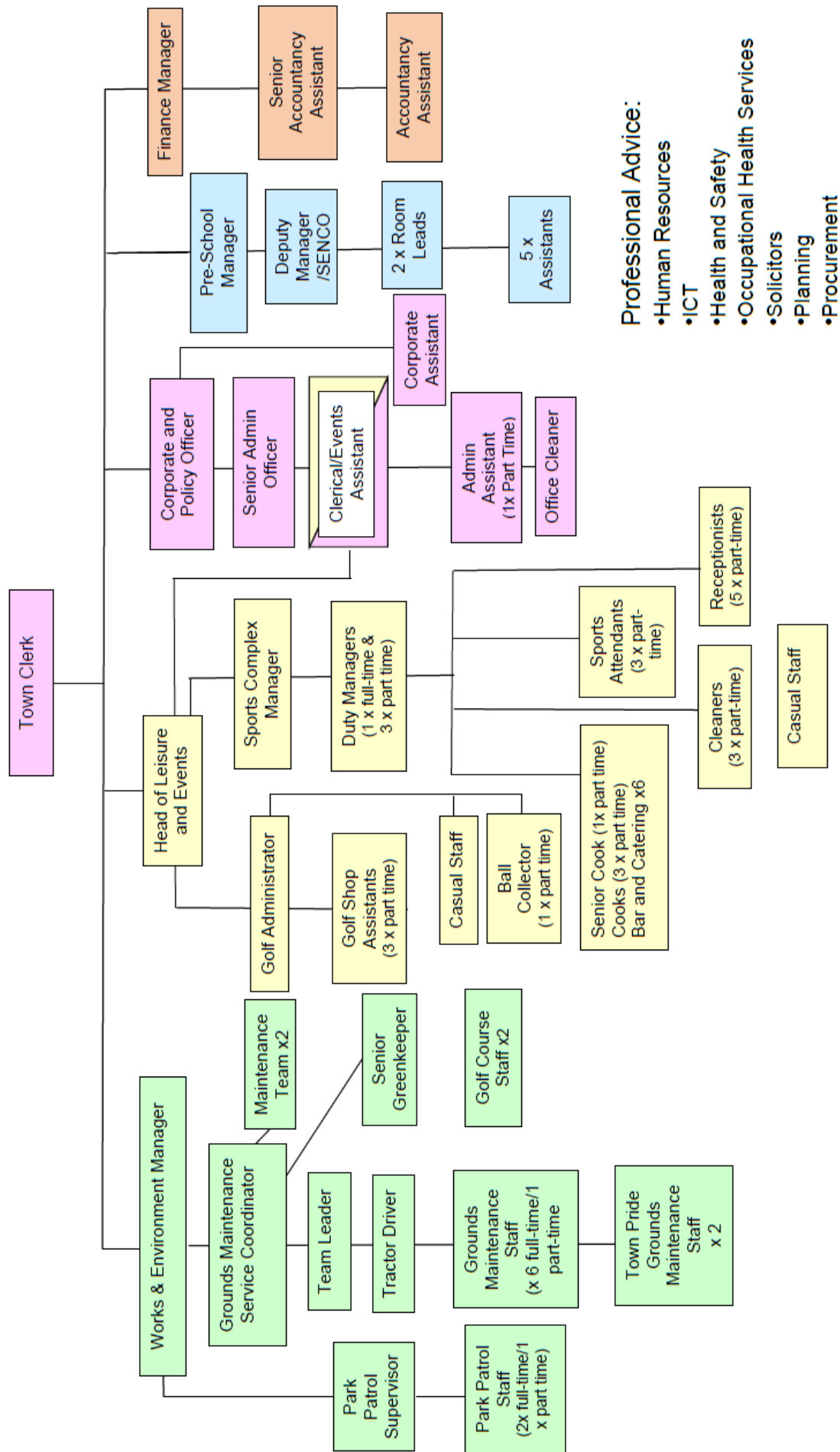
The Council's Establishment

The Council also retains the services of consultants for human resources matters, health and safety, legal, procurement, planning advice, occupational health services and other speciality services such as IT.

The Senior Officers within the Council are:

Town Clerk	Daniel Austin	daniel.austin@great-aycliffe.gov.uk
Finance Manager	Tracey Woodhead	tracey.woodhead@great-aycliffe.gov.uk
Corporate and Policy Officer	Amanda Donald	amanda.donald@great-aycliffe.gov.uk
Works and Environment Manager	Steve Cooper	steven.cooper@great-aycliffe.gov.uk
Head of Leisure and Events	Judith Thexton	judith.thexton@great-aycliffe.gov.uk
Sports Complex Manager	Andy Clark	andrew.clark@great-aycliffe.gov.uk
Grounds Maintenance Co-Ordinator	Lee Williams	lee.williams@great-aycliffe.gov.uk
Senior Admin Officer	Sharna Stretch	sharna.stretch@great-aycliffe.gov.uk
Pre-School Manager	Julie Gale	julie.gale@great-aycliffe.gov.uk

Town Council Organisation Structure



In February 2015, following the town wide survey undertaken as part of the Neighbourhood Plan process and after consideration by Council, it was agreed that the Town Council strategic mission statement should be:

“A proactive and responsive Council, working in partnership, listening to and speaking up for the community, contributing towards making Great Aycliffe an excellent place in which to live for all its residents”

In support of this statement, the Council agreed a number of strategic aims, which are reviewed on a regular basis. These are still considered fit for purpose and will help achieve the overall vision. The eight strategic aims are:-

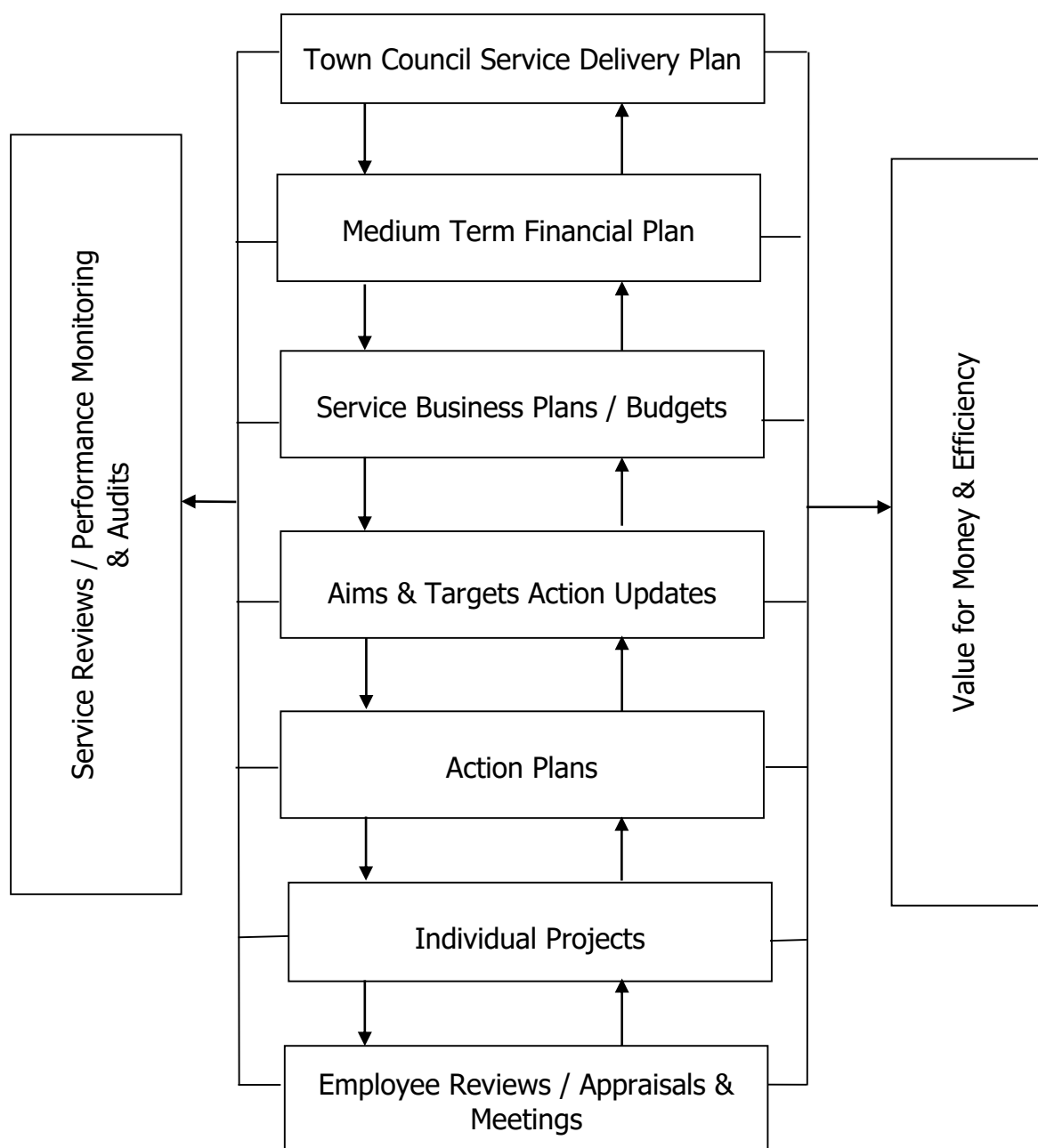
1.	To provide good quality governance and management of the Council.
2.	To manage the council's finances and assets in a responsible manner.
3.	To provide accessible, affordable leisure facilities and opportunities.
4.	To provide pre-school education as appropriate in Great Aycliffe.
5.	To contribute to the environmental improvement of Aycliffe by managing and developing parks, play areas and green spaces.
6.	To help and encourage partnership working to improve the services and facilities for the residents of Great Aycliffe.
7.	To encourage the residents of Great Aycliffe to become involved in local democracy.
8.	To research information and make the case for Great Aycliffe.

As part of the Great Aycliffe Neighbourhood Plan (GANP) consultation process, residents were asked specifically about Town Council services, including if they considered the vision and strategic aims were still relevant for the Town Council and the residents of Great Aycliffe. 93% of respondents agreed the vision and 92.5% of respondents agreed the strategic aims were still appropriate.

The Council sets a series of targets under each aim to ensure that the aims are met. The targets are reviewed annually as part of the end of year assessment process. Following the GANP consultation, a more robust and comprehensive review was undertaken by Senior Management Team and the Performance Management Group to ensure comments made during the consultation process could be incorporated into the targets for the Town Council.

Performance Management

The successful introduction of a comprehensive performance management framework a number of years ago ensures a consistent approach to performance management is applied across all services. Quarterly monitoring of targets and regular progress reports to the Council are also undertaken. These improvements have been closely linked with the budget setting process and risk assessment.



Progress on Council targets is discussed at Performance Management Group, which all service managers attend. The Council regularly reviews progress on the existing targets and works with Senior Officers to set new targets for the coming year. A report is given to the Council on a quarterly basis, while residents are informed and consulted via the Council's newsletters and through engagement with community groups and organisations. The progress made during the year informs the development of targets for the following year.

Council Targets 2023/24

When setting targets, every effort is made to ensure the aims and targets are closely linked to medium-term financial planning, the annual budget setting process and within the context of the Council's Asset Management Plan. It is acknowledged that some work matters, and capital projects, are generated from other areas as and when funding becomes available.

Additional funding is occasionally made available from other sources, giving rise to one-off projects that are not part of the aims and targets but are important to take advantage of. The Town Council Service Delivery Plan is therefore only a guide for the Council in deciding on spending priorities in future years and guides the medium-term financial planning for the Council.

The targets for the last financial year (2023/24) including a statement of progress achieved against each target, are set out in **Appendix 1**, which provides the close out status on the targets.

Council Targets 2024/25

We aim to consider your views and act upon your priorities in order to improve our services for the people of Great Aycliffe.

We also strive to take into account wider government and other organisations' agendas where possible, such as Durham County Council, the Great Aycliffe and Middridge Area Action Partnership (GAMP), Livin, Newton Aycliffe Police Team, and the general health improvement agenda.

Consultations, questionnaires and attending public meetings ensure we are able to reflect the needs of the residents when we set and prioritise the targets for the Council. The Council's budgets are developed in line with these targets and an annual budget consultation is also held with residents.

The list of new targets for the coming financial year (2024/25) can be found at **Appendix 2**.

Corporate Services and Personnel

This service area covers corporate and cross-cutting issues which have an effect across the entire Council. These are policy, planning, risk management, administrative and committee services, training, and customer engagement. In addition, this service area is responsible for the implementation of performance management arrangements, particularly for setting up systems for monitoring the Council's progress in relation to continuous improvement.

The **objectives** of this service are:

- ◆ To ensure timely and appropriate advice to the Council on matters affecting its strategic and corporate activities
- ◆ To ensure effective management and implementation of the Council's policies and priorities
- ◆ To be aware of, and ensure compliance with, all duties and obligations as laid down in Acts of Parliament, statutory instruments, and specific guidelines
- ◆ To ensure compliance with the General Data Protection Regulation (GDPR)
- ◆ To maintain and update the Council's Constitution and Standing Orders
- ◆ To provide professional support and advice to Members and staff
- ◆ To ensure the effective organisation and running of the Committees of the Council and oversee the production of agendas and minutes of meetings
- ◆ To provide timely and appropriate advice in relation to all employee and employer relations issues
- ◆ To monitor and manage the Council's risks
- ◆ To manage and oversee the Council's arrangement for health and safety
- ◆ To provide advice in relation to training requirements for members and employees, including delivering training when possible
- ◆ To deal with Town Council land and property matters including village greens, sales, and acquisitions
- ◆ To prepare the annual Town Council Service Delivery Plan, including the setting of aims and annual targets
- ◆ To manage and administer the Council's Performance Management Framework.
- ◆ To oversee the use of consultants by the Council
- ◆ To maintain the Town Council's website and ensure an effective IT support service is provided across the Council
- ◆ To provide support and guidance for any elections
- ◆ To support the annual external audit inspection
- ◆ To ensure the Great Aycliffe Neighbourhood Plan is a robust document, helping to maintain high standards of development appropriate to the Parish

Administration

The Administration Section of the Council produces all minutes and agendas and provides support to other service areas and Members.

The **objectives** of the Administration function are:

- ◆ To provide effective, efficient typing and administrative support to officers and Members and reception services to the public in relation to the Council's functions.
- ◆ To manage the records of the Council.
- ◆ To assist with the upkeep of information on the Town Council's website.
- ◆ To provide the necessary support at meetings of the Council and its Committees

Members and Civic Services

This service area covers principally the work undertaken by the Mayor's Secretary and the general administration office staff in supporting the Mayor during their year of office.

The **objectives** for this service area are:

- ◆ To support the Mayor in their year of office
- ◆ To ensure that proper conventions and protocols are observed at all times
- ◆ To organise the necessary civic functions agreed annually by the Council
- ◆ To assist with civic hospitality for the Council and its guests
- ◆ To manage the Members' Allowances Scheme

Finance Section

The Finance Section is responsible for the overall financial management of the Council and also provides an important support service to the Council's front-line service areas, and to officers and members of the Council.

The Finance Section also plays an important corporate role in helping to ensure that sound arrangements are put in place for securing economy, efficiency, and effectiveness in use of the Council's financial resources and in ensuring that the Council provides value for money to council taxpayers.

The **main responsibilities** of the Finance Section are detailed below:

- ◆ Updating and monitoring compliance with the Council's Financial Regulations and Standing Orders for Contracts and Procurement
- ◆ Managing and developing the Council's accounting systems, internal controls, financial records, financial policies, and procedures
- ◆ Reporting on the Council's financial performance
- ◆ Providing financial information to Members and Officers including the regular reporting of budgetary control during the year
- ◆ Preparing the Annual Revenue Budget and Capital Programme
- ◆ Preparing the Medium-Term Financial Plan
- ◆ Preparing the Annual Report
- ◆ Preparing the Statement of Accounts
- ◆ Treasury Management including the maintenance of the Treasury Management Code of Practice and the management of the Council's cash flow, loans, and investments.
- ◆ Managing an effective payroll service
- ◆ Managing an effective accounts payable and receivable function to ensure that all invoices are raised and paid promptly
- ◆ Managing an effective income collection and banking system to ensure that all monies receivable by the Council are collected and banked promptly
- ◆ Insurance arrangements
- ◆ Banking arrangements
- ◆ Taxation
- ◆ Ensuring an effective Internal Audit service
- ◆ Providing financial advice and training

Detailed information on the Town Council's finances can be found in the Medium-Term Financial Plan, Revenue and Capital Budget, Accounts and Finance Service Plan, which are all published on the Council website.

Capital Investment and Asset Management

The Council has continued to develop its Asset Management Plan in order to plan investment in Council and community assets such as buildings, vehicles, machinery, play equipment and street equipment.

The Asset Management Plan covers a ten-year period and ensures that the Council takes a planned approach to the long-term maintenance of its assets. It also ensures that capital projects are undertaken within the context of the Council's strategic aims and targets set out within this document.

The Council reviews its programme of proposed capital projects on an annual basis. Capital projects are those that relate to significant one-off investment in the Council's fixed assets such as its buildings, vehicles, and machinery. Some represent one-off proposals, others a continuing programme of improvements in a particular area.

Capital Programme Budgets are prepared annually, based on the future capital investment requirements set out in the Council's Asset Management Plan. Indicative five-year capital budgets are also included in the Council's Medium Term Financial Plan.

Significant investment has been made in previous years in new community assets such as play equipment, multi-use games areas and skate parks.

The Council made **capital investment of £287,051 in 2023/24** and the main capital works completed during the year are listed below:

- *Replacement Park Patrol vehicle with an electric vehicle;*
- *Replacement fairway mower cylinders,*
- *Replacement ICT server and migration of data to the cloud;*
- *Purchase of replacement Christmas lighting;*
- *Replacement of play area safety surfacing at St Oswald's Park;*
- *Maintenance of the skate park;*
- *External decoration at the Sports Complex*
- *Replacement bar furniture in the sports complex bar;*
- *Purchase of a scrubbing machine for the sports hall;*
- *Various footpath repairs;*
- *Bus shelter repairs and replacement seating;*
- *Purchase of public seating;*
- *Ash Tree dieback works;*
- *Aycliffe 75 History of a New Town Display Boards;*
- *upgrade of Byerley Park play area; and*
- *West Ward public seating.*

Last year, due to spending restrictions linked to the difficult budget situation, capital expenditure was limited to essential investment including building works, replacement vehicles and machinery, information technology improvements, play area safety surfacing, bus shelter repairs, footpath repairs and drainage improvements.

There was therefore a significant underspend on the 2023/24 Capital Programme Budget.

As a result a number of projects being deferred to future years while many of the projects included in the budget were 'provisional' sums which did not go ahead this year, whilst some projects have been delayed, and the final costs on a number of other projects were less than budgeted.

However, the Council did undertake a refurbishment of Byerley Park Play Area using Section 106 Agreement monies and also secured external grant monies for the History of a Newton Town exhibition boards, and additional public seating and bins.

This year planned investment includes further essential investment in building works, machinery, play area safety surfacing replacement and footpath repairs.

The **Capital Programme Budget for 2024/25 totals £156,350** and includes provision for the following planned projects:

- *Various works at the Council Offices including carpets, blinds and alarm system*
- *Depot separation tank cleaning*
- *Pre-school window and door replacement and redecoration*
- *Periodic roofing surveys*
- *Annual felt roof inspections*
- *Ongoing purchase of electrical works machinery*
- *Ongoing computer replacements, photocopier replacement and website development*
- *The ongoing programme of replacement festive lighting*
- *The ongoing programme of replacement goal posts*
- *The ongoing programme of play area surfacing replacement*
- *Provision for ongoing repairs to the golf course irrigation system*
- *Provision for ongoing ditch clearance works on the golf course*
- *Various works to the sports complex building including drainage repairs and bar service lift works*
- *First phase of the development of the woodland burial site including planning approval, drawings, and fencing*
- *West Cemetery works to the public toilets*
- *Aycliffe Village Allotments fencing replacement*
- *Ash dieback disease works*
- *Bus shelter repairs*
- *CCTV Rapid Response budget to move cameras*
- *Ongoing programme of footpath repairs.*

In addition to the above **a total of £304,250 has been carried forward from 2023/24** to meet the cost of ongoing capital projects and provisional sums. These carried forward projects include:-

- *Roofing replacement*
- *Various other building works including the refurbishment of the sports complex sports hall and squash court flooring*
- *Replacement sports complex kitchen equipment*
- *Information technology infrastructure improvements*
- *A replacement leisure booking and till system*
- *Play area safety surfacing replacement,*
- *Bus shelter repairs*
- *Ash Dieback tree works.*

The 2024/25 Capital Programme Budget will be funded from the Council's Earmarked Capital Reserves, which are set aside for this purpose.

Further details on the Council's recent capital spending and capital investment plans for the future are provided in the 2023/24 Outturn Report, 2024/25 Budget Document and the forthcoming Medium-Term Financial Plan.

Neighbourhood Plan

The Great Aycliffe Neighbourhood Plan (GANP) was agreed by public referendum in 2017 after an extensive period of public consultation. It is a statutory planning document, which covers the parish of Great Aycliffe. Its planning policies relate to land and business use in the parish for 20 years from the date of the Plan. The GANP is community led; it sets out the vision and objectives of the residents of the parish, which are:

'To make Great Aycliffe a vibrant community, the Great Aycliffe Neighbourhood Plan will seek to enhance the natural environment, support and encourage high quality housing, local jobs and improved retail and leisure facilities in a healthy, green and attractive town'.

Community Consultation

A wide range of consultations take place on a regular basis using different methods to encourage people of all ages to give us their views. We are flexible in our approach to consultation, but our methods are realistic in terms of cost and available resources.

We produce and publish a quarterly e-newsletter and continue to develop our social media.

Surveys are undertaken each year for users of the Oak Leaf Sports Complex and Senior Citizens' Excursions. The allotment holders are surveyed every two years, and other surveys are undertaken as and when required, using a mixture of paper and online methods for consultation.

Officers from the Town Council attend community events to highlight the services it provides and gather residents' views.

Results from the 2024/25 Town Council Satisfaction Survey

A parish-wide satisfaction survey was undertaken in March 2024, to ascertain the views of all residents of the parish of Great Aycliffe regarding Town Council facilities and services.

The consultation was widely publicised and available in paper and electronic versions. For the first time, a separate youth survey was also available. There were 91 responses to the adult survey and 13 to the youth survey. The results of the survey were reported to the Town Council's Policy and Resources Committee in April 2024, and will be summarised and published in a forthcoming Town Council newsletter.

Results from the 2024/25 Budget Consultation

The Council takes residents' views into account when planning services and taking spending decisions. The annual Budget Consultation provides an opportunity for you to comment on our budget proposals.

The annual budget is important to the community in terms of how our spending plans may impact on the provision of local services and investment in assets for the benefit of the town, and regarding the level of Council Tax that we need to raise from local taxpayers to fund these plans.

Consultation on the Council's draft 2024/25 budget proposals was undertaken this year via an online Budget Survey which was widely publicised on the Council website, in the local press, and on the Council's social media channels. Hard copies of the survey were also placed in a number of community locations.

A total of 64 responses were received, which is a significant increase on the 14 responses received last year.

The results of the Budget Consultation for 2024/25 are summarised below. We asked:

1. Does the Town Council Tax provide value for money?

Yes	60	93.8%
No	4	6.2%

2. Looking ahead to next year, all things considered, are you in support of the proposed increase in the Town Council Tax (equating to £4.85 per year, or 40p per month at Council Tax Band A)?

Yes	59	92.2%
No	5	7.87%

3. In respect of the cut to Local Council Tax Reduction Scheme Grant by Durham County Council in 2024/25, are you in support of the proposed additional increase in the Town Council Tax to offset this; equating to an additional £3.16 (total £8.01) per year or £0.27 (total £0.67) per month at Council Tax Band A?

Yes	57	89.1%
No	7	10.9%

4. Which Council's services are most important to you i.e. where budget cuts should not be made and where any future investment should be targeted?

Top 10 Most Important Services in Priority Order

Service Area
Environment, Nature Parks and Open Space
Parks and Play Areas
Cemeteries
Fun in the Parks
Santa Tours
Fireworks Display
Senior Citizens' Trips
Litter and Dog Bins
Allotments
Christmas Lights

4. Which Council services are least important to you i.e. where budget cuts, if they are required in the future, should be targeted?

Top 10 Least Important Services in Priority Order

Service Area
Senior Citizens' Trips
Civic Events and the Office of Mayor
Councillors
Oakleaf Golf Course and Driving Range
Large Community Events such as the Big Brash Bash
Fireworks Display
Flower Beds
Fun in the Parks
Corporate Management and Admin
St Oswald's Pre-School

Value for Money

The Town Council considers it vital to continue to deliver services under the ethos of best value and providing value for money to the local taxpayers. It undertakes an annual review of its functions, measures performance on a quarterly basis and produces a number of strategic documents, including this plan and the Medium-Term Financial Plan.

Consultations on specific projects and the annual budget consultation continue to take place.

Great Aycliffe Town Council will continue to make arrangements to secure continuous improvements in the way in which it exercises its functions, having regard to a combination of economy, efficiency, and effectiveness in the use of public money.

The Council will continue to undertake a programme of service reviews which have member involvement. The **Service Review Sub Committee** is charged with the following responsibilities:

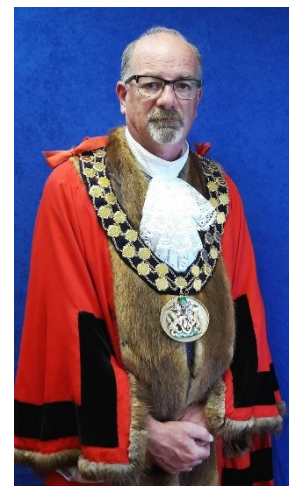
- ◆ To undertake reviews of services as determined by the Council from time to time
- ◆ To consider and make recommendations to the appropriate committee regarding all aspects of value for money for that service

Election of Mayor

The Council elects a Town Mayor annually from amongst its members, the Mayor for 2024/25 is Councillor John Clark. The Mayor has chosen to raise funds for Quinn's Retreat during his term of office and will be accompanied by his wife, Bernadette, the Mayoress.

There are a number of formal civic engagements each year including:

- ◆ The Civic Dinner
- ◆ A Civic Service
- ◆ Remembrance Sunday
- ◆ Mayor's 'At Home'
- ◆ Carol Service



Councillor Carl Robinson was elected as Mayor of Great Aycliffe in May 2023, with his term of office lasting until the Annual General Meeting of the Council in May 2024.

The Mayoress was his wife, Carol, and Councillor John Clark was Deputy Mayor.

The Mayor raised a total of £5,000 for his chosen good cause, 'All Disabilities Matter' during the term of office.

Members

The Council has a membership of 30, which is made up of 5 Labour, 16 Independent and 8 Liberal Democrat Councillors; there is currently one vacancy.

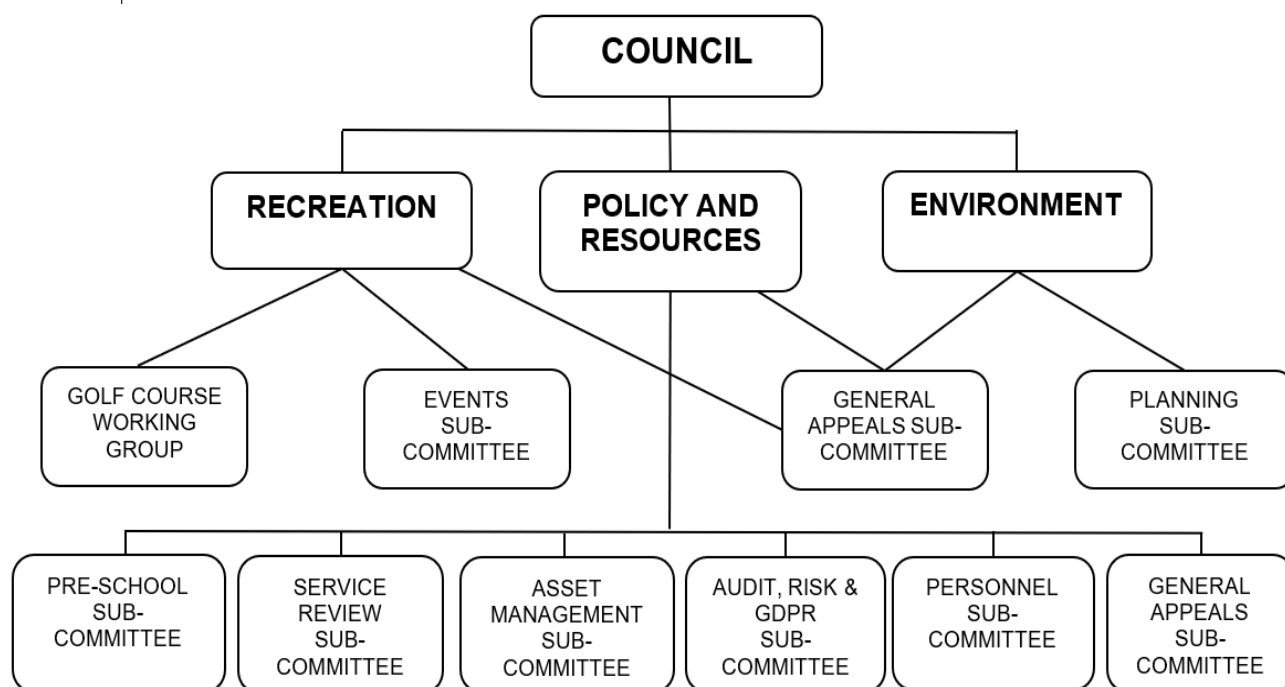
The area represented by the Town Council is divided into eight wards.

◆ Aycliffe Village	1 member
◆ Aycliffe Central	3 members
◆ Byerley Park, Horndale and Cobblers Hall	6 members
◆ Neville	2 members
◆ Shafto/St Mary's	4 members
◆ Simpasture	2 members
◆ Woodham	6 members
◆ West	6 members

The Council conducts its business through committees and the committee structure is set out below. The responsibilities of each committee are set out in the Council's Constitution and are reviewed annually. The Member contact details can be found at the end of this document.

Committee Structure

The Council originally considered its Constitution in 2005/06. The Constitution was adopted in May 2009 with a review undertaken each May. The Constitution is reviewed annually to ensure it is still relevant.



The Local Authorities' (Members' Allowances) Regulations 2003 came into force on the 1st May 2003, which allowed the Council to pay each member a basic parish allowance.

After taking advice from the Independent Remuneration Panel of Durham County Council in 2018, the level of remuneration was set at £1,330 per annum for each member of the Town Council. This amount has not increased since that date.

Appointment of Committees

The three main committees are appointed at the Council's Annual General Meeting in May each year and a list of the dates for the committee meetings in 2024/25 is set out in the Council's newsletter and are available on the Council's website.

Members for the various sub-committees, working groups and representatives on outside bodies are also appointed at the Council's Annual General Meeting.

Public Participation

Meetings of the Council, its Committees and Sub-Committees are normally open to the public, unless their presence is prejudicial to the public interest because of the confidential nature of the business or for some other special reason.

Notices and agendas are displayed on local and Council notice boards. Agendas and reports are available from the Council Offices or website on the Friday afternoon preceding the meeting. Meeting dates are published in the Council's newsletter.

The public entrance to the council chamber opens 30 minutes prior to the start of the meeting.

During the public questions item on Council, Committee and Sub-Committee agendas, members of the public may make representations, ask questions, and give evidence in regard to agenda items at the meeting attended. A period of up to 20 minutes has been allocated at each Council or Committee for this purpose. Each person may speak once for 3 minutes only in respect of business itemised on the agenda.

With the exception of the Annual and Extraordinary Council meetings, members of the public may submit a written question, in advance, for the Council agenda. In addition, verbal questions may also be raised by the public.

However, there are strict protocols governing written and verbal public questions and the circumstances in which they may be posed and responded to. Full details governing written and verbal questions to the Council are included on the website or may be obtained from the Council Offices.

Public Filming, Recording or Other Reporting at Council / Committee Meetings

The Council understands that it is required by legislation to allow any member of the public to take photographs, film and audio record the proceedings and report on all public meetings and that **no** prior permission is required. However, we ask that any person wishing to film, or audio record a public meeting let Council staff know in order that all necessary arrangements can be made for the public meeting.

The Council will provide "reasonable facilities" to facilitate reporting and provide a space to view and hear the meetings, seats, and a table. However, this will not be part of the seating arrangements for the Council itself or an area required by Council staff or invited guests. It is not permitted to provide a running verbal commentary.

Those undertaking reporting must not act in a disruptive manner such as making excessive noise, use of intrusive lighting, use of flash photography or moving around the designated area without the consent of the Chairman.

Public will be excluded from a meeting, under the Council's Standing Orders, if acting in a disruptive manner.

Recording equipment must be removed from the chamber if at any stage the meeting becomes a private meeting. No trailing cables or plugging in to sockets of electrical equipment will be permitted.

Children and vulnerable adults are not to be filmed, recorded, or photographed or otherwise reported about where the relevant responsible adult has not given consent.

Part of the public area will be used, if required, for children and vulnerable adults or those public attending who do not wish to be filmed, however, this is within the limitation of the Council Chamber and its layout.

Persons taking part in the public participation section, excluding children and vulnerable adults as indicated above, may be filmed, recorded, or photographed or otherwise reported whether they are in a designated area or not.

Persons filming meetings etc. are likely to record personal data of individuals. These persons must take care to ensure that personal data is used in accordance with the General Data Protection Regulation 2018.

Representation on Outside Bodies

Organisations based on the Town may request Members of the Town Council to attend their meetings thereby providing a link between the two, where information and ideas can be shared for the benefit of all.

The Council nominates representatives annually to these organisations and the current list of outside bodies and their representatives are:

- (a) County Durham Association of Local Councils: Councillors Ken Robson, Jed Hillary and the Town Clerk
- (b) Aycliffe Village Hall Association: Councillor Carl Robinson
- (c) Woodham Village Community Association: Councillors Lindsey Aston and Michael Stead
- (d) Great Aycliffe and Middridge Local Councils Committee: Councillors Arun M. Chandran, Peter Bergg and the Town Clerk.
- (e) Larger Local Councils' Forum: Councillors Arun M. Chandran, Jed Hillary and the Town Clerk.
- (f) Newton Aycliffe Bus Preservation Society: Councillor Ian Gray
- (g) Friends of Stockton and Darlington Railway: Councillor Jim Atkinson
- (h) Western Area Partnership: Councillors Arun M. Chandran and Ken Robson
- (i) Cornforth Partnership: Councillors Eddy Adam and Brian McAnaney

Relationship with Durham County Council

Local government in England and Wales is provided by a network of primary and secondary councils. The primary council serving the Great Aycliffe area is Durham County Council.

Great Aycliffe is constituted as a Town Council and is therefore the tier of local government closest to the residents.

Durham County Council is responsible for providing education, social services, fire and consumer protection, strategic and local planning, waste collection and disposal, economic development, and leisure. Durham County Council has a number of Area Action Partnerships which try to provide a link between the residents and the County Council.

The Area Action Partnership has been in place since April 2009 – The Great Aycliffe and Middridge Partnership (GAMP) serves the Parish of Great Aycliffe. The Town Council makes every effort to play a significant role within this group and wherever possible reflect the wider needs of the area.

TOWN COUNCIL SERVICE AREAS

This section of the plan explains the individual services we provide and the purpose of the service.

Because of the increasing emphasis on ensuring that all Great Aycliffe Town Council targets can demonstrate direct linkage to the overall aims of the Council, individual service areas have developed service plans and action plans which can be linked back clearly to the Council's strategic aims within this Plan.

Works and Environment Section

The Works and Environment Section provides a range of grounds maintenance services, including grass-cutting, floral bedding displays, hard and soft landscaping, tree maintenance and planting, play equipment maintenance and installation, litter-picking, supervision of park activities, maintenance of parks, playing fields, woodlands, nature areas, open spaces and amenity areas, a burial service, and the preparation of graves.

In addition, the Section carries out the inspection and maintenance of Town Council owned buildings and property, and inspects and maintains *Town Council owned* footpaths, roads, cemeteries, bridges, public seats, and bus shelters.

The Works and Environment Section provides a range of skilled services to the Council including:

- ◆ Grass cutting
 - ◆ Design, planting, and maintenance of annual floral bedding displays
 - ◆ Management, inspection and maintenance of amenity trees and woodlands
 - ◆ Management and maintenance of shrub beds and perennial borders
 - ◆ Management, inspection, maintenance, and renewal of play equipment and play areas
 - ◆ Operational management and maintenance of the Oak Leaf Golf Course and Driving Range
 - ◆ Management, associated record keeping, burial service and maintenance of two cemeteries
 - ◆ Maintenance and burial service of Aycliffe Village Churchyard
 - ◆ Management, inspection, and maintenance of allotment sites
 - ◆ Management, inspection, and maintenance of Council owned parks
 - ◆ Maintenance and inspection of Council buildings and property
 - ◆ Maintenance and inspection of Council roads and footpaths
 - ◆ Maintenance and inspection of bus shelters, litter bins and public seating
 - ◆ Provision of expertise and assistance in setting up and staging special events
 - ◆ Management, setting up, inspection and maintenance of Christmas lighting display
 - ◆ Management of the community enhancement award scheme
 - ◆ Partnership work with other agencies to enhance and improve other amenity areas not under the ownership of Great Aycliffe Town Council
 - ◆ Provision and management of a park patrol service
 - ◆ Provision of an 'out of hours' service for emergency call outs in relation to security or health and safety issues
 - ◆ Supply and maintenance of sufficient plant, vehicles and equipment required to undertake the above services
 - ◆ Provision of operational duties in a safe manner as a result of employing safe working practices and undertaking risk assessments to ensure the health and safety and welfare of staff and the general public
 - ◆ Work with schools to encourage environmental awareness
 - ◆ Management and maintenance of wildflower areas and wetlands
- The Works and Environment Service charges are allocated across other service areas' budget headings as appropriate, and this reflects the variety and range of the work which the Section undertakes.

The **objectives** of the Section need to reflect the variety of services provision and are:

- ◆ To ensure adequate provision and management of well-maintained and accessible environmental areas, allotments, cemeteries, parks and play areas, which meet the needs of all the community in a cost effective, efficient, and timely manner.

Parks and Play Areas

We currently manage and maintain ten parks, all of which have play equipment.

The ten parks are:

- ◆ Town Park
- ◆ Woodham
- ◆ St Oswald's
- ◆ Simpasture
- ◆ Aycliffe Village
- ◆ Moore Lane
- ◆ West Park
- ◆ Horndale
- ◆ Byerley Park
- ◆ Cobbler's Hall

We also provide and maintain play areas at School Aycliffe, Scott Place, and the Oak Leaf Sports Complex.

The Works and Environment Section carries out maintenance and upkeep of the parks and the play equipment in them and also employs a Park Patrol Service to carry out regular patrols of these areas to prevent anti-social behaviour and any misuse of the facilities. Regular inspections are undertaken of play equipment to ensure that it is safe.

The **objectives** for this service area are:

- ◆ To maintain the Council's parks and play equipment in order to provide a clean, safe environment for the community to use.
- ◆ To carry out a phased programme of replacing play equipment in the Council's parks

Sports Pitches

The Council provides five full-sized permanent football pitches for the use of the community with 4 senior teams and various youth football teams using these during each football season.

The football pitches are located at:

- ◆ Oak Leaf Sports Complex
- ◆ Simpasture Park
- ◆ Moore Lane Park

In addition, we provide mini-soccer facilities, which cater for junior football teams at the Oak Leaf Sports Complex fields, Simpasture Park and Aycliffe Village.

Our seasonal charges for the pitches range from £585 to £830, depending on location and the facilities provided. Junior team fees are charged at £450.

The **objectives** for this service area are:

- ◆ To seek to provide sufficient playing pitches to meet the demand from the community

- ◆ To ensure that the pitches provided by the Council are maintained to an acceptable standard
- ◆ To liaise with and work in partnership with other appropriate bodies to secure the availability of suitable playing pitches and to consult as necessary with users
- ◆ To keep under review the charging policy for the use of playing pitches

Allotments

The Council provides and supervises five allotment sites. These are located at Aycliffe Village, Finchale Road, Clarence Chare, Byerley Park and St Oswald's Park. There are more than 220 produce allotments and fees range from £26.40 to £52.90 per year depending on the size of the plot.

We also provide 7 pigeon sites at St. Oswald's and 5 poultry sites at Clarence Chare.

We provide 7 sites at St. Oswald's for the specific purpose of keeping bees, with 2 training sites.

At the inaugural Allotment Tenants Annual Meeting in 2001 and again in February 2010, tenants were asked if they would like to form an allotments association and manage the sites themselves.

The tenants decided that they wanted the Council to manage the sites and agreed to an 'Allotments Charter', which sets out the Council's future commitment to the allotments and also the maintenance standards we intend to achieve and maintain at the sites.

The annual meeting, which is open to all allotment tenants, ensures that the Charter's standards are adhered to.

As a Council we continue to explore new initiatives to reduce green waste and have produced a Good Composting Guide, which has been issued to all tenants.

New allotment tenants are also provided with an Allotment Tenants Handbook, which contains useful information and tips on how to get started.

The **objectives** of this service area are:

- ◆ To provide sufficient allotment plots to meet demand
- ◆ To maintain all allotment sites up to the standards set out in the Council's Allotments Charter and Tenancy Agreement
- ◆ To liaise with allotment holders and their representatives on a regular basis
- ◆ To ensure that the obligations of the allotment holders under the Allotments Charter are carried out.

Gardeners' Guild – the Great Aycliffe Garden Guild has been established at Clarence Chare allotments with support from the Town Council.

Cemeteries and Burials

The Town Council is the burial authority and is responsible for the following facilities:

- ◆ Stephenson Way Cemetery
- ◆ West Cemetery

Stephenson Way Cemetery was opened for interments in 1963 and West Cemetery in 2000.

Burial spaces are available at both cemeteries. However, Stephenson Way is now restricted to reserved and cremated remains plots as the cemetery nears full capacity.

In addition, the Council carries out the burial function at Aycliffe Village Churchyard and also maintains the church grounds. The burial function is undertaken on a rechargeable basis.

The Council works hard to ensure that not only does it provide high quality services, delivered in a professional and sympathetic manner, but that these standards are also observed by funeral directors and stonemasons when carrying out duties in the cemeteries.

To this end, the Council introduced an approval scheme for stonemasons. Only stonemasons on the approved list are allowed to operate in the Council's cemeteries. Before being accepted on the approved list, stonemasons must provide references from other local authorities regarding standards of workmanship and also produce health and safety documentation and public liability insurance certificates.

In an effort to help bereaved families through a difficult time in their lives, the Council has also produced a reader-friendly booklet, which is issued to grant holders, detailing various aspects of cemetery procedures.

The **objectives** of this service area are:

- ◆ To provide facilities for burials
- ◆ To provide and manage attractive and well-maintained cemeteries for parishioners and non-parishioners alike
- ◆ To ensure that liaison with undertakers, stonemasons, ministers and the bereaved, and the administration of the service are efficient, professional, and sympathetic at all times

Street Equipment

This service area relates to the maintenance of street equipment such as bus shelters, dog bins, litter bins, public seats, and parish footway lighting.

The Town Council provides public seating and most of the bus shelters within the parish (with the exception of the Adshell style shelters located on Woodham Way, Williamfield Way, Burnhill Way, and the Business Park).

We also provide *some* footpath lighting, dog bins and litter bins on areas for which we have responsibility. Although, **Durham County Council is responsible for the emptying of all dog bins.**

The **objectives** of this service area are:

- ◆ To keep under review the demand/requirements for additional street equipment
- ◆ To ensure that existing equipment is maintained in a clean and safe condition
- ◆ To respond effectively to remove graffiti from premises and property for which the Council has responsibility

Environment

One of the key roles of the Works and Environment Manager is to raise environmental awareness within the Great Aycliffe area and two multi-skilled 'Town Pride' operatives enable the Town Council to deal with urgent matters and also assist with various environmental issues.

In addition, the Works and Environment Manager coordinates works with other external bodies such as local schools, Police and Youth Offending Service to raise awareness about the environment, climate change and developing a sense of pride in our local area.

The Environment Centre in Moore Lane Pavilion is the base for many community and school events; this is supplemented with various other activities around the town. The Environment Centre also currently hosts Green Arts, a community arts organisation.

The **objectives** of this service are:

- ◆ To create a greater understanding of the natural environment around Great Aycliffe
- ◆ To provide opportunities for members of the public to become more involved in their Town's practical environmental management
- ◆ To develop and maintain strategic environmental policies for Great Aycliffe Town Council
- ◆ To identify suitable conservation and environmental works for the Town Pride Team and volunteers on natural green areas
- ◆ To examine opportunities to improve the green spaces taken over from Durham County Council and bring them in line with Town Council standards

Outside Events

The Council organises several events each year for its community. This service continues to be popular, with many residents enjoying the various events throughout the year including the following events:

- ◆ Senior Citizens' Excursions
- ◆ Community Enhancement Awards
- ◆ Fun in the Parks
- ◆ Fireworks Display
- ◆ Christmas Lighting
- ◆ Santa Tours
- ◆ Santa Letters

In addition, we marked the 80th Anniversary of D-Day on 6th June, with the Mayor lighting a beacon, accompanied by a piper from the Newton Aycliffe Pipe Band.

The Council also provided the use of land for the 'Aycliffe' Music Festival on Saturday 27th July and a Big Brass Bash event in the Town Park.

The Council also assists and supports other event organisers in running events such as the Remembrance Day Parade, Tri-Golf Schools Event, Girls Can Football, Aycliffe Bus Preservation Society Vintage Bus Event, Annual Indoor Bowls Competition and Community Enhancement Awards, and the Food Markets in the Town Centre.

There is input to this service area from a number of staff, principally the Head of Leisure and Events, the Works and Environment Manager and a large number of support staff.

We continually seek to work in partnership with other bodies in the organisation and staffing of outside events.

The **objectives** of this service area are:

- ◆ To organise and/or stage outside events in accordance with the Council's priorities
- ◆ To ensure that the organisation of each event complies with all statutory regulations and requirements
- ◆ To continually survey the community in relation to its satisfaction with such events and to respond to the results of such surveys
- ◆ To actively seek to work in partnership with other appropriate organisations in staging or organising outside events

Pre-School Learning Centres

The Council's aim is to provide a high-quality service, where every child feels protected, is happy and has fun, in a safe and secure learning environment at St Oswald's. We provide up to 40 places for three-year olds in our Pre-School and up to 12 places for two-year olds in our Tots in the Park, term-time only from 8.30am until 3.30pm.

Our standards are high, and St Oswald's Pre-school has received a successful inspection from the Office for Standards in Education (Ofsted), receiving an 'Outstanding' grading at their inspection in January 2023.

To enable us to develop and maintain these standards we have an excellent team of well-trained and motivated staff, who work with the children on a daily basis.

The Pre-School Manager ensures the smooth running of the Pre-School and Tots in the Park, in accordance with council policy and current legislation.

The continual training of the staff is vital to the operation of the Pre-School, and the Council provides sufficient resources to ensure that high standards continue to be achieved.

The **objectives** of this service area are:

- ◆ To ensure the Pre-School is fully inclusive in meeting the needs of all children, particularly those that arise from their ethnic heritage, social and economic background, gender, ability, or disability
- ◆ To ensure that quality learning experiences are provided for the children, appropriate to their stage of development
- ◆ To provide the Early Years Foundation Stage and meet the Safeguarding and Welfare Requirements
- ◆ To ensure that the current high standards within the Pre-School is developed further
- ◆ To ensure that appropriate training is identified and provided for all staff in all aspects for the provision of the service
- ◆ To ensure effective liaison and joint working with other organisations, particularly with Durham County Council, who have an interest in the provision of early years learning

- ◆ To seek to secure, for the benefit of the service, assistance, resources, and contributions towards its operation
- ◆ To keep the service under review and to make appropriate recommendations

Oak Leaf Sports Complex

The Oak Leaf Sports Complex is a family friendly facility, open 7 days each week from 9.00 am until 11.00 pm. We continue to provide facilities for five-a-side football, badminton, and table tennis within the main sports hall. The Complex also provides the town's only squash courts and indoor bowls facility.

The bar/catering function provides an excellent facility and a range of reasonably priced meals. The function room can cater for 60 users and is able to offer an excellent venue for a number of leisure activities such as private functions, meetings, bridge, and various fitness classes. We employ 25 staff within the Complex, supported by a pool of casual and coaching staff.

The **objectives** for this service area are:

- ◆ To provide and maintain a variety of sporting activities commensurate with the size and capability of the Complex and in accordance with the Council's priorities
- ◆ To be flexible in our approach to the facilities provided
- ◆ To provide and maintain a bar/catering facility
- ◆ To ensure that an efficient and effective booking service is operated for those wishing to use the facilities
- ◆ To seek to maintain or increase levels of usage for each of the activities undertaken
- ◆ To be alert to new initiatives and to seek to diversify events/activities within the Sports Complex and provide appropriate and timely advice to the Council in relation to the same

Oak Leaf Golf Course and Driving Range

The Council provides an 18-hole golf course and an 18-bay driving range. There is involvement from a number of different sections in the operation of both.

The main **responsibilities** for the service are:

- ◆ To collect fees for the Golf Course and Driving Range
- ◆ To operate the Driving Range
- ◆ To work with, and provide an administrative service for, the Oak Leaf Golf Club
- ◆ To promote and support junior golf in all appropriate ways
- ◆ To take tee reservations and to administer party bookings
- ◆ To provide a golf shop with associated professional services

The Works and Environment Section employs green-keeping specialists who are dedicated to maintaining the course to a high standard.

The **objectives** in relation to these two facilities are:

- ◆ To provide a warden service to the golf course through the Park Patrol Service
- ◆ To maintain the Golf Course and Driving Range to an acceptable standard.

The Council also has in place a Golf Working Group whose main responsibilities are:

- ◆ To keep the course layout under review, with the intention of all-year-round 18-hole provision
- ◆ To keep under review the management arrangements for the two facilities
- ◆ To ensure that there is an opportunity within the Golf Working Group for Golf Club Members to make their views known on the operation of the facilities.

PEST ANALYSIS (Political, Economic, Sociological and Technical Analysis)

In analysing the macro-environment, it is important to identify **external factors** that might in turn affect a number of variables that are likely to influence the operation of the Council.

This PEST analysis is merely a framework that categorises issues as political, economic, social, and technological forces.

This analysis is not a set of rigid compartments into which ideas need to be sorted it is best thought of as a set of information on what is happening externally that will or may affect the service.

Political

Pest Analysis Factors	Potential Impact: High Medium Low Undetermined	Type: Strength Weakness Opportunity Threat	Impact: Increasing Unchanged Reducing Unknown	Importance: Critical Important Unimportant Unknown	ACTION
County Council Issues	High	Threat	Increasing	Important	Make case for Great Aycliffe at every opportunity Feed issues to CDALC for representation
Changes in Government policy / legislation	High	Threat	Increasing	Important	Keep up-to-date Lobby via NALC
External Audit Inspections	Medium	Opportunity	Unchanged	Important	Maintain internal control Adhere to legislative requirements
Political balance of Council	Medium	Opportunity	Unknown	Important	Be apolitical Work with all parties
Council Tax Support Grant	High	Threat	Unknown	Critical	Monitor and await information from Government and Durham County Council
Implementation of General Data Protection Regulation	Medium	Opportunity	Unchanged	Important	Continue to review all documentation

Economic

Pest Analysis Factors	Potential Impact: High Medium Low Undetermined	Type: Strength Weakness Opportunity Threat	Impact: Increasing Unchanged Reducing Unknown	Importance: Critical Important Unimportant Unknown	ACTION
Increase in Tax Base (More houses)	Medium	Opportunity	Increasing	Important	Monitor

Changes in interest rates	Medium	Threat	Increasing	Important	Borrowing/repayments Loss on interest Medium Term Financial Plan
Skills Shortages	Medium	Threat	Increasing	Important	Monitor
Inflation	Medium	Threat	Increasing	Important	Efficiency savings Precept rate
Levels of Employment	Medium	Weakness	Unknown	Important	Monitor
Demand for Services	Medium	Threat	Reducing	Important	Monitor and offer promotions where possible
Lack of government grant funding/ limited fund-raising ability	Medium	Weakness	Increasing	Important	Review Bid for funding whenever possible
Requests for financial assistance from outside bodies	Medium	Threat	Increasing	Important	Monitor
Severe weather	Medium	Threat	Increasing	Important	React accordingly
Coronavirus	Low	Threat	Reducing	Unimportant	Decreasing impact on staff/services

Sociological

Pest Analysis Factors	Potential Impact: High Medium Low Undetermined	Type: Strength Weakness Opportunity Threat	Impact: Increasing Unchanged Reducing Unknown	Importance: Critical Important Unimportant Unknown	ACTION
Access to services	Medium	Threat	Increasing	Important	Develop partnerships Pricing policy and Marketing

Social exclusion Hard to reach groups Equality and diversity Deprivation	Medium	Opportunity	Increasing	Important	Special events Free taster sessions Equal opportunities employer Monitor service users Satisfaction Survey
Crime/Fear of Crime	Medium	Threat	Increasing	Important	Park Patrol Officers
Ageing population	Medium	Threat	Increasing	Important	Provision of services - cost
Health/Obesity	High	Threat	Increasing	Important	Partnership working

Technical

Impact on IT from GDPR	Medium	Threat	Unchanged	Important	Continue to monitor and implement security arrangements
New Communication Technologies	Medium	Opportunity	Increasing	Important	Keep up to date
Mechanical equipment	Medium	Threat	Increasing	Important	Risk management Asset management
Environmental Impact / Carbon Footprint	Medium	Strength	Increasing	Important	Keep up to date with legislation Monitor energy usage
Cyber-attack and loss of data or critical systems	High	Threat	Increasing	Important	Undertake security assessments Ensure security updates implemented Store data off site

SWOT ANALYSIS (Strengths, Weaknesses, Opportunities and Threats)

A SWOT analysis is also undertaken each year to review the **internal factors** that may help or prevent the delivery of the service.

This is a structured planning method used to evaluate the strengths, weaknesses, opportunities, and threats involved in a project or in a business venture.

<p style="text-align: center;">STRENGTH</p> <ul style="list-style-type: none"> ❖ Strong customer focus ❖ Committed workforce ❖ Strong working relationships ❖ Commitment to service ❖ Clear focus on the way forward ❖ Different skills ❖ Performance management ❖ Local employer ❖ Sound finances ❖ Risk management ❖ Adaptable and flexible workforce ❖ Health and Safety arrangements ❖ Project Planning 	<p style="text-align: center;">WEAKNESS</p> <ul style="list-style-type: none"> ❖ Rate of change / speed of decision making ❖ Time and capacity ❖ Lack of specialist knowledge ❖ Reliance on Council Tax Support Grant ❖ Publicity of Council services and facilities ❖ Limited ability to raise funding ❖ Staff turnover/difficulty recruiting ❖ Lack of career progression opportunities ❖ Inconsistent technology
<p style="text-align: center;">OPPORTUNITY</p> <ul style="list-style-type: none"> ❖ Increased efficiency in service delivery ❖ Customer involvement at a deeper level ❖ Need to increase and build morale through recognition of success ❖ Strengthen aspirations ❖ Improve skills of existing staff and Members ❖ Increased flexibility ❖ Partnership working ❖ Working with GAMP ❖ Publicity of Council services and facilities ❖ Project Planning ❖ Increased Tax Base (more houses) ❖ Increased use of social media ❖ Use of information technology to streamline and modernise services ❖ No Government limit on Precept increases 	<p style="text-align: center;">THREAT</p> <ul style="list-style-type: none"> ❖ Financial cuts – Council Tax Support Grant ❖ High inflation on price of goods and services ❖ Pay awards ❖ Political changes ❖ Crime and vandalism ❖ Failure to retain or recruit staff ❖ Fall in staff motivation ❖ Unforeseen budget pressures ❖ Possible government limit on Council Tax increases ❖ Industrial action ❖ GDPR ❖ Confidentiality awareness/compliance

APPENDIX 1

CLOSE OUT STATUS - AIMS AND TARGETS APRIL 2023 – MARCH 2024

AIM 1 - TO PROVIDE GOOD QUALITY GOVERNANCE AND MANAGEMENT OF THE COUNCIL

No	Target	Comment
1	Publish a Town Council Service Delivery Plan by the end of June each year	Complete
2	Publish an Annual Report	Complete
3	Provide an annual training programme for the Town Clerk from his annual appraisal and CPD requirements	Complete
4	Maintain a training programme for Members which shows recommended courses with a regular reminder sent and records of attendance and non-attendance kept	Complete Details of forthcoming training courses are circulated to all members.
5	Develop and provide an annual training programme for the staff within each service area, informed by the annual appraisal process	Complete
6	Undertake an annual review of the Council Constitution, Financial Regulations and ensure compliance with current legislation	Complete
7	Ensure compliance with GDPR	
8	Improve advertising of Council facilities and services by developing an electronic newsletter which may be produced quarterly and on an ad-hoc basis targeting each service area at least once per year	Complete Electronic newsletter successfully launched
9	Ensure that social media is used to advertise the Council's services and facilities	Complete Social media being more extensively used
10	Undertake research where appropriate for new policies and procedures	Complete
11	Keep up to date with any changes in legislation and report to council as and when required	Complete
12	Continue to monitor energy consumption, implement energy saving initiatives and reduce usage where possible	Complete Energy use monitored and LED lights installed in most buildings
13	Ensure all staff have an annual appraisal	Complete
14	To undertake quarterly review of staff sickness and report to service managers	Complete
15	Monitor and enhance Cyber Security arrangements in conjunction with TSG	Complete Cyber controls service in place
16	Maintain a programme of new Member Induction Training to cover all service areas, roles, and responsibilities	Complete
17	Continue to review and reduce the Council's use of single use plastic	Complete Efforts are made to reduce single use plastic where feasible. Reusable glasses used for events

No	Target	Comment
18	Officers continue to liaise with-CDALC, NALC and DCC discuss progressing the Council's climate change response, calculate its carbon footprint and draw up a carbon reduction plan	Complete Carbon footprint calculation and development of carbon reduction plan to be undertaken during 2024/25
19	Officers continue the process of factoring in the possible additional capital costs of tackling climate change in the next update of the Medium-Term Financial Plan and Asset Management Plan	Complete
20	Improve the modernisation of business and administrative processes, with more effective use of IT	New Cloud-based IT system installed. Telephone system upgraded to VoIP
21	Work with the Council's IT Consultants to update IT systems and equipment and off-site data storage	Complete

AIM 2 – TO MANAGE THE COUNCIL'S FINANCES AND ASSETS IN A RESPONSIBLE MANNER

No	Target	Comments
22	Produce Annual Return by 30 th June each year	Complete
23	Achieve an unqualified audit opinion of the Annual Return by 30 th September each year	Complete
24	Ensure the Medium-Term Financial Plan is approved by 31st July each year	Complete
25	Deliver the Internal Audit Plan Schedule of Work and report quarterly to Audit Sub Committee then to Council	Complete
26	Manage the financial impact of any cuts to LCTSS funding	Complete
27	Quarterly budget control reports are presented to P&R Committee	Complete
28	Budgets/Precepts approved by 31 st January 2024	Complete
29	Ensure all relevant information is published in compliance with the Transparency Code/ Openness of Local Government Regulations	Complete
30	Deliver the work set out in the Asset Management Plan via the capital programme and ensure that a six-monthly review is undertaken with Officers and Member Asset Management Group	Complete.
31	Undertake an annual update of the Asset Register including the schedule of expected life and replacement costs for buildings, plant, and machinery	Complete
32	To consider the Council's Business Risks every March and minute that the full review has taken place by Council	Complete
33	Ensure that at least one Service Review is completed each year	Complete Sports Complex review undertaken

AIM 3 - TO PROVIDE ACCESSIBLE, AFFORDABLE LEISURE FACILITIES AND OPPORTUNITIES

No	Target	Comment
34	Deliver the Council's programme of special events: Fun in the Parks Senior Citizens' Excursions Firework Display Santa Letters Christmas Lights Santa Tours Remembrance Day King's Coronation Celebrations Support to Ayclife Event	Complete Complete Complete Complete Complete Complete Complete Complete Complete Complete
35	Develop and provide an improved and enhanced yearly programme of events, including new events	Complete Aycliffe 75 event in July 2023 Ayclife 2024 in planning stages
36	Continue to diversify, improve, enhance, and increase the number of events and activities offered within the Sports Complex	Complete Model railway exhibition and caravan rally held, craft markets, pantomime and Comic Con event
37	Partner with outside bodies including Wellbeing for Life	Complete. NAFC partnership in place
38	Sports Complex Service Review to be completed	Complete
39	Focus resources and market the Sports Complex strategically in line with seasonal demand	Complete
40	Investigate and bid for external funding made available to enhance the services provided at the sports complex (e.g. DCC – Warm Space, Sport England)	Complete. Warm Space funding secured
41	Organise a celebration and lasting commemoration of the 75 th Anniversary of Newton Aycliffe, including a community event, static history/memories displays, working with local community organisations and engaging with local residents	First static history display currently exhibited, second memories one in preparation for September 2024

AIM 4 - TO PROVIDE PRE-SCHOOL EDUCATION AS APPROPRIATE IN GREAT AYCLIFFE

No	Target	Comment
42	Ensure the continuous improvement of the service	Complete
43	Ensure that all staff undertake all relevant training and that any new staff receive Special Educational Needs training	Complete

AIM 5 - TO CONTRIBUTE TO THE ENVIRONMENTAL IMPROVEMENT OF AYCLIFFE BY MANAGING AND DEVELOPING PARKS, PLAY AREAS AND GREEN SPACES

No	Target	Comment
44	Works and Environment Manager to arrange to work with local schools and community groups to develop volunteer opportunities by helping to deliver public countryside events when the opportunity arises	Complete Regular visits to schools held Work of the Great Aycliffe Tidy Team facilitated
45	To continue to monitor the health and condition of the trees on Town Council land in line with the tree management policy and undertake a visual tree inspection of a specific area every 6 months to assess the health and condition of the trees	Complete
46	Work with Northumbrian Water to improve silt clearance and maintenance in West Park lakes	Complete 3 cleaning sessions held
47	Complete at least 5 targeted Himalayan Balsam removing working parties along The Burn	Complete Removal of other invasive weeds are also included in this target
48	Undertake maintenance and management of specific Durham County Council environmental areas as per the management agreement	Complete
49	Proactively monitor Ash Dieback Disease and remove diseased trees as necessary	Complete Trees and the land they occupy identified
50	Work with Great Aycliffe Gardeners' Guild to establish a Gardeners' Guild at Clarence Chare Allotments	Complete
51	Continue investigations into a possible woodland burial site at West Cemetery	Complete
52	Carry out repairs to St Oswald's play area safety surface	Complete
53	Carry out programme of footpath inspections on Town Council owned land	Complete Ad hoc repairs carried out on some paths.

AIM 6 – HELP AND ENCOURAGE PARTNERSHIP WORKING TO IMPROVE THE SERVICES AND FACILITIES FOR THE RESIDENTS OF GREAT AYCLIFFE

No	Target	Comment
54	Support and encourage Aycliffe Youth Council (AYC) by: Organising the election process Holding at least 8 meetings a year – Helping to organise at least 1 project a year	Complete AYC disbanded by the Council. Alternative methods of youth engagement are being explored and implemented
55	To continue partnership working with DCC and build on the existing initiatives	Complete
56	Work with the Youth Council, DCC Officers, Tidy Britain, schools, community, and voluntary groups to hold a Town Pride Environment Week, incorporating an anti-litter campaign	Complete
57	The Works and Environment Manager and Park Patrol Officers to work with DCC Officers and Police in regard to anti-social behaviour issues	Complete Officers/Members attended ASB briefing from PCC
58	Work in partnership with residents and friends' groups to improve our parks, play areas and environment areas.	Complete
59	Work with Newton Aycliffe Police to address anti-social behaviour issues	Complete

AIM 7 – ENCOURAGE THE RESIDENTS OF GREAT AYCLIFFE TO BECOME INVOLVED IN LOCAL DEMOCRACY

No	Target	Comment
60	Undertake a budget setting and aims and targets consultation using social media or other suitable platforms	Complete Town-wide survey and budget survey undertaken
61	Consider a review of the Great Aycliffe Neighbourhood Plan in 2023	Complete. Informal review of the GANP held as new legislation emerges.
62	Hold a Parish Meeting	Complete
63	Hold an Allotment AGM	Complete
64	Hold a minimum of 4 allotment representative meetings	Complete
65	Hold or take part in at least 2 events to inform residents about Town Council services with an aim to establish priorities	Complete
66	Make better use of social media to engage with resident and undertake consultations	Complete Instagram account now in place
67	Continue to engage with community groups and organisations	Complete
68	Undertake a town wide service delivery satisfaction survey in 2023	Survey is due to be launched soon.

AIM 8 – TO RESEARCH INFORMATION AND MAKE THE CASE FOR GREAT AYCLIFFE

No	Target	Comment
69	Produce timely responses to all major consultations carried out	Complete

APPENDIX 2

AIMS AND TARGETS FOR THE COMING YEAR 2024/25

AIM 1 - TO PROVIDE GOOD QUALITY GOVERNANCE AND MANAGEMENT OF THE COUNCIL

No	Target	Target Date
1	Publish a Town Council Service Delivery Plan by the end of June each year	June 24
2	Publish an Annual Report	June 24
3	Provide an annual training programme for the Town Clerk from his annual appraisal and CPD requirements	March 24
4	Maintain a training programme for Members which shows recommended courses with a regular reminder sent and records of attendance and non-attendance kept	Annually
5	Develop and provide an annual training programme for the staff within each service area, informed by the annual appraisal process	March 24
6	Undertake an annual review of the Council Constitution, Financial Regulations and ensure compliance with current legislation	Annually in May
7	Ensure compliance with GDPR	Ongoing
8	Improve advertising of Council facilities and services by developing an electronic newsletter which may be produced quarterly and on an ad-hoc basis targeting each service area at least once per year	Ongoing
9	Ensure that social media is used to advertise the Council's services and facilities	Ongoing
10	Undertake research where appropriate for new policies and procedures	Ongoing
11	Keep up to date with any changes in legislation and report to council as and when required	Ongoing
12	Continue to monitor energy consumption, implement energy saving initiatives and reduce usage where possible	Ongoing
13	Ensure all staff have an annual appraisal	Sept 24
14	To undertake quarterly review of staff sickness and report to service managers	Ongoing
15	Monitor and enhance Cyber Security arrangements in conjunction with TSG	Ongoing
16	Maintain a programme of new Member Induction Training to cover all service areas, roles, and responsibilities	Ongoing
17	Continue to review and reduce the Council's use of single use plastic	Ongoing

No	Target	Target Date
18	Officers continue to liaise with CDALC, NALC and DCC, calculate the Council's carbon footprint and draw up a Climate Change Policy and Carbon Reduction Plan	Ongoing
19	Complete feasibility studies into the installation of solar panels on relevant Council buildings and the installation of EV charging points at the Oak Leaf Sports Complex	Ongoing
20	Officers continue the process of factoring in the possible additional capital costs of tackling climate change in the next update of the Medium-Term Financial Plan and Asset Management Plan	Ongoing
21	Improve the modernisation of business and administrative processes, with more effective use of IT	Ongoing
22	Implement appropriate measures across all Council services and events in relation to the requirements of the forthcoming Martyn's Law legislation	Ongoing

AIM 2 – TO MANAGE THE COUNCIL'S FINANCES AND ASSETS IN A RESPONSIBLE MANNER

No	Target	Target Date
23	Produce Annual Return by 30 th June each year	June 24
24	Achieve an unqualified audit opinion of the Annual Return by 30 th September each year	Sept 24
25	Ensure the Medium-Term Financial Plan is approved by 31st July each year	July 24
26	Deliver the Internal Audit Plan Schedule of Work and report quarterly to Audit Sub Committee then to Council	March 25
27	Manage the financial impact of any cuts to LCTSS funding	Ongoing
28	Quarterly budget control reports are presented to P&R Committee	Ongoing
29	Budgets/Precepts approved by 31 st January 2024	Jan 25
30	Ensure all relevant information is published in compliance with the Transparency Code/ Openness of Local Government Regulations	Ongoing
31	Deliver the work set out in the Asset Management Plan via the capital programme and ensure that a six-monthly review is undertaken with Officers and Member Asset Management Group	Ongoing
32	Undertake an annual update of the Asset Register including the schedule of expected life and replacement costs for buildings, plant, and machinery.	Ongoing
33	To consider the Council's Business Risks every March and minute that the full review has taken place by Council	Mar 24
34	Ensure that at least one Service Review is completed each year	Ongoing

AIM 3 - TO PROVIDE ACCESSIBLE, AFFORDABLE LEISURE FACILITIES AND OPPORTUNITIES

No	Target	Target Date
35	Deliver the Council's programme of special events: Fun in the Parks Senior Citizens' Excursions Firework Display Santa Letters Christmas Lights Santa Tours Remembrance Day 80 th Anniversary of D-Day Licence and Support for Ayclife Music Festival Event	 Aug 24 July 24 Nov 24 Dec 24 Dec 24 Dec 24 Nov 24 June 24 July 24
36	Develop and provide an improved and enhanced yearly programme of events, including new events	Ongoing
37	Continue to diversify, improve, enhance, and increase the number of events and activities offered within the Sports Complex	Ongoing
38	Partner with outside bodies including Wellbeing for Life	Ongoing
39	Golf Complex Service Review to be completed	March 2025
40	Development of a Golf Complex Service Plan	March 2025
41	Prioritise and implement works from the Long-Term Golf Complex Improvement and Investment Plan	March 2025
42	Focus resources and market the Sports Complex strategically in line with seasonal demand	March 2025
43	Investigate and bid for external funding made available to enhance the services provided at the sports complex (e.g. DCC – Warm Space, Sport England)	March 2025
44	Complete the commemoration of the 75 th Anniversary of Newton Aycliffe with a static memories display, working with local community organisations and engaging with local residents	July 2024
45	Develop a marketing strategy and opportunities aimed at engaging with younger members of the community	March 2025
46	Investigate opportunities for e-gaming at the Sports Complex	March 2025
47	Investigate new sports which are growing within the UK and bring to Recreation Committee for consideration	March 2025
48	Work with local colleges and universities to access work placements and internships relating to supporting the Complex with improving its social media presence and marketing	March 2025
49	Carry out a 6-month trial of new bar opening times	Sept 24
50	Carry out a review of the Sports Complex catering department staffing and opening hours	Sept 24

AIM 4 - TO PROVIDE PRE-SCHOOL EDUCATION AS APPROPRIATE IN GREAT AYCLIFFE

No	Target	Target Date
51	Ensure the continuous improvement of the service	Ongoing
52	Ensure that all staff undertake all relevant training and that any new staff receive Special Educational Needs training	Ongoing
53	Work with DCC Early Years Team to address SEN numbers and staffing shortages	Ongoing

AIM 5 - TO CONTRIBUTE TO THE ENVIRONMENTAL IMPROVEMENT OF AYCLIFFE BY MANAGING AND DEVELOPING PARKS, PLAY AREAS AND GREEN SPACES

No	Target	Target Date
54	Works and Environment Manager to arrange to work with local schools and community groups to develop volunteer opportunities by helping to deliver public countryside events when the opportunity arises	Ongoing
55	To continue to monitor the health and condition of the trees on Town Council land in line with the tree management policy and undertake a visual tree inspection of a specific area every 6 months to assess the health and condition of the trees	Ongoing
56	Work with Northumbrian Water to improve silt clearance and maintenance in West Park lakes	Ongoing
57	Complete at least 5 targeted Himalayan Balsam removing working parties along The Burn. Giant Hogweed and Japanese Knotweed to be dealt with as required	Annually
58	Undertake maintenance and management of specific Durham County Council environmental areas as per the management agreement	Ongoing
59	Proactively monitor Ash Dieback Disease and remove diseased trees as necessary	Ongoing
60	Work with Great Aycliffe Gardeners' Guild to establish a Gardeners' Guild at Clarence Chare Allotments	Ongoing
61	Continue investigations into a possible woodland burial site at West Cemetery	Ongoing
62	Carry out programme of footpath inspections on Town Council owned land	Ongoing
63	Develop an Action Plan for addressing the flooding issues at School Aycliffe Wetlands	30 th June 2024
64	Develop an Action Plan for making further improvements to the drainage at the two cemeteries	31 st March 2025

AIM 6 – HELP AND ENCOURAGE PARTNERSHIP WORKING TO IMPROVE THE SERVICES AND FACILITIES FOR THE RESIDENTS OF GREAT AYCLIFFE

No	Target	Target Date
65	To continue partnership working with DCC and build on the existing initiatives	Ongoing
67	Work with DCC Officers, Tidy Britain, schools, community, and voluntary groups to hold a Town Pride Environment Week, incorporating an anti-litter campaign	
68	The Works and Environment Manager and Park Patrol Officers to work with DCC Officers and Police in regard to anti-social behaviour issues	Ongoing
69	Work in partnership with residents and friends' groups to improve our parks, play areas and environment areas	Ongoing
70	Work with Newton Aycliffe Police Team to ensure the most efficient use of the Rapid Deployment CCTV Cameras in addressing anti-social behaviour concerns	Ongoing
71	Continue to liaise with and lobby the PCC to ensure a police station remains in Newton Aycliffe	Ongoing

AIM 7 – ENCOURAGE THE RESIDENTS OF GREAT AYCLIFFE TO BECOME INVOLVED IN LOCAL DEMOCRACY

No	Target	Target Date
72	Undertake a budget setting and aims and targets consultation using social media or other suitable platforms	Nov 24
73	Continue to keep the Great Aycliffe Neighbourhood Plan under review as new government legislation is implemented	Ongoing
74	Hold a Parish Meeting	Annually in May
75	Hold an Allotment AGM	Annually in November
76	Hold a minimum of 4 allotment representative meetings	Ongoing
77	Hold or take part in at least 2 events to inform residents about Town Council services with an aim to establish priorities	Annually
78	Make better use of social media to engage with resident and undertake consultations	Annually
79	Continue to engage with community groups and organisations	Ongoing
80	Explore and implement different methods to engage effectively with young people in the parish	Ongoing

AIM 8 – TO RESEARCH INFORMATION AND MAKE THE CASE FOR GREAT AYCLIFFE

No	Target	Target Date
81	Produce timely responses to all major consultations carried out	Ongoing

MEMBER CONTACT DETAILS

Advice and information about our services can be obtained by telephoning 01325 300700 or visiting our website at www.great-aycliffe.gov.uk

There are 30 elected members (one vacancy) who represent the 8 wards of the Town.

L – Labour I – Independent LD – Liberal Democrat

Councillor	Telephone (01325)	Mobile	e-mail
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