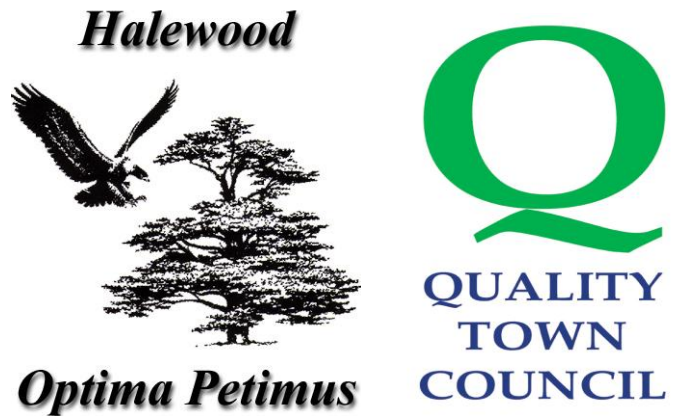


***HALEWOOD
TOWN
COUNCIL***



**BEST PRACTICE
POLICY STATEMENT
2013 - 2014**

<u>CONTENTS</u>	<u>PAGE</u>
Introduction	2
<u>Part One – Our Town Council</u>	
About Halewood Town Council	3
Achievements 2012 – 2013	6
Current Initiatives 2013 – 2014	7
<u>Part Two – Services</u>	
Services Currently Provided	7
Financial Information	8
<u>Part Three – Performance Indicators</u>	
Hollies Hall	9
The Arncliffe Sports & Community Centre	9
Administration	10
Community Engagement	11
Contact Details	12

INTRODUCTION

The motto of Halewood Town Council is Optima Petimus, '**We Seek the Best**' and in doing so we were delighted to recently be awarded Quality Status for a third consecutive term of four years. In achieving this nationally recognised award, Halewood Town Council was able to demonstrate clearly, its ongoing commitment to Quality and thereby to Best Practice.

In making the award, representatives of the Lancashire Association of Local Councils (LALC), commented upon Halewood Town Council not only being the first local Council in Lancashire and Merseyside to receive the original accreditation back in 2004, but also the first to receive a second re-accreditation, in 2008. Specific mention was also made about how highly Halewood Town Council is regarded with LALC and indeed nationally.

In publishing this, our eleventh annual Best Practice Policy Statement as a demonstration of our commitment to providing the best possible services, I extend an open invitation to the community of Halewood to contact us with any comments or suggests on how we can improve even more.

George MacKenzie
Town Manager

Part One – Halewood Town Council

Number of Councillors

Halewood Town Council has 12 members. Each Member or Town Councillor, represents one of the three wards in the Township and serves for a period of four years.

Councillors by Ward:

The current Town councillors are:

Halewood North

Councillor Shelley Powell (Labour)
Councillor Terry Powell (Labour)
Councillor Ken Dalton (Labour)
Councillor Edna Finneran (Labour)

Halewood South

Councillor Marj Grant (Labour)
Councillor Tina Harris (Labour)
Councillor Allan Harvey (Labour)
Councillor Alan Flute (Labour) co-opted May 2013

Halewood West

Councillor Tom Fearn (Labour)
Councillor Gary See (Labour)
Councillor Norman Hogg (Labour)
Councillor Bob Swann (Labour)

Leader of the Town Council (the Mayor)

The Leader of the Town Council (the Mayor) is elected at the Annual Meeting held in May. The Leader of the Town Council for 2013/14 is Cllr Edna Finneran.

Council Structure and Meeting Schedule

The schedule of meetings for 2013/14 is:

Full Town Council

13 June 2013	Halewood Centre
18 July 2013	Halewood Centre
19 September 2013	Halewood Centre
14 November 2013	Halewood Centre
19 December 2013	The Arncliffe Centre
13 February 2014	New Hutte Neighbourhood Centre
13 March 2014	Halewood Centre
17 April 2014	Halewood Centre
8 May 2014	The Arncliffe Centre

Policy & Finance Committee

23 May 2013	Halewood Centre
17 October 2013	Hollies Hall
9 January 2013	Halewood Centre

Special Meetings of the Town Council

17 April 2014	Halewood Centre
---------------	-----------------

Annual Town Council Meeting

8 May 2014	The Arncliffe Centre
------------	----------------------

Annual Parish Meeting

8 May 2014	Arncliffe Centre
------------	------------------

- **Public Access to Meetings**

Members of the public are welcome to attend any meeting of the Council or its Committees, although there are occasions when meetings must go into private session when dealing with matters of a confidential nature. A thirty minute Public Forum is available, by written prior arrangement with the Town Manager, at all Council meetings, for items appertaining to the Township.

- **Town Council Staff**

Town Manager – Mr George MacKenzie
Senior Administrator – Miss Lynn Joyner
Administrator – Ms Sue Edwardson
The Arncliffe Centre Manager & Area Co-ordinator – Mrs Veronica Furlong
The Arncliffe Centre Assistant Manager – Mr Jeff Clark
The Arncliffe Centre Duty Officer – Mr John Ferry
The Arncliffe Centre Cleaners – Mrs E.McMahon & Mrs S.Ryan
The Arncliffe Assistant Duty Officer – Mr Lee Callister
The Hollies Hall Cleaner/Caretaker – Mr Graham Elliott
Hollies Hall Cleaner – Ms K.Morris

In addition, the Town Council employs a number of part time casual bar staff.

- **Population**

As at October 2012, (the last available data from Democratic Services, KMBC), the electoral roll for each ward was as follows:

Halewood North (not inc Tarbock)	4,869
Halewood West	5,229
Halewood South	5,486
Total	15,584

- **Principal Council**

Knowsley Metropolitan Borough Council is the Principal Council, and as a Unitary Authority serves the Borough with all major local government services.

- **How is the Town Council Financed?**

The net cost of the Town Council's activities in 2013-2014 is financed by levying what is known as a 'precept' which is added to the Council tax levy set by Knowsley Metropolitan Borough Council.

For 2013-2014 the Town Council have set a precept £344,020, an increase of 1.59% on the previous year's precept of £338,638.

ACHIEVEMENTS 2012-2013

- The awarding of the Quality Status mark for a further four years, and the third consecutive time.
- The holding of the fifth "Halewood Culturefest" during 2012 with a weeks worth of various cultural activities.
- The continuing links with the town of Ballinasloe in the Republic of Ireland.
- The continued involvement by Halewood Town Council as a partner in the Halewood Area Partnership Board.
- The continuing success of the Town Council's Halewood Community Grants Fund which has once again supported local organisations.
- The publication of the Town Council's tenth "Best Practice Policy Statement".
- The funding of three seasonal pantomimes at the Halewood Centre for Learning (two nights), New Hutte Neighbourhood Centre, and the Arncliffe Centre.
- The 2012 Christmas Party for the senior citizens in the Township held at the Arncliffe Centre.
- The Halewood Town Council Gardening Competition, generating pride in looking after local gardens, sponsored by the Town Council for a eighth successive year.
- The provision of a new playpark at the Arncliffe Sports & Community Centre.
- Royal Liverpool Philharmonic Orchestra (RLPO) Concert held at the Halewood Centre for Learning in December 2012.
- The provision of a commemorative mug given to all nursery and primary school children in Halewood to commemorate the Golden Jubilee of Her Majesty Queen Elizabeth II accession to the throne.
- The successful charitable fund raising evening at Hollies Hall in conjunction with the "Irish Guards Singers"

CURRENT INITIATIVES 2013-2014

- The sixth “Halewood Culturefest” due to take place in the summer of 2013.
- The staging of the Halewood Town Council Gardening Competition for a ninth year running.
- The publication of the Town Council’s eleventh Best Practice Policy Statement.
- The re-introduction of the three funding seasonal pantomimes at the Hollies, Arncliffe and New Hutte Neighbourhood Centre, plus the sponsorship of the Centre for Learning’s own pantomime production.
- The arrangement of the Senior Citizens Christmas Party.
- The continuing links with the town of Ballinasloe in the Republic of Ireland.
- The continued involvement by Halewood Town Council as a partner on the Halewood Area Partnership Board.
- The continued operation of the Town Council’s Community Grants Fund designed to support community groups and individuals in Halewood.
- The staging of the RLPO Concert at Halewood Academy Centre for Learning in conjunction with KMBC and other partners.

Part Two – Services

SERVICES CURRENTLY PROVIDED

- The Arncliffe Sports and Community Centre
 - A warm welcome awaits anyone wishing to use the Arncliffe Centre. The Centre has a wide range of facilities which can be used by the community or hired for that ‘special occasion.’ Facilities available include a function room with full use of a kitchen, a well stocked licensed bar and a Sports Hall. Ideal for day time or evening functions, there is a garden and two play areas in the grounds of the Centre plus two synthetic play pitches and grassed junior sized pitches available for use.
 - The Arncliffe Sports and Community Centre is also the home of Halewood Junior Football League.
- Hollies Hall
 - Hollies Hall provides an excellent, comfortable and friendly base for a wide range of community facilities. Whether it’s Weight Watchers or Dancing, Indoor Bowls or a ‘Parents’ & Toddler Group, Hollies Hall is an ideal venue.

- The Hall is also a popular venue for private and fundraising functions. The premises are fully licensed and a kitchen is available for the preparation of food.
 - There are also two full sized grass football pitches and changing rooms available for hire.
- Public Open Spaces – The Town Council manage around 90 acres of public open space. This includes the two full sized football pitches at Hollies Hall mentioned above. In addition, the Town Council support the Halewood Junior Football League which uses the land at the Fredrick Lunt Playing Fields.
 - Playgrounds – The Town Council is responsible for the up-keep of the children’s playgrounds at Hollies Road, at the Arncliffe Centre and on Wood Road.
 - Street Furniture – Certain items of street furniture within the Township, notice boards, benches and seating are owned by and are the responsibility of the Town Council.
 - Civic Services – The Town Council monitors and is consulted on all planning applications applicable to areas within the Township and Officers of the Council support the Mayor of Halewood in carrying out their Civic duties.

FINANCIAL INFORMATION (subject to final audit)

Expenditure & Income – 2012-2013

	Expenditure	Income	Net Cost
Community Centres	£ 209,215	£ 88,336*	£ 120,879
Administration/Environment	<u>£ 195,682</u>	<u>£ 3,280</u>	<u>£ 192,402</u>
	<u>£ 404,897</u>	<u>£ 91,616</u>	<u>£ 313,281</u>

Hollies Hall £40,103, the Arncliffe Centre £48,233

Where the Money Comes From

Income from Centres	£ 88,336	22%
Precepts & Balances	£ 313,281	77%
Other Income	<u>£ 3,280</u>	1%
	£ 404,897	

Where the Money Goes – based on out-turn net operating costs of £313,281

Hollies Hall	£ 23,473.00	7%
Arncliffe	£ 97,406.00	31%
Town Council Admin	<u>£ 192,402.00</u>	62%
	£ 313,281.00	

Part Three – Performance Indicators

Hollies Hall

		<u>Target</u> <u>2012-13</u>	<u>Actual</u> <u>2012-13</u>
<u>Cost</u>			
	Income from all lettings	£12,220	£13,831
	Income from Bar Sales	£27,000	£26,271
	No of free lettings granted	2	9
	No of concessionary lettings granted	2	2
<u>Efficiency</u>			
	Income from lettings as a % of gross operating cost	15.85%	21.75%
	Bar purchases as a % of Bar Takings	46.29%	45.85%

The Arncliffe Sports and Community Centre

		<u>Target</u> <u>2012-13</u>	<u>Actual</u> <u>2012-13</u>
<u>Cost</u>			
	Income from all lettings (inc Synthetic Hire)	£22,500	£22,144
	Income from Bar Sales	£36,500	£26,089
	No of free lettings granted	3	8
	No of concessionary lettings granted	2	3
<u>Efficiency</u>			
	Income from lettings as a % of gross operating costs	14.68%	15.20%
	Bar purchases as a % of Bar Takings	46.57 %	51.11%

Administration

		<u>Target 2012-13</u>	<u>Actual 2012-13</u>
Community Satisfaction			
	No of complaints received classified as mal-administration	0	1
	No of complaints received classified as service implementation	0	0
Management of Resources			
	% of invoices paid within 30 days of invoice date	90%	95.30%
	% of correspondence acknowledged within 5 working days	80%	100%
	No of "visitor hits" on the Town Council's web site	12,000	10,806
Staff Development			
	No of staff taking career development courses	2	6
	% of working days lost to sickness absence (Average over all staff hours)	5%	5.15%

Community Engagement

Halewood Town Council uses a variety of methods to engage with the community of Halewood.

These include:

- our website www.halewoodtowncouncil.gov.uk goes beyond the work of the Council and provides links to other useful services and websites including the Principal Authority, Knowsley MBC.
- The availability of and opportunity to, complete a Customer Satisfaction Survey via the website.
- Our Annual Report is not just an information guide to services it also highlights contributions from the many organisations who ‘partner’ with the Town Council to deliver services.
- We publish a bi-monthly Town Council Newsletter within the free booklet ‘Halewood Focus’ .
- Our meeting agendas are published both on-line and placed in various Notice Boards within the Township.
- Unless restricted by statute, all Town Council meetings contain a ‘Public Forum’ which gives members of the public the opportunity to address the Council on matters relating to the Township.
- The Town Council hosts the Annual Parish Meeting within which is a Public Question Time.
- The annual External Audit offers the opportunity for members of the public to inspect the accounts and associated documents of the Town Council.
- Councillors Surgeries are regularly held in Town Council premises.
- Direct Access – Often members of the public do not know where to raise issues, and who to speak to. On the next page there is a list of contact details for the Town Council.

Contact Details

Halewood Town Council
Council Offices
The Halewood Centre
Roseheath Drive
Halewood
Knowsley
Merseyside
L26 9UH

Website: www.halewoodtowncouncil.gov.uk

E-mail: Town Manager: george.mackenzie@halewoodtowncouncil.gov.uk

E-mail: Senior Administrator: lynn.joyner@halewoodtowncouncil.gov.uk

E-mail Administrator: sue.edwardson@halewoodtowncouncil.gov.uk

Telephone Number: 0151-443-2063

Facsimile Number: 0151-443-2064

KMBC Councillors may be contacted at their surgeries (details from the Town Council offices), or e-mailed using the Councillors contact page on the Town Council web site.