

Annual Report May 2018 - April 2019




**A report of the services provided and activities undertaken throughout the
year by Ludlow Town Council**

Annual Report

May 2018 - April 2019

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Annual Report May 2018 - April 2019

Annual Report 2018-19

Introduction from the Mayor

I am pleased to introduce the Ludlow Town Council Annual Report for 2018 -2019.

The future prosperity of Ludlow remains a very real concern of the Town Council. At a time when high streets across the country are under pressure, the resilience of our town centre economy which, in past years has bucked the trend of gradual decline and remained vibrant, is being sorely tested due to the ridiculous hike in on street parking and the virtual abolition of pop and shop by Shropshire Council. Their policy and actions fly in the face of Central Government urging to reduce the cost of parking in the high street to help stop the decline.

Ludlow Town Council has sent a questionnaire to all Town Centre Shops to get hard evidence on the impact of the charges on their businesses and their customers for the reviews by Shropshire Council to be held in June and November.

As well as providing a range of local services, the Town Council has undertaken a number of one-off projects. In 2018 / 19, the Guildhall roof was refurbished by Treasure & Sons, and this work facilitated some significant improvements for staff, who were able to move back into the large admin office, and the process also created desk space for the Deputy Clerk to take up her post In June 2018.

In 2019 / 20, other projects are progressing well. J Harper & Sons Ltd have been appointed to undertake the much needed refurbishment of the Linney Riverside Park toilets. The Town Council will fund the erection of a bus shelter in Corve Street, and make much needed changes to the Guild Hall Chamber to improve public access to meetings and install a hearing loop. There is more detailed information regarding a number of current project the next page.

My Charity for 2018-19 has been Ludlow Young Health, an initiative set up with Beam and Children's Society to promote the emotional wellbeing of children and young people under the age of 25, their parents and carers by providing drop-in sessions.

I have been delighted by the support received from the local community, and businesses for the Charity events including a Charity Market, the ever popular Motown/Dance Evenings, a Thai Curry Night, and Quiz Night. I will announce the amount raised at Mayor Making in May.

I would like to thank the Town Clerk and her staff team for their hard work, and my fellow Councillors for their support and hard work during the year, and thanks also to Ludlow's Unitary Councillors for their work to support Ludlow. Personal thanks goes to the Mayoress, Mary Gill who has supported me in my role as Mayor during my second term under difficult and unforeseen circumstances.

Councillor T. R. Gill
Mayor of Ludlow 2018-2019



Councillors

The council term began on 8th May 2017 and finishes May 2021.

The following Councillors have served Ludlow Town Council 2018-19.

COUNCIL 2018 – 2019



MAYOR
Councillor T Gill
Whitcliffe Ward



Councillor E Garner
Hayton Ward



DEPUTY MAYOR
Councillor C Sheward
Clee View Ward



Councillor G Ginger
Corve Ward



Councillor M Clarke
Hayton Ward



Councillor R Jones
Bringewood Ward



Councillor A Cobley
Gallows Bank Ward



Councillor D Lyle
Rockspring Ward



Councillor T Mahalski
Clee View Ward



Councillor N Paton
Whitcliffe Ward



Councillor S O'Neill
Rockspring Ward



Councillor V Parry
Gallows Bank Ward



Councillor R Pote
Corve Ward




Councillor C Sheward
Clee View Ward



Councillor G Perks
Gallows Bank Ward



Councillor J Smithers
Bringewood Ward



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Looking Forward 2019-20

The Town Council have set a proactive annual budget without increasing the precept in 2019/20. The band D equivalent received by the Town Council remains at £159.11 per annum.

Projects

The proactive budget includes priority projects in addition to the existing projects. The four project listed below have been given equal priority in 2019 / 20. The current status of the priority projects is as follows:

- **To install a Bus Shelter on Corve Street**
Shropshire council have given approval to an agreed location. The shelter has been ordered, and the company who are going to install will arrange the necessary permits with Shropshire Council.
- **Refurbish The Linney Riverside Park Toilets**
J Harper & Sons Ltd have been appointed to undertake the much needed refurbishment of the Linney Riverside Park toilets. Harper & Sons have confirmed at the pre- start meeting that all is track for the project completion deadline of July 2019.
- **Refurbish the exterior of Smithfield Car Park toilets**
Quotes are being sought
- **Changes to the Guildhall Chamber to improve public access and install a hearing loop.**
A specification for the works has been drafted.

Ludlow Town Council has a number of existing projects. The latest updates are as follows:

- **Town Walls at St Laurence's Churchyard**
The Town Council is following the statutory process for borrowing approval. The application for £38,500.00 has been approved by Shropshire Association of Local Councils, and has been passed to the Secretary of State for final approval. Discussions are currently taking place with the structural engineer regarding phase two of the project.
- **Updating the CCTV camera system in town**
Funding for the project has been secured from a number of sources including LTC funds, local community orgs and businesses, and a grant for half the cost from the Police Crime Commissioner. The location and permissions for the Wi-Fi relays in the town centre are being agreed. As soon as the final logistic issues are resolved, the works will commence.
- **Progressing the Restricted Parking Zone with Shropshire Council**
The Town Council has consulted local business and residents and reported results to

Shropshire Council in November 2018, and there have been two follow up communications to try to progress the matter in 2019.

- **Parking Survey**

The parking survey has yielded in excess of 60 replies from businesses and in excess of 300 customer surveys. The information provided is currently being collated.

- **Community Led Plan (CLP)**

The steering group have identified nine sections and are working with the community to develop priorities for: Children and Young People and Families, Older and Vulnerable People, Improved Wellbeing, Crime and Safety, Environment and Green Spaces, Transport Parking and Road Safety, Tourism, Employment and Economic Development, and Retail and Market.

Projects are one aspect of the Town Council's work, the provision of local services and facilities is the day to day work of the Town Council in Ludlow.

The local services and facilities owned, managed, and run by Ludlow Town Council are as follows:

- Ludlow Museum at the Buttercross;
- Ludlow Market;
- Street Trading permits;
- Ludlow Calendar of Events leaflet;
- Public Toilets at Castle Street, Smithfield, the Linney and Henley Road Cemetery;
- Event Permits for Events Square;
- Castle Gardens benches and grounds maintenance;
- Henley Road Cemetery – burial services and grounds maintenance;
- The Linney Riverside Park, Play Equipment, Recreation Area, Jetty & Toilets;
- Riverside Life Buoys;
- Wheeler Road Skate Park and fenced ball games area, smaller children's play area
- Ludlow Boxing Club building;
- Houseman Crescent Play Area;
- St John's Gardens;
- Town Centre benches;
- Bus shelters;
- Guildhall Offices, reception and information;
- Websites, Newsletter, press releases and social media;
- Ludlow Mayfair;
- Public Council and Committee Meetings (approx. 40 per year);
- Local Representations made to Shropshire Council on planning applications and other consultations;

- Grant Giving – approx. £30,000 of core funding; £4,000 in small grant of up to £300;
- Town's Christmas Lights & Tree;
- Christmas Lights Switch-On;
- Senior Citizen's Christmas Party;
- Civic Events – Remembrance Sunday with local partners, Mayor Making and Mayor's Sunday.

More detailed information about local services is available on the town council's website – www.ludlow.gov.uk

Mayor's Civic Visits 2018-2019

The Mayor was supported by Deputy Mayor Councillor Colin Sheward, who attended events on behalf of the Town Council throughout the Mayoral Year.

Date	Event	Venue	Invitation From
Thursday 10 th May	Annual Meeting	Town Hall, Bridgnorth	Bridgnorth Town Council
Friday 11 th May	Annual Meeting	St George's Hall, Bewdley	Bewdley Town Council
Saturday 12 th May	Mayor Making	Leominster Community Centre	Leominster Town Council
Sunday 13 th May	Civic Service	St Mary Magdalene Church, Bridgnorth	Bridgnorth Town Council
Sunday 20 th May	Memorial Service for Paul Nicholls		
Sunday 26 th May	Ludlow Palmers Weekend	St Laurence Church	Conservation Trust for St Laurence
Monday 4 th June	Mayor Making	The Larruperz Centre, Ross-on-Wye	Ross-on-Wye Town Council
Saturday 9 th June	Centenary Battle of Bligny	St Chad's Church, Shrewsbury	Colonel Commandant of the Rifles, Shrewsbury
Sunday 10 th June	Mayor's Sunday	St Chad's Church, Shrewsbury	Shrewsbury Town Council
Thursday 14 th June	Launch of the Fringe Festival	Blue Boar	Ludlow Fringe Festival
Wednesday 20 th June	Armed Forces Flag Raising	Corn Square, Leominster	Leominster Town Council
Tuesday 26 th June	Opening of the Ludlow Jubilee Garden	Ludlow Jubilee Garden	Ludlow Civic Society

Friday 29 th June	Nspa – celebrating 21 years trading	Nspa – Ludlow	Nspa
Saturday 30 th June	Armed Forces Day		Leominster Town Council
Sunday 1 st July 10.30 am	Mayor's Civic Service	Kidderminster Town Hall	Kidderminster Town Council
Sunday 1 st July 3.00 pm	Civic Service	Pershore Abbey	Pershore Town Council
Sunday 22 nd July	Civic Service	Narberth	Narberth Town Council
Saturday 28 th July	Three Choirs Festival Service	Hereford Cathedral	Hereford Town Council
Friday 3 rd August	High Sheriff of Shropshire Reception	Ludlow	High Sheriff of Ludlow
Friday 10 th August	Shrewsbury Flower Show	Shrewsbury	Wrekin Housing Trust
Monday 27 th August	Pershore Plum Festival	Abbey Park, Pershore	Pershore Town Council
Thursday 6 th September	Autumn Reception, 100 years of the RAF	Officers Mess, RAF Shawbury	Station Commander of RAF Shawbury
Saturday 8 th September	The 10 th UK Recovery Walk	Shrewsbury	Shrewsbury Town Council
Sunday 9 th September	Civic Service	The Guildhall, Bewdley	Bewdley Town Council
Thursday 27 th September	Fairtrade 15 years in Ludlow	Parish Hall, St Peter's Roman Catholic Church	Fairtrade, Ludlow
Thursday 6 th September	Autumn Reception, 100 years of the RAF	Officers Mess, RAF Shawbury	Station Commander of RAF Shawbury
Saturday 8 th September	The 10 th UK Recovery Walk	Shrewsbury	Shrewsbury Town Council
Sunday 9 th September	Civic Service	The Guildhall, Bewdley	Bewdley Town Council
Thursday 27 th September	Fairtrade 15 years in Ludlow	Parish Hall, St Peter's Roman Catholic Church	Fairtrade, Ludlow
Saturday 6 th October	Mayor's Charity Ferret Racing Night	Pershore Town Hall	Mayor of Pershore
Sunday 7 th October	Chairman's Civic Songs of Praise	St Cassian's Parish Church, Chaddesley Corbett	Wyre Forest District Council


Friday 12 th October	Political Speed Dating	Methodist Church, Ludlow	South Shropshire Youth Forum
Wednesday 17 th October	The Photo Space Charity	Methodist Church, Ludlow	The Photo Space, Ludlow
Friday 20 th October	Opening of new X- ray Suite	Ludlow Hospital	League of Friends/Ludlow Hospital
Saturday 21 st October	The Annual Civic Service	Parish Church of St Mary the Virgin, Ross-on-Wye	Ross-on-Wye Town Council
Tuesday 23 rd October	Procession of Poppies	Ludlow Library	Loudwater Studio, Ludlow
Tuesday 30 th October	Ludlow Rotary Cares	Bishop Mascall Centre	Ludlow Rotary
Tuesday 6 th November	Launch of the Shropshire Community Fund	Shrewsbury Colleges Group, Shrewsbury	The High Sherriff
Saturday 10 th November	Remembrance Service St Leonard's Churchyard	St Leonard's Churchyard	Friends of St Laurence
Sunday 11 th November	Remembrance Sunday	War Memorial/St Laurence Church	LTC Event
Sunday 11 th November	Remembrance Beacon	Gallows Bank	Battle's Over Group
Friday 23 rd November	Three Kings Parade	Stourport	Stourport-on- Severn Town Council
Saturday 1 st December	Opening of Pricklebums Hedgehog Rescue	Hedgehog Charity Quality Square, Ludlow	Hedgehog Charity
Saturday 1 st December	Mayor's Charity Motown	Ludlow Assembly Rooms	Mayor's own Charity Event
Sunday 2 nd December	Blessing of the bench for Canon J Wilcox	Castle Square	
Thursday 6 th December	Ludlow Senior Citizens' Christmas Party	Ludlow College	LTC Event
Friday 1 st March	Mayor's Charity Ball	Kidderminster Town Hall	Mayor of Kidderminster
Saturday 16 th March	Mayor's Civic Ball	Ye Olde Punchbowl Inn	Mayor of Bridgnorth
Tuesday 5 th March	Mayor's Charity Thai Curry Night	The Chang Thai, Ludlow	Mayor's own Charity Event

Saturday 9 th March	Mayor's Charity Dance Evening	Ludlow Assembly Rooms	Mayor's own Charity Event
Sunday 17 th March	High Sheriff's Legal Service	St Laurence Church	High Sheriff of Shropshire
Thursday 21 st March	Mayor's Charity Quiz Night	Ludlow Brewery	Mayor's own Charity Event
Friday 22 nd March	Mayor's Charity Ball	Stourport Yacht Club	Mayor of Stourport
Saturday 23 rd March	Mayor's Charity Ball	The Chase Hotel, Ross-on-Wye	Mayor of Ross-on-Wye
Friday 29 th March	Mayor's Charity Dinner	Rowberry's Nursery	Chairman of Kidderminster
Friday 5 th April 2019	English Song Weekend	Ludlow Assembly Rooms	English Song Weekend

Deputy Mayor's Civic Visits 2018-2019

Date	Event	Venue	Invitation From
Saturday 26 th May 11.00am	Ludlow Palmers Weekend	St Laurence Church	Conservation Trust
Saturday 26 th May	Memorial for Paul Nicholls		Millenium Green Trust
Sunday 27 th May	Rev Tim Coles last service	Elim Church	Elim Church
Saturday 9 th June	Open Day & Birthday Celebrations	Hagley Place, Barchester Healthcare	Hagley Place, Barchester Healthcare
Sunday 10 th June	Mayor's Civic Service	The Church of St John the Baptist, Bishops Castle	Bishops Castle Town Council
Sunday 1 st July 10.00am	Annual Civic Service	St Mary's Church, Tenbury Wells	Tenbury Wells Town Council
Sunday 1 st July 6.30 pm	Civic Service	Holy Trinity Church, Much Wenlock	Much Wenlock Town Council
Saturday 7 th July	Speech Day	Bedstone College	Bedstone College
Thursday 13 th September	Presentation Evening	Harley Centre, Ludlow College	Ludlow College
Sunday 16 th September	Ludlow Cycling Festival	Ludlow Rugby Club	Ludlow Cycling Club
Monday 15 th October	Baby Remembrance Service	St Laurence Church	St Laurence Church
Sunday 21 st October	Celebration of Shropshire Lieutenancy	Abbey Church, Shrewsbury	The Bishop of Lichfield

Sunday 4 th November	Blessing of the Sod	Peace Memorial	LTC Event
Tuesday 6 th November	Launch of the Shropshire Community Fund	Shrewsbury Colleges Group, Shrewsbury	The High Sheriff of Shropshire
Friday 10 th November	Press photographs Ludlow in Bloom Winter planting	Ludlow	Ludlow in Bloom
Saturday 11 th November	St Leonard's Church Remembrance Service	St Leonard's Church	Friends of St Leonards
Sunday 12 th November	Remembrance Sunday	War Memorial and St Laurence Church	LTC Event
Sunday 12 th November	Remembrance beacon	Gallows Bank	Battle's Over Committee Group
Sunday 18 th November	Hereford Christmas Lights Switch-on	Hereford Cathedral and Town Centre	Hereford City Council
Tuesday 20 th November	Working Together AGM	Baptist Church, Rockspring Centre, Ludlow	Working Together
Saturday 24 th November	Turning on the Rotary Tree of Light	Garden of Rest	Ludlow Rotary
Wednesday 28 th November	Verdun Oak Sapling Gifting Ceremony	Leominster Priory Church	Leominster Town Council
Saturday 1 st December	Mayor's Charity Motown	Ludlow Assembly Room	LTC Mayor's Charity Event
Tuesday 4 th December	Press photographs Mental Health Charity for Ludlow Youth	Ludlow	Mayor's Charity/ Ludlow Area Youth Partnership
Thursday 6 th December	Ludlow Senior Citizens' Christmas Party	Ludlow College	LTC Event
Saturday 8 th December	Ludlow Choral Society Concert	St Laurence Church, Ludlow	Ludlow Choral Society
Friday 8 th March	Opening of South Shropshire Furniture Scheme's Workshop	SSFS	SSFS



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Meetings

Full Council, Committees & Working Group Meetings

May 2018 – April 2019

Committee Meetings	Number of meetings
Full Council	9
Policy & Finance Committee	9
Services Committee	9
Representational Committee	13
Civic Events Working Group	2
Budget Working Group	3
Staffing & Appeals Committee	3
Annual Residents Meeting	1
Total	49

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Policies

Policies Created and adopted

New

General Data Protection Regulations (GDPR)
Investment Policy
Reserves Policy

Re-adopted

Child and Vulnerable Protection Policy
Council Representation on Outside Organisations
Financial Regulations
Freedom of Information
Health & Safety Policy Handbook
Meeting Protocol
Model Publication Scheme
Out of hours Policy
Press Protocol
Scheme of Delegation
Standing Orders
Street Trading Policy
Whistle Blowing Policy & Guidance



Stained Glass Roundels in the Guildhall Windows

Left to Right: - Arms of David Henry Greene KC; The Royal Arms; Arms of Lord Jeffreys of Wem; Arms of St John Bridgeman

STAFF



TOWN CLERK & RESPONSIBLE FINANCIAL OFFICER

Gina Wilding

DLF / MARKET SUPERVISOR

Sean Turgoose

MARKET OFFICER

Tony Caton

SENIOR ADMIN ASSISTANT – P/T – Monday - Thursday

Naomi Brotherton

SENIOR FINANCE / ADMIN – P/T – Wednesday, Thursday and Friday

Lucy Jones

FINANCE / ADMIN – P/T Monday, Tuesday, Thursday and Friday

Sarah Hughes

CEMETERY OFFICER

Stephanie Williams

ADMIN ASSISTANT – P/T – Wednesday – Friday

Charlotte Ambrazas

ADMIN ASSISTANT – P/T – Monday - Tuesday

Louise Coles

ASSISTANT GROUNDSPERSON

Richard Vobe

ASSISTANT GROUNDSPERSON

Vacancy

ASSISTANT GROUNDSPERSON

Wayne Speke

ASSISTANT GROUNDSPERSON/MARKET ASSISTANT

Alex Turgoose

CLEANERS

Sylvia Bownes

Adrian Colman

Gill Richards

BUTTERCROSS MUSEUM ASSISTANT - P/T – Friday – Sunday

Vacancy

BUTTERCROSS MUSEUM ASSISTANT - P/T – Friday – Sunday

Petra Bindloss

CIVIC STAFF

Sergeant at Arms – John Coxill

Mace Bearer – Nick Chapman

Parade Marshall – David Davies

Welcome to New Staff

The Town Council is currently in the process of recruiting a new Museum Assistant at the Museum at the Buttercross and also a DLF Grounds Assistant.

Farewells –

Helen Jones – Museum Assistant

Helen has been working as Museum Assistant at the Museum at the Buttercross since it opened in 2016. We wish her well in the new role at Hereford College.

Brian Link – Assistant Grounds Person

Brian Link was welcomed as a permanent member of the DLF Grounds staff. We wish him well for the future.

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May 2018 - April 2019

KEY EVENTS 2018-2019

The Guildhall is the home of Ludlow Town Council meetings and staff offices. In March – July 2018, Treasure & Sons undertook essential repairs to the roof lead lined roof gullies and two lime plaster ceilings, and the fenestration. Town council staff moved back into the large admin office, which meant that staff sharing the town clerk's office and those of the finance and market staff were able to move into their own space, and the process also created desk space for the Deputy Clerk to take up her post In June 2018.

Annual Meeting 9th May 2018 - At the Annual Meeting on the 9th May 2017 Councillor T Gill was elected as Mayor (second term) and Councillor C Sheward (third term) was elected as Deputy Mayor.

Mayor Making 23rd May 2018



Mayor Making marked the commencement of the ceremonial year by welcoming the elected Mayor, Councillor T Gill as the Mayor in 2018-19 (second term).

Five Civic Awards were presented in recognition of excellence in the voluntary sector and services to the community to:
Terence Round, Peter Corfield, Helen Hughes, Denise Thompson and Working Together

Left: Mayor Cllr Tim Gill and Deputy Mayor, Cllr Colin Sheward

Mayor's Charity – the Mayor's Charity for 2018/19.

The Mayor chose to support young people in Ludlow, with a new project being organised by the Ludlow Area Youth Partnership – 'Ludlow Young Health'. **Fundraising** this year has included a Charity Market, Northern Soul & Motown/Dance Evening and Thai Curry Night and a Charity Quiz.



Mayor's Sunday Service 24th June 2018

At Mayors Sunday, the Mayor and Councillors pledge allegiance to serve the town. The service was led by the Rev. Kelvin Price at St Laurence Church. A parade of uniformed organisations led by the Parade Marshall, David Davies and Ludlow Concert Band drew crowds on High Street where the Mayor thanked the Parade.

Ludlow in Bloom – GOLD in 2018



Above: Beds at St John's Gardens.

Ludlow in Bloom achieved Gold again for 2018. The perennial planting scheme introduced some years ago is now well established in St John's Gardens.

The Ludlow in Bloom Committee receives support from the Admin and Direct Labour Force staff of the Town Council and also financial support. It's a partnership that includes Shropshire Council and keeps Ludlow looking loved.

The May Fair



The May Bank Holiday heralds the arrival of the Mayfair, which is managed by Shropshire Council's Safety Advisory Group, the Town Council and the Fun Fair Organiser. The market stalls are dismantled by the Direct Labour Force in preparation and re-erected afterwards. Each year a morning service is held at the dodgems.

Remembrance Sunday & Commemoration of the end of WW1

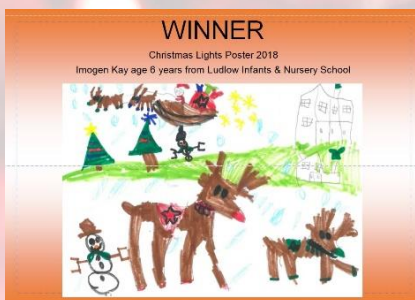
Remembrance Sunday & Commemoration of the end of WW1 happened on Sunday 11th November. Wreath laying at the War Memorial was followed by a service at St Laurence Church.

300 Civic and Uniformed guests were invited by Ludlow Town Council, as usual, and residents and members of the congregation were welcomed to the wreath laying and service.





Above: Imogen Kay with Santa



Above : Imogen's Winning picture



Above : Peppa pig and one of Santa's helpers

Christmas Lights Switch On - Saturday 24th November Ludlow's Christmas Lights Switch-on took place during the weekend of the Medieval Fair in Ludlow Castle supported by a Town Council Medieval themed market in the square.

Santa's grotto was constructed by his elves at 9.30am on the day and was then decorated. Early afternoon the elves arrived with Santa and his sleigh, accompanied by Imogen Kay, this year's Christmas picture competition winner. Music was provided by Sunshine Radio. Bella Acapella sang a variety of songs and Peppa Pig entertained the visitors and children.

The day was very well supported, the weather was kind and the reindeer which is now a tradition was a popular attraction, for old and young alike.

Free presents were given to children by Santa during the afternoon followed by the Christmas lights being switched on by the Mayor at 5pm. The Rotary Tree of Light was lit following this in Castle Gardens. There was lots to see and do and the town was busy all day.

By Dream-Wallpaper.com

Senior Citizens Party 6th December 2018

The annual Ludlow Residents Senior Citizens' Party was held again at Ludlow College. The College catered for 100 senior citizens providing, a selection of sandwiches and cakes. Entertainment was provided by Jess Hope. As is tradition there was a free bingo and raffle with the prizes kindly donated by businesses and residents of Ludlow.

Thank you to all businesses and residents who donated prizes – all greatly appreciated!

The party was opened by St Laurence's Infant School choir singing carols. The live music and entertainment was provided again by the popular Jess Hope. Staff and Councillors worked together again with students and staff at Ludlow College. The party brought good cheer to all those present and started the good cheer.





Ludlow Market

LOCAL SERVICES

Ludlow Market

Ludlow Market is open for trading six days a week in the summer months and 7 days a week in the month before Christmas.

It would be impossible; to generate a good income without

the continued support of customers, the hard work of the traders and Council Staff. The market has been well supported by visitors and locals even when the weather has been less than kind.



The regular markets through the spring to autumn are supported by a selection of specialist markets. The specialist markets cover books, crafts, gifts/products 'Made in Shropshire', local produce and antiques. Specialist Markets also support Festivals in the Castle, with the two Food Festivals, May and September and then later on in the year when the Christmas Medieval Fayre happens in November.

Street Trading – The Town Council took on Street Trading in Ludlow in April 2011. The Town Council's Policy is available from the website. An income of £9,717.52 was received in 2018-19.



AMENITY AREAS

Ludlow Town Council, cares and maintains the following public amenity areas within Ludlow:-



Flower beds in Old Street

Linney Riverside Park
Wheeler Road Playing Fields
Henley Road Cemetery
Castle Gardens
St John's Gardens
Garden of Rest
Weyman Road
Henley Orchards

Housman Crescent Play area



St John's Gardens

The tasks of the Direct Labour Force includes mowing, strimming, gardening, maintenance, litter collection and watering.

The Town Council moved away from traditional annual bedding schemes for the flower beds a

few years ago, planting perennial plants, which are now well established. The Town Council continues to support Fair Trade and the Fair Trade Group in Ludlow, the round bed in Castle Square being planted with the Fair Trade logo.

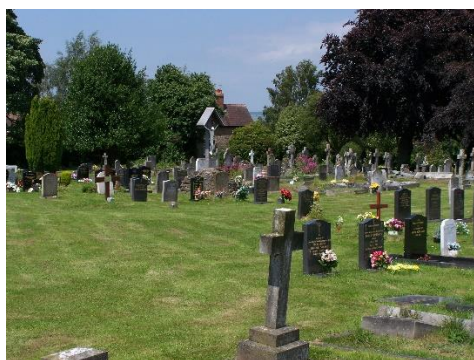
Public Toilets



The Town Council cares and maintains the public toilets in Ludlow and these are located at Castle Street Car Park, Smithfield car park, Henley Road Cemetery and the Linney Riverside Park.

Coin boxes are fitted at Castle Street toilets and the income generated 2018-19 was £10,588.74. This has been used to cover the cleaning costs and a continued schedule of improvements for public toilets.

Henley Road Cemetery



The Cemetery is maintained by Ludlow Town Council's Direct Labour Force ensuring the area looks its very best all year round. 37 interments have taken place in 2018 / 19 and 15 cremated remains. The income generated was £42,909.00.

The Cemetery commemorated its 100th year in 2014. Details of an interactive display can be found at the WW1 Centenary Commemorations tab on the Town Council's website commemorating those buried from 1914-18 and those who served during WW1. www.ludlow.gov.uk

Memorial Benches

Requests are occasionally received by Ludlow Town Council from families who would like to commemorate a loved one in a practical and public way with a bench.

Benches also provide a service to the wider community offering a chance for rest and, if the location permits, quiet reflection.



Memorial benches are situated in the cemetery, Dinham Gardens and the Events Square.



Ludlow Museum at the Buttercross

The Ludlow Museum at the Buttercross has been open three days a week since the summer of 2016. The admission fees for 2018-19 total £5,041.00.



Ludlow Town Council Websites –

www.ludlow.gov.uk www.ludlowmarket.co.uk

an abundance of information on Ludlow Market; Your Council, Services, Community, Youth, News Zone, Buttercross Bulletin, Project updates, Calendar of



Events, Ludlow Alive with History, Henley Road Cemetery, Festivals, Ludlow Town Plan, Ludlow Markets, Grants, Mayors Charity, Current Agendas and approved Minutes.

Buttercross Bulletin

Ludlow Town Council distributes Ludlow Town Council Newsletter four times a year. This free publication is compiled by staff as an informative summary of the Town Council's involvement and achievements within Ludlow. The Newsletter is also available from www.ludlow.gov.uk



Calendar of Events

Each year Ludlow Town Council publishes and prints 90-100,000 copies Ludlow Calendar of Events of which 55,000 copies are distributed throughout the West Midlands.



Social media



Facebook: Ludlow Town Council and Ludlow Museum at the Buttercross.



Twitter: Town Council (@LudlowTC); Market (@LudlowMarket); Ludlow Museum at the Buttercross (@TheButterX)



Instagram: Ludlow Market and Ludlow Museum at the Buttercross




Trip Advisor: Ludlow Museum

Community Grants

Annual Core Grants - totalling £28,360.00 have been awarded to Citizen's Advice, Crucial Crew, Defib4you, Friends of Whitcliffe, Ludlow Assembly Rooms, LAR – Visitor Information Centre, Ludlow Breastfeeding Support Group, , Ludlow Concert Band, Ludlow Fringe, Ludlow in Bloom, , Ludlow Town Colts Football Club, Ludlow Youth Partnership, , Working Together Ludlow.

Project Support Grants - totalling £2,445.42

Were awarded to: Defib4You, Ludlow Choral Society, Ludlow College, Ludlow Concert Band, Ludlow Croquet Club, Ludlow Fringe, Ludlow Hockey Club, Ludlow Town Junior Football Club, 2nd Ludlow Rainbows, People for Ludlow – The Great Get Together, Seat Sponsorship – Ludlow Assembly Rooms, Songs for You, South Shropshire Youth Forum, Teme Weirs Trust.



Annual Report May 2018 - April 2019

Ludlow Town Council

Ludlow Town Council consists of fifteen councillors, representing seven wards within the parish of Ludlow. Further details are provided on page 26.

Vision Statement

The Town Council's Vision for Ludlow is of a successful, vibrant, attractive town, where people want to live, work, and visit.

Town Council's Mission Statement

Ludlow Town Council aims to improve the quality of life for the residents of Ludlow by:

- Engaging in an open dialogue with the residents of Ludlow to better understand their needs and, in turn, explain how we will address those needs within the resources and powers of the Council.
- Helping to create a socially inclusive and caring community which embraces all its residents, irrespective of age, gender, sexual orientation, culture, income, race or religion and which seeks to develop their wellbeing, knowledge, understanding and mutual co-operation.
- Providing a democratic, representational voice for the Ludlow community.
- Preserving and enhance the traditions, character, heritage and unique identity of the town
- Promoting Ludlow as a clean, safe, welcoming and prosperous town for all
- Providing high standard and cost effective services
- Become a better employer through continued valuing and development of employees, thereby encouraging personal responsibility and stimulating innovation, all for the betterment of the town.
- Working in partnership with others to achieve more for Ludlow

Local Code of Corporate Governance

1. INTRODUCTION

- 1.1 The Chartered Institute of Public Finance and Accountancy (CIPFA) and Society of Local Authority Chief Executives (SOLACE) have published a framework document for Corporate Governance in Local Government.
- 1.2 Ludlow Town Council is committed to the principles of good corporate governance and wishes to confirm its commitment and intentions through the development, adoption and maintenance of a Local Code of Corporate Governance, as recommended by the CIPFA/SOLACE Framework.
- 1.3 This document, Ludlow Town Council's "Local Code of Corporate Governance", therefore sets out and describes the Council's commitment to corporate governance. It also identifies the arrangements that have or will be made to secure its effective implementation and application in all aspects of the Council's work.

2. WHAT IS CORPORATE GOVERNANCE?

- 2.1 For the purpose of this Local Code, Ludlow Town Council accepts the definition of Corporate Governance as stated within the CIPFA/SOLACE Framework, as follows:

"Governance is about how local government bodies ensure that they are doing the right things, in the right way, for the right people, in a timely, inclusive, open, honest and accountable manner.

It comprises the systems and processes, and cultures and values, by which local government bodies are directed and controlled and through which they account to, engage with and, where appropriate, lead their communities".

- 2.2 Ludlow Town Council recognises that effective local government relies upon establishing and maintaining the confidence of the public in both the elected Members and Officers of the Council.
- 2.3 Ludlow Town Council recognises that the setting of high standards of self-governance provides a clear and demonstrable lead to both our existing and potential partners, and therefore provides the basis of effective community governance.

3. THE PRINCIPLES

- 3.1 Ludlow Town Council positively recognises and accepts the following six core principles of good governance, as identified within the CIPFA/SOLACE Framework:

- **Focusing on the purpose of the authority and on outcomes for the community and creating and implementing a vision for the local area**
- **Members and Officers working together to achieve a common purpose with clearly defined functions and roles**
- **Promoting values for the authority and demonstrating the values of good governance through upholding high standards of conduct and behaviour**
- **Taking informed and transparent decisions which are subject to effective scrutiny and managing risk**
- **Developing the capacity and capability of members and officers to be effective**
- **Engaging with local people and other stakeholders to ensure robust public accountability**

The six core principles each have a number of supporting principles, which in turn have a range of specific requirements that apply across the Council's business.

Principle One - Focusing on the purpose of the authority and on outcomes for the community and creating and implementing a vision for the local area

The function of governance is to ensure that authorities, other local government organisations or connected partnerships fulfil their purpose and achieve their intended outcomes for citizens and service users and operate in an effective, efficient, economic and ethical manner. This concept should guide all governance activity.

The Council needs to develop and articulate a clear vision of its purpose and intended outcomes for citizens and service users that are clearly communicated, both within the organisation and to external stakeholders.

The principles supporting this core principle and the action the council propose to take in relation thereto are as follows:

Supporting Principles:	Ludlow Town Council will:
Exercising strategic leadership by developing and clearly communicating the authority's purpose and vision and it's intended outcome for citizens	<ul style="list-style-type: none"> • Make an explicit commitment to openness in all its dealings and publish its agendas and minutes of meetings, subject only to the need to preserve confidentiality where it is proper and appropriate so to do. • Engage and consult its community and other stakeholders by establishing clear channels of communication. • Allocate resources in accordance with agreed policies.

Supporting Principles:	Ludlow Town Council will:
and service users	<ul style="list-style-type: none"> • Publish an annual report on a timely basis to communicate the Council's activities and achievements, its financial position and performance. • Put in place arrangements for an independent audit of its operations and financial performance.
Ensuring that users receive a high quality of service whether directly, by commissioning, or in partnership	<ul style="list-style-type: none"> • Decide how the quality of service for users is to be measured and make sure that the information needed to review service quality effectively and regularly is available. • Play an active role in Local Area Partnerships and Local Joint Committees. • Adopt effective arrangements to identify and deal with failure in service delivery.
Ensuring that the authority makes best use of resources and that tax payers and service users receive excellent value for money	<ul style="list-style-type: none"> • Decide how value for money is to be measured and make sure that the authority has the information needed to review value for money and performance effectively. • Adopt best practice in commissioning and procurement. • Publish annual budgets and accounts and internal audit reports. • Adopt and maintain robust Financial Regulations.

Principle Two - Members and Officers working together to achieve a common purpose with clearly defined functions and roles

The governing body of an organisation has overall responsibility for directing and controlling that organisation. In local government the governing body is the full council.

The principles supporting this core principle and the action the council propose to take in relation thereto are as follows:-

Supporting Principles:	Ludlow Town Council will:
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Supporting Principles:	Ludlow Town Council will:
Ensuring effective leadership throughout the authority and being clear about roles and responsibilities.	<ul style="list-style-type: none"> • Adopt and maintain terms of reference for Council committees' that are clear and unambiguous. • Adopt, maintain and keep under review a scheme of delegations to officers. • Ensure the Town Clerk/Responsible Financial Officer accept and understand their responsibilities for all aspects of operational and financial management. • Ensure all staff have clear conditions of employment and job descriptions which set out their roles and responsibilities. • Ensure that all members accept and understand their role and responsibility for providing effective strategic leadership and for ensuring that the council successfully discharges its overall responsibilities. • Provide members with a statement of the duties and responsibilities expected of them as elected representatives of the local community.
Ensuring that a constructive working relationship exists between elected members and officers and that the responsibilities of members and officers are carried out to a high standard	<ul style="list-style-type: none"> • Provide Job Descriptions and develop protocols to ensure that Councillors, the Town Clerk and senior officers share a clear understanding of their respective roles and objectives. • Adopt appropriate codes of conduct for Members and officers and for Member and officer relationships. • Maintain registers for the declaration of interests by Members and officers and for recording the receipt of any gifts and hospitality, which they receive. • Make the Town Clerk responsible to the Council for ensuring that agreed procedures are followed and that Statutes and Regulations are complied with. • Make the Responsible Financial Officer responsible for ensuring that appropriate advice is given on all financial matters, for keeping proper financial records and accounts, and for maintaining an effective system of internal financial control. • Make the Town Clerk and/or Senior Officer(s)

Supporting Principles:	Ludlow Town Council will:
	responsible and accountable to the Council for all aspects of operational management.
Ensuring relationships between the authority, its partners and the public are clear so that each knows what to expect of the other	<ul style="list-style-type: none"> • Foster effective relationships and partnerships with other public sector bodies and representatives of bodies in the private and voluntary sectors. • Appoint representatives to serve on Local Joint Committees and outside bodies. • Provide opportunities for members of the public and representatives of organisations to address meetings of the council. • Enter Service Level Contracts for the work the council does for partners and for the work they do for the town council. • Provide an external website that residents and partners can access to obtain relevant and up to date information on the Council and its activities.

Principle Three - Promoting values for the authority and demonstrating the values of good governance through upholding high standards of conduct and behaviour

The principles supporting this core principle and the action the council propose to take in relation thereto are as follows:

Supporting Principles:	Ludlow Town Council will:
Ensuring elected members and officers exercise leadership by behaving in ways that exemplify high standards of conduct and effective governance	<ul style="list-style-type: none"> • Adopt policies that create a climate of openness, support and respect. • Ensure that the standards of conduct and personal behaviour expected of Members and staff are upheld, and are defined and communicated through appropriate Codes of Conduct and Protocols. • Put in place arrangements to ensure that Members and employees are not influenced by prejudice, bias or conflicts of interest, and that appropriate procedures are in place for declaring and recording personal and/or prejudicial interests. • Adopt a policy for “whistle-blowing”

Supporting Principles:	Ludlow Town Council will:
Ensuring that organisational values are put into practice and are effective	<ul style="list-style-type: none"> • Develop and maintain shared values including leadership values for both the organisation and staff reflecting public expectations, and communicate these with • Members, staff, the community and partners. • Put in place arrangements to ensure that systems and processes are designed in conformity with appropriate ethical standards. • Will review at least annually its existing governance arrangements against this Code of Corporate Governance. • Maintain and develop this Code to ensure its ongoing application and effectiveness. • Publish an annual governance statement that invites comments on compliance and any changes deemed necessary. • Develop and maintain an effective complaints procedure.

Principle Four - Taking informed and transparent decisions which are subject to effective scrutiny and managing risk

The principles supporting this core principle and the action the council propose to take in relation thereto are as follows:

Supporting Principles:	Ludlow Town Council will:
Being rigorous and transparent about how decisions are taken and listening and acting on the outcome of constructive scrutiny.	<ul style="list-style-type: none"> • Have democratic structures that are properly constituted to ensure clear accountability. • Respond positively to the findings and recommendation of auditors and put in place arrangements for the effective implementation of agreed actions. • Adopt a formal complaints procedure, which is easily accessible, effective and transparent. • Publicise proposed activities and decisions as a means of encouraging public engagement and constructive scrutiny of the Council's performance. • Maintain a Freedom of Information policy and act on requests for information in an efficient and timely manner.

Supporting Principles:	Ludlow Town Council will:
	<ul style="list-style-type: none"> Put in place arrangements to safeguard Members and employees against conflicts of interest and adopt appropriate procedures for recording declarations of interest for public inspection.
Having good quality information, advice and support to ensure that services are delivered effectively and are what the community wants/needs	<ul style="list-style-type: none"> Ensure that those making decisions for the Council are provided with information that is fit for purpose – relevant, timely and gives clear explanations of technical issues and their implications. Ensure that proper professional advice is available in written format prior to decisions being taken on matters that have legal or financial implications, and that the advice given receives due consideration. Make provision for Members and public questions at council meetings. Publicise a schedule/calendar of meeting and circulate agenda papers to the press. Have regard to public representations, the outcome of any public consultations and/or the views expressed at Annual Town Meetings.
Ensuring that an effective risk management system is in place	<ul style="list-style-type: none"> Ensure that risk management is embedded into the culture of the Council, with Members and managers at all levels recognising that risk management is part of their jobs. Develop appropriate risk assessment systems. Employ an independent internal audit service. Adopt appropriate health and safety policies and provide appropriate insurance cover for all council activities including public liability insurance cover. Ensure that effective arrangements for whistle-blowing are in place.
Authorities using their legal powers to the full benefit of the citizens and communities in their area	<ul style="list-style-type: none"> Actively recognise the limits of lawful activity placed on it by, for example, the ultra-vires doctrine, but also strive to utilise its powers to the full benefit of its community. Recognise the limits of lawful action and observe both the specific requirements of legislation and the general responsibilities placed on Councils by public law. Observe all specific legislative requirements

Supporting Principles:	Ludlow Town Council will:
	placed upon it, as well as the requirements of general law, and in particular to integrate the key principles of good administrative law – rationality, legality and natural justice – into its procedures and decision-making processes.

Principle Five - Developing the capacity and capability of members and officers to be effective

The principles supporting this core principle and the action the council propose to take in relation thereto are as follows:

Supporting Principles:	Ludlow Town Council will:
Making sure that members and officers have the skills, knowledge, experience and resources they need to perform well in their roles	<ul style="list-style-type: none"> • Provide induction programmes tailored to individual needs and opportunities for • Members and Officers to update their knowledge on a regular basis. • Ensure that officers have the skills, resources and support necessary to perform effectively in their roles and that these roles are properly understood throughout the Council. • Maintain comprehensive and effective HR policies, including an Equalities policy.
Developing the capability of people with governance responsibilities and evaluating their performance, as individuals and as a group	<ul style="list-style-type: none"> • Assess the skills required by Members and Officers and make a commitment to develop those skills to enable roles to be carried out effectively. • Develop skills on a continuing basis to improve performance, including the ability to scrutinise and challenge and to recognise when outside expert advice is needed. • Ensure that effective arrangements are in place for reviewing performance and agreeing action, which might be needed, for example, to address any training or development needs.
Encouraging new talent for membership of the authority so that best use can be made of individuals' skills and resources in balancing continuity and renewal	<ul style="list-style-type: none"> • Ensure that effective arrangements are in place to encourage individuals from all sections of the community to engage with, contribute to and participate in the work of the Council. • Publish the qualifying criteria, role and remuneration for councillors on the website to encourage new talent and representatives of

Supporting Principles:	Ludlow Town Council will:
	all sections of the community to consider standing for election.

Principle Six - Engaging with local people and other stakeholders to ensure robust public accountability

The principles supporting this core principle and the action the council propose to take in relation thereto are as follows:

Supporting Principles:	Ludlow Town Council will:
Exercising leadership through a robust scrutiny function which effectively engages local people and all local institutional stakeholders, including partnerships, and develops constructive accountability relationships	<ul style="list-style-type: none"> • Make clear to councillors, all staff and the community to whom they are accountable and for what. • Include details on the council's website on the means by which local people and others can participate in council decisions and can call the Council to account. • Positively welcome complaints and constructive criticism as a means of improving service delivery.
Taking an active and planned approach to dialogue with and accountability to the public to ensure effective and appropriate service delivery whether directly by the authority, in partnership or by commissioning	<ul style="list-style-type: none"> • Ensure clear channels of communication are in place with all sections of the community and other stakeholders. • Hold meetings in public unless there are good reasons for confidentiality. • Provide the opportunity for citizens of Ludlow to have their say at all ordinary council meetings and at the Annual Town Meetings, which will be held primarily to listen to and respond to the public and other stakeholders. • Publish at least annually the Council's vision, activities and achievements, together with its financial position and performance and invite feedback.
Making best use of human resources by taking an active and planned approach to meet responsibility to staff	<ul style="list-style-type: none"> • Develop and maintain a clear policy on how staff and their representatives are consulted and involved in decision-making. • Establish a joint consultative committee between Members and employees. • Identify the development needs of Members

Supporting Principles:	Ludlow Town Council will:
	and employees and offer support by appropriate training

4. ANNUAL REVIEW AND REPORTING

- 4.1 The council accepts that in order to comply with the principles of good governance it must undertake to ensure that systems and processes are continually monitored and reviewed, and are kept up to date.
- 4.2 An annual review of the Council's Corporate Governance arrangements will be carried out using the guidance contained in the CIPFA/SOLACE Framework. The purpose of the review will be to provide assurance that governance arrangements are adequate and operating effectively or to identify action, which is planned to ensure effective governance in the future. The results of the review will take the form of an Annual Governance Statement prepared by the Town Clerk. It will be submitted to the Finance and General Purposes Committee and subsequently to Council for consideration and review.
- 4.3 The preparation and publication of the Annual Governance Statement will meet the statutory requirement of the Accounts and Audit Regulations, which requires authorities to "conduct a review at least once in a year of the effectiveness of its system of internal control" and to prepare a statement on internal control "in accordance with proper practices". As such the Annual Governance Statement will be prepared in accordance with the timetable for the preparation of financial statements in accordance with the Audit and Accounts Regulations.

Financial Information

The annual audit will take place in May and the Annual Return is approved by Council in June. It will be available for inspection by residents in July.

Throughout the year the Council's finances are reported quarterly to the Policy & Finance Committee.

Council and committee agendas and minutes are available to the public upon request. Approved minutes are posted on Ludlow Town Council's website www.ludlow.gov.uk

