Town Council Plan 2024-28 – Operational Version

The Town Council Strategic Plan 2024-28 outlines our vision, priorities, and objectives for the next four years. This plan serves as a roadmap to guide our efforts in addressing key issues such as climate and ecological emergencies, community engagement, infrastructure improvements, and the provision of excellent and inclusive facilities. By setting clear goals and measurable targets, we aim to enhance the quality of life for all residents, promote sustainability, and ensure strong governance and value for money in all our operations.

RAG Status Summary

The table below gives an at-a-glance overview of progress against every objective in this plan. Colour-code each RAG Status cell (in this summary and in the detailed tables that follow) using the key below:

■ **Green – On track / completed as planned.**

■ **Amber – Some slippage or risk; being actively managed.**

■ **Red – Off track / significant concern; needs Council attention.**

Ref	Objective	Lead Committee	RAG Status
1.1	To limit the Council's carbon footprint	Environment	Amber
1.2	To encourage greener living and sustainability	Environment	Green
1.3	To protect the parish environment	Environment	Amber
1.4	Identifying and facilitating cost effective and creative solutions to infrastructure issues.	Finance & Policy	Amber
1.5	To make the most of our open and green spaces.	Environment	Green
1.6	To future-proof the Council's buildings	Environment	Green
2.1	To maintain and grow the sense of community connection	Environment/Community	Green
2.2	To nurture the connections between all parts of the parish – Yateley, Frogmore and Darby Green	Finance & Policy	Green
2.3	To facilitate a sense of community	Finance & Policy	Green

3.1	To take the lead on moving towards a fully accessible Parish	Environment	Green
3.2	To ensure the sound management of the Council's own infrastructure assets.	Finance & Policy / Environment	Green
3.3	Service delivery	Finance & Policy	Amber
4.1	To drive efficiencies and build capacity for future service delivery needs	Finance & Policy	Green
4.2	To ensure continued accountability and best value for taxpayers' money	Finance & Policy	Green
4.3	To drive excellence and high standards of service	Finance & Policy	Amber
5.1	To communicate and collaborate with District and County Councils	Finance & Policy	Amber
5.2	To manage internal and external communications to celebrate success and grow visibility of the Council's work	Finance & Policy	Green
5.3	To develop and promote the Council's communication with residents	Finance & Policy	Amber

Strategic Priority 1: **Work to address the Climate & Ecological emergency and support the Community to do the same**
UPDATE:

Objectives & Key Tasks	Lead Committee	Update	Metric	Target	Evaluation	Progress as at 11.11.26	RAG Status
1.1 To limit the Council's carbon footprint • Achieve net zero carbon emissions by 2030 through energy efficiency audits and	Environment	• Climate emergency declared on 06.12.21. • Climate action plan being updated with short term and long-term goals.	Annual carbon emissions (tonnes of CO2).	Achieve net zero carbon emissions by the financial year ending 2030	Annual energy efficiency audits and carbon footprint assessments.	Solar panels installed All 3 community buildings EPC of B rating 100% renewable	Amber Need to improve 2

reducing environmental impacts. • To reduce the environmental impact of the Council's operations, across all areas, including waste reduction and using less plastic		• Regularly review and update the climate action plan. • Energy efficiency audit completed – reviewing and updating with completed actions. Audit may need to be repeated. • Target date for achieving net zero carbon emissions as the financial year ending 2030 – agreed at Full Council on 26.09.22. • The new Ground Maintenance Tender will ask contractors what they can contribute towards YTC's aim of net zero by 2030.				energy contracts and ~£5k/year savings LED lighting upgrades, Climate Change Officer employed, Carbon Literacy training for 5 staff, 3 cllrs and community leaders Biodiversity grant & audit, continued tree planting, climate forums, updated web content **New boiler being installed at Orchard Hall with Hive controls – this will improve**	further buildings (Village Hall and Orchard Hall) **Orchard Hall boiler replacement under way; the Climate Change Officer's net zero report will show whether we are on track for 2030**

						energy use and EPC Rating Climate Change Officer is preparing a report on our progress towards the net zero commitment	
1.2 To encourage greener living and sustainability • The Council will explore joint initiatives with other Councils. • We will support educational projects in schools and in the community, featuring and championing recycling and anti-litter schemes. • We will ensure that Council decisions meet agreed sustainability and environmental criteria.	Environment	• Hired a Climate Change Officer Sept 2024 • YTC will facilitate 6 monthly Community Climate Forum meetings to share information with other community groups. • Climate change budget agreed, and ongoing reserve fund set up. • To continue with larger	Number of educational projects and community initiatives supported. Hosted meetings on 14th April, 7th July, 27th October, 27th Jan 2026, 27th April 2026 Increase recycling bins	Support 2 projects/initiatives per year by 2025 Increase the number of dual recycling bins by 10% by 2025	Surveys on community awareness and participation in sustainability programs. Maintain records of the number of dual recycling bins installed.	Grant for Repair Café, Bat and Bird boxes initiative Installed 3 more recycling bins **Hosted a screening and discussion of the People's Emergency Briefing 27th July 2026**	Green

• We will provide more dual recycling bins and will be lobbying Hart DC to expand kerbside recycling options. • We will address the climate change agenda and find ways of reducing our carbon footprint. • Yateley Town Council is committed to reducing single use plastics in its operations and events and will require organisers of events on our facilities to provide adequate recycling facilities.		community grants under the YTC grant scheme for carbon reducing projects (up to £750 each). • Each Council decision should take account of the environmental impact. • We have dual recycling / rubbish bins – could have more at other sites. • Office supplies are monitored to reduce plastic product and only printing where necessary. The majority of Members have agreed to receive papers electronically rather than printed. • Will include on booking forms for events a requirement for					

		providing recycling facilities.					
1.3 To protect the parish environment • The Council will support action to increase biodiversity. • We will plant more trees and protect our tree stock. • We will investigate installing EV chargers in our car parks.	Environment	• Biodiversity Policy complete • Biodiversity Action Plan underway. • Community orchard created in March 2022, in conjunction with The Yateley Society and supported by grant funding. • Planted 200+ trees from the Woodland trust, primarily at Swan Lake Park. • Tree survey undertaken in 2024 and remedial works to preserve trees underway. • Tree planting took place in March 2024 and more is planned for Autumn 24/Spring 25	Number of trees planted and biodiversity projects initiated. Completion of the Biodiversity Action Plan Community Engagement in Biodiversity Efforts	Plant 50 additional trees by end of 2026 Finalise and implement the Biodiversity Action Plan by the end of 2025. Engage 30 community members in biodiversity projects and tree planting events by 2026	Annual biodiversity audits and tree surveys Track progress through project management records and milestone completion report. Track participation through event sign-in sheets and gather feedback via surveys	Two coronation trees planted at each end of the parish Planted additional trees at the Community Orchard. 12 trees community planting March 24 Tree planting with the Public in Dec 24 at Yateley Green and Frogmore Green. Further 6 large tree planting by staff at Yateley Green in Jan 25 Yateley Lions planted bulbs	Amber 36 trees planted to date

		• Climate Change Officer to investigate EV chargers in car parks.				at 2 of YTC's open spaces **Will be planting further trees on Yateley Green/Firgrove Road side to finish off the line of large trees on that side – probably 4 -5 trees**	
1.4 Identifying and facilitating cost effective and creative solutions to infrastructure issues. • The Council will support parish-led community transport. • We will lobby for better public transport links to railway stations. • We will support sustainable transport, such as through electric vehicle charging. • We will create a strategy for promoting walking	Finance & Policy	• The Council provides substantial financial support to Yelabus Community Transport • The Council has been supportive of the 'Buses in Fleet' campaign to expand the local bus network. • The Council responded to HDC's Local Cycling and Walking Infrastructure	Lobby for Infrastructure Improvements Number of lobbying efforts (meetings, letters, campaigns). Support Yelabus Community Transport through providing financial support	Conduct at least 2 lobbying activities per year to advocate for better public transport links and communication connectivity. Maintain or increase financial support by 5% annually based on budget availability.	Collect feedback from the community on public transport and communication connectivity to guide lobbying efforts. Review Yelabus's end-of-year reports to assess the impact of your financial support and	Replaced 2 bus shelters **2 more bus shelters were replaced in August 2026** **Have a grant to replace 1 more in Brinn's Green (now all shelters are new ones)** **Yelabus reviewed and funding**	Amber Cllrs working with HAMBAG transport group Mentioned cycleways in consultations

routes to buses, work and schools. • We will review overall provision for pedestrians and cyclists and press for required improvements. • We will lobby for improvements to communication connectivity. • We will explore external grant funding to support infrastructure projects.		Policy (LCWIP) consultation.			identify any additional needs.	**slightly increased**	
1.5 To make the most of our open and green spaces. • The Council will maintain and promote the various ponds around the parish as valuable ecological and amenity spaces. • We will support wildflower planting and small areas of rewilding around	Environment	• Chandler's Pond renovation completed in 2021 and funded by section 106. • Yateley Green Pond is well maintained. • Blackwater Valley Partnership has done work on Darby Green Pond summer 2024. • Have left more areas 'wild' that adjoin woodland	Number of community litter picks and environmental projects initiated	Organise and conduct 3 community litter picks and 1 new environmental project (e.g., community orchard, pond clean-up) by end of 2025.	Environmental impact assessments and community participation records.	Covid snake installed at the cemetery Nov 24 Continued to work with Yateley Society on wildflower verges and also added a new verge on Moulsham lane **Did 4 community litter picks this**	Green Have done work to Darby Green pond and work planned to Goose Green Pond and Yateley pond. **Fishing encouraged at Wyndams Hospital Pond through free children's**

the parish, plus community orchards and additional allotments where possible. • We will promote community litter picks. .		and can investigate whether further areas in the parish can be left wild. • Partnered with HDC and a grant from Friends of the Earth to open up the pond at Royal Oak Valley • Maintain wildflower verges in 12 locations. • Community litter picks have taken place and will be coordinated each year. • Tapestry Lawn planted by Yateley Society at Forge Court.				**year at Yatley Green and Darby Green in August and October half term.** **Partnered with a local gardening group to plant up public areas around Yateley Green.** **Free fishing permits for children offered at Wyndams Hospital Pond during the summer holidays.** **Residents came together to help water the Monteagle Community Orchard through the exceptionally hot summer**	**permits, while prohibited at Yateley Pond to protect wildlife Progress now shown against all key tasks – moved from Amber to Green (Nov 26)**

1.6 To future-proof the Council's buildings • The Council will make all council buildings more energy efficient and use sustainable energy to power and heat them.	Environment	• Energy efficiency audit for all buildings has taken place. • Awaiting outcome of grant application for HCC Parish & Town Council investment fund to support installation of solar panels on two Council buildings. • Install solar panels on council buildings where possible. • Council is on 100% renewable green gas and electricity energy contracts. • Look to roll out hive heating or equivalent at	Number of energy efficiency upgrades (e.g., windows, doors, insulation). Percentage of energy sourced from renewable contracts. Reduction in carbon emissions from council buildings Number of buildings with solar panels installed. Number of buildings with	Complete energy efficiency upgrades on 50% of council buildings by 2026. Maintain 100% renewable green gas and electricity contracts. Achieve a 20% reduction in carbon emissions by 2026 through various initiatives (e.g., energy audits, efficient heating systems) Install solar panels on 2-3 council buildings by 2026, where feasible. Roll out Hive heating or equivalent in all community halls by end of 2026.	Conduct regular energy audits to identify further opportunities for efficiency improvements and use audit results to prioritise and plan upgrades. Track energy contracts and ensure they remain 100% renewable. Report on energy usage and savings Regularly assess the environmental impact of council buildings and initiatives. Use assessments to guide future projects and improvements. Track the outcomes of grant	Solar panels installed on 2 building and working well. Applied for grants for panels on a third building – **achieved part funding for this** Actively applying to grants **Auto door access system fully installed and operational Infrared heaters installed at Monteagle Community Centre, with heating now controlled remotely**	Green Three community buildings were EPC B rating. 2 further buildings require improvements (replace boiler in one and potentially windows in the other) **Achieved a grant to install solar panels and infrared heaters in Monteagle hall in 2026** New door access system can also control heating – not yet enabled, as the heating system may be changed next year

		community halls. • Investigate the most feasible and most environmentally friendly form of heating for our buildings. • Upgrade windows and doors to be more energy efficient.	upgraded heating systems (e.g., Hive heating).		applications and use funds to support solar panel installations. Report on the impact of solar panels on energy use and carbon emissions. Monitor the installation and performance of upgraded heating systems. Collect feedback from users and adjust as necessary.		

Strategic Priority 2: **Promote and lead community engagement**

Objectives & Key Tasks	Lead Committee	Update	Metric	Target	Evaluation	Progress as at 11.11.26	RAG Status
2.1 To maintain and grow the sense of community connection • The Council will expand the	Environment/ Community	• Community Committee set up to coordinate the Council's civic role in the community. • Continuing to support Vision 4 Youth. • Coronation May 2023 and D-Day June 2024 supported by	Number of community events held and attendance rates.	Increase community event participation by 20% by 2025.	Event attendance records and community surveys	2nd Ramble Rally held on 09.05.26 and was very successful Craft Fair held on 27.09.25	Green

Community Events Programme across the parish. • We will explore opportunities to integrate the Council further with the community, e.g. collaborating with schools and community groups. • We will continue to work closely with Vision 4 Youth to improve youth services throughout the parish. • Promote Yateley's walks.		community partners, such as the Lions and the Scouts. • Support and promote new community events such as the Ramble Rally and Craft Fayre • Inaugural Feel Good Festival took place in September 2024 • Partner with Yateley Society to produce 'Walks in Yateley' information/booklet. • Reshare community groups posts on social media. • Maintain a 'Community Calendar' on YTC website. • Once a year have a Community Committee meeting that is specially aimed to involve community groups. • Promote the Annual Town Meeting and encourage engagement and attendance. • Present the Mayor's Awards at the Annual Town Meeting to individuals or groups nominated by the community for their outstanding	Number of Community Events Held Attendance Rates at Community Events Integration with Schools and Community Groups Promotion of Yateley's Walks Social Media Engagement Community Calendar Maintenance	Support 3 community events per year by 2025. Increase community event participation by 15% by 2025. Partner with 3 schools and 5 community groups by 2025 Distribute copies of the 'Walks in Yateley' booklet by 2026. Increase social media engagement (likes,	(May Fayre, GOTG, Frogmore Fete, Christmas markets) Track the number of events held annually using event attendance records and community surveys. Use event attendance records and community surveys to measure participation rates and	Supported Frogmore Fete for 2nd year Supported Race Across Yateley Event. Support Christmas lunch with annual grant Schools invited to take part in VE day and Remembrance Events Strong attendance at Annual Town Meeting & Mayor's Awards	

• Promote Community Groups.		contributions to the community. • Continue to support Remembrance Day service and parade. • Town Clerk to be a Community Leader and build relationships with community groups. • The Mayor will attend town events, representing the council and fostering community connections. • Support community groups through nominating as the Mayor's charities. • Continue the community grant scheme.	Annual Town Meeting Participation Mayor's Awards Nominations	shares, comments) by 20% by 2025. Update the community calendar on the YTC website monthly. Increase attendance at the Annual Town Meeting by 10% by 2025 Receive at least 10 nominations for the Mayor's Awards annually.	gather feedback. Maintain records of partnerships and joint initiatives and evaluate the impact through feedback from partners. Track distribution records and conduct feedback surveys to assess the reach and impact of the booklet.	Surveys across parish areas, youth work with Vision 4 Youth Police & community safety liaison, reopening of Yateley Police Station Use of website, calendar, noticeboards, newsletters & social media Usual Remembrance Day events	

					Use social media analytics tools to measure engagement and track progress. Keep a log of updates made to the community calendar and gather community feedback on its usefulness. Track attendance records and collect		

					participant feedback to evaluate engagement and satisfaction. Maintain nomination records and gather feedback from the award ceremony to assess community involvement.		
2.2 To nurture the connections between all	Finance & Policy	• Town plan surveys undertaken online and at the May Fayre.	Number of surveys conducted and	Conduct annual	Survey results and event	Craft Fair held at Darby Green 27.09.25	Green

parts of the parish – Yateley, Frogmore and Darby Green • The Council will conduct surveys in the distinct parts of the parish. • We will plan events and activities to take place all over the parish which are accessible to all.		• Feedback survey from attendees at the Feel Good Festival. • Promote and support events in the different areas of the parish.	events held in different parish areas.	surveys in all parish areas	participation data.		Feedback forms at May Fayre and Frogmore Fete. Good response
2.3 To facilitate a sense of community • The Council's Community Events Programme will support enjoyment, fitness and mental health.	Finance & Policy	• Website includes a community calendar and a directory. Also details of regular hirers. • Feel Good Festival supports mental and physical wellbeing. • Hall hire information has been updated on the website with 360 tours. • Police liaison meetings continue to take place. • The Council has close links with the HDC	Number of meetings and communications with the police regarding ASB Number of community events held. Number of events listed on	Maintain regular meetings with the police to discuss ASB. Support at least 2 community events annually.	Police liaison reports and records of meetings and communication Collect feedback from	**Police grant secured for 3 new Speed Indicator Devices (SIDs) – purchased and now in use, with 3 new locations added to our 21 approved sites across the parish.** **Supported Yateley Lions in**	Green

• We will signpost residents to help with access to services. • We will challenge anti-social behaviour through more youth support and liaison with the police. • We will work on crime prevention through greater dialogue with the policing team and partnership action. • We will share a community calendar of events on our website. • We will aim to foster a 'Pride of		Community Safety Team. • Website generally has been revamped to make it easy to navigate. • Regular share pictures and updates from around the Town on social media. • Newsletter format improved and content refreshed, to make it more engaging. Online only version created for most editions to save paper / printing – continue to print and deliver 1 edition per year. • New YTC noticeboard outside the office is more visible and notices are waterproof. • Consider noticeboard strategy. • Neighbourhood Plan survey provided useful information to understand the community ambitions for non-planning matters. • Communications Plan updated each year – since recruitment of new Comms Officers web and social media	the community calendar. Number of community engagement activities and social media interactions.	Ensure the community calendar is updated with at least 20 events annually. Increase community engagement activities by 10% and social media interactions by 15%.	event participants to assess enjoyment, fitness, and mental health benefits. Use surveys and attendance records. Monitor website traffic and user engagement with the community calendar. Collect feedback from residents on the usefulness of the calendar.	**providing free prostate (PSA) testing again this year.** **Producing a Mayor's Calendar featuring residents' own photos of the parish, with all proceeds going to the Mayor's charities**	

Place' within the community		have been improved, with a greater number of postings, some of which attract several thousand views. Sharing of good news more widely from both the Council's work and external community activities. • More general information on road closures shared on social media			Track participation in engagement activities and analyse social media metrics (likes, shares, comments). Conduct community surveys to measure the sense of pride and belonging		

Strategic Priority 3: Provide and maintain excellent and inclusive facilities

Objectives & Key Tasks	Lead Committee	Update	Metric	Target	Evaluation	Progress as at 11.11.26	RAG Status
3.1 To take the lead on moving towards a fully accessible Parish	Environment	• Footpath Accessibility working group formally set up 09.09.24.	Number of accessibility improvements made.	Complete accessibility audits for all pavements and	Record the number of accessibility improvements made. Gather	Improvements to paths to make them more accessible at	Green Improvements to Tythings

• The Council will be organising pavement and pedestrian access point accessibility reviews. • We will press the highway authority to improve accessibility around the parish. • We will update playgrounds with accessible equipment. • To enable all members of our community to access our facilities.		• Website accessibility updated. • Reserves fund is established and added to for playground refurbishments, which will include more accessible equipment. • 4 new accessible picnic benches purchased with S106 funds. • Town Council office refurbishment allows a downstairs meeting room and also has a video doorbell to request staff meet visitors downstairs. • Refurbished accessible toilet in meeting room in council offices. • YTC land, particularly car parks have been adapted to be more accessible. • Access to the tennis courts will	Number of playgrounds updated with accessible equipment. Number of accessibility improvements made to community facilities.	pedestrian access points by 2026 Update at least 3 playgrounds with some accessible equipment by 2028 Implement at least 5 accessibility improvements to community facilities by 2028	community feedback on accessibility improvements. Monitor the usage of accessible equipment and gather feedback from users to assess effectiveness. Conduct regular accessibility audits and collect community feedback to ensure facilities meet accessibility needs	Yateley Green and Monteagle **Churchill Crescent Play Area completely refurbished, designed with accessibility in mind and featuring substantial accessible equipment. A public consultation shaped what was included, and residents voted on the final design**	car park in 2 areas. Improvements to tennis court entrance Four accessible picnic benches installed at 3 areas Disabled parking bays repainted. Churchill crescent having substantial accessible equipment. Public consultation done 1 new accessible spinner installed at Frogmore play area

		be improved on Oct 2024 to aid accessibility.					
3.2 To ensure the sound management of the Council's own infrastructure assets. • The Council will cost a management plan for Council assets, with a rolling programme of maintenance. • The council will have a three-year forecast of asset replacement and maintenance.	Finance & Policy / Environment	• Full review of asset register to take place in 2024 and will indicate likely replacement date for assets. • Consider a timescale for refurbishment of Darby Green Centre. • All buildings have full maintenance plans, which will link with budget requirements. • Cemetery extension plan is completed. New burial spaces have been laid out with paths and a new garden of remembrance area. New YTC benches throughout. New noticeboard and replacement gates installed autumn 2024.	Number of maintenance tasks completed on schedule	Develop a three-year forecast for asset replacement and maintenance.	Asset management reports and budget reviews Conduct budget reviews to ensure adequate funding for maintenance.	Zip wire, new play area gates, bark surfacing, replacement outdoor gym Public toilets refurbishment completed Nov 25 Tennis courts: automatic booking, LED floodlights, higher usage InPost lockers, New Grounds maintenance contract took effect from April 25 – significant savings Christmas lights 3 year	Green Working party now established for Darby Green Centre refurbishment plan

		• Ensure enough funds in the budget for maintenance of buildings and play areas.				contract started Dec 24 – new display very well received Putting in an earmarked reserve for 'improving community assets' **Replaced the front doors at The Tythings**	
3.3 Service delivery • To explore community market options: monthly, farmers, special markets, craft fairs etc • To provide Wi-Fi in YTC Community Halls (where possible) • We will bring in automated booking systems for tennis courts and community halls.	Finance & Policy	• To explore market options. The Tuesday market has folded but indoor craft markets have been successful in the past. • To explore Wi-Fi in YTC Community Buildings (where possible) • Automated booking system for tennis installed October 2024	Number of new community market options explored and implemented. Number of community	Implement at least 2 new market options (e.g., monthly, farmers, special markets, craft fairs) by 2025. Install Wi-Fi in all feasible YTC community halls by the	Track the number of markets held and gather feedback from vendors and attendees to assess success and areas for improvement. Monitor usage and gather feedback from hall users to ensure the Wi-Fi meets their needs. Report on installation	Craft Fair **Wi-Fi now in Monteagle and Darby Green centre meaning all community halls have Wi-Fi** Tennis auto booking system is working well and exceeding income budget	Amber Tuesday outdoor Market is no longer happening due to lack of interest by vendors and public. Have done a craft market in sept 2025 but limited interest.

		• Explore automated booking systems for community halls – in budget for 2025/26.	halls with Wi-Fi installed. Automated booking system installed for tennis courts. Automated booking systems for community halls	end of 2025.Done Introduced 2024. Introduce automated booking systems for all community halls by 2026.	progress and user satisfaction. Feedback from users Track the installation and usage of booking systems. Collect feedback from users to improve the system and ensure it meets their needs.	**Automatic door access system now up and running at all 3 community halls**	Wi-Fi and auto hall booking initiatives achieved **Automatic door access now running at all 3 community halls**

Strategic Priority 4: Deliver value for money and ensure strong governance

Objectives & Key Tasks	Lead Committee	Update	Metric	Target	Evaluation	Progress as at 11.11.26	RAG Status
4.1 To drive efficiencies and build capacity for future service delivery needs	Finance & Policy	• 2023 Replaced all office computers and introduced double monitor workspaces.	Amount saved through efficiency measures	Achieve 5% cost savings in operational expenses by 2025	Financial audits and efficiency reports	Budget timetables and committee scrutiny	Green

• The Council will use IT systems to provide more efficient services. • We will network with other Councils and inter-Council mentoring to share best practice.		• 2023 transitioned to Microsoft SharePoint. This gives real-time collaboration, remote access and advanced security. • Enhanced data backup solutions • 2024 Installed a leased line to ensure stability of internet connection. • Month end processes brought in-house, saving on professional accounting fees. • Payroll is done in-house saving on payroll management fees. • Soft phones introduced May 2022, saving on hardware and support costs. • Internal Customer Service app introduced June 2024 • Utilise the local and National Clerks support network.				IT upgrades, in-house finance processes, efficiency gains. Changed IT supplier on 1st May 2026. **Gold LCAS award achieved!** **Successful external audit** Financial impact of solar, green tariffs and export income Increased use of AI to streamline some processes Moved to new payroll system in Feb 2026 which	

		• Established strong networking relationships with nearby local clerks.				eliminates need to post payslips Joined HALC's larger Councils forum and also joined HALC's working group for LGR Regular liaison with other councils and clerks	
4.2 To ensure continued accountability and best value for taxpayers' money • The Council will consider additional ways to generate income from the Council's assets. • We will increase staff and councillor training,	Finance & Policy	• Several enquiries regarding filming in the parish – ensure that we are set up to do this and have agreed charges in place. ***Have not got a separate charge – charging open space day rate*** • Encourage food vendors at	Number of income-generating initiatives implemented.	Implement at least 3 new income-generating initiatives by 2025 (e.g., filming charges, food vendors, open space usage fees)	Track revenue generated from these initiatives and assess their financial impact through quarterly financial reports.	InPost lockers installed generated another revenue stream Tythings Café lease progressing	Green

particularly in finance and governance. • We will review Council charging and procurement policies to ensure that they deliver best value.		Monteagle and possibly Darby Green • Could look generally at charging for use of open space. • Continue to promote halls. ***Looking at a promotional for quiet times*** • Procurement policies are followed fully to ensure competitive quoting and projects monitored to ensure they do not overspend. • Grant funding received from LTA for Tennis Automatic booking system and gates. • Reviewed and fixed energy contracts to get best value. • Council charges reviewed in line with inflation in	Number of staff and councillor training hours completed. Reviewing Charging and Procurement Policies.	Increase training hours by 25% by end of 2025. Review and update all charging and procurement policies annually to ensure best value	Training records and performance reviews Monitor compliance with updated policies and track cost savings or efficiencies achieved through competitive quoting and project monitoring	for 2027 opening. Clerk achieved Fellow status which shows significant CPI (training) Achieved grant funding: PCCO 12K HCC 23K HDC 4.5K S106 11K **HCC 13K** **HDC £9K** Spoken to local business about sponsoring and use of corporate volunteers	

		annually in Oct/Nov.				for tree planting project Monitoring lease reviews to establish consistency of approach **Bowling Club new lease agreed**	
4.3 To drive excellence and high standards of service • The Council will resolve matters within their responsibility or direct residents to the appropriate channels for issue resolution. • We will set parameters for dealing with and recording enquiries, and reporting on this information.	Finance & Policy	• Customer service log app – helps to maintain a response trail. • Staff coached to deliver high quality of service whenever corresponding with residents. • Burial flow chart created to improve clarity of process for residents. This has also been provided to undertakers.	Number of resident enquiries resolved within set parameters	Resolve 75% of resident enquiries within 5 working days	Customer service logs and resident feedback	ICCM training undertaken and best practice adopted **New councillor co-opted on 14.09.26, bringing the Council back to its full complement**	Amber Need to consistently monitor this **Council back to full complement following co-option on 14.09.26**

Strategic Priority 5: Deliver excellent communications

Objectives & Key Tasks	Lead Committee	Update	Metric	Target	Evaluation	Progress as at 11.11.26	RAG Status
5.1 To communicate and collaborate with District and County Councils • Be fully engaged with 'Here for Hart'. • We will try to partner with other councils to deliver value for money services. (we do this for lengthsman project)	Finance & Policy	• Officers to engage with 'Here for Hart'. • Regular Meeting with HDC Countryside Team • Standard item on Full Council agenda to received report from District and County Cllrs.	Number of collaborative projects and meetings held.	Engagement meetings with district council.	Meeting minutes and collaboration reports.	Have not yet hosted a Here for hart. Have offered to host the HALC Larger Councils forum. Town Clerk attends HDC Parish Outreach sessions Town Clerk met with new County Cllr	Amber Do meet and engage but could do more
5.2 To manage internal and external communications to celebrate success and	Finance & Policy	• Social media has been much improved and engagement	Social media engagement rates and	Increase social media engagement by	Social media analytics and	Stronger social media	Green Have been congratulated

grow visibility of the Council's work • The Council will set a dynamic programme of public relations with social media posts and stories, promotion of achievements at community events, shouting about one-team successes and good news stories. • To be recognised in industry awards. • We will be communicating what the Council can do for residents. • We will be sharing information on road closures, public consultations, etc. online. • We will develop internal communications and celebrate success.		increased since hiring Comms Officer in April 2023 • We will apply for NALC and HALC industry awards. • We will apply for Council Quality Status • Investigate applying for Green Flag status for our parks. • We now have 'Our Services', 'Who does What' and FAQ pages on our website. • Staff are congratulated on successes both internally and formally in the minutes. • The Clerk's report seeks to communicate operational matters and highlight success.	public relations activities. Have applied for Village of the Year, Climate Response, Environmental Leadership, Council of the Year. As well as Local Council Award Gold level Celebrated a staff member's 25 yrs long service award internally and publicly	20% by end of 2025.	public relations reports.	and website presence Improved "Our Services / Who does what / FAQ" and climate pages Active promotion of events and civic occasions Mix of online and printed newsletters and internal recognition **In Bloom Awards – achieved a Gold and Silver – for second year running** **Won Hampshire Village of the Year 2026, with particular**	by 2 former clerks and Lions and RBL on social media presence Good response on social media to council successes and introduction of the new Mayor

						note made of our community involvement	
5.3 To develop and promote the Council's communication with residents • The Council will have channels of communication that are available to all our residents, which are up to date, relevant and engaging. • We will produce a newsletter four times per year. • We will promote the Annual Town Meeting to encourage more public involvement. • We will make more use of online polls and surveys at events to stay connected with residents. • Develop a 'Discover Yateley' section on our website that gives useful local information.	Finance & Policy	• We have Facebook comments, Facebook messenger, Instagram and twitter. Email, phone and in person. We issue 3 online newsletters a year and one printed version. • We also include articles in local magazines and publications. • The noticeboard is used for meeting dates and agenda and posters promoting council events. • We will promote the Annual Town Meeting, including the	Number of communication channels actively used (e.g., Facebook, Instagram, Twitter, email, phone, in-person) Number of newsletters produced and distributed. Number of attendees at the Annual Town Meeting	Ensure all communication channels are updated weekly with relevant and engaging content. Produce and distribute four newsletters per year. Increase attendance by 10% annually through enhanced promotion efforts.Conduct at least 2 online polls or	Monitor engagement metrics (likes, shares, comments) and gather resident feedback on the effectiveness of communication channels. Newsletter distribution records and resident feedback Track attendance numbers and gather feedback from participants to improve future meetings.	Have been doing a chance to win a hamper when residents sign up to our mailing list. Doing this 2-3 times a year with a good response rate **Printed newsletter produced and delivered to every household in October 2026** The 'contact us' facility	Amber **Printed newsletter delivered to every household in October 2026**

• Invite Schools and Young people to participate in Council activities.		Mayor's awards and varying the location and guest speakers to encourage engagement. Could also consider a photography competition including local schools. • There is local information and pictures of the area on the website but this could be developed further. • Consider ways to involve Schools and Young people to participate in Council activities.	Number of online polls and surveys conducted. Number of visits to the 'Discover Yateley' section on the website. Number of school and youth participation activities.	surveys per year at events to gather resident input. Develop and launch the 'Discover Yateley' section by mid-2026, aiming for a 10% increase in website traffic. ***Still to do*** Number of school and youth participation activities. **support V4Y but young people not directly involved in council activities**	Analyse survey results and use the data to inform Council decisions and improve community engagement. Monitor website analytics to track visits and user engagement. Collect feedback to continuously improve the section. Track participation rates and gather feedback from participants and schools to assess the impact and improve future initiatives.	on our website is well used. **Won HALC's Best Youth Initiative for supporting Vision 4 Youth** **Budgeting for a 'Youth Council' in 2027/28** **Printed newsletter produced and delivered to every household in October 2026**	