



Taunton Town Council

National Association of
Local Councils May 2026

Study Tour

Welcome back.

- Toilets
- Fire Drills and Emergency Exits
- Please ensure that mobile phones are on silent to not disturb speakers
- There will be scheduled breaks throughout the day
- Each presentation will have a Question-and-Answer session at the end, please write down your questions and ask them during this time

Day 2 Agenda

09:00 Welcome back and Day 2 theme of building the Councils foundations

09:10 Milestone 5: A team that delivers for Taunton

10:00 Thank you and signpost to start of walking tour meeting Point

10:15 Start of walking Tour

13:00 Walking tour concludes at The Brewhouse and lunch is served

14:00 Final Question-and-Answer Session

14:15 End of Taunton NALC Study tour

Building the Councils Foundations

Building the foundations of a Council is made up of 2 main elements. Having the right people and the right spaces. Today we will have inputs from our HR Lead to talk all about our people and this will be followed by a walking Tour around the Town highlighting the spaces that we as a councils are involved in.



Thank You for your
attention and please
enjoy the rest of the
Study Tour

Milestone 5: A Team that Delivers for Taunton

Nicky Rendell
HR Lead

Covering....

- Our HR Strategy
- Ensuring that we have correct resource and skills within the Council
- Highlighting how having the right team is important to achieve goals
- Highlight recruitment approach, apprentices, work experience and T-Levels

Our Growth Story....

- 3 employees to 72 employees
- 2300% growth since April 2023
- HR Capacity



Our Team



Our officers are a team of non-elected paid staff, managed by the Chief Executive and Town Clerk. They are responsible for implementing the policies set by the Council and carrying out the day-to-day running of the Town Council's services. For a full breakdown of our staff, scan this QR code or visit our 'Council Staff' website page.



Donna Smith
Chief Executive and
Town Clerk

Our services are split across five key areas:

- **Central Services:** Responsible for human resources, projects, core business administration, and our democratic services.
- **Finance:** Responsible for procurement, financial resilience, payroll, grants, and core financial processes.
- **Community and Place:** Responsible for community safety and development, civic events, and communications.
- **Operations:** Responsible for maintenance and open spaces.
- **Assets:** Responsible for facilities like public conveniences, our offices, and health and safety.



Marcus Prouse
Deputy Chief
Executive



Gail Chadwick
RFO and Finance
Manager



Craig Stone
Head of Community
and Place



Graham Cox
Head of
Operations



Hugh Davies
Head of
Assets



Bryony Wharton
Head of Central
Services

Our HR Strategy

- Supported by the Personnel Committee
- Driven by the Corporate Plan
- Forward Planning and Policy Development

TOWN COUNCIL CORPORATE PRIORITIES

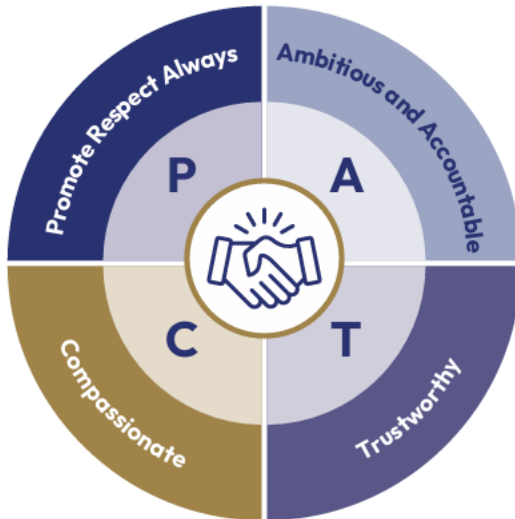


Priority Five:

**A Council That
Delivers**

Culture

- Created by employees
- Embedded in everything we do
- Drives decisions and behaviours



Our PACT to each other in the workplace:

P	Promote Respect Always - We are mindful of others
A	Ambitious and Accountable - We take a professional approach to our work and take ownership of our decisions
C	Compassionate - We are kind and empathetic to others
T	Trustworthy - We are authentic, open and honest

HR Policies

- Bespoke policies that align with our culture.
- Proactively developing new policies and initiatives
- Created as tools – not barriers
- Involving employees in the process

Employee Benefits

Volunteering
Leave

Long service
awards

Purchased leave
scheme

Cycle to work
scheme

Perkbox

Employee
Awards

Employee
assistance
programme

Team days

Generous
annual leave
entitlement

Caring and
compassionate
employer

Newly refurbished
work
environments

Recognition



Emphasis on recognition – informal and formal



Linked to the PACT values

Values & Celebrations

148 values



Trustworthy



Ambitious



Compassionate

and
Accountable

11 celebrations



Perkbox award: Appreciation Hero 🏆

Celebrated 10 times

Create a culture of recognition

Nominate for Outstanding Contribution

Outstanding Contribution

Given quarterly to an individual who has made a significant impact on the Council's goals. For example, this may be in recognition of outstanding work in community engagement, sustainability, service excellence, etc.

Prize: £25 of Perkbox points

Nominate for Teamwork Excellence

Teamwork Excellence

Recognises an individual within the Council that has demonstrated outstanding collaboration and achieved significant results through excellent team working, such as cross-departmental cooperation or achieving key objectives by working with others. This award correlates with our PACT values: promoting respect, compassion, and trustworthiness.

Prize: £25 of Perkbox points

Nominate for Leadership Excellence

Leadership Excellence

Awarded quarterly to an individual who has demonstrated exceptional leadership qualities, such as inspiring their colleagues, driving innovation, fostering a positive work environment, or achieving strategic objectives.

Prize: £25 of Perkbox points

Organisational Development Strategy



Ambition 1: Staff Development: Provide comprehensive training programmes to enhance staff capabilities



Ambition 2: Innovation: Encourage a culture of innovation with incentives for staff-led improvement projects



Ambition 3: Employee Engagement: Strive for high employee satisfaction through engagement and recognition initiatives.



Ambition 4: Leadership Development: Cultivate leadership skills at all levels to drive strategic initiatives and foster a culture of excellence.



Ambition 5: Diversity and Inclusion: Promote a diverse and inclusive workplace where all employees feel valued and can contribute to their fullest potential.

Key points of the Organisational Development Strategy

- Training Policy
- iHasco
- Lunch and Learns
- Development Plans
- Team Days
- ILM 3 and 5
- Skills Matrix

Skills Matrix

Service Managers create skills and qualification for their area



Individual assesses their capability against each criteria and provides any other relevant skills and qualifications



Skills gaps identified



All 'must have' training delivered. Identify budget for the next year

Team Days

Why we do this

This programme is not just about social activities; it is an integral part of our organisational culture and values. The benefits of team-building events include:

Building stronger relationships

Events provide opportunities for staff from different departments to connect informally and build stronger relationships.



Boosting Morale and Motivation

Shared experiences improve morale and create a positive work environment.



Supporting Wellbeing

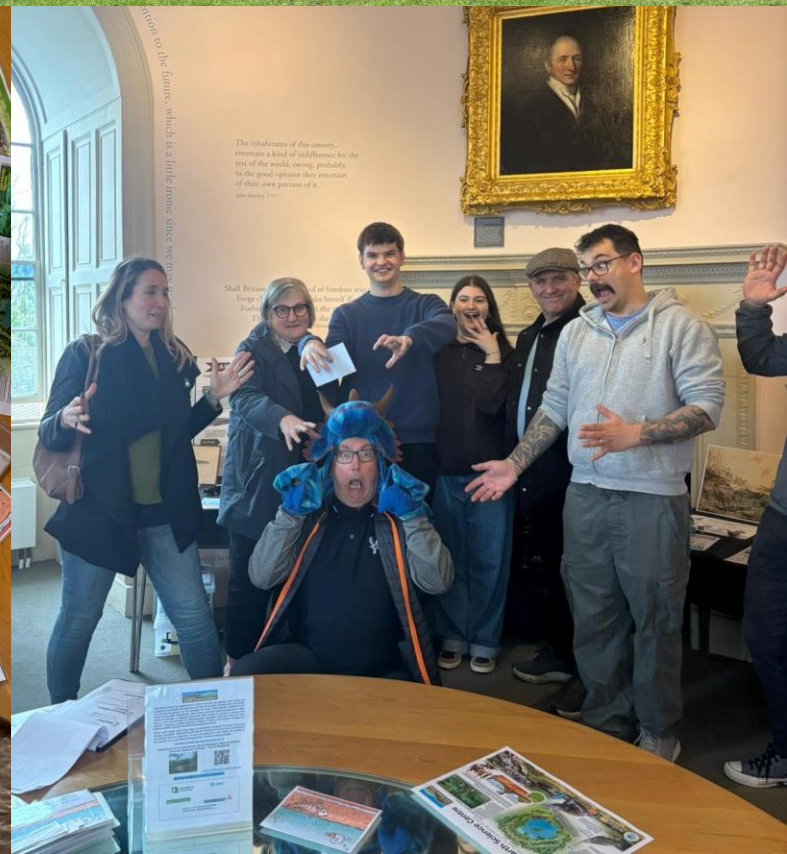
Taking a break from routine and engaging in enjoyable activities reduces stress and supports mental health.



Celebrate Achievements

These events provide a platform to reflect on our successes and recognise the contributions of all staff.





ILM 3 and ILM 5

“I have had a positive experience completing the ILM3, which has improved my effectiveness as a maintenance team leader, particularly in communication and people management”

“The course has been particularly valuable for building relationships with managers from other areas of the organisation. Working across multiple sites in a hybrid environment can make this difficult, so having a dedicated space to connect has been genuinely useful”

In partnership with



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Recruitment

- Our approach – policy, training, templates
- Reaching the right audiences
- Equality and Diversity and Accessibility
- PACT values



Our Apprentices

- Play an essential role in our organisation
- 11.3% of our workforce currently (8)
- All services host apprentices
- 6 further apprentice vacancies anticipated for September 2026
- Apprentice Success



#NAW2026

“The shared commitment to improving our communities is something I value deeply.”



Ben, Community Apprentice



#NAW2026

“It’s teamwork, problem solving, and the occasional “aha” moment... all before lunch.”



Alex, Finance Apprentice





Renovation of
swings at
Taunton Green
Park, featuring
our
apprentices!





When something needs to be maintained in one of our parks or loos, our in house team are on the case.

But it's more than just a repair.





Taunton Town Council

Published by Hootsuite · 27 June 2025 ·

Our first ever work experience cohort from [The Castle School](#) were set a task to interview the Mayor. They had to plan how to set up and one of them worked hard on editing the results. With more young people set to join us from different schools over the next few weeks, we look forward to showing you all of their hard work! [#ThisIsTaunton](#)



- Its so tricky for young people to secure work experience placements!
- Applications considered from schools within Taunton town area
- Full timetable for the week



T Levels

- 3 students placed at TTC
- Community Assistant
- Wordpress Web Assistant
- Content Creator

"Working here is a treat really! Everyone's friendly and helps out whenever you ask. I'm learning a lot working with these guys!"

T-LEVELS



Ensuring we have the right team to achieve goals....

Case Study: The Finance Team

- Technical Expertise
- Commitment to integrity and collaboration
- Timely and transparent communication
- Recruiting for capability and mindset
- Employees are accountable, supported and confident to challenge issues early

Ensuring we have the right team to achieve goals....

Case Study: Open Spaces





What's next for us?

Thank you for listening!

Do you have any questions?





Thank You

Town Centre Tour

Meet at Flagpole at 10:15