PARISH PLANS INFORMATION PACK



INDEX

PAGE

Introduction	I
What is a Parish Plan?	2
Parish Plans within the Planning Process	3
Why do a Parish Plan?	4
A Parish Plan Flow Chart	5
How to Carry Out a Parish Plan	6

STEPS TO TAKE

Step I	~	Organise workshop / drop-in session
Step 2	~	Form steering group
Step 3	~	Consider timescale and timing
Step 4	~	Consider funding 10
Step 5	~	Collect Information
Step 6	~	Assess findings and consult on priorities 12
Step 7	~	Publish Report of findings
Step 8	~	Draw up proposals for Action Plan
Step 9	~	Consult on draft proposals
Step 10	~	Publish and launch the Parish Plan
Step 11	~	Link the Parish Plan to Statutory Plans 17
Step 12	~	Monitor and review

APPENDICES

- Appendix 2 Essex Protocol for community-led plans
- Appendix 3 Records
- Appendix 4 SMART Action Plans
- Appendix 5 Useful contacts

LIST OF ABBREVIATIONS

CSP	.County Strategic Partnership
DPD	.Development Plan Document
LDF	.Local Development Framework
LDS	.Local Development Scheme
LSP	.Local Strategic Partnership
MTI	.Market Town Initiative
OS	.Ordnance Survey
PC	.Parish Council
PP	.Parish Plan
PPS	.Planning Policy Statements
RCCE	.Rural Community Council of Essex
RSS	.Regional Spatial Strategy
SA	.Sustainability Appraisal
SCI	.Statement of Community Involvement
SEA	.Strategic Environmental Assessment
SPD	.Supplementary Planning Document
VDS	.Village Design Statement

This pack is produced by Rural Community Council of Essex. The information contained in this pack is for advisory purposes only and is subject to change at any time. For further information please contact Rural Community Council of Essex.

Parish Plans

KEY STAGES IN PARISH PLAN

Ι	Seek support of Parish Council
2	Publish article explaining Parish Plan (P. P.) in Parish Magazine or local paper
3	Advertise, plan and hold P. P. Workshop
4	Form Steering Group (S.G.) Appoint Chairman; Secretary; Treasurer.
5	Prepare Constitution or Terms of Reference
6	Open Bank Account (if applicable)
7	Prepare a Time Plan
8	Agree Survey methods and assistance needed
9	Explore Sources of Funding, Partners and Sponsors; apply for funding
10	Arrange, plan and hold events to involve young people
11	Arrange, plan and hold events to involve other target groups
12	Assess information from workshops and events
13	Prepare, print and distribute Questionnaire
	I. Parishioners
	2. Businesses
	3. Others
14	Analyse results of Questionnaire
15	Research relevant factual information
16	Exhibition of P. P. progress and results of all surveys and research
	Establish priorities and ideas for action.
17	Publish Findings (Appraisal Report)
18	Contact organisations that will need to be involved in taking actions forward.
19	Draft an action plan
20	Circulate action plan to Borough or District Council, other relevant statutory organisations, Parish Council, and local organisations for comment or hold event to gather comments
21	Draft the Parish Plan, including amended actions
22	Circulate Parish Plan for approval
23	Print Parish Plan
24	Arrange and plan Official Launch. Invite Villagers and Dignitaries
25	Official Launch
26	Link to Community Strategy and LDF
27	Monitor progress and outputs



Introduction

The Rural Community Council of Essex (RCCE) was established in 1929 as a registered charity which aims to improve and enhance the quality of life for those who live and work in the rural areas of Essex. It encourages self-help community projects and speaks out to the relevant authorities on issues that matter to people living in rural Essex.

The work of the Rural Community Council of Essex is based on enabling communities to become strong, active and empowered, capable of doing things for themselves – defining the problems they face and then tackling them together. This can be achieved through the preparation of a Parish Plan. The plan will assess local needs and aspirations and include an action plan to improve services and facilities. Parish Plans were promoted by the Countryside Agency from 2000 to 2004 as part of their Vital Villages programme. The Government's Rural Strategy, published in July 2004, outlines the importance of Parish Plans and their links to statutory planning processes and civil renewal.

This Pack provides information and advice on how to produce a Parish Plan. Parish Plans have been prepared by towns and villages in Essex for many years and there are examples from across the county.

Assistance, advice and support is available at all stages of your Parish Plan. Please contact your local field officer at the Rural Community Council of Essex at the address below for further information:

Rural Community Council of Essex Mackmurdo House 79 Springfield Road Chelmsford Essex CM2 6JG

 Tel:
 01245 352046

 Fax:
 01245 495427

 email:
 rcce@essexrcc.org.uk

Vi	sion for e Future
🖌 Lo	ocal Action
	ommunity atement

What is a Parish Plan?

A Parish Plan is a document that sets out a vision for the future of the parish and identifies the actions needed to achieve that vision. It is a local, action-based plan which addresses a range of problems and opportunities affecting rural communities.

It is principally for your parish but may also be able to influence statutory planning processes.

A Parish Plan is based on information provided through survey, research, consultation and community participation.

There is no standard format for a parish plan and no prescriptive lists of the subjects it should address. Its content is led by the community.

A Parish Plan is a statement of how the community sees itself evolving over the next few years. It...

- reflects the views of all sections of the community,
- identifies which features and local characteristics people value,
- identifies local problems and opportunities,
- identifies needs, aspirations and priorities,
- prepares a plan of action to achieve identified objectives.

NOTE

A Parish Plan is a type of community-led plan. Another type of community- led plan that may be undertaken by a rural parish is a Village Design Statement (VDS). **There is a fundamental difference between Parish Plans and Village Design Statements.** As stated above, Parish Plans address a range of social, environmental and economic issues, and produce two main types of outcome – action which can be undertaken by local groups, and proposals to influence actions, decisions and policies of *larger organisations*.

A Village Design Statement describes the character of the local area and produces design guidance and practical ways to care for and enhance the appearance of the local area. The VDS, if in accordance with development plan policy, can be adopted as planning guidance and can then be a material consideration in the determination of planning applications. Specific advice on the production of VDS is contained in the RCCE Information Pack 'VDS'.



Parish Plans within the Planning Process

There are effectively two planning systems at present, which can best be described as "Community Planning" and "Spatial Planning". The systems are managed separately although there are many links and overlaps between them.

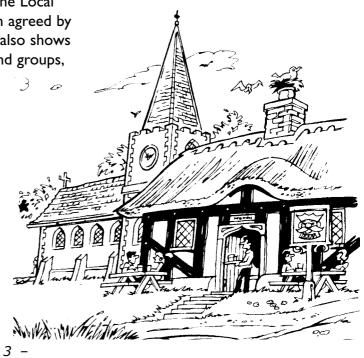
"Community Planning" is principally concerned with the delivery of services and provision of facilities. The planning document produced by the District / Borough Local Strategic Partnership is the Community Strategy.

"Spatial Planning" is principally concerned with land use, development and design. The planning document produced by the District / Borough Council is the Local Development Framework (LDF).

Parish Plans link well with the Community Strategy but they can also influence the LDF. Specific guidance on linking your Parish Plan to the Community Strategy and LDF is included in a separate RCCE Information Pack 'Linking Community-Led Plans to Statutory Plans'.

If your Parish Plan is likely to include strategic issues (e.g. if your parish is located in a potential growth area) the links to statutory plans may be significant. It will be important to work with planning officers to learn more about the planning policy implications on the future of your parish. This will help to ensure that relevant questions and survey work is included in your parish plan.

The 'Protocol' outlined in Appendix 2 shows the assistance that District / Borough Council officers are able to offer. The Local Planning Authority roles and responsibilities have been agreed by the Essex Planning Officers Association. The protocol also shows the roles and responsibilities of other organisations and groups, including your own Parish Plan Group.





Why do a Parish Plan?

A Parish Plan enables a community to be proactively involved in

determining the nature of services and facilities it receives. It helps to shape a future that the community wants to see, rather than the one it could have avoided.

It identifies areas of concern within the community and highlights what needs to be improved or conserved;

It gives everyone an equal chance of being heard, not just those who speak up at local meetings;

It helps bring groups and individuals in the community together to work towards a common goal;

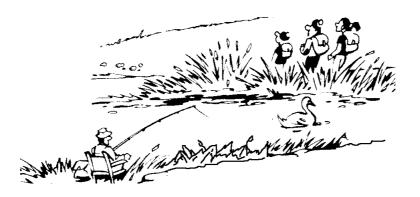
It equips communities with the skills and knowledge they need to improve quality of life in the parish;

It enables future projects to be planned with the knowledge that they have community support;

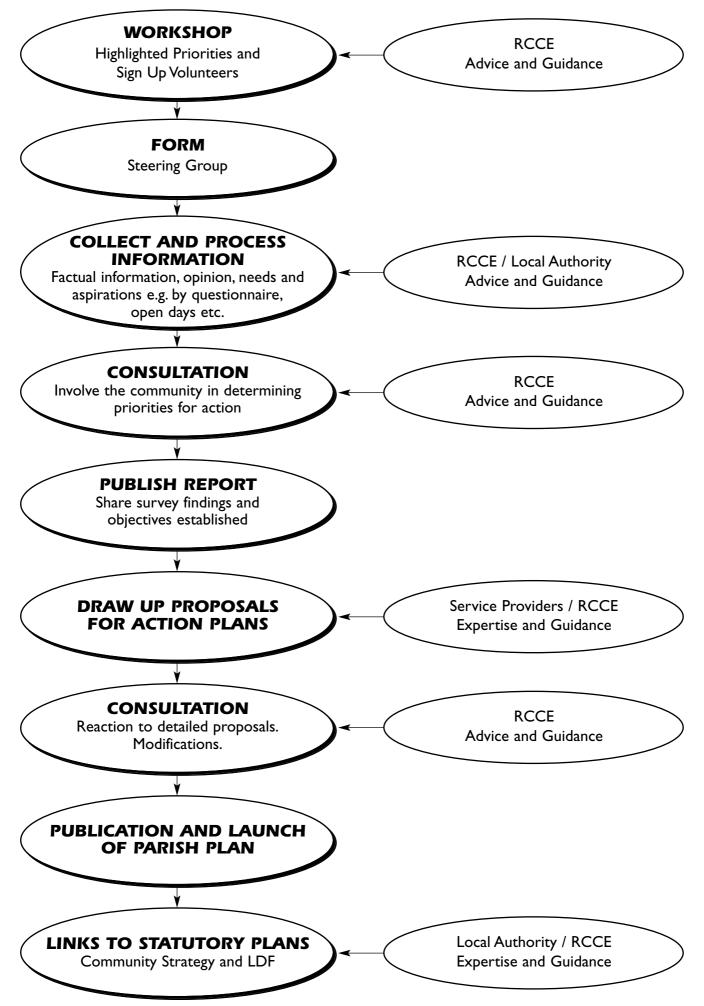
It improves success in funding applications by providing evidence of community involvement in local projects;

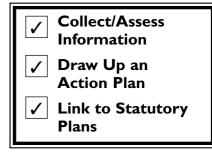
It enables local priorities to be fed into the statutory planning processes i.e. the Community Strategy and Local Development Framework (LDF);

It contributes to securing a thriving and viable future for the community.



A Parish Plan Flow Chart





How to Carry Out a Parish Plan

The production of a Parish Plan is broadly a three stage process -

- Collect and Assess Information (Surveys),
- Produce an Action Plan, and
- Link to Statutory Plans.

It is good practice to apply the following principles throughout the process:-

Social inclusion and civil renewal

Provide everyone with the opportunity to get involved and be aware of barriers to involvement e.g. poor literacy, mobility problems etc. This will mean designing consultation methods to target people who don't usually have their say.

Publicity

Keep people informed throughout the process. It is vital to maintaining interest and enthusiasm for the Parish Plan. Create a database of local groups and organisations so you can invite them to send a representative to events and ask for comments on draft documents.

Records

Keep a diary of community involvement, noting the numbers of people receiving information, attending events and responding to surveys (See Appendix 3).

Volunteers

Keep a record of volunteer time spent on the project (see Appendix 3) – volunteer time is a valuable contribution to the project. Ensure that meetings and tasks are arranged to suit volunteers and they are thanked for their efforts. Also be aware of the needs of your volunteers in terms of training and information (e.g. information about how the planning system works).

Quality of output

Each parish is unique; the precise method of producing the plan will vary from one community to another but the quality of output must be consistent. Seek advice to ensure that rigorous and robust processes are used to arrive at the final Parish Plan.

Support is available throughout the process from your RCCE field officer, local authority officers and other sources. Appendix 2 outlines the roles and responsibilities of the main parties involved in the production and use of a Parish Plan.

Terms of the RCCE field officer service will be included in a letter of engagement once the Parish Plan has commenced. The basic service is currently free of charge but quotes may be obtained for any additional work. Contact RCCE for further information.

	✓ Organise Publicity
	✓ Book Venue
	✓ Arrange Refreshments
	✓ Gather Information
Session	✓ Sign Up Volunteers

STEP 1 – Organise Workshop / Drop-In Session

An event or meeting of some kind is needed to initiate the Parish Plan and get the process underway. A small team of people will be needed to make local arrangements for this event (publicity and invitations, booking the venue, organising refreshments etc) although wider community involvement will be necessary as the project progresses.

A more representative steering group will be formed after the initial event. It is important to secure the support of the parish council at the outset as they will be the organisation ultimately responsible for implementing and monitoring the Parish Plan.

The purposes of the initial event are to gather information about local concerns and priorities, and to sign up volunteers to take the process forward; the recommended type of event is either a workshop or a drop-in session (see Appendix I for details). Your RCCE field officer can facilitate either event and also type up the information gathered from it.

Both methods are participatory and non-confrontational and most of all, FUN. The choice between a workshop or a drop-in session will depend on local circumstances...

A Workshop is a facilitated meeting lasting approximately two hours. It usually takes place in the evening although some villages prefer to hold a workshop on a Saturday morning.

Advantages

Lively group discussion Able to vote on / prioritise participant's comments Verbal and visual explanation of the Parish Plans process to whole group

Disadvantages

Requires participants to attend for the full session Rarely attended by young people

A Drop-in session is an interactive exhibition that can be open for as long as you wish, on whatever day you wish.

Advantages

Flexible timing to attract variety of participants Only requires participants to spend a short time at the event Can attract young people

Disadvantages

No organised discussion of issues Vote/prioritisation can only be on general issues Facilitator works one-to-one which can create difficulties when large numbers attend at once.

Note: Whatever event is organised, a risk assessment of the venue and activities should be undertaken (see example in Appendix 3).

\checkmark	Invite Volunteers
✓	Set Meeting Date/Agenda
✓	Structure Working Groups

STEP 2 – Form Steering Group

The initiating team will need to invite all those who volunteered themselves at the workshop or drop-in session to a meeting, usually chaired by your RCCE field officer. The aims of this meeting are to agree the structure/type of the group, elect officers and allocate tasks (an example agenda is overleaf). There is a lot of information to absorb and sometimes it takes two or three meetings to achieve these aims.

It is recommended that the group is structured so that working groups undertake the various tasks (listed on the agenda overleaf) with a representative from each reporting to a core steering group. This structure will obviously depend on total numbers of volunteers wishing to be involved in the Parish Plan project – in a small group, one person may do several tasks. It is suggested that the core group is between 5 and 9 people. The role of the core steering group is to keep the process on track and be responsible for timescale and funding. The working groups will be responsible for the detailed processes.

The group needs to consider how it wishes to be established, either as a sub group of the parish council with a working agreement / terms of reference, or as a separate new group with its own constitution and bank account. The decision will usually depend on local perception of relationships with the parish council, and whether a volunteer treasurer is forthcoming. Further information about types of group is contained in the RCCE Information Pack 'Setting up and Running a Project'

The last item on the agenda is to set a date for the next meeting of the core steering group and agree the business of that meeting. It may be helpful to set a rough agenda for that next meeting to include any business not completed at the first meeting and also to take reports from the working groups that have been formed. The working groups can then arrange their own meetings, knowing what tasks they are expected to have completed by the next core steering group meeting.

PARISH PLAN First meeting of Steering Group

____ date ____

AGENDA

- I. Introductions
- 2. The Parish Plan process
- 3. Allocation of responsibilities / formation of working groups
 - Adult Questionnaire
 - Youth Questionnaire

and processing

- Business Questionnaire
- Distribution and Collection of Questionnaires
- Other targeted surveys
- Factual information and statistics
- Publicity and Information
- Constitution and Project Plan (timescale)
- Funding applications
- Diary of Community Involvement
- Volunteer Time records
- Compiling Reports
- 4. Election of Officers of the Steering Group
 - Chairman
 - Treasurer
 - Secretary
 - Reps from working groups
- 5. Dates of next meetings
 - Steering group
 - Working groups (can arrange separately)



STEP 3 – Consider Timescale and Timing

It will be necessary to draw up a timescale for the project. The first stage of the parish plan is the 'survey', which is often best undertaken in the warmer months with longer daylight hours.

Questionnaires are less successful if distributed during dark evenings or holiday periods. The best distribution months are April to June, and September to October.

Participatory appraisals, where maps and models are taken outside, are better done in warmer months.

Workshops in schools need to be in term time – some terms are busier than others for teaching staff (e.g. run up to Christmas with school plays etc).

Drop-in sessions that 'piggy back' onto existing events are most likely to be in the summer (fetes etc) or at festivals (Easter, Christmas etc).

Decide when you will be undertaking the surveys and build your timescale around that, allowing yourselves enough time for preparation. Where visiting other organisations (e.g. schools, youth groups) to gather information, schedule in time to plan the session with teachers / leaders. Build in at least 2 months for formulation of questionnaires, which always take longer than expected, and also allow plenty of time for processing, particularly if being undertaken by volunteers.

At the action planning stage, allow plenty of time to set up meetings with decision-making organisations, and time for negotiation on specific actions.

Bear in mind that it may be difficult to organise meetings and complete tasks during July, August and December as they are busy months socially.

The whole process usually takes between 15 months and 2 years.



STEP 4 – Consider Funding

A budget will need to be prepared for the project. First estimate the expenditure – consider the tasks and stages of the time plan and consider the costs of each task. Build some flexibility into your cost estimates to cover contingencies.

Costs may include:

- hire of meeting halls
- publicity materials
- printing of questionnaires
- materials for participatory methods
- purchasing of computer software
- publishing of findings

Consider the cost of training and professional support if needed. Initiation of Parish Plans is currently a free RCCE field officer service and includes presentations and explanations about the Parish Plans process, facilitation and processing of an initial event and chairing the meeting to form a steering group. RCCE can be contracted to provide additional professional support e.g. facilitating and processing school workshops and action planning workshops, if these tasks cannot be undertaken by volunteers. Contact your RCCE field officer for information and costs.

Work out a fundraising plan to provide income to cover all your costs. This may include fundraising events, sponsorship, help 'in kind' (photocopying by local businesses etc), requests for funding from parish council and local authority and other grant funding applications.

Also consider the value of volunteer time as this is a 'hidden cost' of your parish plan. Most grant funders require 'match funding' as your contribution to the project; this is usually a mix of cash and a volunteer time value. If you are applying for grants you will therefore need to estimate the number of volunteer days to be spent on the parish plan and include this in your applications. It is important to record volunteer time as evidence for the funding body (see Appendix 3).

Bear the following in mind when making grant fund applications:-

- Grants will not usually cover expenditure incurred before the application.
- Grant schemes will often have restrictions on the timescale of spending e.g. needs to be spent within one year or needs to be spent by 31st March. Your most significant cost (publication of reports) is incurred towards the end of the project so timing of applications is important.
- Some funders operate several grant schemes but will not usually make multiple awards for the same project.

A sample budget for a Parish Plan is shown overleaf.

Sample Budget

Item description	Value of v Days (volunteer @	input £	Amount from PC £	Fund raising £	Grant application £	Total £
Public meetings/surveys/consultations hire of halls (initial workshop hire of halls (action planning meetings to develop question meetings to develop actions mileage/travel/telephone printing questionnaire(s) distributing questionnaire(s) publicity and information) w'shop)						
Consultancy/professional support facilitation by RCCE accounting advice questionnaire/graphic design software/processing design							
Data collection and analysis research previous surveys research community profile collection of questionnaire(s) purchase of software data input analysis of processed response							
Production & distribution of reports/ drafting report(s) of response printing report licence to produce OS maps photographs report distribution drafting action plan printing action plan action plan distribution	•						
Other costs prize draw? launch/celebration event?							

- I. Enter cash expenditure into the total column
- 2. Estimate hours for tasks undertaken by volunteers and calculate the value of this time
- 3. Enter the total amount contributed by the Parish Council and allocate to relevant headings
- 4. Enter the amounts of the total costs you can apply for in grant funding (will depend on grant criteria etc.)
- 5. Determine the amounts you will need to raise from other sources

 Image: A start of the start of	Gather Factual Information
✓	Review Existing Surveys
✓	Carry Out New Surveys

STEP 5 – Collect Information

This 'survey stage' is very important as the information collected will form the basis of the Parish Plan. The initial workshop or drop-in session will have highlighted local concerns and priorities which will provide a focus for the surveys. If the initial event highlighted land-use development and design issues, the group may need to consider producing a Village Design Statement (see note on page 2) as well as a Parish Plan, depending on resources available.

Various types of information about your parish needs to be collected:

- Gather factual information and statistics,
- Review existing surveys,

Carry out new surveys to establish views and opinions, needs and aspirations.

You will also need to consider related plans and strategies produced by statutory organisations. Your RCCE field officer can help with this.

Detailed guidance on collecting information and undertaking surveys is contained in the RCCE Information Pack "Involving the Community in your Project", including advice on questionnaire design, use of maps and models, and running workshops.

For Parish Plans, a questionnaire is recommended in all but the largest parishes (i.e. up to 5,000 population). This at least provides an opportunity for all residents in the parish to have a say in the process but the larger the population, the greater the burden on volunteers to deliver and collect questionnaires. For parishes of more than 5,000 population, participatory methods using maps and models may be more suitable. Your field officer can advise on appropriate survey methods.

Below are some general notes about surveys and collecting information:

Response Rate

Publicity is important to encourage people to respond. Consider incentives such as a prize draw to increase the response rate. Make sure that local people know when the survey is taking place and that their opinion is valued. If using a questionnaire to gather information, let people know where they can post their completed form if they miss the collection. In some circumstances it may be appropriate to provide pre-paid envelopes for return of surveys. Make it easy for people to respond and for their views and opinions to be included.

Inclusion

Remember that questionnaires are suitable for literate adults but may exclude others from taking part. Your survey stage will need to have a selection of methods to involve specific groups. It is essential to involve young people.

Visiting Venues

When visiting a venue to undertake a survey e.g. sheltered accommodation, gypsy site, school, etc always make advance arrangements. For schools this will often mean a pre-meeting to establish the length of the session and learning objectives for the pupils.



STEP 6 – Assess Findings and Consult on Priorities

During Step 5 a lot of information will be gathered that requires processing. This is usually undertaken by volunteers but may alternatively be contracted to a data processing company. The result either way will be a vast quantity of raw data, both quantitative and qualitative information, to be assessed.

You will have factual information about services and facilities available in the parish to compare with the views and opinions, needs and aspirations of local people.

It is recommended that an event is organised to report the survey findings back to the community. This event can also be used to gather further information about priorities and actions in the light of these findings. The suggested format of the event is an Open Day/Exhibition in order to involve the wider community in determining priorities for action and to gather suggestions for specific actions. Such an event can determine areas of consensus and areas of contention.

The open day / exhibition should include...

- Displays of responses/ results of all surveys (grids and charts),
- Factual information about service provision,
- Conclusions drawn,
- Post it notes for ideas of specific actions to address the problems highlighted perhaps split between actions that can be taken forward locally and actions requiring the involvement of other organisations,
- List of possible objectives/areas for action and an opportunity to vote on priorities (this can be by using sticky dots to record priorities).

Once again, publicity is essential in ensuring a good turnout for the event. Depending on circumstances, you may prefer to 'piggy back' onto an existing event or hold a series of 'touring' events to ensure a high degree of involvement. There are a number of advantages to piggy-backing onto an existing event - the publicity, venue booking etc is already arranged reducing the burden on the parish plans group and there are often other attractions to encourage a larger audience to attend. Your RCCE field officer can advise on the best approach.

In some circumstances an event is not felt to be appropriate, for example if there is a shortage of resources or if the survey gathered information about priorities and preferred action proposals. It may be that written feedback of the survey findings (as outlined in Step 7) is deemed sufficient.



STEP 7 – Publish Report of Findings

The findings of the survey stage should be reported back to the community in a printed form. Something should be distributed to every house – either as a report in a parish magazine or as a separate sheet summarising the 'highlights'. (This may be done before the open day as a way of advertising the event).

A full report of all findings and statistics plus the outcome of the consultation event (outlined in Step 6) should be accessible to local residents who may wish to examine them in detail. This report (sometimes referred to as an Appraisal Report) does not need to be a 'glossy' document. The length and type of the printed report will often be determined by the available funding – colour printing and high gloss paper being expensive. Some parishes sell the full report for a nominal fee.

It is also important to send reports of survey findings to strategic partners and request their input into the next stage of action planning. You may need up to 50 copies of the full report for circulation e.g. to ward members, local authority officers, police, potential funders etc depending on the nature of the findings. Consider putting the report onto CD or in PDF format and/or publishing on a village website if you have one. However you decide to publish the report, make sure you let people know how they can view or acquire a copy.

The full report of survey findings should contain the following:

Description of the Village / Town

An introduction to "the place", location, character, demographics, services and facilities.

Community Involvement

Describe the process of collecting information; survey methods, numbers of respondents, efforts made to involve those who don't usually take part.

Survey Results

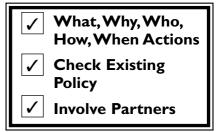
Summarise the findings; headlines – main issues raised, priorities, text summarising the statistical information and linking perceptions to factual information; statistics – grids, graphs, bar charts, pie charts (possibly as an appendix).

Objectives / Priorities for action

Longer term aims to improve quality of life, based on the survey findings. Vision, mission statement or more specific aims linked to the issues raised.

Next steps

The process for drawing up an Action Plan.



STEP 8 – Draw Up Proposals for Action Plan

Working from the needs and objectives arising from Steps 6 and 7, a draft action plan will need to be drawn up. A set of actions will need to be established to achieve each of the objectives identified in the Appraisal Report (Step 7 publication) showing:-

WHAT the action is,
WHY the action is needed (as evidenced by the survey/appraisal),
WHO will lead on taking the action forward and,
WHO else needs to be involved,
HOW it will be resourced,
WHEN it will be started and an estimate of completion,
HOW success will be measured, how the plan will be monitored and reviewed.

See Appendix 4 for guidance on producing SMART Action Plans.

It is important to include a range of actions; a mix of those that can be undertaken:-

- by individuals and community groups within the village/town,
- by community groups with help/in partnership with larger organisations,
- by statutory or large organisations.

The steering group will need to work with appropriate organisations to draft the action plan. The steering group will also need to ensure that their action plan takes account of existing statutory plans and strategies of service providers. These should have been researched as part of Step 5 – collecting information, but if in doubt, your RCCE field officer can help with this.

It is important to build working relationships with the local organisations and statutory service providers that will be your partners in carrying out the actions in the plan. The statutory partners will welcome the information that the survey provides as it will help them to develop delivery of their services to better meet local needs.

You can involve partner organisations in drafting the action plan by inviting them to a workshop event or to focus group meetings. A workshop event is a good way to bring local people (the inside experts) and professionals (the outside experts) together at one event. Your RCCE field officer can advise on participatory action-planning methods suitable for a workshop event. Focus groups may be preferred and are particularly good for exploring complex issues. In either case, it is important to invite professionals with the relevant expertise to enable informed decisions to be made.



STEP 9 – Consult on Draft Proposals

The draft Action Plan must undergo a consultation process to provide an opportunity for local people and organisations (within and outside the parish) to comment. Action plan proposals will need to be circulated to partner organisations that are named in the action plan – these may be community groups, business interests, larger voluntary groups or statutory organisations. Resource implications and joint working arrangements will need to be finalised.

Allow at least 8 weeks consultation period – this is the recommended minimum.

If there was a high level of local input in formulating the actions within the plan, distribution of a draft action plan summary for comment to every house in the parish may be sufficient. However, if the response to the community event in Step 6 and the involvement of the community/partner organisations in Step 8 were low, you may feel it necessary to hold an event or series of events to gather feedback on the draft action plan.

An open day or exhibition may be organised to display the detailed survey findings and invite comment on the related action plan proposals. Such an event can be used to provide information about complex issues. For contentious issues the event can be used to put forward various action plan options on which people can vote and try to arrive at a consensus.

The event can also be used to highlight actions that can be undertaken by individuals and community groups within the village/town and used as an opportunity to sign up volunteers to take those actions forward.





STEP 10 – Publish and Launch the Parish Plan

Once all comments have been dealt with and necessary amendments made, the Parish Plan can be drafted and published. The document should include:-

Description of Village / Town

An introduction to "the place" as in the Step 7 publication.

Community Involvement

Describe the process of gathering information and action planning – build on the information in the Step 6 publication.

Survey Results

Priorities arising from the survey stage. Survey information that evidences need and aspiration in support of the objectives and actions.

Objectives

Vision, mission statement and more specific aims linked to the issues raised.

Action Plan

The actions that will achieve the above objectives, showing who is involved, resources and timescale.

Monitoring and evaluation.

Show the desired outcomes and the indicators that will be used to measure success. State how the community will be kept informed and how/when the plan will be reviewed.

Links to strategic plans

Show how the parish plan relates to and influences wider plans and strategies, particularly Community Strategy and Local Development Framework.

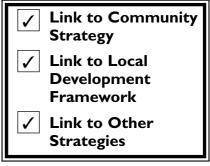
The Parish Plan should be distributed to local people – a bare minimum of one sheet A4 should be sent to each house summarising the 'objectives and the actions in the plan'.

A full report should be produced and made available to local residents who may wish to examine the detail e.g. copies should be lodged in public places such as the village hall, parish office, library, pub, shop etc. Some parishes decide to sell the full report. The full report does not need to be 'glossy'. The length and type of the printed Action Plan will often be determined by the available funding – colour printing and high gloss paper being expensive.

It is also important to send the Action Plan to strategic partners and confirm their input into actions. You may need up to 50 copies of the full report for circulation e.g. to ward members, local authority officers, police, potential funders etc depending on the contents of the action plan. Consider putting the plan onto CD or in PDF format and/or publishing on a village website if you have one. However you decide to publish the plan, make sure you let people know how they can view or acquire a copy.

It is recommended that a launch event is held to celebrate the community achievement and to raise the profile of the Parish Plan. Stress that this is the end of the planning process but the beginning of ACTION. Highlight any actions that are already underway. Such an event can also be used to encourage more local people to sign up for actions that they can get involved in – either as an individual (e.g. commitment to stick to speed limits) or by getting involved in a local group (e.g. setting up a youth club). Displays and relevant information can be made available.





STEP 11 – Link the Parish Plan to Statutory Plans

The Parish Plan has links to Statutory Plans produced for your district/borough.

Links to Community Strategy

The local strategic partnership (LSP) may be able to assist with actions included in the Parish Plan that require help from specific service providers. Any actions within the Parish Plan that relate to wider strategic issues may be included in the district/borough wide community strategy. Full details of how to link the Parish Plan to the Community Strategy is contained in a separate RCCE Information Pack 'Linking Community-Led Plans to Statutory Plans'.

Links to Local Development Framework

The local planning authority will need to gather local factual information and assess local need as part of its evidence base (evidence to enable a thorough understanding of the opportunities and constraints within an area by assessing environmental, economic, social and physical information to identify the characteristics of the locality). This is where much of the information gathered during the production of a parish plan can be of influence. In addition, parish plan actions can inform Development Plan Documents that focus on a particular geographical area such as Site Specific Allocations and Area Action Plans. Full details of how to link the Parish Plan to the Local Development Framework is contained in a separate RCCE Information Pack 'Linking Community-Led Plans to Statutory Plans'.

Linking to Other Strategies

The information gathered as part of the Parish Plan process will often be useful to statutory organisations as input into their consultations e.g. Community Safety Audit and Strategy. Actions may link into their service delivery programmes either through the LSP or independently.





STEP 12 – Monitor and Review

After completion of the Parish Plan, the task of the steering group is effectively over although individual group members often join local groups to take actions forward. The parish council has the responsibility of monitoring progress and success, and reviewing the Parish Plan at a later date.

The plan is monitored to check that actions are being taken forward within the timescale and with the resources set out in the plan. Monitoring also involves measuring the success of the actions in achieving their objectives as established as part of Step 8. It is possible for all the proposed actions to be carried out (all the boxes ticked) but to still not achieve the improvements you had hoped for due to external factors. If this appears to be happening, it may be appropriate to review the actions and modify or introduce new ones in order to achieve your objectives.

The most important thing is to focus on achieving the desired outcomes (refer to Appendix 4). Those are the things that will make a difference to people's quality of life.

It is important to provide regular feedback on progress with the Parish Plan – inform local people of completed actions, and of objectives achieved. There should be a mix of 'quick wins' and longer term projects. As well as celebrating successes, be honest and open about any setbacks that occur and explain why proposals have not worked.



APPENDIX 1 – Workshop / Drop-In Session

The purpose of either event is to:

gather information about local concerns and priorities, and sign up volunteers to take the process forward.

Venue

The local team will be asked to book the hall. It needs to be large enough to accommodate an exhibition space (drop-in) or people sitting around tables (workshop) with still enough room for milling about. Consider provision of refreshments and also the need for surfaces to which flip chart sheets can be attached (usually with blu-tak). Undertake a risk assessment (see record sheet in Appendix 3).

Dates and times

Depends on local circumstances - you know your community best.

Publicity

Prepare and distribute flyers and posters (examples of posters are included on pages 3 and 4 of this appendix, others are available from your RCCE field officer). Write articles for local magazines and letters to local groups and organisations asking them to send a representative to the event.

Format and content of the event

Information is gathered about the strengths, weaknesses and opportunities that exist in the parish, based on three questions:

What is special?

What are the problems?

What ideas do you have for improvements?

The answers to these questions are recorded by participants on three different coloured post-it notes and placed on flip chart sheets headed up with different topics e.g. health, transport and traffic, leisure and recreation, shops and services etc. The colours of the post-it notes give an instant indication of the topic areas considered as strengths and weaknesses.

At a workshop, participants will have the opportunity to indicate which of the written post-its reflect their highest priorities. At a drop-in session, where people will be coming and going this will not be possible. Instead, the topic areas of most concern can be the subject of a vote to give some indication of priority.

An explanation of the Parish Plans process will also be provided. At the drop-in session this will be by display of information with specific questions directed at the RCCE field officer. At the workshop there will be a verbal and diagrammatic presentation of the process followed by questions. In both cases, participants will be encouraged to sign up as volunteers to take the process forward.

The materials for all of the above will be provided by your RCCE field officer who will also be present to facilitate the event. The small team who arranged the event will be expected to be present and to offer refreshments to participants where appropriate and venue permitting (a refreshment break is recommended during a workshop – see the programme below).

Workshop Programme

7.30 Welcome and introductions

- 7.35 Parish Plans background and description of the evening
- 7.50 First exercise in table groups (25 mins)What is Special?What are the Problems?What ideas do you have for Improvements?
- 8.15 Second exercise moving around the hall (15 mins) Sort comments by issue headings Social Community Networks Housing
 - Health Community Safety and Crime Sport, Leisure and Open Space Arts, Culture and Heritage Local Government

Transport and Traffic

Economy	Local Economy and Employment		
	Education and Training		
	Tourism		
Environment	"Clean" – air, water, energy and waste		
	"Green" – natural environment		

- 8.30 Refreshment break– read post-it note comments from other tables
- 8.50 Third exercise moving around the hall (10 mins) Prioritising the comments – vote using sticky dots
- 9.00 Summary of first three exercises
- 9.10 The Parish Plans Process
- 9.20 Signing up
- 9.30 Thanks and close

THE FUTURE OF BULMER DO YOU CARE?



What is special about Bulmer? What are the problems? What ideas do you have for improvements?

Find out how everyone can

Have Their Say and turn Ideas Into Action through an Appraisal and Parish Plan at

The Village Hall

Friday 21st September, 7:30pm

IT'S YOUR VILLAGE, COME ALONG AND GET INVOLVED IN YOUR FUTURE

Together we can make a difference

FINCHINGFIELD COMMUNITY WORKSHOP



WHAT IS SPECIAL ABOUT FINCHINGFIELD? WHAT COULD BE IMPROVED? WHAT IDEAS DO YOU HAVE FOR IMPROVEMENT?

Find out how everyone can Have their say and turn Ideas into Action Through an Appraisal and Parish Plan

At

THE VILLAGE HALL FINCHINGFIELD

On Saturday 8th February From 10.00am. until 12.00noon

Jan Cole, Appraisals Fieldworker for Braintree District, will explain how villages like ours can benefit from producing a PARISH PLAN

It's your village so please come along with your ideas and have your say. All people of all ages are welcome.

All will be explained at the meeting but if in the meantime you have any questions or would like further information, please contact

- 4 -

APPENDIX 2 – Essex Protocol for Community-led Plans

Production of a community-led plan requires a variety of skills and resources and is best achieved by working in partnership. This protocol allocates roles to those with the most appropriate skills to ease burden on any of the partners. The community has detailed local knowledge, RCCE has expertise in community empowerment and participatory techniques, and the district/borough council has expertise in community strategy and planning policy. It is also recognised that all the partners involved have limited time and resources available.

I. Local Groups leading the process will...

- Fully engage with the wider local community in production of the community-led plan,
- Respond to LDF consultations published by the local planning authority for comment,
- Comply with the requirements of the LDF Statement of Community Involvement,
- Provide a summary of how the community was involved in the process,
- Keep ward members of the district/borough council informed of progress,
- Seek advice from both RCCE and the Local Planning Authority/LSP Co-ordinator in the production of the plan,
- Produce action plan/guidance and identify delivery partners where appropriate,
- State how the community-led plan will be monitored, evaluated and updated,
- Link with the district/borough Community Strategy by following the LSP 'bridging procedure' and submitting information on the template (see section 6),
- Link with the district/borough LDF by following the procedure for SPD and/or by submitting information for DPD in the suggested format (see section 4),
- Recognise that information may need to satisfy specific assessments before it can be incorporated into strategic plans.

2. The Rural Community Council of Essex will...

- Explain community-led plans, their purpose and benefits,
- Target communities most in need or with local development issues,
- Provide information packs and examples from other communities,
- Advise on funding sources and project management during the process,
- Advise on how to fully engage with the community,
- · Facilitate meetings and workshops where required,
- Advise on appropriate delivery agents for actions/proposals,
- Provide access to RCCE's network of contacts,
- Provide information and guidance to local planning authorities as appropriate.

3. The Local Planning Authority will...

- Explain planning processes and links with community-led plans,
- At the appropriate time, prioritise assistance to those parishes in most need or with local development issues,
- Advise on current and emerging development plan policies for the parish at the start of the process,
- Offer advice and explanation on conservation issues such as listed buildings, conservation areas, archaeology, landscape and wildlife,
- Advise on the drafting of questionnaires about land-use development and design issues,
- Provide maps of the parish and detailed maps of village envelope, conservation area, special designations etc (for use during the process),
- Invite group members to planning department reception (to research information) and signpost communities to other sources of information,
- Provide specific advice on draft policy statements and proposals at later stages of the process,
- Use robust and consistent community-led plan information as part of their evidence base when preparing their LDFs/DPDs,
- Include as SPD, consistent and robust community-led plans dealing with land-use, development and design, where they meet the appropriate criteria,
- Inform the local group of their reasons for not including information (e.g. if it does not meet requirements of SCI, SA, SEA etc).

4. The LSP co-ordinator will...

- Explain the community strategy and links with community-led plans,
- Hold a library of completed community-led plans in the district/borough,
- Signpost local groups to relevant LSP partners re action points in the community-led plan,
- Inform the LSP of actions and proposals in the community-led plan that relate to wider strategic issues,
- Inform the local group of how the issues/actions have been addressed by the LSP/individual partners.

5. East of England Planning Aid will...

(subject to a communities eligibility – see national criteria)

- Provide information events and presentations on the planning system,
- Advise and assist on contributing to local development plans,
- Help communities to develop their own strategies, including parish plans,
- Provide training on the planning system and development plans,
- Run educational projects with school children and young people
- · Provide a casework service that will support eligible groups and individuals

6. Role of other partners

Other partner agencies (for example, Essex Association of Local Councils, Society of Local Council Clerks, CPREssex) also support community-led planning initiatives by offering training and professional advice where appropriate.

7. Role of Councillors

Parish councillors and ward members have a vital role to play as community leaders in initiating a community-led plan and forming a working group to take it forward. Ward members should be informed regarding the preparation of community-led plans as they have an important role to play in representing the views of their communities at district/borough level.

8. Named Contacts

It is important that the communities know who is involved in supporting the production of community-led plans. A contact list for your district is included in Appendix 5a of this pack .

NOTE

This protocol has been approved by the Essex Planning Officers Association and adopted as good practice guidance by all local planning authorities in Essex.

APPENDIX 3 – Records

It is important that the following records are kept:

- Minutes of meetings
- Financial records
- Diary of community involvement
- Volunteer time log
- Risk Assessments for events

Minutes of meetings and financial records are standard for all community groups and projects. Further guidance on their preparation can be found in the RCCE Information Pack, 'Setting Up and Running a Project'. Examples of the remaining types of record are included in this appendix.

A Diary of Community Involvement provides important evidence of the communication and information sharing within the community during the process, and of the number of people consulted and responding. An example is on page 2.

The Volunteer Time Log records the number of hours given to the project without remuneration. An example is on page 2. A log will be completed by each volunteer and submitted to a member of the Parish Plan group for collation and summary. A record of volunteer time will provide evidence to funders that the grants they have awarded have been matched by the value of hours donated to the project by volunteers. Such evidence may need to be provided as part of the grant fund monitoring requirement.

A risk assessment should be undertaken prior to any public event e.g. workshop, drop-in session, exhibition, open day. Any potential risks should be identified and steps taken to minimise them. An example is on page 3.

Date	Reason for involvement	Type of involvement Numbers of people		Other comments
20/2/04	Organising	Meeting of PP group	10	
10/3/04	Organising	Meeting of sub group	5	
22/3/04	Informing	Flyer to every house to update on progress	500 houses	
5/4/04	Survey	School Workshop	30 children from years 5 and 6	
18/4/04	Organising	Meeting of sub group	4	
25/4/04	Organising	Meeting of PP group	11	
I/6/04	Survey	Questionnaire distribution	500 houses	
10/6/04	Survey	Collection	350 houses, 600 adults and 150 youth responses	Others may be put in box at shop

Example of Diary of Community Involvement

Example of Volunteer Time log

Name:....

Date	Activity	Location	ocation Duration	
20/2/04	Meeting of PP steering group	Village Hall	2 hours	
10/3/04	Meeting of survey sub group	Mary's house	2 hours	
22/3/04	Delivery of flyers	High Street	l hour	
5/4/04	School workshop	School	l hour	
8/4/04	Typing up info from workshop	home	l hour	
13/4/04	Drafting youth questionnaire	home	2 hours	
18/4/04	Meeting of survey sub group	Mary's house	2 hours	
25/4/04	Meeting of PP steering group	Village Hall	2 hours	
28/4/04	Finalise youth questionnaire	Home	l hour	

EVENT RISK ASSESSMENT

Venue: Organisers:	Event: Date of Event:	

ſ

DATE COMPLETE AND SIGNATURE				
ACTION TO BE TAKE BY (NAME)				
MEASURES REQUIRED TO CONTROL THE RISK				
RISK FACTOR (H/M/L)				
PERSONS AT RISK				
AREA AND HAZARDS IDENTIFIED (Specify within each area)	CAR PARK	MAIN HALL	KITCHEN AREA	GENERAL ACCIDENTS

APPENDIX 4 – SMART Action Plans

What is the difference between an objective, an action and an outcome?

An objective (or aim) is a destination; it is the 'place' you are aiming for. You will have achieved your objective when things are the way you want them to be.

An action (sometimes referred to as a target or an output) is the task that you need to do - or think you need to do - in order to achieve your objective.

An outcome is a measure of what you have achieved, an indication that you have succeeded.

An example...

The objective is to maintain access by road to the village throughout winter, the action is to grit the roads when icy conditions are expected and keep at least one access road clear of snow, the outcome might be that residents are not 'snowed in' during winter.

A **SMART** action plan should contain all three elements and is...

- S = Specific
- M = Measurable
- A = Attainable (achievable)
- R = Realistic/ Relevant
- T = Time Related

Specific

If the action or objective is too vague (e.g. improve 'facilities') it will be difficult for readers and users of the action plan to understand precisely what is being proposed. A 'big' action or project (e.g. build a new community centre), that will be delivered in stages over a long period of time, may need to be broken down into its component tasks so that progress can be monitored.

Measurable (also see Evaluation of Action Plans overleaf)

There needs to be some way of measuring whether the objective has been achieved – there needs to be a clearly defined outcome and an 'indicator' to record success.

Where a piece of equipment is being provided or a specific piece of work is being carried out, success will be measured by completion of the action.

Where the objective is to improve, increase or reduce something, the outcome will need to indicate from 'what' to 'what', and the action will say 'how' this will be achieved; success will then be measurable. It may be difficult to measure objectives that relate to behaviour e.g. improve respect for others; improve relationships. The evaluation of such action plans will have to rely on qualitative rather than quantitative information.

Some behavioural action plans can be quantified e.g. reduce the number of incidents of anti-social behaviour to no more than one a week (the 'indicator') by doing x, y and z.

Sometimes objectives relate to continuation of a service. A target outcome should be added to make the action measurable e.g. 'continue to promote the community information point', may have a target outcome of 'increase the number of information requests to 30 per week'.

Attainable

Short term objectives must be achievable; they must be at the right level. If they are unreachable it will lead to demotivation. If the short term objectives appear impossible, the action plan will be meaningless. Some action plans include longer term objectives or 'visions' that are more of a 'wish list'. This may occur when an objective is important to the community but it is unclear exactly how or when it could be achieved e.g. reduction of traffic volumes that could only be achieved by new highways infrastructure. This may be acceptable provided short term actions are working towards this longer term objective.

Realistic/Relevant

The actions must be feasible in terms of the resources available. If the action is of a specialised nature it must also be technically and legally feasible. The action must be relevant to the objective; it must be capable of delivering the outcome.

Time related

A date for undertaking the action should be included in the plan. Some plans say short, medium or long term, but moves should be made towards stating dates, particularly for short term actions, so that the plan can be monitored. A timescale for achieving the outcomes should also be set. For increase/decrease type outcomes, this may be some time after the actions are undertaken so that 'indicator' data can be collected and assessed. Such evaluation procedures will set a useful review date for the action plan.

The following verbs are useful examples for writing SMART action plans

For Objectives (aims) Enable, Improve, Increase, Reduce, Maintain, Involve, Promote,

For Actions (targets/outputs)

Complete, Provide, Construct, Identify, Evaluate, Organise, Arrange, Write, Meet, Run, Set Up, Use, Attend, Inspect

The following verbs should be avoided

Consider, Seek, Review, Endeavour, Lobby,

EVALUATION OF ACTION PLANS

Service providers and funders are focusing on outcomes as a way of monitoring and evaluating the success of their involvement in a project. It is becoming increasingly important that measurement of outcomes is included as part of the action plan and that monitoring and evaluation procedures are in place i.e. measurement indicators are in place and there is a method for collecting and recording data.

APPENDIX 5 – INTERESTED ORGANISATIONS

Rural Community Council of Essex

Mackmurdo House 79 Springfield Road Chelmsford Essex CM2 6JG Tel: 01245 352046 Fax: 01245 495427 e-mail: rcce@essexrcc.org.uk

East of England Planning Aid

EEPAS PO Box 3057 Norwich Norfolk NR3 4XQ 01603 624145 e-mail: rtpi@planningaid.rtpi.org.uk

The Council for the Protection Of Rural Essex

The Garden Office 79 Springfield Road Chelmsford Essex, CM2 6JG Tel: 01245 268667 Fax: 01245 268667 e-mail: cpre@freeuk.com

Action with Communities in Rural England (ACRE)

Somerford Court Somerford Road Cirencester, Glos GL7 ITW Tel: 01285 653477 Fax: 01285 654537 email: acre@acre.org.uk

BTCV (formerly British Trust for Conservation Volunteers) Unit 5, Jarmin Road Depot Jarmin Road Colchester, Essex CO1 1XW Tel: 01206 764470 Fax: 01206 764470 e-mail: btcv@btcv.org.uk

Essex Association of Local Councils

47 Stortford Road Dunmow Essex Tel: 01371 879722 Fax: 01371 879733 e-mail: ealc@ealc.gov.uk

English Nature

Harbour House, Hythe Quay Colchester Essex CO2 8JF Tel: 01206 796666 Fax: 01206 794466 e-mail: essex.herts@english-nature.org.uk

Environment Agency

Mary Parodi Partnerships Officer Cobham Road Ipswich Suffolk, IP3 IJE Tel: 01473 70601 e-mail: mary.parodi@environment-agency.gov.uk

Essex Churchyard Conservation Group

William & Mary Cottages Witham Road Cressing, Near Braintree Essex CM7 8PD Tel: 01367 584386 Fax: 01376 582278 e-mail: wenlock@compuserve.com

Essex Farming and Wildlife Advisory Group Writtle College Chelmsford Essex CMI 3RR Tel: 01245 424233 e-mail: essex@fwag.org.uk

Essex Wildlife Trust Fingringhoe Wick Nature Reserve Fingringhoe Colchester Essex CO5 7DN Tel: 01206 729678

Fax: 01206 729298 e-mail: admin@essexwt.org.uk

Open Spaces Society

25a Bell Street Henley-on-Thames Oxon RG9 2BA Tel: 01491 573535 Fax: 01491 573051 e-mail: hq@oss.org.uk

LOCAL AUTHORITIES IN ESSEX

Essex County Council

County Hall Chelmsford Essex CMI ILX Tel: 01245 492211 Fax: 01245 352710 www.essexcc.gov.uk

Basildon District Council

The Basildon Centre, St. Martin's Square Basildon Essex SS14 IDL Tel: 01268 533333 Fax: 01268 294350 www.basildon.gov.uk

Braintree District Council

Causeway House Bocking End Braintree Essex CM7 9HB Tel: 01376 552525 Fax: 01376 552626 www.braintree.gov.uk

Brentwood Borough Council

Town Hall Ingrave Road Brentwood Essex CM15 8AY Tel: 01277 312500 Fax: 01277 312743 www.brentwood-council.gov.uk

Castle Point Borough Council

Kiln Road Thundersley Benfleet Essex SS7 ITF Tel: 01268 8822 Fax: 01268 882455 www.castlepoint.gov.uk

Chelmsford Borough Council

Civic Centre, Duke Street Chelmsford Essex CMI IJE Tel: 01245 606606 Fax: 01245 606747 www.chelmsfordbc.gov.uk

Colchester Borough Council

PO Box 884 Town Hall Colchester Essex CO1 1FR Tel: 01206 282222 Fax: 01206 282288 www.colchester.gov.uk

Epping Forest District Council

Civic Offices, High Street Epping Essex CM16 4BZ Tel: 01992 564000 Fax: 01992 564229 www.eppingforestdc.gov.uk

Harlow Council

Civic Centre The Water Gardens Harlow Essex CM20 IWG Tel: 01279 446655 www.harlow.gov.uk

Maldon District Council

Council Offices Princes Road Maldon Essex CM9 5DL Tel: 01621 854477 Fax: 01621 852575 www.maldon.gov.uk

USEFUL WEBSITES

www.odpm.gov.uk www.statistics.gov.uk www.rtpi.org.uk www.planningofficers.org.uk www.countryside.gov.uk www.defra.gov.uk

Rochford District Council

Council Offices South Street Rochford Essex SS4 IBW Tel: 01702 546366 Fax: 01702 545737 www.rochford.gov.uk

Southend-on-sea Borough Council

Civic Centre Victoria Avenue Southend-on-Sea Essex SS2 6ER Tel: 01702 215000 www.southend.gov.uk

Tendring District Council

Town Hall Station Road Clacton-on-Sea Essex CO15 ISE Tel: 01255 686868 www.tendringdc.gov.uk

Thurrock Council

Civic Offices New Road Grays Essex RM17 6SL Tel: 01375 652652 Fax: 01375 652359 www.thurrock.gov.uk

Uttlesford District Council

Council Offices London Road Saffron Walden Essex CB11 4ER Tel: 01799 510510 Fax: 01799 510550 www.uttlesford.gov.uk