

Agenda Item: 10(ii)

Town Hall and Events Management/Works Report

June 2020

Town Hall

All Town Hall bookings have now been cancelled up to the end of September based on the current Government Guidance which does not permit social gatherings/bar led activity. It may be necessary to cancel events/bookings further into the future subject to developments.

All hirers of the Town Hall have been offered either a full refund in respect of their booking(s) or the option to transfer their balance to a re scheduled date in the future. All refund requests have been processed as soon as possible via cheque in the first instance although flexibility has been applied to those who are shielding and unable to accept that method of refund. The Town Hall and Events Manager would like to express her thanks to the Finance Department who have processed the accountancy elements in a timely manner whilst managing year end.

The Town Hall continues to receive interest from new potential hirers for future bookings in 2021 and thereafter.

With the Town Hall closed for the foreseeable future the Market and Events staffing resource will be focused on supporting the re opening of the Pannier Market of which the Town Hall & Events Manager has been working on closely with the Market Reeve.

The Town Hall is to be used as welfare facilities for staff and appropriate measures have been taken to ensure their health and welling e.g. hand sanitiser units, appropriate PPE, separate toilet facilities.

The Town Hall & Events Manager has implemented a COVID19 risk assessment for the operations of the Town Hall in its current format.

At the start of lockdown, the Town Hall & Events Manager obtained a freeze on our monthly card machine charges and produced a year end bar stock report following the decision to cancel the external auditor. Processes have been put in place to protect our bar equipment and stock in light of the period of closure.

The Town Hall & Events Manager will produce a report on financial implications when the national position for the hospitality sector becomes clearer.

The new Town Hall lift is due to be installed within the next 8-16 weeks as well as work to repair the town hall roof and localised leaking above the Mayors Parlor and office.

We are obtaining quotes for the replacement (on a like for like basis) for the town hall doors due to the ongoing issues.

Butchers' Hall

All Butchers' Hall bookings have been cancelled up to the end of August which at the time was based on the Government Guidance pertaining to markets and events.

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All hirers and traders of Butchers' Hall have been offered either a full refund in respect of their booking(s) or the option to transfer their balance to a re scheduled date in the future. All refund requests have been processed as soon as possible via cheque in the first instance although flexibility has been applied to those who are shielding and unable to accept that method of refund. Butchers' Hall continues to receive interest from new potential hirers for future bookings in 2021 and thereafter.

Consideration has been given to the use of Butchers' Hall being made available to support the Pannier Market re opening however following recent discussions with the market management team it is felt this extra provision may not be required after all and so the Town Hall & Events manager will draft a strategy to re-open the venue once we have had a period to review the opening of the Pannier Market.

In preparation for re opening internal redecoration is scheduled to take place by our own staffing resource and a review of the Wi-Fi systems is in hand in order to support traders in the potential increase in card payments.

Appropriate signage and cleaning materials and equipment have been sourced by the Town Hall & Events Manager for the re opening as well as for other departments.

The Town Hall & Events Manager has implemented a COVID19 risk assessment for the operations of Butchers' Hall and Bedford Square and is introducing the RBS booking software to Bedford Square traders, which would mean bookings fall in line with the same process as Butchers' Hall and the Town Hall e.g. cashless collection of rent. Liaising with the Market Reeve, the management team will schedule a fair trading rotation for all traders who wish to trade outside.

Staffing

At the start of the pandemic the Town Hall & Events Manager produced a revised cleaning and maintenance schedule for all departments and this has recently been updated in light of current guidance and advice.

The Market and Events staff (two x MEA's and one x DO) returned to work 26th May after being on a period of Furlough. With one member of staff remaining on long term sickness absence this is our current staffing resource.

We have rolled out the online training package which was organised prior to the COVID-19 crisis to the Market & Events staff during their period of Furlough, with first identified course focusing on mental health awareness. There are a further 9 courses to be undertaken which staff will complete over the coming weeks.

The Market and Events staff have been re directed to the Works Department for certain tasks to help support their activity when required.

From week commencing 22nd June staff will return to a five-day week following their phased return. The Market Reeve and Markets and Events Manager have continued working as per their contractual hours throughout lockdown with the Town Hall and Events Manager apportioning approximately 50% of her time to supporting the management of the Works Department.

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The Town Hall and Events Administrative Assistant went on maternity leave 22nd May. Management would like to express their sincere thanks to the position holder for all of their hard work and commitment and wish them all the very best.

Works Department

The Town Hall & Events Manager took over the management of the cemeteries when the Compliance Officer left at the start of the year and has continued to manage during the pandemic, identifying and implementing best practice, working closely with the emergency authorities around associated contingency planning. Plymouth Road Cemetery has received 10 burials. A COVID19 risk assessment and associated measures are in place and the Town Hall & Events Manager is working closely with funeral directors, monumental masons and gravediggers.

The Commonwealth War Graves Commission have contacted TTC requesting official signage be installed within the Plymouth Road Cemetery to identify the war graves which we are in the process of arranging.

The Town Hall & Events Manager liaises daily with the team and supports the General Manager in the management of the department.

Signage is currently being designed for our open spaces to remind visitors of social distancing measures etc. and we are reviewing uniform for staff to also reflect this due to ongoing concerns with the public not adhering to such measures when speaking to staff (high viz vest with appropriate signwriting).

A review of the use of all bookings for the meadows has taken place and community events have been cancelled up to the end of August. Consideration will be given to the possibility of outside markets using the green space we have available.

**REBECCA HADFIELD
TOWN HALL AND EVENTS MANAGER
JUNE 2020**