

## **Agenda Item: 11(iii)**

### **Town Hall and Butchers' Hall Manager's Report June 2019**

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#### **General Update:**

Following the annual service which identified the Rundle Room Stair Lift was beyond economic repair a new stair lift has been installed.

Advanced Lifting have been scheduled to inspect the Town Hall lift pulley as well as the chandeliers. Following on going issues with the Town Hall Main Door and North Door respective entrances, new locks and emergency bars have been fitted.

#### **Licensing/training:**

The Designated Premises Supervisor (DPS) is currently arranging Town Hall Bar and Till training for identified members of staff.

All Duty Officers and General Hands have undertaken training provided by Steevenson Wines reference the portfolio of wines TTC sell through the Town Hall bar. The aim of the training was to ensure bar staff understood the wine which is on offer, to be able to answer customer questions and provide an overall more professional service. Training in respect of fire safety, manual handling and working at heights has been booked for staff throughout June and July. First Aid training is pending for those identified members of staff who are yet to undertake the course.

The Town Hall and Events Manager has applied for a new premises licence. The reasoning is to have a more consolidated approach re licensable activities, bringing Town Hall, Butchers Hall, Pannier Market, Pannier Market surround, Bedford Square and Guildhall car-park under one licence. This will allow TTC to provide a wider offer to the hirer, extending the licensable hours for Butchers Hall, as there is a clear emerging demand, and including the Pannier Market perimeter, post public realm works, as an extension to TTC offer. Further to the previous Managers Report this is still on-going.

The Town Hall & Events Manager has renewed the Civil Ceremony licence for a further three years.

No licencing issues have arisen in the last month. The next bar stock audit is due in June.

#### **Processes:**

The Town Hall & Events Manager continues to lead on the delivery of the operation and running of the Town Hall and the review of processes/administration in liaison

with the General Manager and Market Reeve & DPS. This has included a tightening of processes relating to application of fees and charges, bespoke drinks packages, reviewing staffing allocation for events, implemented normal operating procedures, improved diary management for bookings and drafting/actioning routine works schedules.

**Town Hall Events:**

Since the end of May the Town Hall has taken nine confirmed bookings and two provisional; which includes a repeat booking from TMTTC and two wedding receptions.

**Butchers Hall Themed Markets & Events:**

New branding and promotional material for the Tavistock Arts Market and Antiques & Collectables Fair is currently being designed. Work to source and attract new traders is currently being undertaken by Duty Officers.

Since the end of May Butchers' Hall has taken a further booking scheduled for November and the Town Hall and Events Manager continues to work on the July event; Tavistock's Community Festival of Food and Craft which will take place in Butchers' Hall as well on Bedford Square and the Guildhall Car Park.

Arrangements for Goose Fair are in hand with trader invoices due to go out shortly and core services being booked, with the likes of Stagecoach and SWAST holding their 2018 price.

**REBECCA HADFIELD  
TOWN HALL AND EVENTS MANAGER  
JUNE 2019**