



Completion Report and Final Payment Request

Project Details

Project Title Tavistock Guildhall Gateway Centre (KickstartGIA2020)

Project reference number HG-14-09582

Organisation Tavistock Town Council

Date submitted
13/12/2021

Period covered

From
01/07/2021

To
08/12/2021

Please complete and return this form as soon as your project has finished.

Please read the Receiving a Grant guidance first and ensure that you fill in all sections. This is your opportunity to tell us about your achievements and successes, as well as the things that didn't go as expected. This form will also allow you to request the final 10% of your grant.

We will not make a grant payment until we are satisfied with the information within this form and your own evaluation report which you should attach to this form.

In this form we ask you to send copies of documents. There is a facility to attach files (of up to 20MB in total) at the end of the form.

Section one: Approved purposes

Using the table below, please provide a summary of your achievements (in the period covered by this report only) and, if applicable, set out any issues that you faced and how you responded to these.

Approved Purposes	Summary of Progress
Renovation works: Repairs to chimneys, parapets and gutters, replace roofing slates coverings on Police Station, repair Court Room slate roof coverings, flat roof works on existing extensions, masonry repairs, window repairs	<p>Complete. Please refer to Evaluation Report for details.</p> <p>All items on the snagging list have now all been completed, except the installation of the glass doors to GD19 and GD23 which are being completed this week, and the final installation of the door access controls which we're still deciding on the best permanent solution for (key pad or swipe-style key fobs) now that the building is operational. Key pad locks have been installed in the interim until a final solution is agreed, which we expect to be early in the new year.</p> <p>The planning conditions for approval number 1827/17/FUL have been discharged, with the exception of Condition 7, which was only to be discharged prior to the outbuildings to courtyard being brought back into use, but this element was omitted from the contract. Condition 8 requires the flood defences to be constructed in accordance with the approved scheme, which allowed for flood boards to be fitted to the perimeter openings. The flood boards are now on site ready to be used as and when needed.</p>
Refurbishment work: conversion of Police Station internally for public welcome area and THT volunteer space, works to Court Room for combined use as heritage interpretation, learning space and council chambers, works to lower ground cells for interpretation and displays	Complete. Please refer to Evaluation Report for details. The new visitor centre opened to the public on 4 December 2021.
New construction work: extension at rear for provision of disabled access lift and toilet facilities to Court Room	These works were omitted due to VE and were replaced with a new internal lift.
Recruit post of Tavistock Heritage Development Officer to manage the delivery of the Guildhall Gateway Project Activity Plan, with support from a Learning and Participation consultant	Complete. The final two days of the Learning & Participation Consultant's commission has been used to support THT's Discovery Team volunteers to set up the Guildhall's learning programme. THT's new Centre Manager post is now being funded outside of the NLHF-funded project.
Provide interpretative themes including: 1) Gateway to the WHS and Dartmoor mining landscape 2) Development of Tavistock - architecture and buildings 3) Policing and justice - personal stories and daily lives of the police and prisoners	Complete. The additional funding provided by the Kickstart grant has delivered an expanded exhibition including more displays, manual interactives and AV installations. Please refer to Evaluation Report for full details.
Opportunities for formal and informal learning including; volunteering opportunities; skills development; a visitor information service; guided tours; a training programme for staff and volunteers; an art competition; family activity days; talks and lectures; an oral history project; work experience opportunities; apprenticeships and digital, written, auditory; person-to-person and participatory interpretation	All complete except for those not possible due to Covid, namely 3 x family days, work experience opportunities for Tavistock College in the Visitor Information Centre, and TTC works department staff on-the-job training and 2 x conservation skills workshops during the capital phase. The family days will take place in 2022 and alternatives replaced the skills development activities, including a 6-month Kickstarter apprentice engaged by THT focusing on marketing and publicity. Please refer to Evaluation Report for full details.

Approved Purposes	Summary of Progress
Preservation of the courtroom in its original condition including an area designated as a Police and Magistrates' museum with displays and interpretation	The courtroom and its fittings have undergone extensive conservation to preserve them in their original condition. New interventions including the lift and AV (the latter funded outside of the NLHF project) and interpretation telling the story of the Magistrates' court have created a multi-functioning space. Please refer to Evaluation Report for full details.
Creation of a new 'one-stop-shop' for Council services, based within the Guildhall and managed by Tavistock Town Council	The creation of the one-stop-shop was removed from the project, as previously reported. A number of factors contributed to this. Firstly, several significant late changes to the building designs resulted in the welfare facilities planned within an extension in the courtyard being brought into the footprint of the original building, along with the VIC and retail area. This resulted in the loss of two ground floor rooms for TTC office space use, which then needed to be repositioned on the second floor. Secondly, some of the anticipated changes to how public service provision within Tavistock would be delivered in future have not materialised, due in part to Covid and also to other organisational changes since the original plans were conceived. The one-stop-shop elements that were removed were relatively minimal and it would be possible to re-introduce these in the future, however a knock-on effect would be the requirement to provide alternative welfare facilities for THT and TTC elsewhere, possibly by returning to the plan to redevelop the courtyard area, which would necessitate more substantial investment.

If your project is in the delivery phase, please tell us how your project achieved the outcomes that you selected in your application form and how you measured this.

Please refer to Evaluation Report.

Section two: Additional grant conditions

Only complete this section where specific conditions have been included in your grant notification letter, otherwise go to the next section.

Additional Grant Conditions	Summary of Progress

Section three: Statutory permissions

Have you received any new permissions during the period covered by this report?

No

Section four: Partnership funding update

Have you raised any more partnership funding since the last report?

No

Have you had volunteer involvement or secured non-cash contributions since the last report?

Yes

Please tell us about all volunteer contributions to the project and any non-cash contributions.

Date	Description of task	Task category	Number of volunteers	Number of Days	Total value of contribution (£)		
10/12/2021	Running the VIC. Total input 1.6.21 - 10.12.21.	Skilled	30	7	31,500	Edit	Delete
10/12/2021	Guildhall Gallery Stewards. Total input 4.12.21- 10.12.21.	Skilled	10	1	1,500	Edit	Delete
10/12/2021	Preparing for opening of Guildhall e.g. stocking shop, steward induction and testing sessions.	Skilled	15	3	6,750	Edit	Delete
10/12/2021	Learning & discovery team. Total input 1.6.21 - 10.12.21.	Skilled	5	8	6,000	Edit	Delete
10/12/2021	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Total input 1.6.21- 10.12.21.	Profession al	4	15	21,000	Edit	Delete

Section five: Consultants, contractors and suppliers

Have you purchased goods, work or services worth £10,000 or more in the period covered by this report?

No

Section six: Recruitment of staff

Have you recruited in the period covered by this report?

No

Have there been any changes to the governance of your project or your organisation? This may include changes to key personnel.

No

Section seven: Final payment Request

Have your bank details changed since our previous payment to you?

No

Payment request number

14

Total grant awarded

£948,700

Total grant received so far

£853,830

Payment percentage based on the total cash value of your project costs

51%

Amount you are requesting. This figure will not exceed the remaining part of the total grant.

£94,870

Please note the amount payable has been capped at the remaining part of the total grant.

Total grant received including this amount

£948,700

Our VAT status remains unchanged

Yes

Spending Summary

Using the table below, please list all of the invoices you have received during the period covered by this form. This should provide a record of the invoices that you have not already submitted with your previous payment request form, and should account for the remainder of your total project costs.

For amounts of less than £500 you should provide a separate table of costs for each cost heading which specifies the date, amount and description of each item of expenditure. The total of your table should match the single entry you have input on your project costs table using the relevant cost heading.

Cost Heading	Invoice Reference	Invoice Date	Name of Supplier	Description of services/goods	Total of invoice (excluding VAT)	Value of agreed costs (if different from total) excluding VAT £	VAT for Agreed Costs £	Total cost claiming £	We are attaching proof of expenditure		
Repair and conservation work	Various - see attached spreadsheet	15/11/2011	Various - see attached spreadsheet	Various - see attached spreadsheet	97,650			97,650	Yes	Ed	Del
Professional fees relating to any of the above (capital)	Various - see attached spreadsheet	15/11/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	16,594			16,594	Yes	Ed	Del
New staff costs	Various - see attached spreadsheet	15/11/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	487			487	Yes	Ed	Del
Other costs (activity)	Various - see attached spreadsheet	15/11/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	24,272	14,295		14,295	Yes	Ed	Del
Equipment and materials (activity)	Various - see attached spreadsheet	15/11/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	4,518			4,518	Yes	Ed	Del
Professional fees relating to any of the above (activity)	Various - see attached spreadsheet	15/11/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	18,000	9,977		9,977	Yes	Ed	Del
Recruitment	Various - see attached spreadsheet	15/11/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	118			118	Yes	Ed	Del
Evaluation	Various - see attached spreadsheet	15/11/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	2,944			2,944	Yes	Ed	Del
Other costs	Various - see attached spreadsheet	15/11/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	11,750			11,750	Yes	Ed	Del
Repair and conservation work	Various - see attached spreadsheet	03/12/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	65,571	47,749		47,749	Yes	Ed	Del

Cost Heading	Invoice Reference	Invoice Date	Name of Supplier	Description of services/goods	Total of invoice (excluding VAT)	Value of agreed costs (if different from total) excluding VAT £	VAT for Agreed Costs £	Total cost claiming £	We are attaching proof of expenditure	Ed	Del
New staff costs	Various - see attached spreadsheet	03/12/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	20,844	52		52	Yes	Ed	Del
Training for volunteers	Various - see attached spreadsheet	03/12/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	20,844	1,060		1,060	Yes	Ed	Del
Travel for staff	Various - see attached spreadsheet	03/12/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	20,844	783		783	Yes	Ed	Del
Travel and expenses for volunteers	Various - see attached spreadsheet	03/12/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	20,844	1,002		1,002	Yes	Ed	Del
Other costs (activity)	Various - see attached spreadsheet	03/12/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	20,844	823		823	Yes	Ed	Del
Equipment and materials (activity)	Various - see attached spreadsheet	03/12/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	20,844	10,215		10,215	Yes	Ed	Del
Recruitment	Various - see attached spreadsheet	03/12/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	20,844	572		572	Yes	Ed	Del
Publicity and promotion	Various - see attached spreadsheet	03/12/2021	Various - see attached spreadsheet	Various - see attached spreadsheet	22,874	8,367		8,367	Yes	Ed	Del
Total					410,686	228,956		228,956			

Section eight: Comparison of agreed budget and actual costs to date

Cost Heading	Agreed Cost at start of project (£)	Costs on completion	Difference
New staff costs	39,784	39,784	0
Recruitment	1,000	1,000	0
Repair and conservation work	1,494,229	1,378,987	+115,242
Publicity and promotion	13,484	13,484	0
Evaluation	6,670	5,980	+690
Training for volunteers	1,500	1,500	0
Travel for staff	1,000	1,000	0
Contingency	880		+880
Travel and expenses for volunteers	4,000	4,000	0
Volunteer time	60,250		+60,250
Other costs (activity)	58,095	55,118	+2,977
Other costs	53,845	53,845	0
Equipment and materials (activity)	19,255	19,255	0
Professional fees relating to any of the above (capital)	159,640	159,845	-205
Professional fees relating to any of the above (activity)	21,865	21,865	0
VAT			0

Please comment on any unexpected cost variations and increases and explain how you have covered these.

Remaining Contingency
£880

VAT excess/Savings

Section nine: Approved purposes

Please provide a summary of your achievements across the whole of your project from start to finish.

Approved purposes summary	
Approved Purposes	Summary of what has been achieved
Renovation works: Repairs to chimneys, parapets and gutters, replace roofing slates coverings on Police Station, repair Court Room slate roof coverings, flat roof works on existing extensions, masonry repairs, window repairs	As per Section 1.
Refurbishment work: conversion of Police Station internally for public welcome area and THT volunteer space, works to Court Room for combined use as heritage interpretation, learning space and council chambers, works to lower ground cells for interpretation and displays	As per Section 1.
New construction work: extension at rear for provision of disabled access lift and toilet facilities to Court Room	As per Section 1.
Recruit post of Tavistock Heritage Development Officer to manage the delivery of the Guildhall Gateway Project Activity Plan, with support from a Learning and Participation consultant	As per Section 1.
Provide interpretative themes including: 1) Gateway to the WHS and Dartmoor mining landscape 2) Development of Tavistock - architecture and buildings 3) Policing and justice - personal stories and daily lives of the police and prisoners	As per Section 1.
Opportunities for formal and informal learning including; volunteering opportunities; skills development; a visitor information service; guided tours; a training programme for staff and volunteers; an art competition; family activity days; talks and lectures; an oral history project; work experience opportunities; apprenticeships and digital, written, auditory; person-to-person and participatory interpretation	As per Section 1.
Preservation of the courtroom in its original condition including an area designated as a Police and Magistrates' museum with displays and interpretation	As per Section 1.
Creation of a new 'one-stop-shop' for Council services, based within the Guildhall and managed by Tavistock Town Council	As per Section 1.

Section ten: Summary of total partnership funding raised

Summary of total partnership funding raised over the course of the project

Source of funding	Amount you expected	Amount you received	Comments	
Local authority	706,957	889,257	As per Kickstart application: Tavistock Town Council Original as per HLF Round 2 £706,957 Tavistock Town Council Uplift July 2019 £175,000 Tavistock Town Council Uplift Oct 2020 £7,300	Edit
Other fundraising	60,000	37,300	As per Kickstart application: Mining WHS £10,000 Devon County Council £7,500 WDBC Shop £16,800 THT contribution to website £3,000	Edit

The table below is auto populated based on the information submitted in previous progress reports and the information included in section 4 of this form. You can add comments at this point but not add extra rows.

Summary of total volunteer and non-cash contributions received during the project							
Date	Description of task	Task category	Number of volunteers	Number of Days	Total value of contribution (£)	Comments	
30/01/2020	Running the VIC. Note this is the total of all input from 1.10.19 - 30.1.20.	Skilled	32	8	38,400		Edit
30/01/2020	Other activity groups, e.g. research, oral history, learning. Note this is the total of all input from 1.10.19 - 30.1.20..	Skilled	15	5	11,250		Edit
30/01/2020	Courses and talks. Note this is the total of all input from 1.10.19 - 30.1.20.	Skilled	5	5	3,750		Edit
30/01/2020	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Note this is the total of all input from 1.10.19 - 30.1.20.	Professional	8	8	22,400		Edit
31/12/2020	Running the VIC & Pop Up Shop. Total input 22.11.20 - 31.12.20	Skilled	15	3	6,750		Edit
31/12/2020	Other activity groups, e.g. interpretation, research. Total input 22.11.20 - 31.12.20.	Skilled	12	1	1,800		Edit
31/12/2020	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Total input 22.11.20 - 31.12.20.	Professional	3	3	3,150		Edit
30/06/2019	Running the VIC. Note this is the total of all input from 1.4.19 - 30.6.19.	Skilled	33	4	19,800		Edit
30/06/2019	Delivering talks and tours. Note this is the total of all input from 1.4.19 - 30.6.19.	Skilled	7	2	2,100		Edit
30/06/2019	Volunteer groups, e.g. research, oral history, learning. Note this is the total of all input from 1.4.19 - 30.6.19.	Skilled	13	5	9,750		Edit
30/06/2019	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Note this is the total of all input from 1.4.19 - 30.6.19.	Professional	9	9	26,775		Edit
30/09/2019	Running the VIC. Note this is the total of all input from 1.7.19 - 30.9.19.	Skilled	40	6	36,000		Edit
30/09/2019	Volunteer groups, e.g. research, oral history, learning. Note this is the total of all input from 1.7.19 - 30.9.19.	Skilled	10	5	7,500		Edit
30/09/2019	Delivering talks and tours. Note this is the total of all input from 1.7.19 - 30.9.19.	Skilled	5	5	3,750		Edit
30/09/2019	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Note this is the total of all input from 1.7.19 - 30.9.19.	Professional	9	7	22,050		Edit

Date	Description of task	Task category	Number of volunteers	Number of Days	Total value of contribution (£)	Comments	
31/07/2020	Running the VIC. Note this is the total of all input from 1.2.20 - 31.7.20. The VIC was closed from mid-March to mid-July due to lockdown.	Skilled	30	4	15,750		Edit
23/03/2020	Delivery of schools/college activities - total activity up to lockdown.	Skilled	7	3	3,150		Edit
31/07/2020	Other activity groups, e.g. interpretation, research. Note this is the total of all input from 1.2.20 - 31.7.20.	Skilled	12	6	10,800		Edit
31/07/2020	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Note this is the total of all input from 1.2.20 - 31.7.20. Additional time this period reflects officer vacancy throughout.	Professional	7	20	49,000		Edit
31/10/2018	Running the VIC. Note this is the total of all input from 25.9.18 to 31.10.18	Skilled	20	3	7,500		Edit
31/10/2018	Trustee's running of the Trust and its activities in relation to the Guildhall Project. Note this is the total of all input from 25.9.18 to 31.10.18 - professional category.	Professional	5	3	5,425		Edit
31/10/2018	Trustee's running of the Trust and its activities in relation to the Guildhall Project. Note this is the total of all input from 25.9.18 to 31.10.18 - skilled category.	Skilled	5	3	2,250		Edit
31/10/2020	Running the VIC. Total input 1.8.20 - 31.10.20.	Skilled	30	4	18,000		Edit
31/10/2020	Other activity groups, e.g. interpretation, research. Total input 1.8.20 - 31.10.20.	Skilled	12	4	7,200		Edit
31/10/2020	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Total input 1.8.20 - 31.10.20. Time this period reflects officer vacancy until 5.10.20.	Professional	7	10	24,500		Edit
31/03/2019	Running the VIC. Note this is the total of all input from 1.2.19 - 31.3.19.	Skilled	30	2	9,000		Edit
31/03/2019	Delivering talks and tours. Note this includes training of new volunteers and is the total of all input from 1.2.19 - 31.3.19.	Skilled	5	2	1,125		Edit
31/03/2019	Volunteer groups, e.g. research, oral history.	Skilled	7	2	1,575		Edit
31/03/2019	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Note this is the total of all input from 1.2.19 - 31.3.19.	Professional	8	5	14,000		Edit
31/05/2021	Running the VIC. Total input 13.4.21 - 31.5.21.	Skilled	29	2	8,700		Edit

Date	Description of task	Task category	Number of volunteers	Number of Days	Total value of contribution (£)	Comments	
31/05/2021	Other activity groups, e.g. interpretation, learning/discovery, research, getting VIC ready for re-opening. Total input 1.1.21 - 31.5.21.	Skilled	20	2	6,000		Edit
31/05/2021	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Total input 1.1.21- 31.5.21.	Professional	5	10	17,500		Edit
31/01/2019	Running the VIC. Note this is the total of all input from 1.11.18 - 31.1.19.	Skilled	30	3	13,500		Edit
31/01/2019	Delivering guided tours. Note this is the total of all input from 1.11.18 - 31.1.19.	Skilled	1	2	225		Edit
31/01/2019	Training. Note this is the total of all input from 1.11.18 - 31.1.19.	Skilled	5	3	1,875		Edit
31/01/2019	Setting up volunteer groups. Note this is the total of all input from 1.11.18 - 31.1.19.	Skilled	2	1	150		Edit
31/01/2019	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Note this is the total of all input from 1.11.18 - 31.1.19.	Professional	12	5	21,000		Edit
10/12/2021	Running the VIC. Total input 1.6.21 - 10.12.21.	Skilled	30	7	31,500		Edit
10/12/2021	Guildhall Gallery Stewards. Total input 4.12.21- 10.12.21.	Skilled	10	1	1,500		Edit
10/12/2021	Preparing for opening of Guildhall e.g. stocking shop, steward induction and testing sessions.	Skilled	15	3	6,750		Edit
10/12/2021	Learning & discovery team. Total input 1.6.21 - 10.12.21.	Skilled	5	8	6,000		Edit
10/12/2021	Trustee's professional running of the Trust and its activities in relation to the Guildhall Project. Total input 1.6.21- 10.12.21.	Professional	4	15	21,000		Edit

Section eleven: Summary of recruitment during the project

The table is auto populated based on the information submitted in previous progress reports and section 6 of this form. You can edit this information at this point but not add extra rows.

Post	FTE	Duration	Date appointed	Will this post continue beyond the project?	
THT Development Officer			21/11/2018		Edit
Centre Manager	1		05/10/2020	Yes	Edit

Section twelve: Photographic records

Please send us photographs recording the stages and events of your project. In attaching any files or images you are agreeing that they are free of copyright constraints.

a) We have included photographs of the progress of our project

Yes

b) We have included a record of activities or events that we arranged

Yes

c) Material from our project is available on the internet

Yes

Website address

As previous.

Section thirteen: Funding acknowledgement and public relations

Please describe how you are acknowledging your National Lottery players, including all marketing, press releases and other public relations activities. Please provide information, including location, about any National Lottery Heritage Fund branding or signage and tell us if this is temporary or permanent.

Acknowledgement of NLHF funding has been included in all media releases, on TTC/THT websites, on leaflets and other publications, in social media and e-newsletters. Permanent acknowledgement is included on the project funder acknowledgement panel in the entrance of the Guildhall - see photo attached.

Section fourteen: Evaluation

Have you completed your evaluation report?

Yes

Submission

If there is any information you wish to share with us on the progress of your project that is not covered elsewhere in this form then please include this information below.

Please refer to the Evaluation Report for the photographic record of the project, and a record of project activities and events.

Please now attach the following supporting documents (if you have not already done so).

- Certificate of Practical Completion (mandatory for project that have undertaken capital works);
- Evaluation Report (mandatory);
- A record of activities or events that you have arranged (mandatory);
- Photographic record of your project (mandatory);
- Project invoices received during this reporting period (mandatory);
- Table of costs for amounts of less than £500 (mandatory if applicable);
- Recent bank statement or cheque or paying in slip (mandatory if your account details have changed during this reporting period);
- Proof of any new necessary statutory permissions or licences (mandatory if applicable);
- Proof of any new partnership funding (mandatory if applicable);
- Job descriptions (mandatory if applicable).

Attached documents

Number	Name
1	1041 Practical Completion Certificate 001.pdf
2	Copies of Invoices for Interim Claim 1.7.21-15.11.21.pdf
3	Copies of Invoices for Final Claim 16.11.21-3.12.21.pdf
4	Interim Schedule of Costs 1.7.21-15.11.21.xlsx
5	Final Claim Schedule of Costs 12.11.21-3.12.21 FINAL.xlsx
6	TGG Evaluation Report 131221 FINAL.pdf

When you have completed the form click the submit button below. You can view what you have entered by clicking the Create PDF button.

