

**Town Hall and Butchers' Hall
Manager's Report
January 2019**

Progress to Date:

Recruitment: In addition to our "full time" members of staff recruited under the Markets and Events team in December 2018 as part of the interim restructure, I am pleased to confirm we have also been building on our bank of casuals who primarily are required for functions. We now have a healthy list of casual staff that are available to work the events and functions we host which require an increase in staff resource, enabling our full time, employed members of staff to focus on the core of their respective job roles.

Whilst it was hoped the New Year would be the start of a more representative period of the interim restructure, we have faced challenges regarding staff absence and so remaining staff have been required to provide cover. That said new members of staff are learning their new roles well and I have confidence in their ability to achieve our overall objectives and goals.

Licensing/training: The MDO, Market Reeve and one Duty Officer will undertake a three day First Aid course week commencing 21st January, and the remaining Duty Officers and Administration Assistant will follow suit in February. Both courses have been arranged to be held in house in order to suit the current organisational needs.

The DPS has authorised the relevant members of staff who do not have a personal licence to make sales of alcohol from the Town Hall. This enables staff members to sell alcohol without the DPS/Personal Licence Holder being present thus allowing greater flexibility with our working pattern.

No licencing issues have arisen in the last month.

Processes: The MDO 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.

Town Hall Events: Bookings for 2019 and 2020 are being made, and include wedding ceremonies and receptions, the return of The Goosey Quilters as well as private functions such as birthday parties.

Looking ahead, the GM and MDO have met with the majority of the "regular" hirers such as Tavistock Folk Club and Jive in order to discuss how we proceed

with their respective bookings under the new schedule of charges. Whilst a resolution has not yet been agreed we are hopeful we will continue to host such bookings and will report back in greater detail in our next report.

The Markets & Events Team proposed our first drinks package to two forthcoming hirers who have included it within their booking, as an alternative to corkage. The introduction of our drinks package has so far proven to be a successful alternative option to corkage.

Butchers' Hall Events: Following the success of the Christmas Markets in December Butchers' Hall has recently taken on a further 7 bookings.

It is anticipated the Tavistock Arts Market will commence Saturday 2nd March 2019 due to a flurry of interest to bring the Market forward (historically ran April/May to December).

Interest and demand for Butchers' Hall continues to grow, with a healthy number of diverse enquiries being received on a regular basis. By having overall sight of the Town Hall as well as the Butchers' Hall, we are able to offer potential hirers a choice between the two venues which so far have worked well and has increased our overall offer to the general public.

**REBECCA HADFIELD
MARKET DEVELOPMENT OFFICER
JANUARY 2019**