

**TAVISTOCK TOWN COUNCIL**  
**TOWN HALL AND EVENTS MANAGEMENT REPORT**  
**4<sup>th</sup> December 2020**

***1. Town Hall***

The Town Hall & Events Manager continues to manage the Works Department with the General Manager whilst managing the Town Hall, Butchers' Hall and Market and Events Officers.

In view of the negative impact of the ongoing COVID19 crisis and following careful consideration and discussion, it is proposed the Town Hall closure will be extended from end of March 2021 until the end of July 2021 and therefore no new bookings will be taken during this period. All hirers who have a booking scheduled during this period will be contacted to advise accordingly and discuss postponement, options around alternative venues or cancellation & refund of their respective booking. The Council will review the position in March when there is greater clarity specific to COVID19 mitigations that will need to be considered leading into the new financial year, along with a clearer understanding of the Council's overall financial standing at year end. Town Hall bookings for July 2021 onwards will be taken however deposits will not be taken until Council have reviewed the situation in March.

The Market and Events staffing resource remains primarily focused on supporting the market activities in the Pannier Market, Butchers' Hall and Bedford Square with flexibility to provide support to the Works Department when needed as well as maintain the Town Hall.

Repair work to the roof which has localised water leaks above the Mayors Parlor and Office have been scheduled for completion by end of March 2021.

The Works Department continue to inspect and clear the Town Hall gutters and downpipes on a regular basis to ensure clear flow of rainwater and no further blockages in other areas identified as having issues during long periods of poor weather conditions.

Initial repair works to the Town Hall Boiler have proved unsuccessful in resolving the fault and so further work has been commissioned which includes replacing the Controller. This work is scheduled to be completed by the New Year. The Controller specified to be installed has future compatibility to any plant changes which may be required in the coming years and can be easily reprogrammed. Investigations are on going to identify whether the cause of failure might be linked to unrelated works in the vicinity.

The Town Hall contract with the supplier who provides the bar gas cylinders has been reduced in order to provide a cost saving and will be reviewed at the New Year as to whether to end the contract completely. This was not a feasible option previously due to the uncertainty of when the Town Hall bar would re open. PPL PRS have been notified on the Town Hall closure which will result in a refund at the end of the financial year.

Tavistock Town Council received thanks for lighting up the Town Hall and Drakes Statue yet again this year in order to support the Pancreatic Cancer Awareness campaign.

***2. Butchers' Hall***

During the period of enforced closure due to the second national Lockdown in November where Butchers' Hall was unable to operate as a themed markets and events venue, Tavistock Town Council worked in partnership with Tavistock BID to provide a Click and Collect Service. This service supported the local economy by

enabling the high street retailers to remain “open for businesses” through the sale of goods via online and telesales being collected from the rear of Butchers’ Hall. This service operated over a course of twelve days.

In addition to the Click and Collect Service, the essential trading market hub was located in Butchers’ Hall and ran on selected dates over the course of three weeks. This service provided market traders who fell under essential trading category the opportunity to trade as well as supported the general public in being able to purchase their essential items.

Butchers’ Hall has received 28 external confirmed bookings for 2021 and has 4 provisional bookings which are in discussion. The Town Hall and Events Manager will schedule the dates for the TTC in house markets which will be in the region of a further 40 bookings for 2021.

The second national lockdown ended early December and Butchers’ Hall was able to re open on Wednesday 2<sup>nd</sup> December for the Cards for Good Causes Charity Christmas Card Pop up Shop (external booking). This booking is scheduled to run on selected dates throughout December as is the TTC in house Butchers’ Hall Christmas Markets which have been organised for a third year due to the positive feedback received from exhibitors and public.

Due to budget savings, advertisement of our in house markets is focused to social media posts and promotional banners and posters.

Further to the schedule of Butchers’ Hall markets detailed within the October report, there is an additional TTC in house Butchers’ Hall Christmas Market on Sunday 13<sup>th</sup> December following the cancellation of a booking from an external hirer. Butchers’ Hall is open everyday from Wednesday 2<sup>nd</sup> December until Wednesday 23<sup>rd</sup> December.

Processes and procedures continue to be reviewed in line with the latest Government Guidance pertaining to COVID19 safety measures.

Butchers’ Hall continues to suffer from water ingress which has a negative impact on the bookings organised and TTC’s reputation. Please see the General managers report.

### ***3. Staffing***

Over the festive period we have allowed for an additional casual worker resource to elevate the anticipated pressures, this spend falls within budget parameters.

### ***4. Works Department***

The scheduled installation of the town’s Christmas Lights has been completed with some remedial repairs required ad hoc to certain areas due to the age and deterioration of the lights. As previously stated there was no official ceremony for the switching on of the Christmas lights. In the New Year a full audit of the TTC Christmas lights is to take place in order to gain an understanding of which beyond economically repair so preparations can be made in advance for 2021.

The Trees of Light were completed earlier than scheduled with thanks to RM Builders for providing the haulage and SW Lakes Trust for donation the trees to Tavistock Lions. In addition to the three Tavistock Lions Trees of Light Tavistock Town Council delivered and erected Christmas trees for the Sensory Garden and Tavistock BID.

Whilst quotes were obtained for the replacement street light in the meadows which was vandalised, upon reflection and further inspection repair work to the damaged street light has been completed in house by the Works Department and by a local steel fabricator which has generated significant cost savings. The street light will be re installed by the end of 2020.

In order to help combat the continuous acts of vandalism in the skate park, the floodlight timer has been amended to go off at the earlier time of 5pm. This has resulted in a significant decrease in issues and police logs. The path through Bensons Meadows remains lit by the street columns.

Outside areas have received their final cut before winter with work now focused on tasks such as tree work and hedge maintenance.

The cemetery continues to receive regular interments, more than in previous years for the time of year however to the best of our knowledge no deaths have been COVID19.

The General Manager and Town Hall and Events Manager continue to hold weekly team meetings with the Works Department.

The General Manager and Town Hall and Events Manager would like to thank the Works Department for working tirelessly to install the Christmas lights and erect the Christmas trees in what was on occasion appalling weather conditions.

Following a submitted proposal Tavistock Town Council working in partnership with Tavistock BID have been awarded funding from the Reopening of the High Street Safely grant. The EDRF funding will provide support to the town to open safely in the form of High Street Ambassadors throughout the festive period and until the end of the financial year. The Town Hall and Events Manager is currently co coordinating the funding and ambassadors with Tavistock BID and WDBC with the view of the Ambassador role starting week commencing 7<sup>th</sup> December.

**REBECCA ROWE**  
**TOWN HALL AND EVENTS MANAGER**  
**DECEMBER 2020**