

**TAVISTOCK TOWN COUNCIL
TOWN HALL AND EVENTS MANAGEMENT REPORT
9th April 2021**

1. Town Hall

The Town Hall & Events Manager continues to manage the Works Department with the General Manager whilst managing the Town Hall and Butchers' Hall as well as the Market and Events Officers. In view of the negative impact of the ongoing COVID19 crisis and following careful consideration and discussion, the Town Hall closure has been extended until the end of July 2021, therefore there are no new bookings to be reported for this period.

Following the latest Government update pertaining to the roadmap and easing of the national lockdown it is anticipated the Town Hall will re open August 2021, subject to staff resource. As capacity and safety allows the Town Hall & Events Manager will investigate the feasibility of hosting bar led functions which have been identified as high risk type bookings as well as research and implement the various measures required for the Town Hall to be able to re open safely for both hirers as well as staff.

The Town Council were pleased to be asked to be part of the first National Day of Reflection led by the Marie Curie Charity on 23rd March. The Town Hall joined the nation in shining a light in memory of those who have passed away and in support of those who are grieving their loss by illuminating the windows in yellow.

We have successfully recruited two Market and Event Assistants as well as a Cleaner /Caretaker for the Town Hall and Markets Department. One Market and Events Assistant remains on long term sick leave. We are pleased to confirm the Administrative Assistant will return from Maternity Leave in May. With non essential retail scheduled to re open from week commencing 12th April, the Market and Events staffing resource has been focused on opening arrangements including deep cleans of the Pannier Market and Butchers' Hall as well maintenance and cosmetic improvements to the market surround.

Repair work to the roof which has localised water leaks above the Mayors Parlor, Office and North entrance have been scheduled for completion by end of May 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. The Works Department have started the high elevation deep clean in the Main Hall which was in desperate need of attention.

The Town Hall closing bar audit for the 2020-2021-year end has been completed. As previously reported, unfortunately due to the pandemic / enforced closure there has been a significant amount of wastage of stock. Current stock levels in respect of spirits and wine are valued at approximately £3,500.

The annual lift inspection has been undertaken by the Council's insurers of which certain issues were identified specifically pertaining to one of the North entrance stair lifts and the side ground floor door of which we are currently investigating. The Five year fixed installation inspection has been completed with significant improvements required in order to be compliant with the latest regulations. Works to be undertaken in April / May.

Butchers' Hall

Butchers' Hall will re open in line with the non essential retail industry week commencing 12th April and will host its first booking of the year (a Miss Ivy Events Themed Market) on Saturday 17th April. The Town Hall and Events Manager has undertaken a review of COVID19 safety measures in respect of the delivery of Butchers' Hall and a meeting has taken place with new staff members to explain the relevant procedures and processes which must be adhered to.

We are pleased to be in discussion with a former regular hirer of Butchers' Hall who would like to hire again on a weekly basis from May onwards (subject to Government guidance). Butchers' Hall has been chosen by WDBC as one of the venues for the May 6th elections. In regard to the ongoing water ingress issues, the principal contractor is currently on site undertaking the necessary repair work which is anticipated to be completed by the end of May.

The Moor Otter Arts Trail previously reported on has been delayed to May, with the date of delivery yet to be confirmed.

Conscious of advertisement spend, new promotional banners and posters have been commissioned advertising Butchers' Hall and the Town Hall which are a cost effective, successful advertisement medium for advertising in house events and venues.

4. Works Department

Commonwealth War Graves Commission signage will be placed within the Plymouth Road Cemetery. The signage indicates that there are Commonwealth War Graves contained within the cemetery/burial ground. The cemetery continues to receive regular interments, however to the best of our knowledge no deaths have been COVID19 related. By comparison 2020-2021 has received fewer burials than the same period 2018-2019 and there is only a marginal increase in burials from 2019-2020.

An inflatable fun fair has provisionally booked the Meadows for a period in July, subject to COVID19 Government restrictions and public Health Safety as well as TTC terms and Conditions pertaining to power supply, ground reinstatement etc. Two memorial bench applications have been made generating an anticipated income in the region of £1300.

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

The online "awareness" training courses rolled out in 2020 to staff have now all been successfully completed by each member of the Works Department (and Market and Events team). Further more in depth training has been identified for the Works Department specific to Cherry Picker work, leadership, property maintenance, tree identification and grounds maintenance. In addition, refresher courses are required in respect of First Aid and Chapter 8 however due to the ongoing pandemic these courses will be put on hold until it is safe for staff to undertake.

The TTC Cherry Picker has received numerous enquiries to hire of late, of which one booking has been confirmed and another has been provisionally booked generating an income in the region of £300. Further to previous reports pertaining to Management sourcing a new Cherry Picker which is able to support the Councils' needs better, the identified model was hired on a day's basis to undertake necessary property maintenance work as well as test the suitability for the Works Department. Unfortunately, the hired Cherry Picker is not suitable for our needs however the hire enabled Officers to identify an alternative make and model and so further research into costs etc. will be undertaken.

Extensive grounds maintenance to the Town Council's respective cemeteries has been undertaken and include tree work, binding of the yew trees and clearing of brash. The grass cutting season has commenced with the Meadows having now received its first cut of the year with the other outside areas to follow. The depot will work from a grass cutting schedule to ensure effective and efficient working throughout the coming months.

Repairs to the bandstand ceiling following numerous acts of vandalism have been completed as well as final repairs to the vandalised street light in the Skate Park which is now in operation once again.

In addition to required tree work in the Meadows and Courtland's Play park, the Depot have undertaken various property maintenance works as well as started the deep clean of the higher elevations in The Town Hall.

Looking ahead the schedule of works for the Works Department include external maintenance repairs to the rear of Duke Street as well as a Market Road property, play park repairs, grounds maintenance and redecoration to the Town Hall.

Partnership working continues with WDBC & Tavistock BID regarding the Safe Re Opening of the High Street project which includes town branding, advertisement, safety signage, additional hand sanitiser stations, installation of decorative planters to create queuing systems as well as widening of pavements in identified risk areas to allow space for pedestrians to use the high street safely. The ERDF Reopening of the High Street Safely grant has been used to purchase the additional infrastructure.

The Town Council has been contracted by Tavistock BID in relation to the installation and delivery of the town hanging baskets of which the Town Hall and Events Manager

has been working closely with the BID Manager to ensure successful and time efficient delivery. The hanging baskets will be installed shortly after delivery, anticipated May.

Unfortunately, the anti social behaviour in the Meadows reported on in previous reports has intensified with other locations such as the Meadows children's play area, The Sensory Garden and Bannawell Street Park receiving acts of vandalism. In addition, there has been a vast increase in the amount of litter being left throughout the Meadows, on one occasion the Works Depot collected seventeen full bags of discarded litter from one afternoon / evening in addition to the daily refuse collection from the Council bins. Suspected underage drinking in the Skate Park area remains a concern, with multiple cans and smashed bottles left each evening.

Officers are liaising with the Police who have confirmed they are to increase their patrols throughout the day and evening. The Town Hall and Events Management is currently undertaking enquiries regarding the feasibility of a Public Spaces Protection Order in the Meadows and the Town Clerk will also raise the matter with the Headmaster of Tavistock College.

Regarding Goose Fair 2021, a decision has not yet been made as to whether this year's event will take place due to the ongoing uncertainty surrounding the pandemic and easing of restrictions. However due to the extensive planning required to deliver the event, the Town Hall and Events Manager has started preparations by undertaking a full review of previous arrangements and policy documents. As advised in 2020, the Management team who organise Goose Fair intended to use the cancellation as an opportunity to look at how the event could be revitalised, in order to be able to deliver a diverse and vibrant event in the future, to encourage new and existing exhibitors to return as well as welcome visitors from far and wide.

Part of the review has identified the need for a more detailed application process from exhibitors as well as a clearer criteria and a cap on the types of exhibitors welcomed each year. The Town Hall and Events Manager has therefore written to Exhibitors to inform them they need to re apply for this year's event (should it proceed), as well as to advise the layout of the event is being reviewed specific to COVID19 to ensure there is an increase in open spaces to aid with social distancing.

In addition, a review of the Exhibitor trading terms and conditions has been undertaken and documentation has been updated where applicable as well as introducing new policy documents pertaining to sustainability and exhibitor information, all of which are now available on the Town Council website. The use of Market Road which historically has had the perception of attracting less footfall will be assessed as well as the use of the Guildhall Car Park.

**REBECCA ROWE
TOWN HALL AND EVENTS MANAGER
APRIL 2021**