

Head of Service Report to Leisure & Information Services Committee, 9th June 2020



I. FINANCE

I.1 PROFIT & LOSS (AGENDA ITEM 9a) - After comprehensively reviewing the Tier 1, 2, 3 & 4 contracts, the Commercial Officer and I have made an informed decision to give notice to the two Tier 4 schools. We will now continue to review our costings to ensure that Tier 3 is making a positive contribution to the Town Councils central finances from September 2020.

I.2 Management Accounts – End of Year 2019/2020 (AGENDA ITEM 9b)

LEISURE SERVICES	Actual	Budget	Variance
Gross Expenditure	£1,141,919	£1,871,284	£729,365
Income	£956,082	£1,678,912	£722,830
Net Expenditure	£185,837	£192,372	£6,535

In addition, we have allocated Earmarked Reserves of £11,349 which is the remaining balance of the S106 funds for the refurbishment of the tennis courts in the Park, which has been allocated at the end of the financial year to the MUGA refurbishment project which will also receive grant funding from the Area Board, Selwood Housing and Sport England. We have also received the S106 funding from Wiltshire Council for the Doric Park 3G-ATP and the unspent amount carried forward is £452,229. The balance £11,853 of S106 funding from Newland Homes at Bradley Road/Wiltshire Drive for Woodmarsh is carried forward for use by the tenants at Woodmarsh, Trowbridge Town Football Club.

Active Trowbridge – Our operations achieved a better than budget end of year result of £10,277

I would like to thank the whole team for their hard work to achieve a good financial result and in particular to Aaron Seviour, Commercial Officer for ensuring we controlled costs in relation to our income levels.

INFORMATION SERVICES	Actual	Budget	Variance
Gross Expenditure	£182,155	£193,372	£11,217
Income	£22,213	£44,767	£22,554
Net Expenditure	£159,942	£148,605	£11,337

Information Services ended the year worse than budget, which was due to the loss of the rail ticket income, following Wiltshire Council's decision to contract out their requirements to another service provider and the move to e-tickets.

MAYOR	Actual	Budget	Variance
Gross Expenditure	£14,118	£16,300	£2,182
Income	£3,471	£4,500	£1,029
Net Expenditure	£10,647	£11,800	£1,153

The Mayor's budget, which is managed by the Customer Services Manager was better than budget, mainly due to the Mayor limiting any expenses claims.

FACILITIES	Actual	Budget	Variance
Gross Expenditure	£681,220	£628,486	£52,734
Income	£20,270	£27,737	£7,467
Net Expenditure	£660,950	£600,749	£60,201

The Facilities Budget was worse than budget but includes a contribution to Earmarked reserves for replacement heating and ventilation equipment of £64,645. The loan balance, as yet unspent, for the Park Storage Unit is £233,247

1.2.1 Grants – we have either received or been awarded grants for the MUGAs, which will be managed through Neighbourhood Services and for the Active festival which we hope will be deferred to next year.

Grant secured	Funder	Date funds expected	Date project commences
£90k	Sport England – MUGA Project –Studley, Chapman’s, Seymour Hard Courts	2020/2021	TBC
£5K	Selwood Housing towards Longfield MUGA	2020/2021	TBC
£20k	Area Board towards Longfield MUGA	Received	TBC
£1k	Japan Society for Active Festival – Tokyo Olympics	2020	Deferred to July 2021
£2,200K	Wiltshire and Swindon Sports Partnership	Received	TBC

2. LEISURE SERVICES

ACTIVE TROWBRIDGE - Town Council Strategy 2017-2021 says....

Trowbridge Town Council will continue the free, community summer road-show and an annual Active Festival in the Park as well as paid for; regular sports coaching with schools and holiday fun-days.

Hayley Bell (HB) Head of Service - Leisure & Facilities - Hayley is responsible for the Department, including all leisure and health delivery, leisure facilities, grants and community services and working with key partners to promote and develop a healthy community. Hayley also works with the Customer Service Manager and other managers on the town council’s branding and publicity. Hayley was furloughed and returned to work on 1st June.

2.1 STAFF – The Active Team have been furloughed since the 1st April 2020 and are currently furloughed until the 30th June, this may be extended after review in the coming weeks. Chelsey M was not furloughed until the 1st May as she was contracted to Studley Green school to coach 4 hours per day, this was then pulled due to the furlough scheme. Aaron Seviour has not been furloughed and has continued to oversee the community delivery project alongside Aby and Karl. Aaron has also been in regular contact with schools to liaise with them over a September start for schools coaching. Other day to day jobs have included weekly welfare video calls with all staff individually, forecasting term 1&2 budgets and planning a new socially distant camp for the summer or October half terms. Social media has also been regularly updated in Hayley’s absence. Sports Coaches, Sammie Dicks and Sam Fuller, are leaving on 30th June.

2.2 ENVIRONMENTAL - Active Trowbridge is working on the Town Council’s Climate Emergency status and its planned Carbon Reduction Strategy.

- **Ensure we walk to any coaching sessions which are able to**
- **All marketing will now be on recycled paper**
- **Ensure all computers are turned off when not in use**
- **Add plants to the office**
- **Doric Park - Application for Solar Panels and Charge points**
- **Active Festival - Traders to us less plastic and compost toilets.**

2.3 YOUNG PEOPLE’S SERVICES – Town Council Strategy 2017-2021 says

Trowbridge Town Council will continue to support TF (Trowbridge Future) to provide youth work and activities and to develop additional services and facilities for young people and will work with TF and others to develop a longer-term approach to the commissioning of youth services from Wiltshire Council.

2.3.1 Trowbridge Future (TF) (information circulated). TF work with partners to address priorities in the Joint Strategic Assessment most deprived communities (Studley Green, Seymour/Adcroft & Longfield). TF receives a grant from the council, utilises the Cabin at Seymour and operates the Shires Community Hub.

The logo for Trowbridge Future, featuring the words 'Trowbridge' and 'Future' in a stylized, handwritten font. 'Trowbridge' is in blue and 'Future' is in orange.

Councillors wishing to use the Hub for surgeries should contact zoe@trowbridgefuture.org.uk. Hayley has visited all sessions to discuss the services with the team and to see how the services have developed over the last year. Hayley is the Designated Safeguarding Officer and am in the process of reviewing all policies and procedures. TF are currently applying to install a Cabin at Studley Green. TF activities have been cancelled during the crisis and most staff have been furloughed from May.

2.3.2 David Baker Foundation - The Go Fish newsletter is regularly circulated to councillors.

2.4 LEISURE & HEALTH PROJECTS

DEVELOPMENT OF NEW SPORTS FACILITIES Town Council Strategy 2017-2021 says....

Trowbridge Town Council will support and if necessary be actively involved in:

a. Provision of an all-weather pitch at Doric Park in conjunction with national sports funders and other organisations.

b. Development of the Health & Well-being Centre by Wiltshire Council in the town centre.

2.4.1 Doric Park – We are progressing with the development a 3G Artificial Grass Pitch, new pavilion, coaching and education rooms, training gym and a new access road and additional parking. The application was registered on the 3/12/2019, awaiting a decision, delayed due to the issues around bats. Trowbridge Rugby Club have been proactive in discussions with me and we are working closely together towards the project and working to provide facilities which benefit the town. The Football Foundation has attended a meeting with me and the Town Clerk to discuss the project in finer detail. Once we have received planning permission and approval from the Rugby Club we will be able finalise our application to the Football Foundation for a grant of up to £500,000. We now estimate that construction will take place in 2021.

2.4.2 Trowbridge Town Park Facilities – The Tennis Courts and MUGA (Multi Use Games Area) were closed during April and reopened during May following changes to the restrictions. They are available to annual pass and one-off court bookings via the website. There have been regular daily bookings since they reopened and are proving a popular facility for those undertaking daily exercise. Ron Marshall from Westbourne Tennis club and I are working on a comprehensive Tennis development plan to increase participation and membership.

2.4.3 Splash Pad – Officers have been reconsidering the possibility of installing a splash pad in Trowbridge Town Park, various options are being considered and grant funding is being researched.

2.4.4 Neighbourhood Facilities - We have been successful with a £90k grant from Sport England for the refurbishment of the Multi-Use Games Areas (MUGAS) in four locations across Trowbridge; Longfield, The Grove, Studley Green and Seymour and a £5k contribution from Selwood Housing. We have also now received a £20k grant from the Area Board towards this project. We also have £11,349 Earmarked reserve from unspent S106 funding for this project, so have a total of over £126k. I am working in partnership with WC and Wiltshire FA to explore small sided grants.

2.4.5 Healthier Communities Project – Wiltshire Council's Sport Development team have adapted key programmes and delivery methods, as well as introducing new schemes of work, to help keep residents physically and mentally active in the current circumstances. As part of Wiltshire Council's wider COVID-19 response, an Active Communities sub cell has been created to develop engagement opportunities for residents to be active, social and connected through sport, physical activity, leisure, arts, heritage and libraries.

To date, none of Wiltshire Council's Sports Development team have been furloughed or redeployed and, as an externally funded post, the Healthier Communities coordinator will not be furloughed. While face to face delivery of the Healthier Communities project has had to stop for the time being, they have been able to continue to engage our target audience in physical activity using virtual sessions and activity packs developed specifically to meet the needs of lower socio-economic groups and/or individuals who are inactive. The information for online classes and activity packs, as well as further resources, can be found at <http://www.wiltshire.gov.uk/leisure-active-communities>.

Wiltshire Council have been in regular contact with Sport England, who have indicated that organisations funded through the Tackling Inactivity and Economic Disadvantage programme can use their investment flexibly given the current situation and that this flexibility also extends to performance targets and delivery timescales



ACTIVE TROWBRIDGE – Town Council Strategy says

Trowbridge Town Council will continue the free, community summer road-show and an annual Active Festival in the Park as well as paid for; regular sports coaching with schools and holiday fun-days.

2.5 Active Festival The 2020 Festival has been cancelled and we are hopeful that we will be able to organise a 2021 festival expected date 10th July 2021. We had been awarded a grant from the Japan society towards the festival in celebration of the Tokyo Olympic Games.

2.6 Summer Roadshows – The roadshows have been suspended until next year due to Covid-19.

2.6.1 Free Roadshows – The free roadshows have also been suspended this summer. We would have been delivering the following:

Mondays – Grove Playing Field

Wednesdays – Paid Roadshow Civic Centre (11.00 – 3.00) – also provided a wet day solution

Friday – Paxcroft Mead Playing Fields

Saturday – Paid Roadshow Trowbridge Park - from 11.00 – 3.00pm

3. COMMERCIAL

Aaron Seviour has been working for the last two months with all contracts to have a clearer picture of what our schools' provisions will look like come September. All current schools in tier 1 & 2 (Trowbridge and surrounding areas) have all loosely confirmed that they will be looking at continuing with their current provision and will sign yearly contracts. This is great news especially considering the current situation. Aaron has slowly been working with clients outside the schools to also confirm other sources of income for the Leisure department.

3.1 Kids Camp – The Kids Camp and all camps are currently postponed this summer, this is due to no new guidelines from the government or OFSTED on how to safely deliver sporting sessions to larger groups of children. If this changes, we would look at what we could provide come August. Aaron has been speaking to John of Gaunt business manager who has confirmed October is more of a likely return for us to use the school site.

3.1.1 Kids Camp – Southwick - 2020 will again see us delivering Kids Camps on Teacher Training days for Southwick School, which supports the needs of working parents.

3.1.2 Siemens – This has been cancelled and will be until next year.

3.1.3 Sports Roadshows – Cancelled due to Covid – 19. Our partnership with Melksham Town Council was increasing and we had confirmed an agreement with them for 2020/21 to provide paid Sports Roadshows on all school holidays on a Tuesday and Thursday. The Melksham Town Clerk said "it's a service you should be proud of and lucky to have". This project is not being subsidised by Trowbridge Residents. We are now in discussions for moving the service delivery to 2021/ 2022

3.1.4 Tier 3 & 4 Contracts – Since the turn of the new financial year and with staff leaving etc. we have decided to end our contracts with both our tier 4 schools, the notices have both been sent and acknowledged by the schools. With regard to our tier 3 schools I have been looking very closely at them all and will be making a decision to pull a few more contracts in these schools to help with the planning of the September timetable. These decisions will be made with thorough examination of not only profitability but also understanding school clusters and working partnerships.

4. LEISURE ADMINISTRATION

Christina Connor, Leisure Services Administrator, is responsible for all aspects of administration within the department, bookings for sports roadshows, holiday activities, minibuses, invoicing, recording of financial phasing, update social media pages for the department and the departments web pages.

Christina has been furloughed since the beginning of April.

5. FACILITIES

Karl Buckingham (KB) FACILITIES MANAGER - Karl is responsible for ensuring that buildings and their services meet the needs of the public and staff that use them. Including services such as M&E, Cleaning, ICT, Fleet Vehicles, Security services and the council's insurances, procurement processes and local council risk scheme. Karl is also lead officer for the Council's declaration of a climate change emergency and will work with all departments.

5.1 Civic Centre Building

5.1.1 ASHP – The works to replace and improve the ASHP is still assumed to be included in this year's budget. I have asked the M&E contractor to keep me updated with regards to when work could start through this period as disruption to workers in the Civic would be minimal while they are working from home or on Furlough. It would be an ideal time for this work to take place while the building is closed.

5.1.2 Accessible Toilet - I am currently looking at the possibility of the Accessible toilet located by the main toilets being moved to the identical space being taken up by an unused cleaner store opposite. All the Civil works are in place already. The intention to move the toilet would allow the original space to be blocked/isolated from access inside the Civic and a suitable external access door installed along with the correct toilet facilities to accommodate a public toilet facility to the users of the park.

5.2 ENVIRONMENTAL

In accordance with the town council's declaration of a Climate Emergency and its proposal to develop a Carbon Neutral Strategy, the Leisure & Information Services department is considering ways to reduce our carbon footprint across its services and assets.

- The Civic Centre currently has an EPC and DEC rating of B at 48 points, 2 points away of becoming a rating of C. A report is available from the Facilities Manager upon request, as well as viewing any non-domestic property [online](#).
- Improvements to the venues rating can be achievable by carrying out upgrades to:
 - Lighting
 - Solar screening south facing windows
 - Adding further controls to the HVAC systems
 - Increasing our PV installation
 - Wind Turbines could also be considered, however Wiltshire Council do not have these in their policy and would therefore reject any application. Wiltshire is the only county not to have a policy to have Wind Turbines as a source of renewable energy!
 - Continue to seek quotations to replace any halogen light fittings with a view of phasing upgrades over the course of the next 5 years.

Whilst these upgrades will provide improvements to the building rating and also improve the carbon impact the building has, we have to consider the impact on the budget for these upgrades along with the payback length and to also factor in the environmental impact on any production of new lighting and recycling of old.

5.3 Longfield Community Centre

5.3.1 Car Park lighting – to LCC car park has been repaired with LED upgrades to provide better coverage and light levels at night to users of the centre. This work was done before Covid19.

5.3.2 Roof - During the next financial year will require roofing works and decoration to the exterior of the property.

5.3.3 Longfield Hardcourts - Upgrade – The Area Board grant was successful to allow for a refurbishment of the court. Lighting and new fencing

5.3.4 Service Charges – Whilst the buildings are closed we have minimised service contracts where the SLA's allow us to. RJC Cleaning & Southwest Hygiene have both been accommodating and will reduce charges.

5.4 INFORMATION TECHNOLOGY UPGRADE (AGENDA ITEM) – This unusual period has tested our infrastructure in times of need, the IT infrastructure for remote working was always a little ‘behind the times’ and I have now received a proposal from our supplier Oakford to move to a permanent ‘Cloud Based’ set-up. This will improve the experience in the offices and will dramatically improve the remote working capabilities. Currently the staff remote working will experience slower connection and unreliable connections when the demand is greater than 10 users. The proposal is as follows:

Move our servers to the cloud and upgrade the download of our broadband to improve home and remote working, leaving our Paxton (Door Access Control) system as this is not tested in the cloud. We would need to organise a 5-yr agreement for the discounts to be applied and deduct the cost we are charged by the leasing company for our servers, to minimise the costs under the existing contract. See below the proposed payment structure from Oakford –

Year 1 & 2 – Increase in cost of £197 per month.

Year 3, 4 & 5 – The Grenke lease of £1665pcm for all our existing screens and servers etc. would be finished by this point. New total of £794 per month for fully hosted cloud IT system assuming we don’t need to purchase any new clients or phones. Therefore a saving of £871 pcm.

Oakford have done a great job of trying to align the costs as much as possible to our current monthly budget and minimise extra expenditure in years 1 & 2. For this work to be done would however require a project cost as per below:

Upgrade/Migration Cost (One Off) - £2,600 ex VAT

The benefits this will provide our users are:

- Phone system hosted away from the office. This will negate the need for a dedicated VoIP broadband line, saving money in the future and improving the quality/stability of the phones at all times. (We have struggled with calls to the vulnerable because of the quality currently experienced.)
- The remote users will not be forced down our poor 13mb upload speed at the Civic centre, instead they will use the much larger upload pipe of the new datacentre (approx 10gb). Meaning faster and more stable connections from home.
- The Internet browsing and downloads conducted inside the remote session will be much faster than the offices.
- We will have the ability to increase resources on demand such as RAM, storage and CPU power.
- It represents the future of IT but here a lot sooner to meet the demands of the current situation.
- With the broadband upgrade at the Civic Centre we will also find the users in the office do not notice much of a difference when and if everyone returns to work in the office with the new set-up. The download speed will increase with the upgrade and the thin clients (work screens) are reliant on the download speed to access the system. The thin client servers need to be on the end of a good upload speed to reciprocate this communication with the thin client. The available upload speed to the thin client servers will be dramatically improved by moving to the cloud.
- We will also roll-out the implementation of councillor e-mail addresses following this upgrade.

Over the five years this will cost £24,028 less than continuing the current annual costs. This can be used to fund additional equipment to support home working, councillors or can be used as a saving. bBy rolling this into a 5-yr agreement Oakford are able to accommodate the remaining payments for our servers and reduce the upfront cost of the migration to make it affordable for us to complete. They could complete the migration in a few days, so disruption would be minimal. Oakford will align all the costs so that we can go out to tender at the end of the new agreement.

RECOMMENDATION – To approve the proposal from Oakford for an extension of the existing Information technology support contracts and migration from server based to Cloud based IT for an initial up-front one off cost of £2,600 and some additional year-1 and year-2 costs (£197 pcm), resulting in medium term savings from year-3 and the option to invest in additional equipment to support staff and councillors.

5.5 Studley Green Community Centre & Lambrok Changing Rooms

5.5.1 SGCC – There is still a demand from the trustees to have the water services separated between the Centre and Sports courts. I am being asked to revisit this again where costs are likely to be in their 10's of thousands of pounds. I also expect the costs for the community centre to be higher than they currently pay under the percentage deal. Once there is more flexibility to meet contractors on sites such as SGCC I will arrange for further quotes. Councillors can then determine whether they wish to proceed. If the separation was completed then we would require the Utilities to be procured by those groups, paid directly by those groups. They may lose preferential rates with suppliers not being part of a 'bulk' tender.

5.5.2 Studley Hardcourts - Upgrade – These hardcourts are included in the Sport England bid to provide a full refurbishment of surface, fencing and lighting. We are awaiting information from a consultant for this project.

5.5.3 Lambrok – we have been informed by Trowbridge Wanderers of a broken window in the changing rooms.

5.6 Seymour Cabin - NTR

5.7 Energy Supplier – Our supply to all buildings is now 100% renewable sourced! Opus Energy are supplying both Electricity & Gas. This was one of the 6 targets of the council's aims to become green.

5.8 Council Insurance – I will be speaking with our consultant in June regards to the annual renewal of our company insurance. There will be some changes to accommodate the museum expansion, park storage unit, and also requests from Neighbourhoods services to cover the felling of large trees should we need to, at present we only have insurance for felling of trees no taller than 5 metres and a trunk no wider than 15cm. I also expect there to be additional clauses related to Covid-19. The policy renews in August.

5.8.1 Employee Liability Claim – No update.

5.8.2 Motor Incident – A Claim has been made for a small incident where the driver of the grounds vehicle reversed into another car when dropping off prescription. The matter is being dealt with by our insurance brokers.

5.9 Bus Shelters - NTR

5.10 Town Centre CCTV – No update

5.11 Woodmarsh - Trowbridge Town Football Club - a site visit has been completed to investigate the issues with the culvert around the site. The Neighbourhoods Officer and I are working with the club to resolve the issues.

5.12 Projects

5.12.1 Park Storage Unit Project and Associated Landscaping

Rigg have started the works on site, from 18th May they were cleared to return to site following Covid rules. At time of writing the report they have already dug the foundations. They have identified the main power to the bandstand runs under the foundation, we will need to ask SSE to move this but they can work around this by laying the concrete around for now. The owners of the post office Cushman & Wakefield are also seeking proof of ownership of the wall that we are to rebuild. Our Party Wall Surveyor is currently dealing with them. The trees have been planted as part of the project in lower park and by the north entrance, I met with the contractor 19th May to agree the exact positions. They are spaced 4.5m from curb and 17m centres. This follows the distancing of the avenue trees and allows for 2 x 4x4 gazebos to be spaced between as to not impact the events set-ups!

5.13 Events (VS) - Trowbridge Park events for 2020 - The Town Park hosts a number of events. We have been in discussion with the Facilities Manager regarding any cost implications for our department (such items as additional litter picking and bin emptying) in the use of the park by outside agencies is highlighted within our contracts with them.

5.13.1 Provisional bookings for 2020:

The Jennings Fayre	CANCELLED
John Lawson's Circus	CANCELLED
Wiltshire Armed Forces and Veterans Weekend (WAFVC)	CANCELLED
Active Festival	CANCELLED
Trowbridge Sports Roadshows	CANCELLED
The Great British Tennis Weekend	CANCELLED
Carnival Country Fayre	13 th September
Apple Festival	10 th October 2020
Lantern Festival and Christmas Lights switch-on	28 th November 2020

5.13.2 Weavers Market dates for 2020 – Wednesday 3/6/20 the Weavers Market will be meeting to discuss this year's markets. Councillor Palman will be able to provide an update at our meeting.

5.14 Van Leases – The council runs vehicles for two departments

TTC 1 – ends 31/05/22 (Active van) £263.38 pcm with Arval

TTC 2 – ends 11/06/22 (Active van) £263.38 pcm with Arval

TTC 3 – ends 11/06/22 (Active van) £263.38 pcm with Arval

TTC 4 – ends 25/06/22 (Active van) £263.38 pcm with Arval

TTC 5 – ends 27/03/22 (Neighbourhoods pic-up) £261.99 pcm with Lex Autolease

TTC7 = ends 2023 (Neighbourhoods street sweeper) £1669.68 pcm with Hako

6. INFORMATION SERVICES

Aby Cooper (AC) CUSTOMER SERVICES MANAGER – is responsible for Information Services including the Trowbridge Information Centre and Reception and Lead officer for all GDPR and Freedom of Information requests.



INFORMATION SERVICES Town Council Strategy 2017-2021 says....

Trowbridge Town Council will develop information services, coordinated through the Information Centre, into a comprehensive service which provides the full range of information, event, travel ticket and visitor related services to residents and visitors. This will encompass; Web-site, print and social media. The Information Centre will play a key role in promoting the Discover TROWBRIDGE brand in conjunction with our partners.

6.1 Freedom of Information & Data Protection.

6.1.1 FOI - We received a FOI on the 17/02/2020 for information on the museum expansion. This was partially answered as we do not hold all the information requested.

We received two FOI's on the 26/02/2020. Both were denied under vexatious requests. This is being appealed by the requestor and we are working with the ICO to draw a conclusion.

6.1.2 Data Breaches - We experienced a data breach on 03/03/2020 regarding an email being sent out with receipts not being BCC'D. This was reported to our DPO within 9 minutes.

We experienced a data breach on the 19/05/2020 with recipients not being BCC'd. This was reported to our DPO within 62 minutes. I am now working with our DPO on a privacy notice for the virtual TEAMS meetings for any member of the public who wishes to join the meetings. Karl Buckingham, the Facilities Manager is also investigating how this can be avoided in future on the tech side.

Data compliance report: We are continuing with the report to make sure we fulfil all requests to be fully data compliant within the time frame provided by our DPO.

6.2.1 Trowbridge Town Council Newsletter – Our e-newsletter now has 1,202 subscribers, **an increase of 49 subscribers**. The team continue to send out of monthly newsletter. This includes easy to understand graphics with the Covid-19 guidelines, boredom busters and local and Town Council news.

6.2.3 Social Media: We are regularly updating our social media with easy to follow guidelines from the government in how to stay safe, as well as boredom busters and activities for children and adults. We also do a weekly feature of working from home. This focused on certain Town Council employees showing how they're getting on with working from home as well as tips. We wanted to show the community that we are still here and busy.

6.2.4 Website – We have added a live streaming video section onto our website. This works with our Discover Trowbridge Facebook page. The plan is that whenever Meetings go live onto our Facebook, they will also stream onto our website. This can be viewed in our meetings page however, when we are live, a banner appears on all pages to show we are live.

6.3 Training: Aby Cooper is undertaking a Data Auditor course in November in a four-day course and the exam being taken in December. This is continuing from her FOI and SARS training course she took in February. After the course is completed we are hoping to offer support to local community groups and charities to become data compliant.

6.4 Helping the community through Covid-19: Working with Aaron from Active Trowbridge, Neighbourhood services, Nikki from the museum, some councillors and Karl from Facilities, we have set up a helpline on our town council phone lines. The vulnerable and self-isolating press option 0 to get through to the team. We are offering support by:

- Collecting prescriptions
- Click and collect shopping orders
- Carrying out essential shopping
- Topping up gas and electric cards/keys
- Referring people to food banks and delivering the parcels of food
- Collecting food from people and delivering to the food bank
- We have also picked up pet medication, cat litter and delivered clothes to people in hospital
- We provide each caller with shopping advice, food parcels, government guidance as well as a friendly ear to listen.
- We have help set up online shopping accounts as well as talked them through step by step how the add to their basket and check out online
- We regularly check on some members of the community whenever a team member is driving past to make sure they are coping and staying healthy
- Nikki from the museum makes regular phone calls to another member of the community who is elderly and alone to keep her company during this time

Since the phone lines have set up on the 23/03/2020 option 0 has received just over 1400 calls.

We have had calls from children living all over the country to help their parents living in Trowbridge, we have also received calls from Australia, Canada and New Zealand.

Feedback received from users:

- *'Quick, effective service. Thank you to you and team. You have been a life saver'*
- *'I was really worried but the Town Council has made this far less worrying for us, thank you so much'*
- *'I'm in complete lockdown as I've had major surgery, I'm so high on the risk spectrum. I have to say you are all doing a wonderful job. Keep up the good work.'*
- *'Thank you for your kindness in collecting our prescription, we don't know what we would have done without you all'.*
- *'The young lady that delivered was very kind and polite, she was lovely! (Chelsea), please send my thanks on to everyone involved'.*

All teams involved have been honoured and humbled to help some very vulnerable people in our community at this time. Most calls start emotional as people feel alone and by the end of the call they are emotional with relief as they know we are here to help. Some calls have been emotionally draining for the team and they have worked really hard to help as much as they can. Everyone involved has gone above and beyond their hours of working and assistance they are providing. Thank you to Karl Buckingham especially, who has supported the Information team and got us through the busy periods being on hand for phone calls, providing advice and reassurance to the community and supporting Southwick Parish to set up their own support group.

Due to losing volunteers we are now offering this service three day a week; Monday, Wednesday and Friday. the phone lines are still open five days a week 8am till 4pm however we only collect and deliver on those days.

6.5 Twinning

6.5.1 Trowbridge/Leer Twinning Association – We hosted the Leer twinning and the Leer Mayor at the Moonraker for Brunch. This came under the Mayors budget. Thank you to everyone that attended. I know the Mayor of Leer was really pleased we organised this for her visit.



6.5.2 Trowbridge/French Twinning Association – We attended a meeting on 11th February with the committee. They drew up a proposed agreement for us and the twinning group. We are now looking at doing the same for all twinning committees. The meeting was very honest and open and we are now moving forward to working together more closely.

6.5.3 West Wilts Elblag Twinning Association – No update due to cancelled events from Covid-19.



As one of the main topics in the meeting for the twinning committees is budget, we will be inviting all chairs into a yearly meeting to discuss how the £2,000 budget will be shared. This will encourage an open and honest conversation regarding what events they feel are important, how this is being funded and where the budget is being shared fairly.

7.MAYOR'S EVENTS

7.1 Mayor's Charity – Councillor Peter Fuller, the Mayor of Trowbridge has nominated Bath Cancer Support Unit and Dorothy House Hospice Care. Both charities have been contacted. Dorothy House are incredibly pleased to be selected and have accepted. We are awaiting confirmation on Bath Cancer Support Unit.

7.2 Civic Dinner 2020 – Thank to all Councillors and Staff that attended the Civic Dinner. The night was successful and we managed to raise £1,650 for RukSak5218

7.3 Town Award/Town Gathering – We have put a hold on the awards due to Covid-19.

7.4 Civic Service – A date has been pencilled in with St James Church for the 19th July 2020. We will continue to monitor the government guidelines and risk assess closer to the time, if we can continue with this date.

7.5 VE Day Celebrations – Due to Covid-19, we unfortunately had to cancel our plans.

I wish to thank the Information Team: Mike, Laura and Ben for working so hard over this uncertain time. Being able to help support the community at this time has made us very proud to work for such an amazing, caring Town Council.

HEAD OF SERVICE LEISURE, FACILITIES AND INFORMATION SERVICES SUMMARY

2020 will be a difficult year, of course, but we will continue to work with our local schools and the community to provide a range of services and facilities and where appropriate provide services on a commercial basis to other local communities. In addition, we will be planning for the future development of our services and facilities to promote health and well-being for all our residents. In the longer term we anticipate that some of the services and facilities which transfer from Wiltshire Council will also have an impact on our Leisure service delivery. We will continue to develop those projects that have been progressing and can be progressed as well as investing in our existing facilities and of course promoting everything that is great about Trowbridge.

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