

Head of Service Report to Leisure & Information Services Committee, 8th December 2020



I. FINANCE (AGENDA ITEM 8)

I.1 Management Accounts – 2nd QTR

LEISURE SERVICES	Actual	Budget	Variance
Gross Expenditure	£139,223	£311,995	£172,732
Income	£54,109	£209,543	£155,434
Net Expenditure	£85,114	£104,412	£17,298

Active Trowbridge – Our operations achieved a favourable financial result, this is from remobilisation of services within our sports coaching delivery in both term time and school holidays and the management of expenditure. The flexible furlough scheme has assisted to support the staffing costs.

INFORMATION SERVICES	Actual	Budget	Variance
Gross Expenditure	£58,223	£99,126	£40,903
Income	£3,566	£21,178	£17,612
Net Expenditure	£54,657	£77,948	£23,291

Information Services achieved better than budget through savings made from expenditure and also the cancellations of events due to Covid – 19

FACILITIES	Actual	Budget	Variance
Gross Expenditure	£373,333	£333,947	£39,386
Income	£43,752	£13,416	£30,336
Net Expenditure	£329,581	£320,531	£9,050

Facilities Budget was £9,050 worse than budget for Q2 this was mainly due to additional costs related to the temporary storage unit but has been offset by savings elsewhere to a large extent.

I.2 Grants – We have either received or been awarded grants for the Multi Use Games Areas (MUGAs). Head of Service (HOS) Hayley Bell has been asked to lead with Wiltshire and Swindon Sports Partnership (WASP) on ‘Beat the Street’ and a new project for Longfield, my time and any supporting staff time has been grant funded. Funding has been provided by the Wiltshire and Swindon Sports Partnership (WASP) for coaching bursaries. Details of grants are provided in the following table:

Grant secured	Funder	Date expected	funds	Date project commences
£90k	Sport England – MUGA Project – Studley, Grove and Seymour Hard Courts	2020/2021		TBC
£5K	Selwood Housing towards Longfield MUGA	2020/2021		TBC
£1.5k	Selwood Housing towards Longfield MUGA Additional Funding	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
£750	Coaching Bursary for Level 1 & 2 Qualifications	2020		TBC
£3,800	Wiltshire Sports Partnership Project Time	2020		Successful

£156k.	Arts Council – Covid Rebuild Grant	07/10/2020	Unsuccessful
£2.5k	Ragdoll Foundation	13/11/2020	Unsuccessful
£4910.74	Assura Foundation	17/11/20	Unsuccessful
£2.5k	Wessex Water	Awaiting Outcome	
£1k	Tesco Bags for Help	Awaiting Outcome	
£10k	British Cycling Places to Ride fencing BMX track Studley	Awaiting Outcome	

1.3 Fees & Charges 2021/2022

The following Fees & Charges for departmental services are presented for approval to inform the budget.

Draft Pricing Structure (From 1st April 2021 to 31st March 2022)

Active Trowbridge

- | | | |
|-------------------------|---------|---|
| • Holiday Camp | £17.00 | per day Short Day |
| • Holiday Camp | £20.50 | per day Long Day |
| • Birthday Parties | £115.00 | per hour 33% discount for Trowbridge resident |
| • School Coaching | £26.00 | per hour 33% discount for Trowbridge Schools |
| • School Coaching | £26.00 | per hour 33% discount for Pupils in Schools |
| • Extra Clubs | £3.00 | per hour |
| • Toddler Clubs | £3.00 | per hour |
| • Healthier Communities | £1.00 | per hour |
| • Inflatable Roadshows | £190.00 | 3hrs 33% discount for Trowbridge booking |
| • Active Mini Bus | £60.00 | per day 33% discount for Trowbridge users |
| • Active Mini Bus | £220.00 | block 5 booking 33% discount Trowbridge users |
| • Active Mini Bus | £344.00 | block 8 booking 33% discount Trowbridge Users |
| • Active Mini Bus | £588.00 | block 14 booking 33% discount Trowbridge User |
| • Tennis | £40.00 | per year Household Membership |
| • Tennis | £5.00 | per hour per court |
| • Multi Sports | £5.00 | per hour |

Discount for Trowbridge Schools and schools with Trowbridge residents

Discounts for registered charities (No VAT charged)

All prices are exclusive of VAT

Prices for distance is charged for out of Trowbridge Roadshows @40p per mile

Additional discounts can be applied at the Head of Services discretion such as long term or multiple bookings.

Information Services

- | | | |
|---------------------|---------|--|
| • Hanging Baskets | £75.00 | per basket |
| • Hanging Baskets | £50.00 | per basket including 33% discount for Chamber |
| • Sponsorship Signs | £399.00 | per sign per year |
| • Sponsorship Signs | £300.00 | per sign per year including 33% discount for Chamber |

Discount for Trowbridge Business

Discounts registered charities (No VAT charged and a Charity number to be provided)

All prices are exclusive of VAT

Additional discounts can be applied with the Managers discretion such as long term or multiple bookings.

Facilities & Events

Park Fees and 20 % booking reduction was resolved at Leisure Service Committee on 25th February 2020

• Park Application Fee	£45.00	per application
• Charity Rates	£50.00	per half / full day
• Non for profit	£50.00	per half / full day
• Commercial Event	£300.00	per day whole park
• Commercial Event	£210.00	per day half park
• Build up / Strike Days	£140.00	per day half park

Discount for Trowbridge Business

Discounts registered charities (No VAT charged and a Charity number to be provided)

20 % discounts available for block booking.

All prices are exclusive of VAT

Additional discounts can be applied with the Managers discretion such as long term or multiple bookings.

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.

2.1 STAFF – The Active Team continue to be on flexible furlough and will remain until the end of March. Commercial Officer (Aaron Seviour) has been in regular contact with the schools to ensure we are working closely together on any changes. Hayley and Aaron have been working closely on the strategic planning of Active and looking at the future of our service delivery. We say goodbye to Aaron Cockerill, who has been a significant member of our team as a causal coach, apprentice and full time coach. We wish him the best of luck with his new position with BT Open World.

Since April 2020 we have reduced staffing hours by natural decline by 238.5 per week and this will be reflected in staffing expenditure and reduced income generation against budget.

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**

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) (AGENDA ITEM 7) - From

12th November we have been using the Seymour Hub to host a community fridge every Thursday to distribute unsold food donations from Greggs and Marks & Spencer. We are also making referrals to the Storehouse Food Bank. When lockdown ends we will continue to run the community fridge and if demand requires we will introduce a second day for community fridge distribution. Trowbridge Future plan to work with members of Seymour Community Association and the local community to support the development of activities and support services from the Hub. We plan to host socially distanced youth groups, and we will gradually start to reopen the Hub during the day time to offer support and signposting to the Seymour community. When the time is right we will reintroduce historic group sessions such as the Quakers, Slimming Support and the Art group. The Wiltshire Council Healthier Communities Led Walk will be also be reinstated. We will undertake consultation with the local community to look at ways we can work with them to support their interest, needs and concerns.

The logo for Trowbridge Future, featuring the word 'Trowbridge' in a blue, cursive font and 'Future' in an orange, cursive font.

RECOMMENDATION: To approve a new extension of the current lease for Charles Street from Selwood Housing. Trowbridge Town Council to sub lease to Trowbridge Future.

Trowbridge Future activity during Lockdown 2.0:

We have been collecting food donations and distributing food to the most vulnerable people in our community through our Community Fridge, working with communities not reached by the Food Bank. We have been offering ongoing remote mental health advice and signposting to young people and community members. The Hub Manager has been working hard on a risk assessment for the Seymour Hub and subsequently making the space Covid compliant in anticipation of the day we can reopen. Also we have been providing virtual youth sessions via Zoom, providing one to one mentoring sessions, creating and delivering care and activity packages to send to disadvantaged young people with mindfulness and support activities to help young people maintain positive mental health. We decorated the Seymour Hub windows for Halloween and also Remembrance day.

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 of a 3G Artificial Grass Pitch, new changing, 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. I can confirm our business plan to The Football Foundation was successful. Trowbridge Rugby Football Club will discuss the project at their AGM in November and we will await the members' vote. HOS has confirmed with all key partners on their usage and key partners are still committed as planned. I can confirm Denise Bates and Jo Trigg have looked at the detailed business plan with HOS. HOS is working on a summary of the project for councillors.

I can confirm the current partners are; Trowbridge Town Football Club, Trowbridge Wanderers, Trowbridge Rangers, Wiltshire FA, Bath Rugby Academy, Trowbridge Rugby Club, Wiltshire and Swindon Sports Partnership, Wiltshire Walking Football, Wiltshire Council, Veterans Football Team, Disability Football Club, Swindon Town Football Club Community Academy's Andrews Football Club, West Wiltshire Sports

Partnership, Street Games, Healthier Community Projects, Trowbridge Sports Forum. We are also having discussions with, dance schools, fitness instructors, sports therapist in regards to using the building when completed to ensure a full and inclusive programme of activities for health and wellbeing is provided.

Please see the link for the Wiltshire Council's Playing Pitch Stagey

<https://cms.wiltshire.gov.uk/documents/s128146/Appendix%201%20Wiltshire%20Playing%20Pitch%20Strategy.pdf>

<https://localplans.footballfoundation.org.uk/local-authorities-index/wiltshire/wiltshire-local-football-facility-plan/>

Wiltshire Council sports development service support the development of a 3G artificial turf pitch and facility build at Doric Park. The facility will be a significant asset to the local community, particularly community sports clubs, enabling more people to be active and to improve their physical and mental health. Wiltshire Council's Ability Sports offer for people with a disability, Street Games project for young people from lower socio-economic groups, walking sports programme and county coach/volunteer development programme would all benefit from access to such a facility.

Trowbridge Town F C intend to extensively use Doric Park, once completed. Trowbridge has limited outdoor options for 'winter training' so for the period between October & end of March, where evening training requires floodlights, & often an All Weather Pitch surface, as grass conditions are often too wet. In addition, any grass pitches need to be preserved for weekend matches. Doric Park will give additional options, not only to us, but all sports clubs based within the town.

As a club, we have age groups currently from U9s through to adults, so the use of training facilities is vital on a weekly basis to maintain fitness & ensure that all players remain fully involved in team sports. The additional weekend booking capability will provide options if & when our current grass pitches, which we try to use all year round, are unplayable due to flooding.

Jon Pennell Chairman, TTFC

I am writing this letter to support the need for the development at Doric Park and the significant impact this would have on our club/region.

As a background, the Bath Rugby PDG programme which emerges from the DPP begins at Under-15 level with a group of players which meets from January to May in academic Year 10, and subsequently transitions into the Under-16/18 programme which commences in September through to April. Training at Under-16 and Under-18 level is currently split between two centres, at Chippenham and Yeovil, and takes place once a week – although the latter group increases its frequency in the build-up to the start of the RFU's Under-18 league.

A significant issue within the PDG programme is the standard of facilities available to Bath in its two centres. To summarise this:

- Neither the site in Chippenham nor Yeovil have on-site gym facilities. This means that conditioning programmes for players at these venues must be adapted to emphasise on-field physical literacy and movement and cannot involve the institution and development of weights-based programmes.
- While the facilities at Farleigh House are outstanding and cater well for day-time training during pre-season and school holidays, there is no floodlighting to allow for evening usage. Plans have been drawn up to rectify this, but no progress has been made in securing the relevant permissions
- There is a shortage of artificial grass pitches within the region, which leaves the Academy short of appropriate pitches on which to train.

We as a club fully encourage the development at Doric Park and look forward to utilise the facilities in order to give our young players the best experience possible on their rugby journey.

Regards

Craig Lilley
Academy Manager
Bath Rugby

We have a 'Strategy of Sport: 2019 and beyond' document at the College, which contains a number of key objectives we are aiming to achieve. One of these centres largely around facilities, and the genuine collaboration of Lackham and Trowbridge campuses. As such, the proposed development at Doric Park provides a significant opportunity to help facilitate this. The appeal of the project at Doric Park is twofold. Firstly, the facilities being developed will be the appropriate standard to enhance the quality of our curriculum and student experience. Further to this, the location of the site at Doric Park is ideal to assist with some of the logistical challenges we face in bringing students together on one site.

Any collaboration between the College and Trowbridge Town Council would extend beyond straight up facility hire and could contain further elements of partnership working around the Council's community initiatives and development of students' employability skills. An enhanced sports curriculum at Wiltshire College & University Centre would provide improved educational opportunities to post-16 students pursuing technical education and subsequently benefit the local workforce of north and west Wiltshire.

Wiltshire College & University Centre is, therefore, pleased to support the proposal for the Town Council to borrow funds to invest in the Doric Park development, which would secure the long-term future of sport in our county town.

Yours sincerely
Iain Hatt
Deputy Principal Curriculum & Quality

Dear Hayley

Thank you for the information on your planned project for improving and expanding the facilities at Doric Park and the opportunities this will provide for both current and potential users. I know that you are looking to continue to develop the facilities of Trowbridge and increase and diversify opportunities for the local community to take part in sport and physical activities. It will also improve the learning opportunities for the local workforce with a much needed education and training facility.

Improving accessibility to sport and physical activity in the local community is an important element of the wider local and national objects to address both health and gender inequalities and we are fully supportive of initiatives like yours to achieve this. The Town Council has built strong partnerships locally and has a positive reputation for providing high quality sports experiences for all ages and abilities.

I know from working with you previously you have a strong track record of delivering on your development plans and am confident this further expansion of what Trowbridge can offer will be successful.

Steve Boocock
CEO Wiltshire and Swindon Sport

It is good to hear that Doric Park, has moved closer to being reality, and not just a vision in our minds. Many Local Clubs within the area have been Crying out for the facilities to happen. I have been running Staverton Rangers for 9 years and we have grown over those years as a club and we are currently looking for a bigger home to play or just as a 2nd option. I feel the new Facilities would provide the club with an option to reduce the use of our current

Ground or give the club the option to move all our Training to the new site so the club would certainly benefit from the new facilities.

The club is also working with Larkrise school to give the opportunity for kids with disability the chance to be part of local football club and the chance to play football organized by the Wiltshire FA, it would give an option for one of the events could to be held at the new Facilities.

Tim64

Dear Hayley

Imperative Requirement for Sport Facilities in Trowbridge

I am writing to you on behalf of our club.

You may be aware there is insufficient evening Training Facilities during the winter months of October to March in and around Trowbridge to cope with the high demand of our young players.

Our club have 21 teams requiring winter training facilities and the only real floodlit outdoor facility in the town is John of Gaunt School. However, they are obliged to share out their facility with numerous other sporting organisations such as ours and their offering in no way meets our needs.

Our plight is similar to these other organisations whom I'm sure will be contacting you in the same vein. We understand you are very close to securing both funding and permissions to develop on the plot of land adjacent to the Trowbridge Rugby.

This is fabulous news as it will help us immensely; and has been requested for a number of years now. Our club will continue to grow and seek the use of Doric Park for our immediate and future needs.

Yours Sincerely

Peter Lanfear

Chairman of Trowbridge Wanderers Youth

Trowbridge Tigers FC have been going now for nearly 10 years, during that time the number of pitches has slowly decreased meanwhile the demand for pitches has increased. As example we've just entered a Wiltshire Veterans 11 a side league, this has grown in popularity, however the thing we and other local teams have struggled with is pitch availability. The only artificial pitch in Trowbridge is at John of Gaunt - and even that pitch is somewhat off the standard of pitch you would expect for a competition.

We've been unable to book a suitable grass pitch in Trowbridge so therefore now train twice a week in Warminster (Kingdown School). For 11 a side we are to book at pitch in Westbury, however for evening games our options are limited with only Stanley Park and Beaversbrook available unless we choose to travel to Swindon - which is an hour away for most of our members.

Trowbridge Tigers

Public Consultation – Borrowing for Doric Park

Trowbridge Town Council recently carried out a public consultation via Survey Monkey. The survey went live online on the 1st October 2020, and closed on the 31st October at midnight. A total of 390 people completed the survey.

Sample size – Based on 28000 people with a 95% confidence level and a margin of error, sample size needs to be at least 379 people.

The survey was shared through the following: Trowbridge Town Council social media pages (Discover Trowbridge Twitter and Facebook, (this was scheduled and posted weekly) and Active Trowbridge), the

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Trowbridge Town Council website and also sent via the e-newsletter. The link was also sent to Trowbridge Wanderers, Trowbridge Town Football Club, Trowbridge Rangers, Trowbridge Rugby Club, ClubSpark (a booking system data base), Wiltshire and Swindon Sports Partnership, Wiltshire Council Sports Development Team, Lambrook Ward Facebook Group, Trowbridge Central Ward Facebook page, Spotted in Trowbridge Facebook page, Trowbridge Nub News, Trowbridge Sports Forum, St Andrews Football Club.

Participants were asked one question and given four options to choose from.

The question and options are listed below:

We have received over £500,000 in planning gain funding towards the project and a grant of around £450,000 from the Football Foundation. The Town Council will have to find an additional £2.2million to fund the facility and we can do this in a number of ways, please select the option you prefer from the following: NOTES: Both option 1 and option 2 would mean that the majority of residents in Ashton Park and other areas of new development would make little, if any, contribution to the facility but would benefit from reduced Council Tax Charges in future years when the facility was making a positive financial contribution, whereas existing residents of the town would be making a significant contribution immediately. The income from users is estimated to be greater than the costs including loan repayments for all options from year four onwards and the facility could deliver significant additional income in the future to invest in more sports and recreation facilities.

Option 1 - Funded in full over one year, with all of the cost to the Council applied to the Council Tax. £2.2million less the net income gives £2,098,498 With 11740 Band D equivalent households would result in an increase of £178.74 on the current Council Tax Charge of £164.98 Which would equate to a 108.34% increase. (More than double). It would generate a positive cumulative contribution from year twenty-one.

Option 2 -Funded over 4-years. £550,000 per annum plus interest (1.92%) is £574,025 (total repayments £2,296,100) less the net income gives £472,523 With 11740 Band D equivalent households would result in an increase of £40.25 on the current Council Tax Charge of £164.98 Which would equate to a 24.40% increase. It would generate a positive cumulative contribution from year twenty-two.

Option 3 -Funded over 30-years. £104,400 per annum including interest (2.48%) (total repayments £3,132,000) less the net income gives £2,898 With 11740 Band D equivalent households would result in an increase of 25p on the current Council Tax Charge of £164.98 Which would equate to a nil increase (as this can be covered by the budget). It would generate a positive contribution from year three.

None of the above

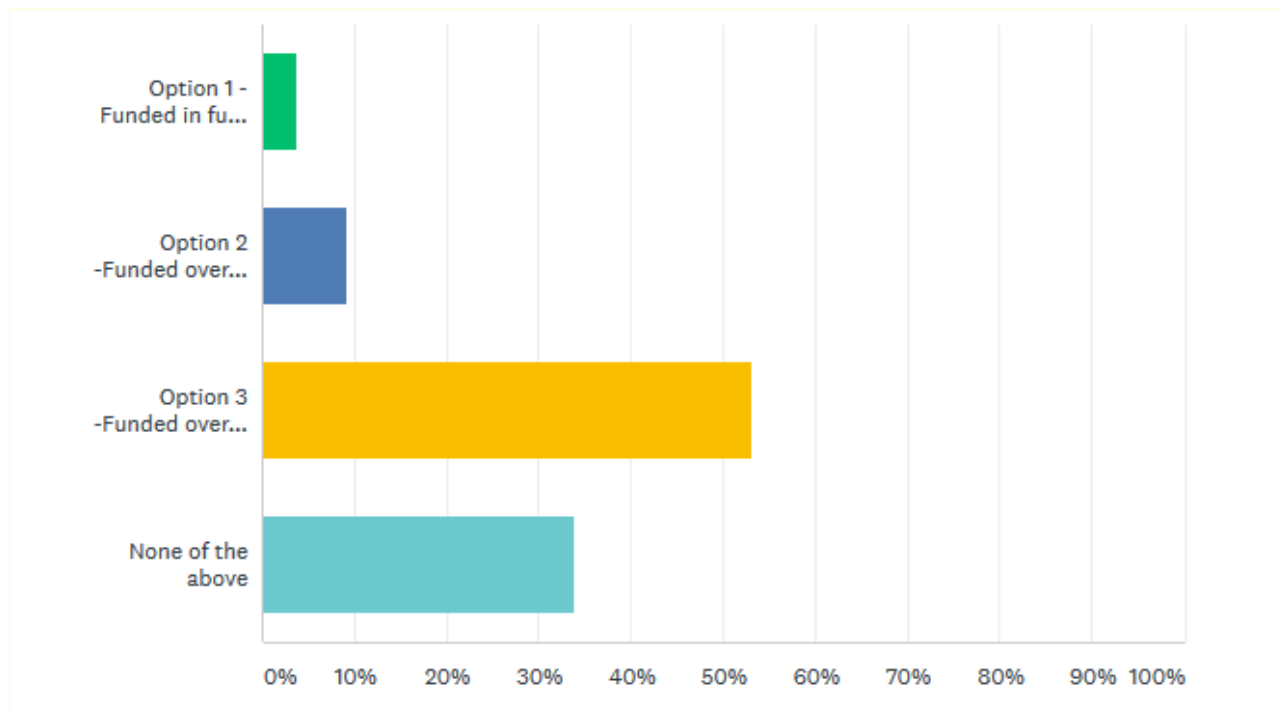
Results

Option 1 – 15 people (3.86% of total number of participants)

Option 2 – 36 people (9.25% of total number of participants)

Option 3 – 207 people (53.21% of total number of participants)

Option 4 (none of the above) – 132 people (33.93% of total number of Participants)



2.4.2 Trowbridge Town Park Facilities The Tennis Courts and MUGA (Multi Use Games Area) closed from the 5th November – 3rd December following changes to regulations. 56 bookings have been affected 9 relating to the MUGA. 47 for the tennis courts, the majority of these bookings relating to the tennis programme delivered by Ron Marshall. Prior to this latest lockdown we had a number of standing bookings developing for the MUGA. Trowbridge Netball Club use regularly on a Monday evening, Private on Tuesday evenings and Wiltshire Walking Football on Sundays. The MUGA is also regularly booked on a pay as you go basis via the online booking system by a number of 5 a side teams and football clubs seeking additional training facilities. There are currently 219 active household memberships for the tennis courts in Trowbridge Park.

Passes are available to annual pass and one-off court bookings via the website. We have reduced the cost for the MUGA in line with the Tennis Courts. Ron Marshall a Level 4 tennis coach who also works at Westbourne Tennis Club and I are working on a comprehensive Tennis development plan to increase participation and membership and were pleased that the sessions started. More information on these sessions can be found here: <https://clubspark.lta.org.uk/RonMarshallTennisServices> The MUGA has also been promoted to local fitness instructors who could use the facility to run outdoor classes. HOS is working on the new web site to ensure the activity within the park is easy for our clients to find and book. I have again made two reports to Wiltshire Police seeking help to deal with the Anti-social behaviour and reports of criminal damage to the MUGA. Crime Ref Number OCR-7100-0229-6103-9188. HOS and Police attended an incident in the Park where young people had climbed over the gates of the MUGA.

2.4.3 Neighbourhood Facilities - We have been successful with a £90k grant from Sport England, 5k, from Selwood Housing and 20k from the Area Board for the refurbishment of the Multi-Use Games Areas (MUGAS) in four locations across Trowbridge; Longfield, The Grove, Studley Green and Seymour. We also have £11,349 Earmarked reserve from unspent S106 funding for this project, so have a total of over £126k. HOS is working with the Facilities Manager on the overall project outcomes and we should be ready for work to commence early 2021. The refurbishment works are now available for tender on contracts finder <https://www.contractsfinder.service.gov.uk/Notice/27919593-524c-4bdd-9781-2ce54fd487a6>

2.4.4 Healthier Communities Project – In September, Wiltshire Council’s sports development service remobilised Covid-19 safe sessions after a period of national lockdown which had seen all face to face delivery of sport and physical activity sessions suspended since March. Phase one saw the return of sessions in Trowbridge and included Healthier Communities and Street Games Doorstep sport sessions.

Both projects are delivered in partnership with Active Trowbridge and utilise an estate-based delivery model to engage residents meaning delivery takes place in the heart of local communities. The Healthier Communities project has been funded by Sport England and aims to increase levels of physical activity amongst inactive individuals aged 16-74 in target areas where residents face the greatest barriers to participation and suffer from multiple health inequalities. Target locations include Longfield, Studley Green and Seymour estates.

Before the March lockdown, six sport and physical activity sessions had taken place in Trowbridge with 74 registered participants. With delivery currently suspended again, three online sessions have been introduced which reflect the physical offer that had been in place on the estates prior to the latest restrictions. Active Trowbridge play an active role in this weekly delivery which includes 'This Girl Can', walking sports and men's fitness.

The Studley Green Doorstep Sports Club for young people resumed in early October and had reengaged 18 individuals prior to delivery being paused once again. The project delivers community based sports activities, events and volunteering opportunities targeting hard to reach young people aged 10 – 18 years.

2.4.5 Beat The Street – Beat the Street

These are some of the key numerical statistics from Beat the Street:

We were particularly pleased with the uptake from schools and community groups in the area the number of participants who took part equate to 12% of the Trowbridge area. A number of participants completed the entire route which inspired us to create our own award the 32 Club certificate and 63 were awarded to those that tapped all the boxes within 1 week. The pre-game survey highlighted that more than a quarter of participants were inactive at the start of the game and that among adult player's women made up the majority this along with the post-game survey data will highlight future areas of development.

The project inspired the community who reached out via social media and through email to share their thoughts on the success of the project with us.

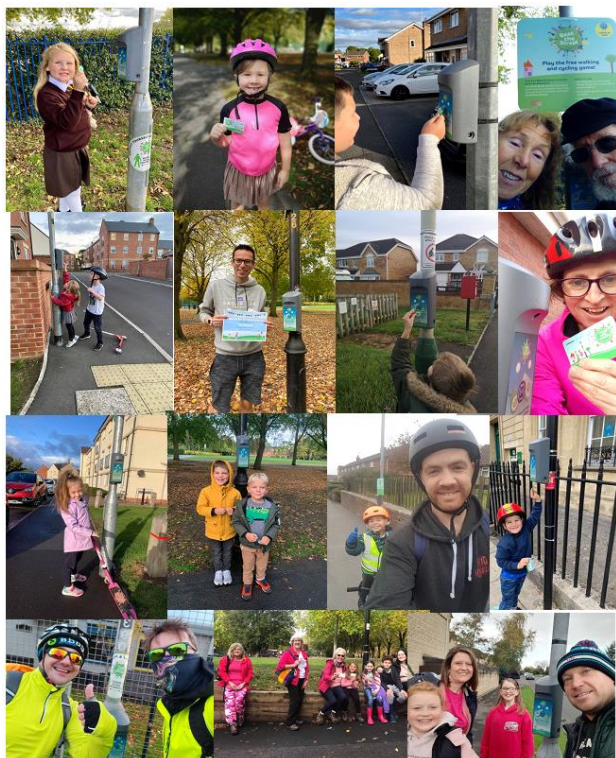
'Thank you for a fabulous experience. Definitely the best initiative for getting people out and about and active that there has been in Trowbridge in the last 20 years at least, as inclusive of all ages.'

'We have had lots of fun exploring parts of Trowbridge we haven't seen before.... thank you for this great initiative.'

'It's been great for getting people exercising in general, and giving fitness enthusiasts new challenges, and rallying school pals together to motivate each other'.

Beat the Street engaged our community groups, particularly Trowbridge Future who had their own team. Holbrook School Association, who used Beat the Street to fundraise for their school's virtual panto and completed the whole course dressed as elves.





Beat the Street received substantial coverage in the Wiltshire Times and Trowbridge Nub News these are links to the relevant articles:

- https://trowbridge.nub.news/n/santa39s-elves-from-holbrook-primary-complete-beat-the-street-and-raise-cash-for-an-online-panto-this-year?fbclid=IwARlCwVPhztY6HKtX4UtzwoXoSf3iPPsT_7MkzXnxeSOKf_Xc0U0zYWdoBfy
- <https://trowbridge.nub.news/n/update-results-are-in-for-trowbridge-beat-the-street>
- <https://trowbridge.nub.news/n/almost-twice-around-the-earth-that39s-how-far-trowbridge-beat-the-street-players-covered-in-a-month>
- <https://trowbridge.nub.news/n/trowbridge-future-pink-ladies-beat-the-street>
- <https://trowbridge.nub.news/n/trowbridge-athlete-gary-macalister-runs-all-32-beat-the-street-beat-boxes-in-under-two-hours>
- <https://trowbridge.nub.news/n/thousands-of-people-embrace-beat-the-street-game-in-trowbridge-over-the-last-week>
- <https://trowbridge.nub.news/n/trowbridge39s-big-beat-the-street-game-is-underway-right-now>

- <https://trowbridge.nub.news/n/update-nearly-a-hundred-people-sign-up-to-play-beat-the-street-when-trowbridge-becomes-a-giant-game-from-wednesday>
- <https://trowbridge.nub.news/n/trowbridge39s-big-beat-the-street-game-is-underway-today-wednesday>
- <https://trowbridge.nub.news/n/how-you-can-become-part-when-trowbridge-becomes-a-giant-game-next-week>
- <https://www.wiltshiretimes.co.uk/news/18758813.new-physical-activity-game-beat-street-will-launch-trowbridge-wednesday/>
- <https://www.wiltshiretimes.co.uk/news/18779321.2-400-sign-beat-street-trowbridge-taking-place-november-4/>
- <https://www.wiltshiretimes.co.uk/news/18793974.beat-street-game-sure-fire-hit-trowbridge/>
- <https://www.wiltshiretimes.co.uk/news/18862789.walwayne-court-primary-school-wins-trowbridge-beat-street-competition/>

Dear Lance

As you are aware over the last 4 weeks we have given the residents of Trowbridge the opportunity to take part in Beat the Street and challenge them to increasing walking, running, and cycling in the Town. This was a pilot of a new version of the project that has to date encouraged over 1 million people to be active and has been funded by Sport England and the National Lottery.

I wanted to express my appreciation of the work of the Town Council staff in the delivery of Beat the Street Trowbridge and their contributions to making this so successful. Over the 4 weeks 4,602 people played the Game representing their schools, workplaces, or community groups and together they covered a staggering 53,432 miles.

I would particularly like to thank the staff from Active Trowbridge, Neighbourhood Services, and the Information Centre for their work and willingness to meet the challenges of staging the game and the enthusiasm and commitment they showed throughout.

The initial feedback I have received from the game organiser Intelligent Health is that this pilot far exceeded their expectations and the strength of the local partnership working played a large part in this success.

We are now working to identify ways we can sustain the engagement with players and create other opportunities to be active and will use the insight Intelligent Health are going to be collecting over the next 6 months to inform future thinking.

I look forward to continuing to work with the Town Council to build on the success of the game and hopefully bring it back to the Town in the future.

Steve Boocock
CEO Wiltshire and Swindon Sport

3. COMMERCIAL

Commercial Officer - Aaron Seviour is working with Trowbridge schools and is currently arranging meetings with all Head Teachers and PE Leads. We are now working on the service delivery for January 2021 and looking ahead for the April Term. Aaron is working closely with HOS to ensure we can be at full capacity for all our services. Schools are increasing services month by month and we are now providing Grove 6 hours of PPA per week. Prices have been reviewed in line with the pay increase to ensure costs are covered for our service delivery and also the difference between Trowbridge and Parish schools.

The impact of Covid – 19 is a delay in after schools have made us aware of the increase of school sports clubs until the new year and services they will need when the Covid

restrictions lift. As per the resolution at full council on the 17.11.2020. The Town Clerk has written to all Parish Clerks to seek a financial contribution of support for Active Trowbridge services in their parish schools.

Please find the current hours of delivery for the month of November as discussed each month's requirements by the schools are changing and are increasing.

Bellefield	21 hours
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Hilperton	155 hours
Newtown	68.75 hours
North Bradley	106.5 hours
Longmeadow	63 hours
Southwick	213 hours
Staverton	14hours
Studley Green	63 hours
West Ashton	59 hours
Grove	69 hours

3.1 Kids Camp – Summer Kids Camp in its normal service delivery was cancelled. Thank you to Trowbridge Rugby Club for hosting our October Kids Camp at short notice. Due to the new restrictions in schools we were not able to use an education setting for October. I can confirm we will be back at local secondary school. Bookings for February half term are now open.

<https://clubspark.lta.org.uk/ActiveTrowbridge/Coaching/Camps>

3.1.1 Soccer Schools – October half term Soccer Schools returned with a new delivery team and the success of the half term was evident. The parents provided wonderful feedback and they have now started to refer our services. We would like to thank the Football Clubs for helping promote the half terms activities and we wish to continue to build those relationships. Our relationship with both secondary schools is second to none. I would like to thank Clarendon for hosting us and we will be returning to John of Gaunt School from February 2021.

3.1.2 Active Extras – 9 Active Extras sessions scheduled after October are planned to be delivered from January 2021 at The John of Gaunt School and Longfield Community Centre for a period of 6 weeks. Resuming all pre-lockdown activities, except for netball and mini movers, in Westbury due to lead coach's departure from TTC. Previous attendees will be invited to book other activities. Trials will not be offered at this time to ensure Covid-19 security of attendees.

<https://clubspark.lta.org.uk/ActiveTrowbridge/Coaching/Camp/9e434e93-0885-4d09-90a5-0bfbf0598f5f>

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 is now on flexible furlough and is working reduced hours to ensure our clients are being provided high level customer service. Christina is also working on a marketing and grant strategy with HOS.

5. FACILITIES

FACILITIES MANAGER - Karl Buckingham (KB) 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 Councils declaration of a climate change emergency and will work with all departments.

5.1 Civic Centre Building

5.1.1 Air Source Heat Pump –We have had 3 quotations from 3 different manufacturers but this has gone through our current single M&E Contractor. Before adding the Specification of works onto the Contract Finder website for the supply and install of the recommended equipment as per the received Manufacturer quotations we will be seeking consultation from a HVAC consultant to verify the recommended works for transparency. **We are currently advertising for a M&E Consultant** to provide a quote for this service on the contract finder website. It has to be highlighted though that a 'single' point of contact via an M&E contractor is needed due to the scale of the works and simply dealing with the manufacturer on this project is not possible.

5.1.2 Accessible Toilet – Following on from approval for the consultation/surveyor fee, I have authorised these to take place. The company has been in contact with me and we will arrange a time after this lock down where I can meet other people in a place of work.

5.1.3 Civic Centre Maintenance (AGENDA ITEM 8) – We have received quotations from accredited contractors to undertake repair works to the failure in the floor behind the stage caused by the heavy chair trolleys rolling over the threshold strip. I have specified that the floor screed is levelled and that the new vinyl floor runs continuous from the storage area to the small lobby, removing the need for the threshold strip. Other works to resolve outstanding defects are, to ‘White Rock’ the corridor south, to install Heavy Duty Door threshold strips between hall and small lobbies suitable for carrying weight of trolleys and flight cases, to repair the door rear of hall and the wall (also damaged by the chair trolleys).

RECOMMENDATION: To approve, in accordance with Standing Orders B10.2.2, to proceed with the repair works as described above to a budget of £6750 which includes a 20% contingency.

5.1.4 Lighting – Two offices within the Civic have had their lighting replaced with LED panels. The original fluorescent tube units were ‘end of line’ with not replacements available, we delayed the replacement as long as we could but ultimately staff began to struggle with light levels so the works to replace were authorised.

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 from 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 Roof (AGENDA ITEM 9) – The contractor who quoted originally is not reachable and I have alternative contractors quoting for repair works to both elevations of the roof. Works included, scaffolding, replacement tiles, repairs to soffits, new mortar to roof eaves, flashing, de-mossing and new commercial grade guttering all around. Two roofing companies approached are currently used by Selwood Housing and one has already responded. I am waiting for the return of more quotes but based on the current quote there will not be a requirement to tender the works.

RECOMMENDATION: To approve in accordance with Standing Orders B10.2.2, to proceed with roof repair works to LCC and to the budget of £7200 which includes a 20% Contingency on this project.

5.4 INFORMATION TECHNOLOGY (AGENDA ITEM 10) – I have requested information from all staff in their current ‘at home’ working environment. At present only a couple have expressed the need to be provided further equipment (both share the one IT equipment with family members/homeworkers). Since moving to the cloud it crossed my mind that we may be able to configure the current thin-client machines to connect from home. It was not clear from our ICT company whether this would work but after being provided the Admin password for the Clients and by self-teaching I successfully configured a new RDP connection from my own home. Staff will now be offered this as a short-medium term solution and we require 6 Laptops now. These will not be permanently assigned but will be issued to some officers while we are in this current situation. I will be meeting with our ICT consultant in December to confirm the specification for the ICT equipment due for renewal next Spring, these 6 laptops will be deducted from that specification due to the immediate need for them now. The full ICT schedule will need to go through the tendering process.

RECOMMENDATION: To approve in accordance with Standing Orders B10.2.2, to proceed with leasing 6 x Laptops to the budget of £320 per quarter for 36-months (Total £5,174).

5.5 Studley Green Community Centre & Changing Rooms – There remains a demand from the trustees to have the water services separated between the Centre and Changing rooms. Costs are likely to be in their £10,000s. 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 and paid directly by those groups. They may lose preferential rates with suppliers not being part of a ‘bulk’ contract.

5.5.2 Studley Hardcourts – This is included in the Sport England bid to provide a full refurbishment of surface, fencing and lighting. We are awaiting tenders for this project.

5.5.3 Playing Fields - The Gate damaged by the RTC has been replaced and Selwood has replaced some missing post and rail between the fields and the BMX track FOC. Selwood have also undertaken works to extend a bund from the BMX to run in front of the newly installed cabin to minimise any risk of collision. I attended a site meeting with Trowbridge Future and one of the BMX users to agree a solution, Trowbridge Future were able to get Selwood to undertake these works for Free! In my meeting with the BMX user, he has offered himself and his army of volunteers to maintain the grit to the BMX track as long as we provide the grit, I have spoken to Neighbourhoods Officers Carl, to arranged for a grit site to be placed there and to keep grit topped up. This is very good evidence of working together with other community groups and organisation, with the benefit of saving the council some money.

5.6 Seymour Cabin – Awaiting electrician to carry out 5 year fixed electrical inspection and undertake some small works. The cabin is currently leased to Trowbridge Future.

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 – No update to the policy, the Remembrance event went through our insurers without any further questions or costs to cover. They were happy with plan we had in place. I have asked for permission for us to provide our fleet vehicles to others, for example to another body to use for supporting the vulnerable. Both the company for Vans and Minibus have agreed that this can be covered as long as the drivers go through the same process of completing an authorisation form and meet the relevant insurance criteria; min age 18, minimum 6-months driving experience, clean licence, relevant driving categories. This is worth considering for current lockdowns and how the council supports the vulnerable residents. Our insurers have also confirmed that our staff on Furlough can volunteer for another body who supports the vulnerable residents and still be covered driving our fleet vehicles for that organisation. Employee liability and Public Liability however would fall to the volunteering organisation and TTC.

5.9 Bus Shelters - NTR

5.10 Town Centre CCTV – Despite multiple communications with Virgin Media regards to them ceasing their support but still billing the council, VM have pursued debt collection through a small claims court. We have supplied them with email communications with VM account managers, including the one who asked for the billing to cease, the debt to be wiped and the accounts closed.

5.11 Woodmarsh - Trowbridge Town Football Club – The two storage containers have been purchased by TTFC and moved to the ground. The cost has been covered by S106 monies assigned for their site. The sale of the containers £1150 will be moved into the Park Storage Project to offset some of the deficit. HOS is supporting the club on seeking funds for a Defib and also help with groundwork.

5.12 Bowls Club – The small flat roof has damage which is causing water ingress in the kitchen. Quotes for repair have been obtained at a cost of £1316. In accordance of Standing Orders this will be authorised by officers to minimise further costs for damages due to the leak. The bowls club are working with the HOS over the grounds contract which the club feel hasn't been completed. ID Verde have been asked to provided work records.

5.13 Projects

5.13.1 Recreations Multi Use Games Areas – The specification for the sites at Studley, Grove, Longmeadow and Seymour has been drawn up and are **live on the tender portal**. The Closing date for Tenders will be Friday 15th January. The works would include Fencing, new Surfacing, Line Marking and new lamps to those who have lighting already. The council already has £90k from Sport England, £7k from Selwood and £20 from Area Board set aside for these works. We will need the Chair of our committee and at least two other Councillors to join myself, Hayley and Lance to review any returned tenders in January. **Please email Cllr Bates to confirm appointment onto the tender reviewing panel.**

5.14 Budget Codes – I have provided the HOS with an outline of how as a FM I feel the budgets need to be shaped with regards to responsibility and authorisation. In some cases, this would mean some budgets from other departments being moved over. The main achievement is to gather all Facilities and Assets into one place when it comes to authorising/responsibility over the service charges, the utilities, leases and maintenance of them all. There are a few occasions where Facilities do all the works except authorise the budget, that authorisation comes from another committee and not the one facilities falls under. Leases are being reviewed, and tenants are asking more questions over landlord's responsibilities which now need to be made clearer in these new leases, whilst this makes it easier to understand it's also likely to add further work load to Facilities but also further expenditure. The council will also need to provide clear direction with regards to community used assets, with their on-going costs to maintain being weighed up against the lease agreement. i.e. Does the council provide a grant to the organisation to run those facilities, including maintenance, or is the grant the requirement to keep them maintained but that budget is with Facilities to do so? At present the council may be providing a grant and maintaining the facilities.

5.15 LCRS – It's that time again for the council to review the risks for all of its departments. We do this using the Local Council Risk Scheme, subsequently their scoring system and reference to relevant acts and legislation. Department managers have been asked to review the previous one, approve, add and send back to me to compile and submit for Risk and Audit.

5.16 - Lantern Festival and Christmas Lights switch-on - Due to the 2nd national lockdown, we have moved the date of the Trowbridge Christmas Lights Switch On to Saturday 5th December (from 28th November). We are keen for the whole community, both businesses and residents, to enjoy and benefit from the Christmas lights and felt that this would be more feasible once Lockdown 2 is over. Whilst we will not be having a live switch on event taking place in the town, the switch on will be broadcast online for people to watch and will include a virtual fireworks display created using wonderful artwork from Trowbridge children. There will be new lighting features in the town park and bandstand for the community to enjoy.

As we still want to Light Up Trowbridge this winter, we have already distributed approximately 300 free lantern making kits to local families, schools and youth groups and are asking people to create their own lanterns to display at home.

We are also excited to launch Trowbridge's first Window Wanderland event which will take place over the weekend of 4th – 6th December. This is an exciting new Covid-safe event designed to connect people, transforming streets into magical outdoor galleries. We want to encourage people (in their homes and businesses) to create beautiful displays in their windows and join in a window-display-based walking trail for the town. We want people to produce a festive window display, full of hope and light to help Light up Trowbridge this winter. <https://www.windowwanderland.com/event/trowbridge-2020/>

5.17 Weavers Market – returns in 2021

5.18 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

5.19 Tendering – Trowbridge Town Council use the contract finder website (part of .gov) to tender any contracts or works for values over £25k (in some cases for services/works over £10k) This follows the requirements for public sectors procurement as part of the Public Contract Regulations 2015. From 1st of January the Contract Finder Site changes in line with the UK's withdrawal from the EU.

5.19.1 Live Tenders:

[M&E Consultancy](#) – closes 16th December 2020

[Multi- Sport Hardcourts Improvements](#) – closes 15th January 2021

[Parsonage Road Play Area Improvements](#) – closes 29th January 2021

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 have received:

October – Request for breakdown of money spent on Doric Park – Information sent.

6.1.2 Data Breaches - We experienced three data breaches.

01/03/2020 – Email addresses were not BCC'd.

03/09/2020 – Email sent to incorrect person.

04/11/2020 - Email addresses were not BCC'd.

Two of the data breaches were by the same councillor, we are looking into training for councillors as email appears to cause some confusion. Can we also remind all staff and councillors; you must complete the data breach form when requested to do so. It's not up to the individual to decide if it's a breach, that will be down to our DPO. Any Councillor that refuses to complete data breach forms, puts the council at risk financially and also themselves. We recommend you re-read the data breach policy to update your understanding of the process: www.trowbridge.gov.uk/wp-content/uploads/2020/07/Data-Breach-Policy.pdf

6.1.3 Data training: All councillors have been sent a basic Data training video with nearly all now reporting they have watched and understand the contents. We have also been advised by our DPO to provide further Councillor training. Staff training will commence after Christmas.

6.2 Website updates.

6.2.1 QR Code Due to not everyone having the governments track and trace App, we have added a page to the website which details can be added. Members of the public can do this with our QR code so staff can add. This also has an automatic 21-day retention period. We also used this system for the remembrance service held at the war memorial.

6.2.2 New pages

- **Climate** this will include the mission and work of the climate group and what Trowbridge town council is doing its part to become more green.
- **Investment and planning of projects** this will have full details of all upcoming projects or projects being discussed.
- **Procurements and contracts** we will list and have full details of all our third party contracts wiring the town council.
- **Community** this page will build as time goes on. The idea is to have a community section which lists charities, community groups and schools.

All of the above pages have been agreed in previous/other meetings or discussions but due to Covid-19 were put on hold.

6.3 Staff newsletter We are now producing an internal staff newsletter. The idea is to keep staff updated about policies and news within the town council as well as celebrate individuals and departments achievements. This is sent out monthly and the first one was sent out on 13th November 2020.

6.4 Talking news Due to Covid-19, Talking News has stopped recording until January 2021. We will continue to support them with being the post zone for the envelopes as well as being a reader, once they start back up again in the new year.

6.5 Trowbridge Ted – Ted was witness to Stephen and Brons Civil ceremony. Due to Covid restrictions of civil partnerships and weddings, they lost a witness and emailed if Ted could be witness. Ted jumped to it. We've had a lot of media interest in this story since it was posted on Trowbridge Nub News, and we have forwarded the couple many national media article researchers.



6.6 Opening of the Information Centre: Due to the current lockdown, the information team are only open when assisting with AWP (as usual) who hire some of the offices. This is for essential appointments only and following government guidance, we are not open to the public.

6.7 Deployment: Ben is still deployed around the Council helping out with nearly all departments. He is still assisting Active but is now also helping the museum unpack as well as supporting neighbourhood services with weekly checking of the parks to make sure Covid-19 signs are up.

6.8 Helping the community through Covid-19: Following another lockdown, we organised to support the community. We have had only one support call (two weeks in). This could be due to the government not telling the vulnerable to shield but to limit going out.

6.9 Twinning

6.9.1 Trowbridge/Leer Twinning Association – No update

6.9.2 Trowbridge/French Twinning Association – No update.

6.9.3 West Wilts Elblag Twinning Association – No update.

7.MAYOR'S EVENTS

7.1 Remembrance Day – Following government guidance we continued with the remembrance wreath laying at the war memorial. Working with the RBL we focused on the wreath laying and strongly discouraged public attending however, measures were put in place for the public to keep in line with guidance. The event was also live streamed on our SM channel and our website. Thank you to Trowbridge Nub News who assisted in our live streaming. We received lovely feedback from attendees saying they felt safe and were impressed with such a well organised event. Thank you to all members of the public and Councillors that stayed at home during the event and followed the government guidance. Also, thank you to the members of the public that did attend and fully complied with all processes in place.

Can I thank the Information Team: Andrew, Ben, Laura, Lin and Mike. The last few months have brought many challenges including home working, stress and health worries. They have continued to be positive, hardworking and open to all challenges.

8. HEAD OF SERVICE LEISURE, FACILITIES AND INFORMATION SERVICES SUMMARY

The impact of Coronavirus on the delivery for Leisure Services has been significant. We are optimistic that service delivery will continue to grow and that we have a pivotal place in ensuring we support all ages to either start or maintain a healthy lifestyle.

Our plan continues as we were with:

- Income generation and management of expenditure
- Create opportunities to increase provisions within Trowbridge area
- Ensure Holiday Activities and Active Extras are planned and at full capacity.
- Partnership project delivery and grant funded projects
- Continue to work on Doric Park
- Work with key partners on a delivery programme on the new hard courts
- Working on a new 2021 Web Site to be more client friendly.

Facilities team will focus on;

- Civic Building outstanding snags and ensure the allocated maintenance work at Longfield Community Centre is Complete.
- Compile a 5 year planned maintenance programme for both the Civic and Longfield
- To ensure the tender process for Hard Court Facilities and support Doric Park Project are in line with policy.
- VS – To work on a 2021 Event plan and lighting of buildings for key dates.

Information Team will focus on;

- Start working on the 2021 – 2022 sponsorship signs opportunities
- Maintain and engaging social media platform and a review of other council's sites
- Focus on promoting the wider Town and seeking information to ensure we cover all core areas, developing relationships with partners and businesses.
- New Web Site Pages

It would also be appropriate to recognise all the Town Council employees for adapting to either working at home or being very patient while on furlough which in its self is incredibly difficult in such uncertain times. I look forward to us all continuing to work together for the benefit of Trowbridge.

Hayley Bell – Head of Leisure & Information Services

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Contributions from:

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