

## Agenda item 3

### For information: Town Hall update

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Our Town Hall team have been working really hard and it's my pleasure to relay in this report the progress we have all made.

### Key dates

If all goes to plan, we will have the building handed over to us on 3 February. FTC offices will be moved on 13/14 February. The Town Council will be closed for business from 13 February to 17 February, this is because we will be moving but also because we are still uncertain when phone lines and broadband will be re-connected. All staff who have mobile phones will have them turned on.

### Communicating consistently about The Town Hall

- To make sure the way we are communicating the Town Hall story I have taken consultation from Cllr Mel Usher and Paul Wynne on the first press release: <http://www.frometowncouncil.gov.uk/frome-town-hall/>

- To help the public, and manage the administration of the queries we may be asked, there is a FAQ's section on our website: <http://www.frometowncouncil.gov.uk/move-frome-town-hall-2017/>

### **Frome Town Hall Signage**

- I have been working in close consultation with Cllr Colin Cobb and Pencil Studios to design interior and exterior signage for The Town Hall.
- The signage will be consistent with the Frome Town Council brand.
- My motivation is to design signage that meets the original Town Hall brief of intending the building not to look like a tradition Council Office but fresh, welcoming and inclusive and space for all of the community.

### **Supporting the move of Information Centre from the Library to the Town Hall**



We continue to communicate clearly and with support and respect for Frome Library. I have bought both Frome library and FTC teams together to ensure and be advised on a smooth transition to move forward our 'backfill plan' transition of services discussed in the last Council Meeting.

- This month we had a meeting with our FTC information team and Cerian (Frome head librarian), Jon Wood (Line Manager), Sue Sheppard (Customer Service Manager) and Carol James. These outcomes are as follows:
  - FTC will continue ticket sales for both coach (National Express and Berrys) and events (Cheese Show etc.). This is not financially viable for the Library
  - We need to discuss with the Cheese and Grain to decide whether FTC sells tickets at the Town Hall or the Cheese and Grain picks up the sales instead. We would prefer this service to be delivered by the Cheese and Grain in the town centre but if C&G don't want to offer this service, FTC will retain it at the Town Hall.
  - FTC Info team Teresa and Tricia to meet with Library staff to ensure a smooth move.
  - FTC will talk with Carian regularly following the move to assess any issues that the Library may be having in the absence of the Information Centre
  - The Library have been given our press release and Town Hall FAQ's so they can communicate consistently about our move
  - Moving notification posters are being approved and sent to Teresa and Tricia to be put up in the Library.

### **Town Hall tenants**

- We are in the advanced stages of agreeing terms with Fair Frome, Active and In Touch, WHY, Frome FM. Jackie Wheeler is moving this forward and drawing up these agreements into contracts
- We shall have Room Booking software in place by March and we are creating descriptions and specs for the desk spacing and meeting rooms to go on the website to start advertising
- We are keeping a list of interest and contact information of people who would like to make a formal booking when the software is up and running.

### **The Community Cafe**



To make sure our café meets the original Town Hall brief of a community café, we have met with Critchill School to understand their aspirations. This influenced discussions when we interviewed candidates to run it. We sought an exceptional person or organisation with catering experience and stipulated the following criteria:

- Be open 8.30-5.30 Monday to Friday. Catering for evening and weekend functions is likely to be required.
- Use only Fairtrade products and ideally utilise locally sourced food.
- Be able to accommodate a traineeship or apprenticeship.
- Be open to working with the local young people through work experience programmes and one-off events.
- Be able to provide its own specialist equipment such as coffee machines as well as white goods.
- Be expected to pay the Living Wage Foundation salary of at least £8.45 per hour
- Owning a licence to sell alcohol would be advantageous.

### **Town Hall Steward Sean Powell is now in position**

What he's been up to:

- Dealing with contractors providing risk assessments (fire, water, etc.), and installing features of the building.
- Working with permanent residents to sort out furniture needs and a timetable for moving furniture out of Palmer Street to its relevant destinations (including a skip)
- Working with myself on Town Hall press releases and social media content regarding providing information to the public about moving our various services
- Generally getting to grips with the many features and expectations of the building via the Rangers, the contractors, the architects and the needs of permanent residents and staff, e.g. preparing for handover of responsibility and bulk of information about procedures which I'll be responsible for.

### **Furniture for The Town Hall:**

We have been sourcing quotes for furniture to complete the Town Hall. We have had three separate quotes and have, in consultation with Colin Cobb, decided to purchase the following:

- 120 stackable chairs for the Council Chamber and multi use rooms
- 20 foldable tables for the Council Chamber and multi use rooms
- 4 mobile screens with pin board and white board to use to screen furniture in the Council Chamber and use for meetings and conferences
- 2 sofas and 4 armchairs for informal meeting spaces on the ground floor and first floor
- 4 tables and 16 chairs for the café

All furniture sourced has been chosen on the basis of its quality and durability.

In consultation with Colin, we will place the order for the furniture with the relevant companies in time for the launch on 1 April.

### **Offering furniture to the public**

We gathered a lot of furniture from various sources including the County Council. We have used this wherever possible and made available any surplus to local organisations last XXXX. As we get closer to moving we will have another stock of surplus furniture (primarily from Palmer Street) which, again, we will make available to local organisations. We are publicising that furniture will be available to collect on 16th and 17th February 2017 from 5 Palmer Street. This information has gone out as a press release:

<http://www.frometowncouncil.gov.uk/furniture-available-small-businesses-community-groups/>

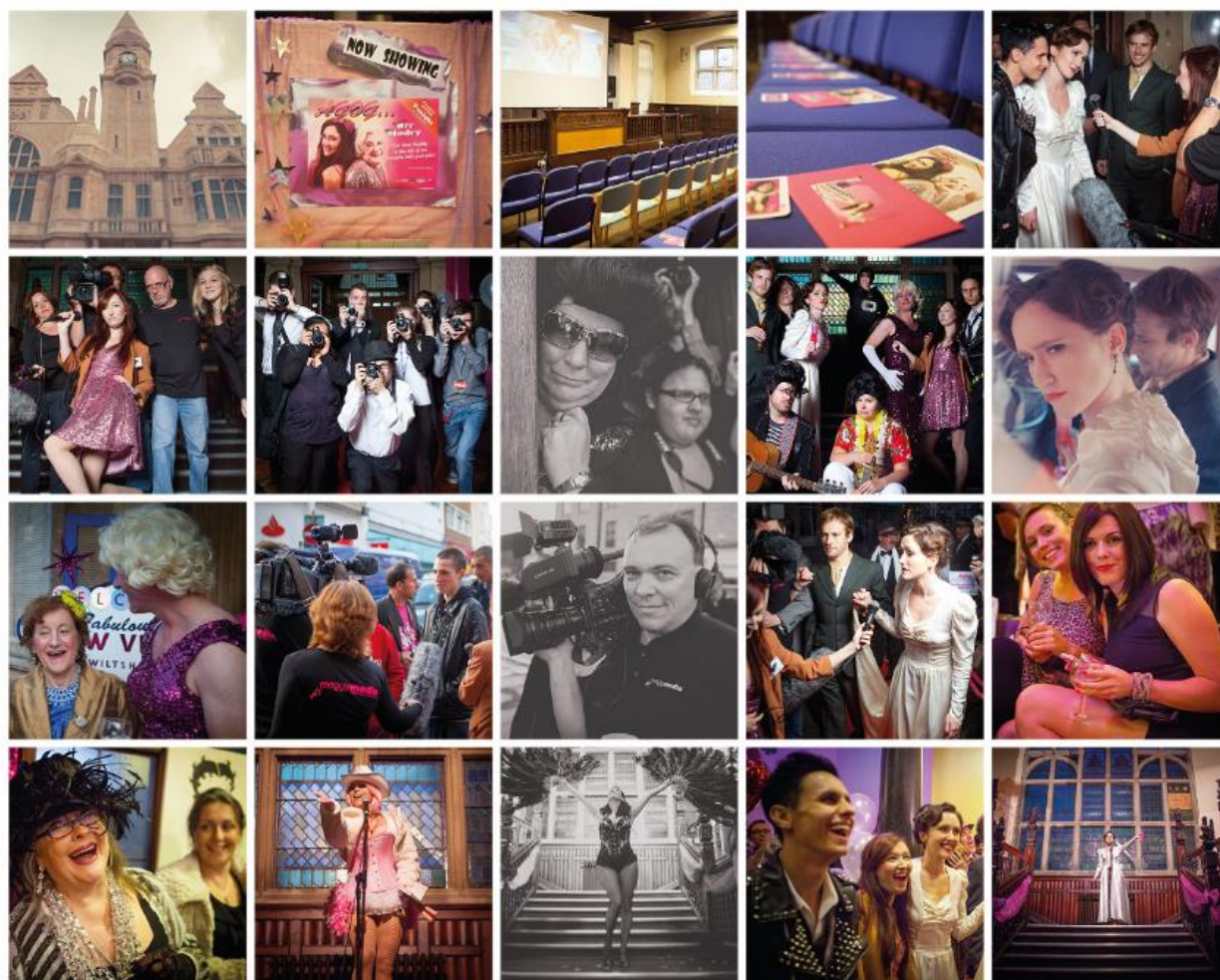
### **Countdown to an exciting launch of The Town Hall: April 1st**



I would love to produce a launch event by the community for the community. One way to make the Town Hall a place for the community is give the public a feeling of ownership and investment – this I hope to run through all my work as Town Hall Manager.

- I am meeting with both my Marketing and Communications project sponsor Kate Bielby and Town Hall project sponsor Tim O'Connor to discuss the April 1st public launch of Frome Town Hall soon
- I would like the launch to be a community event and it would be wonderful to light the clock face again for launch night to signify the Town Hall at the heart of the community again
- I have experience launching the first public event in Trowbridge Town Hall
- My Trowbridge Town Hall event was immersive for the community and hosted by the community with involvement from local students, performers, local gym body builders, burlesque dancers, young and old and the general public
- I would like to take from this experience the element of community participation getting the community and Cllrs actively involved.

I'd welcome any thoughts on the launch. Here is a set of images from the Trowbridge Town Hall event.



## The History: Frome Town Hall Book



The book about the Town Hall will be launched and be on sale on April 1<sup>st</sup> at the launch. It is my aim to draw from the book the personal stories celebrating the families with a link to the building and those who worked there. We would like to invite the members of public who contributed to the book, including Mr and Mrs Wheeler who were married at the Town Hall when it was the Public Offices over 50 years ago. They returned on their 50<sup>th</sup> anniversary.