

Agenda Item 10

For information - Update on the Frome Town Hall

Author: Rachel Griffin, Marketing & Communications Manager

Summary

This report provides an update on Town Hall occupancy and a year-end income forecast and a summary of our current marketing initiatives.

Update on Town Hall occupancy

See below a table of who is occupying where in the Town Hall

Fair Frome	Elliot Building
Frome FM	Upstairs
WHY	Upstairs
Frome Learning Partnership	Two small upstairs offices and the Parlour
Active and In Touch	Not returned

Tenant wise there has not much change since the last report. Active and In Touch are unsure of the timing of their return because of space limitations but we are working to bring forward alternate solutions.

We will be looking for other options for the café, but as other Town Hall events open it is likely that this will be used as a booked meeting place in the week and for a bar facility at the weekends. It will also potentially be used as a quiet working space for staff during the week and allow us to spread out as we look to maximise both workspace and the function of the building.

The Town Hall is opening with regular bookings having been contacted, and services are starting to book in their return dates. Most of these are post July 17th whilst advice remains work from home if you can. However, some of the statutory services such as the Probation service are now back in.

The Town Hall continues to be regularly assessed to ensure the safety of the staff, tenants and any outside visitors and currently is operating on a by arrangement working pattern with a skeleton crew including the cleaners and the Town Hall Steward.

Cleaning

The new covid-secure cleaning regime remains in place and the building is now cleaned 7 days a week.

Track and Trace

This element of the report remains the same. As a venue we continue to operate the NHS Track and Trace App qr code system and so this and our other measures remain in place. A

parallel system of track and trace is also in operation if visitors don't have the App. And staff and tenants are asked to use their fob when entering the building so that they can be tracked that way. This complies with both Covid and GDPR regs.

Similarly, we are monitoring staff use of the building so that we can ensure that any areas used are cleaned effectively and that we can plan for who accesses the building when.

Town Hall Budget & Income

The Town Hall budget and income figures are taken from the actual bookings in the booking system currently and show where we finished at the end of last year.

	Income received and bookings at 31/03/2021	Budgeted, at 31/3/2021
Café	325	4200
Chamber	6082	12384
Equipment hire	192	2300
Meeting room hire	3373	8000
Tenants	32544	32,938
Total	42527	59832

To reach our budgeted income we need to make a further £17,304.25. This is moving in the right direction and so we are cautiously optimistic that if the Town Hall can remain open this figure can be achieved.

Fabric of the building

Maintenance continues to be a priority in line with the quinquennial plan as well as other activity to improve the facilities. Sadly, work on the roof has had to be delayed until September. This is because our initial contractor pulled out a week before work was due to start.

By far the biggest difference to the fabric of the Town Hall over the last month has been all the work by the Business Manager and our Town Hall steward to ensure that the hybrid meetings in person and online can take place and the tech work involved with that. This technology has now been extended to meeting room 1 too, which will continue to make us an attractive offer for blended meetings, which we are anticipating there will be a high demand for.

Conclusions

It is fair to say that we anticipate that the Town Hall will continue to be affected by Covid for some months to come. The Town Hall as a business space is showing encouraging signs of increasing booking enquiries and the space itself is looking well cared for, very clean and inviting. It is our continued expectation that once people's thoughts turn to face to face business activity and parties that we will see a return to a busy and vibrant building.