#### Agenda item 10

For information – 2021/22Work Programme – end of year review Authors: The Management Group

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#### Summary

The purpose of this report is to update the Council on the delivery of the 2021-22 Work Programme.

The report summarises work that was undertaken in 2021-22. It highlights where there were challenges in terms of delivery (for example, because of the impact of the covid pandemic, dependence on others to deliver, budget constraint or staff capacity), as well as a brief summary of the many areas where there was positive progress.

#### Introduction

The Work Programme is reviewed at monthly Management Group meetings.

Managers have devised a system of RAG rating (Red / Amber / Green) the priorities within the work programme. Green indicates an action is on track for delivery or completed, Amber means an action is on track for delivery but there are potential issues that could affect this and Red means an action is not on track for delivery. <u>This can be viewed at Appendix 10.1</u>, on the website here.

This report highlights progress against each of the following areas:

- 1. Resilience
- 2. Environment
- 3. Prosperity and Economic Regeneration
- 4. Community development
- 5. Relationship building
- 6. Marketing and Communications
- 7. Finance and central business matters
- 8. Covid-19 pandemic

### 1. Resilience

### Transport

- Entered into a contract with Sustrans to develop the design for the School Streets project on Oakfield, Nunney & Park Roads. Community co-design sessions were held throughout September and October 2021 which informed the draft design developed by Sustrans. While the project was delayed as Somerset County Council worked to confirm arrangements for delivery from their side as the Highways Authority, we were given the go-ahead to consult on the draft in April 2022. Next step will be to incorporate feedback from the consultation to create a final design for implementation in Spring 2023 at the latest.
- Began the process of developing a Local Walking and Cycling Infrastructure Plan (LCWIP) for Frome, working with Somerset County Council. This work is due to be completed in 2022.
- Active Travel Challenge took place with schools once again in September as part of Great Big Green Week
- We relaunched the hire of our e-bikes with Pronto Bikes and created new leaflets/ promotional campaign which has led to an increase in interest
- Launched "Cycle Together," an e-bike trial and cycle confidence scheme as part of the Green & Heathy Futures programme. Over 50 people have taken part in the programme so far.

### Energy

- Secured Salix o% loan for LED lighting at Town Hall and installation of 10kW of solar PV which was installed in May 2022. The estimated cost saving of these measures is £2500/year, with an estimated carbon saving of 3.64 tonnes per year.
- Developed the Healthy Homes project as part of Green & Healthy Futures programme. To date, 230 people have received energy advice through the drop-in sessions with the Centre for Sustainable Energy, and 20,000 texts and 740 letters have been sent to patients by the Medical Practice. As a result, referrals to CSE have increased by 50% from pre-project levels.
- Led on a successful bid to the Community Renewal Fund for the Somerset Retrofit Accelerator pilot project, working with other Town and District Councils in Somerset. 13 Frome households have benefitted from a discounted home Retrofit Plan, and there is hope the project can be scaled up beyond the pilot period.

### Zero waste

- Plastic Free. Period. campaign funded by Mendip's CEE Fund and delivered in partnership with Frome Medical Practice. Community wide campaign encouraging use of sustainable menstrual products workshop 3rd February, free period pants distributed via Fair Frome, discounts from local shops and online for residents who pledge. Positive Period workshops delivered to 4 middle schools in town reaching over 1000 students.
- 5 new businesses signed up to Plastic Free Communities award

### Biodiversity

- Declared an Ecological Emergency which has led to closer working between the Resilience and Environment teams at the Council.
- Partnership wildlife mapping project with Somerset Environmental Record Centre (SERC) to establish town-wide baseline for biodiversity in our green spaces and in private gardens. Encouraging people to get outdoors, connect with nature and take positive actions for wildlife.
- Supporting the Wild Bunch, a new nature friendly gardening group

### Climate Change

- Updated FTC's Climate & Ecological Emergency Strategy and information pages
- Launched a new Climate Action Group for Frome, which enables the Resilience team to engage with the community around our work and support closer working with existing groups. First meeting had over 50 attendees online.
- Wider project support for Green & Healthy Futures programme

## 2. Environment

As ever, we've dedicated time to the maintenance of the parks and green spaces that we look after – and also to making improvements, often based on ideas coming from the town.

And this has resulted in a successful balance whereby we're setting high standards for the upkeep of these spaces; yet also making improvements and changes.

Sometimes the changes are smaller and go relatively unnoticed; like new bins and benches going in.

Sometimes though, the Rangers support and lead much bigger projects – like the recent work at the Showfield for the upcoming Jubilee.

Similarly, we've planted or supported the community to plant approaching 5,500 trees in the last few months.

Sometimes this has been just one or two new trees in a space.

But sometimes it's been new hedgerows and new orchard trees to change the look, feel and flow of a space.

All of which has made for a busy year:

- New planting around the bandstand in Victoria Park
- Ranger-made sand pits at Packsaddle play area and in Victoria Park
- The blossom circles at the Showfield now added to as part of the Jubilee project here
- Planted Frome's first Tiny Forest at Egford Lane
- New bins around the town (supplied by us; and checked and emptied by MDC)
- New benches in lots of spaces, including North Parade and Rodden Meadow
- Fitted bag dispensers for dog owners and dog walkers in some of our spaces

- Discussions with MDC and SCC about weeds and weed management across the town
- Hedge planting around the play area at the Showfield
- The town's speed indicator device (SID) is now being used around the town; with data then being shared with Community Speed Watch, SCC and the Police
- Continuing to make bird and bat boxes for the trees in our parks and now making hedgehog homes, too
- Together with Froglife and FROGS, we've created a wildlife pond next to the Roundhouse
- Discussions with MDC about the possible transfer of some more green spaces to FTC
- Together with the Community Development team, lots of discussion about ideas for the space and a community football event at Egford Lane
- Reviewing the safe working practices for the Rangers including coronavirus risk assessments
- Reinstatement works to the grass and the ground in Mary Baily
- Creating new wildflower areas along the edge of the Mary Baily playing field
- Conversations with MDC about the rough sleepers in the spaces we look after

And this happens alongside the seasonal work and day to day work of things like grass cutting; hedge cutting; tree works; and play checks.

3. Prosperity and economic regeneration

### Planning & Development

- Since April 2021, the Planning Committee has been consulted on and responded to 325 planning applications ranging from works to trees and householder extensions to large housing developments. We have also considered some significant applications, including 3 allocation sites at Little Keyford, Sandy's Hill Lane, Innox Hill, Marston Gate the Saxonvale applications, these applications alone propose 990 new houses.
- In relation to the Saxonvale application on behalf of MDC, FTC has explored the potential for bringing the vacant former Western Warehouse and adjoining buildings back into productive use for cultural/community purposes. An application to the Government's Community Renewal Fund was made in 2021 to secure seed corn funding to undertake a detailed feasibility study. The application was unsuccessful, and the project is paused due to a lack of funding, but a brief is in place should this project be revived at some point in the future.
- Several of the applications considered in the last year have been locally controversial and the Planning Committee has worked with both applicants and residents to try and help resolve the issues. This includes working with various community groups and developers.
- Now that we are holding hybrid meetings, there continues to be good attendance at the meetings, with some people still choosing to attend online. For the Mayday Saxonvale meeting we had over 100 people attending the meeting, with 70 online. We have also had pre-application discussions with developers and householders, meeting on site where possible. We continue to make representation at the Mendip District Council Planning Board and Council meetings.

- General enquiries for help and advice on planning and other related matters continue to increase, this is due in part to the fact that Mendip planners have had a reduced capacity and are not readily accessible.
- We worked closely with the Frome Area Community Land Trust, supporting them with planning advice and information, when needed and attending regular meetings.
- Working with Nikki Brain, Resilience Manager, a Climate Emergency Planning Guide was produced and adopted by FTC. Whilst this guide cannot be enforced as policy, it sends a clear message to developers about what the Town Council expects to see for all new development. We have also responded to Mendip's consultation on their Supplementary Planning Guide on sustainability, suggesting that they should adopt our document.
- Following increasing concerns about transport issues throughout the town and the impact of new development, we set up a Transport Strategy working group with MDC & SCC. Work has started on Transport Strategy (Vision document), but this is dependent on external funding for completion.
- Phase 3 of the Market Place improvements, to provide additional seating and planters has progressed and contractors have now been appointed.

## Vocational Training

• The Vocational Training steering group continue to meet up every 6 weeks, for the training providers and group members to update each other and discuss challenges and opportunities and promoting apprenticeships and traineeships, and supporting local businesses develop staff skills and individuals wanting to learn new skills to enter or reenter the workforce.

### **Business Support**

Continued work to support economic recovery incl. business surveys, advice/information to businesses, showcasing independent businesses, Festival of Commerce in partnership with Frome Chamber. Work progressing as planned with exception of Festival of Commerce which has been postponed until 2022.

The Business Bulletin has continued to be the main channel for circulating relevant business information out to local businesses. We ensure content is balanced between national support and advice, such as business grants and central Government schemes as well as highlighting more locally driven support, including business events and initiatives organised by Frome Town Council, Frome Chamber of Commerce and Edventure.

The Discuss & Do business events run by Frome Town Council and Frome Chamber of Commerce have continued and are now face to face again, training events include, growing your business and funding, taking on your first employee and Streams of income using different types of content.

The Good Business framework visits have now started again, working with the Resilience Manager, we have visited businesses through the Good Business initiative to learn more about their business needs and discussing ways to improve their environmental impact and how to help support the prosperity of the town. The annual Benchmarking event, researching with town centre businesses and visitors to benchmark performance of town centre against similar towns elsewhere, was put on hold last year due to lockdown.

#### 4. Communities

Over the last year the Community team have taken an enabling role in streets, with community organisations and across their work to support children, young people and their families.

#### Children, young people and their families

- FIND Frome is an online resource for residents in the Frome area detailing clubs, activities and services available to children, young people and their families across Frome. To date this platform has over 17k page views with the following being popular pages: activities for o-5-year-olds, clubs and hobby groups, family support and advice, holiday activity providers, mental health support and bullying and cyberbullying.
- Working with Frome College our project officers have developed a new voluntary role for young people participating in the Duke of Edinburgh awards scheme. The Find ambassadors have supported the promotion of FIND at events throughout the summer.
- We continue to review services and identify gaps in provision and have had a particular focus on working with strategic county leads and local partners to address issues.
- Play Strategy for Frome: Children's Scrapstore Bristol developed a Play Strategy for Frome, which can be read <u>here</u>. The strategy provides a framework for developing inclusive provision for children, young people and adults alike; both in our parks and open spaces but also building a manifesto for play to enhance opportunities for everyone across the town.
- Make It Happen: a participative conference for year 8 pupils in the town was delivered in March this year, engaging young people in practical action and skills learning to support the to actively participate in their communities and the democratic opportunities in Frome to help shape their collective and individual futures.
- Link and Learn is a community training programme for practitioners, parents and other interested residents who are looking to help themselves and each other ... issues such as talking about mental health and accessing support and how to positively manage tricky conversations.
- Young People's Mental Health Forum: FTC now facilitate and service this practitioners forum which aims to ensure a robust and comprehensive offer for children and young people in Frome across all stages of their mental health needs.
- **Commissioning services:** This year we have commissioned Woodland tribe, Purple Elephant, The Pod and Young Somerset deliver direct services for Children, Young People and their families to initiate new projects and develop sustainable solutions for the future.

### **Community Development**

- Over the course of this year, we have continued to build a model of community development in Frome which supports mutual aid and positive activity at a street level.
- Over 100 street level groups are now registered with FTC, and more are forming across the town.

- Neighbourhood Network: Street level groups share ideas, aspirations and tips through the Neighbourhood Network, supported by our Community Development Officer.
- Street and Neighbourhood groups are also actively participating in projects and initiatives centred around parks and open spaces, trees, sustainability and resilience. It is now possible to close a street through a simpler, streamlined, process for playing out and street parties and the network have, supported by FTC, hosted a series of training and information sessions for groups to support these and other initiatives.
- Restorative Let's Talk: A new initiative for this year has been the growth of a group of residents focused on developing a restorative approach to managing neighbourhood disputes. Following a series of restorative training sessions, the group have continued to meet on a regular basis building on their ambition to develop a wider community approach to positive conversations, with further community training opportunities and the development of resources.
- Wild Bunch: The Wild Bunch is an active group, supported by FTC to better support wildlife in our neighbourhoods and shared open spaces. They have run a series of practical activities and information sessions over the last six months with a focus on gardening for wildlife, including bird box building, help for hedgehogs and creating wildflower meadows.

# Support for Community Organisations

We have continued to share information through the Community Groups Newsletter, loan resources to support the delivery of community events and projects and meet regularly with partner organisations to ensure the 120 plus groups we have in the town are resilient and sustainable.

We have also met with representatives of new and existing projects offering support and advice, regarding funding, business planning, training for trustees, wider organisational and practical support, to continue to build a broad offer for the residents of Frome.

### Grants

This year our grants totalled £137, 163 with Community Grants of £70, 473, Mayors Grants of £3,690 and Substantial Grants of £63, 000 going to support the delivery of grass roots and larger scale projects and activity across the town, in accordance with the strategic ambitions of FTC to enhance and improve the lives of residents in Frome.

### 5. Marketing and Communications

The Marketing & Communication area of work continues to have a prolific output delivering our own projects within the strategic objectives of FTC and working across the entire team to deliver high quality communications and events.

Increasing the information output of the Council for the purposes of well-being and civic pride – this small sentence represents a vast majority of our work as we work to ensure a solid professional output to support all FTC projects.

• All channels continue to be used to support all the projects that the Town Council is undertaking from print to online digital content. We have written nearly 260 articles across the year to support the work of the team, including 66 ticketed events with

press, art working and marketing going through out channels, as well as our larger non ticketed events and council and committee meetings.

- We have a significant increase in Social Media output, through a clear and developed digital strategy, a rethink in tone and an increase both in click through and hammock rates
- Noticeboard ambassadors are back and up and running servicing our 22 noticeboards throughput the town this service not only support our own work but also the work of other events and community groups throughout the town
- We now have 8 newsletters which include the Town Clerks update we have a new piece of work to enable easier more engaging sign up

### Improving the image of the town through the visitor experience

This element of our work promotes civic pride and supports our visitor offer, events and spaces, walking and cycling and independent businesses. It is a whole package which includes a website, and the information point, and a newly structured social media.

- This year we have largely focussed on supporting and promoting businesses and walking and cycling and new sections of the Discover Frome website, both for families and to promote makers as a top reason for visiting Frome. The number of website views are still not up to pre pandemic heights, but we will continue to work on that with the rebirth of Discover Frome social media to steadily support it.
- This has coincided with the consolidation of the Discover Frome Information Point at the Black Swan by a move to the Round Tower which has enabled to be featured. Other elements of this project have been more difficult to get off the mark so that the Discover Frome Makers Market now won't be delivered and the Discover Frome Makers windows, a project to improve the appearance of closed shop windows, is delayed.

### Participation and engagement

We continue to have participation and engagement as the underpinning principle of all our work:

PB Town Vote asked community groups to pitch for their street level projects – 11 projects were funded and are in the process of being delivered.

- Participatory budgeting Events Last year only one PB event, the Young Somerset Skate event managed to take place. The other events are no longer viable despite our best efforts.
- This year however we expect a bumper crop: Children's Festival, The Kindness Festival, Caravan Arts and Somerset food Trail will receive funding this year following are vote in March.
- The People's Budget Jubilee also took place in the spring with the Blossom Circle as the winner
- The Make it Happen youth conference enable all year 8 attendees to vote in the People's Budget Event Interestingly for the first time their thoughts diverged from the wider population, so it was even more important than ever that they were able to Have their say.

# Events

Events are an important element of our Communication and Marketing strategy allowing us to engage both with the community in a different way but also as an outreach tool for increased participation. They are a great way of garnering public opinion. And it's fair to say last year saw us move back to events, albeit outside

- Some elements of the work programme events were cancelled or postponed. It was not the year to have a conference, or a business festival and we were due to deliver a History Festival with partners from FSLS and the Museum, which is delayed. The Business Festival with Frome Chamber of Commerce, Visitor conference with Visit Somerset and have yet to be reframed
- This did allow for other unplanned events to go ahead taking advantage of the appetite to be outside: With the budget we delivered Picnic in the Meadow and Play day work that supported the play strategy work and got people out in our parks and open spaces.
- We were also able to deliver Great Big Green Week an excellent event with nearly 50 events including events that we delivered across the FTC team walks and cycles, a Plastic free picnic, We Feed Frome a food producers' event at The Station, the birth of the Wild bunch, and to a lesser success Improve Don't Move. We have already begun planning for the next one and are encouraging partners early to reach for an even more eclectic programme.
- Our Walking Festival, Remembrance and the Christmas Lantern Parade were also back which was a tremendous success, saw over 3500 people come into the town centre and where for the first year we managed to get all the lanterns into the town in one go a real feat of crowd management
- Our celebration of International Women's Day this year was also delivered in a slightly different way due to workload. The day was marked by Frome Families for Future doing a fun pop-up stall promoting Plastic free Periods, Dawn Denton delivering a special series of Lightening Talks; and the promotion of Frome Museum opening of 'Celebrated women of Frome."
- Some events, like Frome Busks, this year delivered in partnership with Frome College are a joy to return to. Others such as Fiverfest in October was not well supported this time round by the businesses and won't be revisited in that format, and we delivered an online market space again this year. A huge success last year, this year not so much and so we have moved on to support these small maker businesses with our Discover Frome Maker work
- Glow in the park was the jewel in the crown, the first ever live audience Drone show, representing an enormous body of work, it really captured the imagination of the town and is an excellent example of us taking advantage of opportunities as they arise and Frome leading the way forward.

# Town Hall

- The Town Hall was half-mast for most of the year with most of the staff working from home. However, the return of statutory services and tenants after the first half of the year has meant that the Town Hall developed a new rhythm throughout the year until by March this year it really felt in some way back to a normal.
- There have been many highlights, but the weddings remain the most joyous of events

- Substantial work has been completed on the roof, with other renovations this year to include the windows, the lights and the electrical supply as well as ensuring that all the general maintenance and contract renewal tasks are completed
- The in-house Cleaning Staff have proved to be a valuable asset to the everyday working of the Town Hall, continuing to do an extraordinary job of adapting to whatever is thrown at them in terms of new processes. The expansion of the team to include a cleaner for the Town Hall and Victoria Park at the weekends has also been successful.
- The support stewards team continue to go from strength to strength to support the Town Hall and wider events as we continue to address the TOIL issue whilst continuing to deliver a quality experience.
- 6. Finance and central business matters

#### Budget, Precept, Audit & Finances for 2022-23

The financial year ending March 2022 is reported separately at this meeting under the Annual Return 2021-22. Overall, the year ended 12% underspent to budget in the second year of the Covid-19 pandemic with further lockdowns and subsequent opening up. We propose to carry forward some of these works to 2022-23 through Ear Marked Reserves (EMRs) and to save the remaining surplus in the General Reserve. We end the year with increased reserves to support new projects, a sufficient 2022-23 budget and EMRs to continue progress with the Work Programme through to 2023 when the next WP revision is due.

#### **Internal Auditors**

The Internal Auditors were entirely satisfied with their investigations during the year and the Annual Governance Statement & Return will be submitted to the External Auditors following approval at this meeting. Their response would be expected around late August 2022. Hannah Paniccia, FTC's Assistant Finance Officer, has managed the bookkeeping and financial controls brilliantly throughout the year, ensuring all staff conform to published protocols and remain aware of their budgets on a regular basis.

#### **Risk Register & Financial Regulations**

The risk register was reviewed by Hannah Paniccia, Chris Stringer and Sarah Williams and approved by Council in January 2022. The Financial Regulations have been reviewed by Sarah Williams and are to be approved at this meeting.

#### Ethical banking research

We opened a new current account with Unity Trust bank to trial bulk BACS payments. However we have been unable to obtain satisfactory customer service access prior to trialling and have to wait for good communication to be in place before trusting even a short list of financial transfers. Cllr Anne Hills has also experienced Unity Trust's Customer Services and is in agreement that it needs improving before we can reliably consider moving our current account transactions across to it. We will contact Triodos again to see how their bulk BACS payment arrangements are developing.

### IT, VOIP & video conferencing

Building on the progress made during the first year of Covid-19, we now have good video conferencing and live stream facilities available in three meeting rooms of the Town Hall plus the main Chamber. We can offer Zooms, Zoom Rooms and TEAMS meetings in all the areas

and have a budget in for 2022/23 to enhance sound and vision further if necessary. This means that residents can participate in meetings and events more than ever before and without leaving their homes if they are not able to. We offer video conferencing facilities to both community and business organisations at accessible rates. All Town Council public meetings are recorded and streamed live through Frome Town Council's YouTube channel along with many events from the Chamber, again broadening audience capacity.

The majority of staff laptops have been renewed since 2020 and we will start funding towards the next programme of renewal from 2023. Our budget for replacements is therefore halved for 2022/23.

The onsite server that was renewed in March 2020 was purchased for cash and the cost was less than two years' quoted cloud-based subscriptions. We have therefore not been tied to one provider for a five year lease purchase and will carry out a major IT review over the coming year, particularly with regard to greater cloud based services and the new CRM/database.

A key IT project on the agenda for the previous two years has been the development of a CRM database which was intended to be a bespoke central communications, administrative and data hub for the Council. An initial quote received late in 2021 indicated the basic cost to start at  $\pounds_{44k} - \pounds_{66k}$ . A project of this financial size is required to be put out to tender on a Contract Finder website and the next step is to write a Request for Tender document. Meanwhile we heard that Somerset County Council (SCC) might have a dormant database ready to be recommissioned and it was thought worthwhile waiting to see what development might take place. We didn't want to reinvent any wheels already in motion.

The direction and speed of development may still be subject to new Unitary developments, but we will aim to future proof connectivity and collaboration as far as possible without holding back the improvements needed internally at FTC any further. The critical requirement requiring bespoke development will be the collation of data for the FIND directory on the FTC website and this may need to proceed ahead of the main database development. Where possible we want to integrate any work done now with a new system in the future.

#### General enquiries, telephone call and email volumes

Tricia Mugridge who had worked on the Town Hall front desk since FTC moved to it in 2015 and prior to that at the Library, took semi-retirement and moved to co-ordinating the volunteers at Discover Frome. Tracy Ramsey is Tricia's replacement and joined in August 2021 sharing the front desk duties with Nykki Mehta.

Over the 2021-22 year (Apr21 to Mar22) Tracy, Nykki and regular helpers Sean and Alex handled 5,162 calls directly to the FTC main number 01373 465757, a weekly average of 103 (+32% up on 2020-21).

Email volumes in the 180 days to 6/5/2022 total 190k (+7% on similar period a year ago) across the 60 @frometowncouncil email address holders, 47k (+12%) sent and 135k (+6%) received. The average for the highest ten users is 297 (+3%) emails sent & received a week. Although this is a similar volume per top ten users to the last reporting time, the use of Teams for meetings and brief chats means that in real terms the increase in email usage is greater than 3% as many brief messages are now sent via chat in Teams instead of email.

We had expected to see a reduction in email volumes with staff working back at the Town Hall more often and in-person interactions replacing emails. This not been the case and probably reflects the volume of activities and events increasing as the town opened up from lockdown.

#### HR

Ellis Whittam (solicitors) and SW Councils (HR advisors) have continued to be a useful reinforcement for HR support and legal advice over the past year. Our Staff Handbook is based on the Green Book Employment Annual appraisals were completed in March & April 2022 and there are no areas of concern.

Staff numbers have grown within the Council from 30 (26 full-time equivalent FTE) in 2019 to 37 staff (31 FTE) in 2022. Growth has been across the organisation in the Communities (2), Communications & Marketing (2) and Resilience (2) teams and also in Environment (1) and Business (1). In addition, we have a pool of 10 support stewards who support our events on an ad hoc basis both in the Town Hall and across the town.

Alex Lyons joined the Business team in August 2021 on an 18 month Business Apprenticeship through Somerset Skills & Learning. He has been a great help to all depts at the Town Hall and is getting on well in all aspects of his course.

Training needs for the coming year will be discussed by Managers at their May meeting. Online training in short courses has been provided by <u>ihasco</u> who have a large library of useful and practical courses. Cllrs are welcome to view the library of courses available and contact Laura Flaherty if you would like to be enrolled on any.

#### Town Hall Tenants

Our long-term tenants at the Town Hall and Elliot building continue to be Fair Frome, Frome FM and the Frome Learning Partnership (FLP). Active & In Touch are now based in a first floor office which is big enough to accommodate all staff and their meetings when needed.

#### 7. Covid-19 pandemic

During the second year of the pandemic we spent just  $\pounds_{3k}$  of the emergency budget we were recommended to put aside by government. The balance of this budget was returned to General Reserves at 31 March 2022. Most staff are now back in the Town Hall on a regular basis with home working also a regular part of many staff's weekly pattern. We were lucky to have escaped large numbers of staff having Covid at one time but saw an increase in cases amongst staff between early December 2021 and April 2022. This appears to have reduced again thankfully (May 2022) and we look forward to a relatively healthy sociable summer in the town!