

5. FACILITIES MANAGERS REPORT – 16th March 2021

FACILITIES COMMITTEE MEETING

Covid-19 Update

The Public Hall remains closed to the public but is open for a limited number of exempt activities including medical treatment, 'formal' education and training, childcare, support groups and as a place of worship. In line with the Government's roadmap the Public Hall will be able to re-open from the 17th of May for a wider range of activities with social distancing measures in place. The public toilets (with social distancing measures in place), play areas, parks and other public open spaces remain open.

Public Hall

Fire risk assessment - The fire-proofing work to the stage/workshop area and lighting cage has now been completed.

External repairs - The recent bad weather has caused some damage to the finials on the cable end of the Public Hall (Barras Place). Scaffolding has been erected and quotes are being invited from stonemasons to undertake repairs.

Internet - Problems with internet connectivity in the Public Hall (not office) have been traced to poor and/or deteriorating network cables, some of which run externally. A proposal is being drafted for the replacement and upgrading of network cables and the installation of new Wi-Fi access points, additional network ports and power sockets throughout the Public Hall.

Foresters' Hall Emergency Gutter/Fascia Repair

The short section of damaged gutter and fascia board has been repaired and the scaffolding removed

6. Booking Forms and Pricing Review 2021/22

RECOMMENDATION: To receive the attached report on the proposed revisions to the booking forms and pricing structure for the Public Hall and approve the proposed changes.

7. Booking Software

For the last few years, the Town Council has used the Hallmaster online booking system for the Public Hall. The current annual licence expires at the end of February 2021 and we wanted to take this opportunity to review the bookings management system to see if it could be improved on. The version of Hallmaster we currently use is a basic version with limited functionality. The options are set out in table below.

RECOMMENDATION: That the Committee approves the purchase of Rialtas Booking Software at a cost of £976.00 + VAT for first year including set-up costs and training and an annual cost thereafter of £296.00 + VAT.

| Option | Software | Cost | Comments |
|--------|--|--|---|
| 1 | <p>Hallmaster Booking System</p> <p>This is the system we currently use. It provides the ability to create bookings for multiple rooms within the Public Hall; real time availability calendar; integrates with website; and includes system upgrades and telephone/email support.</p> | £137.00 + VAT | The main drawback is that it is not integrated with accounting software. There is a lot of duplicated effort e.g. confirmation emails, raising invoices, etc. No facility for generating reports. |
| 2 | <p>Hallmaster Booking & invoicing System</p> <p>Plus facility to convert bookings into invoices; view and amend bookings; automatically produce and send invoices as PDFs; display who needs to be invoiced and who owes money; track customer payments when they come in</p> | £187.00 + VAT | The main drawback is that it is not integrated with accounting software. There is a lot of duplicated effort e.g. confirmation emails, raising invoices, etc. No facility for generating reports |
| 3 | <p>Hallmaster Multi Venue System incl. invoicing</p> <p>Plus manage multiple venues; view and amend bookings, produce invoices and reports; add or amend other administrators for each venue; licence covers all venues under one account.</p> | £354.00 + VAT | More flexible than the above options and allows additional administrators so would reduce need for a duplicate paper-based diary but it is still not compatible with Rialtas Omega finance software resulting in duplicated effort e.g. invoicing, etc. |
| 5 | <p>Rialtas Facilities Booking System</p> <p>This system would allow integration the booking and invoicing systems; can handle block bookings; automatically generate confirmation emails/letters and invoices including deposits; collate and centralise customer information; produce reports for the purposes of performance, financial management and marketing; built-in capacity for extra venues such as Cattle Market Events Space, Westbourne Gardens, sports pitches, etc; produces reports/instructions for caretakers.</p> | £976.00 + VAT initial cost £296.00 + VAT thereafter | Main advantage is that it can be fully integrated into Rialtas Omega Finance software and the reporting features. Capacity for adding other linked venues e.g. Cattle Market Events Space is also useful. |

8. Parks & Open Spaces

Parks and Open Spaces Working Group - To receive an update from the Parks and Open Spaces Working Group held on Thursday 11th March 2021 and consider any recommendations.

Tree Inspection – the last inspection was completed in 2017. A brief is being drafted for a tree survey in late spring/ early summer to include all parks and open spaces owned by the Town Council. The tree survey will inform a tree management plan for the next 2-years. The anticipated cost is £500 + VAT.

Thorn Park – A large ash tree with signs of ash dieback was removed in January. A replacement broad-leaved tree of similar size and spread will be planted to replace the ash tree in the autumn.

Eastern Avenue – invitations to tender have been issued by the managing agent. The closing date for receipt of tenders is 29th March 2021 and it is anticipated that work will start late spring/early summer.

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