

5. SUPPORT SERVICES MANAGER'S REPORT

Report on items from 4 September 2018 committee meeting not already on the agenda – For Information

Youth Provision

Councillors Brooks, Clarke and Taylor visited Saltash Youth Panel earlier this month and are due to meet Redruth Youth Council later this month, after which they will report their findings and recommendations to the Finance and General Purposes Committee.

Heritage and Cultural Strategy

That Bloody Woman and Others – this is the name given to the Emily Hobhouse mural and town augmented reality trail project. Total matched funding is in place for £3,200 and the bid to the Heritage Lottery Fund for the remaining £10,000 will be submitted as soon as final building quotes have been received.

7. MUSEUM REPORT

c) To agree a replacement Town Council representative to the museum

Councillor Ambler has asked to resign his position as one of the Councillors who represent the Town Council at the museum and a replacement is sought to work with Councillor Clarke. It is not necessary for the representative to be a member of or attend the Museum Management Team meetings, but to visit the museum regularly, meet with volunteers and take an interest in their projects.

Recommendation: To agree a member to represent the Town Council at the museum

11. Public Hall Refurbishment

As part of the Public Hall refurbishment project there was an aspiration for new purpose made notice boards and leaflet dispensers in the foyer, and improved internal signage, particularly for new facilities such as the changing places toilet. These items had not been included in the original quotes for the work and this committee had been asked to consider them.

a) To ratify a payment of £277.53 from the Town Centre Signs and Murals budget line for a new notice board and leaflets dispensers in the Public Hall foyer

A slat board arrangement had been recommended which will accommodate varying size posters and leaflets, while fitting the space available. Due to timescales for ordering and installation it was necessary to proceed with the order on the authorisation of the committee chair and Town Clerk.

Recommendation: To ratify the payment of £277.53 from the Town Centre Signs and Murals budget line for a new notice board and leaflets dispensers in the Public Hall foyer

b) To consider a payment from the Town Centre Signs and Murals budget line for new directional signage within the Public Hall complex

Final signage requirements will not be fully confirmed until works are finished, however outline requirements are as follows:

FOYER

Hobhouse Room Door x 2

Mayor's Parlour Door

Reception

Disabled access toilet

Large hanging sign with arrows showing - Lift, Changing Place, Public Hall, Quimperle Room, Council Chamber, Wheel Phoenix Room, Toilets.

Header cards for the new notice boards - Town Council Info - What's On - Community Information.

HALF LANDING

Toilets

Council Chamber and Quimperle Room arrow signs

Council Chamber door & Quimperle Room door

TOP LANDING

Main Public Hall sign

To Wheel Phoenix Room and Changing Place arrow sign

BOTTOM OF RAMP

Changing Place Door, Wheel Phoenix Room door x 2, Lift

OTHER

New Liskeard Room Door and directional signs

Materials need to be of a suitable weight for hanging, and those on doors etc need to meet fire regulations. Based on this an outline indication of cost has been given at £10 per small sign (door names etc) and £20 for a larger light weight hanging sign. It is therefore estimated that a budget of approximately £250 will be required.

There is currently approximately £454 remaining uncommitted in the Town Centre Signs and Murals budget line from which it could be funded.

Recommendation: To agree a maximum payment from the Town Centre Signs and Murals budget line for new Public Hall internal signage, with final specifications to be agreed by the committee chair and Town Clerk within this limit

c) To agree a budget for a Public Hall launch event and set up a group to work on this.

When renovations are complete a launch event will be required welcoming back existing users and thanking them for working with us during the works, inviting the community to view the new facilities to obtain new future bookings, and raising

awareness in the town and wider south east Cornwall area of the new inclusive and accessible facilities now available within the Public Hall.

Arrangements may include new publicity and marketing, and refreshments, entertainment and programme for the event, with associated budget. NB The Events and Marketing and Consultation budget lines are almost fully committed, but funding could be considered from the Advertising budget or the remaining Marketing and Consultation reserve.

This may be best taken forward by a small working group.

Recommendation: To agree a maximum budget for a Public Hall launch event and new marketing materials, and set up a small working group to take this project forward

12. Signage

a) To note the current position on our request for a brown sign on the A38

Highways England have considered our application for a brown sign on the A38 east and westbound carriageway and advised that the only amenities which could be symbolled are the leisure centre and (probably) the TIC. This would be in the form of a plate on the existing green sign. The words 'Historic Market Town' are not permitted as the town is already signed from a major trunk road as per the TD52/17 Design Manual for Road and Bridges. A revised application has now been submitted to obtain agreement for this and costings. The committee can then decide whether to proceed with the signage permitted.

b) To agree the location for the new welcome sign for westbound traffic from the A38 at Island Shop and consider whether a second sign is needed.

At the last meeting it was resolved to approve the design and payment for the new town welcome signs, subject to the location for the re-siting of the one on the slip road of the A38 westbound at Island Shop being agreed with Highways. Highways have agreed this could be placed on the roundabout at Morrisons planted by the Town Council but have asked us to confirm where it should be sited due to the positioning of the Celtic Cross and flower beds.

It is possible concerns may be raised if the Cross is obscured, and this needs to be carefully considered. Facilities committee have also agreed to consider the position with regard to the planting if necessary. The alternative is to revert to Highways suggestion to locate it after turning left onto Plymouth Road (outside Fairlight Court). Consideration could also be given to a second sign placed after turning right at the roundabout for traffic heading towards the business and retail parks. Map locations and photographs to be shown at the meeting.

Recommendation: To agree the location for the new welcome sign for westbound traffic from the A38 at Island Shop and consider if necessary a second sign and associated budget.

13. Website

To agree updates and improvements to be made to the websites and the associated 2019/20 budget required

Councillors Brooks and Ambler, together with staff involved in updating the website, have carried out a review of the website and considered several suggestions put forward from various sources for updates which would improve user experience, reduce staff time in updating, improve search engine optimisation and drive more traffic to the site via social media.

As a result, improvements have been grouped into two categories, those which can be undertaken in house (and considerable work has already been undertaken by Vicky at the TIC on archiving and improving the look of committee pages) and those for which the services of our provider Voice Group (VG) will be required.

A meeting took place with VG on Wednesday 31 October to discuss our requirements, and we expect detailed advice and costings from them on Monday 5 November which can be considered at the committee meeting. In the interim an allowance of £1,500 has been included in the budget proposal for this purpose.

Recommendation: To agree improvements to be carried out on the website by Voice Group and an associated budget in 2019/2020

14. Objective Setting for 2019/20

a) To agree committee objectives for 2019/20 based on the workshop discussion at the last meeting

Following a workshop style discussion at the last committee meeting an extract from the minutes is as follows:

The following groups of ideas were agreed and prioritised for development into 2019/20 objectives:

- 1. Develop a Culture and Heritage strategy via a series of events
Grow the number of events and enhance existing events, engaging wider sectors of the community
Assisting with events at Westbourne Gardens
– budget required for matched funding*
- 2. Help develop a Youth Council
Improve links with youth organisations – via Mayor's cadets*
- 3. Improve inclusivity and welcome eg autism hour, dementia, physical disabilities
Promote our new facilities*

- budget required for reopening inclusion event at the Public Hall*
- 4. *Promote walks etc (Go-Pro, relate to mining heritage, war memorial, blue plaques, augmented reality)*
 - Signage review including cycling routes*
 - budget required to include design, printing, signs and website update*

Objectives will now be drafted based on this discussion and brought back to the next meeting.

Objectives based on the discussion have been drafted as follows:

- Work with other organisations to develop a Culture and Heritage Strategy, trying out enhancements to existing events and new activities
[Budget line for Heritage Projects proposed, with rollover of underspends in the current year to provide matched funding for grant applications, plus an increased Events budget line]
- Work with youth organisations to set up a youth council and improve collaboration.
[Youth fund established within F&GP – requirement of this committee is to research and make recommendations on how this is targeted – little additional budget required]
- Build on the improved accessibility at the Public Hall to work with others to promote inclusivity and accessibility in Liskeard.
[General budget requirement from Marketing and Consultation]
- Promote walking and cycling in and around Liskeard, including reviewing and improving signage and establishing new trails.
[General budget requirement from Marketing and Consultation and Town Centre Signs and Murals]

Recommendation: To agree committee objectives for 2019/2020

b) To set-up working groups for each objective who will produce an action plan for discussion and agreement by committee before proceeding

To take agreed objectives forward, an action plan will be required, with an assessment of budget and officer time required, to be agreed by the committee before work commences. Councillors may each wish to attach themselves to a couple of the objectives and input into the detailed planning.

Recommendation: To set-up working groups for each objective to produce an action plan for discussion and agreement by committee

15. Budget setting for 2019/20

a) To receive an updated budget report to 30 September 2018

NB While the Salaries line is showing a small underspend, this does not currently include the cover hours provided by office staff for sickness and holidays etc at the TIC.

b) To agree a draft budget for this committee, for submission to the Finance and General Purposes committee for precept setting 2019/20

Please see the proposed draft budget for this committee and the museum grant, with accompanying notes.

Recommendation: To agree a draft budget for this committee (including the museum grant), for submission to the Finance and General Purposes committee for precept setting 2019/20

To agree to carry forward underspends on Brown Signs and Heritage Projects to build provision for larger overall projects

16. Events

To receive an update on forthcoming events:

- a) Remembrance Day events to note arrangements – all to attend if possible
 - Field of Remembrance – Sunday 4 November at 2pm outside Webb’s House
 - Remembrance Day Parade – Sunday 11 November – invitations have been issued
 - Battle’s Over beacon lighting – Sunday 11 November at 7pm at St Martin’s Church

- b) Methodist Church Christmas Tree Festival 1 – 22 December 2018 – to agree arrangements for decorating the Council tree
The Council have booked and paid for a tree at the event as usual. Volunteers required to arrange decoration.

- c) Mayor’s Carol Service 16 December at 6pm in the Methodist Church – to note arrangements
All to attend if possible. The church provides hot drinks and mince pies. Councillors are requested to provide a cake for refreshments served after the service.

- d) Cornish Christmas and Lights Up 1 December 2018 (*latest meeting notes attached* - Friday 28 September)

Another meeting is scheduled for Monday 5 November at 2pm in the Council Chamber. The notes are unlikely to be available for the committee meeting the following day, but all are welcome to attend.