

MTC Full Council 19.5.20

Report No 6 Malmesbury Town Council Operations and Covid 19 Recovery Action Plan

Current Situation

1. Town Hall

The Town Hall continues to be run for essential business use, maintenance works, cleaning, and in support of Covid 19 response work. This includes;

- Cleaning – this is being carried out rigorously twice daily, with attention to rails, doors, key boards etc.
- Office access – negotiated access as needed.
- Cemetery management associated work.
- Support work in relation to Covid 19 Response work and volunteer – lanyard and sanitiser distribution, posters etc.
- Essential service works – the fire alarm, security alarm, entrance doors, and heating services have all been carried out.
- Interior development works where they can be delivered within guidance and safely- works has been started to install the new runners for the Curtains in the Assembly and the Wesleyan Halls. Remedial plaster works are planned above the large window in the Wesleyan Hall.
- General maintenance and interior decoration- e.g. the art gallery has been painted, the main stairway has been treated, the Cross Hayes Toilet block has been painted to the rear, and the gates have been painted.
- HEALS meal delivery service x3 times a week
- HEALS office access as needed.
- Jackdaws access
- NHS blood transfusion service (available on request, scheduled for June)
- Managed use of the Old School Room is notionally available for use in response to Covid 19 activities if needed.

It is envisaged the scope for service works will widen over the next few weeks.

2. Parks and Open Spaces

- All Parks are being monitored on a daily rolling basis.
- The cemetery is being maintained.

- Contracted Grass cutting is in progress as planned.

3. Finance and accounts

- All finance and accounting practice is being maintained as usual.
- Financial reporting will be upheld via the usual Council channels.

4. Staff Roles and duties

The following outlines the current functions and duties being carried out by the staff team;

- Town Clerk – Full Council, P&R, TH&F clerk support, Covid 19 Partnership Management / liaison, co-ordination and development, and Town Team support, Staff management /support, budget management, partnerships, overall operation management.
- Deputy Town Clerk – Cemetery and burial management, ground staff liaison, Finance and accounts, P&E, BC, and C&TP clerk support, TIC supervision, Covid 19 shopping support Facebook lead and website support.
- THA – Town Hall access management and communication, Town Hall maintenance works facilitation, service contract liaison and management, building works liaison and management, general calls (Town Hall Mobile).
- TIC - Covid 19 volunteer administration and resource support, Covid 19 resource development, website, virtual events support (Inc. Malmesbury In Bloom), Explore Malmesbury development support, General TIC enquiries. Also Cinema support as agreed.
- Civic secretary (admin) – Mayor and Civic support, general administration, website re: Council documentation.
- Ground staff – maintenance and monitoring of all parks and open spaces, bin, planters.
- Caretaker (cover) – ensuring on site safe Town Hall access, according to the Town Hall offer.

Situation Analysis

The impact of Covid 19 on people's confidence is no doubt a significant factor in how and when we deliver services going forward. Physical and social distancing is now a requirement for the foreseeable future and this will affect the behaviours of Councillors, staff, contractors, and the public. There will be a challenge to reinstate visitor and customer experience to the Town Hall in particular.

Post Covid 19 as we move forward may require the Council to re-asses its role, and the role of the Town Hall. The Town Hall may move towards more essential services, and or focus on regeneration and employment support. It will need to rethink its engagement work in relation to all sectors of the community; but particularly young people, and the elderly. Some residents will be shielded for several weeks more or even months.

TIC will need to refocus and could be key in ensuring the community is reached out to and communicated with. There is an opportunity to build on link with the Town Team and its ongoing work. Communication methods and management will be important all forms of information management will be required.

This may require the Council to revisit the purpose of the Town Hall particularly, balancing access with a safe environment. Equally the connectivity to Town centre reinforces the work with the Town Team, and key partners such as Wiltshire Council and the Police.

Expectations will need to be reconciled with resources. A revised business model and, or plan that reflects both the financial position and the changed environment we are now operating in will be needed. Notably Town Hall events will be a challenge, and the Council may want to review how and when these occur; and also consider measures that support this aspect of Town Hall offer, like the need to invest in better air circulation systems especially the Assembly Hall for example.

Service and contract works will need to be more acutely managed, and carried out with equal priority as Town hall usage; to ensuring the right balance is struck between use of the building and maintaining the integrity of the environment. An adjustment on the expectation on the income generated by the Town Hall, Cinema, and bar may consequently need reviewing.

It is very possible the impact of the Covid 19 situation is with us for months or years in some shape or form. The volunteer base may need to be sustained and is likely to feature as a part of the Councils work going forward. How the Council sustain this support may also warrant its own consideration.

Parks and Open spaces will be more important than ever, and will need differential management according to Government guidance.

Flexible working by staff may need to be adopted to assist in the risk management. Equally the delivery of Council meetings may move between virtual and face to face meetings. The legislation that allows virtual meetings can be reviewed at any time, and as it stand lasts until May 2021.

Recovery Action Plan

Objective	Action	Who
1. To ensure Staff, Cllr wellbeing, and visitor health and safety	Invest in IT agile equipment and cloud set up.	TC, P&R
	Utilise virtual meeting as an option, combined with real time interface adhere necessary or as guidance suggest.	Staff, Cllrs
	Use of face masks, and SD room set ups.	Staff Cllrs, all Town Hall users
	Managed staff office space, combined with homeworking.	Staff and Cllrs
2. To ensure decision making capability for the Council.	Framework of agreed Committees and dates implemented; using 'zoom' and or real time meetings as Government guidance and legislation allows.	TC, DTC and Cllrs
3. To ensure Financial and business continuity.	<ul style="list-style-type: none"> • Usual financial governance applied. • Assess insurance position. • Budget monitoring to account for impact of Covid 19; assessment impact needed 	TC, DTC, FC, P&R P&R
4. To continue to support the Covid 19 Partnership work; ensuring a focus on community vulnerabilities.	<ul style="list-style-type: none"> • Ongoing support for known vulnerable residents. • Sustain volunteer base. • Work with LYN and explore development of in house youth service offer 	EMG Partnership P&R , FC, C&TP

<p>5. To ensure the Cemetery Service, and the continued development of the Cemetery where appropriate and safe to do so in line with Government Guidance</p>	<ul style="list-style-type: none"> • Facilitate burials as required. • Project managed Cemetery development in line with Government guidance; to utilise CIL funds. 	<p>DC, BC</p>
<p>6. To reinstated use of Town Hall where appropriate and possible; and re-developing a revised and re-modelled relevant Town Hall offer, underpinned by a business approach that ensures sustainability and customer health and safety</p>	<ul style="list-style-type: none"> • Town hall access plan to include TIC/ Foyer/ first floor/ OSR/ car park– linked to Town Centre access plan. • Town Hall Return to work plan. • Signage system and SD measures – may need funds. • Face masks and sanitiser stations. • Lift management plan. • Perspex shields for TIC, foyer desk, café. • Barrier end of TUIC desk to distance visitors (Fire Engine). • Withdraw of Town Hall toilets as general public access; downstairs for staff, upstairs for users (disabled toilet); link to opening of Cross Hayes Toilet for public use. • Cross Hayes Toilet Opening target – end June. • Caretaker desk / foyer staffed to ensure managed access and facilitate flow. • Reinstatement of TIC reception desk 2 days week to support introduction of ‘real time’ TIC offer; including local art sales, face masks sales, MTC merchandise. Nb No Cash sales – use of card reader only. • Re instatement of users where feasible • Re instatement of events where feasible • Town Hall C19 impact assessment & post C19 business plan • Proactive networking and funding research /applications 	<p>TC, THA, TH&F, P&R All personal, TH users</p>
<p>7. To ensure a Civic and Mayoral offer and maintain the profile of MTC and Malmesbury Town.</p>	<ul style="list-style-type: none"> • Mayoral communications, links with other Mayors and Towns • Market Town Forum or network with neighbouring towns for practice sharing • Wider networking nationally esp. DfES, SWELP, and similar. Delivery of Mayor Events when feasible. 	<p>Mayor, Civic sec., Cllr KP, TC, TT</p>

8. To ensure local resident confidence offering advice, guidance, support, and facilitating stakeholder experiences.	<ul style="list-style-type: none"> • Develop virtual resources for resident and local visitor benefit. • Instate real interface TIC offer (part –time) • Work with TT and partners to revised relevant visitor experience • Publish updates of Town Hall offer 	C&TP, Mayor, TC, DTC, TIC, TT
9. To support and enable tenancies to continue where appropriate and safe to do so.	<ul style="list-style-type: none"> • Revise Council decision and approach re: Jackdaws • Assess access needs for HEALs – ongoing • Continue with Lodge refurb works as feasible 	P&R, TH&F, FC. TC, THA
10. To position and present the Council and its services within Malmesbury Town’s Community as a significant beacon contributor, and catalyst for the Town and its economic recovery.	<ul style="list-style-type: none"> • Positive communications of developments and solutions. • Proactive networking with both internal and external environment. • Effective and timely internal information sharing that reinforces realisation of Council aims. 	All Cllrs and Staff Mayor , Cllrs, TC, DTC

Glossary

WAH – Work at Home

UFN- until further notice

TIC – Tourist information

THA – Town Hall Administrator

IAG- Information Advice and Guidance

TBR – to be reviewed

TT – Town Team

SD – Social distancing

TC – Town Clerk

RA’s - Risk Assessment/s

EmG = Emergency Group

DTC – Deputy Town Clerk

Legal References

Government Guidance Health and safety Act work Act 1974 (s37) requires corporate duty of care by the Council.

The Local Authorities and Police and Crime Panels (Coronavirus) (Flexibility of Local Authority and Police and Crime Panel Meetings) (England and Wales) Regulations 202 enables virtual Council meetings but may be reviewed.

The latest updated guidance shapes the context in which Council decisions should be made. This can be found via the following links;

<https://www.gov.uk/coronavirus>

- [Our Plan to Rebuild - the UK Government's COVID-19 Recovery Strategy](#)
- [Gov UK - Updated Covid-19 FAQs](#)
- [Gov UK - Employer guidance](#)
- [Gov UK - Staying safe outside your home](#)

