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Minutes of the Meeting of the Facilities Committee, St Ives Town Council, held in the Committee Room, The Guildhall, St Ives on 10 September 2015 at 7.00pm

PRESENT

Chairman - Councillor T Andrewes  
Vice-Chairman – Councillor S Tanner

COUNCILLORS

Chard C	Taylor L
Parsons A	Tulley R
Symons J	Williams T

OFFICERS

Town Clerk  
Assistant Town Clerk  
Visit St Ives Information Centre Manager  
Visit St Ives Information Centre Assistant Manager

APOLOGIES FOR ABSENCE – were received from Councillor M Armstrong.

PUBLIC SPEAKING

None.

F.33 MINUTES

RESOLVED – that the Chairman signs as true and correct the Minutes of the Facilities Committee meeting held on 18 June 2015.

F.34 CHAIRMAN'S ANNOUNCEMENTS

Additional items included on the agenda due to their urgent nature:

Civil Ceremony licence renewal

Letting of first floor of Island Centre (confidential report).

The order of the agenda would be amended to bring the confidential Visit St Ives reports to the start of the meeting, while the Visit St Ives officers were in attendance.

F.35 DECLARATIONS OF COUNCILLOR / OFFICER INTERESTS

Councillor Andrewes declared an Interest in Minute F.66 (September Festival) as an organiser of the Farmers Market, and withdrew from the meeting during consideration of this item.

Councillor Parsons declared an Interest in Minute F.66 (September Festival) as the town council representative on the Festival Committee, and withdrew from the meeting during consideration of this item.

F.36 **TOWN CLERKS UPATE REPORT**

The Clerks report had been circulated with the agenda and was noted.

**RESOLVED** – that the report be noted.

**VISIT ST. IVES INFORMATION CENTRE MATTERS**

F.38 **MANAGERS REPORT**

The Manager's Report was considered and the following matters were raised in the ensuing discussion:

- It was noted that the proposed opening hours over Christmas and New Year followed much the same pattern as last year.
- Questioned whether the information centre should be open on 2 January.
- Whilst the Information Security Policy had not been circulated, Members decided that as the document was standard, this could be delegated to the Visit St Ives Information Centre Manager and the Town Clerk.

**RESOLVED** – that

1. Opening hours for Christmas / New Year be approved as set out in the report;
2. A Christmas meal be held for volunteers as set out in the report, cost allocation of £200 from the Visit St Ives budget, and that approval for a meal for volunteers each year at Christmas be approved;
3. Visit St Ives IT network infrastructure be strengthened with a new modem, router and firewall, with the Manager delegated to purchase this, within budget; and
4. That it be noted that the temporary post of Information Assistant means that a member of staff would be leaving at the end of September and that the Committee's thanks be extended to her, for all her hard work throughout the summer.

It was further

**RECOMMENDED** – to Council that the Information Security Policy be approved and adopted.

F.39 **FINANCE UPDATE (Visit St Ives)**

Members considered the finance report circulated prior to the meeting, including the actual income and expenditure shown against the annual budget, and a comparison with the same period in the previous year.

The report noted that expenditure was within budget, however the income generated to date was lower than originally budgeted for.

During discussion the following points were noted:

- The difficulties of running a service on a business model – working to generate income revenue whilst providing the service
- Considered the reasons for memberships not reaching the budgeted figure, and accommodation bookings falling
- Noted that businesses paying into BID had been a factor in a reduction in advertising income through the brochure
- Plans to improve income generation through ticket sales

RESOLVED – that the report be noted.

F.40 SERVICE PLAN REVIEW – FOR 2015/2016 (Visit St Ives)

The draft service plan for the Visit St Ives service had been circulated prior to the meeting and was considered.

Points raised during discussion:

- The role that everyone could play in encouraging businesses to become members
- Noted the marked increase in visitor numbers to the website
- Some decline in footfall numbers, likely due to signage – hoped to be assisted with the pedestrian signage project underway

It was noted that the ticket volume indicator had been removed due to difficulty in collating the data and so it was agreed that the Manager would consider replacement suitable indicators.

RESOLVED – that the Service Plan be approved, with further suggestions for additional indicators to be reported to the next meeting, and that the service monitoring figures be noted.

F.41 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED – that that in accordance with the Public Bodies (Admissions to Meeting) Act 1960 (as extended by s.100 of the Local Government Act 1972), the press and public be excluded from the meeting during consideration of the following matters on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government act 1972 by virtue of the paragraph specified against the item.

F.42 LETS GO CORNWALL/DMS (Paragraph 3)

The Manager reported that the annual contribution from St Ives had increased to £3,452 as agreed with the Cornwall wide group.

Members considered the report and

RESOLVED - that the approach set out in the report be noted and endorsed.

F.43 POTENTIAL NEW REVENUE STREAMS (Paragraph 3)

The Management team set out some ideas for gaps in the market that could be potential new revenue streams.

The ideas were considered and it was noted that in the current economic climate and in a competitive sector, there were limits on what businesses were willing to spend on advertising. Any ideas would need to be presented to the committee with realistic costings. It was suggested that initial soundings could be sought from potential customers and advertisers, and for all costs to be taken into account.

RESOLVED - that the principle of the potential new income revenue streams be further explored and reported to the next meeting.

F.44 CRBO (Paragraph 3)

Members considered the report circulated prior to the meeting.

RESOLVED - that the Visit St Ives Information Centre Manager be delegated, in consultation with the Clerk, Assistant Clerk, Assistant Manager and Clerical Officer, to determine a box office system to for future ticket sales. The Settlement Risk to be discussed with the Business Banking Manager.

F.45 VISIT ST IVES INFORMATION CENTRE WEBSITE (Paragraph 3)

The Clerk gave an update on an informal meeting held earlier in the day with a representative of St Ives BID. During discussion the merits of joint working with a common aim were acknowledged, along with consideration of the potential timescales to arrive at an agreed way forward, and the need for all parties to be able to reach agreement.

RESOLVED - that an update from BID and StITA be requested and for a meeting of the Facilities Committee be held before the Council meeting in October to determine whether to proceed with the joint website approach, or to move forward with a town council Visit St Ives upgraded website.

F.45 RE-ADMITTANCE OF THE PRESS AND PUBLIC

RESOLVED – that the press and public be re-admitted to the meeting.

**ISLAND CENTRE MATTERS**

F.46 UPDATE ON LEASE / HANDOVER TO THE TOWN COUNCIL

The Clerk reported that some final technicalities with the lease and associated documents were being resolved and that the sign off of the lease was expected in the next couple of weeks.

RESOLVED - that the report be noted.

F.47 FINANCE UPDATE (Island Centre)

The finance update was considered in the context of appreciating that additional income was expected with the cessation of the Island Centre Management Committee, and that with the healthy financial position in this handover year, recommended repairs and improvements should be carried out to encourage continued and growing use of the facility.

The work of the Assistant Clerk in enabling the regular market at the Island Centre was recognised with appreciation.

RESOLVED - that the report be noted.

F.48 REVIEW OF SCALE OF CHARGES FOR THE ISLAND CENTRE

Members considered Councillor Andrewes' report and discussed the following points:

- A fairly loose charging structure had been inherited with the building and it was recommended that some regularisation should be brought into place, with some discretion to encourage new bookings and new uses.
- Differential rates could be considered for charity and community events, though caretaking costs would need to be covered.

RESOLVED - that the setting of charges for the Island Centre as set out in the report, be approved, with minor amendment ie:

- Retain the fee of £30 per session, with discount of £5 for regular hirers and charities;
- Substantial discount or zero charge for open access youth activities (ie open access and free of charge to the participant) – the Assistant Clerk to make decisions on whether activities are open access and fall within the criteria;
- Hourly hire rate of £7.50, with appropriate additional charges for caretaking where required; and
- Officer discretion in exceptional circumstances to vary the charges in order to secure additional income and usage of the building for new letting propositions, provided it does not result in a deficit to the council.

F.49 HIRE AGREEMENT (Island Centre)

The Clerk's recommendation for a hire agreement for the Island Centre was noted.

RESOLVED - that the Clerk be delegated to draft the Hire Agreement template for the Island Centre, with risk assessments to be included as a requirement.

F.50 SERVICE PLAN (BASED ON AGREED BUSINESS PLAN) (Island Centre)

Members considered the draft service plan and it was noted that at this early stage, the Service Plan had been drafted to set out the proposed approach, with the Service Plan able to be reviewed throughout the year.

RESOLVED - that the Island Centre Service Plan be approved and adopted.

F.51 ISLAND CENTRE BUDGET

Members considered the draft budget which had been based on the business plan previously approved by Council.

RESOLVED - that the Island Centre budget as set out in the report, be approved and adopted.

F.52 UPDATE ON FLOOR STRENGTHENING WORKS

The briefing setting out the recent steps taken to progress these works, was noted. A date was due to be arranged with the contractors for the works to be carried out, when it was more clear exactly when the lease was due to be signed over to the town council.

RESOLVED - that the report be noted and the proposed actions endorsed.

F.53 AIMS AND OBJECTIVES

It was agreed that it should be a priority for the painting of the external woodwork to be carried out before the winter.

RESOLVED - that external painting of the woodwork be carried out before the winter.

**PUBLIC CONVENIENCES MATTERS**

F.54 FINANCE UPDATE (Public Conveniences)

The Clerk reported that the figures for the public conveniences were indicative but not complete, pending receipt of significant invoices (maintenance) and reviewing utilities and recharging Cornwall Council for shared utilities.

RESOLVED – that the report be noted.

F.55 REFURBISHMENT PLANS TO BE IMPLEMENTED IN OCTOBER – UPDATE FROM PROJECT OFFICER (Public Conveniences)

It was noted that the Project Officer was investigating options, along with considering the charging options.

RESOLVED – that this matter be an agenda item at the meeting of the committee to be convened in October.

F.56 **REVIEW OF CLEANING PROVISION / CONSIDERATION OF BRINGING THE SERVICE IN HOUSE (Public Conveniences)**

Members considered the concerns raised over the need to improve the cleanliness of the public conveniences, noting that there would be the likelihood of significant additional costs involved, and to consider a greater number of cleans per day.

RESOLVED - that the options for cleaning (contract or in-house) be investigated, with a working group to be established, to include inviting Cllr Glanville, Cllr Taylor the Clerk and the Facilities Manager (when appointed).

(Cllr S Tanner willing to be involved – meetings difficult)

F.57 **SERVICE PLAN MONITORING FIGURES (Public Conveniences)**

The monitoring figures were incomplete.

RESOLVED - that it be noted that the monitoring figures needed to be considered further, at a later date.

F.58 **SERVICE PLAN REVIEW – FOR 2015/2016 (Public Conveniences)**

The Service Plan was considered and the following amendments agreed:

Add to Item 7 – to include reducing the smells complained about

Add to proposed actions - review options for cleaning contract, including full consideration of moving to an in-house service.

RESOLVED - that the Service Plan, as amended, be approved and adopted.

**GUILDHALL MATTERS**

F.59 **FINANCE UPDATE (Guildhall and Concert Hall)**

It was noted that the hire income from the concert hall had been adversely affected by the loss of a regular hire, although there continued to be a good level of hires, along with an increase in the number of wedding bookings.

RESOLVED - that the report be noted.

F.60 POLICY ON WEDDING DEPOSITS (Guildhall and Concert Hall)

Members considered the option to adopt a policy on deposits and refunds for wedding bookings.

RESOLVED - that

- i. At the time of booking a wedding, a 50% deposit will be required
- ii. If a ceremony in the Guildhall rooms is cancelled at least 2 months prior to the booked date, then the deposit will be refunded, less a £20 administration fee
- iii. Guildhall ceremony room bookings are non-refundable from the date 2 months before the booked date.
- iv. For bookings in the concert hall, the deposit is non-refundable from 6 months before the booking.
- v. All wedding bookings to be paid in full by 2 months before the wedding date (or paid in totally upon booking if booked within that 2 month period.

F.61 REQUESTS FOR PHONE LINE AND WIFI TO THE CONCERT HALL

The Clerk advised that local contractors were looking into the options available.

RESOLVED /RECOMMENDED - that deferred to next meeting in October.

F.62 FRIENDS OF GUILDHALL AND WORKING ARRANGEMENTS WITH THE TOWN COUNCIL

It was reported that the planned meeting with FOG had not yet been able to be held.

RESOLVED /RECOMMENDED - that this item be deferred to the next scheduled meeting of the Committee.

F.63 KITCHEN REFURBISHMENT – UPDATE

Members considered the Clerk's report, noting that the majority of the works had been carried out and the list of items to complete the project in the next few weeks. The Clerk invited any Councillors who have not yet viewed the new kitchen, to visit it to see what has been done.

RESOLVED - that the report be noted.

F.64 SERVICE PLAN MONITORING FIGURES (Guildhall and Concert Hall)

A verbal update was given at the meeting on the monitoring figures for the Guildhall and Concert Hall.

The challenges in increasing the hall bookings were acknowledged.

RESOLVED - that the report be noted.

F.65 SERVICE PLAN REVIEW FOR 2015/2016 (Guildhall and Concert Hall)

The Service Plan was considered and it was agreed to add as a future consideration, investigating options for bar franchising (to be considered alongside potential refurbishment of the bar area).

RESOLVED - that the Service Plan be approved and adopted.

F.66 SEPTEMBER FESTIVAL 2016

Councillor Andrewes declared an Interest in this item due to his involvement with the Farmers Market, and withdrew from the meeting during consideration of this item.

Councillor Parsons declared an Interest in this item as the Council's representative on the September Festival Committee.

Members considered the arrangements for this year and during discussion it was agreed that the priority should continue to be given to the regular market hirers of the hall.

RESOLVED - that a clear direction be given to concert hall hirers that when hiring on market day, the priority will be given to the markets and so hirers would be advised that markets will not be required to close before 3pm and that they would have packed up and left the building by 4pm.

F.67 WEDDINGS LICENCE

RESOLVED - that the civil ceremony licence be renewed.

F.68 WEDDINGS ITEMS

Bridal boot fair – with concern at the proposed timing, it was asked to have this item brought back to committee at Easter time, for decision at that stage.

Mayor's Parlour Curtains – the Clerk reported that for the range of functions held in the Mayor's Parlour, a revised colour scheme for the curtains was recommended.

RESOLVED - that the quote be noted and the order be placed for the cream, patterned curtains for the Mayor's Parlour.

F.69 REPORTS FOR INFORMATION

Visit St Ives Manager's Report:

- Retail strategy update
- Visit St Ives Guide 2015

RESOLVED – that the reports for information be noted.

F.70 CORRESPONDENCE

None.

F.71 EXCLUSION OF THE PRESS AND PUBLIC

RESOLVED – that that in accordance with the Public Bodies (Admissions to Meeting) Act 1960 (as extended by s.100 of the Local Government Act 1972), the press and public be excluded from the meeting during consideration of the following matters on the grounds that they involve the likely disclosure of exempt information as defined in Part 1 of Schedule 12A of the Local Government act 1972 by virtue of the paragraph specified against the item.

F.72 CHARGING FOR PUBLIC CONVENIENCES (Paragraph 3)

The Chairman reported that the Project Officer was considering the options available and that this was an issue worth full consideration as there were many factors to take into account, including learning from other areas who had implemented various strategies.

Whilst income could be generated, councils in some areas had reported vandalism and steps that the public took to avoid paying toilet charges.

RESOLVED – that the report be noted.

F.73 LETTING OF FIRST FLOOR OF THE ISLAND CENTRE (Paragraph 3)

It was reported that the valuation had been carried out for letting out the first floor of the Island Centre. There had been a couple of hire rates suggested, based on the varying potential uses.

There had been a previous approach from a community organisation with a willingness to hire the first floor. The principle was proposed that the community organisation be invited to pay a market rate for the use of the first floor.

In view of the benefit to the community, it was agreed that the organisation could be offered the opportunity to take up the hire of the first floor at the lower of the market rates given by the valuer.

RESOLVED – that the community organisation referred to be offered the opportunity to hire the first floor at the lower end of the market rate valuations.

F.74 DATE OF NEXT MEETING

The next meeting will be held on 5<sup>th</sup> November 2015.

F.75 AGENDA ITEMS FOR NEXT MEETING

- Review of Scale of Charges (including making sure that all charges are incorporated – and considering charges against the cost of providing the various services).
- Budget setting for 2016/2017

Meeting closed at 9.09 pm

Chairman

Draft