

**West Devon Member Report for Tavistock Town Council
for Tuesday 8th December 2020 Cllr Mandy Ewings**

David Fairbairn has been appointed as the new Head of Legal and the Councils' Monitoring Officer. Some of you may know David from when he presented his findings on the Plymouth Road report.

David's appointment follows a review of the legal and governance structure, and following the recommendations of both Councils, the role of the Monitoring Officer is being transferred to the Head of Legal role. David will assume the role of Monitoring Officer for both Councils, supported by Becky Fowlds (Deputy Monitoring Officer).



As part of the changes, Catherine Bowen will no longer be the Monitoring Officer and will concentrate fully on her role as a Business Manager.



Further to the Council's commitment to provide a package of support to town centres it has been agreed they will provide free parking during December in a bid to boost trade and footfall within the town.

Tavistock

Free parking after 3 p.m. on Thursday, Friday and Saturdays in all West Devon owned Off Street Car Parks.

Fusion Update

Here is an update from Fusion regarding reopening and the Christmas period, which is summarised below.



Reopening

- All centres will be reopening on Wednesday 2 December. Opening hours will be the same as before the current restrictions and reduced hours and closure will take place across the Christmas holiday period, similar to previous years.
- Gym and public swimming will be able to take place as will group exercise, swim school and other club / group activities

- All buildings had a soft closure compared to the first lockdown from end March so remobilisations can take place very quickly and all building and monitoring checks have been undertaken.

Participation and Usage

- Overall usage had been increasing each month from August through to October, which reflected more centres and activities being open and available.
- For October, even though several centres had only opened part way through the month, overall usage had reached 40% of the total monthly figure compared to 2019. This was the expected national forecast.
- On Memberships, for both overall annual / monthly members and swim school memberships, numbers had reached approx. 65% compared to 2019. This was very encouraging.

Customer Feedback

- Overall feedback has been very positive from customers since the Centres have reopened. For October, cleanliness and staff had the highest return with 90% positive feedback.
- Any incidents reported have been followed up and resolved very quickly.

Communications & Marketing

- All customers have been kept updated and provided details on their payment arrangements.
- All centre emails, websites and social media have been regularly monitored and managed during the current lockdown.
- Regular officer meetings and updates have taken place.
- Fusion have offered and promoted a great selection of Online Classes and a free YouTube offer to keep people active.

Updates from HUB Meeting

Draft Housing Strategy 2021-2026 will be out for consultation, to be approved in March 2021.

The World Heritage Site Management Plan 2020-2025 will be adopted at Full Council on 08/12/2020

Finally the Baker Estates planning application on Plymouth Road has been received, planning number 3652/20/FUL lead officer is Bryn Kitching, there is an enormous amount of paperwork to go through.