

# Recruitment Policy

Adopted May 2021

Next review May 2022

## Warminster Town Council Recruitment Policy

The town council will use the following procedure and checklist for recruiting staff.

Interviews for staff should be conducted by their line manager and one other suitably qualified officer, up to the pay grade SCP 18. For posts of SCP 19 and above, interviews should be conducted by the line manager with the Town Clerk. For the position of town clerk, interviews will be done by members with the assistance of the town clerk or with appropriate HR support if required

<b>Name of vacancy/new job</b> (delete as appropriate):
<b>Number of vacancies/new jobs in the particular role</b> (delete as appropriate):
<b>Planned start date/s of new recruit/s</b> (delete as appropriate):

Step 1 - Plan	Task done by	Date	Notes
Identify staff needed: Where, why and plan for the future			
Step 2 - Prepare	Task done by	Date	Notes
Consider whether any of the aims of the job have changed, and how this may affect factors such as the skills required and work flow			
<b>Compile documents for the vacancy:</b>			
• Job description			
• Person specification			
• Job application form			
• Equality & diversity monitoring form			
• Job offer letter template /Written Statement of Terms			

and Conditions of Employment			
• Information about the employer			
Decide whether candidates will be asked for references and at what point – the shortlist stage or when offered the job			
Make sure you understand the rules about hiring someone from outside the UK.			
<b>Step 3 - Advertise</b>	<b>Task done by</b>	<b>Date</b>	<b>Notes</b>
Before drawing up the job ad, decide factors such as how candidates should apply, who will sift applications and the rate of pay			
Choose where to advertise in at least two different channels			
Compile the job ad, carefully ensuring the wording is not discriminatory			
<b>Step 4 – Handle applications</b>	<b>Task done by</b>	<b>Date</b>	<b>Notes</b>
Send ‘application pack’ to applicants – this would usually include: <ul style="list-style-type: none"> <li>• application form</li> <li>• job description</li> <li>• person specification</li> <li>• information pack about organisation</li> </ul>			
Using the job description, person specification and application forms, at			

<p>least two people trained for the task should objectively draw up a shortlist of candidates for interview and/or further assessment</p>			
<p>Invite shortlisted candidates for interview/ assessment, and ask whether they need any 'reasonable adjustments', often called 'access requirements', for any part of the recruitment process</p>			
<p>Get ready for the interviews, to be conducted by more than one person trained for the task:</p> <ul style="list-style-type: none"> <li>• plan questions to probe skills and qualities essential for the job</li> <li>• decide how candidates' answers will be scored</li> <li>• anticipate candidates' questions and have the info ready</li> <li>• plan any selection tests/ presentations etc and how they will be scored</li> <li>• let the candidates know what they'll be asked to do, and if they need to prepare anything before the test or interview</li> <li>• book a private room which will not be interrupted by</li> </ul>			

telephone calls or visitors			
<p>Conduct the interview:</p> <ul style="list-style-type: none"> <li>• welcome the candidate and give them a little time to get their own materials to hand</li> <li>• briefly outline the job and the organisation, then move to the first question</li> <li>• ask questions which cannot be answered 'yes' or 'no'. They usually begin with 'what', 'why', 'when' or 'how'</li> <li>• do not ask for personal information or personal views irrelevant to the job, or potentially discriminatory questions</li> <li>• do not ask health-related questions before making a job offer</li> <li>• listen and make brief notes on key points</li> <li>• keep to the time frame for the interview, but allow for the candidate's questions</li> <li>• tell the candidate when they can expect to hear from the organisation</li> <li>• explain that a job offer to the successful candidate will be subject to pre-employment checks – including immigration checks</li> <li>• ask the candidate if they have any questions about the job</li> </ul>			

Select the best candidate for the job using the scoring method decided earlier in Step 4			
<b>Step 5 – Complete final details</b>	<b>Task done by</b>	<b>Date</b>	<b>Notes</b>
Send the successful candidate a job offer letter and explain pre-employment checks will have to be made			
Make pre-employment checks such as the candidate's right to work in the UK and references. See the template, Outline of a pre-employment checklist			
Resolve any employment contract queries			
<p>Before the recruit starts their new job:</p> <ul style="list-style-type: none"> <li>• give them their Written Statement of Terms and Conditions of Employment</li> <li>• remind them where to find out about the organisation's procedures and policies</li> </ul>			
Write to unsuccessful candidates and give carefully considered feedback if requested			

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*Delivering a brighter, greener future for all*

We believe that clear, open and fair procedures for the resolution of problems are necessary both for the success of the council and for the fair treatment of all our team.

### **General**

Any grievance or complaint can be discussed informally, or through the formal grievance procedure. Often raising issues promptly at the time in a sensible way helps to solve them and prevent further difficulties.

### **Investigations**

It is not always necessary to hold an investigatory meeting but where it is, everyone is required to co-operate fully with the investigation relating to disciplinary or grievance procedure. The town clerk will normally investigate a complaint or may for some incidences use an outside consultant to ensure impartiality.

### **Suspension**

The Council may suspend you on full basic pay. Suspension is not a disciplinary penalty and carries no implication of guilt. Whilst on suspension you must be available for work or meetings as required during normal working hours.

### **The Right to be accompanied at Hearings**

You can be accompanied at any disciplinary or grievance hearing by:

- A work colleague;
- A full time official employed by a trade union; or a lay official, so long as they have been certified in writing by their union as having received training in acting as a workers companion at disciplinary and grievance hearings.

Your representative has the right to explain or sum up your case, and to respond to any views expressed at the hearing. The representative may not answer on your behalf. If the representative cannot attend on the date set for the interview, we will always postpone the interview for up to 5 days or at our discretion longer.

### **Grievance**

#### **Stage 1**

Where there is an issue at work we would ask that you raise it promptly and with the relevant person. If this fails or you feel the matter is more serious then you can go to the formal procedure.

## **Stage 2**

To make a formal grievance, set out your complaint in writing, giving as full account of the situation as possible. This should be given to your line manager together with any relevant documents. We will invite you to a meeting to discuss the grievance and ask how you think it can be resolved. It may be necessary for us to make further enquiries and hold a second meeting.

After the meeting we will write to you with the outcome of the grievance. The letter will remind you of your right to appeal if you are not satisfied with the outcome. The decision of the individual hearing the appeal is final.

In serious cases or cases where your line manager is the cause of the grievance an independent consultant may be asked to investigate the complaint.

If you wish to lodge a grievance after your employment has terminated please write to the town clerk setting out your complaint.

## **Disciplinary Procedure**

The disciplinary process has been designed to help and encourage you to achieve and maintain good standards of conduct, attendance and job performance. On occasions people may fall short of the expected standards of behaviour or performance in these circumstances disciplinary action may be taken.

At all stages of the disciplinary procedure you will:

- Be given a right of reply to all and any allegations made against you BEFORE any decision or disciplinary action is taken;
- Be advised of the nature of any disciplinary action taken against you and the consequences of such action;
- Be advised of any improvement in conduct or performance required and over what time frame; and
- Have the opportunity to be accompanied by a work colleague or trade union representative to any disciplinary hearing as described above.

Disciplinary hearings will usually be conducted by your line manager.

You must take all reasonable steps to attend the meeting. Where you are unable to attend more than one meeting the Council may, in certain circumstances, hold the meeting in your absence and make their decision based on the evidence available to them at the time.

At the meeting you will be given the opportunity to respond and to put forward any defence or arguments you want. You may ask questions, present evidence and call witnesses.

Depending on the severity of the offence and taking into account all the circumstances the disciplinary action may take any one of the following forms:-

### **Stage 1**

- Informal counselling to give you an opportunity to rectify the situation.

### **Stage 2**

- A verbal warning will be issued if improvement does not result following informal counselling or for more serious breaches. You will be told of steps you must take to improve your conduct and if appropriate the time limit for improvement. This will be confirmed in writing and recorded on your file for a period of time normally 6 months.



### **Stage 3**

- For more serious matters or where you have failed to meet the required standards after having being given a verbal warning, you may be given a written warning. This will state the nature of the complaint, the required standards that must be met and where appropriate a time limit for improvement. It will also state that further disciplinary action will be followed if the required standards are not met. One copy of which will be retained by you and one placed on your file normally for a maximum of 12 months.

### **Stage 4**

- For serious matters or where you have failed to reach the required standards after being warned you may be given a final written warning. This will state the nature of the complaint, the required standards to be met and where appropriate a time limit for improvement. It will also state that you will be dismissed if the standards are not met or if there is further misconduct. One copy of which will be retained by you and one placed on your file normally for a maximum of 12 months.

### **Stage 5**

- Where there has been Gross Misconduct (in which case the first 4 stages may be omitted) or where you have failed to meet the required standards after due warnings have been given to you, you may be dismissed. In extenuating circumstances we may apply another sanction such as disciplinary transfer, disciplinary suspension without pay or demotion. This will be confirmed in writing. In case of gross misconduct, the dismissal will normally be without notice (or pay in lieu of notice).

Depending on the circumstances of each case the Council may omit or miss out one or more of the above stages.

### **Downgrading or Transfer to another Post**

This action is appropriate when:

- Previous attempts, via the disciplinary procedure, to rectify a problem have failed and this is a final attempt to solve a problem without having to dismiss an employee.
- An employee is considered by the town clerk to be incompetent or otherwise unfit to fulfil the duties for which he is employed but where dismissal is not thought to be appropriate.

### **Appeals**

You have the right of appeal against any disciplinary decision taken against you. Your appeal should be in writing and sent to the individual identified in your letter within five working days of the decision and state the reasons for your appeal. You will receive a reply within a further five working days setting a date for an appeal hearing. The decision from the appeal hearing will be final.

The following are examples of Misconduct and Gross Misconduct. These are examples only and not an exhaustive list.

### **Misconduct**

- Poor time keeping.
- Unauthorised and unreasonable absence from work.
- Failure to meet the adequate standard of job performance.
- Failure to comply with procedures.
- Failure to answer a question during a properly constituted investigation.
- Minor violation of safety practices.
- Minor breaches of Council regulations.

- Improper use of business funds or property.

### **Gross Misconduct**

The following acts are examples of gross misconduct and as such are considered so serious that the employee may be liable to instant dismissal.

- Theft or wilful damage of or negligence which leads to loss, damage to property or goods belonging to the Council, its customers or suppliers, or other employees.
- Unreasonably refusing to the Council searching your bags or vehicle.
- Unauthorised disclosure or use of confidential information from the Council or about any of its customers.
- Conduct likely to damage the reputation of the Council.
- Drunkenness and unlawful drug abuse.
- Discrimination on the grounds of age, sex, race, religious belief, disability or sexual orientation or harassment or bullying of colleagues or customers or service users/clients/guests/members
- Accepting bribes.
- Fraud, dishonesty or any other offence which would be a breach of the law of the land.
- Assault or attempted assault of other employees or members of the public.
- Failure to carry out a reasonable order given by a manager during working hours or serious disregard of duties.
- Serious insubordination.
- Serious breaches of the security policy or the staff discount scheme
- Serious breaches of the Health and Safety policy
- Unauthorised absence

### **Bullying and Harassment**

The Council encourages an environment in which everyone is entitled to work without harassment, victimisation and bullying. Harassment may be described broadly as "unwanted conduct affecting the dignity of men and women". Where a particular form of conduct has the effect of making a person feel humiliated, threatened or that their privacy is being invaded, then that conduct will constitute harassment and should cease immediately.

We will not condone harassment and the procedure for dealing with complaints is set out below. The policy applies to employee's conduct in, or out of office hours or at work events.

All employees have a responsibility for complying with this policy and treating all colleagues with dignity and respect. If you believe that you have been subject to, or witnessed harassment, victimisation or bullying, you must inform the town clerk so that we can keep our workplace free from unacceptable behaviour.

The procedure for dealing with cases of harassment is set out below:

If you believe you are being subjected to any harassment then, in the first instance you should ask the offender to stop or make it clear that such attention is unwelcome. If necessary ask a friend or colleague to help you do this.

Such an informal approach may be all that is needed, but you should make a note of the details and keep them.

If your request is ignored and the harassment continues, or you feel unable to make the informal approach, please contact the town clerk immediately. Details will be taken and should be confirmed in writing by the victim, this constitutes a formal complaint.

Either the town clerk, or an independent consultant, will investigate the complaint. Allegations will be dealt with seriously and confidentially and there will be no victimisation of any employee making or being involved in a complaint.

In cases of serious alleged harassment, any employee directly involved may be suspended on full pay pending investigation.

If the harassment has taken place then the accused will be dealt with in accordance with the Dispute Resolution procedures.

It is hoped that the implementation of this policy will ensure that all our employees work in an atmosphere of mutual trust, dignity and respect.

### **Monitoring Performance**

We monitor performance formally and informally through regular discussions that your line manager will have with you about your job, at the end of projects and through the appraisal process.

### **Dealing with Poor Performance**

The success of the Council depends on all employees working together to achieve the best possible standards of performance. We aim to provide support and training to enable all employees to fulfil their potential and deal with any changes that the Council may require. However sometimes people perform below the standard that the job requires, although they are not doing anything deliberately wrong. In these cases we believe that it is best to deal with these problems openly and fairly and to provide clarity and practical support to improve performance.

### **Dealing with Poor Performance**

Initially your line manager will discuss any concerns about your performance informally with you. Often raising issues promptly helps to solve them by identifying acceptable standards and any support that may be needed.

If your performance continues to fall short of that required, your line manager will arrange a formal meeting to discuss this with you. You will have the right to be accompanied by a work colleague or a trade union representative.

At this meeting your line manager will explain specific areas of your performance that aren't acceptable and you will have the chance to give reasons for this. You and the town clerk will agree a plan covering ways in which you can be supported to achieve acceptable standards, a date for review and a clear indication of what will happen if there is no improvement e.g. transfers, dismissal.

The time-scale for improvement, with formal reviews, will vary depending on the nature of the problem and the role that the employee has within the Council.

At the final review overall performance will be assessed and in most cases this will be the end of the matter, as performance will have improved as agreed.

If sufficient improvements have not been made, consideration should be given to whether you should be transferred to another role better suited to your skills set, or as a last result, dismissed.

### **Appeal Procedure**

If you are dismissed because you are not capable of performing your job to an acceptable standard you have the right of appeal against this decision. Your appeal should be in writing and sent to the town clerk within five working days of the decision and state the reasons for your appeal. The decision from the appeal hearing will be final.

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## **Induction Programme for Councillors**

### **Report to HR Committee 19<sup>th</sup> April 2021**

Officers have considered the areas that should be covered by the Councillor Induction Programme. They have identified seven induction topics:

<b>TOPIC</b>	<b>ITEMS TO BE COVERED</b>	<b>TRAINING SUPPLIED BY</b>	<b>PROVISIONAL DATE</b>
IT and the council virtual world	Walk around MS Teams, the councillor file area, how to use the calendar, set up meetings, the Warminster Town Council website, Wiltshire Council app.	In house	15 May AM
Introduction to the council	Overview of Wiltshire Council, Area Board, CATG, Warminster Town Council. Calendar of meetings, member/officer protocol.	In house	15 May AM
Finance	Overview of how council finances work, and a walk through the WTC 2021 – 2022 budget	In house	27 May 7pm
Core skills for councillors	Agendas – being summoned, Standing Orders, debate and how to make an effective contribution, questions beforehand to the clerk, how to propose and the dangers of pre-determination.	Wiltshire Association of Local Councils (WALC) Katie Fielding	10 June 7pm
Chairs training	A session for all members, not just chairs, how meetings are run and managed by the chair	WALC Katie Fielding	TBC
Planning	Planning essentials for councillors	Mike Wilmott Wiltshire Council Head of Development Management Economic Development & Planning	June 2021 Date TBC
Neighbourhood Planning	Overview of neighbourhood planning in Wiltshire	Michael Kilmister Wiltshire Council Neighbourhood Planning Manager	June 2021 Date TCB

It is suggested that the inhouse training be provided one Saturday morning. This will be a virtual session on Saturday 15<sup>th</sup> May, from 9am-1pm is the suggested time. This would allow new councillors to have a good grounding before they start attending official meetings.

Other training would be provided online via Microsoft teams.

Training provided by Katie Fielding is available in two ways.

Katie will be running a series of “Councillor Fundamentals” sessions following the elections. Once the new website goes live it will contain all the information about these. The Councillors Fundamentals training sessions are £30 + VAT per person. Katie will probably run Chairmanship a little later in the year– just because of the demand for the fundamentals post elections.

Katie would happily deliver a training session for Warminster Town Council (which we will open to other parishes in the area at £20 per head). Katie would normally deliver a session for no more than 20 people. A two-hour session would be £200 +VAT.

Clearly, the most cost-effective option is to book specific Warminster sessions. This would also allow for the possibility of recouping some of the cost by allowing entry to councillors from other parishes.

Training to be provided by Wiltshire Council on Planning and the Neighbourhood Plan would be dependent on availability of Wiltshire Council Officers. It is suggested Thursday evenings would be suitable if Wiltshire Council Officers are available. However, it might have to be a morning or afternoon event. As the meeting can be recorded, non-attendees could watch it later. We would look to hold these meetings in June 2021.

**Councillors will also be issued with an induction pack.** This would include:

The Good Councillor’s Guide

A jargon buster

Some NALC legal topic notes

The Council’s Standing Orders, Code of Conduct and Members-Officer protocol

The terms of reference for Committees

Information about the Warminster Area Board, Wiltshire Councillors and Community Engagement Manager for the area.

Being a Good Employer Guide

Community Area Transport Group (CATG) issue process flow chart

**Tom Dommett**  
**Assistant Clerk**

**April 2021**

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**Municipal Year 2020 – 2021: Q3+Q4**

**Risk Assessment – outstanding actions from quarterly review**

**October 2020 - March 2021 and monthly reviews December - March 2020.**

**BLACK: notes from last meeting RED: update from last meeting BLUE: new items**

**Cemeteries/Churchyards**

- There are still unresolved issues following the closure of the Minster churchyard during the mid-1980's. The Clerk held a meeting with officers from Wiltshire Council to discuss the best way to clarify this situation. On-going. This item will be further investigated under delegated services.

**Lake Pleasure Grounds**

- Maintenance work has been carried out on paths in the Lake Pleasure Grounds

**Public Conveniences**

- There were several incidences of vandalism of locks in July and August.
- Only the disabled/unisex toilet in central car park and the toilets in the Lake Pleasure Grounds have been open since the end of lockdown1. The frequency of cleaning the toilets has been increased to twice a week in December due to increase demand on the facilities after the end of lockdown#2
- The door in one of the toilets in the Lake Pleasure Grounds was replaced in September.
- Locks on two doors of the toilets in the Lake Pleasure Grounds was vandalised in December and has been replaced.
- The covid test centre have been using the ladies toilets in central car park.

**Play Areas**

- A report on the condition of the 8 play areas to be leased from Wiltshire Council was commissioned and tenders sought for repair and renewal work.

Graffiti at Queensway Play Area was removed in August

**Street/Footway Lighting**

- No issues

**Civic Centre**

- No issues  
A link in the flat roof above the kitchen was fixed by Brian Loveday in September. The fridge/cooler in the Coffee bar was repaired by Roundstone in September
- The Civic Centre Manager position has been vacant, but a new staff member is being recruited.
- The Civic Centre has been closed to the public since the start of lockdown #3.
- We have been advised that one of the boilers needs to be replaced. Further investigation is taking place before a decision is made.

## ICT

- No issues
- Computing – the town council's server will require replacing in 2022.
- Members are responsible for reporting problems with their council supplied hardware/software direct to Netitude. Members are also responsible for ensuring that they run software updates.
- The Council's website now complies with the latest accessibility legislation.

**Cyber and compliance:** Members moving to gov.uk email addresses is ongoing. The move to gov.uk email addresses has been completed. All serving councillor now have a council provided laptop.

## Investments

The Council has adopted an updated Treasury Management Policy. Regular payments are made into the council's CCLA account as per the Treasury Management Policy. Despite Covid, arrangements have been made to obtain members signatures to comply with the council's procedures. A new Treasury Management Policy is required. This has been completed and is going to members for ratification.

## Newsletters

The Council will have to do two more newsletter in Jan-Mar 2020. This is achievable and inline with the need to communicate budget news and the strategic plan. Covid has prevented the usual delivery of newsletters with the Warminster Way so the newsletter have appeared as adverts in the Warminster Journal.

## Financial Management

The internal audit raised no issues. External Audit – AGAR – Completion awaited. Inland revenue returns are prepared by DCK Accounting Solutions. The Clerk ensures these are actioned.

**Dewey House** – The window in the downstairs toilet need replacing as the wood is rotting. The POSM is in discussions with builder looking for a price. The pipes in the kitchen have a problem with condensation dripping off pipe onto floor causing damp. The POSM had found a solution juts needs a contractor to be available.

**COVID 19** This has resulted in the closure of the play areas, the skatepark, the tennis courts, the public conveniences, and the Civic Centre. All locations have been signed as closed. Closed probably means there is a smaller risk to the council although it is not eliminated.

All the above locations have been reopened. Albeit often partially and with restrictions in place.

**COVID 19 2020 - 2021 April to date CCTV** – The CCTV control room was assessed. Extra hygiene and cleaning measures were now in place. As CCTV consists largely of lone working it was deemed safe to allow staff to work when necessary.

**Civic Centre** – The Civic Centre was risk assessed. Extra cleaning and hygiene measures were put in place. Additional protections such as hand sanitiser, disinfectant wipes, disposable gloves and facemasks were provided. Workstations were socially distanced. Staff usage has been staggered as much as possible to minimise the number of staff in at any one time.

**Skatepark** – The Government change the guidance for skateparks and the council risk assessed the Lake Pleasure Ground's skatepark and concluded it was reasonable to reopen in line with the advice from the skateboarding national organisations from Wednesday 13th May 2020. The Council also took into account the problems associated with not reopening the skatepark and probable unauthorised use.

**Skatepark limits:**

Maximum of 10 users in the skatepark only one person to complete a run at a time. No congregating with other people in any circumstances. 12 more detailed guidelines were circulated. Additional signage was put up with more detailed guidelines, these were also circulated via social media, the council website and a media release.

The skatepark closed for lockdown#2 but has reopened as of December 2020

**Tennis Courts** - The Government change the guidance for tennis courts and the council risk assessed the courts in the Lake Pleasure Grounds and concluded it was reasonable to reopen them in line with the advice from the Lawn Tennis Association from Wednesday 13th May 2020.

**Tennis courts limits:**

- Maximum of two people per court (singles play only). Players can be from different households
- The only exception to the above is where a group of four players are all from the same household in which case, they can play doubles.

Additional signage was put up with additional guidelines, these were also circulated via social media, the council website and a media release.

**Pavilion Café** The Café was undergoing a refit. Once restrictions allowed this to be completed, staff painted the Café. Extra cleaning and hygiene measures were put in place. Additional protections such as hand sanitiser, disinfectant wipes, disposable gloves and facemasks were provided. The Café re-opened providing a takeaway service only. There is no food preparation (i.e. toasties) and a protective screen has been installed. Customers are not allowed inside the café and the café seating is being stored inside the café and is not available for customers. Most of the trade has been ice-cream and drinks. Payments are mainly contactless. Social distancing is applied for customers and staff.

The Café has opened additional hours during the Winter season. It offers a takeaway only service.

The Civic Centre reopened for groups in September with most of the regular hirers returning. It closed again for most of November for Lockdown#2. It reopened again in December for a limited 2 weeks before Christmas. The Bar has been closed since the the start of Lockdown in March 2020

## **Public Conveniences**

Ongoing conversations have been had with the contractors about the possibility of reopening public conveniences. The main stumbling block is the difficulty of cleaning the toilets frequently, so they are safe. Other issues include the potential risk associated with hand dryers, paper towels, social distancing, and that the toilets are prone to vandalism and theft. While the Government is encouraging councils to open public toilets, the risk remains with individual councils. All have different facilities with different issues to address. The option that seems most realistic is opening the toilets in the Lake Pleasure Grounds and cleaning them twice a day and reopening only the disabled toilet in Central Car park.

**Play Areas** Ongoing conversations have been had with the contractors about the possibility of reopening play areas. One area of difficulty has been the safety of staff undertaking safety inspections, so inspections have been visual only. The other main one is the difficulty of cleaning equipment so that it is safe. This is a challenge and we are liaising with Wiltshire Council and Idverdi to see how best to mitigate the risk. Play Areas – Reopened in July. They are disinfected once a week in line with Government Guidance. New signage was put up in all play areas highlighting Covid 19 safety advice.

## **COVID 19 Update 12<sup>th</sup> April 2021.**

CCTV has remained open throughout lockdown #3 but with some staff and volunteers shielding.

Civic Centre – The reception area reopening to the public on 12<sup>th</sup> April 2021. Staff are on a rota to ensure there are 2 people present.

Skatepark – The skate park closed for lockdown#3. There were numerous incidences of people ignoring the closure despite signs, fencing and patrols by police, CPSO's and staff. In line with Government guidance the skate park reopened on 29<sup>th</sup> March 2021.

Tennis Courts – These closed for lockdown#3 but reopened in line with Government guidance on 29<sup>th</sup> March 2021. They have been very busy.

Pavilion Café – The Café has remained open offering a takeaway only service. It has exceeded its sale target for the year, despite the restricted range on offer. Hopefully it has built up a customer base that will continue through the summer and into autumn 2021.

The Civic Centre closed to the public for lockdown #3. It may reopen to the public hirers on May 17<sup>th</sup> 2021.

## **Public Conveniences**

The toilets in the Lake Pleasure Grounds and the disabled toilet in Central Car park have been open throughout lockdown #3. All the council's public toilets will reopen from 19<sup>th</sup> April 2021.

**Tom Dommett**  
**Assistant Clerk**  
**April 2021**