

CONGLETON TOWN COUNCIL

COMMITTEE REPORTS AND UPDATES

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| COMMITTEE: | Town Hall, Assets and Services Committee Meeting | | |
| MEETING DATE AND TIME | 30th June 2022 | LOCATION | Congleton Town Hall |
| REPORT FROM | Chief Officer | | |
| AGENDA ITEM REPORT TITLE | 12 Congleton Information Centre Update Report | | |
| Updates | <p>Since transferring over from Cheshire East Council, the Congleton Information Centre has continued to provide services aligned to the three-year service level agreement, as well as becoming the reception for the Town Council.</p> <p>Layout - The layout of the area is quite dated, and we have approached a local architectural company to redesign the layout of the room, produce plans, secure licences and planning applications, the quote provided was £7k. Due to these costs, we are investigating shop fitting options to redesign the Information Centre to allow for improved reception and customer services.</p> <p>Ticketing – The online ticketing system is being utilised for the Paddling Pool and will also be explored as an option to use for ticketed events at the Town Hall.</p> <p>Key Performance Indicators (KPIs) – As well as merchandise and ticketing income, we will also be looking to install a footfall counter in the entrance to the Information Centre.</p> <p>New member of staff - Following a request for a reduction in hours by a member of the team, we have now employed Natasha who will be predominantly working weekends.</p> | | |
| Decision Request | To receive the updates report. | | |