

Bath & North East Somerset Council

MEETING:	The Board of Trustees of the Recreation Ground, Bath		
MEETING DATE:	14 th July 2010	AGENDA ITEM NUMBER	8
TITLE:	Day to Day Management of The Trust's Affairs	EXECUTIVE FORWARD PLAN REFERENCE: E2157	
WARD:	All		
AN OPEN PUBLIC ITEM			
List of attachments to this report: Appendix 1			

1 THE ISSUE

1.1 The current administrator arrangements for The Rec have evolved out of historic systems and processes between numerous Council departments and The Trust. Consequently, responsibilities are fragmented and it is often not clear to potential customers exactly who to contact in order to address their questions. Additionally, Council Officers often perform tasks for The Trust as a minor part of their other responsibilities. This leads to confusion, inefficiency and no clear oversight of activities taking place on The Rec.

2 RECOMMENDATIONS

The Trust Board is asked to:

Recommend the appointment of a dedicated Trust Administrator to deal with the booking of events, co-ordination of maintenance activity, invoicing of event fees/ parking permits and general management of day to day activities for The Trust.

The creation of a post to act as a single point of contact should enable The Trust to remove the reliance on Council Officers and significantly reduce cross charging

It is hoped that the reduction in cross charges will effectively fund a dedicated resource.

A business case is being produced to evaluate the net impact on The Trust's finances but it is considered that a dedicated resource is required.

3 FINANCIAL IMPLICATIONS

3.1 Any financial implications have been noted within the content of this report.

4 THE REPORT

4.1 Existing Arrangement

A process diagram outlining the existing administration arrangements is included in Appendix 1.

Most of the administration is shared between two Council Officers as part of their day to day responsibilities. Customers are often confused who to contact regarding bookings and because of the other demands of their roles, Council Officers are not able to offer the level of service they would like.

4.2 Proposal

It is considered desirable to consolidate the responsibilities into a new role of Trust Administrator whose responsibilities would include:-

- (i) Responding to enquiries about bookings
- (ii) Taking bookings, sending out booking forms and confirmation letters
- (iii) Maintaining an online diary of events
- (iv) Liaising with Grounds Staff to ensure provision of facilities and maintenance of surfaces are adequate
- (v) Invoicing for all bookings
- (vi) Issuing parking permits and invoicing for them
- (vii) Liaison with Third Party contractors where required
- (viii) Completion of year end financial procedures
- (ix) Security of facility
- (x) Development of adequate booking and diary systems to replace existing spreadsheets

5 RISK MANAGEMENT

5.1 Not applicable for this report.

6 RATIONALE

6.1 Day to Day Management fulfils the terms of the Trust.

7 OTHER OPTIONS CONSIDERED

7.1 All information is contained within the report.

8 CONSULTATION

8.1 Open Spaces and Parking Services, Bath and North East Somerset Council.

9 ISSUES TO CONSIDER IN REACHING THE DECISION

9.1 General Management fulfil the terms of the Trust.

10 ADVICE SOUGHT

10.1 Open Spaces and Parking Services, Bath and North East Somerset Council.

Contact person	<i>Glen Chipp - Trust Board Adviser - 01225 394567</i>
Background papers	<i>None</i>
Please contact the report author if you need to access this report in an alternative format	