



2025

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MELKSHAM TOWN COUNCIL



Amenities & Facilities Agenda

Monday 20th April 2026



Town Hall,
Market Place,
Melksham,
Wiltshire
SN12 6ES

01225 704187
towncouncil@melksham-tc.gov.uk

www.melksham-tc.gov.uk

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MELKSHAM TOWN COUNCIL

Town Hall,
Market Place,
Melksham,
Wiltshire
SN12 6ES

CEO Miss Hayley Bell, Assoc CIPD, CertHE, FSLCC

01225 704187

towncouncil@melksham-tc.gov.uk

Monday 13th April 2026

Dear Councillors A Westbrook, J Oatley, P Aves, J Crossley, A Griffin, J Westbrook and A Whitlock.

You are summoned in accordance with the Local Government Act (LGA) 1972, Sch 12, paras 10 (2)(b) to a meeting of Amenities & Facilities Committee of Melksham Town Council for the transaction of the business shown on the agenda below.

Monday 20th April **2026**, to be held at 19.00 in the Council Chamber, Melksham Town Hall, Market Place, Melksham, SN12 7ES.

The quorum for Amenities & Facilities is 4.

Public Participation.

Members of the public and the press may attend this meeting in person or join the meeting on teams via the following link <https://tinyurl.com/3zvmhsef> . Public participation will take place near the start of the meeting.

Each speaker is limited to three minutes, with a total public session of 20 minutes. Members of the public are requested to send their question to CEO@melksham-tc.gov.uk by noon on the working day before the meeting. You should still attend the meeting, in person or online, to ask your question.

No decisions will be made on matters not already on the agenda. The Council may ask the public and press to leave if confidential matters need to be discussed.

The Seven Principles of Public Life.

All members are reminded of their duty under the code of conduct to uphold the Seven Principles of Public Life: selflessness, integrity, objectivity, accountability, openness, honesty, and leadership.

Yours sincerely,

Miss Hayley Bell – CEO

Amenities & Facilities Committee Terms of Reference.

The Amenities & Facilities Committee is responsible for matters relating to all assets owned and/or managed by the Town Council. This includes the town hall, assembly hall and other property owned by the town council, parks and play areas, grounds maintenance, street furniture, public toilets, and all council land/allotments.

1. Membership: Seven elected Members.
 - 1.1 Invited officers relevant to the management of assets, who will have no voting rights.
 - 1.2 No business may be transacted at a meeting unless at least 50% of the whole number of members of the committee, rounded up, are present.
 - 1.3 Substitution of members- substitutes should be nominated by the member of the committee planning to be absent and notified to the Proper Officer in writing by 15.00 on the day of the meeting.

2. Delegated Business: The Committee has the following delegated powers:
 - 2.1 To consider and resolve issues relating to the administration and maintenance of the Town Hall, Assembly Hall and all other properties owned by the Town Council, all public owned spaces, play areas, allotments, and the closed churchyard.
 - 2.2 To maintain existing bus shelters, street furniture, and CCTV equipment and consider provision of new items where necessary within approved budgets.
 - 2.3 To consider the process of redeveloping the Assembly Hall.
 - 2.4 To conclude the outstanding works at the King George V Playing Fields and provide updates.
 - 2.5 Review all budget lines and monthly accounts for all assets listed, managing relevant budget lines allocated and provide update reports.
 - 2.6 To approve expenditure within budget and to refer any requests for expenditure over budget to Full Council.
 - 2.7 Have oversight of the asset register and ensure it is regularly updated by the RFO.
 - 2.8 Have oversight of the fabric of the buildings and the use of the building and the business case for said use.
 - 2.9 To implement any works recommended in the Buildings Condition Surveys Reports.
 - 2.10 Setting of fees, terms and conditions of use, and provision of equipment for areas under its control.
 - 2.11 Liaison with community organisations which have an interest in recreational facilities in the town.



- 2.12 Vehicles and equipment within the area of its responsibilities and not under the control of any other committee.
- 3. Referred Business:** To consider and make recommendations to the Town Council on the following matters:
- 3.1 Budget estimates, to be prepared no later than October each year and submitted to the RFO.
 - 3.2 Any other matters referred to the Committee by Full Council.
 - 3.3 Any other matters referred to the Committee by Council Working Groups for whom the Committee is the parent Committee.



AGENDA

Amenities & Facilities

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|--|-----------------------------|
| <p>1. Apologies.</p> <p>To receive and consider acceptance for apologies and absences</p> <p>(Local Government Act, 1972 s.85)</p> | <p>19.00 – 19.01</p> |
| <p>2. Declaration of interests.</p> <p>To declare an interest relating to the business of the meeting.</p> <p>(Melksham Town Council Code of Conduct)</p> | <p>19.01 – 19.02</p> |
| <p>3. Minutes</p> <p>To approve the minutes of the previous meeting, 9 February 2026</p> <p>(Local Government Act 1972, s. 12)</p> | <p>19.02 – 19.05</p> |
| <p>4. Public Participation</p> <p>To allow public participation, 3 minutes per person, 20 minutes allocation.</p> <p>(Local Government Act 1972, s. 12)</p> | <p>19.05 – 19.25</p> |
| <p>5. Motion on Speedwell Close Play Area.</p> <p>For decision</p> | |
| <p>6. Allotments</p> <p>For decision on next steps in establishing a community allotment.</p> <p>To note the report.</p> | |
| <p>7. Bowerhill Depot Relocation</p> <p>To note.</p> | |
| <p>8. Budget & Financial Oversight</p> <p>To note.</p> | |
| <p>9. Community Engagement</p> <p>To note.</p> | |



10. Church Street Toilets

To note.

11. Environment & Biodiversity Projects

11.1 No Mow May

For decision on recommendations.

To approve release to media.

11.2 Green Flag

To note

11.3 Wildflower Areas and Pollinator Support

To note.

12. Parks & Open Spaces

12.1 Play Areas and Inspections

To note

12.2 Cleaning and Repairs

To note

12.3 Town Centre Focus Day

To note and approve release to media.

12.4 Community Reporting

To note.

13. Facilities (Play Parks & Splash Pads)

13.1 Water Refill Station

To note

13.2 Splashpad – 2026 Season

To note and approve release to media



14. Grass Cutting & Grounds Maintenance

To note

15. Hanging Baskets & Floral Displays

To note and approve release to media

16. Infrastructure/Street Furniture**16.1 Bus Shelters**

To note

16.2 Noticeboards

To note.

16.3 Accessibility

To note.

16.5 Request to Wiltshire Council

To note.

16.6 CCTV

To note.

17. Jobs/Recruitment

To note.

18. Key Projects/Capital Works

To note and approve release to media.

19. Legal/Policy Compliance

To note.

20. Maintenance Schedules & Vehicle Management

To note and approve release to media.



21. Notices/Signage

To note

22. Outreach & Community Partnerships

To note and approve release to media.

23. Quality Assurance

To note.

24. Roads, Paths & Accessibility

To note.

25. Staff Training & Development

To note.

26. Uniforms & PPE

To note.

27. Waste Management/Litter Collection

To note.

28. Youth Engagement

To note.

29. Extra Projects/Special Initiatives

To note.

30. Venue Manager Report

To note.



Melksham Town Council

Minutes of the Amenities & Facilities Committee

on Monday 9th February 2026

PRESENT: Councillor A Westbrook Chair
 Councillor J Oatley Vice Chair
 Councillor P Aves
 Councillor J Crossley
 Councillor A Griffin
 Councillor S Rabey
 Councillor J Westbrook

IN ATTENDANCE

OFFICERS Hayley Bell CEO/Town Clerk
 Dave Elms Amenities Manager
 Jasmine Green Partnership Officer
 Andrew Meacham Committee Clerk

PUBLIC Two members of the public were present and one member of the public and Councillor Cleary were present virtually

42/25 Apologies

Apologies were received from Councillor Whitlock, who was substituted by Councillor Rabey.

43/25 Declaration of Interest

Councillor A Westbrook and Councillor J Westbrook declared an interest in relation Item 8 Splashpad because they are respectively the mother and sister of the expert who advised on the Splashpad. It was confirmed that the expert provided his advice free of charge.

Councillor A Westbrook and Councillor J Westbrook remained in the meeting and took part in the debate on this item.

44/25 Minutes

The minutes of 17th November 2025, having been previously circulated, were approved as a correct record and signed by the Chair Councillor A Westbrook.

45/25 Public Participation

Q. Splashpad running costs. For openness and transparency would the Council consider using separate cost centres for the KGV and the Splashpad. Budget for 2026/27 shows costs centre for King George V, including the Splashpad. Total budget is £48k but how much is for the Splashpad?

A. Plan for 2026/27 was for Splashpad to have separate cost centre and cost code for 2026/27. CEO will check with RFO.

Q. Public Toilets. Budgeted weekly costs for running public toilets in Market Place, Bath Road and KGV is shown on the pie chart as 12 pence per week or £6.24 per annum. Residents are asking when Church Street toilets will be re-opened. Well maintained toilets are beneficial for trade and the economy. It encourages visitors to stay longer and to come in the first place, I appreciate there would be a cost in getting the Church Street toilets up and running again, but businesses in the town may be willing to contribute. I think the letter “Disgraceful Precept Rise” in the last issue of the Melksham News speaks for many residents about being willing to pay for nice clean toilets. Every £1 on residents council bill raises approximately £6000 for the Council. I think residents would consider this money well spent. Opening Church Street toilets should be a priority. Are Councillors willing to consider using any of the earmarked reserves and/or getting sponsorship to get the toilets up and running again? This would greatly benefit residents of all generations and visitors and businesses. It would also prevent desperate men from peeing round the side of Church St toilets.

A. There is no budget this year for Church St toilets as it was not prioritised over play areas which are in a desperate state. The Community Toilet Scheme has been put forward. There have been ridiculous costings up to £100k in the past. It would not be a priority but it may be that officers could look as costings later in the year, to be considered for next years budget. Do not think it could come out of reserves. General reserves have been used in the past leaving a problematic low reserve. The building is owned by Wiltshire Council and would require an Asset Transfer. The matter would be put on the agenda of the next meeting for discussion.

Councillor Crossley arrived at 19:10, during public participation.

46/25 Melksham Town Council Play Parks

The Chair Councillor A Westbrook spoke to the item.

Members discussed the leases. The CEO confirmed that MTC was looking at long-term leases or alternatively the possibility of asset transfer.

Members discussed the consultation and the following suggestions were made

- The question “Which Park should be priority?” should be asked before “What should be done?”
- Every part of Town should have one play area prioritised, with a 4th location decided by council.
- Councillors to spend some time in play areas to meet residents.
- Grant funding sources should be investigated.
- Consultation should go to schools.
- QR codes should be utilised.
- Accessible play equipment should be available in all play areas.
- Responses to be accepted after the close of consultation, as this is a rolling program.

It was proposed by Councillor A Westbrook, seconded by Councillor Rabey and

UNANIMOUSLY RESOLVED to work with Melksham News to produce a community consultation document on all Melksham play areas. Closing date for consultation to be 31st March 2026 and results to come back to the next Amenities & Facilities meeting on 20th April 2026.

47/25 Motion of Speedwell Close Play Area

The Chair advised that the proposer was not able to attend and asked for the item to be deferred to the next Full Council meeting. There was opposition to the deferral as Amenities & Facilities was the appropriate forum.

It was proposed by Councillor J Westbrook, seconded by Councillor Rabey and

UNANIMOUSLY RESOLVED not to defer the item.

The motion was discussed. Councillor Oatley explained the thinking behind the motion and suggested that, notwithstanding the vote not to allow deferral to Full Council, that the committee do allow deferral to the next Amenities and Facilities meeting.

It was proposed by Councillor Oatley, seconded by Councillor A Westbrook and

UNANIMOUSLY RESOLVED to defer the motion for consideration at the next Amenities & Facilities meeting.

48/25 Memorial Bench & Tree Policy

It was proposed by Councillor A Westbrook, seconded by Councillor Crossley and

UNANIMOUSLY RESOLVED to amend paragraph 3.2 of the policy to read: -

“The council recognises that in some areas of the town that have a special significance for the donor/person being remembered, there may already be a sufficient supply of seating. In this instance, the council may be able to offer the opportunity to replace an existing bench that is coming towards needing to be replaced, or allow the donor to adopt an existing bench for the placement of a suitable plaque for ¼ of the price of a new bench, plus the cost of a plaque.”

49/25 Splashpad

The Chair, Councillor A Westbrook, thanked the Amenities Manager for his work on the problems with the Splashpad.

The report was noted.

It was proposed by Councillor A Westbrook, seconded by Councillor Aves and

UNANIMOUSLY RESOLVED to accept the quote of Topline for the injection system and Splash for recommissioning and maintenance.

50/25 Public Toilets

It was proposed by Councillor J Westbrook, seconded by Councillor Oatley and

UNANIMOUSLY RESOLVED to temporarily change the closing time of the Bath Road and KGV public toilets to 18:00, to be in place until 21st March 2026.

51/25 Wiltshire Town Programme

The update was noted.

It was proposed by Councillor Oatley, seconded by Councillor A Westbrook and

UNANIMOUSLY RESOLVED to

- approve the installation of festoon lighting in Melksham Market Place
- not approve at this stage festoon lighting along Riverside Walk
- to request the CEO to come back to the next meeting with alternative ideas for the remainder of the Wiltshire Town Programme fund.

52/25 Assembly Hall Report

The Chair thanked the Deputy Assembly Hall Manager for his efforts to keep the Assembly Hall running during the process to employ a new manager. Other officers were also thanked for their support to the Deputy Assembly Hall Manager.

The report was noted.

53/25 Other Items to Note

The Chair thanked all involved for work on 31a Market Place and residents for their patience while the public toilets were not available.

The Chair also thanked the Community Officer for creating the Play Area Map.

The report was noted.

Meeting closed at: 20:45

Signed

Dated

MELKSHAM TOWN COUNCIL

Proposed by: **Tom Price**

Seconded by: **Jack Oately**

Dated: **26/1/26**

Purpose of the motion

To approve purchase of new fencing for Speedwell Close Park and materials to refurbish play equipment, delivered via a community-led improvement event.

Background (Including previous resolution/s made and date/s if applicable)

Speedwell Close Play Area requires replacement fencing and refurbishment. Residents are willing to participate, and several local residents and business owners, has offered assistance.

Current Situation

Fencing is deteriorating; equipment looks worn; residents want involvement; materials are required.

What financial implications are there?

Cost of fencing, paint, tools, PPE, waste disposal. Budget £10,000 but may not be needed.

How does the motion link to Town Council policies and core values?

Supports community engagement, enhances public spaces, promotes value for money and civic pride.

What risks are there? (Provide a risk assessment)

Risks include volunteer safety, tool use, weather delays, vandalism. Mitigation: risk assessment, supervision, PPE, scheduling.

What crime and disorder implications are there?

Refurbishment reduces likelihood of anti-social behaviour and increases community ownership.

What environmental and biodiversity considerations are there?

Low environmental impact; use environmentally responsible materials; recycle waste.

What safeguarding concerns are there?

Ensure work does not occur during play area use; safe tool storage; officer oversight.

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. Motion

That Melksham Town Council:

1. Purchases new fencing for Speedwell Close Play Park via a local melksham business
2. Purchases paint, tools, and materials to refurbish equipment.
3. Promote a resident-led community improvement day through various channels, officers and councillors.
4. Allocates up to £10,000
5. Instructs officers to carry out a risk assessment and coordinate the project.
6. Recognises the community empowerment and taxpayer savings resulting from this initiative.

. Does the motion impact/ support any previous decisions of council?

It supports previous decisions enhancing play areas and community involvement.

. Confirmation that the item under consideration has not been discussed by Council within the preceding six months. If it has, has there been a material change and what is this?

To the proposer's knowledge, the item has not been discussed in the last six months.

. Please summarise any specific recommendations you have in relation to next steps

Officers to procure materials, schedule the event, complete risk assessment, coordinate volunteers, and liaise with Dean.

Office Use:

Date of receipt by Proper Officer:

Date of proposed council meeting for motion:

Date/s of relevant resolutions:
(record full resolution/s here)

Motion accepted by Proper Officer:

Motion rejected by Proper Officer:

Reasons for rejection:



2026

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MELKSHAM TOWN COUNCIL



Asset & Facilities Amenities Manager Report Monday 20th April 2026



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Melksham Town Council

Meeting Date: 20.04.2026

Report Author: Dave Elmes

Purpose of Report

To provide Members with a structured update on council-led operations and current priorities, with particular focus on the delivery and maintenance of parks and open spaces, allotments, street scene (cleanliness and public realm), facilities, including the splash pad.

Background

The Town Council manages and maintains a range of public assets and services across Melksham. This includes the upkeep of parks and open spaces, allotments, play areas and associated facilities, together with wider public realm responsibilities that contribute to an attractive and safe town environment. This report summarises activity since the previous meeting, highlights any emerging issues or risks, and identifies matters requiring Member direction or approval.

Allotments

The Council provides and administers allotment sites to support local food growing, wellbeing and community participation. Activity in this section includes plot administration, tenancy management, site inspections, and planned and reactive maintenance.

The council has 165 allotments over 8 locations within Melksham. Allotment fees are currently £50 per annum for a full plot and £25 per annum for a half plot (plot sizes may vary by site). Site visits can be arranged to support prospective tenants in selecting a suitable plot.

All tenants are required to enter into a tenancy agreement and comply with the Council's allotment rules and site-specific guidance.

Allotment Sites

Awdry Avenue – <https://what3words.com/farmed.flask.compiler>

Addison Road – <https://what3words.com/sunflower.country.image>

Dorset Crescent – <https://what3words.com/quicksand.speech.expecting>

Milton Avenue – <https://what3words.com/flattens.kickers.yards>

Methuen Avenue – <https://what3words.com/ounce.botanists.worry>

Portman Road – <https://what3words.com/departure.skipped.seasons>

Southbrook Road – <https://what3words.com/confetti.clocking.clerk>

Wiltshire Crescent – <https://what3words.com/codes.clearly.perfectly>

- A site visit of all allotment locations was completed on Friday, 10 April 2026. Officers are now producing updated site maps for each location and reviewing the internal processes for managing allotment sites to ensure consistency, efficiency, and customer service.
- Residents who are interested in applying for an allotment are encouraged to contact the Town Council for further information. To support good customer service, the Council is seeking to improve regular communication and updates with allotment tenants. Officers would like to explore the appointment of allotment ambassadors at each site to provide a clear and consistent point of contact.
- Officers will explore the costs and installation of a noticeboard at each allotment site. We would also like to have data management information, email addresses and telephone numbers, to improve communication, share updates more effectively, and support timely engagement with tenants.
- Operational and maintenance matters, including fencing, paths, gates, water provision, and plot condition.
- Tenant communications and community initiatives (e.g., composting, pest control guidance, shared workdays, and training/workshops where applicable).
- The Council is exploring ways to strengthen relationships with allotment holders and encourage greater community involvement. Officers are arranging seed and skills swap events, with further information to be shared in due course. In addition, the Council is looking to develop quarterly newsletters, allotment open days, and wider promotion of the health, well-being and environmental benefits of allotments.

National Allotments Week

National Allotments Week is an annual initiative that aims to raise awareness of allotments and their role in helping people live healthier lifestyles, grow their food, develop friendships, and bolster communities.

Our annual awareness week will run from 10-16 August 2026, and we have chosen the theme “**Grow to Learn.**” The council will discuss concepts to engage and celebrate this week with our tenants.

<https://thenas.org.uk/national-allotments-week>

Community Allotment

A verbal update will be given.

Bowerhill Depot Relocation

A verbal update will be given.

Budget & Financial Oversight

Nothing to report

Community Engagement

- The Community Parks Survey has now closed, receiving 108 responses. Officers also visited Melksham Oak School, Forest School, and Sandridge School to speak with young people about parks and open spaces. The Council would like to thank all participating schools for the valuable feedback and insight they provided, which will help inform future improvements to Melksham’s parks and open spaces. All councillors have been invited to a Play Area meeting on Monday 27th April 2026 at 6pm.
- The KGV Masterplan survey closed on 13 April. A summary of the feedback and next steps will follow once the information has been reviewed by NVB.

Church Street Toilets

Officers will investigate the opportunities for public toilets and report back to council once all information is collated.



Environmental & Biodiversity Projects

No Mow May

- No Mow May (2026): officers propose a trial ‘No Mow May’ approach on selected roundabouts to support biodiversity.
<https://www.plantlife.org.uk/campaigns/nomowmay/>
- The trial will be managed to maintain highway safety and visibility, including defined sightlines and clear separation between sponsorship signage and any retained long-grass areas. Targeted cuts will be undertaken where required.
- Benefits include increased nectar and pollen for pollinators, enhanced habitat for invertebrates, improved biodiversity, and potential reductions in fuel use and emissions through fewer mowing operations.
- Signage and communications: on-site signs will be installed to promote the initiative, explain the environmental rationale, and confirm that the areas are being managed intentionally. This will support resident understanding and reduce avoidable enquiries.
- Officers will evaluate the trial (including feedback received, safety/visibility considerations, and practical maintenance implications) and report back with proposals for any extension in future seasons
- This initiative supports the objectives of Wiltshire Council’s **Blue Campaign**, which promotes action on climate change, biodiversity and sustainable land management.



Recommendation:

The Council adopts a trial of No Mow May in 2026 on selected roundabouts, ensuring defined sightlines are maintained for safety, residents are informed through clear communications, and appropriate signage is installed.

- Council to consider additional locations
- Sign the Pledge for No Mow May
- Share your No Mow Movement on social, tagging us and using #NoMowMay ([Instagram](#), [Facebook](#), [X](#), [Bluesky](#), [TikTok](#) and [LinkedIn](#)).
- Promote to Melksham Residents to join us for No Mow May

Press Release on No Mow May**Green Flag**

- Green Flag award status and compliance, there are no updates to report at this time.

Wildflower areas and pollinator support.

- St Michael's Church has approached officers with a proposal for a dedicated wildflower area, and officers are supportive of progressing this initiative. A meeting is being arranged to discuss the proposal in more detail.
- In addition, the Council's horticulturist has been tasked with developing a seasonal planting scheme across Melksham, with a particular focus on roundabouts and key entrance areas to the town. A concept plan will be brought to the next appropriate Council meeting to support timely planting this year and to maximise the environmental benefits into 2027 and beyond.

Parks & Open Spaces

- **Play areas and inspections:** all play parks are inspected three times per week as part of routine safety monitoring. The annual ROSPA play inspection has been completed, and the full report will be provided to Councillors.
- **Cleaning and repairs:** cleaning of all Melksham Town Council-owned bins have been scheduled, and bench repairs are programmed. A memorial bench has been installed at King George V (KGV) Park; further information on Town Council memorial benches is available via the Council website.



- **Town centre focus day:** a targeted town centre maintenance day scheduled on Wednesday 22nd April, focusing on weed control, litter picking, and repainting of the cycle storage areas in preparation for the spring season. Partnership officer to promote with local businesses to try and encourage them to work on their properties.
- **Community reporting:** residents and local businesses are encouraged to highlight any areas of concern by contacting the Town Council.
- **Press release on town centre focus day on 22nd April 2026.**

Facilities (Play Parks & Splash Pads)

Water Refill Station:

The Council can confirm that Wiltshire Council has approved a £6,000 grant contribution towards the proposed installation. One site visit has been completed, and officers are currently assessing feasibility and exploring all available options to inform the preferred solution and delivery approach. Subject to final design, procurement, and any necessary approvals, the Council is aiming to complete the installation by summer 2026.

Splash Pad – 2026 Season

- The splash pad will open on 2 May 2026 and operate until the end of September 2026.
- Published opening hours will be 10.00am to 17.00pm.
- Officers hold delegated authority to determine temporary closures where required due to weather conditions or operational considerations.
- The splash pad has been recommissioned for the season, with a new dosing system installed and commissioned.
- Refresher training has been completed for relevant officers/staff to support safe operation.
- The splash pad Facebook group is in the process of closing; followers are being directed to the Council's Facebook page to streamline communications with residents.
- Recruitment for seasonal team members has been advertised to support service delivery across the town during the peak period.
- A weekly SEN session will run on Wednesdays from 10.00 am to 11.00 am.

Press Release on Opening Hours and SEN Sessions.

Grass Cutting & Grounds Maintenance

- Grass cutting: the first cuts have been completed. The current operational approach is based on an estimated 10-day cutting cycle, subject to weather conditions and resource availability.

Hanging Baskets & Floral Displays

- Local business sponsorship: all hanging baskets for the 2026–2027 season have been sold to local businesses.
- Installation: baskets are due to arrive on 1 June, with installation scheduled on the same date. The town centre floral display has also been installed, alongside the pop-up garden delivered by the Council's horticulturist.
- Communications: participating businesses will be acknowledged and showcased via the Council's social media channels. Officers will review opportunities to expand the number of floral displays for the 2027–2028 season.
- Watering: watering will take place three times per week from 6.00am.
- Town centre trees: trees are now starting to come into leaf, with seasonal growth being monitored as part of routine inspections and maintenance.
- Town centre floral display: installation has now been completed, alongside the pop-up garden delivered by the Council's horticulturist.
- Wiltshire Council has granted permission for the town centre black street planters to be relocated to improve alignment within the street scene and to increase available space for pedestrians.

Press Release on town centre hanging baskets and pop-up garden.

Infrastructure / Street Furniture

- **Bus shelters:** cleaning of bus shelters has been brought in-house from 1 April. A baseline deep clean of all shelters will be completed on Friday 17 April, enabling officers to establish a baseline condition and carry out defect assessments. Following this, bus shelters will be maintained on a rolling programme of one shelter per fortnight, with additional top-up cleans undertaken where required.
- **Noticeboards:** a new noticeboard is being installed at King George V Park, in advance of the May Bank Holiday. The Communications Officer has been tasked with conducting a noticeboard audit to ensure consistent, up-to-date information is displayed across all Council noticeboards. This work is scheduled to be completed before the end of May.
- **Accessibility:** ongoing maintenance and improvements continue to support safe and accessible public infrastructure.
- **Request to Wiltshire Council:** for Wiltshire Council to arrange a dedicated day to clean all street furniture.
- **CCTV** – the council can confirm that the CCTV electrical test certificates have now been received from Kan Connections. The information has now been provided to Wiltshire Council.

Jobs / Recruitment

- The Council is currently recruiting for roles within the Open Spaces team, including both full-time and seasonal positions. Interviews are being held on a rolling basis. Further information and application details are available on the Council website: <https://www.melksham-tc.gov.uk>

Key Projects / Capital Works

- As part of the Wiltshire Towns Programme, the Town Bridge lights will be completed by the end of April.
- Town Centre roundabout light is now working properly.
- Market place festoon lights are being installed before the end of April.



- Details of the flooring in the Town Hall foyer have been sent to Wiltshire Planning. Their advice is that from the information provided, it would appear that an application for Listed Building Consent would not have been required for the work described.

Press release on all three lighting projects

Legal / Policy Compliance

- The Council is currently reviewing the allotment terms and conditions to ensure they are fully aligned with current legislation and best practice.
- Legal heads of terms for Future of Football are currently being discussed with our solicitors.

Maintenance Schedules & Vehicle Management

The Council's new electric vehicles have now been delivered and will replace vehicles that were previously hired. The move to electric vehicles supports the Council's sustainability objectives by reducing carbon emissions, improving air quality, and supporting greener operations. Daily vehicle inspections will be undertaken to ensure safety and operational readiness.

Installation of the EV charging points was completed on Tuesday, 13th April 2026, with two available points.

Inventory of vehicles, maintenance, insurance, and operational readiness: this will be completed as part of the relocation to the town centre and is essential to ensure the asset register is accurate and up to date.

Press Release on EV vehicles.

Notices / Signage

- The current roundabout signage has now been installed. The Partnership Officer is co-ordinating the promotion of available sponsorship opportunities, and the budget for 2026–2027 has been achieved.
- BI Monthly checks will be completed.



Outreach & Community Partnerships

- Community defibrillators: as agreed by the Council, bleed kits will be installed in all Council-owned community defibrillator locations. Owens World will be the preferred supplier and will also provide free community training sessions. The recommendations from Owens World relating to the bleed kits will be registered with the Ambulance Service.
- Partnership officer to promote the opportunity to purchase additional bleed kits with Owens World.

Press release.

Quality Assurance

- Officers are currently discussing future inspection arrangements and will carry out an internal review of inspection processes to ensure they remain effective, consistent, and fit for purpose.
- It is important for the Council to receive feedback from residents, and comments or concerns are welcomed via the “Contact Us” section of the Council’s website.

Roads, Paths & Accessibility

- Residents are encouraged to raise any concerns relating to footways, cycle routes, crossings or accessibility issues directly with Wiltshire Council via the My Wilts reporting app: <https://www.wiltshire.gov.uk/mywilts-online-reporting>
- **Town centre signage:** officers will review all town centre signage, identify any defects, and report issues via the My Wilts app, as well as to the relevant supplier for repair or replacement where required. <https://www.wiltshire.gov.uk/mywilts-online-reporting>

Staff Training & Development

- **Health & safety, first aid and equipment training:** learning and development programmes will be in place for all officers to ensure that **mandatory training requirements are met and kept up to date.**
- Training on the splashpad water testing is taking place over the next two weeks.



Uniforms & PPE

- **Uniforms and PPE:** staff uniforms have been selected and finalised. Orders will be placed once recruitment is complete to ensure correct sizing and quantities. This will support a presentable workforce, ensuring officers are easily recognisable to residents and the public while working across the town.

Waste Management / Litter Collection

- Wiltshire Council invites residents to share views on future waste and recycling services. The survey closed on the 17th April 2026.

Youth Engagement

- A meeting has been arranged for Tuesday 28th April 2026 with councillors who volunteered to be involved in youth events.

Extra Projects / Special Initiatives

- No updates





MELKSHAM TOWN COUNCIL



Asset & Facilities Venue Manager Report Monday 20th April 2026



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Melksham Town Council

Meeting Date: 20th April 2026

Report Author: Robert Reay – Venues Manager

Contact: Assemblyhall@melksham-tc.gov.uk

1. Purpose of Report

To provide Members with an overview of all venue operations, including event management, staffing, maintenance, policies, accessibility, marketing, community engagement, and partnerships.

2. Background

Melksham Town Council manages multiple venues across the town for events, meetings, and community activities. This report updates Members on venue usage, ticketing, staffing, maintenance, and associated operational matters.

3. Current Activity / Update (Venues & Operations)

Since taking over the Venue Manager role on 16th February I have focused on understanding the historical context of where venues are currently at, what needed immediate attention and pulling together the formation of plans for the future outlook and goals of the venues. The basis of the report is aligned with the Town Plan 2026-2029 with achievements and efforts made shown under the relevant sub-headings.

Maximise use of our venues

A key issue with the Assembly Hall has been the transparency around availability for bookings. We completed an exercise to understand all current bookings, which were and were no longer going ahead, understanding the gaps in the calendar and assess how these could be filled in an effective way.

The results have produced an additional 24 events in the 26/27 year by early April, alongside a plan to fill every Friday Saturday that is still available through working with new promoters, bands and individuals for private bookings.

The majority of these deals have taken advantage of the ticket split offer that we can now use following the resolution at Full Council on 1st September 2025;



“It was proposed by the Town Mayor Councillor Rabey, seconded by Councillor Aves and UNANIMOUSLY RESOLVED to delegate authority to the Facilities Manager, with the agreement of the CEO and the RFO, to approve ticket share agreements and to initiate and manage inhouse events.”

This has enabled the Hall to bring in higher profile acts and work with a variety of promoters who would not entertain the dry hire fee, which had been limiting the venue. The majority of promoters are moving away from any dry hire arrangements, so this resolution has been vital in enabling the venue to look to grow and to continue offering a good quality and more diverse range of acts coming to the hall. Several safeguards have been put in place to ensure that there is extremely limited financial risk to the Council with these events.

We are also beginning to explore how we utilise other unoccupied time in both the Assembly Hall and Town Hall. Looking to the future we are exploring the business case for bringing Weddings back into the Town Hall, linking in with the Assembly Hall for receptions, to offer a full wedding package. We are also exploring how we can encourage more, yet sustainable community use, looking to wrap around current commitments to make these offerings more financially viable moving forward.

It is vital to stress at this point, to enable some of these future income generation ideas, we will need to explore how we use the current budgets to refurb both the Assembly Hall as a whole and the Town Halls Council Chamber. We are at the beginning of a process of seeking out designs and quotes to enable us to present ideas and costings to a future committee to enable us to operate in these new markets.

Deliver a diverse events programme

Part of our work with new promoters referenced has been ensuring a more well rounded delivery of events. Historically the venue has been Rock ‘n’ Roll heavy. Where this is an important part of the history of the building and we will always look to continue working with these partnerships we have built, we are also in need of offering a diversity in our events to encourage new customers and people to our venue.

Part of this focus has allowed us to attract a Pantomime company that will be producing both a Summer and Christmas Show at the Assembly Hall. Other new events include Drag Bingo, Olly Murs Tribute and Twist and Shout The Musical.

We have also secured some fantastic higher profile artists such as John Lydon, Dom Joly, Dennis Taylor and more to perform at our venue. These acts help create



a different culture for the venue, opening us up to newer audiences, and creates a reason for people to travel into Melksham and it be a destination venue, supporting many aspects of the local Economy.

Maintain welcoming and accessible venues

Repair work has been undertaken on the refuge room in the Town Hall to fix the fire door to ensure compliance for users of the Town Hall with a Personal Emergency Evacuation Plan (PEEPs).

Panting work has also been undertaken on the exterior of the Assembly Hall to ensure that our venue is keeping a standard you would expect of a venue of this size and scale.

Both of these jobs were completed in house by the Amenities team.

Improve venue marketing

Social Media is a key form of communication from a venues marketing perspective. Once full access was gained to enable marketing spend on our Facebook page the difference in outcomes were clear;

Dates	Views	Interactions
March 18 th – March 25 th	4,817	58
March 26 th – April 2 nd	59,004 (up 1,125%)	176 (up 203%)

It is clear that there is a lot of work still to be done, but this highlights the improvement in post reach that can be made with a marketing spend, consistent posting and a wider marketing plan for the venue.

Social media however is just one element of marketing, and it is clear from customers that there is still a need and a want for physical marketing materials. We have therefore included in our recommendations a brochure that we look to produce.

We have also taken the decision to exit agreements with two circular magazines where we felt we did not receive good value for money. These were the Wiltshire based circulars where the distribution did not heavily target audiences we are hoping to reach and the size of advert was unsuitable for the content we are looking to push moving forward. We will however be keeping our current agreement with the Melksham Independent News and view that as a vital part of our communications moving forward, including submitting more Press Releases about the exciting events calendar we have on offer.



Support community use

The Assembly Hall and Town Hall are both fantastic community venues and community use is to be supported as much as practicable. Current community use ranges from Melksham Rock and Roll, Exercise groups, Car Club and many more ad-hoc bookings.

It is vital however to note that these groups do pay reduced rate hire as per Council policies. Where this is a fantastic community benefit, we do need to understand the impact this has on the income for the venues. For future reporting on financial data we will be showing income with a comparison of how these would have performed if these hours had been let at commercial rates, to show the financial benefit our community gets from these reduced rates.

The current monthly reduction in rates to community groups totals over £2,000, it is important that we acknowledge and celebrate this. Without these rates many of the community groups using the venues would not be able to function.

The Community Officer has also programmed a full years worth of holiday activity at the Assembly Hall with some fantastic film choices available in the coming school breaks. Events like this are vital in keeping us in touch with the people we are there to serve, and introducing a new generation to the Hall. It is also worth noting that the Community Officer has purchased a Popcorn machine that we will also have use for at events, which giving the expansion of our family friendly activities is a welcome bonus to the venue.

In terms of future planning we need to understand the wider impact these bookings have on our teams time, how we can make them work in a more functional way for the organisation, reducing the timing pressure while being able to maintain the activity. Reports on how this can be achieved will be presented at a future committee meeting.

Enhance facilities and presentation

There has been a local of a planned preventative maintenance schedule at the Town and Assembly Hall, we have begun to address some of the outstanding issues in the previous months.

Door locks to out of bounds areas in the Assembly Hall have been fitted which over the course of an average month saves 5 hours of team members times, as these areas previously had to be checked nightly to ensure no members of public had walked into the unsecure areas.



Work is also beginning on uniform changes, plans to fix areas where plaster board is falling away, areas that have not been painted in many years and broken facilities in the venue repaired to be functional until long term solutions can be reached.

The venues have lacked a scheduled maintenance program and one is in urgent need of development. This plan must be presented alongside any proposals for building improvements to ensure we get the most efficient solutions to the problems facing the venues. Below we have included a list of works that have been completed since February;

- Issues with phone system that didn't allow staff to call the hall before 9am or after 4pm now resolved
- Paxton system had failed at several points for the fob entry system, this is due to be completely resolved by the end of April, with additional features such as phone entry that will then become available to us.
- Notice boards on the exterior of the venue have had some remedial work and now are in full use.
- Issues in the Assembly Hall toilets where a mechanism had failed and resulted in almost constant running water has been fix by water company, which will result in a significant saving in our water bill.
- Asbestos surveys have been conducted on both Assembly Hall and Town Hall after being overdue by several months.

Prioritise local suppliers

We have a huge range of local suppliers available to the venues team for everything from stock to security. It is important that we explore all options available to us in a way that is fair, but where possible does support local suppliers where the services are at the standard expected by the Council.

Swathes of changes are due to be implemented in the bar starting from 1st May 2026. We will be introducing a new 'local' section, offering a range of local ales, beers, ciders and spirits. We are working with a large range of local suppliers to ensure no one who wants to be part of this scheme is left out, and that customers have a great range of products to choose from. We estimate this will add £8,000 directly into the pockets of local suppliers each year, ensuring the Venues commitment to the Melksham Pound. These numbers are based on last years sales figures.

We will continue to utilise local suppliers in other areas where possible and aim to create a list of local suppliers for each area that we cover. Any local suppliers and



providers are encouraged to contact the venues team if they wish to be considered for any service/supply provision they offer.

Make use of external areas

We are exploring revenue streams in our external areas. Focuses have been on parcel locker systems and outdoor vending options. More detailed reports and recommendations will be brought to committee when full proposals are ready.

General Bar Stock Provision

We have made the decision to move away from our previous suppliers that the Assembly Hall has had long term due to the poor value for money that we were receiving.

The industry standing Gross Profit Margin for venues like this should sit at around 65-80%, our projected Gross Profit Margin was 41.1%. We have negotiated a superior deal with our new suppliers Greene King and with some minor pricing changes on our side will be hitting an average Gross Profit Margin of 70.6%. To table below shows the financial impact this is estimated to have on our organisation.

Supplier	Costs Est	Sales Est	Gross Profit Est	Gross % Est
Old	£50,000	£85,000	£35,000	41.1%
Greene King	£26,000	£88,500	£62,500	70.6%

The table shows minor price increases with our new supplier costs. An estimated additional £27,500 per year in savings made by the change in supplies. We would encourage the Councillors to consider that the money saved from this budget line could be considered for improvement works to the Assembly Hall, which will be brought to a future committee.

Other Items of Note

- We had the privilege of hosting the Wake of the former Chairman and President of Melksham FC. The cross departmental work on this should be applauded with many members of the Town Hall team assisting the Venues team to ensure we could do everything from our end to ensure the wake was given the time and attention it deserved for a man who gave so much of his time to the town.

- More successful cross departmental work took place on the delivery of the Mayor Civic Dinner with the Partnership Officer. The evening was well attended and was well delivered by all involved.
- It is important to note that we are in an economic downturn, and often the first items to cut back on are leisure activities such as attending events at the Assembly Hall. We must be mindful of this when reporting on ticket sales in events in the near futures, the whole industry is reporting a rapid downturn in sales, so we must plan carefully and market well to lessen this impact on our venue.

Changes to note

Card Reader and Till System

We have been exploring new card and till systems in the previous weeks after noting that our current card fees are around the 2.4% mark. This is high for an organisation of our size in terms of card turnover. We have sought to find new offers alongside a updated till system that will be more functional and accessible for our team.

Provider	Processing Fees	Software Cost (Per Month)	Expected Savings Per Annum (Processing Fees)	Till System Cost
Square	0.95%	£69	£1,740	Free (Hardware value of £3,000)
SumUp	0.99%	£29	£1,344	£2,007.36
United ePOS	2.4%	£76.80	£0	Free (Already Own)

Committee to note based on savings from processing fees and the zero up front cost that we move to the Square Till and Card payment system.

Marketing Brochure

We will be therefore looking at the following options to create a quarterly brochure of events at the Hall. We will be looking at producing 8 page, A6 brochures. We have the following print options available.



Printer	10,000	15,000	18,000
Mixam	£538.50	£732	£848
VistaPrint	£949.99	£1,449.99	£1,804.99
Instant Print	£549.51	£777.88	£917.91

We expect to recuperate £350 from each print from business sponsorship or the rear page. Delivery will be led by the venues team alongside any willing volunteers. At the customer check-out on our ticket sales we will be asking customers at a future date for feedback on how they knew about the event to help understand the impact that this will have.

Committee to note we are moving ahead with the brochure with Mixam at 10,000 brochures in the first quarter of printing. We will test effectiveness and report back to committee after two quarters.

People

We have began the process of recruiting two new roles within the venues team. These are;

Placement Student in Hospitality from Bath University on a 1 year arrangement.

Apprenticeship in Hospitality Level 2.

We are using our current staff budget in a different way. This will result in savings from the current budgeted amount, yet increase our operational capacity substantially.

We have taken a significant amount of bookings for the 26/27 year and the additional capacity is needed to ensure we produce the correct event plans, have additional capacity in days to take meetings with new clients and promoters and to have a better level of risk management in terms of team absences and leave. For context in December 2026 we now do not have a day without a booking between 1st and 23rd. Two team members cannot fully operate all the rig/de-rigging, admin and operational work/future planning required. To grow the revenue streams it was vital we took quick action to secure additional capacity looking forward to the future.

Committee to note changes to staffing structure within the venues team.

