

**Leamington Visitor Centre -Staffing Model – Warwick Town Council**

LVIC current opening hours to be reviewed

- Mon – Fri 11.00 hours – 16.00 hours, Sat 10.00-16.00 hours and Sunday 11.00 - 14.00 hours.
- The Visitor Centre closes on Sundays 31<sup>st</sup> October until Easter Sunday.

Staff

- A team of two staff man the VIC during these hours with one team member arriving 15 minutes before opening up and one leaving 15 minutes after the VIC has closed. This gives time for the opening and closing procedures.
- The team at present consists of a staff of four with occasional cover from WVIC
- The team members at present are on a 0 hours’ contract, this is a perfectly amicable agreement and all existing team members have indicated that they are happy to continue with this.
- All staff at LVIC are recruited, trained and managed by WVIC. Absences, disciplinary procedures and decisions are all actioned by WVIC/WTC.

The tables take in to account two members on duty each day with one member working at extra 15 minutes at the beginning and end of each day.

Easter to end of October

Sun	6.5
Mon	Closed
Tues	10.5
Wed	10.5
Thurs	10.5
Fri	10.5
Sat	12.5
Total	61

November to Easter

Sun	Closed
Mon	Closed
Tues	10.5
Wed	10.5
Thurs	10.5

Fri	10.5
Sat	12.5
Total	54.5

Museum and Art Gallery

- Tuesday to Saturday 10.45 – 17.00 Sunday & Bank Holidays 11.00 – 16.00 Monday closed

New Vic hours to mirror the art gallery taking in to account two team members on duty and an additional half hour per day to open and close

Sun	10.5
Mon	Closed
Tues	13
Wed	13
Thurs	13
Fri	13
Sat	13
Total	75.5

Leamington VIC to mirror the Art Gallery opening times would therefore need to man the VIC for an additional 14.5 hours in the Summer months and 21 hours in the Winter months.

Please note the above does not take in to account the weeks when there is a Monday Bank Holiday when the VIC would open. Staff would also be working more than 6 hours so would legally require a 20-minute unpaid break.

**How to achieve this working in partnership with Warwick Visitor Centre (WVIC)**

- In 2016 WVIC has successfully worked alongside a team of volunteers.
- WVIC has worked closely with Warwickshire College students
- WVIC also offers a placement one day per week to a local student
- Manager to spend two days per week at LVIC
- To share resources between the two VICs
- To introduce a small team of volunteers to LVIC

The volunteer pool at Warwick VIC has increased in 2016 and is continuing to grow, this frees up resources to cover the additional hours at LVIC with no extra cost to both VICs. This takes a while to establish but over time volunteers could also be introduced to Leamington VIC but initially Warwick paid staff would cover shifts at LVIC and the Warwick pool of volunteers.work experience would cover those shifts at WVIC.

This would prevent the negativity of LVIC being closed during critical hours and also provide an excellent service level to both locals and visitors to the town and also the building as a

whole as at present LVICs opening hours are inadequate to suit the needs of the public. Using WVIC's resources would achieve the additional opening hours.

### Recommendations

- At present WTC pay LVICS staff wages and then invoices WDC. This amount is estimated annually to fall between £27,000-£30,000. A one of payment to WTC would avoid this as every month we have to invoice WDC which is as discussed with DB an unsatisfactory arrangement.
- An annual budget to be set as some weeks would require more cover than others and be subject to bank staff and volunteer availability, this would then balance out over the year but would fall within the amount set.
- WVIC buys most of the stock at cost price using existing suppliers and then invoices LVIC. At present LVIC bank the takings with WDC so all profit made from the goods goes to WDC. WVIC would take this over in its entirety, we would order the stock and bank the revenue through our banking system.
- A 3-year agreement would be ideal to create confidence in the general public, the local economy and the team of employees.
- Rent and Rates – this is paid by WDC, to be discussed.
- Running costs – IT support is paid by WTC initially who then invoice WDC. We would need to look at any other minor costs.

As the VIC is open 7 days a week the above is expected to cover weekend working where a day off in lieu is granted.

The team also includes 2 bank staff on 0 hours' contracts also available for cover at LVIC and a work experience student from Aylesford School one day per week during term time is also accommodated at WVIC.

We have a team of 5 volunteers who cover ½ day shifts when the need arises, the volunteers offer cover for Warwick only. A separate team of volunteers would be necessary for LVIC.

Various work experience placements are also offered to students from Warwickshire College and other local schools throughout the year. This would also be introduced to LVIC which would provide further assistance with the additional opening hours required.