

COUNCIL

THURSDAY 16TH JULY 2020

ABERGAVENNY TOWN AMBASSADOR PROGRAMME

1. PURPOSE OF THE REPORT

- 1.1 To discuss and approve the involvement of the Town Council in the Town Ambassador Programme

2. BACKGROUND

- 2.1 The Town Ambassador programme has been successfully used during events such as Eisteddfod and Food Festival.
- 2.2 The programme has been adapted by MCC following requests by a number of town and villages to have people present in the town who can give advice and reassurance to people on the changes made to the town centres to enable social distancing.

3. PROPOSAL

- 3.1 MCC has prepared a generic proposal which has been amended to reflect Abergavenny issues. This proposal also includes a volunteer role profile. These documents are attached.
- 3.2 GAVO will be preparing a generic risk assessment and in discussions it has been agreed that the volunteers would work in pairs. There would be no lone working.
- 3.2 GAVO would undertake the recruitment of volunteers in liaison with the Town Council
- 3.3 The Town Council would have the following responsibilities:
- To provide local coordination, supervision and support for the volunteers.
 - To provide a local briefing when volunteers start and to create a supportive environment for the volunteers.
 - To provide a single point of contact for the volunteers to contact if they need help or guidance.
 - To offer a central and accessible base for the volunteers with access to shelter, toilets, tea coffee etc.
 - Supported by the Volunteering Wales website arrange a rota of volunteer activity.
 - To work with volunteers to identify areas and times for focussed activity 'hot spots'.
 - To provide the volunteers with all relevant and useful information for them to carry out their role.
 - To provide clothing and equipment to allow the volunteers to be easy distinguishable and comfortable.

- To regularly communicate with the volunteers in person or virtually to ensure they are able to offer feedback.

3.4 The Town Clerk would be willing to provide the local co-ordination, however offering a central and accessible base would be a challenge at the present time and would make regular contact with volunteers more of a challenge. However, this matter is not insurmountable but would require further investigation should the Council agree to pursue this initiative.

3.5 This Ambassador Programme would be for 2 months which would cover the summer period and should commence as soon as possible. There may be opportunities for Volunteer Ambassadors to continue to use their skills and knowledge and volunteer at the Tourist Information Centre.

4. RECOMMENDATIONS

4.1 To agree to work with GAVO and MCC to manage a Town Ambassador Programme in Abergavenny.

4.2 To fund the cost of providing clothing and equipment for volunteers.