



Saffron Walden Town Council
Tourist Information Centre Working Group - Terms of Reference
Adopted: Annual General Meeting 13.05.2024

Membership: Abercrombie (Walker), Asker, Curtis (Chair), de Vries, Gadd, Meloy and Reeve

Overall aim:

The TIC Working Group was constituted by resolution of Council passed on November 2023. It was given specific direction by Council at the January and February 2024 Council meetings, subject to the reversal of part of the February 2024 resolution by Council at an EM on 25 March 2024. The parts of the February 2024 resolution which were not reversed provided:

1. [The move since reversed] should be carried out in conjunction with the reduction to 2.5FTE (inclusive of holiday or other cover) staffing; and
2. that the WG will reconvene to consider other recommendations and in particular how best to implement the resolution of council of January 2024 to achieve significant savings in the net costs of the TIC service including significant staffing cost savings

The overall aim of the TIC Working Group is therefore first to oversee the reduction in staffing levels initially to 2.5FTE, and second to achieve significant savings in the net costs of the TIC service, including significant staff savings.

Key objectives:

1. **Cost Savings:** first to oversee the reduction in TIC staffing levels initially to 2.5FTE, and second to achieve significant savings in the net costs of the TIC service, including significant staff savings, noting further the resolution of full council at the 15.04.2024 meeting.
2. **Service Levels:** To consider the core role and responsibilities of the TIC service both in its current form and the recognised potential for actively driving and promoting tourism to Saffron Walden. In considering this objective, the WG will:
 - (a) Identify and review the existing core service of the TIC service;
 - (b) Identify key partners in progressing the existing and future service of the TIC.
3. **Location:** In light of Council's resolution to retain the TIC service at No 1 Market Place, to consider any improvements which could be made to the existing premises, including improvements to the disabled access.
4. **Staffing Levels:** In assessing objectives 1 to 3 above, the WG will consider the most appropriate staffing levels to meet the current and future needs of the TIC service, recognising the instructions given by Council. In considering this objective, the WG will:
 - (a) Work with existing staff in identifying opportunities for staffing efficiency;
 - (b) Have due regard to and comply with, all employment policies and procedures.