

Reason for call in (continued)

This proposal removes future personal interaction between the Tourism staff and the general public - both local and visiting. We therefore seek more in depth study by the Scrutiny Committee for the following reasons:-

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1. More consideration needs to be given to the proposal to REPLACE the 2.5 staff on basic grade who are the experienced "public face" for visitors to Bury with unseen office based senior staff and untried technology. The staffing issues are not set out in detail (eg salaries, job specs, line management.....)
2. More thought needs to be given to costs, including some fresh initiatives, such as the construction and monitoring of a new and complex Web Site, the use of mobile information units and the advertising for and training and oversight of volunteer "Ambassadors", which are not costed.
3. Further consideration of the effect on the Market, a major visitor attraction which is strengthened by many coaches being met and welcomed. Reputational costs need to be included in any business planning.
4. An in depth study of the potential effect on the Fusilier Museum by losing the Tourist Information Centre should be presented, as well as the possible effects on any other partners, such as the ELR, business organisations and retail.
5. There is a need for more comparative costings for the planned changes.
6. A need to question whether this (relatively) limited funding cut will damage the future achievement of Bury's No 3 Priority in its Economic Strategy and vision "To be a popular visitor destination".
7. To consider any alternative economies are feasible (eg Sunday opening, membership of outside bodies ?)
8. There should be an opportunity for Scrutiny Committee members to visit the Tourist Information Centre and discuss with front line staff their work which may disappear if the proposal continues to progress in its present form.

Poy Walker

12/10/2012

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