



TORBAY PROFESSIONAL SOLUTIONS

Traded Services for Business Support
Directory of Services 2018/19



**PROVIDING QUALITY SUPPORT FOR PRIVATE
AND PUBLIC SECTOR ORGANISATIONS.**

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LET'S TALK...

Contact details are listed on each service page. Alternatively contact our Business Development Manager as follows:

Julie Kniveton

E: julie.kniveton@torbay.gov.uk

Telephone: 01803 207953

OUR PLEDGE

**FORWARD THINKING
PEOPLE ORIENTATED
ADAPTABLE
ALWAYS WITH
INTEGRITY**

WELCOME

Welcome to our refreshed Professional Solutions brochure which brings together a range of services available to support your organisation.

The brochure provides an overview of each service however should you need more information please contact us to discuss your requirements in more detail.

We understand the challenges organisations are operating within, and are confident our services provide value for money.

Where a bespoke service is required, please contact us to discuss the development of a tailored pricing package.

Our aspiration is to enable you to realise the best value, from services designed to provide robust, effective support, which are responsive to need.

Interested in multiple services from Torbay Council? Discounts may be available. Please contact us to discuss a bespoke pricing package tailored to your requirements.

WHY CHOOSE TORBAY COUNCIL SERVICES?

Developing long term relationships with businesses as important customers, is a key aspect of our service offer. Central to this is the ongoing development of services to ensure we provide the support you need.

Torbay Council's team of experienced staff have a wealth of knowledge and expertise in supporting the business sector which you can trust and depend on. We therefore believe we are best placed to respond to the specialised needs of organisations both in Torbay and the surrounding areas.

Quality Assurance – Torbay Council is committed to providing the high level of standards that corporates can trust. We are building on ongoing work to adopt a smarter way of working with you, maintaining our continuous improvement ethos.

Torbay Council looks forward to working with you as a trusted partner.

ADVERTISING SOLUTIONS

Torbay Council offers a range of advertising opportunities to businesses, often on locations and assets that no one else can offer. The advertising options include:

WEBSITE ADVERTISING

Torbay's new format website attracts visitors of 85,000 per month. We offer banner adverts with links to your own website at affordable prices. Take a look at our media pack at <http://www.torbay.gov.uk/advertising>

POSTER BOARDS

We have a number of poster boards available to advertise your business placed in the high footfall retail area of Torquay. Prices start from as little as £25 per week.

HIGHWAY ADVERTISING OPPORTUNITIES

Torbay has a partner to provide advertising on major routes around Torbay. Immediate Solutions can support you in identifying the most appropriate site for your business. Contact us for more details.

LAMPPOST ADVERTISING

We have a number of sites along major routes around Torbay which offer Lamppost advertising. Contact us for more details.



WHAT DOES IT MEAN FOR YOU?

Take a look at our media pack for more details at www.torbay.gov.uk/advertising

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WE CAN PROVIDE ADVERTISING ON MAJOR ROUTES AROUND TORBAY.

WHO TO CONTACT



Business Development

T: 01803 207953

E: businessdevelopment@torbay.gov.uk

PAYMENT OF ACCOUNTS

No time or resource to manage your business creditors? Our team provides a reliable and secure service for payment of creditor invoices

We are a BACS Bureau which enables us to make payments on behalf of external organisations. Please contact the Payments Manager to discuss specific requirements and applicable charges.

- High quality support and advice to facilitate accurate payments to creditors whilst complying with statutory legislation.
- Prompt payment of invoices in line with payment terms.
- Setting up new supplier records to comply with HMRC regulations.
- Advice and guidance on best practice for the submission of invoices for processing, and/or file upload to process transactions on your behalf.
- Petty Cash management.
- Sense check to detect unauthorised payments, payments to incorrect creditors and duplicates, and recovering where appropriate. Liaising with suppliers to resolve payment queries on your behalf.
- Health Checks on payment processes and guidance to facilitate best practice specific to your requirements.
- Urgent payments. All payments made by secure efficient methods. Purchase cards – advice on use and setting up accounts.



WHAT DOES IT MEAN FOR YOU?

A high quality value for money service.
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Access to experienced staff with knowledge of working with external customers.
.....

Impartial advice and guidance.
.....

Efficient resolution of transaction queries.
.....

I HAVE WORKED AT TWO DIFFERENT SCHOOLS AND HAVE USED TORBAY'S PAYMENT SERVICES FOR A NUMBER OF YEARS. I HAVE ALWAYS FOUND THEM TO BE VERY HELPFUL, SUPPORTIVE AND FRIENDLY.



WHO TO CONTACT



Anne Scott

Principal Finance Officer for Payments and Payroll

T: 01803 208561

E: anne.scott@torbay.gov.uk

FINANCIAL SERVICES

Our team offer efficiencies, enabling you to fulfil your financial management responsibilities with confidence.

Our service can be tailored to your requirements so you can purchase as little or as much support as you need for your business.

Host your financial records including tax and balance sheet controls, reporting and general ledger postings. We can help you plan your annual business budget and provide monitoring services and reports.

Management of Aged Debtor reporting ensuring cashflow for your business. Issuing sales invoices and remittance advice notes on behalf of your business. Ensuring inbound invoices are paid within predetermined timescales.

Preparation of management accounts, Income and Expenditure, Balance Sheet and Cashflow. Daily full system reconciliations to ensure integrity of your transactions. Monthly statements provided.

Auditor support – we can provide the requisite reconciliation reports for your official auditor. Order authorisation – implementation and maintenance of your authorisation structures.

Issue of purchase orders direct to your suppliers. Accounts receivable – monitoring your accounts and debt levels. Resolving disputes and queries on your behalf.

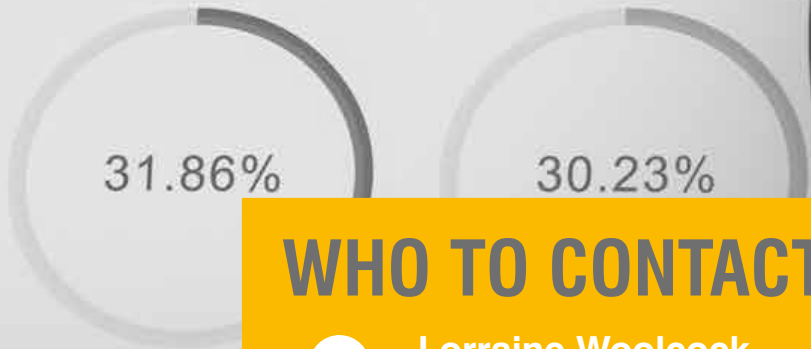
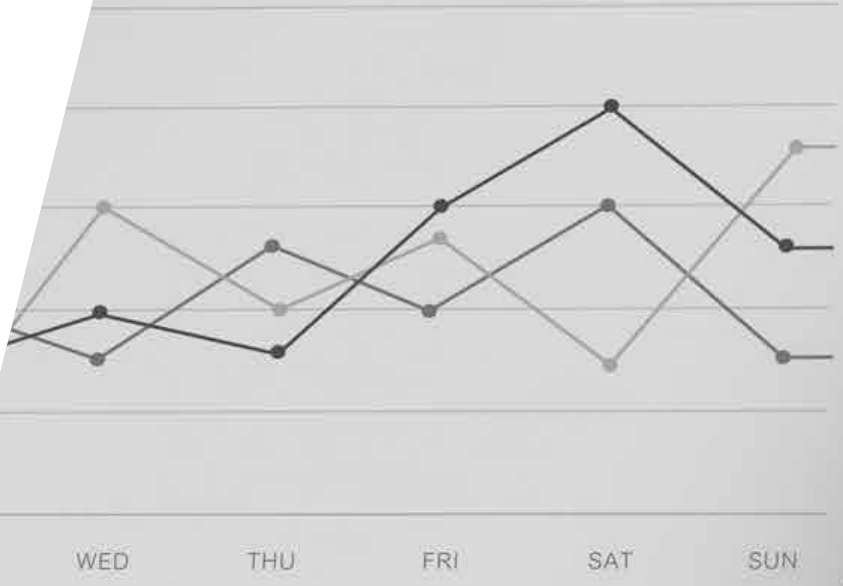
Accounts payable – setting up new suppliers, secure process for receiving and authorising orders, paying creditors, managing enquiries with our Help Desk service. VAT recovery services available. Document storage – supplier's records, invoices and any other.



INCOME COLLECTION

Secure cash collection and banking service, collections arranged to suit your needs. Our cashier service provides secure and reliable cash management.

Our team will maintain accurate records for your businesses cash transactions, processing all day to day requirements efficiently and cost effectively.



16.15 M\$	LINE ITEMS
0.15 M\$	SHIPPING
0%	TAXES
16.3 M\$	TOTAL

WHO TO CONTACT



Lorraine Woolcock

T: 01803 207290

E: lorraine.woolcock@torbay.gov.uk



Paula Baker

(for queries / requests for collection)

T: 01803 207250

E: torquay.cashiers@torbay.gov.uk

PRINT AND POST

Printed materials

This service provides a cost effective solution for all your print and visual communication requirements.

Branded calendars with important dates highlighted. Ideal for fundraising/ promotional items.

Business cards and compliment slips – everything you need for business stationery. From single sided business cards to multipage folded cards.

Leaflets – including flyers and brochures, in full colour, any amount of pages with any fold configuration and many types of binding.

Banners – quality banners are printed in full colour on a 440gsm heavyweight PVC banner material so they won't let you down. Ideal for advertising.

Stickers – a cost effective way of promoting your business.

Posters – If you need to make a big statement then our large format fast poster printing service is just the thing.

Roller Banners – excellent for add on's on exhibition stands or as an alternative to conventional stands. Ideal for reception areas.

Booklets – booklets, brochures, prospectus, manuals, programmes, orders of service etc.

Any size – bespoke printing for requirements outside of the conventional printing sizes, please contact us for information.

Post Room - Hybrid Mail

The team's mission is to provide an efficient mail sorting and distribution service. A cost effective solution for all your mailing requirements.

Hybrid Mail offers a simple solution to consolidate traditional mail from desktop applications.

Instead of being printed locally on desktop printers and manually processed, documents are aggregated and transmitted to a centralised production facility for printing, inserting and delivery.

High levels of automation enable us to offer very competitive prices.

We believe we can save you up to 60% of your current costs to mail a letter.

visit hybridmaildirect.com to see how we can transform the way you manage day to day mailing.



WHAT DOES IT MEAN FOR YOU?

Cost effective solutions to promoting and displaying business activities.
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The Torbay team have in depth expertise and are able to offer advice and guidance across the spectrum of print techniques.
.....

The service operates on a pay as you use basis, enabling ease of budgeting and planning.
.....



HIGH LEVELS OF AUTOMATION
ENABLE US TO OFFER VERY
COMPETITIVE PRICES.

WHO TO CONTACT



Stuart Rickards

Print Manager

E: stuart.rickards@torbay.gov.uk

CUSTOMER SERVICES

The service has a contact centre in Torquay Town Hall, and is able to provide robust call management to support your business.

- Contact centre to manage call volumes.
- E contact – we have developed a web based contact channel for customers wishing to complete inquiries or transactions over the web.
- Options to host surgeries.
- Call scripts agreed to customers own preferences.
- Top quality technology to service your inbound call demand.
- Experienced team of call handlers managing a wide range of services.
- Provision of information to callers as agreed with you.





WHO TO CONTACT



Alison Whittaker

Head of Customer Services,
Revenue and Benefits

T: 01803 207221

E: alison.whittaker@torbay.gov.uk

WEBSITE DESIGN AND DEVELOPMENT

The internet is a key source of information, therefore effective presentation of your business on your website is essential.

We can offer a new or refreshed website package, including initial set up and a defined number of changes over a twelve month period.

The website will be designed with creating that right first impression for customers in mind.

Our team will work with you to understand your organisation and your ambitions, in order to develop a website that achieves your goals.

We will provide a quality content management system, meaning web pages can be easily and quickly updated.

Bespoke design service. We can guide you to a user friendly, modern website to encourage engagement.

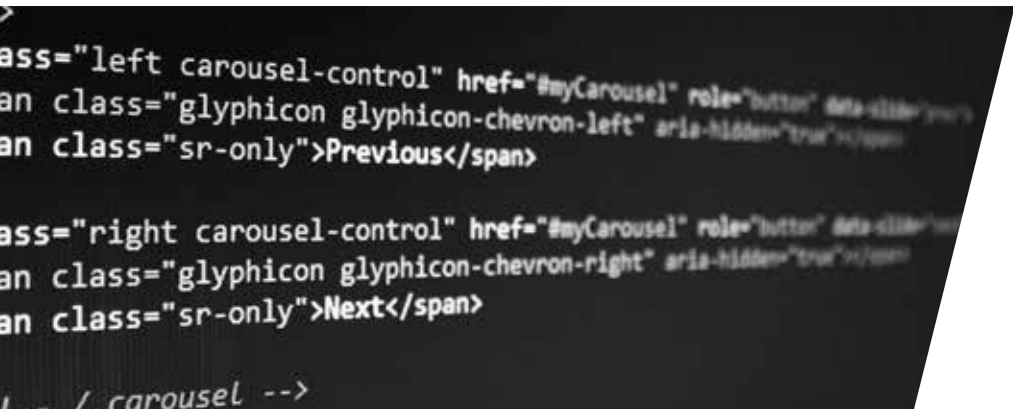
Mobile first responsive designs that work on any device.

Provide a framework for your website to have web forms, photo galleries, blogs, event calendars, searchable directories, maps and videos

Fully accessible to WCAG 2.0AA standards

Social media account set up and training

Hosting service available.





WHO TO CONTACT



Nikki Massie

Website Design and
Development Manager

T: 01803 207098

E: Nikki.massie@torbay.gov.uk

HR SERVICES, CONSULTANCY ADVICE (PUBLIC SECTOR CLIENTS)

We offer a tailored HR Service that meets the needs of your organisation, small or large. We pride ourselves in being a personal team who will understand your business and provide bespoke advice, tailored to your circumstances.

We offer a full range of services as part of our core offer, with the ability for additional services to be purchased. We can also develop a consultancy model for organisations working alongside your own HR Manager.

Our team

Our team has over 40 years of HR experience working with a range of different client types. We are based in Torquay, with easy links to Exeter and Plymouth and we support organisations across this area.



Our Service

We provide professional support and advice on the full range of HR requirements including:

- Terms and conditions of employment
- TUPE transfers
- Performance Management, Capability, Disciplinary, Grievance, Absence procedures and settlement processes (ensuring you can robustly and confidently manage staff)
- Change processes such as re-organisations and redundancies
- Pay and grading, particularly in relation to Job Evaluations, and Equal Pay structures
- Regular newsletters
- A full suite of policies and procedures, tailored to your needs

We are registered with the Safer Recruitment Consortium and can offer Safer Recruitment Training and best practice advice

WE ALSO OFFER A RANGE OF ADDITIONAL SERVICES

Access to legal advice.

DBS Checks

Mediation

Settlement Agreements

Apprenticeship Levy toolkit

Wellbeing at Work support

We can price for services that meet your needs and are flexible to the size of your organisation so please contact us for a quote.

CHURSTON GRAMMAR SCHOOL HAS BEEN USING TORBAY HR SERVICE FOR MANY YEARS. WE HAVE ALWAYS RECEIVED A HIGHLY PROFESSIONAL SERVICE THAT HAS BEEN TAILORED TO OUR NEEDS.

WHO TO CONTACT



Please contact a member of the HR Team

T: 01803 207359

E: HRSupport@torbay.gov.uk

PAYROLL AND PENSIONS

Your SLA will provide a fully managed payroll and pensions service. The locally based team are on hand to assist you with support and advice.

Our team offer a comprehensive cost effective service which will ensure your compliance with legislative requirements.

Calculating all payments and deductions in accordance with statutory and contractual requirements

Providing full HM Revenue and Customs compliance in relation to payments made via the payroll as authorised by you.

Guaranteed reliable and accurate payroll every pay cycle, providing you with confidence that an important process has been taken care of.

Implementation of pay awards and accurate calculations of back pay.

Settlement of authorised expense claims through the payroll process.

Payment of statutory and contractual sickness, maternity, paternity and adoption pay to employees.

Provision of confidential pay advice containing detailed pay analysis to employees.

End of year returns, including P60s and P11ds.

We will provide you with guidance and support to ensure you meet any changes to regulation or legislation.

Pensions

Dedicated pensions advisor

Provision of general telephone advice on a range of pension issues incorporating both Local Government, NHS and Teachers Pensions schemes.

Provide one full set of pension estimates per annum for scheme members who may be at risk of redundancy, are interested in taking flexible retirement or are nearing retirement age.

Provide employer costs to managers by calculating estimated redundancy payments and pension strain costs associated with possible staff redundancies.



WHAT DOES IT MEAN FOR YOU?

We are a specialist payroll provider with knowledge of public sector requirements

Access to a high quality professional payroll and pension service that is statutorily compliant.

Flexibility of service which is tailored to your needs, providing value for money.

Cohesive working with your HR advisors to promote an end to end service, reducing the burden on your staff.

Fostering an ethos of continuous improvement to ensure you are fully compliant with current regulation.

Self service – My View

Torbay has a payroll self service tool available to clients enabling staff to update their personal data online. We provide electronic payslips, expenses and holiday management, with workflows to suit your organisation. Clients have found significant resource efficiencies using self service tools

WHO TO CONTACT



Tania Hutchings

Payroll Manager

T: 01803 208497

E: tania.hutchings@torbay.gov.uk

COACHING - PERSONAL DEVELOPMENT

Our ILIM qualified team can offer you 1-2-1 coaching sessions for individuals to aid your staff's personal development and achieve their professional goals.

Coaching is a conversation with a purpose. Taking you from where you are now to where you want to be. Our coaches can enable problem solving, goal setting, feedback sessions, inspiration and motivation, providing a sounding board with encouragement and support.

- Access to hourly individual sessions of confidential coaching from our accredited team.
- Support to achieve your specific professional goals, ambitions or shape cultural shift within your organisation.
- Learning style starter questionnaires to help you identify individual learning preferences and goals enabling you to maximise the benefit you realise from the coaching.
- Coaching contracts to define your target achievements capturing the changes you want to make, and the learning from those actions.
- Helping you to be the best you can be through a supportive and safe environment.
- Coaching for Excellence - developing good performers so that they can be excellent.
- Follow up actions from coaching sessions to ensure continued learning.
- Coaching focused on helping staff fulfil their potential and ultimately contributing to your organisations ambitions.

I AM SO GLAD I TOOK THE OPPORTUNITY AND TIME OUT TO UTILISE THIS SERVICE, WHICH HAS MADE ME FEEL GOOD ABOUT MYSELF AND HAS GIVEN ME THE CONFIDENCE TO DEAL WITH ANY SITUATION THAT ARISES GOING FORWARD.



WHAT DOES IT MEAN FOR YOU?

Improved personal effectiveness in the workplace.
.....

Increased job satisfaction for staff.
.....

Opportunity for career development through personal growth.
.....

Helping you to help yourselves, and overcoming obstacles in an effective and positive way.
.....

Cost effective training within your own organisation.
.....

Improved performance and productivity from staff.
.....

Increased motivation and flexibility to release untapped potential.
.....

Development of leadership capacity and supporting improvement plans.
.....

Creation of a coaching and development climate in your organisation.
.....

WHO TO CONTACT



Please contact a member of the HR Team and ask for Coaching HR Support

T: 01803 207359

E: hrrsupport@torbay.gov.uk

GRAPHIC DESIGN

Torbay Council's Communications Team offers a multi-disciplined graphic design service, providing innovative, cost effective and bespoke solutions.

The team has a wealth of experience in the public and private sectors and collectively possess over 25 years of knowledge and talent. Our designers have worked both in-house and commercially, producing creative concepts and design solutions for businesses large and small.

As an in-house local authority graphic design service, we understand the importance of a distinctive and consistent brand identity. Whether developing a new identity, or working within an existing set of guidelines, we will create materials that reflect your requirements.

We produce materials which are targeted at your audience, convey quality and professionalism, and enhance the reputation of your business and the services you provide.

Value for money is an important consideration. Therefore, we will work with you to determine the most cost-effective solutions that meet your business needs.

We also have specialist knowledge relating to accessibility, such as clear print guidelines, creating inclusive signage and designing for people with additional needs.

Design solutions

There are many reasons that you may require a professional graphic design service. Here are a selection of projects we would be happy to quote for:

Exhibitions - this could include pull up banners, exhibition stand design, brochures and handouts.

Corporate materials - annual reports, newsletters (printed and email templates) promotional brochures, fact sheets, case studies.

Branding - visual identity concepts and development, to include logo design, typeface selection, design layouts for print and digital media, photography style.

Campaigns - printed publicity, ambient media, merchandise, direct mail, digital adverts, social media graphics.

Company graphics - including vehicle livery and interior/exterior signage.

Infographics and illustrations - both static and animated.



WHAT DOES IT MEAN FOR YOU?

Improved market visibility - through application of a distinctive and consistent brand identity.

Better engagement - through the creation of clear and concise visuals that get your message across to your target market.

Improved perception of your business - through credible, professional quality materials that reflect the standard of service your customers require.

Cost effective marketing - working with you to create powerful marketing materials that will give you the best results.

WE NEEDED A UNIQUE IDENTITY WHICH ALSO HAD TO ALIGN TO OUR CORPORATE BRAND AND HAVE THE POTENTIAL FOR SUB-BRANDING. THIS WAS NOT A SIMPLE TASK YET THEY SUCCEEDED AND HAVE PRODUCED AN IDENTITY THAT PROFESSIONALLY PRESENTS OUR CENTRES IN THE MARKETPLACE.



WHO TO CONTACT



Beth Hill

Senior Graphic Designer

T: 01803 208859

E: beth.hill@torbay.gov.uk

CORPORATE SECURITY

The Corporate Security service is provided by professional Security Industry Authority (SIA) licensed officers who can facilitate various security functions for your business.

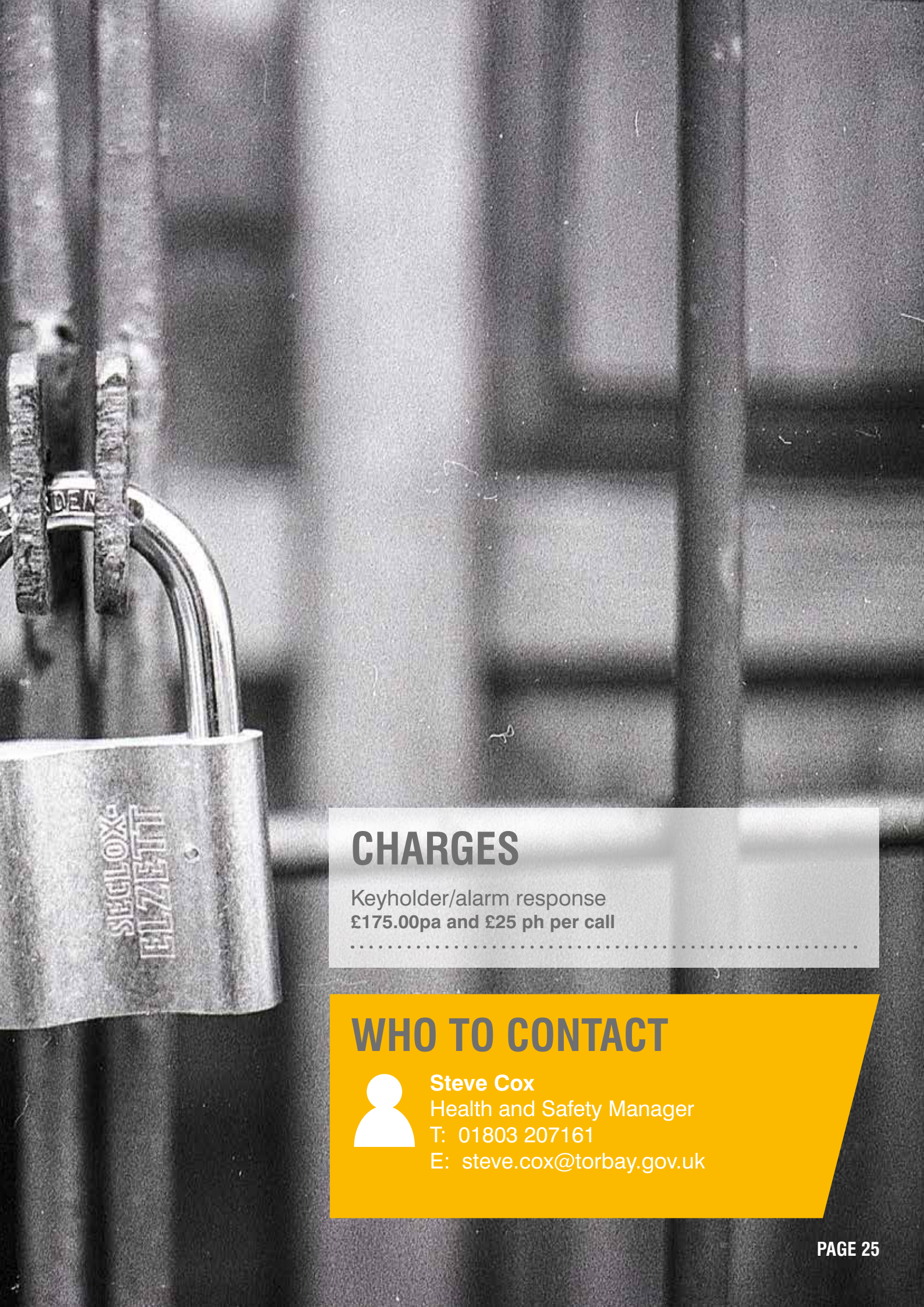
Our service addresses lone worker issues for your staff in the event of a call out outside of working hours.

Key holder/alarm response service

Corporate Security will provide a fast response key holding service for out of hours alarm activations. They will attend the site and assess the situation for signs of an intruder. In the case of fire alarms the officer will reset your system. In the event of a break in or fire, the incident will be reported to the relevant service and a nominated member of your staff. A security officer will remain on site until the site is secure.

Additional Services are available to purchase on request for additional fees:

- Conducting a security needs assessment
- Additional patrols
- Event security



CHARGES

Keyholder/alarm response
£175.00pa and £25 ph per call

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WHO TO CONTACT



Steve Cox

Health and Safety Manager

T: 01803 207161

E: steve.cox@torbay.gov.uk

FOOD SAFETY TRAINING **– TRADED SERVICES**

New food allergen legislation came into force in December 2014 they are called the Food Information Regulations EU1169/2011 (FIR Regs)

These mandatory regulations affect all food service organisations, no matter what the size. Our team offers training on your responsibilities under the regulations.

Work in partnership with you to improve knowledge in meeting allergen regulation requirements.

Presentation to your staff on how to be compliant with Food Information Regulations.

Supporting template documents and mandatory poster templates provided.

Signposting of relevant Food Information Regulation details.

Our courses are delivered by experienced and highly qualified Trading Standards Officers at times convenient to you.

Advice of your current allergen arrangements to ensure compliance with the regulation.

Question time following the presentation to enhance your staffs understanding.

Certificate of Allergy awareness course completion available to your staff.





WHAT DOES IT MEAN FOR YOU?

Improved understanding of the regulations and how to achieve compliance.
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Improved confidence and competence for staff in meeting the allergen needs of the young people in their care.
.....

Access to cost effective training within your school environment.
.....

Convenient and focused training and guidance from experienced professionals
.....

OUR HIGHLY QUALIFIED TRADING STANDARDS OFFICERS WILL GIVE YOU ALL THE INFORMATION YOU NEED TO MEET ALLERGEN REGULATION REQUIREMENTS.



WHO TO CONTACT



Sara Desbois
Senior Environmental Health Officer
E: Sara.Desbois@torbay.gov.uk

LEGAL (PUBLIC SECTOR CLIENTS)

Our team of lawyers and support staff provides an effective and efficient in house legal service for your organisation which we believe is unmatched in the private sector.

We are therefore ideally placed to help you avoid issues, and help you solve them where they do arise. Legal Services understand the legal framework which public sector clients operate within, and can provide advice on day to day legal issues.

- Advice on preparation, drafting and variation of contracts.
- Updates on significant developments in Law as it relates to you.
- Disturbance/nuisance/trespass on business premises. We will recommend options for formal/informal actions
- Advice on individual debts exceeding £200 or cumulative over this amount by the same debtor,
- Additional advice on debts and recovery of debts through the court
- Landlord and tenant matters
- Planning, considering an extension or change to your premises? We can provide advice and
- guidance from experienced staff.
- Conveyancing
- Public Rights of Way challenges.
- Property advice – this includes all types of property transactions at affordable rates. In particular in relation and disposals, acquisitions, licences and leases in respect of the letting of premises.
- Litigation support – this includes bringing and defending claims for issues such as, contract disputes, boundary disputes and Anti Social behaviour issues. We can represent you at court or panels (additional costs may apply). Where it is necessary to instruct Counsel, we will facilitate this in consultation with you and where possible, seek to agree appropriate fees on your behalf.
- Persons of Significant Control – Does your organisation meet the criteria to submit PSC forms to Companies House? We can help with completing registers and confirmation statements.
- If the service you require is not listed please contact us for further information.



WHAT DOES IT MEAN FOR YOU?

The service will provide prompt, comprehensive, accurate and cost effective advice.

Access to advice from skilled practitioners covering a wide range of matters.

You will have access to advice at a rate which is considerably less than currently available in most of the private sector.

We provide ready access to sound legal advice. Suitable legal advice at the outset will usually result in the avoidance of costly litigation at a later stage.

WHO TO CONTACT



Philip Taylor
Legal Services Office Manager
T: 01803 207142
E: philip.taylor@torbay.gov.uk

INFORMATION COMPLIANCE

Partnering with your business, providing advice, support and guidance on Information Compliance, to enable you to meet your statutory responsibilities.

Are you ready for GDPR? With updated Data Protection rules coming into force in 2017 and new GDPR regulations being introduced, our friendly team can assist you in being prepared for these changes.

Advice on how to manage Freedom of Information requests. We can assist you in managing enquiries, processing FOIs and reviewing responses.

Advice on managing Environmental Information Regulations 2004 requests.

Subject Access Requests –information collation, adobe redaction capability, compliance with regulatory timescales. Including identification and application of exempted material.

Audit of your compliant policies and procedures. Assistance with complaints panel meetings as part of your complaints procedure.

Information sharing and data storage – guidance on production of lawful and compliant agreements. We can provide guidance on secure storage, and destruction of data.

Briefings on any changes to legislation, and likely impact to your business.

Charges for advice and guidance.

Data Protection Service

Training. Bespoke training packages tailored to your need. This service includes reference materials and resources to ensure you comply with current regulation. We can deliver these courses as part of your professional training days or as required.

Audit. Could your organisation benefit from a review of personal data handling policies, and data security systems? Our experienced team will liaise with managers and staff to undertake a critical friend review of your current arrangements including privacy notices. We can also advise you on suitable Data Protection content on your internet and intranet.

Breach Management. Data breaches relating to the personal data can have far reaching consequences. Our knowledgeable team can investigate breach incidents on behalf of your organisation, providing guidance on responses and recommendations to reduce the risk of reoccurrence, and the potential risk of fines from the Information Commissioner's Office.

WHAT DOES IT MEAN FOR YOU?

Qualified experienced staff on hand to provide you with advice on managing storage of information, and disclosure of that information.

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Enabling businesses to meet their statutory responsibilities and comply with regulatory guidance.

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Advice on how to redact information.

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Access to guidance on designing data protection policies.

.....

WHO TO CONTACT



Jo Beer

Policy Performance
and Review Manager

T: 01803 207894

E: joanne.beer@torbay.gov.uk

CONSULTATIONS

The team offer a flexible end to end survey service, supported by experienced advisors.

The quality of the survey is paramount to the team, so realistic and achievable timescales will be agreed with you for delivery.

- A choice of paper based or web based survey options.
- Survey design, including question wording and layout to maximise response rates.
- Robust analysis of survey results and provision of user friendly executive summary/key findings report.
- The team will assist you with a quality check and proof reading prior to the surveys release.
- Scanning and verification of paper based surveys to ensure data quality.
- Software compatible with ICT security and firewall requirements.
- Advice and support on promotion of the survey in advance of release.
- Communication with target audience throughout the process.
- Telephone helpline for survey respondents.
- Personal assistance for customers requiring support to complete the survey.
- Capability to offer in house printing and post facility for delivery of surveys.
- Presentation report of survey results in a user friendly format.
- Regular updates on the response rate, tracking of returns and follow up reminders.
- As the size and complexity of the survey requirement can vary from client to client, please contact us to discuss your needs and agree a pricing package solution.

TORBAY COUNCIL HAVE CONDUCTED OUR STATUTORY SOCIAL CARE SURVEYS FOR SEVERAL YEARS AND WE ARE VERY HAPPY WITH THE HIGH QUALITY SERVICE PROVIDED.



WHAT DOES IT MEAN FOR YOU?

Cost effective solutions to connect with your target audience.

Individual branding can be added to the survey material.

Experienced staff to provide a sensitive and approachable response to inquiries from a wide range of target audiences.

Reduced burden on staff who may not have the resource or confidence to manage the survey process.

Benchmarking against the organisations ambitions.

Our experienced staff will help you maximise the return from the survey to ensure you achieve meaningful data.

Data protection compliance is assured.

WHO TO CONTACT



Kate Spencer
Overview and Scrutiny Manager



Jo Beer
Policy Performance Review Manager
E: consultation@torbay.gov.uk

CONFERRNCING AND MEETING ROOMS

Torbay Libraries

Public Library Service

Both Paignton and Torquay Libraries have fully equipped IT suites to facilitate training courses, available to hire at affordable rates in a central accessible location.

A variety of meeting rooms are available for hire at very competitive rates at libraries across the Bay, including the triple meeting room at Paignton Library which has capacity of up to 90 people.

For further details or to make a booking contact: paigntonlibrary.roombooking@torbay.gov.uk

Torre Abbey

For larger business events and conferences, in a distinctive historic setting yet with modern facilities.

Half day or full day hire, with free parking on site.

Private and corporate events at the abbey could include press briefings, corporate conferences, product launches, exhibitions, seminars, ceremonies and celebrations.

We also cater to production filming requests wherever possible.

For further details or to make a booking visit www.torre-abbey.org.uk

Assembly Hall

For the larger event, Assembly Hall offers capacity for 500 persons, in a listed building setting.

The hall has art deco glamour in a central location close to parking and public transport links.

Large stage area, kitchen facilities, and entrance hall.

Available to hire by the hour at affordable rates

Private and corporate events at Assembly hall could include conferences, exhibitions, celebrations, festivals and events.

We can offer in house security services, WIFI access and support to meet your event's needs.





WHO TO CONTACT



Libraries:

Alison Niles

T: 01803 208296

E: Alison.niles@torbay.gov.uk



Torre Abbey:

Mischa Eligoloff

T: 01803 208824

E: mischa.eligoloff@torbay.gov.uk



Assembly Hall:

Julie Kniveton

Business Development

T: 01803 207953

businessdevelopment@torbay.gov.uk