

Dunstable Town Council
Grove House
76 High Street North
Dunstable
Bedfordshire
LU6 1NF

Tel: 01582 513000

E-mail: info@dunstable.gov.uk

Website: www.dunstable.gov.uk



DUNSTABLE
TOWN COUNCIL

David Ashlee Town Clerk and Chief Executive

Our Ref: DA/JS

Date: 25 October 2019

Dear Councillor

Could you please note that a meeting of the Community Services Committee will be held in the Council Chamber, Grove House, High Street North, Dunstable on **Monday 4 November 2019** at **7.00 pm** when the following business will be transacted.

AGENDA

1. Apologies for Absence.
2. To receive a presentation from Dunstable Town Guides.
3. Agree minutes of the meeting of the Community Services Committee held on 2 September 2019 as amended at Full Council 7 October 2019 (amended copy included)
4. Specific Declarations of Interest.
5. Events and Marketing – Information report (see page 5).
6. Grove Corner and Community Engagement – information report (see page 9).
7. Older People's Day Care Services – information report (see page 23).
8. Priory House – information report (see page 25).
9. Dunstable Town Centre Services – information report (see page 29).

Cont'd ...

DA/JS
25 October 2019

10. Reports from outside bodies:

South Bedfordshire Dial-a-Ride – Cllr Martin
Dunstable Town Band – Cllr Martin

It is recommended that the following item be considered after a resolution has been passed excluding the press and public.

PART 2

1. Review of Young People's Services – (see page 33) (for Members only).

Yours faithfully



PP David Ashlee
Town Clerk and Chief Executive

To: All Members of the Community Services Committee
Sid Abbott (Town Mayor), Liz Jones (Deputy Town Mayor), Gloria Martin (Chairman),
Gladys Sanders (Vice-Chairman), Wendy Bater, Lisa Bird, Gregory George, Pamela
Ghent, John Gurney, Peter Hollick, Cameron Restall, Lee Roberts and other Members of
the Council for information.

DUNSTABLE TOWN COUNCIL

MINUTES OF THE MEETING OF COMMUNITY SERVICES COMMITTEE

HELD AT THE COUNCIL CHAMBER, GROVE HOUSE, HIGH STREET NORTH, DUNSTABLE

ON MONDAY 2 SEPTEMBER 2019

Present: Councillors Liz Jones (Deputy Town Mayor), Gloria Martin (Chairman), Gladys Sanders (Vice-Chairman), Lisa Bird, Pamela Ghent, John Gurney and Cameron Restall

In Attendance: David Ashlee (Town Clerk and Chief Executive), Kelley Hallam (Office Administrator), Sandy Coyle (Community and Young People's Services Manager), James Slack (Sports and Leisure Facilities Manager), Gina Thanky (Events Assistant) and Lisa Vincent (Events and Marketing Manager)

Apologies: Councillors Wendy Bater and Peter Hollick

Public: Two

127 MEN IN SHEDS

Two members of Men in Sheds attended the meeting and gave the Committee a short presentation about the group and some of the community projects they had been involved in and how it was supported by the Town Council.

128 MINUTES

The minutes of the meeting of the Community Services Committee held on 13 May and 3 June 2019 were approved as a correct record and signed by the Chairman.

129 SPECIFIC DECLARATIONS OF INTEREST

There were no specific declarations of interest.

130 EVENTS AND MARKETING

The Events and Marketing Manager presented an update report on the 2019/2020 events programme and requested Members to approve the events programme for 2020/2021 and 2021/2022. She also updated members on the usage of the Council's website and social media.

Members received details of the 2020 event planning. The programme would largely stay the same with some minor changes and adaptations.

To commemorate the 75th Anniversary of VE Day, it was suggested that the Town Council offer local communities to apply for a £100 grant to hold their own street party, with a maximum of ten available. CBC had confirmed that they would allow free road closures for these to take place. There would also be some activities at Around the World to highlight the event. Members felt that it was important for the Town Council to mark this occasion and approved the plans.

It was noted that this years Christmas Carols and Torchlight Procession would be the last

time the light show finale would be funded by the Dunstable Joint Committee. If members wished to continue with the light show an additional £5,000 would need to be allocated to the budget. Members felt that the light show finale had much improved the event and needed to be kept and agreed to consider it during the budget setting process.

The Events and Marketing Manager had tried to attract a sponsor to pay for a disabled viewing platform at Party in the Park but was unsuccessful. Members requested that this be looked at again but would consider paying the £1,000 cost if no sponsor was found. The Committee were informed that it would be Party in the Park's 10th Anniversary and were asked if they would like to do anything special to mark the occasion. Members felt that anniversaries such as this were not important to the public.

21,000 copies of Poised magazine were delivered to surrounding towns and villages. Positive feedback had been received from the Dunstable retailers who had taken part and enquiries had been received from businesses wanting to advertise in the next edition but there were no plans to produce Poised again from the existing budget. Members asked officers to look at options for funding raised by advertising or sponsorship to enable the magazine to be produced next year.

The Committee noted that a potential £10,500 would need to be added to the events budget if all suggested improvements and additions to the event programme were agreed. They would consider these during the revenue budget setting process.

Members requested a detailed report of social media analytics be provided.

Action: Events and Marketing Manager

RESOLVED: that the 2020/2021 and 2021/2022 events programme be approved

131 GROVE CORNER AND COMMUNITY ENGAGEMENT

The Community and Young People's Services Manager reported on recent attendance figures and activities at Grove Corner and reported on recent community engagement activities.

Groundwork delivered a programme of themed events during the summer holidays including a film night, electronic games night and an open mic night. Unfortunately, attendance was very low.

Two survey-based consultations had been developed, one aimed at parents/carers and one aimed at young people. The surveys would take place over the next 6 weeks to better understand the needs and interests of young people in the area.

The Summer Activities programme was now finished with the events receiving their highest attendance figures. Good feedback had been received from the public.

Members thanked the Community and Young People's Services Manager and her team for a well organised and well attended Summer Activities programme.

Members were invited to the Beecroft Residents Association fundraiser coffee morning on 10 September.

The outcome to the Head of Community Services visit to attend a Houghton Regis Town Council 'Combating Crime Working Group' was reported.

132 OLDER PEOPLE'S DAY CARE SERVICES

The Community and Young People's Services Manager reported on attendances, activities and outings for the Good Companions Club and the Creasey Park Community Football Centre over 55s Lunch Club.

Attendee's at this year's Big Lunch had expressed interest in attending more regular afternoon sessions of entertainment and light refreshments so officers were piloting a Rock & a Roll afternoon tea dance at CPCFC on 15 October. Tickets had already sold out.

Members requested that the detail of how the Older People's groups help individuals was published more widely. It was suggested that in the next Talk of the Town publication, the Spotlight section would be based on this service.

Action: Events and Marketing Manager

133 PRIORY HOUSE

The Town Clerk and Chief Executive presented a report on recent operations and activities at Priory House, including trading account figures and Priory House maintenance.

Bookings for the Jacobean room were going well. Five weddings were already confirmed for 2020. Members requested that more detail on the actual numbers of bookings be provided. A Jacobean Room review report would be brought to the January committee meeting.

Action: Priory House Manager

134 DUNSTABLE TOWN CENTRE SERVICES

The Town Clerk and Chief Executive updated the Committee on Town Centre Services including Ashton Square Toilets and the themed and craft market trader figures.

The Ashton Square toilet refurbishment was finally due to start on 16 September.

The Committee noted that Town Centre vacancy rates were at a 10-year low.

Three events had taken place on The Square this summer. All had been well attended and had received good feedback from both the public and the local businesses.

The Lottery Funded event, Weird and Wonderful was to take place this weekend. There would be a mixture of performances by community groups and professionals as well as workshops from local artists and businesses. Members noted that if this event was successful and were to consider making it a regular event then an extra £10,000 would need to be agreed in the budget setting process. The Committee would defer any decision until after the event.

135 REPORTS FROM OUTSIDE ORGANISATIONS

South Bedfordshire Dial-a-Ride:

The next Committee meeting was due to be held next week but they were going from strength to strength and had acquired some new buses.

Dunstable Town Band:

At the last meeting of the Town Band Committee, concerns were raised as to what cover might be provided at Proms in the Park in case of bad weather.

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE

MONDAY 04 NOVEMBER 2019

EVENTS AND MARKETING

Purpose of report: - For information only.

1. FUTURE EVENTS - PLANNING AND DEVELOPMENT

1.1 Fireworks – Tuesday 5 November 2019

1.1.1 All plans are going well with fireworks. The road closure signs are now in place along Aldbanks and Maidenbower Avenue. Letters have been delivered to all local residents with details of road closures and the plans put in place. The event has been promoted via: leaflets and posters in and around town, ten large roadside signs, the playground banner in Grove House Gardens and the DTC noticeboards. Facebook, website and Talk of the Town have also been used to support promotion.

1.2 Christmas Carols and Torchlight Procession- Friday 29 November 2019

1.2.1 A letter was sent out to the schools in September inviting them to attend the Christmas Carols and Torchlight Procession. All schools who had not responded were contacted to ensure they received their letter. To date 11 schools have agreed to attend the event with a total of 272 children confirmed to participate. All schools were given 30 places in line with the health and safety capacity of The Square.

1.2.2 The road closure will be in place and businesses and residents affected by this will be written to in advance.

1.2.3 Grove Theatre's Christmas pantomime cast from Peter Pan have confirmed they will be attending the event.

1.2.4 As previously agreed the event will culminate in a short light show spectacular. Black Box Boys will be providing the light show this year and site meetings have taken place to discuss details.

1.3 Christmas Activities

1.3.1 The Events Officer has been working closely with the Town Centre Manager and Priory House Manager on marketing of Christmas Activities. A combined tri-fold Christmas in Dunstable leaflet was produced including events on The Square, Priory House and Christmas Carols and Torchlight Procession. Other marketing material includes; noticeboard posters, Grove House Gardens playground banner, A5 leaflets and A3 posters that will be in place after the fireworks event.

2.0 Planning and Development for 2020

2.1 St George's Day

All plans are going well with St George's Day. Activities and entertainment booked for the event will be based around this year's cancelled St George's Day event due

to adverse weather.

2.2 Dunstable Live

For next year's 90's pop theme, two acts have been booked and confirmed. The public will determine the remaining acts for this event via a Facebook poll which will be created closer to the time.

3. EVENTS SURVEY- INFORMATION ONLY

3.1 This year the events questionnaire was again available online via Survey Monkey and so far, the Council has collected 280 responses with two events still to go. Using Survey Monkey has meant that results could be seen immediately, and trends identified, along with the informal social media feedback.

3.2 The results are very positive and demonstrate that the Council is achieving good interaction with the community. This is encouraging as the Council has worked hard to ensure all the events are promoted as much and as widely as possible. The Events Officer will continue to look at new ways to engage and promote the events for next year.

3.3 Below are a couple of key questions asked in the survey:

a) How would you rate the advertising of Dunstable Town Council's events programme?

2019		2018	
35%	Excellent	36%	Excellent
60%	Good	59%	Good
5%	Poor	5%	Poor

b) Overall how would you rate Dunstable Town Council's events programme in 2019?

2019		2018	
60%	Very satisfied	61%	Very Satisfied
39%	Satisfied	38%	Satisfied
1%	Dissatisfied	1%	Dissatisfied

c) How did you hear about the Dunstable Town Councils Events Programme?*

2019	
Facebook	81%
Talk of the Town magazine	31%
Word of mouth	16%
DTC Website	13%
Posters/banners	9%
Leaflets through schools	2%
Local newspaper	0%
Twitter	1%

2018	
Facebook	82%
Talk of the Town magazine	27%
Word of mouth	22%
DTC Website	11%
Posters/banners	15%
Leaflets through schools	3%
Local newspaper	0%
Twitter	1%

*Respondents were able to give multiple answers to this question.

d) **How likely are you to recommend Dunstable Events to a friend?**

2019		2018	
60%	Extremely Likely	66%	Extremely Likely
30%	Very Likely	25%	Very Likely
8%	Somewhat Likely	8%	Somewhat Likely
2%	Not so likely	0.5%	Not so likely
0%	Not likely at all	0.5%	Not likely at all

4. FACEBOOK ANALYTICS

4.1 As requested at the last committee meeting below is a breakdown of Facebook reach and engagement figures.

Table 1 shows reach, reactions, comments and shares after paid Facebook ads.

Table 1

Facebook Paid Advert statistics			
Event	Reach	Reactions, Comments, Shares	Cost of Advert
Around the World	8,660	753	£100
Priory Pictures (June)	19,816	2,163	£150
Priory Pictures (August)	8,832	751	£50
Dunstable Live	26,336	2,536	£150
Weird and Wonderful	16,872	965	£150
Priory Proms	13,689	668	£200

4.2 Table 2 shows the Dunstable Town Council Facebook page reach and engagement figures.

Reach figures are the number of people in each month who have seen a DTC page, post or advert.

Engagement figures are the amount of people who have shared, liked or commented on our posts.

Table 2

Facebook Reach and Engagement		
2019	Reach	Engagement
January	119,420	6,132
February	94,948	1,232
March	103,371	2,856
April	201,812	5,292
May	207,846	5,376
June	203,051	4,704
July	137,536	3,752
August	223,498	4,228
September	152,376	4,508

- 4.2 As the Survey Monkey results show, Facebook is still our most successful way of advertising our events and engaging with the community. These figures will be used as a baseline to monitor social media trends, reach and engagement from year to year to ensure we are marketing our services the most effective and efficient way.

5. **AUTHOR**

- 5.1 Gina Thanky – Events Officer
Email: gina.thanky@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 4 NOVEMBER 2019****GROVE CORNER AND COMMUNITY ENGAGEMENT**

Purpose of Report:	For information only
---------------------------	----------------------

1. GROVE CORNER FIGURES

- 1.1 Grove Corner has received 207 visits from young people with 3 new sign ups since the last report up to and including Friday 18 October 2019. Numbers are recorded through a head count by officers and staff.
- 1.2 Junior youth club numbers have increased since the school holidays with an average of 18 attending the Friday evening sessions.
- 1.3 A transition group has now started on Friday evenings 8.00 pm to 9.00 pm for those attending Juniors but who will be turning 13 in the next 6 months. This is working well with an average of 10 staying for this session each week.
- 1.4 There have been 10 Junior sessions and 7 Senior drop-in sessions since the last report to this Committee.
- 1.5 Grove Corner now has 522 Facebook 'Likes' and Grove Corner's Instagram now has 187 followers.
- 1.6 Pokémon Club was closed for the half term in October but is still attracting good numbers. Both DTC and Groundwork staff have been supporting the club's volunteers to help in their development and meet training needs. Through this engagement some of the participants are now attending Junior youth club.
- 1.7 SORTED Counselling Services

Please see below for figures from 16 August to 16 October:

Hours Offered - 163
 Hours Cancelled/DNA - 35
 Hours Attended - 128

New clients - 20
 Clients started counselling before above date - 16
 Totalling - 36 clients seen

The counselling rooms are being advertised via social media to attract possible hirers for the times they are not being used by SORTED.

- 1.8 The daytime hire of Grove Corner remains at 4 days a week.

2. GROUNDWORK UPDATE

- 2.1 The Tuesday evening sessions in Bennett Memorial Recreation Ground stopped at the beginning of October due to lack of engagement with young people. Groundwork Youth Worker has concentrated his efforts in supporting Pokémon volunteers and building up relationships with members of this activity, supported by a DTC casual.
- 2.2 Thursday evening drop-ins have continued but with very low numbers. If there has been no one in staff have used the last hour to undertake outreach in various locations. Again, this has had very limited success.
- 2.3 Groundwork undertook the agreed survey with both parent/carers and young people. The report is attached at Appendix 1 which members may wish to discuss later in this agenda in relation to the Part 2 report on youth services.
- 2.4 The Groundwork Youth Worker and DTC Neighbourhood Development Officer undertook an assembly in Manshead Academy in September to promote Grove Corner, the wider work DTC offers to young people and the survey. The Youth Worker stayed on to deliver a lunch time drop-in at the school to give an opportunity for young people to complete the survey. Unfortunately, this did not result in an increase of senior users.
- 2.5 DTC's services to young people were promoted at Central Bedfordshire College at their Freshers Week fair in September.

3. NATIONAL YOUTH WORK WEEK

- 3.1 This year's National Youth Work week takes place 4 to 10 November. DTC Officers are part of a Central Beds wide youth forum and to recognise the 2019 theme of Youth Work in Action, members of the forum have organised a Youth Awards ceremony. This will take place at the Rufus Centre in Flitwick on Monday 4 November. The awards will acknowledge a range of achievements young people have made to; overcome barriers, assist their peer group or played an active role in their communities.

4. HALF TERM FAMILY FUN

- 4.1 A free family fun Halloween themed event took place on 25 October during half term at Creasey Park Community Football Centre. This event is very popular and always full to capacity.

5. COMMUNITY ENGAGEMENT

5.1 Beecroft Residents Association (BRA)

Beecroft Residents Association held an over 55's fundraiser coffee morning on Tuesday 10 September and raised £50.20 for the Alzheimer's Society. DTC officers

supported the event as part of the regular coffee morning sessions organised throughout the year.

5.2 Downside Residents Association

Downside Residents Association are organising a Christmas Lunch aimed at residents on the Downside Estate. This will take place in St Augustine's Church on Friday 29 November. The Neighbourhood Development Officer is supporting this group to facilitate this community event.

5.3 Dunstable Men in Sheds

Dunstable Men in Sheds have now set up all equipment and are using the whole of the Meadway Shed. They have a few projects coming up over the next few months. Interest continues to grow with membership increasing continuously. The group will be designing and creating tepees for officers to use during the events programme.

5.4 St. Augustine's Junior Wardens

Meaningful Education are continuing to run the project in partnership with St Augustine's Academy. The group started the term with a recruitment drive for new members as several of the young people have reached the age to move up to new schools.

5.5 Friends of Dunstable Cemetery

Friends of Dunstable Cemetery continue to grow with approximately 15 members. They held a second Headlines Behind the Headstones on Wednesday 9 October and 30 people were in attendance. They have now created a Facebook page, adopt a grave scheme and opened a bank account. DTC Officers will continue to support this fledgling independent group.

6. **AUTHORS**

6.1 Jack Adams-Rimmer – Neighbourhood Development Officer
Email - jack.adams-rimmer@dunstable.gov.uk

6.2 Sandy Coyle – Community and Young Peoples Service Manager
Email - sandy.coyle@dunstable.gov.uk

Dunstable Town Council Survey

Groundwork were commissioned by Dunstable Town Council to deliver a survey in order to understand young people's needs in the area and what may be preventing them from accessing the provision already on offer. The survey was run between 19.08.19 and 30.09.19. The survey was split in two, one survey was aimed at young people aged between 12-18 years and another aimed at adults. The survey questions were outlined at the last review meeting by Councillors, Dunstable Town Council staff and Groundwork.

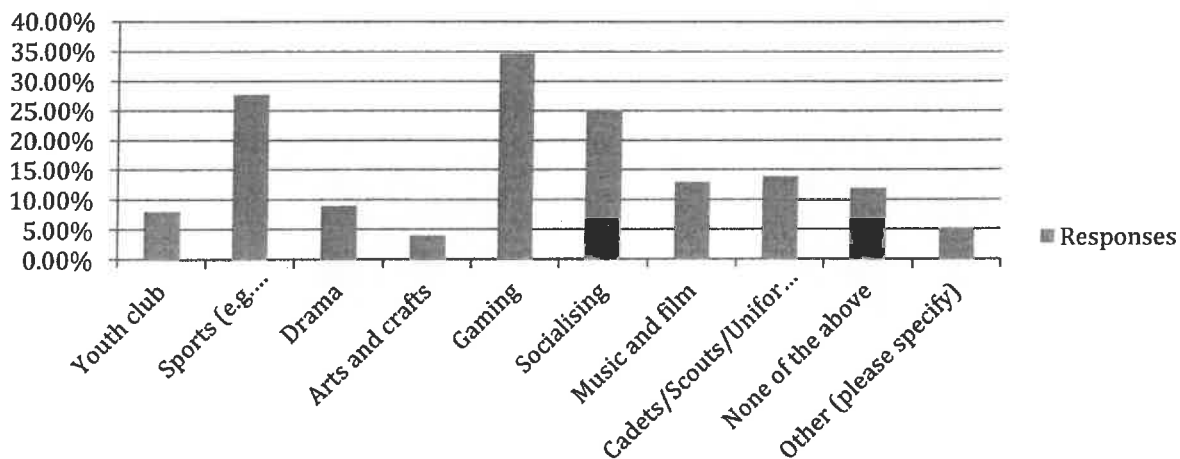
The survey was promoted by the following means:

- Social media including Facebook, Instagram, Groundwork website and Dunstable Town Council website. The information was filtered down to a number of Dunstable groups on Facebook to encourage engagement and contact was made with 'Don't let Dunstable die' who emailed their contacts directly.
- Groundwork promoted the survey in Manshead and All Saints School through lunchtime drop in's, sessions held in the library for several classes and via parent mail.
- Groundwork delivered outreach sessions to the local public including the following areas; local shops, Asda, Alma park and Bennets Rec, Skate Park and Cresly Park.
- Groundwork circulated the survey link to local partners and agencies to disseminate the information to their user groups and clients.

101 young people and 57 adults completed the survey. Below are the survey results for each age group, followed by a summary of the findings and recommendations for future work.

Young People's Survey Results

1. What sort of activities do you currently do outside of school?



Other

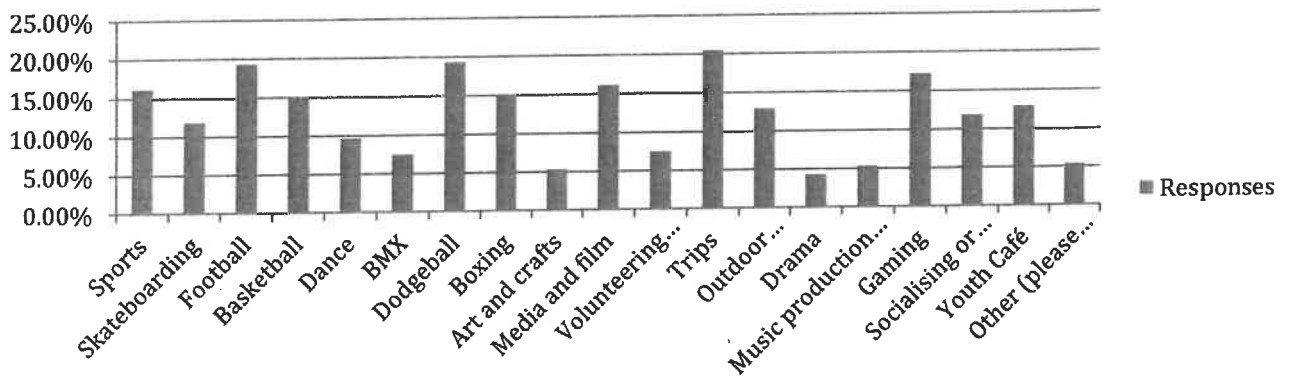
Irish dancing and bell ringing

Motocross
 Fishing
 Bike track

2. Which youth club do you attend?

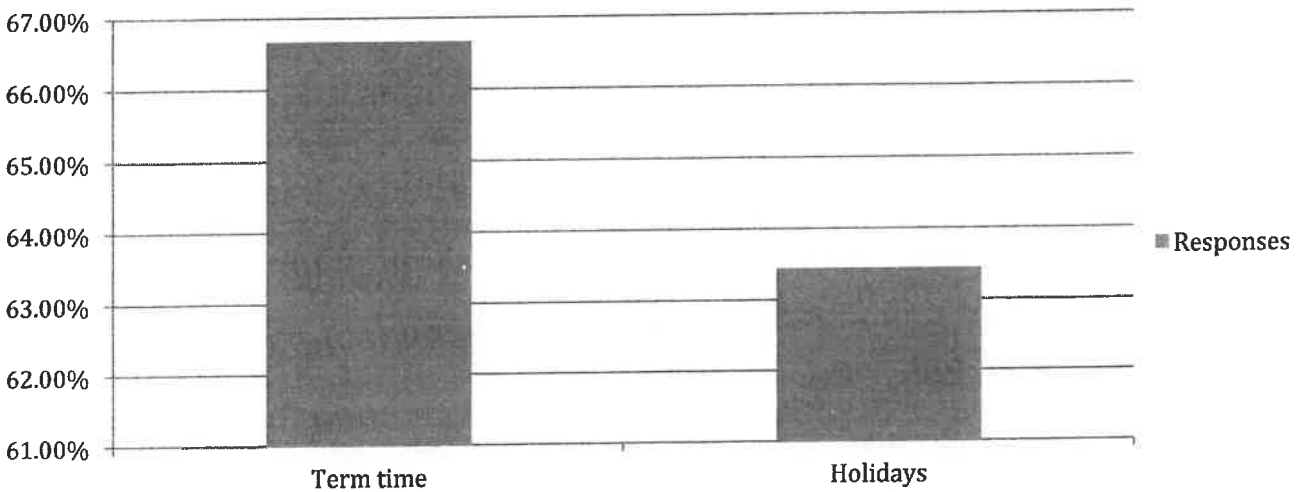
94 young people don't attend a youth club
 3 young people attend Downside
 3 young people attend Grove Corner
 1 young people attend Wanted fun

3. What activities do you think are missing or would you like to take part in outside of school that you don't already do? (please select all that apply)

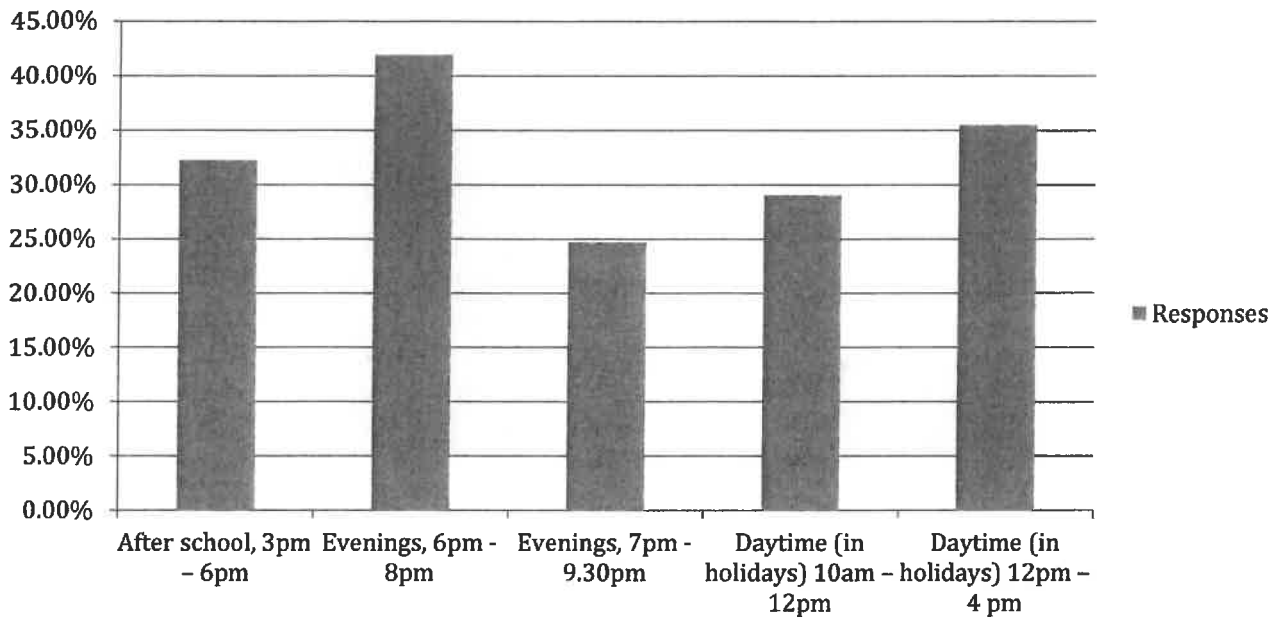


Other
 Snooker
 Hockey
 Swimming

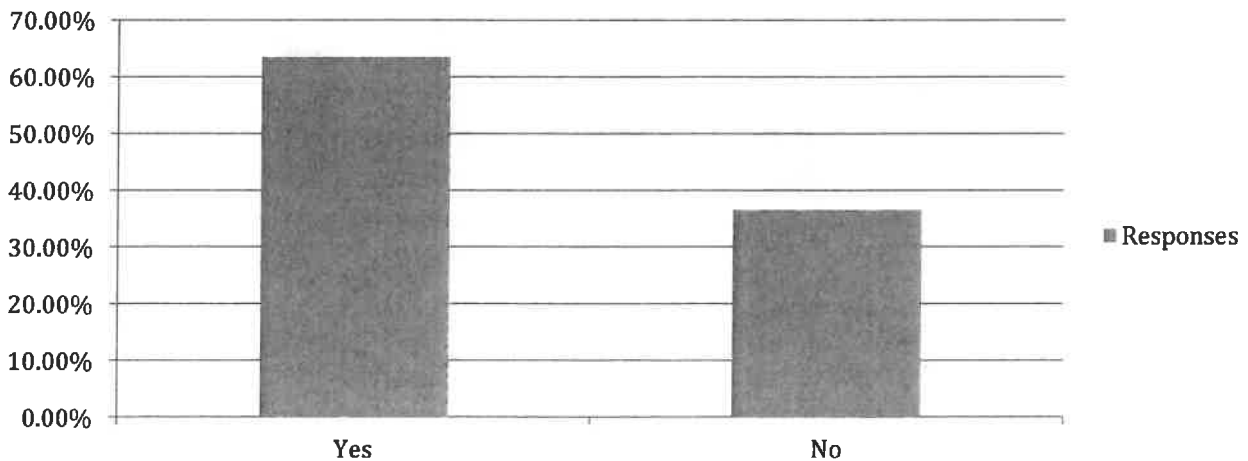
4. When would you like to take part in activities? (please select all that apply)



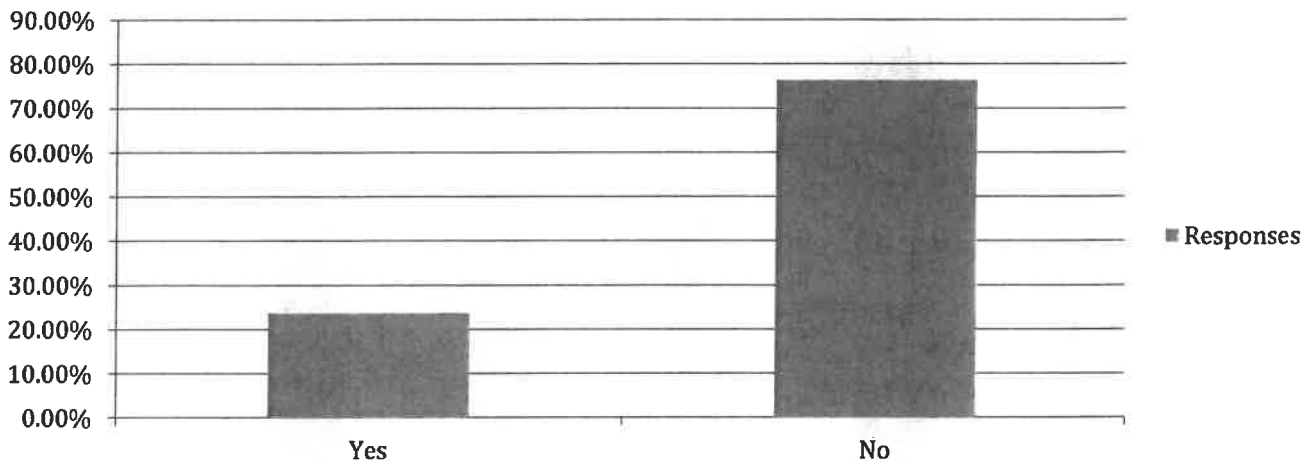
5. What time would you like to do activities?



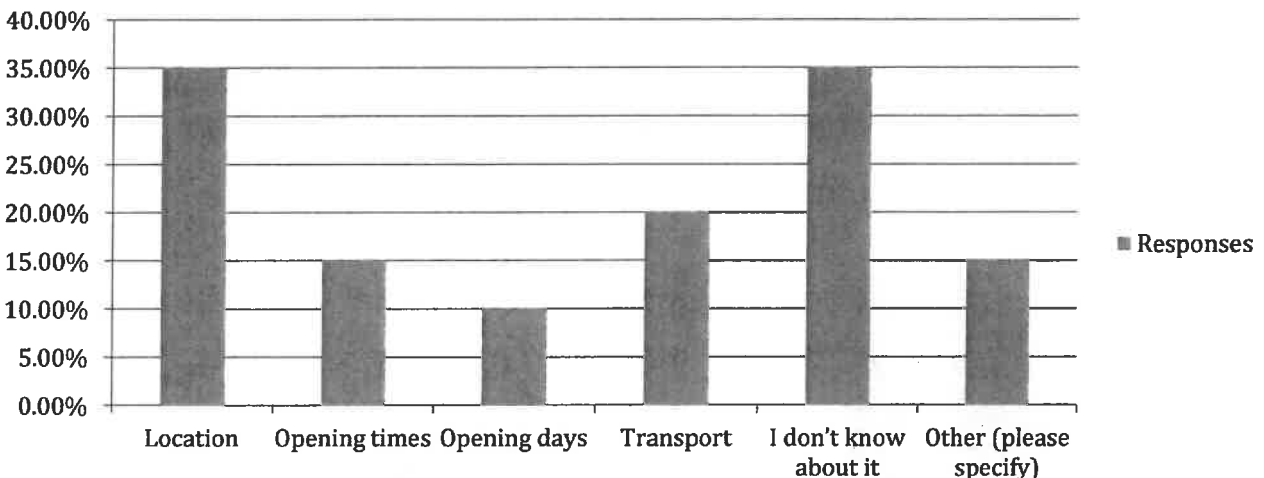
6. Currently the youth sessions at Grove Corner are for 13-18 year olds. Would you be more likely to attend if the groups/sessions were split into 13-15 years and 16-18 years?



7. Is there anything stopping you from accessing Grove Corner?



8. What is stopping you from accessing Grove Corner?



Other

- Other young people attending
- Not knowing the level of supervision
- Concerns re drug exposure and gangs
- Nobody goes and it's boring.

9. Is there a particular interest group you would like to see at the Centre? (for example, LGBTQ+, additional needs night, study group, young carers etc)

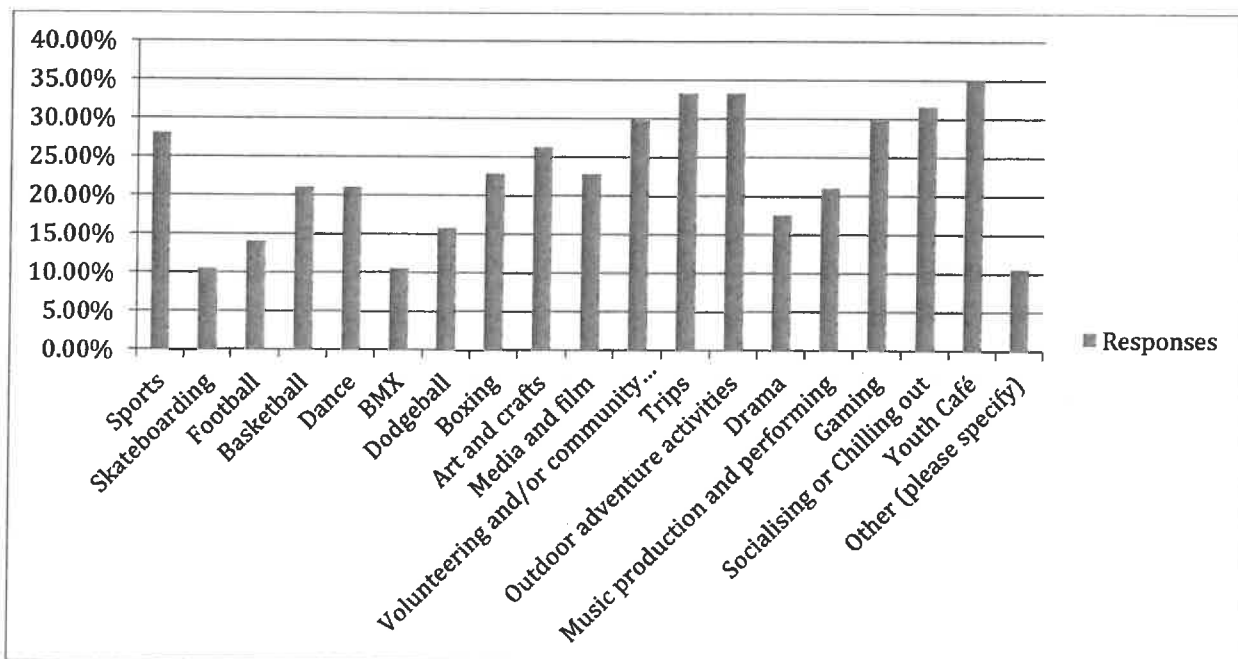
Response	No. of young people
No	40
Study Group	11
Young carers	3
Gaming	1
LGBT	3
121 Support	2
Music	1

Adults Survey Results

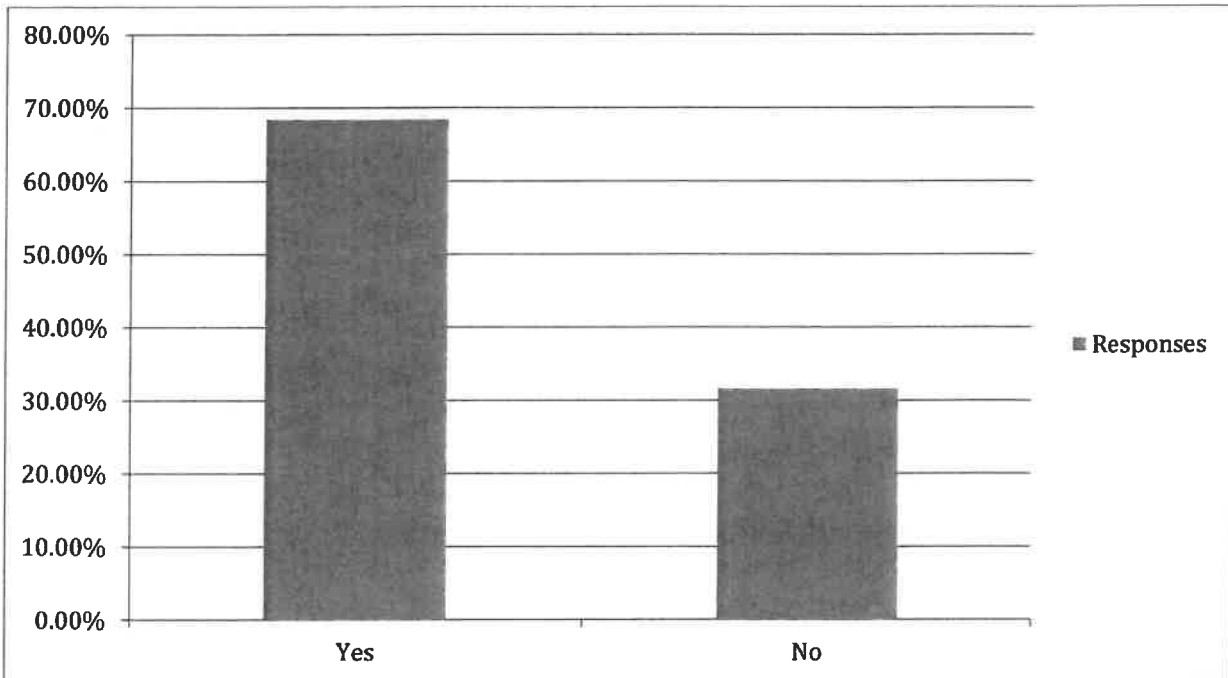
Please list the youth provisions in Dunstable that you are aware of:

Provision	No. of adults
Cadets and uniformed groups	10
Outdoor spaces	6
Don't know	4
None	15
Sports teams/clubs	4
Downside Youth Club	5
Grove Corner	25
The Place	1
Katherine Drive Youth Club	3
Theatre and Library	2

What do you think is missing and what activities would you like on offer for young people in your area?



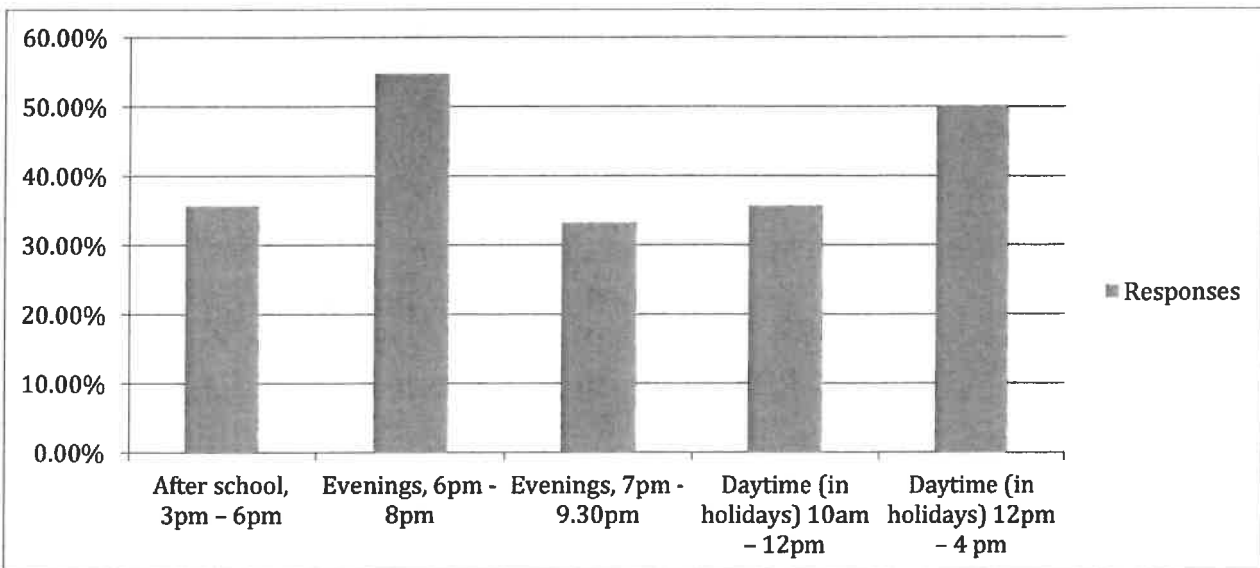
Do you think there are or would be any barriers stopping young people from accessing activities?



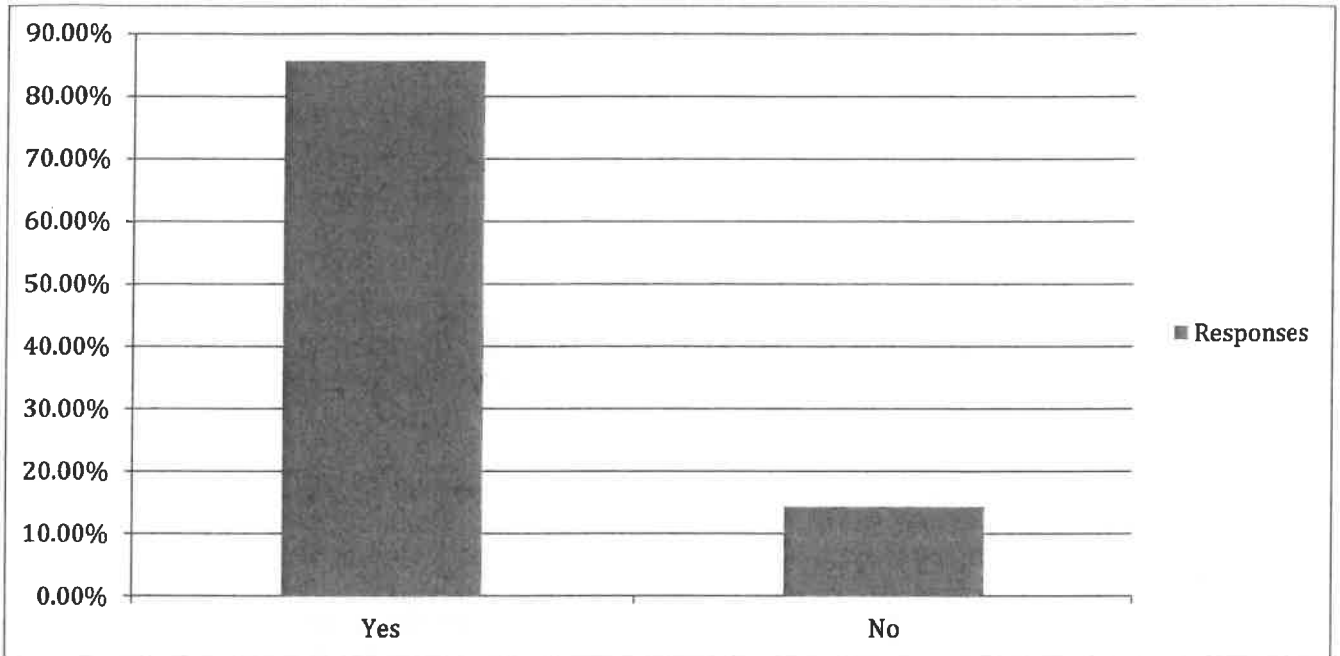
Please explain what you think the barriers are:

- Money or cost
- Location and transport
- Safety/fear
- Lack of publicity/awareness
- Not specialized/age appropriate

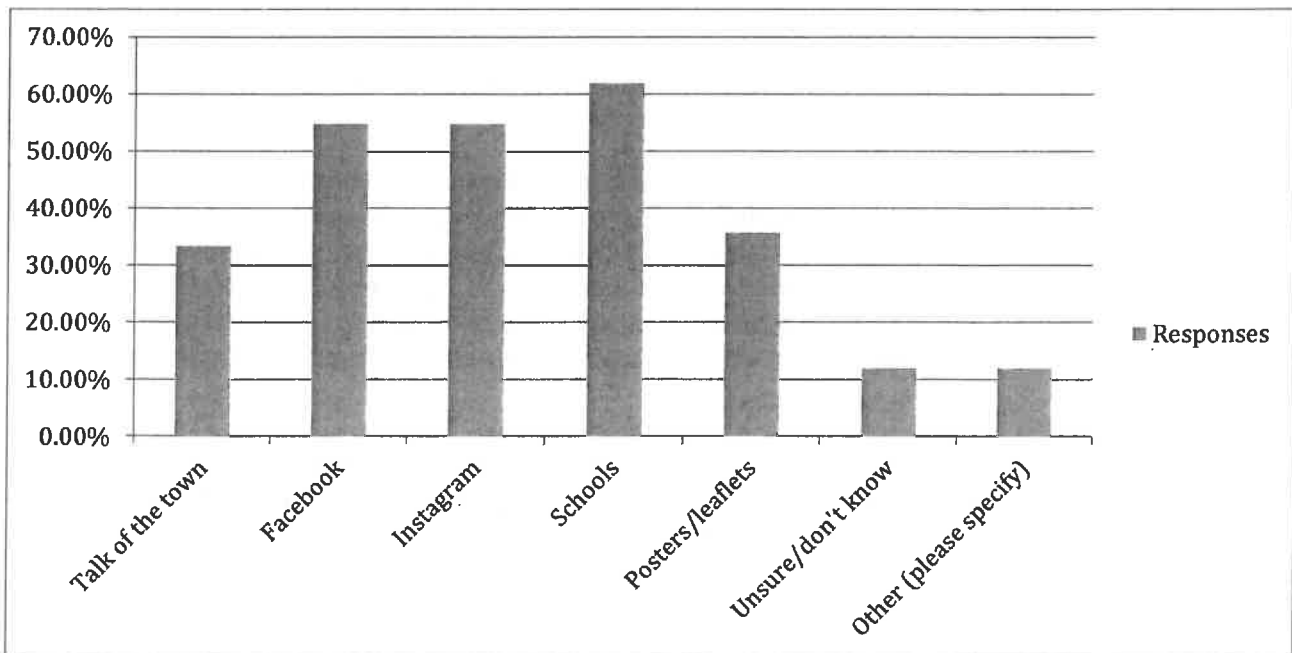
What time do you think activities should run for young people?



Do you think youth services for 13-18 year olds should be split into 13-15 year olds and 16-18 year olds?



Where would you like to see the provision promoted?



Other

Local radio

Other youth provision such as sports groups

Summary of Results and Future Suggestions

The key activities young people enjoy and already take part in include sports, gaming and socializing. A large number of those engaged in the survey don't attend a youth club.

The key activities young people feel are missing include:

Sports

Media and film

Trips

Gaming

Socialising/youth café.

Adults agree these are the main areas of provision missing, but also feel outdoor activities and volunteering opportunities are important. A small number of young people and adults suggest specific group/project nights would be beneficial, the most popular being study groups and LGBTQ+.

Interestingly the main activities young people currently take part in include sports, gaming and socialising and these are also some of the key areas young people feel are needed.

Therefore, Groundwork suggests that provision focuses in these areas. Sport will be difficult in the winter months as the key facilities are outdoors, but this could be looked at again in spring. Gaming is often a solo activity, causing young people to be socially isolated (aside from their online relationships) and at risk of inappropriate relationships. Providing gaming clubs or nights would offer opportunities to be socially active and engage with others, whilst still taking part in the activities they enjoy. It would also allow young people to game in a safe environment with age appropriate games and have staff to monitor engagement. Information sessions and discussions could also be held about internet safety. Grove Corner could be rebranded as a youth café, or the café at Bennet's Rec could be offered as a youth café space for young people. This would offer young people the chance to volunteer and run the café themselves as well as provide a relaxing space for young people to socialise. Study groups may also be a beneficial provision to offer, especially during exam time, as a number of young people highlighted this as a need.

A similar number of young people would like to see provision in term time as well as the holidays. Young people and adults would like activities to take place after school, between 6-8pm and during the afternoons in the holidays. This falls in line with our current provision and therefore it is advisable that the session times do not change. The results also suggest that the young people and adults would be keen to access provision that splits the age groups, therefore the new sessions offering provision for three different age brackets should meet this need.

Only 20% of young people felt there was a barrier preventing them from accessing provision at Grove Corner and the reasons for this were location, transport, or that they don't know about the centre. However nearly 70% of adults felt there are or could be barriers preventing young people accessing provision. These included the same concerns highlighted by young people but also included safety and parental concern as to what is on offer or who their child will mix with.

Marketing the provision to both adults and young people needs to be a priority. A substantial marketing plan needs to be developed to ensure regular consistent information is available to all age groups via school, social media and local media.

Suggestions include:

- Provide all the local schools with a generic youth provision poster with basic information and contact details that can be advertised on the school's website or via a regular newsletter.
- Book in assemblies a year in advance to ensure a consistent presence in schools – followed up with lunch time drop ins to build up the relationship with the young people and youth workers.
- Look at Facebook and Instagram adverts to promote the provision.
- Contact local radio to arrange a possible interview to promote the provision.
- Create a 'you said, we did' poster demonstrating the feedback gained from this survey and how Dunstable Town Council has responded.

Adults were asked to provide us with any other comments. Below lists the feedback provided.

In order for this to be successful, it needs to be affordable and marketed well. Parents read Talk of the Town but teenagers do not so much, you need to reach out to them through schools and social media like Facebook. Instagram would be good for marketing once the workshops start to show what is happening.

A mini version of NCS for the evenings maybe.

The young people of Dunstable have very few structured places to go if their families are on limited income. My personal experience is my 11 year old will go to planned, paid for activities but otherwise he'll spend hours gaming because his group of peers are scared to go to the park on their bikes because of the high bike theft level/bullying from older children. It would be lovely for young people to have a safe place to hang out spend time with friends to further develop social skills without parents worrying where they are and it not being beyond families financial means.

Visit schools and have youth panels to discuss ideas. You need a cross section of youths not just 'nice' kids.

It's hard to get teenagers to get out, they can talk to each other via their phones now so don't feel the need to get out to see their friends as we once did, as a parent I would love my daughter to do something outside school but there is nothing she really wants to do in the area. She would like an animation-based workshop maybe.

Why get the consultation to be run by the company that will be paid to provide services?
Make it impartial.

Support for existing group e.g. guiding and scouts would be good. Such as grants for trips.
Opportunity to help at events.

More youth clubs would be amazing, I know it's finding people to run them but I used to go to one in town when I was younger, just 3 hours on a Friday night but I loved it
I feel that intimidation, bullying and threatening behaviour stops a lot of young people from going out and about. There is a lot of fear within kids and so much negativity is promoted on

social media platforms that kids are actually becoming afraid. They don't want to be bullied, picked on for being different or stand out. There is a lot of unsavoury kids who intimidate and make life difficult for others therefore less confident kids will not access groups, clubs and facilities especially if they have no one to go with.

Ideally I would ask the children what they want. So school surveys would be best.

Young people need somewhere to go, clubs should start at 10 years and go up to 18 years. Specialised groups for lgbtq and special needs young people should be running

Get the young people involved and have more local bases not just town centre

In the past I have worked with children and I have found that they love to help do things. So I think that, although adults should be present, I think children would like to get involved in working alongside them in delivering these activities.

Activities should be inclusive of all and not targeted at specific groups (eg minorities or gender specific)

Somewhere where teenagers can feel listened too and respected as this doesn't happen at school - a chance to find out who they want to be and experiment. Somewhere to go that they feel confident and can have some support if they have any mental health, drug, homelife or friend issues, someone to talk to. I would be very interested in helping this project as I work in. Secondary school. Please take my number if I can help - 07872408684 thanks - Jayne

DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 04 NOVEMBER 2019****OLDER PEOPLE'S DAY CARE SERVICES****Purpose of report:** For information only.**1. PROJECT MEMBERSHIP UPDATE**

1.1 The Good Companions Club (GCC) has 23 members.

2. GENERAL UPDATE – Good Companions Club**2.1 Improved Quality of Life**

One gentleman who had been away from the club for several weeks due to poor health has now returned. He told officers that he had lost so much confidence in the time he was away and that he had been nervous about returning. He went on to say that after just a couple of weeks of being back his physical and emotional wellbeing had improved greatly and that he feels he is getting back to his old self.

2.2 Dignity & Respect

Officers and volunteers have been able to accommodate and assist our visually impaired members to participate in the many craft sessions that take place enabling them to feel more included in the group when these activities take place.

2.3 Health & Emotional Wellbeing

Unfortunately, Officers had to cancel the Good Companions Club day trip to the seaside due to many of the members being unwell. So that they didn't miss out altogether officers arranged to bring the seaside to them. The group were able to enjoy donuts, candy floss, supplied free of charge by Craig Lithgo, a fish & chip lunch, an ice cream cone, supplied free by Lou Mancinelli and fair ground games such as Hook a Duck and Hoopla. One member brought his keyboard in and played music most of the morning. The day was finished off with a game of Bingo. This was extremely well received by all members who said it had lifted their spirits no end.

2.4 Making a Positive Contribution

In September, the Good Companions Club held their Annual Macmillan coffee morning. This was well supported and raised £150 as a result of cake sales, games and a raffle.

3. CREASEY PARK COMMUNITY FOOTBALL CENTRE OVER 55's LUNCH CLUB

3.1 Creasey Park Community Football Centre Lunch Club now has 36 members with an average of 30 members attending each week. There are 8 people on the waiting list.

3.2 **Improved Quality of Life**

As a result of officers arranging a seated exercise session for members of the lunch club, 12 of those members have now signed up for the 6 week seated pilates course held at Creasey Park Community & Football Centre. Many have said how much of a difference it has made to them psychologically and physically.

3.3 **Dignity & Respect**

As a result of officers arranging a visit from Advice Central, one member was able to have a private consultation, whilst at Creasey Park over 55's lunch club, to help her complete various benefit forms. She needed to complete them but up until this point felt unable to do so because of the complexity of them, following the death of her husband last year.

3.4 **Health & Emotional Wellbeing**

Officers were recently able to support 4 members with issues including housing, benefit queries, health concerns and mobility issues.

4. **COFFEE MORNINGS**

4.1 The coffee mornings continue to grow in popularity. The September coffee morning, held at the Beecroft Community Centre in partnership with Beecroft Residents Association, was a fundraiser for the Alzheimer's Society and raised over £50. This event was supported by SSAFFA, Carers in Beds and Bedfordshire Fire Service. The next coffee morning will be held at Holt's Court communal lounge on 12 November and will be supported by the Red Cross and Bedfordshire Police.

5. **ROCK & ROLL – AFTERNOON TEA**

5.1 This pilot event for the over 50's was held at CPCFC on 15 October and proved to be a great success. The feedback was excellent, and a second event is being planned for February 2020. The tickets available will be increased from 40 to 50 at a charge of £10 per ticket to cover food and entertainment.

6. **SEATED PILATES**

6.1 The seated pilates continues to do well with approximately 17 people attending each week. The current course ceased on 17 October, but this will now continue with a new 6 week session commencing from 7 November. There are 25 places available for this activity.

7. **AUTHORS**

7.1 Elaine McGarrigle, Older People's Services Officer
Email - Elaine.mcgarrrigle@dunstable.gov.uk

7.2 Sandy Coyle, Community and Young People's Services Manager
Email - Sandy.coyle@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE

MONDAY 28 OCTOBER 2019

PRIORY HOUSE

Purpose of Report: For Information only.

1. OPERATIONAL ISSUES

- 1.1 Lindsay Marsh has filled the position of three-month Maternity Cover for the 16-hour post in the Tea Rooms.
- 1.2 Teresa Broughton has been offered and accepted the position of Priory House Kitchen Assistant. Her contract started 12 October 2019.
- 1.3 A 16-hour Kitchen/Waiting Assistant is now out for recruitment.

2. TOURIST INFORMATION CENTRE AND RETAIL OUTLET

- 2.1 Stock has now been received for Christmas and is in the process of being priced. The stock will be on sale from late October.
- 2.2 Facebook advertising is continuing to be used as a good way to promote the gift shop. A newsletter promoting the gift shop is due to be sent out by Mail Chimp once the stock is on display.
- 2.3 Showcase shelving continues to be very popular; October was full and November is already full.

3. THE JACOBAN ROOM

- 3.1 There are several provisional wedding bookings for 2020 and six confirmed by the Registrar.
- 3.2 The Jacobean Room is continuing to be used to its full advantage and this month we have hosted 2 Funeral Teas, a baby shower, a lunch for a local blind/partially sighted group, a coach group from St. Edmundsbury Cathedral and a thank you Cream Tea for Dunstable in Bloom hosted by the Mayor.
- 3.3 Christmas gatherings are now being marketed, with bookings for Afternoon Teas and Pudding Nights already being received.
- 3.4 Table 1 below shows Jacobean Room bookings per month from April 2018.

2018		2019	
April	7	April	6
May	6	May	7
June	10	June	10
July	6	July	7
August	7	August	5
September	8	September	6

October	6	October	7
November	5	November	4 (to date)
December	16	December	7 (to date)
January	6	January	2 (to date)
February	6	February	2 (to date)
March	4	March	2 (to date)

4. **EVENTS**

- 4.1 Shop staff will once again be selling glow products at the Firework Display on Tuesday 5 November and also at the Torchlight Procession on Friday 29 November.
- 4.2 Santa's House Party will be taking place at Priory House on Saturday 7 December and Sunday 8 December. There will be a Santa's Grotto and Festive Donkey Rides on the Saturday and a Snow Globe and Festive Donkey Rides on the Sunday. These have all been booked and confirmed. Suitcase Travel have agreed to come on both days to offer free Arts and Crafts for children.
- 4.3 Breakfast with Santa is proving popular again this year with the bookings already being taken. We have also had bookings for Santa's Cinema.
- 4.4 The new Festive Film Friday venture has already had 5 bookings and enquiries are popular.

5. **PRIORY HOUSE TEA ROOMS**

- 5.1 The Team at Priory House will be supporting the Torchlight event and will remain open on the Friday evening to serve hot and cold beverages and festive cakes.
- 5.2 Christmas Afternoon Teas will start 25 November and run through until 30 December. Customers are already starting to make their reservations.
- 5.3 Pudding Nights have been advertised for the evenings of 5, 12 and 19 December. Customers are calling to pre book tables and we already have 40 people that have reserved tables.
- 5.4 Once again we will be hosting the annual Mayor's Pudding Night on Friday 13 December.

6. **FINANCE**

- 6.1 Priory House Profiled Income and Expenditure Report as at end September 2019.

	April	May	June	July	Aug	Sept
Budgeted Expenditure	£51,876	£30,876	£32,125	£30,376	£30,376	£33,125
Actual Expenditure	£51,012	£29,259	£29,871	£34,719	£28,931	£33,568
Variance	£864	£1,617	£2,254	£-4,343	£1,445	£-443

Budgeted Income	£12,508	£12,508	£14,048	£12,508	£12,608	£14,247
Actual Income	£11,997	£14,388	£14,630	£13,973	£14,772	£15,861
Variance	-£511	£1,880	£582	£1,465	£2,164	£1,614
Total Variance	£353	£3,497	£2,836	-£2,878	£3,609	£1,171
Overall Variance	£8,588					

7. **AUTHOR**

7.1 **Jackie Carrington Duty Manager Priory House**
 Email: jackie.carrington@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 4 NOVEMBER 2019****DUNSTABLE TOWN CENTRE SERVICES**

Purpose of Report:	For information only.
---------------------------	-----------------------

1. MARKETS**1.1 Themed Markets**

The themed markets have been positive this year with stall numbers averaging over 10 at each market. This is an increase on last year.

Street Food - Oct	10 stalls booked
Mystic Treats- Nov	13 stalls booked so far
Christmas Magic - Dec	20 stalls booked so far
Christmas Magic- Dec	17 stalls booked so far

1.2 Farmers and Craft Market

This market has a regular base of traders that attend each month. The start of the Christmas season has seen an increase in stalls booked. Markets will finish on the 21 December and re start 11 April 2020.

October	12 stalls
November	16 stalls booked so far
December	13 stalls booked so far

1.3 Porters

Casual staff and agency will be used to top up the shortage in the team when needed.

2. ASHTON SQUARE TOILETS

2.1 The Market Town Regeneration Fund agreed to invest £70,000 on the Ashton Square toilets after the stock condition survey was undertaken. Works have started and should be finished mid-November. During this build phase the Town Centre Services Officer is working closely with Central Bedfordshire Council officers and the onsite contractors. Regular site meetings are taking place every two weeks to maintain a close working relationship. The Town Rangers are continuing to clean the porter loos during the week and are opening and closing them on a Saturday.

3. TOWN CENTRE VACANCY RATES

3.1 The vacancy rates to the end October 2019 are provided below. The count will be undertaken again at the start January 2020.

These figures have also been shared with Central Bedfordshire Council officers.

- 3.2 The town centre area used for the survey includes properties in High Street North up to Regent Street, High Street South to Friars Walk (excluding Thames Industrial Estate), Church Street up to and including Aldi and West Street up to the Police Station/St Mary's Gate.
- 3.3 Eleanor's Cross, Ashton Square, Albion Street, The Quadrant and Grove Park (including Asda) have been included, but rates can be calculated with or without these properties.

No. Units	No. Vacant Units	% Vacant Units	Previous %
253	26 vacant	10.27%	13.04% from end of July 19.

- 3.4 The following figures relate to the High Street (including Grove Park, Albion Street, Eleanor's Cross and Ashton Square but excluding the Quadrant Shopping Centre).

No. Units	No. Vacant Units	% Vacant Units	Previous %
210	21 vacant	10.00%	12.38% last count end of July 19.

- 3.5 The following figures relate to the Quadrant Shopping Centre only.

No. Units	No. Vacant Units	% Vacant Units	Previous %
43	5	11.67%	16.27 % Count from July 19

- 3.6 Members should note that these vacancy rates show a 10-year low in the number of vacant units

4 TOWN CENTRE EVENTS

4.1 Weird and Wonderful – Lottery Funded Event

The Town Centre Services Officer and the events team worked together to organise this two-day event. Ten community groups performed over the two-day event. Local artists working alongside The Workhouse offered a free workshop in model making from broken toys. The model shop in West Street donated a large box of broken models for this event. Grove Theatre closed the event with a piece from their production Whistle Down the Wind. Priory House opened over the weekend and Grove Corner team supported the event during both days with fun games. Wrigglies had a stall on Sunday which the public loved, especially the giant tortoise. Weird and Wonderful was positively received on both days, Sunday had the largest attendance, but this may have been down to the weather.

4.3 Christmas Magic

The Town Centre Services Officer is planning a Christmas Magic event on The Square and Middle Row on the 14 & 15 December from 10.00 am to 6.00 pm. The event will have a free ferris-wheel for the public to use, as well a small carousel for the younger children. Live music and Christmas stalls will be set around The Square

as well as in Middle Row. This will be advertised in a Christmas leaflet that will also include Priory House Christmas offers and other DTC Christmas events. Facebook, posters and the website will also be used to promote the event. A5 leaflet holders have been purchased for the shops and cafes in town to hold DTC leaflets. The Town Centre Services Officer will ask the shops to display the stands and deliver these ready for the Christmas leaflets.

5. DUNSTABLE JOINT COMMITTEE SHOP FRONT IMPROVEMENT SCHEME

- 5.1 Seven expressions of interest have so far been made for the shop front improvement scheme. Of the seven expressions of interest, three have submitted applications and all have been successful in achieving the £500 grant to match fund their shop fronts and signage improvements. The scheme will continue to the end of November with the Town Centre Services Officer working within the town to support and encourage other applications for the scheme. Talk of the Town features an article on the scheme to encourage further take up from shops and businesses before it ends.

6. DUNSTABLE JOINT COMMITTEE SHOP FRONT ACCREDITATION SCHEME

- 6.1 The purpose of the scheme is to recognise those businesses whose shop fronts contribute positively to the town centre. This year the Town Centre Services Officer has asked shops, businesses, cafes, charity shops, restaurants and pubs to enter in different categories for first, second and third place in each. A new Mayor's Award was added this year to recognise those shops who, through adversity, have worked tirelessly to maintain a well-presented shop front. After much deliberation the Mayors Award was given to The Coffee Pod.

Restaurants and pubs – **First** - The New Crown, **Second** - Chez Jerome, **Third** – Olive Garden

Cafes – **First**- Sugar 'n' Spice, **Second** – The Coffee Pod, **Third**- Café Latte

Independent shop – **First** - Timeless Interiors, **Second** - The Workhouse, **Third** – Celebrations

Independent business – **First** - Cakes by Claire Kelly, **Second** - Brighton Beautiful, **Third** - R & R Hair

Charity Shop – **First** - Keech Hospice Care, **Second** - British Heart Foundation, **Third** - Age UK

Non-Independent – **First** - Specsavers, **Second** - Belvoir, **Third** - Amplifon Hearing Centre

There was also awards for Best Window Display and a Judge's Favourite. The following shops were judged winners,

Best Window Display – Timeless Interiors

Judges Favourite – Toy & Model Centre

7. DUNSTABLE JOINT COMMITTEE CHRISTMAS WINDOW DISPLAY COMPETITION

- 7.1 The Town Centre Services Officer will be inviting all the shops and restaurants to join the Christmas Window Competition again. This was a huge success last year with a sense of competition around the town. Each entry will receive a small gift for entering, with a first, second and third prize given to the best three entries. There will be two categories this year being the Shop & Business and Café & Restaurant. Judging will take place the first week in December.

8. AUTHOR

- 8.1 Annette Clynes – Town Centre Services Officer
E mail- Annette.clynes@dunstable.gov.uk