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DUNSTABLE
TOWN COUNCIL

David Ashlee Town Clerk and Chief Executive
Our Ref: DA/JS

Date: 21 February 2020

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 2 March 2020** at **7.00 pm** when the following business will be transacted.

AGENDA

1. Apologies for Absence.
2. Specific Declarations of Interest.
3. Minutes of the meeting of the Community Services Committee held on 6 January 2020
4. Events and Marketing – Information report (see page 1).
5. Grove Corner and Community Engagement – Information report (see page 5).
6. Older People's Day Care Services – information report (see page 8).
7. Priory House – information report (see page 11).
8. Dunstable Town Centre Services – information report (see page 13).
9. Reports from outside bodies:

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

Yours faithfully

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**COMMUNITY SERVICES COMMITTEE****MONDAY 2 MARCH 2020****EVENTS AND MARKETING**

Purpose of Report: For information only

1. FUTURE EVENTS – Planning and Development**1.1 St George's Day**

The 2020 event will take place in Priory Gardens on Saturday 25 April 2020 between 11.00 am and 4.00 pm. Activities this year include:

- Archery
- Punch and Judy
- Arts and crafts
- Bouncy Castle
- Fighting Knights display
- Knight School
- Princess Games
- Caving
- Climbing Wall
- Dragon Town Trail
- Climbing Wall
- Dunstable Town Band
- St George and the dragon storytelling

The event will be promoted via: leaflets and posters, Facebook, the DTC website, Talk of the Town and the DTC noticeboards.

1.2 Around The World

Plans for Around the World are going well. Activities confirmed for this event so far are:

- Falconry Display
- Stilt walking elephant in parade
- Scottish Bagpiper
- Bollywood Punch and Judy
- WW2 Cinema
- Mime
- Teaching talons, animal encounter

The Events Officer is currently working with local community groups inviting them to participate with the event to showcase their talent.

1.3 Sunday Band Concerts

The 2020 programme has now been confirmed with the line-up shown in the table below. In total there have been 10 applications for four available slots. Concerts will take place from 2.30 pm until 4.15 pm in Grove House Gardens. Charities will once again be invited to apply for the six weeks of tea and coffee concession.

Sun 28 June	Dunstable Town Band
Sun 12 July	Dunstable Salvation Army
Sun 19 July	Luton Concert Band
Sun 2 August	Chiltern Hills Brass Band
Sun 9 August	Hitchin Band
Sun 23 August	Bradwell Silver Band

1.4 Dunstable Live

The line-up for the Dunstable Live's '90s' theme is still being worked on. Tribute acts booked so far are: Wannabe, The Spice Girls Show and Beautiful World (Take That).

1.5 Party in the Park

Plans are in the early stages of development for this event. However, confirmed so far is a local band performance, kids soft play area, and the funfair. The Events Officer is currently looking for a headline act as well as contacting local groups to increase community involvement in the event.

1.6 Priory Pictures

A poll was created on Facebook to decide which films will be shown at the event, in total over 1,600 votes were cast by the public.

The top six films chosen are:

- Rocketman
- Frozen 2
- The Lion King
- Toy Story 4
- 1917
- Jumanji 2

Film licenses have now been submitted, members will be kept up to date once the licensing has been confirmed. The event set up will be similar to last year with three films shown at each of the events with the adapted screening as part of the programme, the screenings will also benefit from:

- Large outdoor screen
- Hearing loop facility
- 140 deckchairs

- Enclosed quiet space available
- A viewing area for wheelchair users
- Designated smoking area
- Minibus drop off point
- Easy access toilets
- On site catering

1.7 Priory Proms in the Park

The set up will be very similar to last year. The screen and PA have been booked and there will be several site meetings later in the year to discuss and plan the details of the event.

2. Social Media

2.1 Facebook likes

Facebook Page	2015 Figures	2016 Figures	2017 Figures	2018 Figures	2019 Figures
DTC	1,666	2,258	3,955	5,477	6,904
CPCFC	119	200	306	394	554
Grove Corner	191	336	418	441	524
Town Ranger	-	-	486	748	939
Bennett's Splash & Cafe	-	-	-	-	1,666

Twitter followers

Twitter Page	2015 Figures	2016 Figures	2017 Figures	2018 Figures	2019 Figures
DTC	1,154	1,507	1,816	2,106	2,272
Town Centre	1,138	1,483	1,776	1,976	2,087
Priory House	281	322	364	433	475
Events	1,317	1,568	1,795	1,952	2,059
CPCFC	457	514	570	653	684

Both tables show a positive increase year on year of likes and followers of the Town Council on both Facebook and Twitter. As a result, the Town Council's social media activities are reaching more people than ever before and continues to grow.

3. SPONSORSHIP

- 3.1 Specsavers in Dunstable have agreed to sponsor the whole year's events programme. The Events Officer is working on drawing up a sponsorship contract and will be working closely with Specsavers to maximise this partnership.

4. TALK OF THE TOWN

4.1 2020 Delivery Dates

Below are the deadline and distribution dates for the remaining editions of Talk of The Town for 2020/2021.

Copy Deadline: 21 May

Delivery: 3 July

Copy Deadline: 27 August

Delivery: 16 October

Copy Deadline: 3 December

Delivery: 15 January 2021

5. AUTHOR

- 5.1 Gina Thanky: Events Officer

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DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 2 MARCH 2020****GROVE CORNER AND COMMUNITY ENGAGEMENT**

Purpose of Report:	For information only
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1. GROVE CORNER FIGURES

- 1.1 Grove Corner has received 184 visits from young people with 12 new sign ups since the last report up to and including Friday 14 February 2020. Numbers are recorded through a head count by officers and staff.
- 1.2 Junior youth club numbers are steady with an average of 20 attending the Friday evening sessions.
- 1.3 The transition group is working well with an average of 7 staying for this session each week.
- 1.4 There have been 6 Junior sessions and 6 transition sessions since the last report to this Committee.
- 1.5 Grove Corner now has 531 Facebook 'Likes' and Grove Corner's Instagram now has 202 followers.
- 1.6 Pokémon Club is still attracting good numbers with additional enquires each month.
- 1.7 SORTED Counselling Services

Please see below for figures from 11 December to 17 February:

Hours Offered – 136
 Hours Cancelled/DNA - 26
 Hours Attended - 110

New clients - 13
 Clients started counselling before above date - 19
 Totalling - 32 clients seen

- 1.7.1 This will be the last report from SORTED as they will vacate Grove Corner at the end of March 2020.
- 1.8 The daytime hire of Grove Corner remains at 4 days a week.
- 1.9 Mind – BLMK have started their 'Minds Matter' group in Grove Corner, which takes place on the second Monday in the month from 6.00 pm to 8.00 pm. Their target

group are 17 to 25-year olds. It has been a slow start, but it is expected that numbers will grow.

- 1.10 Sight Concern are holding a regular Family Group session on the 1st Saturday of each month in Grove Corner 10.00 am to 12 noon. This is for families who have a child or parent with visual impairment.
- 1.11 Mind – BLMK are running the first of two funded support groups for those who have issues with hoarding at Grove Corner on Thursday afternoons. Both this and the next 6 week session, which will start in May, are fully booked and a waiting list has been established. Mind – BLMK are hoping to get additional funding to run this much needed service again.

2. YOUTH ENGAGEMENT

- 2.1 On 7 February officers prepared a display for Safer Internet Day and played related games with the young people at the junior and transition sessions. This was to encourage them to think about what personal information they put out on social media and how to stay safe.
- 2.2 On 14 February officers ran a Valentine themed session for both juniors and transition group. Although light-hearted, an underlying message around healthy relationships was addressed.

3. FAMILY ACTIVITIES

- 3.1 The team provided a free February half term arts and crafts activity for 50 children at Creasey Park Community Football Centre. This was very well received from all who attended.

4. COMMUNITY ENGAGEMENT

- 4.1 Summer Activities
Officers have been busy planning this year's summer activities programme. Initial meetings have been held with partners for National Play day and B-Fest. It is anticipated that the completed programme will be ready to advertise in the next edition of Talk of the Town.
- 4.2 Great British Spring Clean
Officers are working in partnership with two Dunstable Children Centres to facilitate a litter pick. One will take place on Tuesday 24 March meeting at Beehive Children Centre 3.30 pm to 5.00 pm and the other on Wednesday 25 March meeting at Downside Children Centre 3.30 pm to 5.00 pm. Both will be supported by Keep Dunstable Tidy.
- 4.3 In Bloom
Wheellie Fantastic- several groups have expressed interest in the wheellie fantastic project for 2020. Officers have contacted all previous participants. The theme for this year is pollinators and wildflowers.

4.4 Friends of Dunstable Cemetery

Friends of Dunstable Cemetery continue to organise and run tidy up events, and this has attracted 4 new members. The group are busy planning fund raising activities and events, including a stall at Love Your Gardens themed market on 9 May. They have launched their 'Adopt a Grave scheme' and have received a donation from the Dunstable branch of the Royal Antediluvian Order of Buffaloes. Their Facebook page now has 51 likes

5. AUTHORS

- 5.1 Jack Adams-Rimmer – Neighbourhood Development Officer
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- 5.2 Sandy Coyle – Community and Young Peoples Service Manager
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DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE
MONDAY 2 MARCH 2020
OLDER PEOPLE'S DAY CARE SERVICES

Purpose of report: For information only.

1. PROJECT MEMBERSHIP UPDATE

- 1.1 The Good Companions Club (GCC) has 22 members. There has been one new member since the last report and one new enquiry. There is potentially one place available.

2. GENERAL UPDATE – Good Companions Club

2.1 Improved Quality of Life

The Daughter of a current member has contacted officers to say how much of a difference attending the Good Companions Club has made to her Mum. She said she is now more outgoing and confident and has even walked into town to visit the hairdresser. The family are very pleased with her progress.

2.2 Dignity & Respect

Following a recent visit from a scam awareness officer, one member said that he had been given the confidence to ask questions and know how to handle a potential telephone scam.

2.3 Health & Emotional Wellbeing

One gentleman has recently been admitted to hospital following a serious illness, he has approached officers and asked if he can talk through his experience and his diagnosis. Officers were more than happy to listen and offer support where needed. The gentleman lives alone and has no family within the local area so was very grateful to have someone listen to his fears and worries. Officers were able to signpost him to PALS (Patient Advice and Liaison Service) for further help and support.

2.4 Making a Positive Contribution

Jill Organ from the British Red Cross visited the Good Companions Club again in January. This was a request from the group to talk about minor injuries that may occur at home and how to treat them. The group took part in quizzes following the session and said they now felt more confident to deal with any minor issues at home and to be able to help others where necessary.

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 19 people on the waiting list.

3.2 Improved Quality of Life

Members have recently taken part in several quizzes and games. They commented that such a simple and enjoyable thing makes such a difference and tests them which they really need and enjoy.

3.3 Dignity & Respect

Officers were able to support one particular member who suffers from Dementia by making contact with her son to inform him that his Mother didn't seem well at lunch club. Following a visit to her GP, she was prescribed antibiotics for an infection.

3.4 Health & Emotional Wellbeing

Officers were able to arrange for someone to visit the Creasey Park over 55's lunch club to talk about essential oils and how they can help common ailments alongside traditional medicines. 10 people sought advice and all of those people have now gained help through essential oils. Mainly for the relief of arthritic pain. All members were encouraged to seek advice from their GP before using any of the treatments.

4. COFFEE MORNINGS

4.1 The February coffee morning, held at Grove Corner, was well attended. There were many familiar faces but also some new ones. Age UK supported the event and were able to offer advice and support. The next coffee morning is due to be held on 17 March at the United Services Club and will be supported by the Red Cross and Bedfordshire Fire service.

5. ROCK & ROLL – AFTERNOON TEA

5.1 The second Rock & Roll event took place on 11 February and was a great success. 50 tickets were sold with 47 attending on the day. Those who did not attend were unable to do so through illness. The next event is due to take place in October and will have a Country theme.

6. NEW LUNCH CLUB

6.1 Following a request from members at the last Community Services Committee, officers explored a number of different venues as a possible location for a new lunch club to ease the waiting list of Creasey Park Lunch Club. A meeting was held with the manager of The Saracens Head who is very keen to work in partnership with DTC. As a result, a trial period will commence in April with a view to reach a break-even figure of 22. The venue has the capacity to take more than this which will allow the lunch club to grow. A report will be brought to a future committee meeting with a recommendation should this prove viable.

7. AUTHORS

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7.2 Sandy Coyle, Community and Young People's Services Manager
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DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE

MONDAY 4 MARCH 2020

PRIORY HOUSE

Purpose of Report: For Information only.

1. OPERATIONAL ISSUES

- 1.1 In response to an increasing demand for staff a recruitment drive will be put in place to increase the casual staffing pool.

2. TOURIST INFORMATION CENTRE AND RETAIL OUTLET

- 2.1 The annual New Year Sale has gone very well with just a few items left. New stock has been coming in and is selling well. New suppliers will be sourced so that there is a variety of new goods for sale.
- 2.2 Facebook continues to be used as the most effective marketing and advertising method. Mail Chimp is also providing useful for promoting events and special Afternoon Teas.
- 2.3 January's Showcase Shelving was slow, but is now full for February, March and April.

3. THE JACOBAN ROOM

- 3.1 There are thirteen confirmed weddings (with Registrar) and several provisional wedding bookings for 2020.
- 3.2 Table 1 below shows Jacobean Room bookings per month from April 2018.

2018/19		2019/20	
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	8
December	16	December	13
January	6	January	10
February	6	February	13 (to date)
March	4	March	13 (to date)

4. EVENTS

- 4.1 Preparations are now underway for the Classic Motor Rally. The rally this year will be held on Saturday 13 June 10am to 4pm. Entries have already been received and have two classic car groups booked in.

5. PRIORY HOUSE TEA ROOMS

- 5.1 Mother's Day Afternoon Teas are now on sale. These will be held between 16 – 27 March 2020. Bookings have already started to be made. Due to staffing issues we will not be open for Afternoon tea on Sunday 22 March.
- 5.2 The Tea Rooms have remained busy throughout January and February. There are currently 113 people booked in for Afternoon Tea for February.

6. FINANCE

- 6.1 Priory House Profiled Income and Expenditure Report as at end January 2020.

Priory House Profiled Income and Expenditure Report as at 31 January 2020

	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan
Budgeted Expenditure	£51,876	£30,876	£32,125	£30,376	£30,376	£33,125	£30,876	£30,376	£31,875	£30,376
Actual Expenditure	£51,012	£29,259	£29,871	£34,719	£28,931	£33,568	£31,279	£35,685	£32,031	£32,138
Variance	£864	£1,617	£2,254	£-4,343	£1,445	£-443	£-403	£-5,309	£-156	£-1,762
Budgeted Income	£12,508	£12,508	£14,048	£12,508	£12,608	£14,247	£12,708	£14,208	£15,746	£12,508
Actual Income	£11,997	£14,388	£14,630	£13,973	£14,772	£14,993	£12,285	£13,242	£19,530	£11,410
Variance	£-511	£1,880	£582	£1,465	£2,164	£746	£-423	£-966	£3,784	£-1,098
Total Variance	£353	£3,497	£2,836	£-2,878	£3,609	£303	£-826	£-6,275	£3,628	£-2,860
Overall Variance	£1,387									

7. AUTHOR

- 7.1 Jackie Carrington, Duty Manager; jackie.carrington@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 2 MARCH 2020****DUNSTABLE TOWN CENTRE SERVICES**

Purpose of Report:	For information only
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1 MARKETS**1.1 Themed Market**

Markets for 2020 will start on the 11 April with Easter Treats. Traders have asked for an extra market in March for Mother's Day. This will take place on the 21 March.

Mother s Day Market	9 booked so far
Easter Treats	2 booked so far
Love your garden	2 booked so far

1.2 Farmers and Craft

Farmers and Craft Markets will start on 18 April 2020.

18 April	4 booked so far
16 May	2 booked so far

2 ASHTON SQUARE TOILETS

- 2.1 The refurbishment of the Ashton Square toilets is now complete. The Town Mayor & Cllr Ghent (CBC) will officially open the toilets with a ribbon cutting on 4 March at 10.00am. A commemorative opening plaque has been commissioned which will be displayed outside the toilets.
- 2.2 In efforts to increase recycling at council sites, recycle bins will be added to the Ashton Square toilets.
- 2.3 The Town Centre Services Officer has been looking at twinning toilets with Uganda. A donation of £60 supports building a toilet in remote areas. Each toilet that is twinned will have up dates on the building of a new toilet and a google GPS to keep track of the works in the area.

3 TOWN CENTRE

- 3.1 To build on the success of Christmas Magic, the Town Centre Services Officer is already exploring ways to expand the event next year with staging, more stalls and the return of the carousel and Ferris wheel. Support funding opportunities will be explored in order to keep the event free.

3.2 Christmas Lights

The Christmas light this year have had positive comments and some constructive feedback on improvements.

The new lights on the Priory House Christmas tree had very positive feedback from the public and the main Christmas tree was bigger this year which had an impact on the Christmas lighting budget. There are plans to increase lighting on the Square, to compliment increased popularity the Square now brings with its events programme and themed markets.

The Town Centre Officer is also looking at carbon footprint Christmas Trees and exploring alternative options such as artificial and using trees already in place.

Lamps and Tubes, the Town Councils lighting contractor have confirmed that the main high street and town decorations are coming to the end of their life cycle. The small tree that sits on Grove House is looking poor overshadowed compared to the new lights in Priory House. A more fitting tree to decorate would be the large Christmas tree that is growing to the rear of Grove House which would have a more dramatic impact on the town lighting.

A review of the Christmas lighting needs to take place to look at areas where illumination can be improved. The current condition of the lights and bulbs and whether new LED lighting could assist in the Town Council Corporate Plan commitment to becoming carbon neutral will be explored. Also, any new lighting may need new and strategically place power sources.

Members may wish to consider establishing a small Working Group to oversee this lighting review.

3.3 Events on the Square

- 3.3.1 The Square will hold a 'VE Day' on 9 May which will be complimented by three other events taking place on this day, 'Love Your Garden', 'Middle Row Market' and 'Around the World' in Priory Garden.

VE Day will see The Square set as a street party with bunting, free tea & cakes as well as music and games for families to enjoy. All the games and entertainment will have a World War II theme.

Ashton Square Day on 29 August will bring the past and future of Ashton Square together. Staging on the Square will see local community groups entertain the public, building on the success this brought during the 'Weird and Wonderful' event. Local shops and business will be asked to take part to help demonstrate how shops have changed within the area over the years. To promote the history of the area information boards will surround the square and the Town Centre Officer will be sourcing a local petting farm, to showcase the types of animals that were on sale when the Square was used as a cattle market. This will also serve as part of the emerging Heritage Action Zone community engagement programme.

3.4 Partnership Working

- 3.4.1 On 4 April partnership working between the Quadrant, DTC's Town Centre, Community & Young Peoples and Priory House services will deliver an Easter event. The Quadrant will be supplying an empty shop for DTC to provide free arts and crafts and a town centre treasure hunt. The empty shop will be decorated by the participating children and on display over the Easter holidays.

Meetings have taken place and further arranged in order to work and align projects more closely with Stevenage Leisure and Dunstable Library during the year.

3.5 People and Places

- 3.5.1 People and Places have again been commissioned to complete a Town Centre Benchmarking survey the Business Confidence survey. Questions have been reviewed and updated along with new questions relating to and to benchmark the impact of the HSHAZ project. The survey will be completed in March using social media and paper formats. The Town Centre Officer will be asking all Cafes to hand out the public surveys and collect the completed surveys.

4. TOWN CENTRE VACANCY RATES

- 4.1 The vacancy rates to the end of January 2020 are provided below. The count will be undertaken again at the start April 2020.
- 4.2 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.
- 4.3 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.
- 4.4 These figures have been shared with Central Bedfordshire Council officers.

No. Units	No. Vacant Units	% Vacant Units	Previous %
253	24 vacant	9.49%	10.27% from end of Oct 19.

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%	10.00% last count end of Oct 19.

The following figures relate to the Quadrant Shopping Centre only.

No. Units	No. Vacant Units	% Vacant Units	Previous %
43	3	6.98%	11.62 % Count from Oct 19

Units in Grove Park area and Asda

No. Units	No. Vacant Units	% Vacant Units	Previous %
6	1	16.6%	0% count from Oct 19

4.5 **Shop Front Improvement Scheme**

- 4.5.1 The scheme has been extended and therefore applications are still being received from shops and business for the £500 grant match funding. There has been a total of 13 applications and of these, 7 have completed the works to their shop fronts. The Town Centre Services Officer will continue to push the shops to take advantage of the offer extended into 2020.

5. **AUTHOR**

Annette Clynes - Town Centre Services Officer
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