

Paul Hodson Town Clerk and Chief Executive

Date: 26 August 2022

Dear Councillors

A meeting of the Community Services Committee will be held on **Monday 5 September 2022** in the **Council Chamber** at **Grove House, High Street North, Dunstable at 7.00 pm**. Those members of the public and press who wish to attend are invited to do so either remotely using Microsoft Teams or by attending in person. Therefore, they are asked to notify their intention to attend by emailing lan.reed@dunstable.gov.uk by 2 September 2022.

AGENDA

1. Apologies for Absence.
2. Minutes of the meetings of the Community Services Committee held on 6 June 2022 (previously circulated).
3. Declarations of Interest.
4. Dunstable Town Centre Services – information report (see page 3).
5. Older People's Services – information report (see page 7).
6. Grove Corner and Community Engagement – information report (see page 9).
7. High Street Heritage Action Zone (HSHAZ) – information report (see page 13).
8. Events – information report (see page 18).
9. Priory House – information report (see page 24).
10. Service Level Agreements (see page 29).

Continued...

11. Reports from Outside Bodies:
South Beds Dial-a-Ride Management Committee - Cllr Gloria Martin
Dunstable Town Band - Cllr Gloria Martin
Men in Sheds - Cllr John Gurney

Yours faithfully

A handwritten signature in blue ink, appearing to read 'Paul Hodson'.

Paul Hodson
Town Clerk and Chief Executive

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

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE
MONDAY 5 SEPTEMBER 2022
DUNSTABLE TOWN CENTRE SERVICES

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

1. MARKETS

1.1 Middle Row Markets

Middle Row Markets has been entered into Market Achievement of the year. A summary of achievements has been sent to NABMA for judging, entries were due by the middle of August.

Numbers are still positive for the market, 30 stalls were booked on 16 July, the most stalls ever for a summer market. New traders are joining every month which should lead to a very busy Christmas period.

13 August	23 booked stalls
20 August	29 booked stalls
10 September	15 booked so far
17 September	21 booked so far
8 October	15 booked so far
15 October	22 booked so far

2. ASHTON SQUARE TOILETS

- 2.1 Continued repairs to the toilets has been undertaken with new taps and replacement toilet seats. Ashton Square toilets have been entered into the Loo of the Year Award: judging will take place between August and September, with results in October.

3. TOWN CENTRE VACANCY RATES

- 3.1 The vacancy rates to the end of July 2022 are provided below. The count will be undertaken again at the start October 2022.
- 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.

These figures have been shared with Central Bedfordshire Council officers.

No. Units	No. Vacant Units	% Vacant Units	Previous %
253	34 vacant	13.43%	12.25% Count from April 22.

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	27 vacant	12.85%	12.38% Count from April 22.

The following figures relate to the Quadrant Shopping Centre only.

No. Units	No. Vacant Units	% Vacant Units	Previous %
43	7 vacant	16.27%	11.62% Count from April 22

Units in Grove Park area and Asda

No. Units	No. Vacant Units	% Vacant Units	Previous %
6	1 Vacant	16.6%	16.6% Count from April 22

4. TOWN CENTRE

4.1 Events on the Square

4.1.1 Dunstable High Street Fun Day and Middle Row Markets 16 July – This was the biggest market to date with 35 stalls booked and entertainment, 30 traders attended as part of Middle Row Markets, working in partnership with CBC.

4.1.2 Ashton Square Day 6 August - Celebrating past, present and future of The Square. Entertainment on stage was from local community groups, together with free crafts, soft play, Teaching Talons, face painting, crazy golf, craft stalls and a living history trail were all part of the event. The day was a great success with a wonderful community feel. The public on the day commented how fantastic it was to have these events on The Square. The soft play and chill out

area were very popular as was the face painting and living history trail. Sixteen traders booked a stall on the day, and all had a positive day.

- 4.1.3 Twilight markets will be held on 9 and 10 December from 3 pm to 8 pm and from 10 am to 3 pm on Sunday 11 December. The last Market for 2022 is the 17 December with Christmas activities to be booked as an added attraction. Plans for Twilight Market will include children's carousel, crafts, naughty and nice, snowboard simulator, extra Christmas lights in the area and music.

4.2 **Partnership Working**

- 4.2.1 Shop Watch continues to take place every six weeks which has been well attended, those that could not make the meeting are sent notes or offered to join via zoom by the Town Centre Manager. All partners are present at the meetings to support local business and shops. The next Shop Watch meeting is on Tuesday 6 September.
- 4.2.2 Roar into Archaeology took place on 23 July as a joint event with Dunstable Town Council, Quadrant Shopping Centre and Central Bedfordshire Library Service. The event was very successful with families praising the free activities. Officers had time to engage with families on the day and promote other events and services. Facebook comments were positive with pictures posted of the day by followers. The Quadrant shops had a positive day with one shop saying that they had double the normal customers and had a fantastic day. Officers are now planning to join the Quadrant for a Halloween event on Friday 28 October for a half term joint event.
- 4.2.3 The Town Centre Manager has recently visited Glam Nail Bar in West Street, which has just opened. The Town Centre Manager will continue to visit existing and new businesses and offer sign positing and support where possible.
- 4.2.4 The Town Centre Manager is working on a new scheme with the Businesses in the town, "Random Act of Kindness". The scheme is to promote Dunstable as a town of giving and kindness. To be part of the scheme a business can offer a discount or a gift or a voucher at various points during the year as often as the business chooses. Officers will promote the businesses that are taking part and ask the public to let us know of the Random Act of Kindness. Window stickers will be given to those businesses that are signed up to the scheme.
- 4.2.5 Officers are also working with the assistance of CBC Enforcement Officers, on a leaflet for the businesses in the town centre, so they can understand what they can and cannot do should they wish to change any part of their building in the conservation area. The hope is to give information and details on how to apply and who to apply to for shop front and interior changes. This follows a spate of unauthorised activity in the town centre including, change of use, advertising banners and awnings all without consent.
- 4.2.6 The Community Window in West Street has a new 62 inch digital display screen which will be used to promote community events, Dunstable Town Council events and services as well as CBC services. The new screen will be able to show multiple events without the need for groups to book the whole window.

Previous groups have been advised of the new service. A new sign name and vinyl window boarder are in the process of being designed. Social media will be used to re-launch the new window for the community to use to encourage wider usage by all.

5. CHRISTMAS LIGHTS

- 5.1 The safety improvements to the hole for the Christmas tree has been completed and installed. Unfortunately, at the moment there has been no interest from businesses in sponsoring this year's Christmas tree.
- 5.2 The new Christmas decorations are on order for the High Street and West Street, at the moment lead times suggests that they will form part of this year's display.
- 5.3 Festoons in Grove Gardens will replace the old decorations this Christmas.

6. AUTHOR

- 6.1 Annette Clynes - Town Centre Manager
Email - Annette.clynes@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE
MONDAY 5 SEPTEMBER 2022
OLDER PEOPLE'S SERVICES

Purpose of report: For information only.

1. GOOD COMPANIONS CLUB

- 1.1 The Good Companions Club currently has 24 members. Since the last report we have had two new members. Officers have recently received one new enquiry and have invited the person to attend a session.
- 1.2 In June, the group received visits from Bedfordshire Fire Service and Central Bedfordshire Council Safer Communities team. Both visits offered valuable support and advice, which was well received by the groups. Following the visit by Bedfordshire Fire and Rescue Service, 10 people requested Safe & Well visits which are in the process of being carried out.
- 1.3 Members also received a visit from the Health and Fitness Manager from the Leisure Centre to talk about the free sessions they hold for older people to help prevent falls and promote wellness in older people. Two people were interested in joining the sessions.
- 1.4 The Good Companions Club annual summer outing took place in July. Due to increasing mobility issues within the group, they decided they would like to have a drive around the countryside followed by lunch in a restaurant. Officers were able to access a wheelchair accessible coach enabling everyone who wanted to come along to join in. This trip was supported by our four regular volunteers. This day out was appreciated by everyone.
- 1.5 In August, the group were visited by a representative from the East Anglian Air Ambulance Service. Again, the group found this very interesting and took the opportunity to ask lots of questions. The group will be holding a coffee morning in September to help raise funds for this charity.

2. CREASEY PARK COMMUNITY FOOTBALL CENTRE LUNCH CLUB

- 2.1 Creasey Park Community Football Centre lunch club currently has 30 members, on average 24 continue to attend on a regular basis. There is currently a waiting list with nine people waiting to join.
- 2.2 Since the last report, members have enjoyed several visits and activities including Celebrations for the Platinum Jubilee, a sightseeing day trip to London followed by lunch in a restaurant, a summer party with a buffet lunch and entertainment as well as quizzes and music bingo led by one of the members. Visits have been from Dunstable Leisure Centre to talk about falls prevention and a member of Bedfordshire Police to talk about scam awareness. In July the group received a visit from a

representative from Coop Wills & Estates to talk about wills & probate. This was a very well received visit and many of the group took the opportunity to get free advice and support via a private call following the visit.

- 2.3 Officers are now planning activities for the autumn and winter season.

3. COFFEE MORNINGS

- 3.1 Officers facilitated a coffee morning in June at the Disability Resource Centre. This was attended by 13 people and was supported by Bedfordshire Fire Service and Bedfordshire Police who were on hand to offer support and advice.
- 3.2 In August Officers facilitated another coffee morning at Holt's Court, this was attended by 12 people. Officers from Dunstable Leisure Centre were due to attend this but were unable to do so due to staff shortages. There was feedback of returning to this venue for more residents to attend that live in Holts Court.
- 3.3 There is another coffee morning booked for 13 September at the former LuBYA building, and this is due to be supported by Bedfordshire Rural Communities Charity and the Cinnamon Trust.

4. BIG LUNCH

- 4.1 The Big Lunch took place on Tuesday 31 May and was attended by over 100 older people from our community. This was a wonderful event celebrating the Queen's Platinum Jubilee. Officers have received great feedback from those who attended and several of them asking when the next one will take place.

5. LOVE PARKS WEEK

- 5.1 Love Parks week took place in Priory Gardens in July and was very well received. 72 people attended and said they found it very beneficial. They also enjoyed using Priory House Tea Rooms after the event.

6. AUTHORS

- 6.1 Elaine McGarrigle, Older People's Services Officer
Email – Elaine.mcgarrigle@dunstable.gov.uk
- 6.2 Gill Peck, Youth and Community Manager
Email – gill.peck@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE

MONDAY 5 SEPTEMBER 2022

GROVE CORNER AND COMMUNITY ENGAGEMENT

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

1. GROVE CORNER FIGURES

- 1.1 Grove Corner has received 779 visits from young people between 2 May 2022 and 17 August 2022.
- 1.2 Pokémon has received 360 visits from young people between 3 May and 19 July 2022. Pokémon has seen many new young people sign up to the sessions and feedback is always positive.
- 1.3 Grove Corner now has 996 Facebook followers and Grove Corner's Instagram has 366 followers.

2. YOUTH ENGAGEMENT

- 2.1 On Friday 23 July, Event Production Live facilitated a summer party for those who attend Grove Corner. A total of 47 young people attended and all who came enjoyed the karaoke, mocktails, sweets and pizza.
- 2.2 On Friday 29 July, Grove Corner had a session delivered by Prehistoric Experiences. The group were able to take part in several activities; including learning to make their own string, facial reconstruction, cave art and learn about caving times.
- 2.3 Officers facilitated a Lego Workshop at Grove Corner on Friday 5 August. The workshop provided the opportunity to get creative with Lego and included the group creating well known Dunstable landmarks. This was attended by 56 young people and 15 adults and was part of the HSHAZ community engagement work.
- 2.4 Link to Change continue to attend Grove Corner sessions every 4-6 weeks. They will be delivering a bi-weekly workshop for six weeks, starting on Monday 26 September. This will include looking at healthy relationships, online safety, and consent.
- 2.5 Officers are hoping to apply to the Asda Foundation Grant in September to be able to supply an essential hygiene bag for all young people under 18 who access Grove Corner.
- 2.6 The Head of Service has recently submitted a grant application to Govia Thameslink community fund to help meet a need identified by officers working sessions in Grove Corner sessions. Officers see an opportunity to have a professional mentor/counsellor to work alongside a session a week that young people could access for immediate support and guidance as an early intervention. Whilst officers do their best currently to support young people at each session, there are more and

more young people who raise issues and topics that would either be best discussed in a private 1:1 space or that the team cannot dedicate enough time to because they are also running a session. Officers are awaiting a funding decision.

3. SCHOOL ENGAGEMENT

- 3.1 On Thursday 16 June, Officers facilitated a litter pick in Downside. This was attended by a small group of young people who had taken part in the Good, Bad, Ugly project from St Augustine's Academy.
- 3.2 Officers are currently liaising with Queensbury Academy with the hope that they will run Wellbeing Warriors in the school during the Autumn term. The project will be called 'Taking charge of your wellbeing' and will run after school, every Thursday up until Christmas. The project is funded by Central Bedfordshire Council.
- 3.3 Officers have met with Central Bedfordshire College to discuss continued partnership working over the new academic year. The college is keen to encourage their young people to attend Grove Corner sessions. Officers will be working with the college to deliver different workshops throughout the year as part of the High Street Heritage Action Zone Community Engagement. Officers will also be attending wellbeing fairs at the college to promote Grove Corner to the young people.
- 3.4 Officers are currently exploring different schools to deliver High Street Heritage Action Zone Community Engagement Projects. Officers will be setting up meetings in the new academic year to explore continue partnership working and to establish new partnerships. As part of this, officers will be continuing to promote Grove Corner and Pokémon sessions.

4. COMMUNITY ENGAGEMENT

- 4.1 Officers met with Dunstable Wombles to support the group to create a safeguarding policy and procedure for their group prior to them receiving their equipment purchased from the seedcorn grant.
- 4.2 Officers, along with members from Dunstable in Bloom visited the wheelbarrows designed as part of Wheelie Fantastic. The group were able to meet many of the participants from this year and met on Friday 19 August to discuss and decide the winners. A celebration evening will be happening on Monday 26 September at Weatherfield Academy for all who have participated to attend, this evening has been arranged by Dunstable in Bloom.
- 4.3 Officers continue to informally support Friends of Dunstable Cemetery. The group meets twice a month and on average has five people attend each time. The group's ambition and aims are to become more independent and self-sufficient.
- 4.4 Officers facilitated a community version of the Good, Bad, Ugly. One of the members who took part in the project fed back via email; 'DTC is so responsive, and I hope most people appreciate that.'
- 4.5 Officers facilitated Love Parks Week. This ran from Monday 11 July to Friday 15 July.

11 July – 29 people attended games and a trail in Grove House Gardens
12 July – 72 people attended an Older People's Wellbeing Day in Priory Gardens
13 July – approximately 25 people attended an obstacle course and boxing taster session at Downside Recreation Ground
14 July – 34 children and 30 adults attended a picnic in the park at Bennett Memorial Recreation Ground
15 July – approximately 120 people attended Gin and Tea at Priory Gardens

Over 300 people participated in the events over the five days.

- 4.6 Officers facilitated a community litter pick on Thursday 21 July in the Katherine Drive area. This was attended by six people.
- 4.7 On Saturday 23 July officers from the Youth and Community team supported Roar into Archaeology. This was well attended, and officers were able to promote Grove Corner and the summer activities programme.
- 4.8 Officers have facilitated the summer activities programme 2022. This has included smaller scale workshops as well as three bigger events; Inflatable Day, Let's get Creative and a Big Top Circus activity.

Inflatable Day – 360 children took part and 637 people attended

Wellbeing Walk – 2 people attended

Let's Play at Brewers Hill Recreation Ground – 110 people attended

Let's Play at Downside Recreation Ground – 123 people attended

Big Top Circus and Circus Skills – 66 children and 34 adults attended

Arts and Crafts – 129 people attended

Obstacle Course – 115 children and 64 adults attended

Learn to Skate and Scoot – 46 children participated

Zorb Football – 30 children participated in the core session with additional 25 for Grove Corner session

Let's Get Creative – this had to be cancelled due to weather conditions, however it has been rearranged for Thursday 1 September and a verbal update will be provided at committee.

A total of 1,006 people participated in the summer programme at time of writing.

A verbal update will be provided at committee regarding the Let's Get Creative activity.

- 4.9 Officers are currently exploring partnership working with Dunstable Children's Centre to deliver sessions with Citizens Advice Bureau to support people around the cost living crisis.
- 4.10 Officers will be delivering a wellbeing walk as part of Bedfordshire Walking Festival on Monday 12 September. This is in partnership with Wildlife Trust. Refreshments will be provided after at Ringcraft Boxing.

5. RECRUITMENT

- 5.1 Officers have advertised for Community and Youth Casual Sessional Workers. The closing date for this is at the end of August and interviews will be taking place on Friday 9 September.

6. OTHER

- 6.1 Repairs at Downside Community Centre commenced on Monday 15 August and will take approximately four weeks to complete. The repairs include:
- New roof coating
 - New windows
 - New rain water goods
- 6.2 The works will ensure that the centre continues to be in a good enough condition to be used. These works will be promoted on the Council's social media channels.

7. AUTHORS

- 7.1 Gill Peck – Youth and Community Manager
Email–gill.peck@dunstable.gov.uk
- 7.2 Jack Adams-Rimmer – Senior Neighbourhood Development Officer
Email–jack.adams-rimmer@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 5 SEPTEMBER****HIGH STREET HERITAGE ACTION ZONE (HSHAZ)****Purpose of Report:** For information only**1. INTRODUCTION**

- 1.1 Members are aware that the HSHAZ Programme comprises three complimentary strands:
- **Physical Interventions**
 - **Cultural Programme/Cultural Consortium**
 - **Community engagement**

2. KEY DEVELOPMENTS/SUMMARY

- 2.1 Since 6 June 2022 no new grant offers have been issued to date (17 August 2022). There have been no new applications from any private property tenants or owners during this period.
- 2.2 In respect of the privately owned properties the period between 7 March and later May 2022 was a crossover period between years 2 and 3 of the HSHAZ. All invoicing and grant claims for year 2 had to be submitted to Historic England (HE) by 17 March 2022. The grant allocation for year 3 was only confirmed in later May 2022. Since this time officers have been continuing discussions with private property owners and tenants. The focus has been on 21-23 High Street South (Moore's) as further detailed in section 3 below.
- 2.3 The Scheme Plan continues to be submitted to HE for comment and approval on a quarterly basis. The Scheme Plan includes the overall HSHAZ funding profile based on HE's requirement of:
- 10% in Year 1
 - 40% plus underspend from year 1 in Year 2
 - 40% in Year 3
 - 10% in Year 4
- As previously noted, £77,323 was clawed back due to the underspend in year 2 and the overall total value of the HSHAZ grant had been reduced by this amount. This figure would have been higher as there was an underspend of £192,507.45 on privately owned properties in year 2. However, in quarter 4 of year 2 HE allowed for claims against match funding items (where no grant funding was allocated) such as community engagement. Thus, allowing funds totalling £113,993 to be reallocated in years 3 and 4 for privately owned properties rather than being clawed back.
- 2.4 The design work completed by Conception Architects for 12 properties in the HSHAZ area has not led to any of the private property owners or tenants committing to working with the HSHAZ. Whilst the tenants of 2 Church Street showed renewed

interest in the HSHAZ earlier in the year this has not progressed as further detailed in section 3 below.

3. **PHYSICAL INTERVENTIONS**

High Street South/Middle Row and Church Street projects

- 3.1 Since the initial mailshots were issued in Mid-March 2021 there have been numerous inquiries from property owners and tenants. There have also been several grant offers (largely in relation to initial work such as survey work and feasibility studies) that have progressed during this period. All of this has been summarised in full in all committee reports between June 2021 and March 2022 (Appendix 3 in June 2021 and Appendix 1 in all subsequent reports). Please refer to Appendix 1 of the 7 March 2022 report for a full summary.
- 3.2 There are a limited number of updates since 6 June 2022, accordingly these are summarised below rather than in a separate Appendix.
- **Number 4 High Street South (Pizza Roma/Tillys):** In June 2022 it was reported that it was unlikely that the property owners would reconsider working with the HSHAZ. The owners confirmed by email on 14 June 2022 that they would not be submitting a grant application for building refurbishment works. Historic England are still exploring some possible options, but these would all fall outside the HSHAZ.
 - **Number 7 High Street South (Heringtons):** The planning application for a new shopfront was submitted in later March 2022. It was hoped that the application would be determined in late May 2022, but this was delayed, and it was not determined until late July 2022. Conception Architects are managing the tender process for contractors to undertake the building works. The opportunity is being advertised on the Town Council's website www.dunstable.gov.uk/council-finances/procurement-information/ and www.dunstable.gov.uk/dunstable-hshaz/hshaz-quotation-tender-opportunities/ and the closing date is 9 September. There is the possibility that if the tender returns are too high it will not be possible for this project to progress.
 - **Number 18 High Street South ("This Unit is Available to Let" with Image of Dry Cleaners):** The repairs being funded by the HSHAZ have now been completed. Work not being funded by the HSHAZ is ongoing and the owners hope to be able to rent the property out once all work has been completed. Since 6 June 2022 the HSHAZ has funded some new laminates for the front of 18 High Street South and these have been fitted shown in an image on the Town Council's website www.dunstable.gov.uk/dunstable-hshaz/privately-owned-building-refurbishment/
 - **Number 21-23 High Street South (Moore's):** Since 6 June Conception Architects have undertaken further work in respect of 21-23 High Street South. This includes additional design work (to address the owner's feedback) and an overarching costing exercise to review what work might be grant eligible. This work commenced in Mid-June and the costing exercise (based on the current designs) was completed in later July. Conception Architects worked with a Quantity Surveyor to undertake the costing exercise and a report was produced detailing a total cost plan estimate of £277,423.10 +VAT to cover the shopfront and associated work that could be funded by the HSHAZ. Accordingly, the property owner would be responsible for

undertaking the remainder of the work including any conversion work and new buildings at the rear that he already has planning permission for, as this work could not be covered by the HSHAZ. Following completion of the costing exercise David Ashlee and the HSHAZ Programme Manager had a Teams meeting with the property owner and his son on 5 August 2022. There are still several planning matters and other queries being discussed but it is hoped that the owner of 21-23 will continue working with the HSHAZ and submit a grant application. It was hoped that the owner would submit a grant application by 15 August 2022, but this has not been forthcoming to date. In anticipation of a possible application a Committee Working Group Decision Making Meeting took place on 18 August 2022 and a unanimous decision was made to support any grant application up to the sum of £240,000.

- **Number 2 Church Street (Former Magazin/Rvstic, Supermarket on corner of Church Street):** In October 2021 the tenant submitted a revised grant application based on Conception Architects designs. A grant offer was issued on 27 October 2021 for repairs and a shopfront. The tenant accepted this grant offer but did not provide the supporting information and ceased all communication. In later April 2022 they submitted a new grant application. However, they did not submit the necessary supporting information that was previously outstanding. On 11 July 2022 they advised that they would not be submitting the supporting information or progressing with the application.

Priory House

- 3.3 The tender process for a contractor to undertake the building works at Priory House commenced on 9 May 2022. The Morton Partnership, Conservation Accredited Structural Engineers led on this process. Tender clarification interviews were held on 20 June 2022 and a preferred contractor was identified. As members are aware there was significant shortfall in funds, and it was agreed at Full Council on 27 June that DTC would apply for a loan to cover the additional sum. Officers submitted the loan application in early July and notification that the loan has been granted was received on 17 August.
- 3.4 The preferred contractor Messenger BCR www.messengerbcr.co.uk/ will be working with Cliveden Conservation <https://clivedenconservation.com/our-expertise/stonework/> to undertake the work. Messenger BCR signed a Letter of Intent in earlier July 2022 allowing them to undertake initial work whilst The Morton Partnership, Conservation Accredited Structural Engineers were preparing the contract. The contract has now been drawn up and signed by Councillor Jones and Councillor Martin on behalf of Dunstable Town Council on 16 August 2022.
- 3.5 Exhibition space at Priory House closed from Friday 19 August to allow for some preparation work and further investigations in advance of the work hopefully commencing in Mid-September. It is currently hoped that the works will commence on 12 September 2022 but the pre-start site meeting with The Morton Partnership, Messenger BCR, Historic England and other parties is not taking place until 1 September 2022. Overall, it is estimated that the works will take c.40 weeks until June 2023.

4. **CULTURAL PROGRAMME/CULTURAL CONSORTIUM**

- 4.1 The Consortium have been posting all their project news on their Facebook page @DunstableCulturalConsortium www.facebook.com/DunstableCulturalConsortium since January 2022. Accordingly, follow this page for DCC's updates.

5. **COMMUNITY ENGAGEMENT**

- 5.1 The Council continues to use the HSHAZ webpages on the Town Centre section of DTC's website, a Facebook page and Instagram account to promote the programme and engage with the community. The Facebook Page now has 711 followers (628 followers in June 2022). The Instagram account has 194 followers (180 followers in June 2022). There are also four Facebook Groups associated with the HSHAZ Facebook Page -two of which relate to past projects and two of which are ongoing: Carving a Journey Through Dunstable www.facebook.com/groups/169746391702106 and Priory House Conservation and Restoration www.facebook.com/groups/320591406397190
- 5.2 As previously reported a research and community engagement project related to Priory Church and the Undercroft of Priory House led by Dr Jackie Hall and Jan Summerfield commenced in September 2021. It was planned that Jan Summerfield would attend Around the World Featuring Dunstable Festival of Archaeology, but this was not feasible. Accordingly, the project is now completed, and Dr Jackie Hall has submitted a project report. Priory Rocks comprised a mixed day of activities on Saturday 30 April – held in Priory House, Priory Gardens and Priory Church. This included talks in the Church which are still available on YouTube <https://youtube.com/playlist?list=PLuNRHDSUxuPiKDPz9NQ-5tFPO0KTLk-6V>
- 5.3 Historic England promoted the results of their survey work in Priory Gardens in advance of Priory Rocks <https://historicengland.org.uk/whats-new/in-your-area/east-of-england/new-survey-into-dunstable-priory/> and the geophysical survey report is still available online: [Dunstable Priory, Dunstable, Central Bedfordshire: Report on Geophysical Survey, May 2021 | Historic England](#). The earthwork survey report has not been made available yet but it is hoped that it will be available later this year.
- 5.4 In July and early August the council took part in the Council for British Archaeology (CBA) Festival of Archaeology www.archaeologyuk.org/festival.html and the HSHAZ with:
- **Roar into Archaeology on 23 July at The Quadrant Shopping Centre:** We were joined by Memma the Cavewoman from Prehistoric Experiences www.prehistoricexperiences.com/meet-the-tribe and there was an archaeological artefact trail with 205 prizes given out. However, there were a greater number of participants as not all participants (older children and adults) collected prizes!
 - **Around the World Featuring Dunstable Festival of Archaeology on 30 July in Priory Gardens:** The Festival of Archaeology element of this event comprised HSHAZ activities. We were joined by local groups, archaeological specialists and a number of third parties including a food historian and reenactors. Details of who we were joined by are on the Facebook event page

www.facebook.com/events/725717802172348/?active_tab=discussion. Three free flintknapping workshops were run during the day. The sessions were all fully booked, but some participants were late to the first session due to traffic problems. Lots of positive feedback has been received about the day and some positive feedback on social media including the following: "Great flintknapping session yesterday at the Archaeology festival. We made flint scrapers. Such an interesting experience. www.primitive-technology.co.uk"

- **Ashton Square Day on 6 August at Ashton Square:** There were HSHAZ activities at Ashton Square Day including History Alive Trail with a prehistoric person, Roman, Highwayman and other characters. There were also other guests including the Dunstable and District History Society, Hysterical History, Enrichment Through Archaeology, the Longthorpe Legion and Richard Rees. Richard Rees was running sketching and painting workshops based on images of High Street South.

5.5 There have been various other HSHAZ activities at several events and standalone activities since 6 June including:

- HSHAZ activities including HSHAZ themed crazy golf at the Jubilee Market on 11 June.
- HSHAZ activities including Digging for Stories trail, the Mulberry Dyer, the Longthorpe Legion, Paul Vitty and the History Knights at Party in the Park on 9 July.
- Activities including Memory Workshop with Dunstable Cultural Consortium at Love Parks Free Older People's Wellbeing Day on 12 July.
- HSHAZ Activity comprising caricature artist to create historical themed portraits at Love Parks Gin and Tea on 15 July.
- Cave people from Prehistoric Experiences www.prehistoricexperiences.com/ on 29 July at Grove Corner.
- Bricks McGee Local Landmarks Lego Workshops on 5 August at Grove Corner comprising a number of timed sessions with up to 30 participants per session.
- HSHAZ activities at Summer Activities Arts and Crafts on 11 August.
- The Adventure Out Games new Puzzle Trail Game only ran for a short period of time in later May and earlier July and Escape Games Company Ltd contacted officers on 28 July to advise that they were ceasing the trade with immediate effect.

6. **AUTHOR**

6.1 Michelle Collings - High Street Heritage Action Zone Programme Manager
Michelle.collings@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE
MONDAY 5 SEPTEMBER 2022

EVENTS

Purpose of report: For information only.

1. EVENTS PROGRAMME 2022 REVIEW

1.1 St George's Day

The first St George's day celebrations since 2018 took place with an estimated 1,500 people attending the event. The event has received fantastic feedback via Survey Monkey and Facebook.

1.2 Motor Rally

This event was very well attended, feedback has been incredibly positive from the public and participants of the event. The additional children's entertainment, HSHAZ attractions and music alongside the classic cars were a success engaging new audiences that may not have normally attended this event.

1.3 Queen's Jubilee Concert

This celebrative event was very received by those who attended. Despite the late arrival and damage to parts of the screen, there was a good crowd for the duration of the event. Priory House's Take Out Special, glow stick stall and the special VIP area proved popular.

1.4 Dunstable Live

Dunstable Live went well despite the inclement weather with an estimated attendance of over 3,000 across the day with no incidents recorded. The theme of 'Best of British through the decades' was well received as highlighted by feedback on Facebook and through Survey Monkey.

1.5 Party in the Park

This was a well-attended event. It was noted that lots of families attended throughout the day enjoying the range of attractions across the site in particular watching the entertainment on stage with the community groups, local artists and headliner. There was a good atmosphere, the feedback highlighted that this event had been very much missed the last few years and it was good to be able to meet up with friends and family at Party in the Park again.

The variety of performances on stage overall was well received by the public with various positive comments on the different acts. The structure of the line up as well as the additional attractions to the event such as the HSHAZ activities has helped to create a more family friendly atmosphere with only one incident which required police attendance. It was noted by both security and St John Ambulance that the audience demographic has changed compared to previous years' Party in the Park

leading to fewer incidents and an overall good and friendly atmosphere. The police feedback was also positive and were happy with how the event went when they visited during the event.

1.6 **Band Concerts**

The band concerts have all gone well, below is the attendance at each session.

Band	Attendance
Dunstable Town Band	63
Dunstable Salvation Army Band	106
The Heath Band	73
Toddington Town Band	96
Chiltern Hills Brass Band	64
Welwyn Garden City	98

This year, six Sunday Band Concerts took place over the summer with two brass bands playing per day. With the two sessions per day, it was noted that there has been a change of audience with more younger families attending. Feedback received on the day of the event has been that visitors have travelled to Dunstable to attend the concerts due to its structure, meaning it was more of a day out. Overall, the number of attendances has been good taking into account inclement weather during some of the sessions.

1.7 **Around the World**

Around the World featuring the Dunstable Festival of Archaeology held on Saturday 30 July went very well with an estimated number of attendances at 4,000 across the day. Public feedback via Survey Monkey and on Facebook have been incredibly positive, it highlighted once again that the combination of Around the World activities and entertainment alongside HSHAZ attractions were welcomed and engaged a wide range of ages and interests.

1.8 **Priory Pictures**

The attendance of the rescheduled Priory Pictures on Saturday 20 August was estimated at over 1,000 across the day. Feedback has been positive from those that attended.

2. **EVENTS PROGRAMME 2022 – FORTHCOMING**

2.1 **Priory Proms in the Park**

Priory Proms in the Park will take place in Priory Gardens on Saturday 10 September from 6.00 pm until 10.30 pm (BBC to confirm finish time). The evening starts off with Dunstable Town Band followed by Joe and Kirsty Corrigan of Signature Swing before the main broadcast takes place at 7.00 pm. The BBC broadcast will be shown live via a giant screen. In the interval Signature Swing will be performing another set. At the time of writing officers are liaising with the Safety Advisory Group to ascertain whether it is considered safe and responsible to have the finale fireworks. An update will be provided at committee.

2.2 **Christmas Carols and Torchlight Procession**

Officers are currently planning this event. A letter will be sent to all schools inviting the children to take part in the Torchlight procession in September. The road closure

has been submitted which allows the A5183 to be fully closed during the whole event.

It is also hoped that the Grove Theatre can participate with some of the pantomime cast and Santa has been booked. The contractor BBB will be providing the light show finale.

3. PLANNING AND DEVELOPMENT FOR 2023

- 3.1 Members will be aware that the September committee is traditionally where the following year's event dates are agreed. However, due to the ongoing Events Review, officers will present the 2023/24 dates to the November committee to allow officers more time to consider the programme after reviewing and evaluating this year's events.

4. EVENT REVIEW COMMITTEE

- 4.1 To date, a number of event specific surveys have been received. These surveys have been undertaken via Survey Monkey, Talk of The Town, Facebook, surveys taken on the day via a QR code which is shared on posters displayed around the event area and on the DTC website. Findings will be presented to the working group.
- 4.2 The working group will be meeting in September to review the following events:
- St George's Day
 - Motor Rally
 - Dunstable Live
 - Party in the Park
 - Around the World
 - Priory Pictures
 - Priory Proms in the Park
- 4.3 So far, a total of 468 questionnaires have been collected from the public; currently over 92% are satisfied or very satisfied, 5% neither satisfied or dissatisfied and with only 3% dissatisfied with the events programme. The results have been positive, with some good suggestions to take on board for future planning. Appendix 1 shows the results including feedback from open ended questions from St George's Day to Around the World. Officers and contractors have also received fantastic feedback during the events, overall, the main comments have been how great the events are and how happy that they are back. Respondents also really appreciated how many free activities there were to do especially at Kidzone in Party in the Park and at Around the World.

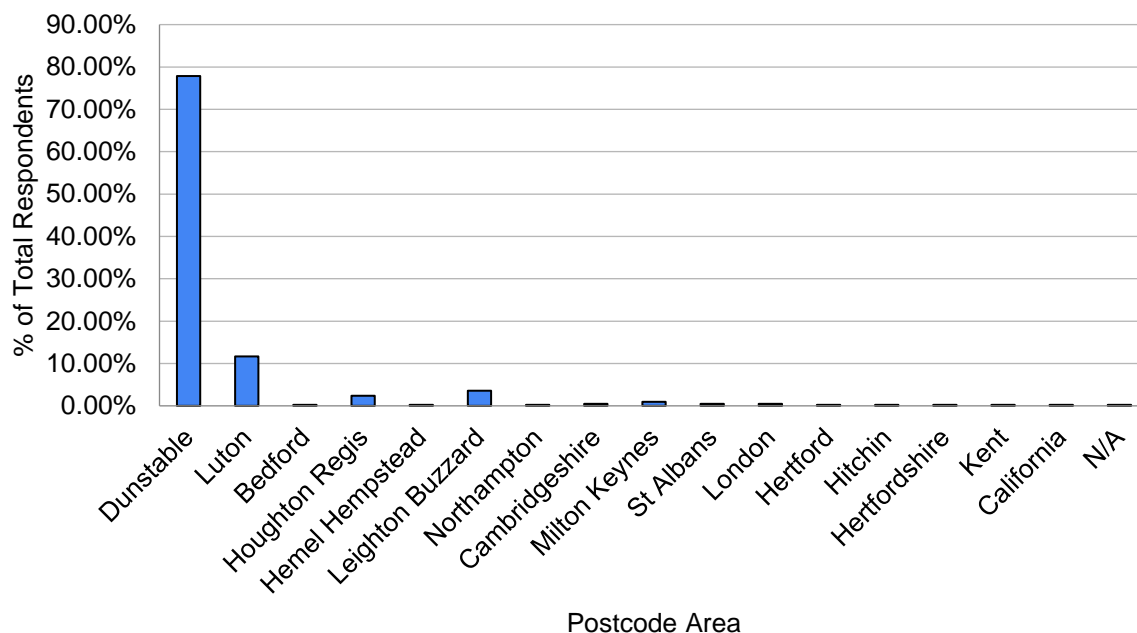
5. AUTHOR

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

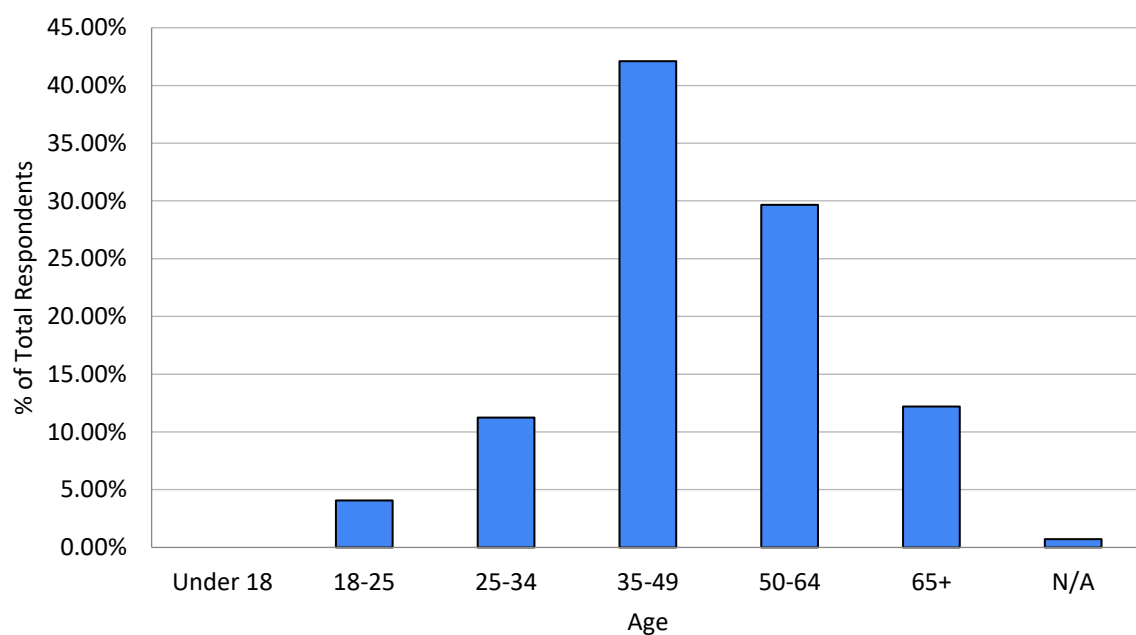
EVENTS SURVEY RESULTS 2022

Below are a couple of key questions asked in the survey, the results are based on findings collated from St George's Day to Priory Pictures, to date, 468 people have responded.

Q1 where have you travelled from today?



Q2. What is your age?



Q3. How likely are you to recommend Dunstable events to a friend?

Extremely Likely	57%
Very Likely	25%
Likely	13%
Not Likely	2%
Very Unlikely	2%
Extremely Unlikely	1%

Q4. How would you rate the advertising of Dunstable Town Council Events?

Extremely Good	22%
Very Good	30%
Good	24%
Neither good nor bad	8%
Bad	3%
Very bad	0.5%
Extremely Bad	0.5%
Skipped question	12%

Q5. How did you hear about the Dunstable Town Council Events?

Facebook	51%
Twitter	2%
Talk of the Town	16%
Noticeboards	9%
Word of mouth	10%
Email	3%
Website	5%
Other	4%

Q6. Was there anything you particularly liked or disliked about Dunstable Town Council events?

- Great entertainment, wide range of free activities, suitable and enjoyable for families with young children
- The variety of activities meant something for everyone. It was nice to have a mix of local organisations and side attractions
- Having to pay for parking, should be free in events days
- Great fun, good atmosphere, something for everyone
- More stalls would be good.. more variety
- Loved it all, had a great time with family. Fantastic atmosphere
- I felt safe, very well organised, great music, local event and it was free.
- Liked a good mixture of things to see and participate in
- Just the acts could of been better. Last time the Freddy Mercury was amazing, this time, nothing like him. Was better with a band, not backing track
- The addition of the history element was fabulous. Really enjoying all of the local history events locally.

Q7. Are there any other activities, entertainment or themes of music you'd like to see at future Dunstable Town Council events?

- Nope, you cover a fantastic range!
- More live music in the park. It seems like the live music events are getting less and less.
- This year's programme has everything, I like the variety. More of the same.
- More festivals, with more live music for people to go to. Maybe themed by era of music, like 90s pop festival, 80s festival, 2000s etc.
- Local talent!
- More of the same please

Q8 Do you have any other comments regarding the events programme as a whole?

- Just pleased they're back on again! We're always impressed with the family friendly events you put on.
- It was very well organised and a good couple of hrs out of the house
- Very well organised we had a great laugh with friends and family and the entertainment was fantastic
- Had a great time, these events are really welcome after the last 2 years. Thanks Dunstable Town Council.
- Could have been better stalls.
- You should be so proud of this event, it was so well run. Every council should come and see what you do. well done
- It was really good entertainment, there was security and plenty of facilities
- Great event which showed just how multicultural and FRIENDLY Dunstable is. I look forward to the next event!
- Always look forward to the various events that are put on all year round . Something for everyone at one time or another
- A big screen further down the field showing the stage would be good as once that area was full we had to sit behind the trees. We could just about hear the music but we couldn't see anything.
- Think they are great and grateful they are free, we are very lucky! Look forward to all the events throughout the year
- Dunstable Council are doing amazing putting on these free events for us
- This and the latest events run by Dunstable council have been really great. We have tried to attend all of them and to tell people about them too

Q9. How satisfied were you with the visit?

Very Satisfied	56%
Satisfied	35%
Neither	5%
Dissatisfied	2%
Very Dissatisfied	2%

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE

MONDAY 5 SEPTEMBER 2022

PRIORY HOUSE

Purpose of Report: For Information only.

1. OPERATIONAL ISSUES

- 1.1 There have been some staff shortages over the past couple of months due to sickness and staff resignations, these have been managed with casual staff and staff taking on additional hours.
- 1.2 The team are all set for the refurbishment works to commence on 12 September. The management team have now moved into the top floor office, to allow the registrar to use the previous management office, whilst the works are taking place.
- 1.3 Tea Time Tales have moved to Grove House whilst the works are taking place.

2. TOURIST INFORMATION CENTRE AND RETAIL OUTLET

- 2.1 The pet and garden stock has proved very popular with customers. Officers are currently ordering stock for the autumn season.
- 2.2 Showcase shelving has had a review of the terms and condition, there are currently two showcase shelves booked for September.
- 2.3 Facebook is being used to promote in house events, weddings, functions, and stock - this has been working well. Frenchic paint still continues to sell well and is attracting a lot of new customers to the house.
- 2.4 The website is being used to book Afternoon Tea's, events, and workshops. This has proved successful and provided a quicker and easier service for customers.

3. THE JACOBAN ROOM

- 3.1 There are 11 weddings and one vows renewal booked for the rest of the year. There are four weddings confirmed and paid for 2023. The wedding fayres are still proving an excellent way to promote Priory House as a wedding venue. The next wedding open day is 25 September.
- 3.2 The first outdoor wedding went very well, the Registrar was very pleased with the set up and officers have received fantastic feedback from the couple and their guests. There are another two outdoor ceremonies booked for this year.
- 3.3 The Jacobean Room is currently booked for 64 paid functions or room hires, including weddings see 3.4 for details. There are also 30 bookings are 'in house' meetings/events that are non-chargeable e.g., Friends of Priory House meetings, HSHAZ workshops, History Society etc.

3.4

2022	Chargeable	Not chargeable	Bookings
<i>January</i>	7	1	8
<i>February</i>	5	3	8
<i>March</i>	7	5	12
<i>April</i>	7	5	12
<i>May</i>	6	3	9
<i>June</i>	9	1	10
<i>July</i>	5	2	7
<i>August</i>	4	2	6
<i>September</i>	6	3	9
<i>October</i>	5	2	7
<i>November</i>	2	2	4
<i>December</i>	1	1	2
Total	64	30	94

4. EVENTS

- 4.1 Priory House had an outside stall at the summer events this year, which proved popular for takeaway tea and coffee, and also for selling sweets, cakes and treats. It was also a good marketing opportunity to promote the other services within Priory House.
- 4.2 Officers are currently planning a number of workshops, which included a Halloween theme activity, Christmas wreath making and Christmas cake decorating.
- 4.3 Officers are also looking into options for the Christmas events including meeting Santa and the return of the pet sleigh day. All events would need to be outside due to the works taking place in the house.
- 4.4 The love parks G&T evening in July was very well attended, with a take of over £1,300. Officers will be planning more of these evenings for next summer, as well as scoping whether there would be enough interest to host some inside the house during the winter months.

5. PRIORY HOUSE TEA ROOMS

- 5.1 The tea rooms have been trading extremely well over the summer and has seen a significant increase in footfall and income compared to previous years.
- 5.2 The Summer Afternoon Tea has sold well with 120 being sold throughout the summer. Our next themed afternoon tea will be for Halloween.
- 5.3 There has been a recruitment of casual staff to assist with the busy summer period. As a result, two casual contracts have been issued.
- 5.4 The Dog Afternoon Teas are becoming popular, with customers giving excellent feedback. Currently 12 dogs have taken afternoon tea at Priory House. The Catering Manager is currently exploring options to sell the homemade dog treats in the gift shop.
- 5.5 Sunday Afternoon Teas are proving popular, with 54 afternoon teas being sold on a

selected Sunday of each month since April. Officers are currently looking into options to open on more Sundays to accommodate for the Undercroft being closed, should there be a demand.

6. **FINANCE**

6.1 Priory House Tea Rooms takings comparison ex VAT as of 31 July 2022.

Total Income including additional income 2022/23 **£51,437.04**

6.2 Members will see the tea rooms takings are up by £18,222 compared to the first quarter in 2021/22. Officers feel this is due to the improved situation with Covid, improved marketing and more involvement with the events programme.

	2021/2022	2022/2023	Variation 2022/2023 to 2021/2022	% Difference	Add Income 2021/22	Add Income 2022/23	Variation 2022/23 to 2021/2022	% Difference
APRIL	£4,047.53	£10,620.03	£6,572.50	162	£58.31	£624.36	£566.05	971
MAY	£7,062.15	£14,524.62	£7,462.47	106	£809.54	£737.92	£-71.62	-8.8
JUNE	£8,330.67	£11,185.08	£2,854.41	34	£154.63	£623.59	£468.96	303
JULY	£10,788.45	£12,121.87	£1,333.42	12	£42.08	£999.57	£957.49	2275
TOTAL TO DATE	£30,228.80	£48,451.60	£18,222.80	60	£1,064.56	£2,985.44	£1,920.88	180

6.3 Priory House gift shop takings comparison ex VAT as of 31 July 2022

	2021/2022	2022/2023	Variation 2022/2023 to 2021/2022	% Difference
APRIL	£268.19	£1,157.44	£889.25	332
MAY	£579.39	£1,831.76	£1,252.37	216
JUNE	£452.40	£1,699.35	£1,246.95	276
JULY	£684.08	£1,155.72	£471.63	69
TOTAL TO DATE	£1,984.06	£5,844.27	£3,860.21	195

6.4 Members will see that the shop has performed extremely well compared to the first quarter last year with an 195% increase in income. This is due to Frenchic paint, popularity in new stock and better promotion and marketing of the shop via social media and through our events programme.

6.5 It is anticipated that the new seating area and coffee machine will continue to increase

the shop income.

7. GROUND FLOOR RECONFIGURATION

- 7.1 Since the decision at Finance and General Purpose not to allow reserve monies to be spent on improvements to the shop area of the house, officers have looked to see how the ground floor can be better utilised with an investment of up to £10,000 as approved by the chair.
- 7.2 Since August new tables, chairs and a bean to cup coffee machine have been in place. These have been used regularly and a secondary spend on gift shop items from those sat at the table and chairs has been noted by staff. This addition also means Priory House is now able to offer a quicker takeaway service. This has already proved very popular, especially on Saturdays and market and event days.
- 7.3 In the Tea Rooms there have been additional point of sale opportunities, which has had a similar result of secondary spend which is also positive.
- 7.4 Officers requested further direction and clarification from all councillors regarding how to reduce the loss of income from the 9-month closure of the Undercroft, how to reduce the overall subsidy for Priory House and how best to use staff at Priory House. The following has been received which officer have and are continuing to investigate:
- Removal of cube display boxes in current shop area, making more use of all shelving and add additional cafe seating.
 - *Officers will investigate with contractor.*
 - For duration of works remove the "lounge" furniture and put in Undercroft tearoom tables and chairs to maximise covers.
 - *This is already planned for the beginning of works*
 - For duration of works remove in tearoom area near till, the dresser and barrow and maximise space with seating.
 - *Officers have considered this option and still need to resolve where to store the dresser during the works and also where to store its contents (e.g. coffee beans, sugars menus etc).*
 - For the duration of the works erect a temporary structure outside Priory House linked to the main building and heated to give some extra tables?
 - *With it being an open public park there would need to be security during the evening to ensure that the structure was safe and secure. The additional cost to this, means that there is no financial benefit to this option.*
 - Maximise on marketing opportunities
 - *Officers are already undertaking this including use of social media, website, ToTT, showcase window etc.*
 - Offer Priory House 'goods and services' at other DTC sites e.g. Creasey Park Community Football Centre.
 - *Officers are investigating options.*
 - Reduce the size of the till area in the shop, providing space for more covers and/or display areas.

- *This is what was proposed in June as it is believed by officers that this part of the shop could be better configured to ensure that space is used more efficiently.*
- Introduce new lines of stock which are Dunstable branded e.g. confectionary, biscuits, dog treats etc.
 - Officers are investigating available products.
- Extend the alcohol offer e.g. not just one off G&T events with regularly opening to make the use of the building of an evening.
 - *Officers were already considering future events and will now also consider staffing and opening options to maximise use of the building when it is currently closed.*
- Lease the space to a third party.
 - *This brings several options e.g., whole building or all the ground floor (both of which would bring significant staffing implications and the grant may prohibit this anyway) or just the shop space (which would have less of a staffing implication). Officers would need further time to scope out the full costs and detail of these options should this be something the committee would like explored. These options could only be facilitated post works due to the unknown operational disruption.*

8. **AUTHOR**

8.1 Lisa Stephens, Cultural Services Manager
lisa.stephens@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL

COMMUNITY SERVICES COMMITTEE

MONDAY 5 SEPTEMBER 2022

SERVICE LEVEL AGREEMENT APPLICATIONS

Purpose of Report:	The purpose of this report is for members to consider the second round of four-year Service Level Agreements.
---------------------------	---

1. ACTION RECOMMENDED

- 1.1 The purpose of this report is for members to consider the second round of four-year Service Level Agreements.

2. BACKGROUND

- 2.1 In February 2022, Council approved the allocation of £10,000 to fund the community and voluntary sector, £9,000 for Service Level Agreements and £1,000 for smaller seed corn funding. However, with Priory Church of St Peter turning down the £1,000 SLA this leaves £10,000 as an overall budget.
- 2.2 In March 2022, officers began marketing and promoting the funding opportunity on social media platforms, in Talk of the Town and directly with groups, organisations and umbrella voluntary organisations.
- 2.3 At the June committee five applications were considered with three being successful, totalling £5,500 being awarded with £4,500 remaining in the budget for further consideration.
- 2.4 It should be noted that the seed corn funding is not for consideration at committee. The aim is for a speedy turn around enabling new and emerging groups to react quickly to local needs and therefore a decision on grant is made by the Head of Community Services in conjunction with the Chair of Community Service Committee. To date there have been two (Dunstable Wombles and Hillcroft Allotments) successful applications with £367.85 remaining.

3. MAIN CONSIDERATIONS

- 3.1 The committee is required to consider all the applications listed in section 8 of the report.
- 3.2 In addition to these applications, organisations had to also provide the following:
Health and Safety policy and Risk Assessment(s).
Safe guarding policy (where applicable)
Equalities Policy
Accounts

With the supporting documents that have been provided, officers have no concerns.

- 3.3 Of the two applications officers believe one fully meets the criteria and should be considered this being SORTED Counselling services. This would establish a new service and whilst the number of beneficiaries is low, this reflects the true cost of such an important service if undertaken professionally.
- 3.4 Of the second application – Keech Hospice – officers believe it would bring no additional services to Dunstable and could not guarantee that the beneficiaries would even come from Dunstable. It would see the Council funding hospice services £16,000 over the next four years, due to the fact that Dunstable Hospice At Home were successful at the first round of funding.
- 3.5 Aside from the most recent applications, officers wish to bring to the attention of the committee that Bedfordshire Rural Communities Charity (BRCC) has not signed the revised SLA following the decision at June's committee to increase their SLA award. BRCC have concerns regarding original details in the SLA for which they were awarded £500, and therefore until this has been resolved it is not possible to issue a new SLA and awarded monies. Officers are continuing to meet and liaise with the appropriate officer at BRCC and will update at a future committee.

4. FINANCIAL IMPLICATIONS

- 4.1 The Council allocated £9,000 for Service Level Agreements in the 2022/23 budget, and then had a further £1,000 become available from the original SLA budget, thus totalling £10,000. To date there is still £4,500 remaining. The total value of the two applications combined is £4,000, which could be covered by the allocated budget. However, it would also mean that there will be just £500 over the next four years available to others from the Voluntary and Community Sector. Members will need to take this into consideration when awarding SLA grant amounts, but officers do not recommend going back with a counter offer, but to simply agree to the full SLA request or not.

5. HEALTH AND SAFETY IMPLICATIONS

- 5.1 None.

6. ENVIRONMENTAL IMPLICATIONS

- 6.1 None.

7. POLICY AND CORPORATE PLAN, HUMAN RESOURCE, LEGAL AND EQUALITIES IMPLICATIONS

- 7.1 All applicants have been asked to submit their equalities policy and no awards would be given to organisations who fail to do this.
- 7.2 All applicants have been asked how the SLA will benefit Dunstable, thus it is possible to assess the applications against the delivery of our corporate objectives.

8. APPENDICES AND BACKGROUND PAPERS

8.1 Appendix 1. Application for SLA – SORTED Counselling Ltd

8.2 Appendix 2. Application for SLA – Keech Hospice

9. CONCLUSION

9.1 Members are required to make a decision on this second tranche of Service Level Agreement grant applications. Section 3 of the report provides the officer recommendations based on the applications and the supporting documentation.

10. AUTHOR

10.1 Becky Wisbey - Head of Community Services
Becky.wisbey@dunstable.gov.uk

Name of Organisation:	Sorted Counselling Services
Organisation website/social media:	www.sortedbedfordshire.org.uk
Select category:	Charity
Charity number (if applicable):	1141928
In no more than 500 words, please give your aims.:	<p>At Sorted our aim is to deliver emotional and psychological support to children and young people in Dunstable and the surrounding area. This is delivered by qualified and trainee counsellors and psychotherapists through time limited talking therapy and with more targeted work with younger children through art therapy and play therapy.</p> <p>Our aim is to provide a place where children and young people can talk openly about things in their life that they are struggling to cope with and hopefully build coping strategies with them through the 12 free counselling sessions on offer. The service is totally confidential. Our field of speciality includes children and young people's emotional wellbeing, sexual abuse and domestic violence.</p>
How much are you applying for? Please submit in the format of £xxx.xx:	£2000.00
In no more than 1000 words, please state what you need this grant for and how this will benefit Dunstable.:	<p>At present the charity's grant funding covers the age range 5-18. Whilst we advertise via our website that we provide counselling for the 19-25 age bracket in reality that age range doesn't get the same level of focus as the younger ages and as such counselling isn't provided as readily. We want to change that by gaining funding to pay a new counsellor to work with the older age range. Whilst the counsellor will also work with younger people their focus will be to concentrate on clients within the older age range that are on our waiting lists.</p> <p>The benefits for Dunstable will be varied. We often find that when young persons are suffering with their mental health and wellbeing that they can often display negative behaviours and get themselves in to trouble. With a more positive mental attitude they are more likely to engage in the community in a positive way, giving back to their locality rather than perhaps taking from it. We've also found that the young persons in the higher age bracket are more likely to talk about their experiences of counselling to friends and family and this leads to more people seeking help for their mental health rather than suffering in silence.</p>
In addition, what are you going to be able to do as a result of this funding? (500 words or less):	<p>We will employ a new counsellor or direct one of our existing counsellors to focus upon the higher age bracket between 19 and 25. An annual grant of £2k will allow us to offer 12 free counselling sessions to 9 new clients over the course of a year. We pay our counsellors £18.50ph currently.</p>
What new initiatives will you add? (500 words or less):	<p>We have recently had some success in recruiting an ambassador to represent Sorted at various events. Ben received counselling via Sorted and as a result of his positive experience of counselling has agreed to</p>

work with us on a voluntary basis to promote our work wherever he can.

We feel that clients in the age range 19-25 find it easier to engage with new client's parents/guardians and so we will use the new increased focus on the older age range to hopefully recruit some more ambassadors who will in turn help spread the word about Sorted's services.

What other funding are you currently in receipt of? Please include the Funder, the amount, and the start and finish dates.:

National Lottery 5 year grant £185k starting 2022 to 2026
Children in Need 1 year extension grant £40k starts Sept 2022 to Aug 2023
Tokko Youth Centre £21k due to start April 22 for 12 months.

Name of Organisation:	Keech Hospice Care
Organisation website/social media:	keech.org.uk
Select category:	Charity
Charity number (if applicable):	1035089
In no more than 500 words, please give your aims.:	<p>Keech Hospice Care is the adult hospice for Luton and south Bedfordshire, and children's hospice for Bedfordshire, Hertfordshire, and Milton Keynes. All of our patient services are free, and we are one of very few hospice charities in the UK that provides specialist care for both adults and children. The patients we help all have life-limiting illnesses and this makes their needs very complex. Our services are provided through our specialist facilities and support services both at our hospice in Luton, and out in the community. Taking a holistic approach to care, we focus on the physical, emotional, and practical needs of our patients and their loved ones. Our teams are there for the whole family, both at times of crisis and when we are needed day-to-day.</p> <p>Between our 8-bed adult in-patient unit and 5-bed children's in-patient unit we provide hospital transition stays, symptom management, crisis stays and end-of-life care. Every patient gets a tailored treatment plan. For children and their families we offer out-patient care through specialist nursing, focused play, educational activities and memory work. We also provide social and peer-to-peer support groups including monthly teenage groups and Tots and Toys, our weekly 'play and stay' group for pre-school children with a life-limiting condition.</p> <p>For adults, our purpose-built Wellbeing Centre enables our specialist team of care professionals to come together and provide tailored out-patient support to individuals with a life-limiting condition. There is nothing else like it being offered locally and this service helps put patients at the centre of everything we do. Looked after by our expert team – made up of specialist nurses, doctors and health care assistants, a range of therapists, social workers and bereavement support – each patient is given an individualised, holistic programme of support to help them live well for longer. Programmes may include pain management, blood transfusions, rehabilitative support through exercise groups, complementary therapy, and bereavement support. The aim is to help patients to manage their condition, keep them out of hospital, and remain independent for as long as possible.</p>
How much are you applying for? Please submit in the format of £xxx.xx:	£2000.00
In no more than 1000 words, please state what you need this grant for and how this will benefit Dunstable.:	<p>Keech is the adult hospice for Luton and south Bedfordshire, as well as the children's hospice for Bedfordshire, Hertfordshire and Milton Keynes. Due to this, Dunstable falls within both our adult and children's care. Last year we cared for a total of 1809 patients with life-limiting conditions and 702 of their relatives and loved ones. Of these, 134 were residents of Dunstable.</p>

Dunstable residents accessed a broad range of our services including stays on our in-patient unit, blood transfusions, music and art therapy, and sessions with our palliative rehabilitation team. It isn't only patients who access our services, we are there for their loved ones also. For example, last year we carried out 56 sessions of bereavement support with non-palliative patients from Dunstable.

Our care has a knock-on effect that benefits all of our community. For every pound donated we deliver £4.91 of value to our community. This is made up of a range of factors such as reduced pressure on NHS and GP services; an increase in work output by family members who are less stressed and less likely to take time off work due to our support of their loved one; improved mental health and quality of life; and reduced likelihood of a family member having to leave the workforce to provide full-time care. In one year we saved the NHS £6.5m through reduced interventions and hospital admissions; our adult in-patient unit contributed £5.228m of socio-economic value to the community; and our bereavement service provided over £2m of financial return to our community through improved mental health and quality of life. A grant to us really would benefit Dunstable.

In addition, what are you going to be able to do as a result of this funding? (500 words or less):

It is essential that we are well funded so we can continue providing these services to our vulnerable patients, helping them to live well for as long as possible and continuing to support their loved ones for as long as we are needed afterwards.

Due to the nature of our services it is difficult for us to say we will increase our care in one area. We will be wherever the patients are. A lot of our care is now delivered in the community meaning we will actively be supporting patients in Dunstable itself. Your grant would help us towards our goal that no person with a life-limiting illness who needs our help goes without our care. This would mean that no matter how many Dunstable residents needed us, we would be there.

What new initiatives will you add? (500 words or less):

We will not be adding any new initiative as a direct result of this grant. However, as an organisation we are always looking for ways we can improve our services to reach more people. This is only possible by ensuring our current services are well funded so we have the capacity to branch out even further. As an example, we are currently looking at the ways in which we can expand our care to the homeless population; a group who can often have sporadic interactions with healthcare providers and miss out on important interventions until their conditions have progressed to end-of-life.

What other funding are you currently in receipt of? Please include the Funder, the amount, and the start and finish dates.:

Around 30% of our costs are covered by statutory funding from clinical commissioning groups. For the remaining 70% we have a wide fundraising base which includes trusts and grants, individual giving, events, community support, retail, and a weekly lottery. Last year our total income across the whole organisation was £12,629,000.