

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

Tel: 01582 513000
Fax: 01582 890606
E-mail: info@dunstable.gov.uk
Website: www.dunstable.gov.uk



DUNSTABLE
TOWN COUNCIL

David Ashlee Town Clerk and Chief Executive

Our Ref: DA/RGS

Date: 30 October 2017

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 6 November 2017 at 7.00 pm** when the following business will be transacted.

AGENDA

1. Apologies for Absence
2. Minutes of the meeting of the Community Services Committee held on 4 September 2017 (copies previously circulated).
3. Specific Declarations of Interest.
4. Events and Marketing – information report (see page 1).
5. Dunstable Town Centre Services - information report (see page 6).
6. Priory House – (see page 10).
7. Grove Corner and Community Engagement – information report (see page 13).
8. Older People's Day Care Service – information report (see page 18).
9. Reports from outside bodies:

South Bedfordshire Dial-a-Ride – Cllr Hollick
Dunstable Town Band – Cllr Sparrow

Cont'd.....

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DA/RGS
30 October 2017

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

PART 2

1. Dunstable Market (Report to follow)

Yours faithfully

David Ashlee
Town Clerk and Chief Executive

To: All Members of the Community Services Committee
Gloria Martin (Town Mayor), John Kane (Deputy Town Mayor), Pat Staples (Chairman),
Steve Elliott (Vice-Chairman), Lisa Bird, Jessica Castle, John Chatterley, Terry Colbourne,
Jeannette Freeman, Eugene Ghent, Anne Kennedy, Claire Meakins, Patricia Russell,
Emma Simmons and other Members of the Council for information.

DUNSTABLE TOWN COUNCIL

COMMUNITY SERVICES COMMITTEE

MONDAY 6 NOVEMBER 2017

EVENTS AND MARKETING

<p>Purpose of report: - The purpose of this report is to update members on the remaining 2017 events and to make a decision on the Dunstable Beer Festival.</p>
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1. FUTURE EVENTS - PLANNING AND DEVELOPMENT

1.1 Fireworks – Friday 3 November 2017

1.1.1 A verbal update will be given to the Committee detailing the outcome of the event.

1.2 Christmas Carols and Torchlight Procession- Friday 1 December 2017

1.2.1 A letter was sent out to the schools in September inviting them to attend the Christmas Carols and Torchlight Procession and officers then rang all the schools who had not responded to ensure they received the letter. To date seven schools have agreed to attend the event with four schools currently being followed up, in total 240 children are estimated to take part which is a higher number than last year.

1.2.2 Feedback has come from members regarding the positioning of the stage, it has been suggested that the members' stage goes near the tree. If members are happy with this suggestion then the Events Officer will trial it for this year.

1.2.3 The Events Officer is also contacting the adult choirs who attended last year to see if they wish to attend this year and they could also be positioned next to the tree.

1.2.4 As previously agreed the event will culminate in a short light show spectacular. BBB (Darren Woodhouse) won the tender again this year and site meetings have taken place to discuss the details of this year's show.

1.3 Christmas Activities

1.3.1 The Events Officer has been working closely with the Town Centre Services Manager on organising and marketing the Christmas activities, incentives and the ice rink. A leaflet promoting the ice rink has gone to all the lower schools on the back of the fireworks leaflet. A centre spread is included in Talk of the Town to promote all the Christmas activities taking place. Tickets are on sale via the website and in total 3,920 skate places are available over the week. A verbal update on how ticket sales are going will be presented to committee.

2. Planning and Development for 2018

2.1 Members will recall that at the September Committee in principle approval was given for the 2018 events programme.

2.2 As agreed there is a need to review the income and expenditure of the Dunstable Beer and Cider Festival. Below is the final cost for 2017 beer festival.

Expenditure	Income
£17,246.84	£14,624.25

The total event made a loss of £2,622.59.

2.3 The full implications of continuing with the beer and cider festival was detailed in the September Events and Marketing Committee report. Staffing was the main issue of this year's beer and cider festival; there was not enough staff to work and manage the event. This had implications for the wellbeing of staff and health and safety of the overall event.

2.4 If members wish to hold the beer and cider festival in 2018, as indicated in the September Community Services Events and Marketing report, Dunstable Town Council cannot resource this event with existing Council staff and volunteers. Therefore some degree of outsourcing would be required, and it is debatable whether there would be any success in sourcing such a company given the vulnerability of reaching the necessary income target.

2.5 It is considered that an expenditure budget of £20,000 will be needed for 2018 to ensure the correct amount of staffing and stock is resourced based on this year's event. Officers are suggesting DTC could subsidise the event by £5,000, however, if the income target of £15,000 is not met there are questions regarding who would be liable to carry the deficit. If an independent bar company, then officers believe it would be difficult to attract any company to partner with the Council under these terms and conditions. Therefore if members were to approve a beer and cider festival in 2018, there would have to be some understanding that the subsidy could be as great as £15,000

2.6 Members are required to make a decision as to whether there will be a beer and cider festival in 2018, noting the implication listed below.

3. FINANCIAL IMPLICATIONS (beer & cider festival)

3.1 The financial implications of running a beer and cider festival in 2018 is that the Council would need to budget for a subsidy of £5,000 (however, as noted in 2.5 this could be as great as £15,000 depending on weather and attendances at the festival).

4. POLICY AND CORPORATE PLAN IMPLICATIONS (beer & cider festival)

4.1 There are no policy and corporate plan implications.

5. HEALTH AND SAFETY IMPLICATIONS (beer & cider festival)

- 5.1 The beer and cider festival does have associated health and safety implications associated with the staffing and working hours required to take on such a large scale event. Risks have been identified which need to be limited/removed, this means; not running the event or employing a bar management company to run all 'bar' aspects of the event. This would provide experienced staff and event management assistance to the Events Officer.

6. HUMAN RESOURCE IMPLICATIONS

- 6.1 The beer and cider festival does have human resource implications. The events and marketing team are operating at high capacity, therefore members need to determine how the beer and cider festival will be resourced, as detailed above.

7. LEGAL IMPLICATIONS

- 7.1 There are no legal implications.

8. ENVIRONMENTAL POLICY IMPLICATIONS

- 8.1 There are no additional environmental policy implications.

9. CONCLUSIONS

- 9.1 The ideal format of the beer and cider festival does seem to have been reached this year, proved by income figures and attendance number. However, despite this the cost of hosting such an event is costly for the Town Council, largely because of the way the Town Council has to staff its events. It was apparent from this year's event that, whilst successful, it is not sustainable with the resources available. Members therefore need to give consideration to whether they feel a beer and cider festival is something the Town Council should be initiating, and perhaps more importantly should be subsidising? Given that the Town Council staff have identified that it is not something that they have the capacity to continue in 2018, the next question is, would an external company be interested in running such an event in Dunstable?

10. EVENTS SURVEY- INFORMATION ONLY

- 10.1 This year the events questionnaire was again available online via Survey Monkey and so far the Council has had 246 responders up from 91 responders last year. Using Survey Monkey has meant that results could be seen immediately and trends identified, along with the informal social media feedback.
- 10.2 The results are very positive and demonstrate that the Council is achieving good interaction with the community. This is encouraging as the Council has worked hard to ensure all the events are promoted as much as possible. Officers will continue to look at new ways to engage and promote the events for next year.
- 10.3 Below are a couple of key questions asked in the survey:

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

38% Excellent
 55% Good
 6% Poor

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

Facebook	82%
Talk of the Town magazine	22%
Word of mouth	21%
Posters/banners	17%
DTC Website	13%
leaflets	7%
Local newspaper	5%
Twitter	1%

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

iii) Did you know that Dunstable Town Council is the principal funder and organiser of these events?

78% Yes
 21% No
 1% Unknown

iv) Overall how would you rate Dunstable Town Council's events programme in 2017?

48% Very Satisfied
 46% Satisfied
 6% dissatisfied

11. WEBSITE

11.1 Website visits to the Council's site are as follows:

	2017 (to date)	2016
Page users	54,424	64,039
Page views	187,624	245,292

The website statistics are showing that the Council website is still achieving good interaction and visits throughout the year. With officers engaging more with the public on events and services via a Facebook event page, the Council is achieving more interaction than by using the website alone.

11.2 A new website is needed to keep up with new technologies, officers have gone out to new companies to gain quotes and a new website is planned within the next three to four months. The new website will help maintain and improve good interaction, publicity, and allow online form filling and job applications which will be easier for staff and the public to use.

12. SOCIAL MEDIA

12.1 The Council Facebook currently has 3,720 likes, with CPCFC having 263 likes, Town Ranger 469 and Grove Corner having 402 likes. The council Twitter accounts have the following number of followers:

DTC - 1705
Creasey Park CFC - 557
Dunstable Town Centre - 1695
Dunstable Events - 1737
Priory House – 361

12.2 Officers are continuing to use Facebook and Twitter as one of the Council's main marketing tools. This year more effort has been made using Facebook event pages, which receive very good interaction. For example, the Fireworks event page has now reached 82,000 people (people who have seen the page) and from that 3,800 have gone on to click on the page after which 2,800 people have responded/interacted with the page directly.

13. TALK OF THE TOWN 2018

13.1 Distribution dates for 2018 are 18 January, 5 April, 5 July and 18 October.

14. AUTHOR

14.1 Lisa Vincent – Events and Marketing Officer
Email: lisa.vincent@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 6 NOVEMBER 2017****DUNSTABLE TOWN CENTRE SERVICES**

Purpose of Report: For information

1. DUNSTABLE MARKET**Traders**

- 1.1 At the time of writing there were seven individual, regular traders on Dunstable Market. In addition there were four casual traders attending regularly to trade.
- 1.2 The table below details the number of traders for September and October 2017 on each trading day:

Sep 2017

DATE	NUMBER OF TRADERS	NUMBER OF PITCHES
Fri 1st	3	3
Sat 2nd	8	10
Weds 6th	9	13
Fri 8th	4	4
Sat 9th	17 (8 event stalls)	19
Wed 12th	9	12
Fri 15th	4	4
Sat 16th	16	20
Wed 20th	13	16
Fri 22nd	6	6
Sat 23rd	17	19
Wed 27th	11	14
Fri 29th	2	2
Sat 30th	14	16

Oct 2017

DATE	NUMBER OF TRADERS	NUMBER OF PITCHES
Wed 4th	12	16
Fri 6th	7	8
Sat 7th	11	14
Wed 11th	9	12
Fri 13th	3	3
Sat 14th	18	21
Wed 18th	7	10
Fri 20th	2	2
Sat 21st	21	25
Wed 25th	13	16

Finance

- 1.3 The table below details Dunstable Market Profiled Income and Expenditure Report to end September 2017/18.

	April	May	June	July	August	September
Budgeted Expenditure	£8,379	£6,627	£6,632	£6,627	£6,629	£6,630
Actual Expenditure	£7,251	£5,736	£5,335	£6,056	£7,866	£6,562
Variance	£1,128	£891	£1,297	£571	-£1,237	£68
Budgeted Income	£2,583	£3,083	£3,584	£3,583	£3,583	£3,584
Actual Income	£2,863	£1,752	£2,888	£2,154	£2,294	£3,133
Variance	£280	-£1,331	-£696	-£1,429	-£1,289	-£451
Total Variance	£1,408	-£440	£601	-£858	-£2,526	-£383
Overall Variance	-£2,198					

- 1.4 As can be seen from the table, the £2,000 from August is due to the Gazebos purchased in that month. This will right its self by the end of the finical year. Whilst the Themed and Craft Markets have attracted new traders, the number each month has varied, especially dependent on the theme and over the summer holiday period. Further detailed information on the Themed and Craft markets is given below. Members are reminded that all traders in attendance on themed and craft dates are charged at a discounted rate of £15.00.
- 1.6 As well as continuing to promote the market, officers have also been investigating ways to minimize the expenditure such as reviewing the level of waste collection and adjust the times of the portering to make the operation more efficient. Officers will continue to look at both ways to maximize the market income and to manage expenditure by having a focused customer service for new traders and with the regular traders

Staffing

- 1.7 As members are aware recent recruitment to the position of Market Porter has been unsuccessful resulting in the ceasing of the portering from 25 October. At time of writing three individuals had been shortlisted for interview to the position of Market Supervisor which is also vacant, a verbal update on the recruitment to this post will be given at committee.

- 1.8 Details of the options available, with full budget implications are provided in part II of this agenda.

Programme of Themed Markets for 2017

- 1.9 The table below details the number of additional traders the themed markets have attracted on each day, to date.

Date	Theme	No. Traders
12 Aug	Pre loved	2
9 Sep	Charity day	9
14 Oct	Autumnal	9
11 Nov	Food and drink	6 so far
9 Dec	Christmas	8 so far

Creative Craft Market

- 1.10 As Members will be aware, in addition to the themed markets there is a programme of Creative Craft Markets with goods handmade in Bedfordshire, taking place on the third Saturday of each month, through to December.
- 1.11 The table below details the number of additional traders the craft markets have attracted on each day, to date, together with the number of traders booked on so far for the November and December markets.

Date	No. Traders
Saturday 16 Sep 2017	7
Saturday 21 Oct 2017	10
Saturday 18 November 2017	8 so far bookings are coming in
Saturday 16 December 2017	9 so far bookings are coming in

- 1.12 As the Theme markets have been popular over the last few months as well as the craft markets we will be looking at starting these again from April 2018.

2. ASHTON SQUARE TOILETS

- 2.1 Despite going out to advert for the position of Town Centre Janitor, no applications were received. The additional hours are currently being undertaken by one of the existing part time Town Centre Janitors. However, this leaves the service vulnerable at times of sickness or annual leave.
- 2.2 Officers are currently unable to find an acceptable solution to this operational issue and request members to note the possible future problems this service may experience.

3. CHRISTMAS ACTIVITIES AND EVENTS

- 3.1 The Christmas Carols and Torchlight Procession, which will be on 1 December, is being fully supported by the Ashton Square traders. Shops are staying open with a

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Christmas tree competition as well as children's rides and hot food and drinks on offer all evening.

- 3.2 During the Ice rink week, two of our market traders will be staying the whole week to provide refreshments and hot food. The shops in Ashton Square have indicated that they will stay open a little later to also provide refreshments.
- 3.3 During the month of December the market will be holding its Christmas Market on 9 December and a craft market on 16 December, with a free grotto for the children. On the 23 December the Market will have the Church choir singing.

4. **AUTHOR**

- 4.1 Annette Clynes – Town Centre Services Manager
Email: annette.clynes@dunstable.gov.uk

DUNSTABLE TOWN COUNCILCOMMUNITY SERVICES COMMITTEE6 NOVEMBER 2017PRIORY HOUSE

Purpose of Report: For Information, and decision on National Express charging.

1. OPERATIONAL ISSUES

- 1.1 Priory House re-advertised for the position of Casual Waiting/Kitchen Assistant. One candidate was successful and has been offered the post.
- 1.2 The Manager of Priory House continues to be on long term sick leave. The Priory House Assistant Manager and the rest of the Priory House Team are ensuring that there is a limited impact on the day to day operations. Due to staff sickness in the Tea Rooms there have been a few occasions over the last month where the kitchen has had to be closed, whilst still offering drinks and cakes.

2. TOURIST INFORMATION CENTRE AND RETAIL OUTLET

- 2.1 Showcase Shelving is fully booked for both October and November. Officers approached those trading at the October craft market to promote the Showcase Shelving, it is hoped that a couple might trade in the shop during December.
- 2.2 Christmas stock has been ordered and the first deliveries have been made. The Priory House Christmas stock will be on sale from Monday 30 October.
- 2.3 A further study was undertaken into National Express. The table below gives details of a one week period.

Snapshot of National Express bookings 02.08.17 – 10.08.17	
Number of NX customers	24
Number of bookings	17
Time taken to manage enquiries	4hrs 20min
Expenditure	
Staff costs @ £9 per hour	£38.00
Telephone call cost	£6.00
Cost to use card machine for payments	£13.00
Income	
Commission made (at 5%)	£50.74
Total net income minus costs	-£6.26
Total NX booking income	£1,014.60
Amount paid by card	£643.60

- 2.4 During this one week period, Priory House's total net income minus costs was -£6.26 (based on current commission rate @ 5%). The previous commission rate of 10% would have yielded £44.48, this explains why Priory House shop is struggling to now meet the commission target set out in the 2017/18 budget.
- 2.5 Members requested officers to review National Express customer second spends. During a one week period only three of the National Express customers then visited the Tea Rooms and none made secondary purchases in the shop. This would suggest that whilst this service does bring people into Priory House, it is predominantly for the sole purpose of ticket purchasing.
- 2.6 Officers offer two suggestions, and request members to make a decision on the following:
 i.) Do nothing, subsidise this service, and reduce the commission income target for Priory House Shop.
 ii.) Charge £2.50 per booking (in the period give this would have yielded income of £42.50, just £2 less than what the previous 10% commission would have made).

3. UNDERCROFT AND OTHER MAINTENANCE

- 3.1 Where necessary the Emergency Lighting in the House has been repaired and upgraded to LED. Officers are also seeking quotes for the installation of new LED lighting throughout the House.
- 3.2 The Priory House Assistant Manager is currently engaging with a flooring contractor to make safe areas of the House experiencing high wear and tear.
- 3.3 Over recent weeks the House has been the victim of vandalism. Resulting in repairs in the region of £750. This ongoing problem which is affecting a number of town centre units has been reported to the police and a Problem Solving Group has taken place, where the Head of Service was in attendance. At this meeting Officers were advised that the only way to ensure a Police presence in Dunstable would be to pay for dedicated police (similar to Leighton Linlade and Houghton Regis Town Councils), at a cost of £35,000 a year. Information held by CCTV will be shared with the Town Council, and the Police to assist with identification and further action being taken.

4. MTRF/FEASIBILITY STUDY

- 4.1 Officers will be meeting with the professional's associated with the feasibility study on Monday 27 November. It is hoped that from this meeting the Council will have a better understanding of the appropriate course of action relating to the findings from the study.

5. EVENTS

- 5.1 All Christmas related events taking place at Priory House are being advertised and look to be successful once again this year.

6. PRIORY HOUSE TEA ROOMS

- 6.1 There has been a noticeable increase in the amount of Afternoon Tea bookings being made. 21 separate bookings for October and November (so far) with 95 people enjoying Afternoon Tea. Christmas Afternoon Tea will start on Monday 20 November.

- 6.2 The House will be open for Christmas Pudding Nights on 7, 14 and 21 December with bookings so far of 31, 18 and 19 respectively.
- 6.3 Sunday openings for Afternoon Tea will be on 3, 10 and 17 December
- 6.4 Children's Tea with Santa is scheduled for 20, 21 and 22 December and Breakfast with Santa on Saturday 23 December

7. FINANCE

- 7.1 Priory House Profiled Income and Expenditure Report as at end of September 2017

Priory House Profiled Income and Expenditure Report as at end of September 2017

	April	May	June	July	August	September
Budgeted Expenditure	£31,622	£29,075	£30,275	£31,875	£31,675	£31,899
Actual Expenditure	£31,598	£27,353	£31,169	£35,755	£31,084	£30,833
Variance	£24	£1,722	-£894	-£3,880	£591	£1,066
Budgeted Income	£10,325	£10,575	£13,314	£14,025	£14,025	£14,263
Actual Income	£11,573	£10,729	£16,287	£11,544	£14,487	£12,898
Variance	£1,248	£154	£2,973	-£2,481	£462	-£1,365
Total Variance	£1,272	£1,876	£2,079	-£6,361	£1,053	-£299
Overall Variance	-£380					

- 7.2 With a negative variance of just -£380 for the first 6 months of the year, Officers feel that the approved 17/18 budget will be achieved.

8. AUTHOR

- 8.1 **Mick O'Sullivan** - Priory House Assistant Manager
Email mick.osullivan@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL

COMMUNITY SERVICES COMMITTEE

MONDAY 6 NOVEMBER 2017

GROVE CORNER AND COMMUNITY ENGAGEMENT

Purpose of Report:	For information
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1. GROVE CORNER FIGURES

- 1.1 Grove Corner has received 273 visits from young people with 35 new sign ups since the last report up to and including 23 October 2017. Numbers are recorded through a headcount by officers and staff.
- 1.2 There have been 24 drop-in sessions since the last report to this Committee. One session was cancelled due to staff illness.
- 1.3 Grove Corner now has 402 Facebook 'Likes' and Grove Corner's Instagram now has 104 followers. Both remain an excellent tool for communicating with young people.
- 1.4 The Pokémon Club reopened on 12 September, but will be closed for the October half term week. On average Pokémon has 34 members attend each week.
- 1.5 SORTED Counselling Services have seen 29 clients between 10 August and 20 October, 16 of these are new clients. They have offered 141 hours of counselling of which 95 hours have been attended and 46 hours have been cancelled or clients did not attend the appointment.

2. SCHOOL ENGAGEMENT

- 2.1 The Community & Young Peoples Officer delivered a number of assemblies in Priory Academy, promoting Grove Corner to the different year groups. The result has been a very large influx of children attending the Junior Sessions on Friday evenings.
- 2.2 An assembly was delivered in Weatherfield Academy to promote Grove Corner. As we already have some users from the school they will explain that they can come to the Junior session until they feel confident to attend seniors. Staff assist with this transition when they feel ready to do so and support accordingly.
- 2.2 Assemblies and lunch time sessions will take place in All Saints Academy in November. It is hoped to repeat in Queensbury School before the end of term.

3. PARTNERSHIP WORKING

- 3.1 Staff have been liaising with Central Bedfordshire College and their Pathway Group plan to visit Grove Corner after half term. This is to introduce the students, who have additional needs, to Grove Corner staff and to help build up their confidence to attend the senior sessions if they wish to.

- 3.2 Staff from Weatherfield Academy will be delivering a session in November on personal hygiene, relationships and wellbeing. Officers are currently working with staff at the Academy to create the session.

4. **TRAINING**

- 4.1 The Neighbourhood Development Officer has successfully completed the Diploma in Youth Work.

5. **HALF TERM ACTIVITIES**

- 5.1 133 children and 68 adults attended a Halloween themed family fun activity at Creasey Park Community Football Centre on Tuesday 24 October.

6. **COMMUNITY ENGAGEMENT**

6.1 **Dunstable Men in Sheds**

The Mayor attended an official opening of Men in Sheds on 22 September. The group now have 25 members and are currently making some raised beds for Beecroft Academy. They plan to have a stall at the craft market in November and are busy making items for this such as bird and bat boxes, trugg baskets and log snowmen.

6.2 **St. Augustine's Junior Wardens**

Junior Wardens continues to go well. The group is currently looking at Hate Crime and Dignity and has had visits from the police and The High Sheriff of Bedfordshire. There are currently 12 members who have verbally fed back how much they enjoy attending the project.

6.3 **Bunhill Consultation Event**

A number of residents living in and around Bunhill Close approached the Town Council with a wish to turn an area of land, owned by the Town Council, into a community growing project and family open space. This area used to be a local equipped play area for the neighbourhood, but the equipment was removed some years ago at the behest of residents who were suffering from anti-social behaviour.

To ascertain the wider views of the local community, officers facilitated a consultation event in Bunhill on 23 October. 47 attended and the results are attached (see Appendix 1.)

It is evident that, as in most areas of the town, parking is an issue. Residents confided that there had been a clamp down on parking in Drovers Way and as a result many residents from there now parked in Bunhill Close. Those living in Bunhill Close have garages, but they say they cannot use them to park their cars in as they are too small to accommodate today's larger vehicles and they use them for storage.

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A number of older residents who remember the issues of the past are fearful of any change.

Younger families would like an area to meet and socialise in whilst growing plants and vegetables in the existing raised beds and in a proposed new bed. They would take over maintenance responsibility for the raised beds.

7. **AUTHORS**

7.1 Gill Briggs – Senior Community and Young Peoples Officer
Email – gill.briggs@dunstable.gov.uk

Jack Adams-Rimmer – Community Assistant
Email – jack.adams-rimmer@dunstable.gov.uk

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

APPENDIX 1

BUNHILL CLOSE CONSULTATION 23 OCTOBER 2017							
SUGGESTION	NUMBER	COMMENT	NUMBER	CONCERN/ISSUE	NUMBER	COMMENT	NUMBER
Planting for pollinators	4	The ideas look so beautiful and colourful. Make it nice to walk through again	2	Clean area so safe for pets	3		
Take out one section of hedge on garage wall to create a vertical salad growing wall	4			If area is given over to a community group to tender concern that not enough people will take responsibility for maintaining	1	If I have a lovely place to be and my child is busy I can clean area while here	2
Mark out parking bays	2			Not enough little places for kids to go. This would be good for them	2		
Create a small pocket park for families	4	If area turned into a park how will you stop it being a place for teenagers	1	Realise its not about residents getting extra parking	1	Will extra parking spaces ever be enough or will it just encourage more cars	1
Create additional car parking on area as not enough parking for all members of the street	6	Minimum 10 extra spaces	2				
Split use 50% car park, 50% landscaped area with access for fire brigade	1						
Create community growing area	4	Families can be involved in this, kids can grow from seeds and take some home. It will encourage kids to take a bit more care and interest in their surroundings	6	Need more car parking in area	4	It was a play park before and people came with the parking as it is	1

SUGGESTION	NUMBER	NUMBER COMMENT	NUMBER	CONCERN/ISSUE	NUMBER COMMENT	NUMBER
Plant edible stuff that is fun i.e. raspberry's and strawberry's	1	Nice to see someone trying to make the area look nice again	1	DTC look after area better, plant shrubs, weed and water. Get workment to do some work and not sit in van	2	
Create a new raised bed around concrete circles	3	Use this as main growing area	3	Just because it wasn't a nice experience a while ago doesn't mean it will be again	1	
Use as a community space for local family activities Little Zoo	1	There will be excess people driving to and from play area creating even worse traffic & parking	1			
Install play equipment for small children	8					
Leave as it is with a few extra parking spaces	2					
Leave as it is	4	but get the workmen to tidy it up they just sit in their van	1			
Put a hedge area in for the kids to run through - create a natural play space	2					
Paint on floor games i.e. hop-scotch, snakes & ladders, chess/drafts	2					
Little play space	2					
Recepticle for mini library book exchange	2					

DUNSTABLE TOWN COUNCIL

COMMUNITY SERVICES COMMITTEE

MONDAY 6 NOVEMBER 2017

OLDER PEOPLE'S DAY CARE SERVICES

Purpose of report: For information

1. PROJECT MEMBERSHIP UPDATE

- 1.1 The Good Companions Club (GCC) has 24 members. Two people have recently left due to declining health and have gone into residential care. Officers have received four enquiries and have two referral dates booked in.

2. GENERAL UPDATE – Good Companions Club

Improved Quality of Life

- 2.1 Following a visit from Bedfordshire Fire & Rescue Service, three users have now received vibrating smoke alarms. These particular alarms are placed under a pillow of those with poor hearing and vibrate to alert them of a fire rather than emit a sound. Since the visit, four other users have received new smoke alarms and one user has had a visit from Bedfordshire Fire & Rescue to advise on an escape route at home due to the user's poor mobility.

Dignity & Respect

- 2.2 Officers have received a telephone call from a user's daughter to advise us of a decline in her father's mental health. The gentleman has become very forgetful and frequently repeats himself. Officers have assured the gentleman's daughter that for the foreseeable future we will continue to support her and her father and if and when the time comes that we cannot continue to provide the support he needs we will be happy to signpost to the appropriate agencies required. This has given the family great peace of mind as the gentleman really enjoys his visits on a Monday.

Health & Emotional Wellbeing

- 2.3 On October, 14 users including two men, took part in an armchair keep fit session. Users were advised to participate as far as their capabilities allowed. The group regularly express that they find these sessions a great benefit and are able to maintain the exercises at home.

Making a Positive Contribution

- 2.4 Members of both the Good Companions Club and Creasey Park Community Football Centre lunch club are making knitted blankets which will be donated to the Bereavement Suite of the Maternity Department at the Luton & Dunstable Hospital.

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

- 3.1 Creasey Park Community Football Centre Lunch Club now has 37 members with an average of 25 members attending each week. Two new members have joined since the last report. A waiting list is in place.

Improved Quality of Life

- 3.2 Since being admitted to hospital following a fall, one gentleman, and his family, have been very keen for him to return to the lunch club, but have been worried that he will be unable to do so due to his reduced mobility. Officers have agreed with family that this gentleman can continue to come with the assistance of the gentleman's carer. This way he can continue to enjoy some social interaction with his friends and still receive the support he needs.

Dignity & Respect

- 3.3 Officers have been able to support two users by signposting them to the Careline service at CBC. They were both very concerned that they would have to consider moving and were very grateful to hear that there was this kind of support available to them.

Health & Emotional Wellbeing

- 3.4 Andrew Harland from the Good Neighbours Scheme visited the lunch club in September. He was able to offer sound information and advice about this very worthy scheme. The group took the opportunity to ask many questions, mainly about the services the scheme can provide and about the volunteers, which Andrew was very happy to answer. This was a very worthwhile session which the group found very interesting. Several users made enquires at the end of the session.
- 3.5 Following a visit from Bedfordshire Police in October, two users have been able to get advice with security at home and crime prevention.

4. Coffee Mornings/Afternoons

- 4.1 A series of 10 coffee mornings/afternoons have been arranged for this year. 6 have already taken place in various locations around the town and a number of organisations have attended to give information to participants. The events have been organised to engage with more older people living in the town and ascertain any gaps in provision or to identify other activities already happening to feed people into should they wish. The events which have attracted most to at present were held in Dunstable Cemetery, Southwood Road Sheltered Housing and Holt Court Sheltered Housing.

5. **AUTHORS**

5.1 Elaine McGarrigle, Older People's Support Services Officer
Email - elaine.mcgarrigle@dunstable.gov.uk

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