

Dunstable Town Council  
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DUNSTABLE  
TOWN COUNCIL

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**David Ashlee** Town Clerk and Chief Executive

Our Ref: DA/

Date: 19 October 2018

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 29 October 2018 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 3 September 2018 (copies previously circulated).
3. Specific Declarations of Interest.
4. Grove Corner and Community Engagement – information report (see page 1).
5. Events and Marketing– information report (see page 4).
6. Priory House – information report (see page 7).
7. Older People's Day Care Service – information report (see page 10).
8. Dunstable Town Centre Services - information report (see page 12).

Cont'd ...

DA/BW  
19 October 2018

9. Reports from outside bodies:

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

Yours faithfully

David Ashlee  
Town Clerk and Chief Executive

To: All Members of the Community Services Committee  
John Kane (Town Mayor), Nigel Warren (Deputy Town Mayor), Pat Staples (Chairman),  
Eugene Ghent (Vice-Chairman), Lisa Bird, John Chatterley, Terry Colbourne, Jeannette  
Freeman, Claire Meakins, Mike Mullany, Patricia Russell, Emma Simmons, Johnson  
Tamara, Jessica Woodward and other Members of the Council for information.

**DUNSTABLE TOWN COUNCIL****COMMUNITY SERVICES COMMITTEE****MONDAY 29 OCTOBER 2018****GROVE CORNER AND COMMUNITY ENGAGEMENT**

<b>Purpose of Report:</b>	For information only.
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**1. GROVE CORNER FIGURES**

- 1.1 Grove Corner has received 183 visits from young people with 9 new sign ups since the last report up to and including 17 October 2018. Numbers are recorded through a head count by officers and staff.
- 1.2 Junior youth club still remains popular with an average of 20 attending the Friday evening sessions. The numbers have now picked up after the summer holidays.
- 1.3 The Senior Community and Young People's Services Officer has worked in partnership with Groundwork Trust to provide outreach sessions around the Band Stand area. Some of the young people are engaged in anti-social behaviour and the aim is to identify individuals of most concern and start building positive relationships with the group.
- 1.4 There have been 20 drop-in sessions since the last report to this Committee.
- 1.5 Grove Corner now has 438 Facebook 'Likes' and Grove Corner's Instagram now has 141 followers. Both remain an excellent tool for communicating with young people.
- 1.6 The Pokémon Club sessions are running every Tuesday (school term times only). A meeting was held with the lead volunteer in September to review support needs in order to make the club sustainable. Letters have now gone out to parents and adverts on social media to recruit more volunteers.
- 1.7 SORTED Counselling Services continue to be in high demand and have a waiting list. They operate Monday to Thursday and offer a number of counselling sessions depending on availability of counsellors and clients. In response to the demand from schools to provide group work to help children deal with increasing their confidence, managing difficult feelings and keeping themselves safe physically and emotionally, SORTED also offer a Protective Behaviours Programme. The Head of Community Services and the Town Clerk and Chief Executive are meeting with the SORTED's committee within the next month. The committee are keen to see a reduction in their rent next year.
- 1.8 Junior and Senior members took part in a mental health awareness session on Friday 12 October. A Halloween ghost walk has been arranged with Dunstable Town Guides on 31 October for 15 young people. November 5 to 11 is National Youth Work Week and members of both groups will take part in producing a one minute

video on 'What does Youth Work mean to you'. For World Aids Day, on 1 December, young people will have informal education on Aids and produce red ribbons and decorate Grove Corner with them.

- 1.9 Officers have attended school assemblies in Weatherfield and Beecroft Academies to present the children and young people with their Wheelie Fantastic certificates as part of Dunstable in Bloom. Whilst there, officers have promoted Grove Corner and given out information on sessions times etc. A meeting was held with the Head of Manshead Academy who is keen to see how we can work more together. Officers are working on a programme of engagement projects to offer.

## **2. TRAINING**

- 2.1 The Senior Community and Young Peoples Officer has attended the following training:
- Bedfordshire Youth Exploitation Practitioners Conference.
  - Safeguarding supervision workshop.

## **3. HALF TERM FAMILY FUN**

- 3.1 A free family fun arts and crafts workshop took place in Creasey Park Community Football Centre on Tuesday 23 October with a Halloween theme.

## **4. COMMUNITY ENGAGEMENT**

### **4.1 Beecroft Residents Association (BRA)**

The team supported Beecroft Residents Association to hold a Wheelie Fantastic winter replant of the two wheelbarrows outside Westfield Road shops. As the Bunhill project has failed to reach a consensus, the two wheelbarrows from that area have been relocated to the Westfield Road location. In conjunction with the planting, a free arts and crafts session was held in the grounds of St Freedman's Church on Thursday 25 October.

### **4.2 Dunstable Men in Sheds**

Dunstable Men in Sheds attended the Living Countryside Awards evening in Bedford and won first prize in the Health and Wellbeing category. They were presented with a plaque and certificate by the HM Lord-Lieutenant of Bedfordshire, Helen Nellis.

### **4.3 St. Augustine's Junior Wardens**

Meaningful Education now oversee the project with officers still supporting where possible. The group are dignity champions and are currently looking at anti bullying, recycling and mental health. The project will continue to run every Wednesday term time only 3:30 pm to 4:45 pm.

4.4 Friends of Dunstable Cemetery

The 'Friends' group are holding a 'Headlines behind the Headstones' event in the Cemetery Chapel on 30 October. This will be a 'virtual' tour and information on some of the more significant graves and a recruitment for more volunteers. This free event offered 30 spaces and is completely booked up.

4.5 Partnership working

The Downside community coffee mornings are held in St Augustine's Church hall and at the Children's Centre on alternative weeks and every Wednesday at Downside Community Centre. This is a pilot until Christmas when it will be reviewed in order to take it forward. At the moment the ones at St Augustin's Church seem the most popular.

**5 WW1 SCHOOL PROJECT**

- 5.1 Unfortunately Queensbury School pulled out of the project just before the start date. As a consequence the project could not go ahead and the money was subsequently returned to the Heritage Lottery Funders. However, thanks must go to Dunstable and District History Society and Friends of Dunstable Cemetery who undertook research in preparation for this project.

**6. AUTHORS**

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**DUNSTABLE TOWN COUNCIL****COMMUNITY SERVICES COMMITTEE****MONDAY 29 OCTOBER 2018****EVENTS AND MARKETING**

**Purpose of report:** - The purpose of this report is to update members on the remaining 2018 events and to agree a change in date for St Georges Day and Dunstable Christmas Carols and Torchlight Event.

**1. FUTURE EVENTS - PLANNING AND DEVELOPMENT****1.1 Fireworks – Monday 5 November 2018**

1.1.1 All plans are going well with fireworks. Leaflets have gone to all schools in Dunstable, posters around town, ten large roadside signs, and noticeboard posters.

**1.2 Christmas Carols and Torchlight Procession- Friday 7 December 2018**

1.2.1 A letter was sent out to the schools in August 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 nine schools have agreed to attend the event. All schools were given 30 spaces in line with the health and safety capacity of The Square.

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

1.2.3 Unfortunately due to the clashing of dates the Pantomime cast can no longer attend the event.

1.2.4 As previously agreed the event will culminate in a short light show spectacular. BBB (Darren Woodhouse) will be providing the light show 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 Event and Marketing Officer has been working as part of a planning group on the Town Centre Christmas Activities. More details are provided in the Town Centre Services report.

**2. Planning and Development for 2019****2.1 St Georges Day**

2.2 Members will recall that at the September Committee in principle approval was given for the 2019 events programme.

2.3 It is been noted that the suggested date for St Georges Day (20 April 2018), falls on Easter Bank Holiday weekend. This is not an ideal time to be holding an event due to

many people going away for Easter half term, and past events held over bank holiday weekends have had a very poor attendance.

2.4 It is recommended that the St Georges Day event be moved one week later to Saturday 27 April.

2.5 **Dunstable Christmas Tree Carols and Torchlight Procession**

2.6 The Dunstable Christmas Carols and Torchlight Procession has always been held on the first Friday of December. However, it has been noted that this leaves only two to three weeks build up before Christmas. This year's date also meant the Pantomime cast are unable to attend due to the event clashing with their opening night.

2.7 In line with most other town 'Switch On' events across the country, it is being recommended that after the 2018 event, that future Christmas Tree Carols and Torchlight Procession events, are now on the last Friday in November. This will enable a longer build up for the town towards Christmas. The Salvation Army have said that they would support this move in date.

3 **EVENTS SURVEY- INFORMATION ONLY**

3.1 This year the events questionnaire was again available online via Survey Monkey and so far the Council has had 383 responders which is a 55% increase of responders last year with two events still left. Using Survey Monkey has meant that results could be seen immediately and trends identified, along with the informal social media feedback.

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

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

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

<b>2018</b>		<b>2017</b>	
36%	Excellent	38%	Excellent
59%	Good	55%	Good
5%	Poor	6%	Poor

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

<b>2018</b>		<b>2017</b>	
61%	Very satisfied	48%	Very Satisfied
37%	Satisfied	46%	Satisfied
1%	Dissatisfied	6%	Dissatisfied

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

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

2017	
Facebook	82%
Talk of the Town magazine	22%
Word of mouth	21%
Posters/banners	17%
DTC Website	13%
Leaflets through schools	7%
Local newspaper	5%
Twitter	1%

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

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

**2018**

- 66% Extremely Likely
- 25% Very Likely
- 8% Somewhat Likely
- 0.5% Not so likely
- 0.5% Not likely at all

\*Question not asked in 2017.

**4. TALK OF THE TOWN 2019**

4.1 Distribution dates for 2019 are 18 January, 5 April, 5 July and 18 October.

**5. AUTHOR**

5.1 Lisa Vincent – Events and Marketing Officer  
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**DUNSTABLE TOWN COUNCIL**  
**COMMUNITY SERVICES COMMITTEE**

**MONDAY 29 OCTOBER 2018**

**PRIORY HOUSE**

**Purpose of Report:** For Information only.

**1. OPERATIONAL ISSUES**

- 1.1 Priory House Tea Rooms will be re-advertising the 12 hour post for a Kitchen/Waiting Assistant.
- 1.2 With the busy festive season soon approaching the tea rooms are looking to recruit extra casual kitchen/waiting staff to cover many of the additional shifts that are required.

**2. TOURIST INFORMATION CENTRE AND RETAIL OUTLET**

- 2.1 Christmas stock has arrived and is currently being priced ready for display. The Christmas shop stock will be going out at the end of November. Plans are being put together to ensure effective marketing of the Christmas shop, using free channels such as social media and Mail Chimp.
- 2.2 Showcase Shelving is already fully booked for both November and December.
- 2.3 The shop took part in the Dunstable Shop Front Accreditation Scheme, and were awarded with a Silver Plus award.

**3. UNDERCROFT AND OTHER MAINTENANCE**

- 3.1 The Head of Community Services meet with Historic England this month to discuss the next steps for Priory House. It was agreed that the Council is to wait until the Heritage Lottery Fund (HLF) release their next set of grants which is expected early in 2019. Should Priory House and the Town Council meet the criteria then an application will be made for around £200,000 towards the full repair costs. It is accepted that the HLF will not fund the whole works and that a bid to Historic England will also be necessary. Until funding is in place little progress can be made, this includes leaving the much needed redecorating of the front of Priory House.

**4. THE JACOBEAN ROOM**

- 4.1 The refurbishment is now underway and new LED lighting has been fitted.
- 4.2 Orders have now been placed for the decorating, flooring and new furnishings as well as a range of crockery, cutlery and tablecloths which will be reserved for use in that room only.
- 4.3 As well as being available for weddings the room will also act as an additional Afternoon Tea lounge and a space for group bookings. Officers are meeting with senior officers from CBC's registrar service this month when it is hoped they will formally agree the current application.

- 4.5 It is anticipated that all improvements will be completed by November 2018, and will be in full use for Christmas Afternoon Teas and Christmas Pudding Nights. There is already a group booking for a Christmas Pudding Night in the room, and Priory House looks forward to welcoming members after the Christmas Carols and Torchlight Process for drinks and cakes.

**5. EVENTS**

- 5.1 The reindeer have been booked ready for this year's Mistletoe Magic on Saturday 8 December and planning for the rest of the event is well in hand.
- 5.2 A new Santa has been found for Tea/Breakfast with Santa and bookings are already going well.
- 5.3 The Priory House Manager is working in conjunction with colleagues across the Community Services Team to deliver a cohesive Christmas weekend with events from Thursday 6 December to Sunday 9 December.

**6. PRIORY HOUSE TEA ROOMS**

- 6.1 The Tea Rooms have had their busiest and most profitable first six months to date which is shown in section 7. Finance of this report.
- 6.2 Facebook advertising is proving very successful for the Tea Rooms, and is one of the services main methods of marketing itself.
- 6.3 Christmas Afternoon Teas will be available from 24 November to the 29 December.
- 6.4 Christmas Pudding Nights will be on 6, 13 and 20 December.

**7. FINANCE**

- 7.1 The increase in income in the Tea Rooms for the period, accounts for much of this positive variance.
- 7.2 This has been partially offset by higher than normal expenditure, especially within the salary budget for the Tea Rooms. This has been higher due to additional staff being required at very busy times and some additional cover for sickness and training for new staff.
- 7.3 Priory House Profiled Income and Expenditure Report as at end of August 2018.

	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>August</b>
<b>Budgeted Expenditure</b>	£50,185	£27,785	£29,434	£29,185	£28,685
<b>Actual Expenditure</b>	£43,241	£29,587	£30,775	£34,125	£29,287
<b>Variance</b>	£6,944	-£1,802	-£1,341	-£4,940	-£602
<b>Budgeted Income</b>	£11,300	£11,300	£12,839	£13,300	£13,400
<b>Actual Income</b>	£13,033	£16,176	£17,594	£12,730	£15,969
<b>Variance</b>	£1,733	£4,876	£4,755	-£570	£2,569
<b>Total Variance</b>	£8,677	£3,074	£3,414	-£5,510	£1,967
<b>Overall Variance</b>	<b>£11,622</b>				

**8. AUTHOR**

8.1 **Helen Walker-Sygrove, Priory House Manager**  
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**DUNSTABLE TOWN COUNCIL**

**COMMUNITY SERVICES COMMITTEE**

**MONDAY 29 OCTOBER 2018**

**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. One person has left since the last report due to poor health. Officers have received two new enquiries and have referral visits booked.

**2. GENERAL UPDATE – Good Companions Club**

**Improved Quality of Life**

- 2.1 Back in January, officers accompanied eight members of the Good Companions Club to Priory View for an escorted viewing. Following that visit two members decided they would like to make further enquiries. One of those people has now sold his own property and is due to move into Priory View in October. He is extremely grateful for having had the opportunity to look around before making this big decision and is very excited to be moving in and making the most of all the opportunities open to him there.

**Dignity & Respect**

- 2.2 Officers were recently able to support a member who became suddenly unwell on arrival at the Good Companions Club. An emergency ambulance was called and officers remained with the lady and comforted her as she was very embarrassed to have been taken poorly in front of her peers. She was transferred to hospital and Officers were able to inform her next of kin. The lady said that she was very frightened and that it made a big difference to her being there with other people around her, rather than being at home alone.

**Health & Emotional Wellbeing**

- 2.3 Officers have been able to arrange for a local Chiropodist to visit the Good Companions Club to give advice and support on foot care and common ailments affecting the feet, especially in the elderly. Members were able to ask questions both as part of a group and privately which they found very beneficial. Three members have since been able to book chiropody appointments which will take place at the Good Companions Club rather than visit a clinic which they are very pleased about.

**Making a Positive Contribution**

- 2.4 As part of their Health and Social Care course, eight sixth form students from Weatherfield Academy visited the Good Companions Club in September. The idea was for the students to interact and engage with members which would assist them with their studies. Both the students and the members found it a very enjoyable and useful experience, so much so that this will now become a regular visit. At their next visit, the students will be offering hand massages and in November the choir will be visiting with their music teacher to sing to the group.

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

- 3.1 Creasey Park Community Football Centre Lunch Club now has 34 members with an average of 25 members attending each week. A short waiting list remains in place.

**Improved Quality of Life**

- 3.2 In September a representative from the Lifeline service visited the club to talk about the service they provide. Although they have visited in the past, it enabled the newer members to gain an insight into the service and the help and support it provides. Two members have since made further enquiries.

**Dignity & Respect**

- 3.3 In September, members of the club enjoyed a day out on a barge. Officers were able to book a wheelchair accessible coach enabling our less mobile members to join the group. The barge itself had also been adapted with a lift, again, to enable everyone to be able to access the boat and enjoy a day on the canal and some much need socialisation.

**Health & Emotional Wellbeing**

- 3.4 Following a visit from the Lifeline team at Central Bedfordshire Council in September, four members have made further enquiries about the service and two of those people have gone ahead and had the service installed.

**4. COFFEE MORNINGS**

- 4.1 The last coffee morning held at St Mary's Social Club, in September was a great success. Over 40 people visited including 13 residents of a local care home. Four people requested application forms for the Creasey Park Community Football centre over 55's lunch club, which have now been sent out. The event was supported by Age UK, SAFFA and Edward Costello, Community Wellbeing Champion.

**5. AUTHORS**

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**DUNSTABLE TOWN COUNCIL****COMMUNITY SERVICES COMMITTEE****MONDAY 29 OCTOBER 2018****DUNSTABLE TOWN CENTRE SERVICES**

<b>Purpose of Report:</b>	For information only
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**1 MARKETS****1.1 Theme market**

These markets are still growing in numbers each month. Advertisements in Stall Finder, Marketti, Facebook and Twitter to advertise for free. Traders are now able to promote themselves on the Marketti site.

Charity market Sep	8 stalls booked
Street food Oct	10 stalls booked
Mystic treats Nov	8 stalls booked so far
Christmas magic	10 stalls booked so far

**1.2 Farmers and Craft**

A very popular market with lots of enquires each week from new stallholders. The Town Center Officer would still like to source some new food stalls. On average, there are three to four food stalls booked in each month.

September	10 stalls
October	16 stalls
November	14 booked so far
December	16 booked so far

**2 ASHTON SQUARE TOILETS**

2.1 The Market Town Regeneration Fund has agreed to spend £70,000 on the Ashton Square toilets after the stock condition survey was under taken. Works are to start by Christmas with major works in the men's toilets that will involve new flooring and new urinal system.

2.2 Staffing is still an issue in the toilets with agency staff currently being used some days to undertake twice daily cleans. Priory House staff, the Head of Service and Town Centre Services Officer have been opening and closing the toilets on agency days. This is likely to continue for a couple of months whilst the Council undertakes its managing organisational change procedure.

**3 COMMUNITY TOILET SCHEME**

3.1 The Town Centre Officer will be looking for a third café to join the scheme after Christmas, ideally in the Quadrant. Working with the Quadrant Manager, the hope

is to make a positive for both parties. Posters and a large notice board are displaying the public toilets within the Town Centre.

**4 TOWN CENTRE VACANCY RATES**

4.1 The vacancy rates to the end of October 2018 are provided below. The count will be undertaken again at the start January 2019.

4.2 The town centre area used for the survey includes properties in High Street North up to Regent Street, High Street South to Friars Walk (excluding Thames Industrial Estate), Church Street up to and including Aldi and West Street up to the Police Station/St Mary's Gate.

4.3 Eleanor's Cross, Ashton Square, Albion Street, The Quadrant and Grove Park (including Asda) have been included, but rates can be calculated with or without these properties.

4.4 These figures have been shared with Central Bedfordshire Council officers

No. Units	No. Vacant Units	% Vacant Units	Previous %
<b>253</b>	<b>30 vacant</b>	<b>11.80%</b>	13.04% from end of July 18.

4.5 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 %
<b>210</b>	<b>23 vacant</b>	<b>10.95%</b>	11.90% last count end of July 18.

4.6 The following figures relate to the Quadrant Shopping Centre only.

No. Units	No. Vacant Units	% Vacant Units	Previous %
<b>43</b>	<b>7</b>	<b>16.27%</b>	18.60% Count from July 18.

**5 TOWN PROMOTIONS**

5.1 Noticeboards in the town and the local community shops are updated each month. Posters are also in display in the parks notice boards. The Town Centre Officer is working alongside the Town Rangers to keep these up to date each month.

5.2 Facebook, blog and regular shop visits are adding to the promotions in the Town. Officers are encouraging the shops within the town to like the Dunstable

Town Council facebook page. Stall finder and Marketti are free advertisements for the twice monthly markets within town.

**6 SHOP FRONT ACCREDITATION SCHEME**

- 6.1 The scheme had 31 shops/business take part this year, which is the highest number to date. A positive response has also seen a large number of gold awards this year. 17 golds were given, 5 silver plus awards, 5 silver awards and 4 bronze awards. Ashton Square and Eleanor's Cross had a clean sweep of golds in each shopping area. The Christmas window competition will have two categories this year with the addition of pubs and restaurants to encourage the whole town to take part.

**7 BUSKERS DAY**

- 7.1 This is the first time this has taken place, with the view to make this a regular event each year. Three stations are set up within the town to provide music in the town. All buskers are booked and provided a time slot to play in each area. The buskers are playing in Grove Park, Priory Gardens and The Quadrant. The Town Centre Service Officer has worked alongside Octave music shop, The Quadrant and John Musto (music teacher) to promote and get the buskers involved.

**8 CHRISTMAS**

- 8.1 Torchlight on 7 December will have the addition of food stalls in Middle Row with the hope that the shops in the area will also stay open. This worked well last year with the cafes and shops opening to provide refreshments on the night. The Town Centre Officer will be visiting all the shops in the area to encourage them to open during Torchlight and the Snow Globe event.
- 8.2 Christmas Magic theme market, Mistletoe Magic and the Snow Globe event will provide a festive day on 8 December. Both services will be working closely together on the day to provide support and a joint Christmas experience. The snow globe is a free event in The Square that will give families the opportunity to enter the snow globe with a picture of the experience. The snow globe will return 9 December as Priory House will also be offering Christmas Afternoon Teas. Market stalls will be surrounding the area to enhance the snow globe's appeal. A joint marketing leaflet between the services will promote all the Christmas events with the support and guidance from the Events and Marketing Officer.

**9 AUTHOR**

Annette Clynes - Town Centre Services Officer  
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