

Dunstable Town Council
Grove House
76 High Street North
Dunstable
Bedfordshire
LU6 1NF
Tel: 01582 513000



DUNSTABLE
TOWN COUNCIL

E-mail: info@dunstable.gov.uk
Website: www.dunstable.gov.uk

David Ashlee Town Clerk and Chief Executive

Our Ref: DA/

Date: 31 December 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 7 January 2019** 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 November 2018 (copies previously circulated).
3. Specific Declarations of Interest.
4. Budget Proposals 2019/2020 (see page 1 and separate enclosures). **Members are reminded to bring their copies with them to the meeting.**
5. Events and Marketing– information report (see page 4).
6. Priory House – information report (see page 24).
7. Older People's Day Care Service – information report (see page 27).
8. Grove Corner and Community Engagement – information report (see page 29).
9. Dunstable Town Centre Services - information report (see page 34).

Cont'd ...

- 2 -

DA/BW

31 December 2018

10. 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 7 JANUARY 2019****BUDGET PROPOSALS FOR 2019/20**

Purpose of Report: For members to consider and comment on draft budget proposals for the Community Services Department for 2019/20 and make recommendations to the Finance and General Purposes Committee accordingly.

1. ACTION RECOMMENDED

- 1.1 For members to consider and comment on draft budget proposals and fees and charges for the Community Services Department for 2019/20, summarised below and shown on the separate enclosures, and make recommendations to the Finance and General Purposes Committee accordingly.
- 1.2 In considering the enclosed draft budget, members are requested to determine whether Sorted should be offered free rent of Grove Corner (see paragraph 4.2).

2. INTRODUCTION

- 2.1 Members of the Council considered proposals for a draft 2019/20 revenue budget at the Council Meeting held on 3 December 2018.
- 2.2 At this meeting, members agreed a draft budget that accounted for:

Increased Revenue Expenditure

Increased revenue expenditure on existing revenue budget	£149,989
--	----------

Revenue savings/additional income

Identified revenue savings and increased income targets	£ 97,274
---	----------

- 2.3 This resulted in an anticipated revenue expenditure deficit of £52,715 that in turn would require an increase to the Dunstable Band D council tax of £4.11 for 2019/20. Members resolved that the 2019/20 revenue budget should be set at no more than a 2.4% per cent increase to the council tax charge. The enclosed draft budget papers reflect this decision.

3. COMMUNITY SERVICES BUDGET 2019/20

- 3.1 The proposed budget for the Community Services Department for 2019/20 presents a revenue cost to the Council of £809,555 that includes an income target of £201,670 giving a gross budget of £1,011,225.
- 3.2 The following summarises the movements in the proposed budget for the Community Services Department for 2019/20.

Overall, the Community Services Budget has reduced but if staffing costs are excluded, the overall Community Services budget has increased by £3,543. This can be explained as follows:

Community Services	
SAVINGS	GROWTH
P/H telephones - £500	P/H cleaning - £1,500
P/H Tea Rooms sales - £10,000	P/H waste disposal - £700
Market portering - £2,000	P/H licences - £600
Market rates - £1,000	P/H standing maintenance contracts - £1,000
Market waste - £700	P/H Tea Room sundries - £1,000
Toilets cleaning materials and telephone - £700	P/H Tea Rooms supplies - £4,000
P/H loan charges - £1,024	P/H train ticket concessions - £500
Grants (SORTED) - £3,400	Market electricity, telephone, insurance - £1,000
	Market equipment - £2,500
	Toilets repairs and maintenance - £267
	Income from Eleanor's Cross - £3,000
	SORTED rent income - 6,800
TOTAL - £19,324	TOTAL - £22,867
TOTAL - £3,543 growth	

NB – Members should note that at the time of preparing this report, CBC had not yet confirmed in writing their contribution to the elderly day care service. The budget presented assumes this ongoing income from CBC.

4. FINANCIAL IMPLICATIONS

- 4.1 If approved, the recommendations of this report contribute to the Council achieving their aspiration for no more than a 2.4% increase in the 2019/20 council tax charge.
- 4.2 The financial impact of not charging Sorted any rent at Grove Corner is £3,400 factored into the enclosed draft budget already. Sorted have contacted the Chairman of this Committee direct as well as having meetings with the Town Clerk and Chief Executive and Head of Community Services. A verbal update on this issue can be given at the Committee meeting.
- 4.3 Members are requested to note that operations at Priory House should produce a higher income than that shown in the budget papers as well as corresponding higher expenditure because of the Jacobean Room refurbishment. The aim is for this new trading opportunity to contribute to reducing the overall Priory House subsidy and as a result, the budget will be closely monitored throughout 2019/20 in order for new trading figures to be included within the budget for 2020/21.

5. POLICY AND CORPORATE PLAN IMPLICATIONS

- 5.1 The Council has set itself a number of challenges and aspirations as contained in the Corporate Plan 2017-19. These budget proposals accord with the aspirations

contained within the Corporate Plan and will allow the Council to continue to grow and become more influential in terms of service delivery in the town for many years to come.

6. HEALTH AND SAFETY IMPLICATIONS

- 6.1 The draft general health and safety budget for 2019/20 has been maintained at the same rate set for 2018/19.

7. HUMAN RESOURCE IMPLICATIONS

- 7.1 The staffing costs as illustrated on the separate enclosure assume a minimum of a 2% pay award for all staff (actual pay awards range from 2% to 7%) including those positions that are paid the 'National Living Wage Foundation Living Wage' which will increase by approximately 2.9% from £8.75 to £9.00 per hour.

8. EQUALITIES AND LEGAL IMPLICATIONS

- 8.1 There are none arising directly from this report.

9. SEPARATE ENCLOSURES

- 9.1 Enclosure 1 - Draft budget 2019/20
Enclosure 2 - Draft pricing schedule 2019/20

NB - Would all members please retain the enclosures, as this report will be duplicated for the Grounds and Environmental Services Committee and Finance and General Purposes Committee.

10. BACKGROUND PAPERS

- 10.1 Meeting of full Council, 3 December 2018 - *Draft Budget 2019/20*

11. AUTHOR

- 11.1 David Ashlee – Town Clerk and Chief Executive
E-mail – david.ashlee@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 7 JANUARY 2019****EVENTS AND MARKETING****Purpose of Report:** For information only.**1. PAST EVENTS**

- 1.1 The Christmas Torchlight Procession and Carols was a very successful event. The number of children and audience increased to maximum capacity this year. The lightshow finale has received excellent feedback from the schools, the audience and others involved with the event.
- 1.2 The road closure caused minimal disruption; the road was closed at 6.45 pm (later than planned due to police request) and reopened at 8.15 pm. The new layout in The Square and the road closure had a very positive impact to the event. It will be similarly planned for 2019.

2. SOCIAL MEDIA

- 2.1 Facebook currently has 5,475 followers, up from 3,907 likes this time last year. The number of Twitter followers for the five DTC twitter accounts are -

Events	1,931	Town Centre	1,948
CPCFC	639	Priory House	427
DTC	2,061		

- 2.2 Officers continue to use Facebook and Twitter as one of the Council's main marketing tools, and all Twitter accounts are increasing.
- 2.3 Officers are also increasingly using Facebook to create Facebook event pages and this is receiving a lot of interaction, shares and responses. Officers are also keen to use Facebook advertising to help increase awareness of events, activities or services.

3. WEBSITE

- 3.1 The website is working very well, and officers are engaging a lot more with the new features. There are regular bookings being made via the website for Priory House (this has been apparent during the Christmas period with afternoon tea bookings and voucher purchases) and job applications being done directly online now.
- 3.2 Unfortunately, because of some issues linking up Google analytics with the new website, it has not been possible to generate comparison figures to the previous year.

4. SURVEY MONKEY

- 4.1 2018 has been the best year for surveys being completed. A total of 501 surveys have been submitted, up from 331 last year and only 91 surveys in 2016.

- 4.2 A key highlight from the survey is that 98% of people were satisfied or very satisfied with the event programme. This is a fantastic achievement, and it is the highest level of satisfaction the events programme has ever received. Please see appendix 1 and 2 for the full questionnaire results.

5. **TALK OF THE TOWN**

- 5.1 Below are the deadline and distribution dates for 2019's Talk of The Town.

March Edition

Deadline 4 February
Distribution 15 March

July Edition

Deadline 20 May
Distribution 5 July

October Edition

Deadline 5 September
Distribution 18 October

January 2020 Edition

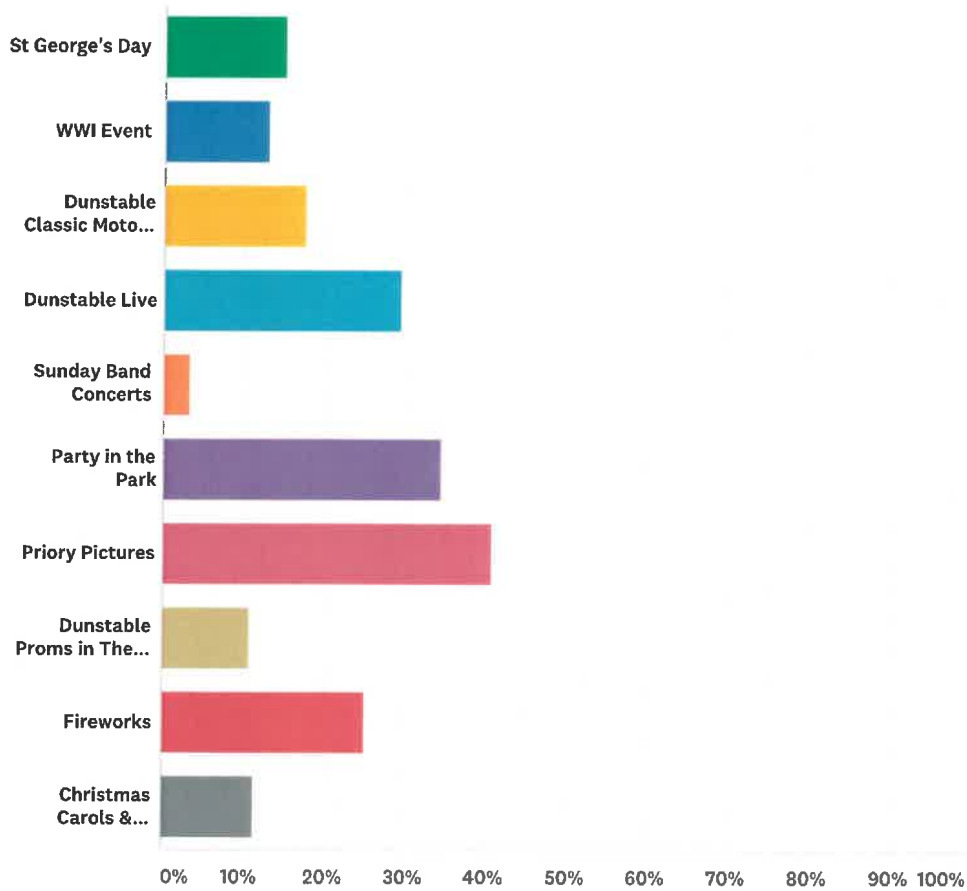
Deadline 5 December
Distribution 17 January

6. **AUTHOR**

- 6.1 Lisa Vincent - Events and Marketing Officer
Lisa.vincent@dunstable.gov.uk

Q1 Which event(s) have you attended this year?

Answered: 500 Skipped: 0



ANSWER CHOICES

RESPONSES

St George's Day	15.00%	75
WWI Event	13.00%	65
Dunstable Classic Motor Rally	17.60%	88
Dunstable Live	29.40%	147
Sunday Band Concerts	3.40%	17
Party in the Park	34.60%	173
Priory Pictures	40.80%	204
Dunstable Proms in The Park	10.80%	54
Fireworks	25.20%	126
Christmas Carols & Torchlight Procession	11.60%	58

Total Respondents: 500

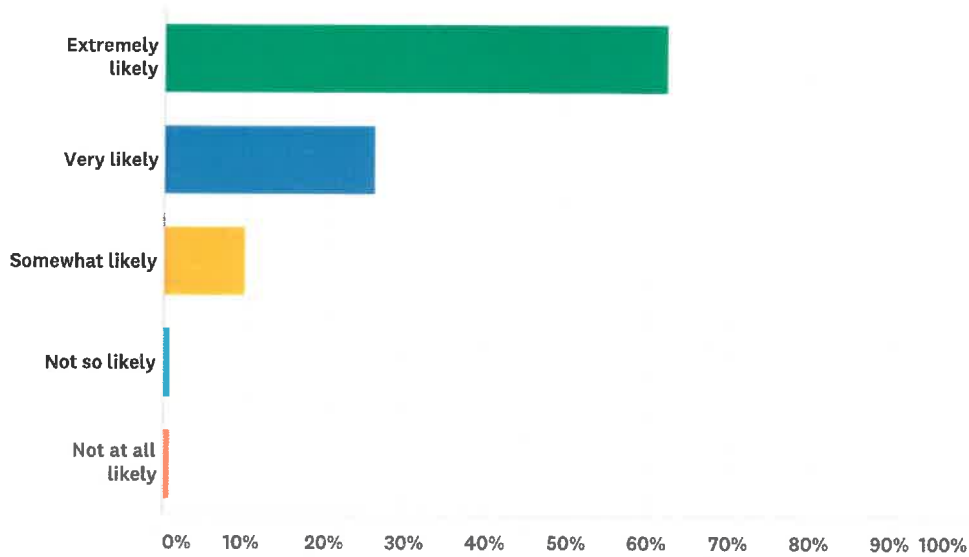
Q2 Where have you travelled from today? Please enter your postcode.

Answered: 499 Skipped: 1

See Appendix 2

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

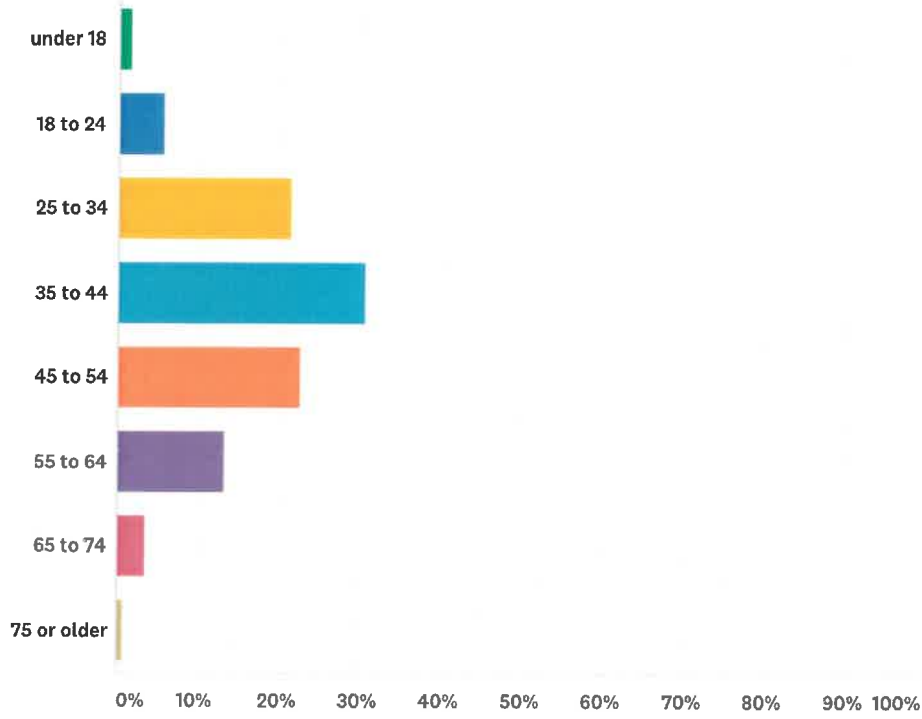
Answered: 499 Skipped: 1



ANSWER CHOICES	RESPONSES	
Extremely likely	62.32%	311
Very likely	26.05%	130
Somewhat likely	10.02%	50
Not so likely	0.80%	4
Not at all likely	0.80%	4
TOTAL		499

Q4 What is your age?

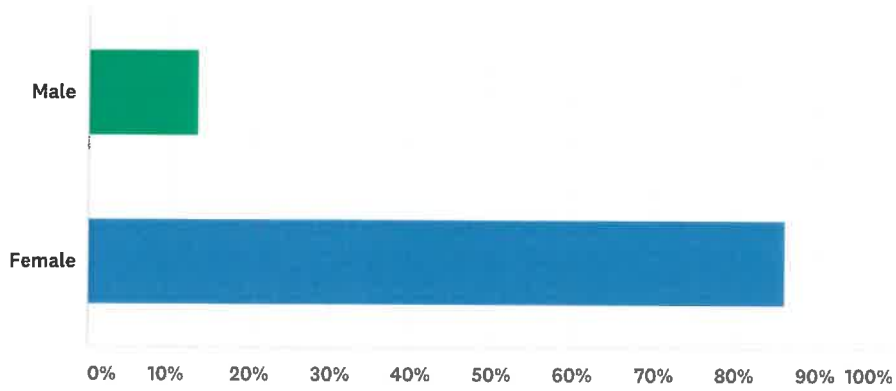
Answered: 500 Skipped: 0



ANSWER CHOICES	RESPONSES	
under 18	1.40%	7
18 to 24	5.60%	28
25 to 34	21.60%	108
35 to 44	30.80%	154
45 to 54	22.80%	114
55 to 64	13.40%	67
65 to 74	3.60%	18
75 or older	0.80%	4
TOTAL		500

Q5 Are you male or female?

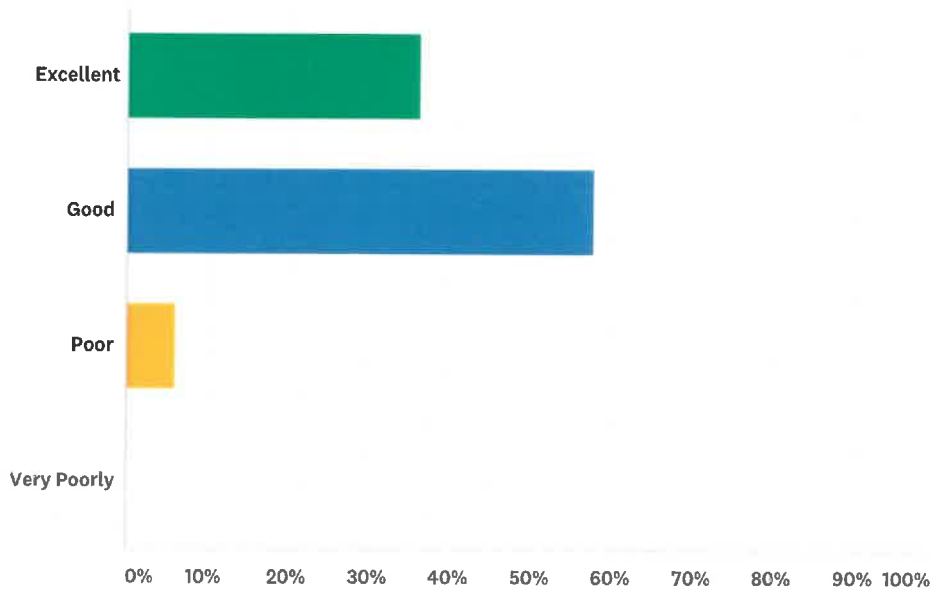
Answered: 500 Skipped: 0



ANSWER CHOICES	RESPONSES	
Male	13.60%	68
Female	86.40%	432
TOTAL		500

Q6 How would you rate the advertising of Dunstable Town Council's events programme?

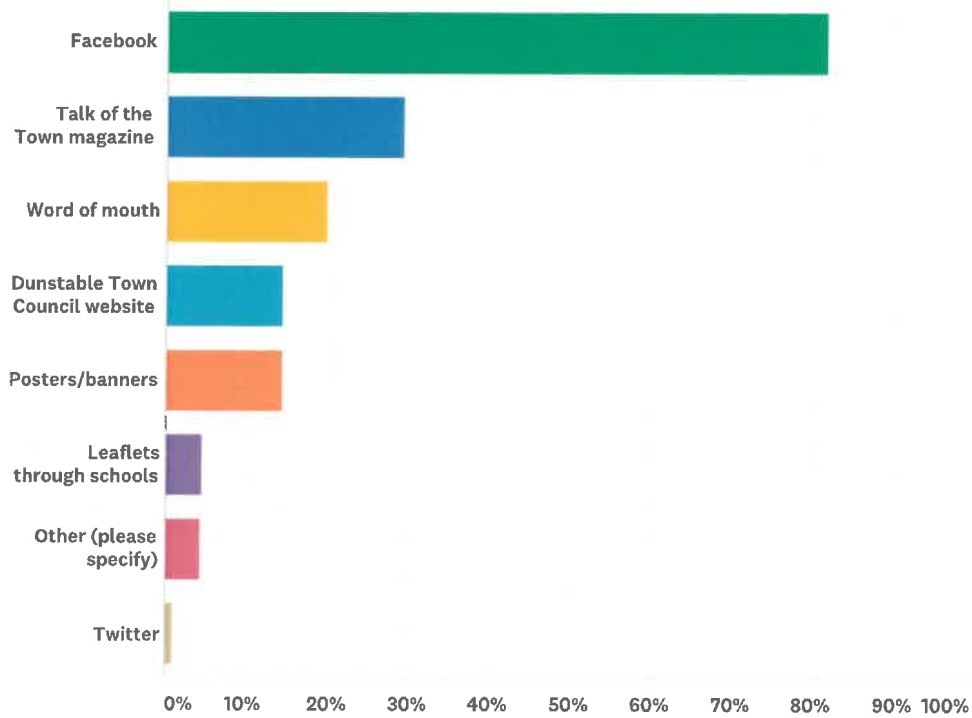
Answered: 500 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	36.20%	181
Good	57.80%	289
Poor	6.00%	30
Very Poorly	0.00%	0
TOTAL		500

Q7 How did you hear about the Dunstable Town Council Events Programme?

Answered: 500 Skipped: 0



ANSWER CHOICES	RESPONSES	
Facebook	81.80%	409
Talk of the Town magazine	29.20%	146
Word of mouth	19.80%	99
Dunstable Town Council website	14.40%	72
Posters/banners	14.40%	72
Leaflets through schools	4.60%	23
Other (please specify)	4.40%	22
Twitter	1.00%	5
Total Respondents: 500		

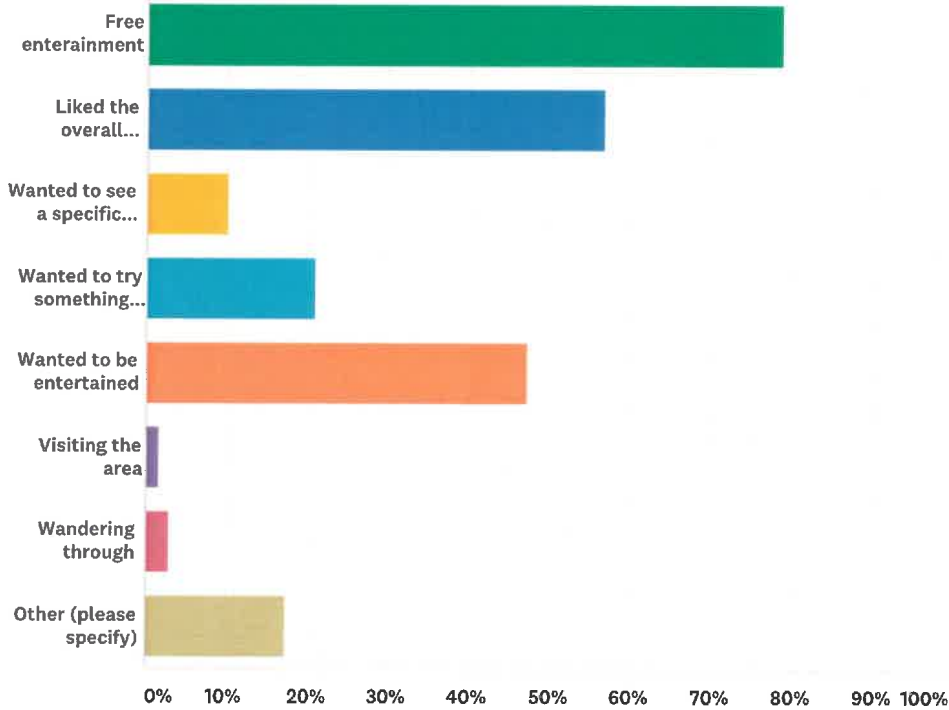
Q8 Are there any other forms of advertising that you think Dunstable Town Council should consider in the future?

Answered: 146 Skipped: 354

See appendix 2.

Q9 Why did you choose to attend the above event(s)? (Tick all statements that apply).

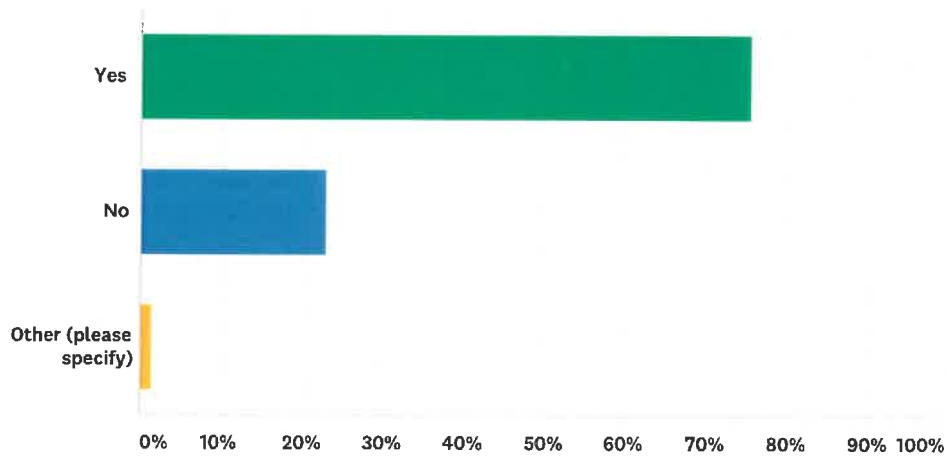
Answered: 500 Skipped: 0



ANSWER CHOICES	RESPONSES	
Free entertainment	78.60%	393
Liked the overall programme	56.60%	283
Wanted to see a specific artist	10.00%	50
Wanted to try something different	21.00%	105
Wanted to be entertained	47.20%	236
Visiting the area	1.60%	8
Wandering through	3.00%	15
Other (please specify)	17.40%	87
Total Respondents: 500		

Q10 Did you know that Dunstable Town Council is the principal funder and organiser of these events?

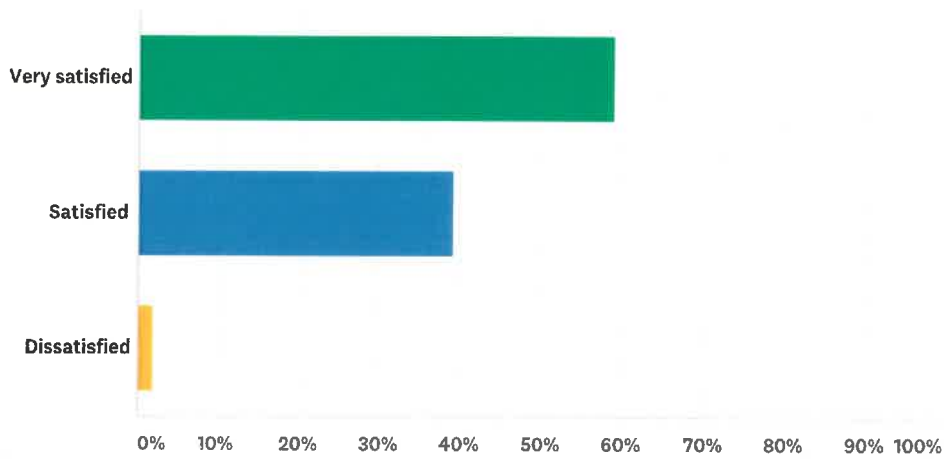
Answered: 500 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	75.60%	378
No	23.00%	115
Other (please specify)	1.40%	7
TOTAL		500

Q11 Overall how would you rate Dunstable Town Council's events programme in 2018?

Answered: 500 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	59.00%	295
Satisfied	39.20%	196
Dissatisfied	1.80%	9
TOTAL		500

Q12 Was there anything you particularly liked or disliked about any of the events?

Answered: 500 Skipped: 0

See Appendix 2.

Q13 Are there any other activities, entertainment or themes of music that you'd like to see at future Dunstable Town Council events?

Answered: 500 Skipped: 0

See Appendix 2

Q14 Do you have any other comments regarding the events programme?

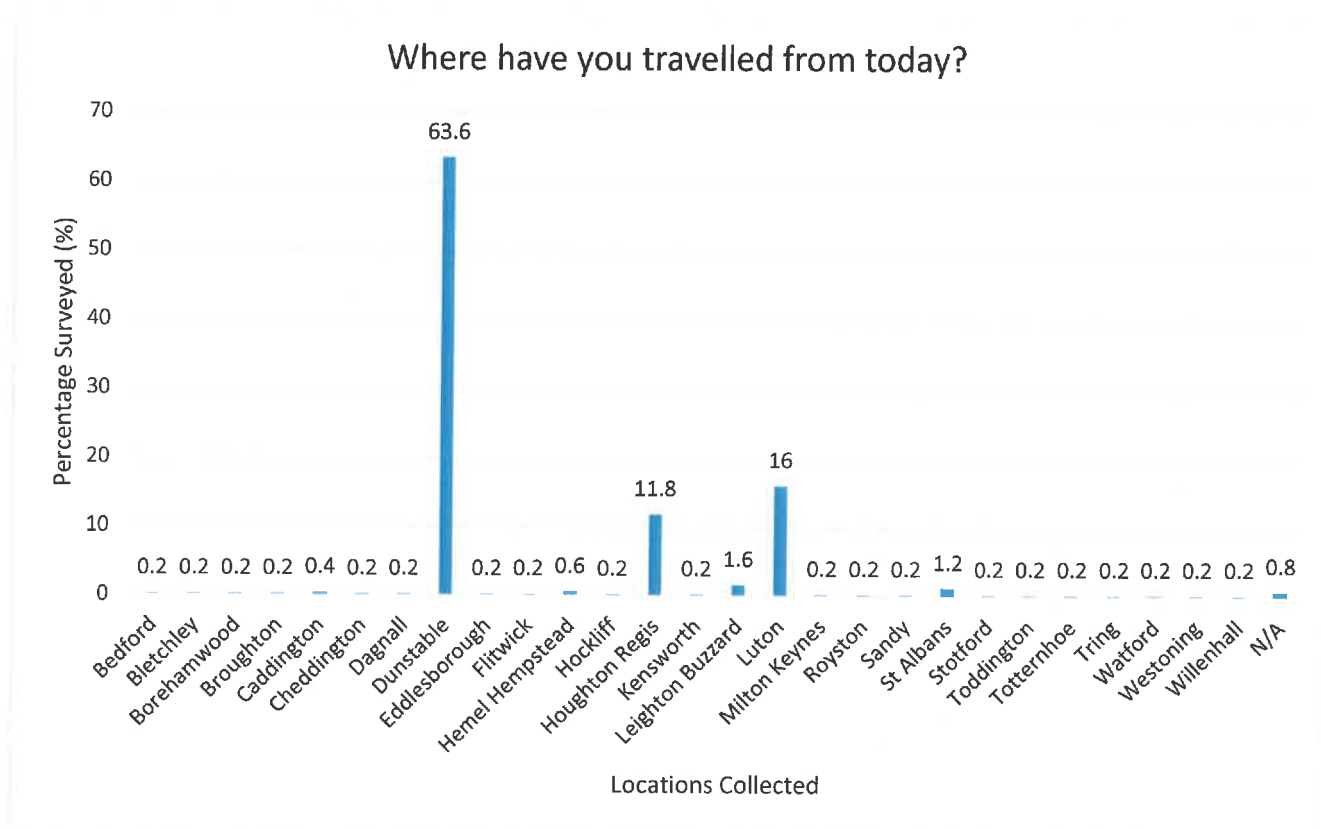
Answered: 233 Skipped: 267

See Appendix 2

Q15 If you would like to hear more about Dunstable Town Council events and services please provide your email address below

Answered: 190 Skipped: 310

ANSWER CHOICES	RESPONSES	
Name	100.00%	190
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	99.47%	189
Phone Number	0.00%	0



Q8 Are there any other forms of advertising that you think Dunstable Town Council should consider in the future?

shops well advertised people surrounding areas Instagram etc Email advert
 Leaflets Local paper advertised Local radio town
 posters around town local Leaflets doors events roads
 posters areas Banners None Dunstable villages
 social media Flyers radio board magazine well post Local businesses
 Facebook

Q9 Why did you choose to attend the above event(s)? (Tick all statements that apply).

see support Dunstable going group great previous year Interest child kids together
 area enjoy Something event town friends history good
 Went last year local support family always day last year performing Meeting time
 fireworks

Q12 Was there anything you particularly liked or disliked about any of the events?

organised Dunstable activities control feel leave Everything much better chairs security back ve
 excellent Thank N toilets S didn t took idea fun Lovely atmosphere really long seemed
 car park family one also stage see needs amazing available park Na well
 party
 found well organised fantastic park bit fireworks thing
 children entertainment Loved area people food drink
 good even event around great attend free end
 Priory pictures watch music nice go everyone
 atmosphere sitting year show drink last year made stay much look kids
 alcohol film know enough Maybe always expensive think really enjoyed time firework display
 screen late lovely kept brilliant Priory Great atmosphere Disliked ages run lots disappointed
 crowd friendly

Q13 Are there any other activities, entertainment or themes of music that you'd like to see at future Dunstable Town Council events?

- More dates for priory pictures
- Gin & Jazz night
- Some events for young adults with special needs
- Santa Run/Fun Run 80s is always a special era
- Not sure, but keep looking to improve the current events. The fireworks evening this was superb and a big improvement on last year. I work in Herts & went to a display on Saturday which was very poor compared to Dunstable's event.
- More for younger children in holidays
- Think the council cover everything brilliantly
- Outside live theatre groups
- More than one found day, dance competition
- More outdoor movie nights,
- Live music on the square in Dunstable on market days to attract more visitors

Q14 Do you have any other comments regarding the events programme?

- The torchlight procession was great. Consider closing high street south more often for other pedestrianised events in The Square.
- All the best for all future events. You did great job this time. 10/10
- I would just like to say thank you. It is always lovely
- I am very proud of Dunstable council keep the town clean and pretty and arrange good events...thankyou
- Proms in park was excellent - support act and fireworks were brilliant
- Would be lovely to have priory pictures happen a couple more times during the year, as it was excellent and proved to be very popular.
- Think the town on a whole does an amazing job of putting on such a varied amount of free events.
- Just so impressed.. Having moved from St Albans, am amazed at range of entertainment, easy access, easy parking & lovely community feel....
- I like the way you have events for all ages. I love seeing the older generation sat in grove gardens tapping away to the band music. There is something for everyone
- I loved it, I wish more town in England would do this for the Community
- Good variety of events. Definitely something for everyone. Proud to live in Dunstable

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE
MONDAY 7 JANUARY 2019
PRIORY HOUSE

Purpose of Report: For Information only.

1. OPERATIONAL ISSUES

- 1.1 Following the lack of success in recruiting the 12hr post in the Tea Room it has been agreed that until April casual waiting staff will cover and a 16hr post will be advertised in the new fiscal year. It is also anticipated that with the additional functions and capacity that it may be necessary to recruit more tea rooms staff (possibly seasonal) during the year ahead. However, this will be done in line with the agreed income and expenditure ratio.

2. TOURIST INFORMATION CENTRE AND RETAIL OUTLET

- 2.1 The Christmas stock is selling well and two pre-Christmas sales of stock purchased in the last financial year have proved really effective.
- 2.2 Facebook advertising is proving to be a good way to promote sales in the gift shop.
- 2.3 As expected, there are no showcase shelving bookings for January and February, therefore the shelving will be used for the January sale items.
- 2.4 This year the sales of glow products on Torchlight were £530 compared to last year when £360 was taken.

3. UNDERCROFT AND OTHER MAINTENANCE

- 3.1 The Construction Impact Study for the works highlighted by the Feasibility Study will take place in January with a report expected by the end of March.

4. THE JACOBAN ROOM

- 4.1 The refurbishment is now complete and the room has been in use to increase the capacity of the Tea Room for Christmas Afternoon Teas, Christmas lunches and Pudding Nights. Feedback on the room has been very positive.
- 4.2 The Licence to hold marriages in the room has arrived and Staff are working on food packages and advertising material.

5. EVENTS

- 5.1 Mistletoe Magic was not as well attended this year compared to last year, with takings down in both the tea room and gift shop. Takings for the event in 2017 were £932.02 in the Gift Shop and £1,303.85 in the Tea Room compared to £461.27 this year in the Gift Shop and £883.03 in the Tea Room. The snow globe definitely had an impact on this as well as the fact that this year the Methodist Church was also holding a free Santa's Grotto. The Priory

House Management Team will be reviewing the Christmas offer and how to link up with other elements of Community Services during 2019.

- 5.2 Ahead of the annual service planning Priory House will begin to consider its events for 2019, including additional small scale events that can maximise income in the Jacobean Room.

6. PRIORY HOUSE TEA ROOMS

- 6.1 Facebook advertising is proving very successful for the Tea Rooms, and is one of the services main methods of marketing itself.

- 6.2 Christmas Afternoon Teas have been really well attended. The Tea Rooms have served 152 Christmas Afternoon Teas compared to 150 last year when they continued into January, which the Tea Room is not doing this year and in addition last year the Friends had a Christmas Afternoon Tea whereas this year they were on one of the four sessions for Pudding Night.

- 6.3 Christmas Pudding Nights have also been very well attended and 202 people have booked over 4 sessions compared to 132 over the same number of sessions last year.

- 6.4 Tea and Breakfast with Santa were fully booked over three sessions reaching 61 children who this year, thanks to the new IT, were able to enjoy a Christmas karaoke as well as the traditional story telling.

- 6.5 The tea rooms traded exceptionally well in the run up to Christmas with its biggest trading figures to date. Whilst this will bring an increase in expenditure it is anticipated that the figures for quarter three will show another positive variance.

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 November 2018.

	April	May	June	July	August	Sept	Oct	Nov
Budgeted Expenditure	£50,185	£27,785	£29,434	£29,185	£28,685	£30,934	£28,985	£29,086
Actual Expenditure	£43,241	£29,587	£30,774	£34,125	£29,403	£29,665	£28,580	£26,952
Variance	£6,944	-£1,802	-£1,340	-£4,940	-£718	£1,269	£405	£2,134
Budgeted Income	£11,300	£11,300	£12,839	£13,300	£13,400	£15,038	£11,500	£15,000
Actual Income	£13,033	£16,176	£17,594	£12,730	£15,969	£13,618	£11,355	£12,930
Variance	£1,733	£4,876	£4,755	-£570	£2,569	-£1,420	-£145	-£2,070
Total Variance	£8,677	£3,074	£3,415	-£5,510	£1,851	-£151	£260	£64
Overall Variance	£11,680							

8. AUTHOR

- 8.1 **Helen Walker-Sygrove, Priory House Manager**
 Email: helen.sygrove@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL

COMMUNITY SERVICES COMMITTEE

MONDAY 7 JANUARY 2019

OLDER PEOPLE'S DAY CARE SERVICES

Purpose of report: For information only.

1. PROJECT MEMBERSHIP UPDATE

- 1.1 The Good Companions Club (GCC) has 23 members. Two people have left since the last report due to poor health. One new member has started.

2. GENERAL UPDATE – Good Companions Club

Improved Quality of Life

- 2.1 The new member joined after he came to a coffee morning we held at the community centre. He said he had not realised how lonely he had become till then. He has settled in really well and has made new friends.

Dignity & Respect

- 2.2 We have ensured that all members have had the opportunity to join in with trips and outings by booking both venues and coaches that are wheelchair accessible.

Health & Emotional Wellbeing

- 2.3 Good Companions enjoyed another boat trip and a Christmas meal out in December. For many it is the highlight of their Christmas and gives them something to look forward to. One new member commented that it was the first time they have had a day out for over 10 years.

Making a Positive Contribution

- 2.4 Students from Weatherfield Academy visited the club at the end of November to sing Christmas carols to the members. Many of the students singing, visit the club as part of their Health & Social Care course. One very musical student has made a real connection with one of the members and they performed a duet together on the guitar and keyboard. They have lots of fun teaching each other their favourite tunes.

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 28 members attending each week. A short waiting list remains in place.

Improved Quality of Life

- 3.2 One member has recently lost their partner and was facing this Christmas alone. As a result of our on-going relationship with Caddington Grove, they offered our member

an invitation to spend Christmas day with them. They are now looking forward to having Christmas dinner with good company and watching the Queens speech in their cinema room along with other guests and residents.

Dignity & Respect

- 3.3 The club members enjoyed a meal out together to celebrate Christmas. We were able to arrange direct transport to the venue for those with mobility issues and a coach for the rest of the members. Again for some this will be the only Christmas meal they share with company.

Health & Emotional Wellbeing

- 3.4 Sadly two of the long term members of the club have died over the past few months, two more have now gone into residential care and another is receiving treatment for cancer. Members have been able to comfort each other on their loss and are offering great support to the member with cancer. This person is still attending lunch club in between treatments and says it is their friendship that keeps them going.

4. STAFFING

- 4.1 Unfortunately the Older People's Support Services Officer has been off on long term sick. Both clubs have been able to run successfully throughout this period due to the additional support of the Older Peoples Assistant, the other members of the Community & Young Peoples Services team and the wonderful volunteers.
- 4.2 During this period two long serving volunteers left, but adverts in Talk of the Town resulted in the recruitment of three more volunteers who are all doing a sterling job.

5. COFFEE MORNINGS

- 5.1 The last coffee morning held at Furness Avenue, six were in attendance which was supported by Central Bedfordshire Council Officers. There will be two more coffee mornings leading up to March. Officers will be planning to book 10 more over the new financial year.

6. AUTHORS

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

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

DUNSTABLE TOWN COUNCIL

COMMUNITY SERVICES COMMITTEE

MONDAY 7 JANUARY 2019

GROVE CORNER AND COMMUNITY ENGAGEMENT

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

1. GROVE CORNER FIGURES

- 1.1 Grove Corner has received 279 visits from young people with 12 new sign ups since the last report up to and including Wednesday 19 December. Numbers are recorded through a head count by officers and staff.
- 1.2 Junior youth club still remains popular with an average of 21 attending the Friday evening sessions.
- 1.3 The Senior Community and Young People's Services Officer is continuing to work in partnership with Groundwork Trust, to provide outreach sessions around the bandstand area and skate park. Relationships are beginning to build up with some young people due to regular contact. However, the town is very quiet at present with few young people of the right age for Grove Corner.
- 1.4 There have been 41 drop-in sessions since the last report to this Committee.
- 1.5 Grove Corner now has 442 Facebook 'Likes' and Grove Corner's Instagram now has 148 followers. Both remain an excellent tool for communicating with young people.
- 1.6 The Pokémon Club continues to be a popular activity. However, some sessions have had to be cancelled due to lack of lead volunteers. Recruitment is underway for more volunteers who are willing to be DBS checked and act as 'person in charge' when needed.
- 1.7 SORTED Counselling Services
Please see below for figures from 11 October to present:

Hours Offered - 203
Hours Cancelled/DNA - 66
Hours Attended - 137

Clients continued from last figures given to DTC - 21
Clients started counselling during above date - 8
Totalling 29 clients seen

2. GROVE CORNER ACTIVITIES

- 2.1 Nine young people took part in a Halloween ghost walk with Grove Corner staff and Dunstable Town Guides on 31 October. The feedback was very positive and we hope to arrange more walks in the coming year.
- 2.2 November 5 to 11 was National Youth Work Week and members of both groups worked together to produce a one minute video on 'What does Youth Work mean to you'. The video is available to view on Grove Corner Facebook page.
- 2.3 Terrence Higgins Trust ran a session on Healthy Relationships on 30 November. As part of this the young people also made red ribbons for World Aids Day, on 1 December.
- 2.4 The young people expressed a wish for a table tennis table in Grove Corner. Unfortunately space is unavailable for this so the young people help paint the pool table cover to turn into a small court.

3. PARTNERSHIP WORKING

- 3.1 Contact has been made with Central Bedfordshire College and as a result their Pathways group will be visiting Grove Corner in January. This is to introduce them to the centre and staff. The aim is to establish relationships and encourage individuals to access Grove Corner in the evenings.
- 3.2 Dates are to be confirmed for the Senior Community and Young Peoples Officer to hold a stall/workshop in the college foyer. There will be four sessions and again the aim is to encourage those in the right age range to come along and use Grove Corner in the evenings.

4. TRAINING

- 4.1 Staff attended the following training:
- Teenage Relationships and Abuse
 - COSHH
 - Safeguarding policy update – from this a review will take place of the Council's Safeguarding policy which will be brought to a future committee meeting.

5. HALF TERM FAMILY FUN

- 5.1 A free family fun event is planned for 12 February during half term, with a theme of 'All creatures great and small'. Numbers for this event are limited to 50 children and some had to be turned away from the last one in October.

6. OPERATIONAL MATTERS

- 6.1 The position of Senior Community and Young People's Officer is currently vacant, and whilst the Community and Young People's team will seek to cover operations at Grove Corner it is likely that over the coming weeks, until such time that this position

is filled, that there will be a number of sessions when Grove Corner has to close. Members will be kept up to date on this matter.

7. COMMUNITY ENGAGEMENT

7.1 The team worked in partnership with Dunstable in Bloom in November when orchard trees were planted in Olma Road recreation ground. Twenty pupils from All Saints Academy and eight from Weatherfield Academy took part. They also made large tree dressing decorations to the DiB 2019 theme of 'plants for the senses'. They made decorations, which represented sight, sound, taste, touch and smell. Dunstable Men in Sheds provided lanterns as part of this. The decorations were taken to put up in trees of their school grounds. Feedback from both young people and school staff was very positive and we hope to work more with them in this way in the future.

7.2 Beecroft Residents Association (BRA)

The Neighbourhood Development Worker continues to support this group and they are growing in confidence. They are considering a number of actions, activities and events for 2019 and building up partnerships with other local groups.

7.3 Dunstable Men in Sheds

Dunstable Men in Sheds have had another busy year and have a number of projects planned for 2019. They are now opening five mornings a week to keep up with both membership and project demands.

7.4 St. Augustine's Junior Wardens

Junior Wardens have recently created and performed a Christmas dignity play. It was focused on the importance of kindness at Christmas and how to be a good role model. The group will be taking part in the Great British Spring Clean and Wheelie Fantastic project over the upcoming months.

7.5 Friends of Dunstable Cemetery

The 'Friends' first 'Headlines behind the Headstones' event on 30 October was a great success. The event was completely booked out and feedback was very positive. From this they recruited another two active members and are looking to hold a further event in the spring. A 'clean up' day took place in December and they are looking at a further one in January. Weatherfield Academy are keen to join in with these days and the offer will be extended to other schools in the area.

7.6 Partnership working

The Downside community coffee mornings have recently been reviewed and changed. Downside Neighbourhood Centre no longer hold any coffee mornings due to limited capacity. The coffee mornings are now every Friday alternating between St Augustines Church and Downside Community Centre. The project will be reviewed again in March.

8. **AUTHORS**

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

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

DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 7 JANUARY 2019****DUNSTABLE TOWN CENTRE SERVICES**

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

1. MARKETS**1.1 Themed Markets**

The worrying start of last year's Theme Markets, made officers question the viability of these markets. The positive last few months have renewed confidence in themed markets for 2019.

Mystic treats November	11 stalls
Christmas Magic December	16 stalls
Snow globe Sunday December	9 stalls
Torchlight extra stalls December	7 stalls

1.2 Farmers and Craft Markets

A very popular addition to the markets and Middle Row, officers can see this market growing with more food producers for 2019. The works along Ashton Square had a negative impact on the few months the traders had to move, but numbers picked up again in December, hopefully continuing in April 19.

November 18	11 stalls
December 18	18 stalls

2. ASHTON SQUARE TOILETS

2.1 The Town Centre Services Officer spent the afternoon with Central Bedfordshire Council (CBC) Officers and their contractor for the refurbishment of the Ashton Square toilets. Quotes are now in, works will start as soon as this has been agreed. The Town Centre Services Officer will be working closely with the team from CBC during the refurbishment. The cleaning of the toilets is now being undertaken by the Town Ranger service and this appears to be going well.

3. TOWN CENTRE**3.1 Christmas window competition**

30 shops entered the Christmas window competition this year with an additional category for pubs/restaurants for which 10 entered. Efes, Cakes by Claire Kelly and Brighton Beautiful took first place with free adverts in Talk of the Town. Second place went to Celebrations and Bank pub, third to R&R Hair and Beauty and Amici Café. All runners up in the competition received a box of chocolates.

3.2 **Snow globe**

A positive event for the town and the market. Both Saturday and Sunday were well attended with stalls and the public. Over 200 pictures were given out over the two days, around 600 plus people used the snow globe over the two days.

3.3 **Town Centre Events 2019**

The Town Centre Services Officer, Events and Marketing Officer and Head of Community Services have met to develop plans for an awards for all bid for an event(s) on The Square now that it has been extended and the barriers removed. Officers believe that whilst the community should also be encouraged to use this space for events and activities it would be great if the Town Council could develop an event to encourage more community use of this space. Progress on this will be reported back to the Community Services Committee and will also be dependent on CBC approving use of The Square.

3.4 **Other issues**

The Town Centre Services Officer and Head of Service met with CBC/Town Council members to look at town centre units where section 215 notices could be issued and also where there are possible Council Tax issues. DTC officers will be provided with a link planning officer to progress this work with a view to improving the appearance of many of the units in the town centre, and updates will be provided at future committee meetings.

4. **AUTHOR**

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