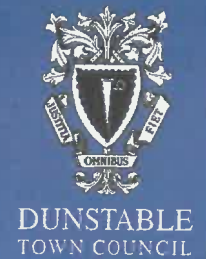


Dunstable Town Council  
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**David Ashlee** Town Clerk and Chief Executive

Our Ref: DA/

Date: 23 February 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 5 March 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 8 January 2018 (copies previously circulated).
3. Specific Declarations of Interest.
4. Presentation on Community Policing in Dunstable – Louise Bates.
5. Priory House – information report (see page 1).
6. Events and Marketing – information report (see page 3).
7. Grove Corner and Community Engagement – information report (see page 16).
8. Older People's Day Care Service – information report (see page 19).
9. Dunstable Town Centre Services - information report (see page 21).

Cont'd ...

DA/BW  
23 February 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  
Gloria Martin (Town Mayor), John Kane (Deputy Town Mayor), Pat Staples (Chairman),  
Eugene Ghent (Vice-Chairman), Lisa Bird, Jessica Castle, John Chatterley, Terry  
Colbourne, Jeannette Freeman, Anne Kennedy, Claire Meakins, Patricia Russell, Emma  
Simmons, Johnson Tamara and other Members of the Council for information.

**DUNSTABLE TOWN COUNCIL**  
**COMMUNITY SERVICES COMMITTEE**

**MONDAY 5 MARCH 2018**

**PRIORY HOUSE**

**Purpose of Report:** For Information.

**1. OPERATIONAL ISSUES**

- 1.1 The consultation period for the staff affected by organisational change has ended. Hayley Clear has accepted the position of Duty Manager (22 hours a week) with immediate effect.
- 1.2 The position of Duty Manager (30 hours a week) is now being advertised internally, with an interview date of 5 March. Until this post has been appointed to the new rota cannot begin.
- 1.3 The position of Shop Assistant (5 hours a week) will be advertised next week, externally.
- 1.4 It is anticipated that it will not be until the end of April when all positions at Priory House are filled. Until such time the team will work hard to limit the impact on the service, but there may be occasions when Priory House has a limited function/services.

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

- 2.1 The shop team are awaiting the new financial year before new stock is purchased. Officers are continuing to seek new businesses for the showcase shelving.
- 2.2 New brochures have been ordered in advance of the summer.

**3. UNDERCROFT AND OTHER MAINTENANCE**

- 3.1 Nothing to report.

**4. EVENTS**

- 4.1 Priory House are looking at how the service can add to the St George's Day event in April as this is also National Tea Day, suggestions include a Tea Tasting Tent and a Tea themed afternoon tea.
- 4.2 Registrations have already begun for this year's Classic Motor Rally. It has been promoted to past attendees and on our social media accounts and website.

**5. PRIORY HOUSE TEA ROOMS**

- 5.1 Mother's Day Afternoon Teas – Unfortunately due to staffing Priory House Tea Rooms will be unable to open on Mother's Day, but the Tea Rooms are running a special Mother's Day Afternoon Tea the week before.
- 5.2 The Catering Manager is currently looking at ideas and costings for special afternoon teas in the coming months, to increase visitors and maximise on income. Currently there are plans for four special 'themed' afternoon teas during spring and summer. There are also plans to

hold a special Royal Wedding Afternoon Tea Party on Saturday 19 May in the meeting room, whilst showing the royal wedding live. It is an aspiration to create a more flexible space upstairs to enable such events and larger private afternoon tea bookings. However, this is very much dependent on income and expenditure over the forthcoming year.

- 5.3 Priory House Tea Rooms continues to receive excellent reviews on Tripadvisor. There has been increased traffic to our website as well as telephone bookings as a result of the Tripadvisor page.

## 6. FINANCE

### 6.1 Priory House Profiled Income and Expenditure Report as at end of January 2018

	April	May	June	July	August	September	October	November	December	January
<b>Budgeted Expenditure</b>	£31,622	£29,075	£30,275	£31,875	£31,675	£31,899	£31,025	£29,075	£29,625	£28,075
<b>Actual Expenditure</b>	£31,598	£27,353	£31,169	£35,774	£31,103	£30,970	£30,286	£29,935	£27,493	£25,966
<b>Variance</b>	£24	£1,722	-£894	-£3,899	£572	£929	£739	-£860	£2,132	£2,109
<b>Budgeted Income</b>	£10,325	£10,575	£13,314	£14,025	£14,025	£14,263	£11,725	£11,125	£17,662	£9,425
<b>Actual Income</b>	£11,573	£10,729	£16,287	£11,548	£14,487	£13,444	£11,208	£13,071	£17,147	£8,203
<b>Variance</b>	£1,248	£154	£2,973	-£2,477	£462	-£819	-£517	£1,946	-£515	-£1,222
<b>Total Variance</b>	£1,272	£1,876	£2,079	-£6,376	£1,034	£110	£222	£1,086	£1,617	£887
<b>Overall Variance</b>	£3,807									

- 6.2 The positive variance is as to be expected at this time of year.

## 7. AUTHOR

- 7.1 **Becky Wisbey** – Head of Community Services  
[Becky.wisbey@dunstable.gov.uk](mailto:Becky.wisbey@dunstable.gov.uk)

**DUNSTABLE TOWN COUNCIL**  
**COMMUNITY SERVICES COMMITTEE**  
**MONDAY 5 MARCH 2018**  
**EVENTS AND MARKETING**

**Purpose of Report:** For information only

**1. FUTURE EVENTS – Planning and Development**

**1.1 St George's Day**

The 2018 event will take place in Priory Gardens on 21 April 2018 between 10.00 am and 4.00 pm. Activities this year include:

- Falconry Display
- Archery
- Morris Dancing
- Punch and Judy
- Arts and crafts
- Bouncy Castle
- Meet Dexter the Dragon
- Dragon Town Trail
- Face painting
- Reptile Show
- Shetland Pony Rides
- Climbing Wall
- Dunstable Town Band
- Dunstable Town Guides

The activities and entertainment will be laid out from the croquet lawn up to the meadow area where the archery, falconry and bouncy castle will be held. Marketing will take place via a press release, distribution of flyers to all primary and lower schools, Facebook advertising, posters and leaflets to Dunstable shops and businesses, an advertisement in Talk of the Town and flyers and posters in the town noticeboard sites.

**1.2 WWI Life after the War**

This year's WWI event will look at life after the war and how society changed for women, and men returning from the war. There will be more a celebratory feel during the event. Booked so far are singers, poppy making, music, and some suffragettes.

A peace party will also be recreated after the event, where children are nominated to attend the Peace Party, these children will be nominated because they have had a difficult time, overcome adversity, need recognition for over achieving or generally been through tough times. There will be a marquee with food, music and entertainment for them. It is hoped this will be funded through the Heritage Lottery Fund.

### 1.3 Sunday Band Concerts

The 2018 programme has been suggested below along with an explanation of the selection process. Concerts will take place from 2.30 pm until 4.15 pm on the Grove House Gardens performance area. This year, officers have invited charities to apply for the seven week tea and coffee concession. The application is available via our website or can be e-mailed/sent out on requests. Members will be updated via member updates on how this new process is going.

Sun 24 June	Dunstable Town Band	-
Sun 1 July	Dunstable Salvation Army	permanent slot decided by committee
Sun 8 July	Woburn Sands Band	First time applying –local
Sun 15 July	Challney Concert Band	First time applying –local
Sun 29 July	Watford Town Band	Haven't played in over 3 years
Sun 5 August	Welwyn Garden City	Well established & Popular with audience
Sun 12 August	Milton Keynes Brass Band	Well established & Popular with audience

### 1.4 Dunstable Live

The tribute line-up for the 'The Late Greats' theme is shaping up as follows:

David Bowie  
 Michael Jackson  
 Elvis  
 George Michael  
 Freddie Mercury

This line up was selected by the public via an online poll on Facebook. There were a total of 347 votes.

### 1.5 Party in the Park

Plans are in the early stages of development for this event. However, confirmed so far are the headline act and tribute act, a local band performance, kids area, a reptile show and the funfair. Officers are currently contacting local groups to try to increase community involvement.

### 1.6 Priory Pictures

The large outdoor screens have been booked for the two film events and 140 deckchairs have been hired.

There is currently a poll on the Facebook page to choose the films for this year's event so far there have been 671 votes, the poll will remain open until mid-April.

### 1.7 Priory Proms in the Park

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

**2. SPONSORSHIP**

2.1 Dunstable Town Council are in discussions with 2 companies on a joint sponsorship deal for the events programme. A verbal update on this will be given at committee.

**3. WEBSITE AND SOCIAL MEDIA**

3.1 The new website will be in a position for final testing by the end of April, with a view if all testing is satisfactory the new website will go live after this.

3.2 Below is a summary of some of the key statistics from the website in 2017.

**2017 Page visits      2016 Page visits**

95,328                      91,482

**Device**

**Mobile              Tablet              Desktop**

75.6%              13%              29.4%

**Top Pages of 2017**

**Views**

2017 event Dates	11,390
Party in the Park	7,443
Dunstable Fireworks	7,108
Events in Dunstable	6,087
Priory Tea Rooms	5,698
Contact Us	5,636
Job Vacancies	4,752
Bennetts Splash & Splashside Café	4,517
Creasey Park	4,012

\*Please note that the statics below only represent 53% of all the users. These people have a google mail account which enables google to get these figures

**Male              Female**

37.5%              62.5%

**Age of users (57% of all users)**

35-44	10,688
25-34	10,833
45-54	7,996
55-64	5,008
18-24	3,770
65+	3,280

- 3.3 Members should also note an increase in Facebook referrals. In 2016 **7,338** people came through the website via Facebook this increased to **11,026** (50.26 % increase) in 2017. Twitter referrals total 485.

Officers continue to use Facebook advertising and event pages to communicate with the community, and this is proving a very efficient and effective way to increase engagement.

- 3.4 A comparison of the total page views on the DTC website is shown below:

<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>	<b>2017</b>
73,358	70,388	87,852	91,565	95,328

- 3.5 Officers continue to use Facebook and Twitter as the main marketing tools and as members can see below all Twitter accounts and Facebook pages have increased in popularity. Officers have also noticed more interaction with the community via these platforms.

Facebook likes

	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>
DTC	1,666	2,258	3955
CPCFC	119	200	306
Grove Corner	191	336	418
Town Ranger	-	-	486

Twitter followers

	<b><u>2015</u></b>	<b><u>2016</u></b>	<b><u>2017</u></b>
DTC	1,154	1,507	1,816
Town Centre	1,138	1,483	1,776
Priory House	281	322	364
Events	1,317	1,568	1,795
CPCFC	457	514	570



**4. TALK OF THE TOWN**

**4.1 2018 Delivery Dates**

Below are the dates that the four editions of Talk of The Town will be delivered. Currently 16,000 copies are delivered; enough to cover all the housing in Dunstable. This also includes flats above shops in the town centre if they are easily accessible.

Copy Deadline: 21 May                      Delivery: 6 July (bumper town centre edition)

Copy Deadline 5 September      Delivery: 12 October

**5. 2017 Event Survey**

5.1 During the 2017 events season officers ran a survey monkey questionnaire online requesting feedback relating to the 2017 events. In total 331 responses were received which is a significant improvement on the 91 responses received in 2016.

5.2 Below are key findings taken from the survey. The full survey and analysis can be found at appendix 1.

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

44% very satisfied

50% Satisfied

6 % dissatisfied

**Q. How would you rate the advertising of Dunstable Town Councils events programme?**

36% Excellent

58% Good

6% Poor

0% Very poor

**Q. How did you hear about the events programme? (multiple choice)**

82% Facebook

23% ToTT

22% Word of Mouth

19% Posters/banners

13% DTC Website

**Q. Was there anything you particularly liked or disliked about any of the events? (Selection of answers)**

- " I like the organisation and the amount there was to do.
- " Free Parking should be made available...
- " Priory cinema was absolutely lovely such a great family and friend event.
- " Very friendly atmosphere

- " like the variety ... pop music, tribute bands, rock, classical., its great and the movies in the park is a brilliant idea.
- " Liked: Great that they are free Disliked: Some of the people attending are horrible, swearing, smoking drugs etc
- " A huge sense of community
- " Usually we attend as many of these events in Dunstable as we can. They are excellent.
- " I love every moment of all Dunstable events and it makes me proud to attend such amazing and well organised events
- " I don't like drunk people at party at the park
- " I like it's included in our council tax. It brings people together in a fun, safe environment. Great for children - the free bouncy castle/surfboard etc was a huge hit

**Q. Are there any other activities, entertainment or themes of music that you'd like to see at future events?**

- " More cultural and or educational events
- " I would like to see more outdoor cinema events
- " More kids fun during holidays
- " Food festival
- " Pretend beach maybe. Something for younger children at the weekends so working parents can enjoy too
- " More family fun days
- " Keep doing what you're doing
- " I think Dunstable town council have it all covered
- " Sand pit in town for the summer
- " Another event like round the world day

5.3 The results are really encouraging and constructive. Changes to St Georges Day, Party in the Park and Priory Pictures are planned due to comments directly from this questionnaire.

5.4 The aim for 2018 is to increase the survey results by 25% as part of the service plan.

## **6. APPENDICIES**

6.1 Appendix 1 – Results of 2017 events questionnaire.

## **7. AUTHOR**

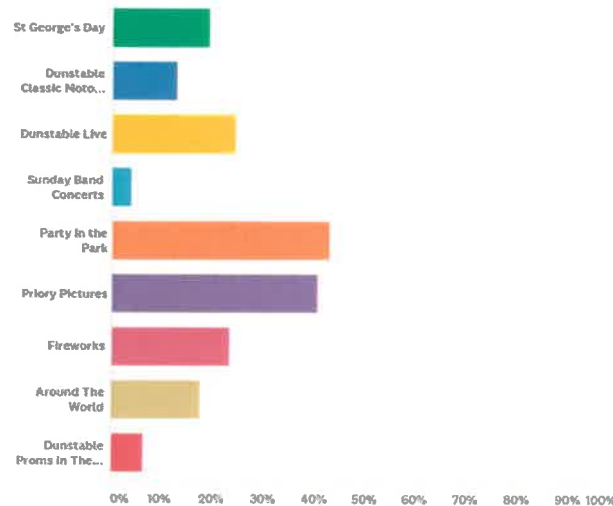
7.1 Lisa Vincent- Events and Marketing Officer

Email – [lisa.vincent@dunstable.gov.uk](mailto:lisa.vincent@dunstable.gov.uk)

## 2017 Events Summary

This report comprises of data gathered from the 2017 Events Survey collected through Survey Monkey on Facebook. A total of 331 people participated in 2017 compared to 91 in 2016 showing a significant increase of over 3 times the number of participants. All charts used in this report are collected from the 2017 Events Survey.

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



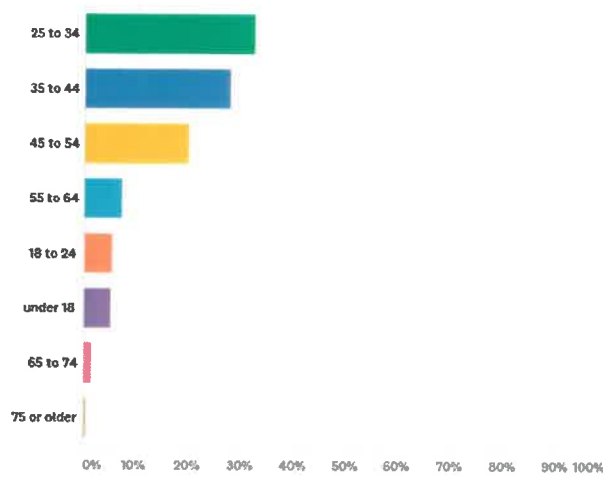
For the second year running Party in the Park is the highest attending event closely followed by Priory Pictures which was a new event for 2017.

### Q2 Where did you travel from to attend the event(s)?



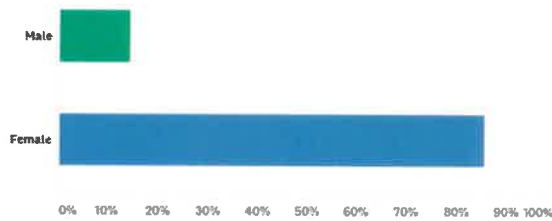
This is a word cloud generated by Survey Monkey picking the most used words to answer this question.

Q3 What is your age?



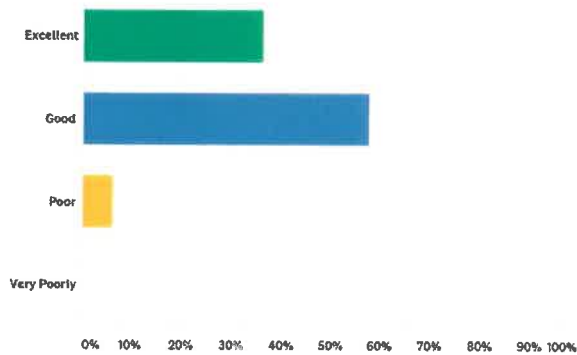
There has been an 18% increase of responses from the '25 to 34' age category compared to 2016 and for the first year 18 responses have been collected from the '18 to 24' age category.

Q4 Are you male or female?



Women are the highest participants of Survey Monkey for the second year running.

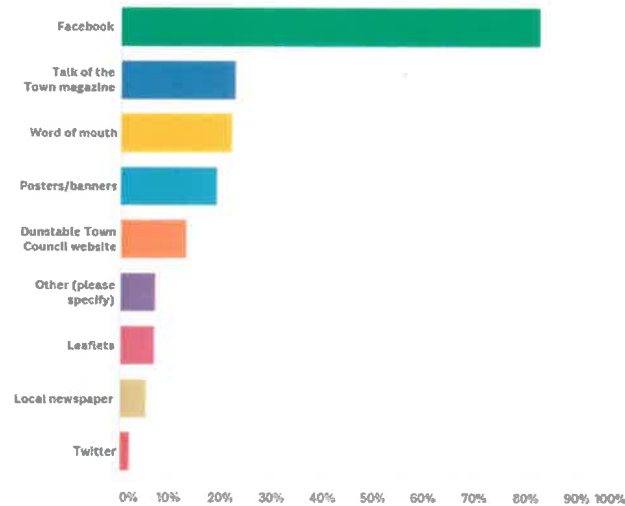
Q5 How would you rate the advertising of Dunstable Town Council's events programme?



## Appendix 1.

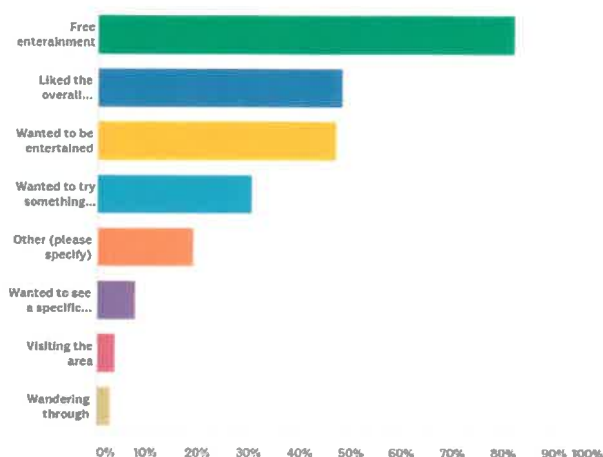
Data collected from both the 2017 and 2016 surveys show that the response 'Good' comes up top with over 55% of the responses for both years. For 2017, there has been an increase of over 10% compared to 2016 of responses stating the advertising for Dunstable Town Council's Event programme was 'Excellent.' Under the 'Poor' category, there is a significant decrease from 20% to 6% compared to 2016.

### Q6 How did you hear about the Dunstable Town Council Events Programme?



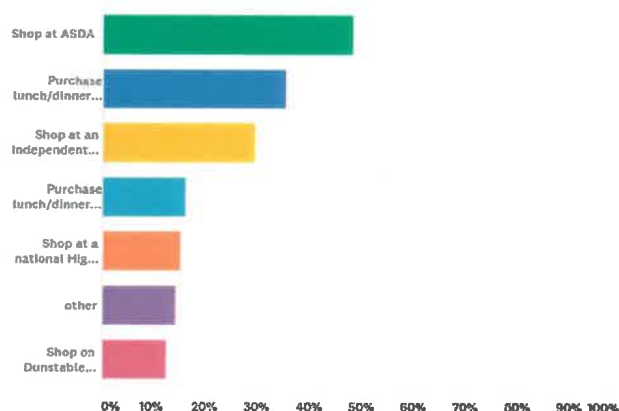
Consistently since 2015 Facebook has remained the main source of information for Dunstable Town Council Events programme. There has been an increase of 22% of responses for Facebook compared to 2016. Although the Talk of The Town magazine follows in second place, there is a 20% decrease compared to 2016 showing that more participants are hearing of the Events programme online through social media rather than through printed material. There has also been decreases of over 10% for both categories 'Dunstable Town Council Website' and 'Posters/Banners' compared to 2016.

Q8 Why did you choose to attend the above event(s)? (Tick all statements that apply).



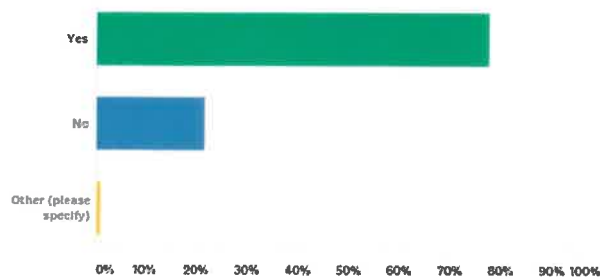
For the third year running participants chose attending the events as they are 'Free Entertainment' as being the top choice followed by 'Liked the overall programme' and 'Wanted to be entertained'. Under the category 'Wanted to try something different' the responses have increased yearly with an increase of over 8% in 2017 compared to 2016.

Q9 Whilst in Dunstable for any of the Town Council's events did you do any of the following?



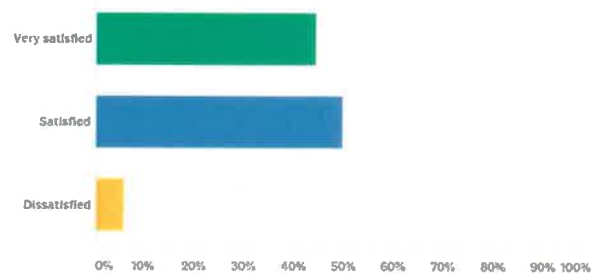
Compared to data collected from the 2016 survey, there has been a decrease of participants engaging in four of the following categories: 'Shop at Asda,' 'Purchase lunch/dinner a national food outlet,' 'Shop at a national High Street' and 'Shop at Dunstable Market'. The category 'Other' has however increased by over 5% whilst categories 'Purchase lunch/dinner at an independent food outlet' and 'Shop at an independent retailer' has remained at over 30% participation compared to 2016.

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



In 2017, 78% of participants stated that they knew that Dunstable Town Council is the principle funder of these events. Compared to 2016, there has been a 10% decrease, although there has been over 240 more responses collected in 2017 than in 2016. There has also been 3 responses under the category 'Other (please specify)' collected in 2017 compared to zero collected in 2016.

Q11 Overall how would you rate Dunstable Town Council's events programme in 2017?



In 2017 participants were more 'Satisfied' than 'Very Satisfied' by only by a slight margin. Figures show that there has been an 8% decrease for 'Very Satisfied' whilst 'Satisfied' has increased by 8% with a no change of 6% for those selecting the category 'Dissatisfied.'

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



This is a word cloud generated by Survey Monkey picking the most used words to answer this question.

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



This is a word cloud generated by Survey Monkey picking the most used words to answer this question.



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



This is a word cloud generated by Survey Monkey picking the most used words to answer this question.

### Summary

The survey results are the highest returns since the survey started in 2012. The feedback has been very precise and constructive and from these results amendments have been made to the events programme to improve on certain areas. The new website will help improve marketing to become more interactive, this will engage more people and therefore improve overall awareness and participation at events. The survey results are looked at after each event, to look at continuous improvement or adjustments throughout the year.

**DUNSTABLE TOWN COUNCIL**

**COMMUNITY SERVICES COMMITTEE**

**MONDAY 5 MARCH 2018**

**GROVE CORNER AND COMMUNITY ENGAGEMENT**

<b>Purpose of Report:</b>	For information only
---------------------------	----------------------

**1. GROVE CORNER FIGURES**

- 1.1 Grove Corner has received 253 visits from young people with 9 new sign ups since the last report up to and including 16 February 2018. Numbers are recorded through a head count by officers and staff.
- 1.2 Junior youth club still remains very popular with an average of 35 attending the Friday evening sessions.
- 1.3 The new Senior Community and Young People's Services Officer has now started and is settling in well. He had visited the skate park and has contacted schools to arrange visits for the purpose of recruiting a new cohort of users. Most of our previous senior users are now too old to attend.
- 1.4 There have been 28 drop-in sessions since the last report to this Committee. One session was cancelled due to staffing issues.
- 1.5 Grove Corner now has 418 Facebook 'Likes' and Grove Corner's Instagram now has 124 followers. Both remain an excellent tool for communicating with young people.
- 1.6 The Pokémon Club closed for February half term. This remains a very popular and well attended activity and thanks go to the volunteers who run this provision. Many of the volunteers are previous users of Grove Corner senior drop-ins.
- 1.7 SORTED Counselling Services have seen 30 clients between January and 19 February, of these 17 are new clients. They have offered 130 hours of counselling of which 103 hours have been attended and 27 hours have been cancelled or clients did not attend the appointment.

**2. TRAINING**

- 2.1 The Community and Young People's Services Manager attended County Lines and Gang training and the VOCfyp forum in January.

**3. COMMUNITY ENGAGEMENT**

3.1 Dunstable Men in Sheds

Dunstable Men in Sheds held talks with Officers on their aspirations for the future. Their numbers are increasing and they are outgrowing their current space. Options are being considered.

3.2 St. Augustine's Junior Wardens

Junior Wardens are joining other residents and volunteers for a litter pick on Downside, Wednesday 7 March, as part of The Great British Spring Clean. The group are keen to be involved in community projects which benefit the estate and are looking at what they can do to improve the environment in the school grounds.

3.3 Bunhill Close

Officers have met with active residents in the Bunhill area and devised a plan of family orientated activities for the next few months. The first of these will be plant pot decorating and herb planting on Thursday 12 April, 1.00 am to 3.00 pm. All activities will take place on the Bunhill amenity area.

3.4 Friends of Dunstable Cemetery

The second meeting to assess interest in forming a Friends of Dunstable Cemetery took place in January. Five people attended and two others sent apologies. Signpost volunteers also attended this meeting. They will assist the group in their first activity of clearing some of the undergrowth on graves highlighted in the Town Guided walk on Thursday 22 March.

3.5 Partnership working

The team will be working in partnership with schools linking WWI and the Wheelie Fantastic project. Dates are in the diary to work with Beecroft Academy in June and Queensbury Academy to be agreed.

A meeting also took place with the Chairperson of Beecroft Residents Association. The group have expressed an interest in joining in with the Wheelie Fantastic project. They also wish to explore other ways to work in partnership to engage with residents in the area.

3.6 Love Parks Week

The date for 2018 Love Parks Week is 13 to 20 July. Plans are underway to deliver a number of activities in different locations with partners. The final programme will be advertised on the website and Facebook page.

3.7 Family Fun Workshops

Officers held a family fun day at Creasey Park Community Football Centre on Tuesday 13 February 2018. 33 children and 19 adults attended the free event with arts and crafts. One lady commented: "much more enjoyable and manageable event and a good selection of arts and crafts" Many who attended had seen the event advertised on Facebook.

4. AUTHORS

Jack Adams-Rimmer – Community Assistant  
Email – [jack.adams-rimmer@dunstable.gov.uk](mailto:jack.adams-rimmer@dunstable.gov.uk)

Sandy Coyle – Community and Young Peoples Service Manager  
Email - [sandy.coyle@dunstable.gov.uk](mailto:sandy.coyle@dunstable.gov.uk)

**DUNSTABLE TOWN COUNCIL**  
**COMMUNITY SERVICES COMMITTEE**  
**MONDAY 5 MARCH 2018**  
**OLDER PEOPLE'S DAY CARE SERVICES**

<b>Purpose of report:</b> For information
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**1. PROJECT MEMBERSHIP UPDATE**

- 1.1 The Good Companions Club (GCC) has 25 members. Two people have joined the club since the last report.

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

**Improved Quality of Life**

- 2.1 Following a visit from Sight Concern, three users were able to obtain specialist advice regarding their failing sight. The group were able to share their experiences and obtain sound help and support. Two users have since purchased specialist items to help them on a day to day basis and to enable them to remain independent in their own homes.

**Dignity & Respect**

- 2.2 Officers were recently able to offer support to one user following a very emotional move from her own home into Dukeminster Court. The lady is very visually impaired and struggled in all aspects of the move. Officers were able to take the time to sit and talk to the lady and reassure her. She has since settled well.

**Health & Emotional Wellbeing**

- 2.3 In January, Officers were able to arrange for 8 users of the Good Companions Club to visit Priory View. They were met by the scheme Manager, who took the time to show them around and answer any questions. Two users have since applied to move there. One resident was kind enough to show the group around his flat so that they could gain a more insightful idea of what the apartments looked like inside.

**Making a Positive Contribution**

- 2.4 In early February the group received a visit from a representative of the East Anglian Air Ambulance. This visit was very informative and very well received. Following the talk, users asked if they could make some voluntary donations towards this wonderful charity.

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

- 3.1 Creasey Park Community Football Centre Lunch Club now has 36 members with an average of 25 members attending each week. A waiting list remains in place.

**Improved Quality of Life**

- 3.2 One user has recently commented to officers that since joining the lunch club she has become more confident and outgoing. The lady moved into the area a year ago and had no friends or relatives near. She said that she was becoming quite isolated and got to a point where she didn't want to go out. Since joining the lunch club she has joined keep fit classes and regularly meets up with one of the other users for a coffee.

**Dignity & Respect**

- 3.3 Officers have been able to re-offer a place to a lady who joined Creasey Park Lunch Club when it first opened five years ago. She was diagnosed with Early Onset Dementia last year and found it all very overwhelming. She asked if she could take a break from the club just to come to terms with everything which she has now done. She is enjoying being back with her friends and very much looks forward to her visits.

**Health & Emotional Wellbeing**

- 3.4 Officers continue to be able to support a lady whose husband passed away before Christmas. She is disabled herself and has no real family of her own. She recently spoke to officers to express her thanks to both staff and friends at the club for supporting her and encouraging her to continue attending the lunch club at a time when she could so easily have given up. She continues to visit regularly.

**4. COFFEE MORNINGS**

- 4.1 The Furness Avenue coffee morning, held on Tuesday 20 February, attracted 15 people. Age UK and Bedfordshire Fire Service attended and gave out very useful information. The next coffee morning will take place in Dunstable Cemetery Chapel on Tuesday 13 March.

**5. AUTHORS**

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**DUNSTABLE TOWN COUNCIL****COMMUNITY SERVICES COMMITTEE****MONDAY 5 MARCH 2018****DUNSTABLE TOWN CENTRE SERVICES**

<b>Purpose of Report:</b> For information only
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**1. THEMED MARKETS 2018**

- 1.1 The table below details the number of traders the themed markets have attracted to date. As can be seen, some additional work and visiting other markets will need to take place. There has been marketing and promotion in Talk of the Town, on our website and social media accounts and on relevant external sites. A visit to Leighton Buzzard has taken place. Officers are confident that there will be a good showing of traders.

<b>Date</b>	<b>Theme</b>	<b>No. of confirmed traders</b>
14 April	St Georges	0
12 May	Antiques collectables	0
9 June	Love your garden	1

**2. CREATIVE CRAFT & FARMERS MARKETS 2018**

- 2.1 As Members will be aware, in addition to the themed markets there is a programme of Creative Craft and Farmers Markets with goods handmade in Bedfordshire, taking place on the third Saturday of each month, through to December. To increase the number of traders to this popular Market, officers have this year introduced the addition of Farmers.
- 2.2 The table below details the number of traders the Farmers and Craft Markets have attracted to date.

<b>Date</b>	<b>No. of confirmed traders</b>
21 April	8
19 May	2
16 June	2

**3. ASHTON SQUARE TOILETS**

- 3.1 The position of Town Centre Janitor was offered to the Market Porters after the Management of the market had ceased. One porter has taken on the new role of Town Centre Janitor on a 13 hour contract. This has reduced the gap in the service offered and reduced the annual leave and sickness issues which previously affected the service when just two Town Centre Janitors were in post.

- 3.2 Officers are currently working closely with Central Bedfordshire Council on the update of the building. Work and surveys are being carried out on the building, specifically on the electrics and pipe works. Emergency lights in the service areas have been fitted as well as bonding to the main electrics. A new air filter system has been placed in the men's toilets to reduce the odour. The electrical boxes within the market area are being tested with new locks so traders and officers can have access to the units. It is not yet known when all the works will be completed and when Dunstable Town Council will be in a position to fit new external lighting and sign a new licence. Updates will be provided at a future Community Services Committee.

#### **4. COMMUNITY TOILET SCHEME**

- 4.1 As the re-opening of the Quadrant Toilets is no longer a viable option, the Town Centre Services Manager has been investigating the possibility of introducing a Community Toilets scheme to Dunstable.
- 4.2 A community toilet is a public toilet located within a business. The business (normally a café/restaurant) will allow anyone to use the toilet in their establishment without being a customer and therefore the need to purchase their commodity.
- 4.3 The Town Centre Service Manager has visited a number of town centre businesses to discuss this option of providing a community toilet for the south side of town where there have no toilet facilities.
- 4.4 Bedford Borough Council have a similar scheme in place where a community toilet sticker is placed on the door of a participating business which gives the public the knowledge and right to use the toilet inside. Each Business that joins the scheme is given some funding towards the cleaning, and consumables to keep the toilets to a good standard. Bedford Borough Council contributes £200/£300 towards this scheme to each business that takes part.
- 4.5 The Town Centre Service Manager has identified three business within the Quadrant area that would like to be part of this scheme. This would enable the public to have access to public toilets within the south side of the town. Members are ask to consider this idea, with the suggestion that it is taken to the Dunstable Joint Committee on 22 March for their consideration and request to fund the scheme up to a maximum of £900 for a one year pilot.

#### **5. TOWN CENTRE VACANCY RATES**

- 5.1 The Town Centre Services Manager has recently undertaken the latest review of town centre vacancy rates. The results for the February 2018 vacancy survey are shown in the table below.

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.

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.



The next survey will take place in April 2018.

These figures have been shared with Central Bedfordshire Council officers.

No. Units	No. Vacant Units	% Vacant Units	Previous %
<b>253</b>	<b>33 vacant</b>	<b>13%</b>	<b>12.44%</b> (Figure at Sep 2017)

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>27 vacant</b> (1 due to open )	<b>12.38%</b>	<b>12.85%</b> (Figure at Sep 2017)

The following figures relate to the Quadrant Shopping Centre only.

No. Units	No. Vacant Units	% Vacant Units	Previous %
<b>43</b>	<b>6 Vacant</b> ( Quadrant are planning to have 3 units opened in the next few months)	<b>13.95 %</b>	<b>11.63%</b> (Figure at Sep 2017)

**Note: the vacancy figures do not include those businesses currently closed but not vacant as they are not currently on the market to let or purchase.**

## 6. AUTHOR

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