

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

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



DUNSTABLE
TOWN COUNCIL

David Ashlee Town Clerk and Chief Executive

Our Ref: DA/RGS

Date: 25 August 2017

Dear Councillor

Could you please note that a meeting of the Community Services Committee will be held in the Council Chamber, Grove House, High Street North, Dunstable on **Monday 4 September 2017** at **7.00 pm** when the following business will be transacted.

AGENDA

1. Apologies for Absence
2. Minutes of the meeting of the Community Services Committee held on 5 June 2017 (copies previously circulated).
3. Specific Declarations of Interest.
4. Dunstable Town Centre Services - information report (see page 1).
5. Priory House – (see page 6).
6. Events and Marketing – information report & decision on 2018/19 events (see page 9).
7. Grove Corner and Community Engagement – information report (see page 15).
8. Older People's Day Care Service – information report (see page 18).

Cont'd

DA//RGS
25 August 2017

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

DUNSTABLE TOWN COUNCIL**COMMUNITY SERVICES COMMITTEE****MONDAY 4 SEPTEMBER 2017****DUNSTABLE TOWN CENTRE SERVICES**

Purpose of Report: For information

1. DUNSTABLE MARKET**Traders**

- 1.1 At the time of writing there were 8 individual, regular traders on Dunstable Market. In addition there were 6 casual traders attending regularly to trade.
- 1.2 The table below details the number of traders for May, June and July 2017 on each trading day:

May 2017

DATE	NUMBER OF TRADERS	NUMBER OF PITCHES
Weds 3/5	6 (1 hol, 1 did not attend)	10
Fri 5/5	3	3
Sat 6/5	6	8
Weds 10/5	9	13
Fri 12/5	2	2
Sat 13/5	10 (4 Themed stalls)	12
Weds 17/5	5 (3 hol)	9
Fri 19/5	3	3
Sat 20/5	19 (13 Craft stalls)	22
Weds 24/5	8	11
Friday 26/5	5	5
Saturday 27/5	6	9
Weds 31/5	7	10

June 2017

DATE	NUMBER OF TRADERS	NUMBER OF PITCHES
Fri 2/6	3	3
Sat 3/6	7	9
Weds 7/6	8	12
Fri 9/6	3	3
Sat 10/6	13 (7 Themed stalls)	15
Weds 14/6	9	13
Fri 16/6	3	3
Sat 17/6	13 (7 Craft stalls)	15
Weds 21/6	8	12
Fri 23/6	2	2
Sat 24/6	4 (2 hols)	7
Weds 28/6	6 (1 hol, 1 sick)	10
Fri 30/6	3	3

July 2017

DATE	NUMBER OF TRADERS	NUMBER OF PITCHES
Sat 1/7	5 (2 hol, 1 sick)	6
Weds 5/7	9	12
Fri 7/7	2	2
Sat 8/7	8 (2 Themed Stalls)	10
Weds 12/7	8	12
Fri 14/7	4	4
Sat 15/7	17 (9 Craft stalls)	19
Weds 19/7	8	12
Fri 21/7	3	3
Sat 22/7	7	10
Weds 26/7	7	11
Fri 28/7	3	3
Sat 29/7	8	10

- 1.3 The average trader figure for May was 6.85, a decrease of 0.65 traders on April 2017. The average for June 2017 was 6.31, a decrease of 0.54 traders from May 2017. The average for July 2017 was 6.85, an increase of 0.65 traders from June 2017.

The table below provides the average trader figures for May, June and July 2017, compared to the same period in 2016. Please note that the average figures include the Themed/Craft Market traders.

2016	2017
May 2016 8.58	May 2017 6.85
June 2016 9.08	June 2017 6.31
July 2016 7.71	July 2017 6.85

Finance

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

	April 2017	May 2017	June 2017	July 2017
Budgeted Expenditure	£8,379	£6,627	£6,632	£6,627
Actual Expenditure	£7,521	£5,736	£5,335	£6,056
Variance	£1,128	£ 891	£1,297	£ 571

Budgeted Income	£2,583	£3,083	£3,584	£3,583
Actual Income	£2,863	£1,752	£2,888	£2,154
Variance	<u>£ 280</u>	<u>-£1,331</u>	<u>-£ 696</u>	<u>-£1,429</u>
Total Variance	<u>£1,408</u>	<u>-£ 440</u>	<u>-£ 601</u>	<u>-£858</u>
<u>Overall Variance</u>	<u>£ 711</u>			

- 1.5 Members will note that the figures for April in the table above have been amended from those previously reported. This is to include the income from Themed and Craft Market traders in the month on which they traded, rather than when they pay which is generally in advance. Future income from these market days will also be accounted for in this way. As can be seen from the table, the reduced regular trader numbers continue to be reflected in the income figures for quarter 1 and ongoing. Whilst the Themed and Craft Markets have attracted new traders, the number each month has varied, especially dependent on the theme and over the summer holiday period. Further detailed information on the Themed and Craft markets is given below. Members are reminded that all traders in attendance on themed and craft dates are charged at a discounted rate of £15.00.
- 1.6 As well as continuing to promote the market, officers have also been investigating ways to minimize the expenditure such as reviewing the level of waste collection and adjust the times of the portering to make the operation more efficient. Officers will continue to look at both ways to maximize the market income and to manage expenditure.

Staffing

- 1.7 Members are advised that the current Market Officer has handed in his resignation. The Town Centre Manager and Head of Service have therefore been investigating recruitment and options for supervising the market in the short to medium terms. Any further development will be reported verbally at the meeting.
- 1.8 In addition, it was previously reported that one of the existing team of four Porters had resigned. The remaining shifts were redistributed amongst the existing porters, however, a second Porter subsequently also resigned. This post has now been filled and the team is currently operating with three porters and one supervisor, with the supervisor being currently provided through an agency. The portering team is supported on market days by the Town Centre Janitors. However, Members are reminded that only two of the three Janitor positions are currently filled and whilst additional hours are being undertaken by one of the remaining Janitors, this leaves the toilet and market operation vulnerable as cover for sick leave and holidays is very limited.

Programme of Themed Markets for 2017

- 1.9 The Themed Markets began with a Health and Beauty theme on Saturday 8 April and continued with a Fair Trade theme in May.

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

Date	Theme	No. Traders
Saturday 8 April 2017	Women's Day/Health & Beauty	6
Saturday 13 May 2017	Fair Trade	4
Saturday 10 June 2017	Youth Event	7
Saturday 8 July 2017	Family Day	2
Saturday 12 August 2017	Pre-Loved, Bric-a-Brac	1

1.11 As can be seen from the table, some themes have proven more popular than others the summer traditional holiday months in particular. A total of 44 traders have booked to attend at least one event in the programme. Of those, 18 have booked to attend more than one date or have already attended more than one date and 3 have attended the market on a non-themed day.

1.12 Members are reminded that all Themed Markets take place on the second Saturday of each month through to December, between 10.00 am and 3.00 pm and all traders on the market are charged £15.00 per pitch, per themed day.

1.13 The events will continue to be promoted throughout the programme both to potential traders and the public.

Creative Craft Market

1.14 As Members will be aware, in addition to the themed markets there is a programme of Creative Craft Markets with goods handmade in Bedfordshire, taking place on the third Saturday of each month, through to December.

1.15 The table below details the number of additional traders the craft markets have attracted on each day, to date.

Date	No. Traders
Saturday 15 April 2017	10
Saturday 20 May 2017	13
Saturday 17 June 2017	7
Saturday 15 July 2017	9
Saturday 19 August 2017	8

1.16 Craft markets take place at the same time of day as the Themed programme and again traders are charged £15.00 per pitch, per craft market day.

2. ASHTON SQUARE TOILETS

2.1 The current licence for Dunstable Town Council to operate the Ashton Square Toilet Facility expired on 31 March 2017. Officers have now received draft terms for extending the licence for a period of two years to 31 March 2019. Officers will now

liaise with colleagues at Central Bedfordshire Council on any queries and amendments to these terms.

- 2.2 The Ashton Square Toilet Facility continues to operate as required. The Janitors continue with ad hoc maintenance duties in the town centre and cleansing duties in the Eleanor's Cross area.

3. **AUTHOR**

- 3.1 Clare Brett – Town Centre Manager
Email: clare.brett@dunstable.gov.uk

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE

MONDAY 4 SEPTEMBER 2017

PRIORY HOUSE

Purpose of Report: For Information

1. OPERATIONAL ISSUES

- 1.1 Priory House recently advertised and interviewed for the position of Kitchen/Waiting assistant. No suitable candidates were found this time. The position will be advertised again in the near future.
- 1.2 The Manager of Priory House is currently on long term sick leave. The Priory House Assistant Manager and the rest of the Priory House Team are ensuring that there is a limited impact on the day to day operations.

2. TOURIST INFORMATION CENTRE AND RETAIL OUTLET

- 2.1 Showcase shelving has two bookings for October at this time and officers are continuing to look to fill this. November is fully booked.
- 2.2 Christmas stock has been ordered and the first deliveries have been made. The Priory House Christmas stock will be on sale from Monday 30 October.
- 2.3 The commission received from National Express has been cut once again, now down to 5%. In light of this a survey was carried out into the cost of carrying out National Express coach transactions. The results will be put before Committee in November.
- 2.4 Priory House took part in the Shop Front Accreditation scheme. The Gift Shop has been awarded a Silver Plus accreditation 2017, and will be issued with a window sticker and certificate in due course.
- 2.5 Sales were good for sweets, popcorn and candy floss at the Pictures in the Park events. Staff are now ready for the Proms in the Park on September 9.

3. UNDERCROFT AND OTHER MAINTENANCE

- 3.1 The staff room, the stairway and basement area leading to the public toilets have been repainted.
- 3.2 The Priory House Assistant Manager is currently looking at the replacement of some of the emergency lighting.

4. MTRF/FEASIBILITY STUDY

- 4.1 Officers are currently waiting on costings from the Quantity Surveyor, following which a meeting with Historic England and the appointed architect will be convened to draw up details for the next stage of works. A full report on the feasibility study will be presented to this Committee when officers are in a position to do so. The Council has also received

confirmation from CBC that some of the MTRF grant can be spent on initial remedial repairs that may emerge from the Quantity Surveyors report.

5. EVENTS

- 5.1 Proms in the Park is the next event taking place in Priory Gardens. The logistics for the evening have been arranged. The staffing is in place as are the items that will be sold on the evening. Volunteers will be working with Priory House staff at the event.
- 5.2 Staff have received the Glow Products in advance of Fireworks and Christmas Carols and Torchlight procession. Once again, volunteers will be working alongside staff selling these products.
- 5.3 Work is well in hand for Mistletoe Magic on December 9. Santa and the Reindeer are booked and confirmed to attend. The House is also working with colleagues from the Community and Young Peoples service in the delivery of crafts at the event.

6. PRIORY HOUSE TEA ROOMS

- 6.1 Afternoon Tea Week – 14 to 19 August – was a successful week in the House. Some very good ideas were given by, and implemented by, members of the Team.
- 6.2 Summer Afternoon Tea has proved very popular, and plans are in place for our next themed Afternoon Tea, Halloween.
- 6.3 A proposal has been put forward to turn part of the Priory House “Lounge” area into “Vivienne’s Corner” in memory of Vivienne Evans. This idea has been put to the family.

7. FINANCE

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

	April	May	June	July
Budgeted Expenditure	£31,622	£29,075	£30,275	£31,875
Actual Expenditure	£31,598	£27,353	£31,169	£35,803
Variance	£24	£1,722	-£894	-£3,928
Budgeted Income	£10,325	£10,575	£13,314	£14,025
Actual Income	£11,573	£10,729	£16,287	£11,474
Variance	£1,248	£154	£2,973	-£2,551
Total Variance	£1,272	£1,876	£2,079	-£6,479
Overall Variance	-£1,252			

7.2 The negative variance on expenditure is largely due to retail stock purchased for Christmas in July. On income the variance is due to takings for the last week in July being banked in August. In 2016, July consisted of 5 weeks whereas this year there were only 4 weeks. Income will continue to be monitored.

8. **AUTHOR**

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

DUNSTABLE TOWN COUNCIL
COMMUNITY SERVICES COMMITTEE

MONDAY 4 SEPTEMBER 2017

EVENTS AND MARKETING

<p>Purpose of report: This report provides information on progress with the 2017/18 events programme and requests members to determine the programme for 2018/19.</p>
--

1. ACTION RECOMMENDED

- 1.1 That members determine the events programme for 2018/19 taking into consideration information submitted at paragraphs 4, 5, 7 and 8 of this report.

2. EVENTS PROGRAMME 2017 REVIEW

2.1 St George's Day

The opening event of the 2017 season was very well received and attendance numbers were significantly higher than previous years. This event is improving year on year and is becoming a well established event.

2.2 Around the World

This year's Around the World suffered with poor weather, but despite the rain in the afternoon the attendance was excellent. Feedback has been fantastic and there is an increase in the public feedback for more of these cultural themed events. Next year is the 100th anniversary of the end of WW1 and therefore, as agreed by members, the Around the World event will go back to a History Day event themed on the ending of WW1.

2.3 Dunstable Live

This was a very well attended event and was completely trouble free. The theme of 'A Night at the Movies' was certainly very popular with those attending. It is planned for a Facebook poll to suggest ideas for the 2018 theme. This theme will be presented at the next Community Services Committee meeting.

2.4 Party in the Park

The highest attendance for a number of years. There was a significant change in the line-up to encourage more community groups to take to the stage rather than live music and bands, and to create a more family feel event to lessen the drinking and therefore less incidents related to excessive drinking.

Although people did miss the live music in the afternoon, there was a dramatic drop in incidents compared to 2016. Feedback from all agencies involved with the event was that there was a better atmosphere. Although there were a few small incidents these were dealt with very quickly and efficiently, and no police or ambulances had to be called.

2.5 Band Concerts

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

Dunstable Town Band	73	Bright, Dry & Sunny
Dunstable Salvation Army	180	Bright, Dry & Sunny - Band Major's Last day, Celebration
Welwyn Garden City Band	80	
Toddington Town Band	80	Torrential rain downpour during interval, cloudy
St Albans City Band	78	Bright, Dry & Sunny
Hitchin Band	90	
Chiltern Hills Brass Band	130	Warm and Sunny

- 2.5.1 In the past, Dunstable Town Band have always been given the first slot as part of their SLA agreement, and they have always opened the band concerts on the first Sunday. The Events Officer has had a member request to ask if the Committee would like to offer the Salvation Army a permanent slot at the Sunday Band Concert. This is based on the involvement the Salvation Army has had at the Band Concert over the years and with the community. *Member's views are requested.*

2.6 Priory Pictures

Attendance over the two dates was estimated at 2,500 people which is fantastic for the first year. Feedback for this new event and concept has been excellent and there is a very strong desire from members of the public for the event to be a permanent fixture in the events programme.

The Events Officer spoke to a lot of people who attended the event and the overriding feeling is the event is inclusive to everyone and it attracts people that do not attend the music events, or did not feel they were family friendly enough. They felt the Priory Pictures event was an event for everyone, and felt very proud that Dunstable Town Council hosted these events for free when other towns charge for outdoor cinema events.

Members are requested to decide if they wish for Priory Pictures to remain in the events programme as a permanent event.

2.7 Dunstable Beer and Cider Festival

This year's beer festival was the most successful since 2014. In total 1,693 attended the festival compared to 865 last year. The increase in attendance shows that the time of year was right and the marketing worked so this is a good formula to reproduce if it was to go ahead again. This did mean we sold out of cider earlier than expected even though more cider was brought in the morning, and cider brought from Creasey Park Community Football Centre and from ASDA. Over 3,500 pints were served.

Unfortunately we had staffing issues on the Saturday night and with the unexpected high attendance there were issues trying to serve people quick enough. Deakin-White staff volunteered to help, but despite additional people behind the bar some complaints were received regarding waiting times.

Without Barworxs as a joint partner the work load for Dunstable Town Council is significantly higher than previous years. If the beer festival was to go ahead in 2018 more staffing resource is needed. A more comprehensive proposal will be

submitted for discussion at the November committee if members agree to continue with the Beer and Cider Festival.

Feedback has been good, with just a few complaints with regards to the cider running out and the time taken to get served. However, it is the aim of any beer festival to sell out of ale and cider by the end of the event.

A final financial breakdown will be verbally reported at Committee, once all invoices have been received and the income and expenditure has been confirmed.

2.8 **Priory Proms in the Park**

Priory Proms in the Park will take place in Priory Gardens on Saturday 9 September from 6.00 pm until 9.30 pm (BBC to confirm finish time). The evening will commence with the Dunstable Town Band and the main broadcast will take place at 7.30pm. The BBC broadcast will be shown live via a giant screen and a top local vocalist, with violinists and pianists has been booked to provide interval entertainment. During the big finale to the proms the gardens will come to life with dancing lights, fire and more. A spectacular firework finale will take place immediately after the live broadcast has finished.

The layout has changed from 2016 to accommodate more people as it is expected the event will grow. Glow sticks will be on sale by Priory House, and a licensed bar will also be available to purchase drinks.

2.9 **Fireworks**

This event takes place on Friday 3 November, at Creasey Park Community Football Centre. The layout and plan for the event will be the same as last year. It is hoped there will be an increase in attendance now the event is free.

2.9.1 **Christmas Carols and Torchlight Procession**

This event will take place on Friday 1 December and will be organised and marketed in the same way as previous years. Schools will be contacted shortly on their return from the summer break to ensure that they are given the best opportunity to participate. A questionnaire was sent to schools after the 2015 Torchlight event to understand how the Council can improve the event in any way to increase school participation. Unfortunately, only one school filled in the form and returned it so there is limited information available. Officers are trying to review further how schools can best participate in 2017.

The lead for this event continues to be Dunstable Town Council with partners being; the Methodist Church, Priory Church, the Salvation Army and local schools only. Members may wish to note when considering the 2018 event and a longer closure of the A5 (High Street South only). Now that the detrunking of the A5 has taken place there is an opportunity to develop this event further and to have a greater impact on the town centre businesses. Early discussions with CBC Highways suggests that this is feasible.

2.10 **CHRISTMAS ADDITIONAL ACTIVITIES** - The Dunstable Joint Committee has agreed to fund a synthetic ice rink once again, and also the laser and lighting show at the above event. Members should be aware for the 2018 Christmas Carols and Torchlight Processes, that there is no identified allocated budget should there be a decision to undertake these activities.

3. CONSULTATION FEEDBACK AND REVIEW OF 2017 EVENTS

- 3.1 The Council has received an increase in the public filling in the questionnaire; so far 271 people have filled in the questionnaire compared to 91 in 2016. Currently 94% are satisfied or very satisfied with the events programme. The results are largely positive, with some good and valuable ideas and feedback going forward on the events that have taken place so far.

The creation of separate event pages on the web site has been a successful way of reaching directly those who are attending or are interested in the events. There has been a notable increase in interaction with the public at all events via Facebook, which has seen a much more positive effect on the events.

4. PLANNING AND DEVELOPMENT FOR 2018

- 4.1 The table below shows the proposed dates for 2018. It is proposed that there are no significant changes to the timings / dates for any of the events. Further discussions are required regarding the delivery of a Beer and Cider Festival in 2018, this decision may need to be deferred to the November Committee once officers have fully reviewed this year's event.

2018/19 PROPOSED DATES

PG – Priory Gardens, GHG – Grove House Gardens, CPCFC – Creasey Park Community Football Centre

Table.1

<u>Event and venue</u>	<u>Date and times</u>
St Georges Day (PG)	Saturday 21 April 11 am to 4 pm
Classic Motor Rally (PG) (Priory House budgeted event)	Saturday 9 June 10 am to 4 pm
History Day- WWI (PG)	Saturday 19 May 10 am to 4 pm
Dunstable Live (GHG)	Saturday 16 June 3 pm to 8 pm
Sunday Band Concerts (GHG)	24 June, 1, 8, 15, 29 July, 5, & 12 August 2.30 pm to 4.15 pm
Party in the Park (GHG)	Saturday 21 July 12 noon to 8 pm
Priory Pictures (PG)	Saturday 23 June & Saturday 4 August (Times TBC)
Proms in the Park (PG)	Saturday 8 September (Times TBC)
Dunstable Fireworks Display (CPCFC)	Monday 5 November 7 pm
Christmas Carols and Torchlight Procession (Ashton Square)	Friday 7 December From 7 pm
Mistletoe Magic (Priory House budgeted event)	Saturday 8 December 10 am to 4 pm

- 4.2 The following events require further consideration by members of the Committee before they are added to the 2018 events programme. Members are requested to consider staffing resources, financial resources and health and safety as detailed in sections 5 to 8 of this report.

Table 2.

Beer and Cider Festival (GHG)	Thursday 16, Friday 17 and Saturday 18 August
Dunstable Rocks (GHG)	Saturday (date TBC) 3 pm to 8 pm

5. FINANCIAL IMPLICATIONS

- 5.1 There are no additional financial implications as a result of the events detailed in table 1.
- 5.2 There are however, financial implications as a result of the events in table 2. Whilst the aim is to run a break even beer and cider festival, officers are still to determine the possibility of this at the time of writing this report. The addition of Dunstable Rocks would also bring the need for a £15,000 increase in the events budget, together with possible additional staffing costs.

6. POLICY AND CORPORATE PLAN IMPLICATIONS

- 6.1 There are no policy and corporate plan implications.

7. HEALTH AND SAFETY IMPLICATIONS

- 7.1 All the health and safety implications as a result of the events detailed in table 1 of the report are managed and scrutinized as satisfactory by Central Bedfordshire Safety Advisory Group.
- 7.2 The events listed in table 2 of the report do bring health and safety implications associated with the staffing and working hours required to take on such large scale events. Risks have been identified which need to be limited/removed this means; not running one or more of the events in table 2; facilitating and not directly running one or more of the events in table 2; employing additional staff in the running of one or more of the events in table 2. Only the former option carries no financial implication.

8. HUMAN RESOURCE IMPLICATIONS

- 8.1 There are no additional human resource implications as a result of agreeing the events as detailed in table 1 of the report.
- 8.2 The events listed in table 2 of the report do bring with them human resource implications. The events and marketing team are operating at high capacity, therefore members need to consider priority events and determine if additional events are agreed how they will be resourced by officers.

9. LEGAL IMPLICATIONS

9.1 There are no legal implications.

10. ENVIRONMENTAL POLICY IMPLICATIONS

10.1 There are no additional environmental policy implications.

11. FOR INFORMATION ONLY - WEBSITE

11.1 A new website is planned for 2018, due to technical advances the current DTC website needs upgrading. This is going out to tender and members will be informed once a company is chosen of the timescales for the new website.

12. FOR INFORMATION ONLY - SOCIAL MEDIA

12.1 The Facebook and Twitter accounts are progressing well with increased interaction and growing numbers of Followers/Likes. These social media platforms continue to be a successful way to quickly get information out to the public, and they have become an established part of the Councils events marketing campaign.

12.2 The main Dunstable Town Council Facebook page currently has 3,590 likes up from 1,973 likes in 2016, the Creasey Park Community Football Centre's Facebook page has 247 likes and the Grove Corner Facebook page has 389 likes.

2017 saw a new Facebook page for the Town Ranger and this is proving very popular and an efficient way for the public to raise any issues quickly with the Town Rangers. Currently the page has 427 likes.

12.3 The Twitter account followers are:

DTC – 1,658

Creasey Park CFC - 545

Dunstable Town Centre – 1,651

Dunstable Events – 1,669

Priory House - 351

13. AUTHOR

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

DUNSTABLE TOWN COUNCIL

COMMUNITY SERVICES COMMITTEE

MONDAY 4 SEPTEMBER 2017

GROVE CORNER AND COMMUNITY ENGAGEMENT

Purpose of Report: For information

1. GROVE CORNER FIGURES

- 1.1 Grove Corner has received 501 visits from young people with 30 new sign ups since the last report up to and including 23 August 2017. Numbers are recorded through a headcount by officers and staff.
- 1.2 There have been 36 drop-in sessions since the last report to this Committee.
- 1.3 Grove Corner now has 389 Facebook 'Likes' and Grove Corner's Instagram now has 100 followers. Both remain an excellent tool for communicating with young people.
- 1.4 The Pokémon Club has been closed during the school holidays, but is due to resume 12 September. On average Pokémon has 34 members attend each week.
- 1.5 SORTED Counselling Services have seen 44 clients between 08 May and 09 August, 22 of these are new clients. They have offered 299 hours of counselling of which 197 hours have been attended and 102 hours have been cancelled or clients did not attend the appointment.

2. PARTNERSHIP WORKING

- 2.1 Groundwork Trust worked in partnership with DTC during the school summer holidays by providing additional staff for Monday evening Drop-in / Hang-out sessions, BBQ's for young people and the Skate Jam.
- 2.2 The Senior Community and Young People's Officer worked in partnership with SORTED to deliver the second Headspace programme, this time delivered in Priory Academy. 12 young people attended the programme which introduced topics such as healthy relationships, self-worth, positive ways to cope and ways to manage emotions. Feedback from the young people was very positive with one commenting; "Headspace has helped me get problems off my chest. It has helped me to learn how to contain anger and what it could do to affect my relationships with others."

3. PROJECTS

- 3.1 Officers facilitated a Good, Bad and Ugly project at Weatherfield Academy with the 6th Form in June.

- 3.2 Autism Beds completed a photography project and showcased their work in an exhibition held in Grove Corner. This was supported by the Community and Young People's Services Manager and Cllr Chatterley.

4. TRAINING

- 4.1 The Senior Community and Young People's Officer attended training on Risk Management for Volunteers.
- 4.2 The Neighbourhood Development Officer continues with his Diploma in Youth Work.

5. SUMMER ACTIVITIES

- 5.1 Despite the wet and windy weather 1,300 enjoyed a host of free activities at National Play Day held in partnership with Downside Children's Centre on St Augustine school playing fields.
- 5.2 89 people enjoyed a Family Fun Workshop at Creasey Park Community Football Centre.
- 5.3 Approximately 500 children and their families enjoyed Inflatable Day – this year was extremely busy and popular. Officers are exploring options to expand on the event next year.
- 5.4 62 people attended the Skate Jam.
- 5.5 The Fit 4 Fun event attracted an attendance of 268. Again this was a free event delivered in partnership with Beehive Children Centre.
- 5.6 FaAT Club (Fit and Active Together) was held at Downside Recreation Ground and 44 took part in this 'healthy living' event.
- 5.7 179 children attended Art Attack Day held in Priory Gardens along with parents and guardians.

6. COMMUNITY ENGAGEMENT

6.1 Dunstable Men in Sheds

The group delivered the large Native American type totem poles to Beecroft Academy in July. They will form an impressive entrance to the forest school when erected in September. The group highlighted their activities through a display in the Community Show Case window in August.

6.2 St. Augustine's Junior Wardens

Junior Wardens looked at emotional resilience and increasing confidence last term. The group is now coordinated by two volunteers with an expertise in mental health and emotional wellbeing. Junior Wardens enjoyed visits from the High Sheriff of

Bedfordshire, police, and a RAF officer. The group delivered an assembly to the whole school based on their achievements over the past 12 months.

6.3 **Dunstable In Bloom**

Officers worked with residents of Bunhill Close and the surrounding area on a Flower Power wheelbarrow as part of the Wheelie Fantastic project. This inspired some of the residents to add bedding plants to the raised beds. Officers hope to work more with this group in the coming months. Over 20 Community Groups took part in Wheelie Fantastic. All of the barrows looked brilliant and verbal feedback was positive from participants.

6.4 **Planning 4 Real Consultation**

Officers facilitated a Planning 4 Real consultation at St Augustine's School at the end of June and again at the National Play Day event on 2 August. The aim was to gather information on how and what residents currently use Downside Recreation Ground for and their ideas on how they would like to use this area in the future. This information will be collated and a report presented to Community Services Committee and Grounds and Environmental Committee in January.

6.5 **Love Parks Week**

The Love Parks Week events programme took place on 17 to 21 July 2017. The Thursday adult keep-fit had to be cancelled due to bad weather, but all other planned activities took place. The most successful of these were the older peoples exercise session and the Teddy Bears Picnic. Both were well attended and supported by other organisations such as the WEA and Library Service. The feedback was very positive and it is envisaged that this can be developed and take place again next year.

7. **AUTHORS**

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

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

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

DUNSTABLE TOWN COUNCIL

COMMUNITY SERVICES COMMITTEE

MONDAY 4 SEPTEMBER 2017

OLDER PEOPLE'S DAY CARE SERVICES

Purpose of report: For information

1. PROJECT MEMBERSHIP UPDATE

- 1.1 The Good Companions Club (GCC) has 26 members. There are two people on the waiting list.

2. GENERAL UPDATE – Good Companions Club

Improved Quality of Life

- 2.1 Officers have received a telephone call from a service users daughter saying how pleased she is that her mother has settled into the Good Companions Club and how attending regularly has boosted her confidence generally with all aspects of her life.

Dignity & Respect

- 2.2 Officers were able to provide a coach with a lift for a recent trip to Windsor, this enabled three users who would not usually have been able to join us to come along. Those in question said how much of a difference it made and how lovely it was to feel a part of the group.

Health & Emotional Wellbeing

- 2.3 Seven service users recently enjoyed a hand massage whilst at the Good Companions Club. They commented on how much it relieved the pain from their Arthritic hands and fingers. Two users have since booked to have them privately.

Making a Positive Contribution

- 2.4 During a recent visit to the Disability Resource Centre, four users were able to either purchase items or obtain help and advice that have made a valuable improvement to their daily lives. Purchases included a wheeled trolley, an adaption for the bath to enable a user to get in and out of the bath safely and a speaking clock for a visually impaired user. One lady was also able to get advice and support with booking a holiday.

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

- 3.1 Creasey Park Community Football Centre Lunch Club now has 37 members with an average of 28 members attending each week. One new member has joined since the last report. A waiting list is in place.

Improved Quality of Life

- 3.2 Despite being unwell for a number of weeks, officers have still been able to support one particular lady by ringing her regularly and maintaining contact. Officers have been able to signpost her to various organisations like the Disability Resource Centre and Age UK.

Dignity & Respect

- 3.3 Officers have been able to maintain contact with a user of the Creasey Park Community Football Centre Lunch Club following the death of her husband who was also a user of the club. They had both been members since it opened and officers have made it quite clear that they will keep her place open until she feels ready to return. Many of her friends from the club have also maintained contact offering her the friendship and support she needs at such a difficult time.

Health & Emotional Wellbeing

- 3.4 Lucy Tuttle, the Engagement Officer based at Priory View visited Creasey Park Community Football Centre Lunch Club in August to provide general information not only about Priory View but also the vast range of activities that are open to members of the public. One lady has since joined a weekly keep fit class. Users were also able to ask questions which were all answered.

Making a Positive Contribution

- 3.5 Since joining the Creasey Park Community Football Centre Lunch club several of the users now maintain regular contact outside of a Thursday, this has included theatre visits, lunches and most importantly regular telephone calls. This has been a life line to some users who are particularly lonely. A group of gentlemen often go and watch the football together on a Saturday.
- 3.6 Following a visit from SSAFA in July, two users have been able to get advice with housing and financial matters.

4. AUTHORS

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

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