



**DRAFT MINUTES OF THE BUSINESS SERVICES MEETING**  
**HELD ON THE 14<sup>TH</sup> DECEMBER 2021**  
**AT 7.30 pm AT THE RUFUS CENTRE**

Present:

Cllr A Snape (Chairman)  
Cllr G Mackey  
Cllr A Lutley  
Cllr P Earles  
Cllr I Blazeby (attended virtually)

Also present:

Rob McGregor – Town Clerk & Chief Executive - attended virtually (TC)  
Stephanie Stanley – Corporate Services Manager (CSM)  
Helen Glover - Senior Finance Officer (SFO)  
Lisa Cousins – Administration and Bookings Officer (ABO)  
Sarah Burges – Functions & Events Coordinator - attended virtually (FEC)  
Derek Kemp (DCK Accounting Solutions – attended virtually)

Members of the public – 0

**1336. APOLOGIES FOR ABSENCE**

Apologies were received and accepted for Councillors Badham (medical) and Gleave (work commitments).

No apologies were required from Maureen Williams who had recently resigned as a Councillor.

**1337. DECLARATIONS OF INTEREST**

To receive Statutory Declarations of Interests from Members in relation to:

- (a) Disclosable Pecuniary interests in any agenda item – none.
- (b) Non-Pecuniary interests in any agenda item – none.

**1338. CHAIRMAN'S ANNOUNCEMENTS**

The Chairman thanked the Officer team and the accountant for their work on the budget. He also thanked Officers and Members for their help with the Older People's Christmas Lunch that day which was well executed, and well received by the community.

**1339. PUBLIC OPEN SESSION**

There were no members of the public present.

**1340. INVITED SPEAKER**

There was no invited speaker.

**1341. MEMBERS QUESTIONS**

There were no questions.

**1342. MINUTES**

- a. For Members to receive and adopt the Minutes of the Business Services Committee held on 11<sup>th</sup> November 2021.
- b. The minutes of the Business Services Committee held on 11<sup>th</sup> November 2021 were adopted.

**1343. MATTERS ARISING**

- a. Minutes of the Business Services Committee 11<sup>th</sup> November 2021.

There were no matters arising.

**1344. ITEMS FOR CONSIDERATION**

**a. Business Services Priorities for 2022/23**

Members discussed various projects they felt were a priority for 2022/23. Members decided the environmental audit (sustainability) was a key priority along with generating profit for the business. Members agreed the installation of a fully compliant disabled access toilet was a priority to ensure the Rufus Centre was fully accessible to all. Members also felt that completing the building refurbishment project, particularly refurbishing the Lockyer Suite, was important although it was appreciated that this would have a substantial cost implication.

The following items were **recommended** to Council as key priorities to take forward for development as projects into 2022/23: -

1. Environmental Audit of the Rufus Centre – sustainability
2. Development of a Business Plan
3. Install a disabled toilet that is compliant with regulations
4. Investigate options and viability for an online booking system

**b. Proposed Budget 2022-23**

The Accountant introduced the proposed budget by explaining the following:

- 2021 was a base year that had been affected by Covid
- 2021-22 was a recovery year
- The proposed budget for 2022-23 was intended to reinstate pre-pandemic service levels.
- Unavoidable increases for pay scale rates were yet to be decided as part of a National decision, and therefore an assumed 3% increase had been incorporated for this in the budget. The accountant explained what the Unions had been offered (1.75% increase) but this was rejected. The negotiations were with Principle Authorities and the Unions and town/parish Councils were not included in this. The Chancellor had announced that the pay freeze had ceased however no additional guidance had been given.
- Other unavoidable increases relating to salaries was a 1.25% increase in national insurance contributions for social care allowance. The Chancellor announced that

Local Authorities were protected from this however he specifically excluded town and parish councils with this.

- In summary 4.5% needed to be added to basic salary costs.
- Salary splits for 2021-22 budget included Business (then split further between Rendezvous and Rufus), Community and Corporate budgets. This was used again for the proposed 2022-23 budget but the splits had been re-worked with a more accurate allocation per staff member per Committee budget. Due to this, a direct comparison on costs was not sensible.

The following resolution was **moved** that is advisable in the public interest that the public and press are excluded whilst the following exempt item issue is discussed.

Pursuant to section 1(2) of the public bodies (Admission to Meetings) Act 1960 Council **resolve** to exclude the public and press by reason of the confidential nature of the business about to be transacted.

Following discussion of this item, the meeting went back into public open section.

**c. Kitchen Equipment**

Councillor Mackey suggested that as the Council were recently awarded a 5 \* Health and Hygiene rating, the purchase of 2 upright freezers was not essential, considering the current kitchen equipment budget overspend.

It was **resolved** not to purchase the upright freezers at this time in light of budget constraints but to revisit this proposal until the purchase is imperative for food safety.

**1345. ITEMS FOR INFORMATION**

**a. Marketing & Communications Plan 2021-22**

Members noted the status of actions for the Marketing & Communications Plan. The CSM informed members that an approved contractor list was in place, although not reflected in the plan, which would be updated for next time. A copy of the list would be circulated as part of the meeting papers at the next meeting.

Councillor Blazeby mentioned the action regarding the online booking system and offered to help the Comms Team on this. It was also suggested for this to be a Rufus Steering Group focus point.

**b. Marketing & Communications Forward Plan**

Members noted the Marketing & Communications Forward Plan circulated.

**c. Friday Nights @ Rendezvous**

The Chairman congratulated staff on trying different formats, to establish which were more popular events. Members were disappointed that there were no events planned for the summer. The FEC explained that previous ticket sales during the summer were low, resulting in events being cancelled. This was potentially due to other events being held in the community and summer holidays.

The FEC informed members there had been popular events, such as the Pizza and Prosecco night and fish and chip night, although these involved more staff effort, higher costs and a lower return.

Members felt that due to the current uncertainties with potentially increasing restrictions, and the public health concerns, not wanting to expose the team to unnecessary risks, this

was not the right time to be trying new events and they should be curtailed for a while with an option to re-visit in May.

It was **resolved** to progress with the Friday Nights @ Rendezvous Quiz Night in January subject to Public Health advice. Customers at this event would be surveyed on future Friday Night themes. Following this event, the Friday Night events would cease until the situation is reviewed at the May 2022 Business Services meeting.

**1346. PUBLIC OPEN SESSION**

There were no members of the public present.

**1347. EXEMPT ITEMS**

The following resolution will be **moved** that is advisable in the public interest that the public and press are excluded whilst the following exempt item issue is discussed.

12a) Officers Update – noted

12b) Financial Reports – noted

12c) Occupancy Stats and Forecasts – noted

12d) Warrenfield Room – for consideration

12e) Wedding Packages and Pricing 2022/23 – for consideration

12f) Energy Contracts Review – for consideration

12g) Job Description – for consideration

Pursuant to section 1(2) of the public bodies (Admission to Meetings) Act 1960 Council **resolve** to exclude the public and press by reason of the confidential nature of the business about to be transacted.



## Flitwick Town Council

### Report to Business Services 13<sup>th</sup> January 2022 Café Furniture Proposal

#### Implications of recommendations

**Corporate Strategy:** Offer an excellent standard of hospitality

**Finance:** Rolling Capital Fund (RCF)

**Equality:** N/A

**Environment:** The Town Council will act both as an organisation whose business activities impact on the environment, where we will lead by example to minimise any adverse impact

#### Background

The café has 4 booths which will seat 4 people per booth, 2 high tables with 3 stools per table & 6 round tables with 4 chairs per table. This gives a total occupancy of 46 people. This layout and furniture configuration worked in the initial stages of the café being in operation.

#### Introduction

As Members are aware, the café has been getting busier with customers waiting for seating/tables to become available. The CFL has been trying to source larger tables, preferably rectangular, to allow for larger groups to sit together without having to put 2 small round tables together. Purchasing larger round tables could be a health and safety risk as these could tip.

The original supplier for the café furniture is the only company who have these units and they are expensive. The chairs per unit are £213 so for an additional 24 chairs that are required, the cost (just for chairs) would be £5,112. This may not be an option due to allocated budget and the CFL has set out alternative, workable options for Members to consider.

#### Options

##### Option 1)

To keep with the current colour scheme, the staff team have debated incorporating orange and grey seating and to position the rectangular style tables towards the joining doors of the Lockyer Suite to keep the café area symmetrical and balanced.

- Procure 6 x Rectangular Chrome Pyramid Table with Walnut top 106cm x 60cm
- Procure 24 x café chairs (a mix of Grey & Orange) to keep with the Café theme

Please see below 3 costings based on the images below:



Tables

- 1) QUOTE A **£792.00**
- 2) QUOTE B **£720.00**
- 3) QUOTE C **£720.00**

Chairs

- 1) QUOTE A **£1,320.00**
- 2) QUOTE B **£1,080.00**
- 3) QUOTE C **£1,046.88**

These prices above are based on 6 tables and 24 chairs as stated above. The style and dimensions are the same for all quotes.

Option 2) Additional seating to match current furniture

**Table**



- 1) QUOTE A **£720.00**
- 2) QUOTE B **£720.00**
- 3) QUOTE C **£792.00**

**Current Chairs**



- 1) QUOTE A **£5,112 Only supplier**

**Additional Matters**

Having a lack of seating for the patrons of the café has a negative impact on the café's reputation.

The lack of seating causes an issue daily at lunch time, there are several groups that attend the café multiple times during the week.

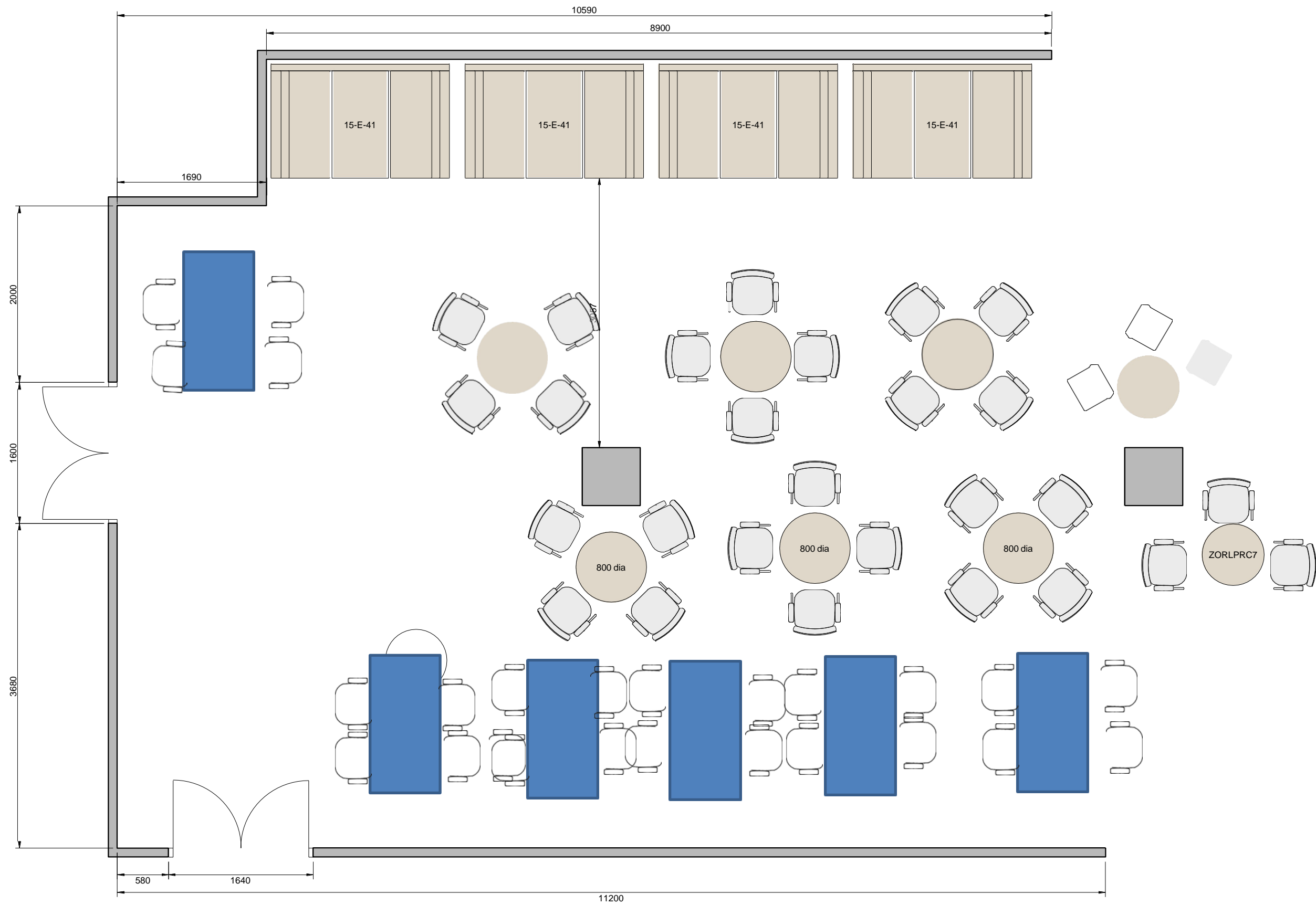
The addition of the furniture would give the Café the capacity for 70 covers in total.

Proposed layout can be found in supporting papers

**Recommendations**

The Officer recommendation is to progress with option 2(Quote A). for both items at a cost of £5,832.00 to be funded by the RCF.

Tracy Lester  
Catering and Facilities Lead



Option: B



## Flitwick Town Council

### Report to Business Services 13<sup>th</sup> January 2022 Accessible Toilets Denel Wing (Ground floor)

#### Implications of recommendations

**Corporate Strategy:** To develop the Rufus Centre as a strongly performing commercial enterprise

**Finance:** Rolling Capitol Fund (RCF)

**Equality:** All the customers having the same level of accessibility

**Environment:** The Town Council will act both as an organisation whose business activities impact on the environment, where we will lead by example to minimise any adverse impact

#### Background

The accessible toilet in the foyer has always been inadequate and non-compliant for those visitors to the building in a wheelchair. This was not corrected as part of the building refurbishment projects. Various ideas have been looked at and discussed but with no clear pathway. This has been an ongoing project since May 2021 when the matter was raised by a resident at the Annual Assembly meeting.

#### Introduction

As Members are aware, a different approach to the issue of access has been investigated. The Chairman of the Committee and the Catering & Facilities Lead (CFL) believe that converting the gent's toilets in the Denel Wing ground floor is a viable option given its size. Every effort has been made to follow the procurement rules of seeking 3 quotations, however only two companies have provided quotes for Members to consider. The CFL has spent a significant amount of time contacting over 30 building companies through the 'Trust a Trader' site, trying to keep to a local area, however only 2 responses came back. With this matter being a high priority for Members, Officers hope that the quotations presented as part of this report will be considered given that the CFL attempted to get the necessary number of quotations required. Evidence of contacting a substantial number of builders can be provided if necessary.

#### Options

##### Option 1)

To provide a very high spec facility using touch free flush and taps with left-hand and right-hand transfer facility available. There will be no changing unit which means no obstruction of any form, either a pocket door (sliding or outward opening) a cushioned back toilet to allow for the comfort of the user and a shelf installed above the toilet for Colostomy bag users. The cubical will have the stud wall removed to allow for maximum access.

- 1) QUOTE A £8,750.00
- 2) QUOTE B £12,000.00

Option 2)

To provide a very high spec facility using Manual paddle flush and taps, with left-hand and right-hand transfer facility available. There will be no changing unit which means no obstruction of any form, either a pocket door (sliding or outward opening) a cushioned back toilet to allow for the comfort of the user and a shelf installed above the toilet for Colostomy bag users. The cubical will have the stud wall removed to allow for maximum access.

- 1) QUOTE A **£4,850**
- 2) QUOTE B **£10,000**

**Please see attached plans in supporting papers**

**Additional Matters**

This has become a matter of urgency as the matter has been ongoing for some time.

Providing a fully compliant accessible toilet for the age and mobility ranges of users of the building is of a high importance. The customer numbers for the café are continuing to increase and it is necessary to start works on this as soon as possible.

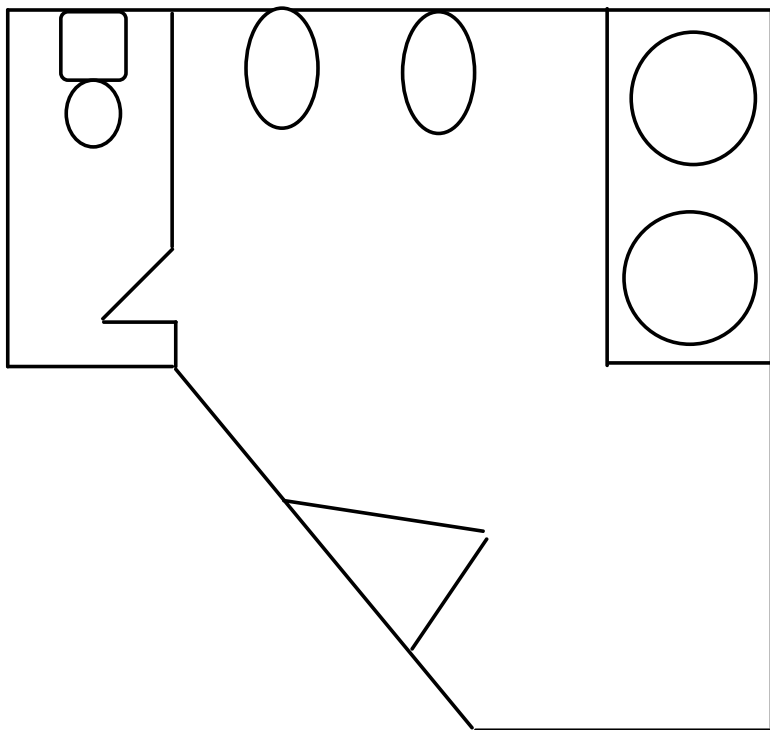
Having a left-hand and right-hand transfer will be a rare facility as this is not often available. Officers believe this should be incorporated in the design to show that the Council have gone to every effort to provide at a high level on accessibility.

The current accessible toilet in the foyer will remain as is as it is suitable for non-wheelchair users. It will continue to be used as baby changing. This will keep the proposed new toilet strictly for the purpose intended.

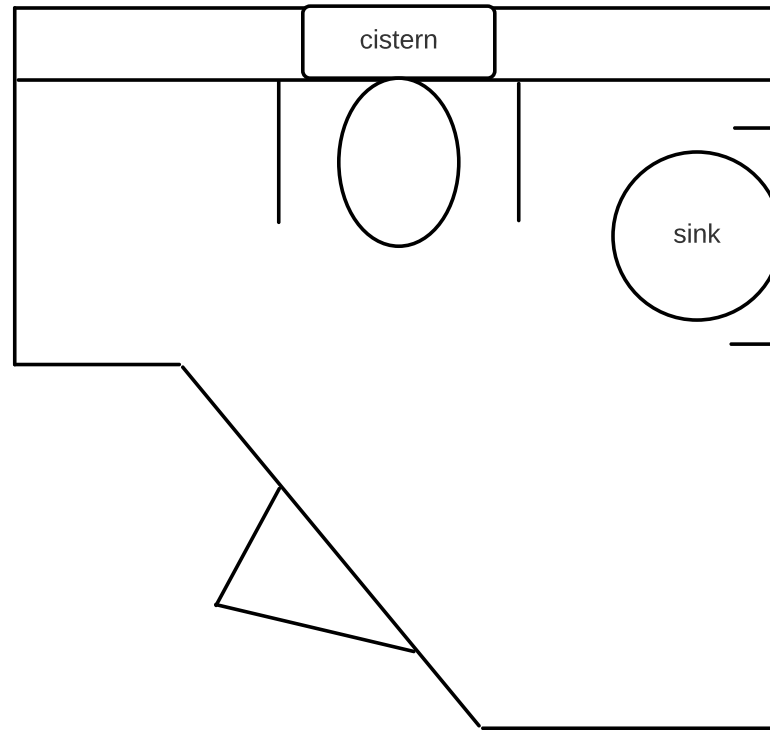
**Recommendations**

To approve Option 1 Quote A at a cost of **£8,750.00** would be the recommendation to be funded by the RCF.

Tracy Lester  
Catering and Facilities Lead

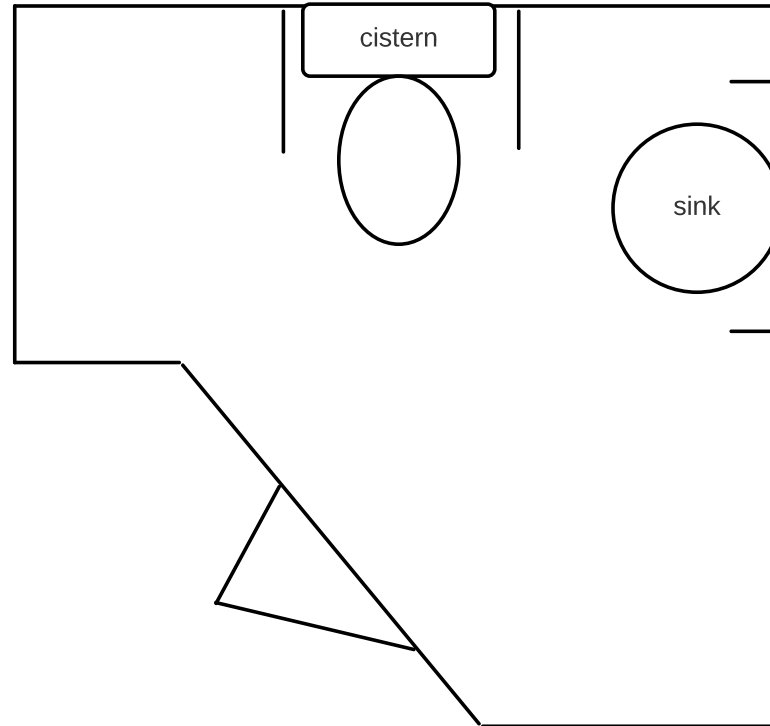


touch free toilet  
flush,touch free  
taps,arm door lock,doc  
m grab rails,cushion on  
toilet back,door  
opening  
outwards,disabled  
alarm



false wall to  
conceal toilet  
cistern.

leaver taps, grab rails,  
disabled alarm, door  
swinging outwards with  
arm lock, cushion to  
back of toilet



[illegible]

Community/ Business	The Rufus Centre led Events	Promote events at the Rufus Centre once confirmed in the calendar i.e. Comedy Nights, Outdoor Cinema, Regular Friday Nights@Rendezvous	Residents/ Visitors	CMM/BFM*/CSM	Ongoing		
Business	Flitwick Business Group	Promote the benefits of joining the local business group and their activities and events working together with the founding group members. Provide networking opportunity for businesses in Flitwick and surrounding areas to share their knowledge and provide a platform for business partnerships	Businesses	CMM/CSM/BFM*	Linked to set meeting dates		Flitwick Business Group not currently active.
Business	Sponsorship Opportunities for Council Events	To engage with local businesses and promote sponsorship opportunities of FTC events to help promote awareness of their business in the community.	Businesses	CMM/CSM	As required		
Business	Destination Rendezvous	Promote opening hours, special offers, sample menus, seasonal menu changes, takeaway service, homemade specials, themed promotions i.e. Mother's Day, Christmas, etc., and Friday Nights@Rendezvous events	Residents/ Businesses/ Visitors	CMM/CFO/REC	Weekly		
Business	Event Space For You!	Promote council facilities available to hire including The Hub, outdoor space, 25% discount for room hire at The Rufus Centre for registered charities, free use of Stockwood Room for local clubs, groups, organisations and 10% discount for residents for room hire for event functions	Residents/Local Organisations	CMM/ESM/CSM/ BFM*	Quarterly		Promotional push for conference and meeting availability/flexibility – short hire, twilight sessions for Jan/Feb. Social media push for party bookings in 2022 – resident discount 10%
<b>ENGAGEMENT</b>							
Council/ Community/ Corporate/ Business/ Planning	FTC/Committee Meeting Previews and Summaries	To promote greater awareness of the subjects being discussed at next planned meeting and post meeting to confirm recommendations. Create a better understanding of each committee's responsibility. Encourage residents to attend meeting if subject is of interest to them and make them aware of the opportunity to speak.	Residents	CMM/Committee Chair (Except Personnel)	Pre/Post each meeting		The initial attempt was not that successful - not all committees had items to promote to public. New push to highlight agenda items & post meeting outcomes of public interest. Ties in with document links on website under 'Informative'.
<b>COLLABORATIVE</b>							
Business	Approved Contractor List	Create visibility of, and application to, the list of FTC Approved Contractors	Local Businesses	BFM*/CMM	Annual/6 monthly		Timing to be confirmed

Business/ Community	Building the Business Directory	Contact local businesses (direct + virtual) to encourage them to be included in the Business Directory. Explore regular feature to spotlight individual businesses - Flitwick Papers Incentive to join Business Directory with draw for free advertising. Working with Flitwick Business Group when active again.	Businesses	CMM/CSM	Bi monthly		
------------------------	------------------------------------	---	------------	---------	------------	--	--

#### KEY

	Ongoing
	In process
	Not started

\*Business Manager when recruited

## MARKETING & COMMUNICATIONS MONTHLY FORWARD PROMOTIONAL PLAN

Month: **January 2022**

DATE W/C	COMMITTEE	ACTIVITY	MEDIUM
3 <sup>rd</sup> Jan	Community	Community groups, activities return and their meeting dates for the year	Social media, website, noticeboards, flyers
	Community	New Over 60's Lunch Club – new menu, everyone welcome	Social media, website, noticeboards, flyers, Flitwick Market
	Community	What's on at the Youth Hub this month – drop ins and sessions for all ages – 4YP	Social media, website, posters
	Community	Forget Me Not Group return 10 <sup>th</sup> Jan	Social media, website, noticeboards, flyers
	Community	Come and see us at Flitwick Market 7/1	Social media
	Community	Committee Meeting 4 <sup>th</sup> /1– any agenda highlights of public interest	Social media
	Community	Explore Outdoors – highlight parks and open spaces	Social media
	Business	Rendezvous Café opening times	Social media, website, leaflet/poster
	Business	Start New Year the right way, with a delicious freshly cooked breakfast @ Rendezvous	Social media
	Business	Quiz Night – Friday Nights@Rendezvous	Social media, website, flyers, noticeboard, What's On listings
	Business	Homemade specials, cakes, national/international food days Rendezvous Café	Social media, website
	Planning	Neighbourhood Plan – do you want to get involved?	Social media, website, noticeboards, flyers, Flitwick Market
	Planning	Committee Meeting 6/1 – any agenda highlights of public interest	Social media
	Town Council	2022 Calendar of meetings available to view on website link, paper copies on request, new start time	Social media
	Town Council	Outcome of Councillor vacancy notice – period ending 7/1	Social media, website, noticeboards

10 <sup>th</sup> Jan	Community	Section 106 – benches, bins and youth shelter installation work starting	Social media, website
	Community	Manor Park new footpath – P3 work starting	Social media, website
	Community	Flit Valley Walk – explore with new leaflet	Social media, website
	Community	Committee Meeting 4/1 – any outcome highlights of public interest	Social media
	Business	Tenant vacancies – new year, new office	Social media, website, flyers, Chamber of Commerce
	Business	WIFI in the Rendezvous Café – change of scenery working from home	Social media, website
	Business	Committee Meeting 13/1 – any agenda highlights of public interest	Social media
	Business	Homemade specials, cakes, national/international food days Rendezvous Café	Social media, website
	Planning	Committee Meeting 4/1 – any outcome highlights of public interest	Social media
	Town	Murder Mystery Afternoon Tea – raising funds for Town Mayor’s charities	Social media, website, noticeboards, flyers, Flitwick Market, What’s On listings
17 <sup>th</sup> Jan	Community	DofE – litter pick project	Social media
	Community	Youth Panel – next meeting 25/1	Social media, website
	Community /Town Council	Come and see us at Flitwick Market – Chat to a Councillor session 21/1	Social media, website
	Business	Meetings & Conferences flexibility, twilight, etc	Social media, website, flyers, Chamber of Commerce
	Business	Rendezvous – brunch survey	Social media, surveys in café, Flitwick Market
	Business	Friday Nights@Rendezvous Quiz Night next Friday ticket push	Social media
	Business	Homemade specials, cakes, national/international food days Rendezvous Café	Social media, website
	Business	Committee Meeting 13/1 – any outcome highlights of public interest	Social media

	Town Council	Committee Meeting 18/1 – any agenda highlights of public interest	Social media
24 <sup>th</sup> Jan	Community	Eyes down for bingo – 28/1	Social media, website, flyers, noticeboards
	Business	Virtual Office – come to us!	Social media, website, flyers, Chamber of Commerce
	Business	Friday Nights@Rendezvous – survey – what would you like to see next!	Social media, surveys in café and at Quiz Night, Flitwick Market
	Business	Homemade specials, cakes, national/international food days Rendezvous Café	Social media, website
	Corporate	Committee Meeting 25/1 – any agenda highlights of public interest	Social media
	Planning	Committee Meeting 27/1 – any agenda highlights of public interest	Social media
	Town Council	Committee Meeting 18/1 – any outcome highlights of public interest	Social media
31 <sup>st</sup> Jan	Community	Big Knit at Flitwick Market 4/2	Social media, website, flyers
	Business	Homemade specials, cakes, national/international food days Rendezvous Café	Social media, website
	Planning	Committee Meeting 27/1 – any outcome highlights of public interest	Social media
	Corporate	Committee Meeting 18/1 – any outcome highlights of public interest	Social media

**Note:**

Timings to be confirmed once additional information received for the following:

Community:  
Green Wheel  
P3 Group Work

Queen's Green Canopy

Manor Park – bridge/gates – planning application outcome

Planning:

Speedwatch update

Business:

Inclusive wedding packages

Committee meeting agenda highlights/outcomes – dependent on agenda items

**This an evolving document. There will be activities for promotion that arise during each month, and additional promotional opportunities for sharing to support third party activities. In addition, some activities may move w/c allocation. Each time this document is an agenda item for a committee meeting it will have the latest version.**

**V2**