

26th April 2022



Flitwick Town Council

**Welcome to the Flitwick Annual
Assembly!**

Welcome and Agenda



1. Apologies
2. Minutes of the last meeting
3. Matters Arising
4. Presentation & Annual Report of Flitwick Town Council
5. Central Bedfordshire Council Community Safety Team
6. Bedfordshire Police – Priorities for Flitwick
7. Resolutions & Questions
8. Open Forum





4. Annual report of Flitwick Town Council

Meet your Councillors



Cllr Keith Badham



Cllr Ian Blazeby



Cllr Ashwin Chacko



Cllr Jeremy Dann



Cllr Joe Daly



Cllr Patricia Earles



Cllr James Gleave



Cllr Howard Hodges



Cllr Ann Lutley



Cllr Gareth Mackey



Cllr Becky Meredith-Shaw



Cllr Martin Platt



Cllr John Roberts



Cllr Russ Shaw



Cllr Andy Snape



Cllr Dan Toinko



Cllr Clare Thompson

Civic Activities



Fundraising - Town Mayor's Charities



Raised **£4,500** with additional funds expected from the rescheduled 'Murder in the Chamber' event.



Priorities linked to our 2021-2025 Strategy



Community Services

Priority or Project	Target Delivery Date	Notes	Status
1. Manor Park Plan	Winter 2022	Complete heritage works and complete new Parkland Management Plan	
2. Nature Park	2024 – 2025	Outline design to be completed by external consultancy with implementation beginning autumn 2022	
3. Barclays Frontage	Summer 2022	Delivery of benches, lighting and planting including consultation with residents	
4. Green Spaces	2023	Green Canopy Scheme (more planting in Autumn 2022) and further investments in playgrounds	
5. CCTV	Winter 2022	Working with CBC to extend CCTV system to cover key areas in Town Centre.	

Priorities linked to our 2021-2025 Strategy



Business Services

Priority or Project	Target Delivery Date	Notes	Status
1. Environmental Audit of Rufus Centre	End of 2022	Audit of Rufus Centre operations to improve sustainability and reduce environmental impact.	
2. Development of updated Business Plan	May 2022	Produce updated business plan to increase usage of the building and improve commercial return	
3. Installation of compliant accessible toilet	May 2022	Installation of fully compliant accessible toilet	
4. Implementation of online booking system	March 2022	Explore feasibility of an online booking system for commercial bookings	

Priorities linked to our 2021-2025 Strategy



Corporate Services

Priority or Project	Target Delivery Date	Notes	Status
1. Environmental Audit	End 2022	Create a costed plan with prioritisation to improve the sustainability of whole Council.	
2. Flitwick Heritage content for Website	April 2022	Create online Flitwick Heritage portal to collate	
3. Business Continuity Planning	End 2022	Updated our Business Continuity Plans leading to a test in the summer.	
4. Finalise Organisation Leases	April 2022	Finalise renegotiation of all organisation leases	
5. Make use of Dance Studio Space	April 2022	Make use of the Council's contracted access to the Dance Studio at the Rufus Centre for community events/clubs	



5. Update on the Town Council Strategy and Resident Survey Feedback

The 2022 Residents Survey

Linking the Survey to our 2021 – 2025 Strategy



65% of you responded that you **trust Flitwick Town Council** either a great deal or a fair amount compared to the national average of 62%.

● A great deal	24
● A fair amount	128
● Not very much	71
● Not at all	10



45% of you felt that it was extremely easy or somewhat **easy to contact a Flitwick Town Councillor**.

● Extremely easy	42
● Somewhat easy	64
● Neutral	103
● Somewhat not easy	20
● Extremely not easy	4



All Councillor email addresses and telephone numbers are published in Flitwick Papers and on the flitwick.gov.uk website.
Please get in touch. We'd love to hear from you!

About Flitwick and our Council



58% of you were either very satisfied or fairly satisfied with **how Flitwick Town Council runs things** compared to the national average of 64%.

Very satisfied	25
Fairly satisfied	110
Neither satisfied nor dissatisfied	60
Fairly dissatisfied	30
Very dissatisfied	8



67% of you were either very satisfied or fairly satisfied with **Flitwick as a place to live** compared to the national average of 78%

Very satisfied	35
Fairly satisfied	120
Neither satisfied nor dissatisfied	50
Fairly dissatisfied	25
Very dissatisfied	3



38% either agreed strongly or tended to agree that Flitwick Town Council provides **value for money** compared to a 48% national average

Strongly agree	16
Tend to agree	72
Neither agree or disagree	99
Tend to disagree	38
Strongly disagree	8



64% of you felt that **Flitwick Town Council acts on the concerns of residents** either a great deal or a fair amount compared to 57% nationally.

A great deal	23
A fair amount	127
Not very much	75
Not at all	8

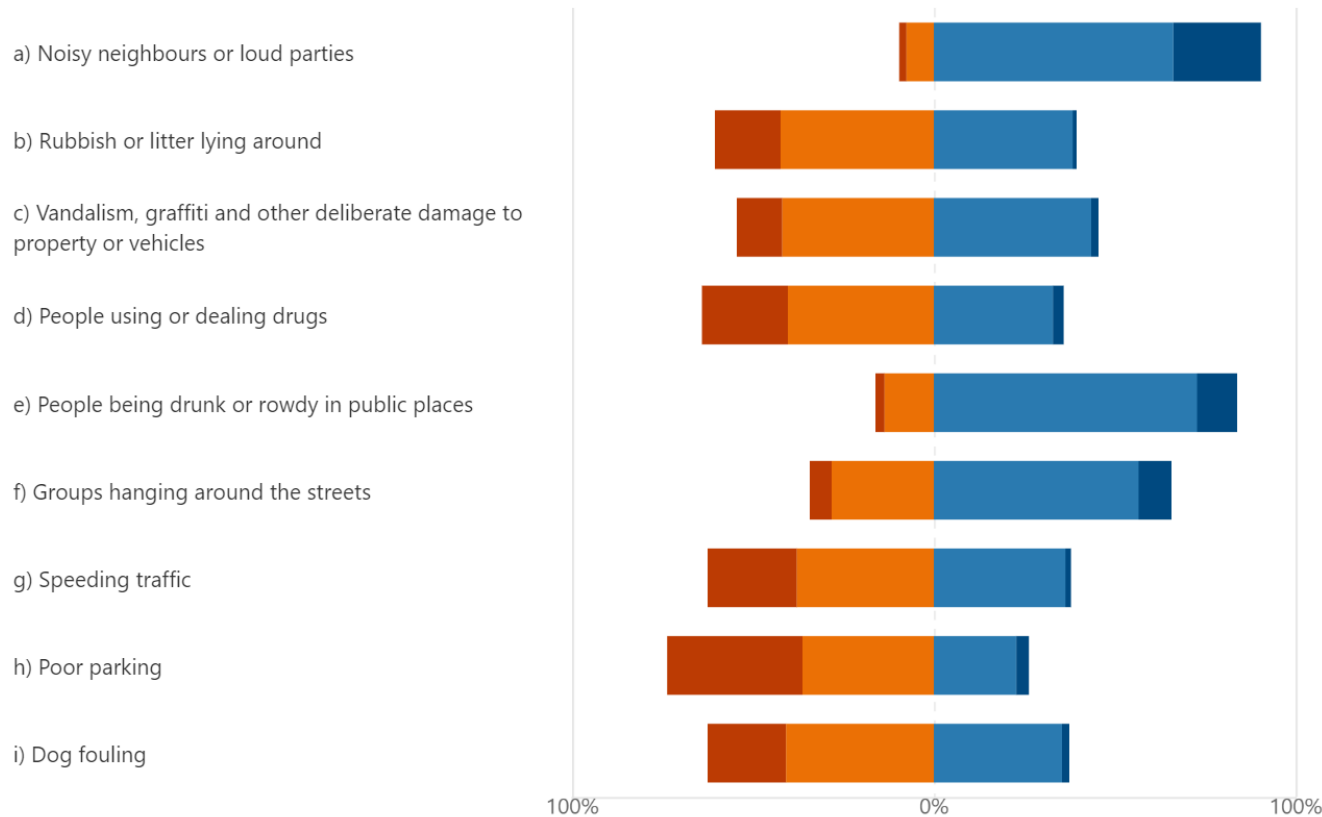


Your concerns are our concerns...



We asked you how much of a problem you thought each of the following issues are:

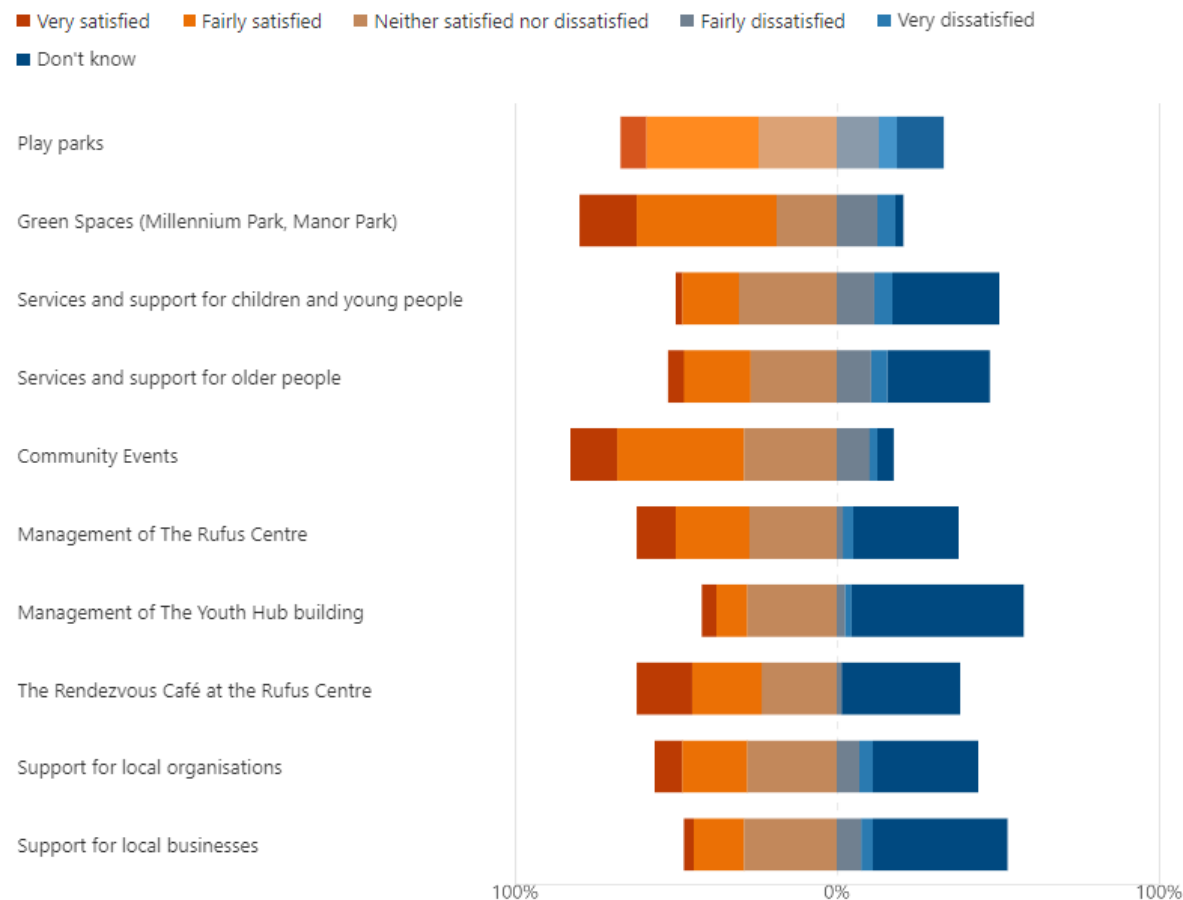
■ A very big problem ■ A fairly big problem ■ Not a very big problem ■ Not a problem at all



Overall satisfaction with our services



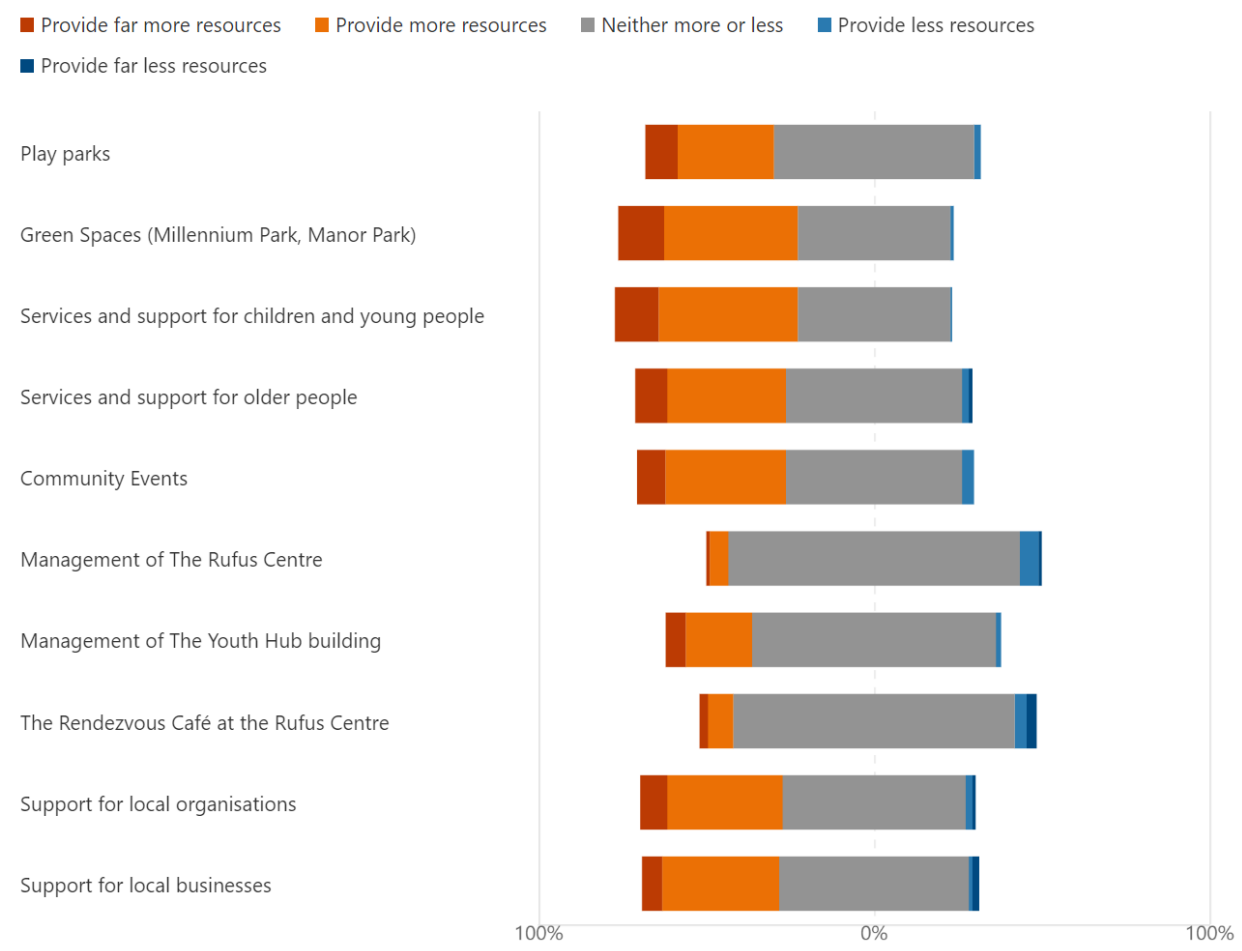
We asked you how satisfied or dissatisfied you are overall with the services Flitwick Town Council provides



Your priorities are clear...



We asked if you would like Flitwick Town Council to change the amount of resources we devote to the following areas:



Improving our communication

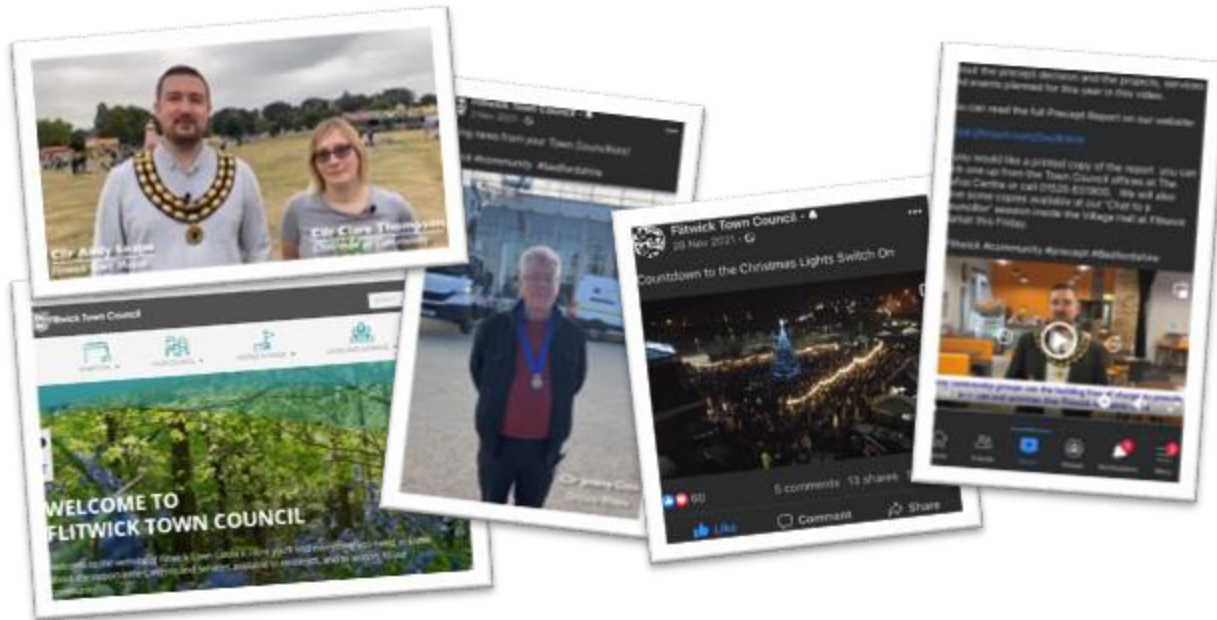


An amazing 62% of you felt that FTC kept you well informed or fairly well informed compared to 56% nationally.

Very well informed	39
Fairly well informed	104
Not very well informed	78
Not well informed at all	12



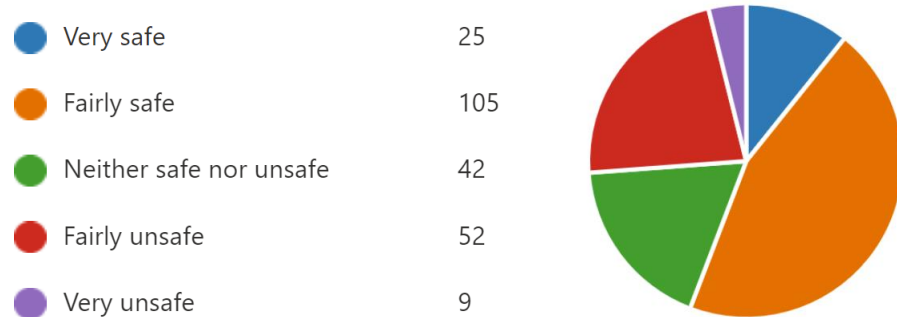
- Flitwick Papers delivered quarterly to each of the 6,000 households in the town
- Modernised website
- Social Media
 - Over 1,300 posts per year on Twitter, Facebook and Instagram
 - Introduced video content (16 separate videos) to be more engaging
- New and improved noticeboards planned in a wider range of locations
- 11 'Chat to a Councillor' sessions



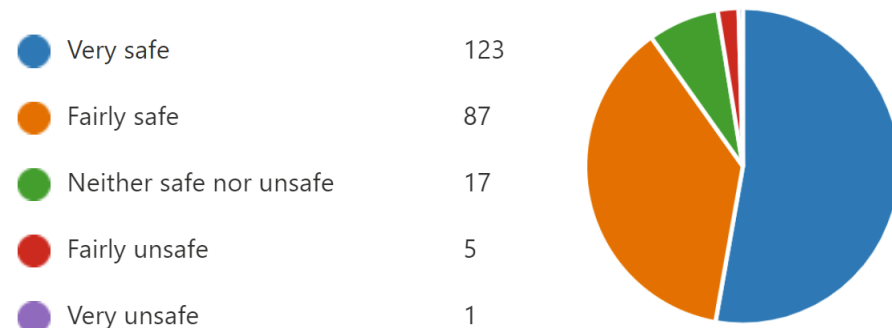
Feeling safe outside, especially after dark



Only 56% of you felt either very safe or fairly safe when outside in Flitwick after dark compared to 75% nationwide.



That compares to 90% feeling either very safe or fairly safe during the day compared to 94% nationwide.



- Working with CBC to **prioritise the deployment of CCTV in the Town Centre** at key locations
- A **closer relationship with Bedfordshire Police** including hosting quarterly 'Prioritisation' meetings at the Rufus Centre
- Lobbying CBC to **repair broken street lights**

Improving key Green Spaces in Flitwick



Over 84% of the survey respondents had used at least one of the green spaces in the Town in the last year. With nearly half, using a Play Park. Green spaces generally were the area that most residents (13.7%) felt that we should provide 'far more resources' for.



- Improvements underway at Manor Park and advancing plans for a new 'Nature Park' at Maulden Road.
- New play park equipment at Beaumont Road and Station Road playgrounds (£16k)
- New youth shelter at Millennium Park (£8.4k)
- Outdoor gym equipment (£11k) and more benches at Millennium Park (£5.2k)

Developing the Rufus Centre as a Community Hub



The Residents Survey showed that over 55% of respondents had visited the Rufus Centre in the last year. Over 37% were very or fairly satisfied with how FTC run the Centre (32% 'don't know' and 27% 'neither satisfied or dissatisfied').



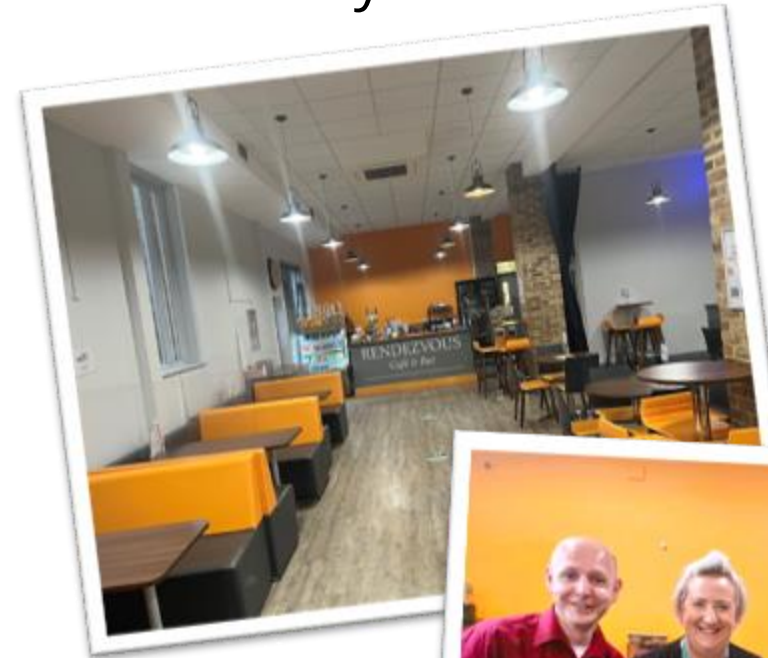
- Pandemic impact has been significant
- Refurbished public areas, meeting rooms and office space as it has become vacant before being re-let
- Fully accessible toilet now delivered
- More community groups and charities using the building

Café Society... at the Rendezvous Café & Bar



The 'Rendezvous Café & Bar' opened in November 2020, proving increasingly popular with residents. 44% of respondents to our survey have used the café.

- Aim of the café is to raise a surplus that can be invested into other projects as well as to provide a community hub
- 27,000 customers based on drinks served
- Friday night 'trial events' have given us a lot to think about.
- Plans to open in the future for Sunday brunch in response to customer requests
- Offering new services aimed at young families – Little City, Children's Parties
- Additional seating inside and out



Supporting Local Organisations



The survey showed that over 42% of respondents felt that we should provide either far more or more resources for local organisations. We will continue to identify wants in which we can achieve your wishes.

- Continuing to support many local organisations to develop and grow
- Peppercorn rents for land to host buildings for the Scouts, Guides, Sea Cadets and Royal British Legion equivalent to £7k per year commercial value
- Community Grants - £10k per year
- Offering free or greatly subsidised use of rooms at the Rufus Centre or The Hub



Barclays - our new Community Space



- Our purchase last autumn provides a huge opportunity for greater community use
- Purchase 'cost neutral' and we'd like to keep the bank
- Improvements planned to the look and feel so that it becomes a site for regular events and markets
- A place to sit, relax and pass the time of day



You're loving our Community Events!



Over 52% of residents completing the survey had attended at least one event in the past year!



Focusing on Youth Provision



The Hub, our youth activities based near Tesco, remains the Council's most hidden asset with only 6.4% of survey respondents having visited.



- We believe it's essential to support young people of all ages, particularly if they don't attend or can't afford to be a member of the 'badged' organisations.
- 4YP, a specialist youth provider, delivers a range of weekly clubs reaching approximately 80-100 young people every week.





6.

Central Bedfordshire Council Community Safety Team

7.

Bedfordshire Police Community Policing Team