



MINUTES OF THE BUSINESS SERVICES MEETING
HELD ON THE 12TH MAY 2022
AT 7.45 pm AT THE RUFUS CENTRE

Present:

Cllr A Snape (Chairman)
Cllr I Blazeby
Cllr A Lutley
Cllr P Earles
Cllr J Gleave

Rob (Town Clerk) – attended virtually
Stephanie Stanley – Corporate Services Manager (CSM)
Helen Glover - Senior Finance Officer (SFO)
Lisa Cousins – Administration and Bookings Officer (ABO)

Member of the public – 0

1384. APOLOGIES FOR ABSENCE

Apologies were received and accepted for Councillor Badham (family commitment), Councillor Mackey (CBC commitments) and Councillor Roberts (unwell).

1385. 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.

1386. CHAIRMAN'S ANNOUNCEMENTS

The Chairman noted it was the last meeting thanked everyone including officers, for their service.

1387. PUBLIC OPEN SESSION

There were no members of the public present.

1388. INVITED SPEAKER

There was no invited speaker.

1389. MEMBERS QUESTIONS

There were no questions.

1390. MINUTES

- a. For Members to receive and adopt the Minutes of the Business Services Committee held on 10th March 2022.

The minutes of the Business Services Committee held on 10th March 2022 were adopted with two amendments relating to matters arising under Exempt Items.

1391. MATTERS ARISING

- a. Minutes of the Business Services Committee 10th March 2022.

Councillor Blazeby advised that only one review had been posted on Trip Advisor for the café. Members suggested for signage to be increased for greater awareness and that the current photo of the outdoor seating be updated to show the new benches.

Action: CMM

The Chairman asked how officers were progressing with the new signage on the ground floor relating to the accessible toilet. Officers advised that the signage was in hand but had not yet been completed due to staff sickness. There was no update available regarding the latest situation with the accessible toilet.

Cllr Blazeby asked if the café opening times for serving hot food had been extended to 3pm as previously discussed. He also asked if the costings for the Christmas offers had been circulated and if there was an update on menu boards. The CSM advised that no further work had been done on the Christmas offerings costs due to staff sickness and there was no update on new menu boards.

Members asked for an update on the takeaway packaging for tenants. The CSM advised that the cost for this had been included by the CFL in the cost for the food. In addition to the cost, members were also concerned of the environmental impact, and whilst the packaging used is recyclable and compostable, the café should reduce the amount of single use packaging as much as possible, such as when delivering to tenants in their rooms. The Chairman was frustrated that a full report had not been provided to include the practicalities of using crockery in tenants' rooms and environmental implications, in addition to costings. The CSM was asked to ensure that tenants who were receiving their orders via room delivery, did so with crockery and not takeaway packaging.

Action: CFL/CSM

1392. ITEMS FOR CONSIDERATION

- a. **Flitwick Business Group**

Members felt the report did not have enough information, such as feedback from the community, or what was viable in terms of time, resources and benefits. The Chairman felt there was demand for support as he had received positive feedback from a recent engagement with local business. Members discussed various options that could be possible, including working alongside the Ampthill Chamber of Commerce Group. Members asked that it should be discussed by SMT including if it would be better suited to the Community Services Committee moving forward.

Action: SMT

b. Fibre Broadband

Members were asked to consider upgrading the BT Net Broadband Service from 100MB to 200MB with a 1GB bearer for faster Wi-Fi in the Rufus Centre.

The Chairman advised that as the building was being used more, the broadband upgrade would increase the current speed and benefit visitors to the building.

Members asked how the benefit of upgrading could be measured. The Chairman advised that Complete IT would be able to provide statistics and members asked that a review be carried out in 3 months.

Action: TC

It was **resolved** to upgrade the current BT Net Service from 100 Mb on 100 Mb bearer to 300 Mb on 1Gb bearer at a cost of £349.00 per month.

Action: TC

1393. ITEMS FOR INFORMATION

a. Marketing & Communications Plan

Councillor Blazeby requested that timing be included of the action to “Promote what the Town has to offer” shown in Amber.

The Chairman suggested it would be interesting for the Business Board to have sight of some of the performance indicators for socials and the website, particularly for the Rufus Centre as there was not much traction on the website.

Action: CMM

b. Marketing & Communications Forward Plan

This was noted.

c. Delivery Plan

This was noted.

1394. PUBLIC OPEN SESSION

There were no members of the public present.

1395. 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 – for information

12b) Financial Reports – for information

12c) Functions Forecast & Update – for information

12d) Functions & Conferencing Income – for consideration

12e) Stocksfield

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.

Meeting closed: 21:03