



**MINUTES OF THE CORPORATE SERVICES COMMITTEE MEETING  
HELD ON 29<sup>th</sup> SEPTEMBER 2022  
AT 7.45PM AT THE RUFUS CENTRE**

**Present:**

Cllr I Blazeby (Chairman)  
Cllr J Roberts  
Cllr D Toinko  
Cllr A Lutley  
Cllr M Platt  
Cllr R Shaw  
Cllr J Daly (sub for Cllr A Snape)

**Also, Present:**

Mike Thorn –Corporate Services Manager (CSM)  
Beverley Jones – Communications & Marketing Manager (CMM)  
Helen Glover – Senior Finance Officer (SFO)

**792. APOLOGIES FOR ABSENCE**

It was **resolved** to accept apologies from Cllr Snape (engaged in official duties).  
It was **resolved** to accept apologies from Cllr Gleave (work commitments).

**793. DECLARATIONS OF INTEREST**

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

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

**794. CHAIRMAN'S ANNOUNCEMENTS**

There were no chairman's announcements.

**795. PUBLIC OPEN SESSION**

There were no members of the public present.

**796. INVITED SPEAKER**

No invited Speaker.

**797. MEMBERS QUESTIONS**

There were no questions from members.

**798. MINUTES**

- a. Cllr Blazeby will forward grammatical and spellings errors required for correction. Cllr Shaw to be added to the attendees list for the meeting.

It was **RESOLVED** to adopt the Minutes of the Corporate Services Committee meeting held on 30<sup>th</sup> August 2022 including amendments.

**799. MATTERS ARISING**

- a. There were no matters arising.

**800. ITEMS FOR CONSIDERATION**

**a. Finance Reports Part 1**

Members are asked to note the following finance reports:

Cllr Blazeby highlighted that the reference number on the reports did not match the agenda item numbers. The SFO confirmed this would be corrected for the next meeting papers.

**Action: SFO**

- i) Whole Business Summary, Investments & Loans

Members discussed the details of CCLA investments and are satisfied this is a sound approach. SFO confirmed she receives quarterly summaries of investment strategies from CCLA and would include these within the next meeting papers for members information.

**Action: SFO**

- ii) Corporate Services Summary - noted  
iii) Civic Expenses Summary - noted  
iv) RCF Summary - noted

OMEGA Reports:

- v) Income & Expenditure (Corporate & Community).

Cllr Blazeby identified that spend on Utilities for Allotments within Community (4015/302) is significant at month 5. SFO confirmed she will liaise with the ESO and report findings to Corporate Services Committee.

Overspend on Burial Grounds (4069/301) relates to a single purchase of a vault which had not been accrued at 2021/22 year end. This overspend was unavoidable and has been reported to Community Services Committee and the Environmental Services Manager.

Cllr Blazeby highlighted the overspend for Plant and Equipment purchases within Community (4084/303). The SFO confirmed these purchases replace tools stolen after thefts from the Tractor Store earlier this year. SFO confirmed insurance claim for the January theft had now been received (1002/303) to contra the overspend on equipment purchases. A further insurance claim for the July theft is in progress.

Following a query from Cllr Blazeby's the SFO confirmed that further income from the Flitwick Sunday Market is expected to appear in September reports.

Cllr Blazeby highlighted the overspend for Flitwick Family Fun Day 22 (FFFD22) within the Community budgets (4551/313). SFO confirmed that FFFD22 expenditure should be aligned with agreed budgets and matched against income received (1127/313) to provide an overall profit/loss figure for the event. Full details of FFD22 have been provided to the Community Services Committee meeting by Community Services Manager.

**Action: SFO**

- vi) Cashbook (CB1 & CB2) Transactions – noted.  
vii) Bank Reconciliations (CB1 & CB2) – noted.

## 801. ITEMS FOR INFORMATION

### a. Officers Update – Part 1

Members are asked to note the report circulated.

Members discussed the ongoing Environmental Audit.

Cllr Toinko questioned cost of the Rufus Centre along with its environmental impact. The CSM confirmed the Consultant reports positively on the Rufus Centre following initial assessment. It was agreed that costs and impact should continue to be reviewed going forward. The purpose of the initial assessment was to provide a benchmark to measure ongoing and future improvements following this promising start.

The CSM confirmed that contact the opportunity for environmental assessment free of charge has been provided to leased tenants based outside the Rufus Centre. This includes The Scouts, The Royal British Legion and the Girl Guides.

Cllr Lutley questioned the impact of the solar panels on energy consumption by the Rufus Centre. She suggested the installation of an energy consumption panel and display to provide up to date real-time consumption data. The CSM confirmed that while there is no digital display panel for the Rufus Centre, he receives energy efficiency statements via an online portal. This data is included within the environmental audit.

The CSM confirmed the solar panels actively reduce environmental impact and cost of bills for FTC. Currently, due to the size of the building all energy generated is fed back into the Rufus Centre with no surplus to be returned to The Grid.

Members request the CSM provide a further update at next Corporate Services Committee Meeting.

**Action: CSM**

Members discussed the current credit control reporting. Cllr Blazeby will arrange a meeting with the SFO and Cllr Roberts to discuss reporting requirements for future meetings.

### b. Delivery Plan & Committee Priorities

i) Members were asked to note the Delivery Plan for Corporate Services.

Cllr Blazeby questioned how the proposals would be split against priorities and in what format they would be fed back to Full Council. The CSM suggested a meeting offline with Cllr Blazeby to discuss options.

Cllr Blazeby identified that the revision date for the 2022/23 Delivery Plan was set for September. It was agreed this date would be rolled forward to October.

Cllr Shaw confirmed further discussions for the delivery plan would be completed within exempt.

ii) Members noted the consolidated list of Committee priorities. Members highlighted the need for each committee to identify top three priorities to provide structure and guidance to allow officers to effectively manage workloads.

c. **'Flitwick' – A Living History Website**

The CMM confirmed the initial design and base framework for the new website is almost complete, although she and Cllr Blazeby have not yet met with the designers directly for a full update and to give feedback. A meeting is being arranged and depending on outcomes there may be an opportunity to present the website at the next committee meeting.

The CMM confirmed there had been good feedback from members of the public through promotion of the project on social media and Flitwick Papers with residents volunteering to get involved and providing archive material. Cllr Blazeby confirmed he had been in contact with a number of people and had received material for the website including photos and newspaper clippings. Cllr Blazeby said a stall has also been secured at the Flitwick Fun Palace at the Library on 1<sup>st</sup> October to promote the website and encourage residents to get involved.

It was noted that the late Cllr Thompson's book had been digitised and is already available on the FTC website on the History page.

**Action: CMM**

d. **Website & Social Media Quarterly Report**

Members discussed the quarterly Website & Social Media Quarterly Report. Cllr Blazeby and the CMM have met to discuss expanding reporting options going forward. For future reports this will include separating new users and returning users visiting the FTC website, and including the number of page visits for each of the Top 10 visited pages on the FTC website. It was accepted that some pages will always be visited more frequently e.g., FTC home page, vacancies page etc.

There are 9 active social media pages running across FTC, The Rufus Centre, Rendezvous and The Hub. The Top 10 FTC Facebook posts are now ranked in the report by engagement as previously requested by members.

For the next quarterly report, FTC followers on Facebook will be shown in graph form to clearly identify trends.

Cllr Blazeby requested that the number of posts per channel were also included in the next report.

**Action: CMM**

e. **Communications & Marketing Monthly Forward Promotional Plan**

Members were asked to note the Communications & Marketing Monthly Forward Promotional Plan circulated. Cllr Lutley said it would be useful to have the dates included in the column for all the events listed as it just says week commencing and is not clear if the events are that week or the promotion of the events that week. The CMM will include in the plan going forward.

The final page of the plan includes a growing list of events and projects for promotion when timings and more details are finalised. The CMM confirmed the projects listed would be added to the plan when timings confirmed. Following discussion, members agreed clear identification and communication of priorities, across all committees would allow officers to effectively plan and manage workloads to meet expectations. All committees would be asked to review and identify their own committee priorities within the forward promotional plan.

**Action: CMM**

f. **Communications Plan**

The CMM said the Communications Plan will be updated once priorities and actions have been agreed by each committee from the feedback from the Residents' Survey.

g. **Communications & Marketing Review**

The CMM presented a review of current branding used across all platforms and mediums to members. This highlighted the variety of branding used online and in print. The CMM confirmed historically different areas have been developed in isolation on individual timescales, resulting in the use of mixed branding with three separate identities for FTC, The Rufus Centre and Rendezvous.

Members identified that the FTC branding needs to be larger and take more of a precedent across all medias so that it was clear that The Rufus Centre and Rendezvous were part of FTC. Members discussed the opportunity to apply standard templates. Members also agreed that branding should be standardised across FTC, Rufus and Rendezvous.

It was **resolved** for Cllr Blazeby and CMM to work on developing a design brief.

**Action: CMM**

802. **PUBLIC OPEN SESSION**

There were no members of the public present.

803. **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 Officer's Update Part 2

12b Financial Reports Part 2

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 ended at 21:23hrs