



**MINUTES OF THE BUSINESS IMPROVEMENT AND DEVELOPMENT BOARD
HELD ON THE 12TH JULY 2022
AT 7.45pm AT THE RUFUS CENTRE**

Present:

Cllr J Roberts (Chairman)
Cllr A Snape
Cllr H Hodges
Cllr J Gleave
Cllr I Blazeby

Rob McGregor (Town Clerk)

Members of the public - 0

1408. APOLOGIES FOR ABSENCE

Apologies were received and accepted for Councillor Mackay (attending the Police and Crime Panel).

1409. 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.

1410. CHAIRMAN'S ANNOUNCEMENTS

There were no announcements from the Chairman.

1411. PUBLIC OPEN SESSION

There were no members of the public present.

1412. INVITED SPEAKER

There was no invited speaker.

1413. MEMBERS QUESTIONS

There were no questions from members.

1414. MINUTES

- a. Members deferred adopting the minutes of the Business Services Committee meeting held on 12th May 2022 to the Town Council.

1415. MATTERS ARISING

- a. There were no matters arising.

1416. ITEMS FOR CONSIDERATION

a. The Rufus Centre - Functions – Events and Bar – Policies and Procedures

Members were asked to consider and adopt the policies and procedures for the Rufus Centre Functions and Bar.

Subject to a minor amendment it was **RESOLVED** to adopt the Rufus Centre Functions Events and Bar Policies and Procedures.

b. Building Refurbishments – Rolling Capital Fund (RCF) Applications

A current RCF summary has been circulated.

i) Stocksfield Room Works

Members were asked to consider an application to the RCF for £2,130+VAT to form a new storeroom in the current Stocksfield Room.

Members **deferred** this item for further information, to include detailed layout and drawings.

ii) New Office Space

Members were asked to consider an application to the RCF for £6,265+VAT to create a new office on the second floor at the top of the landing which is currently wasted space.

Members **deferred** this item for further information, to include detailed layout, drawings, opportunity costs and return.

iii) Carpet Refurbishment

Members were asked to consider an application to the RCF for £1,101+VAT to remove carpet on second floor landing area and replace with new carpet to match the stairs and Davis Suite.

Members **deferred** this item to the next meeting.

c. Social Media Performance

Members were asked to inform Officers what social media performance information they would like presented at future BI&DB meetings.

It was **RESOLVED** that members would email the Communications and Marketing Manager separately.

d. **Firewall Protection**

Members were asked to consider a quotation for a complete firewall protection service.

It was **RESOLVED** to check the original contract and carry out a contract review.

1417. **ITEMS FOR INFORMATION**

a. **Marketing & Communications Forward Promotional Plan**

Members are asked to note the Marketing & Communications Forward Promotional Plan circulated.

Members noted this item.

b. **Delivery Plan & Priorities**

Members are asked to note the circulated Delivery Plan and priorities update circulated.

Members agreed that any priorities that have been completed should be removed from the delivery plan, with further items being re colour coded in line with their current status.

1418. **PUBLIC OPEN SESSION**

There were no members of the public present.

1419. **EXEMPT ITEMS**

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.

12a) Officers Update – for information

12b) Year End Accounts – for information

12c) Occupancy Stats and Forecasts – for information

12d) Business Plan – for consideration

12e) Staffing Matter – for consideration

12f) Contract – for consideration

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



Complete Firewall Protection Renewal

Prepared for:

Flitwick Town Council

Rob McGregor

Prepared by:

Liz McFarland

Date:

01/09/2022

Proposal Reference:

LM007405 v1

Single Appliance Only

Service / Device	Qty	Monthly Price per Service / Device	Total Monthly Price	One-Off Price per Service / Device	Total One-Off Price
WatchGuard T40 Network Security Appliance	1	£0.00	£0.00	£0.00	£0.00
Complete Firewall Protection - Monthly Service Fee - WatchGuard T40	1	£141.05	£141.05	£0.00	£0.00
Complete Firewall Protection Setup Cost - WatchGuard T40	1	£0.00	£0.00	£359.51	£359.51

Monthly Subtotal: **£141.05**

Subtotal: **£359.51**

Complete Firewall Protection Renewal

Prepared by:

Liz McFarland

Complete I.T. Ltd
liz.mcfarland@complete-it.co.uk

01733 306633

Prepared for:

Rob McGregor

Flitwick Town Council
robmcgregor@flitwick.gov.uk
The Rufus Centre
Steppingley Road
Flitwick
MK45 1AH

Quote Information:

Quote #: LM007405

Version: 1

Delivery Date: 01/09/2022

Expiration Date: 30/09/2022

Total One-Off Costs

Description	Amount
Single Appliance Only	£359.51
Total: £359.51	

Total Monthly Costs


Description	Amount
Single Appliance Only	£141.05
Monthly Total: £141.05	

Any equipment listed under this Complete Cyber Security Service order remains at all times fully owned by Complete I.T. and is subject to the following restrictions and Clauses:-

- All equipment under this order must not be relocated from its installation address without prior written approval from Complete I.T.
- Any equipment listed under this Complete Cyber Security Service order remains at all times fully owned by Complete I.T. All services and monthly payments are for a minimum of three years from the date the equipment is commissioned and auto renews for another year if not cancelled in line with Clause e. below.
- If payment for whatever reason is not received for this service for 2 consecutive months then we reserve the right to immediately cease all services on the device and also collect the equipment under this order and recharge any reasonable time and expenses incurred.
- All equipment under this order remains the property of Complete I.T. in perpetuity.
- This service under order can be cancelled by giving the other party no less than 1 month's notice in writing, which notice may only be served within a period commencing 30 days before the end of the minimum term as set out in clause b. and ending on an anniversary of the equipment being commissioned. If this agreement is cancelled we reserve the right to turn off all services on the equipment under this order in line with the cancellation and to be granted access during normal UK working hours to the installation address, within one week of any cancellation, to disconnect and collect the equipment under this Complete Cyber Security Service order.
- Clauses in this section take precedent over the Clauses in our standard terms and conditions, which can be found in your Complete I.T. Manager or Complete I.T. Support agreements, or on our website at www.complete-it.co.uk/terms

Any equipment listed under this Complete Cyber Security Service order remains at all times fully owned by Complete I.T. All services and monthly payments are for a minimum of three years from the date the equipment is commissioned and auto renews for another year if not cancelled in line with Clause e. which can be found in the PDF document attached.

Complete I.T. Ltd

Signature: 
Name: Liz McFarland
Title: Account Manager
Date: 01/09/2022

Flitwick Town Council

Signature: _____
Name: Rob McGregor
Date: _____

Complete Cyber Security



There has been a prolific rise in cyber threats over the last few years and new ways of compromising IT networks and data are being developed all of the time. We are constantly researching and testing the leading defence methods and as always we recommend a multi-layered approach.

Protecting your organisation and data from the threat of hackers, malware and viruses is a serious business. With so much critical data being held not only on your servers, in the cloud, on laptops, desktops and hand-held devices, your business needs an integrated security solution.

We have implemented a wide range of security solutions for our clients and as such, have a wealth of expertise and experience of all the major security tools and technologies.

What is Cyber Crime?

Cyber Crime takes many forms, criminals are either looking to cause disruption to organisations by bringing down IT systems, or to cause disruption for financial gain.

Some common forms of Cyber Crime are considered as:



Phishing

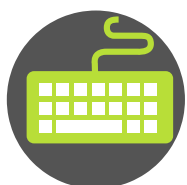
Bogus emails asking for security information and personal details.



File Hijacker

Where criminals hijack files and hold them to ransom (Ransomware).





Keylogging

Where criminals record what you type on your keyboard to mimic you or discover passwords or other vital information.



Distributed Denial of Service (DDOS) Attacks

Rendering a network or website unusable.



Ad Clicker

Allows a criminal to direct a victim to click a specific link.



Screenshot Manager

Allows criminals to take screenshots of your computer screen, meaning they can steal critical data.



Hacking

Gaining access to a network to cause damage or to steal data.

What is Complete Cyber Security?

Complete Cyber Security is a solution providing a business grade level of protection for your organisation giving you peace of mind that you have the highest levels of security in place.

At the heart of this service is a Firewall device, software will be installed on all of your PC's, Laptops and Servers to monitor suspicious behaviour.

The Firewall and software will be monitored by your CIT team as part of the Complete Cyber Security Solution, any suspicious behaviour will be flagged immediately and remedial action will be taken often before you even know about it. Updates will be carried out as and when there are new releases and you will be provided with regular reports.

Your Complete Cyber Security Solution includes the following:

- Intrusion prevention
- Intrusion detection
- Web filtering
- Content filter
- Malware filtering
- Data Loss Prevention
- Reputation Enabled Defence
- Gateway Antivirus



COMMUNICATIONS & MARKETING MONTHLY FORWARD PROMOTIONAL PLAN

Month: **OCTOBER 2022**

DATE W/C	COMMITTEE	ACTIVITY	MEDIUM
3rd October	Community	Community Services Meeting – 04/03 any agenda of public interest inc. links to agenda and supporting papers	Social media, website
	Community	Forget Me Not – next Monday 10/10. Everyone welcome	Social media, website, flyers
	Community	The Selfish Giant Puppet Show – Half Term Fun! 26/10	Social media, website, flyers, Eventbrite
	Community	Join us for the over 60's Lunch Club – delicious warming dishes on the menu this month 18/10	Social media, website, flyers
	Community	Poetic Flitwick – posters going up around the town for the whole of October	Social media, website, flyers
	Community	What's on at The Hub – fun football sessions every Tuesday	Social media, website, flyers
	Community	Flitwick Fun Palace – how did it go. Thanks to everyone for taking part	Social media, website
	Community/Business	What's on this Christmas – mini-Christmas events launch. Space for stallholders at Christmas Market at Rufus Centre 4/12	Social media, website, flyers
	Business	Homemade specials, cakes, national/international food days Rendezvous Café	Social media, website
	Business	Festival For Older People Event held in Lockyer – great space for all event types 7/10	Social media
	Business	Choice of meeting rooms to suit all number of delegates – hybrid technology flexible video conferencing equipment for all rooms	Social media, website
	Business	Christmas Party Night (03/12) – book for your staff Christmas party or enquire about holding an exclusive party -	Social media, flyers, website
	Corporate	Corporate Services Meeting - 29/10 any outcome highlights of public interest	Social media

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.

COMMUNICATIONS & MARKETING MONTHLY FORWARD PROMOTIONAL PLAN

Month: **OCTOBER 2022**

	PIWG	Promote the new planning page on FTC website with the guide to objecting effectively	Social media
	Town	Civic Service 9/10 – if you would like to join us at this special event we have some spaces available but need to know in advance	Social media
	Town	Town Mayor's Charity 200 Club – Winners of first draw October	Social media, website
	Town	Town Council Meeting - 27/10 any outcome highlights of public interest	Social media
	Town	Christmas Wine Tasting event 17/11 in aid of Town Mayor's charities	Social media, website, flyers, Eventbrite
10th Oct	Community	Men's Club – come along for the weekly social	Social media, website, flyers
	Community	Join us for Lunch Club on 18 th October booking reminder (deadline Thursday 13 th)	Social media, website, flyers
	Community	Our Community Services Team are busy preparing some spooky scarecrows to decorate the town – look out for them (if you dare)	Social media, website
	Community	Wool donations for Stitchers to knit blankets for the community	Social media
	Community	Flitwick Comedy Night – coming to the Rufus Centre next month. Don't forget to buy your tickets on Eventbrite 12/11	Social media, website, flyers, Eventbrite
	Community	Message on a Star for the Community Christmas Tree	Social media, website, flyers
	Community	Christmas Lights Switch On 27/11– children's £1 competition. Fill in a form at Town Council Offices or at your school	Social media, website
	Business	Business Committee Meeting - 11/10 any agenda of public interest inc. links to agenda and supporting papers	Social media, website
	Business	Homemade specials, cakes, national/international food days Rendezvous Café	Social media
	Town	NALC Council Awards Ceremony (13/10) – how did we do in the Council of the Year category	Social media, website

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Month: **OCTOBER 2022**

	Town	Round up of Civic Service event on Sunday 9/10	Social media, website
17th Oct	Community	Forget Me Not – call out for sharing a skill/activity/talk at Forget Me Not Events	Social media, website
	Community	Flitwick Halloween Trail – follow the organisers Facebook page for details and use our interactive map 31/10	Social media, website, flyers
	Community	The Selfish Giant Puppet Show – join us for some half term fun next week, tickets still available 26/10	Social media, website, flyers
	Community	Don't forget to book your tickets for next week's an Evening with the Numbers event 28/10	Social media, website, flyers
	Community	Community events/news callout for the next Flitwick Papers Edition & website event listing facility reminder	Social media, website
	Business	Homemade specials, cakes, national/international food days Rendezvous Café	Social media, website
	Business	Rendezvous Café – How are we doing? Have you left a review on Trip Advisor!	Social media
	Business	Business Committee Meeting - 11/10 any outcome highlights of public interest	Social media
	Town	Town Council Meeting - 18/10 any agenda of public interest inc. links to agenda and supporting papers	Social media, website
24th Oct	Community	Flitwick Sunday Market, this week! Support your local traders. 30/10	Social media, website, flyers
	Community	Halloween trail reminder and link to interactive map on FTC website 31/10	Social media, website,
	Community	Remembrance Service date for the diary (13/11)	Social media, website, flyers
	Community	Christmas message upon a star – deadline to return reminder (18/11)	Social media, website, flyers

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COMMUNICATIONS & MARKETING MONTHLY FORWARD PROMOTIONAL PLAN

Month: **OCTOBER 2022**

	Community	Come and see us at Flitwick Market this Friday 28/10	Social media, website
	Business	Homemade specials, cakes, national/international food days Rendezvous Café . October Half Term treats – trick or treat!	Social media, website
	Business	Party Season – are you looking ahead to Christmas already – perfect venue for big event or private dinner -choice rooms	Social media, website
	Business	Thanks to everyone who came along to the Evening with the Numbers event, a great time was had by all. The Lockyer Suite can be transformed into a great space for evening parties and events.	Social media, website
	Corporate	Corporate Committee Meeting - 25/10 any agenda of public interest inc. links to agenda and supporting papers	Social media, website
	Town	Civic Reception at The Rufus Centre – celebration of the event thanking the community	Social media, website

Note:

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

Community:

Cost of living initiatives

Community Fridge

Regular youth activities at the Hub

P3 Manor Park Footpath works

Green Wheel

Queen's Green Canopy – resident trees initiative autumn?

Country/Nature Park – next steps

Allotments – when spaces become available

Manor Park Parkland Management Plan

Environmental Audit

Wildflower areas - suggestions

Corporate:

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COMMUNICATIONS & MARKETING MONTHLY FORWARD PROMOTIONAL PLAN

Month: **OCTOBER 2022**

Flitwick Heritage website

Town:

Flitwick Views calendar raising money for Town Mayor's charities

PIWG

Announcements of FTC responses to CBC on any major planning applications when they happen and link to website page.

*Committee meeting agenda highlights/outcomes – content dependent on agenda items

V3

Delivery Plan 2021-22 - Strategy Deliverables

Main Tasks agreed in bold Checklist items relating to main headings in italics

Tasks	Committee or Council	Lead	Target Date	Status (RAG)	Notes
Produce a Procurement Policy including Approved/Preferred/Ethical Contractor List	Business	DTC	2022		<i>The list to date is uploaded to Sharepoint. There is work to be done on Rufus Centre contractors.</i>
<i>1. Produce high level policy governing the Approved Contractors List with delegation to Proper Officer</i>	Business	TC	Complete		<i>Standing Orders for Contracts adopted March 2021.</i>
<i>2. Review of existing performance of suppliers before they are added to the list.</i>	Business	CFL	Feb-22		<i>All companies contacted, waiting for renewal documents.</i>
<i>3. Standing Orders for Contracts to be amended to require review by Business Services annually.</i>	Business	TC	Feb-22		<i>Reviewed at Business March 2022. Revisions taken to Council in April 2022 and were ratified.</i>
To provide excellent meeting and office facilities at the Rufus Centre including expanding available space	Business	TC/DTC	2022		<i>The refurb works had a big impact to modernise but there is work still to be done. Main projects being worked on currently include the potential changes to the Stocksfield Room and the store room, and improvements to the Lockyer Suite. Other areas of the building to be investigated for more space. Wi-Fi now available in Room 10 for hotdesk office taken up from w/c 9th May. Additional building improvement quotes included on July Business agenda.</i>
Produce and maintain a business plan to best develop the Rufus Centre business to provide community benefit and generate profit for reinvestment in the town	Business	TC/DTC	2021-2022		<i>Business Plan to be written. Business Manager not being recruited. Test and Learn approach approved BSC Feb 2022 to trial income generation ideas with a review process. New Business Improvement & Development Board to look at this as a priority so this is on the latest agenda.</i>
<i>1. Working Group to be transitioned to standing sub-committee for Business Development Strategy</i>	Business	TC/DTC	2021-22		<i>Approved at BSC. Working Group disbanded.</i>

2. Documented strategy to be produced by lead officer including costing and capital investment plan	Business	TC/DTC	2022		Medium Term Financial Plan meeting scheduled with accountant/Pete Cooper 4.3.22 went well but there are amends to be made. Finance Team are aware that budgets process needs to include capital investment planning for budget prep 2022-23.
3. Performance monitored by Business Services through the measurement of key KPIs	Business	TC/DTC	2022		Will be actioned when suitable.
4. Focus on value add items including internet access feasibility	Business	TC/DTC	2022		WiFi offer mentioned above. Value being looked at financially and socially. Team know food and drink the focus. Team working smarter in terms of offering more flexibility on pricing and consideration being given to upselling.
5. Adopt a standard for the menu(s) based on recognised quality standard or a leading competitor	Business	CMM	Apr-22		New menu complete and launched on 9th June. This is a testing period with a view to having menus printed professionally once any amendments required have come to light.
Work with local businesses to encourage networking, investment and job creation	Business	TC/CSM	2022		Flitwick Business Group not operating currently. A report was presented to BSC in May but more detail required. SE working on this report and aims to present it to the August BIDB. Officers have been liaising with the Green Network and they are due to start meeting at Rufus Centre. Good connections with Chamber of Commerce who host their annual Christmas networking here.
Provide a car charging point at the Rufus Centre and secure cycle parking	Business	TC/CFL	2022		EV charge point - CBC appointed contractor. It is a two year list. Site visit to take place first. Secure cycle parking to be investigated. Supporting paper under items for information at business 10.2.22.
Support and help develop the Flitwick Business Group	Business	CSM	2022		See above.