

Tuesday 23rd May 2023



Flitwick Town Council

Welcome to the 2023 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. 2022/23 Resident Survey Feedback
6. Resolutions & Questions
7. Open Forum





Presentation & Annual Report of Flitwick Town Council



Cllr Andy Snape
Town Mayor

Meet your Town Councillors



Cllr Keith Badham



Cllr Ian Blazeby



Cllr Tina Connell



Cllr James Gleave



Cllr Toby Harald



Cllr Howard Hodges



Cllr Martin Platt



Cllr Becky Meredith-Shaw



Cllr John Roberts



Cllr Russ Shaw



Cllr Andy Snape



Cllr Clare Thompson



Cllr Dan Toinko



Cllr Robert Wilsmore



Vacancy



Vacancy



Vacancy

Civic Activities



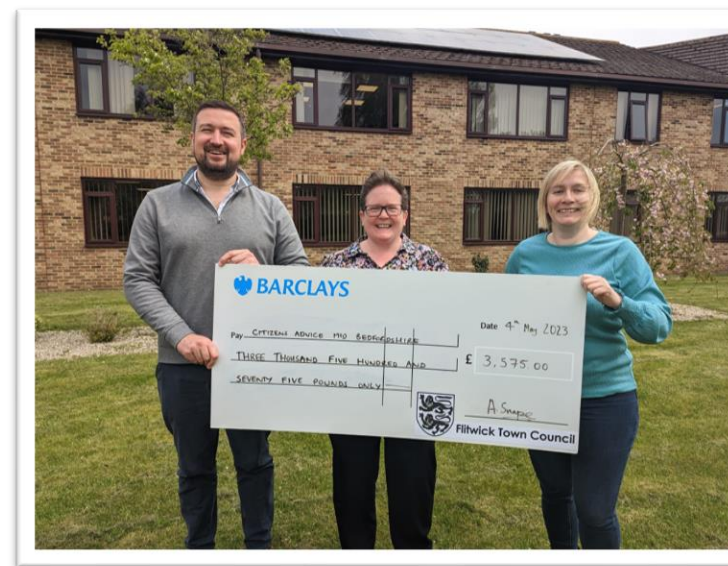
Fundraising - Town Mayor's Charities 2022/23



Raised **£7,150** split equally between Flitwick Food Extra and Citizens Advice Mid Bedfordshire



**FLITWICK
FOOD EXTRA**



Mid Bedfordshire

Highlights from 2022/23

- Flitwick Community Fridge
- Proud Ampthill & Flitwick
- 2nd Free Flitwick Family Fun Day
- Developing the Rufus Centre and delivering a £150k surplus
- Planning Improvement Working Group
- New Environmental Improvement Working Group
- Banking Hub Collaboration





2022/23 Resident Survey Feedback



Cllr Ian Blazeby

Chair of Business Improvement & Development Committee

The 2023 Residents Survey

Linking the Survey to our 2021 – 2025 Strategy

447 responses in
2023 vs 232 in 2022



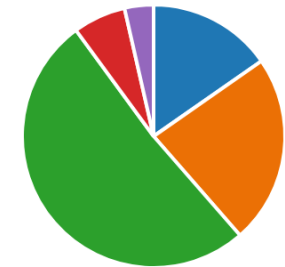
63% of you responded that you **trust Flitwick Town Council** either a great deal or a fair amount compared to the national average of 59%.

● A great deal	43
● A fair amount	257
● Not very much	141
● Not at all	36



38% of you felt that it was extremely easy or somewhat **easy to contact a Flitwick Town Councillor**.

● Extremely easy	73
● Somewhat easy	111
● Neutral	245
● Quite difficult	31
● Difficult	17



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



52% of you were either very satisfied or fairly satisfied with **how Flitwick Town Council runs things** compared to the national average of 60%.

Very satisfied	40
Fairly satisfied	209
Neither satisfied nor dissatisfied	122
Fairly dissatisfied	74
Very dissatisfied	32



61% of you were either very satisfied or fairly satisfied with **Flitwick as a place to live** compared to the national average of 76%

Very satisfied	50
Fairly satisfied	242
Neither satisfied nor dissatisfied	91
Fairly dissatisfied	73
Very dissatisfied	21



36% either agreed strongly or tended to agree that Flitwick Town Council provides **value for money** compared to a 46% national average

Strongly agree	25
Tend to agree	149
Neither agree or disagree	179
Tend to disagree	81
Strongly disagree	43



61% of you felt that **Flitwick Town Council acts on the concerns of residents** either a great deal or a fair amount compared to 52% nationally.

A great deal	51
A fair amount	239
Not very much	154
Not at all	33

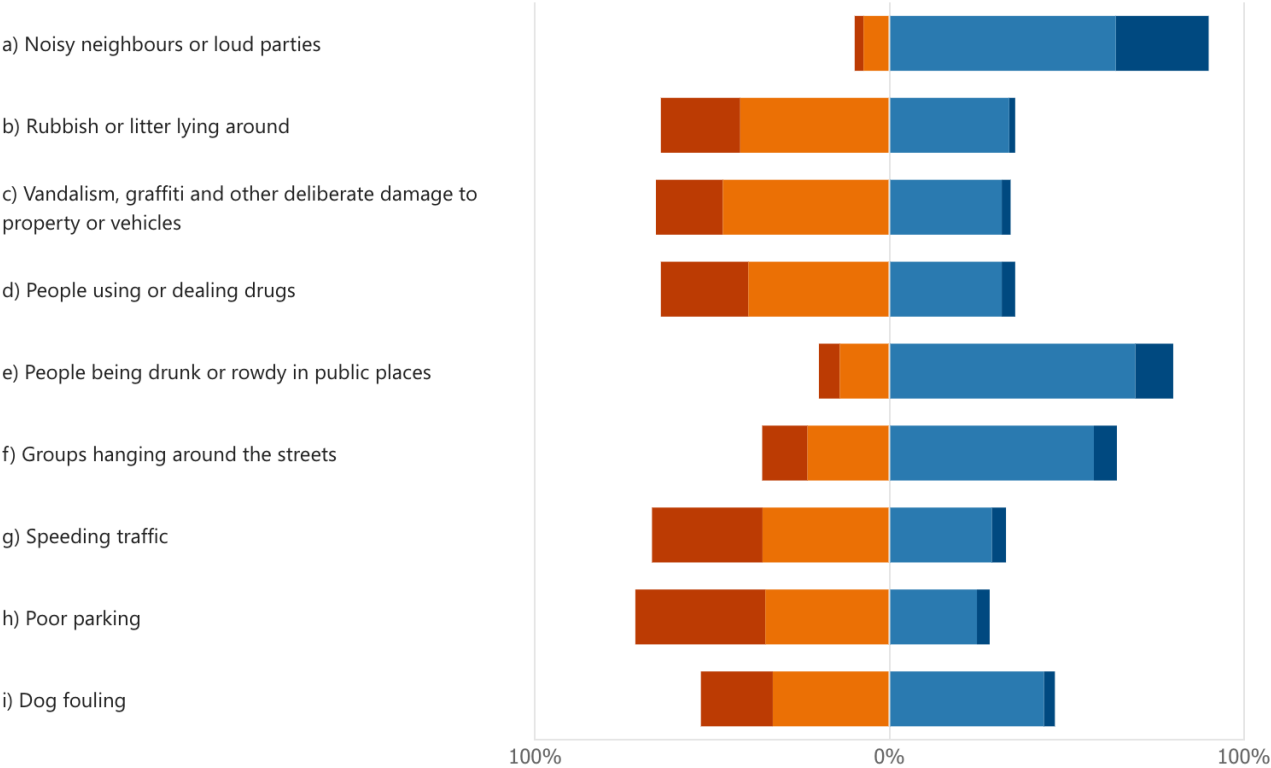


Your concerns are our concerns...



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



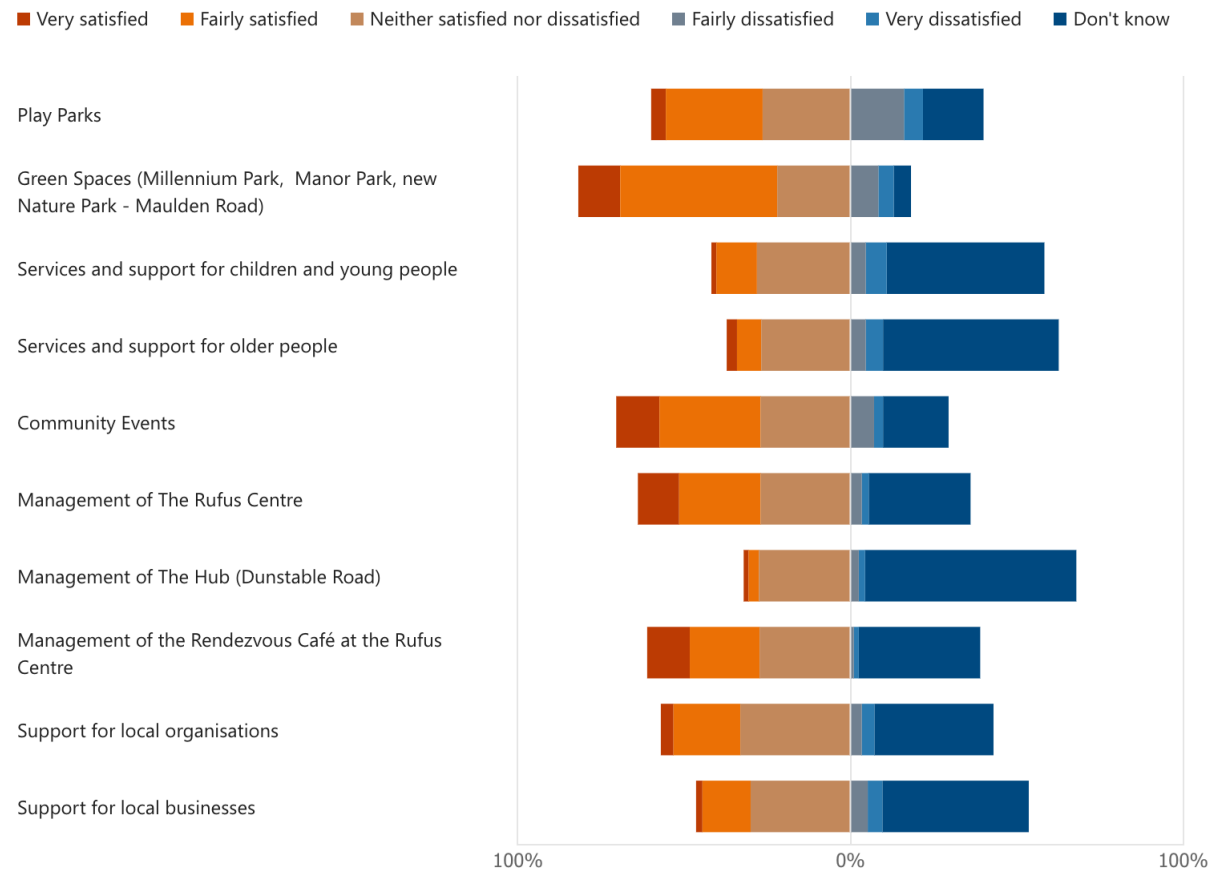
Parking continues to be the pet peeve!



Overall satisfaction with our services



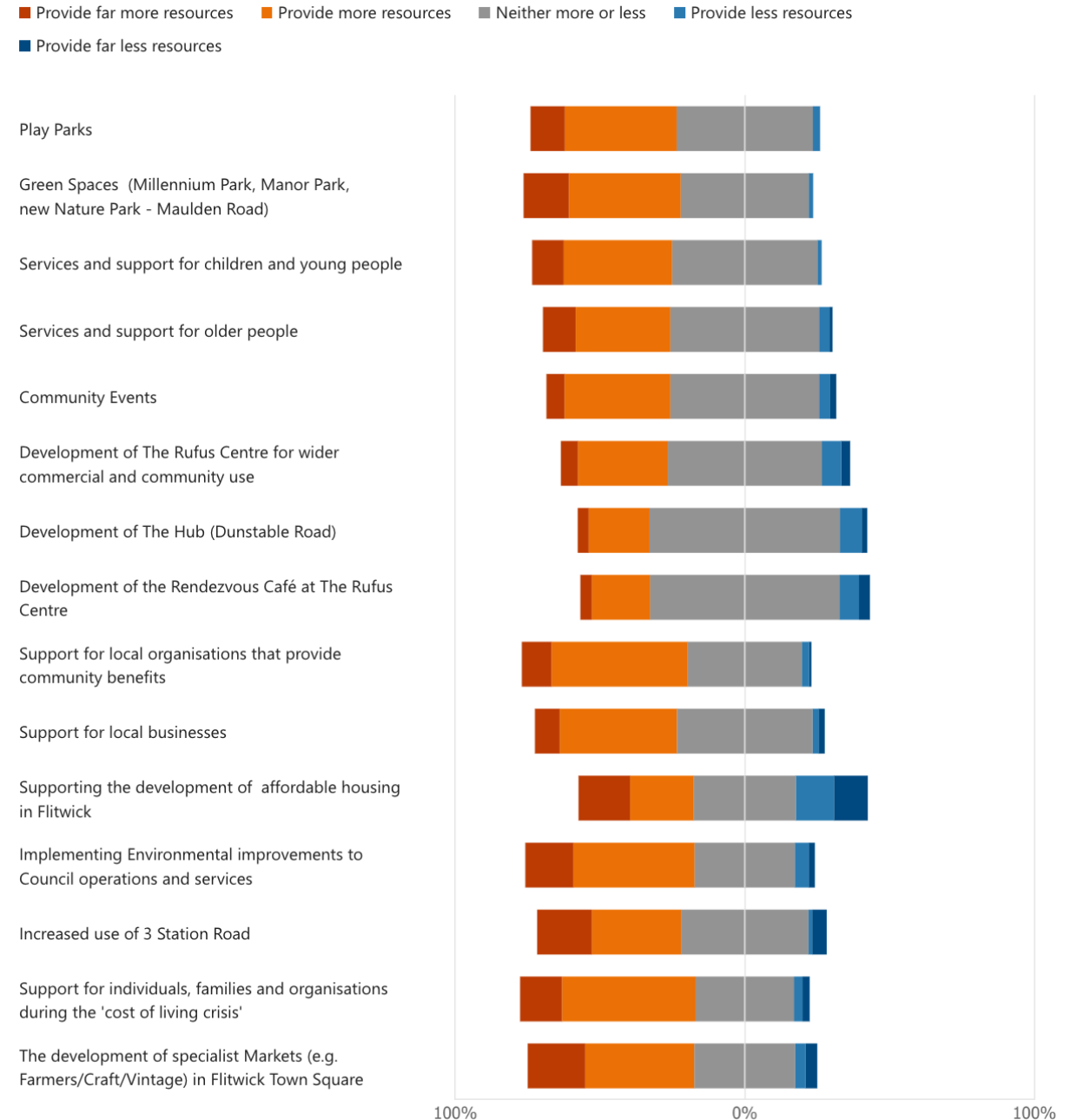
We asked you how satisfied or dissatisfied you are overall with the services Flitwick Town Council provides



Your priorities are clear...

Some new areas compared to last year:

- Cost of Living Crisis Support (61%)
- Development of Affordable Housing (38%)
- Environmental Improvements (58%)
- Increased use of 3 Station Road, formerly Barclays Bank (50%)
- Development of Specialist Markets (58%)



Improving our communication

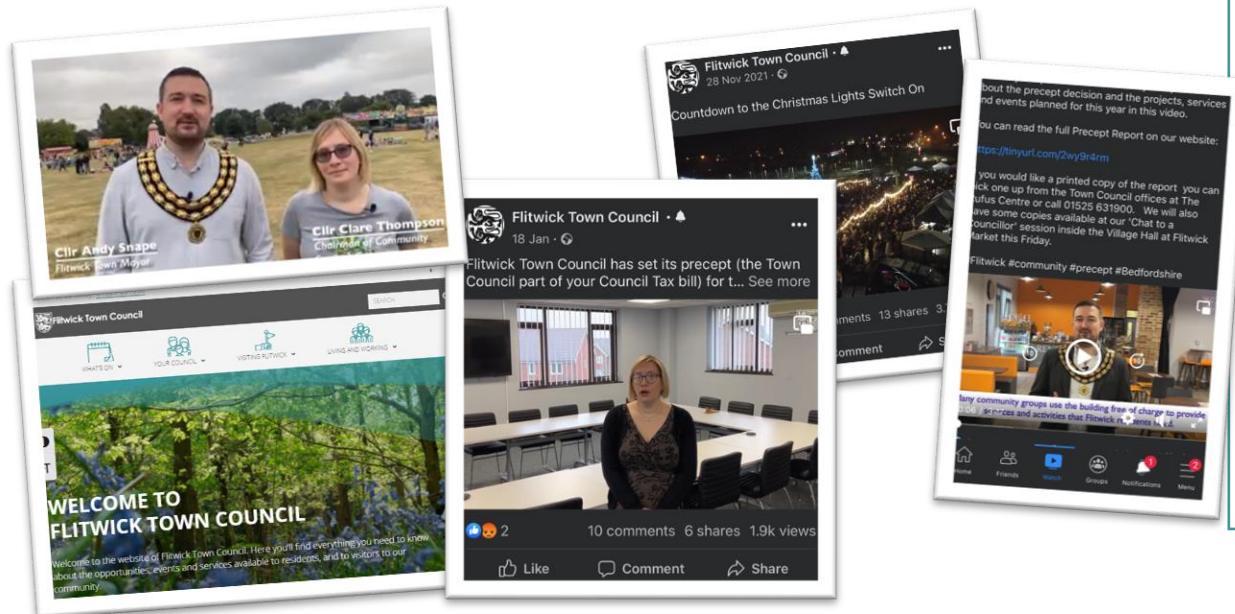


59% of you felt that FTC kept you well informed or fairly well informed compared to 57% nationally.

Very well informed	60
Fairly well informed	221
Not very well informed	165
Not well informed at all	31



- Flitwick Papers delivered quarterly to each of the 6,000 households in the town
- Modern website
- Social Media
 - Over 1,300 posts per year on Twitter, Facebook and Instagram
 - Continuing with video blogging for important messaging
 - Separate pages for The Hub and Flitwick Community Fridge
- Noticeboards
- 'Chat to a Councillor' sessions throughout the year



Feeling safe outside, especially after dark



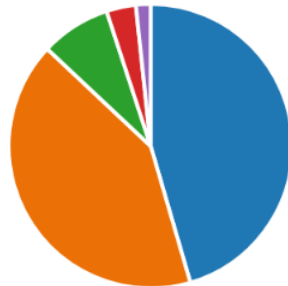
Only 54% of you felt either very safe or fairly safe when outside in Flitwick after dark compared to 75% nationwide.

Very safe	54
Fairly safe	207
Neither safe nor unsafe	87
Fairly unsafe	101
Very unsafe	28



That compares to 87% feeling either very safe or fairly safe during the day compared to 94% nationwide.

Very safe	217
Fairly safe	198
Neither safe nor unsafe	38
Fairly unsafe	16
Very unsafe	8



- Worked with CBC to deliver **monitored CCTV in the Town Centre** at the Town Square and Skate Park.
- A **closer relationship with Bedfordshire Police** including hosting quarterly 'Prioritisation' meetings at the Rufus Centre
- Lobbying CBC to **repair broken street lights**



Update on Focus Areas and Priorities



Cllr Andy Snape
Town Mayor



Cllr Ian Blazeby
Chair of Business Improvement &
Development Committee

Improving key Green Spaces in Flitwick



Over 74% of the survey respondents had used at least one of the green spaces in the Town in the last year. With nearly 40%, using a Play Park. Green spaces were an area where many residents (38%) felt that we should provide 'far more resources' for.



- Improvements recently completed at Manor Park and Management Plan adopted.
- Advancing plans to deliver the planned 'Nature Park' at Maulden Road – Master Plan designed by Greensand Trust.
- Continuing with reduced mowing and wildflower areas.

Developing the Rufus Centre as a Community Resource



The Residents Survey showed that over 60% of respondents had visited the Rufus Centre in the last year. Over 37% were very or fairly satisfied with how FTC run the Centre (31% 'don't know' and 27% 'neither satisfied or dissatisfied').



- We have continued to refurbish office space as tenants have left (currently one vacant office) and reviewed rents to ensure we charge market rate.
- Now using the Dance Studio for exercise classes.
- Delivered a surplus of £xk

Café Society... at the Rendezvous Café & Bar



The 'Rendezvous Café & Bar' opened in November 2020, proving increasingly popular with residents. 46% of respondents to our survey have used the café.

- Aim of the café is to provide a community hub and to raise a surplus that can be invested into other projects (a council cannot make a profit)
- 19,786 hot drinks served in 2022/23!
- We've experimented with Friday night and Sunday opening.
- Offering new services aimed at young families – Little City, Children's Parties
- 5-star Food Hygiene Standard retained



3 Station Road – Commercial & Community Space



- Our purchase in November 2021 provides a huge opportunity for the community to have a say in how the town centre develops.
- It will become a place to sit, relax and pass the time of day.
- A focal point for community events and markets, including Flitwick Sunday Market
- Despite the closure of Barclays, the purchase remains 'cost neutral' in 2023/2024.
- Significant ongoing discussion behind-the-scenes to plan redevelopment, but not to a point where we have plans to share.



Supporting Local Organisations



The survey showed that over 57% of respondents felt that we should provide more resources for local organisations. We will continue to identify areas where 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
- Unable to fund Community Grant programme this FY.
- Offering free or greatly subsidised use of rooms at the Rufus Centre or The Hub



Focusing on Youth Provision



The Hub, houses our youth activities and remains the Council's most hidden asset with only 5.9% 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.
- Dan Gaze Support Services, our new specialist youth provider, delivers a range of weekly clubs reaching approximately 80-100 young people every week.
- Second successful Skate Jam Competition completed earlier this month. New activities including Basketball, Football and DJ Workshops!

Cost-of-living Support – a growing focus for FTC







- 60% of respondents said they wanted more resources dedicated to cost-of-living support, so we will continue our collaborative approach working with community partners and volunteers to expand the offer in Flitwick.
- Flitwick Community Fridge has brought us into contact with many people who need our help.
- Community Hub (formerly our Warm Hub) meets every Wednesday.
- Free Community Movie Days continue to be popular.
- New Job Club launched.
- Focusing on providing low-cost or ideally free events and services with wide appeal – Fitness Training is our latest offer!

Priorities linked to our 2021-2025 Strategy







Community Services

Priority or Project	Target Delivery Date	Notes	Status
1. Manor Park Plan	Spring 2023	Complete South Gate Rebuild Project and 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	
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 Improvement & Development Board

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. New Business Manager joining 1 st June	
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. Test site built and now recruiting residents.	
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	



Resolutions & Questions Open Forum



Cllr Andy Snape
Town Mayor