



## FLITWICK TOWN COUNCIL

Ref: Agenda/Business I & D B- 13/06/2023 - 215

8<sup>th</sup> June 2023

Dear Sir/Madam

Members are hereby summoned to the **Business Improvement & Development Board meeting** that will take place on **Tuesday 13<sup>th</sup> June 2023 at The Rufus Centre**, commencing at **7.45 p.m.** in order to transact the under mentioned items of business.

Yours faithfully

S. Stanley

Stephanie Stanley  
Town Clerk

Committee Members: Cllrs Blazeby, Shaw, Snape, Hodges, Roberts, Harald.

Distribution: All Town Councillors  
Notice Boards  
Website

Chairman to read out the following statement:

*I would like to inform everyone present that this meeting is being filmed and that by joining this meeting you are consenting to being filmed. Can I also remind Councillors and members of the public not to disclose any personal information regarding an individual as this might infringe the rights of this individual and breach data protection rules. Can I also remind you when not speaking to mute your microphone.*

1. **APOLOGIES FOR ABSENCE**

To receive apologies for absence.

2. **ELECTION OF VICE CHAIRMAN**

To elect a Vice Chairman.

3. **DECLARATIONS OF INTEREST**

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

(a) Disclosable Pecuniary interests in any agenda item.

(b) Non-Pecuniary interests in any agenda item.

4. **CHAIRMAN'S ANNOUNCEMENTS**

To receive announcements from the Chairman.

5. **PUBLIC OPEN SESSION**

To adjourn for a period of up to 15 minutes to allow members of the public to put questions or to address the Council, through the Chairman, pertaining to matters listed on the Agenda.

Click the link below to join this Teams meeting:

[https://teams.microsoft.com/l/meetup-join/19%3ameeting\\_ODFmNjk5NmEtMWI2OS00ZTY1LTkwMDktMGM0YmJhN2ViOWM4%40thread.v2/0?context=%7b%22Tid%22%3a%2240e995ae-789a-4e33-95b3-c51501ea6c4a%22%2c%22Oid%22%3a%221a1e83d2-fc3d-46f4-92bc-b4407aca52d1%22%7d](https://teams.microsoft.com/l/meetup-join/19%3ameeting_ODFmNjk5NmEtMWI2OS00ZTY1LTkwMDktMGM0YmJhN2ViOWM4%40thread.v2/0?context=%7b%22Tid%22%3a%2240e995ae-789a-4e33-95b3-c51501ea6c4a%22%2c%22Oid%22%3a%221a1e83d2-fc3d-46f4-92bc-b4407aca52d1%22%7d)

Each Speaker will give their name to the Chairman, prior to speaking, which will be recorded in the minutes, unless that person requests otherwise. Each Speaker will be allowed **(one) three-minute slot**.

6. **INVITED SPEAKER**

No invited speaker.

7. **MEMBERS QUESTIONS**

To receive questions from members.

8. **MINUTES**

- a. For Members to receive and adopt the Minutes of the Business I&DB Committee held on 14<sup>th</sup> March.

9. **MATTERS ARISING**

- a. Minutes of the Business I&DB Committee 14<sup>th</sup> March 2022.

10. **ITEMS FOR CONSIDERATION**

a. **Ice Cream Freezer**

Members to receive a report from the Chef and consider recommendations within the report.

b. **Foyer Carpet Replacement**

Members to receive a report from the Community Services Manager and consider the recommendations within the report.

c. **Davis Suite Equipment**

Members to consider a report from the Deputy Town Clerk and consider recommendations within the report.

d. **Tenant Survey**

Members to consider the draft tenant survey previously circulated.

11. **ITEMS FOR INFORMATION**

a. **Officer Update**

Members to note the Officers update.

12. **PUBLIC OPEN SESSION**

To adjourn for a period of up to 15 minutes to allow members of the public to put questions or to address the Council, through the Chairman, in respect of any other business of the Town Council.

Each Speaker will give their name to the Chairman prior to speaking, which will be recorded in the minutes, unless that person requests otherwise. Each Speaker will be allowed **(one) three-minute slot**.

13. **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.

**13a) Exempt Officer's Update** – for information

**13b) Year End Financial Reports** – for information

**13c) 2023/24 Finance Reports** – for information.

**13d) Occupancy Stats & Forecasts** – for information.

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.



**DRAFT MINUTES OF THE BUSINESS IMPROVEMENT  
AND DEVELOPMENT BOARD  
HELD ON 14<sup>TH</sup> MARCH 2023  
AT 7.45pm AT THE RUFUS CENTRE**

**Present:**

Cllr Gleave (Deputy Chair)  
Cllr Blazeby  
Cllr Hodges

**Also Present:**

Cllr Lutley  
Stacie Lockey – Acting Town Clerk  
Helen Glover – Senior Finance Officer  
Angela Smith – Rendezvous Chef  
Sarah Burgess – Weddings and Events Coordinator (remote access)

**1433. APOLOGIES FOR ABSENCE**

Apologies received from Cllr Snape (holiday).  
Apologies received from Cllr Roberts (unwell).

It was **RESOLVED** to accept the apologies as detailed above.

**1434. DECLARATIONS OF INTEREST**

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

- (a) No members declared Disclosable Pecuniary interests in any agenda item.
- (b) No members declared Non-Disclosable Pecuniary interests in any agenda item.

**1435. CHAIRMAN'S ANNOUNCEMENTS**

There were no announcements from the Chairman.

**1436. PUBLIC OPEN SESSION**

There were no members of the public present.

**1437. INVITED SPEAKER**

There were no invited speakers present.

1438. **MEMBERS QUESTIONS**

There were no questions from members.

1439. **MINUTES**

- a. Members requested correction of the misspelling of Cllr Mackey's surname.

It was **RESOLVED** to adopt the minutes of the Business Improvement and Development Board meeting held on 11<sup>th</sup> October with corrections outlined.

1440. **MATTERS ARISING**

- a. Members did not identify any matters to discuss in relation to the Minutes of the Business Improvement and Development Board meeting on 11<sup>th</sup> October 2022.

1441. **ITEMS FOR CONSIDERATION**

- a. **Rendezvous Gift Cards**

Members considered the report received from the Senior Finance Officer and suggested the use of gift cards was broadened to include Flitwick Town Council purchases alongside use in the Rendezvous, this could include purchasing event tickets, lunch club meals etc. To emphasise this, branding should include the Flitwick Town Council logo, website address and full contact details.

**Action: CMM**

Members suggested a discount on purchases was offered as an incentive to customers to purchase gift cards.

Members considered the environmental impact of the plastic cards and questioned whether the gift card was made from recycled material or was recyclable.

**Action: SFO**

It was **RESOLVED** to adopt option 2 to purchase gift cards and the Chair and Vice Chair to work with the Marketing and Communications Manager to design the front and back of the gift cards to include corporate branding, and if possible, the card be made of recyclable or recycled material.

1442. **ITEMS FOR INFORMATION**

- a. **Marketing and Communications Forward Promotional Plan**

Members noted the circulated Marketing & Communications Forward Promotional Plan.

1443. **PUBLIC OPEN SESSION**

There were no members of the public present.

1444. **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) Officer Update** – noted.

**12b) Financial Reports** – noted.

**12c) Rendezvous Café Performance** – noted.

**12d) Occupancy Stats and Forecasts** – noted.

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

Meeting ended 20.42hrs



## FLITWICK TOWN COUNCIL

### Report to Business Services 13<sup>th</sup> June 2023: Ice Cream Freezer – Rendezvous Café & Bar

#### **Implications of recommendations**

**Corporate Strategy:** A Centre for Everyone

**Finance:** RCF

**Equality:** Inclusivity

#### **Background**

The Rendezvous Café & Bar opened in 2021 and has been successful in serving hot meals, drinks, and snacks.

The café a regular client base within additional trade from walkers, meeting rooms, and casual diners.

In summer months, the café has previously served milkshakes, smoothies, and children's lollies. These have been well-received by café users.

#### **Introduction**

The Chef met with the representative from Walls Ice Cream, with a view to having an 'impulse' range of ice creams in the café. The freezer would be located at the end of the counter, next to the till to give purchasing options.

#### **Options**

##### Option 1 - On Contract

The freezer could be contracted free of charge to Flitwick Town Council for three years, subject to sales. The café would need to purchase 60 boxes of Walls ice creams per year, for three years. If these targets are met, there would be a zero-purchase value for the freezer. Should the sales target not be met, there would be a charge of £499 to Flitwick Town Council for the freezer. The Chef is confident these sales targets are achievable and has no concerns.

With the offer, there would also be the option to have Walls branded bins and umbrellas for the ground area.

The freezer, if on contract, must contain 63% Walls Ice Cream, the Chef plans to stock two luxury ice creams alongside this from the Magnum range, including a vegan option.

To meet the target of selling 60 boxes per year, the café would need to sell, 150 ice creams per month.

The chef recommends stocking:

Ice Cream	Amount per box	Whole Sale Price	Resale price
Vegan Magnum	20	£23	£40.25
Magnum	20	£23	£40.25
Twister	30	£25	£37.50
Mini Milk	44	£17.50	£44
Solero	25	£23.75	£37.50
Calippo	24	£18	£36.00

Ice Cream would be purchased from Bid Food or Holdsworth, the current café suppliers.

### Option 2 - Freezer Purchase

Flitwick Town Council could purchase a Walls freezer for £499. The freezer could be stocked as and when needed with a wider selection of ice cream, with no restrictions.

### **Additional Information**

Walls offer a 'healthy' ice lolly range for children; these would be stocked alongside the ice cream outlined above.

The freezer model would be an Walls Vista 6.

The annual cost of 60 boxes of Mini Milks (cheapest options) would be £1,050, with a return of £2,640

The annual cost of 60 boxes of Solero's (most expensive) would be £1,500, with a return of £2,250

Approximately the initial stock cost of ice creams would be £125.

### **Option**

1. Members are asked to consider entering into a three-year contract with Walls for the agreement of a freezer in the Rendezvous Café & Bar, with the sales conditions as outlined above in option 1.
2. Members are asked to consider purchasing a Walls Ice Cream freezer for the value of £499 from the Rolling Capital Fund for The Rendezvous Café & Bar.

Angie Smith  
**Chef**



## FLITWICK TOWN COUNCIL

### Report to Business Services 13<sup>th</sup> June 2023: The Rufus Centre – Foyer Carpet

#### **Implications of recommendations**

**Corporate Strategy:** A Centre for Everyone

**Finance:** RCF Application

**Equality:** Inclusivity

#### **Background**

The foyer carpet was replaced as part of The Rufus Centre Refurbishment approximately three years ago.

With The Rufus Centre operating as a vaccine centre during the pandemic, The Rendezvous Café & Bar opening, and the use of the building during football pitch bookings, the carpets have been heavily used.

Football pitch bookings are now advised at the time of booking, that all football boots should be removed before entering the building, this would reduce the mud and stains on the carpet.

The carpet was cleaned in February by a professional company, and although there were some improvements, the carpets were still stained from the heavy use.

#### **Introduction**

Three local companies have been invited to quote for the replacement of the carpet tiles in The Foyer, The Moorfield Room and replacing the carpet tiles in front of the toilets with vinyl flooring.

Quote A: £5,080 (Plus VAT)

Quote B: £3000 (Plus VAT)

Quote C: £2,900 (Not VAT Registered)

All quotes include the removal of the current carpet and materials.

#### **Additional Information**

The Hospitality Porters have been asked by the Senior Management Team to regularly shampoo/clean the carpet, should a new carpet be put in place.

All companies quoting have been asked to colour match the existing carpeting tiles.

Carpet tiles have a fixed price, per square foot. Should Members wish to consider additional refurbishments in the future, 'bulk buying' the carpet tiles would not affect the price.

#### **Options**

1. Members are asked to consider accepting quote A for £5,080 (Plus VAT) for the installation of new carpet tiles in The Foyer, Moorfield Room and vinyl by the toilet area.

2. Members are asked to consider accepting quote B for £3,000 (Plus VAT) for the installation of new carpet tiles in The Foyer, Moorfield Room and vinyl by the toilet area.
3. Members are asked to consider accepting quote C for £2,900 (Not VAT Registered) for the installation of new carpet tiles in The Foyer, Moorfield Room and vinyl by the toilet area.

**Officer Recommendation**

To accept option 3

Susan Eldred  
Community Services Manager



## FLITWICK TOWN COUNCIL

### Report to Business Development Improvement Board 13.06.23 Davis Suite – Equipment

#### Implications of recommendations

**Corporate Strategy:** A centre for everyone

**Finance:** RCF

**Equality:** Increases inclusivity

**Environment:** Takes forward policy objectives directly

#### Background

The Council Chamber, previously located in the lower Ruxox wing (FTC Offices) was relocated to the Davis Suite in 2021.

Video conferencing equipment was installed in the Davis Suite which enabled both virtual and hybrid meetings to benefit the Council and customers. There was discussion when this equipment was installed whether to have the microphones installed into the ceiling but due to budgets this was not progressed.

There is also a large display screen situated on the wall in the Davis Suite for the purpose of presentations etc, this facility is used regularly by customers.

#### Introduction

The large display screen has been broken for some time and is causing problems for customers as it can only be used via a wireless connection. Many of our customers are unable to connect wireless due to security settings on their devices (i.e. NHS, CBC etc).

One of the video conferencing screens was unfortunately broken in May following a room booking and is in need of replacement to be able to successfully continue holding hybrid meetings.

Due to the equipment being used on a regular basis and to avoid people handling the equipment incorrectly, it is suggested by Officers and some Members to also get the microphones installed into the ceiling.

The following quotation has been obtained from the company that installed the equipment initially.

Replacement 65" display screen (on wall) - £854.50

Replacement 75" display screen (video conferencing) - £1377.85

4 white microphone pods, 4 white ceiling mounts and installation - £2255.40

Delivery - £35.00

TOTAL - £4487.75

#### Recommendations

1. To proceed with the above quotation to be funded via the rolling capital fund.

Stacie Lockey  
**Deputy Town Clerk**

# The Rufus Centre



Meet, Work, Celebrate

## Tenants Feedback

We would love to hear your thoughts or feedback on how we can improve your experience!

centrerufus@gmail.com [Switch accounts](#)



Not shared

\* Indicates required question

Name \*

Your answer

Organisation \*

Your answer

Email

Your answer

Overall how satisfied are you with your existing facilities? \*

1 2 3 4 5 6 7 8 9 10

Dissatisfied           Satisfied

OVERALL HOW SATISFIED ARE YOU WITH THE FOLLOWING?



Interior walls, flooring and all other surfaces \*

1 2 3 4 5 6 7 8 9 10

Unsatisfactory           Satisfactory

Toilets and utilities \*

1 2 3 4 5 6 7 8 9 10

Unsatisfactory           Satisfactory

Locks and other safety features \*

1 2 3 4 5 6 7 8 9 10

Unsatisfactory           Satisfactory

Exterior signage & lighting \*

1 2 3 4 5 6 7 8 9 10

Unsatisfactory           Satisfactory

Appearance and cleanliness of grounds and common areas \*

1 2 3 4 5 6 7 8 9 10

Unsatisfactory           Satisfactory



Rendezvous Cafe. Menu & Pricing \*

1 2 3 4 5 6 7 8 9 10

Unsatisfactory           Satisfactory

Availability of parking, catering facilities, etc. \*

1 2 3 4 5 6 7 8 9 10

Unsatisfactory           Satisfactory

Are maintenance requests handled to your satisfaction? \*

N/A ▼

Would you be interested in Rufus Centre networking events? \*

Choose ▼

Have you ever utilised your discount to book a meeting room or event? \*

Choose ▼

Are our staff friendly & accommodating? \*

1 2 3 4 5

Never      Always



Is there a feature or amenity that would be worth a small increase in rent? \*

Your answer

Do you have any additional comments or suggestions?

Your answer



Submit

Clear form

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Google Forms











## Flitwick Town Council

### ITEM 11A) Officers Update Business Development Improvement Board

13<sup>th</sup> June 2023

#### 1. **National Energy Discount Scheme**

The SFO has been in consultation with Total Energies to explore opportunities for FTC to participate in the National Energy Discount Scheme. The aim of this Government lead scheme is to provide small businesses discounted rates on energy costs.

On 5<sup>th</sup> May 2023 confirmation was received that Flitwick Town Council are eligible for the scheme, however, current contracted rates are already lower than the discounted rates offered therefore no changes can be applied until current energy contracts expire.

However, energy rates for street lighting are not within contract with power supplied by Npower. After further contact, FTC have received a refund of £156.35 for the period 11/11/22 to 31/03/23. This amount will be discounted from future bills.

#### 2. **Beds Business Expo**

On 28th February, the Communications & Marketing Manager and Bookings Officer & Administrator had an exhibition stand at the Bedford Business Expo held at King's House, Bedford. The purpose was to raise awareness of the Rufus Centre as a venue for meetings & conferences, weddings & events and the café.

The event was well attended by representatives from many businesses in the surrounding area, and officers were able to inform them of the offerings available at the Rufus Centre and discuss potential opportunities. To create a discussion point, and to encourage people to visit the Rufus Centre, officers gave out vouchers for a complimentary tea/coffee in the café. Approximately 30 vouchers were given out. Due to the current till set up in the café, it has not been possible to track if any have been redeemed, although it is likely to only be a few, if any. The till set up is currently being looked at to be able to track this information in future.

#### 3. **Rendezvous Gift Cards**

The Communications and Marketing Manager has worked with TruPos representatives to produce a working design for the gift cards. This has been circulated to Cllr Blazeby and Cllr Roberts for final approval. The order has been confirmed to secure the discounted rate.

The Senior Finance Officer has confirmed the gift cards will be made from recycled 30 micron plastic provided directly from Zebra. It is also worth noting that these cards are reusable by individual customers by 'topping up' balances. Alternatively, they can be returned to FTC, reset and reissued to new customers.

Training will be delivered by TruPos representatives to all front end till users with additional reporting training for system managers and administrators. Provisional training dates of week commencing 26<sup>th</sup> June 23 are planned. Terms and Conditions of use have been produced and will be published on the Rendezvous website.