

OPEN SESSION: There were 7 members of the public present, interested in items on the agenda.

MINUTES OF THE MEETING OF THE RECREATION, LEISURE & OPEN SPACES COMMITTEE

Held on Wednesday 4th April 2018 at 7.00pm

PRESENT: Cllr Andy Briers (Chairman)
Cllr Angela Wiseman (Vice-Chairman)
Cllr Philip Day
Cllr Darren Loose
Cllr Anne Murphy
Cllr Gloria O'Reilly
Cllr Tony Ring
Cllr Tim Ward

IN ATTENDANCE: Chris Wilkins, Town Clerk
Nicola Vodden, Meetings Administrator
Jade Eaton, Student Advisor
Charlotte Hardy, Student Advisor
Cllr Jeremy Heron
Cllr Chris Treleaven (until 8.10pm)

O/S5761 APOLOGIES FOR ABSENCE

All Members were present. The Town Clerk reported that apologies for absence had been received from Isaac Skirton, Student Advisor.

OS/5762 DECLARATIONS OF INTEREST

Cllr Day declared a non-pecuniary interest in agenda item 5. Speciality Fairs, as he had worked previously on events with the proposers and indicated that he would not contribute to the discussion on that matter.

OS/5763 MINUTES OF THE PREVIOUS MEETING

RESOLVED: That the minutes of the Meeting held on 7th March 2018, having been circulated, be approved and signed as a correct record.

OS/5764 PICNIC TABLE IN POCKET PARK

The Town Clerk referred Members to *Annex A* and the offer from Danny Cracknell's family to pay for a picnic bench and its installation at Pocket Park. A plan of the area was circulated.

Members were very appreciative of the kind and generous offer and suggested that a bench would be more appropriate than a picnic table, as it would be less likely to invite anti-social behaviour, which had been experienced in the area in the past. An indication was given in relation to its positioning, in that it should look out over the river and the Committee was happy for the Town Clerk to determine the exact location, with that in mind.

- RESOLVED:** 1) That the offer be approved in principle, on the basis that a bench is installed rather than a picnic table;
- 2) If that is agreeable to the family of Danny Cracknell, that the Town Clerk arrange for its positioning in a suitable location at Pocket Park, looking out towards the river; and
- 3) That the Council reserves the right to remove the bench if it becomes unacceptably damaged or leads to complaints.

ACTION C Wilkins

At 7.09pm, Cllr Day left the meeting as he had declared a non-pecuniary interest in the item on Speciality Fairs. As he had worked previously on events with the proposers, he indicated that he would not contribute to the discussion on this matter.

OS/5765

SPECIALITY FAIR PROPOSAL

Members were asked to consider the proposal for a speciality fair on the 4th Sunday of each month (June to December 2018) at The Gateway Square (*Annex B*). Cllr Ward congratulated Rae Frederick and Nickie Jowett on their detailed proposal.

There was a general discussion in respect of the Council's requirements of event organisers, in terms of risk assessments, environmental health and food hygiene matters. Whilst it was important that the Council cover itself in terms of liability, the Town Clerk indicated a need for it to be consistent in its imposition of conditions and that care was required in treating organisers (and contractors) fairly. He was working to improve governance of such matters with other officers and the health and safety consultant .

In respect of fees, there was some thought that a minimum amount should be charged to cover administration costs, however as this was presented as a start-up venture and would assist the Council in its aim to increase footfall in the town, the Town Clerk suggested that the fees proposed were set at an appropriate level. A review of fees could be undertaken if the organisers sought approval to extend the market beyond 6 months.

RECOMMENDED TO FULL COUNCIL:

That a speciality fair on the 4th Sunday of each month (June to December 2018) be approved.

ACTION C Wilkins

Cllr Day re-joined the meeting at 7.19pm.

Members agreed to bring forward agenda item 8. Maintenance of tracks across the Bickerley for the benefit of the members of the public present.

OS/5768

MAINTENANCE OF TRACKS ACROSS THE BICKERLEY

Cllr Day declared a non-pecuniary interest as a number of residents on the Bickerley are friends.

Members were referred to the report (*Annex C*) on the tracks across the Bickerley and had some sympathy with residents. Although the grounds team do their best to help residents, filling in potholes and levelling areas this is only a temporary measure, is not effective and problems soon occur again. Whilst residents of the Bickerley would benefit directly, there are

many people who also use the tracks regularly, including dog walkers, cyclists and for general access to the Castleman Trailway.

The tracks have appeared over time and, with use, have become wider and parking has become established. Although some of the tracks are on Council land, there is no requirement to maintain them and some concern was raised, as to what responsibility the Council would be taking on legally for future maintenance of the tracks, should it approve the recommendation to make the voluntary repairs, as proposed in the report.

The Town Clerk indicated that the current legal position was complicated, however the Council owns the tracks and residents have established rights of way to the properties. He confirmed that there was no budget for the works proposed and, whilst Members were prepared to contribute, they agreed with the suggestion that the Town Clerk liaise with those who would benefit, in order to secure a share of the costs. He added that the track to Old Mill House flats was owned by the Council, but it was the residents responsibility to maintain and they had indicated their willingness to do so.

Mr Ian Mason-Smith, director of Old Mill House Limited, addressed Members. He indicated how keen it was to solve the problems of residents and confirmed that it was prepared to pay its fair share towards the project.

In respect of the suggested speed ramp, Members were happy for the Town Clerk to investigate this further, but were aware that there may be legal restrictions in installing one on a town/village green and that there would be a need for public consultation.

RESOLVED: 1) That a more enduring maintenance project for the tracks on the Bickerley be investigated, to include liaison with residents inviting them to share the cost of the works involved and a more detailed proposal be brought back before the Committee; and
2) That the speed restrictor ramp proposal be approved, subject to detailed consideration, which is to include the legal position and consultation with residents.

ACTION C Wilkins

OS/5766 THE PLACE

The Town Clerk indicated that The Manager of The Place was not present at the meeting, as her hours were limited and were being spent opening The Place, over the Easter holidays. A limited community café was being provided between 10am and 2pm, with the intention of engaging with the public and conversing with potential users groups, in order to shape future services.

He informed Members that the Chef/Café Supervisor role had been advertised with a closing date of 19th April. There was a need to be flexible and responsive to development of Ringwood Schools Sixth Form Café and the impact that would have on lunchtime offerings at The Place.

The Town Clerk reported that there had been a couple of incidents at the Skatepark and he was liaising closely with those involved. There had also been some vandalism which had been reported to the Police and the CCTV would be reviewed by The Manager.

The Place Working Party met on 22nd March 2018 and the notes had been circulated to Members (*Annex D*). Currently there is close oversight of The Place by Members and this would continue as the service develops, but it was hoped that once established and it was clearly sustainable then reporting to Committee would be by exception.

There was some disappointment that the message was not getting through to students at Ringwood School about The Place and particularly the opening over Easter. The Student Advisors both indicated that they were not aware of any advertising. Members felt it was important to get communication with the school and the advertising of The Place right, when it was in a position to re-launch.

Cllr Heron indicated that whilst the re-branding is being considered The Manager of The Place had focused on formal activities and bookings, rather than a drop-in / café, and this has increased with the building being used more. Cllr Loose questioned how much a café would be utilised and believed that the use of The Place as a venue, providing for groups of people and gaining regular bookings should be the focus.

RESOLVED: 1) That the verbal update in respect of the Place be noted; and
2) That the notes of The Place Working Party on 22nd March 2018 be received.

ACTION C Bennett / C Wilkins

Cllr Treleaven left the meeting at 8.10pm.

OS/5767

REPLACEMENT OF ROLLER-MOWER ATTACHMENT

The Town Clerk referred Members to his report (*Annex E*) and asked for an indication as to whether the roller-mower attachment should be replaced at a net cost of £4,800 (taking into account the trade-in values of both the roller-mower attachment and the grass topper) or whether the repairs required should be commissioned at a cost in the region of £978.

Cllr Heron commented on the absence of a structured replacement programme for machinery and cautioned the practice of replacing equipment on an emergency basis, as this depleted earmarked reserves unexpectedly. He highlighted that the funding to purchase the roll-on mower required a transfer from the general reserves and not the machinery replacement provision. Para 2.1 of the report indicates that the item was due for disposal this year, according to the asset register, and the funds available for its replacement are as a result of an underspend on the budget for the row-on mower. Cllr Heron's view was that this underspend should be returned to the general reserve and was not available to spend.

The Town Clerk indicated that the Responsible Finance Officer had recently undertaken a review of the asset register with the Grounds Foreman and this was being updated and he awaited the production of a proper document, which would be the foundation of a major equipment replacement programme. This would help in determining whether the current annual provision was sufficient.

RECOMMENDED TO POLICY AND FINANCE COMMITTEE:

That the matter be considered further and to determine whether to approve the purchase of a new Major Roller-Mower attachment in part-exchange for the existing two Major mower attachments at a net cost of up to £4,800, as early as practicable in the next financial year or to commission essential repairs to the existing attachment.

ACTION C Wilkins

**OS/5769
EVENTS MANAGEMENT**

Cllr Day reported that planning for the event, to celebrate the royal wedding, was going well. The screen and seating has been booked and quotes were awaited for other items such as security and toilets. The detailed event management plan was written and the road closure was in place. A third of the sponsorship had already been pledged and thanks were extended to Churchill Retirement Living and to Cllr O'Reilly for Buckman Front Office's donation.

He also mentioned the Twinning Association's event on Friday 20th April, which is an evening of music at The Meeting House and encouraged Members to support the event.

RESOLVED: That the update in respect of events be noted.

ACTION C Wilkins

**OS/5770
PROJECTS**

B1 Play Equipment - The Town Clerk reported that the invitation to tender had been finalised and would be posted on Contract Finder, with a deadline for bids 6 weeks thereafter. The bids submitted will be brought before Members in due course.

RESOLVED: That the update in respect of projects (*Annex F*) be noted.

ACTION C Wilkins

There being no further business, the Chairman closed the meeting at 8.28pm.

Note: The text in the Action Boxes above does not form part of these minutes.

RECEIVED
2nd May 2018

APPROVED
25th April 2018

TOWN MAYOR

COMMITTEE CHAIRMAN

Installing a Picnic Table in the Pocket Park

1. Introduction and reason why decision required

- 1.1 The family of the late Danny Cracknell have offered to pay for the installation of a picnic table in the Pocket Park that bears his name.

2. Background information, options, impact assessment and risks

- 2.1 The family have in mind the installation of combined table and benches (made of tough plastic designed to resemble wood of the kind already installed in the Carvers Play Area) on a concrete base.
- 2.2 The Grounds Foreman has confirmed that there would be no great difficulty in arranging the installation if members approve it (the family have confirmed that they will bear the cost of buying the table and installing it).
- 2.3 Experience at Carvers has confirmed that items of this kind require very little maintenance but that damage caused by fire can be unsightly and impossible to rectify (see photo below).
- 2.4 Members should also consider whether installing such an item might attract anti-social behaviour likely to cause nuisance to nearby residents and whether for this reason some prior consultation with local households might be appropriate.
- 2.5 It may be possible to address concerns by reserving the right to remove the table if it becomes unacceptably damaged or leads to complaints, as a condition of approving the installation.

3. Issues for decision and any recommendations

Whether to accept the offer and approve the proposed installation (and, if approved, whether to make any direction to the grounds foreman regarding precise positioning within the park).

For further information, contact:

Chris Wilkins, Town Clerk
Direct Dial: 01425 484720
Email: chris.wilkins@ringwood.gov.uk



Fig. 1 – Burn damage to picnic table at Carvers Play Area

The Market

The vision for the market is to make it a destination street market with a difference. One Sunday a month in the Gateway we would showcase the best independent craftspeople, designers, makers, producers and traders in the region.

We would offer a fresh, diverse and complementary mix of products, goods and eventually experiences. Traders would be local to the New Forest and whilst not exclusively we would look for trader who are part of the New Forest Marquee. We would seek out traders from Ringwood and the New Forest who can offer quality locally grown or sourced produce, contemporary design and hand crafted treasures. Above all, we seek to champion independent craftspeople, designer makers, producers, traders and retailers. We would encourage local independent clubs and pre-schools to have a pitch at the market and in the longer term encourage local musicians and DJ's.

It is our aim that the market provides for a range of traders in specialist areas: artisan food, street food, designer maker, home & garden, flea and the suitcase sale. We would offer pitches in a range of sizes, and aim to support small start-ups as well as more established enterprises. For example we would have a suitcase sale for new traders or young entrepreneurs as a means to test their product.

Timing

The market will take place once a month in the Gateway on a Sunday. It will not clash with the Antiques market which is held on the 2nd Saturday of every month from March to December. It is suggested that this market take place on the 4th Sunday of the month and runs from 10am until 4.30pm.

The proposal is that the first Ringwood Speciality Market is held on the 4th Sunday in June 2018 (24th June) and that there is a market on the 4th Sunday every month from June until December.

Layout of the Market

The market will be laid out so as not to conflict with any weddings being held in the Gateway, if they take place on a Sunday. The stands will follow the seating in the Gateway and will allow for pedestrians to flow from the car park to the shopping areas in the town. There will be a mix of stands ranging from a suitcase to larger pitches.

Advertising

It is crucial that the event is well advertised and we will be using social media to promote the event, as well as asking the Council to put it on their website and Facebook page. We will have flyers/cards printed and they will be distributed across the region and with the Councils permission they will be on the desk in the Gateway. We would be happy to advertise Council run events on our flyers and share the cost of advertising. There will be press releases and the trader will also be promoting the event through their own social media. Go New Forest are keen to support our venture.

Pitch Fees

It is our intention to offer different size pitches therefore the fees will vary too. We would charge £30 for a 3X3 pitch and £10 for a suitcase stall for start-ups or young entrepreneurs. Traders selling food or beverage would be charges a higher rate. We would look to give one free stall a month to a local charity to promote themselves. There would be a licence fee payable to the Council and we propose this should be a third of the pitch fee. It is suggested that we pay for actual pitches rather than a predetermined number as this is a new venture.

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Who We Are

The Ringwood Speciality Market will be produced and managed by Nickie Jowett and Rae Frederick trading as In The Event Of, although this is a newly established partnership we have a proven track record for putting on events. We will be responsible for the running of the market and will not require any input from the Town Council. We have our own public liability insurance and we will be responsible for ensuring all the stalls have the relevant certification or licence.

We have put on successful Christmas Markets in Ringwood for the past 4 years, we also have experience of putting on community events such as the fireworks and car boot sales. We have organised charity fun runs and have helped a number of charities put on events over the years. We are currently working with a major financial institution and a well know charity organising events for them.

Background

The Ringwood Speciality Market will be a destination street market with a difference. In The Event Of will reclaim the Gateway once a month to showcase the best independent craftspeople, designers, makers, producers and traders in the region. This is a new venture and will need the patience and moral support of the Town Council. This market will not happen overnight like any new market it will need a number of months to get up and running. It is expected it will start small and grow over a number of months. There is a wealth of local talent some of them have shops but not on the high street, some are crafts people who work from home. Some will be clubs or pre-schools who want to raise their profile. It is our intention to work with all these independents and give them an opportunity to come together once a month and showcase their talent. This can only benefit Ringwood after all Ringwood is a market town and has been holding markets since 1226 when King Henry III granted the Lord of the Manor the right to hold a market in Ringwood.

This market will promote the town and will bring people into the town therefore raising the profile of Ringwood. It is worth noting Frome have an independent market which was started in 2013, they now attract over 80,000 people a year generating an estimated £2.5 million in revenue for its traders and Frome's independent retailers and hospitality businesses. There is no reason why Ringwood can't do the same.

Maintenance of tracks across the Bickerley

1. Introduction and reason for report

- 1.1 The tracks which cross the Bickerley and are used by householders around it have become deeply worn and pot-holed (see figures 1 and 2 below). The track surfaces comprise of scalpings because they are required to remain porous. This material is particularly susceptible to traffic wear and erosion by the weather. This report presents options for future maintenance arrangements upon which guidance is sought from members.

Figure 1 – Erosion on main through route



Figure 2 – Erosion at Bickerley Terrace



2. Background information, options, impact assessment and risks

- 2.1 The grounds foreman receives regular pleas from local residents to undertake maintenance. In response, Council staff periodically use an attachment fitted to the tractor to re-level the surface but the limitations of the materials and the equipment mean this tends to bring little benefit for short periods only.
- 2.2 Officers have therefore been investigating a scheme designed to bring about more enduring improvements. A quote has been obtained to scarify as required, excavate grips where possible to improve drainage, supply, lay and compact Mendip type 1 stone. Achieving maximum benefit in the most cost-effective manner, would require treating all tracks (including those around Bickerley Terrace and leading to Riverside Terrace) and the area in front of Bickerley

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Terrace used for parking. The total cost to treat all these areas in this way would be £8,130 (exc. VAT).

- 2.3 The track leading off the Bickerley to Riverside Terrace does not belong to the Council but permission has been obtained from the owner to include it in the works if the full cost of repairing that section is met from the relevant householders.
- 2.4 The Council has a general duty to maintain the tracks it owns in a condition that permits them to be used safely. It is at risk of claims for personal injury or damage to vehicles if it breaches that duty. Members may choose to continue the current arrangements but in view of their known limitations this may not be held sufficient, if challenged. The works proposed would undoubtedly constitute a much better standard of maintenance that, arguably, goes beyond the council's strict legal obligations. However, members should consider two possible risks. First, although the works would, hopefully, provide an improvement lasting several years at least, sufficiently severe flooding at any time could undo much of the good work. Secondly, smooth, bump and pothole free tracks may lead to fast or inconsiderate driving.
- 2.5 The Council could agree to commission the works on any of the following bases:
 - 2.5.1 That it bears the full cost (not recommended)
 - 2.5.2 That it bears a fair proportion of the cost (informal calculations suggest that this would be about (£2,600) or
 - 2.5.3 That local residents are asked to bear the full cost.
- 2.6 The management company of the Old Mill House flats has already indicated a willingness in principle to bear its full share of the cost but has separately asked for permission to install (at its expense) a speed restrictor ramp on the lateral track (which links the two tracks which cross the green) to discourage speeding and use of the track leading to the flats by others who have no right of way over it.

3. Issues for decision and any recommendations

- 3.1 ***Whether to persist with the current maintenance arrangements only or to pursue the more enduring maintenance project proposed (and, if so, what basis of cost-sharing should be proposed to local residents).***
- 3.2 ***Whether the speed restrictor ramp proposal should be considered in detail (for legality, for example) and consulted upon or declined.***

For further information, contact:

Chris Wilkins, Town Clerk
Direct Dial: 01425 484720
Email: chris.wilkins@ringwood.gov.uk

The Place Working Party

Notes of meeting held on Thursday 22nd March 2018 at 2.00pm at The Place

Present: Cllr Andy Briers – Chairman (AB)
Cllr Jeremy Heron (JH)
Cllr Gloria O'Reilly GO)
Cllr Angela Wiseman (AW)

In attendance: Chris Wilkins (CW)
Charmaine Bennett (CB)

1. Apologies for absence

Cllr. Thierry.

2. Declaration of Interests

None.

3. Notes of previous meeting

The notes of the meeting on 15th February 2018 having been circulated and noted at the meeting of the Recreation, Leisure & Open Spaces Committee on 7th March were taken as read and approved as a true and correct record.

4. Feedback from Ringwood School Student Voice

CB explained that this had been designed for years 7-9 but in the event had been presented to all age groups at the school. She had only received the data earlier today but presented a summary of the responses attached as Annex A. This largely confirms the anecdotal accounts and impressions already received. It gives comfort to the current business planning. JH said it was helpful to have such a substantial response from the school.

CB then explained recent developments at the school concerning its internal catering offer to pupils. JH suggested that in light of these our offer could be targeted specifically at sixth form students.

The suitability of the furniture, décor and general ambience for the intended offer were considered. CB – some environmental enhancement will be included in the re-branding exercise currently in hand. JH – once it becomes clearer if there is a real market demand for a café-style offer, further investment in furniture could be justified.

5. The evolving business plan

CB presented the updated business plan.

GO asked how bookings were managed. CB explained that she has developed a spreadsheet to define the facilities and relevant time slots.

CB explained that the café-supervisor vacancy is to be advertised from today. CW added that because we are unable to commit to specific hours of work, the post is being advertised as “flexible hours”. This is not simply a euphemism for the pernicious forms of zero hours contract. The flexibility will be genuine and two-way; staff will be treated fairly and not expected to hold themselves available at times when they are not being paid.

GO asked if there is a continuing issue with lone working. CW explained that after the Easter opening, he and CB will work up detailed proposals for regular opening which will

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then be risk assessed and suitable control measures introduced as required to reduce any attendant risks to as low as reasonably practicable.

Members expressed considerable satisfaction with CB's work on the plan. The following further actions/suggestions were made:

GO – explore options for developing youth cricket through the summer.

CB – can use be made of the tennis courts? JH - This is subject to an agreement about them between the Council and the School. (CW to research and secure copy if possible.)

AB – what is being done about the name? CB – NFDC is assisting with advice and practical help. There will be a comprehensive re-branding and refresh of signage to coincide with the re-launch – probably based around the Carvers name.

6. Expansion of Working Party

CW asked when members envisaged that the “Users Forum” previously discussed might be initiated. JH – It would seem sensible to wait until we have a more settled and established user community to draw upon. The aim should be to involve and draw support from people who actually use the facilities and want to contribute to their successful running, development and expansion. This should not be an opportunity for special interests or external agendas to be introduced.

CW then asked how members saw the future of the working party. The general feeling was that it should continue to meet until the facilities and services are firmly re-established but can then be suspended unless and until needed again with officers reporting directly to the Recreation, Leisure & Open Spaces Committee when required as with other Council functions.

Finally, CW asked for members views on the suggestion that the student advisors be invited to attend. It was acknowledged that this might be helpful, especially in promoting marketing to the sixth form students but it would complicate convening meetings. There was no clear consensus in favour of change. CB suggested that she could meet separately with the student advisors and this was supported.

7. Management via CIO

CB explained that the costs of the necessary music licenses are very much greater given the direct management by the Council than they would be if the facility were managed by a charity or other “community organisation”. There would also be a saving on business rates with that alternative structure.

Members felt that for so long as the facility and amenities are provided at a substantial net cost to the taxpayer, the current management model has to be retained (notwithstanding the modest additional costs) in order to preserve proper scrutiny and accountability. The business medium/model can be reviewed in future if we ever get to a position where the facility is wholly or largely self-funding and management by a separate entity is therefore feasible. In the meanwhile, CW was asked to put the affairs of the CIO into the best order possible whilst it remains essentially dormant.

CB was asked to circulate by email a report on the Easter opening and to call a further meeting when, in her judgement, there are further developments requiring report, discussion and decision.

The meeting closed at 3.25pm.

**Student Voice, Ringwood School
Survey results, March 2018**

1. Would you visit The Place?

- After school- 70 (one- only rarely)
- In the evening- 64
- In school holidays-133
- At weekends- 83

2. Should The Place offer you a chance to...

- Relax in a café style atmosphere – 334
- Take part in structured/planned activities- 30
- A bit of both- 117

Comment: Its built in the wrong place, smoking, drinking, bad behaviour

3. In the past we have delivered youth work sessions from The Place

- This would put me off from ever going- 124
- This would put me off from going on the days that these sessions were taking place- 210
- I would still go as long as it was in a different room- 31
- It wouldn't bother me, I would still go- 135

Comment: embarrassing to be seen there. Not a good atmosphere.

4. What do you think of the name, The Place?

- Love it! Keep it- 14
- Hate it! Change it-263
- It's ok-275

Comment: Name is fine, discourage those who ruin the atmosphere.



Ringwood Town Council

The Centre on Carvers - Business Plan

Helping to make Ringwood a great place to be young

Vision

Ringwood Town Council envisages that the Centre on Carvers will contribute towards its wider aim of building a safer, stronger and more cohesive community and enhance the quality of life for the residents by:

- Providing a safe and attractive space for young people to socialise
- Providing opportunities to help young people be active, develop skills and understanding
- Including high quality facilities for the delivery of health, education, training and other services to young people
- Creating innovative opportunities for young people to participate fully in the local community.

Aims

Guided by its values of inclusiveness, respect, fairness and excellence, Ringwood Town Council has agreed the following aims for the Centre on Carvers and intends that these should guide future oversight of the facilities and services by its members and their management and delivery by staff and volunteers:

- To provide a café which is so managed as to attract customers of all ages and backgrounds but is still focused on young people (in one or more age groups) at certain times;
- To support the development of children and young people in Ringwood aged 18 and under by acting as a hub within the local community that encourages young people to engage in positive activities, offers formal and informal educational opportunities and helps young people to grow both as individuals and as members of society;
- To encourage young people to support the development of the facility and to engage with other service providers, local council officers and elected members;

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- To promote young people's health and well-being by facilitating the provision of specialist advice, counselling and support services;
- To provide sports, games and other leisure facilities and activities for young people; and
- To provide mentoring and work experience opportunities for young people.

About this document

This is not a final document! It is an evolving piece of work and will be adapted as we consult and learn from the services we provide.

What do we expect to provide in the centre on Carvers?

1. A youth café (initially 2/3 sessions a week which are solely for young people)
2. A community café which is open to all but which is still youth friendly through the products we sell and the prices we set
3. Room and facility hire, aimed primarily at those supporting children and young people
4. Developing our own activities which support children and young people where gaps exist in the community
5. A connection between activity in the centre and the facilities in Carvers including the skate park, play area and recreation space.

The Community Café and Youth Café

As set out in the aims, we will provide a café which is so managed as to attract customers of all ages and backgrounds but is still focused on young people (in one or more age groups) at certain times.

For the community cafe, our main customers are likely be those using the centre (attending external sessions etc), those using the play area and Skate Park, dog walkers and those using the recreation ground for sport & leisure. For the youth cafe the main customers are likely be 11-18 year olds.

We will use the first 6 months to test our operating model including opening times, what we will sell and how. We will constantly review, adapt and change according to customer feedback.

The following outlines an operating and marketing plan:

What will we sell?

- The core 'offer' will be food that teenagers/children would enjoy with some variations that would have wider appeal: lunch bags, snacks, ice creams, easy food to eat on the go, slices of cake, some hot food such as pizza, panini, bacon sandwiches for Saturday morning café.
- Rent a soft serve ice cream machine

- Good/decent quality coffee from coffee machine or filter machine plus a selection of cold drinks, teas, hot chocolate etc.
- Food needs to be easy to prepare, easy to source, easy to store, aiming for limited food waste.

Price

- Our main competition is the town centre supermarkets offering lunchtime meal deals. We don't have the footfall of the town centre so our price point needs to come in below those outlets
- Our prices can be kept low because we don't have rent & we don't have to make a large surplus. We need to cover our marginal costs (staff, depreciation, food, machine hire) & aim for an increasing proportion of fixed costs including building costs and manager salary
- We will offer 'concessionary rates' to those under 18 which will make it very affordable for that age group.

How will we promote the cafe?

- We will develop a strong brand tying in Carvers Recreation Ground/the skate park/The Centre/Play area/Youth Cafe and Cafe. Branding to be used consistently and clearly
- It can be difficult to see when the building is open so clear signage will be required outside the building, perhaps a feather flag
- Use the school to promote directly to our 'customers'
- Promote the fact that it is run as a community enterprise- any income generated goes back into running the cafe and centre
- Promote that we 'support local' by purchasing from Ringwood or surrounding areas where possible
- That we also support young people by providing training/volunteering/employment opportunities
- Through special events such as skate park awareness day, skate competitions, special openings on carnival and fireworks evenings
- Regular and consistent opening hours advertised in advance on social media such as Facebook, twitter, Instagram
- Special event nights such as pizza night (Bake House 24 have offered to do a free *how to cook pizza night*), cookery courses for those about to go to university
- Toys for young children using the cafe
- Offers on New Forest card
- Very cheap fruit
- Promote that we are environmentally friendly for example cheaper coffee for reusable cups, no plastic straws, being part of Refill New Forest, bins out for recycling
- Special consideration needs to be made for the promotion of the youth cafe. We know that Carvers has a poor reputation (whether real or perceived anti-social behaviour). To tackle this we will initially only open immediately after school rather than the evenings. We will have a zero tolerance for behaviour that might stop others from feeling safe and welcome at the centre. This includes aggressive swearing, spitting etc. The police will be called immediately if any drug taking or selling is suspected. The PCSO team are also happy to be contacted if lower-level but still unwelcomed anti-social

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behaviour is taking place. No smoking or vaping anywhere near the centre. We will also develop more positive ways of engaging this customer group by seeking input on branding, menu development and service design.

Staffing

- Chef-supervisor position, which could be a job share. This person will manage the kitchen, develop the menu and supervise the staff
- Assistant kitchen staff during peak periods such as school lunch hours, after school youth cafe, Saturday morning cafe
- Where possible these will be young people to provide voluntary & paid experience (voluntary in lunch times due to being unable to pay in school hours)
- We will need to consider additional staffing during the after school youth café sessions and also when the facility is being rented and refreshments are required.

Making the process of purchasing food and drink customer friendly

- Very quick service for school lunchtime due to lack of time
- Rental of a card machine allowing chip n pin, apple pay etc.
- Have bins inside and out for recycling
- Look at installing an outside hatch to serve other customers when main room is unavailable
- Order at counter service
- Ask people to help clear tables

Physical appearance

- Needs a look and feel with matching menus, display, signs etc., probably modern to match building

Policies, procedures and training required

- Behaviour policy
- Safeguarding policy (all staff will have DBS check and safeguarding training)
- All kitchen staff will require at least a level 2 hygiene certificate

Timescales

Our aim is to be open during the Easter holidays 2018. We will offer a basic menu run by staff (manager) and volunteers with the aim of engaging the wider community in the running of these sessions for example Churches Together. The aim is to try and encourage people in to see the facility for themselves, to read about our plans and hear their feedback and concerns from the community, parents and young people themselves. We would then re-open when we have a chef-supervisor in post, firmer plans for the youth café and with new branding in place. Our aim is for this to be without any unnecessary delay but avoiding opening before we are ready and making the same mistakes of the past.

Financial aims & reporting

The aim is for the community cafe to be covering its own marginal costs by the end of the forthcoming financial year (18/19) & to cover a proportion of overhead costs by the end of 19/20. We are willing to accept an operating loss for the youth cafe aiming to cover staffing or food costs incurred during those sessions by the end of 18/19 (depending on how those sessions are staffed).

We will regularly report back to members on the financial progress of the youth cafe and community cafe, as a separate report from The Place. We will also report on numbers and ages of those using the centre.

Centre Hire

We will aim to hire the centre out during times that won't interfere with our youth café sessions or in a way which would prevent us from delivering our core aims. Outside of school hours we will only take regular bookings for 2 months at a time so we can change the purpose with relative ease (always aiming to increase youth-only sessions). See Appendix A.

Following some online market testing various suggestions on gaps in Ringwood to support children and young people were made including:

- Groups that support special educational needs – perhaps after school or on weekend as when the centre is quiet
- Twins club
- Breastfeeding cafe
- Mother & baby exercise classes
- Play cafe with toys etc. (Monday and Thursday are quiet days in the town for play groups)
- Parent toddler groups in holidays and at the weekends
- Holiday groups and activities that incorporate mixed ages
- Dad day/sessions
- Age appropriate exercise like little gym or tumble tot
- Cafe opening hours during lighter evenings
- Children's parties

Pricing

Room hire prices were set by the Council for 2018-19 at £15 per hour for advance bookings for the main room. Further discounted rates are agreed at the discretion of the manager where the booking meets the dual aims of delivering a service to under 18s and are block bookings. We would anticipate that if young people from Ringwood School wanted to hire the rooms or facility as a whole (perhaps for a club etc.) then we would not charge them for this. Children's parties would incur an additional charge if we needed to pay a member of staff to open/close the centre outside of normal opening hours (weekends etc.).

Connecting the facilities within Carvers

In order to ensure the success of The Place and the cafe, we need to maximise the footfall within Carvers Recreation Ground by making the most of the facilities we

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have - the playground, the skate park and the green space. We will create one 'brand' combining these together for signage, social media etc. Examples include:

- Skate park awareness day
- Skate park competitions
- Skate coaching/leadership qualifications
- Activities roadshow (run by NFDC)
- PING (table tennis)
- Weekly skate coaching sessions
- Encouraging use of basic sports equipment such as Frisbees (accepting that some losses are better than equipment not being used at all)
- Ensuring the centre is open during Ringwood events (fireworks, carnival for example)

Replacement of roller-mower attachment

1. Introduction and reason for report

- 1.1 The council owns a Major 8400 Roller-Mower attachment for the tractor (see Figure 1 below). This has four gearboxes, one of which has failed (see Figure 2 below) and another of which is showing signs of wear. The question now arises of whether to commission repairs or seek to replace it.

Figure 1 – Major Roller-Mower
(Note – This is a Library image)



Figure 2 – Worn gearbox
(Note mis-alignment of white marks)



2. Background information, options, impact assessment and risks

- 2.1 The existing attachment was bought in 2008 for £3,167 plus VAT. It is scheduled for disposal this year. New gearboxes cost £409.80 plus fitting each. It will also require new blades this year at a cost of £159. So, the potential cost of maintaining it in usable condition this year alone is likely to exceed £978. There is clearly also a risk that the two remaining gearboxes will require replacement soon. This attachment is used extensively and will be needed very soon.
- 2.2 A new, like-for-like, replacement Major Roller-Mower would cost £5,500. The existing attachment could be tendered in part-exchange at a value of £400.
- 2.3 The Council also owns a Major 601 grass topper attachment (see figure 3 for a library image – not the actual item). This was bought in 2006 for £650. Although not scheduled for disposal until 2026, it is now very little used and could be tendered in part-exchange at a value of £350-400.
- 2.4 The grounds foreman has pointed out that if both existing attachments are traded-in, the combined net cost of a new attachment and front-deck mower will still be less than the budget for replacement of the latter alone given the saving he has achieved in respect of that purchase.

Figure 3 – Major Grass-topper:



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3. Issues for decision and any recommendations

- 3.1 ***Whether to seek authorization from the Policy & Finance Committee for the purchase as early as practicable in the next financial year of a new Major Roller-Mower attachment in part-exchange for the existing two Major mower attachments at a net cost of up to £4,800 or to commission essential repairs to the existing attachment.***

For further information, contact:

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Item No.	Name	Recent developments	Resource use				Finish in 2017-18?	Notes
			Finance			Staff time		
			Budget	Spent to date	Predicted out-turn			
Projects with budgetary implications (bids included in 2017-18 budget)								
A1	Training	Committee accepted officers' recommendation that this additional budget be vired to health & safety support	£1,810	£0	£0	Significant	Unlikely	The non-recurrent training approved at last budget setting has not been undertaken and can now best be addressed in other ways; especially through fund-raising training at a more appropriate level and external health & safety support.
A2	Installation of improved CCTV @ Ringwood Cemetery	Project completed	£1,000	£990	990	Moderate	Finished	The improvements are installed and working.
Projects with budgetary implications (not included in 2017-18 budget but added since)								
B1	Play equipment replacement	Deputy Town Clerks' report approved on 7 th Feb.		£0	£40,000	Moderate	Unlikely	To be funded from earmarked reserves. Because project budget exceeds £25,000, extended procurement rules apply.
B2	War Memorial repairs	£1,500 earmarked reserve established. Project Outline approved on 7 th Feb.		£125	£125	Moderate	Unlikely	Detailed specification being prepared ahead of procurement exercise.
B3	Intruder alarm monitoring	Contractors chosen. Alarms have been upgraded.		£0	£4,200	Moderate	Probable	The upgrade includes the introduction of an alarm response service.
Projects with no budgetary implications								
C1	Lighting at Carvers	Installation work has completed and the system is now working fully.				Moderate	Probable	Substantial completion has been certified and the bulk of the contract price paid from developer contributions held by NFDC. Snagging items are covered by a small retention.



Item No.	Name	Brief description & notes (define scope and quality requirements)	Resource requirements						Budget Bid Priority (specify number)
			Finance			Time and attention			
			RTC recurring cost	RTC non-recurring cost	Other source	Members	Staff	Others	
Projects with budgetary implications (for possible inclusion as bids in 2018-19 budget)									
A1	Long Lane Sports Fields	Feasibility study into improvements to football and other sports facilities (s.106 funding?)	£0	£0	£5,250	Significant	Significant	Significant	N/A
A2	Cemetery improvements	Repairs and improvements to walls and paths (postpone columbarium?)	£0	£3,000	£0	Minimal	Significant	None	1
A3	Carvers Rec improvements	Installation of fitness trail (postpone running track and creation of car park?)	£0	£0	£10,000	Minimal	Moderate	None	3
A4	Mansfield Rd verge	Plant & maintain beech hedge along BT premises	£0	£1,160	£?	Minimal	Moderate	Moderate	2
A5	Grounds Equipment Purchase	Replacement of 7yo front deck mower	£0	£14,500	£0	None	Moderate	None	4
Projects with budgetary implications (for possible inclusion as bids in later budgets)									
B1	Land adjoining Poulner Pits		£0	£?	£?				
B2	Tennis at Carvers Rec	Improvements	£0	£?	£?				
B3	Riverside Walk		£0	£?	£0				
B4	Footpath extension at The Bickerley		£0	£?	£?				
B5	Brockey Sands	Volunteer-led environmental improvement?	£0	£?	£?				
B6	Green Sheds at Carvers	Replace facility	£?	£?	£0				
B7	Land at Folly Farm	Develop leisure use	£?	£?	£?				
B8	War Memorial Gardens	Incorporate path and enhance boundary features	£0	£?	£?				
Projects with no budgetary implications									

