



# Newmarket

T O W N C O U N C I L

**Minutes of a Meeting of the Community Services Committee**  
**Held on Monday 11<sup>th</sup> February 2019 at 6:00 pm at the Memorial Hall Newmarket**

**Attendance:**

Councillor P Winter (Chairman)	Councillor D Hudson
Councillor M Anderson	Councillor P Hulbert
Councillor A Appleby	Councillor J Lay
Councillor J Clarke	Councillor J Morrey
Councillor A Drummond	Councillor R Nobbs
Councillor W Hirst	Councillor C O’Neill
Councillor R Hood	Councillor A Starkey

Also Present: Roberta Bennett – TCM, Julie Ashton – Minute Assistant, Sam Greenacre & Warren Gannaway - Flagship, 1 Member of the Press and 1 Member of the Public.

Minute

Action  
by

<b>C/19/02/1</b>	<p><b><u>CHAIRMAN TO READ FIRE SAFETY NOTICE AND ANNOUNCE THAT PROCEEDINGS MAY BE FILMED OR RECORDED</u></b></p> <p>The Chairman opened the meeting and read out the Fire Safety Notice and announced that proceedings may be filmed or recorded.</p>	
<b>C/19/02/2</b>	<p><b><u>APOLOGIES FOR ABSENCE</u></b></p> <p>Apologies were received from Cllrs Jefferys and Wadham. Cllr Wright was absent.</p>	
<b>C/19/02/3</b>	<p><b><u>DECLARATION OF MEMBER’S INTERESTS AND TO REMIND COUNCILLORS OF THE NEED TO KEEP UP TO DATE THEIR REGISTER OF MEMBER’S INTERESTS AND TO CONSIDER ANY REQUESTS RECEIVED FOR MEMBERS DISPENSATION</u></b></p> <p>None noted.</p>	
<b>C/19/02/4</b>	<p><b><u>TO RECEIVE AND CONFIRM FOR ACCURACY THE MINUTES OF THE MEETING HELD ON MONDAY 14<sup>TH</sup> JANUARY 2019 AND ANY MATTERS ARISING</u></b></p> <p>Members received the minutes of the Community Services Committee meeting held on 14<sup>th</sup> January 2019 and the following amendment was made</p> <p>Page 3 – C/19/01/11 – Title changed to read Memorial Gardens Masterplan – Party Wall.</p> <p>Subject to the amendment being made, the following was agreed:</p> <p><b><u>C/19/02/4.01 Resolved</u></b></p> <p><b>That the minutes of the Community Services Committee meeting held on</b></p>	

**14<sup>th</sup> January 2019 be adopted and signed as a true record by the Chairman of the Community Services Committee.**

Matters arising:

Page 4 – C/19/01/14 – TCM confirmed that she had submitted a bid for the High Street improvement fund and that West Suffolk had confirmed that the High Street to be selected would be the one with the most significant challenges. A decision was awaited.

Page 4 – C/19/01/15 – TCM advised that the cost of the bus shelter would be £1600 and if required £950 for installation costs. A response was awaited from SCC to confirm that the site was feasible.

**C/19/02/5 PUBLIC PARTICIPATION AN INVITATION TO MEMBERS OF THE PUBLIC TO PUT QUESTIONS/STATEMENTS OF NOT MORE THAN 3 MINUTES DURATION. NO RESOLUTIONS CAN BE MADE BUT COUNCILLORS ARE VERY HAPPY FOR MATTERS TO BE BROUGHT TO THEIR ATTENTION**

None noted.

**C/19/02/6 TO RECEIVE THE ACCOUNTS FOR DECEMBER 2018**

Members were advised that the budget was on target and any surplus would be carried forward to fund future projects. The accounts for January 2019 were received and noted.

*A member of the public joined the meeting*

**C/19/02/7 TO RECEIVE A PRESENTATION FROM FLAGSHIP**

Warren Gannaway – Operations Director gave an overview on the changes that had been made to improve the customer journey. Customers could now contact Flagship direct and field operators could raise purchase orders in the field. An appointment system had been introduced to suit the best time for the customer. Staff training had been carried out to upskill operators and the role of field managers was being reviewed. The bank of jobs was now at the lowest point and work would continue to make improvements.

Sam Greenacre Head of Housing gave a presentation on the development work in Windsor Road and Valley Way. He had attended a site meeting with Cllrs to look at the issues with the lift and confirmed that the size of the lift was the correct one to fit the lift shaft. However he was seeing a contractor to install an alarm system which was required by regulations. He would supply the contact details of the Operations Manager in Newmarket to the TCM to report any concerns raised by residents.

The Chairman of the D&P committee advised that the planning application for Valley Way had been considered and a concern had been raised regarding the pedestrian footpath. Sam requested that the concerns be emailed to him.

Members were advised that the KPI for responding to queries was 10 days and that other KPIs for taking action etc. would follow and the request for a

residents meeting at the flats would be considered.

The Chairman thanked Warren and Sam for their input and looked forward to further improvements for residents.

*Sam and Warren left the meeting*

**C/19/02/8 TO DISCUSS A SYSTEMATIC WAY FOR COMMUNICATION WITH RESIDENTS AND BUSINESSES**

Members discussed options for a system to inform businesses of any issues occurring in Newmarket and TCM would look into the costs for changing the website to include opt ins to receive alerts and the use of social media.

**C/19/02/9 TO RECEIVE AN UPDATE ON THE SOAP BOX RACE**

Members were advised that the rules and regulations for running a soap box race were being worked on and that permission to use the Heath from the Jockey Club had been granted. The working group were working on the regulations and looking for sponsorship and would report to Full council at the end of the month.

**C/19/02/10 TO RECEIVE AN UPDATE ON THE CHRISTMAS LIGHTS**

The Chairman advised that a debriefing had been held with the BID to look at a number of issues that had occurred last year and a joint letter would be sent to the contractors to inform them of the issues with a view to correcting them for this year. TCM requested feedback on any additional issues to be sent to her.

**C/19/02/11 TO RECEIVE THE FEES FOR THE CEMETERY**

The Chairman advised that although the Cemetery fees had been raised last year they were still lagging behind with others managed by West Suffolk and the following was agreed:

**C/19/02/11.01 Recommendation**

**That the proposed increase to the Newmarket Cemetery fees be adopted to bring the prices in line with West Suffolk.**

**C/19/02/12 TO RECEIVE AN UPDATE ON THE MEMORIAL GARDENS**

The Chairman advised that project was progressing well and 3 quotes were considered to repair the wall and install a sensory wall. The following was agreed:

**C/19/02/12.01 Recommendation**

**That the quote from FA Valiant & Son Ltd for £13,300 +VAT be accepted to repair the Memorial Gardens wall and to install a sensory wall.**

TCM advised that the neighbours would be informed of the costs and would contribute 50%.

The Chairman advised that the project was on target to meet the opening date

of Friday 5<sup>th</sup> April 2019 at 4:00pm and within budget. The opening event was being planned and MP Matt Hancock had agreed to open the event. The provision of toilets was considered and whilst additional facilities would be welcomed, it was felt that there was adequate provision for the expected number of visitors. It was hoped that further sponsorship would be forthcoming following the opening event.

**C/19/02/13 TO RECEIVE AN UPDATE ON THE PLANTING SCHEME FOR THE CLOCK TOWER**

The Chairman advised that the project was ready to move on to the next stage to seek tenders from 3 contractors and the following was agreed:

**C/19/02/13.01 Recommendation**

**That tenders be sought from 3 contractors to carry out the work for the Clock Tower project.**

**C/19/02/14 CORRESPONDENCE**

Letter from the Bill Tutte Memorial Committee regarding the Lime trees. The roots were a health and safety issue and the leaves produce a sticky material. The committee were asked to consider removing them and planting suitable replacements. SCC owned the trees and an independent health and safety tree survey would be sought to send to SCC requesting that they carry out the recommendations.

**C/19/02/15 DATE OF NEXT MEETING**

Monday 11<sup>th</sup> March 2019 6:00pm at the Memorial Hall.

**C/19/02/16 ITEMS FOR NEXT AGENDA**

- Soap Box Race
- Christmas Lights
- Stage Coach

Meeting closed at 7:19pm

Signed \_\_\_\_\_ Date \_\_\_\_\_