

19th February 2024



You are requested to attend a meeting of the **Bat & Ball Centre User Group** to be held at the Bat & Ball Centre, TN14 5DN, on **Wednesday 6th March 2024** at 7.00 pm.

Please note that the proceedings of this meeting may be recorded in line with regulations set out in the Openness of Local Government Bodies Regulations 2014. A copy of Sevenoaks Town Council's procedure for the recording meetings is available online at sevenoakstown.gov.uk or by request. Members of the public addressing the Committee but not wishing to be recorded should put this request to the Clerk at the earliest possible opportunity.

**Town Clerk
AGENDA**

To assist in the speedy and efficient dispatch of business, members wishing to obtain factual information on items included on the agenda are asked to enquire of the Town Clerk prior to the day of the meeting.

Bat & Ball Centre User Group Members:

Cllr T Clayton - Chair
Cllr Dr J M Canet
Cllr C E Shea
User Group Representatives

PUBLIC QUESTION TIME

To enable members of the public to make representation or to put questions to the Committee on any matters on this agenda.

1 APOLOGIES FOR ABSENCE

To receive and note apologies for absence.

2 REQUESTS FOR DISPENSATIONS

To consider written requests from Members which have previously been submitted to the Town Clerk to enable participation in discussion and voting on items for which the Member has a Disclosable Pecuniary Interest. (s.31 & s.33 of the Localism Act 2011)

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Town Clerk

3 DECLARATIONS OF INTEREST

To receive any disclosures of interest from Members in respect of items of business included on the agenda for this meeting.

4 MINUTES (Pages 3-5)

To receive, adopt and sign the minutes of the Bat & Ball Centre User Group held on 18th October 2023 [copy previously circulated and attached hereto]

5 BAT AND BALL CENTRE

To receive the Town Clerk's verbal report.

6 BAT AND BALL STATION

To receive the Town Clerk's verbal report.

7 FEEDBACK FROM HIRERS (Pages 7-16)

7.1 To receive report relating to Feedback Forms received.

7.2 To receive and consider notifications and updates from users of the current Bat & Ball Centre.

8 PRESS RELEASES

To receive and consider any item worthy of a press release.

Sevenoaks Town Council
Minutes of the Bat and Ball Centre User Group Meeting held at
The Bat & Ball Centre on Wednesday 18th October 2023

Meeting commenced: 7.03 p.m.

Meeting concluded: 7.26 p.m.

Present:

Cllr Tony Clayton Chair	Sevenoaks Town Council
Cllr Dr Marilyn Canet	Sevenoaks Town Council
Cllr Claire Shea	Sevenoaks Town Council
Linda Larter MBE	Sevenoaks Town Council
Liz Hodgson	Sevenoaks Town Council
Valerie Glencross	The Arts Society Knole
Andrew Watts	Tea Dance

412. Appointment of Chair

Cllr. Tony Clayton was proposed by Cllr. Dr. Marilyn Canet to be Chair. The motion was accepted.

413. Apologies for Absence

Cllr. Gareth Willis, Adrienne Brewin (Breathe Easy), David Williams (Probus), Jo Wilkinson (Kent Blind), Gail Biggins (GB Pilates), Narcotics Anonymous representative, Alison Hadlow (Oaks Martial Arts).

414. Requests for Dispensation

There were no requests for dispensations from Councillors.

415. Declaration of Interests

There were no Declaration of Interests from Councillors.

416. Minutes of the previous meeting of the Community Centre User Group held on 8th March 2023.

RESOLVED: That the Minutes were a true record of the meeting and to be signed by the Chair.

417. Bat & Ball Centre

The facility continues to be very well used by both local members of the community and voluntary organisations for domestic events and by larger commercial organisations. Demand is high and therefore there is sometimes a need to cancel regular hirers to accommodate other bookings.

Although the building has very good carbon credentials, we are looking at installing additional solar panels to boost this. Investigation is taking place in relation to

structural capacity to take more. This will also be a Capital Project which we will need to be reviewed within budget capacity.

With the building being so well used there is now some general wear and tear and settlements which will be addressed within maintenance.

418. Bat & Ball Station

Following the downturn due to the pandemic, number of hirers and café customers are both increasing steadily.

The café opening hours are changing to 7.30a.m. – 3.00p.m. Mondays to Fridays.

We hope to reintroduce the school educational programme in the near future subject to staff resources.

We are awaiting some work to be done on the roof of the building by Network Rial – the problems with the roof has caused some water damage to the ceiling cornice in the Luggage Room.

419. Feedback from Hirers

419.1 The Report relating to Feedback Forms was received.

419.2 Those present provided the following feedback:

Andrew Watts (Tea Dance)	<p>Feedback: Very happy with the facility and the cakes provided by the Bat & Ball Station Café. There are insufficient cakes when there is an increase in numbers attending the dance some weeks.</p> <p>Response: Linda Larter suggested that the café could provide more cakes on a weekly basis with any left-over cakes being given to the Youth Café.</p>
Valerie Glencross (The Arts Society Knole)	<p>Feedback: Very happy with the caretaking and audio/visual equipment provided. Sometimes there are insufficient car parking spaces at the Centre due to people also parking there to attend a booking in the other hall.</p> <p>Response: There are 66 car parking spaces, 6 disabled bays and 2 electric charging points at the Centre. Linda Larter suggested that people should consider car sharing.</p>
Cllr. Claire Shea	<p>Feedback: The car parking signage is misleading as it suggests that parking is limited to 4 hours.</p> <p>Response: Linda Larter said the signage was necessary to act as a deterrent to drivers who were not using the Centre from parking there. The caretakers can point out to hirers that parking is</p>

	unlimited for the duration of their hire at the Bat & Ball Centre and Station.
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Additional Comments:

The date of the next meeting is scheduled for Wednesday 6th March 2024.

420. Press Releases

It was agreed not to issue a Press Release.

There being no further business the Chairman closed the meeting.

Signed Dated
Chairman

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Bat & Ball Centre Users' Group – 6th March 2024**Compliments received for Bat & Ball Centre since the last User Group meeting**

No.	Date	From	Event	Compliment
1.	24.09.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	4-star rating Awesome
2.	26.09.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating Excellent venue
3.	19.10.23	Visitor to Bat & Ball Centre	Bat & Ball Centre	Fantastic Hall. It has a lovely outside area. Plenty of parking.
4.	31.10.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star review. Huge room great screen.
5.	26.11.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating
6.	03.12.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating
7.	11.12.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	4-Star rating
8.	20.12.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating Very nice experience
9.	13.12.23	Bradbourne RDA Christmas Party for the Disabled	Bat & Ball Centre	Once again, in addition to thanking you for your help to make the booking process so smooth, I would like to put on record how fantastic Kevin was. He very kindly allowed me to drop off empty Christmas wrapped boxes in the morning as I had a car full of items for later and he was busily cleaning manually as I gather the automatic floor washer was not working. He asked me then how many tables and chairs we may want as he would start getting those out. When I returned for 1pm the place was spotless and Kevin, true to his word, was getting out the tables and chairs and happily moved them around the room so my team could lay them out where we needed them.

Bat & Ball Centre Users' Group – 6th March 2024

No.	Date	From	Event	Compliment
				<p>He was so friendly, helpful and seemed genuinely happy to be helping even when we had to check 'daft' things like how to open the oven door! and made our lives so much easier. He also helped put tables away afterwards making it easier for our teams and much quicker for everyone.</p> <p>Our huge thanks to Kevin for all his help and overall for the wonderful venue.</p>
10.	10.01.24	Member of Public Review on Google Business Profile	Bat & Ball Centre	<p>5-star rating Lovely, clean centre with beautiful dance hall. Attractive gardens, plenty of parking and easy access</p>
11.	22.01.24	Member of Public Review on Google Business Profile	Bat & Ball Centre	<p>5-star rating Good place for wedding or any party.</p>

Bat & Ball Centre Users' Group – 6th March 2024**Compliments received for Bat & Ball Station since last User Group meeting.**

No.	Date	From	Event	Compliment
1.	30.10.23	Social media post	Bat & Ball Cafe	<i>Just a shout out for Bat and Ball Café at the Station. Such a lovely place for breakfast, lunch or just a coffee. Home made sandwiches and cakes at such reasonable prices! And delicious! Easy to park at the community centre for free and walk over the bridge. What a delight!</i>
2.	06.11.23	Hirer at Bat & Ball Station	Bat & Ball Cafe	Dear Tomasz, I just wanted to express all our heartfelt appreciation for the wonderful Afternoon Tea you provided for our parents' commemorative reception last Friday. Every crumb disappeared by about 4.30, and there were many plaudits both about your sandwiches and cakes - they were perfect!. It was a really fitting setting and occasion for our purpose, and we are very grateful for your help in making the afternoon so smooth-running and positive. We will all be recommending the Bat & Ball Cafe loudly and widely!
3.	02.01.24	Member of Public Review on Google Business Profile	Bat & Ball Cafe	5-star rating

Q2 Date of hire

Answered: 23 Skipped: 0

ANSWER CHOICES		RESPONSES
Date / Time		100.00% 23

#	DATE / TIME	DATE
1	26/01/2024 09:00	2/12/2024 3:39 PM
2	08/02/2024 19:00	2/12/2024 3:38 PM
3	07/02/2024 09:00	2/12/2024 3:36 PM
4	08/02/2024 10:00	2/12/2024 3:32 PM
5	31/01/2024 09:00	2/12/2024 3:22 PM
6	04/01/2024 09:00	1/10/2024 11:19 AM
7	10/12/2023 13:00	12/14/2023 4:19 PM
8	06/12/2023 09:00	12/14/2023 3:31 PM
9	11/12/2023 12:00	12/14/2023 3:30 PM
10	09/12/2023 13:00	12/13/2023 1:24 PM
11	28/11/2023 10:00	11/30/2023 3:10 PM
12	25/11/2023 10:00	11/27/2023 3:17 PM
13	19/11/2023 12:00	11/23/2023 10:32 AM
14	22/11/2023 18:00	11/23/2023 10:27 AM
15	07/11/2023 08:00	11/8/2023 10:20 AM
16	08/10/2023 08:30	10/31/2023 9:57 AM
17	07/10/2023 16:00	10/31/2023 9:56 AM
18	17/10/2023 09:00	10/24/2023 8:45 AM
19	19/10/2023 09:00	10/20/2023 4:11 PM
20	11/10/2023 08:30	10/16/2023 10:46 AM
21	13/10/2023 12:00	10/16/2023 10:45 AM
22	16/09/2023 18:30	9/18/2023 4:41 PM
23	17/09/2023 10:30	9/18/2023 4:17 PM

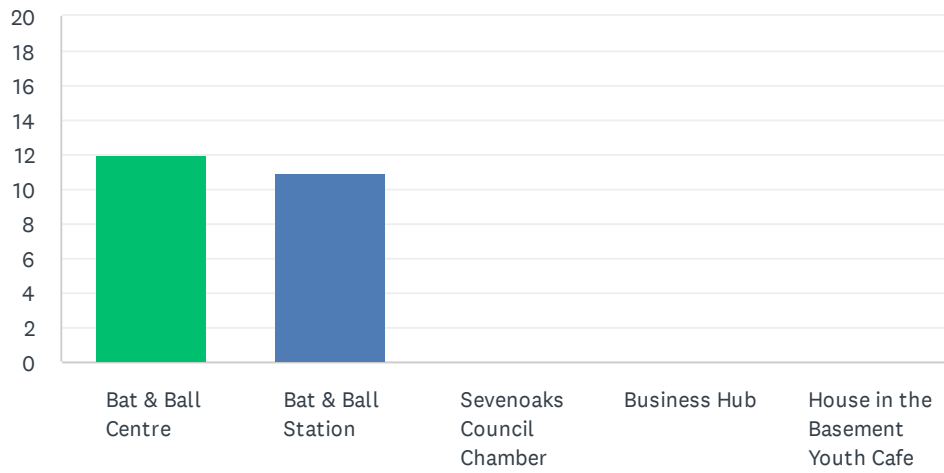
Q3 Reason for Hire

Answered: 23 Skipped: 0

#	RESPONSES	DATE
1	Corporate meeting	2/12/2024 3:39 PM
2	First association meeting	2/12/2024 3:38 PM
3	TRAINING	2/12/2024 3:36 PM
4	NEW YEAR LUNCH	2/12/2024 3:32 PM
5	Meeting	2/12/2024 3:22 PM
6	TRAINING	1/10/2024 11:19 AM
7	Christmas party for disabled children, adults, their families and friends	12/14/2023 4:19 PM
8	Meeting	12/14/2023 3:31 PM
9	Probus Christmas Lunch	12/14/2023 3:30 PM
10	Children's Birthday Party	12/13/2023 1:24 PM
11	Meeting	11/30/2023 3:10 PM
12	Meeting with Residents Association	11/27/2023 3:17 PM
13	count	11/23/2023 10:32 AM
14	MEETING	11/23/2023 10:27 AM
15	Training	11/8/2023 10:20 AM
16	Birth Classes	10/31/2023 9:57 AM
17	Party (children)	10/31/2023 9:56 AM
18	For branch AGM and learning event	10/24/2023 8:45 AM
19	Training session held by Alzheimers Society	10/20/2023 4:11 PM
20	Meeting	10/16/2023 10:46 AM
21	Consultation event	10/16/2023 10:45 AM
22	Girls' 12th Birthday Party	9/18/2023 4:41 PM
23	Graudation and Birthday party	9/18/2023 4:17 PM

Q4 Facility Hired

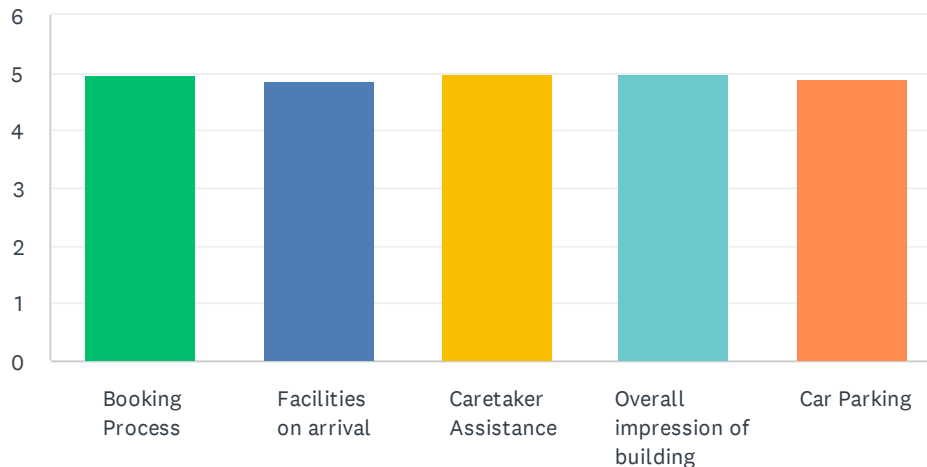
Answered: 23 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bat & Ball Centre	52.17%	12
Bat & Ball Station	47.83%	11
Sevenoaks Council Chamber	0.00%	0
Business Hub	0.00%	0
House in the Basement Youth Cafe	0.00%	0
TOTAL		23

Q5 Feedback - How would you rate the following from 1-5 (5 being the highest satisfaction)

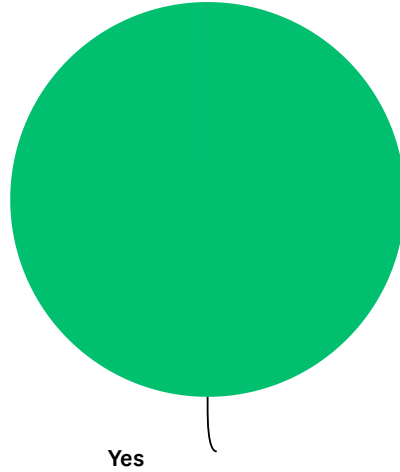
Answered: 20 Skipped: 3



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Booking Process	5	94	19
Facilities on arrival	5	97	20
Caretaker Assistance	5	95	19
Overall impression of building	5	100	20
Car Parking	5	98	20
Total Respondents: 20			

Q6 Would you book the facility again?

Answered: 22 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	100.00%	22
No	0.00%	0
TOTAL		22

Q7 Please provide any feedback on particular positive aspect.

Answered: 19 Skipped: 4

#	RESPONSES	DATE
1	Everything was as we had asked & very accommodating	2/12/2024 3:39 PM
2	BOTH CARETAKERS ON EACH DAY WERE HELPFUL & POLITE, EVERYTHING WAS AS REQUIRED.	2/12/2024 3:36 PM
3	Booking process: Liz Hodgson was a star Facilities on arrival: Excellent Caretaker assistance: Linda was a second star Overall impression of building: Great Car Parking: Good Liz & Linda were such great hosts with the Mayor & Deputy Mayor	2/12/2024 3:32 PM
4	Great location with attentive staff	2/12/2024 3:22 PM
5	Exceptional /illegible/ Brilliant service	1/10/2024 11:19 AM
6	Kevin the Caretaker is the most committed, friendly and helpful person looking after a facility we have come across. He is very kind and thoughtful, thinking ahead and preparing things for us, getting out tables and chairs which saves an enormous amount of time (and backache) and helping put those away at the end as well. He had ensured the place was spotless with clean floors throughout despite the automatic floor cleaner not being operational, and provided guidance on how to use the cooker in the well supplied kitchen. The hall itself is spacious, bright and welcoming, all the chairs and tables are clean and in good condition, with all the technology working. Having a large amount of free parking immediately outside the hall is a huge benefit, and in good weather the lovely garden area either provides a great outlook and feel of calm totally away from the nearby busy roads or somewhere to actually go out into.	12/14/2023 4:19 PM
7	Friendly staff, all needs were met. Food excellent.	12/14/2023 3:31 PM
8	Quick and easy to book, venue was really nice, beautiful, clean space. Kevin the Caretaker was really helpful whilst setting up the party	12/13/2023 1:24 PM
9	I was really pleased to find everything ready on arrival.	11/30/2023 3:10 PM
10	Booking process via main office, facilities on arrival good, caretaker assistance excellent, overall impression of building good, car parking good. This is the best venue ever.	11/23/2023 10:32 AM
11	Caretaker was very helpful.	11/23/2023 10:27 AM
12	Derek gave us a warm welcome. Room set up & beautiful. Unique setting. Thank you	11/8/2023 10:20 AM
13	Great venue.	10/31/2023 9:57 AM
14	Lovely modern hall and easy to use.	10/31/2023 9:56 AM
15	The people on site were lovely to deal with - Tom in the cafe was very helpful and attended to our every need. The room was clean and set up as requested.	10/20/2023 4:11 PM
16	Extremely helpful staff on arrival (Caretaker?) Nice food, lovely decor, friendly staff and good facilities.	10/16/2023 10:46 AM
17	Everything was great - many thanks!	10/16/2023 10:45 AM
18	The John London Hall is an excellent venue for a party! The lighting, air conditioning, dedicated small kitchen and toilet - perfect. Additionally the ability to open the doors to the contained outside space is just brilliant - to allow some air and space, but not to let the party disperse. Parking and access is so easy. All absolutely excellent!	9/18/2023 4:41 PM
19	I want to call out the great support and friendly nature of Kevin. Also the friendliness and flexibility of Liz through the booking process.	9/18/2023 4:17 PM

Q8 Please provide feedback on any particular problems.

Answered: 16 Skipped: 7

#	RESPONSES	DATE
1	Some of our group had to leave before the cake arrived - not a big issue	2/12/2024 3:39 PM
2	Not enough glasses	2/12/2024 3:38 PM
3	TV ON SECOND DAY DIDN'T WORK AT FIRST, A FULL POWER OF X ON (ON PLUG) FIXED ISSUE.	2/12/2024 3:36 PM
4	No problems	2/12/2024 3:32 PM
5	N/A	1/10/2024 11:19 AM
6	No problems at all. We have already booked to return. Highly recommended.	12/14/2023 4:19 PM
7	None.	12/14/2023 3:31 PM
8	We had a near disaster at our lunch today. Yet again the oven failed to do what they should do i.e. heat the food in a timely and safe way. There was insufficient heat to cook the turkey meat in the time expected and our lunch was delayed by about 45 minutes. The plain fact is that the oven is simply not fit for purpose. As you can imagine the situation was extremely stressful for Stephanie and her ladies and frustrating for the 100+ diners. Fortunately, when the food was cooked and served it was delicious. As a result of the delayed lunch a good number of our members (including me) could not stay for the post-lunch talk as either we had prior commitments or had arranged to be picked up by car/taxi at 3:00pm. Would you please investigate this problem yet again and please can a solution be found before our January lunch?	12/14/2023 3:30 PM
9	N/A	12/13/2023 1:24 PM
10	Sound.	11/30/2023 3:10 PM
11	None	11/23/2023 10:32 AM
12	None.	11/23/2023 10:27 AM
13	N/A	10/31/2023 9:56 AM
14	The gents toilet was out of action but there was no sign to indicate this and some therefore queued up for a little while rather than using the disabled toilet (this didn't detract from the venue but just caused some misunderstanding). It would have been beneficial if we had known to ignore the Flash Park parking signs in The Community Centre car park as some of the party chose to try to park elsewhere and walk back making them slightly late. I spoke to Warren in the Community Centre who very kindly explained the situation.	10/20/2023 4:11 PM
15	None at all	9/18/2023 4:41 PM
16	No particular problems and nothing that Kevin wasn't able to solve on the day.	9/18/2023 4:17 PM