

15th February 2023



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 8th March 2023** 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 S G Raikes – Chairman
Cllr Dr J M Canet
Cllr Mr R J Parry
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)

Town Council Offices
Bradbourne Vale Road
Sevenoaks Kent TN13 3QG

tel: 01732 459 953 fax: 01732 742 577
email: council@sevenoakstown.gov.uk
web: sevenoakstown.gov.uk

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 3-22)

To receive, adopt and sign the minutes of the Bat & Ball Centre User Group held on 19th October 2022 [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 23-32)

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 19th October 2022

Meeting commenced: 7.00 p.m.

Meeting concluded: 7.44 p.m.

Present:

Cllr Simon Raikes, Chairman	Sevenoaks Town Council
Cllr Andrew Eyre	Sevenoaks Town Council
Cllr Richard Parry	Sevenoaks Town Council
Cllr Claire Shea	Sevenoaks Town Council
Cllr Tony Clayton	Sevenoaks Town Council
Linda Larter MBE	Sevenoaks Town Council
Liz Hodgson	Sevenoaks Town Council
Allan de Turberville	Probus
Myra de Turberville	The Arts Society Knole
Adrienne Brewin	Breathe Easy
Ken Robinson	Sevenoaks U3A

358. Apologies for Absence

Cllr. Rachel Parry (The Mayor), Gail Biggins (GB Pilates), Barbara Coleyshaw (U3A), Ken Brown (Chairman U3A), Jan Chambers (Sevenoaks Friendship Centre), Alison Hadlow (Oaks Martial Arts), David Williams (Probus), Jessica Mauve (Sevenoaks Bridge Club), Andrew Watts (Tea Dance).

359. Requests for Dispensation

There were no requests for dispensations from Councillors.

360. Declaration of Interests

Cllr Clayton declared that he had an interest in [Agenda Item 6] Bat and Ball Station.

361. Minutes of the previous meeting of the Community Centre User Group held on 10th April 2022.

It was noted the correct spelling of Mrs Pamela Holmes and Minute 21 page 13 should read Sevenoaks District Council Community Infrastructure Levy.

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

362. Bat & Ball Centre

Following a difficult construction period during the pandemic lockdown the new Centre had opened on time and within budget. It was initially used as a testing centre for COVID after which it was opened to the public with a good return of occupancy from both former and new hirers. The old tennis courts had been replaced by a Multi Use Games Area. Cllr. Clayton paid tribute to Linda Larter for the delivery of the project and the Open Spaces team for the work done on transforming the land to the rear of the Centre into beautifully landscaped gardens.

363. Bat & Ball Station

Occupancy had remained low after the pandemic and the café was running at 60% capacity. Numbers using the trains had reduced considerably. A Heritage Engagement Officer had been employed to raise numbers through craft activities and other events.

Cllr. Clayton (declared interest) added that from December 2022 it would be possible to get a train from Bat & Ball Station with a change at Otford and be at London Bridge Station in 40 minutes, which could increase numbers using the station and hopefully the café.

The Station Café is open 6:30am – 2:00pm Monday to Friday

364. Feedback from Hirers

Those present provided the following feedback:

Adrienne Brewin (Breathe Easy)	Feedback: Asked how hirers could provide feedback. Response: Details of an online Facility Hire Satisfaction Feedback Questionnaire was being sent out with all email correspondence to hirers. Paper copies could be obtained from caretakers.
Ken Robinson (Sevenoaks U3A) Ken Robinson (Sevenoaks U3A) cont. *It was noted that fuller responses to these matters would be attached to the Minutes	Feedback: U3A had experienced problems with the Wi-Fi interface and too much feedback when using the lapel microphones. Response:* Caretakers had been trained in the use of the equipment and other hirers/users of the facilities, in general, had used the equipment without problems.
	Feedback: The overhead projector was not working and did not provide a clear image on the screen in bright light. Response:* The original projector had developed a fault. Unfortunately, soon after replacement the 2 nd projector had been damaged by a hirer. This too would be replaced with the addition of some form of casing to prevent future damage. It would be of considerable cost and an insurance claim had been submitted. A stand-alone projector was available for use in the meantime. It was felt that the image produced by the projectors in all lighting conditions was of good quality. Cllr. Eyre added that hirers should not attempt to change the settings. Cllr. Shea added that the quality of projections at a recent Property Expo had been excellent.
	Feedback: The dishwasher only washed glasses. Response:* The dishwasher was of commercial grading and could crockery and cutlery as well.

	<p>Feedback: The urn did not heat up quickly enough and was awkward to use when filling teapots.</p> <p>Response:* Several kettles were available for use as an alternative, if required</p>
Allan de Turberville (Probus)	<p>Feedback: The lapel microphones produced feedback.</p> <p>Response: Caretakers had been trained in the use of the equipment and other hirers/users of the facilities, in general, had used the equipment without problems. The Town Clerk would check on this again.</p> <p>Feedback: There were insufficient shelves in the fridge.</p> <p>Response: For some hirers, having too many shelves would reduce the ability to store tall items requiring refrigeration.</p>
Myra de Turberville (The Arts Society Knole)	<p>Feedback: At one meeting noise could be heard from the event taking place in the adjacent hall.</p> <p>Response: It was not possible to have 100% noise reduction between halls. Hirers were advised of events in the adjacent hall, which could be noisy in advance of the hire.</p>

Additional Comments:

- Allan de Turberville – We have had held two events at the Centre and both have been successful.
- Adrienne Brewin – Warren and previously, Adam, have both been excellent in setting up the hall. Patients have been able to enjoy the use of the garden.
- Ken Robinson – Very nice facility
- Liz Hodgson – The Centre has proved very popular with families from a wide area outside Sevenoaks using it for birthday parties and events at the weekends.
- Allan and Myra de Turberville – Thanks to Liz Hodgson for her work as Hall Hire Administrator.
- Cllr. Parry – Has noticed a growing number of people coming in by train to use the facilities of the Centre and Station.

The date of the next meeting would be advised in due course

365. Press Releases

It was agreed not to issue a Press Release.

Attachments: Sevenoaks U3A comments & STC responses, Report for online Facility Satisfaction Feedback Questionnaire, Bat & Ball Centre and Station Compliments

There being no further business the Chairman closed the meeting.

Signed

.....
 Chairman

Dated

[Page deliberately left blank]

1	<p>Sevenoaks u3a have gained some experience of interfacing with the B&B Multimedia system installed in the large hall. Over the past year we have modified and adapted our equipment to provide compatible inputs into the B&B System. In August last year we visited the B&B Centre to learn about the new multimedia system and to test our set up. At this point in time some initial problems were identified as follows: -</p> <ul style="list-style-type: none"> • Wi-Fi interface: We invested in wi-fi transmitters*¹ to make use of the new wireless system but found we could not get a satisfactory audio output as there was too much feedback in the system, so we abandoned this approach in favour of a hard-wired input. • Wall sockets: The layout in the large hall has wall sockets that allow inputs for audio and video. There are audio inputs provided, one socket at each side of the stage, but only one video HDMI input is provided on the right-hand side of the stage providing connectivity to the Overhead Projector. In August 2021 we found that the RH Audio input was not functioning. With this limitation we had to invest in additional cables and input the audio into the LH wall socket and the video input was routed into the RH HDMI wall socket to link to the overhead projector. This restriction does limit our ability to be flexible at our meetings and it also poses a trip hazard with the cables we employ to reach the relevant working input sockets. <p>The RH audio input socket remains unrepaired to my knowledge.</p> <p>¹ We purchased two different types of transmitters in an attempt to resolve interface issues. One of these was returned to the manufacturer on the assumption that it was faulty. The second has been retained.</p>	<p>Regarding the Wi-Fi interface, the Technician advised that we have only ever had Bluetooth connect-ability as an alternative to physical cables. We don't have a Wi-Fi interface and the Technician said that this would cost tens of thousands of pounds to install.</p> <p>Regarding the right-hand audio input, the Technician advised that this is now functioning and working as normal.</p>
---	---	--

2	<p>Overhead Projector: Earlier this year we were advised that the Overhead Projector has been taken down and sent away for repair. We used our own projection equipment for our May and June Meetings</p> <p>On the 8th August I attended a meeting where the reinstalled projector was being used. Unfortunately, the projected image was showing a white line across the screen. In discussion with the technician on hand he did not know the cause of this. The image was distracting and was problematic for the presenter delivering an illustrated talk.</p>	<p>The Technician advised that he believes user induced damage has caused the lines across the display - potentially a toy laser pointed at the lens or physical damage from underneath the projector. The Technician will need to formally confirm the potential cause with the manufacturer - this will involve sending the projector to Japan and a turnaround of early 2023.</p> <p>In the meantime, users will need to use the table projector. STC currently liaising with the Technician regarding potentially buying a new projector and having this installed and the cost of this compared with a repair.</p>
3	<p>Kitchen: Ken Robinson perhaps can add more detailed information on the shortcomings with kitchen equipment, but we know there were issues with the hot water urn (not getting hot enough) and limitations on the use of the Dishwasher which is for glasses only.</p>	<p>The hot water urn has a temperature gauge on it and this may not have been turned up, or changed by a previous hirer.</p> <p>There are also two/three kettles in the Kitchen if users don't want to use the urn.</p> <p>The dishwasher is a normal dishwasher and can wash all cutlery, mugs, cups, and glasses etc.</p>
4	<p>In summary</p> <ul style="list-style-type: none"> • Can the RH Audio input socket be repaired • Has the Projector image been corrected 	

Q2 Date of hire

Answered: 6 Skipped: 0

ANSWER CHOICES		RESPONSES
Date / Time		100.00% 6
#	DATE / TIME	DATE
1	30/09/2022 13:30	10/13/2022 4:48 PM
2	03/09/2022 16:30	9/7/2022 8:12 AM
3	28/07/2022 00:00	8/10/2022 8:45 AM
4	06/07/2022 10:30	7/6/2022 4:45 PM
5	22/06/2022 16:00	6/30/2022 9:36 AM
6	21/05/2022 14:01	6/8/2022 11:44 PM

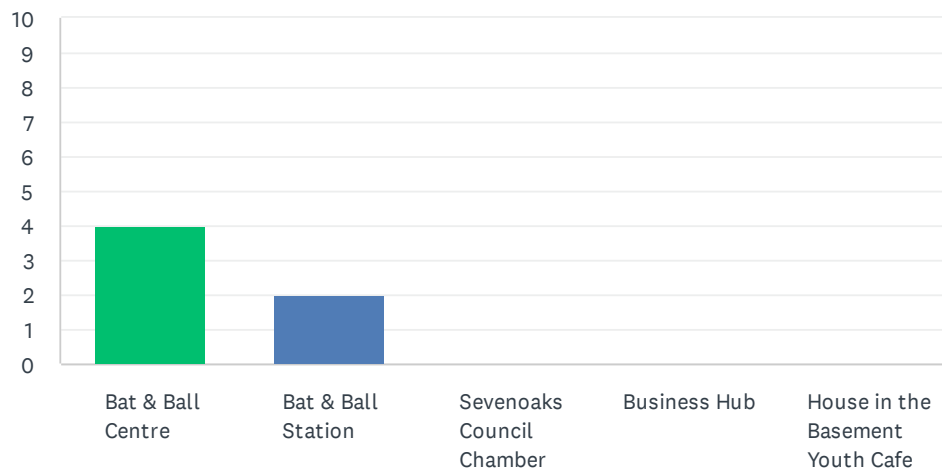
Q3 Reason for Hire

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	Climate Change Youth Forum	10/13/2022 4:48 PM
2	Birthday celebration	9/7/2022 8:12 AM
3	For a customer party.	8/10/2022 8:45 AM
4	meeting	7/6/2022 4:45 PM
5	Launch of Sevenoaks District Place Campaign	6/30/2022 9:36 AM
6	Boxing show	6/8/2022 11:44 PM

Q4 Facility Hired

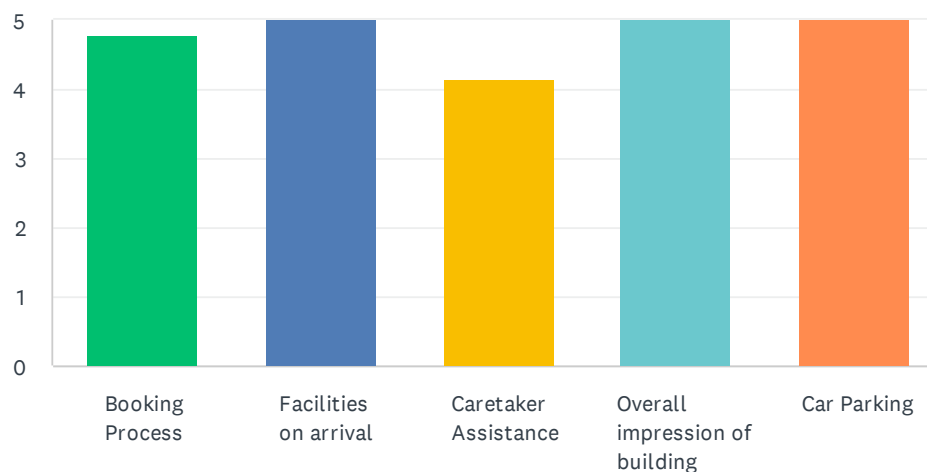
Answered: 6 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bat & Ball Centre	66.67%	4
Bat & Ball Station	33.33%	2
Sevenoaks Council Chamber	0.00%	0
Business Hub	0.00%	0
House in the Basement Youth Cafe	0.00%	0
TOTAL		6

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

Answered: 6 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Booking Process	5	24	5
Facilities on arrival	5	25	5
Caretaker Assistance	4	25	6
Overall impression of building	5	25	5
Car Parking	5	25	5
Total Respondents: 6			

#	BOOKING PROCESS	DATE
1	5	9/7/2022 8:12 AM
2	5	8/10/2022 8:45 AM
3	5	7/6/2022 4:45 PM
4	4	6/30/2022 9:36 AM
5	5	6/8/2022 11:44 PM
#	FACILITIES ON ARRIVAL	DATE
1	5	9/7/2022 8:12 AM
2	5	8/10/2022 8:45 AM
3	5	7/6/2022 4:45 PM
4	5	6/30/2022 9:36 AM
5	5	6/8/2022 11:44 PM
#	CARETAKER ASSISTANCE	DATE
1	5	10/13/2022 4:48 PM

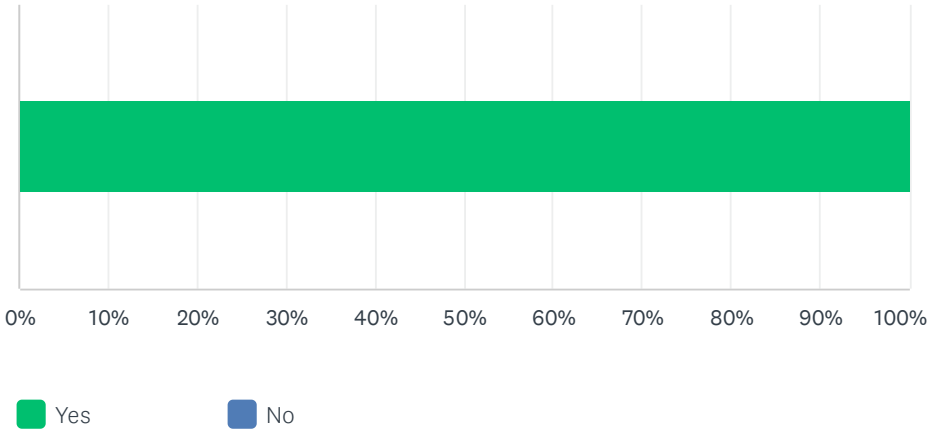
Facility Hire Satisfaction Feedback Questionnaire

Bat & Ball Centre User Group Agenda 08-03-2023

2	5	9/7/2022 8:12 AM
3	5	8/10/2022 8:45 AM
4	5	7/6/2022 4:45 PM
5	0	6/30/2022 9:36 AM
6	5	6/8/2022 11:44 PM
#	OVERALL IMPRESSION OF BUILDING	DATE
1	5	9/7/2022 8:12 AM
2	5	8/10/2022 8:45 AM
3	5	7/6/2022 4:45 PM
4	5	6/30/2022 9:36 AM
5	5	6/8/2022 11:44 PM
#	CAR PARKING	DATE
1	5	9/7/2022 8:12 AM
2	5	8/10/2022 8:45 AM
3	5	7/6/2022 4:45 PM
4	5	6/30/2022 9:36 AM
5	5	6/8/2022 11:44 PM

Q6 Would you book the facility again?

Answered: 6 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	6
No	0.00%	0
TOTAL		6

Q7 Please provide any feedback on particular positive aspect.

Answered: 6 Skipped: 0

#	RESPONSES	DATE
1	The Caretaker on the day was amazing despite both myself and my colleague forgetting our HDMI cables for our laptops the caretaker supplied us with one and talk us through how to use the projector and even went an extra mile by supplying cooled water for the event.	10/13/2022 4:48 PM
2	neat modern venue	9/7/2022 8:12 AM
3	The booking process with Liz was perfect. The caretaker was very helpful with all of the needs that we had.	8/10/2022 8:45 AM
4	perfect	7/6/2022 4:45 PM
5	All staff at STC were extremely helpful and knowledgeable. One staff member even took my call on her day off! I would like to send a special thank you to the staff at Bat and Ball station cafe too, exceptional customer service and very accommodating. I would highly recommend the hire of the hall to any individual/business etc.	6/30/2022 9:36 AM
6	Brilliant venue. Have made great imp	6/8/2022 11:44 PM

Q8 Please provide feedback on any particular problems.

Answered: 4 Skipped: 2

#	RESPONSES	DATE
1	Mirror ball not working	9/7/2022 8:12 AM
2	None	8/10/2022 8:45 AM
3	none	7/6/2022 4:45 PM
4	Due to staffing issues, there was no caretaker available for our event, however STC staff made allowances for this and continued to provide excellent service in the caretakers absence.	6/30/2022 9:36 AM

Bat & Ball Centre Users' Group – 19th October 2022**Compliments received for Bat & Ball Centre since its reopening in December 2020**

No.	Date	From	Event	Compliment
1.	04.09.20	Sevenoaks Day Nursery	Bat & Ball Centre	What a fantastic achievement; the exterior, of course, looks great but I was totally impressed with the interior design, the quality of the fittings, the practical nature of the thinking behind the design and the quality of the finish. A brilliant all-round effort.
2.	30.11.20	Byron Brown	Bat & Ball Centre	3D Tour of new 'Bat & Ball Centre' great idea and works well. New Centre looks very nice and comfortable.
3.	10.12.20	Cllr.Purves, SDC	Bat & Ball Centre	Thank you for the guided tour. Very impressive!
4.	11.12.20	Potential hirer	3D Tour of Bat & Ball Centre	Ah, thank you, that looks absolutely beautiful.
5.	06.01.21	Cllr Granville-Baxter	B&B Centre video for Chamber of Commerce	It's great to see you presenting this Linda - the project and the resulting asset is a tribute to you and to everyone involved in getting it here. Sevenoaks finally has the Community Centre it deserves.
6.	06.01.21	Cllr Parry	B&B Centre video for Chamber of Commerce	<p>A great video which shows the main features of the super, new Bat & Ball Centre and provides an excellent overview of the Centre's features and facilities to all potential users and hires.</p> <p>The new Centre is a really good example of the vision of our Town Council, its provision of high-quality facilities for the Town's residents and visitors alike and also a very positive example of you and your staff's management skills and abilities to deliver high quality projects on time and within budgets; especially during the very challenging conditions caused by the Covid 19 pandemic. Very well done.</p>
7.	06.01.21	Cllr Busvine	B&B Centre video for Chamber of Commerce	Brilliant video - brilliant project. Thank you.
8.	22.01.21	Director, Urban Initiatives Studio	3D Tour of Bat & Ball Centre	That's brilliant - what a transformation!
9.	04.02.21	Manager of Asymptomatic testing Centre.	Bat & Ball Centre	And finally, can I take this opportunity to thank you and your staff at both the Bat and Ball Centre itself and at the Council offices. We have been made to feel so welcome, with Linda, Nick Cave and Caretakers Dave Munson

Bat & Ball Centre Users' Group – 19th October 2022

No.	Date	From	Event	Compliment
				and Derrick Rogers helping us at every point along the way when we were setting up the site. They really have been amazing and are a credit to you.
10.	02.03.21	Sevenoaks Lions Club member	B&B Centre	By the way the Community Centre looked very impressive when I attended for a COVID test!
11.	23.06.21	Cllr Irene Collins, SDC	Invitation to B&B Centre Opening	May I take this opportunity to congratulate STC Councillors and staff for delivering such a marvellous facility for the community.
12.	26.07.21	Lord Sackville	Bat & Ball Official Opening	Thank you very much for inviting me to such a splendid celebration of the reborn Bat and Ball Community Centre yesterday evening. It is a wonderful facility and has been most skilfully remodelled.
13.	26.07.21	Ikram Ahmed	Bat & Ball Official Opening	We all loved the refurbished community centre and hope to continue for a long time to come.
14.	26.07.21	Brian Richardson	Bat & Ball Official Opening	Just a quick message to say thank you for the Reception Please Thank Linda / STC / Marilyn and of course yourself.
15.	27.07.21	Merrill London	Bat & Ball Official Opening	<p>Congratulations on the very successful opening of the refurbished Bat & Ball Centre yesterday evening. It has certainly put the whole area on the map.</p> <p>Thank you also for the kind thought of naming one of the rooms after John. I am touched by the thought, but I think John would have thought that he was undeserving.</p> <p>Please pass on my thanks to Linda Larter for all her hard work throughout this project.</p>
16.	27.07.21	Jonathan, Moulton Taggart Limited	Bat & Ball Official Opening	<p>Thank you for the invite, it was good to meet up with the Team and enjoy experiencing the Community Centre in use. The band were most enjoyable.</p> <p>We hope to be able to work with you again in the future and thank you for being an excellent decisive Client.</p>
17.	27.07.21	Roger Lee	Bat & Ball Official Opening	<p>What an excellent evening on Sunday.</p> <p>It was especially good to hear that your brilliant efforts received the acknowledgements that they deserve. And that's to say nothing about the wonderful B&B Station!</p> <p>Thank you very much for the invitation.</p>
18.	27.07.21	Adrienne Brewin,	Bat & Ball Official Opening	Esther and I would like to thank you, Dr Canet, and the councillors for a most enjoyable reception on Sunday evening. It was a real treat to be able to see the new Centre opened and to

Bat & Ball Centre Users' Group – 19th October 2022

No.	Date	From	Event	Compliment
		Breathe Easy Exercise		hear your explanation of last year's building – having done a little project management myself, I take my hat off to you for getting it all done so beautifully, on time and on budget. We had our first exercise class there today and everyone was truly delighted with the large hall. The need to be distanced for safe exercising was not a problem, due to it being so spacious, and Andy, the new caretaker, could not have been more helpful. Thank you so much for all your hard work.
19.	28.07.21	Pam Walshe	Bat & Ball Official Opening	Roger and I would like to thank you so much for the invitation to the evening reception to mark the opening of the Bat and Ball centre. We were so impressed by the way the facilities have been transformed and congratulate you on such a splendid outcome I am sure that bookings will surge ahead as people will want to make use of all you have to offer now. Thank you again for a most enjoyable evening
20.	30.07.21	Penny Cracknell	Bat & Ball Plaque Unveiling	The new community centre looks brilliant too. An absolute transformation. Good news which we all need!
21.	04.11.21	Bat & Ball Hirer	Charity event at B&B Centre – Afternoon Tea	Yesterday went so smoothly thanks. Everyone LOVED the venue, and Adam and particularly Debbie really came up trumps and made everything run without a hitch and with SUCH delicious food!! I can't thank them enough. Folk are wanting to come again though obviously we use venues throughout the area, but I'm pretty sure we'll be back !! if you'll have us?! Thanks for all you also have done to support and help me with organizing this Liz. I'mgrateful to you all for helping to make it a success.
22.	07.01.22	The Mayor, Cllr Canet	Bat& Ball Centre being longlisted for RIBA Journal MacEwen Award 2022	Many congratulations to you and everyone involved. Our Bat and Ball Centre is beginning to be enjoyed by our community and the quality of the building appreciated by all who use it.
23.	10.01.22	Cllr Granville-Baxter	Bat & Ball Centre being longlisted for RIBA Journal MacEwen Award 2022	Good! So pleased that it's not only known to be stunningly functional but also a design icon. Congratulations.

Bat & Ball Centre Users' Group – 19th October 2022

No.	Date	From	Event	Compliment
24.	May 22	Members of Public, reviews on Google Business profile	Bat & Ball Centre	2 x 5 star ratings
25.	May 22	Member of Public, review on Google Business profile	Bat & Ball Centre	I attended a wedding here 4 weeks ago. It's a very friendly, clean atmosphere. Lovely place to have your occasion.
26.	30.07.22	Member of Public, review on Google Business Profile	Bat & Ball Centre	Absolutely stunning, the new rebuilt place is so much better and a brilliant size with beautiful grounds , it's the first time I've been back since it's been rebuilt and I was totally shocked, good size venue for parties and smaller events, workshops and classes, very clean, nice and modern, car park and tennis courts too, with onsite facilities and a gated outside area
27.	30.07.22	Member of Public, review on Google Business Profile	Bat & Ball Centre	4-star rating
28.	02.08.22	Cheeky Cherries Face Painting via Google Business Profile	Bat & Ball Centre	Worked here at the weekend and boy hasn't it changed, nice space to hire out for different occasions, good facilities and nice size car park, highly recommended for parties and small events, nice gated area , tennis courts , garden area, a small hall and a larger one with a stage, nice reception area
29.	07.08.22	Member of Public, review on Google Business Profile	Bat & Ball Centre	4-star rating
30.	09.08.22	Bluebird Care	Hall hire at B & B Centre	I wanted to say thank you for hiring the hall. Our customers had a great time. It is a lovely hall and great space. The guy that was at the hall was fantastic and helped us with different things that we needed and showed us where everything was. We definitely, in the future, would love to use the hall for other events.

Bat & Ball Centre Users' Group – 19th October 2022**Compliments received for Bat & Ball Station since December 2020**

No.	Date	From	Event	Compliment
1.	10.10.21	Member of Public Review on Google Business Profile	Bat & Ball Station Cafe	5 star rating. Lovely new cafe that was renovated from the old Bat and Ball station in 2019. Their food is really nice. It's a good place to sit down for a while with a cup of tea.
2.	23.10.21	Cllr Busvine	Loo of the Year Award (B&B Station)	Another STC triumph! Well done...
3.	23.10.21	Cllr Canet	Loo of the Year Award (B&B Station)	Amazing results. Great for travellers and residents.
4.	23.10.21	Cllr Granville-Baxter	Loo of the Year Award (B&B Station)	Just what we want to hear. Congratulations!
5.	23.10.21	Cllr Michaelides	Loo of the Year Award (B&B Station)	Great news, one we can all be rightly proud of!
6.	14.02.22	Cllr Granville-Baxter	Bat & Ball Station featured in Design Council - The Value of UK Rail Infrastructure	Thank you, Linda: how fitting to be setting a good example and for that example to be amplified in this way.
7.	16.03.22	Town Clerk	B&B Café – Env. Health Inspection 5 Stars	Well done to Tom and the team.
8.	16.03.22	Cllr Eyre	B&B Café – Env. Health Inspection 5 Stars	Please pass on my congratulations to Tom and the team. I know how difficult and how much work is involved in getting and retaining those magical 5-stars. Well done!
9.	16.03.22	Cllr Granville-Baxter	B&B Café – Env. Health Inspection 5 Stars	That's more good news: thank you for sharing it Linda.
10.	17.03.22	Cllr Mrs Parry	B&B Café – Env. Health Inspection 5 Stars	Very well done. We shall have to go back there again!
11.	24.08.22	Cllr Raikes	Arts & Crafts at Bat & Ball Station	Clearly your initiative struck a chord, so congratulations on getting the word out and making such a success of it.

Bat & Ball Centre Users' Group – 19th October 2022

No.	Date	From	Event	Compliment
12.	25.08.22	Town Clerk	Arts & Crafts at Bat & Ball Station	Can I echo Cllr Raikes, congratulations on project managing and delivering this.
13.	25.08.22	Cllr Clayton	Arts & Crafts at Bat & Ball Station	Yes - thanks from me too. We were there with granddaughters for the session early in August. They loved it and had a great time.
14.	25.08.22	Cllr Granville-Baxter	Arts & Crafts at Bat & Ball Station	It was brilliant and will have some great knock-on results. Congratulations for dreaming it up.
15.	11.10.22	Member of Public Review on Google Business Profile	Bat & Ball Station Cafe	5 star rating. Great little place. Polite staff and nice food. I come here infrequently for a sandwich/cake or both with a coffee. They're a small team, sometimes there can be a wait, which is perfectly understandable.

Responses from the Facility Hirers since last user group meeting

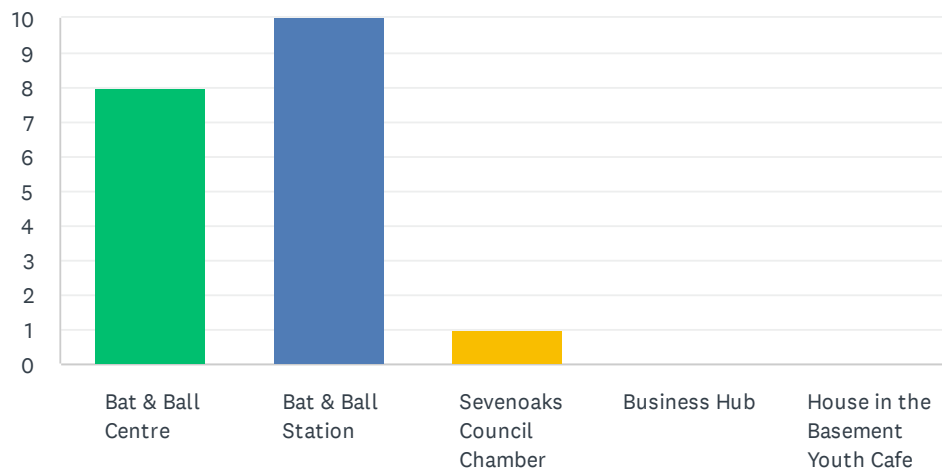
Q3 Reason for Hire

Answered: 17 Skipped: 2

#	RESPONSES	DATE
1	Warm Spaces	1/17/2023 9:29 AM
2	Christmas party for disabled participants, family, friends and our volunteers	1/3/2023 4:17 PM
3	Mediation	12/7/2022 9:40 AM
4	Meeting	12/7/2022 9:24 AM
5	Respiratory classes and assessment	12/7/2022 9:23 AM
6	Respiratory classes and assessment	12/7/2022 9:21 AM
7	Safety	12/5/2022 10:54 AM
8	Meeting	11/29/2022 9:46 AM
9	Meet with Resident Association	11/29/2022 9:44 AM
10	Training session	11/22/2022 10:06 AM
11	Poppy Appeal	11/22/2022 10:04 AM
12	Committee meeting	11/10/2022 10:27 AM
13	Sewing Group	11/2/2022 10:17 AM
14	Patient education group	10/26/2022 1:32 PM
15	Recovery meeting	10/26/2022 9:12 AM
16	Volunteer Conference	10/21/2022 3:54 PM
17	Company meeting	10/20/2022 9:04 AM

Q4 Facility Hired

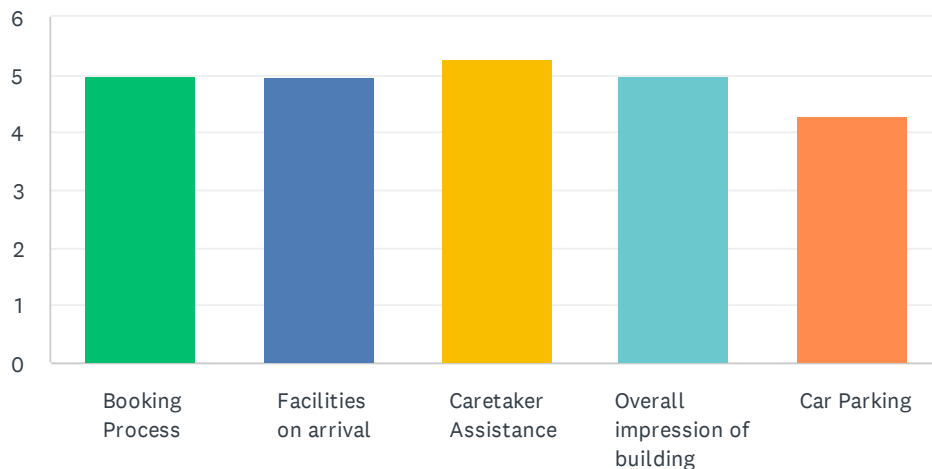
Answered: 19 Skipped: 0



ANSWER CHOICES	RESPONSES	
Bat & Ball Centre	42.11%	8
Bat & Ball Station	52.63%	10
Sevenoaks Council Chamber	5.26%	1
Business Hub	0.00%	0
House in the Basement Youth Cafe	0.00%	0
TOTAL		19

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

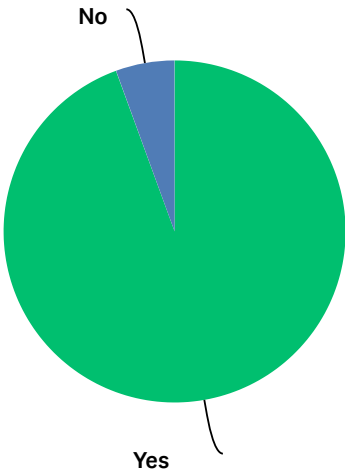
Answered: 19 Skipped: 0



ANSWER CHOICES	AVERAGE NUMBER	RESPONSES
Booking Process	5	17
Facilities on arrival	5	19
Caretaker Assistance	5	18
Overall impression of building	5	18
Car Parking	4	17
Total Respondents: 19		

Q6 Would you book the facility again?

Answered: 18 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	94.44%	17
No	5.56%	1
TOTAL		18

Q7 Please provide any feedback on particular positive aspect.

Answered: 16 Skipped: 3

#	RESPONSES	DATE
1	The caretaking team before the event and on the day were fantastic, happily spending time in advance to explain where things were and how they worked, and on the day even moving the chairs and tables out and away for us plus sweeping up even though we had our team ready to do that. On the day the amount of parking and close proximity to the entrance was noted on by many of our visitors and everyone commented on how bright, light, spacious and welcoming the hall was. Had it been a sunny day rather than snowing! many would have explored the gardens outside which provided a wonderful backdrop during daylight hours and made it a very welcoming space for our event. The simplicity of the audio system for providing music and easy use of the microphone were hugely appreciated and enabled a far more professional structure to the event than was possible before the refurbishment when we all remember having to stay standing in the one place the microphone worked clearly! Thank you for developing this into such a versatile and positive space.	1/3/2023 4:17 PM
2	Was clean and warm.	12/15/2022 3:53 PM
3	Very happy for equipment. Excellent booking process, facilities, caretaker assistance and parking, and very clean and tidy building	12/7/2022 9:40 AM
4	Very helpful caretaker. 5+ for caretaker assistance.	12/7/2022 9:24 AM
5	Excellent booking process, facilities, caretaker assistance and car parking. Very good overall impression of the building.	12/7/2022 9:23 AM
6	Warren is very helpful all of the time. So is Liz with the bookings.	12/7/2022 9:21 AM
7	Clean, tidy, helpful, good food. Good booking process and facilities, excellent caretaker assistance, building and car parking.	12/5/2022 10:54 AM
8	Easy booking process, great and very welcoming caretaker, well presented building and parking was good as we used the community centre. Beautiful room - nice tea and coffee facilities	11/29/2022 9:46 AM
9	Room was clean, tea and coffee ready and replenished regularly, fantastic thank you	11/22/2022 10:06 AM
10	Caretaker assistance is first class.	11/22/2022 10:04 AM
11	Clean warm environment, caretaker willing to go that extra step	11/10/2022 10:27 AM
12	Station car park always has space but the ticket machine often does not work and people are fined as they cannot get a ticket.	11/2/2022 10:17 AM
13	Thank you Warren for being so helpful and accommodating.	10/26/2022 1:32 PM
14	Always excellent - very helpful staff and help always given - good seating, Derek is always supportive	10/26/2022 9:12 AM
15	The caretaker was amazingly helpful- nothing was too much trouble he was a fantastic host	10/21/2022 3:54 PM
16	Great facilities, superb food, excellent staff. Would absolutely book here again in the future.	10/20/2022 9:04 AM

Q8 Please provide feedback on any particular problems.

Answered: 6 Skipped: 13

#	RESPONSES	DATE
1	None - Liz on booking and both Warren and Kevin in caretaking proactively made sure things were covered, even putting new batteries in the microphone beforehand.	1/3/2023 4:17 PM
2	Location of the station room was not well signposted. A member of staff who was disabled struggled getting over the footpath, is there better access for disabled guests?	11/22/2022 10:06 AM
3	Car park again	11/2/2022 10:17 AM
4	No problems at all - it was great!	10/26/2022 1:32 PM
5	None currently.	10/26/2022 9:12 AM
6	As mentioned to Liz, the only missing element is video capabilities.	10/20/2022 9:04 AM

Bat & Ball Centre Users' Group – 8th March 2023**Compliments received for Bat & Ball Station since last User Group meeting.**

No.	Date	From	Event	Compliment
1.	07.10.22	Samaritans	Hire of Booking Hall, B&B Station	I wanted to write and say a particular thank you to Derek for being so accommodating and helpful.
2.	10.10.22	Member of Public Review on Google Business Profile	Bat & Ball Station Cafe	5 Stars. Lovely new cafe that was renovated from the old Bat and Ball station in 2019. Their food is really nice. It's a good place to sit down for a while with a cup of tea.
3.	13.10.22	Member of Public Review on Google Business Profile	Bat & Ball Station Cafe	5 stars. Great little place. Polite staff and nice food. I come here infrequently for a sandwich/cake or both with a coffee. They're a small team, sometimes there can be a wait, which is perfectly understandable.
4.	31.10.22	Cllr Raikes	Loo of the Year Awards 2022	These awards just keep coming! Congratulations to all concerned.
5.	31.10.22	Cllr Granville-Baxter	Loo of the Year Awards 2022	Oh brilliant - all ends catered for and appreciated. We'll done and thanks to Derrek, Warren and Iona.
6.	20.12.22	Cllr Raikes (via Alison)	Warm coats project	Cllr Raikes advised that he had spoken to a few people who had been extremely grateful for the children's coats they had obtained via the food banks.
7.	21.01.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	A really nice place to go and eat. Welcoming atmosphere and great customer service. Tasty vegetarian options Food: 5/5 Service: 5/5 Atmosphere: 5/5 Parking space Plenty of parking - Paid parking lot, Free street parking
8.	21.01.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	Nice place to have a coffee on a cold winter's morning. Food: 4/5 Service: 4/5 Atmosphere: 3/5
9.	21.01.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	Service: 5/5 Atmosphere: 5/5
10.	23.01.23	Therese Hammond Project Officer – Kent Community Rail Partnership	Hollingbourne Station meeting at Bat & Ball Station	Hi Linda and Iona, Thank you so much for the warm welcome we received on Friday and for the invaluable information sharing. Our group are very impressed with what you have achieved and came away with lots of answers and a few more areas to explore after hearing your words of wisdom. Their enthusiasm has resulted in us

Bat & Ball Centre Users' Group – 8th March 2023

No.	Date	From	Event	Compliment
				meeting on-line this evening to progress our station project – onwards and upwards! Many thanks again and we'll extend an invitation to join us once we've launched.
11.	06.02.23	Cllr Granville-Baxter	Loo of the Year Award	Continuing to be very proud of thisit's an important marker of our hospitality in Sevenoaks.
12.	06.02.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	Lovely small cafe hidden inside the station. Fresh quality food cooked to order. Parking: 2 minutes walk Food: 5/5 Service: 5/5 Atmosphere: 5/5

Bat & Ball Centre Users' Group – 8th March 2023**Compliments received for Bat & Ball Centre since the last User Group meeting**

No.	Date	From	Event	Compliment
1.	21.09.22	Thackray Williams	TW Property Expo at Bat & Ball Centre	Just wanted to say thank you for your caretakers help over the last couple of days. Warren in the mornings, Kevin who was there Monday evening; and then Derek from Bat & Ball Station.
2.	30.09.22	Member of Public, review on Google Business Profile	Bat & Ball Centre	4-star rating
3.	13.10.22	Member of Public Review on Google Business Profile	Bat & Ball Centre	5- star rating
4.	19.10.22	Demelza	Bat & Ball Centre	Dear Liz,I just wanted to drop you a line to say thank you – what a lovely venue, the parking available was great (did worry a couple of people regarding the signs and fines for overstaying) they were reassured it was fine and not to worry.
5.	15.12.22	Hirer of Bat & Ball Centre	Hall Hire	The caretaking team before the event and on the day were fantastic, happily spending time in advance to explain where things were and how they worked, and on the day even moving the chairs and tables out and away for us plus sweeping up even though we had our team ready to do that. On the day the amount of parking and close proximity to the entrance was noted on by many of our visitors and everyone commented on how bright, light, spacious and welcoming the hall was. Had it been a sunny day rather than snowing! many would have explored the gardens outside which provided a wonderful backdrop during daylight hours and made it a very welcoming space for our event. The simplicity of the audio system for providing music and easy use of the microphone were hugely appreciated and enabled a far more professional structure to the event than was possible before the refurbishment when we all remember having to stay standing in the one place the microphone worked clearly! Thank you for developing this into such a versatile and positive space.

Bat & Ball Centre Users' Group – 8th March 2023

No.	Date	From	Event	Compliment
6.	18.12.22	Member of Public Review on Google Business Profile	Bat & Ball Centre	5 stars. Great party venue.
7.	16.12.22	Member of Public Review on Google Business Profile	Bat & Ball Centre	4 stars. Was clean and warm.
8.	22.12.22	Resident	Dog fouling at B&B Centre	Thank you for your quick feedback and support. This is very much appreciated.
9.	24.01.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	4-star review