

Sevenoaks Town Council
Minutes of the Bat and Ball Centre User Group Meeting held at
The Bat & Ball Centre on Wednesday 8th March 2023

Meeting commenced: 7.00 p.m.

Meeting concluded: 7.20 p.m.

Present:

Cllr Simon Raikes, Chairman	Sevenoaks Town Council
Cllr Tony Clayton	Sevenoaks Town Council
Cllr Richard Parry	Sevenoaks Town Council
Cllr Marilyn Canet	Sevenoaks Town Council
Linda Larter MBE	Sevenoaks Town Council
Liz Hodgson	Sevenoaks Town Council
David Williams	Probus

638. Apologies for Absence

Cllr. Rachel Parry (The Mayor), Cllr. Claire Shea, Cllr. Andrew Eyre, Barbara Coleyshaw (U3A), Alison Hadlow (Oaks Martial Arts), Andrew Watts (Tea Dance), Bryan Richardson (Sevenoaks District Arts Council), Roz Morris (The Arts Society Knole).

639. Requests for Dispensation

There were no requests for dispensations from Councillors.

640. Declaration of Interests

There were no Declaration of Interests from Councillors.

641. Minutes of the previous meeting of the Community Centre User Group held on 19th October 2022.

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

642. Bat & Ball Centre

Audio Visual – the new projector has arrived and been installed. It is due to be programmed on 21st March 2023. The Town Council have also ordered WiFi AV integration which requires additional hardware and programming.

Loo of the Year Award – The toilets at the Centre received a Platinum Award and Warren Ellis the Caretaker was awarded a Washroom Cleaner of the Year Award. Sevenoaks Town Council was placed 4th in the category of local authorities providing public toilets.

643. Bat & Ball Station

New Regular Events – the following new regular events have started:

- Mondays – Warm Spaces including free coats rail.
- Wednesday monthly – Forget Me Not Café
- Saturday monthly – Vegan Supper Nights

Loo of the Year Awards - The toilets at the Station received a Platinum Award for a second year running and Derrick Rodgers the Caretaker was awarded a Washroom Cleaner of the Year Award. Sevenoaks Town Council was placed 4th in the category of local authorities providing public toilets.

Heritage Engagement Officer – continuing to develop programme of events, promoting café and hire of venue and developing schools visit programme for later in the year.

644. Feedback from Hirers

644.1 The Report relating to Feedback Forms was received.

644.2 Those present provided the following feedback:

David Williams (Probus)	<p>Feedback: The lunch in February 2023 to mark the 50th year of Probus with 120 people attending had gone extremely well and all the audio-visual equipment worked.</p> <p>Probus would be holding their Annual Summer Party for the second year running at the Bat & Ball Centre in July 2023 rather than at another venue they had hired for this event in the past.</p> <p>Response: David was thanked for his comments.</p>
Roz Morris (The Arts Society Knole) Not present. Feedback submitted by email	<p>Feedback: My comments regarding the use of the hall are mainly favourable. Warren the caretaker is doing a very good job and the facilities are generally working well.</p>

Additional Comments:

- Bryan Richardson – Was not present and had no comments to add as most of their recent meetings had been held remotely by Zoom.
- Andrew Watts – Was not present and had no comments to add.
- Liz Hodgson – The Centre has seen a diverse range of groups hiring the facilities for family gatherings and festivals.
- Cllr. Clayton – Asked if more bookings for commercial use could be taken. The response was that whilst such events would be considered it would mean the relocation of existing regular hirers to other halls, if these were available.

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

645. Press Releases

It was agreed not to issue a Press Release.

Attachments: Report for online Facility Satisfaction Feedback Questionnaire, Bat & Ball Station and Centre Compliments

There being no further business the Chairman closed the meeting.

Signed
Chairman

Dated

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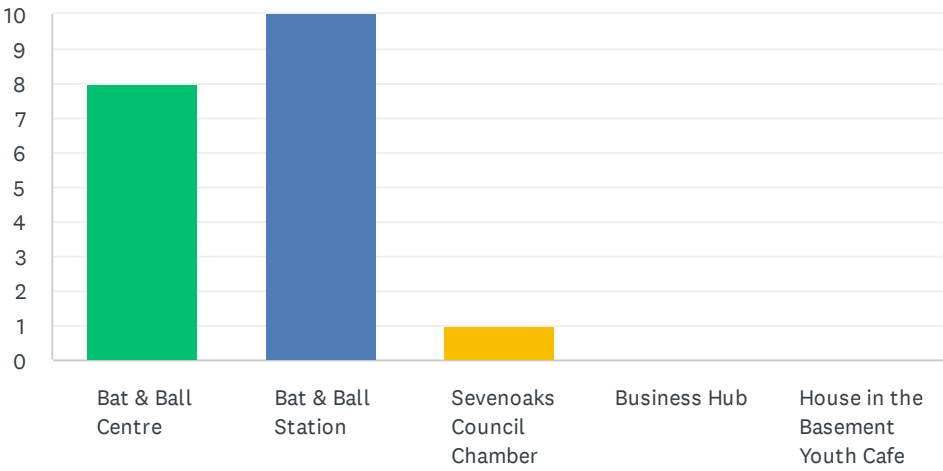
Q3 Reason for Hire

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

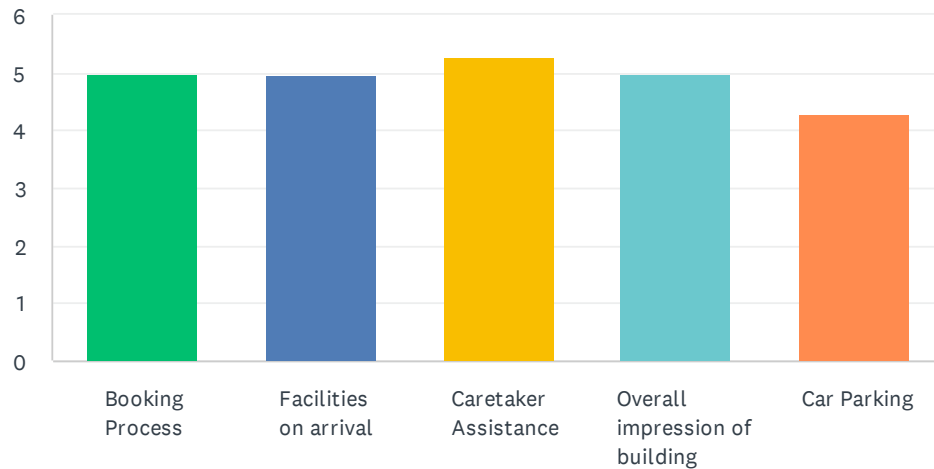
Answered: 19 Skipped: 0



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)

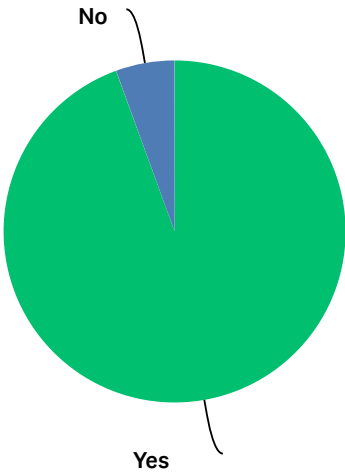
Answered: 19 Skipped: 0



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

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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
10.	13.02.23	User of B&B Centre	Party at Bat & Ball Centre	4 stars. Visited for a children's birthday party. Super venue, very clean and ideal for purpose.