

ELSTREE and BOREHAMWOOD TOWN COUNCIL

Tel: 020 8207 1382
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Fairway Hall,
Brook Close,
Borehamwood,
Herts. WD6 5BT

All Committee Members are hereby summoned to attend a meeting of the
ENTERTAINMENTS COMMITTEE
which will be held on
Tuesday 7th June 2016 at 7.30pm
in the Meeting Room at Fairway Hall, Brook Close, Borehamwood, WD6 5BT
[Meeting Open to Press & Public]

AGENDA

1. **Apologies:** To receive and accept apologies for absence.
2. **Declarations of Interest:** To:
 - a) receive declarations of interest from Councillors on items on the agenda;
 - b) receive written requests for dispensations for declarable interests; and
 - c) grant any requests for dispensation as appropriate.
3. **Minutes:** To confirm and sign the Minutes of the meeting held on 12 April 2016.

- Attached
4. **Festival 2016:** To consider update on Festival arrangements.

Town Events Progress

To receive an update on Parade and Families Day Stall Applications
To receive an update on Town Council Parade Vehicle
To receive an update on Classic Vehicle Show

6. **Town Crier:** to consider
 - (i) appointment of Town Crier sub Committee;
 - (ii) report from D2D Distribution regarding delivery issues; and
- Attached
 - (iii) review original D2D agreement.
- Attached

D Salter
Events Officer
31 May 2016

Distribution List:

Name	Organisation	post	e-mail	courier
Cllr C Butchins	EBTC		X	X
Cllr C Barker Committee	EBTC		X	X
Cllr R Butler Ex Officio	EBTC		X	X
Cllr A Coleshill Committee	EBTC		X	
Cllr G Franklin	EBTC		X	
Cllr E Silver	EBTC		X	X
Cllr G Silver	EBTC		X	
Cllr Mrs A Mitchell Ex Officio	EBTC		X	X
Cllr Mrs S Parnell Committee	EBTC		X	
Cllr V Eni Committee	EBTC		X	X
Cllr S Rubner Committee Vice Chairman	EBTC		X	
Cllr Mrs P Strack Committee Chairman	EBTC		X	X
Cllr Mrs F Turner	EBTC		X	X
Library	96 Shenley Road	X		
Borehamwood & Elstree Times	Borehamwood Times	X		

ELSTREE AND BOREHAMWOOD TOWN COUNCIL

ENTERTAINMENTS COMMITTEE

MINUTES of a meeting held in Fairway Hall, Brook Close, Borehamwood on **Tuesday 12 April 2016** at 7.30pm

Present: Cllr Mrs P Strack (Chairman) (in the Chair)
 Cllr S Rubner (Vice Chairman)
 Cllr R Butler (ex-officio)
 Cllr Mrs A Mitchell (ex-officio)
 Cllr Mrs S Parnell
 Cllr C Barker
 Cllr V Eni

Also Present: Cllr C Butchins

In attendance: L Stack (EBRA)
 D Salter (Events Officer)

73. APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

Apologies for absence were received from Cllr A Coleshill (Other Business).

74. DECLARATIONS OF COUNCILLORS' INTERESTS

There were none.

75. MINUTES OF THE PREVIOUS MEETING

The Minutes of the meeting of the Committee held on 1 March 2016 were approved and authorised for signing by the Committee Chairman.

76. QUEENS 90TH BIRTHDAY

The Events Officer provided Members with an update report of arrangements for the two separate Queens 90th Birthday Events taking place at Woodcock Hill on 21 April 2016 6.00 pm to 8.30pm and at Maxwell Park on 4 June 2016 3.00pm to 6.00pm:

21 April 2016 - Woodcock Hill

18:00	Start
18:10	Welcome (P Welsh and N Male)
18:30	David Boakes (Artiste - Michael Jackson Act)
19:15	Borehamwood Brass
19:45	Speeches
20:00	Borehamwood Brass ("Sing-along")
20:29	Town Mayor to read out a message from HRH Prince of Wales
20:30	Beacon Lighting (Dan & Neil)
20:31	Borehamwood Brass – 'Happy Birthday'

4 June 2016 – Maxwell Park

15:00	K's School of Dance
15:30	David Boakes (Artiste - Michael Jackson Act)
16:30	Borehamwood Brass
17:30	Elstree Productions

It was RESOLVED that:

£200 be allocated from the New Initiatives budget (3147/301) to cover costs of hot drinks at the Woodcock Hill Event on 21 April 2016 (supplied by J Amer).

77. PRE-FESTIVAL

Members received the final programme for the Pre-Festival taking place on Saturday 7 May 2016.

Pre Festival Programme

11:00	96 Opens and Pre-Festival Starts
11:30	Community Choir (All Saints)
12:30	Borehamwood Brass (Outside)
13:15	English Miscellany Dancing (Outside)
13:45	K's School of Dance (Outside)
14:15	English Miscellany Dancing (Outside)

Behind All Saints Church ("The Piazza")

It was noted that two bouncy castles were being provided by J Amer and King Ramps would be setting up a ramp for Skateboarding and BMX displays.

Outside All Saints Church & 96 Service Road

It was reported that information stalls would be set up outside of All Saints Church and stalls collecting money for local causes would be set up on the service road outside 96 Shenley Road.

Approved List of Stall Holders

ACPT & Green Belt
Aldenham Country Park
Borehamwood Foodbank
Defibrillator Project
DR96
Elstree Productions
Fixation Theatre
Garden Crafts Society
Hertsmere Community Transport
CAH
Museum
Neighbourhood Watch
Tried & Trusted
Woodcock Hill Village Green

78. FESTIVAL 2016 LISTINGS UPDATE

The Events Officer provided Members with an update report on arrangements for the 2016 Civic Festival.

Saturday 18 June 2016

- Carnival Parade – The Queens 90th Birthday Theme
- Elstree Productions Theatre Company Present
“NOW THAT’S WHAT I CALL SHOW STOPPERS”

Sunday 19 June 2016

- Festival Skatepark Awareness Day
- Festival Church Service
- Synagogue Open Day
- Elstree Productions Theatre Company Present
“NOW THAT’S WHAT I CALL SHOW STOPPERS”

Monday 20 June 2016

- Table Tennis Club Open Night
- FREE 'BABY BALLET CLASS' to new members of Hertsmere Academy of Dance
- FREE 'FUNKY FEET CLASS' to new members of Hertsmere Academy of Dance

Tuesday 21 June 2016

- Drop In @ Fairway Hall
- Primary School Performing Arts Show
[Post Meeting Note: Performing Arts Show was originally to be held on 22 June 2016]

Wednesday 22 June 2016

- Elstree & Borehamwood's Got Talent 2016

Thursday 23 June 2016

- Foodbank Open Day

Friday 24 June 2016

- Borehamwood Brass Concert

Saturday 25 June 2016

- The Park Festival Run
- Festival Flower Show
- Emergency Services open day
- Classic Car Show/Outdoor Cinema
Free outdoor screenings of "Goldfinger" and "The Spy Who Loved Me"
- Tribute to David Bowie – Free "Labyrinth" Screening
- EBLOS Show at Fairway Hall
- Sitcom Heaven at Elstree Studios

Sunday 26 June 2016

- EBLOS Show @ Fairway Hall

Tuesday 28 June 2016

- Coffee Morning

Wednesday 29 June 2016

- Royal Legion Festival Quiz

Thursday 30 June 2016

- Melrose Allotments Open Day

Friday 1 July 2016

- Woodfest @ Summerswood School

Saturday 2 July 2016

- Families Day

The draft programme for Families Day on Saturday 2 July 2016 was as follows:

Large Central Arena Timetable:

- 12:00 – 12:30 Ridgeside Falconry
- 12:30 – 13:00 K's School of Dance
- 13:00 – 13:30 Ridgeside Falconry
- 13:45 – 14:05 Hertsmere Academy of Dance and Performing Arts

Stage:

- 14:05 – 14:10 Elstree & Borehamwood's Got Talent Winner
- 14:15 – 15:00 The Poppets (50's & 60's Girl Cover Band)
- 15:00 – 15:45 David Boakes (Michael Jackson Tribute)
- 15:45 – 16:15 Elstree Productions/Fixation Theatre
- 16:15 – 17:00 The Poppets (50's & 60's Girl Cover Band)

Times slots were set so as not to clash with the arena timetable in order for the public to be given the opportunity to see all the acts on offer.

Outside Arena:

- J Amer Amusements (Inflatable Slide, Inflatable Gladiator, Kiddies Aeroplane Ride, Kiddies Swing Ride, Bungee Trampoline)
- Bozo & Zizi's Circus Workshop
- Bubbleologist
- Brighton Punch & Judy (3x shows)

Caterers:

- Sizzlers Caterers (Jacket Potatoes with various fillings including vegetarian options, 2x General Purpose, Ice Cream Van, Donut Crepe Stall, Ice Cold Slush Stall)
- J Amer (Candy Floss Cart)

Sunday 3 July 2016

- Teddy's Trails Festival Walk to Caldecote
- Museum History Walk

79. TOWN CRIER

Members received an update on Issue 22.

It was noted that there were still delivery problems and that the agreement should be looked at the next meeting.

80. CLOSURE

The Meeting closed at 9.00 pm.

It was noted that the next meeting was scheduled for 7 June 2016 at 7.30 pm at Fairway Hall.

Date:..... CHAIRMAN.....

D2D DISTRIBUTION LTD QUOTATION

(All jobs are solus unless otherwise stated)

TO: Des

FROM: Rachel

DATE: 10 January 2012

SUBJECT: D2D DISTRIBUTION LTD QUOTATION

CLIENT: Elstree & Borehamwood Town Council

PUBLICATION: Towns Crier

SIZE: 8"x4" booklet 20pp

WEIGHT: n/a

QUANTITY: 15 000

AREA/WARD: Households as per ie WD6 and map provided

DISTRIBUTION START DATE: March 2012

DISTRIBUTION END DATE: (TBA)

DISTRIBUTION DURATION: approx. 2 – 5 days

TYPE OF PUBLICATION: one-off/quarterly/ monthly/ annually

COST PER '000 SOLUS: n/a

COST PER '000 SHARED: n/a

FIXED COST SOLUS: £882.00

TOTAL COST: £882.00 + VAT

- ◆ Shared item cost per '000: £34.00
- ◆ If item arrive less than 7 days prior to distribution date no storage costs will be incurred
- ◆ Costs are inclusive of warehousing, distribution and redelivery of missed properties.

The distribution includes:

By ward distribution - households & businesses

By ward pre-estimated distribution coverage

By ward final distribution analysis

By ward No Access reports

Bulk distribution drops

On- going spot checks by Ward

Positive signature delivery sheets by Ward, when required

Re-delivery when required (within 3 days of notification)

Method of work:

A date and time are to be arranged for publication to be delivered to the D2D Distribution Ltd warehouse.

Staff: 5 teams consisting of 5 adults including team managers, transit vans. All teams in mobile contact. All teams will be delegated their Ward and will keep to their given wards throughout the contract period.

Distribution will be completed within 1-7 days depending on quantity

All staff employed full-time, we do not employ casual workers

Access to Council property should be pre-arranged with housing officers, to obtain access for trade bells if access is not gained

Monitoring:

Satellite trackers are used to track individual distributors.

Team Managers will carry out daily spot checks on individual distribution teams.

On completion of Wards distribution, No Access forms will be completed by Ward and submitted to the supervising officer

Re-delivery will be carried out if required, backed up where necessary by a Positive Delivery Report with the signature and address of resident.

On completion of distribution, the supervising officer will receive the Final Analysis Report.

Complaints:

Complaints must be received 7 days after completion of delivery, by fax or email.

Contact Details:

D2D Distribution Ltd

2-4 St Peter's Street - St. Albans - Hertfordshire - AL1 3LF

Tel: (01727) 899330

Fax: (01727) 899190

Email: d2d.distribution@btinternet.com

info@d2d-distribution.co.uk

rachel@d2d-distribution.co.uk

AGENDA ITEM 6 (ii)

D2D Distribution Report

Executive Summary

Over the past decade we have generated and maintained strong working relationships with our clients carrying out distribution on a weekly, monthly and quarterly basis offering excellent customer care with best value for money.

In the past year we have made significant investment in the satellite tracking technology. This has now been trialled and tested with all our clients who have instantly seen the benefits of satellite tracking and it has shown that we have taken our door-to-door distribution to another level above our competitors. We have been able to improve validation and transparency of distribution by implementing this GPS tracking functionality. Providing easy to read information on location, date and time of a given agent and delivery.

Monitoring Distribution

Once a supervisor is satisfied a round has been completed they will sign-off the round sending verification to the Contract Manager, who then verifies and confirms distribution success.

All distribution staff carry their personal satellite trackers with them whilst distributing, leaving an accurate snail-trail along the route that they have delivered to. This state-of-the-art tracking system allows the Contract Manager to monitor the distribution, see the path taken by individual distributors and confirm that all streets within a round have been delivered to. (Please see Appendix 1 – Satellite Snail-trail)

Supervisors are targeted and expected to deliver to 100% of the addresses they are provided with. All maps are reviewed upon completion of a round and if the snail-trail left by our personal trackers does not show a road or house has been completed they are instructed to return and ensure that this is resolved in what we term as our “wash up”. We can then check re-delivery has occurred through the satellite tracking system. Once an area has been confirmed and verified as completed this is signed off by the Contract Manager.

Completed distribution reports, with details of individual staff performance (including quantities delivered and times worked) are given to team supervisors in order to review and feed-back performance to the members of their team – continually developing their performance.

Prior to implementing satellite technology the monitoring process we previously used, involving supervisors completing paper-based round and staff reports, has been superseded by our new system relying on less paper with quicker, more efficient, more accurate and detailed verification. At the same time this gives us a more accurate percentage measure of distribution coverage for the whole distribution area

Distribution Basic method

The Contract Manager ensures all supervisors receive detailed information on the round that they are responsible for 24 hours prior to commencement of distribution. This information includes detailed round maps with clearly defined boundaries, any previous complaints, priority addresses, requests for non-delivery and any special instructions for distribution.

Supervisors collect items from the warehouse on the day of delivery and commence distribution.

Supervisors and teams of distributors will arrive at their designated round and commence distribution – starting with council and private blocks of flats as these are more easily accessible between 7am and 11am. After 11am the teams will continue to delivery to other residential properties within that round.

We are able to contact any member of our team at any time during distribution.

In the event of the team being unable to access a residential block, the Contract Manager will be notified with details of the property and the nature of the access problem.

We operate with a back-up no-access team whose responsibility it is to re-visit blocks that our normal staffs has been unable to access.

Solution options for no-access issues:-

ASSA keys – we have these available from some of our clients, giving us easy access to blocks across the district.

Arrangement of regular delivery times with caretakers, neighbourhood officers and/or estate managers.

With private blocks we can arrange delivery times with concierge/management agents.

Monitoring/Handling Complaints

We request that all complaints be forwarded by email using a complaints form (please see Appendix 4 – Distribution Complaints Form) to the Contract Manager. On receipt of a complaint the Contract Manager will acknowledge receipt and send the Senior Supervisor to site and where possible immediately take action to rectify.

D2D will investigate using our satellite trails etc. to see why we have received the complaint. We then commit to providing feedback from the Contract Manager describing the steps being taken to resolve the issue.

All non delivery complaints are placed on our priority list to ensure that they are not repeated.

Any complaints about dumping are taken extremely seriously; our satellite tracking system enables us to immediately identify and contact the individual responsible and/or their supervisor. D2D would like to stress that such complaints are very rare because we employ full-time, adult, experienced staff who take pride in their work.

FINAL ANALYSIS

COMMENCED: 01 May 2016

ITEM: TOWN CRIER

ISSUE: May 2016

QUANTITY

TOTAL COPIES:	15000
TOTAL HOUSEHOLD DELIVERY:	14873 Delivered according to door bells
BULK DROPS:	N/A
BUSINESS DROPS:	N/A
DISTRIBUTION BINS:	N/A
BULK DROPS:	N/A
REDELIVERY & MISC:	127
TOTAL COPIES:	15000

OVERALL SATELLITE TRAILS: SEE ATTACHED- Distribution Staff carry a GPS devise that records at a footman's calculated door to door pace their distribution trails along their designated rounds

COMPLAINTS: SEE ATTACHED

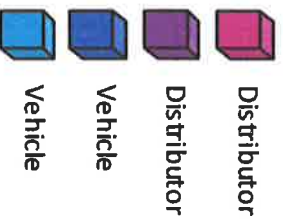
COMPLAINTS SATELLITE TRAILS: SEE ATTACHED

D2D Distribution Feedback:

Council:	Elstree and Borehamwood Town Council
Publication:	Town Crier
Distribution Date:	04 May 2016

Date	Address	Complaint	Action Taken
10/05/2016	Drayton Road WD6 2BX	non receipt	Visible trails
10/05/2016	Well End WD6 5N7	non receipt	Visible trails
10/05/2016	Rowley Lane	non receipt	Redeliver and log action plan
09/05/2016	37 Anthony Road	Dumping in recycle bin	Collected bin and disciplinary action (dismissal)
09/05/2016	2 Red Road	Dumping in recycle bin	Refused collection and disciplinary action (dismissal)
09/05/2016	19 Holme Park, WD6 4SX	Delivery erratic	Visible trails
09/05/2016	36A Bell Haven Court, WD6 4ED	non receipt	Visible trails
09/05/2016	Rotherford Close, WD6 5RZ	non receipt	Redeliver and log action plan
05/05/2016	Alexandra Road	Rubbish on street corner	Distribution underway and collected
05/05/2016	Brickfield Cottages, Theobald St, WD6 4SD	non receipt	Redeliver and log action plan
05/05/2016	Masefield Avenue, Borehamwood	non receipt	Visible trails - redeliver and log action plan
05/05/2016	Crown Road, Borehamwood	non receipt	Visible trails - redeliver and log action plan
05/05/2016	Eldon Avenue, Borehamwood	non receipt	Visible trails - redeliver and log action plan
04/05/2016	2 Anthony Road	Dumping in recycle bin	Collected bin and disciplinary action (dismissal)
04/05/2016	Theobald Street	Dumping in recycle bin	No address

KEY



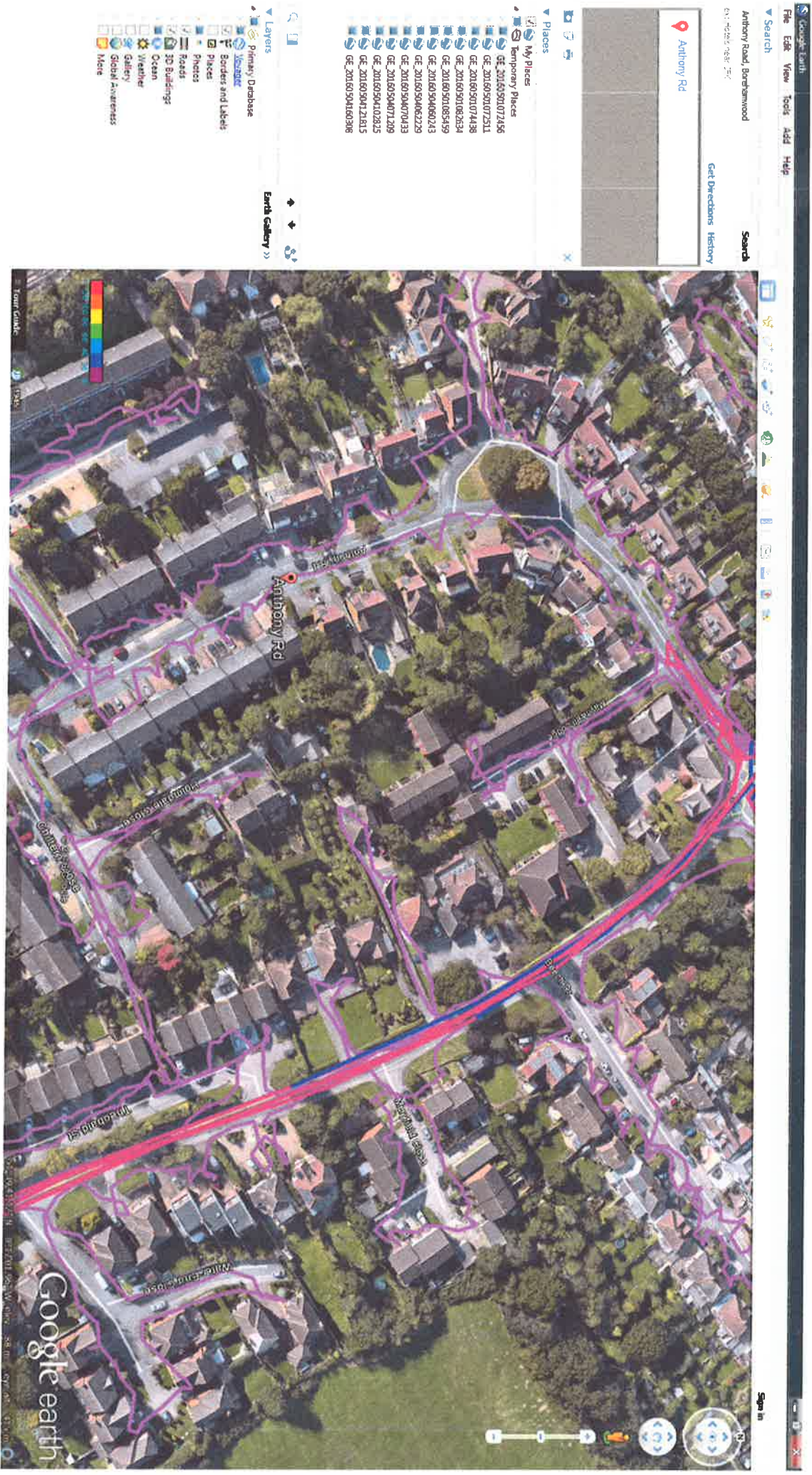
The lines along the streets on the maps are the "snail trails" i.e. the route the distributor took whilst carrying the GPS tracker and delivering. When the tracker/distributor moves the trail is recorded. The various colours along the street are based on the speeds that were being moved. Due to the satellite connection breaking at some points there are various coloured spikes that are visible on the maps – these are when the tracker is relocating its connection.

This is a back check we have installed for our clients and our benefit over the past 6 years. It has proved beneficial in that it allows us to pick distribution errors and increases staff accountability thus overall increasing the distribution percentage coverage. This system allows independence in the back check and further enables us to work within the industry regulators guidelines.

1. **Brickfield Cottages, Theobald St, WD6 4SD**
2. Masefield Avenue, Borehamwood GE_20160501085459 date 2016/05/01 at 08:54:59
3. Crown Road, Borehamwood GE_20160504070433 date 2016/05/04 at 09:04:33 (clock change)
4. Eldon Avenue, Borehamwood GE_20160504062229 date GE_2016/05/04 date 08:22:29 (clock change)
5. Drayton Road WD6 2BX
6. Well End WD6 5N7
7. **Rowley Lane**
8. 19 Holme Park, WD6 4SX
9. 36A Bell Haven Court, WD6 4ED
10. Rotherford Close, WD6 5RZ
11. Tinwell Mews, Borehamwood
12. Elmwood Avenue, Borehamwood
13. The Rise, Elstree, Borehamwood
14. Bennington Drive, Borehamwood
15. Anthony Road, Borehamwood

NB To provide a cheaper distribution we use Google Maps and at some places the overlays are not exact hence tracks are calculated at a rate to confirm a distributor pace.

15. Anthony Road, Borehamwood



Appendix 1 – Satellite Snail-trail



Example of snail trail with satellite view



Example of snail trail with satellite view