

14th September 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 18th October 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 Dr J M Canet
Cllr C E Shea
Cllr T Clayton
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 APPOINTMENT OF CHAIR

To appoint Chair of the Bat & Ball Centre User Group 2023/24

2 APOLOGIES FOR ABSENCE

To receive and note apologies for absence.

Town Council Offices
Bradbourne Vale Road
Sevenoaks Kent TN13 3QG

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Town Clerk

3 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)

4 DECLARATIONS OF INTEREST

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

5 MINUTES (Pages 3-16)

To receive, adopt and sign the minutes of the Bat & Ball Centre User Group held on 8th March 2023 [copy previously circulated and attached hereto]

6 BAT AND BALL CENTRE

To receive the Town Clerk's verbal report.

7 BAT AND BALL STATION

To receive the Town Clerk's verbal report.

8 FEEDBACK FROM HIRERS (Pages 17-27)

8.1 To receive report relating to Feedback Forms received.

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

9 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 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)	Feedback: The lunch in February 2023 to mark the 50 th year of Probus with 120 people attending had gone extremely well and all the audio-visual equipment worked. 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. Response: David was thanked for his comments.
Roz Morris (The Arts Society Knole) Not present. Feedback submitted by email	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.

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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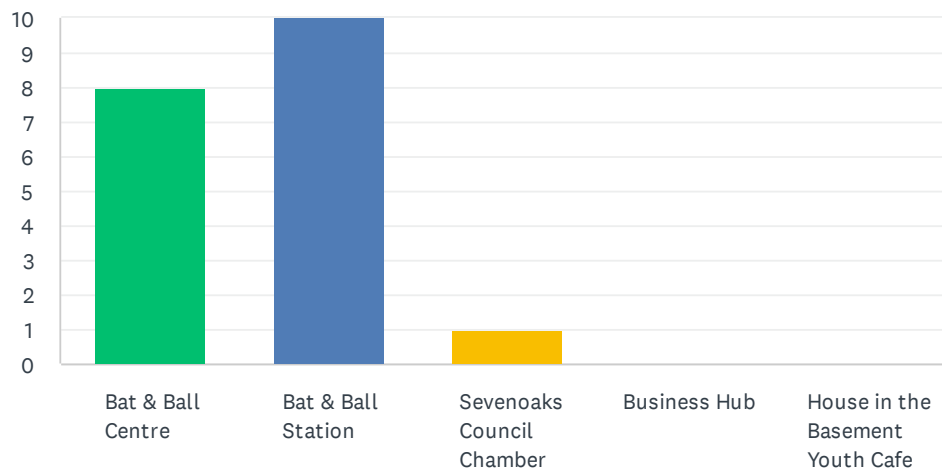
Q3 Reason for Hire

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

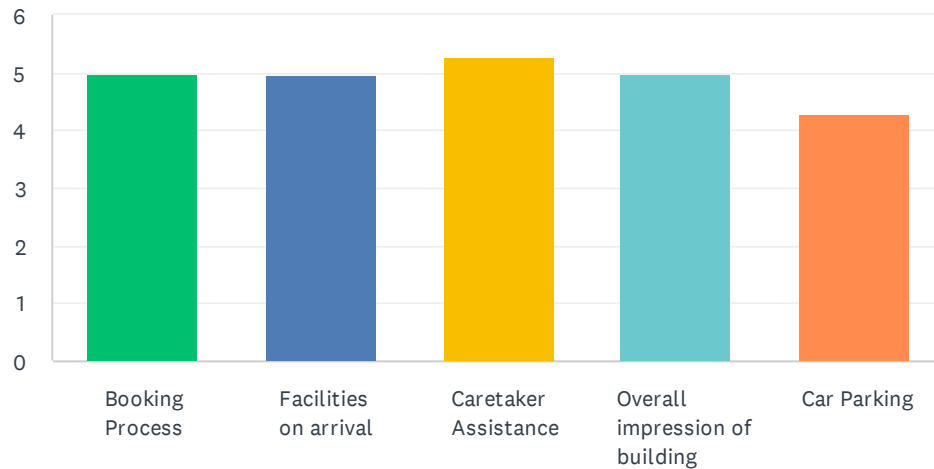
Answered: 19 Skipped: 0



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)

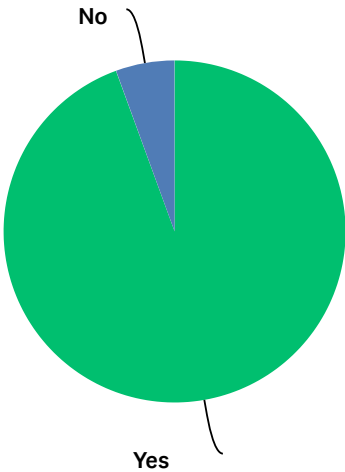
Answered: 19 Skipped: 0



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

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 overstay) 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.

Compliments received for Bat & Ball Centre since the last User Group meeting

No.	Date	From	Event	Compliment
1.	10.03.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating. Great venue and was used for a teamwork day. The John London Hall was perfect as a self-contained space for 20 people. Brilliant.
2.	13.03.23	Regular hirer of B&B Centre	Mayor's Quiz Night at Bat & Ball Centre	Just to say how much Team Probus enjoyed the quiz on Saturday. It was all very well organised and run, even the microphone and projector behaved perfectly!!!! All the graphics involved with the answers were super, a lot of hard work went into it all round. P.s. the bar was very well organised and run too!!
3.	13.03.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating
4.	19.03.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	Great place to book large community events
5.	20.03.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	Smart new community facilities!
6.	30.03.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating
7.	31.03.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating. Very nice centre and plenty of space with great facilities.
8.	22.04.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating
9.	27.04.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating
10.	13.05.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating Big and nice with a good garden
11.	03.07.23	Hirer – Bat & Ball Centre	Bat & Ball Centre	Just wanted to confirm the response I sent re. feedback for the Bat & Ball centre. As you know we hired the centre yesterday for a children's dance competition.

Bat & Ball Centre Users' Group – September 2023

No.	Date	From	Event	Compliment
				I made initial contact with Warren who showed me and explained the options for our event. Kevin was there @ 7.30am yesterday and was so helpful ~ nothing was too much trouble. All participants agreed it was an ideal venue, so I am hoping to book another date for next year! Many thanks for your help.
12.	08.07.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	Tea dance on Wednesday afternoon is very good.
13.	08.07.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	Attended a Christian public lecture. Nicely air-conditioned on a sweltering summer's day
14.	09.07.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating
15.	18.10.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating
16.	10.09.23	Member of Public Review on Google Business Profile	Bat & Ball Centre	5-star rating
17.				
18.				

Bat & Ball Centre Users' Group – 18th October 2023**Compliments received for Bat & Ball Station since last User Group meeting.**

No.	Date	From	Event	Compliment
1.	21.02.23	Member of public on social media	B&B Station Supper Club	Thank you, Tomas and your lovely wife, for a fantastic meal tonight. We met new people and ate far too much of your wonderful home-made vegan Polish cooking. You even prepared gluten free alternatives where needed. We now need to starve for a week! A great initiative. The Supper Club is born.
2.	05.03.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	5-star rating
3.	13.03.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	A hidden gem! I visited here whilst waiting for some work to be done on my car in the nearby industrial area. The ladies were really friendly, taking the time to have a chat with everyone who visited. Food was so good! Everything is made "proper" and homemade. I had a jacket potato and it was baked to perfection. Prices were good too! £5.95 for the jacket. It's really unusual for a station cafe to actually be decent! So I'm gutted I'm not local and can't visit more! But I'd highly recommend if you're in the area.
4.	14.03.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	Good coffee & friendly staff.
5.	12.04.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	4 stars out of 5
6.	08.05.23	Member of Public via Google Business Profile	Bat & Ball Cafe	Lovely small cafe in this iconic train station. The staff is amiable. Great prices Food: 5/5 Service: 5/5 Atmosphere: 4/5
7.	15.05.23 & 17.05.23	Member of public	Bat & Ball Café (Iona)	Today my wife and I, together with our grandson ... had one of our regular lunches in the cafe. As usual the meals were superb. Thank you for your helpful email.... I would also add, as regards the cafe, the staff are very friendly and the food is good value for money.

Bat & Ball Centre Users' Group – 18th October 2023

No.	Date	From	Event	Compliment
8.	07.06.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	5-star rating Jacket potato and Chilli delicious
9.	10.06.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	5-star rating Brilliant breakfast- I would say best in Sevenoaks and lovely homemade cakes to take away as a treat and all at a very reasonable price
10.	12.06.23	Sevenoaks Society	Trip from Bat & Ball Station to Shoreham	The trip to Shoreham was a great success, we had 22 in attendance and Jonathan Fenner was brilliant and explained the details of the support that the area has received from UK and French funds. Thank you again for all your help.
11.	28.06.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	5-star rating
12.	19.07.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	Lovely little cafe in Bat and Ball station - great atmosphere and good selection of food/drink. Nice place to sit with a book for a while in an unexpected location.
13.	24.07.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	Amazing 🍷 Food: 5/5 Service: 5/5 Atmosphere: 5/5
14.	19.08.23	Member of Public Review on Google Business Profile	Bat & Ball Cafe	4-star rating Super inde train cafe, recommend.

Q2 Date of hire

Answered: 24 Skipped: 0

ANSWER CHOICES		RESPONSES
Date / Time		100.00% 24
#	DATE / TIME	DATE
1	06/09/2023 19:00	9/13/2023 2:06 PM
2	06/10/2023 19:00	9/6/2023 5:13 PM
3	17/08/2023 10:30	8/29/2023 11:00 AM
4	13/07/2023 09:00	8/4/2023 11:14 AM
5	10/07/2023 08:30	7/13/2023 9:32 AM
6	28/06/2023 18:00	7/6/2023 12:55 PM
7	13/05/2023 11:00	6/28/2023 4:00 PM
8	12/05/2023 14:00	5/24/2023 10:36 AM
9	24/03/2023 09:00	5/18/2023 9:12 AM
10	28/04/2023 14:00	5/15/2023 12:01 PM
11	30/04/2023 14:00	5/15/2023 12:00 PM
12	30/04/2023 11:00	5/15/2023 12:00 PM
13	30/04/2023 10:45	5/15/2023 11:59 AM
14	29/04/2023 15:00	5/15/2023 11:57 AM
15	28/04/2023 12:30	5/9/2023 4:50 PM
16	31/03/2023 11:00	4/6/2023 2:58 PM
17	30/03/2023 09:00	4/6/2023 2:57 PM
18	24/03/2023 09:00	4/6/2023 2:56 PM
19	25/03/2023 18:00	3/29/2023 11:25 AM
20	17/02/2023 16:00	3/26/2023 12:19 PM
21	16/03/2023 18:30	3/20/2023 9:30 AM
22	15/03/2023 13:00	3/15/2023 3:43 PM
23	10/03/2023 10:00	3/13/2023 10:26 AM
24	18/02/2023 17:00	2/20/2023 11:28 AM

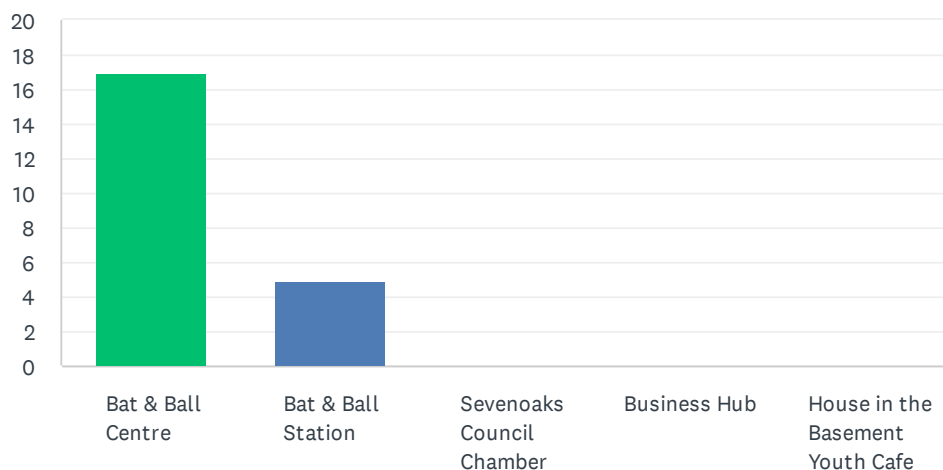
Q3 Reason for Hire

Answered: 20 Skipped: 4

#	RESPONSES	DATE
1	Committee Meeting	9/13/2023 2:06 PM
2	Halloween party	9/6/2023 5:13 PM
3	Resident meeting	8/29/2023 11:00 AM
4	Training event	8/4/2023 11:14 AM
5	Staff Meeting	7/13/2023 9:32 AM
6	Fund-raising Concert	7/6/2023 12:55 PM
7	Party	6/28/2023 4:00 PM
8	Exhibition of Darent Valley photography	5/24/2023 10:36 AM
9	Business	5/18/2023 9:12 AM
10	Party	5/15/2023 12:01 PM
11	Bday party	5/15/2023 12:00 PM
12	Kids party	5/15/2023 12:00 PM
13	Party - Kids	5/15/2023 11:59 AM
14	2nd birthday	5/15/2023 11:57 AM
15	Business Lunch	5/9/2023 4:50 PM
16	Business	4/6/2023 2:56 PM
17	18th Birthday party	3/29/2023 11:25 AM
18	Small Birthday party	3/26/2023 12:19 PM
19	Team work day	3/13/2023 10:26 AM
20	Wedding party	2/20/2023 11:28 AM

Q4 Facility Hired

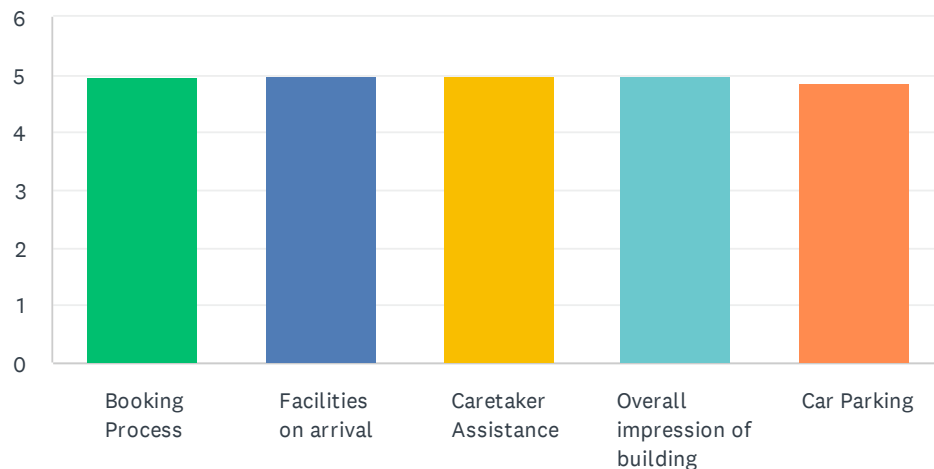
Answered: 22 Skipped: 2



ANSWER CHOICES	RESPONSES	
Bat & Ball Centre	77.27%	17
Bat & Ball Station	22.73%	5
Sevenoaks Council Chamber	0.00%	0
Business Hub	0.00%	0
House in the Basement Youth Cafe	0.00%	0
TOTAL		22

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

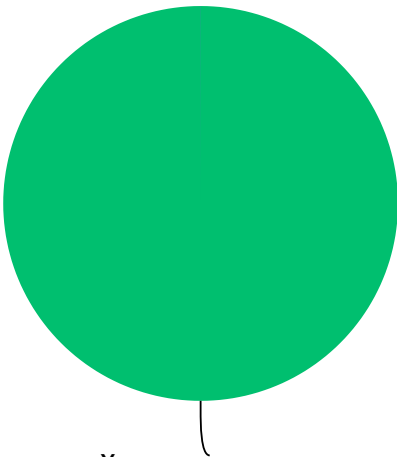
Answered: 22 Skipped: 2



ANSWER CHOICES	AVERAGE NUMBER	RESPONSES
Booking Process	5	21
Facilities on arrival	5	22
Caretaker Assistance	5	22
Overall impression of building	5	22
Car Parking	5	20
Total Respondents: 22		

Q6 Would you book the facility again?

Answered: 19 Skipped: 5



Yes

ANSWER CHOICES	RESPONSES	
Yes	100.00%	19
No	0.00%	0
TOTAL		19

Q7 Please provide any feedback on particular positive aspect.

Answered: 20 Skipped: 4

#	RESPONSES	DATE
1	Very pleasant and modern meeting room. Cold water always provided.	9/13/2023 2:06 PM
2	Liz and Warren were very helpful.	8/29/2023 11:00 AM
3	Fantastic venue, brilliant location, lovely people, positive environment, great food. Thank you so much! x	8/4/2023 11:14 AM
4	Lovely staff on site, and the food was lovely.	7/13/2023 9:32 AM
5	Kevin was very helpful and prompt. The hall has been turned into a fantastic venue for live music.	7/6/2023 12:55 PM
6	Brilliant that Tom was able to open the cafe over the weekend! Much appreciated by all. Derrick was his usual helpful and friendly self.	5/24/2023 10:36 AM
7	Very helpful staff, great food - perfect venue	5/18/2023 9:12 AM
8	We love this venue, can strongly recommend it. All was great!	5/15/2023 12:01 PM
9	Excellent.	5/15/2023 12:00 PM
10	Booking process was wonderful, facilities great, caretaker assistance perfect, overall impression of building lovely and car parking outstanding	5/15/2023 12:00 PM
11	Staff worked very hard to fix a problem.	5/15/2023 11:59 AM
12	A great facility with outside space contained for kids. Parking great. We love this facility and have booked 3 times	5/15/2023 11:57 AM
13	Great venue and location. Caretaker very friendly and helpful. Very knowledgeable.	5/9/2023 4:50 PM
14	Very nice centre and plenty of space with great facilities.	4/6/2023 2:58 PM
15	Very helpful staff, great food - perfect venue. Thank you, great day.	4/6/2023 2:56 PM
16	The hall was perfect for the occasion and the care taker Kevin was really helpful both at the start of the booking and when clearing up.	3/29/2023 11:25 AM
17	The staff were friendly and very helpful. Staff also helped tidying up party Room, providing extra von bag, voluntarily, most appreciated.	3/26/2023 12:19 PM
18	Good coffee and friendly staff.	3/15/2023 3:43 PM
19	Great venue and was used for a team work day. The John London Hall was perfect as a self-contained space for 20 people. Brilliant.	3/13/2023 10:26 AM
20	The whole process was easy from start to finish and the hall was fantastic. Perhaps the only thing I would add is knowing where all of the different light switches were would have been helpful as we were only told about the main ones.	2/20/2023 11:28 AM

Q8 Please provide feedback on any particular problems.

Answered: 7 Skipped: 17

#	RESPONSES	DATE
1	There was some confusion because I viewed the centre brochure online and asked for a room suitable for 20 and I was given a room in the station. Perhaps website info could be clearer. But value was very good.	8/29/2023 11:00 AM
2	The parking at the Bat and Ball centre was fine, BUT you are only meant to park for 4 hours, and our letting was for 8 hours. The cafe staff took our registration and told the centre not to ticket the cars, but maybe this should be made clear to hirers.	7/13/2023 9:32 AM
3	It's a shame there's no nice space for the musicians (i.e. Green Room)	7/6/2023 12:55 PM
4	Although recognising that both are not direct Town Council issues, feel that you should be aware of these points as they affect STC's reputation: Station car park (ie Southeastern corporate suppliers) signage not great. B&B centre parking firm's signage is hopeless! 75% of each sign warns of dire consequences for getting it wrong; only 25% of each sign (lower left) reveals there is four hours free parking. Where is the friendly, welcoming info about ability to park for a while free of charge?	5/24/2023 10:36 AM
5	None - thanks so much	5/15/2023 11:57 AM
6	There were no problems.	3/29/2023 11:25 AM
7	No problem at all. Would be handy to have a microwave inclusive in John London hall.	3/26/2023 12:19 PM