

## TENTERDEN TOWN COUNCIL – INTERNAL COMMITTEE

### PUBLIC ENGAGEMENT SUB-COMMITTEE

#### NOTES OF A MEETING ON 6<sup>TH</sup> MARCH 2018 AT 6.30 PM

**Present:** Cllr. Lisa Lovelidge, Cllr. Ken Mulholland, Cllr. Alan Sugden, Tash Mahoney, Peter Rosling, Roger Quinton, Sue Quinton, Seren Welch and Graham Wise. Deputy Town Clerk, Claire Gilbert, took notes.

1. **Apologies for Absence.** Cllr. Sue Ferguson, Cllr. Callum Knowles, Cllr. Justin Nelson, John Crawford, Richard Harvey, Lorna Jones, Matthew Meredith, Samantha Reed, and James Sinclair.
2. **Minutes.** The notes of the first meeting held on 15<sup>th</sup> January 2018 were agreed.
3. **Matters Arising.** None.
4. **Public/Resident Survey.**
  - 4.1 The list of possible questions that some members had submitted were circulated. Seren Welch had pulled the questions together into survey format for discussion (attached). Seren reinforced that the questionnaire was aimed to find out how residents engage with the Council, if at all, and how and by which means. Questions needed to remain short and sharp and it was agreed that the first question of 'How do you feel about Tenterden as a place to live and work' was a great lead-in.
    - 4.1.1 It was agreed that question 2 required an 'e.g.' in brackets under the question as some people might not know what the Council are responsible for, or the insertion of an info table highlighting who is responsible for what – KCC, ABC, TTC relating to popular issues with local residents (see attached leaflet which could be stapled to the back of the questionnaire).
    - 4.1.2 It was agreed that only the URLs for the Council's Facebook and Twitter accounts should be inserted in brackets in question 5, under the relevant tick box.
  - 4.2 Tash Mahoney requested clarification as to how the survey will be distributed. It was agreed that the survey should be delivered direct to every Tenterden/St. Michaels residents as well as being online via survey monkey. It was also agreed that Waitrose, Tesco and St Michaels Post Office should be approached to be survey drop-off points as well as the Town Hall.
  - 4.3 Tash had been in touch with Dr Claire Tyson (Dr of Research) from Homewood School who had agreed to meet with her, look at the survey and provide advice.
  - 4.4 Seren suggested that the survey should be delivered on a Thursday/Friday to residents with coverage in the Kentish Express (KE) and social media the day before, informing residents that it would be coming. It was suggested

that Richard Harvey could produce a press release, possibly front page of the KE, to drum up interest.

- 4.5 Seren advised that postings on social media should happen every three hours on day one of the survey being available, then reminders every three days. Residents should be given 14 days in total to complete the questionnaire. After the survey is closed and the analysis has taken place, the whole process should only take one month from start to finish. It was suggested that the data could be ready in time to present at the Annual Town Meeting in June.

## **5. Committee Structure Sub-Committee**

- 5.1 Tash queried the minutes of the Committee Structure Sub-Committee. Tash felt that the idea of introducing 'panels' for better public engagement in meetings had been abandoned. Claire Gilbert informed Tash that the idea had not been abandoned, but deferred as there were currently three focus groups running which were similar to panels. Tash was still concerned that the layout of Town Council meetings had the feeling of 'them and us' and was quite daunting.

## **6. Social Media/Website.**

- 6.1 A discussion took place regarding social media postings and Claire Gilbert informed the group that a Social Media Policy for the Council was currently being produced. It will be 'rubber stamped' by a social media expert at Furley Page Solicitors in Canterbury.
- 6.2 The Town Council's website was discussed and it was agreed that the links page required review. Graham Wise had already made some suggestions to Claire Gilbert regarding the website and Lisa Lovelidge agreed that the Website Sub-Committee should hold a review meeting.

## **7. Core Objectives of the Sub-Committee.**

- 7.1 Seren suggested that between now and the next meeting, sub-committee attendees need to give some thought to agree objectives and outcomes for the group, and that it is important to set deliverables and timeframes to determine the role and lifespan of this sub-committee, for the next 6-9 months.

## **8. Any Other Business.** None.

## **9. Date of Next Meeting.** Tuesday, 1<sup>st</sup> May 2018 at 7.00 pm.

Meeting Closed at 8.15 pm.