

TENTERDEN TOWN COUNCIL – INTERNAL COMMITTEE

PUBLIC ENGAGEMENT SUB-COMMITTEE

NOTES OF A MEETING ON 26TH JUNE 2018 AT 6.45 PM

Present: Cllr. Sue Ferguson, Cllr. Ken Mulholland, Cllr. Justin Nelson, Richard Harvey, Tash Mahoney, Roger Quinton, Sue Quinton, Seren Welch (Chair) and Graham Wise. Deputy Town Clerk, Claire Gilbert, took notes.

1. **Apologies for Absence.** Cllr. Callum Knowles, Cllr. Alan Sugden, Cllr. John Crawford, Lorna Jones and Matthew Meredith.
2. **Minutes.** The notes of the meeting held on 17th April 2018 were agreed.
3. **Matters Arising.** None.
4. **Appointment of Chair for 2018-19.** It was agreed that the Chair would be a roving position and Seren Welch agreed to Chair this meeting.
5. **Resident Survey Data**
 - 5.1 Seren reported that there had been a very good response rate, with 675 completed surveys. Seren had produced a budget overview of the survey exercise to see if it was credible. By conducting the survey 'in-house', this saved the Council 86% against the cost of using a survey consultant (i.e. Facts International). Seren had provided a forecast for 18 months time in order for the Council to go back to the public to see if targets/top priorities had been met.
 - 5.2 The Committee looked at the data sample profile and it was agreed that younger people needed to be targeted; 50% of respondents were 65+. It was suggested that maybe Homewood School could be approached next time for example. Seren did a quick analysis of over 45's and under 45's, however, this did not show any significant differences.
 - 5.3 The Committee went through the Results summary and the main points were noted.
 - Q1: *How do you feel about Tenterden as a place to live and work?* 664 respondents commented on 'as a place to live'. Only 493 commented on 'as a place to work' due to many being retired.
 - Q2: *How do you feel about the current service from Tenterden Town Council?* Regardless of age, comments about police and anti social behaviour was hand in hand with nothing for the kids to do.
 - Q3: *How well informed do you feel about the work carried out by Tenterden Town Council on behalf of residents?* The Town's current groups/organisations, i.e. WI, U3A, TENARA, etc. are not updated by the Council when they could be. It was suggested that half a page of top updates could be produced.

- Q4: *Have you attended any of the following Council events over the last 18 months?* Only one third (228) of respondents had attended a Council event in the last 18 months. The initial research workshops, i.e. Lipton workshops, came out top, followed by the Annual Town Meeting then regular Town Council meetings.
- Q5: *How do you currently find out about Town issues and information about Town Council services?* Word of mouth came out top, followed by the Town Council newsletter and the Kentish Express; this would be expected given that 50% were over 65.
- Q6: *Would you like to receive more information on how Tenterden Town Council delivers for local residents?* 70% of respondents answered yes.
- Q7: *If yes, what are your top 3 preferred methods to receive information?* 552 respondents answered this question with the Town Council website/social media coming out top, closely followed by Town Council printed newsletters. Given that the Town Council's website was the most preferred method, it was agreed that this should be kept up to date.
- Q8: *What are the top priorities you would like to see Tenterden Town Council focus on over the next 1-2 years?* 15 top priorities were identified across the data, ranging from parking issues to youth provision.

5.4 It was agreed that from the list of top priorities, each Committee member would prioritise the current list and come up with the top 10 with action points. A finite list of top priorities would then be presented to the Internal Committee, along with the Budget Overview, Data Sample Profile and Results Summary.

6. Social Media Policy. It was agreed that this would be discussed at the next meeting.

7. Any Other Business.

7.1 Monitoring Spreadsheet - it was suggested that, for the next meeting, a spreadsheet be produced to track issues raised by the Committee – Claire Gilbert agreed to do this.

7.2 Town Events - Seren suggested that, where the Town Council helps to fund or otherwise support events, that the event organisers should be asked to explain how the event would benefit the Town as a whole (or at least more than just those who attend the particular event). She also suggested that organisers could be asked how they propose to measure the success of an event, especially if they would like to hold it again.

8. Date of Next Meeting.

To be confirmed; Justin Nelson to Chair.

Meeting Closed at 8.00 pm.