

TENTERDEN TOWN COUNCIL – INTERNAL COMMITTEE

WEBSITE SUB-COMMITTEE

MINUTES OF A MEETING ON 29TH OCTOBER 2018

Councillors Present: Mrs. S. Ferguson, C. Knowles, Dr. L. Lovelidge, K. Mulholland and A. Sugden. Deputy Town Clerk, Mrs. C. Gilbert (note taker) was also present.

Cllr. Knowles chaired the meeting.

- 1. Apologies for absence:** none.
- 2. Minutes of the Meeting on 26th March 2018.** Agreed.
- 3. Matters Arising – Update on Actions.**
 - 3.1 Website Training. Claire confirmed that Julie McCollum and Sharon Ratcliffe had received training by WebBox on 4th July 2018 and were both assisting with uploading information.
 - 3.2 'What's on' (the home page picture link). Only one of the images makes it hard to read what's on next, so Claire will liaise this with the hirer to find an alternative. Subsequent to the meeting, this has been sorted.
 - 3.3 'What the Council does'. In this section, the link to 'which authority carries out which tasks' has been separated on the page and now has a box around it.
 - 3.4 'Links' Page. The following amendments have been made: KCC Highways is now a direct link to 'report a fault' and the tab title has been amended. A link has been added for ABC's planning. The 'Highways Maintenance' and 'Planning' picture tabs on the bottom of every page now go to the right websites rather than our own 'what we do' page. It was agreed that a planning page to explain how planning works within the Town Council, what we do, and a link to the planning agenda and minutes page would be useful. The link to ABC's planning page would also be added. Callum suggested looking at KALC's planning guide on what role Parish Councils play. The link to the planning page would be via the 'Planning' link at the bottom of all pages.
 - 3.5 Audio Recordings. The font has been amended and is now easier to find.
 - 3.6 Focus Groups/Regeneration Project. The link wording on the homepage has been amended and drop-down menus are now included within this tab which looks much tidier.
 - 3.7 Bookings. Online enquiries now state which room/facility they are enquiring about when they come through via email.
 - 3.8 'What's on' Page. The 'Events in and Around Tenterden' link at the top of the page only goes to the bottom of the page once local/Council events are added, i.e. May Fayre, etc. Claire will ensure that events are added to keep the link active otherwise it does not appear to go anywhere.

- 3.9 Meetings including Audio. The link has been renamed to 'Agendas, Minutes & Audio Recordings of Committees.
- 3.10 Members. This has been changed to 'Who We Are' and the quick link at the bottom of the screen has been updated. The new councillors have been added, however, the Maintenance Team need updating. Links to the Community Warden (KCC website) and Dog Warden (ABC website) have been added to the 'links' page.
- 3.11 PDFs. Claire has been trying to remember to add '-' between words on file names in order to avoid % marks in the file name.
- 3.12 Fax Number. This has now been removed from the website.
- 3.13 Preparing for Emergencies. It was suggested that this be moved to under 'The Council' drop down menu. The tab on the homepage should be replaced with 'Agendas/Minutes link'. Claire had been trying to sort this, but may have to contact WebBox for help.e
- 3.14 News. WebBox's own Twitter news feeds have been removed and it is now the Council's feed.
- 3.15 Back up of Website. WebBox have confirmed that the website is backed up daily.

4. WebBox – Answers to Queries.

Following discussions around contracts, updates and statistics at the last website meeting, Claire raised these queries with WebBox.

- 4.1 Contract Review Date – a contract end date was not defined in the original Statement of Work. It is coming up to two years since the new website went live, therefore, WebBox would recommended that the website is reviewed.
- 4.2 CMS Upgrade/Website Design Refresh – as the website has been up and running for nearly two years, WebBox advised that it would be a good time to consider upgrading the CMS and refreshing the design. They suggest that both come hand in hand because a CMS upgrade would require extensive work, so it would not take much longer to refresh the design at the same time. They have, however, separated the costs below.

CMS Upgrade – allowing for easier content entry and applying the latest security and speed patches: £2,475.00 plus VAT.

Website Design Refresh – this would include a fresh design to bring important pages to the 'front' and take on board the learnings over the past two years: £3,300.00 plus VAT.

Members discussed the above proposals and agreed that the CMS upgrade should take place, and this would be recommended to the Internal Committee. Claire will find out from WebBox if it is a new platform or just an upgrade to existing platform. With regard to the website design refresh, it was agreed to delay this until the new Council year.

4.3 CMS Issues – Claire had raised several niggly issues with WebBox, all of which have now been sorted.

4.4 Town Venues/Hireable Spaces in Tenterden – Claire had discussed with WebBox ideas on where this new page would be situated on the website. It was suggested that the current 'Bookings' tab could be renamed to 'Hireable Venues' and there would be two options: Town Council Venues and Tenterden Venues. The Town Council Venues page would be as it is now, and the Tenterden Venues page would consist of:

- List of hireable spaces starting with Community venues first;
- An alphabet key which is linked between the venues and a map of Tenterden & St Michaels;
- A 'click here' tab for each venue which would take you to a pdf of the venue's basic details. Ken suggested there being a direct link to the venue's website if they have one.

The development cost for the above would be £880.00 plus VAT. Claire would upload the PDFs for each venue.

It was agreed that the above would be referred back to the Virtual Hub Focus Group for approval before going to the External Committee for ratification.

5. WebBox – Google Analytics.

Members reviewed the Google analytics which are provided monthly by WebBox; the statistics for July, August and September were tabled. It was agreed that these should be shared with the Public Engagement Sub-Committee for their information.

6. Any Other Business.

6.1 Sue suggested adding a link to the clubs, societies and groups on MyTenterden's website. Claire agreed that this would be a better system as the list that the Council have uploaded is very much out of date and, given the new GDPR regulations, it would be safer to remove it.

8. Date of Next Meeting. None arranged.

Meeting Closed at 6.50 pm.