

Minutes of the Communications Working Group of Costessey Town Council, held on Tuesday 1st February 2022 at 7.30pm via Zoom

Present: Cllrs G Blundell (Chairman), T Laidlaw, P O'Connor; N Bailey (Deputy Clerk) & L Trabucco (Minutes Secretary)

To receive apologies for absence

CO01/22: None. Cllr S Sizeland did not attend the meeting

To receive declarations of interest

CO02/22: None

To confirm the minutes from the meeting held on 4th November 2021

CO03/22: It was noted that the minutes had already been received by Full council.

RESOLVED to approve the minutes as a true record with no amendments

To receive an update on the Jerningham Room AV solutions due be installed soon

CO04/22: Cloudy IT had confirmed installation was to commence on Monday 7 February 2022 between 8.30am to 3.30pm, with Tuesday 8 February 2022 as a contingency. Thanks were expressed to Cllr Blundell for his help over a potential technical issue that had been resolved. An invitation was made to members of the Comms WG to either come to the Costessey Centre in person during the day or be available for testing *online*, once the installation had been completed. A message could be sent on Facebook to inform residents that future Full council meetings would be live streamed and available on You Tube. **ACTION: Deputy Clerk**

To receive customer feedback following hall hire

CO05/22: The office now request formal feedback from hirers of the halls and thanks were expressed to staff. A brief comment could be added to the Newsletter. A query was raised about recent feedback to a Town Councillor around T&Cs for a birthday party hire at Queen's Hills Community Centre. An explanation was given of the recently amended T&Cs and the usual meet & greet procedure that had been introduced approximately six years ago.

Ideas for Spring Newsletter content

CO06/22: A list of ideas was read out. Councillors were asked to comment and make further suggestions for stories and ideas that could be added to the Spring Newsletter. A high volume of enquiries from residents who tend to communicate via social media had been received; a useful reference of services of *who provides what (County, District or Town Councils)* is already available on the Costessey Town Council website under *A-Z of Services* which are linked to the appropriate County, District or Town Councils' website.

Further suggestions were made to make it easier for residents to understand who represented their area (Old Costessey, New Costessey and Queen's Hills), also to add a short paragraph under each Councillor's profile as to membership of Committees and Working Groups. An explanation of *url* reports was given to inform Cllrs how often the public access information on the CTC website.

ACTION: Deputy Clerk

CO07/22: Another suggestion for the Spring Newsletter was to feature the soon-to-retire Headteacher from Queen's Hill Primary School. Other ideas were discussed. Cllrs G Blundell, T Laidlaw and Cllr P O'Connor requested their contact details be updated with their mobile numbers only. **ACTION: Deputy Clerk**

Newsletter costs and options

CO08/22: The cost of postage was increasing, and the distributor now offered a service where an address could 'opt-out' of receiving future paper copies of the Newsletter, therefore saving costs. It

was not possible to track changes in occupation, only house sales via the internet which take about 3 months to update. A suggestion was made to investigate the option to create a mobile phone App that allows a resident to opt-in or opt-out, so helping to cut down the carbon footprint & CO2 emissions and for this option to be made available as a *trial run* for all Queen's Hill residents. Some examples were given and after much discussion it was agreed not to pursue the mobile phone App option, but to keep the mailing service distribution and to review it for another time.

Stafford Hall AV solutions

CO09/22: An update was given on the recent no-obligation site visit from Snellings, who gave their advice on replacing the current old projector in the Stafford Hall, and a list of options as they felt a large TV with a motorised vertical lift would be more versatile for varying sizes of audience. The current Supa Nova projector screen was 100 inches corner to corner. A replacement projector was also mentioned including a specific website and to look at the "*all in one display*". Another suggestion was made to look at other Councils and see what system they use and develop a brief.

ACTION: Deputy Clerk to arrange an independent paid-for brief which gives all options and considers the requirements of current hall hirers who use the current AV system.

To confirm the date of the next meeting

CO10/22: It was agreed to schedule the next meeting as a when needed

CO011/22: The meeting finished at 9:17pm.

Chair:

Date: