



**MINUTES OF THE CORPORATE SERVICES COMMITTEE MEETING  
HELD ON 25<sup>TH</sup> August 2020  
AT 7.45PM VIA VIRTUAL ACCESS**

**Present:**

Cllr I Blazeby (Chair)  
Cllr J Roberts  
Cllr D Toinko  
Cllr R Shaw  
Cllr A Lutley  
Cllr A Snape  
Cllr G Mackey  
Cllr C Thomson

Rob McGregor–Town Clerk  
Sally Auker-Phillips – Receptionist  
Beverley Jones – Communications and Marketing Officer  
Zoe Putwain – Community Services Assistant  
Members of the public – 1

**579. APOLOGIES FOR ABSENCE**

No Apologies received.

**580. DECLARATIONS OF INTEREST**

To receive Statutory Declarations of Interests from Members in relation to:

- (a)** Disclosable Pecuniary interests in any agenda item – none.
- (b)** Non-Pecuniary interests in any agenda item – none.

**581. CHAIRMAN'S ANNOUNCEMENTS**

There were no announcements.

**582. PUBLIC OPEN SESSION**

There were no items.

**583. MEMBERS QUESTIONS**

None.

**584. MINUTES**

- a. For Members to receive and adopt the minutes of the Corporate Services meeting held 28<sup>th</sup> July 2020.**

Members received and approved as a true record, the Minutes of the Corporate Services Committee Meeting held on 28<sup>th</sup> July 2020 via virtual access.

**585. MATTERS ARISING**

**a. Minutes of the Corporate Services Committee Meeting 28<sup>th</sup> July 2020.**

No items.

**586. ITEMS FOR CONSIDERATION**

**a. Councillor Surgeries**

(i) The Chairman advised he wanted continuous opportunities for surgeries on a more regular basis. He expressed concerns that the first three suggested surgeries were in a short time frame and that it would be difficult to communicate unless divided between the members. It was agreed by the Deputy Town Mayor to delay the first planned surgery at Flitwick Manor Park until the middle of September and cancel the surgery at the Bumblebee PH scheduled for August. Cllr Toinko and Cllr Mackey will host the Virtual Surgery taking place on the 3<sup>rd</sup> September. The revised list will be circulated before the next full Town Council Meeting to all members to enable them to identify dates which they could attend.,

*Action: Town Clerk*

(ii) Councillor Toinko commented that he would like clarification as to the procedures and booking of ongoing surgeries and available support.

*Action: Town Clerk*

(iii) The Chair commented that the Officers were to create and manage the list of people involved in the Councillor Surgeries. The aim is to open opportunities to engage with residents, promote them in advance using all available communication channels to improve access to Councillors. It was agreed that there is a need for 'Chat with a Councillor' tabletop signage for use at these events.

*Action: Town Clerk*

(iv) Councillor Snape commented that he would like to have a pull up banner as is used within other departments to better identify the Town Council during surgeries.

*Action: Communications & Marketing Officer*

(v) Councillor Shaw commented that he would like monthly surgeries at Flitwick Market as once a year was not enough. That the high footfall and passing trade allowed for feedback and more contact with the public. He believed that there may be less take up for the Zoom meetings.

*Action: Town Clerk*

(vi) The Chair proposed to add in a date in October for Flitwick Market as there was a date already for November, then to review once we know how they are going.

*Action: Town Clerk*

(vi) Councillor Lutley asked for the dates of 31<sup>st</sup> May and Thu 3<sup>rd</sup> of May to be clarified.

*Action: Town Clerk*

## **8b. Social Media Policy**

- (i) Councillor Mackey commented on the policy received and wished to congratulate Town Clerk on its complete informative structure. The Chair endorsed Councillor Mackey's comments.

It was **recommended** for the social media policy document to go to full Town Council for ratification at the September meeting. It would also need to be communicated to staff.

Councillor Shaw seconded and all parties agreed.

## **9. ITEMS FOR INFORMATION**

### **9a. New Town Council Website**

The Chairman asked the Communications and Marketing Officer for updates on the progress of the website and she advised:

- To make sure OCR are readable to meet the accessibility regulations.
- The user can access the link automatically to upload Business Directory entries.
- Once the IT Panel and Chair had signed off the website, the company would need one week to get it transferred to the new host.

*Action: Communications  
& Marketing Officer*

The Chairman talked about surveys and templates being tested on the website and their functionality and proposed specific pages, more info and immediate hits and reaction to website.

The Chairman proposed the launch date to go live on the 16th September 2020, after the next full Town Council Meeting. He believed this would prompt reaction and encourage people to engage.

*Action: Communications & Marketing Officer*

The Chairman proposed to contact the IT Company to advise the use of several proposed pop-ups which should be added to the site for launch to gauge feedback and content.

### **9b. Flitwick Papers**

The Chairman asked for views about the options and directions of the Flitwick Papers Templates included in the Supporting Papers.

Councillor Shaw liked the existing August edition front cover in the yellow and blue design. Councillor Mackey agreed with Cllr Shaw and added that the front page had everything you would want in a Town Council production including easy to use contact information.

Councillor Toinko preferred the August edition, rather than the mock-up options. He also questioned whether proposals were going to be user friendly (with front cover links open pages directly, on the digital version) and if there was a planned seasonal visual difference on each edition.

Councillor Lutley advised she preferred the August to the options, which needed improved visuals.

Councillor Toinko asks if there is style guide for visually impaired.

Councillor Thompson, in response to Councillor Toinko, advised that there are accessibility standards checks available, simple tasks to check on.

It was **recommended** by the Chairman to make no change to the current planned digital editions. However, the rationale was to bring a new version of the Flitwick Papers into line with the design of the new website. The Chairman agreed to work with the Communications & Marketing Officer to produce improved options for discussion at the next meeting, which would address Councillors' concerns, but provide a better visual link to the new website.

## **10. PUBLIC OPEN SESSION**

A resident asked for updates on the area outside Barclays. He was advised that there has been no development since the previous meeting that the member of the public had attended.

## **589. EXEMPT ITEMS**

No items.

Meeting closed at 8.22pm.