



**MINUTES OF THE CORPORATE SERVICES COMMITTEE MEETING  
HELD ON 27<sup>TH</sup> OCTOBER 2020  
AT 7.45PM VIA VIRTUAL ACCESS**

**Present:**

R Shaw  
A Snape  
D Toinko  
J Dann  
J Roberts  
G Mackey

Rob McGregor – Town Clerk  
Stacie Lockey – Amenities Officer  
Beverley Jones – Communications & Marketing Officer

**600. APOLOGIES FOR ABSENCE**

Apologies were received and accepted for Councillor Blazeby.

**601. 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.

**602. CHAIRMAN'S ANNOUNCEMENTS**

None.

**603. PUBLIC OPEN SESSION**

None.

**604. MEMBERS QUESTIONS**

None.

**605. MINUTES**

- a. For Members to receive and adopt the minutes of the Corporate Services meeting held 29<sup>th</sup> September 2020.

Members received and approved as a true record, the Minutes of the Corporate Services Committee meeting held on 29<sup>th</sup> September 2020 via virtual access.

**606. MATTERS ARISING**

- a. Minutes of the Corporate Services Committee Meeting 29<sup>th</sup> September 2020.

Cllr Dann asked for an update on the planters outside Barclays Bank. The Town Clerk advised that the order had been placed and now awaiting delivery.

**607. ITEMS FOR CONSIDERATION**

**a. Flitwick Papers**

Cllr Mackey commented that whilst the proposed design looked professional, his preference remained with the current version of the Flitwick Papers. Cllr Dann commented on the font and felt it was unfriendly.

Cllr Snape felt that the detailed design of the Flitwick Papers should be delegated to the Town Clerk and Communications Officer with Councillors approving the overall approach. Cllr Mackey commented that the Flitwick Papers was the Councils key media of communication and the presentation was important therefore he felt that Members involvement was necessary.

Cllr Snape asked for information on the objectives of and drivers behind the design change. The Communications Officer advised that due to the new website being launched, a fresh image and layout should be considered for the Flitwick Papers to update the publication.

Cllr Mackey made a proposal for the Council to retain the current version of the Flitwick Papers with no change, but no vote took place due to nobody seconding the proposal.

The Communications Officer suggested making subtle changes to the publication to tie in with the website.

It was **RECOMMENDED** to update the Flitwick Papers with subtle changes and a softer approach within the publication. (Vote: all in favour)

**b. Events Poster**

Cllr Mackey commented that there was a significant amount of white space on the proposed design. Cllr Snape felt that it was not eye catching enough.

Cllr Mackey asked where the poster would be displayed. The Communications Officer advised that it would be placed on all Council notice boards and within local schools, dentists, library etc.

**c. Communications & Marketing Strategy**

Cllr Mackey felt it was important to have a statement included within the strategy advising that an Officer should always be present at meetings with outside organisations. Cllr Dann commented that no meetings had taken place without an Officer present.

It was **RECOMMENDED** to adopt the following documents;

- i) Communications & Marketing Strategy
  - ii) Customer Care Policy
  - iii) Complaints Policy
- (Vote: all in favour)

**608. ITEMS FOR INFORMATION**

**a. Budget**

The budget was noted.

**b. Action Log**

Members noted that work on closing the relevant actions would be ready for the November meeting.

**609. PUBLIC OPEN SESSION**

None.

**610. EXEMPT ITEMS**

The following resolution will be **moved** that is advisable in the public interest that the public and press are excluded whilst the following exempt item issue is discussed.

(11a) Land Lease Request

It was **RECOMMENDED** that authorisation be given to the company to seek information without prejudice or indication of any agreement. (Vote: 5 in favour, 1 abstention)

Pursuant to section 1(2) of the public bodies (Admission to Meetings) Act 1960 Council **resolve** to exclude the public and press by reason of the confidential nature of the business about to be transacted.

Meeting closed at 8.18pm.