



## Castle Cary Town Council

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## Castle Cary Town Council Promotion and Communication Committee

Held on Monday 14 September 2015 at 6.30pm at The Market House

**Present:** Cllrs Moorhouse; Morison; Peppin; Philpott; Piggott; Snook; Steiner (chair); Stokes; Thompson and Tilling.

### Minutes

2015		Action
PC/11	<b>Apologies for absence:</b> Peter Creedy; Bob Gilbey	
PC/12	<b>To approve of minutes of the meeting held on 16 July 2015</b> <ul style="list-style-type: none"> <li>• <b>Resolved</b> to accept the minutes of the previous meeting.</li> </ul>	
PC/13	<b>Matters arising</b> not dealt with elsewhere on the agenda <ul style="list-style-type: none"> <li>• None</li> </ul>	
PC14	<p><b>Council Communications</b></p> <p><b>14.1 Newsletter – copy for next edition</b></p> <ul style="list-style-type: none"> <li>• The Chairs of committees were asked to submit information for the newsletter in plenty time. Copy Date is 22<sup>nd</sup> October, print on 6<sup>th</sup> November and distributed in week commencing 23<sup>rd</sup> November.</li> <li>• A new distributor is required and actions to recruit are underway.</li> <li>• <b>Action:</b> All councillors to email The Chair with suggestions for finding a new distributor. <b>To be completed by 25/09/15</b></li> </ul> <p><b>14.2 Publicity Group – Anna’s Report</b></p> <ul style="list-style-type: none"> <li>• Local Business Group meeting is being held on Wednesday 16<sup>th</sup> September – all councillors invited to attend. The purpose of the meeting will be to encourage the formation of a local business group to work alongside the council on increasing the footfall in Castle Cary.</li> <li>• Leaflet for The Market House – The final draft for the Market House leaflet is available for comment via email.</li> </ul>	<b>All</b>

	<ul style="list-style-type: none"> <li>• The publicity group will now be working on the events poster, adapting The Shambles page on the Castle Cary website, and encouraging town events in the dates booked.</li> </ul> <p><b>14.3 Chairs Surgery – Feedback</b></p> <ul style="list-style-type: none"> <li>• Nothing to report – no attendees since the change in timings.</li> <li>• An announcement will be made via the Cary Crier to tell the public they can contact The Chair to discuss any issues. An appointment must be made via The Town Clerk. Surgeries will no longer be held</li> </ul> <p><b>14.4 Gateway Signs – update</b></p> <ul style="list-style-type: none"> <li>• PS reported that despite efforts to speak to him, Colin Fletcher has not been in contact since the meeting with the Gateway Sign Group in August. PS suggested the council install the signs, following the example of other councils in the area.</li> <li>• <b>ACTION:</b> A letter to be sent from Castle Cary Town Council informing Colin Fletcher that the council plans to install these signs during November, unless we hear otherwise. This letter would be copied to other necessary people, including the portfolio holder. <b>To be completed by 28/09/15.</b></li> <li>• The Council felt that the inadequate responses from Highways over a number of issues have prevented them from delivering the services requested of them by the public. LS will be meeting with Colin Fletcher to discuss this and will then be complaining to the portfolio holder.</li> <li>• <b>ACTION:</b> A complaint will be sent to County Council with diarised examples of the difficulties faced when dealing with Highways. <b>Completed by 30/11/15</b></li> </ul> <p><b>14.5 Coffee mornings / events – dates for 2016</b></p> <ul style="list-style-type: none"> <li>• 1<sup>st</sup> May and 10<sup>th</sup> September are held in the diary for town events. LT suggested the Town Council should encourage other groups and organisations to develop events in the dates we have saved.</li> <li>• 26<sup>th</sup> March was originally held for a town event, however, The Majorettes will be allowed to hold a coffee morning and encouraged to develop this into a larger event.</li> <li>• <b>Action:</b> All councillors should circulate ideas for themes for town events and indicate to what extent they are able to commit to helping. <b>To be completed by 30/09/15</b></li> </ul> <p><b>14.6 Committees review, legal requirements etc – review</b></p>	<p>LS</p> <p>LS</p> <p>ALL</p>
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- **To be discussed under 14.8**

**14.7 Presentation and style of agendas and minutes – review new system**

- All committees and working groups are to use the agreed agenda and minutes. The Prom and Comm group agenda is in the correct format and should be used as the model.
- Actions should contain time scales for actioning and initials of person responsible shown in action column
- BM suggested a master list of actions should be kept by the chair of each committee to allow actions to be tracked effectively. The group decided this is good practice and should be logged.

**14.8 New policy documents:**

**Complaints Policy**

- LT commented that the document should include:
  - Complaints accusing a councillors or town council employees of criminal behaviours should go directly to the police.
  - Potentially damaging information could be kept in camera at the discretion of the council
- BM suggested all complaints should be reported to the whole council (anonymously), not just at the point of resolution.
- This document is available for the public to see, therefore needs to be written very carefully.
- **Action:** LT to send a revised document for comment from the group within three weeks. **To be completed by 5/11/15.** Responses must be received within three days of document being circulated.
- LT suggested the current document is used as guidance until an official document is agreed.

**Social Media Policy**

- BM commented that a distinction should be drawn between writing as a councillor and writing personally. The following amendment was suggested 'When posting as a councillor or on the behalf of the town council'.
- The group are **resolved** to propose the document with the above amendments at the next town council.

**LT  
ALL**

	<p><b>Press Release Policy</b></p> <ul style="list-style-type: none"> <li>• PP noted that the Town Clerk should work in conjunction with the Council, through The Chair when managing press releases.</li> <li>• Any councillors approached regarding controversial issues should defer to the Clerk and The Chair.</li> <li>• <b>ACTION:</b> LT to find the original document containing the press release policy to circulate to councillors for comment. <b>To be completed by 9 October</b></li> </ul> <p>Facebook page- agreed by councillors</p> <p><b>Terms of Reference Document</b></p> <ul style="list-style-type: none"> <li>• BM it should be mentioned that all councillors are on all committees and are able to vote.</li> <li>• Needs to specify which groups the document covers: Full Council, Prom and Com, Properties, Planning MHMG, HR and Finance</li> <li>• Point 3 should stipulate that it should be 'three Councillors' to cover working groups.</li> <li>• There is capacity for committees to publish minutes and agendas on the website.</li> <li>• Draft minutes should be made public and then updated when finalised.</li> <li>• Point 22. It should be with the approval of full council.</li> <li>• Point 23 – working groups do not have power to spend money. Only committees and Full Council</li> <li>• Point 5 –The website is not 'dedicated' to the Town Council – it is a town website.</li> <li>• Point 26: JT suggested that a project form should be filled in for each project and this should be in the Terms of References.</li> <li>• LT and TP to work on the terms of reference for the Finance Group.</li> <li>• <b>Action:</b> PS will amend terms of reference ready for Monday's Full Council meeting.</li> </ul>	<p><b>LT</b></p> <p><b>PS</b></p>
<p><b>PC/15</b></p>	<p><b>Website</b></p> <p><b>15.1 Website update</b></p> <p><b>15.2 E-Mail addresses</b></p> <ul style="list-style-type: none"> <li>• There are a number of councillors who have had difficulties with their emails. These councillors will need to speak to Becky for support with this.</li> </ul> <p><b>15.3 Town App update</b></p>	

	<b>15.4 Face book update</b>	
<b>PC/16</b>	<b>Local and Tourist Issues</b>  <b>16.1 Footpaths officer – update</b> <ul style="list-style-type: none"> <li>• Clive will be given the equipment for footpaths and LT will be catching up with him to see how</li> <li>• This issue will now be moved onto properties.</li> </ul> <b>16.2 LIC Review</b> <ul style="list-style-type: none"> <li>• Very busy and going well- two new volunteers</li> </ul>	
<b>PC/17</b>	<b>Finance</b> 2016 Budget <ul style="list-style-type: none"> <li>• PS to create a budget to be circulated before the next Prom and Comm.</li> <li>• Councillors to communicate ideas for budget within next three weeks. Send to PS</li> </ul>	<b>PS</b>  <b>ALL</b>
<b>PC/18</b>	<b>Youth Matters</b> 18.1 Review of stakeholders meeting <ul style="list-style-type: none"> <li>• The contract with SRYP has been terminated due to non delivery of services</li> <li>• A meeting is being held with other providers. Youth Club is currently suspended</li> </ul>	
<b>PC/19.</b>	<b>Any Other Business</b>  <b>19.1 U3A:</b> A letter had been sent to the Town Clerk asking for Castle Cary to set up a U3A. We already have a very active U3A Town Clerk to reply to the letter  <b>19.2. Minutes from Groups not covered in Terms of reference.</b> <ul style="list-style-type: none"> <li>• Meeting notes from the Fairfield Group should be circulated to all councillors.</li> </ul>	<b>SH</b>  <b>PS</b>
<b>PC/20</b>	<b>Confirm date of Next Meeting – Monday 9th November 6.30pm</b> Market House	