

FOLKESTONE TOWN COUNCIL



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AGENDA

Meeting: **Community Services Committee**
Date: **3rd October 2023 (Tuesday)**
Time: **7.45 p.m.**
Place: **Town Council Offices, Town Hall, 1-2 Guildhall Street, Folkestone**

To: **The Community Services Committee**
(All other Councillors for information only)

YOU ARE HEREBY SUMMONED to attend a meeting of the Community Services Committee on the date and at the time and place shown above to transact the business shown on the agenda below. The meeting will be open to the press and public.

Any member who wishes to have information on any matter arising on the agenda which is not fully covered in these papers is requested to contact the Town Clerk prior to the meeting.

Mr Stephen Nash


Mr Stephen Nash
Town Clerk

1. **APOLOGIES FOR ABSENCE**
To receive and approve any apologies for absence.
2. **DECLARATIONS OF INTEREST**
To receive any declarations of either personal or prejudicial interest that Members may wish to make.
3. **MINUTES**
To receive the Minutes of the meeting of the Community Services Committee held on 6th June 2023 and to authorise the Chair of the Committee to sign them as a correct record.

4. HIGHWAY IMPROVEMENT PLAN – THE LEAS

Folkestone Town Council have been approached by The Leas Residents Association and other groups in the area of The Leas in respect of whether it can lead on a Highway Improvement Plan. The C & E Officer will brief the Committee regarding proposals.

Members are asked to consider if they wish for FTC to establish / examine whether it can lead on and support a Highway Improvement Plan consultation and application for traffic calming measures on The Leas.

5. COMMUNITY SERVICES COMMITTEE AND CLIMATE & ENVIRONMENT COMMITTEE

The Committee are asked to consider merging with the Climate & Environment Committee and Best Practice Terms of Reference being created whilst determining the working practices of the future. Any changes the Committee wishes to make must be approved by Full Council at a future meeting.

6. REVIEW OF THE TERMS OF REFERENCE

In line with the Town Council's adopted Standing Orders, the Committee is asked to consider the Terms of Reference for the Community Services Committee. Any changes which the Committee wishes to make must be approved by Full Council at a future meeting. The current version (with suggested amendments highlighted) is attached.

7. FOLKESTONE MUSEUM REPORT CS/23/344

The committee is asked to receive, note and consider the recommendations in the attached report.

8. COMMUNITIES & EVENTS OFFICER REPORT CS/23/345

The committee is asked to receive, note and consider the recommendations in the attached report.

9. BUDGET 2023/24 – POTENTIAL GROWTH ITEMS

At this juncture the Committee is asked to consider proposals for possible growth items and non-recurring revenue expenditure for community projects and initiatives for next year. The Finance & General Purposes Committee will consider the full list of proposals put forward by all Committees at its meeting on the 14th December 2023.

10. DATE OF NEXT MEETING

6th February 2024 at 7.45pm.

Councillors on Committee

Councillor Abena Akuffo-Kelly

Councillor Bridget Chapman

Councillor Peter Gane

Councillor Lucy McGirr

Councillor Liz McShane

Councillor Roger West

Parking available for Councillors @ 6.00pm on the precinct area at the front of the Town Hall.



FOLKESTONE TOWN COUNCIL

Minutes of the Community Services Committee meeting held at the Town Hall, 1 – 2 Guildhall Street, Folkestone, CT20 1DY on Tuesday, 6th June 2023 at 7.45pm.

Present: Councillors Abena Akuffo-Kelly, Bridget Chapman, Peter Gane, Lucy McGirr, Liz McShane and Roger West.

In attendance: Steve Nash – Town Clerk and Vicky Deakin - Communities & Events Officer

1229. APOLOGIES FOR ABSENCE

There were no apologies for absence.

1230. APPOINTMENT OF CHAIR

RESOLVED: That Councillor Roger West be appointed as Chair of the Committee for the 2023/24 Municipal Year.

Proposed: Councillor Abena Akuffo-Kelly

Seconded: Councillor Bridget Chapman

1231. APPOINTMENT OF VICE CHAIR

RESOLVED: That Councillor Abena Akuffo-Kelly be appointed as Vice Chair of the Committee for the 2023/24 Municipal Year.

Proposed: Councillor Abena Akuffo-Kelly

Seconded: Councillor Peter Gane

1232. DECLARATIONS OF INTEREST

There were no declarations of interest.

1233. MINUTES

The Committee was asked to receive the Minutes of the meeting of the Community Services Committee held on 4th April 2023 and to authorise the Chair of the Committee to sign them as a correct record.

RESOLVED: That the minutes of the meeting held on the 4th April 2023 be received and signed as a correct record.

Proposed: Councillor Roger West

Seconded: Councillor Peter Gane

1234. REVIEW OF THE TERMS OF REFERENCE

In line with the Town Council's adopted Standing Orders, the Committee was asked to consider the Terms of Reference for the Community Services Committee. Any changes which the Committee wishes to make must be approved by Full Council at a future meeting.

RESOLVED: That further to the Town Clerk's recommendation for a full review, this item be deferred to the next meeting.

Proposed: Councillor Abena Akuffo-Kelly
Seconded: Councillor Lucy McGirr

1235. WORKING GROUPS 2023/24

The Committee was asked to consider whether any Working Groups are necessary and if so, approve nominations for membership for 2023/24.

RESOLVED: That a Museum Working Group be set up with the following Membership: Cllrs Akuffo- Kelly, Chapman, McGirr and Walker.

Proposed: Councillor Abena Akuffo-Kelly
Seconded: Councillor Lucy McGirr

1236. FOLKESTONE TOWN & HERITAGE TRAIL

Folkestone Town Council have been approached by a local community group, some of whose members include local historians, expressing an interest in volunteering to update the historical content on the existing town & heritage trail and create new content for additional boards that have been suggested for installation at the Harbour Arm and Tontine Street.

Members considered if they wished to update and / or extend the existing Town Trail and, if so, whether they also wish to allocate any funding from any Community Service Committee budget(s).

RESOLVED: That the groups involved are encouraged and supported by FTC to update the content on the existing boards with the understanding that we can't currently change or extend the scheme. The Town Clerk and Museum Curator will pursue the possibility of attracting external funding for this project and arrange to meet with groups to discuss the best options to progress this project.

Proposed: Councillor Peter Gane
Seconded: Councillor Abena Akuffo-Kelly

1237. ARMED FORCES DAY – SUNDAY 25TH JUNE 2023

The Communities & Events Officer updated the Committee in respect of the event programme and schedule for the day.

Members requested that an expression of thanks be recorded for the work and organisation undertaken to deliver this event.

1238. FOLKESTONE MUSEUM PRESENTATION

The Museum Curator updated the Committee in respect of Museum activities, exiting projects, forthcoming plans and visitor numbers.

Members requested that an expression of thanks be recorded for the work and organisation undertaken to deliver the education programme.

1239. DATE OF NEXT MEETING

Tuesday 3rd October 2023 at 7.45pm

The meeting concluded at 8.15pm

Chairman.....

Date.....

*Suggested for removal from CSC Terms of Reference and for addition to Planning Committee ToR's as more appropriate for its responsibility, review and management.

****To remain with CSC Terms of Reference and authority.**



COMMUNITY SERVICES COMMITTEE

COMMITTEE STRUCTURE – 6 MEMBERS

TERMS OF REFERENCE

1. To exercise the powers and duties of the Town Council on the following highways and transportation matters:
 - *
 - a) Policy procedure and legislation
 - b) Road traffic regulation and enforcement
 - c) Highways management and maintenance
 - d) Parking
 - e) Road signs and signposting, including street naming
 - f) Footway and street lighting
 - g) Traffic orders
 - h) Traffic calming measures
 - **
 - i) Ferry, bus and railway issues, including bus shelters
2. To exercise the powers and duties of the Town Council on the physical environment of the town, including:
 - a) Local projects (horticultural, leisure, sport and recreational facilities, Christmas lighting and festivities etc)
 - b) Arts and libraries
 - c) Education and health
 - d) Public order and community safety (CCTV, Community Safety Plan, etc)
 - e) Employment and economic development
 - f) Markets
 - g) Public conveniences
 - h) Folkestone Museum
 - i) Visitor Information Service

3. To consider and make recommendations on:
 - a) Bus shelters
 - b) * Car parking
 - c) Christmas lighting / festivities
 - d) Public clocks
 - e) Communications (newsletter, notice boards, website, Social Media)
 - f) Crime prevention
 - g) Events and carnival
 - h) Tourism and leisure
 - i) Seating
 - j) Street cleansing
 - k) Youth facilities
4. Car parking to increase public participation and consultation by developing a "Community Forum" programme.
5. To prepare budgetary forecasts, where necessary, on any of the above activities for inclusion in the Town Council's budget for the following financial year and submit these to the Finance and General Purposes Committee in the Autumn to calculate the precept for the ensuing year.
6. To consider and make recommendations to the Council on any changes to these terms of reference that might be required to enable the committee to adapt to changing circumstances and be better prepared to carry out its mission.

This report will be made public
on 27th September 2023

**Folkestone
Town Council**



Report Number: **CS/23/344**

To: Community Services

Date: 3rd October 2023

Responsible Officer: Town Clerk

Subject: Museum

SUMMARY:

This report provides an update on Folkestone Museum's work covering the period 1st July – 25th September 2023.

REASONS FOR RECOMMENDATION:

The long-term agreement (2020-2040) between the Town Council and National Lottery Heritage Fund (principal funder) to deliver its heritage objectives: to preserve and enhance the town's heritage through the provision of Folkestone Museum.

RECOMMENDATIONS:

1. To receive and note report CS/23/344

Aims and Objectives – Maintaining an accredited museum
Financial Implications – Meeting the requirements of NLHF & Council within budget
Equal Opportunities – Access to all

1. Introduction

The Museum continues to open on a five-days-per-week basis alongside the Town Hall and visitor information service.

For the for the current (2nd) quarter (July to September 2023) there have been 8,122 visits and for the year to date 14,993 visits overall. Compared to the same quarter 2022-2023 this is an 8% increase and for the year-to-date an 11% increase.

2. Exhibitions

The Seaside memories exhibition has run for nearly the full quarter, reflecting the memories of African and Afro-Caribbean communities at the great British seaside. Situated in the foyer all visitors to the Town Hall as well as Museum see the exhibit, in the region of 9,000 people, many of whom added their own memories to the display's memory box...

In the Special Exhibition Gallery 'A Life in Art' replaced the Rotary centennial exhibition. 'A life in Art' looked at the career of Mike Perry, now known as the Folkestone Miniturist, in film and television from the 1960s to now; the exhibition ran from mid-July until the end off August, with approximately 5,500 visitors seeing the exhibition.

'This Art Two-Tone' is the latest exhibition, opening on the 1st September. It concentrates on the graphic art that was a key part of the Two Tone music movement, itself a reply and effort to bridge the overt racism of 1970s Britain; the exhibition will stay in place for Black History Month.

3. Outreach and Education

The informal summer holiday programme ran from 24th July to 2nd September 2023. A total of 1,231 visitors (484 adults and 747 children) attended one or more of the workshops available, considerably up from 2022's totals of 765 (327 adults and 438 children).

There was a high percentage of regular or returning visitors who live locally. The weather played a large part in attendance numbers, with Week 1 (Egypt) and Week 2 (Collectors and Collecting) showing higher than average attendance, due to extended wet weather. Fossil & Dinosaur Week (Week 6) was extremely well attended, particularly the Fossil Roadshow (30.08.2023) and Baby Dinosaurs (31.08.2023) sessions.

The sensory backpacks for young people and adults with special education needs, which formed a key part of the Outreach & Audience Development Officer's 2022-2023 project work have now been installed in the foyer. There are four backpacks, each featuring a theme relating to the Museum displays and containing additional activities and sensory elements (including texture, sound and smell). The feedback received during the first four weeks of their deployment have been very encouraging; we would like to thank the students and staff Beacon School for their help in developing this resource.

Formal education programmes, allowing for the summer break, have been buoyant with 9 school workshops held during the quarter; these have been primary aged schoolchildren. In addition, the Museum acted as a way point for a combined history & geography trail for the whole of Year 8 (130 students) of Folkestone School for Girls.

4. Collections Development & Care

The current quarter has seen the Museum's most significant acquisition in some years, the contemporary art collection that formed the core offer of the long defunct Metropole Art Centre. The collection includes some 200 items including paintings, prints, sculpture and ceramics, many by notable regional or national artists. The gift was made by the Trustees of Creative Folkestone who are the successor body to the Metropole Arts Centre.

For the year to date further 5,837 artefacts have had their MODES catalogue record updated as, giving an accurate location and indication of condition and completeness.

The, as yet, un-accessioned taxidermy collection has also been audited by the Heritage Support Officer, identifying items for retention where they illustrate regional fauna. The volunteer team have also made substantial progress reaccessioning the Vachell flint collection (three hundred items), which has included research in the documentation archive back to the 1920s. Finally the Art Store has seen considerable progress in reorganising the collection to make it more accessible for research and ad-hoc display.

5. Corporate Plan KPI Performance 2022-2023 Financial Year

KPI	Q.2 July- Sept 2023 (excludes 26-30 th Sept.)	Year to date
D9 No. of visitors to the Town Hall	8,122	14,993
D11 Website visits (Museum only)	8,385	14,144
D12 Facebook reach	29,620	34,210
D13 Twitter followers	667	674
M1 Exhibition room bookings	3	4
M2 Volunteer hours	257	425
M3 No. of school visits	9	27
M4 No. room bookings	4	4

Folkestone Museum Instagram account also has 2,131 followers (up from 2,022 reported in CS/23/330).

This report will be made
public on 26th September
2023

**Folkestone
Town Council**



REPORT NUMBER CS/23/345

To: Community Services Committee
Date: 3rd October 2023
Responsible Officer: Town Clerk
Subject: Communities and Events Officer Report

SUMMARY:

The report provides an update on the delivery and development of services and events led by the Communities & Events Officer covering the period from June 2023 to October 2023.

REASONS FOR RECOMMENDATION:

The Town Council is committed to the continual development of its services and events.

To identify what aspects of our Community Services within Folkestone Town Council require priority development and to consider the provision of additional services to enhance existing resources. Therefore, there is a need to show evidence of current provision and those to be considered for the future.

RECOMMENDATIONS:

- 1. To receive and note Report CS/23/345**
- 2. To approve the proposed Christmas event programme.**
- 3. To approve the release of £12,000 from the Christmas Festivities budget to deliver the 'Switch On' event and Festive Lantern & Light Parade.**

Aims and Objectives – *To enhance the current services to the community*
Financial Implications – *Services Budget 2023/24 £112,750*
Equal Opportunities – *Access to all*

1. INTRODUCTION

- 1.1 The intent of this report is to summarise the development and delivery of projects, events and initiatives from June 2023 to October 2023.

2. VISITOR INFORMATION SERVICE AND VISIT FOLKESTONE & HYTHE WEBSITE

- 2.1 The VIS continues to develop in the Town Hall and is a valued provision for Folkestone providing tourist information and customer service to local residents and regional, national and international visitors.
- 2.2 An average of 120 members of the public a week used the service between July and August.
- 2.3 The VSO supported by the C & EO is reviewing the Front of House Services currently offered by FTC to identify elements that can be enhanced and additional services that can be developed, including the existing retail offer to enhance the overall visitor experience.
- 2.4 The Folkestone & Hythe Tourism Board supported the launch and delivery of a new tourism website in 2018 (www.visitfolkestoneandhythe.co.uk) with the aim to provide a visitor information function and to help promote the Folkestone and Hythe district. A recent review of the digital presence of the local visitor offer, showed that original investors valued the platform but there was a need for content to be current and regularly maintained.
- 2.5 As a result, FHDC are re-energising the platform. Working together with the Visit Kent team, content consultant Sinead Hanna and retail specialist Jo Wynn-Carter they are refreshing content, engaging businesses and providing a framework for ongoing maintenance of the content.
- 2.6 To inform the process, they ran a workshop in July (the Town Clerk and Communities & Events Officer attended) for key businesses and stakeholders who wanted to be involved in shaping the content and messaging across this platform going forward. The interactive session:
- Sought insights to identify target audiences and inform the website content plan based on local priorities.
 - Assisted in mapping the destination products and hero themes for Folkestone, Hythe and Romney Marsh.
 - Achieved the development of a comprehensive future content plan tapping into local and national opportunities, promoting the district as a sustainable destination.
 - Provided best practice in content planning and creation which will be applied to the Visit Folkestone and Hythe website.
 - Facilitates development of an ongoing value proposition as to why and how maintaining the microsite can support the local economy and local businesses.

- 2.7 This work builds upon the Folkestone Extraordinary place brand and will provide an opportunity to identify how we can capitalise on existing content from other local websites.
- 2.8 Visit Kent are currently in the final stages of updating the microsite with a series of themed blogs informed by the input of attendees at the workshop. This will be “live” on the homepage over the coming weeks.
- 2.9 Proactive business engagement is also being conducted to promote the ongoing use of the microsite as, one of the main challenges experienced by FTC as the administrative resource for the web content was lack of material received by others, which, this exercise hopes to help address.
- 2.10 One of the other key factors highlighted as part of FTC’s role as administrators of the content, was, the disbanding of the editorial group and consequently, loss of bandwidth to deliver and drive future content.
- 2.11 Whilst awaiting a system that enables business self-service (this is still a priority for Visit Kent), there will still be the need for administrative support to identify, receive and upload content.
- 2.12 Given the limited resource for this within Folkestone Town Council, for a period of three months, FHDC have responsibility for all activity relating to the identification, receipt, development, and upload of content with this activity being monitored and measured.
- 2.13 This will enable future resource decisions to be suitably informed prior to handover, potentially back to Folkestone Town Council.

3. PURPLE FLAG AWARD

- 3.1 Folkestone Town Council have begun the necessary tasks / actions required in the primary stages of developing an application for submission to achieve Purple Flag accreditation for Folkestone to identify the town centre as having a high standard of night-time venues, events and attractions and to broaden their appeal.
- 3.2 A key requirement of this process is that entries are supported by partnerships, and the Communities & Events Officer is therefore currently identifying and contacting local stakeholders in the relevant groups (Public Protection, Infrastructure, Hospitality, Development, Management and Community).
- 3.3 These organisations have been invited to support and work in partnership with FTC on this important initiative to continue developing Folkestone as a safe, diverse, appealing and well-managed night-time destination offering an appealing and positive experience to consumers.
- 3.4 The C & EO will brief the committee further at the meeting with details of next steps which include the establishment of a Working Group.

4. ARMED FORCES DAY – SUNDAY 25TH JUNE 2023

- 4.1 The 12th annual Armed Forces & Community Fun Day organised by Folkestone Town Council this year included exciting air displays and The Band of the Brigade of Gurkhas.
- 4.2 It was a free family day out in recognition of Service Personnel, Veterans and Cadets past, present and future.
- 4.3 The area to the rear of the bandstand was dedicated to displays and stands including cadet's activity tents, face painting, military benevolent organisations, military static aircraft & vehicle displays and the Great War Trench Experience.
- 4.4 The Slackline School, Funfair, Battle of Britain and weapon display stands were sited in the grassed area between The Grand, The Leas and the junction of Clifton Road / Clifton Crescent.
- 4.5 Trade, charity and food & beverage stands were located on the lawns between the Leas Cliff Hall and WWI Memorial Arch with some sited in other areas.
- 4.6 With full musical and dance programme at the bandstand from 10am – 5.30pm, interactive WWI educational stands, varied free activities and military benevolent organisations: SSAFA, RBL, RNLI, BLESMA, RAFA, Help for Heroes and much more, this fun, interactive and informative day for all the family attracted circa 20,000 local, regional and national visitors and was an unforgettable and historical event with Folkestone in the spotlight to showcase everything the fantastic town has to offer.
- 4.7 As always, all involved, particularly the military charity stands, gave thanks to FTC for inviting their attendance and indicated that they had raised significant funds across the day due to this event, for which they are hugely grateful.
- 4.8 The MOD fully supports this event and, further to a successful grant application completed and submitted by the Communities & Events Officer in January, awarded £9,000 funding (to be paid to FTC in October 2023).
- 4.9 Miles & Barr Estate Agents contributed £2,000 in sponsorship.

5. CHRISTMAS LIGHTING AND FESTIVITIES 2023

- 5.1 The Communities and Events Officer will update the Committee in respect of developing plans for 2023 including details on the following:
 - Festive Lantern & Light Parade and Entertainment Programme
 - Christmas Market