



Webber & Quentin Communications Committee Minutes

Date/ Time: Tuesday 14th July @ 6pm - 8pm

Venue: ZOOM

Committee Members: *Sophie Thorpe (ST Chair), Umran Malik (UM Board Chair), Sirajul Islam (SI TMO Manager)*

Invitees: *Saoussen Ouertani (Observer)*

TIME	No	ITEM	WHO
6pm	1	Welcome, introductions, apologies for absence & minute taking	
		ST welcomed everyone, introductions were made, there were no apologies and ST agreed to take the Minutes.	ST
6:00	2	Declarations of Interest	
		None	ST
6:05	3.0	Agree accuracy of Minutes	
		N/A - First meeting	ST
6:05	3.1	Action and Matters arising not on the Agenda - Standing Item	
		ACTIONS: N/A	ST
6:10	4	Communications Strategy	
		<p><i>What communication channels exist and what can we add to enhance communication:</i></p> <p>ST presented the 1st DRAFT of the Communications Committee Report on Marketing Strategy & Expenditure and made recommendations for the future, mostly focusing on reducing costs by reducing paper items and introducing a Text Messaging service to enhance engagement with residents.</p> <p>SI raised concerns about residents who preferred paper marketing and ST assured him that specific groups of the community will continue to receive paper marketing but that we must be more economical with the process. A better option would be to survey who exactly needs paper versions and print them in-house instead of using (expensive) outsourced options.</p> <p>All agreed that Text Messaging was a valuable and cost effective tool to introduce into our Communications Strategy.</p>	ST

		<p>SI confirmed that we have almost everyone's mobile number to move forward with the service. We will need to fulfill our GDPR obligations.</p> <p>Forum: UM presented the W&Q TMO Community Forum to the Comms Committee. He demonstrated how the forum worked, how residents can register, what security is in place, and the initial forum options.</p> <p>All agreed this was an excellent way for the TMO to continue towards fulfilling its obligations to create open and inclusive discussions for our diverse community. We believe we are the only TMO to do this and so W&Q TMO will spearhead this new way of communicating and hopefully we can be an inspiration to other TMOs.</p> <p>ST asked for feedback on the 1st DRAFT for the '<i>Community Forum Rules and Guidelines</i>'. UM has replied with his suggested amendments and ST will incorporate. SI will get back to ST with his comments/ suggestions.</p> <p>ACTION: ST to bring the '<i>Communications Committee Report</i>' to the next Board meeting, 29th July, for discussion/ approval.</p> <p>ACTION: TMO Staff/ SI to ensure consent is provided for the Text Messaging service, by all those who have given their mobile number. And to collate the numbers of any missing properties, should they wish to.</p> <p>ACTION: UM to present the '<i>W&Q TMO Community Forum</i>' to the Board at the next meeting, 29th July for discussion/ approval.</p> <p>ACTION: ST to present final DRAFT of '<i>Community Forum Rules and Guidelines</i>' via email for final approval by the Comms Committee, in time to be presented to the Board on 29th July for discussion/ approval.</p>	UM
6:40	5	Newsletter - End of August	
		<p>SI presented his idea to share community activities in the Bi-Annual Newsletters. All discussed the need for an extra newsletter in August this year to highlight the garden opening but it was felt that enough communication, along with the '<i>Garden & Bike Locker Survey</i>' and future BOST Consultation, would be enough communication for this year.</p> <p>Discussion was had on the appropriate frequency of Newsletters going forward. It was agreed to keep to 2 newsletters per year, the 1st delivered just after the AGM to highlight the AGM decisions and present Winter Social Activities. And the 2nd newsletter delivered at the beginning of May to cover 'End of Year' and present Summer Social Activities.</p>	SI

		<p>Both of these newsletters are/ will be posted on the website and we will introduce the Text Messaging service to drive traffic to, and awareness of, the website to increase TMO awareness and engagement.</p> <p>The need for a 3rd newsletter was discussed but deemed to be unnecessary unless a specific issue/ situation arises.</p> <p>SI shared that nothing was 'official' when it comes to the date/ time of the 2020 AGM due to COVID-19. We have booked space for the 29th September to safeguard the ability to host a public AGM. Whether we host a public or digital AGM will be determined by Government Guidelines on social distancing at the time.</p> <p>ACTIONS: SI to produce 2 newsletters per year, early May for the End of Year report, and straight after the AGM.</p> <p>ACTION: SI will update the Comms Committee and the Board when he has more information re AGM 2020 date/ time.</p>	
6:50	6	AOB	
		<p>No AOB was raised.</p> <p>ACTIONS: N/A</p>	ST
7:00	7	CLOSED SESSION	
		<p>ST presented the DRAFT copy of the '<i>W&Q TMO Communications Committee Report July 2020: Review of Communications Between the TMO Board, Staff and Residents Since Becoming a TMO to Ensure Communications are Conducted in Accordance with Our Rules, and Other Relevant Documents</i>'</p> <p>An in depth discussion was had on all issues pertaining to the report. It was agreed there was a need to present this report to the Board at the next meeting.</p> <p>UM and SI to read through the document in full and present their comments and make their recommendations/ amendments to ST for the final DRAFT which will go to the Board for approval.</p> <p>ACTIONS: UM and SI to read through the Doc and respond to ST by Monday 20th July via email so ST has enough time to make amendments and share with the Board in time for the next Board meeting, 29th July.</p> <p>ACTION: ST to present to the Board 29th July with the assistance of SI and UM for discussion/ approval by the Board.</p>	ST
7:55	8	DATE OF NEXT MEETING - Saturday 22nd August 2020 at 11AM	ALL
8PM		END OF MEETING -	

