Minutes of a Meeting of the

Social Media Group

held at the Town Hall, Milford Haven

on Thursday 11th April 2019 at 6:00 pm

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PRESENT

The Mayor (Councillor R. D. Gray)

The Deputy Mayor (Councillor T. J. Davies)

Councillors: W. D. Elliott BA QTS (Chairman) M. P. Rickard

Youth

Representatives: Miss A. Coaker Miss B. Roberts

The Town Clerk and Secretary were also present at the Meeting.

262. MAYOR’S REMARKS:

The Mayor, Councillor R. D. Gray, welcomed Members to the Meeting.

263. APOLOGIES:

Apologies for absence were received from Councillors Miss K. Gray and C. A. Sharp.

264. APPOINTMENT OF CHAIRMAN:

RESOLVED THAT Councillor W. D. Elliott BA QTS

be appointed Chairman of the Social Media Group.

265. TOWN WIFI:

The Chairman advised that the free Pembrokeshire Town WiFi had been instituted in 2016. Launched as a three-year pilot scheme by the Pembrokeshire County Council and the Newcastle Emlyn based company Telemat/Antur Teifi, the scheme is scheduled to conclude at the end of May 2019.

Milford Haven Town WiFi has seven access points in the town centre: Gingers/Welsh Bakery, Value Independence, Torch Theatre, The Pembrokeshire Herald, CKs Supermarket (formerly Spar), Snapdragon Fancy Dress and Gifts and Hamilton’s Bar.

The Chairman read an email that had been received from Ms. S. Henehan, Community Safety, Poverty and Regeneration Manager, Pembrokeshire County Council, detailing renewal pricing, which will come in three parts:

1. Cisco Meraki licence which will be required for the system to continue working. There is a charge of £195 for a three-year licence. There is also a one-year option at £100 per licence.
2. Maintenance – the system is presently maintained by Telemat as part of the contract. As the hardware is now three years old, the continuation of the hardware replacement element of this maintenance is not realistic and the cost of the maintenance will reduce from £150 per access point per year to £100 per access point per year. Replacement kit can also be purchased e.g. £650 for Access Point replacement but prices may fluctuate dependent on the product manufacturer.
3. The Splash Page is the first page that users of the Town WiFi encounter as they log into the system. The cost for renewal of this page is predicated on a three-year licence, and a minimum of five towns in Pembrokeshire must commit to renewal. This will cost £350 per year.

To summarise, the renewal price in total (excluding VAT) for a town with six Access Points will be £1550.

Members and Youth Representatives considered the information in the email.

A Member commented upon some of the problems that had been experienced.

A Youth Representative observed that the Town WiFi was a valuable resource and she expressed her deep concern at the idea of terminating the service.

A Member asked whether Access Points could be reduced, and whether a Splash Page is a requirement.

The Town Clerk confirmed that any money for renewing the free Town WiFi service would be taken from the Council’s Reserves.

Councillor M. P. Rickard joined the Meeting during this discussion.

It was RECOMMENDED THAT:

(i) in view of the timescale, the Clerk be authorised

to contact Mr. A. Davies, Telemat Sales Executive,

to invite him to address the Social Media Group

to discuss the situation, prior to the ratification of

this Minute at the Meeting of the Full Council on Monday

29th April;

(ii) representatives from the Port of Milford Haven are

to be consulted as to their free WiFi Service, and

enquiries are to be made as to any cooperation

possibilities.

266. REVIEW OF PAPERLESS CORRESPONDENCE:

The Secretary advised that (as of the time of the Meeting) seven Councillors receive their Full Council Agenda Packs electronically and eleven Councillors receive paper copies.

A Member expressed concern at the number of Councillors receiving paper correspondence, stating environmental and postage concerns, and the wish for this Council to move forward as a paperless authority. Another Member worried in case paper packs were not being disposed of properly. A Member asked whether Councillors could use their Allowance to claim their paper packs.

It was suggested that not everyone has the technology or the computer knowhow to switch to paperless correspondence. Some Councillors also prefer the paper packs.

It was RECOMMENDED THAT:

(i) Mr. C. Davies, Technical Change Manager,

Pembrokeshire County Council, be invited to a

future Meeting to look at training regarding the

use of electronic packages;

(ii) such programmes as Google Drive and OneNote

be explored to transmit Council information.

267. REVIEW OF MILFORD HAVEN TOWN COUNCIL SOCIAL MEDIA PLATFORMS AND WEBSITE:

The Chairman advised of the following figures relating to the Milford Haven Town Council’s social media platforms and website:

(as of the time/date of the Meeting)

* Facebook - 1351 likes, 1405 follows
* Twitter - 772 followers
* Instagram - 357 followers
* Website - 329,378 views (though there is not a record of unique/robot views)

One of the Youth Representatives asked if the Instagram account was utilised to the fullest. She spoke of the numerous marketing opportunities offered by the service.

Discussion followed and it was RECOMMENDED THAT:

(i) video/live features be adopted, profiling Councillors

and Youth Representatives;

(ii) the Youth Representatives, Miss A. Coaker and

Miss B. Roberts, be profiled first.

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