

Minutes of the Abingdon Visitor & Community Information Centre Review Working Party held on 10 June in the Old Abbey House.

**Present**

Cllr Jim Halliday

Cllr Julie Mayhew-Archer

**In Attendance**

Mrs Sandra Hill

Deputy Town Clerk

1 **Election of Chair**

**Resolved** that Cllr Jim Halliday be the Chair of the Abingdon Visitor & Community Information Centre Review Working Party for the municipal year 2010-2011.

2 **Election of Vice Chair**

**Resolved** that Cllr Julie Mayhew-Archer be the Vice-Chair of the Abingdon Visitor & Community Information Centre Review Working Party for the municipal year 2010-2011.

3 **Apologies**

Apologies were received from Cllr Lesley Legge.

4 **Declarations of Interest**

There were no declarations of interest.

5 **Minutes of the Last Meeting**

**Resolved** that the minutes of the last meeting held 25 January 2010 were signed as a true and correct record.

6 **Update on Actions from the Last Meeting**

**(a) Tourist Information Centre – Members discussed the guidelines for accreditation as a Tourist Information Centre (TIC).**

**Resolved** that this initiative should not proceed at the present time, but be reviewed in the future.

During the discussion on TIC accreditation it came to light that the Centre does not advertise opening hours.

**Resolved** that the Deputy Town Clerk would arrange for a notice to display, opening hours, bank holiday closures and service provided in the Museum on Sundays.

Action: Deputy Town Clerk.

**(d) Out of Date Leaflets**

The meeting discussed ways to ensure that out of date information is removed as soon as it is out of date.

**Resolved** that when a new leaflet is received, reception staff should note in the reception diary its expiry date so it can be removed from the display areas on the day it ceases to be current.

Action: Abingdon Visitor & Community Information Centre Staff

(e) Advertising Town Council Events in Bus Shelters – the Deputy Town Clerk reported that the owners of the advertising panels in the Stratton Way bus shelters have given their permission for the Town Council to display Town Council notices in the Bus Shelters.

**Resolved** that the Deputy Town Clerk would design and produce posters for display in the bus shelters, and that these should be displayed by the end of June 2010.

Action: Deputy Town Clerk

(g) A3 Abingdon Map and Information Desk Pad – the Deputy Town Clerk reported that the Choose Abingdon Partnership have agreed to fund printing costs.

**Resolved**

- (i) that the Deputy Town Clerk obtain two further printing quotes;
- (ii), that the print proof be presented to the Finance & General Purposes Committee;
- (iii) that production costs be retrieved from the Choose Abingdon Partnership.

Action: Deputy Town Clerk

**(h) Abingdon Visitor and Community Information Centre Statistics**

The Deputy Town Clerk produced revised statistical information for the daily visitor numbers, but unfortunately the meeting were unable to fully discuss this matter as a full set of statistical information was not available.

**Resolved** that Cllr Jim Halliday would produce time slot statistical information in time for the next meeting of the AV&CIC Review Working Party.

Action: Statistical Information - Cllr Jim Halliday

Date of next meeting - Sandra Hill

On looking at the data Members were drawn to visitor figures over the last two years for August Bank Holiday Monday, where they concluded that it was not financially viable to open.

**Resolved** that the Centre would not open on August Bank Holiday Monday 2010.

The meeting further discussed the design and content of the data form.

**Resolved**

- (i) that the data form should include an extra category in relation to Reception tasks (personal visits and switchboard calls);

(ii) that the key to the columns be modified to describe what was recorded in column "Ac" ;

(iii) that the letter and email columns be amalgamated and renamed Correspondence.

Action: Deputy Town Clerk.

In discussing reception duties, it was

**resolved** that the Deputy Town Clerk would issue all Councillors with a list of the direct-dial telephone numbers for individual staff members – it was hoped that this would ease reception duties.

7 **Date of Next Meeting**

**Resolved** Tuesday 20 July 2010 at 5.30pm.

8 **Exclusion of the public, including the press**

In accordance with section 1 (2) of the Public Bodies (Admissions to Meetings) Act 1960 (as extended by Section 100 of the Local Government Act 1972), the public (including the press) be excluded from the meeting because of the confidential nature of the business to be transacted, as summarised below.

- The confidential minutes of the meeting held on 25 January 2010 (copy attached).