

Folkestone Town Council



Date of publication: 13 November 2018

The Town Hall,
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AGENDA

Meeting: **Community Services Committee**
Date: **20 November 2018 (Tuesday)**
Time: **7.00 p.m.**
Place: **Town Council Offices, The 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 give notice prior to the meeting to the Town Mayor, Committee Chairman or Town Clerk.

Jennifer Childs
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 2 October 2018 and to authorise the Chairman of the Committee to sign them as a correct record.

4. FOLKESTONE MUSEUM REPORT

The committee is asked to receive and note Report CS/18/240.

5. MARKETING AND COMMUNICATIONS REPORT

The committee is asked to receive and note Report CS/18/237.

6. STEP SHORT ARCH

Step Short has contacted Council to start discussions around the possible transfer of the Commemorative Arch and associated lease. Members views are therefore sought.

The arch has been constructed out of marine grade stainless steel with a life expectancy of 250-years and has an insurance value of £350,000 for replacement. The running costs include £50/month to clean, £12/month for electricity and £500/annum insurance thus requiring an annual budget of circa £1,250

7. BUDGET 2019/20 – POTENTIAL GROWTH ITEMS

At this juncture the Committee is asked to consider proposals for possible growth items and non-recurring revenue expenditure for Community Services for next year. The Finance & General Purposes Committee will consider the full list of proposals put forward by all Committees at its meeting on 13 December 2018.

8. CHRISTMAS LIGHTING AND SWITCH ON EVENT, PARADE & FESTIVITIES

The Communities & Events Officer will provide an update in respect of Christmas lighting installations and Town Centre Switch On event.

9. DATE OF NEXT MEETING – 5 FEBRUARY 2019

FOLKESTONE TOWN COUNCIL

Minutes of the Community Services Committee meeting held at the Town Council offices, The Town Hall, 1 – 2 Guildhall Street, Folkestone on Tuesday 2nd October 2018 at 7pm.

Present: Councillors A Berry, J Collier, P Gane, C Sacre (arrived at 7.05pm), S Wallace, P West and R West (Chair)

In attendance: Vicky Deakin – Communities and Events Officer

1000. APOLOGIES FOR ABSENCE

There were no apologies for absence. Councillor Emily Arnold was absent.

1001. DECLARATIONS OF INTEREST

There were no declarations of interest.

1002. MINUTES

The Committee were asked to receive the Minutes of the meeting of the Community Services Committee held on 7th August 2018 and to authorise the Chairman of the Committee to sign them as a correct record.

RESOLVED:

i) That the minutes of the meeting 7th August 2018 be received and signed as a correct record.

Proposed: Cllr P Gane
Seconded: Cllr A Berry
Voting: F:6, Ag:0, Ab:0

ii) That further to Folkestone Town Council having now received £4,750 from Sandgate Road businesses and a further £1,250 committed the order now be placed for 7no. Trees (as per Minute 993) on Sandgate Road to be installed with Christmas lights.

Proposed: Cllr P Gane
Seconded: Cllr A Berry
Voting: F:6, Ag:0, Ab:0

Councillor Carol Sacre arrived at this juncture.

iii) That the Town Clerk undertake further research to clarify what obligation Folkestone & Hythe District Council have in respect of street lighting provision under the Highways Act 1980 applicable to renewing the currently condemned columns in the pedestrianised area of the Town Centre.

That confirmation of exactly how many columns require replacement and a breakdown of costs is sought identifying the charge for the element relating to an additional socket being installed to lighting columns for the sole use of the Town Council for Christmas lighting.

That this information be brought to an Extraordinary Council Meeting to be convened by the Town Clerk on Thursday 11th October at 6pm for consideration by all members further to an unequivocal assurance from Folkestone & Hythe District Council that, any work funded by Folkestone Town Council will be completed no later than 14 November 2018.

Proposed: Cllr P Gane
Seconded: Cllr J Collier
Voting: F:6, Ag:0, Ab:1

1003. FOLKESTONE MUSEUM REPORT

The committee was asked to receive and note Report CS/18/235.

RESOLVED: That Report CS/18/235 be received and noted.

Proposed: Cllr P Gane
Seconded: Cllr A Berry
Voting: F:6, Ag:0, Ab:1

1004. ALLOTMENTS

i) ANNUAL RENT REVIEW

The Committee was asked to receive and approve Report CS/18/238 with respect to allotment charges for 2019/20.

RESOLVED: That Report CS/18/238 be received and noted.

Proposed: Cllr P Gane
Seconded: Cllr A Berry
Voting: F:7, Ag:0, Ab:0

ii) ALLOTMENT RULES

The Committee was asked to receive and approve Allotment Rules v9 which include an additional item at 3.25 and amendments to comply with the General Data Protection Regulations.

RESOLVED: That Allotment Rules V9 be received and approved.

Proposed: Cllr P Gane
Seconded: Cllr A Berry
Voting: F:7, Ag:0, Ab:0

1005. TREES

Following suggestions from Councillors, Tree Wardens and members of the public; the Tree Working Group have compiled a draft tree planting schedule in partnership with KCC. The schedule includes proposals for planting throughout Folkestone Parks and Highways utilising the 2019/20 budget allocation of £10,000.

The committee were asked to consider the draft schedule and release the £10,000 budget.

RESOLVED: That the draft Schedule of Planting be approved and the earmarked £10,000 be released from the budget.

Proposed: Cllr P Gane
Seconded: Cllr A Berry
Voting: F:7, Ag:0, Ab:0

1006. FOLKESTONE YOUTH PROJECT – THE SHED URBAN WLDERNESS PROJECT

At its meeting on 16th August 2018 the Grants Committee resolved to award £1,000 to the Urban Wilderness Project. The applicants were referred to the Community Services Committee for the remainder of the funds totalling £1,028.

The committee were asked to consider if it wished to award and release the outstanding requirement from the Local Projects or Youth Facilities budget.

RESOLVED: That £1,028 be released from the Youth Facilities budget to support this project.

Proposed: Cllr P West
Seconded: Cllr S Wallace
Voting: F:7, Ag:0, Ab:0

1007. WINTER BEDDING PLANTING

The Committee were asked to consider if it wished to release £719.26 from the 2018/19 Flowerbed Budget to facilitate the supply, planting and maintenance of winter bedding by FHDC in the planters along Guildhall Street.

RESOLVED: That £719.26 be released from the 2018/19 Flowerbed Budget to facilitate the supply, planting and maintenance of winter bedding by FHDC in the planters along Guildhall Street.

Proposed: Cllr P Gane
Seconded: Cllr P West
Voting: F:7, Ag:0, Ab:0

1008. BUDGET 2019/20 – POTENTIAL GROWTH ITEMS

At this juncture the Committee were asked to consider proposals for possible growth items and non-recurring revenue expenditure for Community Services for next year. The Finance & General Purposes Committee will consider the full list of proposals put forward by all Committees at its meeting on 13 December 2018.

RESOLVED: That proposals will be brought to the next Community Services Committee meeting for consideration on 20th November 2018.

Proposed: Cllr P Gane
Seconded: Cllr P West
Voting: F:7, Ag:0, Ab:0

1009. DATE OF NEXT MEETING – 20 November 2018

.....Chairman

20 November 2018

This report will be made public
on 13 November 2018

**Folkestone
Town Council**



Report Number CS/18/237

To: Community Services Committee
Date: 20 November 2018
Responsible Officer: Town Clerk
Subject: Marketing and Communications Report

SUMMARY:

Marketing and Communications has become an important function of the Council. As the Council grows and develops its Museum service it needs to ensure it continues to get the message to the public to let them know what, when and where things are happening.

REASONS FOR RECOMMENDATION:

Folkestone Museum has been open for over a year with many successful exhibitions and displays. Marketing and communication play an important role in its success. This report will demonstrate how this is done within the constraints of the budget to include the museum website, banners, guides and social media growth.

RECOMMENDATIONS:

1. To receive and note Report CS/18/237

Aims and Objectives – *An accredited Museum*
Financial Implications – *Within allocated budgets*
Equal Opportunities – *Access to all*

INTRODUCTION

Effective communication is key to providing information to the people of Folkestone and beyond. The way in which councils communicate and the range of different communication channels now available have changed out of all recognition over the last few years.

Current Communications Channels

In order that communities know about the services that we offer and for us to ensure that those services meet – and continue to meet – the needs of local people and visitors, we need a proactive approach to communication.

There are many different elements to Marketing and Communications. Currently, the principal means of communication are:

Printed Media

Press Releases and Features - responses to media enquiries and proactive releases to publicise council services, events and civic functions.

Folkestone Town Council Community Magazine - a magazine that provides information and features about the Council and its services, as well as details of events in Folkestone and issues on which the Council want to hear from the public.

Broadcast Media

Arranging Television and Radio Interviews - these are arranged on request from the local media.

Electronic Media

Website

The Town Council's website –folkestonetc.kentparishes.gov.uk.gov.uk – contains information on the Council and its services, the latest news and events. Copies of all press releases are posted on the site, as well as copies of the Community Magazine. The website is also where we post details of Council meetings, agendas and papers.

Folkestone Museum Website – folkestonemuseum.co.uk – contains information on the museum, events, visitor information, school's education services, press releases, exhibition information and information on the collection itself.

Social media

The Town Council and Folkestone Museum currently holds accounts with Facebook, Twitter and Instagram. Research shows that the growth of social media will continue and will form a central part of communicating with local residents, particularly with young people. While social media networking sites provide positive opportunities for the Council and Museum to engage directly with the public and gain quick customer feedback and input, they require a different approach from the normal channels of communication.

FOLKESTONE MUSEUM MARKETING ACTION PLAN

During its first year, Marketing and Communications played a vital role in the success of the launch of the Museum. From the marketing strategy that was developed, several areas were outlined as to how the marketing would be best used and budgeted for accordingly.

COLESTONE MUSEUM MARKETING ACTION PLAN

Stakeholder Participation	Reinforce the Museum Partnership Group by having a meeting schedule for 2016/17. Having a fully established 'Friends' group by opening.	Museum Partnership Group	Nov-16
Social Media Campaign	Use Facebook, twitter, Instagram to promote the pre-opening Museum and post opening activities. Use advertising channels on the sites as they are targeted.	Marketing and Comms Officer	Ongoing
Wayfinding	Banners in the Town Centre on the lampposts, using Take One Media to distribute our guide. General POS material.	Marketing and Comms Officer	On going
In House Branding Style	A document needs to be compiled which includes usage, fonts, size etc. this will ensure the branding has good visibility.	FTC / Museum Staff	Aug-16
Fundraising	Donation boxes need to be purchased/designed and placed in the Museum to boost income. Further research on fundraising opportunities for 2017/18 and beyond.	FTC/Museum Staff/Marketing and Comms Officer	Ongoing
Guide book	Compose Guides – children's guide and guide for the opening and post opening of the museum.	Marketing and Comms Officer	May-18
Evaluation	Use the evaluation methods on opening and beyond to build up a database and understanding of the audience their expectations etc. Something like Audience finder would be useful to use.	Marketing and Comms Officer	Ongoing

Website	Add content to reflect the 5 themes, to add professional images of the collection and the build. Videos of the build to market it as a coming soon, and videos of the collection to be added for talking points once build is complete. Include Branding, social media links/feeds and blogs.	Marketing and Comms Officer	Aug – 18 to complete site - ongoing for updates
Public Relations	Use the 'build' as a marketing tool to gain interest in the new museum up to opening. This PR will need to continue after the opening using the website and local media to help promote, and keep the momentum going.	FTC/Museum Staff/ Marketing and Comms Officer	On going
Pre-Opening Marketing	Invitations and refreshments for the opening party. This may mean that there is more than one opening for different audiences. Press launch and stakeholder launch for example.	Marketing and Comms Officer	Jan-17
General Inhouse Marketing	Exhibition posters, flyers, mailing lists, newsletter (digital), Teachers e-newsletter.	Marketing and Comms Officer	On going
External Marketing	Flyers, adverts in various publications and local news, external websites (Kent Attractions)	Marketing and Comms Officer	On going

PROCESSES

For all new stories, events, workshops and exhibitions the following processes are carried out, depending on if the event is for Folkestone Town Council or Folkestone Museum:

Press Releases

For all press releases the following processes are carried out:

- To be written by the relevant person (for the museum - this is usually the person who exhibits in the museum if for an exhibition)
- Checked and or added to (if from external source), for Town Council or museum purposes
- Formatted with logos and relevant information such as contact information, opening times and exhibition dates
- All press releases should be accompanied by at least one relevant image
- Media list is checked to ensure it is up to date
- Before sending out, the press release is sent to the Town Clerk for final checks and approval
- Send out to the relevant media for the event, workshop or exhibition
- Place on either Town Council or Museum website in news category
- Carry out the social media and advertising processes for events, workshops and exhibitions

Marketing Activities and Social Media Campaigns

For any event, or post at least one image must be used and all the relevant information such as times and dates included.

- Advertise as post or event on either Town Council or Museum Facebook page
- Advertise on Town Council or Museum Twitter page
- Advertise on Town Council or Museum Instagram page
- Where appropriate share on either Town Council or Museum social media
- Contact other Social Media sites for a 'share'
 - F&HDC
 - Creative Foundation
 - What's on in Folkestone
 - Spotted in Folkestone
 - Other relevant sites to post
- Museum website 'What's On' or Folkestone Town Council 'Calendar'
- Museum website 'News' for press releases Folkestone Town 'News' for press releases
- For paid or number limited events add to Billetto and link back to social media and website (Folkestone Museum only)
- Where appropriate add on the FTC website (Folkestone Museum only)
- Community magazine articles to be with George for deadline dates
- Visit Folkestone and Hythe website for events
- Kent Attractions website
- Inside Kent publication for listings
- Mailing list A5 poster to:
 - Councillors
 - Friends
 - Mailing list

- Produce a poster to put up in the Town Hall
- Contact Ray Duff to collect 4-5 posters to go around town
- Circulate to organisation mailing list with A5 poster attached
- Email local papers for free coverage
- Contact Academy FM to put on local radio
- Contact KMFM to put on local radio
- Use Mayors Radio slot (1st Wednesday every month)
- Family / children's event or workshops external publications
 - Primary Times listings (website and print)
 - Green gang
 - A5 poster for book bags
- Family / children's events, send information to local primary schools (schools contact list)

It is important to keep people's interest on social media. During quiet periods we look to create one post per week across all mediums. This is done by using various tags such as #mondaymotivation or using key events in time relevant to the museum and its collection for e.g the birthday of William Harvey or object of the month. For the Town Council the Grants can be used as a promotional tool, we can post about the events the grants have funded, this also then plugs into the organisers audience and gains us more recognition.

EVALUATION

Below are some current facts and figures relating to social media and other means of communication:

Facebook:

FTC, total Likes – 578. Followers – 583. Average post reach – 1,370

Museum, total Likes – 1,682. Followers – 1,719. Average post reach – 2,954

Twitter:

FTC, followers – 1,736. Impressions – 3,449

Museum, followers – 400. Impressions – 7,400

For all press and media activity it is important to evaluate and collect information on what has worked and if any money has been spent on advertising, if it was worthwhile.

The website and all the social media have built in analytics which shows you the activity levels. Social media is also free to use and is the most cost-effective way to advertise events, workshops and exhibitions. We have for one single post had a reach of over 31,000. This is larger reach than the paid media and is obviously free and is worth the time taken to add the posts on and to make them as interesting as possible to get people's attention.

Any press coverage is also saved and archived. When a good news story is on television news any footage is requested so this can be used on social media and the website.

Budgeting

The current Marketing and Communication budget is as follows:

- £1,000 on Publicity and Promotion
- £500 Evaluation and Press coverage
- £1,000 for Leaflets and Publications

This report will be made public on 13 November 2018

**Folkestone
Town Council**



Report Number CS/18/240

To: Community Services Committee
Date: 20 November 2018
Responsible Officer: Town Clerk
Subject: Museum Report

SUMMARY:

Folkestone Museum has been open since the last weekend in May with many events, exhibitions, and community engagement opportunities occurring in the months since. The intent of this report is to summarise the progress since the previous report.

REASONS FOR RECOMMENDATION:

The Town Council received funding from the Heritage Lottery Fund to deliver its objective to preserve and enhance the town's heritage. There is a need to show evidence of working with the community and stakeholders as part of the programming agreed by the Council and the Heritage Lottery. HLF grant conditions require ownership of the collection. Kent County Council conditions require accreditation to be received for Council to secure ownership of the collection.

RECOMMENDATIONS:

1. To receive and note report CS/18/240

Aims and Objectives – *Gaining accreditation for the Museum*
Financial Implications – *Allocated budget as per forward plan*
Equal Opportunities – *Access to all*

1. Introduction:

The intent of this report is to summarise the progress of the Museum, from the middle of September to the end of October 2018.

2. Conservation and Collection's Care

- 2.1 The audit of the collection inventory is still progressing. Each object is being photographed and the contents of boxes and shelves are being compared with the previous audit to ensure accuracy. Priority for the collection is to catalogue the archaeology with the intention of eventually expanding the interpretation in the Roman and Archaeology cases. Progress is slower than for the other parts of the collections due to sheer volume and types of objects included. Objects for possible display are being noted with the intention of reassessment for conservation needs in the future.
- 2.2 All donations, conservation, and storage management are kept to Spectrum standards.
- 2.3 The Collections Officer attended a Collections Trust training day at Maidstone Museum to refresh her skills in labelling and marking. She is planning to develop a small training program starting in 2019 and create a 'labelling and marking kit' for the volunteers to prepare and provide them with skills for further reconciliation of the current collection and future donations of various objects.
- 2.4 Two research requests have been made for access to objects in the collection. One request is a PhD candidate from the University of Winchester, for access to the skeletal material from Cherry Garden Hill, the material will be analysed and there is some funding potential for radiocarbon dating of suitable material for the research. The second request is to have access to the Burghmote horn, so it can be measured with potential to have radiographed in order to find out more about the object. The requester has asked permission for the use of the picture of the horn in an article that will be written in The Crucible (Historical Metallurgy Society Newsletter).

3. Events and Exhibitions to Date

- 3.1 The current exhibition focusing on the life and legacy of Walter Tull, is the first homegrown exhibition and has been our most highly attended show to date. A request has been made to take the show on tour throughout the country and to Barbados. This is only panels at this stage and not the archival material. The Exhibitions Officer has been in talks with Arts Council for funding.
- 3.2 The museum will be supporting Canterbury Christchurch University's *Being Human Festival* by hosting a small exhibition on the Belgian Refugees in Folkestone during WWI in the education room, which will be curated by one of their students. The exhibition titled: The Flight and Refuge – Folkestone Welcomes All, will run from 15th November to the 24th November.

- 3.3 A 'There But Not There' silhouette with interpretation is displayed in the Town Hall window together with a felt poppy wreath that was made during the poppy workshops.
- 3.4 Local man, Stanley Robinson, turned poet at 91, approached the museum to display three pieces of his work during the week running up to The Armistice commemorations. His three works: The Clocktower, The Lesson and The Cenotaph - are about Folkestone.
- 3.5 In the lead up to Armistice Day events, the museum ran poppy making sessions and Voluntary Aid Detachment re-enactment workshops during half-term week (22nd October – 27th October). Donations were collected for the Royal British Legion Poppy Appeal.
- 3.6 Following on from the above point, the poppy crafting was very popular with 180 children attending. We also hosted 12 toddlers from the Honey Pot Nursery for a poppy making session and museum tour. Here is some feedback from these sessions:
- 'I had the best time making poppies'.*
'I liked dressing up and making poppies'.
'I enjoyed the poppy making'.
'The children were engaged and enjoyed making their poppies'. (Honey Pot Nursery)

4. Future Events and Exhibitions

- 4.1 As part of outreach for the Tull show a symposium will be held on 24th June 2019 at the Quarterhouse, supported by Shepway Sports Trust on the subject of Walter's legacy in football. Speakers include Tony Whelan who coaches the youth teams at Man United and the Head of Sustainability and Diversity at FIFA.
- 4.2 In early November, The Friends of Folkstone Museum will be holding a talk on Seaside Therapies by Dr Paul Ronnie (University of the Arts London - Central Saint Martins). To coincide with Black History Month and the Tull Exhibition the museum is hosting talks from Dave Thomas (University of Kent) for a talk on 'What is Black History? Notes from a Contemporary Black Scholar', and Phil Vasili on 'The life and legacy of Walter Tull 1888-1918: a reluctant hero?'
- 4.3 The next exhibition will run from February to May 2019, featuring work by Shane Record. A proposal for Roger de Haan to purchase one of Shane's paintings is to be made and donated to the Museum to begin representing the art of the town over the last 50 years, which is so far unrepresented in the collections. During June to August the museum may run the Gaswork Site exhibition, but this will be conditional as to whether the exhibition will be suitable as a Summer show. To finish 2019, the museum will hold an exhibition about Eurotunnel.
- 4.4 Work has already begun on exhibitions for 2020. During February to May it is the intention to run an artist's exhibition which is still to be confirmed. During

June to August an artist or heritage show will take place, this is to also be confirmed. From September to December 2020/January 2021 work is currently in development to collaborate with the Royal College of Physicians for an exhibition on William Harvey, to tie into the Triennial 2020 theme of 'Circulation'. An artistic response to William Harvey's work will be incorporated.

- 4.5 Space will be available for smaller community exhibitions in the lobby upstairs by application. We are also collaborating on the Finding Eanswythe project.

5. Outreach and Education

- 5.1 The Outreach officer is preparing to deliver the museums first in-house developed workshops for children of primary school age, which focus on the themes in the museum. There has been wide interest for these workshops from local schools, and as such the museum is eager to trial some of the workshops prior to making them available next year.
- 5.2 Many schools have booked onto both the Operation Armistice and Walter Tull workshops, to date just over 2000 children have participated and feedback has been very positive.
- 5.3 Following on from the above point, the workshops offered by Randolph Matthews (Walter Tull workshops) and Operation Armistice (School History Workshops) have proven popular and offer children a unique and different way to engage with the past. Here is some feedback from teachers and pupils:

Operation Armistice Workshops

'Code-tastic!, I ♥ Coding!' (Cheriton Primary School Student)

'The children enjoyed so much of the workshops it is difficult to pick out the best bits. The decoding of the messages was really great fun as was being about to think about spies and handling the artefacts. The hands-on approach to the Not only the Boys workshop was super, although majorly about nurses it really captured all the boys as well. Everyone enjoyed acting as the injured and as the medics. Really great opportunity for my class.' (St Eanswythe Yr4 Class)

Tull Workshops

'Thoroughly enjoyable, all of the teachers have been talking about it!'
(Cheriton Primary School)

Responses from children from Christ Church Primary School:

'It was brought to life by closing their eyes and having sounds of the bombs helped them imagine it.'

'Child interaction made it seem realistic'

'Interesting and sad'

'Liked the start with jokes'

'Moving'

'Inspirational'

'Enjoyed it as he taught it in a fun way'.

- 5.4 Children from Elham Church of England Primary School (Year4/5) were taught about Walter Tull in school, their teacher has since sent in the posters about the thoughts on what they learned about him and the Great War. These are currently up on the walls in the education room.

6. Friends of Folkestone Museum

Friends have their AGM on Saturday 1 December. This will be an opportunity to 'formalise' the group and get ready to apply for charitable status. With an income of under £5000 a year, they do not need to apply to the Charity Commission but can apply to be recognised by HMRC so that they can get Gift Aid on members' subscriptions. Their constitution will be ratified at the meeting.

7. A Small Sampling of Visitor Feedback

"I would like to say how much I enjoyed my recent visit to view the Walter Tull Exhibition, it gives a fascinating insight into this remarkable man's life. His story is wonderfully portrayed by the many pictures, memorabilia and written accounts that are on display. I was also fortunate enough to attend a question and answer session with the former Tottenham Hotspur legend, Ledley King, prior to the official opening of the exhibition, which was expertly hosted by Sally Hough. I would like to express my thanks and praise to the museum staff for putting on such a well organised and poignant tribute to such an inspirational human being."

"A good exhibition, showing family history and good social commentary"

"😊 This is a very special museum indeed, Folkestone should be very proud and I'm sure they are, you tick all the boxes for all ages and interests and the Walter Tull family exhibition is magnificent!!"

"A truly inspiring and moving exhibition, hopefully this man and his family's resilience, dedication and loyalty will be acknowledged in the highest way possible to inspire other young people"

KPIs update

- M1 – 2017 Temporary exhibitions booked - 5
- M1 – 2018 Temporary exhibitions booked - 6
- M2 – 2018 Volunteer Hours since last report – approx 200 hours
- M3 – 2018 Educational Visits & Workshops - 69
- M4 – 2018 Paid educational room bookings - 4