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Town Clerk – Laura Chrysostomou

Minutes of a meeting of the Extraordinary Community Resources Committee held in The New Millennium Chamber, The Manor House, Church Street, Littlehampton, BN17 5EW on 2 October at 6.30pm.

Present:

Councillor Tandy – Chair Councillor Lee Councillor Long Councillor Blanchard-Cooper Councillor Butcher Councillor Walsh Councillor Wiltshire Councillor Daws

In attendance:

Laura Chrysostomou – Town Clerk Julia Edge – Museum Curator Pamela Kent – Pamela Kent Consulting Director Sofia Chittenden – Communication & Marketing Manager

2024 to 2025

33. Evacuation Procedures

The evacuation procedures were noted.

34. Filming of Council Meetings, Use of Social Media and Mobile Phones

The procedures were noted.

35. Apologies

There were apologies from Councillor Tilbrook and Councillor O'Neill. Councillor Walsh and Councillor Butcher substituted, respectively.

36. Declarations of interest

Members and Officers were reminded to make any declarations of disclosable pecuniary or personal and/or prejudicial interests that they might have in

relation to items on the agenda. The standing declarations were noted, and no further declarations were made at this point.

37. Minutes

The Minutes of the meeting held on Thursday 5 September 2024 were confirmed as a true record and signed by the Chair.

38. Chair's Report and Urgent Items

There were none.

39. Public Forum

There were none.

40. Officers Reports

40.1. Museum Project Time Machine Update and Community Engagement Consultation

Councillor Butcher declared a personal interest in the following discussion as a Member of Arun District Council.

Councillor Dr Walsh KStJ declared a personal interest in the following discussion as a member of Arun District Council and the Littlehampton Harbour Board.

- 40.1.1 The Museum Curator presented a report, previously circulated, which set out the progress with the delivery of Project Time Machine and a summary of the feedback from the recently concluded consultation exercise. She explained that this was the first phase of the project and had the specific aim of identifying barriers to public participation in the museum and inform the development of a new Audience Development Plan and Collections Development Policy and Plan. Using the grant from the National Lottery a consultant had been engaged to carry out the consultation work and a detailed report of the findings produced. She introduced the Director of Pamela Kent Consulting who proceeded to deliver a presentation of the findings and key statistics gathered from the survey, copy attached to the minutes.
- 40.1.2 Thanking both for their well-presented and comprehensive report and presentation, the committee proceeded to discuss the report and findings. The concept of a history trail starting and ending at the Museum was suggested and it was noted that walking tours previously delivered in the Town had been well received. It was also noted that the information gleaned from the survey included postcodes which would be useful to help understand the different views of tourists and residents.

40.1.3 A wide-ranging conversation ensued regarding the current location of the Museum, possible alternative venues for the collection and exhibition themes. Recalling the former Look and Sea Centre and the way that had been used to house exhibitions about the Town's maritime history, it was considered that the connection between the town the river and the sea remained a popular theme for future displays featuring this aspect of the Town's heritage. It was reported that Arun District Council was included in the Coastal Catalyst project which was awarded Arts Council funding and that the Harbour Board would be interested in working with the Town Council on a project in the future. This was noted should the opportunity arise.

It was resolved that:

The report and survey feedback be noted.

40.2. Events Review Update Report and Draft Events Strategy

- **40.2.1** The Communications and Marketing Manager presented a report, previously circulated, summarising the results of the Events Review public survey and the Councillor workshops. In addition, the Committee's views were sought on the emerging Events Strategy, a draft of which was included in the report.
- 40.2.2 The Committee proceeded to consider the report and thanked officers for the thorough research and good presentation. Observing the limited response rate it was noted that this survey had been conducted in a shorter space of time than the Project Time Machine museum survey. This highlighted the importance of allowing sufficient time for this type of work in the future. The feedback had been informative and had demonstrated the need for further work to enable the Council to develop a robust 3-year programme of events. This included further engagement and consultation with external organisations to understand their event plans and explore opportunities for joint working.
- 40.2.3. It was therefore considered sensible that a one-year events programme for 2025 based on the current programme be planned. This would allow further time to properly evaluate the survey feedback, consult more widely with external organisations and develop the three year programme that was envisaged. It was agreed that this should be the focus of the Task and Finish Group going forward with the aim of having a new three year events programme ready for implementation in 2026.
- 40.2.4 Turning to the emerging Event Strategy which the Committee had been asked to consider, it was noted that the Strategy would be used to steer the development of future event programmes. It was therefore considered important that it was thoroughly reviewed and met the Town Council's objectives. It was therefore agreed that the Task and Finish Group would meet imminently to feed back on the Strategy with the aim of bringing it back to the Committee for approval at the next meeting on 24 October 2024.

It was therefore resolved that:

- 1. The consultation feedback be noted.
- 2. The emerging Events Strategy be reviewed by the Task and Finish Group and brought back to the next meeting of the Committee.
- 3. A one-year events programme for 2025 based on the current programme be planned and included for consideration as part of the 2025 to 2026 budget.
- 4. Work continues to develop a three-year events programme for implementation from 2026 as set out in the report.
- 5. The contents of the report be otherwise noted.

41. Exempt Business

There was none.

The meeting was closed at 7:18pm.	
	Chair



Littlehampton Museum Community Consultation

Key Findings

October 2024

Presented by Pamela Kent Consulting Limited©

Overview

Secured a National Lottery grant for 'Project Time Machine'.

Focus on better engaging the community and making collections accessible.

Identify barriers to participation and improve social history collections.

Represent 'hidden' histories and enhance local pride.



Methodology

Surveys (403 respondents).

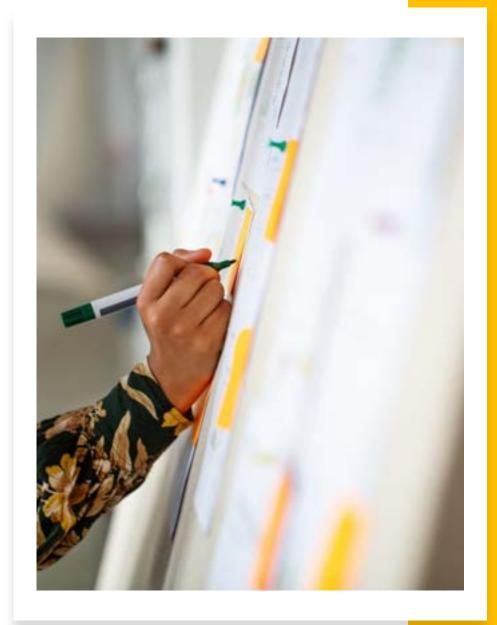
8 Focus groups (52 respondents).

Artswork partnership support

Stakeholder interviews (16 via Microsoft Teams).

Accessible formats (large print, additional languages).

Physical surveys at events and the museum.



KEY FINDINGS

Motivations

The majority of respondents visit the museum up to three times a year (33%)

Significant number of respondents who had never visited (14%)

Main motivations: interest in local history of the town (25%) closely followed by interest in a collection or exhibition (17%)

Typically visiting with family (42%).



Barriers

Accessibility is hugely important to respondents; 80.9% viewing on-site toilets as very important (41.1%) or quite important (39.8%)

Common Barriers: lack of time (24%), lack of information (18%), limited knowledge of the museum (11%).

Recurring theme: difficulty in finding the museum due to inadequate signage and lack of visibility



Experience + Engagement

44% rated their overall experience positively (4/5).

Lead interests - social history (23%) and archaeology (16%)

Room for improvement: dynamic exhibits, fix tech issues.

Introducing new activity, the most popular History trails (19%)



Perceptions

"Welcoming" 46.3% "Safe" 46.2% "Interesting" 40.6% 'completely' descriptors

"Boring" 35.6% of respondents rating "Not at all"

Town storytelling rating 1-5; 44% selected 4 and 26% rated 5

Peer Analysis

Royal Pavilion in Brighton stands out, 25.4% rating "Excellent,"

Petworth House 24.4% "Excellent" and 33.1% as "Good,"

Amberley Museum + Fishbourne Palace 24.4% + 22.6% rating "Excellent,"

Participants noted - Excellent: Amberley Museum, Weald and Downland

Communications + Content

Social media (15%), website and word of mouth are key, but reach is limited.

Facebook most used platform (35%)

Need stronger "voice" brand, online presence, better signage and community outreach More interactive content, focusing more video, content platforms for younger audiences (TikTok)

'Golden Ticket'

Strong desire for a larger, more versatile space or even new venue

Additions; café, shop.

Frequency of events, exhibition changes, more community 'hands on' involvement



Conclusion + Next Steps

Build on public support and address key barriers.

Develop more contemporary and inclusive exhibits.

Expand capacity through staffing, partnerships, and funding opportunities.

Thank you

