



KEIGHLEY TOWN COUNCIL

Mr. Joe Cooney
Town Clerk
27 October 2020

Email: townclerk@keighley.gov.uk

YOU ARE HEREBY SUMMONED TO ATTEND a meeting of the **Policy & Governance Committee** which will be virtually via the following link <https://us02web.zoom.us/j/89256797724> on **Tuesday 3 November 2020 at 6pm**. You can also access via phone using the following number and meeting ID number: **892 5679 7724** and Tel No: **+44203 4815237**

Mr. Joe Cooney
Town Clerk

COMMITTEE MEMBERSHIP

Mayor & Deputy Mayor (Ex-Officio)

Councillor M. Westerman - Chairman

Councillor J. Akhtar

Councillor A. Ahmed

Councillor M. Anayat

Councillor S. Cooper

Councillor M. Curtis

Councillor M. Dowse

Councillor M. Walker

*Committee Terms of Reference are contained within the Scheme of Delegation.

ADJOURNMENT FOR PUBLIC PARTICIPATION

Notice is given that at a time agreed by the meeting, 15 minutes may be set aside for members of the public to make representation on the business of the agenda for the meeting:

- Members of the public wishing to speak are to have given three working days' notice to the Town Clerk; this may be waived at the Chairman's discretion.
- Any member of the public shall not speak for more than five minutes.
- In the event of more than three members of the public wishing to address the Council then priority will be determined by the Chairman, based on subject matter.
- A question asked by a member of the public during Public Participation shall not require a response or debate during the meeting though the Chairman may direct that a written response will be provided after the meeting.

Recording at Council Meetings is allowed at Council, committee and sub-committee meetings which are open to the public, subject to:- (i) the recording being conducted with the full knowledge of the Chairman of the meeting; and (ii) compliance with the Town Council's Recording of Meetings Policy. Anyone wishing to record must contact the Town Clerk prior to the start of the meeting. Any recording must be conducted openly and not in secret.

AGENDA

1. Welcome & Introduction

The Chairman will remind Members of the Virtual Meeting protocols.

2. Apologies for absence

Members are asked to receive apologies of absence for this meeting.

3. Declarations of Interest

To receive declarations of interest under consideration on this agenda in accordance with the Localism Act 2011 s32 and the relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012.

Members are reminded that should you declare a pecuniary interest at a meeting, it is your responsibility to inform the Monitoring Officer.

- i) Declarations of Interest from Members
- ii) Declarations of Interest from Officers

4. Public Question Time and Participation

Members of the public are advised that they are welcome to ask questions about items on the Agenda. It is not always possible to give a verbal response at the meeting and questions may receive a written reply. No resolution can be made under this item.

Questions should relate to matters of Town Council policy or practice and not relate to the individual affairs of either the questioner or any other named person.

5. Minutes – For Decision

Members are asked to approve the minutes of the meeting of the Policy & Governance Meeting held Tuesday 6 October 2020.

Copy attached

6. Progress Report – For Noting

To receive the progress report following the last meeting held Tuesday 6 October 2020.

Copy attached

7. Key Performance Indicators Update – For Noting

To receive the report on the Council's Key Performance Indicators.

Copy attached

8. Website Accessibility Report

To consider the attached report from the Town Clerk

Copy attached

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9. Live Streaming Report

To consider the attached report from the Town Clerk

Copy attached

10. Town Plan Update – For Noting

To consider the attached report from the Assistant Town Clerk/CDO regarding the Town Plan.

Copy attached

11. Date of next meeting

The date of the next meeting of this committee will be held on Tuesday 1 December 2020 at 6.00pm.



KEIGHLEY TOWN COUNCIL

Minutes of the Policy & Governance Committee held remotely on Tuesday 6 October 2020, 6.00pm

Present: Councillor Westerman - Chairman
Councillor M Walker
Councillor Anayat
Councillor Curtis
Councillor Dowse

Councillor Corkindale - Ex Officio

Also Present: Joe Cooney, Town Clerk

044/2020 (PG) Welcome & Introduction

The Chairman reminded members of the arrangements for virtual meetings.

045/2020 (PG) Apologies for absence

Cllr. Cooper
Cllr. Akhtar

RESOLVED to accept and record the above apologies

046/2020 (PG) Declarations of Interest

RESOLVED there were no further declarations of interest under consideration on this agenda in accordance with the Localism Act 2011 s32 and the relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012 from either Members or Officers.

047/2020 (PG) Public Question Time

None.

048/2020 (PG) Minutes

RESOLVED to confirm the minutes of the meeting held on Tuesday 1 September 2020 be confirmed as a true record of the proceedings and signed by the Chairman.

049/2020 (PG) Progress Report

RESOLVED to note the Progress Report.

050/2020 (PG) Social Media Update

Councillors considered the report from the Town Clerk.

RESOLVED to note the report.

RESOLVED members request an update on the plan at the December meeting.

RESOLVED members requested information on press releases issued and taken up by local media outlets.

051/2020 (PG) Councillor Skills Audit

Members considered the update report from the Town Clerk.

RESOLVED an update be provided to the December meeting.

RESOLVED to aid Councillor knowledge members requested all agenda papers are distributed to all Councillors.

052/2020 (PG) Town Plan

Members considered a report from the Assistant Town Clerk/CDO on the Town Plan.

RESOLVED members noted the report.

053/2020 (PG) Date of Next Meeting

RESOLVED to note the date of the next scheduled meeting of this Committee will be held on Tuesday 3 November 2020 at 6.00pm.

Signed **Date**
Chair



REPORT FROM: TOWN CLERK

TO: POLICY & GOVERNANCE COMMITTEE

DATE: Tuesday 3 November 2020

Report Author: Joe Cooney

Tel No: 01535 872126

Email: joe.cooney@keighley.gov.uk

**PROGRESS REPORT ON DECISIONS TAKEN AT THE
POLICY & GOVERNANCE MEETING DATED TUESDAY 6
OCTOBER**

Item No	Committee Decision	Update
1.	Councillors request a quarterly update on the KPI's performance.	Item on Agenda
2.	Town Clerk to do final edits on Town Magazine	Magazine completed and distributed to mailing list and via social media pages
3.	Accessibility Statement - Update Councillors on the Council compliance with the regulations within three months	Update will be added to the November agenda. Item added to November agenda. The website is fully compliant with new regulations
4.	Members request an update on the Social Media plan at the December meeting.	Item to be included on December meeting agenda.

5.	An update on the Councillor Skills Audit be provided to the December meeting	Item to be included on December meeting agenda.
6.	Send all committee papers to all Councillors. To aid Councillor knowledge members requested all agenda papers are distributed to all Councillors.	Papers for committees will be distributed to all councillors.

KEIGHLEY TOWN COUNCIL

Item 7

REPORT TO POLICIES & GOVERNANCE COMMITTEE



REPORT AUTHOR	Town Clerk, Joe Cooney
EMAIL	joe.cooney@keighley.gov.uk
Date	Tuesday 3 rd November 2020

SUBJECT	Key Performance Indicators
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PURPOSE:

1. To update members on the second quarter results of the Council's key performance indicators.

RECOMMENDATION(s):

2. Members note the update.
3. Members request an update on the third quarter results at their January committee meeting.

REASONS FOR RECOMMENDATION:

4. To keep members updated on the council's performance.

SUMMARY OF KEY POINTS:

5. The council now has 18 individual indicators against which performance is tracked.
6. Since the first quarter, indicators covering staff attendance and Councillor attendance has been added.
7. The annual target for days lost through sickness has been set at less than 5% of overall working days. The current rate for 2020/21 is 9%, however, it is important to note this was the result of one staff member who had a long-term illness. The staff member left the council's employment during the first quarter.
8. There was zero days lost to staff illness throughout quarter 2 and if that repeats throughout quarter 3 the less than 5% target will be achieved.

9. The Councillor attendance is a culmination of all meetings held in the quarter. Individual Councillor attendance ranges from 100% to 25%.
10. How the KPI's are presented to members will be refined as the data being gathered becomes a more streamlined process. The aim is to provide members with a snapshot of how the council is performing across various sections.
11. The next KPI to be added will be the Council's progress against Town Plan objectives set for that particular year.
12. Members will have that information included in the update presented to their January meeting.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION:

13. N/A

TOWN PLAN IMPLICATIONS:

14. Meets Town Plan Key Objective: CP001, CP012, CP013, CP016, CP020

POLICY IMPLICATIONS:

15. N/A

DETAILS OF CONSULTATION:

16. N/A

BACKGROUND PAPERS:

17. Appendix – KPI's

FURTHER INFORMATION PLEASE CONTACT: Joe Cooney, 01535 872126,
joe.cooney@keighley.gov.uk



Keighley Town Council
Key Performance Indicators 2020/201

To support the objectives detailed in the Town Plan and our Corporate Governance Action Plan there are several areas of our service which requires monitoring against set targets. These targets should be considered alongside the relevant objectives in either the Town Plan or Corporate Governance Action Plan.

Objective	Originated	How we will achieve it	Annual Target	Responsible	Progress			
					Quarter 1	Quarter 2	Quarter 3	Quarter 4
Respond to all Freedom of Information requests within 20 working days	Corporate Governance Action Plan 1.e	Following the Freedom of Information Policy and the timeframes required in the Freedom of Information Act 2000.	99% of all requests completed in the legally required timeframes	Sarah Kissack	No Freedom of Information requests submitted	100% of requests completed within timeframe - 2 requests		
Respond to all new allotment applications within 7 days	Corporate Governance Action Plan 2.b	Develop a new process for recording all applications for new allotments which track the progress of the application.	85% of all applications responded to within 7 days	Phil Hanson	100% - 69 applications	93% were responded to within 7 days. 39 applications in total.		
Process all invoices within 14 days	Corporate Governance Action Plan 2.d	14-day payment terms are outlined in the Council's Financial Regulations. Officers will follow the Budget Management SoP which includes the processing of invoices	90% of all invoices within 14 days of being received	Sarah Kissack	85% of invoices were processed within the 14 day period. Note: that at the beginning of April we switched to digital payments and there were a few initial teething problems with this, meaning that that on occasion it took longer than the prescribed 14 days for the invoices to be paid. All teething problems have subsequently been resolved.	99% of invoices were processed within the 14 day period.		
Members meet on a regular occasion to set the strategic direction and policy of the Council	Corporate Governance Action Plan 3.c	Full Council will meet at least 4 times year supported by the annual calendar of committee meetings	4 meeting of the Full Council	Sarah Kissack	Full Council has met twice in the first Quarter and have held an Extraordinary Full Council Meeting.	Full Council has met once in Quarter two		

Complete all stage 1 complaints within 10 working days	Corporate Governance Action Plan 5.a	Ensuring the Complaints Policy is adhered to and following the Handling Complaints Standards Operating procedure (SoP)	95% of all stage 1 complaints completed within 10 working days	Sarah Kissack	100% completed within 10 days - 1 complaint	100% completed within 10 days - 2 complaints		
Complete all stage 2 complaints within 21 working days	Corporate Governance Action Plan 5.a	Ensuring the Stage 2 requirements outlined in the Complaints Policy are adhered to.	95% of all stage 2 complaints completed within 21 working days	Sarah Kissack	100% completed within 10 days - 1 complaint	N/A - no complaints submitted to stage 2		
Create additional allotment capacity	Town Plan DLE011	Additional allotments will be created at Arncliffe Road. Council approved a capital investment into the site to support the required work	Increase allotment plots by 10 during 2020/21	Phil Hanson	Ongoing	Ongoing		
Allotment Inspections	Town Plan DLE014	Regular inspections of all allotments sites each year	At least 60 plot inspections per quarter	Phil Hanson	60 plots inspected	33 allotments inspected		
Hold Community events	Town Plan CP001	An annual events programme is agreed each year by the Events & Leisure Committee	9 events to be held throughout the year	Pip Gibson	Due to coronavirus, just one event has been held - Capt Tom Moore Event	Due to coronavirus, there haven't been any events		
Increase public awareness of the work undertaken by the Town Council	Town Plan CP007	Publish a digital town magazine twice a year	2 magazines in September and February	Joe Cooney	Town Magazine due to be published in September	Town Magazine published in September		
Greater interaction with the public	Town Plan CP007	Use of Social Media as a tool to disseminate information which will be of interest to Keighley residents	Increase to 2,500 Facebook likes and 1,000 twitter followers	Sarah Kissack	We have 1186 likes on Facebook. Twitter we had 40 followers.	We have 1396 likes on Facebook. We have 65 followers on Twitter.		
Greater interaction with the public	Town Plan CP007	Use of website as a tool to inform Keighley residents about Keighley and the Town Council	Increase average views to website to 5,000 and keep bounce rate under 40%	Sarah Kissack	N/A	3.4k views and a bounce rate of 28.4%		
Collect allotment rental income	Town Plan CP012	Annual collection of rents commences in August and tenants have 40 days to pay their invoices	Collect £16,000 annually	Pip Gibson	Rent not collected until second Quarter	£7,667		
Collect rental income from the Civic Centre	Town Plan CP012	Offices are rented out currently to Making Space and Cougars Foundation. Rental income is collected monthly.	Offices are rented out currently to Making Space and Cougars Foundation. Rental income is collected monthly. Collect £6,000 from Civic Centre rents due annually	Sarah Kissack	Rent collected: £1512	Rent collected: £4050 = total £5562		

Raise income from room hire in the Civic Centre	Town Plan CP012	Develop a marketing campaign to promote the use of the Civic Centre, specially targeting Community & Voluntary Group with discounted rates.	Develop a marketing campaign to promote the use of the Civic Centre, specially targeting Community & Voluntary Group with discounted rates. Collect £10,000 from Civic Centre room hire	Sarah Kissack	£0.00	£138.00		
Safeguarding the health & wellbeing of staff	Corporate Governance Action Plan 4.b	Monitor number of days off sick for staff	A maximum of 5% lost of the total working hours available	Joe Cooney	444 hours lost = 19%	0 hours lost. Accumulative - 9%		
Fulfilling role as Community Leaders	Town Plan CP009	Councillor attendance	Councillor attendance at meetings to be 95%	Sarah Kissack	Average councillor attendance 72%	Average Councillor attendance 58%		
Health & Safety of staff, councillors, tenants and visitors	Corporate Governance Action Plan 3.g	All accidents and near misses reported within 3 days	All accidents and near misses reported within 3 days	Joe Cooney	No accidents or near misses	No accidents or near misses		

KEIGHLEY TOWN COUNCIL

Item 8

REPORT TO POLICIES & GOVERNANCE COMMITTEE



REPORT AUTHOR	Town Clerk, Joe Cooney
EMAIL	joe.cooney@keighley.gov.uk
Date	Tuesday 3 rd November 2020

SUBJECT	Website Accessibility Update
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PURPOSE:

1. To update members on the council's actions taken to ensure the website (Keighley.gov.uk) is compliant with the Accessibility Regulations 2018.

RECOMMENDATION(s):

2. Members note the report and its contents.
3. Members approve the Accessibility Statement.
4. Members request an annual update on the council's compliance to the Accessibility Regulations.

REASONS FOR RECOMMENDATION:

5. To keep members updated on the council's compliance with the regulations.

SUMMARY OF KEY POINTS:

6. Members will recall at the August committee meeting they received an initial update about the council's progress to ensuring the website was compliant by the 23rd September 2020 deadline.
7. Members requested an update on the council's compliance within 3 months.
8. Following the last update work has continued the website to convert existing content into an accessible format for users who may have one of the

following impairments; impaired vision, motor difficulties, cognitive impairments or learning disabilities, deafness or impaired hearing.

9. On the latest assessment the website is compliant to AA standard.
10. A new accessibility statement has also been devised and added to the website. A copy of the statement is attached in Appendix A.
11. Public sector bodies must publish an accessibility statement and review it regularly.
12. Should members approve accessibility statement it will be reviewed annually by the committee.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION:

13. N/A

TOWN PLAN IMPLICATIONS:

14. Meets Town Plan Key Objective: CP016

POLICY IMPLICATIONS:

15. N/A

DETAILS OF CONSULTATION:

16. N/A

BACKGROUND PAPERS:

17. Appendix A – Accessibility Statement

FURTHER INFORMATION PLEASE CONTACT: Joe Cooney, 01535 872126, joe.cooney@keighley.gov.uk

Accessibility Statement

Keighley Town Council wants as many people as possible to be able to use this website. For example, that means you should be able to:

- change colours, contrast levels and fonts
- zoom in up to 300% without the text spilling off the screen
- navigate most of the website using just a keyboard
- navigate most of the website using speech recognition software
- listen to most of the website using a screen reader (including the most recent versions of JAWS, NVDA and VoiceOver)

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible is this website?

This website should be fully accessible save for some documents published prior to September 2018 for which we claim exemption.

Some financial report documents after September 2018 may not be accessible as they were received as scans, jpeg files or already converted to pdfs and converting them is classed as a disproportionate burden.

What to do if you can't access parts of this website

If you need information on this website in a different format:

- email info@keighley.gov.uk
- call 01535 872126

We'll consider your request and get back to you in 14 days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting accessibility requirements, please contact us.

Enforcement procedure

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, contact the [Equality Advisory and Support Service \(EASS\)](#).

Technical information about this website's accessibility

We are committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is fully compliant with the Web Content Accessibility Guidelines version 2.1 AA standard.

This statement was prepared on 23rd September 2020.

KEIGHLEY TOWN COUNCIL

Item 9

REPORT TO POLICIES & GOVERNANCE COMMITTEE



REPORT AUTHOR	Town Clerk Joe Cooney
EMAIL	Joe.cooney@keighley.gov.uk
Date	Tuesday 3 rd November 2020

SUBJECT	Live Streaming Council Meetings
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PURPOSE:

1. To seek members approval to expand live streaming of council meetings to all committee meetings.

RECOMMENDATION(s):

2. Members approve the live streaming of council committee meetings onto the council's social media pages.
3. Members approve the draft guidelines.
4. A report on the impact be provided to the committee in March 2021.

REASONS FOR RECOMMENDATION:

5. Transparent and open decision making.

SUMMARY OF KEY POINTS:

6. From May 2020, local councils have been able to hold meetings virtually for the first time. The temporary regulations enacted by the government will remain in place until May 2021 at the earliest.
7. Currently the town council only live streams full council meetings to either the councils Facebook or YouTube Channels.
8. Over 700 unique have occurred on our previous live streams, which is far more people being engaged with council decisions that would normally view or attend in person meetings.

9. That information would suggest there is an interest from members of the public to find out about what the council is currently working on.
10. Should members agree, live streaming would be extended all council committee meetings.
11. Draft guidelines have been developed and are attached as appendix A. The guidelines will be provided to all members to assist them in preparing for the meetings.
12. Members of the public wishing to ask a question at any meeting will still have access to the zoom meeting as they do now.
13. The benefit of the live stream is members of the public can watch the meeting without the need to formally join the meeting.
14. Should any meeting be required to exclude the press and public for any reason. The live stream would be ended at that point in the meeting.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION:

15. No costs associated with the recommendations.

TOWN PLAN IMPLICATIONS:

16. Meets Town Plan Key Objective: CP007, CP016

POLICY IMPLICATIONS:

17. N/A

DETAILS OF CONSULTATION:

18. N/A

BACKGROUND PAPERS:

19. Appendix A – Live Streaming Guidelines

FURTHER INFORMATION PLEASE CONTACT: Joe Cooney, 01535 872126, joe.cooney@keighley.gov.uk



Meeting Live Streaming Guidance

This guidance provides guidance to Councillors on the live streaming of all council meetings onto the council's social media platforms, such as, Facebook and YouTube.

The Zoom meeting will be live streamed and viewed by the public (unless it is in private session). A Member attending will be using the camera and microphone on their electronic device. The council issued Surface Pro tablet has a camera and microphone inbuilt in the device.

When attending a remote meeting a Member should ensure they are sitting comfortably, in front of their electronic device so that they can be seen and heard clearly. The Member should consider the background also captured by the camera and ensure it is appropriate to the meeting. The Member should take steps to ensure they will not be disturbed during the meeting as far as possible.

Members should also note:

1. The Councils Standing Orders apply to virtual meetings.
2. Members should consider the virtual meeting the same as they would an in-person meeting.
3. Members should refrain from drinking alcohol or smoking whilst on camera.
4. Members should observe the rules on debating as outlined in Standing Orders.
5. Members should refrain from gesticulating, apart from raising their hand if they wish to speak or vote as required.
6. Members should remember at all times that the video feed will be live streamed to members of the public.