



## KEIGHLEY TOWN COUNCIL

Mr. Joe Cooney  
Town Clerk to the Town Council  
25 May 2021

Email: [townclerk@keighley.gov.uk](mailto:townclerk@keighley.gov.uk)

**YOU ARE HEREBY SUMMONED TO ATTEND** a meeting of the **Policies & Governance Committee** which will be held at Keighley Town Council, Civic Centre, North Street, Keighley, BD21 3RZ on **Tuesday 1 June 2021 at 6pm.**

Mr. Joe Cooney  
Town Clerk

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### **COMMITTEE MEMBERSHIP**

Cllr M Walker	Cllr. J Akhtar
Cllr M Westerman	Cllr A Ahmed
Cllr M Dowse	Cllr M Ikram
Cllr M Curtis	Cllr P Corkindale
Cllr J Adams – Ex-Officio	

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

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### **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 Recording 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. Election of Chairman for Municipal – For Decision

To elect a Chairman for the Municipal year 2021/22

### 2. Election of Vice Chairman – For Decision

To elect a Vice Chairman for the Municipal year 2021/22

### 3. Apologies for absence

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

### 4. 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

### 5. 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.

### 6. Minutes – For Decision

Members are asked to approve the minutes of the meeting of the Policies & Governance Meeting held Tuesday 6 April 2021.

*Copy attached*

### 7. Key Performance Indicators – For Decision

To consider the attached report from the Town Clerk seeking approval for the annual Key Performance Indicators.

*Copy attached*

### 8. Town Magazine – For Decision

To consider a report from the Town Clerk on the options for the Town Magazine.

*Copy attached*

### 9. Child Protection & Vulnerable Adult Policy – For Decision

To consider the draft Child Protection & Vulnerable adult policy.

*Copy attached*

## 10. Town Plan – For noting

To consider the attached report from the Assistant Town Clerk/CDO on the Town Plan objectives the Policies & Governance Committee is responsible for.

*Copy attached*

## 11. Date of next meeting

The date of the next meeting of this committee will be held on Tuesday 6 July 2021 at 6.00pm.

### **OFFICER SUPPORT TO THE MEETING**

Officers scheduled to attend: Pip Gibson, Assistant Town Clerk

### **APOLOGIES**

Contact the office during normal opening hours (01535) 872126  
Email: [sarah.kissack@keighley.gov.uk](mailto:sarah.kissack@keighley.gov.uk)

Late apologies should be made by phone to the senior officer scheduled to attend.



## KEIGHLEY TOWN COUNCIL

Minutes of the Policy & Governance Committee held remotely on Tuesday 6 April 2021, 6.00pm

**Present:** Councillor Westerman - Chairman  
Councillor Anayat  
Councillor Curtis  
Councillor Dowse  
Councillor Adams - Ex Officio

**Also Present:** Pip Gibson, Assistant Town Clerk

### **0117/2020 (PG) Welcome & Introduction**

The Chairman reminded members of the arrangements for virtual meetings.

### **0118/2020 (PG) Apologies for absence**

Cllr M Walker

**RESOLVED** to accept and record the above apologies.

### **0119/2020 (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.

### **0120/2020 (PG) Public Question Time**

None.

### **0121/2020 (PG) Minutes**

**RESOLVED** to confirm the minutes of the meeting held on Tuesday 2 March 2021 be confirmed as a true record of the proceedings and signed by the Chairman.

### **0122/2020 (PG) Progress Report**

**RESOLVED** to note the Progress Report.

### **0123/2020 (PG) Town Plan**

Members considered an update on the Town Plan from the Assistant Town Clerk

**RESOLVED** members noted the report.

### **0124/2020 (PG) Press Release Update**

To consider the attached report from the Town Clerk detailing press releases issued by the

Town Council.

**RESOLVED** members noted the report.

**0125/2020 (PG) Residents Survey**

To consider the attached report from the Town Clerk on a draft resident's survey

**RESOLVED** with the following amendments: To delete questions 12 and 13.

**0126/2020 (PG) Corporate Governance Statement**

To consider the attached report from the Town Clerk reviewing the Corporate Governance Statement.

**RESOLVED** members noted the report.

**RESOLVED** Members recommend the Corporate Governance Statement and action plan for 2021/22 to Council.

**0127/2020 (PG) Employee Code of Conduct**

To consider the attached report from the Town Clerk reviewing the Employee Code of Conduct.

**RESOLVED** Members approve Employee Code of Conduct with amendment to change year from 2022 to 2023.

**RESOLVED** Members review the policy in 2023, unless any material changes to the policy are required before that date.

**0128/2020 (PG) Freedom of Information Policy**

To consider the attached report from the Town Clerk reviewing the Freedom of Information policy.

**RESOLVED** Members approve Policy.

**RESOLVED** Members review the policy in 2023, unless any material changes to the policy are required before that date.

**0129/2020 (PG) Publication Scheme**

To consider the attached report from the Town Clerk reviewing the Publication Scheme.

**RESOLVED** Members approve the Publication Scheme

**RESOLVED** Members review the policy in 2022, unless any material changes to the policy are required before that date.

**0130/2020 (PG) Lone Working Policy**

To consider the attached report from the Town Clerk reviewing the Lone working policy.

**RESOLVED** Members approve Lone Working Policy

**RESOLVED** Members review the policy in 2023, unless any material changes to the policy are required before that date.

**0131/2020 (PG) Statement of Intent for Training**

To consider the attached report from the Town Clerk reviewing the Statement of intent for training.

**RESOLVED** Members approved Policy.

**0132/2020 (PG) Volunteer Policy**

To consider the attached report from the Town Clerk reviewing the Volunteer policy.

**RESOLVED** Members approved the Policy.

**RESOLVED** Amendment to change year from 2022 to 2023.

**0133/2020 (PG) Security Incident Policy**

To consider the attached report from the Town Clerk reviewing the Security incident policy.

**RESOLVED** Members approved the Policy.

**0134/2020 (PG) Approved Suppliers Policy**

To consider the attached report from the Town Clerk reviewing the Approved suppliers policy.

**RESOLVED** Members approved the Policy.

**0135/2020 (PG) Anti-Fraud and Corruption Policy**

To consider the attached report from the Town Clerk reviewing the Anti-fraud and Corruption policy.

**RESOLVED** Members approved the Policy.

**0136/2020 (PG) Gifts and Hospitality Policy**

To consider the attached report from the Town Clerk reviewing the Gifts and Hospitality policy.

**RESOLVED** Members approved the Policy.

**RESOLVED** Amendment to change year from 2022 to 2023.

**0137/2020 (PG) Date of Next Meeting**

**RESOLVED** to note the date of the next scheduled meeting of this Committee will be held on Tuesday 1 June 2021 at 6.00pm.

Signed .....  
Chair

Date .....

DRAFT

# KEIGHLEY TOWN COUNCIL

Item 7

## REPORT TO POLICIES & GOVERNANCE COMMITTEE



<b>REPORT AUTHOR</b>	Town Clerk Joe Cooney
<b>EMAIL</b>	<a href="mailto:Joe.cooney@keighley.gov.uk">Joe.cooney@keighley.gov.uk</a>
<b>Date</b>	Tuesday 1 June 2021

<b>SUBJECT</b>	<b>Key Performance Indicators</b>
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### PURPOSE:

1. To update members on the performance against the key performance indicators for the financial year ending 31 March 2021.
2. To seek members approval of key performance indicators for financial year 2021/22.

### RECOMMENDATION(s):

3. Members note the performance against the KPI's for April 2020 – March 2021.
4. Members approve the key performance indicators for year commencing April 2021 – March 2022.
5. Members request quarterly updates on the progress being made on each KPI.

### REASONS FOR RECOMMENDATION:

6. To provide oversight to the Council's performance.

### SUMMARY OF KEY POINTS:

7. In 2020 the Policies & Governance committee set twenty KPI's to monitor council activities. The progress on each of the KPI's were reported quarterly to allow the committee the opportunity to consider the progress on a regular basis.
8. The 20 identified KPI's were formulated from either Town Plan objectives or actions identified in the Governance Action Plan.
9. Included in Appendix A is the full year performance for 2020/21.



10. Appendix B details the KPI's for the new financial year. Members are asked to consider the list and make any recommendations for admissions or omissions.

**FINANCIAL IMPLICATIONS AND BUDGET PROVISION:**

11. None directly arising from this report.

**TOWN PLAN IMPLICATIONS:**

12. Meets the Town Plan Key Objectives: CP013

**CLIMATE CHANGE IMPLICATIONS:**

13. N/A.

**POLICY IMPLICATIONS:**

14. N/A.

**DETAILS OF CONSULTATION:**

15. N/A.

**BACKGROUND PAPERS:**

16. Appendix A – 2020/21 KPI's
17. Appendix B – 2021/22 KPI's

**FURTHER INFORMATION PLEASE CONTACT:** Joe Cooney,  
[joe.cooney@keighley.gov.uk](mailto:joe.cooney@keighley.gov.uk), 01535 872126



**Keighley Town Council**  
**Key Performance Indicators 2020/21**

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, Admin and Events Officer	No Freedom of Information requests submitted	100% of requests completed within timeframe - 2 requests	100% of requests completed within timeframe - 1 request	No Freedom of Information requests submitted
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, Allotments and Landscapes Officer	100% - 69 applications	93% were responded to within 7 days. 39 applications in total.	88% were responded to within 7 days. 27 applications in total	96% were responded to within 7 days 58 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, Admin and Events Officer	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.	98% of invoices were processed within the 14 day period.	92% 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, Admin and Events Officer	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	Full Council has met twice in Quarter three	Full Council has met twice in Quarter Four

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, Admin and Events Officer	100% completed within 10 days - 1 complaint	100% completed within 10 days - 2 complaints	No complaints	No 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, Admin and Events Officer	100% completed within 10 days - 1 complaint	N/A - no complaints submitted to stage 2	No complaints	No complaints
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, Allotments and Landscapes Officer	Ongoing	Ongoing	Ongoing	Plots increased by 3
Allotment Inspections	Town Plan DLE014	Regular inspections of all allotments sites each year	At least 60 plot inspections per quarter	Phil Hanson, Allotments and Landscapes Officer	60 plots inspected	33 allotments inspected	26 allotments inspected. Allotment inspections put on hold due to lockdown.	66 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, Assistant Town Clerk	Due to coronavirus, just one event has been held - Capt Tom Moore Event	Due to coronavirus, there haven't been any events	Due to coronavirus, there haven't been any events. Remembrance Sunday was held virtually on Youtube	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 Clerk	Town Magazine due to be published in September	Town Magazine published in September	E-Town newsletter published in December	N/A
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, Admin and Events Officer	We have 1186 likes on Facebook. Twitter we had 40 followers.	We have 1396 likes on Facebook. We have 65 followers on Twitter.	We have 1623 likes on Facebook. We have 118 followers on Twitter.	We have 1883 likes on Facebook. We have 176 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, Admin and Events Officer	N/A	3.4k views and a bounce rate of 28.4%	3.8k views and a bounce rate of 13.28%	5.3k views and a bounce rate of 18.55%
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	Sarah Kissack, Admin and Events Officer	Rent not collected until second Quarter	£7,667	£12,539.87	

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, Admin and Events Officer	Rent collected: £1512	Rent collected: £4050 = total £5562	£2,875.00 = total £8437	
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, Admin and Events Officer	£0.00	£138.00	£892 = Total £1072	
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, Town Clerk	444 hours lost = 19%	0 hours lost. Accumulative - 9%	0 hours lost. Accumulative - 5%	7 hours lost = 0.82%
Fulfilling role as Community Leaders	Town Plan CP009	Councillor attendance	Councillor attendance at meetings to be 95%	Sarah Kissack, Admin and Events Officer	Average councillor attendance 72%	Average Councillor attendance 58%	Average Councillor attendance 49%	Average Councillor Attendance 78%
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, Town Clerk	No accidents or near misses	No accidents or near misses	No accidents or near misses	No accidents or near misses
Achieve objectives identified in the Town Plan	Town Plan	Achieve all objectives set in the town plan	Achieve 7 short term aims and 37 ongoing aims	Pip Gibson, Assistant Town Clerk			Short term aims - progress made or met on 7 aims  Ongoing aims - progress made or met on 35 aims	Short Term aims - 6 aims completed. Allotment Forum to be set up on main KTC website Ongoing Aims - progress made on 37 aims

## Key Performance Indicators 2021/22

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	Progress			
				Quarter 1	Quarter 2	Quarter 3	Quarter 4
Members meet on a regular occasion to set the strategic direction and policy of the Council	Corporate Governance Action Plan	Full Council will meet at least 4 times year supported by the annual calendar of committee meetings	4 meeting of the Full Council				
Complete to all stage 1 complaints within 10 working days	Corporate Governance Action Plan	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				
Complete all stage 2 complaints within 21 working days	Corporate Governance Action Plan	Ensuring the Stage 2 requirements outlined in the Complaints Policy are adhered to.	95% of all stage 2 complaints completed within 21 working days				
Respond to all Freedom of Information requests within 20 working days	Corporate Governance Action Plan	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				
Process all invoices within 14 days	Corporate Governance Action Plan	14-day payment terms are outlined in the Council's Financial Regulations. Officers will follow the Budget	90% of all invoices within 14 days of being received				

		Management SoP which includes the processing of invoices					
Respond to all new allotment applications within 7 days	Corporate Governance Action Plan	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				
Create additional allotment capacity	Town Plan	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 2021/22				
Collect allotment rental income	Town Plan	Annual collection of rents commences in August and tenants have 40 days to pay their invoices	Collect £14,000 in allotment rents due annually				
Collect rental income from the Civic Centre	Town Plan	Offices are rented out currently to Making Space and Cougars Foundation. Rental income is collected monthly.	Collect £13,000 from Civic Centre rents due annually				
Raise income from room hire in the Civic Centre	Town Plan	Develop a marketing campaign to promote the use of the Civic Centre, specially targeting Community & Voluntary Group with discounted rates.	Collect £6,000 from Civic Centre room hire				
Hold Community events	Town Plan	An annual events programme is agreed each year by the Events & Leisure Committee	12 events to be held throughout the year				
Increase public awareness of the work undertaken by the Town Council	Town Plan	One hard copy magazine published during the year and a quarterly e-newsletter sent to email database	1 hard copy magazine and 4 e-newsletters				

Greater interaction with the public	Town Plan	Use of Social Media as a tool to disseminate information which will be of interest to Keighley residents	Increase to 3,000 Facebook likes and 1,000 twitter followers				
Allotment Inspections	Town Plan	Regular inspections of all allotments sites each year	At least 60 plot inspections per quarter				

<b>Sarah</b>
<b>Phil</b>
<b>Pip</b>
<b>Joe</b>

# KEIGHLEY TOWN COUNCIL

Item 8

## REPORT TO POLICIES & GOVERNANCE COMMITTEE



<b>REPORT AUTHOR</b>	Town Clerk Joe Cooney
<b>EMAIL</b>	<a href="mailto:Joe.cooney@keighley.gov.uk">Joe.cooney@keighley.gov.uk</a>
<b>Date</b>	Tuesday 1 June 2021

<b>SUBJECT</b>	<b>Town Magazine</b>
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### PURPOSE:

1. To update members on options for the provision of the Town Magazine.

### RECOMMENDATION(s):

2. Members approve the quote of £2,370 from Imprint for the design, and printing of 25,000 8-page magazine.
3. Members approve the delivery of the town magazine to residential properties within Keighley via the Royal Mail Door 2 Door service for a total cost of up to £2,500.
4. Members delegate the content to be included to the Town Clerk.

### REASONS FOR RECOMMENDATION:

5. To produce and deliver the town magazine across Keighley.

### SUMMARY OF KEY POINTS:

6. In the 2021/22 budget agreed by Council a sum of £5,000 was allocated for advertising from which 1 town magazine delivered to residential properties would be funded.
7. The magazine would be used to promote the activities of the town council and to highlight the work undertaken by the council and councillors on behalf of the town.
8. To assist members four quotes have been obtained for the design and production of an 8-page magazine. The submitted quotes are outlined in Appendix A. The quotes range from Intermedia £2,370 to Cougar Print £2,980.



9. Once designed and printed the magazines would be delivered directly to the Royal Mail which would deliver them as part of the daily post rounds.
10. The Royal Mail Door 2 Door service is a reliable and trusted source for distribution of the magazine across Keighley.
11. The contents of the magazine will focus on the work of the council as a corporate body. It could for example, include information on the newly elected Mayor and Deputy Mayor. A piece on the 15,000 trees that have been planted in recent months. Details of the approximate £60,000 distributed via grants could also be included.
12. The magazine will also focus on future areas such as promoting the upcoming events programme, promoting the Civic Centre as a function venue, highlighting our allotments and CCTV projects.
13. Should members approve the recommendations, all members will be asked to submit information that can be considered for inclusion.

**FINANCIAL IMPLICATIONS AND BUDGET PROVISION:**

14. An overall budget of £5,000 has been allocated in the 2021/22 budget.

**TOWN PLAN IMPLICATIONS:**

15. Meets the Town Plan Key Objectives: CP007, CP016,

**CLIMATE CHANGE IMPLICATIONS:**

16. N/A.

**POLICY IMPLICATIONS:**

17. N/A.

**DETAILS OF CONSULTATION:**

18. N/A.

**BACKGROUND PAPERS:**

19. Appendix A – Design & print quotes

**FURTHER INFORMATION PLEASE CONTACT:** Joe Cooney,  
[joe.cooney@keighley.gov.uk](mailto:joe.cooney@keighley.gov.uk), 01535 872126

**Overview of quotes received for the provision of:**

1. Design and print 25,000 8-page full colour magazine

<b>No</b>	<b>Company</b>	<b>Quote</b>
1	Cougar Print	£2,980
2	Imprint	£2,594
3	Copyshop	£2,990
4	Intermedia	£2,370

# KEIGHLEY TOWN COUNCIL

Item 9

## REPORT TO POLICIES & GOVERNANCE COMMITTEE



<b>REPORT AUTHOR</b>	Town Clerk Joe Cooney
<b>EMAIL</b>	<a href="mailto:Joe.cooney@keighley.gov.uk">Joe.cooney@keighley.gov.uk</a>
<b>Date</b>	Tuesday 1 June 2021

<b>SUBJECT</b>	<b>Child Protection &amp; Vulnerable Adult Policy</b>
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### PURPOSE:

1. To seek members approval of a draft Child Protection & Vulnerable Adult policy.
2. To agree the draft policy be recommended to Council for adoption.

### RECOMMENDATION(s):

3. Members approve the draft Child Protection & Vulnerable Adult policy as outlined in appendix A to this report.
4. Members recommend the draft policy to Council for adoption.

### REASONS FOR RECOMMENDATION:

5. To make clear the requirements to protect children and vulnerable adults.

### SUMMARY OF KEY POINTS:

6. The council constantly keeps under review its policies and procedures to ensure they meet the needs of the council. It has been identified the council should have a policy in place for any engagement it has with children and/or vulnerable adults.
7. The policy outlined in appendix A, details what an employee, member or volunteer should do if they suspect someone is being abused.
8. This policy will help to maintain a safe and positive environment for children and vulnerable adults.

9. All employees and elected members will be required to sign the declaration confirming they have read and understood the policy, once it has been approved by council.
10. The need for a policy has been identified as a result of the CLLD Keighley Works scheme where employees, members and volunteers could particularly come in contact with vulnerable adults.

**FINANCIAL IMPLICATIONS AND BUDGET PROVISION:**

11. None arising from this report

**TOWN PLAN IMPLICATIONS:**

12. Meets the Town Plan Key Objectives: CP016,

**CLIMATE CHANGE IMPLICATIONS:**

13. N/A.

**POLICY IMPLICATIONS:**

14. N/A.

**DETAILS OF CONSULTATION:**

15. N/A.

**BACKGROUND PAPERS:**

16. Appendix A – Child Protection and Vulnerable Adult policy

**FURTHER INFORMATION PLEASE CONTACT:** Joe Cooney,  
[joe.cooney@keighley.gov.uk](mailto:joe.cooney@keighley.gov.uk), 01535 872126



## Keighley Town Council

# Child Protection & Vulnerable Adult Policy

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### APPENDICES

None

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### 1. INTRODUCTION

The purpose of this policy is to make clear to all members, staff, volunteers and contractors what is required in relation to the protection of children, young people and vulnerable adults. Children, young people and vulnerable adults have the right to participate, have fun and be safe in the services provided for them and the activities they choose, or their parents / carers choose for them. This policy will help to maintain a safe and positive environment for children and vulnerable adults.

### 2. POLICY COVERAGE

This policy applies to all members, employees, volunteers and contractors working in partnership with Keighley Town Council. Under the Children Act 2004, Keighley Town Council has a duty to co-operate with Bradford Metropolitan District Council in discharging its duties as a Children's Services Authority and to promote the well-being of children and young people. Bradford Metropolitan District Council is also the lead agency for the protection of vulnerable adults.

It is not the role of Keighley Town Council to investigate allegations of abuse. However, all members, employees, volunteers and contracted services providers have a responsibility to take action when they suspect or recognise that a child or vulnerable adult may be a victim of significant harm or abuse. This policy is to be used in conjunction with the Council's Risk Management Policy, Health and Safety Policies, Equal Opportunities Policy, Complaints Policy and Procedure, Disciplinary and Grievance Procedures.

The phrase '**children, young people and vulnerable adults**' refers to:

- a) anyone under the age of 18 years,
- b) someone who is over the age of 18 who is or may be in need of community care services by reasons of mental health or other disability, age or illness and is, or may be, unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

When the term '**parents**' is used, it is used in the broadest sense to include parents, carers and guardians.

### 3. POLICY PRINCIPLES

Keighley Town Council recognises that all children and vulnerable adults have an equal right to protection from abuse. It is committed to safeguarding children and vulnerable adults and

protecting them from abuse when they are engaged in services organised and provided by, or on behalf of, the Council.

Referrals of suspicions of abuse cannot be anonymous and should be made in the knowledge that, during the course of enquiries, the agency that made that referral will be made clear.

Keighley Town Council will not tolerate the harassment of any member, employee, volunteer, contracted service provider or child/vulnerable adult who raises concerns of abuse.

#### **4. POLICY STATEMENT**

Keighley Town Council is committed to taking all reasonable precautions to safeguard the welfare of children and vulnerable persons that use its services and will promote a safeguarding culture and environment.

- it will endeavour to keep children and vulnerable adults safe from abuse.
- suspicion of abuse will be responded to promptly and appropriately.
- it will act in the best interests of the child or vulnerable adult at all times.
- it will proactively seek to promote the welfare and protection of all children and vulnerable adults living in the local community.
- it will endeavour to ensure that unsuitable people are prevented from working with children and vulnerable adults through, as appropriate, its recruitment and selection policy and by reminding hirers of their safeguarding responsibilities.
- it will take any concern made by a member, employee, volunteer or contracted service provider or child / vulnerable adult seriously and treat it with sensitivity.

#### **5. PROCEDURES AND SYSTEMS**

##### **5.1 Definitions of Abuse:**

**Abuse** covers any form of physical, emotional, mental and sexual abuse including bullying, including lack of care that leads to injury or harm. For vulnerable adults abuse may also be financial.

**Neglect** is where people fail to meet a child's or vulnerable person's basic physical / psychological needs and is likely to result in the serious impairment of their health or development, e.g. failure to ensure that a child is protected from unnecessary risk of injury, or exposing them to undue cold.

**Physical Abuse** is where physical pain or injury is caused, e.g. hitting, shaking, biting, etc.

**Sexual Abuse** is where children or vulnerable adults knowingly or unknowingly take part in an activity that meets the sexual needs of the other person or persons involved. This includes inappropriate photography or videoing.

**Emotional / Mental Abuse** is where there is persistent emotional ill treatment that causes severe and persistent adverse effects on the child's or vulnerable person's emotional status e.g. bullying (including cyber and text bullying), constant criticism and unrealistic pressure to perform.

It is important to recognise that disabled children may be particularly vulnerable to abuse and may have added difficulties in communicating what is happening to them. Dependency on others for primary needs, e.g. feeding and clothing may make a person feel powerless to report abusive treatment.

This policy is inclusive of all children, young people and vulnerable adults irrespective of their age, gender, race or ethnicity, religion, disability or sexual preference.

## **5.2 Use of Video and Photography**

The use of photographs and images of young people will be controlled to prevent possible misuse. In general, agreement will be sought from parents or guardians that images can be used as appropriate.

## **5.3 Responding to allegations**

If a person discloses abuse by someone else:

- Stay calm, take the allegation seriously
- Allow the person to speak without interruption, accepting what is said, but DO NOT investigate
- Only ask questions for clarification, do not ask leading questions
- Alleviate feelings of guilt and isolation, while passing no judgement. Reassure them that they did the right thing by talking to you
- Advise that you will try to offer support, but that you MUST pass the information on, do not offer to keep secrets
- Record the facts as you know them.
- Refer the allegation immediately and directly to the appropriate person. If an employee or volunteer is implicated, refer to their Line Manager. If a manager or another young person is implicated, refer directly to the Town Clerk. If the Town Clerk is implicated, refer to the Town Mayor. All allegations must be referred, no matter how insignificant they seem to be, or when they occur.
- Try to ensure that no-one is placed in a position which could cause further compromise.

As soon as possible after the incident or disclosure has occurred:

- Write down notes, dates, times, facts, observations, and verbatim speech.
- Ensure the correct details are available, the young person's / vulnerable adult's name and address, and the name and address of their parent or guardian.
- Immediately contact the Social Services Department at Bradford Metropolitan District Council. Ask for a duty officer and indicate that you wish to discuss a matter of child / vulnerable person protection. Ask for the name of the person with whom you are speaking. Do not filter out or withhold any information. Ask if there is anyone else who should be informed.
- Inform the Local Authority's Monitoring Officer (Head of Legal Services, Bradford Metropolitan District Council).
- Prepare a confidential file. Record all notes, conversations and advice from Social Services. Every effort should be made to ensure that confidentiality is maintained for all concerned.
- Store information in a secure place with limited access to designated people, in line with data protection legislation.
- Follow the advice from Social Services; take no other action unless advised to do so by Social Services.

If in doubt about the advice you have received at any stage refer to Social Services for guidance.

## **5.4 Responding to concerns about a child's welfare where there has been no specific disclosure or allegation:**

All members, employees, volunteers and organisations contracted to provide services on behalf of the Council are encouraged to share concerns with the Town Clerk. The Town Clerk will, if appropriate, make a referral to Social Services.

Recognising abuse is not always easy. The list below provides some indicators of abuse; however, the list is not exhaustive and contains only indicators, not confirmation, of abuse:

- unexplained bruising, marks or injuries on any part of the body e.g. cigarette burns, bite marks
- bruises which reflect hand marks or fingertips (from slapping or pinching)
- an injury for which the explanation seems inconsistent, or which has not been treated adequately
- sudden changes in behaviour, including becoming withdrawn or becoming aggressive, severe temper outbursts.
- reluctance to get changed e.g. for swimming.
- neglected in appearance, dirty or 'smelly'.
- constant hunger, sometimes stealing food from others.
- inappropriate dress for the conditions
- fear of parents or carers being approached for an explanation.
- flinching when approached or touched.
- neurotic behaviour e.g. hair twisting, rocking
- being unable to play
- fear of making mistakes.
- self-harm
- fear of being left with a specific person or group of people, lack of trust in adults.
- sexual knowledge which is beyond their age or development age
- sexual drawings or language
- saying they have secrets they cannot tell anyone about
- not allowed to have friends.

### **5.5 Contact Details for Social Services, the Monitoring Officer, the Police and NSPCC:**

*Social Services Child Protection* – Bradford Metropolitan District Council:

Telephone: 01274 431077

Monday to Thursday: 8.30am to 5pm Friday: 8.30am to 4.30pm

Outside of opening hours: this is handed over to the Emergency Duty Team (EDT).

Telephone: 01274 431010 (outside office hours)

Bradford Metropolitan District Council – *Monitoring Officer*:

Monday to Thursday 9.00 am to 5.00 pm. Friday 9.00 am to 4.00 pm.

Telephone: 01274 432496

*West Yorkshire Police*:

Non-emergency telephone: 101

Emergency telephone: 999

*NSPCC Child Protection Helpline*:



Telephone: 0808 800 5000

Textphone: 0800 056 0566

## **5.6 Confidentiality**

Members, employees, volunteers and contracted service providers must not discuss allegations of abuse, substantiated or not, with anyone other than in connection with the formal investigation. Where it is necessary to put in procedures to prevent continuing abuse the matter should be shared with the Town Clerk so that appropriate risk assessments may be undertaken.

## **6. PREVENTION**

### **6.1 Recruitment**

Prospective employees will be interviewed and previous, relevant experience will be noted. Two appropriate references will be taken up for all employees. All employees will undergo a probationary period.

All members, employees and volunteers who are required to carry out duties that involve working with children or vulnerable adults or whose roles mean they come directly into contact with children or vulnerable adults will be checked by the Disclosure & Barring Service (DBS) and / or appropriate safeguarding agency. In line with best practice, these checks will be repeated every three years.

### **6.2 Training**

The council will make the Child Protection and Vulnerable Persons Safeguarding policy available to all members, staff and volunteers. Line managers will encourage good practice and identify any training needs required through the Council's Appraisal System. Members will be offered appropriate training on safeguarding children and vulnerable adults.

All members and employees will be expected to read this policy and sign the Declaration at the end of the document.

### **6.3 Reporting**

The Council is committed to maintaining an open culture where members, employees, volunteers, children, vulnerable persons, parents, guardians and carers feel able to express concerns both about child protection and issues of poor practice.

In addition to the procedures outlined in this policy, the Council's Whistleblowing Policy and Complaints Policy and Procedure are available to all members, staff, volunteers, and the general public.

## **7.0 CODES OF PRACTICE AND BEHAVIOUR**

These guidelines have been devised to protect children and vulnerable adults from abuse, as well as to protect members, staff and volunteers from situations where false allegations may occur.

The guidelines apply to those working with children or vulnerable persons involved in activities organised by or on behalf of Keighley Town Council or at services provided by Keighley Town Council.

### **Members, staff and volunteers must:**

- Treat everyone with respect, regardless of their age, ethnicity, social background, ability, sexual orientation, culture or religious beliefs
- Provide an example of good conduct they wish others to follow
- Plan activities which involve more than one other person being present, or at least which are within sight or hearing of others
- Respect a person's right to personal privacy.
- Provide access for young people to talk to others about any concerns they may have.
- Encourage young people and adults to feel comfortable and caring enough to point out attitudes or behaviours they do not like.
- Remember that someone else might misinterpret their actions, no matter how well-intentioned
- Recognise that special caution is required when discussing sensitive issues, such as bullying, bereavement, abuse or personal development.
- Recognise that some children or vulnerable adults will be more vulnerable to abuse than others, and may face extra barriers in getting help because of their race, gender, age, religion, disability, sexual orientation, social background or culture.
- Challenge unacceptable behaviour and report all allegations/suspicions of abuse.
- Be identifiable and wear a name badge at all times.

### **Members, staff and volunteers must not:**

- Engage in physical horseplay, such as wrestling or tickling
- Have any inappropriate verbal or physical contact with children or vulnerable people, or make suggestive remarks or gestures
- Permit abusive youth peer activities (e.g. initiation ceremonies, ridiculing, bullying etc.)
- Play physical contact games with children or vulnerable adults
- Jump to conclusions about others without checking the facts
- Ask children or vulnerable adults to do things that are potentially dangerous, illegal or otherwise unreasonable
- Exaggerate or trivialise abuse issues
- Show favouritism to any individual
- Rely on just their good name to protect them
- Believe it could "never happen to me"
- Take chances when common sense, policy or practice suggest a more prudent approach
- Allow allegations made to go unchallenged, unrecorded and not acted upon.

Keighley Town Council takes its responsibility very seriously. Employees who breach these guidelines will face investigation and may face disciplinary action, which could lead to a dismissal. Volunteers in breach of the above Code of Conduct will have their services terminated with immediate effect and their parent organisation (as appropriate) will be informed. If a member does not adhere to the policy, there may be grounds for reporting their behaviour to the Monitoring Officer, who may require an investigation under the Member Code of Conduct. Where there is evidence of illegal activity, the member, employee or volunteer will be reported to the relevant authorities and may face a criminal investigation.

## **8.0 PROCEDURE IN RELATION TO SPECIFIC SERVICES**

### **8.1 Work Experience**

Keighley Town Council may offer work experience placements through various local schemes. The Council will ensure that employees working with children or vulnerable adults are aware of

the Child Protection and Vulnerable Adults Safeguarding Policy. Line managers are responsible for the health, safety and welfare of work experience students who under law are regarded as employees.

## **8.2 Function/Room Hall hire**

Independent clubs and private individuals who regularly use the facilities operated by Keighley Town Council should have appropriate child protection and vulnerable adult policies in place, commensurate with the level of contact they have. Furthermore, their employees or volunteers who have significant and regular unsupervised contact with children and vulnerable adults should have satisfactory DBS checks.

The Council will state on its Booking Forms that it is the Council's expectation that groups will follow good practice procedures in relation to Child and Vulnerable Adult Safeguarding.

## **8.3 Use of Contractors**

Keighley Town Council will take reasonable care that contractors doing work on behalf of the Council are monitored appropriately. Any contractor or sub-contractor engaged by the Council in areas where workers are likely to come into regular contact with children, young people or vulnerable adults, should have its own equivalent Child Protection and vulnerable adult policies, or failing this, must comply with the terms of this policy. This requirement will be written into the contract. If this is not met, the contractor will be deemed to be in breach of their contract.

## **8.4 Internet and e-mail Policy**

Please refer to Keighley Town Council's IT policy.

## **8.5 First Aid**

The administration of first aid to children, young people and vulnerable adults can present risks. Under ordinary circumstances, a child or young person can be administered with first aid only if their parent or guardian expressly permits this course of action.

When administering first aid, wherever possible, employees should ensure that another adult is present, or is aware of the action being taken. Parents/carers should always be informed when first aid is administered.

Child welfare is of paramount importance. In certain circumstances members, employees, volunteers and contracted service providers may undertake first aid as a last resort, notifying parents / carers as soon as possible, to minimise a child's or vulnerable adult's distress.

## **8.6 Special Events - Photography**

It is an unfortunate fact that some people have used children and young people's events as opportunities to take inappropriate photographs or footage of children, every attempt should be made to ensure that this does not happen. Members, employees, volunteers and contracted service providers should be vigilant at all times. Anyone using cameras or film recorders for or on behalf of the Council should obtain consent from the parents of children being photographed or filmed before the activity commences.

When commissioning professional photographers or inviting the press to cover Council services, events and activities the Council's expectations must be made clear in relation to child protection by checking the credentials of any photographers, ensuring identification is worn and by not allowing unsupervised access to children or one to one photographic sessions.

**9.0 MISUSE OF PROCEDURE**

Malicious complaints about a member or an employee(s) and/or serious and/or persistent abuse of these safeguarding policies and procedures will not be tolerated and will be dealt with through Keighley Town Council’s disciplinary process.

**10.0 POLICY MONITORING AND REVIEW**

All incidents, allegations of abuse and complaints will be recorded and monitored.

This policy will be reviewed every four years, and will also be revised in the light of changing needs, changes in legislation and guidance, or in the light of experience.

**11.0 DECLARATION**

Keighley Town Council is fully committed to safeguarding the well being of children, young people and vulnerable adults and promoting their welfare. Representing Keighley Town Council as an Elected Member or working as an employee, volunteer or contracted service provider of Keighley Town Council it is important that you have taken the time to thoroughly read the Safeguarding Policy and Procedures document.

By being made aware of the policy it is our intention to ensure that all are proactive in providing a safe and secure environment for the children and vulnerable adults in our community.

.....

**Declaration:**

**I have received, read and understood the Keighley Town Council Child Protection and Vulnerable Adults Safeguarding Policy and Procedures document. By signing I agree to adhere to the principles of the policy.**

Signed:	
Name:	
Date:	

THIS WILL BE KEPT IN YOUR PERSONNEL FILE

# KEIGHLEY TOWN COUNCIL

Item 10

## REPORT ON TOWN PLAN PROGRESS



<b>REPORT AUTHOR</b>	Pip Gibson Assistant Town Clerk/CDO
<b>EMAIL</b>	<a href="mailto:pip.gibson@keighley.gov.uk">pip.gibson@keighley.gov.uk</a>
<b>Date</b>	Tuesday 1 <sup>st</sup> June 2021

<b>SUBJECT</b>	<b>TOWN PLAN UPDATE</b>
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### PURPOSE:

1. To inform Members of the progress made towards the Town Plan Key Objectives.

### RECOMMENDATION(s):

2. That Members use the information to make decisions and allocate funding where applicable with specific reference to the Committee's areas of responsibility within the Town Plan.
3. That Members choose a third representative from the Committee to attend the Town Plan Steering Group meeting in the absence of the Chair or Vice Chair.

### REASONS FOR RECOMMENDATION:

4. The Council is responsible for the delivery of the Town Plan, either through the implementation of its own projects and activities, individually, in partnership with key service providers or by commissioning projects and services from third party organisations, groups and individuals.

### SUMMARY OF KEY POINTS:

5. The Town Plan sets out the Council's aims and objectives over the next 2 years.
6. The Town Plan Steering Group meet quarterly to develop and monitor a general strategic approach and champion the Town Plan's vision and objectives.
7. It is important that all members are involved in the delivery of the Town Plan. The Chair of this Committee will attend the Town Plan Steering Group to share the Committee's progress. In the absence of the Chair, the Vice or another Member of the Committee will attend.

8. The Key Objectives, attached as Appendix A, detail the responsibilities of the Committee over the life of the Plan.

**FINANCIAL IMPLICATIONS AND BUDGET PROVISION:**

9. With the exception of staffing and essential running costs, all other Council funding including Committee Budgets should be allocated with reference to Town Plan Objectives.

**TOWN PLAN IMPLICATIONS:**

10. All decisions should be made with direct reference to the Town Plan.

**CLIMATE CHANGE IMPLICATIONS:**

11. Wherever appropriate climate change considerations are factored into all activities implemented with reference to the Town Plan.

**POLICY IMPLICATIONS:**

12. There are no new policy implications arising from this report.

**DETAILS OF CONSULTATION:**

13. In some circumstance's consultations may have taken place.

**BACKGROUND PAPERS:**

14. Town Plan.

**FURTHER INFORMATION PLEASE CONTACT:**

Pip Gibson, Assistant Town Clerk/CDO [pip.gibson@keighley.gov.uk](mailto:pip.gibson@keighley.gov.uk)

## Town Plan 2020-2023

Key Objective	What we will do	Timescale	Who's responsible	Actions 2021/22	Actions 2020/21	Actions 2022/23
<b>Civic Pride</b>						
CP009	Promote civic pride and public participation.	Ongoing (2020-23)	All Councillors and staff	Oakworth Dog Bags; Election of Town Mayor; Keep Britain Tidy; Capt Tom 100;	Virtual Ward Forums created for each Ward. Weekly media programme showcasing the work of KTC. funding approved for Pop Up	
CP013	Develop a Corporate Governance Action Plan to ensure the Council is being run effectively.	Ongoing (2020-23)	Policies & Governance Committee		Implemented and being monitored by the Policy & Governance Committee	
CP018	Keep the Town Plan under continuous review throughout its lifespan.	Ongoing (2020-23)	Policies & Governance Committee		Town Plan Steering Group established. Town Plan standard item on all Agendas and Reports	
<b>Community Development</b>						
CD002	Participate in any public consultation that would have a direct impact on Keighley.	Ongoing (2020-23)	Policies & Governance Committee	Racemoor Lane Consultation	Online survey Grammar School/College site. Incinerator site objections sent to BMDC for consideration plus Town Fund. The council has also submitted a response to the national consultations undertaken by the Local Government Association (LGA) on the members code of conduct. Council has also responded to the Committee on Standards in Public Life consultations on the current standards in public life. Council has also responded to the Government consultation on changes to the Planning system. The council worked with Bingley and Shipley Town Councils to submit similar responses given the proximity of the other authorities and the shared challenges we face. The council will submit a response to Bradford MDC Local Plan consultation. The plan includes the priorities for the number of houses and employment sites in Keighley over the next 20 years.	
CD014	Undertake a review of bylaws within Keighley.	Long Term (2022/23)	Policies & Governance Committee			