



KEIGHLEY TOWN COUNCIL

Mr. Joe Cooney
Town Clerk to the Town Council
27 September 2022

Email: 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 4 October 2022 at 6pm.**

Mr. Joe Cooney
Town Clerk

COMMITTEE MEMBERSHIP

Cllr M. Westerman – Chairman	Cllr J. Akhtar
Cllr M. Curtis – Vice Chairman	Cllr P. Kates
Cllr C. Abberton	Cllr M. Walker
Cllr J. Adams	Cllr L. Maunsell – ex-officio
Cllr A. Ahmed	

*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 – For Noting

Members are reminded to consult the Standing Orders regarding conduct at meetings. Member's attention is particularly drawn to Standing Order 1.

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 Policies & Governance Meeting held Tuesday 6 September 2022.

Copy attached

6. Progress Report – For Noting

To receive the progress report following the last meeting held Tuesday 6 September 2022.

Copy attached

7. 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

8. Budget 2023/24 Update – For Decision

To consider a report from the Town requesting the committee submit their budget request for the 2023/24 financial year to the Budget Working Group.

Copy attached

9. Post Office Lawkholme Lane Drop and Collect Consultation – For Decision

To consider a council response to the current consultation on the new Post Office Drop and Collect facility on Lawkholme Lane.

Copy attached

10. Community Emergency Action Plan – For Decision

To consider a report from the Town Clerk on the development of an updated Community Emergency Action Plan.

Copy attached

11. Items for Future Agenda – For Decision

To consider items for inclusion on future agendas.

12. Green Space Campaign – For Decision

Subject to the approval by Full Council on Thursday 29 September the Policies & Governance Committee is asked to consider:-

- The latest position in relation to the Green Space.

13. Date of next meeting

The date of the next meeting of this committee will be held on Tuesday 1 November 2022 at 6.00pm.

OFFICER SUPPORT TO THE MEETING

Officers scheduled to attend: Joe Cooney, Town Clerk

APOLOGIES

Contact the office during normal opening hours (01535) 872126
Email: 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 (PG) Committee held Civic Centre, North Street, Keighley, BD21 3RZ on Tuesday 6 September 2022

Present: Councillor Westerman - Chairman
 Councillor Abberton
 Councillor Ahmed
 Councillor Akhtar
 Councillor Curtis
 Councillor M Walker
 Councillor Maunsell – Ex Officio

Also Present: Joe Cooney, Town Clerk

Minute Ref	Agenda Item
024/2022 (PG)	<p>Welcome from Chairman</p> <p>Cllr Westerman welcomed members to the meeting.</p>
025/2022 (PG)	<p>Apologies for Absence</p> <p>Cllr Kates</p> <p>RESOLVED to accept and record the above apologies.</p>
026/2022 (PG)	<p>Declaration of Interest</p> <p>RESOLVED there were no 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.</p>
027/2022 (PG)	<p>Public Question Time</p> <p>None.</p>
028/2022 (PG)	<p>Minutes</p> <p>The following amendment was made to minute 020/2022(PG)</p> <p>“RESOLVED members recommend to Full Council that Cllr M Walker be re-appointed to the Community Governance Working Group.”</p> <p>Proposed by Cllr Westerman, seconded by Cllr Adams that the above amendment be made to the minutes.</p>

	<p>RESOLVED Members approved the amended minutes of the meeting of the Policies & Governance Committee held on Tuesday 5 July 2022.</p>
029/2022 (PG)	<p>Progress Report</p> <p>Members received a progress update on decisions taken at the last committee meeting on Tuesday 6 July 2022.</p> <p>NOTED.</p>
030/2022 (PG)	<p>Town Plan</p> <p>Members received an update report from the Assistant Town Clerk/CDO on the town plan progress.</p> <p>RESOLVED members noted the Town Plan progress.</p>
031/2022 (PG)	<p>Community Governance Review</p> <p>Members considered a report from the Town Clerk on the progress of the Community Governance Review and the internal structure of the town council.</p> <p>RESOLVED members noted the update on the Community Governance Review process being undertaken by Bradford MDC.</p> <p>RESOLVED members disbanded the current Community Governance Steering Group following its completion of the review of the council wards and Councillor numbers.</p> <p>RESOLVED members established a Working Group to review the internal governance of the council.</p> <p>RESOLVED members approved the Terms of Reference for the Working Group</p> <p>RESOLVED members appointed Cllrs Abberton, Adams, Curtis and M Walker plus the Town Mayor and Deputy Town Mayor to sit on the working group.</p> <p>RESOLVED members requested recommendations from the Working Group be presented to a future Policies & Governance Committee meeting for consideration.</p>
032/2022 (PG)	<p>Press Coverage</p> <p>Members considered a report from the Town Clerk detailing the council's recent press coverage.</p> <p>NOTED.</p>
033/2022 (PG)	<p>Violence at Work Policy</p>

	<p>Members considered a report from the Town Clerk on a draft Violence at Work Policy.</p> <p>RESOLVED members recommend Full Council adopt the Violence at Work Policy.</p>
034/2022 (PG)	<p>Key Performance Indicators</p> <p>Members considered a report from the Town Clerk detailing the performance of the council's KPI's in the first quarter (April 2022 – June 2022).</p> <p>NOTED.</p>
035/2022 (PG)	<p>Town Plan Refresh</p> <p>Members considered a report from the Town Clerk on the arrangements for the start of the Town Plan Refresh.</p> <p>RESOLVED members noted the Community Development Committee has allocated £3,750 towards the Town Plan refresh programme.</p> <p>RESOLVED members noted the budget allocated by the Community Development Committee will be managed by the Town Clerk.</p> <p>RESOLVED members delegated authority to the Town Clerk to undertake the necessary consultations to assist members in developing the Town Plan 2023 - 2027.</p> <p>RESOLVED members requested regular updates on the consultation process be presented to the Policies & Governance Committee.</p> <p>RESOLVED members noted the important role all elected members will have as part of the consultation process.</p>
036/2022 (PG)	<p>Keighley Locality Plan</p> <p>Members considered a report from the Town Clerk regarding Bradford MDC Keighley Locality Plan.</p> <p>RESOLVED members noted the Keighley Locality Plan 2022-2025.</p> <p>RESOLVED members approved the town council response to the Locality Plan.</p> <p>RESOLVED members requested the Town Clerk share the town council response with all town Councillors and district Councillors.</p> <p>RESOLVED members requested the Town Clerk ensures relevant town council committees are consulted on support for the locality plan and any budgetary requirements are approved by the relevant committee.</p>

	RESOLVED members delegated authority to the Town Clerk to develop details of the proposals with the relevant Bradford MDC Officers and provide reports to the relevant committees.
037/2022 (PG)	<p>Haworth & Cross Roads Community Governance Review</p> <p>Members considered if the town council should submit a response to the consultation on the proposal to abolish Haworth, Cross Roads and Stanbury Parish Council and replace it with two new Parish Councils; Haworth and Stanbury Parish Council and Cross Roads Parish Council.</p> <p>RESOLVED that the Council takes no view on the consultation.</p>
038/2022 (PG)	<p>Post Office Consultation</p> <p>To consider a response to the consultation on the proposed new location for the Post Office within the Town Centre.</p> <p>RESOLVED members support the proposed location and instructs the Town Clerk to submit a response to the ongoing consultation.</p>
039/2022 (PG)	<p>Civility & Respect Pledge</p> <p>Members considered a report from the Town Clerk relating to the Civility & Respect pledge.</p> <p>RESOLVED members recommend the draft Dignity at Work Policy to Full Council for approval.</p> <p>RESOLVED members recommend Full Council sign the Civility & Respect pledge.</p> <p>RESOLVED members request the Town Clerk include reference to the definitions of Antisemitism and Islamophobia into the pledge to be signed by Full Council.</p>
040/2022 (PG)	<p>Future Agenda Items</p> <p>None.</p>
041/2022 (PG)	<p>Date of next meeting</p> <p>RESOLVED The date of the next meeting of this committee will be held on Tuesday 4 October 2022</p>

Signed Date

Chair



REPORT FROM: TOWN CLERK

TO: POLICY AND GOVERNANCE COMMITTEE

DATE: 4 October 2022

Report Author: Joe Cooney

Tel No: 01535 872126

Email: joe.cooney@keighley.gov.uk

**PROGRESS REPORT ON DECISIONS TAKEN AT THE
POLICY AND GOVERNANCE COMMITTEE MEETING
DATED 6 SEPTEMBER 2022**

Item No	Committee Decision	Update
1.	<p>Community Governance Review</p> <p>RESOLVED members noted the update on the Community Governance Review process being undertaken by Bradford MDC.</p> <p>RESOLVED members disbanded the current Community Governance Steering Group following its completion of the review of the council wards and Councillor numbers.</p> <p>RESOLVED members established a Working Group to review the internal governance of the council.</p> <p>RESOLVED members approved the Terms of Reference for the Working Group</p> <p>RESOLVED members appointed Cllrs Abberton, Adams, Curtis and M Walker plus the Town Mayor and Deputy Town Mayor to sit on the working group.</p>	<p>First meeting of the Working Group will be arranged during October.</p>

2.	<p>Violence at Work Policy</p> <p>RESOLVED members recommend Full Council adopt the Violence at Work Policy.</p>	Item being considered by Full Council on Thursday 29 September.
3.	<p>Town Plan Refresh</p> <p>RESOLVED members noted the Community Development Committee has allocated £3,750 towards the Town Plan refresh programme.</p> <p>RESOLVED members delegated authority to the Town Clerk to undertake the necessary consultations to assist members in developing the Town Plan 2023 - 2027.</p> <p>RESOLVED members noted the important role all elected members will have as part of the consultation process.</p>	Work currently ongoing, further information will be reported to committee in due course.
4.	<p>Keighley Locality Plan</p> <p>RESOLVED members noted the Keighley Locality Plan 2022-2025.</p> <p>RESOLVED members approved the town council response to the Locality Plan.</p> <p>RESOLVED members requested the Town Clerk share the town council response with all town Councillors and district Councillors.</p> <p>RESOLVED members requested the Town Clerk ensures relevant town council committees are consulted on support for the locality plan and any budgetary requirements are approved by the relevant committee.</p>	<p>Copies of the Town council response plan has been sent to all town councillors, district councillors and BMDC Area Co-ordinator.</p> <p>Officer level meeting scheduled for early October to progress partnership working.</p>
5.	<p>Post Office Consultation</p> <p>RESOLVED members support the proposed location and instructs the Town Clerk to submit a response to the ongoing consultation</p>	Response submitted in favour of the new post office location.
6.	<p>Civility & Respect Pledge</p> <p>RESOLVED members recommend the draft Dignity at Work Policy to Full Council for approval.</p> <p>RESOLVED members recommend Full Council sign the Civility & Respect pledge.</p>	Item being considered by Full Council on Thursday 29 September.

	<p>RESOLVED members request the Town Clerk include reference to the definitions of Antisemitism and Islamophobia into the pledge to be signed by Full Council.</p>	
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KEIGHLEY TOWN COUNCIL

Item 7

REPORT ON TOWN PLAN PROGRESS



REPORT AUTHOR	Pip Gibson Assistant Town Clerk/CDO
EMAIL	pip.gibson@keighley.gov.uk
Date	Tuesday 4 October 2022

SUBJECT	TOWN PLAN REPORT
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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 this information to make decisions and allocate funding where applicable with specific reference to the Committee's areas of responsibility within the Town Plan.

REASONS FOR RECOMMENDATION:

3. 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:

4. Forthcoming Town Plan Steering Group meeting dates: 13 July 2022, 5 October 2022, 14 December 2022 and 1 March 2023.
5. The Town Plan 2020-23 sets out the Council's aims and objectives over a 3-year period. This year will see the final year of the Plan.
6. The Town Plan Steering Group meets 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.

8. Chairs of Committees are asked to add to the Town Plan proposed Actions for their respective Committees in advance of the Town Plan Steering Group meetings.
9. It is the responsibility of the Chair of each Committee to attend the Town Plan Steering Group and to share this Committee's progress. If the Chair cannot attend, he/she must arrange for the Vice Chair or elected third Member of the Committee to attend.
10. The Chair of each Committee will share the discussion had at each Town Plan Steering Group meeting with Members of their Committee at their next meeting.
11. The Key Objectives, attached as Appendix A, detail the responsibilities of this Committee over the life of the Plan.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION:

12. 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:

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

CLIMATE CHANGE IMPLICATIONS:

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

POLICY IMPLICATIONS:

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

DETAILS OF CONSULTATION:

16. In some circumstances consultations may have taken place.

BACKGROUND PAPERS:

17. Town Plan.

FURTHER INFORMATION PLEASE CONTACT:

Pip Gibson, Assistant Town Clerk/CDO pip.gibson@keighley.gov.uk

Town Plan 2020-2023				
Key Objective	What we will do	Timescale	Who's responsible	Actions 2022/23
Civic Pride				
CP009	Promote civic pride and public participation.	Ongoing (2020-23)	All Councillors and staff	Events Programme 2022. CD Funded: Mini Bounce Planet; Youth Arts Development Programme; Outdoor Education Programme; People's Planters; Community Consultation; Keighley In Frame; Do it Yourself Ward Funding: Bookmarks; Bin Sponsorship (Todley Hall Rd & Westburn Avenue); Play in Parks; Mini Bounce; CCTV Long Lee Cricket Club; Grant Funded: Keighley in Bloom; Children's Literature Festival; Ma Kelly's Kitchen; Keighley Cricket Club; Lund Park Community Group; Keighley Lions; Events x 3 at Lund Park; Defib at Lund Park; Benches at Holden Park; Keighley Business Awards;
CP013	Develop a Corporate Governance Action Plan to ensure the Council is being run effectively.	Ongoing (2020-23)	Policies & Governance Committee	P&G will continue to monitor the Corporate Action Plan, next review due in the September meeting
CP018	Keep the Town Plan under continuous review throughout its lifespan.	Ongoing (2020-23)	Policies & Governance Committee	The Town Plan Steering Group oversees the progress of the Town Plan. Meetings are held quarterly and minutes/reports presented to Full Council.
Community Development				
CD002	Participate in any public consultation that would have a direct impact on Keighley.	Ongoing (2020-23)	Policies & Governance Committee	Parish poll for the use of land at the top of Cavendish Street/North Street junction. Post Office consultation.
CD014	Undertake a review of bylaws within Keighley.	Long Term (2022/23)	Policies & Governance Committee	Report to follow Autumn 2022
Developing the Local Environment				
Arts & Culture				

KEIGHLEY TOWN COUNCIL

Item 8

REPORT TO THE POLICIES & GOVERNANCE COMMITTEE



REPORT AUTHOR	Town Clerk Joe Cooney
EMAIL	Joe.cooney@keighley.gov.uk
Date	Tuesday 4 October 2022

SUBJECT	Draft Budget 2023/24
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PURPOSE:

1. To seek members views on a budget request for financial year 2022/23, which will be submitted to the Budget Working Group for consideration.

RECOMMENDATION(s):

2. Members request an overall budget of £149,059 for financial year 2023/24.

REASONS FOR RECOMMENDATION:

3. To provide oversight of the council's financial management.

SUMMARY OF KEY POINTS:

4. To form part of the budget planning process for 2023/24 members are asked to consider their budget requirement for the year ahead. This information will be considered by the Budget Working Group who will make a recommendation to the Finance & Audit Committee and ultimately Full Council for approval in January 2023.
5. To assist members in considering their budget requirements officers have devised a draft budget, to meet the likely priorities for the next financial year.
6. Details of the draft budget have been included in the table below along with a comparison to the requests made by the committee for the current financial year:-

Item	Description	2023/24	2022/23
Travel & Subsistence (Members & Officers)	Travel to/from training, conferences, seminars, etc.	£2,268	£2,100
Subscriptions	Membership of YLCA & NALC, Yorkshire Society, Clerks SLCC membership	£4,320	£4,000
Elections	Cost of Town Council election in May 2023	£60,000	£5,000
Legal Fees	Annual HR & H&S contract	£5,783	£5,355
Office Administration	Covers costs such as mobile phone bills, photocopier charges, general office supplies. It is likely the current photocopier/printer will require replacing within the next 12 months	£9,500	£8,500
Postage	Franking Machine contract and general postage costs	£1,620	£1,500
Stationary	General stationary supplies	£2,700	£2,500
Insurance	Third of three-year contract with Gallagher, costs fixed	£9,866	£9,135
IT Costs	Annual Contract with Cosurica - due for renewal in February 2023.	£19,440	£18,000
Website	Annual website hosting fees	£1,728	£1,600
Meeting Refreshments	Town Council meetings	£864	£800
Civic & Ceremonial	Potential for replacing some Civic Robes which are starting to show wear and tear	£8,000	£3,000
Training - Members	Training budget to support members	£4,320	£4,000
Training - Officers	Training budget to support officers	£7,700	£7,000
Conferences	Attendance at conferences	£2,750	£2,500
Annual Report	Printing and distribution of the annual report	£6,000	£5,000
Uniform & PPE	The provision of necessary staff uniform and PPE where required	£2,200	£2,000
Total		£149,059	£81,990

7. The officers are recommending an increase in several budget lines, to better represent the needs of the council. In response to the current high rate of inflation, budget lines that are impacted, such as annual report, have been increased to accommodate inflationary rises.
8. Members are asked to consider the officer budget and make a recommendation to the Budget Working Group.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION:

9. Members request £149,059 for their 2023/24 budget provision.

TOWN PLAN IMPLICATIONS:

10. Meets the Town Plan Key Objectives: CP012, CP016, CP020,

CLIMATE CHANGE IMPLICATIONS:

11. N/A.

COMMUNITY IMPACT:

12. N/A.

POLICY IMPLICATIONS:

13. N/A.

DETAILS OF CONSULTATION:

14. N/A.

BACKGROUND PAPERS:

15. N/A.

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

KEIGHLEY TOWN COUNCIL

Item 9

REPORT TO POLICIES & GOVERNANCE COMMITTEE



REPORT AUTHOR	Town Clerk Joe Cooney
EMAIL	Joe.cooney@keighley.gov.uk
Date	Tuesday 4 October 2022

SUBJECT	Post Office Lawkholme Lane Consultation
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PURPOSE:

1. For members to consider a response to the public consultation on a new post office service on Lawkholme Lane.

RECOMMENDATION(s):

2. Members support the trial of a new post office service on Lawkholme Lane.
3. Members delegate the consultation response to the Town Clerk to complete and submit on behalf of the town council.

REASONS FOR RECOMMENDATION:

4. To provide a response to the public consultation.

SUMMARY OF KEY POINTS:

5. From Wednesday 28 September, the Post Office are trialing a new service Drop & Collect from Azeem' Accessories, 130 Lawkholme Lane, Keighley, BD21 3LU.
6. The Drop & Collect service provides some post office services via a handheld device providing convenient access for customers to bill payments and prepaid parcel collections and returns.
7. During the trial period, the Post Office will be monitoring usage of the new services.
8. The views of members are sought as to whether the trial service is a positive initiative of which the town council is supportive.

9. If members are minded to agree a response to the consultation, the response will be based on the views expressed by members.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION:

10. None directly arising from this report.

TOWN PLAN IMPLICATIONS:

11. Meets the Town Plan Key Objectives: CP016, CD002

CLIMATE CHANGE IMPLICATIONS:

12. N/A.

COMMUNITY IMPACT:

13. N/A.

POLICY IMPLICATIONS:

14. N/A.

DETAILS OF CONSULTATION:

15. N/A.

BACKGROUND PAPERS:

16. Appendix A – Post Office Public Consultation

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



Dear Customer

I'm pleased to let you know that in collaboration with Payzone, we will be trialling a new type of Post Office branch in your area at AZEEM'S ACCESSORIES, 130 Lawkholme Lane, Keighley, BD21 3LU commencing on Wednesday 28 September 2022 at 13:00.

At Post Office we are committed to ensuring our network continues to develop to meet evolving customer demand. One of the ways we're doing this is to trial an additional branch format on a small scale before we look at any wider introduction in the network.

Drop & Collect is a new, lighter branch format that offers our postmasters and retail partners greater opportunity to adapt their business to suit their needs and the needs of their local customers. This new format has been developed to increase customer access to key services they require and to simplify the customer experience - including reducing transaction times.

The new format at AZEEM'S ACCESSORIES will offer Post Office services from a handheld device, providing convenient access for customers to bill payments and prepaid parcel collections and returns. To maximise accessibility to these services that our customers are increasingly seeking, more complex services like personal and business banking will not be available at this branch. Details of the opening hours and the products and services available are provided overleaf. If there are any unforeseen circumstances which mean the opening date changes, posters will be displayed in store to let customers know.

A wider range of Post Office services are available from the nearby branches at Keighley Post Office, 48 Towngate, Airdale Centre, Keighley, BD21 3QE and Riddlesden Post Office, 27 Bar Lane, Keighley, BD20 5AT. The latest available branch information can be found on our website, www.postoffice.co.uk/branch-finder

During the trial of the new branch format, we will monitor usage, suitability and any local feedback. If there is a need to change the service, posters will be displayed locally to let customers know.

Please feel free to share this information via your social media channels and with others who may be interested to hear about the new branch and the services it offers.

We're carrying out this notification in line with our Principles of Community Engagement. An extract relating to this Notification is available at the end of this letter.

We hope that you and the local community will support the Post Office network in your area.

Yours faithfully

Katherine Scutt

Katherine Scutt

Propositions Manager

Network Propositions

How to contact us:

comments@postoffice.co.uk

postofficeviews.co.uk

FREEPOST Your Comments

To get this information in a different format, for example, in larger print, audio or braille call 03452 66 01 15 or Textphone 03457 22 33 55.

Opening times & Post Office services available
Mon - Sun 10:00 - 22:00
Mail
Parcel collect and return – prepaid only
Other
Bill payments
Mobile top-up service
National Lottery Terminal
For information about product availability call 03457 22 33 44.

Principles of Community Engagement on changes to the Post Office network (extract)

A full version of this document is available on our Consultation Hub -(postofficeviews.co.uk)

We are committed to engaging and supporting our customers and their representatives as we make changes to the Post Office network. The following Principles will be adopted when communicating about changes to your local Post Office branch.

We will **Notify** - where we are informing customers of changes around:

- Opening hours
- Temporary closure¹/ temporary service interruption
- Re-opening of a temporarily closed branch in the same site
- Opening a new branch unrelated to a previous closure
- Location used by a Mobile Post Office within a community

We will display a poster in branch (or nearby if appropriate) to notify customers of the above changes, providing four weeks' notice. Where four weeks' notice is not possible, we will provide notice as soon as we are able to. For temporary closures we will include details of the nearest alternative Post Offices and our customer helpline/textphone.

These Principles have been agreed with Citizens Advice, Citizens Advice Scotland and the General Consumer Council for Northern Ireland; the independent statutory consumer watchdogs.

What to do if you feel these Principles haven't been followed:

Please get in touch so we can investigate your complaint. We'll explain in our reply whether we believe we have followed our Principles of Community Engagement and will provide you with the contact details for the relevant consumer watchdog (Citizens Advice, Citizens Advice Scotland or the Consumer Council for Northern Ireland) if you're not satisfied with our response. The watchdog will independently assess whether we have followed the Principles of Community Engagement process (rather than the decision itself) and recommend any actions with respect to the complaint.

Postofficeviews.co.uk
Comments@postoffice.co.uk
FREEPOST Your Comments
Call: 03452 66 01 15
Textphone: 03457 22 33 55

¹ There may be a small number of cases where due to circumstances outside our control we have no option other than to permanently close a branch in a particular location. In these cases, the consultation will seek feedback on alternative Post Office service provision in the area.

We notify locally elected representatives including but are not restricted to the Member of Parliament, Scottish Parliament, Welsh Parliament, or Northern Ireland Assembly, Local Authority Chief Executive, Ward Councillors, Parish or Community Council, selected charities, local Citizens Advice, Age UK, Northern Ireland's Disability Action and Northern Ireland's Rural Community Network. They are also encouraged to share all information additionally with local groups and organisations who they believe have an active interest in changes to their local Post Office

KEIGHLEY TOWN COUNCIL

Item 10

REPORT TO POLICIES & GOVERNANCE COMMITTEE



REPORT AUTHOR	Town Clerk Joe Cooney
EMAIL	Joe.cooney@keighley.gov.uk
Date	Tuesday 4 October 2022

SUBJECT	Community Emergency Action Plan
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PURPOSE:

1. To provide members with an update relating to the Keighley community emergency action plan.

RECOMMENDATION(s):

2. Members request the Town Clerk updates the community emergency action plan and provides a report to a future meeting of the Policies & Governance committee.

REASONS FOR RECOMMENDATION:

3. To ensure the town council has an adequate emergency action plan.

SUMMARY OF KEY POINTS:

4. The current Keighley Community Emergency Action Plan was last reviewed in 2019. In the subsequent years the plan has pretty much become dormant and non-responsive.
5. The reactivating of the emergency action plan is in response to contact from Bradford Emergency Planning team who are currently reengaging with community organisations and assisting with updating relevant plans.
6. The emergency action plan would be activated in response to serious incidents, such as flooding, heavy snowfall, mayor power outages, major gas leaks.
7. In the development of the emergency action plan identifying key local partners who can assist with the response will be a crucial part of the plan.

8. More detailed information on the identified need will be presented to members as part of the draft plan a future meeting.

FINANCIAL IMPLICATIONS AND BUDGET PROVISION:

9. None directly arising from this report.

TOWN PLAN IMPLICATIONS:

10. Meets the Town Plan Key Objectives: CP016

CLIMATE CHANGE IMPLICATIONS:

11. N/A.

COMMUNITY IMPACT:

12. N/A.

POLICY IMPLICATIONS:

13. N/A.

DETAILS OF CONSULTATION:

14. N/A.

BACKGROUND PAPERS:

15. N/A.

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