

<p style="text-align: center;">NEWQUAY TOWN COUNCIL Quality Status Committee</p>	<p style="text-align: center;">Action</p>
<p>Minutes of the meeting held on Tuesday 29th July 2014 at 7pm in the Committee Room, Marcus Hill, Newquay.</p> <p>Present: Cllrs C Leadbetter, J Rainbow, S Carter, and Mrs L Cherry</p> <p>Also Attending: Mr A Curtis (Town Clerk & RFO), Joe Piwecki (Deputy Town Clerk) and Mr D Hodge.</p> <p>QS020/14 – To elect a Committee Chairman for the Civic Year 2014-15</p> <p>Cllr Rainbow took nominations for Committee Chairman for the Civic Year 2014/15.</p> <p>It was proposed by Cllr S Carter, Seconded by Cllr J Rainbow and RESOLVED unanimously to elect Cllr C Leadbetter as Committee Chairman for the Civic Year 2014/15.</p> <p>QS021/14 – To elect a Committee Vice Chairman for the Civic Year 2014-15</p> <p>Cllr Leadbetter took nominations for Committee Vice-Chairman for the Civic Year 2014/15.</p> <p>It was proposed by Cllr C Leadbetter, Seconded by Cllr S Carter and RESOLVED unanimously to elect Cllr J Rainbow as Committee Vice-Chairman for the Civic Year 2014/15.</p> <p>QS022/14 – Apologies for non-attendance: Cllr K Towill gave his apologies.</p> <p>QS023/14 - Declarations of Interest: None.</p> <p>QS024/14 - To approve the minutes of the meeting held on 8th April 2014</p> <p>It was Proposed by Cllr J Rainbow, Seconded by Cllr S Carter and RESOLVED that the minutes of the meeting held on 8th April 2014 had been recorded accurately and were</p>	



they signed by the Chairman.

Cllr Mrs L Cherry abstained from the vote.

QS025/14 - Matters Arising:

- Town Clerk

Minute Ref: (08.04.2014) QS004/14

RE: Matters Arising

The Town Clerk said he had asked for feedback regarding Truro's paperless system however so far nothing has been received.

- Cllr Leadbetter

Minute Ref: (08.04.2014) QS004/14

RE: Matters Arising

Cllr Leadbetter informed members the action regarding inviting Mr Dent to the next EDGP meeting had been carried out.

- Town Clerk

Minute Ref: (08.04.2014) QS010/14

RE: To discuss and make any decisions regarding how to take advantage of the new functions provided by the upgraded website, in particular polls, surveys and QR reader

The Town Clerk informed members he had circulated the new functionality of the website to other Committees as requested.

QS026/14 - Matters Referred: None.

QS027/14 - Public Question Time (15 minutes allocated):

QS028/14 – To discuss and make recommendations on the Committee Terms of Reference, Aims and Objectives and Risk Assessments:

Cllr Leadbetter suggested typographical changes which were accepted by the Committee.

It was proposed by Cllr J Rainbow, Seconded by Cllr S Carter and **RESOLVED unanimously to RECOMMEND to Full**

**Full Council
RECOMMENDATION**



Council the amended Quality Status Terms of Reference.

The Committee felt it was necessary for other Committees to begin working on their own Risk Assessments as they are vital to qualifying for the higher levels of the Standards of Practice scheme.

QS029/14 – Update on the Town Council’s Website:

The Town Clerk said the website was up to date and functioning well.

Mr Hodge said he’d carried out an external review of the website. From an outside perspective the website needed some work in making it more accessible to the public.

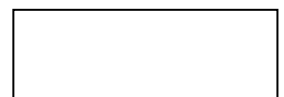
The internet and social media appear to be the main tools for communication in this age and the public require websites to be easy to navigate and require as least clicks as possible to reach their designated page.

Members queried how often the minutes and agendas were uploaded onto the website. The Deputy Town Clerk informed members the minutes were uploaded in draft form once they had received a sign off by the Chairman of the respective committee. Members suggested giving members a deadline of 2 weeks to respond to any amendments and then placing them on the website in draft form. Members also suggested allowing the Vice Chairman of a Committee to sign off the minutes, should the Chairman be unavailable.

QS030/14 - To receive, consider and make any decisions on the Council’s IT Infrastructure (information attached and to follow):

The Town Clerk informed members the existing IT infrastructure was struggling to work collaboratively . At present calendars could not be shared between staff making it difficult to access colleague availability during absence.

The primary Office database currently had limited security and was difficult to backup. There was no way of protecting the data



on the backup with a password as it was currently stored on an external Hard Drive.

It was also difficult to store files at different tiers allowing senior managers access to confidential information whilst excluding others in the Office.

The Town Clerk met with Datasharp, the Town Council's existing telephone network supplier, to investigate the option of a server which would integrate the computers within the Office and remote locations such as the CCTV Control Room.

Datasharp quoted a server set up with remote access at approximately £50,000. The quotation was much larger than that budgeted for the improvement of the Office IT infrastructure. The Town Clerk investigated the IT networking of other Town/Parish Councils. A highly recommended choice was an IT solution provided by a company called Microshade.

Microshade's primary focus is providing IT services for Town/Parish Councils. The software is hosted externally and can be accessed on any computer, from any location. Removing the need to purchase specialised hardware.

The product would come as part of a monthly subscription service. Software and Users can be added/removed with ease. Different plans available depending on how long the Town Council wished to commit to the system.

Through investigating different IT solutions the Town Clerk found this to be the most cost effective option for the Town Council. Hardware solutions become outdated quickly over a few years whereas the remote servers solution not have this issue as the upgrades would be carried out by Microshade.

Members agreed this would be the preferred option for the Town Council's IT infrastructure and would provide the flexible and expandable approach required by the Office to meet future need.

It was proposed by Cllr J Rainbow, Seconded by Cllr C Leadbetter and **RESOLVED unanimously to RECOMMEND**

**F&P
RECOMMENDATION**

F&P adopts a cloud hosting strategy rather than an inhouse server strategy and F&P recommends to Full Council a cloud hosting strategy is the preferred IT infrastructure for the Town Council Office and this put into place with immediate effect based initially on 4 users subject to a presentation by Microshade.

QS031/14 – To receive an update on the purchase of new flags:

The Town Clerk confirmed the Union Jack and Town Council flags had been purchased and a further quote had been sourced for a St Pirans flag. It was felt by the Mayor that the Town Council should bare the St Pirans flag at civic events. The cost of which would come at a further £35.

It was proposed by Cllr S Carter, Seconded by Cllr J Rainbow and **RESOLVED unanimously to purchase a St Pirans flag at a cost of £35.**

Note to RFO

QS032/14 – To receive an update on the purchase of business cards:

The Town Clerk informed members no formal decision was made at the previous Committee meeting to provide the Town Clerk with business cards, as at the time none were necessary. Members agreed the Town Clerk now required additional business cards and these should be ordered alongside those already ordered.

It was proposed by Cllr C Leadbetter, Seconded by Cllr J Rainbow and **RESOLVED unanimously to provide the Town Clerk with Business Cards.**

Town Clerk

QS033/14 – To discuss and make any recommendations on public engagement during key projects and tasks:

Members discussed having a community engagement policy as there was not one currently in place. The Town Clerk said he could work on one as it would be key for projects such as the upcoming Neighbourhood Plan.



QS034/14 – To receive an update on the status of the Quality Council scheme (information to follow):

Members discussed the revised scheme at length and concluded although there did not appear to be any incentives to completing the scheme. The Town Clerk had been informed at recent meetings concerning Quality Status that Cornwall Council was looking to incentivise the scheme through offering higher levels of support from officers e.g. legal support during devolution of assets.

Some members were concerned that there appeared to be a crossover between Town Councils striving to achieve Gold Standards of Practice and the work carried out by the Community Network Panels.

Members identified areas where the Town Council needed to improve and wished for it to work towards the highest standard attainable within the scheme. In doing this it would show that the Town Council was a responsible and professional body, capable of out services, in some cases which were previously the remit of Cornwall Council.

It was proposed by Cllr J Rainbow, Seconded by Cllr C Leadbetter and **RESOLVED unanimously to RECOMMEND to Full Council the Quality Status Committee works towards the Gold Standards of Practice and to empower and support other Committees to achieve this.**

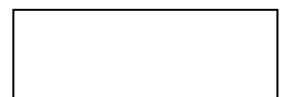
**Full Council
RECOMMENDATION**

QS035/14 – To receive an update on Public Information measures:

a. Annual Crier

The Town Clerk asked members thoughts on the future of the Annual Town Crier. Some members felt it had become less relevant and did not focus enough on the Council's current priorities.

The current Crier was circulated to the Town Council and some members felt the information within was out of date and should be a forward looking document. The Town Clerk said the Annual



Town Crier could follow the format of the mini-crier which was more of a news bulletin.

Members agreed to update and circulate the current Annual Crier and look to review the content for the next edition.

b. Mini Crier

This item was not discussed.

c. News & Trader

This item was not discussed.

d. Public Noticeboards

The Town Clerk suggested circulating 'Councillor profiles' in the public notice boards informing members of the public who is responsible for their ward.

QS036/14 – To discuss and make any recommendations regarding a Council Surgery scheme in the context of Quality Status

Members agreed to remove this Agenda item.

QS037/14 - Items for discussion (if appropriate)

None.

QS038/14 - Date and time of next meeting

The next meeting has yet to be scheduled and will be in the Committee Room, Marcus Hill, Newquay.

Meeting closed at 9PM.

Signed: _____ Date: _____
Cllr C Leadbetter , Chairman

