

<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 Thursday 19th March 2015 at 7pm in the Committee Room, Marcus Hill, Newquay.</p> <p>Present: Cllrs C Leadbetter, J Rainbow and Mrs L Cherry</p> <p style="text-align: center;"><i>(Cllr Mrs L Cherry arrived at 19.15, meeting then began)</i></p> <p>Also Attending: Mr J Piwecki (Deputy Town Clerk), Miss L Sykes (Support Officer)</p> <p>QS001/15 – To receive and adopt apologies for absence: Cllr S Carter, K Towill</p> <p>No apologies received from Cllr S Slade</p> <p>QS002/15 – To receive Declarations of Interest: None</p> <p>QS003/15 - To approve the minutes of the meeting held on Monday 8th December 2014</p> <p>It was Proposed by Cllr C Leadbetter, Seconded by Cllr Mrs L Cherry and RESOLVED that the minutes of the meeting held on Monday 8th December 2014 had been recorded accurately and were they signed by the Chairman.</p> <p>QS004/15 - Matters Arising:</p> <p>Minute Ref: QS032/14 – There was an action for Cllr C Leadbetter to email members about whether they would prefer generic or personal business cards. Cllr C Leadbetter has not managed to get this email out and has asked to roll this item over.</p> <p>Minute Ref: QS033/14 – Community Engagement Policy, was agreed to be a standard agenda item at the last meeting and will be looked and discussed under Item 9.</p> <p>Minute Ref: QS045/14 – There was an action for the Town Clerk to create a risk assessment regarding IT equipment. The Deputy Town Clerk explained that these need to be completed before the 1st April. The internal auditor flagged risk assessments as a key item that requires attention. Child protection was also</p>	<p style="text-align: center;">Full Council</p>



Deputy Town
Clerk

discussed and was due to be referred to Full Council but Cllr C Leadbetter has not seen it on the agenda. The Deputy Town Clerk will chase this up.

Minute Ref: QS046/14 – IT costs appear on several budgets this was due to be referred to F&P to look into where this needs to sit. The Deputy Town Clerk explained that there has not been a F&P Meeting since this was raised but will make sure it is added to the agenda ready for the meeting in March.

Minute Ref: QS047/14 – Cllr C Leadbetter felt this item can be closed down as The Crier will be picked up under new business.

Minute Ref: QS048/14 – SPS Scheme, we can now close this item down and as it will be picked up under new business.

QS005/15 - Matters Referred: None

QS006/15 - Public Question Time (15 minutes allocated):
None

QS007/15 – To discuss and make recommendations on the Committee Terms of Reference, Aims and Objectives and Risk Assessments:

Risk assessments should be completed by 1st April at the earliest. Cllr C Leadbetter shared his concerns that viewing of these may be quite difficult on discussions he has had with the Town Clerk due to the programme that is used. Cllr C Leadbetter feels we may need to review the Terms of Reference once F&P have decided where the IT budget will sit. The Q&S Committee should be responsible for shaping the website and social media content.. However, hardware, software & training should be covered under Admin and controlled by F&P.

QS008/15 – Review and make editorial decisions with regards to the Crier Publication

A reminder had gone out to all committees to get their piece for the Crier back to QS committee by 1st March so that information can be collated in a timely manner. Cllr J Rainbow has agreed to proof read the article.

The information we have received back will be very similar to what we will see at the Annual Town Meeting. Cllr C Leadbetter

has made some changes to make articles more personal. The Crier normally goes out as a booklet on 4 pages of A4 paper. The 1st draft that has been created has no budget information or pictures but covers the full 4 pages. Cllr C Leadbetter suggested to the committee about possibly increasing the Crier to an 8 page booklet. Cllr Mrs L Cherry asked if the budget information is required to feature in the Crier as we have mini criers 4 time as year, cannot it not be added to one of these. Cllr C Leadbetter explained that it is likely that only one Crier version will be distributed due to cost. Committee members felt including the budget information was required. Members discussed the use of pictures to break up the text. Picture suggestions included The Mayor, Toilets, Trenance Gardens, Killacourt, Christmas Parade & Lighting. The Newquay Voice could be approached for pictures they may have of the Town. Cllr C Leadbetter asked if the office can send out an email to Councillors for any picture they may have of events around the town.

Cllr C Leadbetter asked the Deputy Town Clerk what the impact of a larger Crier would mean to costs. The Deputy Town Clerk explained that the bulk of the cost is the delivery, which should not be greatly impacted by few extra pages. The committee asked the Deputy Town Clerk to investigate the costs of producing an 8 page booklet but also a 4 page booklet with a loose leaf insert.

Cllr C Leadbetter felt that the Crier should go out as soon as possible, he will discuss with the Town Clerk how the budget page should be laid out.

Members discussed and decided they were happy with the general layout the current draft Crier.

Due to Cllr C Leadbetter completing works for the Award Scheme, he asked if a member would be happy to take a lead role in liaising with the Support Officer to complete the Crier. Cllr J Rainbow volunteered and is happy to take an editorial lead role alongside his proof reading role.

The Deputy Town Clerk mentioned that the Attendance sheet was included in last years Crier. A few complaints were received, as it was out of date. If it is to be included in this Crier what period would you like it to cover. Cllr J Rainbow felt it should cover the whole of calendar year of 2014. Members were happy with this.

Office

Deputy Town Clerk

QS009/15 - Review and update on the Local Council award Scheme in conjunction with our internal check-

sheet, including decisions and relevant actions to meet the Gold Standard Criteria

At the last meeting, the Town Clerk appointed our Support Officer as point of contact for the LCAS Scheme. We were previously following the SPS Scheme, which as of the 12th January became the new LCAS Scheme and we will now be following this. We currently meet the Foundation Level and have until October 2015 to make sure we meet all criteria of the new scheme. From looking at our spreadsheet, there are currently 5 items under Foundation level that we do not meet. Cllr C Leadbetter feels we should focus on getting these 5 points addressed as soon as possible.

Annual Return - Not achieved

The Deputy Town Clerk explained that this can be completed within the next month as well as the budget/precept information. Cllr C Leadbetter has asked as soon as its available can it be uploaded onto the website then this item can be ticked off.

Action Plan – Not achieved

An action plan has to be a minimum of 1 page, listing our objectives for the next year. Cllr C Leadbetter suggested to members that he write to the F&P Chair explaining about the action plan being required for the new scheme asking if they could start work on creating this so we are able to achieve Foundation Level in October.

It was Proposed by Cllr C Leadbetter, Seconded by Cllr Mrs L Cherry and **RESOLVED to write a letter to the F&P Chairman expressing the need to complete an action plan to reach Foundation Status for the LCAS Scheme.**

Training Policy for new Staff & Councillors– Not Achieved

Training record for new Staff & Councillors – Not Achieved

Cllr C Leadbetter suggested writing a letter to the Staffing Chair similar to the above suggestion asking them to start drafting these. The Deputy Town Clerk informed members that at present we only record training for staff not councillors. Cllr C Leadbetter suggesting having one for existing councillors not just new.

It was Proposed by Cllr C Leadbetter, Seconded by Cllr Mrs L

Cherry and **RESOLVED to write a letter to the Staffing Chairman expressing the need to complete an action plan to reach Foundation Status for the LCAS Scheme.**

Clerk to have 12 CPD Points – Not Achieved

The Town Clerk may struggle to gain the required points under the previous scheme it was a lot less. Cllr C Leadbetter again suggested a letter to Staffing to allow the Town Clerk to attend extra training to achieve this.

It was Proposed by Cllr C Leadbetter, Seconded by Cllr Mrs L Cherry and **RESOLVED to write a letter to the Staffing Chairman expressing the need to complete an action plan to reach Foundation Status for the LCAS Scheme.**

Standing Order & Financial Regulations – WIP

The Deputy Town Clerk feels with some dedication this can be achieved. Action for Cllr C Leadbetter to liaise with the Clerk to work out a timeline of when this can be completed.

Code of Conduct – WIP

Same as Standing Order & Financial Regulations

Risk Management Scheme - WIP

Town Clerk to update Cllr C Leadbetter on the current status of this and provide a proposed completion date.

Town Clerk

QS010/15 – Update on and decisions appertaining to the Town Council’s website

Cllr C Leadbetter was concerned to hear that the NNP website is to be hosted by another company and unsure why our website could not do this considering all the money we have spent on it. Cllr J Rainbow explained that the NNP although being lead by Newquay Town Council is being assisted via another group who use said site.

Cllr C Leadbetter also felt we were missing lots of opportunities to engage with the community via polls & surveys on the website and enquired what would be required to get this started.

The Deputy Town Clerk explained that this idea was brought to each committee about drawing up polls/surveys but no responses were ever received.

Cllr C Leadbetter wanted to know if training is required or can

members draft questions and pass to the office. He feels that our website has to become more dynamic.

Cllr J Rainbow suggested once the toilets are fully functional a Toilet Satisfaction survey may be a good idea.

Cllr Mrs L Cherry felt if chairs of the committee could complete surveys themselves this would take pressure of the office.

The Deputy Town Clerk will discuss this matter further with the Town Clerk and formulate a process going forward. Time would need to be spent with the website host to get passwords and access details.

Cllr C Leadbetter asked how members felt if he were to send an email asking for a member of the committee to take a lead on managing the website. Members happy for Cllr C Leadbetter to do this.

QS011/15 – Update on and decisions appertaining to the Town Council’s Email providers

Cllr C Leadbetter asked the Town Clerk to add this as an agenda item after the recent incident of the system crashing. The Deputy Town Clerk explained that each individual user was only able to request emails from the server 60 times per hour although this had never been communicated to us. The Town Clerk turned on his mobile phone which & reloaded it which in turn downloaded all his emails, bombarding the server and blocked everyone out. As soon as the issue was explained to Pixalism and they discussed with Microshade they were able to undo the error and access was returned.

The Deputy Town Clerk will register the committees concern and come back with thoughts to guard against this happening in the future.

QS012/15 – Items for discussion (if appropriate)

None

QS013/15 - Date and time of next meeting

There is a possibility that a meeting will need to be called to look at Draft 2 of the Crier this can be arranged once further investigations have been made into the possible expansion plans and costs.

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

Meeting closed at 20.45pm.

Signed: _____

Date: _____
Cllr C Leadbetter , Chairman

