

Communications and Engagement Committee – Tuesday 8 September 2020

5. Deputy Town Clerk's Update

Report on items from 10 March 2020 committee meeting not already on the Agenda – For Information

Website Accessibility - To reflect the need for accessing information online from public sector organisations, The Public Sector Bodies (Websites and Mobile Applications) Accessibility Regulations 2018 aim to ensure reasonable adjustments to websites are made, so they are accessible to people with various disabilities. From 23 September 2020, all local councils must have an action plan and an accessibility statement in place and have started work to their websites to become more accessible.

Many people rely on the internet as a source of information on public services. Thought must be given to how accessible information is on council websites. Disabilities can have a significant impact on how a person can access information online, so local councils must make their websites as accessible as possible. Even making small adjustments to a website can have a considerable effect.

During lockdown, while the TIC was closed Vicky was able to spend time carrying out the required audit to pages of our website. As a result, required changes have been identified. Some of these can be carried out by staff and will also require changes to the way information is added to the website in the future. A list of other updates required has been sent to the website provider and we are working with them to form an action plan for dealing with these. There may be a budget requirement.

9. Events

d) Remembrance Day – Sunday 8 November 2020 – the Liskeard branch of the Royal British Legion (RBL) have advised that due to government guidelines they are not permitted to hold large gatherings of people, and it would be irresponsible to hold the normal 11.11 commemorations. They are usually well supported with 300 – 400 people marching and gathering at the War Memorial which would make it impossible to social distance. The same applies to the church service at St Martin's.

It is their intention to conduct a smaller Remembrance service in the lower end of the Cattle Market. Wreaths will be laid in the normal manner by organisations/people who wish to participate. The service will commence at 11am and it is suggested people gather at 10.30am to enable the roll call and laying of wreaths to be carried out before the service commences. The RBL will erect a temporary wooden cross (no ground fixings) which will be blessed by the Legion Padre. This will be followed by the normal War Memorial service of Remembrance.

It is suggested each organisation appoints two representatives to attend and lay a wreath, to keep numbers at a manageable level. They cannot, and do not wish to stop people attending, but must observe guidelines on the day. A PA system will be used so those maintaining social distance can hear the service.

After the service, the RBL will collect the wreaths and take them to the War Memorial and affix them to the trellis.

The RBL club will be open as usual after the service, however they will not be issuing an open invite, those wishing to attend the club are welcome, but must observe the rules in place at the time. There will be no food.

11. Safety Equipment for events – to agree to the purchase of barriers, cones and signs for the safe management of outdoor events

As we begin to hold events in the Events space at the Cattle Market there is a need for the Town Council to obtain barriers, cones and signs to safely manage the event, and this has become more important working within the current restrictions. The Facilities Manager has identified the following needs in line with risk assessment requirements:

Equipment	Cost/number	Total
2m orange barrier with anti-trip feet	2 @ £42.86	£85.72
Triangular yellow no waiting/keep clear cone (heavy duty) with space for security marking	12 @ £19.32	£231.84
Q-sign ROAD CLOSED	2 @ £46.80	£93.60
Q-sign SLOW	1 @ £39.83	£39.83
Q-sign blank for us to add own wording	1 @ £45.69	£45.69
Polypropylene sandbag (no sand)	4 @ £0.58	£2.32
Total		£499

Further price comparisons are taking place, and it is recommended that a maximum budget of £500 is agreed to source these requirements.

Recommendation: To agree a maximum budget of £500 from the Events budget line for the purchase of the identified equipment.

12. Community Champion Awards – to consider how the nominations for this year should be recognised

In January 2020, we invited nominations for 2020 Community Champion awards, with a closing date of 30 March 2020. With lockdown restrictions then in place it was not possible to proceed with the planned selection process. A total of 15 nominations were received from the public, although this includes multiple nominations for some individuals/groups. A holding acknowledgement was issued, advising that nominations would be held until restrictions allowed us to proceed with selection and award.

As it will not be possible to properly recognise the achievements of award winners with a live audience, photographer etc it may be necessary to carry these over to 2021. However, to ensure they are not lost among the many great things that have

been done during the pandemic and which may be recognised with an award, they could be assessed in a separate category or a weighting attached.

Recommendation: To agree that 2020 Community Champion Award nominations should be held over to 2021 (assessed in a separate category) and presented at a combined ceremony when large indoor gathering restrictions are relaxed

15. Printed Communications with the Community

a) To consider whether another printed communication is needed before the end of the year

Background - During the pandemic, the Town Council has produced two leaflets which have been delivered to all households providing information on help and support available to assist with difficulties caused by the Coronavirus pandemic and the subsequent reopening of the town centre.

In previous year's communication in November has focused on forthcoming festive events. It is unlikely LAMB will be able to produce the Lyskerry magazine this year. Is there a need for a printed communication before the close of 2020?

b) To consider how we communicate with the community in the future

Background - Since the launch of the Lyskerrys magazine by LAMB in Spring 2018 the Town Council has contributed £1,000 per edition with all its content included within the community publication. While the Town Council has coordinated the delivery on behalf of LAMB, only a small amount of officer time has been required to supply content, and we have not been involved in the design and edit. Previous publications can all be viewed on the Your Liskeard website at <https://www.yourliskeard.co.uk/lyskerrys-magazine/>

Prior to this the Town Council produced its own regular Town Crier publication which had evolved in format over time. (At least one publication with budgetary information was a regulatory requirement before the wider use of websites.) This was much more demanding on officer time, requiring the gathering of content, work with the designer and editing – usually 37 hours work. More of the deliveries were carried out by Councillors. March 2017 (4,500 copies - 8 pages) and November 2017 (5,000 copies - 8 pages) issues were approximately £900 each. *The final November 2017 issue is attached for information.*

The two Covid-19 publications produced this year have cost £1,145 (4 page) and £1,463 (8 page). Delivery charges were £1,000 of this, which was higher than usual due to the delivery condition restrictions imposed by the pandemic and volunteers not available to undertake any deliveries. Usual delivery costs are approx. 10p per item with approx. half of the 5,200 copies delivered completed by volunteers (including the Scouts and cadets to who we give a £50 donation) and half by paid delivery, totalling approx. £400. These were also heavily demanding on officer time.

The most recent is available on the website at <https://www.liskeard.gov.uk/services-info/coronavirus/>

Printed communication delivered door to door has always been important to communicate with hard to reach people who may not use technology/be socially isolated/on low incomes etc, however they are a small group within the community.

16. Public Consultation on Recycling Banks – to consider how to collect public opinion on the inclusion of recycling banks within our budgeting for 2021/22.

Background - Early this year the Town Council was advised by Cornwall Council (CC) that in order to obtain best value for their waste management services they would be withdrawing the provision of recycling banks within the town, which were only collecting 1% of the overall recycling. (The banks were originally provided before a full kerb side recycling collection service was in place and were now an 'extra' service). It was believed the banks were also being used by businesses to illegally dispose of commercial waste.

CC asked the Town Council if it like to consider providing this service but was unable to provide any costings or accurate volumes of waste collected to obtain costings. Furthermore, there were likely to be additional costs for renting space to site the banks, since the Town Council do not own the car parks or other suitable sites and would need to pay CC for the spaces. The request arrived after the annual budget had been set. While the Town Council wished to encourage recycling, a working party reviewed the position in detail, and recommended to Council on 30 June 2020 that the Town Council did not take over the recycling banks. This was resolved, with an agreement to monitor the impact for 3 months following removal. Both Looe and Saltash Town Councils reached the same decision that they could not accept this liability.

Since CC posted notices advising that they would be removing the recycling banks during the week commencing 7 September we have received communications from members of the public who use the service.

The Mayor and Chairs committee on 14 September 2020 will be considering how the 3 months monitoring should be conducted. This could include some public consultation which could be used to provide feedback to CC. However, if we ask the public if they would like recycling banks, they are very likely to say YES. To accurately reflect our position, we may need to ask council taxpayers in the town if they would be happy to pay an increase in their precept to enable the Town Council to provide this extra service.

Recommendation: To agree whether a transparent form of public consultation should form part of the 3 months monitoring on the effects of CC's removal of the recycling banks.