
Cyngor Cymuned Pontyclun Community Council

Notes from Admin Working group 24 Oct 2022

Attended by Wayne Owen, Sian Assiratti, Carole Willis and Andy Parker

Future Council meetings

Following the agreement with RCT for future running of Café 50, the Community Council will now be a hirer of Café 50 in the same way as all other groups.

Whilst we do not know what plans RCT has for hire rates for budgeting purposes we should plan for them to charge us at least the same rates as other chargeable groups at Cafe50 are presently.

It would be sensible for the Council to take this opportunity to review the way meetings are held.

Our current policy is for Council meetings to be run as hybrid meetings in Café 50. Working group meeting method is at the discretion of the Working Group Co-ordinator with a recommendation to use Zoom due to space constraints and practicalities of holding hybrid meetings. Going forward if there is a charge for room hire working groups should always meet by zoom.

If we wish to continue Hybrid meetings this way, it will require a budget of about £400 pa going forward.

There is a legal requirement to offer a remote access option, though any decision on face-to-face meetings is for the Council based on what they perceive best meets the needs of their residents.

Face to face has advantage of being easy to access without any technology needs but has constraints on space and its costs. People who wish to attend have to travel, and those with care or mobility issues might find it difficult

Remote access removes travel, care and mobility issues but for can be difficult to access for those without technological skills

The Working group recommends that Council continues to offer hybrid meetings and budget accordingly for additional costs of room hire

Amendments to Standing Orders

The recent decision by Council in regard to Café 50 lease raised a few issues around clarity of some of our Standing Orders and also lack of flexibility in our processes.

To address these the Clerk and working group recommend a few changes to the Standing Orders as detailed below

- The text in black is current text
- Red is the additional proposed text.
- Any stricken through text is to be removed.

The Clerk will arrange appropriate adjustments to paragraph numbers and references accordingly

Section 1 – debate at meetings (Suggestions to streamline meeting)

- Motions on the agenda shall be considered in the order that they appear unless the order is changed at the discretion of the chairperson of the meeting.
- A motion (including an amendment) shall not be progressed unless it has been moved and seconded.
- A motion on the agenda ~~that is not moved by its proposer may be treated by the chairperson of the meeting as withdrawn.~~ **is treated as having been proposed by virtue of being on the agenda and seconded when Chair initiates discussion/a vote**
- If a motion (including an amendment) has been seconded, it may be withdrawn by the proposer ~~only with the consent of the seconder and the meeting.~~
- An amendment is a proposal to remove or add words to a motion. It shall not negate the motion.
- If an amendment to the original motion is carried, the ~~original~~ **amended** motion becomes the substantive motion upon which further amendment(s) may be moved.
- An amendment shall not be considered unless early verbal notice of it is given at the meeting and, if requested by the chairperson of the meeting, is expressed in writing to the Chairperson.
- A councillor may move an amendment to his own motion if agreed by the meeting. ~~If a motion has already been seconded, the amendment shall be with the consent of the seconder and the meeting.~~
- ~~If there is more than one amendment to an original or substantive motion, the amendments shall be moved in the order directed by the Chairperson.~~
- Subject to standing order 1(k) below, only one amendment shall be moved and debated at a time, the order of which shall be directed by the Chairperson of the meeting.
- One or more amendments may be discussed together if the Chairperson of the meeting considers this expedient, but each amendment shall be voted upon separately.
- A councillor may not move more than one amendment to an original or substantive motion.
- The mover of an amendment has no right of reply at the end of debate on it **unless allowed by the Chair**
- Where a series of amendments to an original motion are carried, the mover of the original motion shall have a right of reply either at the end of debate of the first amendment or at the very end of debate on the final substantive motion immediately before it is put to the vote.
- Unless permitted by the Chairperson of the meeting, a councillor may speak once in the debate on a motion except:
 - to speak on an amendment moved by another councillor.
 - to move or speak on another amendment if the motion has been amended since he last spoke.
 - to make a point of order.
 - to give a personal explanation; or
 - in exercise of a right of reply.
- During the debate of a motion, a councillor may interrupt only on a point of order or a personal explanation and

the councillor who was interrupted shall stop speaking. A councillor raising a point of order shall identify the standing order which he considers has been breached or specify the other irregularity in the proceedings of the meeting he is concerned by.

- A point of order shall be decided by the Chairperson of the meeting and his decision shall be final.
- When a motion is under debate, no other motion shall be moved except:
 - to amend the motion.
 - to proceed to the next business.
 - to adjourn the debate.
 - to put the motion to a vote.
 - to ask a person to be no longer heard or to leave the meeting.
 - to refer a motion to a committee or sub-committee for consideration.
 - to exclude the public and press.
 - to adjourn the meeting; or
 - to suspend particular standing order(s) excepting those which reflect mandatory statutory requirements.
- Before an original or substantive motion is put to the vote, the Chairperson of the meeting shall be satisfied that the motion has been sufficiently debated and that the mover of the motion under debate has exercised or waived his right of reply.
- Excluding motions moved understanding order 1(r) above, the contributions or speeches by a councillor shall relate only to the motion under discussion and shall not exceed 5 minutes without the consent of the Chairperson of the meeting.

Section 3 – Meetings generally (to allow better public representations)

- Members of the public may make representations, answer questions and give evidence at a meeting which they are entitled to attend in respect of the business on the agenda. **This can include use of a variety of aides such as video, recordings, electronic presentations, photographs and written documents.**
- **If a member of the public wishes to use aides for their representations, then the time taken to set up the aide will be part of the 5 / 30 minutes above unless prior arrangement to set up ahead of the meeting has been made with the Proper Officer**
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- The period of time designated for public participation at a meeting in accordance with standing order 3(e) above shall not exceed 30 minutes unless directed by the Chairperson of the meeting.
- Subject to standing order 3(f) above, a member of the public shall not speak for more than 5 minutes and shall not speak on more than one agenda item unless agreed by the chair in advance
- **If a member of the public wishes to make a representation on a matter not on the agenda, then the Chair of the meeting can allow this subject to the time limits below. As the Council may not make a material decision on any matter not included on the agenda, if the representation requires such a decision, then the Chair should direct that the matter is included on the agenda of the following Council meeting**
- In accordance with standing order 3(e) above, a question shall not require **either** a response at the meeting **nor to** start a debate on the question. The Chairperson of the meeting may direct that a written or oral response be given.
- A person who speaks at a meeting shall direct his comments to the Chairperson of the meeting.
- Only one person is permitted to speak at a time. If more than one person wants to speak, the Chairperson of the meeting shall direct the order of speaking.

Section 9 Motions for a meeting that require written notice to be given to the Proper Officer (to streamline process to add motions)

- The Proper Officer is responsible for preparing the agenda of Council meetings and can add motions which have arisen from
 - a. Operational matters
 - b. Requests from the public
 - c. Requests from individual (or groups of) Councillors
 - d. Reports from Committees or Working groups
- A motion shall relate to the responsibilities of the meeting which it is tabled for and in any event shall relate to the performance of the council's statutory functions, powers and obligations or an issue which specifically affects the council's area or its residents.
- No motion may be moved at a meeting unless it is on the agenda. ~~and the mover has given written notice of its wording to the Proper Officer at least 10 clear days before the meeting.~~
- Requests for motions received by the Proper Officer less than 10 clear days before a meeting may be deferred to the following meeting. Clear days do not include the day of the notice or the day of the meeting.
- The Proper Officer may, before including a motion on the agenda ~~received in accordance with standing order 9(b) above,~~ correct obvious grammatical or typographical errors in the wording of the motion.
- If the Proper Officer considers the wording of a motion ~~received in accordance with standing order 9(b) above~~ is not clear in meaning, the motion shall be rejected until the mover of the motion resubmits it. ~~in writing to the Proper Officer so that it can be understood at least 10 clear days before the meeting.~~
- If the wording or subject of a proposed motion is considered improper, the Proper Officer shall consult with the Chairperson of the forthcoming meeting or, as the case may be, the councillors who have convened the meeting, to consider whether the motion shall be included in the agenda or rejected.
- Subject to standing order 9(e) above, the decision of the Proper Officer as to whether or not to include the motion on the agenda shall be final.
- ~~• Motions received shall be recorded in a book for that purpose and numbered in the order that they are received.~~
- Motions rejected shall be recorded in a book for that purpose with an explanation by the Proper Officer for their rejection.

26 Standing Orders generally (to allow us to change our minds easily)

- All or part of a standing order, except one that incorporates mandatory statutory requirements, may be suspended by resolution in relation to the consideration of an item on the agenda for a meeting. **This resolution does not require notice to have been given in advance of the meeting.**

Action – Council to confirm Standing Order changes recommended by the Clerk and working group

Engaging with residents

The Council considered how we engage with residents using remote channels

Details about our current activities are provided as an appendix to these notes

The group recommends the following are considered for progression

Council website

Add online contact form and even a webchat (during opening hours)

Council social media

Twitter @Pontycluncc

The group recommends that the Council is more active (proactive) on Twitter

Council Blog

The group recommends that the Council's blog is also linked via Facebook and Twitter

Other possible engagements

Working group recommends that Council considers a newsletter and investigates live streaming of Council meetings

Staffing going forward

The Council's Office is currently manned with -

- A Clerk on a contract working 18.5 hours a week
- An admin assistant working 15 hours a week
- A welcome officer who works 16 hours a week with a remit to engage with café 50 users. This person probably spends about 2-3 hours on "Council activity" the rest is Café 50.

In reality the Clerk is currently working more hours than contracted and staff overall are struggling to keep up with changing legal requirements and maintaining our online presence.

This working group recommends the following

- 1. Create a new "Community Engagement role" which will be responsible for (amongst other things) –**
 - a. Additional social media activity**
 - b. Bring website management to par**
 - c. Community events**
 - d. Engagement with residents**
- 2. The Clerk is charged with establishing how many hours this role requires ahead of 2023-24 budget discussions so costs can be factored in.**
- 3. The group recommends that this is created by adding additional hours to existing staff rather than recruiting new people.**
 - a. As an estimate it should be around 10 hours a week to Welcome Officer Role and 1.5 hours to the Clerk's role**
 - b. The increases to be provisional for review at 2023/4 budget discussion. By that time, we should know if this is enough/ too much or not enough and can be adjusted accordingly.**

Appendix – current remote access activities

We currently engage with residents remotely via 5 channels

1. Website
2. Google
3. Facebook
4. Twitter
5. Blog

Engagement relating to Café 50 is also mentioned below

We also use our notice boards where we publish posters/information

Council website

Our website is Pontyclun.net

The Council's website is structured more as a "Community website" rather than a "Community Council" website.

The Website was first launched in July 2013 and revamped onto a WordPress platform in summer of 2020. Prior to 2019 management of the site was partly outsourced, mainly reactive and consequently, a lot of information was outdated, and visitor numbers were about 300-500 per month. Following revamp and with better maintenance visitor numbers are now approximately 5 times what they were before relaunch at between 1500-2500 per month.

In addition to information about the Council we also include

- Details about the Community Centre, U3A, Environment group and library
- Things to do including details of local businesses and Community groups
- There is also an online museum of the history of Pontyclun, and specific seasonal pages are also used where relevant e.g., Christmas

"News" articles are published relating to more significant items rather than general information which is left to social media.

Staff do endeavour to maintain the site, however, to do this properly additional resources need allocation.

Part of the site is in Welsh, and the aspiration is that it should go bilingual, however this would require considerable resources.

Council social media

The Council has Social Media accounts on Google, Facebook & Twitter for both the Community Council

The main restriction on our activity are the resources needed to generate content to publish and time to upload and manage content going forward.

Residents do contact us via all online channels, and we receive more requests via these channels than by post or in person

Google

We have Google pages for the Council and our main assets.

These are typically published to provide access details, opening hours, photographs and give users the ability to provide feedback and reviews.

There is an option to post but this tends to only be used for things like changes to opening hours, special events and during the pandemic to update our Covid rules.

Any comments/reviews are replied to and where needed actioned.

Current review numbers are

- Community Council 1 review score 4
- Car Park 4 reviews average score 4.3
- Café 50 11 reviews average score 4.9
- Pontyclun Park 29 reviews average score 4.7
- Ivor Woods 52 reviews average score 4.4
- Public Toilets 1 review score 5

There is no page for the Riverside Walk in Brynsadler.

Facebook

The Council uses Facebook. An insight into use is provided below

Community Council

Facebook followers – 1139

Like the page – 942

Post activity

- Typically 1-2 thousand will see our posts
 - Best recent post – 9.5k regarding road closures
 - Worst recent post – 83 regarding fuel costs
- On average we post 4/5 times a month. However in May, there was a lot more going on so we have posted at least 3 times a week and our reach has exceeded 13,000.
- Our posts mainly include information regarding the Pontyclun area and events and activity
- We also share information from third parties that we believe may be relevant for our residents eg from RCT CBC or local NHS

Pontyclun Hub

The Council Officers do not actively track content on the Hub relating to us or our services.

If we were tagged into the conversation we will note and if relevant take action (e.g., if some damage was discussed) however we tend not to respond or comment publicly, and if we did it would only be to correct an error of fact. Where relevant we occasionally will directly message people who have posted complaints with our responses.

Twitter

@Pontycluncc

The Council's twitter pages are more active doing about 10 tweets a month, though most are retweets of relevant information from others (often RCT CBC). We started using Twitter in Feb 2020 and have about 100 followers.

The tweets we generate tend to be updates on actions our Caretakers have undertaken e.g., Putting out floral displays.

Council Blog

The Council's blog is used to publish longer articles relating to Council activities and has a link via our website

These are generated by the Chair and Working Group leads. The Officers could produce factual blog posts about services should members wish us (subject to resourcing) e.g. We often get asked how to manage floral displays to get them looking nice.

Articles have had up to 70 views

Other social media

The Council does not use any other social media.

We appreciate that using only Facebook and Twitter means we do not engage with our younger residents and if we wished to engage with them better, we would need to introduce new channels

As a Google account holder, we have a You Tube page, but it is not active.

Café 50

We will reach an agreement with RCT CBC regarding ongoing promotion of Café 50 within the funding they are offering.

Currently we use a web page, google pages, Facebook and twitter

Facebook

Facebook followers – 509

Like the page – 439

- Posts are less popular than the Council ones though still have a reach in the thousands
 - Best recent post – 8.7k Valentines lunch post and photos
 - Worst recent post – 93 a post about Friday the 13th.
- On average we post 9.5 times a month. May has seen a reach of around 2,500.
- The posts on this page include mainly information about Café 50 or Pontyclun, but may also include information that may be relevant to the demographic of our users. Such as information about scammers, fuel costs.

Twitter

The Cafe50 twitter pages are not used very much.

They were created when we received a grant from Tesco about 4 years ago – it was a requirement of the grant to publicise via twitter.

We have 19 followers and activity is an occasional tweet about major events at Café 50 and to retweet relevant information from others. We tweet about 10 times a year or so.