

# MILTON PARISH COUNCIL

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## COMMUNITY CARE COMMITTEE

To all members of Milton Parish Council Community Care Committee

For information to all members of Milton Parish Council

**You are summoned to the next meeting of Milton Parish Council Community Care Committee**

**to be held in the Bowls Pavilion on Wednesday 11 October at 2pm**

**Members of the Public and the Press are cordially invited to attend**

Clerk's signature: *Sarah Coder*  
Date of issue: 5 October 2017

## AGENDA

1. **Apologies for absence:** to receive and approve apologies for absence.
2. **Declarations of interest and dispensations:**
  - a) To receive declarations of interest from councillors on items on the agenda;
  - b) To receive written requests for dispensations for disclosable pecuniary interests (if any);
  - c) To grant any requests for dispensation as appropriate.
3. **To APPROVE the minutes of the Community Care Meeting held on 12 July 2017 : (Appendix 1)**
4. **Community Care Warden list of courses attended (Tabled)**
5. **Mobile Warden Scheme - Report from Mobile Warden (Tabled)**
6. **Community Navigator Report (Tabled)**
7. **Complaints Procedure (Appendix 7)**
8. **Community Care Client Debtors**
9. **Mobile Phone for Holiday Cover**
10. **Barnabas Court Update**
11. **Grant Funding**
12. **Any Other Business**
13. **Date of next meetings**  
Wednesday January 10<sup>th</sup> 2018 at 2pm

Clerks Office

The full agenda papers are available on the website [www.miltonvillage.org.uk](http://www.miltonvillage.org.uk) and at the Parish Council office.

**APPENDIX 1**

**Minutes of the Community Care Committee meeting held on Wednesday 12 July 2017  
at 2pm.**

Present: H M Smith (HMS) (Chair), A Bradnam (AB), D Burch (DB), T Ebbon (TE) Warden, Community Care Scheme

In attendance: S Corder – Clerk  
N Plumb – Assistant Clerk

**1. Apologies for absence**

T Leavens (TL) - personal

**2. Declarations of interest and dispensations**

- a) To receive declarations of interest from councillors on items on the agenda; None received.
- b) To receive written requests for dispensations for disclosable pecuniary interests (if any); None received.
- c) To grant any requests for dispensation as appropriate. None received.

**3. Approval of the Minutes of the Community Care meeting held on 13 April 2017.**

It was Proposed by HMS that the minutes of the meeting be approved and signed as a true record – **ALL AGREED.**

**4. Community Care Warden list of courses attended**

TE has attended Fire Safety Training.  
Deprivation of Liberty safeguarding – refresher course to be attended on 14 July 2017.

**5. Mobile Warden Scheme Update – Report from Mobile Warden**

TE currently has 2 vacancies on the basic level requirement of the scheme.  
TE is also the Community Navigator – giving advice to elderly on services available to them.  
TE tabled her report and gave an update on her clients. It was **AGREED** that this report should be marked up as “Confidential” and dated.

**6. Barnabas Court Update**

Nothing to report.

**7. Any Other Business**

Community Care invoices – April-June invoices due to be sent out.  
Clerk to send out reminders for overdue invoices.

**8. Date of Next Meeting – 11 October 2017 at 2pm.**

**Meeting closed 3.20pm**

Signed: ..... Dated: .....

## **MILTON PARISH COUNCIL**

### **COMPLAINTS PROCEDURE**

1. The following procedure will be adopted for dealing with complaints about the Council's administration or its procedures. Complaints about a policy decision made by the Council will be referred back to the Council, or relevant Committee, as appropriate, for consideration.
2. This procedure does not cover complaints about the conduct of a Member of the Parish Council.
3. If a complaint about procedures, administration or the actions of any of the Council's employees is notified orally to a Councillor, or to the Clerk to the Council, a written record of the complaint will be made, noting the name and contact details of the complainant and the nature of the complaint,
4. The complainant will be asked to put the complaint in writing to the Clerk to the Council at Parish Council Office, Coles Road, Milton, Cambridge CB24 6BL. The complaint will be dealt with within 21 days of receipt. Refusal to put the complaint in writing does not necessarily mean that the complaint cannot be investigated, but it is easier to deal with if it is in writing.
5. If the complainant prefers not to put the complaint to the Clerk to the Council (because the matter relates to the Clerk, for example,) he or she should be advised to write to the Chair.
6. (a) On receipt of a written complaint, the Clerk to the Council (except where the complaint is about his or her own actions) or Chair of Council (if the complaint relates to the Clerk), will seek to settle the complaint directly with the complainant. This will not be done without first notifying any person complained about and giving him or her an opportunity to comment. Efforts should be made to resolve the complaint at this stage.  
  
(b) Where the Clerk to the Council or a Councillor receives a written complaint about the Clerk's actions, he or she shall refer the complaint to the Chair of Council. The Clerk to the Council will be formally advised of the matter and given an opportunity to comment.
7. The Clerk to the Council (or Chair) will report any complaint disposed of by direct action with the complainant to the next meeting of the Council.
8. The Clerk to the Council (or Chair) will report any complaint that has not been resolved to the next meeting of the Council. The Clerk will notify the complainant of the date on which the complaint will be considered and the complainant will be offered an opportunity to explain the complaint to the Council orally.
9. Matters relating to Grievance or Disciplinary proceedings that are taking, or are likely to take place, should be dealt with in accordance with the Council's grievance and disciplinary procedures.
10. The Council may consider whether the circumstances of any complaint warrant the matter being discussed in the absence of the press and public, but any decision on the complaint will be announced at the Council meeting in public.
11. As soon as possible after the decision has been made (and in any event not later than 10 days after the meeting) the complainant will be notified in writing of the decision and any action to be taken.
12. The Council may defer dealing with any complaint if it is of the opinion that issues arise on which further advice is necessary. The advice will be considered and the complaint dealt with at the next meeting after

the advice has been received.

**Complaints Procedure governing any breach of the Code of Conduct which takes effect from July 1<sup>st</sup> 2012.**

13. Complaints about the conduct of a Member of the Parish Council should be made in writing to the Clerk to the Council (or the Chair of Council if the complainant prefers not to put the complaint to the Clerk to the Council) at Parish Council Office, Coles Road, Milton, Cambridge CB24 6BL.
14. Upon receipt of a written complaint the Clerk will advise the complainant that the councillor(s) against whom the complaint(s) is made will be given 5 working days to offer a response and that response will be copied to the complainant within 24 hours of such receipt.
15. The complainant will be given 48 hours to consider the response after which time the Clerk will ask whether the complainant is satisfied or whether an additional letter of apology from the councillor(s) would resolve the matter or whether further action is required.
16. If the matter cannot be resolved locally the complaint, in writing, will be forwarded to the Monitoring Officer at the District Council ([Monitoring.Officer@scambs.gov.uk](mailto:Monitoring.Officer@scambs.gov.uk)).

**REVIEWED and APPROVED by Council on 3<sup>rd</sup> September 2012.**