

RAUNDS TOWN COUNCIL**PERSONNEL COMMITTEE**

Minutes: 5 September 2017: Start Time 7.30pm

PRESENT

Cllr S Hughes (Chair), Cllr B Tirebuck, Cllr H Howell, Cllr N Beck, Cllr R Levell,

IN ATTENDANCE

Ms Kate Houlihan, Town Clerk (Minutes)

221.17 To Receive Apologies For Absence.

None received

222.17 Notification of requests from members of the public to address the meeting in compliance with adopted protocol.

None received

223.17 Notification of members questions in compliance with the council's standing orders.

None received

224.17 Declarations of Interest.

COUNCILLORS ARE REMINDED THAT IF THEY HAVE EITHER A DISCLOSABLE PECUNIARY INTEREST OR OTHER INTEREST IN ANY ITEM THEN THEY SHOULD DECLARE THE INTEREST AND IN THE CASE OF A PECUNIARY INTEREST LEAVE THE MEETING FOR THAT ITEM

None received

225.17 Minutes: confirm the minutes of the Personnel Committee meeting held 20 June 2017.

RESOLVED that the minutes of the Personnel Committee meeting held 20 June 2017 be confirmed as a true record subject to amending the review date on the Asylum, Immigration & Nationality Policy.

226.17 Code of Practice for Handling complaints: To review the Council's Code of Practice for Handling complaints

Members reviewed the existing policy and following discussion it was...

RESOLVED to recommend to the Full Council that the policy be amended as shown in Appendix 1.

227.17 Confidentiality Policy: To review the Council's Confidentiality Policy

Member reviewed the policy and it was agreed that the policy was not related to personnel matters and it was....

RESOLVED to recommend to the Full Council that the policy is reviewed by the Policy and Resources Committee.

228.17 *The press and public will be excluded from the following agenda item due to the confidential nature of the business under the Public Bodies (Admission to Meetings) Act 1960*

RESOLVED that the public and press be excluded from the following item.

229.17 To Receive a report on Establishment Matters

a. Saxon Hall Staffing

Members considered the report of the Clerk as shown in appendix 2 and it was....

RESOLVED to appoint a Saxon Hall site supervisor in line with the recommendation of the recruitment panel.

b. Other staffing matters

Members noted that 2 members of staff will have completed 10 years' service on 29th October 2017. It was....

RESOLVED to recommend to the Full Council that this should be recognised by the Council and that this will be considered by the Full Council at the September meeting.

It was agreed that an extraordinary meeting of the Personnel Committee should be held prior to November 7th 2017 in order to agree the committees budget. The Clerk will circulate suitable dates.

There being no further business the meeting concluded at: 20.47

Approved: (Town Mayor)

Meeting date: 12 September 2017(Council)

Confirmed: (Chairman)

Appendix 1

CODE OF PRACTICE HANDLING COMPLAINTS

Raunds Town Council provides many services to groups, organisations, teams and individuals. We strive for total satisfaction, but where dissatisfaction exists, for any number of reasons, this policy sets out how to raise a complaint with the Town Council. This guidance is not appropriate for a complaint against individuals, as separate provisions cover these situations:

Complaints about an employee of the council should be dealt with as an employment matter. The complainant can be assured that the matter will be dealt with internally as such and appropriate action taken as required.

Complaints about a councillor are now subject to the jurisdiction of the Standards Board. Complainants should be advised to contact the appropriate body directly or the Monitoring Officer for further information. Raunds Town Council holds relevant information and contact details, which are available on request.

Step One – Informal Procedure:

If you are dissatisfied for any reason, you should bring this to the attention of the person who first dealt with the matter, as they are usually the best person to assist, and it gives them a chance to put the matter right. Informal complaints can be made by telephone, letter, e-mail or in person at the Council offices. The complaint will be handled by the most appropriate member of staff, depending on the nature of the complaint and the Clerk will be kept informed. Freedom of Information or Data Protection complaints should be made directly to the Clerk of the Council. Complaints should always be directed through the Council offices, not through individual Councillors.

It is hoped that most complaints can be resolved amicably through this route.

Step Two – Formal Procedure:

If you feel that the informal approach may not resolve the complaint, or that the matter is so serious that the formal complaints process should be followed, you should state your complaint in writing, addressed to the Clerk of the Council. Should your complaint be about the Clerk to the Council, your letter should be addressed to the Mayor of Raunds Town Council. You should receive an acknowledgement within 10 days, and if this is not an answer, you will be kept up to date on a regular basis.

The Clerk to the Council or Town Mayor will report any formal complaint, and action taken to resolve it, to the next meeting of the Council. The identity of the complainant may be withheld, if requested.

Step 3 – Complaints Hearing:

If you are still dissatisfied, you may write to the Mayor and request a Complaints Hearing. You should give all the details of your complaint and say what you have done to try to get it put right. This should only be considered as a last resort.

The process for a Complaints Hearing is as follows:

Before the Meeting:

1. The complainant should be asked to put the complaint about the council's procedures or administration in writing to The Clerk or other nominated proper officer.
2. If the complainant does not wish to put the complaint to The Clerk ~~or other proper officer~~, they may be advised to put it to the ~~Mayor~~ ~~chairman of the council~~.
3. The Clerk ~~or Mayor~~ shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the ~~council or by the committee~~ panel established for the purposes of hearing complaints.

4. The panel will be made up of any three councillors, with the Clerk in attendance.
5. The complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
6. 7 clear working days prior to the meeting, the complainant shall provide the council with copies of any documentation or other evidence, which they wish to refer to at the meeting. The council shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting:

7. The panel meeting will not be open to the public.
8. The panel will elect a Chairman. ~~council shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press.~~ Any decision on a complaint shall be announced at the council meeting in public.
9. The Chairman to introduce everyone.
10. The Chairman to explain procedure.
11. The Complainant (or representative) to outline grounds for complaint.
12. Members to ask any question of the complainant.
13. If relevant, The Clerk or other proper officer to explain the council's position.
14. Members to ask any question of The Clerk or other proper officer staff member.
15. The Clerk or other proper officer staff member and complainant to be offered opportunity of last word (in this order).
16. The Clerk or other proper officer staff member and complainant to be asked to leave room while Members decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, both parties to be invited back).
17. The Clerk and complainant return to hear decision, or to be advised when decision will be made.

After the Meeting:

18. Decision confirmed in writing within seven working days together with details of any action to be taken.

Adopted Sept 2008. reviewed Sept 2009, 2010, 2011, 2014, 2017 To be reviewed Tri-annually

Appendix 2

<p>Summary: A report by the Town Clerk on establishment matters.</p>	
<p>Private and Confidential. The press and public to be excluded from the meeting by reason of the confidential nature of the business to be transacted</p>	
<p>1.0</p>	<p>Recruitment of Site Supervisors</p>
<p>1.1</p>	<p>1 site supervisor for Saxon Hall is currently on maternity leave. It was agreed at the Personnel Committee meeting (June 2017) that Clerk would advertise for casual staff and that interviews would be conducted by the Mayor and Clerk.</p>
<p>1.2</p>	<p>It was subsequently reported to the Full Council (July 2017) that a permanent member of Saxon Hall staff was leaving and that a recruitment process needed to begin.</p>
<p>1.3</p>	<p>Advertisements for staff were placed on social media, council website, local press and noticeboards for permanent and casual staff.</p>
<p>1.4</p>	<p>1 person has been recruited to the role of casual site supervisor. It is understood by the member of staff that the post is currently for maternity cover.</p>
<p>1.5</p>	<p>On 4th September 2017, 3 candidates were interviewed for the role of permanent site supervisor. An update on these interviews will be given at the committee meeting.</p>
<p>2.0</p>	<p>Financial implications</p> <p>These posts have been budgeted for.</p>
<p>3.0</p>	<p>Risk management</p> <p>The posts are subject to a six months probationary period during which time their performance will be evaluated.</p> <p>An induction process has been planned and is underway, with appropriate training and 'on the job' assessment being carried out.</p>
<p>4.0</p>	<p>Recommendations:</p>
<p>4.1</p>	<p>That the personnel committee consider the recommendation of the recruitment panel.</p>