# Minutes of the Ordinary Meeting of Ockbrook and Borrowash Parish Council.

# Held virtually, on Tuesday 1st December 2020 at 19.00.

## Public Speaking.

### Members of Public

* A member of public stated their concerns regarding the Chairman’s report at the November Parish Council meeting, where the burial plots available contradicted the amount they had calculated whilst on the Parish Council. **ACTION** The Clerk will revisit the cemetery checking each available plot against the plan.
* A member of public commented on the Diversity Policy adopted in Novembers Parish Council meeting, the village diversity group thought it was a basic policy and would like to help rewrite it. **RESOLVED** Councillor M White agreed, asking for the information to be sent to the Clerk.
* A member of public stated their concerns on our co-option process, Councillor M White commented that we had made a mistake with the original process, after seeking advice we changed this process.
* A member of public asked where the field is on Moor Lane that the Parish own? Councillor T Holbrook replied with the corner of Moor lane and Dale Road. They also commented on the lack of records and reports which have been relied upon.
* A member of public commented on the Parish Councils obligation to ensure value for money when spending tax-payers money, asking does the Parish Council accept that they failed to meet this obligation by paying litter picking at more than twice the going rate? Councillor White agreed that it was only after this was bought to our attention, did we realise how much litter picking Wayne Peapell was doing instead of the duties he was employed for.

### Derbyshire County Council Report.

Councillor R Parkinson submitted his report, see appendix 1.

### Erewash Borough Council Report.

Councillor T Holbrook had nothing to report.

### Derbyshire Constabulary Report.

See appendix 2 for the figures.

### Ashbrook Trustees.

Councillor R Locke updated members on:

* Tender documents are being reviewed with the trustees contacting local businesses.
* Councilor J White is looking into the grants they can obtain.

## Present.

Councillors M White (Chairman), T Holbrook (Vice Chairman), J White, D Webster, P Fisher, J Kennedy and R Locke.

## Also, Present.

S Kitchener (Clerk and RFO), Councillor R Parkinson and 30 members of public.

## 174/12/20 Noted Apologies for Absence.

Councillors M Wallis and W Major.

## 175/12/20 Declarations of Members Interests.

Councillor M White has an interest on agenda item 10g, the Parish hall rewire. He has worked professionally with one of electricians who supplied the quote.

## 176/12/20 Co-option of New Councillor.

The order of the three candidates was randomly chosen, they presented themselves to the Parish Council, then in alphabetical order each Councillor voted on their choice. Ana-Maria Stevenson received the majority vote, and her declaration of acceptance was signed in front of the camera. Councillor M White proposed that Ana-Maria Stevenson be co-opted onto the Parish Council, seconded by Councillor J White and all unanimously agreed. At this point Councillor A Stevenson joined the meeting.

## 177/12/20 Dispensations.

None.

## 178/12/20 Variation of Order of Business.

None

## 179/12/20 Approve the Parish Council Minutes of the meeting held on the 3rd November 2020.

Proposed by Councillor R Locke, seconded by Councillor P Fisher and all unanimously agreed that the minutes be approved as a true record and were signed by the Chairman at the meeting.

## 180/12/20 Items to be Taken into Private Session.

None.

## 181/12/20 Report of the Parish Clerk and RFO.

Nothing to report.

## 182/12/20 Report of the Chairman.

* Last meeting of the year, thank you to all the Councillors on what has been a hard year, special thanks to Tim Sumpter for his work on the food bank. Thanks also to Wayne Peapell who has transformed the Parish over the last few years and has more plans for the future and to the Clerk for her hard work in the office and towards her CILCA.
* The proposed gifting of land. At the Chairman’s request the Clerk wrote to Mr C Neve requesting a meeting between himself and the burial committee members to discuss the land. The meeting was arranged for the 30th November, with Mr C Neve stating there was nothing new to add to the plans but if they want to ask questions please forward them to him before the meeting. The Chairman wrote to the burial committee members stating they were only going to talk to Mr C Neve about the cemetery not any other points in the plan. Mr C Neve then cancelled the meeting through Councillor M Wallis.  **RESOLVED** Councillor M White proposed for the Clerk to write to Mr C Neve and Dr Hedley thanking them for the offer but declining it, seconded by Councillor P Fisher and all unanimously agreed.

## 183/12/20 Reports from Parish Committees.

### Finance and General Purposes.

### Accept accounts for Payment.

**RESOLVED** Councillor T Holbrook proposed to accept the payment list and all unanimously agreed. See appendix 3.

### Accept the Budget Figures.

**RESOLVED** All unanimously agreed to accept the budget subject to the final figures coming through from the Government. See appendix 4.

### Annual Policy Reviews.

* Absence Policy; see appendix 5.
* Complaints Procedure Policy; see appendix 6.
* Community Engagement Policy; see appendix 7

**RESOLVED** All unanimously agreed to accept the documents.

### Planning.

Nothing to report.

### Contractors.

1. The minutes from the Contractors Committee meeting were noted and accepted.
2. It was unanimously agreed at the Committee meeting to employ a street cleaning operative for 10 hours a week starting with a 3-6 month contract.  **RESOLVED** Councillor White proposed to hand this to the HR Committee for them to employ someone by January/February 2021 and all unanimously agreed.

### Recreation.

1. The minutes from the Recreation Committee meeting were noted and accepted.
2. It was agreed at the Committee meeting that due to the size of the project at Deans Drive a working party would look at the options. **RESOLVED** Councillor J Kennedy proposed to call a working party, seconded by Councillor J White and all unanimously agreed.

### Environment.

No report was submitted.

### Burials.

1. The minutes from the Burials Committee meeting were noted and accepted.

Councillor M White left the meeting.

### Parish Hall.

1. The minutes from the Parish Hall Committee meeting were noted and accepted.
2. It was unanimously agreed at the Committee meeting to accept the Manor Electrical quote.  **RESOLVED** Councillor J White proposed to the full Council to accept Manor Electricals quote, seconded by Councillor T Holbrook and all unanimously agreed.

Councillor M White re-joined the meeting.

### Allotments.

Councillor D Webster updated members on:

* Wayne needs to look at the damaged fence backing onto Plots 22 and 23.
* Thank you to Julie Smith for all her help.

## 184/12/20 Correspondence Received.

The correspondence received and listed in the agenda were available at the meeting, see appendix 8.

## 185/12/20 Date and Time of Next Meeting.

The next Parish Council meeting is scheduled to take place virtually on Wednesday 3rd February 2021 commencing at 19.00.

## 186/12/20 Exclusion of Press and Public.

Nothing to report.

There being no further business, after wishing all a Merry Christmas the meeting concluded at 20.00.

### **Appendix 1**

## Ockbrook & Borrowash Parish Council -Tuesday 1st December 2020

DCC Report

(Cllr Robert A Parkinson)

## Extra funding to support young people

Extra support for children and young people whose families are affected by substance misuse has been pledged by Derbyshire County Council.  The authority is putting an additional £245,000 into [the Space4U project](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDAsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDExMTYuMzA1NDU3NDEiLCJ1cmwiOiJodHRwczovL3NlcnZpY2VzLmFjdGlvbmZvcmNoaWxkcmVuLm9yZy51ay9kZXJieXNoaXJlL3NwYWNlLTQtdS8ifQ.KKQVtp_2adspkZMMi-aoA3D9CWsqu9Q3qujHvpq1j5E/s/149213271/br/89817258574-l) for its vital work in supporting children and young people in Derbyshire affected by someone else’s substance misuse.  The funding, over four years, is designed to help reduce the wait for support and is on top of £70,000 a year the County Council already commits to the project, run on its behalf by the UK charity Action for Children.

## Volunteers sought to help vulnerable residents

Working in partnership with community volunteer services across the county, Derbyshire County Council is looking for volunteers to help support the work of its Community Response Unit during the coronavirus pandemic and beyond.

The Community Response Unit is for residents with no friends or family to call on who are:

* Self-isolating because either themselves or a member of the household is at risk
* Struggling to meet basic needs because of financial, social or health restrictions
* Pregnant
* Have underlying health conditions
* Aged 70 or over.

Volunteers could be asked to help with food shopping and delivery, collecting and delivering prescriptions, or checking up on people who are isolated with a phone call or online help to prevent loneliness, and checking whether there is anything they need.

## 'Your Council Your Voice' survey

Residents can have their say on Derbyshire County Council's budget and services in a wide-ranging survey.  This year the ['Your Council Your Voice' consultation](https://lnks.gd/l/eyJhbGciOiJIUzI1NiJ9.eyJidWxsZXRpbl9saW5rX2lkIjoxMDAsInVyaSI6ImJwMjpjbGljayIsImJ1bGxldGluX2lkIjoiMjAyMDExMTkuMzA3NjQ1MTEiLCJ1cmwiOiJodHRwczovL3d3dy5kZXJieXNoaXJlLmdvdi51ay9jb3VuY2lsL2hhdmUteW91ci1zYXkvY29uc3VsdGF0aW9uLXNlYXJjaC9jb25zdWx0YXRpb24tZGV0YWlscy95b3VyLWNvdW5jaWwteW91ci12b2ljZS0yMDIwLmFzcHgifQ.AyPc-MNRCanXwFOvrAdlt8Y-EVRGo1Cc5sxMm3-jdvo/s/149213271/br/90098753872-l) also asks residents whether the covid-19 pandemic has changed their opinion of the County Council and the services it provides, and if it has had an impact on their satisfaction with the way the Council runs things.  The survey runs until 13th December.

## Senior officer leadership model evolves

The changing world of local government -- with COVID-19, the prospect of devolution and reform, the ongoing financial challenges and the transition out of the European Union – means DCC has to adapt and respond at every level across the organisation.  As part of this, the Leader of the Council is proposing to appoint a Managing Executive Director for the next 12 months.

The new role, which is added to an existing Executive Director role, will work alongside three other Executive Directors to extend and develop collective leadership model.  This collective leadership model was right for the challenges of 2017, when it was introduced and continues to deliver benefits.  Collaboration and partnership will continue to be at the heart of the Council’s operating model.  A Managing Executive Director, working within and developing this model, will enable DCC to meet the challenges of the post-pandemic era.  The Managing Executive Director will be the ultimate accountable officer and will support the Leader to represent the Council locally, regionally and nationally, ensuring Derbyshire has influence at every level, whilst reinforcing the partnership between Cabinet and Senior Officers which is central to the Council’s operating model.

The role – which will be discussed by the Council on 2nd December -- will be a strategic leadership position, working alongside the Council’s Leader, to ensure that Derbyshire thrives now and in the future.  The Managing Executive Director will set clear strategic direction, drive performance and provide accountability to councillors and residents.  The initial appointment will be for 12 months from January 2020 to allow for flexibility once the full implications of COVID-19 are understood and impact has been assessed.

The Managing Executive Director will be the lead officer for corporate functions, which are at the centre of change and transformation within the Council and is also the Head of Paid Service. There will continue to be Executive Directors for Adult Social Care, Children’s Services and Economy, Transport & Environment, with the Executive Director of Commissioning, Communities & Policy taking up the Managing Executive Director role.

In order to be at the front of the queue for the opportunities that the changing relationship between local and national government are bringing, Derbyshire needs a strategic lead officer to give it profile and impact at a national level.  It is believed that this approach demonstrates agility and flexibility as a Council and a determination to do what is right for Derbyshire people, partner organisations and communities.

### **Appendix 2**

## Borrowash and Ockbrook Crime statistics

22/08/2020- Criminal Damage- Conway Avenue, Borrowash

28/08/20- Theft- Derby Road, Bororwash

02/09/2020- Theft- Chestnut Grove, Borrowash

11/09/20- Theft- Pares Way, Ockbrook

12/09/20- Burglary- Ladysmith Road, Borrowash

14/09/20- Criminal Damage- Dovecote Drive, Borrowash

14/09/20- Burglary- Princess Drive, Borrowash

16/09/20- Theft- Chestnut Grove, Borrowash

19/09/20- Theft- Chestnut Grove, Borrowash

19/09/20- Burglary- Nottingham Road, Borrowash

11/10/20- Burglary – Bakehouse Lane, Ockbrook

13/10/20- Criminal Damage- Hargrave Avenue, Ockbrook

15/10/20- Theft- The Ridings, Ockbrook

15/10/20- Burglary- Station Road, Borrowash

23/10/20- Theft- Victoria Avenue, Borrowash

27/10/20- Theft- Cole Lane, Borrowash

28/10/20- Criminal Damage- Chestnut Grove, Borrowash

31/10/20- Criminal Damage- Beech Avenue, Borrowash

05/11/20- Theft- Devonshire Avenue, Borrowash

09/11/20- Robbery- Priorway Avenue, Borrowash

11/11/20- Burglary- Chestnut Grove, Borrowash

19/11/20- Burglary- Victoria Avenue, Ockbrook

20/11/20- Theft- Victoria Avenue, Borrowash

23/11/20- Theft- Victoria Avenue, Borrowash

26/11/20- Theft- Victoria Avenue, Borrowash

### **Appendix 3 – December 2020 Meeting – Payment List**

|  |  |  |  |
| --- | --- | --- | --- |
| **Invoices to be paid** |  |  |  |
|  |  |  |  |
| Christiana J Fitness | £100.00 | November Chair Based Exercise |  |
| Lisa’s | £95.00 | Parish Hall clean – Nov |  |
| Sarah Kitchener | £17.85 | Expenses- milage and keys |  |
| Erewash Borough Council | £3085.17 | November salaries |  |
| Computer Lifeline | £149.85 | Annual backup renewal |  |
| ICCM | £95.00 | Subscription |  |
| Simply Sparkle | £15.00 | Parish hall windows |  |
| Wayne Peapell | £2700 | November |  |
| ARB & Grounds | £428.00 | Fuel and hedge cutter repairs |  |
| Time Assured | £132.00 | Borrowash clock |  |
|  |  |  |  |
| **Invoices already paid** |  |  |  |
|  |  |  |  |
| Kirsty Dakin | £16.00 | Refund paid twice |  |
| ARB & Grounds | £56.53 | Fuel |  |
|  |  |  |  |
| **Monthly Direct Debits** |  |  |  |
|  |  |  |  |
| Lloyds credit card | £507.02 | Stationary/lights/toner | (lights) minute 85/08/20 |
| Engie | £120.29 | Parish hall electricity Oct |  |
| Everflow | £78.366 | Water Dec |  |
| Erewash Borough Council | £20.00 | Cemetery rates |  |
| O2 | £27.11 | Mobile |  |

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### **Appendix 4 – Budget Proposal 2021-22**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **-** | **-** | **Actual** | **Actual** | **Budget** | **Actual** | **Budget** | **Actual** | **Budget** | **Forecast Outturn** | **Proposed Budget** | **Proposed Budget** | **Proposed Budget** |
| **-** | **-** | **2016/17** | **2017/18** | **2018/19** | **2018/19** | **2019/20** | **2019/20** | **2020/21** | **2020/21** | **2021/22** | **2022/23** | **2023/24** |
| **Income** | **-** | **£** | **£** | **£** | **£** | **£** | **£** | **£** | **£** | **£** | **£** | **£** |
| - | Precept and Concurrent | 102,375 | 100,991 | 112,711 | 112,711 | 111,462 | 111,462 | 111,462 | 111,462 | - | - | - |
| - | Environment | - | - | - | 6,386 | - | 770 | - | - | 0 | 0 | 0 |
| - | Burials | 12,235 | 7,543 | 4,500 | 20,930 | 11,868 | 10,911 | 11,610 | 11,610 | 12,000 | 12,000 | 12,000 |
| - | Recreation | 13,590 | 6,363 | 4,000 | 5,306 | 5,388 | 4,376 | 7,046 | 7,046 | 3,800 | 3.839 | 3,879 |
| - | Hall/lettings | 5,622 | 5,893 | 6,000 | 8,150 | 8,568 | 7,332 | 8,143 | 4,750 | 11,000 | 11,000 | 11,000 |
| - | Allotments | 3,205 | 3,373 | 3,000 | 3.368 | 3,870 | 3,666 | 3,814 | 3,814 | 3,700 | 3.700 | 3.700 |
| - | Other | 22,014 | 17,705 | 4,500 | 12,682 | 34,122 | 780 | 10,373 | 10,373 | 13,000 | 13,000 | 13,000 |
| - | Ashbrook | - | - | - | - | - | - | - | - | 16,290 | 16,290 | 16,290 |
| - | VAT | 7,701 | 11,435 | - | 14,996 | - | 3,801 | - | 4,300 | 0 | 0 | 0 |
| - | **Total Income** | **166,742** | **153,303** | **134,711** | **184,529** | **175,278** | **143,098** | **152,448** | **153,355** | **59,790** | **59,829** | **59,869** |
| **Expenditure** | - | - | - | - | - | - | - | - | - | - | - | - |
| - | Parish Hall | 3,655 | 17,830 | 7,000 | 14,408 | 15,016 | 10,960 | 13,948 | 13,948 | 15,000 | 16,000 | 16,000 |
| - | Ashbrook Centre | - | - | 20,000 | 12,058 | 20,000 | 10,430 | 25,061 | 25,061 | 15,000 | 15,000 | 15,000 |
| - | Salaries/training/ mileage/ chair | 60,168 | 47,743 | 2,000 | 33,722 | 55,363 | 24,592 | 23,222 | 23,222 | 33,000 | 33,000 | 33,000 |
| - | Recreation/events | 19,091 | 24,715 | 5,000 | 11,927 | 14,240 | 8,897 | 11,462 | 11,462 | 16,190 | 33,568 | 33,906 |
| - | Environment | 8,506 | 24,108 | 25,000 | 27,784 | 20,000 | 26,921 | 27,769 | 27,769 | 33,000 | 36,000 | 39,000 |
| - | S137 | 8,870 | 3,850 | - | 1,200 | - | 1,775 | 5,000 | 5,000 | 5,000 | 5,000 | 5,000 |
| - | General/admin/ bank charge/subs / ins/ utilities | 51,378 | 47,512 | 42,000 | 18,652 | 33,403 | 21,278 | 32,050 | 32,050 | 36,000 | 37,000 | 38,000 |
| - | Burials | 8,754 | 11,044 | 500 | 20,766 | 14,108 | 17,626 | 11,571 | 11,571 | 16,000 | 18,000 | 19,000 |
| - | Allotments | 157 | 3,282 | 2,500 | 5,231 | 3,148 | 918 | 2,365 | 2,365 | 2,500 | 2,600 | 2,700 |
| - | VAT | 11,435 | 11,755 | - | 5,854 | - | 3,733 | - | 2,034 | 0 | 0 | 0 |
| - | **Total Expenditure** | **172,015** | **191,840** | **104,000** | **151,601** | **175,278** | **127,131** | **152,448** | **154,482** | **171,690** | **196,168** | **202,606** |
| **Total Income and Expenditure** | - | -5,272 | -38,537 | -30,711 | -32,928 | 0 | 15,966 | 0 | -1,127 | **-111,900** | -136,339 | -142,737 |
| **Reserve c/f** | - | - | - | - | - | - | - | - | 93,207 | 92,080 | 0 | 0 |
| **Reserve** | - | - | - | - | - | - | - | - | 92,080 | - | - | - |

### Precept/Concurrent Functions Calculation.

|  |  |  |  |
| --- | --- | --- | --- |
| - | Budgeted income | Budgeted expenditure | Net |
| Parish Hall | 11,000 | 15,000 | 4,000 |
| Ashbrook | 16,290 | 15,000 | -1,290 |
| Salaries/mileage/training/chair | 0 | 33,000 | 33,000 |
| Recreation/events | 3,800 | 16,190 | 12,390 |
| Environment | 0 | 33,000 | 33,000 |
| S137 | 0 | 5,000 | 5,000 |
| General/admin/bank charges/ subs/ utilities/ other | 13,000 | 36,000 | 23,000 |
| Burials | 12,000 | 16,000 | 4,000 |
| Allotment | 3,700 | 2,500 | -1,200 |
| Total | 59,790 | 171,690 | **111,900** |

### **Appendix 5**

## Ockbrook and Borrowash Parish Council - Absence Policy.

### 1. Sickness absence

Ockbrook and Borrowash Parish Council operates a scheme that provides for varying periods of sickness absence on full pay, followed by half pay, according to the length of recognised Local Government Service. The scheme is detailed in the Parish Clerk’s contract of employment.

‘Sickness’ is defined as incapacity to carry out the duties and responsibilities which the employee is contractually obliged to do because of their own accident or illness. This policy therefore applies to absence caused by personal illness or accident.

The employee must ensure that the Chairman or vice-Chairman is contacted as soon as possible when an absence occurs. The reason for absence must be given together with an indication of a likely return date. The employee should keep in regular contact with the Chairman or vice-Chairman during the period of absence so that any necessary action can be taken.

In the event of an accident at work the Chairman or vice-Chairman should be notified as soon as possible so that any necessary follow-up action can be taken.

When sick leave coincides with booked annual leave it will normally count as sick leave.

### 2. Compassionate leave

Employees may be granted, at the discretion of the Chairman or vice-Chairman, a maximum of 7 days paid leave and a maximum of 20 days unpaid leave in any one period of 12 months compassionate leave in the following circumstances:

* The death of a near relative
* The serious illness of a near relative
* Any acute domestic distress, subject to agreement that the circumstances justify the absence.

**Note –** near relative means – spouse/partner, child, parent, grandparent, brother or sister, or parent-in-law of the employee.

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### **Appendix 6**

# Ockbrook and Borrowash Parish Council - Complaints Procedure.

A complaint is an expression of dissatisfaction by one or more members of the public about the Parish Council’s action or lack of action or about the standard of a service, whether the action was taken, or the service provided by the Council itself or, a person or body acting on behalf of the Council. Complaints can be both verbal and written.

A good complaints system is:

* easily accessible and easy to use.
* helpful and receptive.
* not adversarial.
* fair and objective.
* based on clear procedures and defined responsibilities.
* thorough, rigorous and consistent.
* decisive and capable of putting things right where necessary.
* sensitive to the special needs and circumstances of the complainant.
* adequately resourced.
* fully supported by Councillors and Officers.
* provides responses that are proportionate, one size does not fit all,
* timely and
* regularly analysed to spot patterns of complaint and lessons for service improvement.

Ockbrook and Borrowash Parish Council will not be able to deal with all complaints from members of the public under the Ockbrook and Borrowash Parish Council’s Complaints Procedure as it may not be appropriate. For example:

Complainants could consider engaging other procedures/bodies in respect of the following types of complaint:

* This procedure is not appropriate for use where a serious complaint is made against the conduct of an individual Councillor - direct the complainant to the Monitoring Officer at Erewash Borough Council to follow their procedure to make a Standards Board Complaint.
* Financial irregularity - direct the complainant to the Ockbrook and Borrowash Parish Council’s External Auditor under the Local elector’s statutory right to object under the Audit Commission Act 1998, the Accounts and Audit (England) Regulation 2011 and the Audit Commissions Code of Audit Practice. On other matters, Ockbrook and Borrowash Parish Council may need to consult their Internal auditor/External Auditor.
* Criminal activity - direct the complainant to the Police.

## Ockbrook and Borrowash Parish Council Complaints Procedure:

The purpose of the Ockbrook and Borrowash Parish Council Complaints Procedure is to put things right if things go wrong.

1. Firstly, the complainant should be asked to put their complaint in writing to the Clerk/Proper Officer outlining their concerns/complaint.
2. The Clerk/Proper Officer receiving the complaint should attempt to resolve the matter informally. If this is not possible because of the serious nature or complexity of the complaint, then the Clerk/Proper Officer should consult the Chairperson to Ockbrook and Borrowash Parish Council (or the Vice Chairperson in their absence).
3. The Clerk/Proper Officer shall:
   1. Acknowledge receipt of the complaint in writing within 10 working days.
   2. Confirm to the complainant if the complaint will be treated as confidential.
   3. Confirm the next steps in the complaints procedure.
4. The identity of a complainant should only be made known to those who need to consider a complaint.
5. The written response on behalf of the Parish Council should include a full and frank response to the concerns raised by the complainant and an apology where appropriate.
6. The response should be made within 10 working days of receipt wherever possible. If the investigation requires more time or needs to go to a full Parish Council meeting for a decision to be made, then an initial response explaining the reason for a delay should be sent to the complainant within 10 working days outlining when a decision for the complaint should be concluded.
7. The Clerk/Proper Officer or Chairperson (or the Vice Chairperson in their absence) will represent the position of the Council. If the Clerk/Proper Officer, Chairperson (or the Vice Chairperson in their absence) puts forward justification for the action or procedure complained of, the Clerk/Proper Officer should only need to update the full Parish Council of the complaint received and the outcomes determined.
8. At all times, the rules of natural justice will apply. In other words, all parties should be treated fairly, and the process should be reasonable, accessible and transparent.

The following procedure is designed for those complaints which cannot be satisfied by less formal measures or initial explanations provided to the complainant by the Clerk/Proper Officer or the Chairperson (or the Vice Chairperson in their absence).

1. Firstly, the complainant should be asked to put their complaint in writing to the Clerk/Proper Officer outlining their concerns.
2. The Clerk/Proper Officer shall acknowledge receipt of the complaint within 10 working days and advise the complainant when the matter will be considered by way of a Full Parish Council Meeting. The complainant should also be advised whether the complaint will be treated as confidential or whether, for example, notice of it will be given in the usual way (if, for example, the complaint is to be heard by the Parish Council).
3. The complainant shall be invited to attend a meeting and to bring with them a representative if they wish.

## At the Meeting – non-Confidential matters

* The Parish Council members shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press.
* The Chairperson should introduce everyone and explain the procedure.
* The complainant (or representative) if appropriate, should outline the grounds for complaint and, thereafter, questions may be asked by (i) the Chairperson or Vice Chairperson in their absence, ii) the Clerk/Proper Officer and then (ii), all other members of the Council if appropriate.
* The Chairperson and Clerk/Proper Officer will have an opportunity to explain the Council’s position and questions may be asked by (i) the complainant and (ii), members of the Parish Council.
* The Chairperson and or the Clerk/Proper Officer and then the complainant should be offered the opportunity to summarise their position.
* The complainant should be asked to leave the room while the Parish Council decide whether the grounds for the complaint have been made. If a point of clarification is necessary, the complainant shall be invited back.
* The complainant should be given the opportunity to wait for the decision but if the decision is unlikely to be finalised on that day they should be advised when the decision is likely to be made and when it is likely to be communicated to them.
* The decision should be confirmed in writing to the complainant within 20 working days together with details of any action to be taken.

At all times, the rules of natural justice will apply. In other words, all parties should be treated fairly, and the process should be reasonable, accessible and transparent.

1. All formal complaints against Ockbrook and Borrowash Parish Council must be communicated in writing.
2. The complainant must be asked at the outset to confirm if he/she wants their complaint to be treated confidentially. It is sometimes unlikely that a complainant would waive confidentiality, but under any circumstances Ockbrook and Borrowash Parish Council must comply with its obligations under the Data Protection Act 1998, to safeguard against unlawful disclosure of personal data.

## Receipt of a complaint:

1. The Clerk/Proper Officer or another nominated officer shall:
   1. Acknowledge receipt of the complaint in writing within 10 working days.
   2. Confirm to the complainant if the complaint will be treated as confidential.
   3. Confirm the next steps in the complaints procedure.

## Investigating the complaint:

1. Ockbrook and Borrowash Parish Council will need to investigate the facts of the complaint and collate the relevant evidence.
2. Ockbrook and Borrowash Parish Council’s Complaints Procedure permits the complainant to make verbal representation at a meeting if necessary, with the Clerk/Proper Officer and the Chairperson to Ockbrook and Borrowash Parish Council (in the Chairperson’s absence this will be the Vice Chairperson to Ockbrook and Borrowash Parish Council).
3. Before the meeting and within 10 working days of the complaint, the complainant shall provide the Clerk/Proper Officer and the Chairperson to Ockbrook and Borrowash Parish Council with any new information or other evidence relevant to the complaint.

## Meetings with the Complainant:

1. The Chairperson to Ockbrook and Borrowash Parish Council (The Vice Chairperson in their absence) will explain how the meeting will proceed
2. The Complainant will start by outlining the grounds for the complaint and, therefore questions may be asked by the Clerk/Proper Officer or Chairperson to Ockbrook and |Borrowash Parish Council.
3. The Clerk/Proper Officer or Chairperson to Ockbrook and Borrowash Parish Council will have the opportunity to explain the Council’s position and questions may be asked by the complainant.
4. The Chairperson (the Vice Chairperson in their absence) will then offer the complainant the opportunity to summarise their position followed by the Chairpersons summary.
5. The complainant will then be advised when a decision about the complaint is likely to be made and when it is likely to be communicated to them. This will be dependent on the next available Parish Council Meeting and when the complaint can be discussed further.
6. Where a complaint is about the Clerk/Proper Officer or Chairperson to Ockbrook and Borrowash Parish Council, the complainant should in the first instance, still submit the complaint in writing to the Clerk/Proper Officer of Ockbrook and Borrowash Parish Council. The Clerk/Proper Officer will then refer the letter submitted to the Chairperson to Ockbrook and Borrowash Parish Council for consideration if it is about the Clerk/Proper Officer or, to the Vice Chairperson for consideration if it concerns the Chairperson.
7. Where a complaint is about the Gardener or Lengths man of Ockbrook and Borrowash Parish Council, the complaint should, in the first instance, be submitted in writing to the Clerk/Proper Officer of Ockbrook and Borrowash Parish Council. Item 1), 2) 3), 4) & 5) above will be followed if the complainant requests a meeting.

## After the complaint has been decided:

1. Within 20 working days the Clerk/Proper Officer should write to the complainant with an update of the position and when the final decision will be made or,
2. Within 20 working days of holding the requested meeting the Clerk/Proper Officer should write to the complainant to confirm whether or not it has upheld the complaint. The Clerk/Proper Officer should give reasons for the decision made together with the details of any actions taken if appropriate.

The purpose of a complaint’s procedure is to put things right if things go wrong.

## Letters of complaint to be sent to:

The Clerk

Parish Hall

Church Street

Ockbrook

Derby

DE72 3SL

Email: clerk@ockbrookandborrowashparishcouncil.gov.uk

## Management of the Ockbrook and Borrowash Parish Council’s Complaints Procedure and Code of Practice

Ockbrook and Borrowash Parish Council is responsible for the adoption and maintenance of this Policy.

### **Appendix 7**

# Ockbrook and Borrowash Parish Council -Community Engagement Policy.

Ockbrook and Borrowash Parish Council intends to have meaningful engagement and collaboration with the community as part of its working practice.

## INTRODUCTION

Ockbrook and Borrowash Parish Council has developed this policy with the aim of constructing a standard for engagement with its residents and partners.

It recognises that the services it provides should aim to reflect the needs of its parishioners and the locality and that its residents should be involved in decisions affecting them and their neighbourhood and in shaping the future of their parish.

## AIMS

The Parish Council aims work proactively to strengthen and improve working relationships with our partners, statutory bodies, organisations, local business, voluntary groups and residents by:

* informing, consulting and involving
* being inclusive and engaging with all its residents and partners
* Through proactive networking and Parish Council representatives, encourage partners to approach the Parish Council with clear, well thought out constructive ideas which will benefit all sections of the community and on which there can be joint working
* ensuring views are listened to and used to develop, enhance and improve services, the environment and the quality of life for residents

## OBJECTIVES

To improve, plan and shape the future of the parish according to local needs and priorities

* To improve the quality and delivery of services
* To use engagement to inform decision making, ensuring decisions are fit for purpose and meet the needs of the parish
* To enhance the well-being of the parish
* Focus resources on what matters to our community
* Attain maximum benefit from management of the Council’s assets
* Have good financial control through legal procedures and quality auditing to ensure that resources are spent on the needs of the community

## HOW THIS WILL BE ACHIEIVED

Community engagement will be achieved by communicating, consulting, supporting and working together with its residents.

### Communication

**The Parish Council** **website**has a wealth of local information and is continually updated.  All agendas are advertised as required under the Local Government Act 1972, including on the website, and minutes of meetings are included on the website within a calendar month of the meeting.

**Meetings** of the Council and its Committees are open to the public and include an opportunity for members of the parish to engage with councillors.  Parish Council meetings include a time for public participation at the start of the meeting, but Committees do not.

**The Parish Clerk** can be contacted by telephone during the Clerks hours of work or via email or via the contact us option on the website

Consultation

The Council will consult parishioners on important issues and will aim to ensure those most affected are able to put forward an opinion and given an opportunity to make a difference. It will aim to ensure that consultations include all members of the parish by identifying the hard to reach groups such as youths, the elderly, the housebound, the disabled, ethnic minorities etc. that may require establishing different engagement channels for them.

Support

The Council will aim to support local organisations and engage with them to assist them in meeting their own aims and objectives.

The Council will aim to support local projects and participate in local events to raise awareness of the Council and its aims and objectives.

The Council will aim to support members of the parish in shaping the future of their parish and enable the bringing about of a more cohesive community.

### Working Together

Working with residents and partners in finding solutions to local problems will ensure that they will be accepted and fit for purpose.

Working with residents to carry out agreed action plans, will engage the community in working with the Council to enhance the environments and the quality of their lives.

Working together in decision making and policy drafting will ensure they have a voice and can make a difference.

## ROLE OF THE COUNCILLORS.

Ockbrook and Borrowash Parish Council members and officers will engage with the community through partnership working, especially with statutory bodies/organisations, local business and voluntary groups. Parish Councillors may also sit as observers on local organisations on invitation.

## MEASURING SUCCESS

Annual reviews of the consultation processes and results will be used as a continual improvement process for changes or amendments to the strategy.

### **Appendix 8**

# CORRESPONDENCE RECEIVED. – UP TO 27/11/20

Emails received from members of public RE: Building on green belt land. (1)

Emails received from members of public RE: Freedom of Information requests. (2)

Email received from a member of public RE: Lighting Columns on Elm Street Allotment. (3)

Emails received from members of public RE: Requesting information. (4)

Email received from a member of public RE: Rubbish being dumped. (5)

Email received from the Office for National Statistics RE: 2021 Census. (6)

Email received from ETE Traffic Management RE: Restrictions at the top of Elm Street. (7)

Email received from EBC RE: Responded to a resident’s concerns of pollution in Ockbrook. (8)

Document received from EBC RE: Agenda for Planning Committee, 2nd December 2020. (9)

Numerous emails received from DALC inc. Novembers Newsletter – Forwarded to Councillors (10)

Email received from the ICO. (11)

Numerous informative emails received from NALC. (12)

Informative Emails received from DCC Community news. (13)

Report received from Citizens Advice Derbyshire. (14)

Emails received from Rural Action Derbyshire (village halls). (15)

Publication -Local Councils update. (16)

Magazine – The Clerk. (17)