

**Minutes of a meeting of the Staffing Committee of Caldicot Town Council in Caldicot Town Council, Castlegate Business Park held on Tuesday 30<sup>th</sup> April 2024 at 1.00 p.m.**

**Present:** Cllr. M. Mitchell – Chair  
Cllr. J. Higginson  
Cllr. P. Strong  
Cllr. W. Coniff

**Also present:** Anne Wilson, Locum Town Clerk  
John Woodfield - Observer

**P41/2024 Welcome**

The Chairman welcomed everyone to the meeting.

**P42/2024 Apologies for Absence**

**RESOLVED** to receive apologies of absence for this meeting from:

- Cllr. F. Rowberry – personal commitment
- Cllr. A. Easson – personal commitment

**P43/2024 Declarations of Interest**

**RESOLVED** to note that there were no declarations of interest under consideration on this agenda in accordance with Part III of the Local Government Act 2000 and The Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012.

**P44/2024 Public Question Time and Participation**

There were no public questions.

**P45/2024 Minutes**

**RESOLVED** to confirm the minutes of the meeting of the Personnel Committee held on Thursday 4<sup>th</sup> April 2024.

**P46/2024 Complaints Policy**

**RECOMMENDED** that Members confirmed to adopt the updated Complaints Policy.

## CALDICOT TOWN COUNCIL COMPLAINTS PROCEDURE

Caldicot Town Council always aims to provide good quality services for the benefit of the community it serves. This Complaints Procedure deals with complaints to the Town Council about its actions, processes, and administration, whether Councillors or staff. The Council guarantee to take all complaints seriously and conduct a thorough investigation in a timely manner.

1. If a complaint about procedures or administration is notified orally to a Councillor or Member of staff and it is not possible to satisfy the complainant fully immediately, the complainant shall be asked to put their complaint in writing to the Town Clerk. The complainant shall be assured that the complaint will be dealt with promptly after receipt.
2. If the complainant would prefer not to put the complaint to the Town Clerk, they shall be advised to write to the Town Mayor.
3. Upon receipt of a written complaint, the Town Clerk or Town Mayor, as appropriate shall try to settle the complaint directly with the complainant (except where the complaint is about their own actions).
4. Where the Town Clerk receives a complaint about their own actions it shall be referred to the Town Mayor.
5. Where the Town Mayor receives a complaint about their own actions it shall be referred to the Council after first notifying the complainant of the way in which it is intended to attempt to settle the complaint.
6. In any case, where a written complaint is about conduct of a Councillor, the complainant shall be given contact details of The Ombudsman of Wales.
7. Where, in the opinion of the Town Clerk, a complaint cannot be resolved satisfactorily, it shall be referred to the next appropriate Council or Committee meeting. The complainant shall be notified of the date on which the complaint will be considered.
8. The Council or Committee shall determine whether the matter be discussed with the Exclusion of Press and Public and this decision shall be announced at the meeting in public.
9. If the complaint is about a member of staff and cannot satisfactorily be dealt with through this procedure or it is so serious in nature that the Caldicot Town Council Disciplinary Procedure will be invoked. The complainant will be informed of this course of action if this is the route taken.
10. As soon as practicable after the decision regarding the complaint has been made and the nature of any action to be taken, the complainant shall be informed in writing.

### **P47/2024 Date of next meeting**

Members did not agree to a date of the next meeting of the Personnel Committee of Caldicot Town Council which will be scheduled when required.

## **P48/2024 EXCLUSION OF PUBLIC AND PRESS**

**RECOMMENDED** That in view of the confidential nature of the business about to be transacted, it is advisable in the public interest that the press and public be temporarily excluded, and they are instructed to withdraw, due to the nature of the business about to be transacted which is considered to be prejudicial to the public interest.

## **COMMITTEE IN PRIVATE SESSION**

### **P49/2024 Staffing Matters**

**RESOLVED** that Members considered and noted the report circulated with the agenda in relation to the following items and agreed the way forward:

i) Time in Lieu (TOIL)

Members noted that due to the level of staffing at the Town Council two members of staff had not managed to take all their TOIL owed to them up until 31<sup>st</sup> March 2024.

Members therefore agreed to pay the Deputy Town Clerk 37 hours and Office Administrator / Communications Officer 17 hours.

ii) Recruitment of Town Clerk

Members noted the update from the Locum Town Clerk and agreed that the interviews would take place on Friday 10<sup>th</sup> May 2024.

Members spoke about the application process and agreed a way forward. An interview panel would be formed with the Locum Town Clerk as part of that process.

iii) Recruitment of Administration Assistant

Members noted an update from the Locum Town Clerk and noted that no appointment had been made. This post would be considered again when the Council had moved back into their offices.

iv) Staffing at the Town Council Offices and Community Centre, Sandy Lane

i) Staffing

Members noted that the progress that had been made on a matter and Members were informed on the way forward.

ii) Locum Town Clerk

Members noted that the contract of the Locum Town Clerk is coming to an end on 30<sup>th</sup> June 2024 and **RESOLVED** to recommend that the contract be extended by three months. The original contract was 1<sup>st</sup> December 2023 – 31<sup>st</sup> May 2024 but due to the office move to Castlegate the Locum Town Clerk did not start work until 1<sup>st</sup> January 2024.

iii) Deputy Town Clerk

Members discussed the future role of the Deputy Town Clerk.

iv) Paperwork, filing and archiving

Members noted that Barry, who used to work for the Town Council, has offered to assist with the archiving and sporting out the files from the loft which are in the large room at the offices.

**Signed**..... **Date** .....

**Chairman**