

This report may be of interest to: All members of the Council and all Local Councils

WORKING IN PARTNERSHIP WITH LOCAL COUNCILS - SIX MONTHLY REPORT

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1. Purpose

- 1.1 To provide a six monthly monitoring report detailing the concerns expressed by Local Councils and the action taken to address those concerns.

2. Summary

- 2.1 At its meeting on 21 September 1998 the Consultative Assembly considered a report which outlined the Council's plans to develop further the relationships between Local Councils and Milton Keynes Council.
- 2.2 Some of the issues raised at previous Consultative meetings with Local Councils included failure to consult on some issues, occasions where Local Councils were not afforded the six weeks period for consultation outlined in the Convention (other than planning applications), correspondence not being answered (or lengthy delays) and the spirit of the Convention not being honoured.
- 2.3 A mechanism was therefore introduced so that these concerns could be addressed at an early stage and, wherever possible, prevented from occurring in the first place.
- 2.4 A complaints procedure was introduced, which is monitored corporately within the Corporate Policy Unit in the Chief Executive's office.
- 2.5 An undertaking was given to report at six monthly intervals to the Consultative Assembly of any complaints received from Local Councils and the action taken to address those concerns.

- 2.6 In the six month period up to 31 May 1999, 5 complaints were received (details of which were reported to the Consultative Assembly in June 1999).
- 2.7 In the last six month period to 30 November 1999 only one complaint has been received through the Local Council Corporate Complaints procedure. This related to a complaint from West Bletchley Neighbourhood Council that letters had not been responded to in respect of a parked caravan. As a result of follow up action, the Neighbourhood Council was informed that the owner had now been contacted and the caravan had been removed.

3. **Recommendation**

- 3.1 That the Consultative Assembly note the complaint received during the last six months and the action taken to resolve it.