

MA038 2526a) Key holders at Little Hands

Issue	<p>Recent occurrences of the car park gate not being opened in the morning has led to cars parking inconsiderately on The Moor. This caused an issue for one resident who could not safely exit their road and clipped the curb causing damage to their car.</p> <p>Two staff members at Little Hands currently hold keys for the gate and open on arrival – well before parents arrive for drop off. Planned absences are covered by Little Hands but on occasion the manager is called away at short notice and is not able to arrange cover to open the gate.</p>
Proposal	<p>The proposal is that we provide one extra copy of the car park key, to be kept on the premises, to allow any staff member to unlock the gate after they have arrived.</p> <p>We also propose to add the manager to the key holders WhatsApp group – if there is occasion that they are unable to cover the gate opening they can let the group know and one of the group members can assist if they are able.</p>
Cllr Action	<p>Please raise any concerns or provide alternative solutions.</p>

Message from resident to Little Hands:

Sorry to be sending you this email, I live down on Piggott Close and numerous times this week when I have left for work gone 08:00 the gate to the car park in the nursery has not been opened. This means that your parents who are dropping of their children are parking right on the corner of the road making it difficult to get out or even see clear down the road to get out safely.

Unfortunately this morning was the same. I left my home at 8:20, there was a white car parked in front of the gate because it was locked and there was another car parked right on the corner of the road when you turn left from Piggott close onto the moor. Due to the gate not being opens and it being so tight for cars to get through I have now damaged my wheels and as you can imagine I am not very happy about this as this is now going to cost to get it repaired. A repair that I do not feel I should have to pay for on the basis the gate is meant to be open at 08:00 by the nursery and that is not happening.

I would appreciate if you could look into this and come back to me.

I will also be reaching out to the Melbourn council regarding this as the gate is not getting open to allow your parents to drop off their children.

Little Hands have responded to the resident and informed them that we will work together to try and ensure this does not happen in the future.

Responsibility for the damage to a resident's car does not fall to either Little Hands or the Parish Council on this occasion. Responsibility for any damage would be with the vehicles that had parked inconsiderately and the driver. The issue should be addressed through their insurance company or between the parties involved as the incident occurred on the public highway.