



Goostrey Parish Council

The Village Hall

Goostrey

Cheshire

CW4 8PE

01477 535825

E-Mail: clerk@goostreyparishcouncil.gov.uk

21st June 2023

DOCUMENT PACK FOR GOOSTREY PARISH COUNCIL MEETING ON 27TH JUNE 2023

AGENDA

1. **Declarations of Interest:** To receive and minute any declarations of interests.
2. **Apologies for Absence:** To receive apologies for unavoidable absence.
3. **Minutes:** To accept the minutes from the Parish Council meeting on 23rd May 2023 and all the decisions therein. View minutes here [Draft Minutes Goostrey Annual Parish Council Meeting 23rd May 2023](#).

Motion: The Parish Council resolves to accept the minutes of the Annual Parish Council meeting held on 23rd May 2023.

4. **Cheshire East Council Matters:** To receive a report on Cheshire East Council Matters. To deal with any questions by Members relating to the report and any questions by Members notified in advance to the Chairman and the CE Councillor.
5. **Committee Matters:** To receive reports from the Parish Council Committees:
 - a) Amenities Committee Minutes 24th May 2023. [Draft Amenities Committee Minutes 24th May 2023](#).

Motion: The Parish Council resolves to accept the minutes of the Amenities Committee meeting of 24th May 2023 and all the decisions therein.

- b) Village Hall Management Committee Minutes 6th June 2023. [Draft Village Hall Management Committee Minutes 6th June 2023](#).

Motion: The Parish Council resolves to accept the minutes of the Village Hall Management Committee meeting of 6th June 2023 and all the decisions therein.

6. **Planning Matters:**
 - a) To elect the Chairman of the Planning Committee.
 - b) To elect the Vice Chairman of the Planning Committee.
 - c) To receive and consider the following planning applications:
[23/2074C](#) BRICKBANK FARM, BOOTH BED LANE, GOOSTREY, CW4 8NB. Operational development following approval of application 22/3465C (Part 3 Class R of the Town and Country Planning (GPDO) 2015 (as amended) - resubmission of 23/0963C. Comments deadline 5th July 2023.
 - d) To ratify the comments made, under delegated authority, for the following application where the comments deadline fell before the meeting:
[23/1950C](#) 38, BROOKLANDS DRIVE, GOOSTREY, CREWE, CHESHIRE, CW4 8JB. Conversion of existing garage to form bedroom. Comments deadline 14th June 2023.

Motion: The council resolves to ratify the submission of no comment made under delegated authority for application 23/1950C.

e) To receive an update on the following planning matters:

- i. Enforcement Request 23/00154E Holly Bank Farm
- ii. Complaint Reference 19541281 61 A Main Road. **See page 4.**

7. Financial Payments: To approve payments in Schedule 06/23. **Includes:** Salaries & expenses. **See page 6.**

Motion: The Parish Council approves the payments listed on Schedule 06/23.

8. Clerk's Report: Including actions from the Last Meeting and Correspondence. **See page 7.**

9. Highways & Speedwatch:

a) Speedwatch Report – To receive the Speedwatch Report. **See page 8.**

- **SDU at Shearbrook, Main Road - Summary Report. See page 9.**

b) To receive an update on the Council's request for a formal review of the highways safety issue relating to the tree on Main Road. See page 10.

10. Police Matters: To consider any matters related to local policing.

11. Standing Order Items Deferred from the Annual Parish Council Meeting: To review and approve the items deferred from the last meeting. Standing Order 5 Ordinary Council Meetings:

- a) K vi Review terms of reference for committees.** Each committee has or will review the terms of reference at their first meeting following the Annual Parish Council meeting and these will be approved by full council at subsequent meetings.
- b) K xiii Review of inventory of land and other assets.** The asset register is up to date and the annual equipment inspection has been completed.
- c) K xv Review of the Council's and/or staff subscriptions to other bodies. See page 12.**
- d) K xvi Review of the council's Complaints Policy. See page 13.**

Motion: The council resolves to approve the Complaints Policy.

e) K xviii Review of the council's Communication and Community Engagement Policy. See page 17.

Motion: The council resolves to approve the Communication and Community Engagement Policy.

f) K xvii Policies relating to freedom of information and data protection legislation and K xix Policies relating to employment.

Motion: The council resolves to defer these items to the council meeting in September

12. Cheshire East Libraries Service Review - Public Consultation Launch: To agree the council's official response to the consultation. [View consultation.](#)

13. To note that there is one seat vacant on the council following the election and that the council may co-opt a new member: To receive any applications for co-option and approve the co-option of candidates.

14. Declarations of Acceptance of Office: To confirm that all declarations of acceptance of office and undertakings to abide by the Council's Code of Conduct, which had not been received as provided by law at the Annual Parish Council Meeting, have now been received.

15. Council Newsletter: To approve the articles for the next edition of the newsletter.

16. **80th Anniversary of D-Day – 6th June 2024:** To consider and approve the council's participation in this event. [View guide.](#)
17. **Minor items and items for the next agenda.**
18. **Date of Next Meeting – 25th July 2023**

Close meeting

ENCLOSURES

Item 6 c ii Complaint Reference 19541281 61 A Main Road

Response to the Stage 2 Complaint regarding the approval of the planning application 21/2569C.

I am writing in regards to your complaint referenced as above concerning the approval of the planning application 21/2569C.

Thank you for your correspondence of 26 April in response to the Stage 1 complaint response of Mr Ward of 14 April. You are dissatisfied with the response received and request the matter be escalated to Stage 2 of the Council's Complaints Procedure.

Your Complaint

Your reason for escalation is that you disagree with the view stated and consider that the consequences of the decision made are very significant. There is no explanation as to why it is not considered significant nor to the size of the impact on Jodrell Bank. You again ask for the decision to be revoked.

I am familiar with this case due to previous correspondence from the Parish Council but have investigated your complaint further and comment as detailed below where I can provide additional content to that previously advanced.

My Findings

The facts of the case are transparent and known by all parties as are all the relevant planning policies which are in place to protect the operation of the Jodrell Bank site. The Council has previously apologised for the error that has occurred on application 21/2569C in referring to the wrong drawings. As the Head of Planning, I would like to reiterate this apology when referring to the wrong drawings, and for the inconvenience it has caused.

As indicated within the previous response, the Council is very familiar with all the applicable planning policies and has worked closely with the University of Manchester over many years to protect the operation of the Jodrell Bank Observatory (JBO). It was also instrumental in providing conservation support for its successful bid for World Heritage status. Issues of individual significance and cumulative impact are fully understood by planning officers; indeed, the Council has sought to defend appeals against the cumulative impact often without direct input from the University.

The statement made on the previous correspondence that Officers 'do not consider the impact so significant to justify revocation' is therefore said with experience and full knowledge of the impacts and potential consequences.

The impact on Jodrell Bank in this instance would derive from the cumulative impact of one additional 'annex' at an existing residential property in the sensitive southerly direction from the Observatory. Notwithstanding the error with the plans and the clear intention for the approved scheme to be one which would have a lesser impact (not just for JBO reasons) the context of what has been approved must be considered before the significant step of revocation. Objections to individual property extensions by JBO are rare as there is already an impact from the existing residential use. The approved plans will create something 'akin' to a property extension (albeit with some additional activity) on an existing residential property. This is very much a factor in the consideration for the Council as to whether the significance of the impact necessitates revocation of permission.

Conclusion

I have reviewed the application again in the light of your additional comments and hope the above comments provide a little more understanding of why the impact is not considered significant. However, I

have found no reason to reach a different conclusion on the response previously advanced that the permission should not be revoked and therefore cannot uphold your complaint in this regard.

Should you continue to be dissatisfied with this matter, you can contact the Local Government and Social Care Ombudsman, via the internet on <https://www.lgo.org.uk/contact-us>, by phone 0300 061 0614 or alternatively, you can write to: The Local Government and Social Care Ombudsman, PO Box 4771, Coventry, CV4 0EH.

ITEM 7 FINANCIAL PAYMENTS

Payment Schedule 06/23 April 2023

| Payment Date | Payee | Money Out | Description | |
|--------------|----------------------------|------------------|---|------------|
| 05/06/2023 | 1 Staff Salaries | £1,912.74 | Staff Salaries | Paid |
| 05/06/2023 | 2 HMRC | £375.66 | Tax and NI | Paid |
| 05/06/2023 | 3 Nest | £183.04 | Pension Payment | Paid by DD |
| 15/06/2024 | 4 Natwest | £24.05 | Bankline Charges | Paid |
| 15/06/2023 | 5 Vodafone | £19.20 | Mobile Phone Contract | Paid by DD |
| 16/06/2023 | 6 Folwell Farming Ltd | £585.00 | Rose Day Toilet Hire | Paid |
| 19/06/2023 | 7 Plusnet | £39.20 | Telephone and Broadband | Paid by DD |
| 30/06/2023 | 8 St. Luke's Church | £250.00 | Parish Magazine Articles | |
| 30/06/2023 | 9 Northwich Town Council | £720.00 | Grass Cutting | |
| 30/06/2023 | 10 Northwich Town Council | £1,440.00 | Installation of bench on Bogbean | |
| 30/06/2023 | 11 Signs of Cheshire Ltd | £33.12 | Spare key and additional magnets | |
| 30/06/2023 | 12 Cartridge Save | £42.01 | Printer Ink | |
| 30/06/2023 | 13 Goostrey Primary School | £370.00 | Grounds Maintenance, Kitchen Hire, Gritting | |
| 30/06/2023 | 14 CTS Systems Ltd | £80.00 | Bank View Planter - Painting | |
| 30/06/2023 | 15 PRS/PPL | £171.35 | Music Licence | |
| 30/06/2023 | 16 Emma Bambrook | £7.00 | Reimbursement of fee paid to Wains Solicitors | |
| 30/06/2023 | 17 ChALC | £45.00 | Steve Parkinson Procurement Training | |
| | | £6,297.37 | inc VAT | |

Receipts at 19th June 2023

| | |
|-----------------------|------------------|
| Village Hall income | £1,547.75 |
| Total Receipts | £1,547.75 |

Account Balances at 19th June 2023

| | |
|---------------------------|--------------------|
| Current Account | £60,142.06 |
| Santander Capital Account | £78,875.96 |
| NS&I General | £71,824.83 |
| TOTAL | £210,842.85 |

Caxton Card Report 19th June 2023

| Transaction Date | Payee | Amount | Description |
|------------------|---------------------------------------|----------------|---|
| | Balance brought forward | £537.47 | |
| 23/05/2023 | 1 McAfee | £39.99 | 2 year virus protection |
| 26/05/2023 | 2 Post Office Ltd | £7.50 | Election expenses & Village Green Application |
| | Total Spend | £47.49 | |
| | Total Fees | £1.50 | |
| | Total Spend inc Fees | £48.99 | |
| | Card Load | £0.00 | |
| | Card Balance at 19th June 2023 | £488.48 | |

Item 8 Clerk's Report

Correspondence

- a) WILCOX, Taff RE: 23/00154E 18/05/2023
- b) Resident Goostrey WI-Lounge Booking Tuesday 16th May 19/05/2023
- c) CTS Systems Ltd Re: Oak Bollards 19/05/2023
- d) Lynne Nixon RE: Highways Safety Issue 23/05/2023
- e) Caroline Wightman RE: Christmas Lighting 23/05/2023
- f) Resident Re: Parish Council Vacancy 23/05/2023
- g) Councillor Russell Chadwick Meeting with CEC Ward Councillor 26/05/2023
- h) Adam Keppel-Green Cheshire SLCC Branch Conference now open for booking!
29/05/2023
- i) Resident RE: Goostrey Open Gardens 03/06/2023
- j) Complaints Team Complaint (ref: 19541281) 06/06/2023
- k) Stephanie Astbury RE: Church Bank Corner 06/06/2023
- l) Goostrey Primary Admin 2022-23 GTL 06/06/2023
- m) St Luke's FW: Parish Magazine Invoice 07/06/2023
- n) Tony Wignall Invoice for painting the planter. 07/06/2023
- o) Resident Re: Footpaths group board in Village Hall 07/06/2023
- p) Gail Griggs Re: Support for shopping and befriending in Goostrey 08/06/2023
- q) MOSS, Lisa (Communities) RE: Support for shopping and befriending
- r) GODFREY, Vicki Village Green application for The Bogbean, Goostrey 08/06/2023
- s) SHUTTLEWORTH, Tom Cheshire East Libraries Service Review 09/06/2023
- t) Liz Corfield PCC and CEC Borough Town and Parish Council Meeting 4th July 2023
09/06/2023
- u) Stephanie Astbury RE: Village Hall Flower Border Mon 12/06
- v) Christine Broad Re: Community Support Mon 12/06
- w) Resident Re: Knock and run Mon 12/06
- x) Sheila Gregory Re: Seniors' Christmas Lunch Tue 13/06
- y) Goostrey Primary Admin Electrical compliance certificates Tue 13/06
- z) Info - Christmas Direct RE: Community Christmas Display Tue 13/06
- aa) Ade Chadwick RE: [EXTERNAL] Anti-social Behaviour Wed 14/06
- bb) Christmas Plus Goostrey Parish Council Wed 14/06
- cc) Rose Day Cttee Re: Rose Day Arrangements Thu 15/06
- dd) Craig Hodson FW: Dedicated PCSO Fri 16/06
- ee) Jake Edwards Goostrey Parish Council - PPL PRS Ltd - Account Renewal Fri 16/06

GOOSTREY PARISH COUNCIL SPEEDWATCH REPORT -June 2023 Meeting

Essential training of the new team of volunteers team by the PCSO is currently being planned. Lack of availability of PCSO is causing delay. PCSO availability is being hindered by changes in police personnel as reported to March PC meeting.

Current Position

| DATE & TIME | LOCATION | LOW SPEED MPH | TOP SPEED MPH | NUMBER OF VEHICLES LOGGED | TOTAL NUMBER OF VEHICLES PASSING |
|---|-----------------|----------------------|----------------------|----------------------------------|---|
| Lack of Trained Volunteer resources has resulted in no further sessions since last reported session on 05/01/2022 | | | | | |

Speedwatch Activity Summary GPC Current Year To-date

No Speedwatch sessions have been held in the current year due to lack of volunteers.

For the previous year, Speedwatch sessions resumed on 26th July 2021 having been suspended on 4th November 2020 due Covid 19 issues. Thirty sessions were held. A total of 6505 vehicles were monitored with 162 vehicles logged at 35mph and above. The maximum speed monitored was 43 mph.

SID data continues to demonstrate that speeding is on the increase and it is increasingly important to obtain more PCSO Trucam sessions and to continue to promote the possibility of installation of Average Speed Cameras. May data shows an 8% increase in traffic flow.

TR 01/06/2023

Item 9a Highways and Speed Watch

Main Road Shearbrook SID Summary Data May 2023 Data For June 2023 GPC Meeting

| Month | Total Number of Vehicles | % Travelling at over 35MPH | Highest Speed and time | Comments |
|-----------------------------|--|----------------------------|------------------------|---|
| May 2022 | 36,845 | 24.6 | 67.3 mph 18.00 | |
| June 2022 | 36,257 | 24.1 | 65.4 mph 05.00 | |
| July 2022 | 35,813 | 25.0 | 61.7 mph 1800 | |
| August 2022 | 27,321 | 22.0 | 59.6 mph 18.00 | |
| September 2022 | 33,858 | 22.5 | 70.9 mph 22.00 | |
| October 2022 | 35,113 | 21.8 | 63.4 mph 09.00 | |
| November 2022 | 34,708 | 19.5 | 62.3 mph 09.00 | |
| December 2022 | 32,614 | 16.0 | 68.0 mph 10.00 | |
| January 2023 (1-23 only) | 23,700 (equates to 32,000 for whole month) | 16.1 | 63.3mph 18.00 | |
| February 2023 | 32,131 | 19.0 | 63.5 mph 12.00 | |
| March 2023 | 35,558 | 22.1 | 56.1 mph 13.00 | |
| April 2023 | 34.406 | 22.0 | 63.2 mph 12.00 | |
| May 2023 | 36,748 | 23.0 | 60.5 mph 05.00 | Highest previous Speed 88.3mph 02.00 January 2021 |

Note for May 2023 data – Total number of vehicles is amongst highest recorded at 36,748 vehicles. Approximately 8,450 were travelling at 35 mph and above in the month which gives an average of 273 vehicles per day. Peak daily, hourly rates for vehicles travelling at over 35mph occurred at 17.00 with 26 vehicles recorded.

TR 01/06/2023

Item 9b Highways and Speed Watch

Response from Highways to the Parish Council's Request for a formal safety inspection 24th May 2023

I am able to confirm that Main Road, including the footway outside no. 77, is inspected for safety as part of a scheduled inspection regime 3 times per annum. It was scheduled for such an inspection during May, and did in fact receive that inspection today. At this time there were no defects meeting the council's intervention levels at this location.

In addition to the scheduled inspection regime we will also respond to specific reports from residents and road users and, to ensure that these are correctly recorded and allocated, I would encourage any concerns are logged either via telephone on 0300 123 5020, or by reporting a problem online at <https://fixmystreet.cheshireeast.gov.uk/>

As discussed, I will raise the parish council's concerns and proposals, with our other teams to see where this might sit in terms of any potential funding for future assessment and consideration of improvements. As soon as I have any further information I will be back in touch. In the meantime, please don't hesitate to get in touch again if you wish to discuss any of the above further.

Response to email sent by the Clerk on 24th May 2023

Firstly it might be useful for me to summarise that the highway safety inspections referred to, are a means of keeping the network safe for the travelling public, identifying defects in accordance with the council's code of practice and risk based approach, and arranging swift response to actionable defects to keep the highway safe. The safety inspection regime provides a robust defence against third party claims under Section 58 of The Highways Act 1980, and is evidence that the Council takes a responsible attitude to its duties as Highway Authority.

Please find below our response to each of the points raised.

“This was discussed at our council meeting yesterday evening and the members noted that CEC's Code of Practice for Highway Safety Inspections, which is published online, details the criteria for assessing defects. The section on page 65 refers to Hedges and Trees, “which are the responsibility of the Borough Council or which, although the responsibility of others is causing a nuisance or obstruction to the highway.” The last entry in the table on that page states that “if the growth is forcing pedestrians off the footway into the path of traffic or if branches are projecting into the carriage” then it is a defect.”

A safety inspector will undertake several inspections on a particular road within the Borough each year in line with the council's code of practice. They will risk assess the road and footways during their inspection, taking into consideration the network status of the road, environment and speed limit/usage, identifying any actionable defects that are considered to pose a risk in line with the council's risk assessment and code of practice at the time of inspection. If the tree was overgrown and branches were blocking the route, then the inspector would serve notice to the landowner or alert the council to cut the hedge or tree back. There is an element of pragmatism taken to balance risk, and in situations such as the one in question, the tree trunk could not simply be removed in the same way as an overgrown hedge cut back for example, and therefore will not necessarily be treated in the same way.

An assessment of this location shows that the route still provides access to pedestrians to walk down the footway, albeit restricted, and that there are other similarly narrow sections of footway close by. There are also other crossing points on the route that could be utilised where necessary.

“Page 26 also describes a Blacktop Profile defect, which is a footway, pedestrian area or cycleway with bituminous surface with the investigatory level being greater than or equal to 20mm. The illustrative picture in the document looks very similar to the pictures we have of the tree roots disturbing the footpath on Main Road (image attached), which is also has a bituminous surface”.

The pictures in the code of practice are for illustration purposes and a guide. On Page 26 is an example of a footway defect. The picture that has been provided is meant to illustrate an example of an issue with the surface profile being uneven/depression. In the code of practice it mentions footway depression. The criteria for this is a depth of 20mm, over a span of 250mm which I believe is not the situation in this instance.

“Page 13 explains the categories of defect with “Emergency” defined as “those that require prompt attention because they represent an immediate hazard with potential for significant damage, serious injury or risk to life”. Given that the Parish Council and others have reported that there have been a number of instances where prams and mobility scooters etc. have either tipped over or have nearly done so into the path of traffic because of the tree the Parish Council would like to understand the justification for not considering this defect an emergency”.

The number of reports in connection with this issue over a 5 year period have previously been provided by Emma Hood, and referenced in your email to Lee Glover dated 8/3/23. “A total of 7 reports were made; two reports regards the narrowing of the path in 2019, three reports regarding the same incident where a scooter fell into the carriageway adjacent to the tree in September 2020, one report from the tree owner in 2021 querying if anything could be done regards the path and one in March 2022 regards the pavement being unsafe for pushchairs”.

If a Highway Safety Inspector identifies a defect which is assessed to be sufficiently dangerous to require an emergency response, then the highway service will take appropriate action. Some examples of an emergency response may include a street sighting column in a town centre that has exposed wires in a town centre, or a deep pothole/sinkhole on an A Road which has a national speed limit and carries heavy traffic on a daily basis. The inspector will not have any previous knowledge of any enquiries or concerns raised, but are assessing the network in line with the code of practice, purely from a safety/risk based perspective from what they see on site at the time of attendance.

I do hope that the above helps the parish council to understand a bit more about the council’s safety inspection regime, and particularly why the tree trunk/roots are not considered to present an actionable defect at this time.

In the meantime, I can confirm that I have raised the parish council’s concerns and proposals with our road safety and design teams to see where this might sit in terms of any potential funding for future assessment and consideration of improvements, and I expect to be back in touch soon.

Item 11 Standing Order 5 Ordinary Council Meeting

c) Review of the Council's and/or staff subscriptions to other bodies.

Cheshire Community Action

[Cheshire Community Action – Supporting the community of rural Cheshire, Halton and Warrington.
\(cheshireaction.org.uk\)](http://cheshireaction.org.uk)

Parish Council Membership £50 and Community Buildings Membership £40 per annum.

Community and Voluntary Services

<https://www.cvsce.org.uk/>

£50 per annum

Society of Local Council Clerks

<https://www.slcc.co.uk/>

£222 per annum

Information Commissioners Office

[Information Commissioner's Office \(ICO\)](http://ico.org.uk)

Tier 1 Data Protection Fee £35 paid by Direct Debit to reduce cost from £40 per annum. This fee is mandatory.

Parish Online Mapping

[Parish Online - Digital Mapping Software \(parish-online.co.uk\)](http://parish-online.co.uk)

£97.50 per annum

Civic Voice

[Civic Voice](http://civicvoice.org.uk)

£50 per annum



Complaints Policy

REVISION DATE

June 2023

REPLACES POLICY

September 2020

1. Introduction

Complaints can be valuable because they may provide a chance to put things right if there has been an error, and to make sure that the same mistake is not repeated. It is essential that complaints be dealt with positively. The Parish Council is anxious to hear people's comments and committed to making full use of complaints information to contribute to continuous service improvement. Important information about areas for improvement can be obtained both from a single complaint and from patterns of complaints, highlighted by detailed monitoring.

2. Definition of a Complaint

A complaint is any expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Parish Council or its staff which affects the individual customer or group of customers.

What the complaints procedure will deal with:

The complaints procedure will deal with matters of maladministration, which is if the Parish Council does something the wrong way, fails to do something it should do or does something it should not do. Some examples include:

- neglect or unjustified delay
- malice, bias, or unfair discrimination
- failure to tell people their rights
- failure to provide advice or information when reasonably requested
- providing misleading or inaccurate advice
- inefficiency, ineffectiveness, bad and unprofessional practice or conduct
- What the complaints procedure will not deal with:
 - complaints for which there is a legal remedy or where legal proceedings exist already
 - complaints about employment matters – the Parish Council operates alternative procedures to deal with grievances or disciplinary matters against staff.

- Complaints concerning an elected member should be directed to the Monitoring Officer at Cheshire East Council, Westfields, Middlewich Road, Sandbach, Cheshire, CW11 1HZ, telephone 01270 686013 or E-mail: monitoringofficerCEC@cheshireeast.gov.uk

3. Equal Opportunities

The Parish Council is committed to equal opportunities. Complaints feedback will be used to highlight discriminatory practices, and to promote equality of opportunity. Complaints by members of the public of discrimination and/or harassment against the Parish Council will be dealt with through the complaints procedure unless it is a complaint that should be dealt with through a statutory procedure.

4. Complaints Officer

The Complaints Officer for the Council is the Clerk of the Council. Their main duties are:

- (i) The day-to-day operation and management of the procedure, including providing a reference point for staff queries on informal complaints.
- (ii) To oversee, and undertake where necessary, the investigation of formal complaints at the first stage, within the relevant time scales.
- (iii) To maintain a record of all complaints received including details of the nature of the complaint, action taken, outcome, and time taken to resolve.
- (iv) To provide a quarterly analysis of the type, category and number of formal complaints received by the Council.
- (v) To identify improvement points arising from any complaints. Relevant types of complaint (ideally in writing) should be referred directly to the Clerk, Goostrey Parish Council, Goostrey Village Hall, Main Road, Goostrey, CW4 8PE. Telephone 01477 535825 or E-mail: clerk@goostreyparishcouncil.gov.uk

5. Stages of the Procedure

The stages of the procedure are designed to provide the complainant with a thorough and fair means of redress and to provide a framework for officers to work within. Everyday problems, queries and comments. The Council receives queries, problems and comments as part of its day-to-day running, and they should not all be regarded as complaints. These are routine and expected and are generally resolved quickly to the customer's satisfaction. If someone is dissatisfied with the original service or response they received and wishes to take the matter further, then the issue should be recognised as a complaint.

Informal Complaint

During the course of daily business, minor complaints are made to officers about the services provided. The Clerk will usually deal with these or refer to the Chairman or in their absence the Vice Chairman. It is not appropriate for every comment to be treated as a formal complaint. Every effort should be made to deal with these problems immediately, either by providing information, instigating the appropriate action or explaining a decision.

Formal Complaint (Stage 1)

A resident may wish to make a formal complaint directly, or may be unsatisfied with the outcome of an informal complaint and may wish to take the matter further. This will be

recorded as a complaint and passed to the Chairman or in their absence the Vice-Chairman to investigate.

Timescales: Acknowledgement –within five working days
Investigation completed –14 days thereafter or
Progress Reports issued –14 day intervals

Review of Investigation and Complaint (Stage 2)

If the complainant is not satisfied with the response, they should be advised of their right to have the complaint referred to a Complaints Panel which will review the complaint.

Timescales: Advice given within five working days

If the complainant then advises that he/she wishes to go through stage three of the procedure, this should be acknowledged in five working days advising when the Complaints Panel will meet to discuss the issue.

Complaints Panel (Stage 3)

If the issue remains unresolved and the complainant has advised that he or she wishes to exercise their right to have the matter referred to the Complaints Panel, the matter should be referred to an appropriate meeting convened by the Chairman and Clerk of the Council. The outcome of all formal complaints dealt with by the Panel will be reported to the next full Council meeting. The procedure at the Complaints meeting shall be as follows:

1. The Complaints Panel shall consist of the Chairman of the Council, the Vice Chairman and the Chairmen of the Finance, Amenities and Village Hall Committees of whom at least 3 must be present at the meeting. In the event that three or more of these persons are not available a further appointment (as many times as necessary) shall be made at the sole discretion of the Chairman of the Council
2. The complainant will be invited to bring a "friend" with them either to represent them or to give moral support. A minimum of two weeks prior notice of such a panel will be given. At the time the complainant is notified in writing of the panel date they will also be requested to present any material/documentation that they wish to give in evidence to the meeting no later than 7 days prior to the meeting and the Council will confirm that it will present any material it intends to present to the complainant within the same time scale.
3. As general policy the public and press are not permitted attendance at meetings of the Panel although the Chairman will report on the outcome of the meeting at the following full Council meeting, if appropriate in part 2 of the agenda.
4. The order of business for the complaints meeting shall be in accordance with the National Association of Local Councils' guidance as follows:
 - i. Chairman to introduce everyone.
 - ii. Chairman to explain procedure.
 - iii. Complainant (or representative) to outline grounds for complaint.
 - iv. Members to ask any question of the complainant.
 - v. If relevant, the Clerk will be in attendance to explain the Council's position.

- vi. Members to ask any question of the Clerk.
 - vii. The Clerk and the complainant to be offered the opportunity of a last word (in this order).
 - viii. Clerk and complainant to be asked to leave the 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).
 - ix. Clerk or other proper officer and complainant return to hear decision, or to be advised of when the decision will be made.
5. Following the conclusion of the meeting, the complainant will be advised that the decision of the Committee, which is final with no right of further appeal, will be confirmed in writing within 7 days together with details of any action to be taken.

6. Unreasonable and Vexatious Complaints

There will be circumstances when a complainant persists in wishing to proceed when it clearly has no reasonable basis, or when the Council has already taken reasonable action in response, or where some other process, whether through the courts or some other recognised procedure, should or has been taken. These matters should be referred to the Clerk with a summary of the issues and of the attempts made to resolve the complaint. She may, in such circumstances, decide that no further action can usefully be taken in response to the complainant, and inform the complainant so, making it clear that only new and substantive issues will merit a response.

7. Anonymous Complaints

Anybody communicating with the Parish Council is expected to provide their full name and a postal address. Anonymous complaints should be referred to the Clerk, and may be dismissed at her discretion, according to the type and seriousness of the allegation.

8. Resolution and Remedies

The aim in dealing with all complaints is to reach a resolution for the complainant, whether it is the remedy they were originally seeking or not. Where a complaint is found to be at all justified, consideration may need to be given to the question of an appropriate remedy (the Clerk to make any final decision regarding remedy unless such remedy involves the payment of a financial sum in which case a resolution of the Council will be required). An explanation or an apology will always be needed.

POLICY APPROVAL

Council Minute XXXX

POLICY REVIEW DUE

June 2024



Communication and Community Engagement Policy

REVISION DATE

June 2023

REPLACES POLICY

October 2021

POLICY STATEMENT

Introduction

Goostrey Parish Council recognises the need to consider the impact of its actions on others and the surrounding environment. Whilst the Parish Council cannot force any individual or group to become involved it can, and shall, make it easier and more attractive for them to do so.

- 1.1 The Council considers that the community of Goostrey comprises
 - a. All residents of the parish
 - b. All users of Parish Council services
 - c. All those who work, or own a business within Goostrey
 - d. All young people who live/go to school in Goostrey
 - e. All voluntary organisations, clubs and societies as well as groups or organisations representing sections of the community.
- 1.2 The Council recognises that other bodies are crucial to the quality of life in Goostrey it will maintain the strong working relationships with Cheshire East Council, Manchester Airport, Jodrell Bank Observatory, the Police and local Parish and Town Councils.
- 1.3 The Council defines communication as the process of informing the community about decisions that have been made or the passing on of information.
- 1.4 The Council defines engagement as involving the community to help form opinion and review decisions.
- 1.5 The Council is always open to receiving both positive and negative feedback and has a commitment to encouraging the community to engage with the Council.
- 1.6 All communications will avoid gobbledygook, jargon and misleading public information.

Communication

- 2.1 The Parish Council website is the primary source of information on the Council for the community and will be kept up-to-date with content routinely monitored. The Council aims to actively publish a wide range of information on the council and its activities.
- 2.2 The Council will make best possible use of social media, see 3.1.- 3.3 below.
- 2.3 The Council will prepare, when appropriate, press releases to be sent to local news providers.
- 2.4 The Council will utilise the Parish Council and Village Notice Boards.
- 2.5 The Council will continue to develop its newsletter.

2.6 The Council shall routinely consider options for improving communication with the community.

Social Media

3.1 The council recognises that social media is an effective means of communication and will operate a number of social media channels as part of its communications. The official channels used by the council are:

- Twitter - Goostrey PC – www.twitter.com/goostreypc
- Facebook – Goostrey Village Hall
<https://www.facebook.com/goostreyvillagehall2021>

3.2 Social media messages will be non-political, uncontroversial, and used to promote and highlight the village.

3.3 The council aims to use social media to support two-way communication with the community but recognises that it is not always appropriate to respond to every message/comment, publicly or otherwise. For complex issues users should be referred to traditional forms of communication e.g., email or telephone.

Engagement

4.1 The Council shall continue to set aside time at every Council and Committee meeting (excluding Personnel) for members of the public to address the Council.

4.2 The Council shall continue to develop the Annual Town Meeting with an aim of increasing attendance and providing a venue for open community discussion.

4.3 The Council shall continue to provide opportunities for members of the public to discuss issues with councillors.

4.4 The Council shall continue to appoint members to represent the Council on community organisations as requested.

4.5 The Council shall continue to utilise social media and its website for receiving and responding to comments from the community.

Consultation

5.1 When the Parish Council is seeking views on a specific project or idea it will consult with the community.

5.2 Whilst the majority of consultations will be open to the whole community it may on occasion consult with specific stakeholders only.

5.3 When planning a consultation, the Council will identify the key stakeholders for that specific consultation exercise to ensure they are directly consulted.

5.4 Consultations will be publicised as widely as possible and will have a defined end date for submissions.

5.5 The Council will be clear about why it is consulting and how the consultation will be used in the Council's decision-making process.

5.6 The timing of consultations will be considered for example to coincide with events or to avoid clashes with holidays.

5.7 The Council shall consider the format of the consultation which may include:

- a. Open consultation on the Council website
- b. Consultation documents at key venues around the village
- c. Direct consultation (e.g. letters/leaflets/social media etc)
- d. Focus groups
- e. The use of consultation engagement events:
 - i. Public meetings
 - ii. Exhibitions
 - iii. Stalls in the village hall and at events etc

IMPLEMENTATION

Parish Council takes the lead in the community engagement process.

MONITORING

The policy will be monitored by the Clerk and the Council as a whole.

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