

Cold Ashby Parish Council

Annual General Meeting

Wednesday 4th May 2022

The Annual Meeting will be held on Wednesday 4th May at 7.00 p.m. in the sports pavilion. Councillors are summoned to attend this meeting of the Parish Council.
Members of the public and press are invited to attend.

Minutes

1. Election of Chairman for 2022/23 : Councillor Roper elected unanimously. Prop RB, sec. RaW.
2. Apologies for Absence: NH detained at work; accepted
3. Election of other officers and representatives for 2022/3
 - Vice Chairman: prop RB, RiW: Councillor Harpham (accepted later)
 - 2 representatives to CAPFA committee: AT, NH
 - 1 representative to Village Hall committee: RB
 - 1 internal control councillor: SR
4. Review of Standing Orders: no change
5. Review of Financial Regulations and control procedures: no change
6. Review Risk Assessment schedule and practice: no change
7. Adoption of accounts for 2021/22: adopted unchanged from April 22.
8. Appointment of Internal Auditor for 2022/23: A Chantler
9. Review Cemetery prices and regulations: see note attached.
10. Review complaints procedure: see note attached.



G Jones 06.05.22

Proposed changes at AGM 2022

Cold Ashby Complaints procedure

This document describes what to do if you are dissatisfied in any way with the level of service provided by the Parish Council or with the treatment you have received or with any action the council has taken or not taken. These procedures apply whether you are dissatisfied with the council as a whole, any part of it or any individual person acting on behalf of the parish council.

Who to contact

In the first instance you should get in touch with the clerk to the parish council. His details are on the website, www.parish-council.com/coldashby, on the village notice board by the village hall and at the end of this leaflet. If your complaint or dissatisfaction concerns the parish clerk, then you can contact the chairman of the council, whose details are also on the website.

In the first instance the clerk will see if your complaint can be resolved informally. Often things are a simple misunderstanding or a lack of information and matters can be resolved quickly.

If your complaint is more serious or you are not content to resolve it informally then the clerk, or the councillor dealing with you, will ask you to put it in writing, which you can do in a letter, or by e-mail.

The clerk will respond to your letter within three clear working days of the date of receipt, setting out what he believes to be the substance of your complaint and explaining the next steps. You need contact him again at this stage only if you do not understand or agree with his letter.

In handling your complaint the council will endeavour to meet the following standards:

- Confidentiality: so far as is possible the council will reveal your identity only to those dealing with the complaint and in sensitive matters, confidentiality will be a prime concern.
- Timescale: the clerk will respond to a written request within three clear working days of the date he receives it. The whole process, including consideration by committee if that is necessary, will take no more than 21 days; if there is an appeal to the full council it will take place at the first available full council meeting. If your complaint is complex the clerk may need to negotiate a different timescale with you.
- Remedy: the point of a procedure such as this is to put things right. If your complaint is found to be justified the council will seek to agree with you a remedy which is commensurate with the nature and severity of the disservice or dissatisfaction

- Natural justice: in all cases and at all times the council will try to ensure you are treated fairly, that you are able to use the procedures easily and that the process is reasonable and transparent.

You should be aware that the council **will use a small committee of two councillors (selected on a case by case basis)** to hear complaints and if yours is not settled informally by the clerk, you may be asked to attend a meeting with these two councillors, where you will be asked to state your case and may be asked questions relating to it.

What if the complaint can't be resolved through these procedures?

In cases where the Council's procedures are not deemed appropriate or are exhausted without resolution, the complainant will be referred directly to the West Northants Council Standards Officer, whose address can be found on the WNC website.

The procedure

The council will use a committee of two councillors to hear complaints which progress beyond the informal stage. Appeals against the decision of this committee by the complainant will be heard at full council where the committee members may be asked to withdraw.

First steps

- If a complaint cannot be resolved informally, the complainant will be asked to put the complaint or dissatisfaction in writing to the clerk, or if the clerk is concerned in the complaint directly, the chairman.
- The clerk (**or chairman**) will acknowledge receipt of the complaint and summarise its nature within three clear working days of the date of receipt.
- The clerk will advise the complainant how the complaint is to be handled and, if it is to be heard by the complaints committee, the date of the committee meeting.
- The complainant will be invited to bring a representative with them to the meeting if they so wish but the representative must not be a legally qualified person without the prior knowledge and consent of the council. **If a legally qualified representative is involved, the Council will require 14 days notice.**
- Seven clear working days prior to the meeting, **(but see above for legal representation)** the complainant shall provide the council with copies of any documentation or other evidence to be relied on. The council will do the same, allowing enough time for it to be read in good time for the meeting.

The Meeting

- The meeting will decide whether the circumstances of the complaint, or the complainant warrant the exclusion of the press and public from the meeting. Due weight shall be given to the wishes of the complainant in this matter. A decision on a complaint must be announced in public.
- The chairman of the meeting will introduce everyone and explain the process to be followed.
- The complainant will be asked to outline the substance of the complaint and first the clerk and then the councillors may ask questions.
- The clerk will outline the response of the council to the complaint and may be asked questions by first the complainant and then the councillors
- First the clerk and then the complainant should summarise their positions.
- The clerk and the complainant should withdraw whilst the councillors consider their decision but may be invited back for points of clarification. Both parties must be invited back in this case.
- Every effort should be made to make the decision within a timescale which would allow the complainant to wait to hear it. If this is not possible the complainant must be told when the decision will be made and how they will be informed of it.

After the Meeting

- The decision and details of any action to be taken must be confirmed in writing to the complainant within seven clear working days.

Proposed Changes
COLD ASHBY PARISH COUNCIL REGULATIONS
FOR THE CEMETERY
May 2022

1. A list of fees and charges is kept by the Clerk to the Parish Council. Any fees payable should be paid at the time the order is given.
2. The name of the parish or district from which the body is removed and all necessary information is to be stated when the fee is paid.
3. Two days notice of interment must be given to the Clerk to the Parish Council.
4. The relatives or friends of the deceased must make their own arrangements for the conduct of the burial service. The name and address of the minister must be given to the Clerk to the Parish Council.
5. No more than one grave, single or double, may be bought at one time and be consistent with the Parish Council's plan of the cemetery. No plots may be reserved as from April, 1987.
6. Cremated remains may be interred either in an existing grave or in the Garden of Remembrance but not in a previously unopened plot.
7. An interment of any person who has not been a resident of the village of Cold Ashby during the ten years prior to death will be subject to the surcharges as published.
8. The ground at the top, bottom and sides of all graves belongs to the Parish Council.
9. The relatives and friends are responsible for the leveling of graves immediately after the expiry of twelve months of the burial. Please contact the Clerk to the Parish Council concerning disposal of soil or if help is required.
10. No vault or walled grave is to be constructed in the cemetery.
11. No grave in which the exclusive right to burial has been purchased shall be opened without the owner's consent in writing.
12. Details of every headstone to be erected, the position of which is to be specified by the Parish Council, must be submitted to the Parish Council for approval and payment made to the Parish Council before it is erected in the cemetery. All headstones must be vertical and not exceed 3' 0" (914mm) high x 2' 0" (610mm) wide. All headstones must bear the number of the grave on which it is to be erected and any subsequent inscriptions must also be approved by the Parish Council. **Inscriptions must refer to deceased persons interred in the grave.** For cremated remains, removable flower vases and flat inscription stones only may be used. Such inscription stones must have a flat surface or an inlaid motif (i.e., not proud of the surface). They must be laid

flat and flush with the ground. They should be no larger than 18x18 inches. No other forms of memorial or railing must be erected which might impede mowing.

13. Flower vases must also be approved by the Parish Council and will be restricted to one per grave for maintenance purposes.
14. All headstones must be kept in proper condition and repair by and at the expense of the persons ordering the same. In case of neglect to repair, notice will be sent to the owner or his/her representative and if not executed within three months the Parish Council may cause headstones to be removed.
15. The planting of shrubs and flowering plants is not allowed on any grave as from 1st May 1996.
16. The Parish Council is not responsible for damage to memorials caused by storm, wind, subsidence or vandalism.
17. Cut flowers, wreaths or temporary materials must be removed from graves when faded.
18. Hours of interment are 9.00am – 4.00pm Monday to Friday inclusive. **Interments outside these hours will not be permitted.**
19. Visitors to the cemetery must keep to the paths and refrain from touching, moving or interfering with any trees planted by the Parish Council.
20. No headstone will be allowed on a grave space in which the exclusive right of burial has not been granted.
21. Notice is to be given to the Clerk to the Parish Council of any execution of work, even though permission has been granted.
22. A plan of the cemetery showing the situation of each grave is kept by the Clerk to the Parish Council and may be seen, by appointment, without charge.
23. The Parish Council reserves the right to make alterations to the charges at any time and also alterations to the regulations.

BY ORDER OF COLD ASHBY PARISH COUNCIL 05.05.22

clerk@coldashbypc.com 07966086735