

CHAPEL-EN-LE-FRITH PARISH COUNCIL



TOWN HALL
CHAPEL-EN-LE-FRITH
HIGH PEAK, DERBYSHIRE, SK23 0HP

Tel: 01298 813320
clerk@chapelpc.org
www.chapelpc.org



Office Hours: Monday-Friday 9.00 to 12.30

29 March 2021

Dear Councillor,

You are hereby summoned to attend an **ORDINARY MEETING** of the Parish Council to be held on **Tuesday 6 April 2021 at 7.30pm.**

Zoom Remote Meeting: Meeting ID: 821 1872 7311 Passcode: 835473

This meeting will be recorded

After prayers have been said and Apologies for absence have been given, the business to be transacted will be as follows: -

1. Declaration of Interests
2. Dispensations
3. Police matters
4. Open Forum – Public Participation
5. To receive the Minutes of the Full Council Meeting held on 2 March 2021
6. To receive the Minutes of the Planning Committee held on 9 March 2021
7. To receive the Minutes of the Amenities Committee held on 4 March and 26 March 2021
8. To consider any matters arising from the above Minutes
9. Town Hall losses/grants
10. DALC guidance for the return to In Person meetings
11. Distribution of walks leaflets with Rotate Distribution and possible additional printing
12. Motion from Councillor Gourlay – Complaints should be taken seriously. This Council adopts the new complaints procedure and will ensure it is followed
13. To accept the quote from Grafika for a website defibrillator map

Clerk to the Council – Suzan E. Stockdale

Suzan Stockdale is inviting you to a scheduled Zoom meeting.

Topic: Full Council Meeting

Time: Apr 6, 2021 07:30 PM London

Join Zoom Meeting

<https://us02web.zoom.us/j/82118727311?pwd=azFHhHZRd3VER0JQZEpscZg5Vzk0UT09>

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CHAPEL-EN-LE-FRITH PARISH COUNCIL

MINUTES OF THE FULL COUNCIL MEETING HELD ON 2 MARCH 2021

Meeting Held: Tuesday 2 March 2021
Virtual Meeting held via Zoom

Present: Councillors J Adshead, N Gourlay, C Sizeland, Mrs S Walters and S Young.

In Attendance: Mrs S E Stockdale – Clerk to the Council

Apologies accepted: None

Apologies noted: None

There were twenty five members of the public present at the meeting.

The Chairman advised that the meeting will be recorded.

Rev Colin Pearson said prayers.

Rev Pearson advised that he would be leaving the Parish in May, moving to Manchester. The Chairman wished him well in his new appointment.

21/329 Declarations of Interest

The following declarations of interest were made:

Councillor C Sizeland – Leys Allotment site as an adjoining land owner

Councillor C Sizeland – his wife is a substitute Councillor on the High Peak Borough Council Development Control Committee.

21/330 Dispensations

Two dispensations have been granted to Councillor Sizeland.

21/331 Police Matters

Members recently attended a liaison meeting with the Police and it was agreed that the Police be asked if they can submit a written monthly report to the Council. In addition at the meeting they promised some posters which have not yet arrived.

ACTION: The Clerk to contact the Police to ask for a monthly report and posters.

21/332 Public Participation

Four members of the public spoke about the following issues:

- The George and Sarah Beresford Memorial Foundation.
- How start-up businesses in the Parish can find support.
- The Chapel Neighbourhood Plan, how it has been used and to remind the Council that some of the initiatives have not been addressed.
- When will a discussion begin to look at the next Neighbourhood Plan.
- That there should be greater transparency about the use of the money raised by the increase in the Precept together with how S106 money has been spent in the Parish.

The Chairman advised that correspondence has been received from the George and Sarah Beresford Memorial Foundation and the Council will be sending a response.

Information will be supplied on who to contact at High Peak Borough Council about start-up business support.

There is a meeting of the Amenities Committee to be held on Tuesday 9 March with a one item agenda for the MUGA and hopefully more information will be made available regarding expenditure on legal fees.

The Clerk advised that S106 money had been received from the development on the Federal Mogul site which was £25,000 and used to renew the play equipment at Needham Recreation Ground. £45,000 had been received from the Octavia Gardens development on Manchester Road and used to fund new play equipment in the Memorial Park. There is outstanding S106 money from two further developments in Chapel-en-le-Frith and one in Dove Holes.

The Clerk advised that there have been two Public Inquiries where the Neighbourhood Plan has been used to defend the refusal of planning permission.

21/333 Minutes of the Full Council meeting held on 2 February 2021

Minutes numbered 21/278 to 21/301 were presented.

RESOLVED: That the Chairman be authorised to sign the Minutes as being a true and correct record.

21/334 Minutes of the Planning Committee held on 9 February 2021

Minutes numbered 21/302 to 21/308 were presented.

Councillor Adshead was noted as giving apologies when he did in fact join the meeting late. The minutes will be amended to show when Councillor Adshead joined the meeting.

RESOLVED: That the Chairman be authorised to sign the amended Minutes as being a true and correct record.

21/335 Minutes of the Amenities Committee held on 26 February 2021

Minutes numbered 21/309 to 21/328 were presented.

The following amendments were made:

21/305 The Solar light cost of £250 was to replace the light and timer

21/314 Derbyshire stone and not Grit stone

21/315 Councillor Young proposed and Councillor Mrs Walters seconded the motion

21/317 Correspondence was from High Peak Borough Council and not Derbyshire County Council

RESOLVED: That the Chairman be authorised to sign the amended Minutes as being a true and correct record.

21/336 To note the minutes of the Community Plan Footpaths Working Party held on 26 January 2021

RESOLVED: That the minutes be noted.

21/337 Matters arising from the minutes

The Park Keeper has been to look at one of the mowers discussed at the Amenities Committee which is suitable and will be purchased. The grant application discussed for the mower will now be made for a different piece of equipment.

21/338 Town Hall

Loss of earnings

The Council were advised that the loss of earning from use of the rooms at the Town Hall currently stands at £14,462.26. This will be offset by the grants totalling £17,573.00 received from central government.

21/339 Preparation for return to in person meetings.

RESOLVED: That risk assessments will be carried out on how meetings can be held safely together with live streaming so members of the public do not need to be physically present at meetings.

21/340 Motion from Councillor Mrs Walters – That a note of any actions following Full Council and Committee Meetings is compiled and attached to the minutes or noted in the minutes and reviewed at each subsequent meeting.

RESOLVED: That action point be noted in the minutes.

21/341 Sanitation problems on the bypass lay-bys

Councillors Gourlay and Mrs Walters reported that during litter picking of the lay-bys on the A6 by-pass a large number of bags were found containing human excrement. It was noted that litter bins that were in the lay-bys have been removed by High Peak Borough Council.

In addition the litter picks undertaken by High Peak Borough Council are fairly close together and it would be beneficial if they could be 6 monthly with the actual lay-bys being litter picked on a more regular basis.

RESOLVED: That High Peak Borough Council be asked to reschedule the 6 monthly litter picks, reinstate the litter bins in the lay-bys and litter pick the lay-bys when the bins are emptied. Councillor Young was asked as a High Peak Borough Councillor to make representations about this.

ACTION: The Clerk to write to High Peak Borough Council.

21/342 Motion from Councillor Gourlay – This Council accepts the quote from Grafika to add a facility for displaying historic minutes of the council, and ask them to start work.

RESOLVED: That the quote of £460.00 plus VAT be accepted from Grafika and an order be placed for the work.

ACTION: The Clerk to place the order.

21/343 Motion from Councillor Gourlay – Complaints should be taken seriously. This Council adopts the new complaints procedure and will ensure it is followed.

Following a discussion Councillor Gourlay withdrew the motion and will table an amended motion at the April Full Council meeting.

ACTION: The Clerk to add an agenda item to the April Full Council meeting.

21/344 Motion from Councillor Gourlay – This council wishes to include every part of the parish in its discussion. Therefore, from May 2021, the council will meet twice a year in Dove Holes. By preference, these meetings would be on the first Tuesday in the month, but if this is not possible, another night will be chosen.

RESOLVED: That two Full Council meetings be held in Dove Holes on a trial basis for the year 2021/22 and specific months be agreed at the Annual meeting of the Council in May.

ACTION: The Clerk to add this to the agenda for the Annual meeting of the Council in May.

21/345 Motion from Councillor Gourlay - This council will DBS check every new employee as a condition of their employment, and will offer a DBS check to all existing employees.

Councillor Sizeland tabled an amendment to the original motion that that DBS checks will be offered to Councillors on a voluntary basis.

Councillor Gourlay agreed that the proposed amendment is included in his original motion.

RESOLVED: That DBS checks will be a condition of employment for any new members of staff and existing employee's will be offered a DBS check. All Councillors will be offered a DBS check on a voluntary basis.

ACTION: The Clerk to arrange DBS checks. The Clerk to share previous advice on DBS checks received from the DALC HR Consultant.

21/346 **Schedule of Accounts presented for payment.**

Cheques numbered 009063 to 009086 were presented amounting to £19,471.99.

RESOLVED: That the cheques be signed and the accounts to which they relate be paid.

21/347 **Correspondence**

- Freedom of Information request from C Bannon
- Introduction letter from Milnes Legal
- Email from Cllr Perkins re S106 money for Highways on Long Lane

It was agreed that the S106 money for highway improvements from the Rosebay Gardens development should be spent to improve highway safety on Long Lane and not in Dove Holes. The Clerk was asked to write to Derbyshire County Council to advise that previous discussions have been held with Highways Officers about the use of the S106 money to improve road safety on Long Lane and that this is how the Council would request the money to be allocated.

ACTION: The Clerk to write to Derbyshire County Council.

21/348 **Press Releases**

None.

21/349 **To resolve to exclude the press and members of the public under the Public Bodies (Admission to Meetings) Act 1960**

RESOLVED: The Council agreed to a staff assessment.

ACTION: The Clerk to make the necessary arrangements.

The Chairman closed the meeting at 21.30 hours.

CHAIRMAN

DRAFT

Chapel-en-le-Frith Parish Council					
Schedule of Accounts -		2nd March 2021			
Cq No	Payee	Description	Net	VAT	Gross
9063	Gibsons Garden Machinery	Ride on Lawn Mower	9895.00	1979.00	11874.00
9064	First Fence Ltd	Fence panels	458.72	91.74	550.46
9065	Chapel DIY	Rock salt & park supplies	414.89	82.98	497.87
9066	Selves	Petty Cash	150.00	0.00	150.00
9067	Mrs S. Stockdale	Zoom reimbursement	5.99	1.20	7.19
9068	IWS UK	Refuge Bags	28.00	5.60	33.60
9069	Cubit Ultrasonic	Lamp post tests	250.00	0.00	250.00
9070	Total Gas & power	Park electricity	184.43	36.88	221.31
9071	Total Gas & power	Town Hall electricity	325.06	65.01	390.07
9072	HMRC	Tax & NI contributions	1297.70	0.00	1297.70
9073	ESPO	Gas	521.57	104.31	625.88
9074	Grafika	Website amendments	127.40	25.48	152.88
9075	DALC	Annual subscription & enhanced training	1190.53	0.00	1190.53
9076	Smartwater	Annual Renewal	75.00	15.00	90.00
9077	Chapel Tool Hire	welder hire	65.00	13.00	78.00
9078	ESI	New fire alarm panel and service contract	620.00	124.00	744.00
9079	Caledonian Lifts	Replacement GSM unit	110.00	22.00	132.00
9080	PIB Risk Management Ltd	Health & safety contract	650.00	130.00	780.00
9081	P&K Shutters	Fire roller shutter deposit	338.75	67.75	406.50
9082	DALC	Training & advice	200.00	0.00	200.00
9083	Halls Mica Hardware	Park supplies	31.38	6.27	37.65
9084	M.T. Electrical	Replacement emergency & security light	130.00	26.00	156.00
9085	Shelter Maintenance Ltd	Shelter cleaning	17.86	3.57	21.43
9086	P.N.F.S.	Annual subscription	22.50	0.00	22.50
		TOATLS	£ 16,708.04	£ 2,763.95	£ 19,471.99

CHAPEL-EN-LE-FRITH PARISH COUNCIL

Minutes of the Meeting of the Planning Committee held on 9th March 2021 via Zoom.

Present: Councillor C Sizeland in the chair
Councillors J Adshead, S Walters and N Wetters-Gourlay.

In Attendance: Mrs E Howe – Assistant Clerk

Apologies: Cllr S Young

21/350 Public Speaking

2 Members of the public were present, none wished to speak.

21/351 Plenary Powers

Applications seeking Planning Permission or Approval to carry out developments at locations within the Parish.

The Committee considered in turn seven applications to carry out developments within the Parish and it was **RESOLVED:** That the following comments be sent to the relevant Planning Authority.

HPK/2021/0026

25 Greggs Avenue, Chapel-en-le-Frith

Two storey rear extension and single storey side extension to provide new kitchen/living space, utility room and extended bathroom and bedroom spaces.

No Objection.

NP/HPK/0221/0148

Cobstones, Unnamed Road from Malcoff to Slack Hall Farm, Chapel-en-le-Frith

Single storey porch on the east facing elevation.

No Objection.

HPK/2021/0054

86 Manchester Road, Chapel-en-le-Frith

Single storey rear extension

No Objection.

HPK/2021/0055

22 Bowden Lane, Chapel-en-le-Frith

Removal of existing front boundary wall and new boundary wall and associated landscaping.

Cllr Adshead declared a personal interest as a resident of Bowden Lane.

Strongly Object. The property lies within the conservation area, the property should be reinstated to its original condition using the original materials and following the original boundary.

HPK/2019/0223

J E Morton Ltd, Land to the rear of the Peaks, Manchester Road, Tunstead Milton

Consultations on revisions

No Objections subject to the concerns of the Environment Agency and local residents are addressed.

HPK/2021/0087

Barn Cottage, Ashbourne Lane, Chapel-en-le-Frith

Two storey side extension and alterations to existing openings.(Resubmission of HPK/2020/0093)

No Objection.

HPK/2021/0062

35 Eley Way, Chapel-en-le-Frith

Proposed garage conversion into a playroom.

No objection.

21/352

Appeals

None.

21/353

Notifications

Permission

HPK/2020/0516 – Shalom, Hallsteads, Dove Holes

HPK/2018/0092 – 1 Greggs Avenue, Chapel-en-le-Frith

NP/HPK/0920/0830 – Rookery Farm, Blackbrook Lane, Blackbrook

Refusal

21/354 **Correspondence**

None.

21/355 **Any Other Business (For discussion only)**

None.

The meeting closed at 7.48pm

CHAIRMAN

CHAPEL-EN-LE-FRITH PARISH COUNCIL

Minutes of the Meeting of the Amenities Committee held on 4th March 2021

Present: Councillor J Adshead in the chair.
Councillors C Sizeland, S Walters, N Wetters-Gourlay
and S Young.

In Attendance: Mrs E Howe – Assistant to the Clerk
Mrs S Stockdale – Clerk

Apologies: None.

21/356 Public Speaking

Ten members of the public were present, only one member of the public spoke.

21/357 Motion from Cllr Sizeland –

"In order that the Minor Maintenance grant does not go to waste the PC resolves to buy and deliver 2 loads of crushed slate, approximate total value £700, to Combs Reservoir by 31 March. "

Resolved: The Canal Trust is to purchase the slate and invoice us, we will provide DCC Minor Maintenance Scheme with the invoice.

21/358 MUGA

Cllr Sizeland proposed two plans:

PLAN 1

Install "Rebound Fence" behind at least one of the field goals. (This will reduce the use of the MUGA by providing an alternative).

1. Install a new Skateboard Park in "flowing concrete" on the "undulating" area of the park.
2. Move present Skatepark to Dove Holes where there is scope to locate it much further from houses. Improve soundproofing.
3. Move Children's Playground to present Skatepark site.
4. Move MUGA to present Playground site.
5. Install Exercise / Fitness equipment on present MUGA site.

PLAN 2

Install "Rebound Fence" behind at least one of the field goals. (Whilst MUGA is temporarily out of action during the works, this will provide an alternative).

1. Improve soundproofing of present skatepark equipment.
2. Dismantle MUGA and temporarily store. Move Children's Playground to present MUGA site.
3. Re-install MUGA on present Playground site.
4. Install a new Skateboard Park in "flowing concrete" on the "undulating" area of the park.
5. Move present Skatepark to Dove Holes where there is scope to locate it much further from houses.
6. Install Exercise / Fitness equipment on present Skatepark site.

Resolved: The Clerk and Assistant Clerk are to seek advice about any necessary planning permissions that will be required from HPBC Planning Department.

A survey of local primary and high school children should be undertaken to ascertain the children's/parents ideas for the play areas/equipment in the Memorial Park.

Contact should be made with Dove Holes Community Association to discuss their plans for a skatepark in Dove Holes.

Indicative prices are to be obtained for:

Rebound Fencing

Concrete Skatepark

Moving the play area equipment and associated surfacing to the MUGA site

Moving the MUGA to the play area hardstanding

Installing drainage in the park

Advice is also to be sought from HPBC Planning Department

21/359

Date to be set for one item agenda

Resolved: One item agenda will be take place on 13th April 2021 at 8pm.

There being no further business the Chairman declared the meeting closed at 9.00pm

CHAIRMAN

Town Hall Loss of Earnings

COVID GRANT

Date	Weekly Hirer Loss	Monthly Hirer Loss	Total weekly	Running Total	Amount Received
23rd March - 23rd May 2020				£ 2,988.26	£ 10,000.00
25th -31st May 2020	£ 298.50	£ 25.00	£ 323.50	£ 3,311.76	£ 1,334.00
1st - 5th June 2020	£ 298.50	-	£ 298.50	£ 3,610.26	£ 4,000.00
8th - 12th June 2020	£ 298.50	£ 55.00	£ 353.50	£ 3,963.76	£ 2,001.00
15th - 19th June 2020	£ 298.50	£ 168.00	£ 466.50	£ 4,430.26	£ 238.00
22nd - 26th June 2020	£ 298.50	-	£ 298.50	£ 4,728.76	£ 2,096.00
29th May - 3rd July 2020	£ 298.50	-	£ 298.50	£ 5,027.26	£ 19,669.00
6th - 10th July 2020	£ 298.50	£ 108.75	£ 407.25	£ 5,434.51	
13th - 17th July 2020	£ 298.50	£ 168.00	£ 466.50	£ 5,901.01	
20th - 24th July 2020	£ 298.50		£ 298.50	£ 6,199.51	
27th - 31st July 2020	£ 298.50	£ 25.00	£ 323.50	£ 6,523.01	
3rd - 7th August 2020	£ 269.50		£ 269.50	£ 6,792.51	
10th - 14th August 2020	£ 210.50		£ 508.50	£ 7,301.01	
17th - 21st August 2020	£ 197.75		£ 197.75	£ 7,498.76	
24th - 28th August 2020	£ 197.75	£ 25.00	£ 222.75	£ 7,721.51	
31st Aug - 4th Sept 2020	£ 197.75		£ 197.75	£ 7,919.26	
7th - 11th Sept 2020	£ 197.75	£ 261.75	£ 459.50	£ 8,378.76	
14 - 18th Sept 2020	£ 197.75		£ 197.75	£ 8,576.51	
21st - 25th Sept 2020	£ 183.00		£ 183.00	£ 8,759.51	
28th Sept - 2nd Oct 2020	£ 183.00	£ 25.00	£ 208.00	£ 8,967.51	
5th - 9th Oct 2020	£ 183.00	£ 168.00	£ 351.00	£ 9,318.51	
13th -16th Oct 2020	£ 183.00	£ 36.25	£ 219.25	£ 9,537.76	
19th - 23rd Oct 2020	£ 183.00	-	£ 183.00	£ 9,720.76	
26th -30th Oct 2020	£ 183.00	£ 25.00	£ 208.00	£ 9,745.76	
2nd - 6th Nov 2020	£ 298.50	£ 51.00	£ 248.75	£ 9,994.51	
9th - 13th Nov 2020	£ 298.50	£ 168.00	£ 466.50	£ 10,461.01	
16th - 20th Nov 2020	£ 298.50	£ 36.25	£ 334.75	£ 10,795.76	

23rd - 27th Nov 2020	£	298.50	£	25.00	£	323.50	£	11,119.26
30th Nov - 4th Dec 2020	£	197.50	£	-	£	197.50	£	11,316.76
7th - 11th Dec 2020	£	249.75	£	36.25	£	286.00	£	11,602.76
14th - 18th Dec 2020	£	249.75	£	168.00	£	417.75	£	12,020.51
21st - 25th Dec 2020	£	137.50	£		£	137.50	£	12,158.01
28th Dec 2020 - 1st Jan 2021	£	50.75	£		£	50.75	£	12,208.76
4th - 8th Jan 2021	£	224.25	£		£	224.25	£	12,433.01
11th - 15th Jan 2021	£	224.25	£	36.25	£	260.50	£	12,693.51
18th - 22nd Jan 2021	£	224.25	£	168.00	£	392.25	£	13,085.76
25th - 29th Jan 2021	£	224.25	£	25.50	£	249.75	£	13,335.51
1st - 5th Feb 2021	£	224.25	£		£	224.25	£	13,559.76
8th - 12th Feb 2021	£	224.25	£	36.25	£	260.50	£	13,820.26
15th - 19th Feb 2021	£	224.25	£		£	224.25	£	14,044.51
22nd - 26th Feb 2021	£	224.25	£	193.50	£	417.75	£	14,462.26
1st - 5th March 2021	£	224.25	£		£	224.25	£	14,686.51
8th - 12th March 2021	£	224.25	£	36.25	£	260.50	£	14,947.01
15th - 19th March 2021	£	224.25	£			224.25	£	15,171.26
22nd - 26th March 2021	£	224.25	£	168.00	£	392.25	£	15,563.51
29th - 31st March 2021	£	224.25	£	25.50	£	249.75	£	15,813.26

Sue Stockdale

From: Rotate [REDACTED]
Sent: 10 March 2021 12:12
To: Sue Stockdale
Subject: ROTATE DISTRIBUTION

Hello

I'm getting my 2021 leaflet distribution plan together now.

Last week I sent out a general market research email to the venues I cover to see when they hope to open. The result of this was 99% of venues are properly open from May 17th onwards (if current Gov guidelines go as planned).

The email responses also showed the venues are keen to get the leaflets back in asap, which is promising.

So, my plan is to go out and about from after May 17th and the 2021 season will be June, July, August, September & October. A 5 month season.

Any little one off promotions of up to 10000 leaflets this year in a one off drop to all venues - £200.00 + vat - this is cheaper than normal to try and help any venues that may be struggling with budgets etc....., this would cover all of the venues on the Peaks & Derbyshire run and if you want them covered also the Nottinghamshire run.

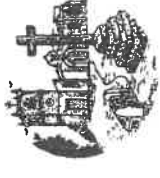
To get a leaflet out at the end of May, I would need delivery in April / Early May. Any leaflets after that date will go out after June.

I hope these prices seem fair, hopefully from the general vibe I get, the season is going to be short but very very busy with staycations.

Thank you!!!

Mark Aldrich - Rotate Distribution ltd
Tel. 01283 480906

CHAPEL-EN-LE-FRITH PARISH COUNCIL



COMPLAINTS PROCEDURE

APRIL 2021

4.3. Procedure

The possibility of there being an unreasonably persistent and/or vexatious complaint should be brought to the attention of the Chairman or Vice Chairman to ensure that the complaint has been dealt with according to the council's complaints procedure.

The Chairman or Vice Chairman should contact the complainant in an effort to resolve the situation.

In the case of a meeting, if there is a personal-ity issue, the complainant may nominate another councillor who will be made aware of all the facts. A complainant may wish to bring a representative. The council should give appropriate support (e.g. special needs) to the complainant in choosing a representative etc.

The Chairman/Vice Chairman must:

- listen to the grievance/complaint;
- assure the complainant of confidentiality with personal details;
- carefully explain what action the council has taken within its remit to resolve the complaint;
- offer any relevant support about the complaints procedure to the complainant;
- suggest complaint routes available if complaint is outside the council's remit;
- explain how the complainant's actions are of concern but are hampering the complaints procedure;
- explain what actions the council may take;
- seek an assurance that the persistent/unreasonable nature of complaint will be addressed;

The outcome and relevant details of the meeting should be noted.

4.4. Decision

If the complainant continues to behave in unreasonable and/or vexatious way, the Chairman or Vice Chairman should seek the approval of the council to follow the policy and agree what action(s) to take, e.g. restrict or refuse any further contact.

The complainant must be advised by letter from the Clerk of this action, including any further actions the complainant may take with other bodies including their right to obtain independent advice.

The council must record the decision and hold all relevant correspondence except all personal details about the complaint and the complainant, which will be stored appropriately in line with the Data Protection Act.

The Clerk must notify all councillors and members of staff as appropriate.

Any new complaint from any person who has come under the policy must be treated on its merit.

4.5. Review

The decision taken at Section 4.4 should be reviewed after six months. The complainant must be notified of the result if the decision to apply the policy has been reversed.

Chapel-en-le-Frith Parish Council, Town Hall,
Market Street, Chapel-en-le-Frith, SK23 0HP

Tel: 01298 813320

Email: clerk@chapelpc.org

When the council hasn't met your expectations, we'll investigate your complaint. This leaflet explains the complaints procedure, and how to make a complaint.

1. INTRODUCTION

This Complaints Procedure explains how to make a complaint about something the Parish Council has done. However, there are some complaints that cannot (and will not) be investigated by these procedures:

- if you suspect that **criminal activity** has taken place, you should contact the Police;
- **financial irregularities** should be handled by the council's external auditor – ask the clerk for contact details;
- complaints against **councillors** must be directed to the Monitoring Officer of High Peak Borough Council – ask the clerk for contact details; it is illegal for the Parish Council to investigate its own councillors;
- complaints against **members of staff** will be investigated by a separate internal disciplinary procedure – contact the Chair of the Parish Council or the Chair of the Personnel Committee with your concerns.

2. HEARING THE COMPLAINT

The Council will handle a complaint in a full council meeting, or will choose a panel of councillors (who are not involved with the particular case) to hear the complaint. Either way, two nominated councillors will not take part in the proceedings. They will then be available to handle any appeal, if required.

The Clerk should normally represent the council through the proceedings but a nominated councillor may act instead.

3. THE PROCEDURE

3.1. Before the Meeting

The complainant should complain by letter or email to the Clerk or the Chairman of the Council. Assistance should be given to the claimant if necessary.

The complainant should be advised when the matter will be considered and whether it will be treated confidentially or heard in public. A copy of this procedure should also be given to the

complainant. The complainant should be invited to attend a meeting, with a representative if they wish.

Not later than seven clear working days before the meeting, the complainant and the council will exchange copies of any documentation or other evidence to be relied on.

3.2. At the Meeting

The Chairman of the meeting should introduce everyone and explain the procedure.

The complainant (or representative) should outline the grounds for complaint before any questions from the Clerk and then from members if present.

The Clerk should explain the council's position before any questions from the complainant, and from members if present.

The complainant and the Clerk should then summarise their position; they then leave the room while members decide whether or not the grounds for the complaint have been made.

If the decision is unlikely to be finalised on that day an estimated date will be given.

3.3. After the Meeting

The decision should be confirmed in writing within seven working days together with details of any action to be taken.

The result of the proceedings should be reported at the next council meeting after the appeal period has passed, ensuring that agreed confidential issues are appropriately respected.

3.4. Appeals

Should the complainant not agree with the decision they are entitled to appeal the decision within fourteen days of receipt of the result of the proceedings.

The councillors nominated to handle the appeal should, within twenty-one days of receiving the appeal, examine the way in which the council dealt with the complaint.

If procedures were correctly handled by the council then the appellant should be notified that the appeal has not been successful. If the complaint

was not handled correctly it must be referred back for consideration as at 3.2.

The appellant should be notified of the result of the appeals process within fourteen days.

4. HABITUAL AND VEXATIOUS COMPLAINTS

Habitual or vexatious complaints are defined as unreasonable complaints, enquiries or outcomes that are repeatedly or obsessively pursued.

Councils should endeavour to deal with complaints in an efficient, equitable and effective manner.

The council may have to initiate further action, if the complainant behaves in ways which can: impede the investigation of the complaint; have significant resource implications; hinder the complaints service for others; be offensive, abusive or threatening.

4.1. Aims of this Section

The aim of the council is to manage each case properly, consistently, fairly and respectfully and ensure that the complainant, not the complainant, is the issue during any procedure and decision making.

It is important to establish guidelines for identifying habitual or vexatious complainants and that any decisions made follow agreed guidelines and procedures.

4.2. Guidelines

Councils must try to keep open the lines of communication with appropriate support e.g. clarifying the reason for the outcome; offering relevant support for a complainant with special needs; suggesting an independent representative to help present their case.

Any action taken as a result of proven persistent and/or vexatious complaint should be proportionate to the degree of annoyance/aggravation caused.

quotation



job no. 15226
date 01/03/2021

Sue Stockdale
Chapel-en-le-Frith Parish Council
Town Hall, Market Street
High Peak
Derbyshire
SK23 0HP

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15226-Q1

Defibrillator Map for the Website

Description	Quantity	Price	Value
Web Map Option 1 Static: To create a map as a flat graphic artwork and mark up the locations of the Defibrillator installations in the Chapel en le Frith parish. Provide visuals of the map and on approval create a downloadable PDF document for use on the parish website.	1	£80.00	£80.00
Web Map Option 2 Dynamic: To code Google Maps to feature the locations of the Defibrillator installations in the Chapel en le Frith parish. Enable users to establish routes from their location to the nearest defibrillator. Test functionality and create a specific location on the website for this new feature.	4	£60.00	£240.00
Test and Upload: On final sign off to upload the website to Grafika's test environment and check functionality across both Mac and PC platforms. On final approval to upload to the Chapel en le Frith domain.	1	£60.00	£60.00

Payment terms: by return

All the above prices exclude VAT, which will be charged at the nominal rate of 20%.

To accept the above quotation and instruct Grafika to undertake the work please complete the declaration below and return a copy of this document to Grafika via post, fax or email using the above contact details.

I acknowledge receipt of your quotation **15226-Q1** and hereby confirm that I have read and understood both the quotation and your terms and conditions of trading. I accept your quotation and wish you to proceed with the work.

Signed _____ Name _____

Position _____ Date _____