Innsworth Parish Council

Draft minutes

For the MEETING OF THE COUNCIL

HELD AT 6.30pm ON 24th July 2026

at the Imjin Station Community Centre, Innsworth Lane

1.	***Welcome and introductions – by the Chairman***
2.	***Attendance recorded as*** **Parish Councillors Graham Bocking, David Hale, Rhiannon Evans Dona Jiji John and Lel Tyrrell, & Julie Evans** ***2 members of the public***
3.	***Apologies for absence received & recorded from Parish Councillor*** **Ploy Culley** Parish Councillor Kevin Sherwood did not attend Borough Councillor Rojina Pradhan Rai Borough and County Councillor Hands
4.	***Council had no Apologies for absences to accept in accordance with LGA 1972 s85 (eg 6 month rule – Dispensation requests must be received in writing by the Clerk prior to the agenda being prepared for the meeting)***
5.	***Council elected Cllr Julie Evans vice-chair of Council and Council paused to allow the acceptance of office forms to be signed in front of the Proper Officer***
6.	***Council noted outcome of notice of vacancy published is that the PC can start the co-option process- notices to be published***
7.	***Declaration of Interest for matters on the agenda were invited - none***
8.	***Minutes of the previous Parish Council Meeting held on 29th June 2026 were approved***
9.	***Council received updated report from clerk and agreed matters relating to the update of the ROSPA actions agreed at the EOM*** ***It was noted that the insurance company has been sent a copy of the ROSPA action schedule and have no concerns***
10.	***Council received updated report from Clerk and agreed matters relating to the update of the Risk Assessment actions agreed at the EOM*** ***I It was noted that the insurance company has been sent a copy of the RA action schedule and have no concerns***
11.	***Council approved financial reports as attached*** ***Council discussed the FA schedule as presented at meeting and noted the amendments.*** ***RFO informed Council that the Bank Safeguarding review was completed***
12.	***Council considered report presented by the Clerk of communications received from a member of the public and after discussing each point and actions /responses taken by the Clerk and also the advice of the Clerk as the proper officer who has also sought advice from the CEO of GALC and the Monitioring Officer as explained at the meeting, Council agreed responses***

	As the member of the public had requested that this be minuted and the schedule is attached along with the agreed responses of the Council
13.	***Council received verbal feedback from T&PC strategic flood risk assessment -Cllr Bocking/Cllr Evans*** ***Sewage overflow and lack of capacity noted and planning condition to be attached on future applications*** ***Further information to be presented to Council when available***
14.	***Council invited public participation*** • ***Defibrillator location requested – Waiting Bromford information to be approved by Council*** • ***Crossing on Innsworth Lane installation date requested– Delays with process by GCC noted*** • ***What is the role of the clerk and the role of the Chair- roles explained by Chair of Council*** • ***Felt that the previous item relating to the Correspondence from resident had not been taken seriously.*** • ***Rules regarding residency discussed*** ***Public session closed at 19.47-member of the public left*** ***Cllr Bocking left at 19.48***
15.	***Council noted no reports received from Borough and County Councillor Hands*** ***Borough Councillor Rojina Pradhan Rai report was distributed via email and noted***
16.	***Council agreed Gloucester Vineyard Church Council agreed that Gloucester Vineyard Church cannot display notices on the PC noticeboards due to potential license restrictions on the Luke Lane noticeboard, space and fairness to other community groups. Council suggested other local venues such as shops etc might be able to accommodate the notices***
17.	***Council agreed update of its communication policy – Media, communication and complaints policy and formally adopted the draft as distributed via email and presented at the meeting***
18.	***Under the Public bodies admission to meetings action 1960 and schedule 12A of the LGA 1972, It was proposed, seconded and resolved for the Council to move into confidential business to discuss employment, legal and commercial sensitivity matters which may prejudice the Council's financial or bargaining position*** ***Park warden tender documents opened and discussed – 2 tenders received and were compared – Council agreed their preferred Contractor, Clerk was given further instructions by the Council and subject to those conditions being met, Council instructed the Clerk to accept the tender*** ***ROPSA scheme of works tenders were opened and discussed -3 tenders received*** ***Council considered all tenders received and agreed preferred tender and gave instructions to the clerk to set up as soon as possible - and Council agreed to vire from general reserves (1/4/26) for the ROSPA scheme of works*** ***Surface repairs original tender oct 25- updated tenders received and Council agreed preferred contractor – Council agreed to vire from play area floor surface for surface repair quotations. Council gave instructions to the clerk to set up as soon as possible***

19.	***Fixed asset register revisited from item 11 -*** **Following the concerns expressed by the resident the Council agreed to further investigate the number and location of the assets and will discuss and agree any amendments at its September meeting**
20.	***Close of meeting 20.30*** ***Next meeting – bus shelter cleaning tender***

ROSPA summary report as downloaded from the portal and actions agreed by PC at EOM 29/6/26 and updated24/7/26 meeting

date 18/6/26 annual inspection		above 12 immediate action	8 to 12 action required to reduce risk	1-7 low risk - actions should still be taken			ACTIONS AGREED	Update and agreed actions
Site	**::Name**	**Full Name**	**Note**	**Risk Level**	**Risk Score**	**_tasks**		
Play Area	Cableway	Cables have been known to fail under load due to wear and corrosion. This is generally where the cable enters into a tube, top bar, sleeve or similar, where the wire is in contact and wears and frays over time, but can happen anywhere on the cable. It is important to inspect any hidden parts at least annually. Damaged cables require replacement. This cannot be determined during an annual inspection, and is excluded from our inspection. This can lead to a high risk if no action is taken. Refer to the manufacturer's instructions to ensure the correct check is carried out.				Conduct an appropriate dismantling inspection according to the manufacturer's instructions, and at least annually. The trolley mechanism can be checked at the same time.	Council agreed to engage a contractor to do this annually 3 quotes to be obtained	see tendering process-monthly/quarterly quote received separately – CLERK TO FOLLOW UP to get 3 quotes
Play Area	Cableway	Fixtures loose or missing.	Seat to chain.	Low	6	Tighten.	3 quotes to be obtained	See tendering process
Play Area	Cableway	Moderate repairs are needed.		Medium	8	Repair.	3 quotes to be obtained	See tendering process
MUGA	MUGA - Double End	Litter on site.		Low	6	Clean up.	done	

MUGA	MUGA - Double End	Bolt cap damaged.	Or missing.	Low	6	Replace.	3 quotes to be obtained	See tendering proccess
MUGA	MUGA - Double End	Encroaching vegetation or trees.		Low	6	Remove.	Grass cutter to be asked to pull out	See tendering for park warden
Play Area	Litter Bin	Bin is full.		Low	6	Empty the bin.	done	n/a
Play Area	Seating	Fixtures loose or missing.	Also slightly loose in ground.	Low	6	Tighten/replace.	3 quotes	See tendering proccess
Play Area	Carousel - Bowl	The bearings are worn.	Item rocking.	Medium	8	Replace the worn bearings.	3 quotes	See tendering proccess
Play Area	Swing - Basket	Chain covers prevent a thorough inspection of all chain links.				Remove chain covers to inspect according to manufacturer's instructions, and replace the covers when done.	3 quotes	See tendering proccess
Play Area	Swing - Basket	A secondary support device is required to prevent collapse in the event of supporting component failure.	One is broken and the other is twisted. Repair/replace.	Low	6	Read the notes for further action. Welding to fix	3 quotes	See tendering proccess
Play Area	Swing - Basket	Some chain wear.		Low	6	Monitor for further deterioration and replace before 40% wear.	3 quotes	See tendering proccess
Play Area	General Surface	Litter on site.		Low	6	Clean up.	done	n/a
Play Area	Climber - Frame & Net	Strimmer damage is present on posts, allowing water to enter and timbers to soften. It can also remove the protective envelope around the timber. Prevent further damage and check timbers for decay throughout the year.		Low	6	Prevent further damage.	3 quotes for a plastic cover to prevent further damage	Quotation from grass contractor received for supply and install – council agreed to Leave within endering process

							Advise grass cutters to avoid	
Play Area	Climber - Frame & Net	Timber is decayed.		Low	6	Replace affected parts.	3 quotes	See tendering process
Play Area	Climber - Frame & Net	Cap missing.		Very Low	2	Replace.	3 quotes	See tendering process
Play Area	Swing - Junior - 1 Bay 2 Seat	The covers should be removed from the fitting at the top of the chain annually and the shackle bolt should be checked for wear. Check the security of the fittings too.		Medium	9	Replace at 70% of original diameter (30% wear). Check the security of the fittings.	3 quotes	See tendering process
Play Area	Swing - Junior - 1 Bay 2 Seat	Some chain wear.		Low	6	Monitor for further deterioration and replace before 40% wear.	3 quotes	See tendering process
Play Area	Rocker - Car	Fixtures loose or missing.	Panels loose to seat/spring.	Low	6	Tighten.	3 quotes	See tendering process
Play Area	Seating	Item has corrosion.	Fixings corroding.	Very Low	2	Treat and repair.	monitor	n/a
Play Area	Litter Bin	Minor repairs are needed.	Bin liner has been displaced.	Low	5	Read the notes for further action., Repair.	done	n/a
Play Area	General Surface - Wet Pour	Shrinkage / separation of the surface. This may give a trip hazard.		Medium	8	Repair.	Council to consider repair quote received for wet pour	See previously received quotations Tender process to be updated
Play Area	Swing - Toddler - 1 Bay 2 Seat	Shrinkage / separation of the surface. This may give a trip hazard.		Low	6	Repair.	Council to consider repair quote for wet pour	

Play Area	Swing - Toddler - 1 Bay 2 Seat	Seat(s) set at incorrect height.		Low	6	Adjust to give a minimum of 350 mm clearance for standard seats, and 400 mm for tyres, baskets and other groups seats. We recommend a minimum of 500 mm seat height to reduce foot drag and surface wear.	Ask installers to explain why does not meet standards 3 quotes	Pending- tenderering process
Play Area	Swing - Toddler - 1 Bay 2 Seat	There is wear in the bushes.		Low	4	Remove shackle bolt and check bush and shackle pin wear, replacing as necessary.	3 quotes	See tendering process
Play Area	Swing - Toddler - 1 Bay 2 Seat	Loose swing seat eye-bolts.		Low	6	Tighten connecting nuts.	3 quotes	See tendering process
Play Area	Multiplay - Slide Climber	Slide bar not fitted across the access to the slide.		Very Low	3	No reasonably practicable action is identified.	monitor	n/a
Play Area	Multiplay - Slide Climber	Item has corrosion.		Very Low	3	Treat and repair.	3 quotes	See tendering process
Play Area	Multiplay - Slide Climber	Item is bent.	Monitor.	Very Low	2	Read the notes for further action.	3 quotes	See tendering process
Play Area	Multiplay - Slide Climber	There is a head entrapment.		Low	6	The unit was installed prior to the publication of the current standards. There is no requirement to make	3 quotes	

						retrospective changes.		
Play Area	Multiplay - Slide Climber	Exposed metal rope core(s).		Medium	8	Replace the worn ropes.	3 quotes	See tendering process
Play Area	Multiplay - Slide Climber	Fixtures loose or missing.		Medium	10	Tighten/replace.	3 quotes	See tendering process
Play Area	Multiplay - Slide Climber	Timber is decayed.	Timber is not in a good condition and is splintering.	Low	6	Replace affected parts.	3 quotes	See tendering process
Play Area	Multiplay - Slide Climber	Overhead ladders and rings provide significant play value and benefits to children, and with it the risk of falling. Ensuring the surface remains in good condition will help to keep the correct balance between benefits and risk.				If possible, on angled or S-shaped bars, consideration should be given to level bars with firm grips and even spacings. The protective surface under all bars and rings must be kept in good condition.	Noted	n/a
Play Area	Agility - Trim Trail	Overhead ladders and rings provide significant play value and benefits to children, and with it the risk of falling. Ensuring the surface remains in good condition will help to keep the correct balance between benefits and risk.				If possible, on angled or S-shaped bars, consideration should be given to level bars with firm grips and even spacings. The protective surface under all bars and rings must be kept in good condition.	noted	n/a

Play Area	Agility - Trim Trail	Strimmer damage is present on posts, allowing water to enter and timbers to soften. It can also remove the protective envelope around the timber. Prevent further damage and check timbers for decay throughout the year.		Low	6	Prevent further damage.	See previous action on strimmer damage	n/a

Innsworth Parish Council

Risk Assessment

Rookery Road Play area

Assessor: clerk

Review Date: Council 29/6/26 24/7/26

Risk Registers vs Risk Assessments

A **risk assessment** is a **practical tool** used for a specific activity, site, or event. It identifies hazards, assesses who might be harmed, and sets out the measures needed to keep people safe.

Council agreed actions on 29/6/26 and reviewed on 24/7/26

Risk Assessment Table for Rookery Road Play area

Hazard	**Who might be harmed**	**Risk level (before controls)**	**Controls already in place or recommended**	**Further actions needed**	**Risk level (after controls)**	**Responsible person**	**Review 24/7/26**
Management of site	public	high	Council to set up a specific committee with delegated authority to make decisions and to meet bi monthly/monthly	**Decision of council was to not to have a committee**	low	council	n/a 24/7/26
Lead Volunteer	Whole group	high	Council to appoint a lead volunteer or caretaker for specific activities – decisions can only be taken by Council	**council considered the appointment of a park warden on PAYE** **This was not ratified at the pc meeting and Council agreed to seek a contractor via a tendering process**	low	Council	See tendering process
Communication	public	low	Contact details for emergencies, contact details for reporting of concerns Posting of agendas for council meetings to encourage communication	**Council decision on who, where, how- pending appointment of park warden- use clerk email address** **Noticeboard to be updated -agreed delegation to Chair of Council**	low	Council	Pending contractor done

Hazard	**Who might be harmed**	**Risk level (before controls)**	**Controls already in place or recommended**	**Further actions needed**	**Risk level (after controls)**	**Responsible person**	**Review 24/7/26**
Manual handling (lifting bags, emptying bins, equipment)	Volunteers	Medium	Advice not to overload, provide litter pickers/grabbers	Remind volunteers to use two-person lifts for heavy items	Low	Lead Volunteer	n/a
Litter	public	medium	Periodic litter pick by councillors – bins provided Bins to be repaired	**Council to appoint a park warden** **Council to agree repair/replacement – specification needs to be agreed at pc meeting**	low	Lead Volunteer or caretaker Council	See tendering process
Traffic (working near roads/parking areas)	public	high	Grass cutting contractor	Recognised specialist contractor	low	N/A	n/a
Weather (heat, rain, cold)	Volunteers, public	Medium	Advise suitable clothing, provide water, option to stop in adverse conditions	Monitor forecast and adapt event timings	Low	Lead Volunteer or caretaker	See tendering process
Lone working / separation from group	Volunteers	Medium	buddy system	Count in and out volunteers	Low	Lead Volunteer or caretaker	n/a

Hazard	Who might be harmed	Risk level (before controls)	Controls already in place or recommended	Further actions needed	Risk level (after controls)	Responsible person	Review 24/7/26
Slips, trips, falls	Volunteers, public Users of play areas	Medium medium	Route checked in advance, volunteers briefed, warning signs where needed Weekly inspection	Play area caretaker to highlight specific hazards **Council delegated authority to spend to Clerk if H & S issue**	Low Low low	Lead Volunteer or caretaker Council decision Council decision	Pending tendering process should not be an emergency and if so will be reported by park warden
Play equipment	public	high	Mandatory Annual play inspection	**Decisions of council 3 quotes for remedial works as highlighted in ROSPA report** Contract placed for annual ROSPA inspection	low	Council	Annual inspection in place 6/26
Play equipment	public	medium	Routine Weekly visual check	**Decisions of council to appoint park warden**	low	Council	See tendering process
Play equipment	public	medium	Quarterly operational checks	**Decision of Council to appoint contractor for quarterly inspections – 3 quotes for quarterly check**	low	Council	See quotation received for monthly/quarterly see rospa – agreed in principal

Hazard	Who might be harmed	Risk level (before controls)	Controls already in place or recommended	Further actions needed	Risk level (after controls)	Responsible person	Review 24/7/26
							further quotes needed
MUGA	public	medium	Quarterly operational checks	**above**	low	Council	see above
Hire to sole user	public	low	Council decision setting out clear parameters	**Decision of Council**	low	Council	n/a
Accessibility for wheelchair users	Public	medium	Route checked and reasonable adjustments to be considered	**Decision of council to consider reasonableness at a future point** **Quote for wheelchair accessibility access and equipment**	low	Council	Pending medium term – consider at budget setting
Long term replacement of equipment	public	medium	Reserves set aside by Council Annual rospa inspection	**Decision of council to protect/increase reserves- budget setting process**	low	council	Pending medium term – consider at budget setting
Long term replacement of MUGA infrastructure	public	medium	Reserves set aside by Council Annual rospa inspection	**Decision of council to protect/increase reserves budget setting process**	low	council	Pending medium term – consider at budget setting

Hazard	Who might be harmed	Risk level (before controls)	Controls already in place or recommended	Further actions needed	Risk level (after controls)	Responsible person	Review 24/7/26
							ROSPA no concerns at present time
Long term replacement of MUGA safety surface	public	medium	Reserves set aside by council Quotations received	**Decision of council on level of works to be contracted -budget setting process** **Clerk look at report for surface report for MUGA**	low	council	RoSPA report has been confirmed – no immediate concerns
COVID-19 or communicable illness	Volunteers, public	Low	volunteers to stay away if unwell	Update control in line with latest government advice	Low	caretaker	See tendering process n/a
Reputational risk (complaints, injury)	Council	Medium	Insurance in place, risk assessment carried out, clear volunteer briefings as appropriate	Review post-event, record any incidents Specification for park warden	Low	Clerk/Council	See tendering process Insurance confirmed July 26 no concerns on rospa or RA reports Monitoring officer confirmed happy with ROSPA/RA process

Risk Rating Guide

- **High** – could cause serious harm; immediate action needed
- **Medium** – could cause harm; control measures required
- **Low** – unlikely or minor harm; monitor and maintain controls

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Financial reports for July 26 meeting
Cash book

date	payee	chq no	amount	balance
	opening balance			20978.11
28/04/2026	precept	receipt	13500.00	34478.11
28/04/2026	cil	receipt	3181.77	37659.88
24/04/2026	b holder	so	-732.15	36927.73
24/05/2026	b holder	so	-732.15	36195.58
24/06/2026	b holder	so	-732.15	35463.43
28/04/2026	bank charges	dd	-3.00	35460.43
21/04/2026	b holder	961	-19.66	35440.77
20/05/2026	b holder	964	-61.06	35379.71
22/05/2026	p culley xmas	965	-89.86	35289.85
04/06/2026	I selkirk	966	-175.00	35114.85
04/06/2026	chatty café	967	-1500.00	33614.85
04/06/2026	glebe	968	-874.23	32740.62
04/06/2026	parish on line	969	-480.00	32260.62
04/06/2026	galc	970	-837.51	31423.11
24/06/2026	pata	971	-41.35	31381.76
24/06/2026	b holder	972	-60.56	31321.20
24/06/2026	hmrc	973	-1893.30	29427.90
28/06/2026	sportily	974	-24.00	29403.90
02/07/2026	glebe	975	-291.41	29112.49
22/05/2026	vat refund	receipt	1103.98	30216.47
28/04/2026	bank charges	dd	-3.00	30213.47

Reconciliations

bank reconcilation business current account			
opening balance 1/4/26		20978.11	
income		17785.75	
transfer from money man			
payments		-8550.39	
closing balance 4/6/26		30213.47	0.00
balance per statement 4/6/26/26			37122.98
less unpresented cheques			
	so	-732.15	
	966	-175.00	
	967	-1500.00	
	968	-874.23	
	969	-480.00	
	970	-837.51	
	971	-41.35	
	972	-60.56	
	973	-1893.30	
	974	-24.00	
	975	-291.41	
			-6909.51
reconciled balance			30213.47
money manager			51,957.00
total cash at bank			82,170.47

payroll reconciliation
30/6/26

	cash book	pata
gross	3702.93	3702.93
ees ni		
ers ni	367.80	367.80
paye/ni	1525.50	1525.50
net	2177.43	2177.43
		0.00

expenses reconciliation

	31/03/2026	31/05/2026	30/06/2026	31/07/2026
mileage	24	24	24	24
use of home				
printing	8.6	13.5	16.9	18.9
stationery	10.38			4.8
postage	8.8	3.9		8.8
	51.78	41.4	40.9	56.5
	29.28			
	81.06			

reserves reconciliation	2024	2025	31/03/2026
play parks	20000	24100	29465
street furniture includes defib	20000	18492	15802
grants and donations and community events	5500	8080	3000
contingency	5000	5000	5000
muga	10000	10000	10000
NDP	5000	5000	5000
IT	1000	1000	1000
election	3500	3500	3500
general	17170	6862	0
bank balance at year end	87170	82034	72767

budget against actual	budget	actual	balance
income			
precept	27000	13500	13500
cil		3182	3182
wayleave		0	0
interest on money manager		168	168
vat refund		0	0
	27000	16850	16850
expenditure			
employment costs	15000	3703	11297
ers ni	1471	368	1103
vat expenditure (claim made)	0	1104	-1104
play area	9000	0	9000
admin costs	0	160	-160
website	700	480	220
training	200	0	200
payroll costs	200	41	159
subscriptions	700	838	-138
bank charges	100	6	94
burial ground	300	0	300
grass cutting	3600	1166	2434
insurance	1200	0	1200
room hire	500	24	476
defibrillator	500	0	500
audit	500	175	325
expenditure funded from precept	33971	8065	25906
general expenditure from reserves (shortfall fromprecept for general expenditure)			
community events	5000	90	4910
play area floor surface	24000		8000
play equipment		0	0

defibrillator		0	-2315
dog and waste bins	250	0	
grants	1000	1500	-1950
notice boards	625	0	625
bus shelter/ seats	300	0	300
general reserves	6971		
total expenditure from reserves	38146	1590	
total expenditure budgeted	72117	9654	25906

Fixed asset register				Approved by Full Council as at 31/3/26 on meeting of 27/3/26	And sent to Internal auditor		Presented to full council at meeting on 24/7/26	Notes
				31/3/25	31/03/2026		As at 31/3 2026	
rookery road play area					0	Rookery road land	0	
cherry unit				0	0	Cherry unit	12474	
various other play equipment				12474	12474	Various other play equipment	9000	
MUGA				9000	9000	MUGA	113698	
safety surface				113698	113698	Safety surface	6886	
tidy bear				6886	6886	Tidy bear	200	
pirate ship				200	200	Pirate ship	24670	
gates and fences				24670	24670	Play equipment, gates and fences	18616	
poppy seats x3				18616	18616	Poppy seats x3	1849	

bus shelters x8 \reduced to 7 in jan 25				1849	1849	Bus shelters x8 reduced to 7 in Jan 25	16642	Swallow Crescent removed as agreed minutes 11/24 8 as listed by previous clerk
notice boards x5 increased in Jan 25 (1 added one taken away)				16642	16642	Noticeboards x3	3522	Minutes 24/1/25 increased in January 25 and one replaced Kestal parade, play area and luke lane
village name plates				3522	3522	Village name plates	1147	X5
wooden knee railing and posts				1147	1147	Wooden knee railings and posts	6369	
RAF seat				6369	6369	RAF seat	0	Minutes 24/1/25
NHS seat removed jan 25				0	0	NHS seats	2820	One removed in Jan 25
dog bins				2820	2820	Dog and litter bins	1000	
Litter bins				1000	1000			
lap top				500	500	Lap top	500	
defibrillator	10/06/2025					defibrillator	2315	Waiting installation
				219393	221708		221708	

Council agreed to do a physical audit of assets to agree locations

INVITATION TO TENDER -PARK WARDEN SERVICES WITH SOME GENERAL MAINTENANCE WORK

AT THE ROOKERY ROAD PLAY AREA

DUTIES TO INCLUDE

- GENERAL TIDYING OF THE PARK
- EXPECTED TO VISIT THE PARK AT LEAST 3 TIMES A WEEK
- EMPTYING BINS
- PUTTING BINS OUT ON COLLECTION DAY AND RETURNING THEM AFTERWARDS
- VISUAL INSPECTION OF PLAY EQUIPMENT AND PARK FACILITIES
- REPORTING ANY DAMAGE, DEFECTS OR SAFETY CONCERNS TO THE CLERK OF THE COUNCIL
- KEEPING HEDGES TRIMMED AND PLAY AREAS WEED FREE
- HELPING TO ENSURE THE PARK REMAINS CLEAN, TIDY AND SAFE FOR USERS
- ANNUAL CLEANING OF FLOOR SURFACES TO PREVENT MOSS BUILD UP
- OTHER DUTIES AS AGREED WITH PARISH COUNCIL
- MUST PROVIDE OWN PPE AND OTHER EQUIPMENT
- MUST BE ABLE TO PROVIDE CONTACT NUMBER ACCESSIBLE TO THE PUBLIC FOR EMERGENCIES

TENDER SUBMISSION SHOULD INCLUDE

- RELEVANT EXPERIENCE
- PROPOSED MAINTENANCE SCHEDULE
- EVIDENCE OF PUBLIC LIABILITY INSURANCE RELEVANT TO THIS CONTRACT

- ANNUAL TENDER PRICE
- REFERENCES

Visits prior to submission of tender can be arranged

THE CONTRACT WILL BE FOR A 3 YEAR PERIOD, REVIEWED ANNUALLY AND WILL BE AWARDED BY TENDER

APPLY BY EMAIL TO clerk@innsworthparishcouncil.gov.uk by the 20th July 2026

Innsworth Parish Council reserves the right not to accept the lowest or any tender received

Communication schedule

Councillors have received all the emails in full electronically as soon as the Clerk received them and which are summarized on the following schedule. The schedule was sent electronically prior to the meeting and hard copies were given to all Councillors present, for Councillors to work through at the meeting. The Proper Officer gave verbal updates through the reading of the schedule, and these included both actions taken and advice received from outside parties. This enabled the Council to respond to the points raised and to make their decisions.

The schedule had also been shared with the CEO of GALC and Monitoring Officer of TBC prior to the meeting to enable the PO to seek further guidance to be able to advise the Council accordingly. The resident has also contacted the same agencies independent of the PC

The resident wished for all the responses to be in writing and minuted

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
17/7/26 15.35	15	account	Resident has sought independence governance advice from GAPTC			PO informed Council that advice has been sought on behalf of the Council from GALC and Council noted
17/7/26 16.12	15	RA	2 day deadline or referral to external bodies			No comment by Council
15/7/26 5.39am	14	RA	Operational questions not answered			See below
	14		Council to explain why it considers acceptable not to respond- but also noting that responses have been given	15/7/26 12.36	All correspondence forwarded to councillors	Council noted that the PO having sought advice from GALC, who confirmed that the Clerk was acting appropriately by collating all emails to present to council to responses agreed point by point below
	14		Management of risks		H & S is responsibility of Council ,who having considered ROSPA report, made decisions all of which are minuted	Council agreed that RA and ROSPA schedule of responses are the responses of the Council, agreed at a meeting of the Council and have been confirmed acceptable to insurance co, monitoring officer and also advice had been sought by Councillor from HSE

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
	14		Noted role of park warden.			No comment by Council pending decision of Council later in the meeting of 24/7
	14		Is this the pc normal procedure for dealing with enquiries re H &S			Agreed that the Clerk has responded on behalf of the Council Council further agreed to respond to resident as detailed below and that the PO has actioned the decisions of the Council all of which have been recorded in the updated ROSPA and RA documents and minutes of the EOM and draft minutes of meeting of 24/7
	14		Has pc considered closing park or equipment			Council noted that all the advice in the ROSPA and RA reports had been distributed fully and Council agreed that ROSPA report did not include anything more than a medium risk and felt it had put appropriate mitigation in place. Council agreed that if the park was unsafe, Council would have closed it
	14		Overall responsibility of park			It was agreed that as recorded in the minutes of the EOM in

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
						June, that responsibility remains with full Council
	14		Senior councillor with H & S responsibility			Council agreed that H & S matters are the responsibility of the Full Council,
	14		2 day deadline or referral to external bodies eg GCC, TBC and H &S executive			PO advised council that advice had been sought (see above) . GALC supported the action of the Clerk . A Councillor advised Council that advice had been sought from HSE and confirmed that no further actions were recommended
	14		Bring to the attention of all pc's	15/7/26 12.36	Your correspondence is forwarded to councillors and will be considered at next meeting	Council agreed with response provided and felt that the Risks are mitigated by Councils actions
8/7/26 12.54 and 13.16	13	RA	Seeking substantive response to email 13 Informs pc that he will refer to external bodies	8/7/26 15.04	The pc discussed and accepted ROSPA report and the RA completed by proper officer, their decisions against every point are	Council agreed with the response provided noting that the reports are within the draft minutes on the website

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
					attached to the draft minutes on the website and decisions taken have been actioned.	
8/7/26 11.20	13	RA	PC not confirmed adoption a suitable or sufficient RA	8/7/26 13.40	The resident's RA has been forwarded to Councillors, will be on next agenda. Latest decisions are recorded in draft minutes on the website	Council had adopted the RA provided by the PO at the EOM in June, The PO advised Council that the RA was in a format recommended by GAPTC and the actions agreed and other decisions were published in the draft minutes and subsequently accepted by the Insurance company .
			Has council approved and signed off a suitable RA			See above
			Interim measures implemented			See minutes of the EOM in June 26
			Urgent remedial actions			Council agreed that it has taken actions to mitigate medium and low risks- no high risks were identified in the reports

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
2/7/26 18.09	13	RA	Submits own draft RA	2/7/26 20.17	Thank you for email and help, distributed to council and await their response	See previous items
2/7/26 16.35	13	RA	Unclear on council's measures	2/7/26 19.54		Council referred to items on the agenda of 24/7 which have at this point in the meeting had already been discussed
			ROSPA identification of items require remedial actions have been repair, isolated			Council referred to previous points
			Interim measures			See previous
			Routine inspections	s	None	Council confirmed that there were currently no official routine inspections. Subject to completion of the tendering process this will part of the park warden role. It was noted that the previous park warden submitted reports to Council upto July 24– Councillors had also reported damage and these were minuted and actions agreed as found in the minutes of meetings on the website

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
						Council confirmed that annual inspections are now set up. A member of the public interrupted at this point
			On what basis has pc determined play area remains safe			See previous
2/7/26 16.04	13	RA	Acknowledges published RA/ROSPA	2/7/26 18.14	Refer to draft minutes The council will respond in due course	It was noted that the resident has been signposted to previous draft minutes
			Was RA formally approved			Council signposted to the minutes of June 26 EOM
			Current control methods Implemented			None at the present time but referred to RA adopted at June 26 EOM
			Defects made safe			Council referred to ROSPA schedule of works
1/7/26 4.19 am	1	Risk assessment/register	Confirm RA and associated actions have been formally considered and approved by Council and if so on what date	1/7/26	PC considered and agreed actions at meeting on 29/6	Council agreed with response of PO

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
	1		If documents not approved -advise date Council will consider			See above
	1		Where current RA and existing control measure are available for public inspection pending approval of update documents		Reports will be published with the draft minutes within the statutory time line	Council noted responses and that all documents were within the draft minutes published on the website
30/6/26 18.28	1	RA and asset register	Where are documents on website	30/6/26	Confirmed info already given that once docs have been reviewed and approved its actions the website will be updated	See above
30/6/26 18.02	2	Minutes agreed	AGM – chairmans acceptance of office must be signed and dated	30/6/26 18.44	I will respond fully in due course	Council confirmed all legal process followed and are minuted in the approved minutes
	2		AGAR statement must be signed in the correct order			Council confirmed all legal process followed and are minuted in the approved minutes
	2		Banking mandate – no changes			The Council confirmed all legal process followed in accordance with Standing

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
						orders for Annual meeting of the Council
	2		Delegation to councillor for website/social media			As per published minutes delegation for uploading of content to specified Councillor within the parameters agreed by Council Council also noted the agenda item regarding updating communication policy at meeting on 24/7/26
	2		Delegation for community groups to post onto pc social media/noticeboards			Council agreed to refer to agenda items of 24/7/26 and previous minutes
	2		Grant awarded under s137 -resolution, amount,power recorded, evidence of benefit			Council agreed to refer to minutes of decision published
	2		Use of s106 monies – can't simply decide to use s106			Council agreed that it is aware of the S106 agreement and that s106 is a Borough Council matter

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
	2		Confidential business not recorded fully			Council agreed Council agreed legal process was followed
	2		Non – quorate -			Council agreed legal process was followed
	2		ROSPA inspection			Council referenced the decisions at the May meeting since carried out and followed up in EOM of June 26
	2		Grass cutting contract renewal			See previous minutes published on website where it was agreed by Council not to go to tender this year Council noted that they have not previously received complaints for the PC land . It was agreed other areas are responsibility of GCC and should be reported via Fix my Street
	2		Public session responses – not formal council resolutions			Council agreed that PC cannot take decisions on matters raised in publis sessions unless they are already on the agenda
	2		Public question of fixed assets that are removed/disposed of –			It was noted that at a previous meeting following a question from a member of the public,

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
			are they still on asset register			that the RFO advised Council that assets disposed of following a decision of the Council are noted and removed from the FA schedule
30/6/26 16.40	3	Park report and minutes	Rospa report -High priority issues- stating the serious misunderstandings of the rospa report	30/6/26 17.43	Points are noted and the draft EOM minutes will be available in due course which will show the decisions of the council	Council agreed with response made and it was noted that Councillors received the report directly from the ROSPA company and the no interpretation was made prior to the Council discussing the reports at EOM- it was also agreed that there were no High priority issues requiring urgent action
	3		Copy of minutes which discussed report and actions agreed		Draft minutes will be available in due course	Council agreed that the draft minutes and attached reports were published within the legal time frame
	3	EOM agenda	Agenda shows anticipated attendance rather than recording attendance			Council agreed that Agendas show anticipated attendance for the information of the public. The minutes record the actual attendance and any apologies received

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
	3		Ensure 6 month absence genuinely expired- statement			Agreed by council that the agenda stated the legal position, steps taken and advice sought
	3		No approved absences exist- statement			Council agreed that the Clerk continually highlights in the agenda the legal differences of received, accepted and approved apologies and the requirement to attend Council meetings as a Parish Councillor
	3		Vacancy properly published statement			All legal process were followed
	3		Item 13 confidential business		The council must formally resolve under 12a of LGA 1972- this can only be done at the meeting and not predetermined by clerk -	It was agreed by Council that The minutes do record the power used. The agenda only highlighted the possibility, the Council at the meeting agreed a resolution to move to confidential business. It was also noted that - Standing orders(2025) state that no notice of confidential session is needed on agenda-
	3		Annual meeting draft minutes- council			The Council noted that the following points are

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
			inquorate on specific item-statement			statements and not questions and did not agree a response
			Section 85 absences – states clerk will check			
			Council removed delegated authority for planning			
			Playground management states decision of council not to lock- you are now liable for injuries or accidents			
			ROSPA inspection – several medium risk defects requiring action – lists points from summary report			
			Potential liability – council liability			
			Can the council produce records showing inspections, repair logs, contractor inspections, risk assessments and maintenance schedule			The Council agreed that it does not keep these records. Repairs undertaken will be apparent minutes of previous meetings. Council noted that the PO has responded to the Monitoring Officer on this point.

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
			Missing RA information			The Council agreed it had considered the RA at its EOM and the contents were published within the minutes
29/6/26 13.14	4	Urgent request and action regarding potential environment and public safety concerns	Blackbird avenue/swallow crescent location confirmed	29/6/26 14.05	Clerk has forwarded to PROW, Glos Highways, EN Health, cc County and Borough Councillors	Council agreed it has no powers in this matter and agreed the actions taken by the Clerk were appropriate
28/6/26 20.44	4	Urgent request and action regarding potential environment and public safety concerns	Land accessible via PROW behind residential properties containing abandoned vehicles, waste, overgrown vegetation, other stored materials Why this matter has not been report by PC and has the pc considered its potential implications for public safety Has the matter been formally reported to relevant authorities, if not why not, is it an environmental issue	29/6/26 8.39	Location requested	Council noted timeframe of responses and that the Clerk referred to other agencies as soon as practicable following the concern reported

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
			RA of public safety implications Has land owner been contacted, will this be placed on next PC agenda			
25/6/26 05.39am	5	Hard copy	Missing or inadequate information on park notice board,	25/6/26 06.19	The points raised will be distributed to councillors	Council referred to the minutes of 29 June 26 EOM
	5		Current pc information			Already answered
	5		Park information rules			Already answered
	5		Emergency and reporting			Already answered
	5		Safety information			Already answered
	5		Maintenance and inspection information			Already answered
	5		General presentation and tidiness			Already answered
24/6/26 11.52	5	Hard copy	Copies of what is displayed in parish noticeboards and play area	24/6/26 19.33	Images of noticeboard attached noted	Council noted that the Clerk responded within 7 hours
	5		Where RA are on website	24/6/26	RA is currently being reviewed following ROSPA report and will be updated at next pc meeting and will then be	Council noted that the EOM took place on 29/6 and that the reports were now on the website and referred to the minutes of the EOM

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
					published on website	
24/6/26 7.28	6	Residents questions	Asset register and asset management- confirm AR is accurate and up to date- response requested in writing and minuted	24/6/26 7.37	Some questions have already been raised and information will be provided in due course. The pc are due to meet on 24/7/26 where correspondence will be put on agenda and responses agreed by pc and recorded in minutes	Council agreed the RFO's response
	6		Bus shelters, village name plates and benches absent from current register – do these remain in the pc ownership, The current location of assets			Council agreed that the asset register was agreed by Council in March 26 and May 26 and the financial reports agreed at that meeting were then forwarded to Independent Auditor and show bus shelters, names plates and benches The only changes to FA register in y/e 31/3/26 was addition of defib.

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
	6		Stored, disposed or scrapped			Council agreed that no assets were disposed of in the financial year 25/26
	6		Management of MUGA- does the pc employ or engage a park warden – if so what are the costs			Council referred to minutes of June 26 EOM
	6		Opening closing times			Council referred to minutes of Annual meeting of Council in May 26 which confirmed a previous decisions of the council which are on the website
	6		Routine/monitoring inspections			Already answered
	6		Use of facilities by 3rd parties – what agreement between pc and sportily			Council agreed to refer to meeting of 2/26
	6		Use of community hall by pc and costs			Council agreed that it is charged as a community user and costs are recorded in the cash book
	6		Swallow crescent garages- what action has the pc taken,			The PO advised Council that at a meeting in January 25, Residents were advised to report to enforcement at TBC and this was the last time that

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
						the matter was raised at a PC-meeting Council agreed this matter was out of the control of the PC
	6		Does the pc undertake regular inspections or report concerns of public areas and community areas			Council agreed that it was not the responsibility of the PC to inspect land owned by other agencies but concerns would be forwarded to appropriate agencies if they came to the attention of the Council
	6		Bus stops and public infrastructure- how many bus stops or shelters fall within the pc responsibility			Council referred to the FA schedule published with the minutes of the March and May 26 meetings but also noted bus stops are not within the responsibility of the PC
	6		Who is responsible for inspection, maintenance, cleaning			Council confirmed it is planning to look at bus shelter cleaning at budget setting time –
	6		Communication and public engagement – target timescale for responding			Council agreed that there was no timescale in any communication policies
	6		Does pc have a published policy for			The Council does not currently have a published

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
			responding to emails and enquires			policy. The agenda item 17 will be considering this matter
23/6/26 18.00	7	account	Checked AGAR figures and appears correct	23/6/26 18.51	Clerk will look into questions raised	Council agreed that it had agreed the AGAR and its figures within its 27th March 26 and May 26 meetings which were all published on the website
	7		Reserves – general reserves 0 balance			Councll agreed that they approved the reserves as set out in the minutes of the March and May meeting and at its budget setting meeting on 28th November 25 to keep precept low to support residents during cost of living crisis
	7		Asset register increase – is this the defibrillator			Council agreed the increase in the FA increase was the defib in 25/26
	7		Notice board expenditure			Council agreed previous financial year expenditures are recorded in the published meeting minutes
	7		Bus shelter/seats nil expenditure in 2026			See above

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
	7		Independent audit statement says asset register correct			Council agreed that the IA is provided the same documents as approved in the March 26 minutes and published on the website.
14/6/26 16.30	8	Facebook postings	Link not working on new website	12/6/26	Response given via email Detailed access to website pages already given	Council noted the Clerk's response via email as appropriate
	8	Facebook postings	Anyone know how to get a reply from these jokers of a pc and has been totally ignored by clerk etc	12/6/26 19.56	Surprised not received information as reply received to previous emails– weblink given again	Council noted the Clerk's response
28/3/26 4.31	9	Accounts and assets	Monthly accounts and assets registers	28/3/26 8.34	All agendas and financial reports are published on website and the year end financial reports are published in the May agenda pack The next meeting of the pc is in may and as a member of the public you are very welcome to attend	Council agreed the Clerk's response of 28/8/26 and noted the minutes of the meeting which took place on 27th March and 22nd May 26 had been published on the website, confirming that the asset register was available on the website
	9		Historic records	28/3/26 10.44	Having checked the website the year end	Council agreed the Clerk's response

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
					financial reports are showing in the accounts page of the website	
7/4/26 11.49	10	Accounts and assets	Do you have another website	7/4/26 13.40	Detailed instructions on where to go on website	Council agreed the Clerk's response
15/7/26 6.10am	11	accounts	Follow up to 8/7/26	15/7/26 at 10.13	Correspondence is being forwarded to cllrs and will be considered at next meeting, where responses will be minuted as you requested. All currently held information is on the website	Council agreed the Clerk's response
8/7/26 11.35	11	accounts	Reference email number 7	8/7/26 14.18	I am currently compiling a report to all your questions for the pc meeting	Council agreed the Clerk's response
8/7/26 12.41	12	Grass cutting	Land maintained by pc	15/7/26 19.07	Schedule will be on website from 16/7/26	Council agreed the Clerk's response
	12		Regular inspections by clerk		no	Council confirmed that the clerk does not do regular inspections

date		Heading of email for reference purposes	Question/points	Date Response made	Response already made to resident	Council agreed responses (PO = proper officer of Council)
	12		Inspection reports		none	Council noted earlier response
	12		Defects or concerns are recorded and followed up with contractor			Council agreed that if any concerns are reported to the Clerk or Council they are followed up with contractor and reported to Council and recorded in the minutes

Innsworth Parish Council

Media, Communications and Complaints Policy

Drafted 7/2026

Adopted
Reviewed:
Next Review Due: 5/27

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1. Purpose

The purpose of this policy is to ensure that Innsworth Parish Council communicates effectively, consistently, and lawfully with the public, press, and on social media. It provides a framework for councillors, staff, and volunteers to follow when representing the Council.

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2. Scope

This policy covers all forms of communication, including:

- Press and media relations
- Website content
- Newsletters, notices, and printed materials
- Social media platforms (Facebook, X, Instagram, etc.)
- Email and digital messaging platforms

It applies to councillors, employees, contractors, and any volunteers acting on behalf of the Council.

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3. Principles

All Council communications must be:

- Accurate – based on verified information.
- Respectful – free from offensive, defamatory, or discriminatory language.
- Transparent – open, honest, and accountable.
- Compliant – in line with relevant legislation, including the Data Protection Act 2018, GDPR, Freedom of Information Act 2000, Local Government Act 1986 (Code of Recommended Practice on Publicity), and the Equality Act 2010.
- Professional – reflecting the Council's role as a trusted public body.

Publicity must be lawful, objective, balanced, and non-political. This principle underpins all sections of this policy

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4. Roles and Responsibilities

- The Clerk (Proper Officer) is the Council's authorised press and media contact. All official press releases and media responses will be coordinated through the Clerk.
- Councillors may communicate with residents and the press, but must make clear that they are expressing personal views. They must not present personal opinions as the official view of the Council.
- Council staff and volunteers/contractors must not make public statements or posts on behalf of the Council unless authorised.

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5. Press and Media Relations

- Press enquiries should be directed to the Clerk.
- Press releases must be approved by the Clerk before publication.
- All statements will be factual, balanced, and reflect agreed Council decisions.
- Confidential information and items discussed in closed session must never be disclosed.

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6. Website, Publications and Notices

- The Council's website is its primary source of official information. All statutory information required by law will be published here.

- Newsletters, leaflets, posters, and noticeboards should support, not replace, website content.
- The Clerk is responsible for ensuring that website content is accurate and compliant with accessibility standards (WCAG 2.2 AA).

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7. Social Media

- The Council may operate official social media accounts to share news, promote events, and engage with the community. These accounts are delegated to a specific Councillor to manage within the parameters set out by the Council, eg they should convey the official meeting dates, key points of minutes, agreed actions of the Council and operate within the policies and practices agreed by the Council
- Councillors using personal accounts must:
  - Follow the Code of Conduct.
  - Make clear when views are personal.
  - Avoid bringing the Council into disrepute.
- Content on Council-run accounts must:
  - Be factual, non-political, and respectful.
  - Direct queries to the Clerk rather than engage in debate.
- Offensive, defamatory, or unlawful comments posted on Council accounts may be removed or reported.

Councillors' use of social media is an extension of their conduct obligations and must align with the Code of Conduct.

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8. Conduct and Enforcement

- Breaches by councillors may be referred under the Code of Conduct to the Monitoring Officer.
- Breaches by staff may result in disciplinary action under the Council's HR policies.
- Persistent misuse by members of the public may be addressed under the Complaints Policy.

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9. Emergencies and Crisis Communications

In an emergency, urgent communications may be issued by the Clerk (in consultation with the Chair or Vice-Chair if possible). Messages will focus on factual updates, signposting, and reassurance, avoiding speculation or political comment.

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10. Monitoring and Review

- The Clerk will monitor the Council's website and social media accounts to ensure compliance.
- This policy will be reviewed annually or sooner if required due to changes in law, technology, or council operations.

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11. FOI Act

The Parish Council will comply with the Freedom of Information Act 2000 by

- Proactively publish or make available information as required under the Model publication Scheme
- Charges may be made for information provided under this scheme where they are legally authorised, they are in the circumstances, including the general principles of the right of access to information held by public authorities, justified. These charges may include costs of
  photocopying,
  postage and packaging
  the costs directly incurred as a result of preparing information where it exceeds £450 cost calculated at £25 per hour of staff time (eg more than 18 hours)
- The Parish Council will confirm if it already holds the specific information and provide it within 20 working days
- The Parish Council does not need to draft, prepare or publish information it does not already have at the time of the request
- The Officers of the Council can not interpret, explain or pre-empt the decisions of the Council
- The Officers of the Council will signpost or refer to specific information which is already in the public domain
- A person making such a request must provide their name and address and a clear description of the information required
- The request is for any recorded information already held by the Parish Council
- The request should not be likely to cause a disproportionate cost or burden or an unjustified level of distress, disruption or irritation
- Reference is also made to section 14(1) and regulation 12(4) b of FOI relating to vexatious requests

12. Manifestly unreasonable, unjustified or inappropriate requests/Vexatious requests

- The Council will consider the motive of the requester and the value of the information being sought eg is it in the public interest for this information to be sought-The 4 principles for seeking information are
  Holding public authorities to account for their performance

Understanding their decisions
Transparency
Ensuring justice

- The Council will consider the cost/burden of dealing with the request eg the amount of staff time, distraction of resources from dealing with other matters,
- Any harassment or distress caused to staff
- The Council would consider it reasonable to expend up to 18 hours of staff time on a request
- The request must not make threats against employees or offensive language be used
- The requester may be demonstrating unreasonable persistence by seeking to re-open a matter or moving the substance of a complaint, or bombarding individual councillors or Officers with parallel complaints on the same issue,
- Actions that the Council may take in the case of vexatious communications include but are not limited to:

Evidence gathering to enable the Council to make a decision
Decision of the Council will be communicated to the requester in writing setting out a Time Bound Review date (usually every 3 to 6 months) and may include frequency caps (eg the communication will be read monthly or a Read and File status
The Council must not ignore new, genuine issues or FOI requests

Complaints

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1. Purpose
Innsworth Parish Council is committed to providing high quality services to the community. We welcome feedback and recognise that occasionally things go wrong. This policy sets out how members of the public can raise complaints, and how we will handle them fairly, consistently, and promptly.

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2. Scope
This policy covers complaints about the Council's:

- Administration and procedures
- Services provided to the public
- Decisions made by the Council
- Conduct of officers acting on behalf of the Council

This policy does **not** cover:

- **Employee complaints** – managed through the Council's Grievance and Disciplinary Policies
- **Councillor conduct** – referred to the Monitoring Officer under the Local Government Code of Conduct
- **Financial irregularity** – referred to the external auditor in line with audit legislation
- **Alleged criminal activity** – referred to the police

- **Matters already decided by Council –** these cannot be reopened except as allowed by Standing Orders
- **Freedom of Information requests –** handled under FOI legislation

Anonymous complaints may be recorded, but the Council is not obliged to respond to them.

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3. Principles

- **Fairness:** complaints will be handled without prejudice
- **Accessibility:** we will consider reasonable adjustments to support those who need them
- **Confidentiality:** complaint records will be held securely in line with GDPR
- **Learning:** complaints will be logged and reviewed to improve services

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4. Informal Resolution (Stage 1)

Many complaints can be resolved quickly and informally.

- Please contact the **Clerk** (or the **Chair l** if the complaint concerns the Clerk).
- We will acknowledge your concern within **5 working days** and aim to resolve it within **20 working days**.
- If further time is required, we will provide an interim update and revised timescale.

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5. Formal Complaint (Stage 2)

If the matter is not resolved informally, you may submit a formal complaint in writing (letter or email). Please include:

- What happened and when
- Who was involved
- What outcome you are seeking

The Clerk (or Chai if the complaint concerns the Clerk) will:

- Acknowledge the complaint within **5 working days**
- Investigate, which may include seeking further information from you or officers
- Provide a written response within **28 calendar days** (or explain any delay with a revised target date)

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6. Independent Review (Stage 3)

If you remain dissatisfied after Stage 2, you may request an independent review. The Council will seek to provide a fair and impartial process appropriate to its size and resources. Options include:

- **Complaints Committee:** Where numbers allow, a committee of three councillors with no prior involvement will hear the complaint.
- **Full Council (with exclusions):** In smaller councils, the full Council may hear the complaint, provided that councillors previously involved in Stages 1 or 2 do not take part.
- **Independent Person/Body:** Where independence cannot otherwise be achieved, the Council may ask a neighbouring parish/town council, or the Monitoring Officer of the District/Unitary Council, or another independent person appointed by the Council, to review the matter.

Before the meeting/review

- You will be invited to attend the hearing or review (you may bring a representative).
- Both sides will exchange documents at least 7 working days beforehand.

At the meeting/review

- The Chair or Independent Reviewer will outline the process.
- You present your complaint, followed by questions.
- The Council or Clerk responds, followed by questions.
- Both sides may make final comments before a decision is made.

After the meeting/review

- A written decision will be issued within 7 working days, setting out findings and any actions.
- The decision at Stage 3 is final.

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7. Outcomes and Remedies

Where a complaint is upheld, the Council will:

- Offer an apology where appropriate
- Explain what went wrong
- Confirm what action will be taken to prevent recurrence (e.g. correcting records, changing procedures, training staff)

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8. Unreasonable Complainant Behaviour

The Council is committed to ensuring fair access for all residents and to handling complaints properly, consistently, and fairly. However, the Council reserves the right to take proportionate action if a complainant's behaviour becomes unreasonable.

Examples of unreasonable behaviour include:

- Persistent or repetitive complaints with no new evidence being provided.
- Refusal to accept decisions properly made by the Council.
- Abusive, offensive, defamatory, or threatening communication directed at councillors, staff, or volunteers.
- Abusive, defamatory, or persistent misuse of social media, online forums, or other digital platforms, including behaviour covered by the Council's Media & Communications Policy.
- Unreasonable demands on staff or councillor time, or contact at unreasonable hours.

Possible actions the Council may take include:

- Requiring all contact to be directed through a single point of contact (usually the Clerk).
- Restricting communication to written correspondence only.
- Limiting the frequency of contact.
- In rare cases, declining to respond further while continuing to log the complaint for audit purposes.

Any restrictions will be proportionate, time-limited, and subject to review. The Council will follow the Local Government & Social Care Ombudsman's guidance on unreasonable complainant behaviour in applying these measures.

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9. Recording and Learning

- All complaints will be logged by the Clerk.
- The log will record dates, subject, outcome, and any follow-up actions.
- The Council will receive periodic anonymised reports to identify themes and improvements.

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10. Data Protection

All complaints will be managed in accordance with the Council's Data Protection and Records Management policies. Information will be kept confidential and only shared with those directly involved in the process.

Adopted: 24/7/26
Reviewed:
Next Review Due: 5/27