



FAIR OAK & HORTON HEATH PARISH COUNCIL

2 Knowle Park Lane, Fair Oak, Eastleigh, SO50 7GL

(023) 8069 2403 enquiries@fairoak-pc.gov.uk

www.fairoak-pc.gov.uk @fairoakandhortonheathparishcouncil

SUMMONS

Dear Member

9 March 2021

You are hereby summoned to attend a meeting of the FULL COUNCIL held on **Monday, 15 March 2021 at 7.00 p.m.**

Please note that this meeting will be held virtually via Zoom. A live stream of the meeting can be seen on the Council's [Youtube page](#).

Melanie Stephens

Melanie Stephens, Parish Clerk

PUBLIC PARTICIPATION: This meeting is open to members of the public. If you wish to speak at the meeting, you should submit a request by email to clerk@fairoak-pc.gov.uk including your email address up to one hour before the meeting. You will then receive an invite from the Council to take part.

AGENDA

APOLOGIES

1 MINUTES (PAPER A, PAGES 3-9)

- a) To approve the minutes of the Council meeting held on 22 February 2021 as a correct record;
- b) To approve the minutes of the Finance Committee and the recommendations therein of the meeting held on 9 March 2021 (to follow); and
- c) To note the planning comments made w/e 12 February 2021.

2 DECLARATIONS OF INTEREST

To receive declarations of interest and dispensation requests.

3 CAFÉ TASK & FINISH GROUP INTERIM REPORT (REPORT B, TO FOLLOW)

To consider the interim findings of the Group and agree a way forward.

4 REPORT OF RESPONSIBLE FINANCE OFFICER (REPORT C, PAGES 10-15)

To approve the report of the Responsible Finance Officer, note cheque signing and BACS payments.

5 CEMETERY RULES & REGULATIONS (REPORT D, PAGES 16-38)

To agree the reviewed documents relating to the Fair Oak Cemetery.

6 HR DOCUMENTS (REPORT E, PAGES 39-40)

To adopt HR documents following staff consultation.

NB: as these are large documents, they can be viewed separately [here](#).

7 CORPORATE PLAN (REPORT F, PAGES 41-75)

To agree the draft Plan for consultation with members of the public.

8 WORK PROGRAMME (REPORT G, PAGES 76)

To note the work programme.

To: Councillors

Vacancy
S Anderson
P Barrett
C Bird
N Couldrey

H Douglas (Chairman)
K Forfar
T Higby
M Marsh
H McGuinness

T Mignot
D Scott
P Spearey (Vice-Chairman)
B Tennent
G Warrillow

Officers

J Cahill (Finance Officer)
L Greenslade (Deputy Clerk)
M Johnson (Ops Manager)
M Stephens (Clerk)



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**Minutes of the “virtual” FULL COUNCIL meeting
 held on Monday 22 February 2021 at 7.00 pm
 via ZOOM application and live streamed through the Council’s Youtube page**

P – present, Pt – part of the meeting, Ab – absent, Ap – apologies.

P	Vacancy	P	Cllr Douglas (Chairman)	P	Cllr Mignot
P	Cllr Anderson	P	Cllr Forfar	P	Cllr Scott
Ab	Cllr Barrett	P	Cllr Higby	P	Cllr Spearey (Vice-Chairman)
P	Cllr Bird	P	Cllr Marsh	P	Cllr Tennent
P	Cllr Couldrey	P	Cllr McGuinness	P	Cllr Warrillow

Officers in attendance: Ms M Stephens, Clerk, Mrs L Greenslade, Deputy Clerk, Mrs J Cahill, Responsible Finance Officer & Martin Johnson, Operations Manager.

The Chairman opened the meeting and thanked everyone for attending. She advised that the Council would be discussing three major planning applications. Two at One Horton Heath and one at Knowle Lane. She gave some background on the One Horton Heath development saying that the Parish Council had been consulted from day one, the Chairman and the Clerk had attended many meetings and she was pleased that their input had been listened to. The application was controversial and would have a huge impact on the Parishes of Fair Oak & Horton Heath and West End. Strong feelings were relayed by residents at the first consultation held by the Parish about worries of traffic and loss of green space and the countryside. She reminded residents that the Parish Council had no authority on planning matters but were merely a consultee.

Members of the Parish Council had previously discussed the two One Horton applications at an informal meeting and had raised several questions. Before listening to members of the public Cllr Douglas read out the questions the Parish had put to the One Horton team and their replies.

PUBLIC SESSION

A representative from Burnetts Lane Residents Association (BLRA) was in attendance, they had previously written to the Parish Council regarding the One Horton planning applications. The letter had been circulated to all Members prior to the meeting. The BLRA concerns were: 1 Traffic Flows and Management, 2 HGV and TRO, 3 Green Buffer, 4 Adequate school parking and internal road network, 5 GP surgery, 6 Density, 7 New business units, 8 Drainage, plus a number of individual residents’ comments which they believed had not been properly addressed.

A Barley Fields Residents Group (BFRG) representative was in attendance and addressed the Council. They had written to the Parish Council regarding the one Horton planning applications. The letter had also been circulated to all Members prior to the meeting. The concerns of BFG were that the new development would have a profound impact on the character and amenity of their homes, being the only ones with potential development immediately backing on to their gardens. The Group had proposed several amendments to the plans but were disappointed with the outcome of their most recent meeting with the One Horton Heath Team.

80 MINUTES OF MEETINGS (PAPER A)

RESOLVED:

- a) That the minutes of the Full Council meeting held on 18 January 2021 be signed by the Chairman as a correct record;
- b) That the minutes of the Asset Committee meetings of 12 January 2021 be signed by the Chairman as a correct record; and
- c) That the planning delegated decisions of w/e 29 January 2021 be noted.

81 DECLARATIONS OF INTEREST

Cllrs Couldrey, Marsh & Tennent - Minute No. 82 (a), (b) & (c). Cllr Warrilow - Minute No 82 (a) & (b)

Cllr Couldrey - Minute No 84.

82 PLANNING APPLICATIONS

Cllrs Couldrey, Marsh & Tennent disclosed disclosable pecuniary interests in Planning Applications [O/20/89498](#) & [F/20/89500](#) on the grounds that they were Borough Cllrs and would be sitting on the decision-making committee. They did not participate in the discussion and did not vote.

Cllr Warrilow declared a disclosable pecuniary interest in Planning Applications [O/20/89498](#) & [F/20/89500](#) as the company she worked for would be submitting a tender for building materials on the development. She left the meeting for these items and re-joined at item 83. She did not participate in the discussion and did not vote.

Members considered the following planning applications for formal comments to Eastleigh Borough Council.

- (a) **Application No:** [O/20/89498](#), Land at Burnetts Lane, Fir Tree Lane and Allington Lane

Comments: Conditional support

The Parish Council supports the application and made the following comments:

- 1 Clarification required on the actual total number of houses that are proposed rather than the number of houses the site can accommodate.
- 2 Request an update on the housing requirement for the Borough.
- 3 Assurances that the mix of housing would be appropriate for the anticipated demographic.
- 4 Request confirmation that Burnetts Lane south will be closed to traffic.
- 5 Clarification on exact junction improvements proposed at Allington Lane and other entrances to the villages.
- 6 Seek a response to earlier questions submitted and not answered.
- 7 Query whether the cycle ways make adequate & safe provision for cyclists, particularly at the southern edge roundabout on Burnetts Lane

- (b) **Application No:** [F/20/89500](#), Land west of Burnetts Lane, Eastleigh

Comments: Conditional support

The Parish Council strongly objected to the six storey “landmark” building being too visually obtrusive and out of character for the surrounding area. The following comments were made:

- 1 Requests that the OHH team undertake further discussions with the BFRG residents, to agree appropriate level of mitigation levels surrounding landscaping and privacy.
- 2 Request clarification on how traffic and proposed junction improvements would work to alleviate the already congestion in and out of the villages.
- 3 Request more detail on air pollution findings.
- 4 Raises concerns on flooding across the site.
- 5 Question the necessity of such density of housing in a rural setting.
- 6 Reassurance required on house styles throughout the site.
- 7 Reassurance on traffic calming along Burnetts Lane.
- 8 Request continued and early consultation and dialogue regarding planning and infrastructure on site.

(c) Application No: F/21/89759, Land East of Knowle Lane, Fair Oak, SO50 7DZ

Comments: Object

- 1 The proposed development would increase traffic along Knowle Lane which has little or no footpaths to a detrimental level.
- 2 Knowle Lane is not suitable for any increase in traffic.
- 3 Inappropriate building for the surrounding rural area.
- 4 Raises concerns regarding parking issues at the development
- 5 Flats are not appropriate on the soft edge of the village.
- 6 Query accessibility to the SINC, would it be open to the public or just residents of the development?
- 7 Query the health implications of people living so close to the satellite dishes.

RESOLVED:

That the above comments be submitted to the Borough Council.

83 REPORT OF THE RESPONSIBLE FINANCE OFFICER (REPORT B)

Members considered the report of the Responsible Financial Officer (RFO). No questions were raised.

RESOLVED:

- a) That the contents of the report be noted; and
- b) That the BACS payments be authorised.

84 LIBRARY ACCEPTANCE OF FREEHOLD TRANSFER (REPORT C)

Cllr Couldrey declared a non-pecuniary interest being a Trustee of the Community Library. He concluded that there were no issues under common law that prevented him from remaining in the meeting to speak and to vote.

Members considered the freehold transfer of the library building as set out in the report.

The Parish Council at its last meeting on 18 January 2021 discussed the proposed asset transfer including the legal and financial implications.

The Clerk reported that the Parish Council's solicitor had raised concerns regarding the proposed Heads of Terms, and the potential risk of being bound by covenants etc and as such had contacted HCC for reassurances. To date he had not heard back from HCC's legal team. Therefore, he strongly advised that if the Council was of a mind to agree to the transfer, that this be agreed in principle subject to a much more robust heads of terms. He recommended the Council delegate negotiation of terms to the Clerk and Chairman to ensure the Parish Council is not bounded to something that would restrict them in future should the community library fail.

Cllr Couldrey advised that significant building improvements was needed to get the library up and running and that he would be recommending to the Local Area Committee that developers' contributions be distributed to this community project to the sum of £30,000. Officers expressed the view that the funds needed to undertake improvements to the building would far exceed this.

RESOLVED:

- a) That the Freehold Transfer of Fair Oak Library from Hampshire County Council to the Parish Council be agreed subject to satisfactory Heads of Terms agreement; and
- b) That the Clerk and Chairman be given delegated authority to negotiate and agree the Heads of Terms, signing these on behalf of the Council.

85 DRAINAGE WORKS AT KNOWLE PARK (REPORT D)

Members considered the report which highlighted the need for essential works to alleviate flooding in a high footfall area of Knowle Park.

RESOLVED:

That up to £20,000 be allocated from the Council's General Reserve Fund for the essential drainage and footpath repair works at Knowle Park.

86 PARISH CCTV & FIRE ALARM SYSTEM FOR THE PAVILION (REPORT E)

The Parish Council's current CCTV systems at three locations are outdated, have regular equipment failure and are poor quality making them inadmissible as evidence in court.

The Council had budgeted for these improvements works as part of the 2021/22 budget. Officers sought approval to award the contract for these works to their preferred contractor.

RESOLVED:

- a) That the Council award the contract to supply and install new digital CCTV systems at the Village Hall/New Century Park, Pavilion and Horton Heath Community Centre at £10,860 to JPS Fire & Security; and
- b) That JPS Fire & Security be awarded the contract for the supply and installation of a new fire alarm system, for the sum of £4855, at Lapstone Pavilion.

87 WORK PROGRAMME (REPORT E)

RESOLVED:

That the work programme be noted.

88 MEMBERSHIP OF COMMITTEES & TASK & FINISH GROUPS

The Chairman asked for volunteers to fill the current vacancy on the Asset Committee and to appoint two members to the Climate Change Task and Finish Group.

RESOLVED:

- a) That Cllr Mignot be appointed on the Asset Committee;

b) That Cllr Marsh be appointed on the Climate Change Task and Finish Group.

This was all the business and the meeting closed at 8.35 pm.

Signed..... Chairman

Accessibility - should you need to view these minutes in an alternative format please contact: enquires@fair-oak-pc.gov.uk

PLANNING APPLICATION

Comments made with delegated authority, by the chairman in consultation with the committee, to planning applications received during the coronavirus.

Planning application to w/e 12 February 2021

Application No: [O/20/89174](#)

Address: Land at Old Oak Farm/Hotel California Crowd Hill, Fair Oak Eastleigh, SO50 7HD

Description: Outline application for the erection of 4no. dwellings

Comments: Object Contrary to policy. The site is outside the urban edge and this is extending the boundary of the village to the north by stealth in an unplanned and ad hoc way. Neither is the housing land supply critical in the Borough at the moment.

Planning Specialist Contact Details

Email: dawn.errington@eastleigh.gov.uk

Application No: [H/21/89642](#)

Address: 12 Longfield Road, Fair Oak, SO50 7LX

Description: First floor side extension

Comments: no objection

Planning Specialist Contact Details

Email: naomi.arnold@eastleigh.gov.uk

Application No: [X/20/89333](#)

Address: Chalcroft Business Park, Burnetts Lane, West End

Description: Variation of conditions 20 (air quality impact), 22 (noise mitigation scheme) and 26 (contaminated land verification) of planning permission F/18/83945 a hybrid planning application consisting of:

1. Full Planning Application for the construction of a two storey industrial building for commercial butchery (2,064m² of Use Class B1(C)), development of 767m² of B1(b)/B1(c) floorspace (including a first floor extension to the existing security building), construction of a cafe? and site maintenance store and the demolition of building 17 and water tank; and
2. Outline Planning Application for the demolition of Units 10-15 (1,860m² of Commercial floorspace), and store building and the development of 6,420m² of B1(b), B1(c), B2 and B8 storage and distribution floorspace (All matters other than access reserved).

Comments: Object – we support the comments made by the Burnetts Lane Residents Association and object to the application until these points are addressed.

Planning Specialist Contact Details

Email: rachael.morris@eastleigh.gov.uk

Application No: [T/21/89688](#)

Address: 25 Daisy Fields, Fair Oak, SO50 7FF

Description: Mixed species - Reduce overhanging branches to the boundary fence line as much as is permissible.

Comments: No objection

Planning Specialist Contact Details

Email: matthew.strand@eastleigh.gov.uk

Application No: [H/21/89694](#)

Address: 4 Walkers Close, Fair Oak, SO50 7NH

Description: Single story rear extension

Comments: No objection

Planning Specialist Contact Details

Email: naomi.arnold@eastleigh.gov.uk

Application No: [H/21/89734](#)

Address: 5 Cedar Wood Close, Fair Oak, SO50 7LN

Description: Single storey rear extension

Comments: No objection

Planning Specialist Contact Details

Email: richard.castro-parker@eastleigh.gov.uk

Financial Statement Summary

- Total cash held across all bank accounts as at 28th February is £779,576
- Total Petty cash held as at 28th February is £112
- Total receipts for February into the current account was £24,917
£23,917 relates to monies from EBC for Crowdhill artwork
- Total current account payments for January totalled £32,166
(see attached for breakdown)
- Total BACS invoice payments outstanding is £5,770
- There are no cheques that require signing this month.

Appendix 1

Fair Oak & Horton Heath Parish Council

Bank - Cash and Investment Reconciliation as at 1 March 2021

<u>Confirmed Bank & Investment Balances</u>			
<u>Bank Statement Balances</u>			
28/02/2021	Current Account	133,257.39	
28/02/2021	Premier Account	337,572.48	
28/02/2021	Public Sector Deposit Fund	308,634.68	
28/02/2021	Petty Cash	111.79	
			779,576.34
<u>Receipts not on Bank Statement</u>			
			0.00
Closing Balance			779,576.34
<u>All Cash & Bank Accounts</u>			
1	Current Account	133,257.39	
2	Premier Account	337,572.48	
3	Public Sector Deposit Fund	308,634.68	
4	Petty Cash	111.79	
	Other Cash & Bank Balances	0.00	
	Total Cash & Bank Balances		779,576.34

Invoice Date	Invoice No	A/c Code	A/c Name	Net Value	VAT	Invoice Total	Balance
11/01/2021	7566	CWM001	CWM	22.50	4.50	27.00	27.00
22/02/2021	4733	SURR001	SURREY	575.00	115.00	690.00	690.00
22/02/2021	4734	SURR001	SURREY	175.00	35.00	210.00	210.00
22/02/2021	64775	MEDIA	MEDIA	299.00	59.80	358.80	358.80
23/02/2021	2311	SAFE	SAFEGAURD	208.33	41.67	250.00	250.00
23/02/2021	8225	CWM001	CWM	45.00	9.00	54.00	54.00
23/02/2021	86713	EAST	EASTL	142.00	28.40	170.40	170.40
23/02/2021	86714	EAST	EASTL	77.00	15.40	92.40	92.40
23/02/2021	86715	EAST	EASTL	107.00	21.40	128.40	128.40
23/02/2021	86716	EAST	EASTL	77.00	15.40	92.40	92.40
23/02/2021	282939	HOOPER	HOOPER SERVICES	320.87	64.18	385.05	385.05
28/02/2021	3237	QIC	QIC	700.00	140.00	840.00	840.00
28/02/2021	10994	COND001	CONDOR	77.91	15.58	93.49	93.49
28/02/2021	79725	ACE001	ACE	80.00	16.00	96.00	96.00
04/03/2021	002	RICHARD	RICHARD	1,036.00	0.00	1,036.00	1,036.00
08/03/2021	69	GRANA	GRANARY ARTS	170.27	0.00	170.27	170.27
08/03/2021	3293	QIC	QIC	223.60	44.72	268.32	268.32
08/03/2021	23183	REAL001	REALTIS	673.00	134.60	807.60	807.60
TOTAL INVOICES				5,009.48	760.65	5,770.13	5,770.13

Date: 08/03/2021

Fair Oak & Horton Heath Parish Council

Page: 1

Time: 11:16

Cashbook 1

User: JOANNA

Current Account

For Month No: 11

Receipts for Month 11

Nominal Ledger Analysis

<u>Receipt Ref</u>	<u>Name of Payer</u>	<u>£ Amnt Received</u>	<u>£ Debtors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
	Balance Brought Fwd :	140,506.07					140,506.07	
Banked: 01/02/2021		35.75						
Sales Recpts Page 167		35.75	35.75		100			Sales Recpts Page 167
Banked: 12/02/2021		397.00						
R Steel and partners		397.00			1520	510	397.00	Burial
Banked: 15/02/2021		336.00						
Sales Recpts Page 168		336.00	336.00		100			Sales Recpts Page 168
Banked: 16/02/2021		133.00						
Abbey memorials		133.00			1540	510	133.00	Cremation
Banked: 26/02/2021		23,517.03						
EBC		23,517.03			5001	900	23,517.03	Crowdhill art
Banked: 26/02/2021		499.00						
Mrs M		499.00			1900	100	499.00	Memorial bench
Total Receipts for Month		24,917.78	371.75	0.00			24,546.03	
Cashbook Totals		165,423.85	371.75	0.00			165,052.10	

Continued on Page 2

Payments for Month 11

Nominal Ledger Analysis

<u>Date</u>	<u>Payee Name</u>	<u>Reference</u>	<u>£ Total Amnt</u>	<u>£ Creditors</u>	<u>£ VAT</u>	<u>A/c</u>	<u>Centre</u>	<u>£ Amount</u>	<u>Transaction Detail</u>
01/02/2021	BT	DD	1.87		0.31	4120	110	1.56	tel and broadband
01/02/2021	southern electric	DD	53.00		8.83	4405	240	44.17	electricity - Pavilion
01/02/2021	ACELIFTAWAY	78995	102.85	102.85		500			allotment toilets
01/02/2021	AQUA AID	78996	23.99	23.99		500			water dispenser
01/02/2021	CEDERPEST	78997	228.00	228.00		500			pest control - second qtr
01/02/2021	CWM AGGREGATES	78998	18.00	18.00		500			crushed gravel
01/02/2021	DYNAMIKA UK	78999	576.00	576.00		500			water sample - knowle park lan
01/02/2021	EBC	79000	1,128.77	1,128.77		500			dog bins - Sept
01/02/2021	ICTHUS EVENT SOLUTIONS	79001	252.00	252.00		500			Brackets for xmas display
01/02/2021	SIEMANS	79002	3,330.49	3,330.49		500			telephone system settlement
01/02/2021	SMART MARKETING	79003	156.00	156.00		500			Marketing support
01/02/2021	SOURCE SUPPLIES	79004	155.28	155.28		500			Masks and Wipes
01/02/2021	SURREY HILLS	79005	792.00	792.00		500			legal advice - Library
01/02/2021	DAN SLEE	4726	234.00	234.00		500			staff training course
01/02/2021	QIC systems	3207	275.52	275.52		500			monthly licence and back up
01/02/2021	Travis perkins	3208	27.72	27.72		500			misc materials
04/02/2021	amazon	VISA	38.49			4090	110	38.49	Wifi booster
05/02/2021	BHIB Insurance	BACS	1,108.14			4055	110	1,108.14	insurance
08/02/2021	screwfix	DD	13.50		2.25	4540	290	11.25	Misc Materials
08/02/2021	allstar	DD	233.25		38.88	4305	210	194.37	fuel
09/02/2021	Peninsula	DDD	21.60		3.60	4030	110	18.00	Employee EAP
09/02/2021	amazon	VISA	42.23			4090	110	42.23	Keyboard and mouse
09/02/2021	deedflow	VISA	35.94			4990	110	35.94	Dedflow information
10/02/2021	barclaycard	DD	18.00		3.00	4140	110	15.00	Card terminal
11/02/2021	o2	DD	32.10		5.35	4125	110	26.75	mobile phones
12/02/2021	Overline	DD	164.97		27.50	4120	110	137.47	Telephones
12/02/2021	payzone	DD	18.00		3.00	4140	110	15.00	Card terminal
12/02/2021	Overline	DD	63.79		10.63	4120	230	53.16	Telephine - Woodlands
12/02/2021	clothes2order	VISA	156.72		26.12	4110	110	130.60	workwear
15/02/2021	payroll	BACS	13,530.56			4000	110	13,530.56	payroll
15/02/2021	British Gas	DD	55.25		9.21	4400	150	46.04	Gas - Parsh office
15/02/2021	adobe	VISA	12.64		2.11	4132	110	10.53	adobe
15/02/2021	British Gas	DD	1,072.43		178.74	4405	250	893.69	Electricity - HH
16/02/2021	BT	DD	107.88		17.98	4120	240	89.90	tel and broadband Pavil
16/02/2021	Peninsula	DD	356.50		59.42	4070	110	297.08	Employee services
16/02/2021	sage payroll	DD	20.40		3.40	4132	110	17.00	sage payroll
22/02/2021	EBC	BACS	222.56			4680	230	222.56	Refuse collection - woodlands
22/02/2021	EBC	BACS	21.98		3.66	4680	300	18.32	Dog Bins
22/02/2021	EBC	BACS	222.56			4680	240	222.56	Refuse collection - Pavilion
22/02/2021	EBC	BACS	273.82			4680	250	273.82	Refuse collection - HH
22/02/2021	EBC	BACS	78.65			4680	150	78.65	Recycle collection -PO
22/02/2021	EBC	BACS	34.14			4680	230	34.14	Recycle collection - woodlands
22/02/2021	EBC	BACS	28.03		4.67	4680	300	23.36	Dog Bins
22/02/2021	EBC	BACS	-222.56			4680	230	-222.56	entry correction - duplicate e

Payments for Month 11

Nominal Ledger Analysis

Date	Payee Name	Reference	£ Total Amnt	£ Creditors	£ VAT	A/c	Centre	£ Amount	Transaction Detail
22/02/2021	EBC	BACS	-222.56			4680	240	-222.56	entry correction - duplicate
22/02/2021	EBC	BACS	-273.82			4680	250	-273.82	entry correction - duplicate
22/02/2021	EBC	BACS	-78.65			4680	150	-78.65	entry correction - duplicate
22/02/2021	EBC	BACS	-34.14			4680	230	-34.14	entry correction - duplicate
22/02/2021	EBC	BACS	-247.03		-41.17	4315	210	-205.86	entry correction - duplicate
22/02/2021	EBC	BACS	-28.03		-4.67	4680	300	-23.36	entry correction - duplicate
22/02/2021	EBC	BACS	-21.98		-3.66	4680	300	-18.32	entry correction - duplicate
22/02/2021	ebc	BACS	247.03		41.17	4315	210	205.86	tyre fitting
23/02/2021	Steet Pastors	BACS	700.00			4855	600	700.00	annual grant
23/02/2021	hmrc	BACS	3,649.37			4000	110	3,649.37	PAYE
23/02/2021	Hampshire pensions	BACS	3,256.13			4010	110	3,256.13	pensions
23/02/2021	BT	DD	103.08		17.18	4120	250	85.90	tel and broadband -HH
Total Payments for Month			32,166.46	7,300.62	417.51			24,448.33	
Balance Carried Fwd			133,257.39						
Cashbook Totals			165,423.85	7,300.62	417.51			157,705.72	

FULL COUNCIL – 15 MARCH 2021

FAIR OAK CEMETERY RULES AND REGULATIONS UPDATE

1. PURPOSE

- 1.1 To amend the Fair Oak Cemetery Rules & Regulations which were last reviewed June 2017 to show clear transparency of the Council's procedures.

2. BACKGROUND

- 2.1 The Parish Council owns and manages a 9537sqm site known as the Fair Oak Cemetery, which is located at the end of Cemetery Lane, off Botley Road, Fair Oak.
- 2.2 The Cemetery was first opened for interments in 1942 and has six War Graves which the Parish Council are responsible for their upkeep.
- 2.3 It is anticipated that the cemetery has sufficient burial space for a further seven years approximately.

3 LOCAL CONTEXT

- 3.1 Information from neighbouring parishes of their Rules & Regulations has been examined to determine whether this Parish standards are fair and proportionate whilst at the same time meeting the standards and needs specific to this area and this has been reflected in the reviewed Rules & Regulations (Appendix 1).
- 3.2 Amended Application forms for Burial (Appendix 2) and license to erect a memorial (Appendix 3) have been updated.
- 3.3 Guidance on "how to transfer a burial grant" (Appendix 4), "Fees and Charges" (Appendix 5) and "how to apply for a memorial" (Appendix 6) have been generated.

4 NEXT STEPS

- 4.1 The Council's Rules & Regulations (Appendix 1) have been amended to ensure that they are robust and that there are no anomalies. Should the Council agree these amendments, the document will be circulated to all local funeral directors and stone masons, posted on the Council's website and displayed in the Cemetery.

5 FINANCIAL IMPLICATIONS/OTHER IMPLICATIONS

- 5.1 None.

6 RECOMMENDATION

- 6.1 That the updated Rules & Regulations, application for burial, application for licence to erect a memorial and guidance notes (appendices 1-7) be approved.

For further information please contact:

Linda Greenslade, Deputy Clerk deputyclerk@fair oak-pc.gov.uk

Appendices:

- 1 Rules & Regulations in respect of burials, interment of ashes and erection of memorials in Fair Oak Cemetery.
- 2 Application for Burial in Fair Oak Cemetery form
- 3 Application for a licence to erect a memorial in Fair Oak Cemetery or for work to be carried out on an existing memorial.
- 4 Guidance on how to Transfer a Burial Grant document
- 5 Guidance on Fees and Charges for Fair Oak Cemetery document
- 6 Guidance on how to apply for a Memorial document.
- 7 Table of Charges from 1 April 2021 to 31 March 2022



FAIR OAK & HORTON HEATH PARISH COUNCIL

2 Knowle Park Lane, Fair Oak, Eastleigh, SO50 7GL
(023) 8069 2403 enquiries@fairoak-pc.gov.uk
www.fairoak-pc.gov.uk @fairoakandhortonheathparishcouncil

REGULATIONS IN RESPECT OF BURIALS, INTERMENT OF ASHES AND ERECTION OF MEMORIALS IN FAIR OAK CEMETERY

'A place for quiet reflection'

The Cemetery is laid to grass as far as possible and should be kept free of anything that impedes the cutting of the grass. The Council reserves the right to remove any such unauthorised items and hold them for collection by the owner for a period of 14 days, if not collected within this time they will be disposed of.

The Parish Council has a statutory duty to ensure risks within the Council's cemetery are properly managed and these regulations are in place to ensure the safety of all those working at and visiting the cemetery.

Contractors will be asked to provide:

- a) Health & Safety Policy and Risk Assessments relating to work in the cemetery to include risk assessments for:
 - safe working with vehicles in public areas
 - working in confined spaces
 - winter weather awareness
 - dealing with bodily fluids and contaminants
 - working underground
 - safe fixing of structures
- b) Safe method of working statement for the specific task.
- c) Public Liability insurance and, if applicable, Employers Liability insurance.

These regulations are in addition to the provisions of the Local Authorities Cemeteries Order 1977 and any other appropriate laws or statutes currently in force.

1. Applications – Applications for burials and interment of cremated remains must be received at the Parish Office at least seven clear working days in advance of the day of interment, except for medical or religious reasons, together with a legal certificate or the Registry of Death, or in the case of an inquest the Coroner's order.

Application forms and copies of all cemetery and memorial regulations are available on our website www.fairoak-pc.gov.uk.

All interments shall take place on Mondays to Fridays (during school term time) between the hours of 0900 and 1400 and (outside school term time) between the hours of 0900 and 1600 and on Saturdays between the hours of 0900 and 12 noon.

The pre-purchase of a grave or cremation plot is not permitted. Graves and Cremated remains plots will be allocated in sequence by the Parish Council.

Existing memorials must not be removed without prior agreement with the owner of the Exclusive Right of Burial and written permission of the Parish Council.

Where an existing burial plot is to be re-opened the Funeral Director must make arrangements for the depth of the existing burial to be checked at least five working days before the proposed date of the re-opening to ensure there is sufficient legal depth for a second burial. The Parish Council does not accept any responsibility for historic insufficient grave depth.

2. Fees and Charges – The fees and charges payable to the Parish Council contribute towards the upkeep and maintenance of the cemetery and for regular inspections. These are available to view on the Fair Oak & Horton Heath Parish Council website: www.fairoak-pc.gov.uk. The Table of Fees and Charges applies to all inhabitants of the Parish boundary or those persons residing outside the Parish at the time of death, in sheltered, care or nursing homes and hospitals, if within 24 months prior to their removal thereto. Double fees apply to all other persons. Those who come from outside the Parish pay higher fees as they are not contributing to the Parish Council precept for the upkeep of the Cemetery.

All fees must be paid by **bank transfer** and received at least five clear working days in advance of the day of interment.

3. Private Work - No private work shall be undertaken by visitors to the Cemetery other than general grave or plot tidying. Employees of the Parish Council are not to be engaged to execute any private work in the Cemetery.

5. Exclusive Right of Burial - The Exclusive Right of Burial in any grave or cremation plot shall be entered in the Register kept by the Parish Council. After the interment of the owner of the grave or plot, the personal representative shall produce to the authorised Officer the Grant of Probate or Letters of Administration so that proof of change in ownership may be duly registered. A fee outlined in our Fees and Charges is required to cover administration costs. Until satisfactory proof of ownership is given, the grave or plot cannot be opened or interfered with, and no memorial or tablet or other article may be installed, or work carried out on the existing memorial, including additional inscriptions. The Exclusive Right shall last for a period of **30 years**. This period may be extended, at the appropriate fee at the expiry, or ownership shall revert to the Parish Council. The owner will be responsible for contacting the Parish Council to renew the grant.

No grave in which the Exclusive Right of Burial has been purchased can be re-opened without the production of the Grant and the written consent of the owner or their personal representative.

Due to limited space remaining at the cemetery, the Council reserves the right to permit further burials in a grave where the Exclusive Right of Burial has not been purchased or has expired. This will be carried out with the agreement of the persons arranging the interment and the body to be buried will not be connected in any way with the previous interment.

6. Digging of Graves & Cremation Plots - The Parish Council does not arrange for graves to be dug. Grave diggers must not carry out any works until a date and time has been agreed with the Parish Council and proof necessary Health & Safety documents required by contractors are provided in advance.

Grave diggers must always use shoring and make the grave safe overnight using a metal cover securely staked into the ground. No spoil must be deposited on an adjacent grave or plot at any time.

At the conclusion of the interment graves are to be re-turfed and any paving slab originally present on a cremation plot must be replaced in its original position.

7a. Interment in Graves – for all graves:

- The maximum burials permitted is double depth.
- A maximum of 4 loose ashes or 2 cremated remains in a biodegradable container.
- The minimum depth for plots are to be 1.5 m single and 2 m for double.
- There must be at least 0.92 m of earth between the surface of the surrounding ground and the top of the last coffin.

- No coffin shall be buried in a grave in which an interment has already taken place unless the coffin containing the body is effectually separated from any coffin already placed and remaining in the grave by a layer of earth not less than 15.3 cm in thickness.
- No human remains interred therein shall be disturbed.
- All bodies should be respectfully covered with the name of the deceased indelibly fixed. In the case of still-born children, the names of the parents may also be indelibly fixed to the covering or coffin.
- No contaminated soil will be removed from a grave.
- Coffins shall be made of suitable biodegradable materials and no metal or other non-biodegradable coffins/caskets will be allowed.

7b. Interment of Cremated Remains

- It is preferred that cremated remains are interred free of any casket or urns. Should a container be used it must be made of suitable biodegradable materials and no metal or other non-biodegradable caskets will be allowed.
- There shall be at least 0.31 m of earth between the surface of the ground and the cremated remains or top of the container.
- The specific position of the cremated remains within the plot must be as approved by the Parish Office.
- A maximum of 4 cremated remains free of any casket or urn are permitted, or 2 cremated remains in a biodegradable casket/urn.
- The scattering of ashes is not permitted anywhere at the Cemetery.

8. Carrying of Coffin at the Cemetery - If persons other than the staff of the Funeral Director wish to carry the coffin then they must complete a necessary disclaimer **prior** to the burial. It is the responsibility of the Funeral Director to ensure that this information is delivered to the Parish Office at the time of the application.

9. Backfilling by mourners - Backfilling is expected to be carried out by the staff of the Funeral Director. If the Funeral Director allows mourners to backfill the grave, all necessary health and safety precautions should be taken, and only one mourner allowed to backfill at any time.

10. Release of Balloons, Lanterns or Doves. These are not permitted in the Cemetery.

11. Death from Infectious diseases - In all cases of death from infectious diseases the body shall be taken direct from the hearse to the grave.

12. Admission of Dogs - The admission of dogs, unless on a lead, is prohibited. Dogs must not be allowed to foul within the Cemetery.

13. State of Repair - Exclusive Right of Burial holders have a duty to ensure the grave and memorial are kept in good repair and safe. Notice of an issue will be sent in writing to the registered owner at the address held in our records. If the necessary remedial action is not taken, the Council reserves the right to take over the maintenance of the grave or plot and have it, and any memorial on it, put in good and safe order, at the expense of the grave owner.

14. Graves Enclosures - Memorials must be placed in the position determined by the Parish Council. No form of grave/cremation enclosure is allowed. This includes railings, chains, wooden edging of any description, earth edging and glass wreath cases. The Council reserves the right to remove any unauthorised items and hold them for collection by the owner within 14 days before being disposed of.

15. Trees, Shrubs, Plants and Flowers - The planting of trees, shrubs and bushes is not permitted at the cemetery as it is laid to lawn and these can undermine memorials and make them unsafe. If any tree, plant or shrub is planted in any part of the Cemetery including in the burial plot, it will be removed.

16. Personal Effects - The Cemetery is an area for quiet reflection for many people and unusual adornments such as balloons, plastic novelties or personal effects may cause upset or offence. Such

items are prohibited and, after a period of three months from the date of burial, will be removed. Similarly, lighted candles and any breakable objects particularly glass items, are not permitted due to safety risks to visitors, wildlife, and staff. Such items will be removed by the Parish Council and held for collection for 14 days before being disposed of. The staff responsible for the maintenance of the cemetery may remove flowers that appear withered. Christmas decorations will be removed at the end of January.

17. Seats - Families may apply to the Parish Council for the erection of a seat in memory of a deceased. The Council has four design to choose along with a Bench & Seats Policy. These can be found on our website www.fairoak-pc.go.uk. The location of the seat/bench shall be determined by the Council. Once installed, ownership of the seat shall pass to the Parish Council for maintenance.

18. Memorials - Only registered stone masons who have provided a copy of the required documents relating to Health and Safety and adequate public liability insurance can carry out works in the cemetery. All memorials are subject to the Parish Council's Memorial Regulations (Appendix 1). Memorials must be made from natural materials.

Memorials will be inspected after installation and any memorial that does not comply with the regulations, or the approved application has been misrepresented must be removed immediately by the Stonemason at their own cost and may result in further sanctions by the Parish Council.

Some older existing graves and cremated remains plots may have larger and different style memorials. This is due to historical practice or regulations and does not set a precedent for new memorial application.

Exclusive Right of Burial must be purchased for a burial or cremated remains plot before a memorial can be installed or replaced. This also applies to existing plots where Exclusive Right of Burial may not have been purchased at the time of the original interment.

Written permission of the holder of the Exclusive Right of Burial must be obtained before any memorial application can be approved by the Council. Existing memorials must not be removed without prior written permission from the Parish Council.

19. Clauses - In cases where any question or controversy arises, or anything omitted there from, the decision of the Council shall be final and binding.

The Council reserves the right to amend these regulations and to deal with any circumstances or contingency not provided for in the regulations, as necessary.

Updated: March 2021

Review Date: March 2023

(Annex A) REGULATIONS FOR MEMORIALS AND TABLETS AT FAIR OAK CEMETERY

All memorials shall be fixed according to BS8415 and the relevant Codes of Practice or Guidance that are fully compliant with this standard.

All memorial masons undertaking work at Fair Oak Cemetery shall be suitable qualified, registered and provide proof of public liability, and if applicable, employer's liability insurance and provide: -

a. Health & Safety policy and Risk Assessment relating to work in the cemetery including assessments for:

- Safe working with vehicles in public areas
- Safe fixing of structures

b. Safe method of working statement specific to the job

c. Public insurance and if applicable employer's liability insurance

1. Application forms including detailed sketch of each proposed memorial, giving full details and dimensions in metres, together with the grave owner's consent must be submitted to the parish office for approval. Forms are available on www.fairoak-pc.gov.uk.

2. Memorials may not be erected or removed from the cemetery without the written consent of the Council's Officer and the written permission of the owner of the Grant of Exclusive Right of Burial. At least seven working days notice must be given.

3. Additional inscriptions – only additional inscriptions of people interred in the cemetery are permitted on existing memorials. Historically where a Grant of Exclusive Right of Burial has not been purchased, the Council will not give permission for a new memorial to be erected, or for an existing memorial to be amended and replaced (an example of an amendment is to add an additional inscription). Permission will only be given to replace an existing memorial if no changes have been made to the memorial before it is replaced. Alternatively, the grant of Exclusive Right of Burial can be purchased from the Council when submitting the application to erect/amend a memorial on a grave for which the Grant has not previously been purchased.

5. All memorials are to be of natural stone. No Bath, Caen, or other soft stone shall be allowed in the construction of any memorial. A temporary wooden crossed may be installed pending erection of a stone memorial. The Parish Council reserves the right to reject applications for memorials with stones of uneven thickness.

The maximum outside measurements, above ground level, for memorials erected within the Fair Oak Cemetery are shown below:

The width dimension is from side to side and not back to front of the memorial

	Height (mm)	Width (mm) Side to side	Length (mm) Front to Back
Adult Grave	1 metre	760 mm	600 mm
Cremation Circle	600 mm	460 mm	460 mm
Cremation Line	600 mm	585 mm	585 mm
Child's grave	600 mm	600 mm	500 mm

6. All memorials are to be laid firm, level and square with accredited ground anchors. Foundation slabs must be laid below ground level in accordance with BRAMM and NAMM lawn memorial fixing guidelines and memorials must not be mounted on multiple bases. No rails, wooden edging, chains of any description or glass wreath cases are allowed.

7. The memorial mason must mark the reverse of the memorial in the lower right corner with the plot number in letters no higher than 15 mm. The mason's name may be inscribed on the reverse in unpainted and unleaded letter no larger than 15 mm in height.

8. A copy of Certificate of Compliance must be delivered to the Parish Council within 14 working days of installation.

9. No advertising boards, tablets or cards can be placed on or around a memorial. No form of advertisement may be displayed in any part of the cemetery.

10. Memorial masons are to remove all spare soil and leave the ground clean after completing their work and each grave is to be re-turfed to an acceptable standard. In the weeks following a burial the soil will compress and the mound will reduce. Once the soil has settled the Parish Council will ensure that the grave is levelled. Memorial masons will be held responsible for any damage caused by them.

11. All work on memorials to be completed during the hours of 0800 and 1700 on weekdays excepting Saturdays when work must cease at 1200 noon. No work shall be undertaken during an interment or on Public Holidays.

12. The erection of memorials will not be allowed during unsuitable weather or whilst the ground is in an unfit state.

The Parish Council reserve the right to:

- Lay flat or make safe any memorial headstone that has been identified as being unsafe.
- Remove any unauthorised memorial from a grave
- Remove any memorial which they deem objectionable or of unauthorised type or size.

Some older existing graves and ashes plots may have larger and different style memorials. This is due to historical practice or regulations and does not set a precedent for new memorial application.

The Council reserves the right to amend these regulations and to deal with any circumstances or contingency not provided for in the regulations, as necessary. The decision of the Burial Authority shall be final and binding.

Application forms and copies of all cemetery and memorial regulations are available on the Council's website www.fairoak-pc.gov.uk

If you have any queries or need further information please don't hesitate to contact the Parish Office on 023 8069 2403 or email deputyclerk@fairoak-pc.gov.uk

Updated: March 2021

Review Date: March 2023

Appendix 2



FAIR OAK & HORTON HEATH PARISH COUNCIL

2 Knowle Park Lane, Fair Oak, Eastleigh, SO50 7GL

(023) 8069 2403 enquiries@fairoak-pc.gov.uk

www.fairoak-pc.gov.uk @fairoakandhortonheathparishcouncil

APPLICATION FOR BURIAL IN FAIR OAK CEMETERY

No interment may take place unless notice of interment is received by the Parish Council at least 7 working days prior to the date of interment together with the Registrar's Certificate for Disposal, Coroner's Order for Burial or Certificate for Cremation and fees.

All interments shall take place on Mondays to Fridays (school term time) between the hours of 0900 and 1400, (outside school term times) between the hours of 0900 and 1600 and on Saturdays between the hours of 0900 and 1200 noon. No funerals on Sundays or public holidays, except in special cases sanctioned by the Council and in case of emergency by Order of the Coroner.

PLEASE PRINT

1 First name(s) of Deceased

Surname of Deceased

Title Age of Deceased Sex

2 (a) Last permanent address of deceased
.....

(b) Place where death occurred

3 If the address shown at 2 is outside the Parish due to the deceased residing in sheltered, care or nursing homes and hospitals, please give address and dates when resided in the Parish.

Address

Dates (year) to (year)

4 Occupation of deceased

5 Date of death

6 Day of week of burial date time hrs

7 Plot: New burial | Re-open grave No | New Cremation | Re-open Cremation No.....

All new graves must be a minimum of double depth.

Families or next of kin must be made aware of the potential to inter other members of the family in the same plot, subject to Exclusive Right of Burial being purchased. If no Exclusive right of Burial is purchased and the grave remains a "common" grave, that the Council has the right to inter other deceased (not family) in the plot.

8 **Re-opening** full name of person last Interred

Title Date

Relationship to deceased

9 Size of coffin/urn: Lengthm Breadth m Depth..... m

All coffins or caskets must be made of biodegradable materials. **Loose ashes are preferred.**

10 Name of Funeral Director

Telephone no Email

11 Date of Application

12 **Fees:** Interment fee £..... Exclusive Rights for 20 years £..... Total £.....

Double fees apply to a deceased not residing in the Parish of Fair Oak & Horton Heath
Payment by Bank Transfer: HSBC Bank Sort Code 40-20-10 Account Number 51403745.
No other form of payment is accepted. No interment can proceed until all the fees are paid in full.

APPLICATION FOR OWNERSHIP – NEW GRAVE/CREMATION PLOT

I wish to purchase the Right of Burial in plot number and I understand that my rights will exist for a period of 30 years and that the Parish Council will have the right to remove any memorial from the grave after this period if the grant is not extended at the expiry. I have read the Council's Regulations in respect of interments and erections of memorials in Fair Oak Cemetery.

Signed Title

*Full name of person to be registered as owner

Address

Relation to deceased

RE-OPENED GRAVE/CREMATION PLOT

Grave owner's permission for a depth test, re-opening of an existing grave and interment.

I hereby authorise Grave/Cremation plot number to be opened for this interment

*Full Name Title

Address

Relationship to deceased

Signature of registered owner

UNPURCHASED GRAVE/CREMATION PLOT

I, the undersigned person, agree to the interment of the deceased: -

.....
taking place in an unpurchased grave/cremation plot, in which other persons are, or may be buried. I understand that no memorials will be permitted on this grave as the Exclusive Right of Burial is vested in the Parish Council.

Signed

Full name Title

Address

Relation to deceased

PRE-PURCHASE

If the Council had previously granted Exclusive Right of Burial, give the full name and address of the purchaser.

*Full name Title

Address

I hereby authorise Grave/Cremation plot number to be opened for this interment and attach a copy of the Grant of Exclusive Right of Burial. **I understand that if the owner of the Exclusive Right or Burial is the deceased, that the grave must be transferred to a living relative prior to any further re-openings, erection of a memorial or additional work to an existing memorial.**

Signature of registered owner or person authorised

*Your personal data supplied on this Agreement will be retained to maintain our records and accounts. Your personal data will be treated as strictly confidential and will not be shared with any third party.

Appendix 3



FAIR OAK & HORTON HEATH PARISH COUNCIL

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APPLICATION FOR A LICENCE TO ERECT A MEMORIAL IN FAIR OAK CEMETERY OR FOR WORK TO BE CARRIED OUT ON AN EXISTING MEMORIAL

This application to be delivered together with a copy of the Grant of Exclusive Rights form to the Parish Office at the above address, prior to the erection or replacement of a memorial, after any work carried out to a memorial or the placing of a vase. No work is to commence until a permit form has been issued.

Name of person interred

Address at time of death

.....

Date of Burial Grave Number

Memorial Description: Headstone | Vase

Material Colour

Dimensions of proposed Memorial in millimetres.

.....(mm) height x(mm) width x (mm) length

**PLEASE NOTE THE WIDTH DIMENSION IS FROM SIDE TO SIDE AND NOT
BACK TO FRONT OF THE MEMORIAL**

The Grave number must be engraved on the back of all new and replaced headstones in letters of no more than 15 mm in height and may have with the name of the stonemason in letters of no more than 15 mm in height.

Sketch of Proposed Memorial

(Refer to current regulations on dimensions and materials)

A large, empty rectangular box with a black border, intended for a hand-drawn sketch of the proposed memorial.

Note: The maximum outside measurements above ground level for memorials erected within Fair Oak Cemetery are shown below. A small vase or urn may be used instead of a headstone. This may only be placed at the head of the grave where the headstone would normally be sited.

The width dimension is from side to side and not back to front of the memorial

	Height (mm)	Width (mm) Side to side	Length (mm) Front to Back
Adult Grave	1 metre	760 mm	600 mm
Cremation Circle	600 mm	460 mm	460 mm
Cremation Line	600 mm	585 mm	585 mm
Child's grave	600 mm	600 mm	500 mm

Details of Applicant

I agree to abide by Fair Oak and Horton Heath Parish Council's "Regulations in Respect of Burials, Interment of Ashes and Erection of Memorials in Fair Oak Cemetery" and have instructed the stonemason to follow these regulations.

As the owner or person authorised of the Exclusive Right of Burial in the grave referred to above, I hereby authorise the erection of a memorial on the grave, or the work to be carried out as detailed above.

*SignaturePrint Name

Address of Applicant

.....

Relationship to deceased

Stone Mason

Address

Telephone No Email

I confirm that I have provided the Parish Council with the necessary Health & Safety Policy and Risk Assessments, Safe Method of Working Statement for the specific task, as set out in the Regulations in Respect of Burials, Interment of ashes and Erection of Memorials in Fair Oak Cemetery.

I confirm that I hold public Liability insurance and, if applicable, Employers Liability insurance.

I agree to notify the Council of the date the proposed memorial/work is to be erected.

SignaturePrint Name

Fee £

Dated

All fees to be paid by Bank Transfer: HSBC Bank Sort Code 40-20-10 Account Number 51403745. NO OTHER FORM OF PAYMENT WILL BE ACCEPTED.

*Your personal data supplied on this Agreement will be retained to maintain our records and accounts. Your personal data will be treated as strictly confidential and will not be shared with any third party.



FAIR OAK & HORTON HEATH PARISH COUNCIL
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(023) 8069 2403 enquiries@fairoak-pc.gov.uk
www.fairoak-pc.gov.uk [@fairoakandhortonheathparishcouncil](https://www.facebook.com/fairoakandhortonheathparishcouncil)

GUIDANCE ON HOW TO TRANSFER A BURIAL GRANT

The following guidance has been written to help those who wish to transfer a burial grant. If you have any further queries which are not answered by this guidance, please contact the Deputy Clerk, Mrs Linda Greenslade:

by telephone on 023 8069 2403

by email on deputyclerk@fairoak-pc.gov.uk

by appointment at the Parish Office, 2 Knowle Park Lane, Fair Oak, SO50 7GL

What Is a Burial Grant?

A burial grant, also known as a Grant of Exclusive Right of burial, entitles the owner to determine who is buried in a particular grave and whether a memorial can be erected. It does not provide any ownership to the land itself, which is owned by Fair Oak & Horton Heath Parish Council.

Since the Cemetery has been in use there have been different periods of time covered by the burial grants that have been issued. Current periods for which a burial grant can be purchased is 30 years. At the end of the period covered by the burial grant the owner is responsible for contacting Fair Oak & Horton Heath Parish Council to apply for an extension to the burial grant period.

In order to authorise a burial or to authorise a memorial application, written consent is needed from the current legal owner(s) of a burial grant for the particular grave concerned. If the grant owner is the person being buried they have the automatic right to be buried in the particular grave for which they own the grant. Following the burial of the last surviving grant owner the grant must be transferred to the next legal owner(s) before any further burials can be authorised, before any new memorial can be added, or before any changes can be made to a memorial (including an additional inscription).

How to Transfer a Burial Grant

The procedure to transfer a burial grant will depend upon the exact circumstances of the estate of the person who last owned the burial grant.

If the person who last owned the burial grant has left a will the following documentation will be required:

- The Grant of Exclusive Right of Burial (if available)
- The Grant of Probate (an original form with the probate seal)
- A certified copy of the will (i.e., certified by a solicitor as a true copy of the will)

If letters of administration have been obtained, rather than probate, then an original letter of administration form, as supplied by the Probate Office, will be required.

If neither the grant of probate or letters of administration have been obtained the grant will be transferred according to the will of the last person to own the burial grant (if one is available), or according to the laws of intestacy (if no will is available). In both these circumstances statutory declaration forms will be required to establish the circumstances under which the heirs to the estate are claiming the burial grant. Statutory declaration forms will be drawn up by Fair Oak & Horton Heath Parish Council based upon information supplied, and the heirs to the estate will then need to visit a solicitor to complete the forms.

If the estate of the person who last owned the burial grant has not yet been distributed, then Fair Oak & Horton Heath Parish Council will deal directly with the executors to the estate. If the estate has already been distributed, then Fair Oak & Horton Heath Parish Council will deal directly with the heirs to the estate. Where the estate has not yet been distributed the executors can determine based on the will to whom Fair Oak & Horton Heath Parish Council should transfer the burial grant. If the executors inform Fair Oak & Horton Heath Parish Council that some of the heirs to the estate will not be claiming the burial grant, Fair Oak & Horton Heath Parish Council will provide documentation to complete for those heirs to confirm that they are declining the grant.

Frequently asked questions:

I am in possession of the burial grant - am I now the owner of the burial grant?

No, possession of the document itself does not mean that you are the owner. The owners of the burial grant are the heirs to the estate for the last registered surviving owner.

I am the oldest child - am I now the owner of the burial grant?

No, the owners of the burial grant are the heirs to the estate for the last registered surviving owner.

Do my children inherit the burial grant?

Ownership of a burial grant where there is only one named owner passes to the heirs to the estate of the owner. Where the grant is in joint ownership, ownership passes between the joint owners until there is only one surviving grant owner. Upon the death of the last surviving grant owner ownership passes to the heirs to their estate.

The burial grant is not mentioned in the will - how do you determine who owns the burial grant?

If the burial grant is not specifically mentioned in the will, those inheriting will be those named as inheriting the residual part of the estate.

How do I obtain a copy of the will if probate was obtained many years ago and I no longer have documentation?

Copies of the will can be obtained from the following government website www.probaterearch.service.gov.uk and documentation can either be obtained by post or online.

How do I know if there was a will that went to probate?

A search can be made online from the following government website www.probaterecord.gov.uk and if documentation exists, it can then be obtained by post or online.

Can the grant be owned by a person under the age of 18?

No, Fair Oak & Horton Heath Parish Council will only transfer the grant to persons over the age of 18.

Can I decline the grant?

Yes, you do not have to do have ownership of the grant passed to you if you are an heir to the estate. However, you will need to inform Fair Oak & Horton Heath Parish Council in writing to confirm that you are declining the grant.

Can I give up ownership of the burial grant?

Yes, ownership of the burial grant rights can be handed back to Fair Oak & Horton Heath Parish Council following completion of certain documentation. However, you will need to bear in mind that you will then have no right to determine who can be buried in the particular grave concerned, and you will have no right to determine what happens to the memorial in the future. These rights will have passed to Fair Oak & Horton Heath Parish Council.

Is there a fee for transferring the grant?

Yes, the fee is stated on our list of current fees and charges, which is available on Fair Oak & Horton Heath Parish Council's website. There is only one fee whether the grant is being transferred into sole ownership or joint ownership.

Guidance agreed: March 2021



FAIR OAK & HORTON HEATH PARISH COUNCIL
2 Knowle Park Lane, Fair Oak, Eastleigh, SO50 7GL
(023) 8069 2403 enquiries@fairoak-pc.gov.uk
www.fairoak-pc.gov.uk @fairoakandhortonheathparishcouncil

GUIDANCE ON FEES AND CHARGES FOR FAIR OAK CEMETERY

The following guidance has been written to help those who wish to understand how fees and charges are applied for interments and memorial applications in Fair Oak Cemetery. Our list of fees and charges is available on Fair Oak & Horton Heath Parish Council's website www.fairoak-pc.gov.uk Fees are reviewed annually.

If you have any further queries which are not answered by this guidance, please contact the Deputy Clerk, Mrs Linda Greenslade:

by telephone on 023 8069 2403

by email on deputyclerk@fairoak-pc.gov.uk

by appointment at the Parish Office, 2 Knowle Park Lane, Fair Oak, SO50 7GL

Costs which are not included in the fees

The fees from Fair Oak & Horton Heath Parish Council do not include the funeral director's fees and charges, the stonemason's fees and cost of any headstone, the grave digging fees and the Minister's fee. All charges are subject to annual review.

Fees for interments

The fee for an interment is the fee for the burial or cremated remains, and will be doubled in all cases where the person being interred is from outside of the Parish and does not qualify under the exceptions listed at the bottom of the fees and charges list. If you are unsure whether a particular address is considered to be within the Parish of Fair Oak & Horton Heath please contact us using the contact details at the top of this document.

If you would like to apply to have a memorial placed on the grave you will also need to purchase an Exclusive Right of Burial grant. This will mean that the total fees from Fair Oak & Horton Heath Parish Council will be the total of the fee for the interment plus the fee for the Exclusive Right of Burial grant.

There are **no** interment fees for the burial of a child up to 18 years of age.

It is not possible to have a scattering of ashes around the perimeter of Fair Oak Cemetery.

Fees for the Exclusive Right of Burial Grant

The purchase of an Exclusive Right of Burial grant entitles the owner to determine who is buried in a particular grave, and to be able to erect a memorial. Please note that it is not possible to erect a memorial without ownership of the Exclusive Right of Burial grant.

The fee for an Exclusive Right of Burial grant will be doubled in all cases where the person being interred is from outside of the Parish and does not qualify under the exceptions listed at the bottom of the fees and charges list. If you are unsure whether a particular address is considered to be within the Parish of Fair Oak & Horton Heath please contact us using the contact details at the top of this document.

The fee for an Exclusive Right of Burial for the burial of a child up to 18 years of age is paid for in most cases by the Children's Funeral Fund. This fee will be claimed by Fair Oak & Horton Heath Parish Council directly from the Children's Funeral Fund and will not have to be paid for and then claimed back by the parents of the child. In addition, Fair Oak & Horton Heath Parish Council will waive the fee for the Exclusive Right of Burial in cases where the fee cannot be claimed back from the Children's Funeral Fund.

If you do not wish to erect a memorial it is not necessary to purchase the Exclusive Right of Burial grant. However, this grant entitles the owner to determine who is buried into a particular grave and to have the automatic right to be buried into this grave themselves (provided there is available space). If the grant is not purchased the right to determine who is buried into a particular grave is held by Fair Oak & Horton Heath Parish Council. Under normal circumstances, if there is further grave space available in a grave where the burial grant remains unpurchased, Fair Oak & Horton Heath Parish Council would only agree to the burial of other relatives within the grave. However, it is possible that under extreme circumstances, for example circumstances that existed at the time of a pandemic with large numbers of requested burials, that Fair Oak & Horton Heath Parish Council would be asked by the government to use all available grave space. The instruction to use all available grave space could include using available grave spaces where the Exclusive Right of Burial grant remains unpurchased.

Fees for Memorial Applications

The fees for applying for a headstone or vase are shown on our list of current fees and charges, which is available on Fair Oak & Horton Heath Parish Council's website.

Please note that the fees are doubled where the person interred was from outside of the Parish of Fair Oak & Horton Heath, or did not satisfy the reasons given at the bottom of the fees list for the circumstances under which a person from outside the Parish of Fair Oak & Horton Heath will not be charged double fees. If you are unsure

whether a particular address is considered to be within the Parish of Fair Oak & Horton Heath please contact us using the contact details at the top of this document.

The fee for a memorial application for the burial of a child up to 18 years of age is paid for in most cases by the Children's Funeral Fund. This fee will be claimed by Fair Oak & Horton Heath Parish Council directly from the Children's Funeral Fund and will not have to be paid for and then claimed back by the parents of the child. In addition, Fair Oak & Horton Heath Parish Council will waive the fee for the memorial application in cases where the fee cannot be claimed back from the Children's Funeral Fund.

Frequently asked questions on fees:

Is it possible to scatter ashes free of charge in Fair Oak Cemetery?

No, the scattering of ashes at Fair Oak Cemetery is not permitted only the interment of ashes is allowed.

How does the Children's Funeral Fund 2019 affect the payments for the burial of a child under the age of 18?

There is no interment fee for the burial of a child up to 18 years of age. In addition, the Children's Funeral Fund 2019 provides that the Exclusive Right of Burial grant and the memorial application fee will be claimed by Fair Oak & Horton Heath Parish Council directly from the Children's Funeral Fund and will not have to be paid for and then claimed back by the parents of the child.

The Children's Funeral Fund 2019 does not cover babies born before 24 weeks of gestation, however, Fair Oak & Horton Heath Parish Council will waive the fees for the burials of these babies, so that fees will be the same as for babies born after 24 weeks of gestation (i.e no fees will be payable).

I am arranging the burial of my relative, and I come from outside of the Parish of, Fair Oak & Horton Heath will I be charged double fees?

Fees will only be doubled if the person being interred is from outside of the Parish of Fair Oak & Horton Heath or did not satisfy the reasons given at the bottom of the fees list for the circumstances under which a person from outside the Parish of Fair Oak & Horton Heath will not be charged double fees. The address of the person arranging the burial has no effect on the level of fees.

What are the interment fees for a double interment?

There are two interment fees payable for a double interment, as each interment requires separate legal registration. Two interment forms must also be completed.

Can the length of time covered by the Exclusive Right of Burial grant be extended?

Yes, it is possible to extend the period covered by the Exclusive Right of Burial grant from 30 years. The period may be extended, at the appropriate fee at the expiry.

Is there a fee for an additional inscription?

There is no fee for an additional inscription for a deceased interred in the cemetery. An application form is still required for Fair Oak & Horton Heath Parish Council to carry out checks, including ownership of the Exclusive Right of Burial grant for the grave concerned. Additional inscriptions for deceased who are not interred in the cemetery are not permitted.

Is there a fee for a replacement headstone?

There is no fee for a replacement memorial. An application form is still required for Fair Oak & Horton Heath Parish Council to carry out checks, including ownership of the Exclusive Right of Burial grant for the grave concerned.

Is there a fee for repairing or cleaning a memorial?

There is no fee for an application to repair or clean an existing memorial, provided that the existing memorial remains unchanged. An application form is still required for Fair Oak & Horton Heath Parish Council to carry out checks, including ownership of the Exclusive Right of Burial grant for the grave concerned.

Can a headstone be placed on a grave where the Exclusive Right of Burial grant is not purchased?

No, it is not possible to place a headstone on a grave where the Exclusive Right of Burial grant is not purchased.

Do I pay the memorial application fee to Fair Oak & Horton Heath Parish Council?

Your stonemason will normally arrange to send the application fee to Fair Oak & Horton Heath Parish Council when the application form is sent in. Some stonemasons will pay Fair Oak & Horton Heath Parish Council directly and will include the cost of this fee in their overall invoice to you, whilst some stonemasons will ask you to complete two payments, one payable to Fair Oak & Horton Heath Parish Council and one payable to the stonemason for the work on the headstone.

Is there a fee for transferring an Exclusive Right of Burial grant?

Yes, the fee is stated on our list of current fees and charges, which is available on Fair Oak & Horton Heath Parish Council's website. There is only one fee whether the grant is being transferred into sole ownership or joint ownership.

Can I sell an Exclusive Right of Burial grant back to Fair Oak & Horton Heath Parish Council?

Yes, an Exclusive Right of Burial grant can be sold back to Fair Oak & Horton Heath Parish Council for the purchase sum payable at the time of purchase.

What is the fee for an exhumation?

The fee for an exhumation will be determined at the point of application.

Guidance agreed: March 2021



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GUIDANCE ON HOW TO APPLY FOR A MEMORIAL

The following guidance has been written to help those who wish to apply for a memorial in Fair Oak Cemetery. If you have any further queries which are not answered by this guidance, please contact the Deputy Clerk, Mrs Linda Greenslade:

by telephone on 023 8069 2403

by email on deputyclerk@fairoak-pc.gov.uk

by appointment at the Parish Office, 2 Knowle Park Lane, Fair Oak, SO50 7GL

How to apply for a Memorial

In order to place a memorial on a grave you must complete a memorial application form. This application form must be submitted to Fair Oak & Horton Heath Parish Council, together with the appropriate fee, following which a permit will be issued for the memorial (provided that the application meets our regulations).

Your stonemason will normally assist you in completing the application form. If you would like to look at the form before meeting with the stonemason, you are able to download it from our website by clicking [here](#). The second page of the memorial application form will give you the maximum sizes of memorials permitted in the Cemetery.

A memorial application form will only be accepted if it is signed by the current legal owner(s) of the burial grant for the particular grave concerned. Ownership of this grant gives the owner(s) the right to erect or amend a memorial on the grave covered by the grant. Please note that when the owner of a burial grant has died, a legal transfer of the burial grant must take place before a memorial application form will be accepted - in such circumstances a letter will be sent out to families to give further information on documentation that will be required in order to transfer the burial grant. If the burial grant is jointly owned, all owners must sign a memorial application form before it can be accepted.

The fees for applying for a headstone or vase are shown on our list of current fees and charges, which is available on Fair Oak & Horton Heath Parish Council's website. Please note that the fees are doubled where the person interred was from outside of the Parish of Fair Oak & Horton Heath, or did not satisfy the reasons given at the bottom of the fees list for the circumstances under which a person from outside the Parish of Fair Oak & Horton Heath will not be charged double fees.

Frequently asked questions:

Can you recommend a stonemason?

Fair Oak & Horton Heath Parish Council cannot recommend a stonemason. You may wish to look at the work carried out by stonemasons in the Cemetery - all new memorials have the name of the stonemason on the back of the headstone. Please note, you are free to choose any stonemason, but they must be able to provide details of their public liability insurance (minimum £5 million) and membership of any stonemason organisations, on request to Fair Oak & Horton Heath Parish Council.

Can I add a kerb set?

No kerb sets are not permitted. The Cemetery is laid to grass as far as possible and should be kept free of anything that impedes the cutting of the grass.

What is the maximum height/width of a headstone?

The maximum height and width of the headstone are detailed on the second page of the memorial application form, which can be downloaded from Fair Oak & Horton Heath Parish Council's website.

Is there a fee for an additional inscription?

There is no fee for an additional inscription on an existing headstone provided the deceased named is interred in the cemetery.

Can I add a vase in addition to a headstone?

No. Only one memorial is permitted, either a headstone or a vase in place of a headstone.

Is there a fee for a replacement headstone?

No there is no fee for a replacement headstone. Only owners who hold the Grant of Exclusive Right of Burial are permitted to apply for a replacement memorial.

Do I pay the application fee to Fair Oak & Horton Heath Parish Council?

Your stonemason will normally arrange to send the application fee to Fair Oak & Horton Heath Parish Council when the application form is sent in. Some stonemasons will pay Fair Oak & Horton Heath Parish Council directly and will include the cost of this fee in their overall invoice to you, whilst some stonemasons will ask you to complete two cheques, one payable to Fair Oak & Horton Heath Parish Council and one payable to the stonemason for the work on the headstone.

Can I include on the headstone the name of someone who has also died, but is not buried in Fair Oak Cemetery?

No only additional inscriptions of people interred in the cemetery are permitted on existing memorials.

If my family have two adjacent graves can I place a memorial at the midpoint of the two graves?

No, it is not possible to have a memorial at the midpoint of two graves as this would hinder maintenance of the site.

Can a headstone be placed on a grave where the burial grant is not purchased?

No, it is not possible to place a headstone on a grave where the burial grant is not purchased.

How long do I need to wait before placing a memorial?

A memorial cannot be erected on a full grave for at least 6 months, or until the ground has settled (6-12 months) to ensure that the memorial does not become unstable. Memorials can be erected on ashes plots immediately, provided that the ground is stable, compacted and level, and in a suitable state for the safe erection of the memorial.

Please note that all memorials are placed and remain at the sole risk of the owner. Those seeking to place a memorial in our Cemetery should be aware that any items placed in our Cemetery may be affected by soil movement or animal activity, as the Cemetery is situated on a largely sandy soil structure. Fair Oak & Horton Heath Parish Council is not responsible for correcting any tilt to a memorial. If a memorial becomes unsafe Fair Oak & Horton Heath Parish Council will contact the owner of the burial grant for the grave, as the owner is responsible for carrying out any repair.

Can I do any work on a memorial myself?

No, all new memorials and memorial maintenance work can only be carried out by suitably qualified stonemasons.

Who is responsible for repairs to a memorial?

The owner of the burial grant for the grave concerned is responsible for repairs to a memorial. In the case of older graves, if no one has purchased the burial grant Fair Oak & Horton Heath Parish Council is responsible for repairs to the memorial. Memorials are regularly inspected and Fair Oak & Horton Heath Parish Council makes every effort to contact the families concerned if there is a need to make a repair.

Guidance agreed: March 2021



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BURIAL AUTHORITY FOR THE PARISH OF FAIR OAK AND HORTON HEATH

TABLE OF CHARGES FROM 1 APRIL 2021 TO 31 MARCH 2022

The fees indicated below exclude all charges for labour, grave digging and the Minister's fee. The fees and charges payable to the Parish Council contribute towards the upkeep and maintenance of the cemetery and for regular inspections. Fees are viewed annually.

INTERMENTS

For the interment of;

1	The body of a child whose age at the time of death did not exceed 18 years.	FREE
2	The body of a person whose age at the time of death exceeded 18 years.	£198.50
3	Cremated remains.	£134.00

EXCLUSIVE RIGHTS OF BURIAL for a 30-year period.

The period may be extended, at the appropriate fee at the expiry.

1	In an adult grave	£392.00
2	In a Child grave	£191.50
3	In a cremation plot	£258.00

HEADSTONES, VASES, TABLETS AND MEMORIAL INSCRIPTONS

Headstones	£133.00
Vases	£102.00
Additional inscriptions	FREE
Transfer of Exclusive Right of Burial	£25.50

A small vase or urn may be used instead of a headstone. These may only be placed at the head of the grave where the headstone would normally be sited.

Note: These charges will be doubled in all cases where the person interred was not, at the time of death, a resident within the Parish of Fair Oak and Horton Heath. Persons residing outside the Parish at the time of death, in sheltered, care or nursing homes and hospitals are accepted, if within 24 months prior to their removal thereto, they were residents within the Parish of Fair Oak and Horton Heath.

All fees to be paid by Bank Transfer, details as follows: -

HSBC Bank Sort Code 40-20-10 Account Number 51403745.

NO OTHER FORM OF PAYMENT WILL BE ACCEPTED.

EMPLOYEE HR POLICIES & PROCEDURES**1 PURPOSE**

- 1.1 To approve key HR policies and procedures.

2 BACKGROUND

- 2.1 In March 2020 the Council awarded a 5-year contract with Peninsula HR advisory service to assist the Council in managing its human resource function. After reviewing and auditing the Council's existing policies and procedures, Peninsula have recommended a number of documents (attached as appendix 1 – 3) for adoption. They have also provided standard templates contracts for all employees.
- 2.1 HR policies provide written guidance for employees and managers on how to handle a range of employment issues. They play an important role in practically managing operational staffing matters. They also provide consistency and transparency for employees and managers, helping to enhance the psychological contract and create a positive organisational culture. Without these policies the Council and its employees remain vulnerable and at risk. It is therefore essential that the Council has a robust HR system in place and adopts the documents provided by Peninsula.
- 2.2 The Clerk reviewed the template documents and amended them to suit the needs of the Council and its employees and in line with current legislation.

3 HR DOCUMENTS

- 3.1 The documents issued to staff for consultation included: -

Employee Handbook (Appendix 1)

The Employee Handbook sets out key HR policies and procedures to safeguard the Council and its employees.

Vehicle Rules (Appendix 2)

Explains the rules in relation to the use of Council owned vehicles.

Employees Health & Safety Handbook (Appendix 3)

This sets out the Council's and employees health and safety responsibilities and procedures. As with the Employee Handbook, this is a new corporate document

4 EMPLOYEE CONSULTATION

- 4.1 The Clerk issued the draft documents with explanatory emails and memos which explained the need for the documents and provided a month in which staff could raise issues and questions.
- 4.2 Staff raised a number of queries to which explanation was given. Staff have signed agreement/receipt of the documents and new contracts are in now place.
- 4.3 The standard contracts do not add/take away from their existing conditions of service.

5 FINANCIAL IMPLICATIONS

- 5.1 There are no direct financial implications arising from the adoption of the HR documents.

6 RECOMMENDATIONS

- 6.1 That the Employee Handbook, Vehicle Rules and Health and Safety Handbook (Appendices 1-3) be adopted.

NB – due to the size of the documents they can be [accessed here](#)

For further information please contact:

Melanie Stephens, Clerk
clerk@fair-oak-pc.gov.uk

THE CORPORATE PLAN - (CONSULTATION DRAFT)**1. PURPOSE**

- 1.1 That Council approves the draft corporate plan for public consultation.

2. INTRODUCTION

- 2.1 At its meeting in December 2020 the Council analysed the results of the community engagement survey. The Clerk along with assistance from Smart Marketing has used the results to develop key themes in the development of a Corporate Plan.
- 2.2 The Corporate Plan is the single most important strategy that shapes the way the Council works and defines its ambitions. In doing so it brings together strategic and service objectives, helping the organisation to work towards the same vision, values and priorities.
- 2.3 It will be underpinned by a suitable and proportionate performance management framework in the shape of an action plan, that will detail key priorities and monitor their delivery.
- 2.4 This report proposes a draft plan for public consultation before final approval of the plan by Council in May 2021.

3. CONSULTATION

- 3.1 Subject to minor amendments (colours and images), the draft plan will go out for public consultation. This will involve publishing the plan on the council's website and inviting feedback not only from the public but also employees.
- 3.2 Due consideration will be given to consultation feedback to ensure that the priorities and intended activities are appropriate, before final approval by Council in May.

4. DELIVERING THE PLAN

- 4.1 The corporate action plan sits alongside the council's financial plans to ensure the resources are available and appropriately directed to deliver the plan. Its delivery will be supported by annual review by officers and members.
- 4.2 The plan will be communicated and reported upon electronically keeping costs to a minimum and making it more accessible to the public. Dedicated webpages will be developed to support this.

5. FINANCIAL IMPLICATIONS

- 5.1 None directly arising from this report.

6. RECOMMENDATION

- 6.1 That the draft Corporate Action Plan attached at Appendix 1 be approved for public consultation.



Fair Oak & Horton Heath Parish Council

Corporate Action Plan Consultation Document



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Introduction

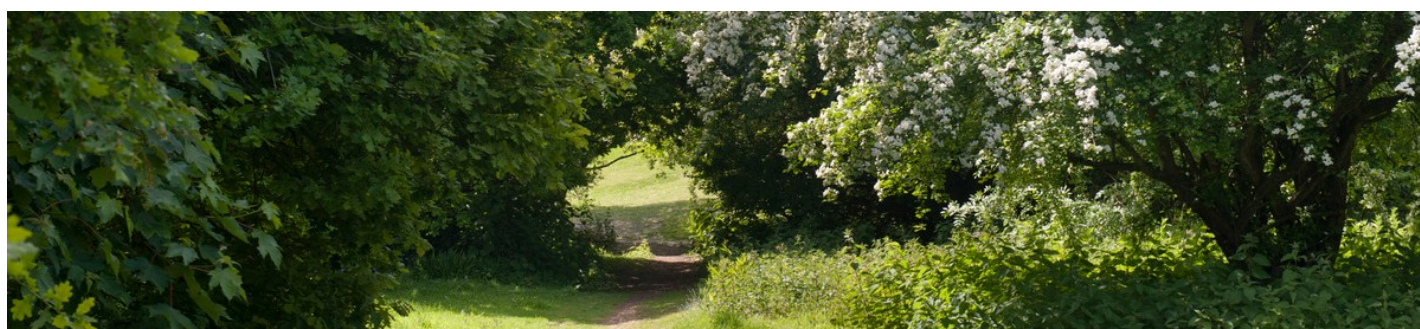
The COVID-19 pandemic has had a devastating impact on our communities and created financial and social challenges for our residents. However, it has also highlighted the good that can be achieved when the Parish Council, its partners, and residents work together towards a common goal – supporting and caring for those in need. This partnership work needs to continue, and the Parish Council is keen to explore, create, and support innovative and sustainable ways to deliver the services that the community would like to see in this new and changing world.

In November/December 2020, the Parish Council undertook a community survey to help the Council understand the needs and priorities of residents, with a view to using these results to help shape a five-year action plan.

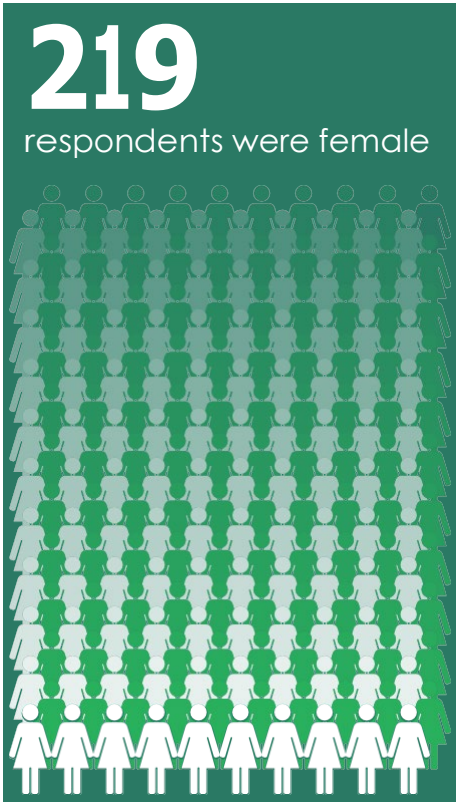
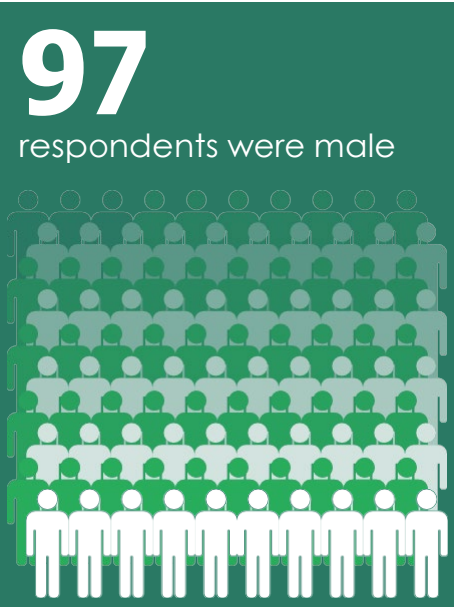
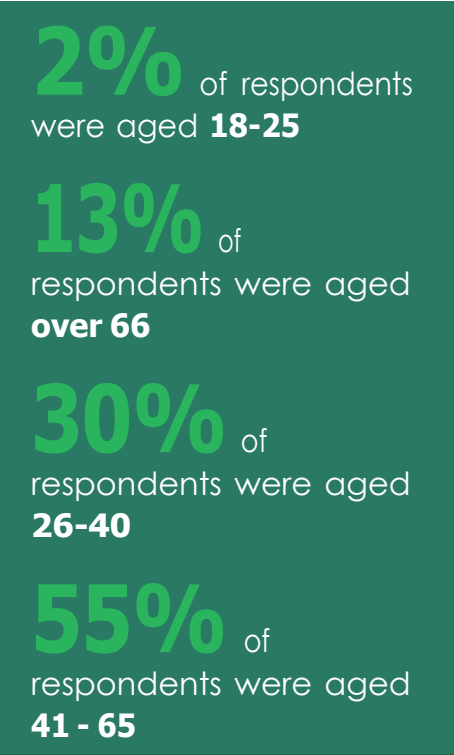
The results of this survey are published in this Corporate Action Plan and have been used to draft a set of goals and priorities for the next five years. Specifically, we are seeking to ensure that the Parish Council remains relevant and useful for local residents, that we continue to modernise and improve the service we provide to our communities, and to strengthen our ties with residents so that our future services are demand-led.

This Corporate Action Plan will be shared with our communities during a consultation period, following which we will incorporate residents' feedback into a finalised Action Plan which will guide decision making and how budgets are spent. This consultation process will ensure that we prioritise those activities and projects which our communities value, as well as help us to review day-to-day operations. We will review our performance against this Action Plan on an annual basis.

This Plan cannot be delivered by the Parish Council in a vacuum. We welcome participation and engagement from local residents so that we can all play a part in creating a happier, healthier, and more sustainable community from which everyone can benefit.



Survey Summary

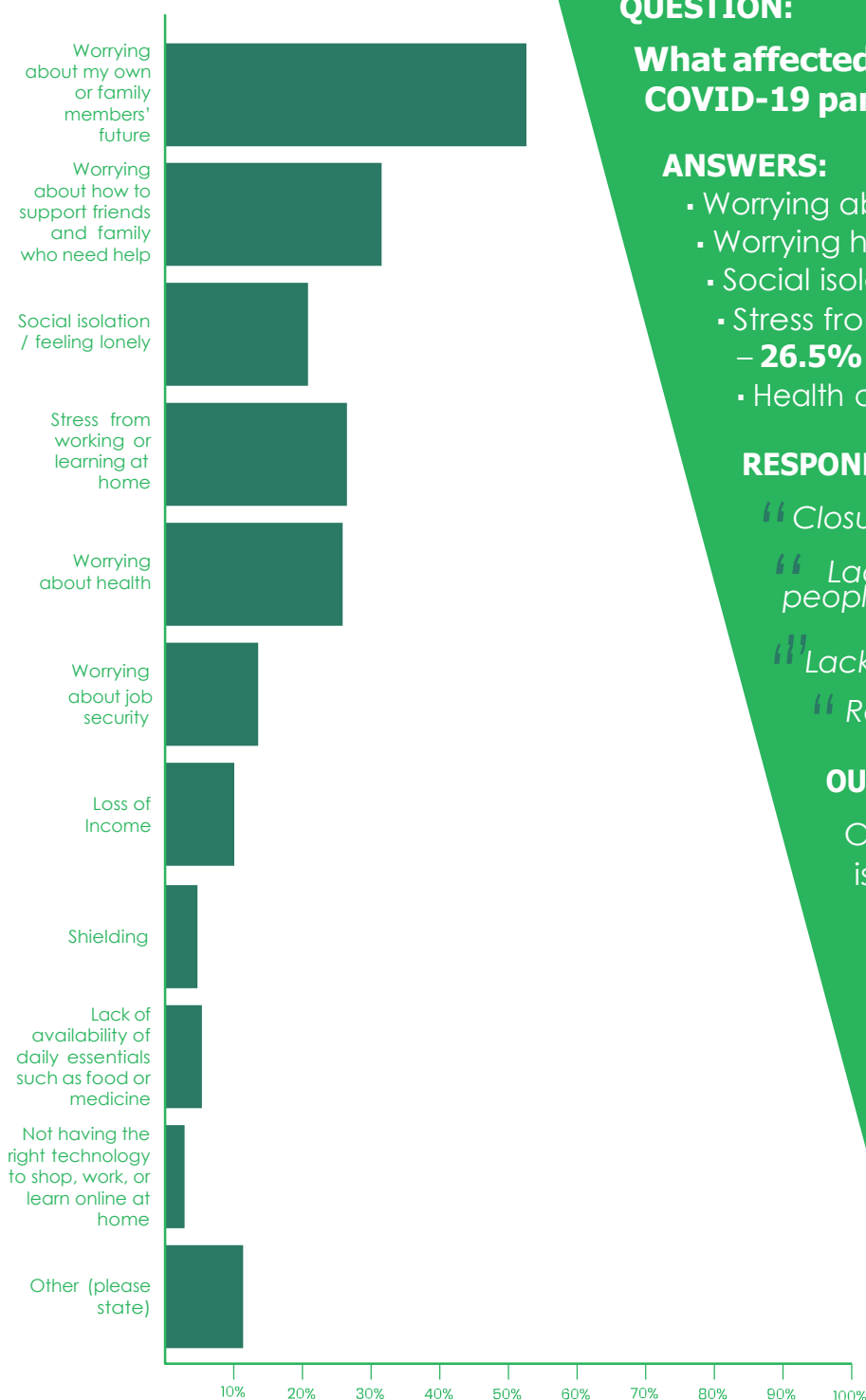


Survey Findings: The Impact of COVID-19

Key Findings:

It is clear from the survey results that the community is overwhelmingly concerned and impacted by COVID-19.

None of the 320 respondents accessed help from the Parish Council, and over 40% of respondents were not aware of support from either the Parish or Borough Councils.



QUESTION:

What affected you most during the COVID-19 pandemic?

ANSWERS:

- Worrying about the future – **53.63%**
- Worrying how to support family – **31.55%**
- Social isolation and loneliness – **20.82%**
- Stress from working or learning from home – **26.5%**
- Health concerns – **25.87%**

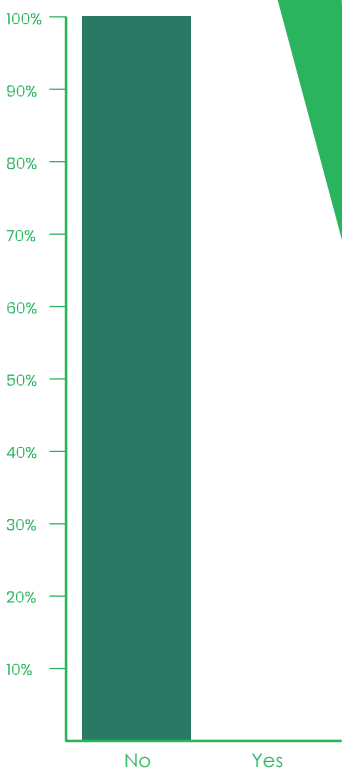
RESPONDENTS' COMMENTS:

- “ Closure of parks and play areas ”
- “ Lack of interaction with other people ”
- “ Lack of sports facilities ”
- “ Redundant ”

OUR RESPONSE

One of our key short-term priorities is to better communicate how the Parish Council can support individuals during this difficult time, through the use of social media, eBulletins, and the website. Specifically, we need to explore, identify, and implement ways to make our residents feel less isolated, particularly when under lockdown or Tier restrictions.

Survey Findings: The Impact of COVID-19



QUESTION:

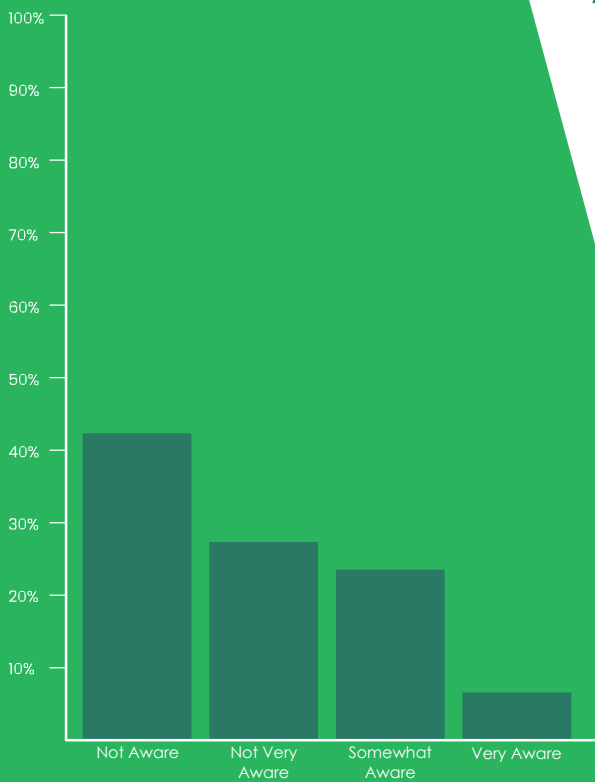
Did you contact the Parish Council for support during lockdown?

ANSWERS:

- No – **100%**

OUR RESPONSE

These responses demonstrate that our residents do not see the Parish Council as a source of support and information. As a priority, we need to increase awareness of our projects and support activities through better use of social media, eBulletins, the website, webinars, and livestreaming community meetings or Q&A sessions with residents so that we can better serve our local communities.



QUESTION:

During the COVID-19 pandemic, how aware have you been of the support available to you from the Parish Council and Eastleigh Borough Council, including but not limited to financial support, health and wellbeing advice, and where to get help with food supplies?

ANSWERS:

42.32% were not aware of the support available from Eastleigh Borough and Fair Oak Parish Councils. Only **6.58%** of respondents were very aware of the support available. **23.51%** reported that they were somewhat aware.

OUR RESPONSE

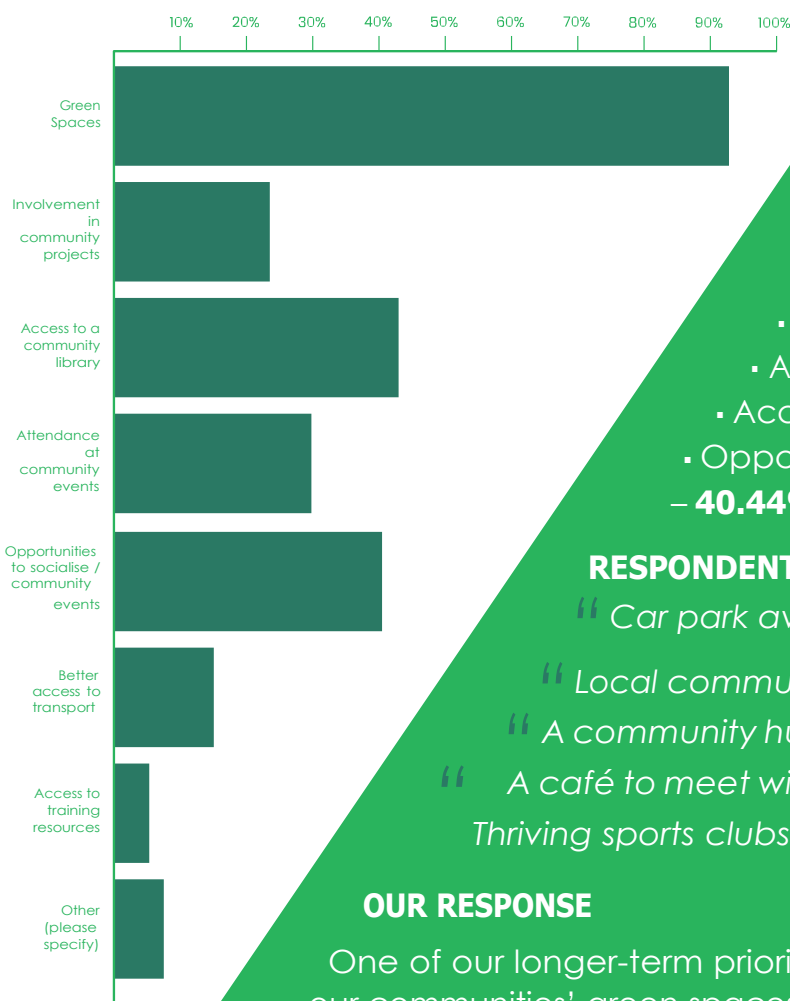
As a priority, we need to improve our communication with the local community through social media, eBulletins, live streaming of Council meetings, and offline activities, so that all residents are aware of the support provided by both the Parish and Borough Councils.

Survey Findings: How We Can Support People in our Communities to Live their Lives Well

KEY FINDINGS:

The survey results demonstrate that residents recognise green spaces, access to a community library/hub, and opportunities to socialise/community groups as important resources to help them live their lives well.

The results also show that residents recognise digital enablement of our local communities to be very or extremely important. Just 2.52% of respondents felt that digitally enabling the local community was of no importance.



QUESTION:

What would you consider to be important community resources that help you to live your life well?

ANSWERS:

- Green spaces – **92.79%**
- Attendance at community events – **29.78%**
- Access to a community library – **42.95%**
- Opportunities to socialise/community groups – **40.44%**

RESPONDENTS' COMMENTS:

“ Car park availability for parents during school run ”

“ Local community choir, gym and scout groups ”

“ A community hub with cafe ”

“ A café to meet with friends ”

Thriving sports clubs ” ”

OUR RESPONSE

One of our longer-term priorities is to continue to protect and maintain our communities' green spaces, and (once restrictions have been lifted) to better promote and support the community groups that are already in place as well as encourage new groups and opportunities to socialise. We are currently working with the Community Library volunteers to identify how best the Parish Council can both financially and operationally support the Library when it reopens as a volunteer-led enterprise later this year. We need to explore how best to communicate project progress with local residents, better utilising social media, eBulletins, and other digital and offline means to ensure that we can achieve true community engagement.

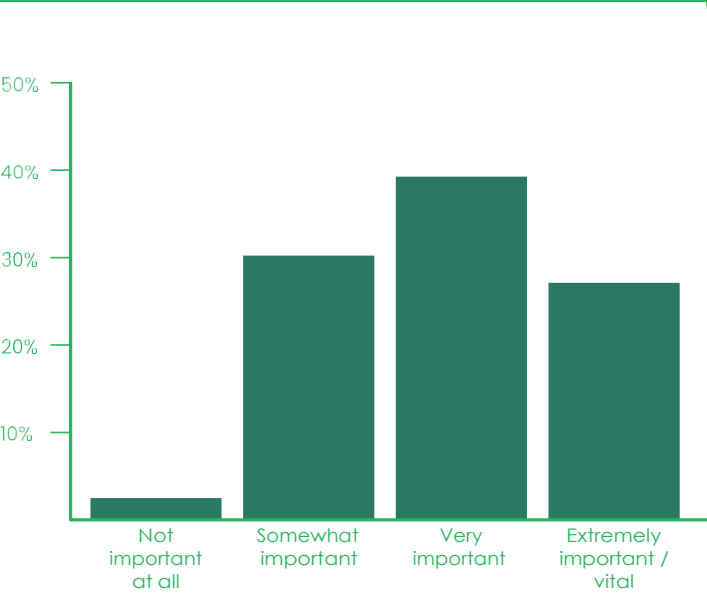
Survey Findings: How We Can Support People in our Communities to Live their Lives Well

QUESTION:

How important is it that communities are digitally enabled (i.e., engage with social media, eBulletins, the website, and other digital communication means)?

ANSWERS:

- No – 100%
- Very important – 39.62%
- Somewhat important – 30.5%
- Extremely important/vital – 27.36%



OUR RESPONSE

As an immediate priority, we need to extend our use of social media so that it is more regularly updated and serves as a better information source for local residents. We also need to undertake a short project to encourage greater sign-up for the Parish Council eBulletin. We plan to undertake an annual review of our website to ensure that it remains accessible to all, and to ask residents for feedback on the kind of content they would like added to the website on a quarterly basis. In the medium term, we also plan to investigate how best we can support people in our local communities to become more familiar with digital communications, whether that is through free training sessions in community buildings, or online webinars/YouTube videos (with offline access instructions provided).



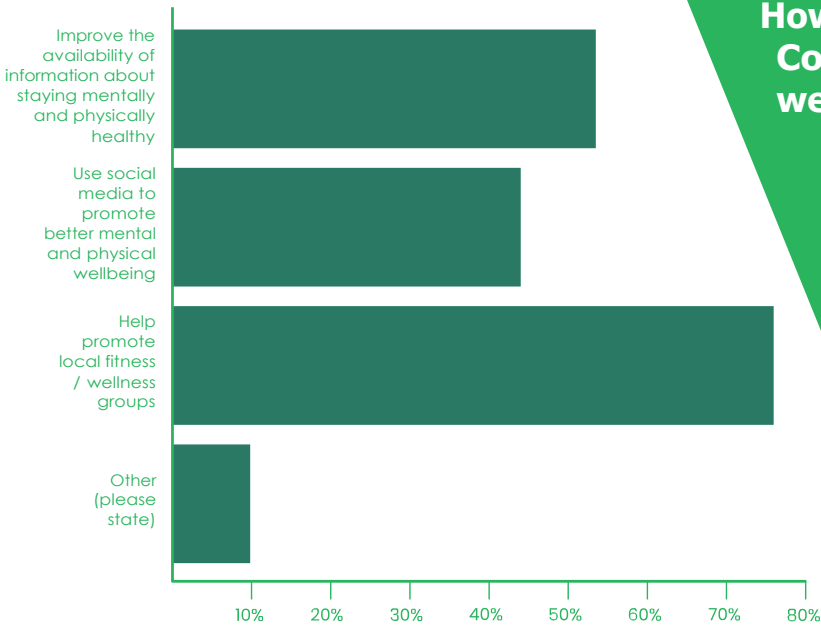
Survey Findings: How We Can Support our Communities in Improving their Health and Wellbeing.

KEY FINDINGS:

It is clear from the survey results that local residents would like the Parish Council to allocate more resource to helping promote local fitness and wellness groups (75.95% of respondents).

Respondents also stated that they would like to see an improvement in the availability of information on how to stay mentally and physically fit. They recognise that social media plays an important part in the dissemination of this information.

The majority of respondents believe that the Parish Council has an important role to play in supporting vulnerable children, young people, and adults, and would like to see closer liaison between the Council and local schools and colleges to ensure that information about support schemes and bubbles can be shared more effectively.



QUESTION:

How would you like to see the Parish Council support mental and physical wellbeing for residents?

ANSWERS:

- Help promote local fitness/wellness groups – **75.95%**
- Improve the availability of information about staying mentally and physically healthy – **53.48%**
- Use social media to promote better mental and physical wellbeing – **43.99%**



Survey Findings: How We Can Support our Communities in Improving their Health and Wellbeing

QUESTION:

How would you like to see the Parish Council support mental and physical wellbeing for residents? (CONTINUED)

RESPONDENTS' COMMENTS:

“Increase access to open spaces

Improve footpaths in green spaces to allow people to get out in all weathers”

“Continue to support local sports and community clubs”

“Maybe the buddy system could alleviate loneliness for some ”

“Discounted gym and yoga etc for young and vulnerable groups ”

“Improve facilities at Knowle Park for outdoor physical wellbeing and the path through Lapstone Orchard to cricket pitch to make it all weather ”

OUR RESPONSE

As a short-term priority, we will explore ways in which to help promote local fitness/wellness groups once COVID-19 restrictions have been eased, particularly through social media and the monthly eBulletin. We will also investigate ways in which we can encourage more local fitness/wellness groups, working out of Parish Council buildings. As part of our planned social media improvements, we plan to improve the dissemination of information about staying mentally and physically healthy, and once we are able to do so, will also investigate the possibility of offering short webinars or drop in clinics to promote good health throughout our local communities. to all, and to ask residents for feedback on the kind of content they would like added to the website on a quarterly basis. In the medium term, we also plan to investigate how best we can support people in our local communities to become more familiar with digital communications, whether that is through free training sessions in community buildings, or online webinars/YouTube videos (with offline access instructions provided).



Survey Findings: How We Can Support our Communities in Improving their Health and Wellbeing

QUESTION:

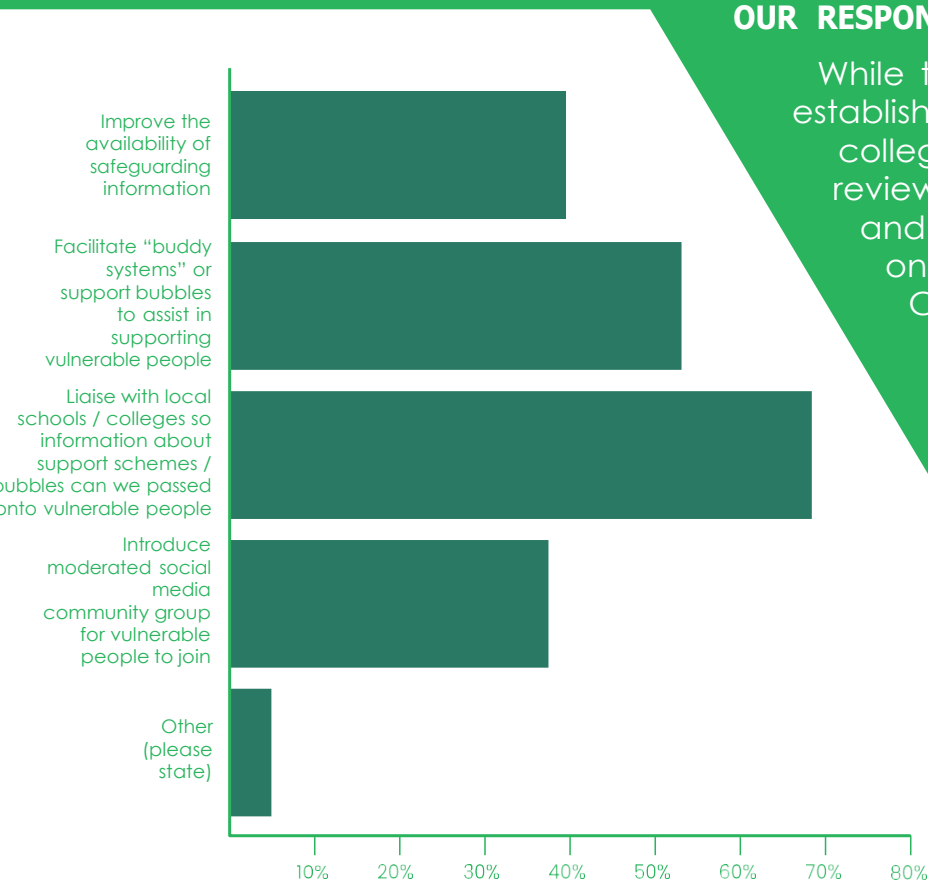
How would you like to see the Parish Council support vulnerable children, young people, and adults?

ANSWERS:

- Liaise with local schools/colleges so information about support schemes/bubbles can be passed onto vulnerable people – **68.4%**
- Facilitate 'buddy system' or support bubbles to assist in supporting vulnerable people – **53.09%**
- Introduce moderated social media community group for vulnerable people to join – **37.46%**

RESPONDENTS' COMMENTS:

- “Provide opportunities for employment”
- “More education for the local community about hidden disabilities”
- “Continue support to existing and established groups rather than 'reinventing the wheel”
- “Ask vulnerable people what would help them the most and try to facilitate or help with their ideas”



OUR RESPONSE

While the Parish Council already has established links with local schools, colleges, and support groups, we will review the effectiveness of these links and opportunities for improvement on an annual basis. Once COVID-19 restrictions have eased, we also plan to explore how best we may be able to facilitate support bubbles or a 'buddy system' to ease loneliness in our local communities.

Survey Findings: How We Can Support and Encourage a Sustainable Local Environment

KEY FINDINGS:

The survey responses communicated a desire to give sustainability projects some priority when allocating budget and resources, although most respondents (47.94% believed that this should be on a similar footing to other important projects, such as promoting wellbeing and supporting vulnerable people.

In terms of the types of sustainable projects that residents would like to see, the provision of safe walking and cycling routes was deemed of greatest priority, followed closely by creating more wildlife-friendly zones in our green spaces, and increasing tree cover in green spaces.

QUESTION:

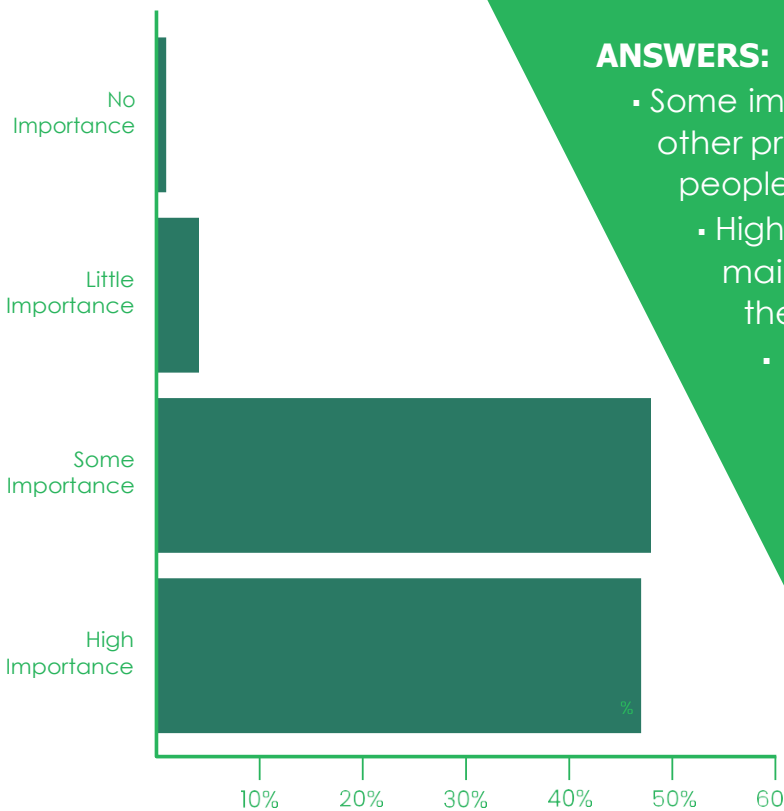
What importance should the Parish Council put on future sustainability projects?

ANSWERS:

- Some importance – on an equal footing with other projects, such as supporting vulnerable people and promoting wellbeing – **47.94%**
- High importance – it should be one of the main priorities for budget allocation over the next 5 years – **46.98%**
- Little importance – issues such as supporting vulnerable people are more pressing in the local community and should be given precedence – **4.13%**
- No importance – **0.95%**

OUR RESPONSE

In response to this feedback from our local communities, we will allocate a proportion of budget commensurate to that allocated for other priority concerns to sustainability projects.



Survey Findings: How We Can Support and Encourage a Sustainable Local Environment

QUESTION:

What sustainability projects would you like to see the Parish Council work on in the next 5 years?

ANSWERS:

- Designate safe walking and cycling routes – **73.75%**
- Create more wildlife-friendly zones in our green spaces – **67.81%**
- Increase tree cover in green spaces – **60.31%**
- Introduce electric car charging stations – **40.63%**
- Improve the availability of information on what residents can do to reduce their own carbon footprint – **36.88%**

RESPONDENTS' COMMENTS:

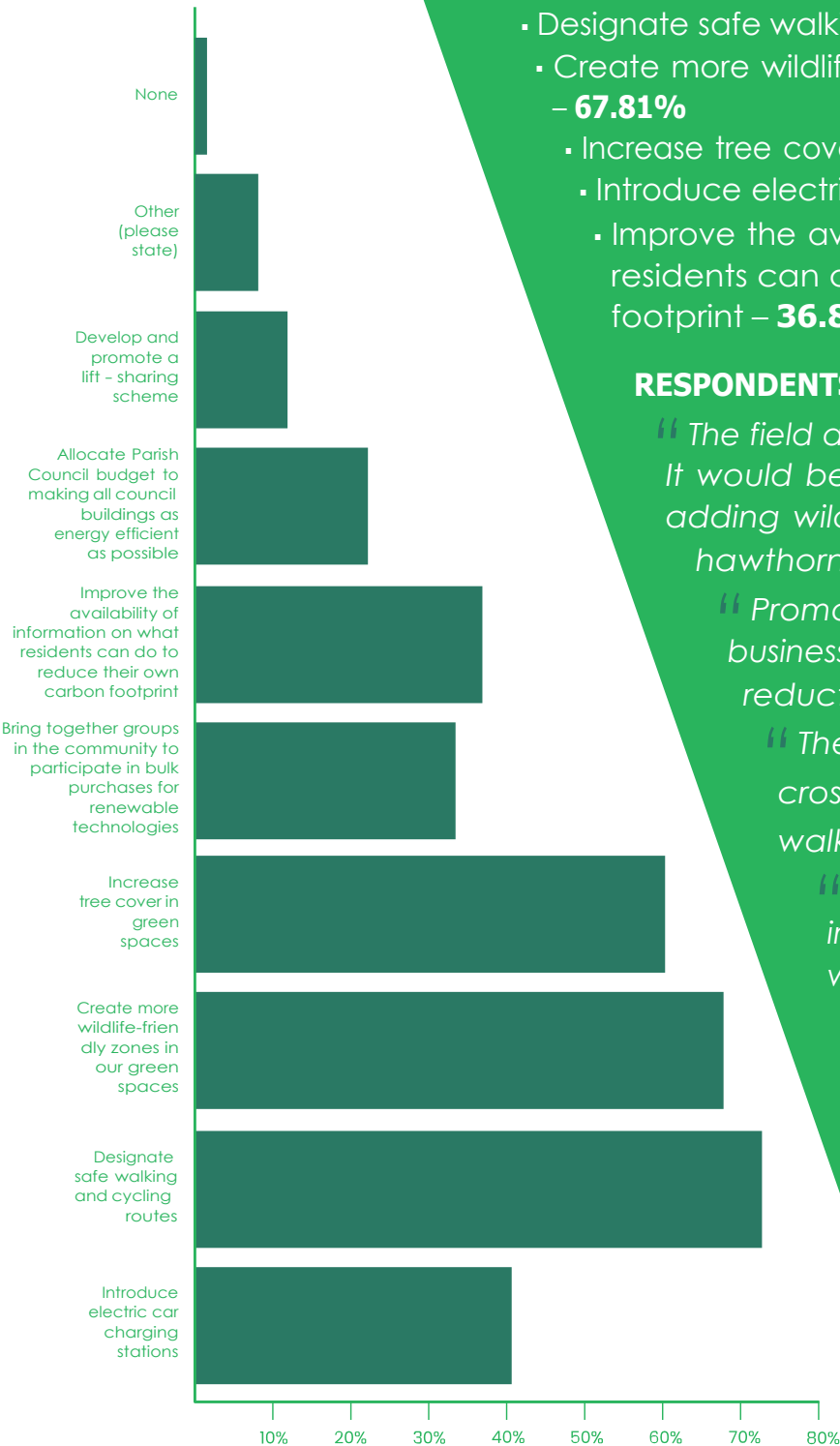
“The field at the bottom of wyvern by the woods. It would be lovely to encourage the ferns and adding wildflowers instead of brambles. More hawthorn bushes instead of ” fencing

“Promotion of sustainable products and businesses, e.g. plastic free products, reduction in plastic ”

“There needs to be more pedestrian crossings making it safer for everyone to walk and better paths ”

“Cycling routes need to be vastly improved, many have pit holes or not wide enough for two cycles to pass ”

“ Better local recycling for items not taken in the normal household waste, for example cartons and coffee cups, plastic tubs, crisp packets etc ”



Survey Findings: How We Can Support and Encourage a Sustainable Local Environment

QUESTION:

What sustainability projects would you like to see the Parish Council work on in the next 5 years? (CONTINUED)

OUR RESPONSE

The survey results were very clear in that our local communities would like the Council to prioritise sustainability projects that relate to green spaces, and improved footpaths, walking, and cycling routes. As a short-term priority, we will ensure that budget is allocated to these projects in the 2021/22 financial year. While the Council had set up a Climate Change Task & Finish Group, engaging with the students at Wyvern College and drafting an action plan, little has been done to move this forward. We will now prioritise this project with a view to consulting with our local communities on the proposed action plan.

Survey Findings: How We Can Become an Innovative and Forward-Thinking Council

KEY FINDINGS:

Survey results showed that local residents would like the Parish Council to prioritise crime and safety initiatives, allotments and public open space, better provision for teenagers, and projects which focus on environmental enhancements and climate change initiatives.

The respondents were broadly in agreement with the Parish Council dedicating funds and resources to supporting the community library project (although a number of comments suggested the money could be better spent elsewhere), but equally were clear that it needed to become more than a library if it is to be supported by public funds – a community café, the hosting of local community groups, and training sessions (such as the Barclay's digital scheme) were the most popular suggestions. This dovetails with responses given to other questions, where ensuring the community is digitally enabled, and facilitating events which support local residents are common themes. In terms of the library provision, there were several comments regarding opening hours, with many respondents commenting that they have prioritised other libraries over Fair Oak in the past due to more convenient opening hours (e.g., evenings and weekends).

In terms of new projects and innovation, the respondents' answers reflected their feedback on other questions. According to the responses, project priorities should include increasing the wildflowers and bulb planting in Parish-owned land, improving CCTV to detect and prevent crime, supporting the provision of a community café/social enterprise hub, installing solar panels on community buildings, and introducing pop up repair shops and electric car charging points. Several comments made reference to the use of Parish buildings for school run car parking, while other respondents highlighted the abandoned park at the Crowdhill development as requiring attention.

Improvements to traffic controls were also mentioned by several respondents.

There was overwhelming support for the Parish Council continuing to hire out buildings to fund community projects, but response was mixed in relation to the Council taking on some of Eastleigh Borough Council's responsibilities. While many respondents would like to see the Parish Council do more to tackle anti-social behaviour, improve community safety, and introduce more dog bins, several of the comments suggested that the Council should concentrate on current responsibilities, with fears that any additional workload could be unsustainable and unfunded in the longer term.

Survey Findings: How We Can Become an Innovative and Forward-Thinking Council

QUESTION:

What do you think the Council’s main priorities should be?

RESPONDENTS’ COMMENTS:

“ Signposts to library and squash clubs, many do not know they exist! ”

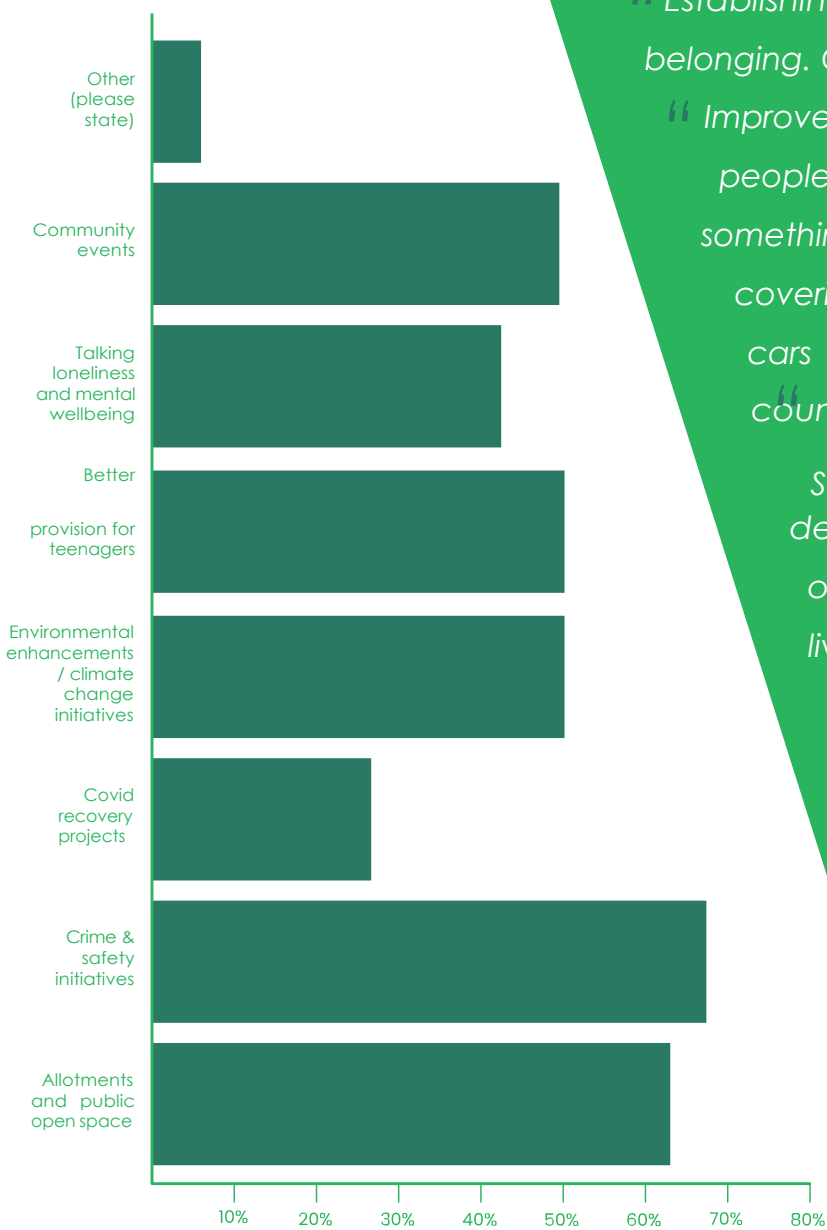
“ Establishing a sense of community and belonging. Connecting people ”

“ Improve literacy in older people, teach young people basic financial management, promote something like Neighbourhood Watch but covering everyone's assets not just houses and cars but including commercial property and council property ”

Severely scrutinise future village development(s) to establish value or otherwise to village life & peaceful living ”

“ Better pavement access to schools – i.e. cemetery road and wider pavement on Botley Road ”

“ Maintaining their green spaces and play areas to a high standard. Keeping residents informed of by all avenues, not just those using technology, particularly the older generation who do not wish or are able to use modern technology ”



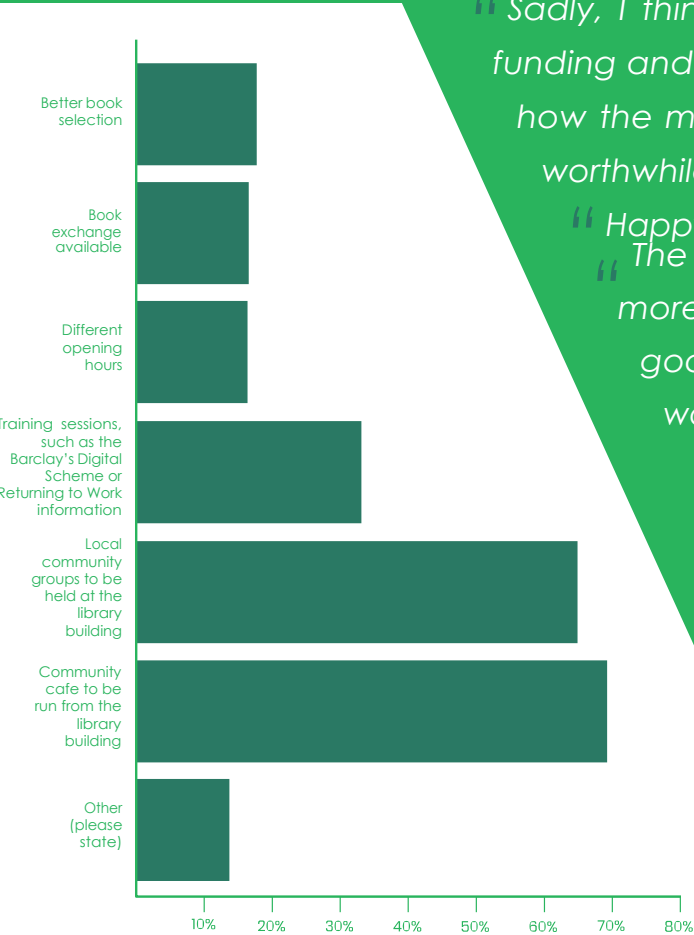
Survey Findings: How We Can Become an Innovative and Forward-Thinking Council

QUESTION:

Fair Oak Library will no longer be operational in its current format from January 2021, and will be transferred from Hampshire County Council to a local Community Trust with some involvement from the Parish Council. What would encourage you to engage with the library more?

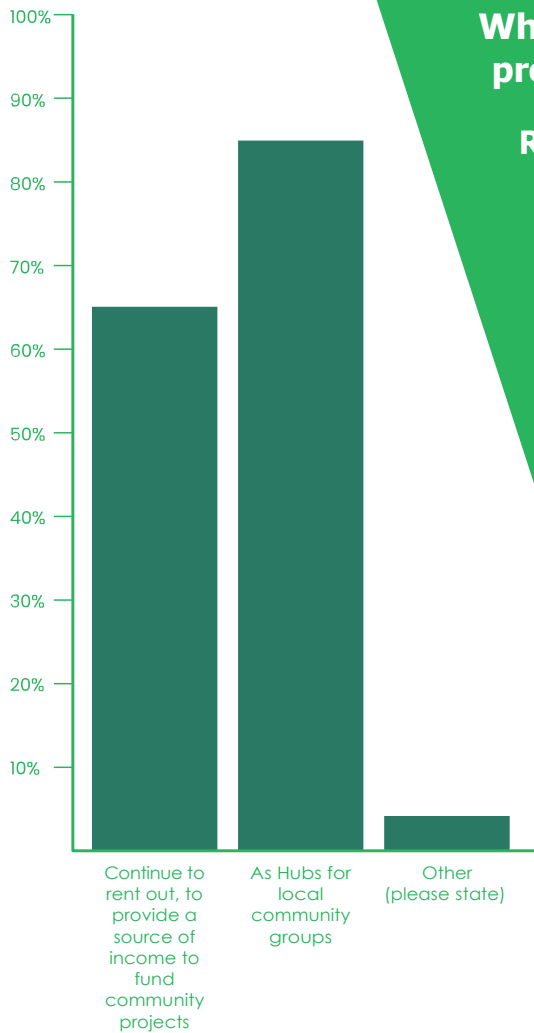
RESPONDENTS' COMMENTS:

- “ Longer opening hours
- “ Needs to be significantly bigger, better range and more choice. Open 24/7”
- “ It's clear it's not being used it should be closed and funding stopped”
- “ Longer evening and weekend opening (in place of some weekday opening?) ”
- “ I've always used Hedge End library as they are open every day
- “ Life doesn't revolve around 9-5 any more. Evenings and weekend opening would be transformational for local engagement”
- “ Look at opening weekends / evenings - have a cafe if commercially viable



- “ Sadly, I think they are outdated and I would withdraw funding and re-allocate it to helping young people grasp how the modern world works and how to become worthwhile and successful people ”
- “ Happy to close it...wasted money ”
- “ The more it's open for groups and access, the more hours it should be available. It'll only be as good as those who use it from which volunteers would need to be sought ”
- “ The library is never open at convenient times. Also a book drop off bin would be good so you can return books even when the library is closed ”
- “ Better layout. Area is cluttered and difficult to move round when a number of people are there ”
- “ Difficult question, really happy the Parish is helping out here BTW ”

Survey Findings: How We Can Become an Innovative and Forward-Thinking Council



QUESTION:

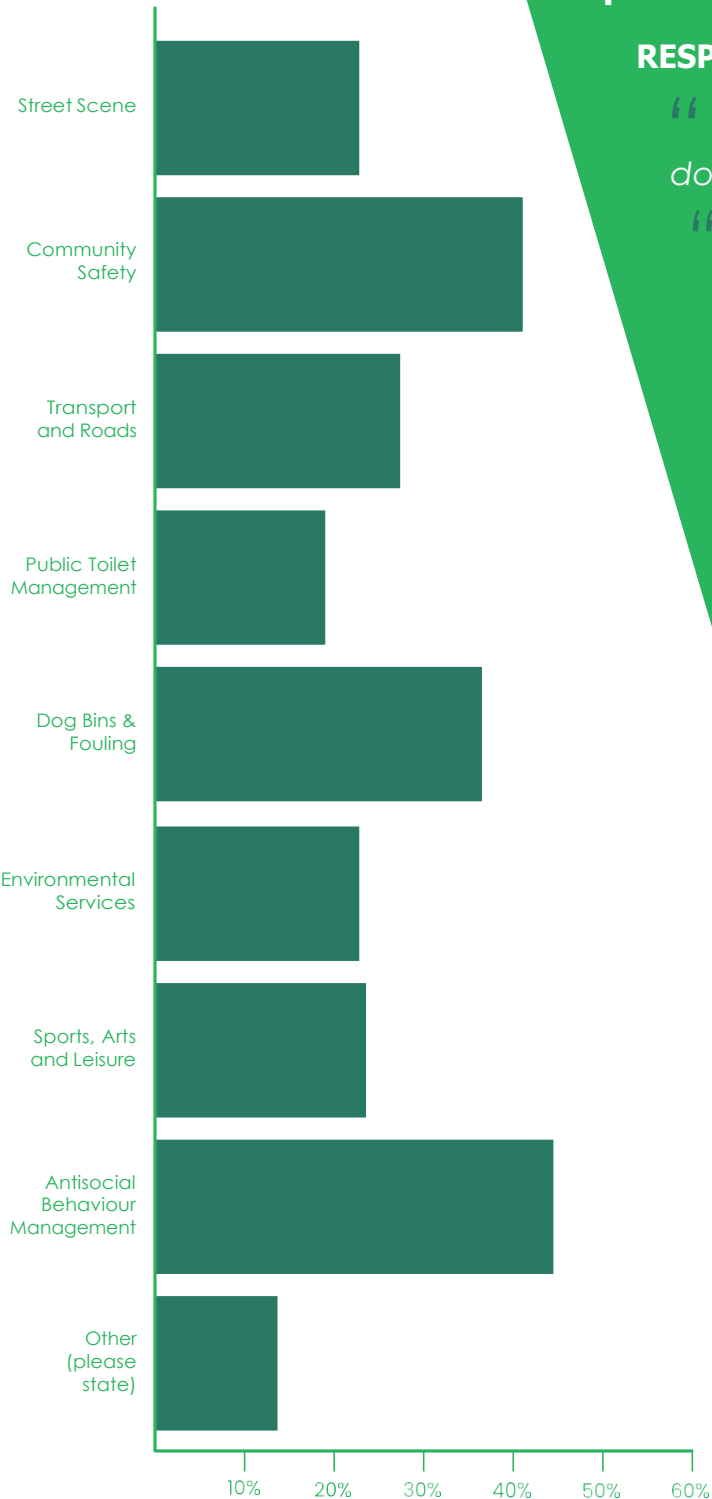
What do you think the Council’s buildings and other property assets should be used for?

RESPONDENTS’ COMMENTS:

- “ Provide parking for local schools
- “ Facilities within these (parking / toilets) should be made available for the community to use – car parks should not be locked ”
- “ Local education or drop in sessions offered by other members of the community who have skills; but feel there is no use for them. Ie, computer skills could help people fix / maintain / tidy and secure their computers. Knitters could help people get started, and so on ”
- “ Park and stride for local school!!!!
- “ As a resource for residents, including the use of parking spaces to ease congestion at school! ”



Survey Findings: How We Can Become an Innovative and Forward-Thinking Council



QUESTION:

Would you like the Parish Council to take over the running of any of the services currently provided by Eastleigh Borough Council?

RESPONDENTS' COMMENTS:

- “ No. The PC needs to concentrate on what it does now not expand its remit ”
- “ It would depend if they would be funding for it. Dog waste bins have been smelling disgusting for months, and many people are now letting their dogs foul pavements again. If you could improve this I would be keen on you getting involved ”
- “ No, as services are picked up by the parish it allows the Borough Council to claim it hasn't increased council tax. Although technically correct my DD shows otherwise ”
- Anything where the parish council could do a better job ”
- No. Splitting services is disruptive and eventually more expensive, and less effective. These things require a Borough-wide approach ”
- Any that you are better equipped to deal with ”

Survey Findings: How We Can Become an Innovative and Forward-Thinking Council

QUESTION:

Would you like the Parish Council to take over the running of any of the services currently provided by Eastleigh Borough Council? (CONTINUED)

OUR RESPONSE

It is clear from the Survey results that local residents would like us to prioritise projects which help to reduce crime in the community and make better use of public open space. With this in mind, in our short and long-term plans, we will prioritise projects which aim to improve the safety of our residents and enhance our green spaces.

The Council's Officers hold regular safety meetings with statutory partners including the Police. The Police and the Council regularly liaise and have held several crime prevention/awareness sessions and beat surgeries at the Council premises. Furthermore, the Budget Task and Finish Group has recommended an upgrade to the Council's CCTV systems, including a solar powered roving CCTV Camera. Clearly, more advertisement of beat surgeries and consultation with residents on budgetary recommendations is needed.

The Grounds staff have recently, with the help of the local Scouting Groups, planted over 5,000 mixed plant bulbs in the verges and public open space in the parish. The Clerk also plans to hold a wildflower seed bomb making day with the local schools for planting in the Council's open spaces. We will consult with residents and advertise via social media and posters on community boards once we are in a position to progress these plans.

We will continue to financially and operationally support the community library project and will steadfastly represent the views of our communities at all library meetings. In particular, we will encourage the

library committee to consider other applications for the library building (to run alongside the lending of books), as well as facilitating more convenient opening hours.

As a longer-term priority, we will investigate the installation of solar panels on community buildings (quotes have already been received), and will continue to support the Fountain Community Café, which will be operational again once the COVID-19 pandemic has lifted. The Café Task and Finish Group will shortly be submitting a project proposal for Phase 2 of the community facilities at New Century Park to include the installation of a (temporary) building housing a not-for-profit community café and social enterprise space. We will consult with local residents and request feedback before the project proposal has been submitted.

We will also explore the initial and ongoing costs associated with providing electric car charging points.

The question of school run car parking is not an easy one to resolve, but we will table it for discussion at a future Council meeting with a view to finding a way forward.

As a mid- to long-term priority, we will refurbish the abandoned park at the Crowdhill development.

At the current time, we do not intend to pursue adopting additional responsibilities from Eastleigh Borough Council but will review and consult residents on this on an annual basis, or as and when the subject is raised by the Borough Council.

Survey Findings: Community Involvement and Engagement

KEY FINDINGS:

The most concerning message to be borne out of the survey results is that local residents do not feel informed about the Parish Council's activities, demonstrating an urgent need for improved communication.

Of the 320 respondents, 24.69% reported that they do not know what the Council does. A further 64.69% stated that they only have some knowledge of the Council's activities.

The majority of respondents believe that the Council adds most value through the maintenance of local play areas and green spaces (78.98%), as well as through involvement in events such as Remembrance (57.64%) and providing/maintaining buildings for public use (61.15%). However, the majority of comments received were fairly negative, with several residents suggesting that the Parish Council does not add any value to our local communities. This would suggest that the work the Council does in terms of supporting and assisting local residents is not being communicated effectively and that there is much work to do in properly engaging with the community.

Respondents were fairly split in terms of getting involved in local decision making, with 52.19% stating there is not enough opportunity to get involved, and 47.81% suggesting there is. When asked what the Parish Council should do to involve more residents, the most frequently provided answers including increasing social media coverage, running more surveys, providing greater accessibility to parish meetings, introducing volunteer 'ambassador' roles to head up working groups, creating decision making forums and working groups, and maintaining offline communication such as a hard-copy newsletter and posters on community notice boards. From these responses, it would seem that many residents are not aware that the Council has held live streamed Council meetings since May 2020 and has published agenda and minutes on their website for many years. The Council has also, since February, sent out a monthly eBulletin, which residents can sign up to via the website. Surveys are run on a regular basis on social media, and Task and Finish Groups are already in place. Clearly, the Council needs to work on its marketing and community engagement.

Encouragingly, there are signs that some local residents would like to become more involved with local community projects. 13.25% stated that they would be interested in joining a Task and Finish Group, and a further 52.37% said they would possibly like to become involved, depending on the project. Furthermore, 61.44% of respondents use social media to stay informed of Council activities and updates.

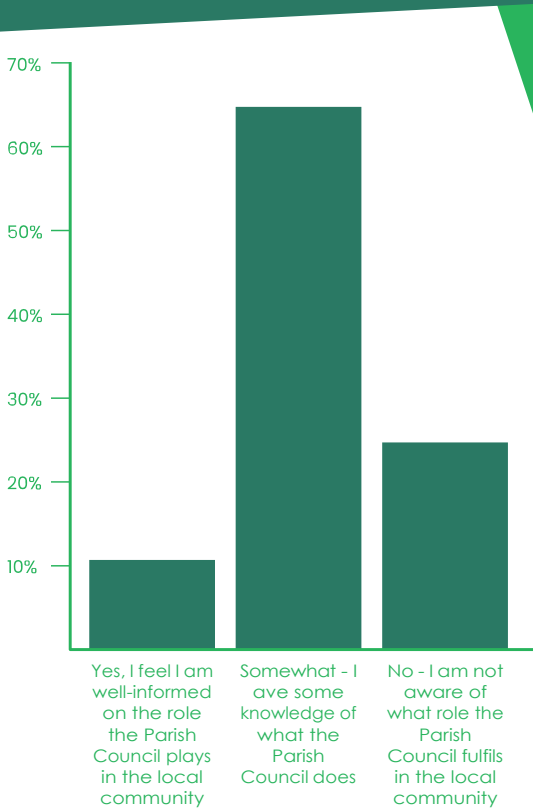
In terms of how the Parish Council should engage with our local communities in the future, most respondents saw digital media as the priority, with 71.52% stating that they would like more social media engagement; 66.14% preferring emailed newsletters; and 33.86% suggesting regular surveys. Other comments included improved councillor visibility, the livestreaming of Council meetings (which is already in place), and quarterly community update meetings.

Survey Findings: Community Involvement and Engagement

KEY FINDINGS:

With regard to the type of content residents want to see, the responses were very much focused on greater community engagement and support and included regular ‘what’s on’ posts promoting community groups and activities, the creation of online community groups and events, and the production of video content.

Respondents also saw a role for the Parish Council in supporting job creation and matching local businesses with job seekers. Survey results show that residents believe social media could be used to promote local businesses, particularly when they are recruiting. 65.82% stated that the Council could be instrumental in matching school leavers with traineeships/apprenticeships or part time jobs in local businesses. 55.38% of respondents would like to see Parish Council buildings hired free of charge for training sessions run by local businesses for local residents. In the comments, it was suggested that local business/recruitment fares could be run via Parish Council buildings.



QUESTION:
Do you know what the Parish Council does in the local community?



Survey Findings: Community Involvement and Engagement

QUESTION:

How do you think the Parish Council adds value to the local community?

RESPONDENTS' COMMENTS:

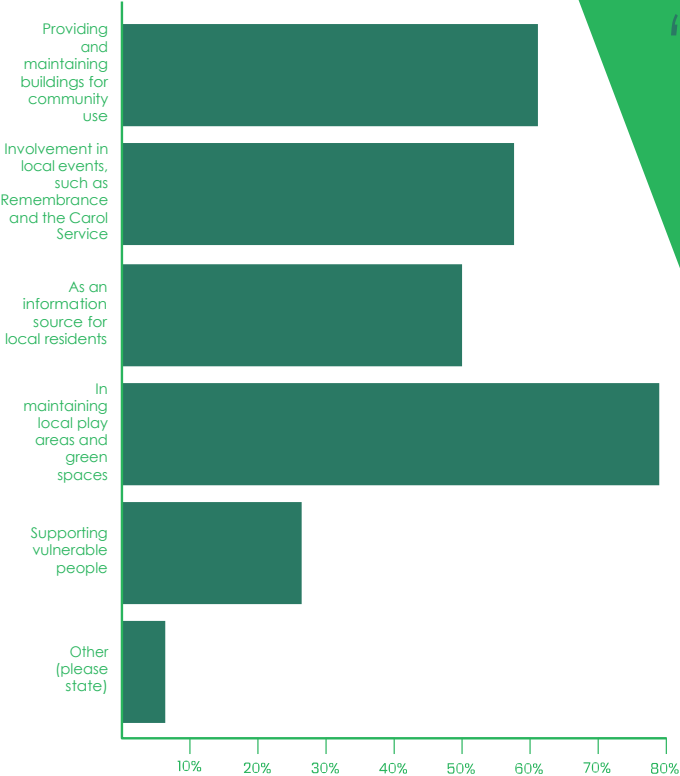
"Not sure it adds value"

"I don't feel the parish council is particularly supportive currently"

"It currently doesn't"

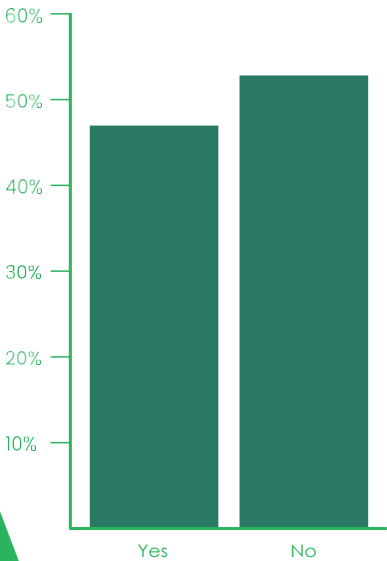
"Representing local people at Borough/County level, supporting local people and businesses to make the area a nicer place to live"

"Wasting money on unneeded sculptures and ornate benches that would be better spent elsewhere"



QUESTION:

Do you feel that you have enough opportunity to get involved in community decision making?



Survey Findings: Community Involvement and Engagement

QUESTION:

How would you like to see residents become more involved?

RESPONDENTS' COMMENTS:

" Perhaps ask for community suggestions then create a list. Put it up for an online vote. Action it "

" Ensure that residents are aware of key issues, and subsequently invited to contribute in discussion and decision

making currently "

" Social media "

" Unsure. That is probably the problem. I don't know enough so awareness is

definitely an issue "

" There needs to be more community meetings and neighbourhood watch schemes - especially with all of the robberies etc that are going on that the moment. It may be more of a deterrence if

the community are working together "

" Do at least a yearly survey, like this one "

" Short -sharp focus groups on specific areas of work, randomly selecting residents to discuss issues with to improve representation (i.e. not just liaise with residents who want to attend meetings) and an annual residents survey with

carefully designed questions that assess quality of life and deliver real insight into how the community can be improved "

" Using online opportunities - for example by being able to do surveys like this online "

" More surveys and feedback from surveys "

" Better info and easier to find out about things so we know what's going on and

can get involved "

" Parish meetings via video conferencing "

" More surveys, if it's a choice of how to spend our money maybe ask us to choose between a couple of options. Listen to us

when we tell you there is a problem "

" Greater advertising of focus groups "

" Being aware of what is going on would help. Currently no idea of any

opportunities to be involved "

" More open discussion not all meetings behind closed doors "

Survey Findings: Community Involvement and Engagement

QUESTION:

How would you like to see residents become more involved? (CONTINUED)

“Proactively advertise when meetings are taking place well in advance, so that people have the opportunity to make themselves available to attend and contribute. Or in the absence of attendance, demonstrate alternative methods for contribution and involvement”

“More information about what is going on, more consultation”

Create some volunteer roles where people can become the (Recruitment, Equality, Sustainability, Commerce, Development, etc) Ambassador for 12 months and have a mechanism to report back to the residents”

I would like to see local community groups that have membership consisting of local residents involved in canvassing opinions and representing at decision making forums. Whilst I appreciate and value the import of local councillors, there are several local community groups and organisations with membership in the hundreds, who have access to large numbers of residents, can canvas opinions effectively, and on certain issues

have a greater understanding of the community than elected members, and this is a resource that could be used more effectively”

“A residents committee to be formed for bringing forward suggestions and ideas for improving local area sustainability”

“Clearly publishing all aspects of Parish decisions & thinking, so residents can have opportunity to know exactly what the council are planning & have their say in decision making”

“When developers, Parish Council, County Council members etc. are 'walking the area' looking for problems that need addressing - this should be advertised on social media (Facebook for example) so local residents can also point out issues of concern”

“Let them know through social media what's going on and where, it's then down to them to participate or not”

“More surveys like this and like the surveys for the play area refurbishment”

“Social media interaction

Survey Findings: Community Involvement and Engagement

QUESTION:

How would you like to see the Parish Council engage with you in future?

RESPONDENTS' COMMENTS:

“ Broadcast ALL of the Council meetings LIVE and have an archive that can also be accessed. Are there secrets we shouldn't

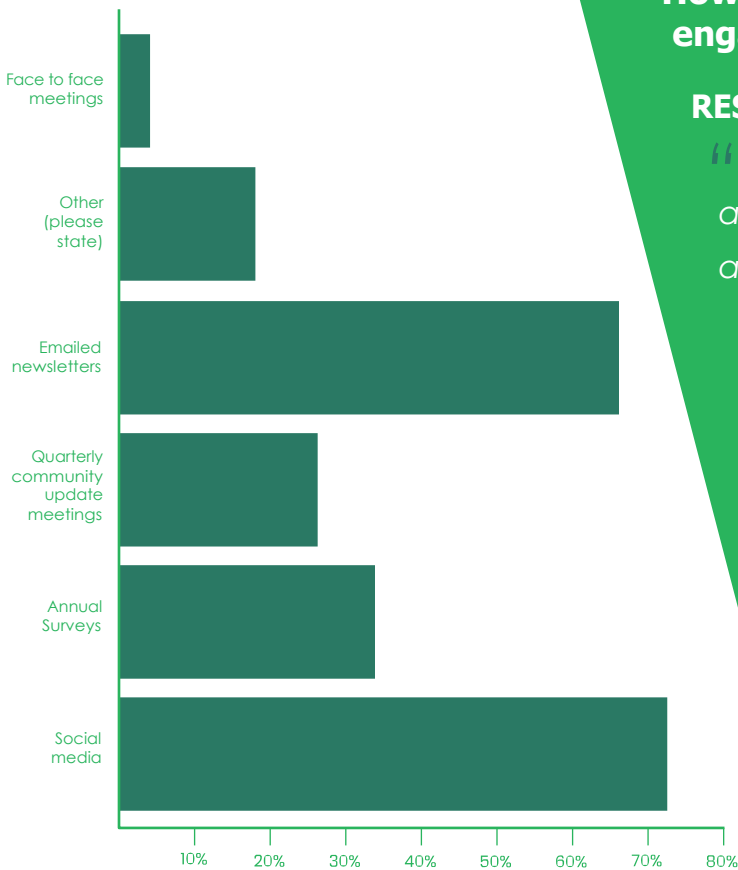
know about? ”
“ More surveys like this one ”

“ Message boards in community buildings ”

Not just annual surveys, regular ones throughout the year ”

“ Visible presence in the village, especially cllrs ”

“ Usual newsletter ”



Survey Findings: Community Involvement and Engagement

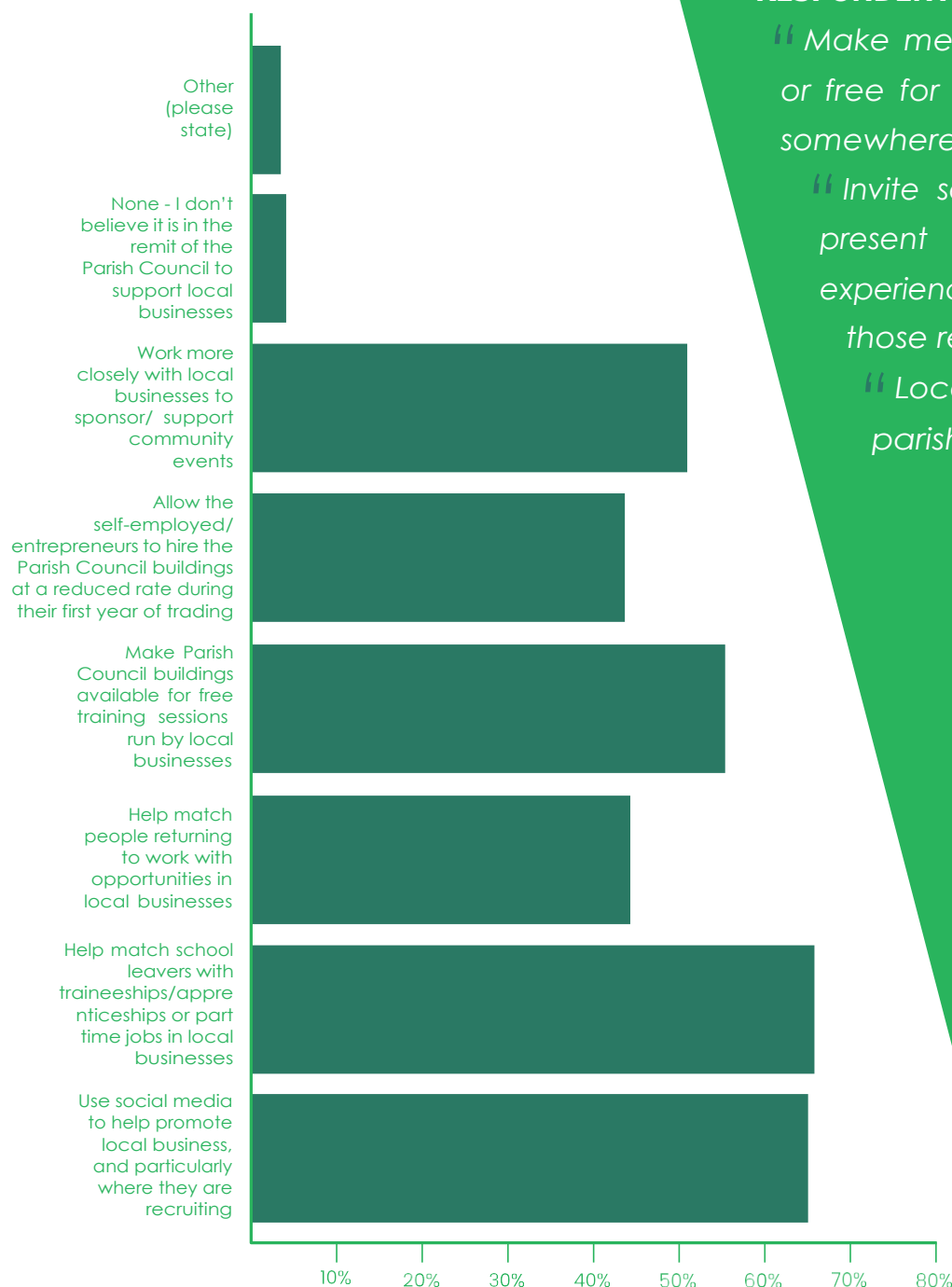
QUESTION:
How would you like to see the Parish Council support local businesses/job creation?

RESPONDENTS' COMMENTS:

“ Make meeting areas/rooms cheaper or free for community groups wanting somewhere to meet ”

“ Invite seasoned business people to present 'the workplace and experience' to young people and those returning to work ”

“ Local business fares/events in parish buildings ”



Survey Findings: Community Involvement and Engagement

QUESTION:

How would you like to see the Parish Council support local businesses / job creation? (CONTINUED)

OUR RESPONSE

The overwhelming message of this survey is that local residents do not feel informed about the Parish Council's activities. As a result, our most immediate priority is to improve communication with the residents through:

- Improved social media engagement and more regular posts, particularly in relation to 'what's on' updates, and providing health and wellbeing information for residents
- Improved promotion of the live-streamed Council meetings
- Implementation of a mini campaign to promote eBulletin sign up
- Better communication – through social media, eBulletins, and notice board posters – of current Council projects, and opportunities for resident involvement
- More frequent surveys on social media, relating to potential projects and priorities, and getting the Community's feedback at an earlier stage in the planning process
- Better promotion of Task and Finish Groups to encourage resident participation
- When COVID-19 restrictions are relaxed, exploring the level of interest in residents' groups and forums, and regular community update meetings
- Using social media to 'match' local job opportunities and apprenticeships with residents
- When restrictions are relaxed, exploring the level of interest among local businesses to run training sessions in Council buildings



What Do Residents Value Most About Living in Fair Oak or Horton Heath?

“ Being able to participate in community events and being able to hire rooms to further develop lunch clubs for the elderly supported by students from local schools and out of town project ”

“ It provides me and my family with opportunities to access community groups regarding sports, leisure and environmental activities, and general is a safe and enjoyable place to live ”

“ A community spirit and everyone pulling together when needed, local businesses thriving in these current climates but could do with a community hub/coffee shop to build business and social aspects into the community”

“ Has a lovely community vibe, beautiful open spaces (that have been invaluable during lockdown) would love to see them maintained and expanded where possible ”

“ Local, independent shops and the excellent service they provide ”

“ Moved to Fair Oak 2 years ago, not aware of any local facilities as we haven't received any information when we moved in. My daughter attending a guides group in Colden Common as I can't find any groups nears when I google searched. It would be good thing for the Parish council to give a welcome pack about local facilities to the families which newly move to your parish. We live near a community centre, it seems always busy but I really don't know what events happening inside the community centre. So I feel unsettled for last 2 years with our teenage children. Monthly magazine or newsletter would be really good. Hope you will consider my feedback ”

“ Friendliness, collaborations with Parish Council, church, uniformed organisations ”

“

“ There are pockets of established communities which look out for neighbours. The local shops are staffed with local people, who are willing to go the extra mile for customers ”

“ A friendly local area ”

“ Sense of community, play spaces for local children and families, green dog walking areas ”

“ I value having a safe kind environment to raise my children. Anything that can be done to help those that need help I support ”

“ The green spaces ”

“ The community feel, we moved here in 2004, with 2 small children, we have made friends, participated in events such as the carnival, remembrance day, carols, joined community groups and love the support the community gives us. Also enjoy the open spaces, library etc ”

“ Safe environment ”

What Do Residents Value Most About Living in Fair Oak or Horton Heath?

“ We feel that we are part of a community and hope that this will continue as we get older. We have lived in Fair Oak for 36 yrs and when we look around we think where could we get the same "feeling" ”

“ Hard work by employees and council members, especially during the current climate ”

“ I believe it supports residents well but I am concerned that with the huge number of houses being built in the area that Fair Oak will lose its community feel”

“ When things get tough we come together to support and help out ”

“ Open spaces, opportunity to walk dogs safely, space and opportunity for community interaction across the age spectrum ”

“ The friendly attitude of the residents in an established community. I hope the new houses will not change this ”

“ I read the posts on Facebook and are pleased that we have buildings within the community that we can phone/visit to discuss any concerns (covid-19 permitting currently) ”

“ It used to be open spaces but they're gone now and lovely walks without driving somewhere. The priority must be to protect our 3 last spaces ”

“ Community events, feeling of togetherness at a local level ”

“ Its green spaces and links to footpaths, you feel like you can walk from a thriving community into the midst of the countryside in 15 minutes ”

“ The good maintenance of our green spaces/parks. Also the use of Horton Heath village hall for keep fit sessions, twice a week. So good also when the hall is in use I am able to participate with both classes on zoom. So thanks for a good WiFi system. Especially the maintenance of the 'soak away' in Meadowsweet Way which stops flooding during our monsoon seasons recently ”

“ The local shops mostly being independent and supporting local businesses and local families ”

“ Decent people”

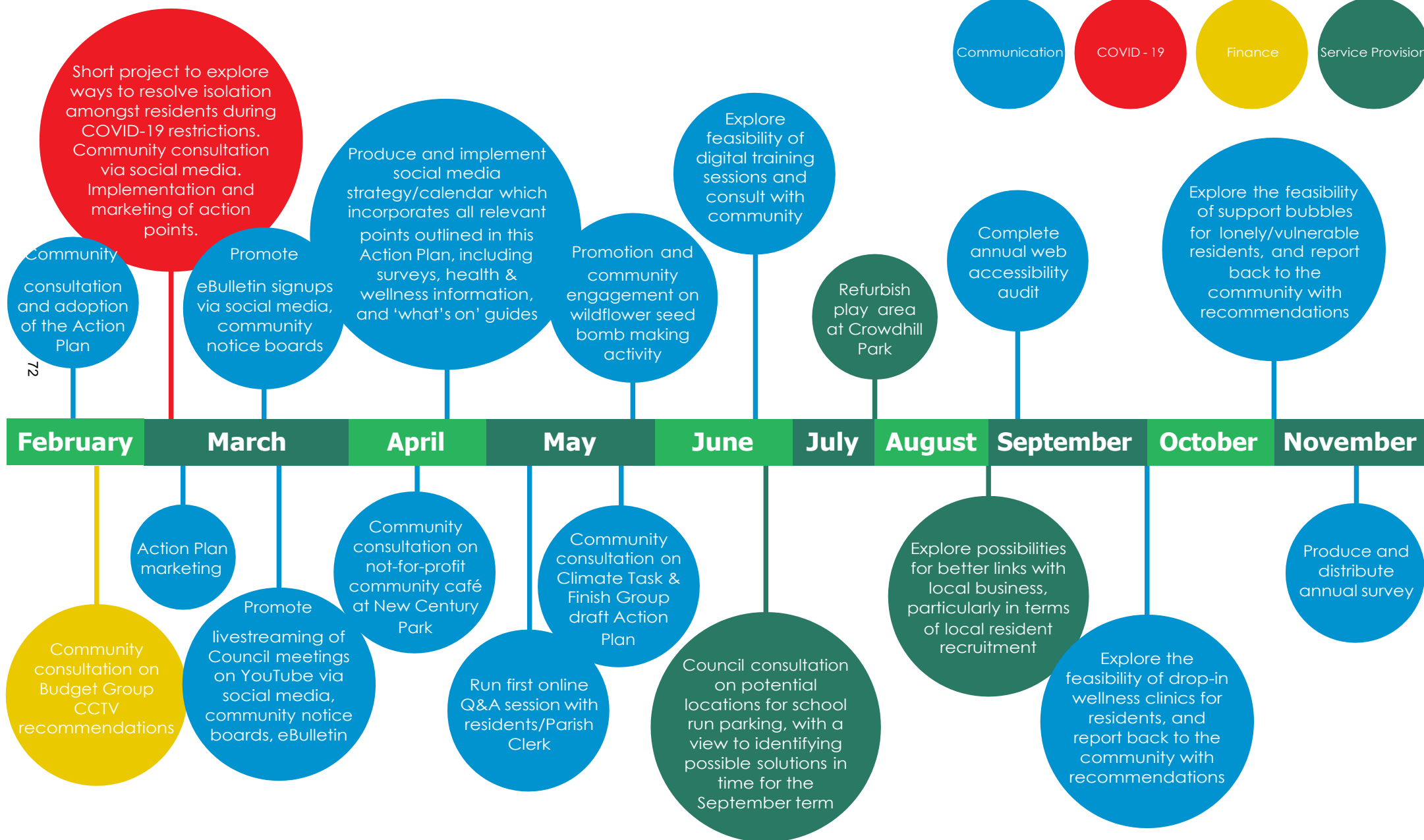
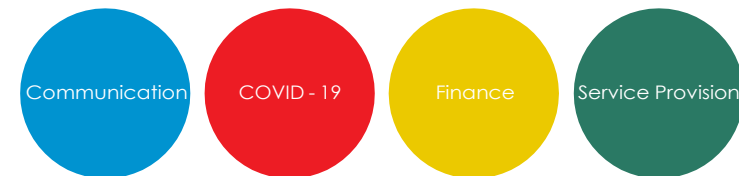
“ Good amenities, open spaces such as Knowle Park and Stoke Park Woods ”

“ The pleasantness of the area, i.e refurbished play areas, planting, flowers etc ”

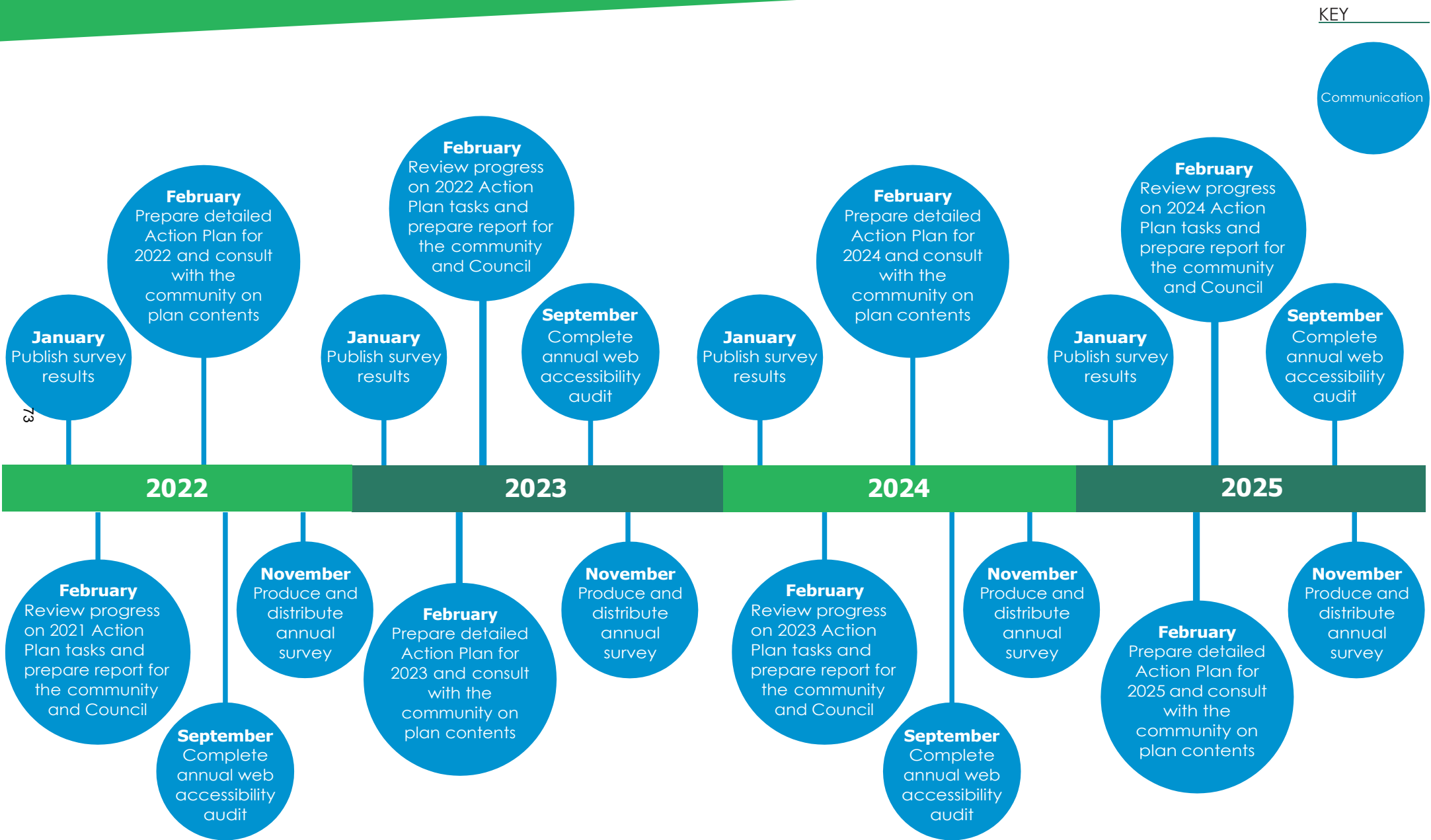
“ During Covid the community has come together to help each other ”

Action Plan Timeline: 2021

KEY



Action Plan Timeline: 2022 - 2025



Next Steps

This draft Action Plan will be put to the community via social media, an eBulletin, and via the Council website, with feedback encouraged.

All comments will be considered, and wherever possible, incorporated into the Action Plan.

The Action Plan will be presented at the Council meeting on 22nd February 2021, and then finally adopted.

The Action Plan will then be implemented according to the agreed Timeline. Regular updates will be provided to the community via social media, eBulletins, community notice boards, and the website, and discussed at Council meetings (which will be livestreamed via YouTube).

The Action Plan will be reviewed at annual intervals to ensure it remains relevant and reflects the needs and wishes of our communities. Regular surveys will be completed to ascertain the opinions and priorities of residents.





FULL COUNCIL – WORK PROGRAMME (2021/2022)

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
APRIL 2021			
Finance Report	To approve the monthly finance report	Report	Clerk/Finance Officer
Village Centre	To consider interim findings of the Group	Report	Chairman of the Group
Health & Safety	To update the Council on progress with Health & Safety matters following internal audit	Report	Operations Manager
Meeting dates	To agree meeting dates for 2021/22 committee year	Briefing note	Clerk
Council Constitution	To adopt new constitution including Standing Orders for meetings	Report	Clerk
Fixed Asset Register	To approve the Council's fixed asset register	Report	Finance Officer
MAY 2021			
Council Constitution	To approve adoptions of governance documents in the form of a comprehensive constitution – council constitution/standing orders, financial regulations	Report	Clerk
Membership of Committees & Outside bodies	To approve membership and Chairmanship of Committees	Report	Clerk
Annual Governance Return & Final Account	To approve the annual governance report & Final Accounts	Report	Finance Officer
Finance Report	To approve the monthly finance report	Report	Clerk/Finance Officer
Internal Auditor's Report	To receive the report	Report	Clerk/Finance Officer