

Local Government Act 1972

Whalley Parish Council

Whalley, Wiswell & Barrow Joint Burial Committee

Members of the Whalley, Wiswell & Barrow Joint Burial Committee, you are summoned to a Meeting to be held on Wednesday 9th July 2025, Whalley Old Grammar School at 7.00pm

Signed: *EKHaworth*

Liz Haworth - Clerk & Responsible Finance Officer, Whalley Parish Council

Agenda

Agenda items should be submitted to the Clerk seven clear days before the meeting.
The Clerk will forward Councillors, all relevant information and supporting documents, 3 clear days before the meeting.

1.	Attendance & Apologies	
	To record attendance and to receive apologies for absence.	
2.	Declaration of Interests	
	Members are reminded of their responsibility to declare any disclosable pecuniary, other registrable or non-registrable interest in respect of matters contained in the agenda.	
3.	To Approve the Minutes of the Previous WWBJBC Meeting	
	To approve and confirm the accuracy of the Minutes of the meeting held Wednesday 9 th April 2025.	
4.	Financial Reports April, May, June 2025	
	To Approve Accounts, Payments, Receipts & Balances.	
5.	Cemetery Inspection Review and Maintenance Visit	
	5.1 To receive an update on the Cemetery Inspection Review and Maintenance Visit held 25 th June 2025.	
	5.2 To book the next Cemetery Inspection Review and Maintenance Visit.	
6.	Cemetery Grounds	
	To receive updates on the general grounds maintenance including; 6.1 The area between the wall and the front fence of the cemetery. 6.2 The stoned area near the turning circle down to the Remembrance Garden. 6.3 Bench Maintenance. 6.4 Pedestrian gate latch repair and new gates bolts and fixings.	
7.	Pathside Ashes Plots	
	7.1 To approve the creation of a designated pathside plot area alongside the path to the woodland with path edgings and stones to match existing pathside areas. 7.2 To consider future ashes plot areas.	

8.	Remembrance Garden	
	To consider the use of the Remembrance Garden for the scattering of ashes.	
9.	Plot Maintenance	
	To consider the committees response to the telephone conversation held 29/5/2025 with plot holder and clerk in respect of plot 419.	
10.	Tree Inspection Reports	
	To discuss using Bowland Tree Consultants for the Cemetery Tree Risk Assessment Reports.	
11.	Memorial Safety Policy	
	To review and confirm the WWB Memorial Safety Policy and upload to the WWB Cemetery website.	
12.	Memorial Safety	
	To receive an update on Memorial Safety.	
13.	Complaints Policy	
	To review, approve and adopt the WWB Cemetery Complaints Procedure and upload to the WWB Cemetery website.	
14.	Reports by Cllrs & Clerk as INFORMATION only – Not for decision	
	<p>Items arisen, correspondence received since the last meeting for information only, that may result in a future agenda item.</p> <ul style="list-style-type: none"> • Plot 744 – removal of items from plot – not by committee • Plot 460 – unauthorised planters placed either side of plot 	
15.	Next Meeting Dates	
	To approve the next meeting date of Wednesday 8 th October 2025 at 7.00pm at Whalley Old Grammar School.	



Whalley Parish Clerk
27 Waddow Grove
Waddington, Clitheroe
BB7 3JL
M:07966 388843
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Local Government Act 1972
Whalley Parish Council
Whalley, Wiswell & Barrow Joint Burial Committee

Members of the Whalley, Wiswell & Barrow Joint Burial Committee, you are summoned to a Meeting to be held on Wednesday 9th April 2025 in the Lower Garden Room, Whalley Old Grammar School at 7.00pm

Signed: *EKHaworth*

Liz Haworth - Clerk & Responsible Finance Officer, Whalley Parish Council

Minutes

Agenda items should be submitted to the Clerk seven clear days before the meeting.
The Clerk will forward Councillors, all relevant information and supporting documents, 3 clear days before the meeting.

1.	Attendance & Apologies																																																																																																																																																						
	Present: Cllr Chiappi, Cllr Heyworth, Cllr Highton (Chairman), Cllr Scholfield, Cllr Threlfall, Cllr Vickers. In Attendance: Liz Haworth (Clerk)							120/25																																																																																																																																															
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	There were no declarations of disclosable pecuniary, other registrable and non registrable interests in items for discussion on the agenda.							121/25																																																																																																																																															
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	<div>WWB Joint Burial CommitteeCash BookJANUARY2025</div> <div>Minutes Approved Ref No:</div> <table><thead><tr><th>Chq No.</th><th>Date</th><th>Inv Ref</th><th>Payee / Payer</th><th>Description</th><th>Current £</th><th>Reserve £</th><th>Total £</th></tr></thead><tbody><tr><td></td><td>02/01/2025</td><td></td><td>Easy Websites</td><td>Website Services</td><td>(21.96)</td><td></td><td>(21.96)</td></tr><tr><td></td><td>02/01/2025</td><td>182</td><td>Marsh</td><td>Marsh P33</td><td>665.00</td><td></td><td>665.00</td></tr><tr><td></td><td>09/01/2025</td><td>188</td><td>Dignity/Langshaws</td><td>Gregory NewRC</td><td>1,545.00</td><td></td><td>1,545.00</td></tr><tr><td></td><td>09/01/2025</td><td>185</td><td>Keighley</td><td>Keighley 297 Transfer</td><td>55.00</td><td></td><td>55.00</td></tr><tr><td></td><td>16/01/2025</td><td>187</td><td>Stevensons Memorials</td><td>Clarke 163</td><td>30.00</td><td></td><td>30.00</td></tr><tr><td></td><td>17/01/2025</td><td></td><td>L Dawson</td><td>Credit</td><td>10.00</td><td></td><td>10.00</td></tr><tr><td></td><td>20/01/2025</td><td></td><td>E Haworth</td><td>Salary & Expenses</td><td>(524.52)</td><td></td><td>(524.52)</td></tr><tr><td></td><td>20/01/2025</td><td></td><td>HMRC</td><td>IT£144.20 NI£57.72 ENI£99.57</td><td>(301.49)</td><td></td><td>(301.49)</td></tr><tr><td></td><td>20/01/2025</td><td></td><td>E Haworth</td><td>Reimbursemer Probate Eastham</td><td>(1.50)</td><td></td><td>(1.50)</td></tr><tr><td></td><td>20/01/2025</td><td>679</td><td>Abbey Gardening Services</td><td>Grounds Maintenance (December</td><td>(552.00)</td><td></td><td>(552.00)</td></tr><tr><td></td><td>23/01/2025</td><td>186</td><td>P Jamieson</td><td>Reserved Plot 819</td><td>925.00</td><td></td><td>925.00</td></tr><tr><td></td><td>23/01/2025</td><td>189</td><td>Stevensons Memorials</td><td>Keighley 297</td><td>30.00</td><td></td><td>30.00</td></tr><tr><td></td><td>31/01/2025</td><td>188</td><td>S Callaghan</td><td>Byzewski 318</td><td>385.00</td><td></td><td>385.00</td></tr><tr><td></td><td>31/01/2025</td><td></td><td>Reserve Account</td><td>Credit Interest</td><td></td><td>51.79</td><td>51.79</td></tr><tr><td></td><td></td><td></td><td>Movement in Month</td><td></td><td>2,243.53</td><td>51.79</td><td>2,295.32</td></tr><tr><td></td><td></td><td></td><td>Cash Book Balance at START of Month</td><td></td><td>6,198.36</td><td>45,934.09</td><td>52,132.45</td></tr><tr><td></td><td></td><td></td><td>Cash Book Balance at END of Month</td><td></td><td>8,441.89</td><td>45,985.88</td><td>54,427.77</td></tr></tbody></table>							Chq No.	Date	Inv Ref	Payee / Payer	Description	Current £	Reserve £	Total £		02/01/2025		Easy Websites	Website Services	(21.96)		(21.96)		02/01/2025	182	Marsh	Marsh P33	665.00		665.00		09/01/2025	188	Dignity/Langshaws	Gregory NewRC	1,545.00		1,545.00		09/01/2025	185	Keighley	Keighley 297 Transfer	55.00		55.00		16/01/2025	187	Stevensons Memorials	Clarke 163	30.00		30.00		17/01/2025		L Dawson	Credit	10.00		10.00		20/01/2025		E Haworth	Salary & Expenses	(524.52)		(524.52)		20/01/2025		HMRC	IT£144.20 NI£57.72 ENI£99.57	(301.49)		(301.49)		20/01/2025		E Haworth	Reimbursemer Probate Eastham	(1.50)		(1.50)		20/01/2025	679	Abbey Gardening Services	Grounds Maintenance (December	(552.00)		(552.00)		23/01/2025	186	P Jamieson	Reserved Plot 819	925.00		925.00		23/01/2025	189	Stevensons Memorials	Keighley 297	30.00		30.00		31/01/2025	188	S Callaghan	Byzewski 318	385.00		385.00		31/01/2025		Reserve Account	Credit Interest		51.79	51.79				Movement in Month		2,243.53	51.79	2,295.32				Cash Book Balance at START of Month		6,198.36	45,934.09	52,132.45				Cash Book Balance at END of Month		8,441.89	45,985.88	54,427.77
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WWB Joint Burial Committee Minutes Approved Ref No:							
				Cash Book	FEBRUARY	2025	
Chq No.	Date	Inv Ref	Payee / Payer	Description	Current £	Reserve £	Total £
DD	01/02/2025		Easy Websites	Website Services	(21.96)		(21.96)
DPC	05/02/2025		Stevensons Memorials	Fee sent in error	138.50		138.50
BAC	07/02/2025	190	Brian Price	Ireland 698a	985.00		985.00
BAC	14/02/2025		L Dawson	Credit	10.00		10.00
Bankline	24/02/2025		E Haworth	Salary	(519.57)		(519.57)
Bankline	24/02/2025		HMRC	ITE144.20 NIE57.72 ENIE99.57	(301.49)		(301.49)
Bankline	24/02/2025		E Haworth	Stationary Reimbursement	(5.69)		(5.69)
Bankline	24/02/2025		E Haworth	Shed Re-imburement	(699.99)		(699.99)
Bankline	24/02/2025	700	Abbey Gardening Services	Grounds Maintenance (January)	(552.00)		(552.00)
Bankline	24/02/2025	JM2886	WEF	Room Hire Meeting	(19.00)		(19.00)
Bankline	24/02/2025	38236	Edge IT System Ltd	Epitaph	(836.40)		(836.40)
Bankline	24/02/2025		Stevensons Memorials	fee refund	(138.50)		(138.50)
Bankline	28/02/2025		J Holden	Reserved Plot 818	750.00		750.00
INT	28/02/2025		Reserve Account	Credit Interest		44.10	44.10
Movement in Month					(1,211.10)	44.10	(1,167.00)
Cash Book Balance at START of Month					8,441.89	45,985.88	54,427.77
Cash Book Balance at END of Month					7,230.79	46,029.98	53,260.77
WWB Joint Burial Committee Minutes Approved Ref No:				Cash Book	MARCH	2025	
Chq No.	Date	Inv Ref	Payee / Payer	Description	Current £	Reserve £	Total £
DD	03/03/2025		Easy Websites	Website Services	(44.40)		(44.40)
BAC	14/03/2025		Dignity Funerals-Langshay Barnes CE556		1,545.00		1,545.00
BAC	14/03/2025		L Dawson	Credit	10.00		10.00
CHQ	21/03/2025	194	Taylor	W0069	230.00		230.00
Bankline	24/03/2025		E Haworth	Salary	(519.57)		(519.57)
Bankline	24/03/2025		HMRC	ITE144.20 NIE57.72 ENIE99.57	(301.49)		(301.49)
Bankline	24/03/2025		E Haworth	Reimbursement Wheelbarrow	(64.95)		(64.95)
Bankline	24/03/2024	714	Abbey Gardening Services	Shed Base	(780.00)		(780.00)
Bankline	24/03/2025	718	Abbey Gardening Services	Grounds Maintenance (February)	(552.00)		(552.00)
Bankline	24/03/2025	591	Roy Cattermole Tree Servi	Tree Work	(780.00)		(780.00)
Bankline	24/03/2025	554	David Uttley	Grave Digging Services	(2,320.00)		(2,320.00)
Bankline	24/03/2025	4925741	Water Plus	Cemetery water	(215.39)		(215.39)
BAC	31/03/2025		HMRC	VAT Refund	1,424.91		1,424.91
INT	31/03/2023		Reserve Account	Credit Interest	48.87		48.87
Movement in Month					(2,319.02)	0.00	(2,319.02)
Cash Book Balance at START of Month					7,230.79	46,029.98	53,260.77
Cash Book Balance at END of Month					4,911.77	46,029.98	50,941.75
5.	Cemetery Assets						
	Members reviewed the report on the cemetery assets.						124/25
6.	Website						
	The cemetery website is now fully operational, with identical information available on all three Parish Councils' sites.						125/25
7.	Memorial Applications						
	Members reviewed the policy regarding size restrictions for lawn memorial applications. Lawn memorial headstones must be vertical and shall not exceed 107cm in height (measured from ground level) x 80cm (width) (42"x31.5") (3.5ft x 2.6) and must be made of stone or granite.						126/25
	The policy will be amended under section 5.1 to include an additional section, 5.1.1. Previous acceptance of any gravestones does not set a precedent, and each application will be evaluated on an individual basis.						127/25

8.	Memorial Safety	
	Clerk to contact contractor to carry out a Memorial Safety Review.	128/25
9.	Cemetery Inspection Review and Maintenance Visit	
	<p>9.1 The Cemetery Inspection Review and Maintenance Visit held 26th February 2025 was attended by 4 members. Dead flowers and wreaths were removed as per the Cemetery Policy. The plots were mainly kept to a high standard with plot holders adhering to Cemetery Policy with regards to plot maintenance. Some non-permitted items were removed and placed in the storage shed for collection.</p> <p>Prohibited items and items outside of headstone stone areas may be removed and placed in the storage shed for a period of 28 days' for collection by the owners. Items may be disposed of after this time.</p>	129/25
	9.2 The next Cemetery Inspection Review and Maintenance Visit is planned for Wednesday 25 th June - 1.30pm.	130/25
10.	Grounds Improvements	
	Members discussed the area between the wall and the front fence of the cemetery and expressed a wish to clear it, add topsoil, and plant shrubs to improve the space. Clerk to get quotes from the contractor for the works.	131/25
	As part of ongoing maintenance members wish the grounds contractor to rake the moss from the stoned area near the turning circle and add more gravel.	132/25
	Future work should be considered for the paths in the woodland area.	133/25
11.	Reports by Cllrs & Clerk as INFORMATION only – Not for decision	
	<p>Items arisen, correspondence received since the last meeting for information only, that may result in a future agenda item.</p> <ul style="list-style-type: none"> The new storage shed has been installed and will be used to store light grounds maintenance items, grave markers, and to temporarily store prohibited items removed from outside of memorial headstones, to be collected by plot holders. 	134/25
	<ul style="list-style-type: none"> An update was given to members regarding the condition of benches at the cemetery. The benches that the cemetery is responsible for have been renovated. Two unsafe memorial benches were removed with the permission of their owners. One bench has been replaced under the WPC Memorial Bench Scheme, and others have been renovated by the owners. Three memorial benches still require either renovation or removal, and the Clerk will contact the responsible owners. 	135/25
	<ul style="list-style-type: none"> The pedestrian gate to the cemetery requires a repair to the keeper to secure the latch and close the gate. The Clerk will contact the joiner to have it fixed. 	136/25
	<ul style="list-style-type: none"> The new gates require a revisit from the joiner to determine if they can fit together more securely where they meet. It was suggested that new bolts may be needed to firm up the fit of the gates. 	137/25

	<ul style="list-style-type: none"> It has been observed that dog owners are walking their dogs off-lead through the cemetery. This is against cemetery policy, and owners will be reminded to keep their dogs on a lead at all times while on the cemetery grounds, to avoid any unwanted surprises and out of respect for other visitors while visiting loved ones' graves. 	
12.	Next Meeting Dates	
	To approve the next meeting date of Wednesday 9 th July 2025 at 7.00pm at Whalley Old Grammar School.	138/25

Meeting Closed at 7.55pm

Signed by Chairman:

Date:

Councillor Martin Highton

Agenda Item 4 (3 Pages)

WWB Joint Burial Committee				Cash Book	APRIL		2025		
Chq No.	Date	Inv Ref	Payee / Payer	Description	Current £	Reserve £	Total £	VAT £	Net £
DD	01/04/2025		Easy Web	Website/Email Services	(44.40)		(44.40)	(7.40)	(37.00)
DPC	03/04/2025		Foster	Bradley 418	270.00		270.00		270.00
BAC	11/04/2025		L Dawson	Credit	10.00		10.00		10.00
Bankline	21/04/2025		E Haworth	Salary/Office/Travel	(519.57)		(519.57)		(519.57)
Bankline	21/04/2025		HMRC	Tax£144.20 NI£57.72 ENI£108.22	(310.14)		(310.14)		(310.14)
Bankline	21/04/2025		E Haworth	Re-imbursement Stamps	(20.88)		(20.88)		(20.88)
Bankline	21/04/2025		E Haworth	Re-imbursement Paper	(7.00)		(7.00)	(1.17)	(5.83)
Bankline	21/04/2025	736	Abbey Gardening Services	Grounds Maintenance (March 2025)	(552.00)		(552.00)	(92.00)	(460.00)
Bankline	21/04/2025	4409/2021	ICCM	Membership	(105.00)		(105.00)		(105.00)
Bankline	22/04/2025	SDebtA06	RVBC	Waste	(317.00)		(317.00)		(317.00)
BAC	22/04/2025	196	Brian Price Ltd	Stevenson	820.00		820.00		820.00
INT	30/04/2025		Reserve Account	Credit Interest		46.21	46.21		46.21
							0.00		0.00
							0.00		0.00
				Movement in Month	(775.99)	46.21	(729.78)	(100.57)	(629.21)
				Cash Book Balance at START of Month	4,862.90	46,078.85	50,941.75		
				Cash Book Balance at END of Month	4,086.91	46,125.06	50,211.97		
Bank Reconciliation					Current £	Reserve £	Overall £		
				<i>Bank Statement Balance at START of month</i>	4,862.90	46,078.85	50,941.75		
							0.00		
							0.00		
				Cash Book Balance at START of month	4,862.90	46,078.85	50,941.75		

WWB Joint Burial Committee**Cash Book****MAY 2025**

Chq No.	Date	Inv Ref	Payee / Payer	Description	Current £	Reserve £	Total £	VAT £	Net £
DD	01/05/2025		Easy Web	Website/Email Services	(44.40)		(44.40)	(7.40)	(37.00)
BAC	07/05/2025		Langshaws/Dignity	Hickling	925.00		925.00		925.00
BAC	09/05/2025		Dawson	Credit	10.00		10.00		10.00
BAC	13/05/2025	198	Ken Frasers	Silson	30.00		30.00		30.00
BAC	16/05/2025	201	Thos Rock	Stevenson	175.00		175.00		175.00
DPC	19/05/2025		AV Giffiths & Son	Sharpe	305.00		305.00		305.00
Bankline	19/05/2025		E Haworth	Salary/Office/Travel	(551.95)		(551.95)		(551.95)
Bankline	19/05/2025		HMRC	Tax£149 NI£59.66 ENI£111.86	(320.52)		(320.52)		(320.52)
Bankline	19/05/2025		Brush Strokes	Treatment of cemetery gates	(528.00)		(528.00)	(88.00)	(440.00)
BAC	23/05/2025	197	Langshaws/Dignity	Phillips	1,545.00		1,545.00		1,545.00
BAC	28/05/2025	199	Langshaws/Dignity	Hopkinson	1,320.00		1,320.00		1,320.00
INT	30/05/2025		Reserve Account	Credit Interest		41.70	41.70		41.70
Movement in Month					2,865.13	41.70	2,906.83	(95.40)	3,002.23
Cash Book Balance at START of Month					4,086.91	46,125.06	50,211.97		
Cash Book Balance at END of Month					6,952.04	46,166.76	53,118.80		

Bank Reconciliation

	Current £	Reserve £	Overall £
<i>Bank Statement Balance at START of month</i>	4,086.91	46,125.06	50,211.97
			0.00
			0.00
Cash Book Balance at START of month	4,086.91	46,125.06	50,211.97

WWB Joint Burial Committee**Cash Book****JUNE****2025**

Chq No.	Date	Inv Ref	Payee / Payer	Description	Current £	Reserve £	Total £	VAT £	Net £
DD	02/06/2025		Easy Web	Website/Email Services	(44.40)		(44.40)	(7.40)	(37.00)
BAC	02/06/2025	203	Howell	Howell	785.00		785.00		785.00
DPC	06/06/2025		Stevensons	Credit	143.00		143.00		143.00
BAC	06/06/2025		L Dawson	Credit	10.00		10.00		10.00
BAC	09/06/2025	205	Silson	Silson	435.00		435.00		435.00
DPC	10/06/2025	202	Benko	Resrved Plot	310.00		310.00		310.00
DPC	10/06/2025	204	Jamieson	Interment	305.00		305.00		305.00
BAC	11/06/2025	206	Havencare/Hyndburn FS	Helm	685.00		685.00		685.00
Bankline	23/06/2025		E Haworth	Salary/Office/Travel	(538.24)		(538.24)		(538.24)
Bankline	23/06/2025		HMRC	Tax£146.60 NI£58.69 ENI£110.04	(315.33)		(315.33)		(315.33)
Bankline	23/06/2025	766	Abbey Gardening Services	Grounds Maintenance (April)	(552.00)		(552.00)	(92.00)	(460.00)
Bankline	23/06/2025	790	Abbey Gardening Services	Grounds Maintenance (May)	(552.00)		(552.00)	(92.00)	(460.00)
Bankline	23/06/2025	JM3004	WEF	Room Hire	(19.00)		(19.00)		(19.00)
Bankline	23/06/2025	1143	AER Accountants	Internal Audit	(250.00)		(250.00)		(250.00)
Bankline	23/06/2025	CR 201	M Rayson	Stevenson	(175.00)		(175.00)		(175.00)
INT	30/06/2025		Reserve Account	Credit Interest		43.13	43.13		43.13
BAC	30/06/2025	207	Champs Funeral Services	Dell AW3	55.00		55.00		55.00
Movement in Month					282.03	43.13	325.16	(191.40)	516.56
Cash Book Balance at START of Month					6,952.04	46,166.76	53,118.80		
Cash Book Balance at END of Month					7,234.07	46,209.89	53,443.96		

Bank Reconciliation

	Current £	Reserve £	Overall £
<i>Bank Statement Balance at START of month</i>	6,952.04	46,166.76	53,118.80
			0.00
			0.00
Cash Book Balance at START of month	6,952.04	46,166.76	53,118.80

Agenda Item 11 (2 Pages)

WHALLEY, WISWELL AND BARROW JOINT BURIAL COMMITTEE MEMORIAL SAFETY POLICY

RESPONSIBILITY AND LIABILITY

1. Under the Health and Safety at Work Act and the Occupiers Liability Act 1957, Whalley, Wiswell and Barrow Joint Burial Committee ("the Committee") has a responsibility (as far as reasonably practicable), to ensure Whalley, Wiswell and Barrow Cemetery, situate at Clitheroe Road, Whalley, BB7 9AD ("the Cemetery") is maintained in a safe condition, which includes (inter alia) the identification and control of hazards from unsafe/unstable memorials.
2. Through this policy and its actions, the Committee will endeavour to balance the risk of injury from unsafe/unstable memorials along with the sensitivities of carrying out works in the Cemetery.
3. Whilst responsibility for general safety lies with the Committee, there are specific responsibilities relating to memorials that lie with both the owner of a memorial and the memorial mason responsible for installing it. An owner is responsible for maintaining the memorial in good condition and the Committee will inform an owner in writing, (providing the Committee can trace the owner), of their and other party's responsibilities.
4. Memorial masons are legally liable for the work they carry out and should ensure that memorials are erected safely and in accordance with current standards available within the industry. As the Cemetery is a BRAMM registered site, only BRAMM registered masons will be allowed to erect, remove and/or repair memorials within the Cemetery.
5. Memorials erected will remain an owner's sole risk and the Committee shall not be held responsible for any damage and/or theft that may occur. It is highly recommended an owner adequately insures their memorial.
6. The Committee will carry out regular inspections on existing memorials at least once every five years.

PUBLICITY

The Committee will inform existing memorial owners of the Committee's proposals to carry out safety inspections. This will be carried out by publicising the proposals 28 days in advance of a formal inspection via the noticeboard within the Cemetery and on Whalley, Wiswell and Barrow's Parish Council websites.

MEMORIAL SAFETY INSPECTION

1. The Committee will appoint a qualified Memorial Safety Inspector ("the Inspector") who will risk assess and test memorials in accordance with guidance issued by the Institute of Cemetery and Crematorium Management, together with the Ministry of Justice Guidance, Managing the Safety of Burial Ground Memorials.
2. The inspection programme will involve three elements – (a) the initial inspection and testing of memorials, (b) immediate action to any memorials identified as unsafe, and (c) the repair of the unsafe/unstable memorials.

CLASSIFICATION OF MEMORIALS

Memorials will be classified within the Inspector's report as follows:

Category 1 – immediate action is required to make the memorial safe or to stop the public accessing the memorial. This will be by the laying down of a memorial.

Category 2 - the memorial is not an immediate danger to the public but is not fully stable and will, therefore, need to be monitored every 12 months to assess any further deterioration of the memorial.

Category 3 - the memorial is perfectly stable, or below 625mm in height and will only need to be inspected in five years' time.

MAKING MEMORIALS SAFE

The responsibility for maintaining a memorial in a safe condition is that of the grave owner, individual owners contacted following the identification of unsafe/unstable memorials will be offered the opportunity to rectify, (via BRAMM registered masons only), any identified problems.

CATEGORY 1

1. Where the Inspector classifies a memorial as Category 1, immediate action will be taken to significantly reduce or eliminate the risk. Such immediate action will be by the laying down of the memorial. This action is necessary to prevent a genuine hazard to health and safety. The Committee's duty to ensure the health, safety and welfare of employees or contractors working on behalf of the Committee and those visiting the burial ground will remain the Committee's highest priority.

2. Upon receipt of the Inspector's report, owners will be contacted in writing, (providing an owner can be traced), of what immediate action has been taken by the Committee. If no response is forthcoming from an owner within 28 days from the date of such notification, or where no owner can be traced, the Committee will take such further action as it deems necessary to permanently make the memorial safe and any costs incurred will be charged against the grave plot. Such costs must be discharged in full before any further dealings with the plot can take place.

CATEGORY 2

Following the identification of any memorial falling within Category 2, the Committee will inform the owner in writing (providing an owner can be traced) that the memorial is not an immediate danger to the public but is not fully stable and will, therefore, need to be inspected every 12 months to assess any further deterioration.

CATEGORY 3

The memorial is perfectly stable or below 625mm in height and will only need to be inspected in 5 years' time.

Contact: Office registrar@wwbjbc.org.uk

Agenda Item 13 (3 Pages)

Whalley, Wiswell & Barrow Cemetery – Joint Burial Committee

Complaints Procedure

(In accordance with relevant statutory guidance and local government best practices)

1. Introduction

This Complaints Procedure outlines how complaints regarding the cemetery under the care of the **Whalley, Wiswell & Barrow Cemetery – Joint Burial Committee** will be managed. It ensures complaints are addressed fairly, transparently, and in compliance with relevant legislation and guidance.

2. Scope

This procedure applies to complaints related to:

- Grounds maintenance and cemetery upkeep
 - Grave or memorial concerns
 - Behaviour of staff, contractors, or committee members
 - Enforcement of cemetery rules and regulations
 - Removal or relocation of items from graves
-

3. Legal and Statutory Framework

This procedure is informed by the following key legislation and guidance:

- **Local Government Act 1972** – Establishes the powers and responsibilities of parish and joint parish councils, including the management of cemeteries.
 - **Local Authorities' Cemeteries Order 1977 (LACO)** – Governs cemetery management, including regulations about memorials, interments, and removal of items.
 - **General Data Protection Regulation (UK GDPR) and Data Protection Act 2018** – Ensures personal data of complainants is processed lawfully and securely.
 - **Freedom of Information Act 2000** – Allows individuals to request information relating to cemetery operations, subject to exemptions.
 - **NALC Legal Topic Note 56: Code of Practice in Handling Complaints** – Offers a model complaints procedure for local councils.
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4. Informal Resolution

Where possible, complaints should first be raised informally with the **Cemetery Clerk** or **Designated Officer**. Many concerns can be resolved promptly through open discussion or clarification.

5. Formal Complaint Process

If informal resolution is unsuccessful, the complainant may submit a **formal complaint** in writing to the **Clerk to the Whalley, Wiswell & Barrow Cemetery – Joint Burial Committee**. This should include:

- Full name and contact details
- A detailed description of the complaint
- Dates, names, and any supporting documentation
- Actions taken so far
- Desired outcome (if applicable)

Submission Methods:

- **Email** (to the official Council email address)
 - **Post** (to the Clerk's office)
-

6. Acknowledgement and Investigation

- Complaints will be **acknowledged in writing within 5 working days**.
- The Clerk will forward the complaint to the **Chair of the WWB Joint Burial Committee** (or Vice Chair, if necessary), who will conduct a review or investigation.
- The investigation may include:
 - Reviewing cemetery records
 - Speaking with staff or committee members
 - Site visits or inspections

A **written response** will be provided within **20 working days**, unless more time is needed. In such cases, the complainant will be notified of the revised timescale.

7. Appeals

If unsatisfied with the response, the complainant may **appeal in writing** to the **Chair of the WWB Joint Burial Committee**. The appeal will be considered at the next scheduled meeting of the full **WWB Joint Burial Committee** or a delegated appeals sub-committee.

- The complainant will be notified of the meeting date and may request to attend.
 - The decision made at the appeal stage is **final**.
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8. Record Keeping and Monitoring

- All formal complaints and outcomes will be **recorded and monitored** by the Clerk.
 - The **WWB Joint Burial Committee** will **review complaints periodically** to identify any trends or areas for improvement.
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9. Confidentiality and Data Protection

All complaints will be handled in accordance with the **UK GDPR** and **Data Protection Act 2018**. Personal information will only be shared as necessary for the purpose of investigating the complaint.

10. Unreasonable or Vexatious Complaints

The Committee reserves the right to take proportionate steps in response to behaviour that is:

- Abusive
- Harassing
- Repetitive without basis
- Intentionally disruptive to cemetery business

Any such action will be taken in accordance with council policy and relevant guidance, including **NALC LTN 56**.