

WONERSH PARISH COUNCIL

Minutes of the Parish Council Meeting held on Thursday, 8th November 2007 at the Sports Pavilion, Wonersh at 7.30pm

PRESENT

Mr M.Harding Vice Chairman
Mr M Band Borough Councillor
Dr N Goodchild
Mrs L Healy
Mrs C Howard
Mr N Morris
Mrs Anne Powell-Evans
Also present were Mr A Golden, Surrey Advertiser.

07/174 APOLOGIES – Apologies were received from Cllr. Richard Bawden, Cllr Michael Goodridge and Cllr Andrew Povey.

07/175 CODE OF CONDUCT -Cllr Band registered an interest re Hurtwood Control which may be discussed under item 8 on the agenda. Cllr Powell-Evans also registered an interest in respect of the preferred contractor under item 8. Cllr Howard registered an interest as trustee of Surrey community Action under item 8, and Cllr Mike Harding registered an interest as a trustee of Wonersh Community Charities.

07/176 MATTERS RAISED BY ELECTORS – Cllr Harding adjourned the meeting for this session. No electors came forward to speak. The Open Session was closed.

07/177 MINUTES – TO APPROVE AND SIGN THE MINUTES OF THE LAST MEETING ON 11th OCTOBER 2007– There were no amendments and the minutes were approved.

07/178 MATTERS ARISING –

06/85 – Lease at Lordshill Playground - The Clerk had spoken with Ailsa Rhodes on 05/11/07 who said she would report back. As yet the clerk has heard nothing back.

07/011 – Lowering of the speed limit in The Street Wonersh - Cllr Powell-Evans has spoken with David Beevers today and suggested that he send his findings of his research to Wonersh Parish Council and the Clerk could then circulate them to all the Cllrs. Cllr Powell-Evans has also suggested that Mr Beevers meets again with his group to discuss how they would like to take things forward – whether that might be a joint working party or on their own. Following on from this it would be necessary to then have an open meeting.

07/147 – Community Partnership Group – It was agreed that Nick Morris would attend the next meeting and then we will have a rolling representative.

07/132 – Highways – Bid for extension of Pavement – Cllr Powell-Evans expressed concern that we have had no response to date – not even an acknowledgement that the bid has been received. Nick Morris attended a meeting and that there were only 2 bids in from the Cranleigh and villages area, one from Chiddingfold and ours. Waverley's budget has been halved this year for projects and focus more on maintenance work. The 2 bids that have been put forward to the local task force to Waverley amounted to just under £100,000 with an estimate given to for work in The Street of approximately £20,000 from a highways engineer.

07/179 FINANCE – APPROVAL OF CURRENT LISTS OF RECEIPTS AND PAYMENTS - the Council resolved that Receipt Vouchers Nos C39 – C41 and Payment Vouchers 07/106-07/118 be APPROVED. All approved. Budget to Date: All Approved.

07/180 APPROVAL OF COMMENTS MADE BY WARD PLANNING SUB-COMMITTEES ON CURRENT PLANNING APPLICATIONS- the comments to the Planning Dept regarding these applications were APPROVED unanimously

07/2036/2037 – The Cottage, Wonersh Common Road
07/2087 – Cornwall Cottage

07/2091 – The Lodge, Winter Meadow, Blackheath Lane
07/2064 – Fieldhead House, Guildford Road, Shamley Green
07/2097 – Mendlesham Barn, Run Common Road, Shamley Green
07/2136 – Barnett Farm, Lordshill Road, Shamley Green
07/2210 – Derryswood Farm, Cranleigh Road, Wonersh
07/2215 – Pound Farm Lodge, Norley Lane, Shamley Green

07/181 BUDGET 2008/2009 CONSIDERATION OF ITEMS TO BE INCLUDED - Cllr Harding explained that we have been running at a deficit and using our reserves. We have reached a point where the reserves are at acceptable levels for audit purposes. We need to arrive at a more clearly balanced budget than previously. Overall estimated expenditure is £41,602 and estimated expenditure on the list at the moment is £43,550. At the moment the suggested precept is £33,000 and with the other grants would raise the income to £37,400. This would involve a 10% increase which although sounds a lot but in terms of Council tax is very small. It is important to cover increase in costs.

Cllr Goodchild did not consider that the Council should increase its precept by as much as 10%, and presented figures to illustrate his point.

Cllr Band suggested that the deficit needs to be reduced more substantially than £1000 each year, otherwise it will take 6 years and our reserve would reduce to an unacceptable level. Cllr Band suggested that we work out a target to reduce the deficit over 3 to 4 years. If we reduce the deficit over 4 years we have to reduce it by £1800 per year, so we either have to put the precept up or reduce the expenditure.

Cllr Shareef expressed that he would like to see this situation resolved during the life of this Council and then we could hand over a balancing budget for the next Council.

Cllr Powell-Evans suggested we could reduce expenditure if we reduce the amount allocated to Parish Projects and perhaps we could look at being a little less ambitious with Parish projects in respect of not trying to do too much and ensuring that the money allocated is used in the financial year.

Cllr Harding summarised that there are two aspects – part of the reserve is capital that can only be spent on limited things which puts a constraint on the total reserve.

Cllr Harding put to the Council to make a decision on timescale, a suggestion has been made of 4 years. Cllr Goodchild agreed with Cllr Shareef that it should be made to balance in this Council's term. Mike Band proposed to reduce deficit over 4 years, Athar Shareef seconded. All in favour of reducing deficit by £1800 per year with a maximum deficit over the coming year of £5400.

Cllr Shareef proposed that we should not increase Precept further than £32,400 and that the deficit should not be greater than £5400. Cllr Howard seconded, and all were in favour. All agreed in principle but also agreed that the numbers still need to be looked at and any saving made on the budget throughout the year will go towards decreasing the deficit.

07/182 LORD – To recruit a new representative to join the Steering Committee and represent the parish council. Cllr Nick Morris requested that the Council propose a different representative for the campaign. Cllr Morris proposed Cllr Shareef for the position and Cllr Howard seconded. All councillors were in agreement.

07/183 REPORTS FROM COUNCILLORS

a) Blackheath Traffic Calming - Cllr Morris had circulated the report prior to the meeting. It is a brief report on second data collection done late June and early July. In Blackheath Lane where road narrowing has been put in place, the mean speeds and % of vehicles exceeding 30mph both show reductions compared to 2003 which was the previous data collection. As a working party there will be a Blackheath Village Society Newsletter to residents with information and then in January there will be a small exhibition showing the effect of the traffic calming and asking residents what they want to happen next.

b) Flooding and erosion in Blackheath - Cllr Morris had circulated the report prior to the meeting. Cllr Morris showed some additional photographs to the table. Anne Milton is going to be invited to the village to discuss this amongst other topics. Cllr Morris would also like to

use this report when the village is visited by the Chief executive of Waverley Borough Council later in the month. Cllr Harding wished that the build up of silt outside residents' drives is something that needs to be emphasised. Cllr Morris pointed out that it requires all 3 parties responsible to work together on the problem and clear the storm ditches and the blocked culverts underneath residents' driveways to resolve the issue. Highways will also need to become involved. Cllr Morris has explained that the Parish Council cannot be financially responsible, but there are a couple of residents in Blackheath who are keen to resolve the issue and Cllr Morris has said that with permission of the Parish Council he will offer advice on the situation, but that advice is dependent on those people ensuring that they do consult with residents, which is a very important aspect. Cllr Howard informed that DEFRA are very interested in this topic and would be keen to know what we are doing in respect of this. Cllr Shareef Proposed that Cllr Morris should be able to give advice and Cllrs Howard and Harding seconded.

c) Damage to resident's car wheel and tyre – Cllr Morris had circulated a report prior to the meeting with a resume of correspondence between the clerk and SCC Business Manager. Cllr Morris proposed a complaint about the way in which this situation has been handled and not the fact that it is still unresolved. Cllr Morris drew attention to the customer service standards that Surrey says it will provide and how in this case they have failed to meet them on almost every count. Cllr Morris sought the permission of the Parish Council to make a formal complaint. Cllr Harding suggests that Cllr Morris draft a complaint and discuss it with the Clerk before seeking final approval from the Chairman to go ahead. All in agreement. Cllr Band expressed that it must be copied to Andrew Povey.

07/184 CORRESPONDENCE - The clerk had no correspondence for the meeting.

07/172 ANY OTHER BUSINESS – Cllr Healy informed that the contractor is coming to cut down the Hazel trees that are blocking light into the Turner Room at Lawnsmead Hall. Cllr Shareef and Cllr Morris reported that they have attended the Experienced Councillor training and that it was of extreme benefit and that we should seek training for all Councillors at different levels as it is extremely valuable. Cllr Shareef also reported his attendance at a workshop put on by SCC on the state of education in Surrey.

07/173 DATES OF FUTURE MEETINGS

Parish Council meeting: - Thursday January 10th 2008
Thursday February 14th 2008
Thursday 13th March 2008
Thursday April 10th 2008

There being no other business, the Chairman closed the meeting at 9.15pm

Signed-----

Dated-----

Councillors Reports follow

Report - Surrey Passenger Transport Forum

On Wednesday 26th September 2007 I attended the annual assembly of Surrey Passenger Transport Forum (SPTF) at Woking, chaired by David Munro.

1. Ian Reeve – head of Transport for Surrey stressed the importance of getting all parties involved in the partnership to achieve greater efficiency and co-ordination. (S.W. Trains were not represented, nor Arriva, but one representative from buses, trains, cyclists were present with passenger reps.)
2. Andrew Dyer of Stagecoach commented on the need for more infrastructure improvements like Guildford bus lanes and was concerned that reimbursement to bus companies for concessionary fares was inadequate as take up by the elderly had greatly exceeded anticipated demand.
3. Chris Butler of SCC Co-ordination Centre said County uses 1200 vehicles with 97% satisfaction for parents of children transported to and from schools. All drivers are CRB vetted. Further co-ordination will merge school transport with day centre transport. Park and ride schemes are expanding.
4. Paul Trevett of Southern Railways spoke of improvements on railways. These included modern rolling stock, better signs and security, more efficient white lights and illuminations, better cycle storage and parking improvements and more customer friendly ticket machines. In Surrey 29 stations have been upgraded and 11 are now monitored from a single integrated control centre. Great efforts have been put into timetable changes to improve interchanges.
5. Many questions were asked on topics such as disabled access, bus and train travel co-ordination and congestion.
6. The complete report of the meeting is on the website. The SCC contact is Sally Hall 020 8541 9369 shall@surreycc.gov.uk

Michael Harding

Meeting on Thursday 8th November 2007

Blackheath flooding and erosion

This paper has been prepared with a number of objectives:

- To brief Wonersh Parish Councillors on efforts to address the problems caused by flooding, silting-up of ditches & the erosion of the verges in the village and to seek their approval for the involvement in this project of the Blackheath ward councillor. Please note the specific information on page 3 concerning the limits of involvement of the ward councillor; that there is no Parish financial commitment to supporting the project and the importance that the Parish Council attaches to public consultation.
(The additional photographic information will be tabled at the meeting).
- To provide, for Parish Council files and present & future councillors, a record of where responsibility lies for the upkeep of specific ditches and culverts through the village.
- To act as a briefing paper (including photographs), on behalf of Blackheath Village Society, for a future visit to the village by Anne Milton MP for Guildford which is being organised by the Society.
- To act as a briefing paper (including photographs), on behalf of the Parish Council, for the planned visit to Wonersh & Blackheath by the WBC Chief Executive and Ward Borough Councillor on 21st November 2007.

Nick Morris
Blackheath Ward

November 2007

Flooding & Erosion in Blackheath Blackheath Village • Guildford • Surrey

Location and geography of the village

Blackheath Village is set in the Surrey Hills Area of Outstanding Natural Beauty. The village is relatively isolated as it is reached by three narrow lanes all of which are single-track along several sections. Two of these lanes rise quite steeply from adjacent villages: Blackheath Lane from Wonersh and Sample Oak Lane from Chilworth. On their immediate approach to the village, all three lanes dip downhill. The central area of the village has sharply rising land behind the houses on both sides of Blackheath Lane with a high level of sand in the soil. As can be seen from this description, the geography of the village leads to the channelling of rainwater down to Blackheath Lane in the centre of the village. This results in flooding and erosion throughout this section of the lane.

Rainwater disposal and maintenance responsibility

The long-standing method for dealing with rainwater in the village has been a storm-channel running the length of Blackheath Lane, in a westerly direction from the crossroads to a point about 25 metres beyond Rose Cottage. It terminates in a large holding ditch which acts as a surface soakaway. This storm-channel is on the southern side of the lane only and is set in the verge approximately 1 metre away from the road edge with a number of small run-off points (known as ‘grips’) from the tarmac surface. At numerous points, the storm-channel passes through culverts underneath driveways. The channel and the large holding ditch are on Common land owned by the Lord of the Manor. Under the management agreement between the Lord of the Manor and Waverley Borough Council, the Council is responsible for the maintenance of the channel ⁽¹⁾ and holding ditch. It is also responsible for a number of shorter sections: in Littleford Lane approaching the crossroads on the west side; in Sample Oak Lane from the start of the Tangley Way bridleway down to the crossroads; a short section on the northern side of Blackheath Lane just below the crossroads and a T-shaped holding ditch close to the boundary fence of the site known as the “former allotment gardens”. *(These are marked in red on the location map page 3).*

There are additional short sections of ditches and two below ground culverts which are the responsibility of Surrey County Council *(marked in blue on map)*. Both these culverts are blocked but ought to carry water run-off beneath the road at the crossroads and similarly beyond Rose Cottage. The two connecting ditches adjacent to and parallel with the road beyond Rose Cottage should flow into the Waverley Borough Council holding ditch referred to above.

It should be noted that the disposal of all surface rainwater has to be dealt with within the village: there is no formal underground drainage system and all the ditches rely on the ability of the ground surface to act as a natural soakaway.

Flooding & erosion and their causes

Flooding occurs at several locations after even moderate rainfall. Observations have concluded that this is almost certainly due to a number of factors:

- The WBC maintenance schedule for clearing the storm-channel is not frequent enough to prevent blockages caused by vegetation and silting build-up.
- A number of culverts carrying the storm-channel underneath resident’s driveways are either blocked or non-existent. ⁽¹⁾
- A further number of these culverts have inadequate diameter drainpipes for the volume of rainwater involved. ⁽¹⁾

- The SCC blocked culvert at the westerly end of the village prevents rainwater draining under the road to the holding ditch maintained by WBC.
- The SCC blocked culvert under the crossroads causes rainwater to flow over the road surface and adds to the silting-up of the storm-channel. This rainwater also deposits silt and other debris on the road surface, obscuring the road-markings and making the surface slippery. In at least two collisions, drivers involved have stated that these were contributory factors to accidents at this point.
- There is continuous rainwater erosion of the surface of the bridleway from the cricket field to the upper part of Blackheath Lane which adds to the problems at the crossroads.
- The lack of any scheduled maintenance by SCC causes surface water build-up adjacent to all ditches for which they have responsibility.
- The grips from the road surface to the storm-channel become silted-up and blocked by vegetation.
- Some newly built or resurfaced driveways across the Common Land have been constructed with non-porous materials such as tarmac or brick. These have caused an increase in the volume of rainwater run-off onto the road.
- There are no ditches on the northern side of Blackheath Lane from St Martin's Corner to opposite Rose Cottage. The water can therefore only flow down the edge of the road, causing continuous erosion of the tarmac and the grass verges. The high volume of rainwater flowing off the NE side of the Village Hall roof and onto the road, adds to this problem.
- Although all the lanes around and through the village are narrow, there are no restrictions on the size of vehicles that can use them. Inappropriately large vehicles cause continual damage to the banks and verges leading to accumulative erosion.

Future action

Wonersh Parish Council believes that the solution to the problems described above must be seen as a properly developed plan on the part of Waverley Borough Council's Countryside Services, Surrey County Council's Transportation Services and the Lord of the Manor.

The Parish Council understands that two Blackheath residents intend to bring forward to the WBC Countryside Ranger proposals on how the above problems might be solved. ⁽²⁾

Whilst the Parish Council cannot undertake to financially support any of the necessary work as annual budgetary allocations must be made for maintaining its own Common land, it will if required, provide advice based on experience gained from previous projects. This help will be principally through the Blackheath Ward Councillor. In offering this support, the Council believes that an essential aspect of the project must be an undertaking that those involved in developing proposals will consult with Blackheath residents on all aspects of these prior to any remedial work being carried out.

Notes:

⁽¹⁾ Maintenance of the culverts under residents' driveways is *not* part of the management agreement between WBC and the Lord of the Manor. Wayleave, and all matters related to the conditions on which these are granted, are for the Lord of the Manor to specify to the relevant resident.



⁽²⁾ Contacts

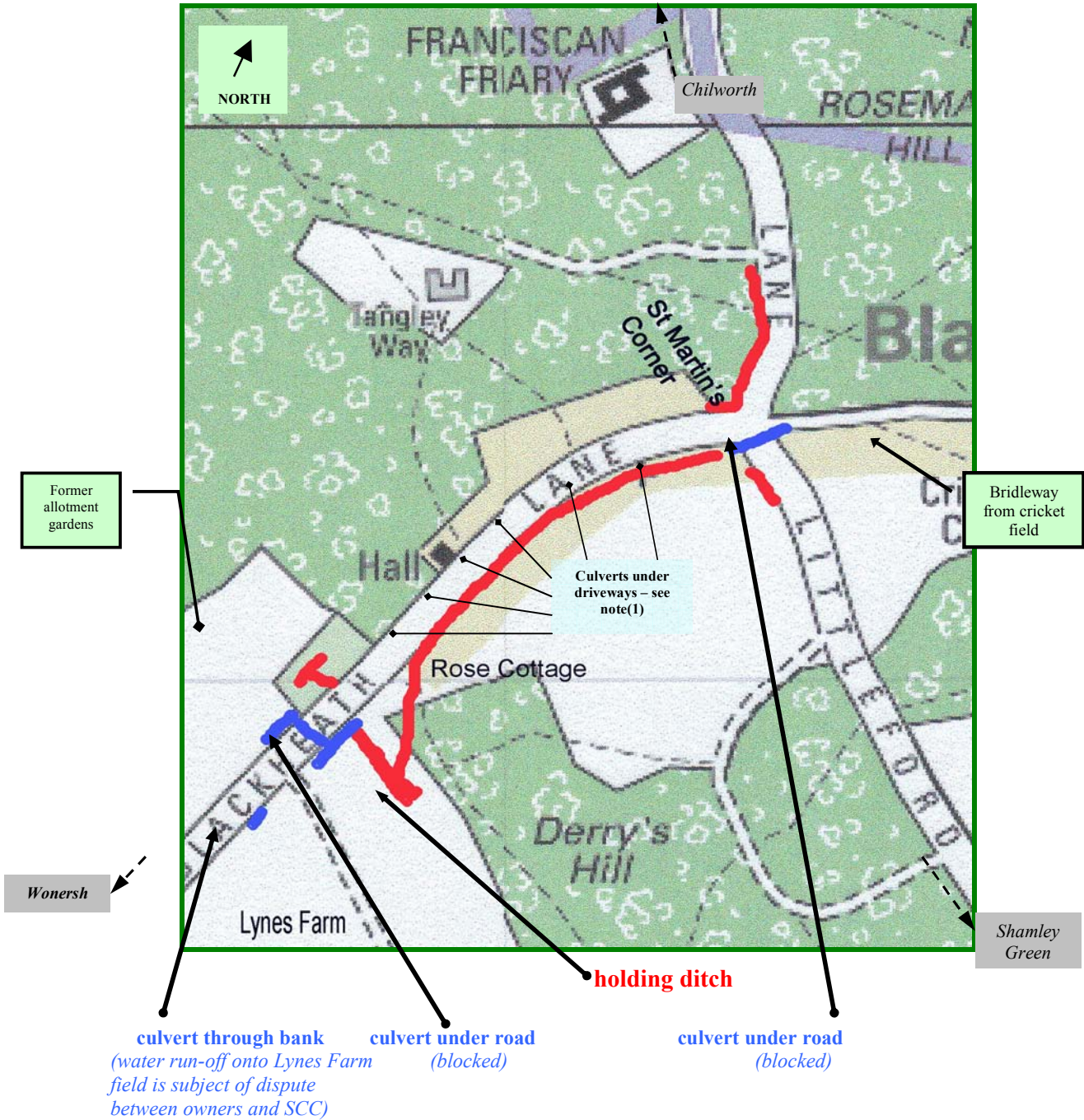
Flooding & silting-up: Steve Brockwell: brockwell@btconnect.com

Verge erosion: Graham Hayward: graham-hayward@hotmail.co.uk

RESPONSIBILITY FOR BLACKHEATH DITCHES

(as at November 2007)

	Responsibility of Surrev County Council
	Responsibility of Waverley Borough Council



MEETING ON THURSDAY 8TH NOVEMBER 2007

Joint Working Party on Blackheath traffic calming project
Update November 2007

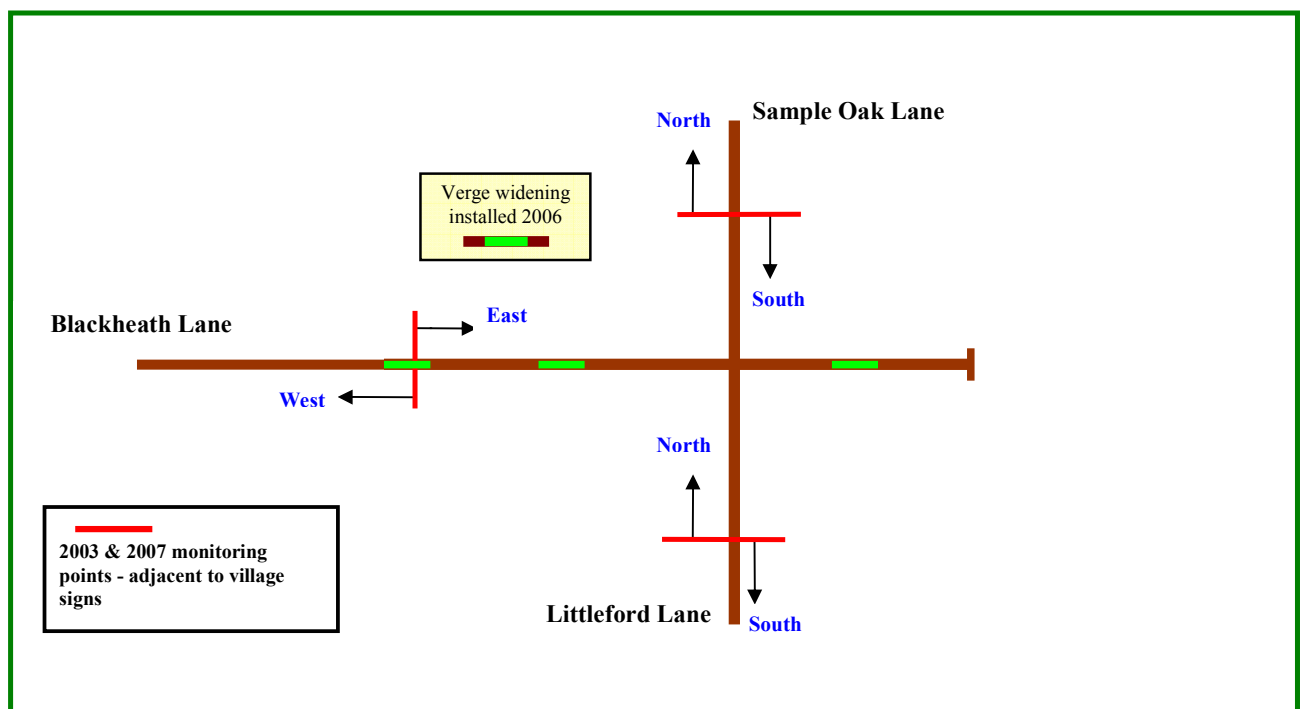
Traffic data collection comparison: 2007 and 2003

PURPOSE:

to evaluate the affect that the narrowing of the road at the Blackheath Lane village entrance has had on vehicle speeds at this point. Data collected in Sample Oak Lane and Littleford Lane were to provide a 'control reference' for comparing vehicle speeds and volumes where no road-narrowing has taken place. Regrettably, damage occurred to the equipment in Littleford Lane and data is only available for Tuesday 26th & Wednesday 27th June 2007. These 2 days of information have been compared to the corresponding 2 days in 2003.

For both 2003 and 2007, all 3 data collection points were by the village signs in Blackheath Lane, Sample Oak Lane and Littleford Lane.

Schematic showing the direction of traffic movement used in data:



HEADLINE OUTCOMES:

SAMPLE OAK LANE (*'control' data where no verge-widening has taken place*)

Speeds: Mean speeds are **up** for 2007 compared to 2003.

Volumes: Total volumes in 2007 are **down** by 3.4% compared to 2003.

LITTLEFORD LANE (*data available for 2007 Tuesday and Wednesday only, due to damaged cable*)

Speeds: For Tuesday & Wednesday in 2007 mean speeds are **up** compared to 2003.

Volumes: few conclusions can be drawn from this limited data. North & South combined figures for Tuesday & Wednesday 2007 are 1006 vehicles compared to 1035 for the same days in 2003. This is a **decrease** of 2.8%.

BLACKHEATH LANE (*verge widening installed September 2006*)

Speeds: Mean speeds and percentage of vehicles exceeding 30mph show **reductions** in 2007 compared to 2003. Vehicles exceeding 30mph on weekdays are 21.68% of the total in 2007, **down** from 37.75% in 2003.

For Saturday & Sunday in 2007, the figure is 17.85%, **down** from 28.5% in 2003.

Volumes: There is no discernable comparison in daily patterns of volumes for the 2007 monitoring period compared to 2003.

Total volumes for 2007 show a **decrease** of 3.6% from 2003.

Notes:

Mean speed is the average speed of all traffic recorded at the monitoring point.

In August 2006, the Department for Transport issued instructions to Local Authorities that in future the mean speed should be used to determine the appropriate speed limit. Prior to this, the method used was the 85th percentile. The 85th percentile is the speed at, or below which, 85% of traffic is travelling when the monitoring took place.

Local speed limits below national limits are determined by Local Authorities having regard to guidance issued by the DfT.

Data collection took place between 26th June and 2nd July 2007 and are compared to those collected between 17th and 23rd June 2003.

Equipment installed & data supplied 2003 & 2007 by BenchmarkDC of Woking Surrey.

Nick Morris

Chairman

Blackheath Village Society/Wonersh Parish Council

Joint Working-party on Blackheath traffic calming project

Damage to Blackheath resident's car wheel and tyre

On 31st January 2007, a Blackheath resident's car wheel and tyre were damaged by a pothole in Blackheath Lane near the corner by the entrance to Barnett Hill Conference Centre. The resident contacted the (then) Senior Maintenance Engineer Waverley (SME) and sent photographic evidence of the pothole location and damage to the car. The resident followed this up a few days later with a copy of an invoice for repair of this damage and asked for my help in pursuing the claim. On 8th February, the resident received an email from the SME stating that she had forwarded the report and invoice as "I do not deal with claims." No contact name was provided on who would be dealing with the matter and it was only after further inquiries that the information was given that the SCC Business Manager would be handling it.

The following is a résumé of the correspondence between the resident (Res); The Clerk to Wonersh Parish Council (WPCK) and Surrey County Council's Business Manager (SCBM).

Date	From : To	Résumé of content
2 Mar 07	SCBM : Res	Informing that their records showed pothole was repaired in July 06 and that no report had been received since then.
12 Mar 07	WPCK : SCBM	Drawing his attention to report by Parish on pothole at the location on 30 Oct 06, that pothole had been repaired during the w/c 6 November & a further report on 11 Dec 06 as the pothole had re-appeared. This suggested that SCC records were incorrect.
? May 07	SCBM : WPCK	Informing that he was unable to find any record of reports on pothole of 30 Oct or 11 Dec.
22 May 07	WPCK : SCBM	Enclosing copies of the reports of 30 Oct & 11 Dec 06.
3 Jul 07	SCBM : WPCK	Stating that only the 30 Oct report had been enclosed with the Clerk's letter of 22 May.
6 Jul 07	WPCK : SCBM	Enclosing further copy of 11 Dec report.
6 Aug 07	WPCK : SCBM	Emphasising that documented evidence had been provided that demonstrated that Highways had been informed of the pothole and that there was no justification for any further delay in resolving the matter.

No acknowledgement or any further communication has been received from the Business Manager by the resident or the Clerk since 3rd July 2007.

From the beginning of this matter in January 2007, the promised level of customer service and quality standards published by Surrey County Council (*attached*) have not been met. I believe that this failure is serious enough for the Parish Council to make a formal complaint in accordance with SCC's established procedures and I would ask for the Council's approval for this.

Nick Morris
Blackheath Ward

Surrey County Council, making Surrey a better place. Call us > 08456 009 009

[About your council](#) > [Comments compliments and complaints](#) > [Customer Promise](#) > [Our promise to you](#)

Our promise to you

Customer promise

You, our customers, are central to everything we do. So, we promise to

- work hard to continuously improve our services
- consult you when we are developing our services and standards
- use your positive and negative comments to help us improve our services
- measure how well we are delivering our services and publish the results
- publish and act on the results of regular customer satisfaction surveys
- make sure all our teams work together, and with other organisations, to help you get services easily and
- eliminate all forms of inappropriate discrimination and provide services which are available to everyone.

However you get in touch, we promise to

- listen to you carefully
- be polite, fair and honest with you
- avoid jargon and use plain english
- make every effort to deal with your enquiry without passing you onto someone else (if we do need to pass you on, we will identify the best department or person for you to speak to)
- give you a high standard of information to help you find the answer you're looking for
- share confidential information about you only when we have your permission, or in exceptional circumstances when there is a legal requirement to protect you or other people from harm
- take responsibility for helping to solve problems wherever possible and
- explain decisions and the reasons for them.

Our standards

We want you to feel positive about any contact you have with us, so we have set ourselves the following

standards. However you get in touch with us we will respond to you within 5 working days. If we need longer to give you a full reply, we will send you an acknowledgement and let you know why and how much time we will take.

If you contact us by telephone

- we will answer your call within five rings
- if we can't answer your call personally, wherever possible you will be able to leave us a message and
- we will regularly check messages that are left on our answer phone.
- If you have difficulty getting through to a particular service, please phone our contact centre on 08456 009

009. Staff there will be happy to help you. You can get information about, or apply for our services on our website at www.surreycc.gov.uk

If you use our website

- we will ensure it is as easy to use as possible

If you visit us

- without an appointment, we aim to see you within 15 minutes, if you need to see someone that is unavailable we will offer you an appointment
- we will provide a clean, tidy and comfortable waiting area, with information about our services.

**Surrey County Council, making Surrey a better place. Call us >
08456 009 009**

Policy on complaints from the public

Can't find what you're looking for? [Tell us about it](#)

Disclaimer Accreditations Accessibility

Information owner: Nigel Bartlett-Twivey Last updated: 26/09/2007

The following policy statement defines how the Council intends that complaints are to be treated. It reflects the

Council's customer focussed values and our commitment to listen to and learn from feedback from you.

The Policy

- We welcome complaints for the opportunities they give us to inform policy and improve service delivery.
- We encourage customers to complain by making it as easy as possible for them to find out how to do so.
- We maintain procedures for the management and investigation of all complaints made to officers and to Members, and continually monitor them to ensure they are fit for purpose.
- We investigate complaints thoroughly, objectively and impartially.
- When complaints are upheld we put things right.
- When we find maladministration has caused injustice we seek a remedy that would, so far as is possible, put the complainant back into the position they would have been but for the fault.

This policy is an integral component of the **Council's Corporate Governance and Assurance Framework**