



Councillor Expectation POLICY

Date of Adoption: January 2025

Review Date: January 2026

Councillor Expectation Policy

Guidance for the professional relationship between Councillors and Council employees

1. Introduction

1.1 The Council recognises that the relationship between Councillors and employees is a separate and professional relationship. Individual Councillors are not the employer (but can be representative of the employer) nor are they managers.

1.2 The Council believes that its employees are entitled to dignity, respect and equality of treatment whilst carrying out their duties.

1.3 It is important that there is a shared mutual understanding of the responsibilities and expectations of this relationship and to that effect Councillors have adopted this guidance.

2. Expectations of office and staff availability

2.1 Council recognises that unannounced visits from Councillors are disruptive for staff and hinders their ability to fulfil their role and complete tasks effectively.

2.2 The office is open for reception purposes 10am until 1pm Tuesday, Wednesday & Thursday. Councillors will not be permitted entrance out of those hours unless by prior arrangement.

2.3 Councillors should respect the staff lunch periods between 1pm - 1:30pm. Instances where the office cannot give a full response within one working day, that the email should be acknowledged with an estimated timescale.

2.3 Councillors must make an appointment if they wish to meet with the Clerk or Deputy Clerk and are expected to sign in via the signing in book at Reception.

2.4 Telephone calls will only be accepted via the Council Landline unless in the case of an emergency.

2.5 Telephone calls to the Clerk and Deputy Clerk will be returned within 1 working day unless there is an emergency or urgency is expressed.

2.6 Staff will endeavour to respond to Councillor emails within 1 working day. On occasions the response may be longer for queries which require a greater depth of research.

3 Expectations of Councillor behaviour

3.1 Councillors are expected to reply to the office within 72 hours of an email from staff (excluding weekends) if a question is asked and a response required.

3.2 Councillors who are unable to attend meetings are expected to give apologies before any meeting they are summoned to via email or telephone call to the office.

3.3 Council policy regarding committee membership requires Councillors to attend meetings they are summoned to, and in the event, they are unable to, they must send apologies in advance. A failure to do so on two consecutive occasions will result in the Councillor being removed from the committee.

3.4 Councillors are expected to abide by the policies and procedures which the Council has adopted. Councillors must not challenge members of staff on these policies and procedures in a public forum.

3.5 In the event a Councillor has a concern regarding a policy or procedure, they must liaise directly with the Town Clerk for consideration by Full Council via the Governance Committee.

- 3.6 It is acknowledged by Council that the staff provides Councillors with all relevant documentation and information prior to meetings. For Councillors to fulfil their role, it is crucial that all paperwork is read fully before the meeting in order for them to make an informed and unbiased decision.
- 3.7 In line with the responsibilities of their role, Councillors should be expected to attend all training courses they are offered. In the event they should be unable to attend, Councillors should be required to send apologies.
- 3.8 Councillors should be expected to make every effort to attend events and volunteer their time. If they should be unable to do so, they should be required to send apologies so staff should be able to plan accordingly i.e. ensuring safety at events involving the public or numbers for catering requirements.
- 3.9 Councillors should sign themselves in using the sign-in sheet on arrival at the Town Council Offices and sign themselves out upon leaving.
- 3.10 Councillors must sign to confirm they have read and understood the Councillor Expectation Policy.