Notice is hereby given that a meeting of the PERSONNEL COMMITTEE will be held at Evesham Town Hall, Evesham, at **6.30 pm on MONDAY 1 JULY 2019** to which you are hereby summoned for the transaction of the business specified below.

**Admission of the Public and Media**
Members of the Public and Media are welcome to attend in accordance with the Public Bodies (Admission to Meeting) Act 1960 Section 1.

**Public Participation**
Public Participation is welcomed and will be in accordance with Standing Order 3(e) to 3(j) on a matter before the Committee. It would be helpful if anyone wishing to participate would contact the Town Council on 01386 565700, email townclerk@eveshamtowncouncil.gov.uk, or in person, prior to the meeting.

**AGENDA**

1. **Election of Chairman**
2. **Election of Vice-Chairman**
3. **Apologies for Absence**
4. **Declarations of Interest**
5. **Minutes of the last meeting including questions as to the progress of any items**
   Minutes of the meeting held 11 March 2019 attached
6. **General Staffing Update**
   Report attached
7. **Almonry Staffing Plan**
   Report attached
8. **Protocol regarding the passing of a Senior Royal**
   Report attached
9. **Matters raised for information only at the discretion of the Chairman**

Stuart Carter
Town Clerk
The following Members are members of this Committee:

Cllr Mrs S Amor (ex-officio – Deputy Mayor), Cllr A Booth, Cllr P Clifford, Cllr A Dyke, Cllr M Goodge (ex-officio – Town Mayor), Cllr Mrs J Johnson, Cllr Mrs M Sale, Cllr Mrs F S Smith, Cllr N Tucker

The agenda is also circulated electronically to all other Members of the Council for information only.
EVESHAM TOWN COUNCIL

Minutes of the meeting of the PERSONNEL COMMITTEE held at 5.00 pm on
MONDAY 11 MARCH 2019 at the Town Hall, Evesham

Those present:

Chairman: Cllr Mrs F S Smith
Vice-Chairman Cllr A P Booth
Councillors: Cllr Mrs S Amor (Deputy Mayor),
            Cllr M S Goodge (Town Mayor), Cllr F Kaler,
            Cllr Mrs M Sale, Cllr N Tucker
Officer: Mr S D Carter (Town Clerk)
         Ms A Jayes (Almonry Manager)

10. Apologies for Absence

Apologies were received from Cllr Mrs R W Whiting.

11. Declarations of pecuniary or other interest (if any)

There were no declarations made under this agenda item.

12. Minutes of the last meeting

The minutes of the last meeting held 2 July 2018 were circulated with the agenda. It was
RESOLVED to approve them as a true and accurate record.

13. Almonry Staffing

Circulated with the agenda was a proposed staffing plan which had been compiled by the
Almonry Manager, Ms Ashleigh Jayes.

Ms Jayes' explained that with Ms Webb retiring, there was an opportunity to look at the
Almonry staffing quota and structure. The Almonry struggled to get cover for annual leave
and sickness with most staff carrying over the full quota of allowed leave per annum. In
addition, staff were working so many additional hours that extra leave was being accrued
over the year leading to a large amount of leave being allocated to each member of staff year
on year.

The structure was laid out as follows:
The staffing situation up to 15th June 2018

Manager (AJ)
F/T Mon-Fri

Senior Assistant (CC) Senior Assistant (AW)
Job share Job share
Assistant (JF) Assistant (PL)
P/T P/T

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Contracted hours:

Manager  Mon-Fri (F/T)
Senior assistants x2  Saturday, Monday, Wednesday-Friday 8.45-5.15pm
                  Sunday 2-5pm
Assistant x2       Saturday, Tuesday 10-5pm, Sunday 2-5pm

Ms Jayes explained that ideally staffing levels would increase to 6 people, allowing her (AJ) time to work in the office and run the museum. This should offer a small pool of people to provide extra cover for leave/sickness etc. The decision has been made to close on Sundays with existing staff being offered an extra day in the week should they wish to take it.

It was further explained that the Almonry operates a 2-week rota system. Detailed below was the proposed new working pattern. The Almonry had been working to this pattern since September with Mr S Chambers employed on a casual hours contract.
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The aim is to have 3 members of staff in the building Monday to Friday and 2 staff on a Saturday.

- CC works 8 FTE days per 2 weeks
- JF works 30 ½ hrs per 2 weeks (10-5pm, 9.30-5pm alternate Saturdays)
- PL works 12 hrs per 2 weeks (10-5pm)
- SC works 30 hrs per 2 weeks (10-5pm)
- JF and PL are both key holders and are remunerated as such, suggested that all new members of staff become key holders
- There are 24 hrs of working hours to cover at the beginning and end of alternate weeks

Costings for 2 week rota (no on costs calculated)

CC Day rate – 5 days @ £71.83 per day 8.45-5.15pm each day (7.5 hrs)

JF Hourly rate – 5 days - 4 days 10-5pm (6hrs) Sat 9.30-5pm (6.5 hrs + key holder)

PL Hourly rate – 2 days 10-5 each day (6hrs)

New Staff x3 Hourly rate – 12 days (starting at NJC SCP6) 10-5pm each day (6hrs)

Total for 2 week rota =

Per annum (x26) =

The Clerk explained that the estimated cost per annum to staff the Almonry based on this model was £88,000. The budget for staff and wages was £99,000 for 2019/20. However, the
figure quoted did not include overtime, holiday cover, and sick pay and is an estimate based on contracted hours. He also stressed that it was an estimate and that the working patterns made it hard to fully calculate costs and that it would have to be monitored to ensure there was not likely to be an overspend.

In response to a question Ms Jayes explained that there was not likely to be much overtime/sick cover required as the model meant that if someone was on leave or sick there would still be 2 staff present and it was unlikely that cover would be needed.

It was RECOMMENDED that the Council approve the new staffing structure and to employ one member of staff on 30 hours every two weeks, and one/two members of staff to undertake 24 hours every two weeks (12 hours each if two members of staff) commencing on SCP grade 1 (£17,364 per annum pro rata).

Ms Jayes was asked how the sci-fi exhibition had gone, to which she had replied that it had been fantastic. A report was to go to a future Council meeting, but initial figures indicated that visitor numbers over that half term had been more than the total visitor numbers over the previous 3 months. It was also highlighted that staff member, Steve Chambers, had provided the exhibition free of charge to the Almonry and that this had been a fantastic gesture. He would be formally thanked at a council meeting.

Ms Jayes also confirmed that they had had recently had a mystery shopper which provided useful feedback. They usually got 3 during the course of the year. In addition a Visit England assessment was due in the summer.

Ms Jayes left the meeting.

14. Staff Update

The Clerk had circulated a staff report with the agenda.

It was reported that a number of staff had attended training courses over the past 6 months. Ms Karen Harper from the outdoors team had attended and passed a chainsaw handling course at Hartpury College. It was now intended to send her on the second phase of the course that was more advanced and would equip her with the qualification to undertake more complex chainsaw work.

Ms Keeley Cullen had attended ‘dealing with difficult customers’ course hosted by WDC. WDC had opened this course up to town and parish councils, at a cost.

Mr Richard Osbourne, Mrs Keeley Cullen, Ms Ashleigh Jayes and Mrs Jayne Flaxman had attended a basic first aid course hosted at Wallace House. This was beneficial to all when undertaking risk assessments to know that there were a number of staff with the relevant training. In addition, Mr David Haynes from the outdoor team was already a qualified first aider and would attend the required refresher course in March.

Clerk’s note: Mr Haynes successfully completed and passed the 2 day first aid at work refresher course.
The Town Clerk attended the Society for Local Council Clerks (SLCC) Practitioners Conference for one day only on the 14 February in Kenilworth (nr Warwick). He explained that he had attended workshops/presentations on going paperless, setting out a plan to deal with the death of a senior royal (a plan would follow at the next meeting of the committee), and a talk on purdah and some of the myths and realities.

Almonry staff had attended specific training for their new collection management system in February.

The Clerk attended a workshop at WDC on the evening of 5 March entitled ‘how to run a successful consultation’. This was attended with upcoming New Homes Bonus consultation requirements in mind.

It was noted that the Council leave year would soon end (31 March). Staff were permitted to carry over a maximum of 5 days leave to the following year. In the forthcoming leave year, it was likely that the Clerk would take a week’s leave over the Easter holidays.

It was explained that during the 2018 summer months the Town Council employed an outdoor worker for 3 days a week until November. This had followed the retirement of the seasonal gardener who was employed full time during the summer months, and 2 days a week during the winter. The arrangement whereby the summer worked was employed for 3 days had worked well and provided a flexible and cost effective solution during a busy period. It also led to a saving, as there was no cost in the winter and a reduced cost in the summer. The Clerk stated that it was intended to repeat this from May unless the committee had any objection. It was unlikely that the same member of staff would be available though if members were in agreement she would be approached about the job in the first instance, with it then being advertised if she was not. It was RECOMMENDED that the Council agree to the appointment of a temporary member of the outdoor team for 3 days a week to run from mid May until 6 November, under the previous terms agreed and that the previous post holder be approached in the first instance to see if she would take the position.

15. Review of the Town Council’s Complaints Policy

A report was circulated with the agenda explaining that the Council’s complaints policy was introduced in early 2014 and amended in May 2015 to state that any complaints against the Town Clerk would be dealt with by the Town Mayor and the Chairman of the Personnel Committee; previously it was just the Town Mayor. It had subsequently been reviewed annually, with an amendment last year to the proceedings at the second stage, the details of which were at the foot of the policy.

In accordance with Standing Orders, the Council was required to review the policy once a year. Given that the policy referred complaints to the Personnel Committee at the second stage if the complaint could not be resolved, it seemed appropriate that the committee reviews the policy as a whole.

It was explained that the complaints policy should provide the Council with a robust procedure to deal with any complaints that may arise. There are separate procedures to deal with complaints from staff (staff handbook) and complaints about councillors (code of conduct).
Upon review it was RECOMMENDED that no amendments be made to the current complaints policy.

16. Member/Officer Protocol

A report was circulated with the agenda along with a draft protocol. The Clerk explained that with elections a short time away, it seemed pertinent to ask the committee to consider the draft staff/officer protocol. The protocol looked to define the relationship between members and officers and their roles and what was expected of them. It had been drafted based on best practise documents that existed in the town and parish council sector.

The Clerk did highlight that whilst the protocol was extensive it would not cover every occurrence that arose and should therefore be seen as a guide for both members and officers on how these should be dealt with.

The Clerk explained that if adopted, this protocol would form part of the pack given to councillors after the elections in May.

In response to a question, the Clerk explained that he did inform councillors of the importance of the various civic events the council held as well as the requirement to wear robes on some occasions. However, it was not within his power to make councillors neither attend these events nor wear robes if they did not want to.

It was RECOMMENDED to Council that the Members/Officer Protocol as attached at appendix A be adopted without amendment.

17. Communications and Media Protocol

The Clerk introduced his report on the communications and media protocol explaining that as with the member/officer protocol, with forthcoming elections it was a good time to consider this draft. The clerk explained that there was a degree of overlap in the two policies, though they should be considered separately.

The report explained that with the rise in social media the protocol aimed to set down some guidelines for both staff and councillors on its usage in relation to the Town Council.

It was highlighted that at present the Town Council managed a website as well as having a presence on three social media platforms, these being Facebook (959 likes), twitter (1,475 followers) and Instagram (293 followers). The Facebook feed was especially good at disseminating information and got many views beyond the core people that liked the page. The Town Clerk was currently responsible for all three of these and did all the posts to these sites.

The protocol looked to set down what was appropriate for both officers and members when posting on social media and dealing with the press and where the responsibility lay.

In addition the Clerk advised that medium term and on the advice of the various local government advisory groups, the Town Clerk was investigating the provision of individual councillor email addresses with the @eveshamtowncouncil.gov.uk prefix. This was in response to GDPR, and the fact that councillors could be regarded as data controllers if they
use personal email addresses for council business. With this in mind, the provision of a town council email address would mean that councillors would come under the town council’s own data control. These email addresses would be subject to data protection rules and be under the jurisdiction of the town council.

If adopted, this protocol would form part of the pack given to councillors after the elections in May.

It was RECOMMENDED to Council that the Communications and Media Protocol as attached at appendix B be adopted without amendment.

18. HR Provider

A report was circulated with the agenda detailing some options with regards to the Council’s HR provider. It explained that five years ago, the Town Council signed a 5-year contract with Peninsula to provide the Town Council with HR support.

Peninsula reviewed and drew up contracts for staff, drafted a staff handbook and introduced a number of polices that were not in place previously.

In addition, Peninsula had provided a 24 hour helpline for HR issues, a website based portal to record details of staff and download specific documents such as contracts, training policies etc., and provided legal advice and practical advice as and when required. In addition they provide legal support and underwriting should a dispute lead to tribunal as long as you follow their advice every step of the way.

The Clerk explained that overall, the support has proved useful throughout the period and has been particularly useful in the rare occurrences when required for something more complex.

The contract was to end in March 2019. The Clerk gave six months notice as required to avoid the automatic renewal of the contract as per Peninsula’s terms. The contract was not ended because of dissatisfaction with the service but to avoid automatic renewal and to allow the Council to get quotes from other companies.

There were two leading HR support providers in the town and parish council sector, Peninsula and Ellis Whittham. In addition ELAS had been trying to make in roads into the sector.

Both Peninsula and Ellis Whittham had provided quotes. The details of which were attached for members information.

The Clerk explained that Ellis Whittham’s service was more premium and more tailored to the individual needs of its client and the price reflected this. If cost were not an issue then he recommended Ellis Whittham, however, Peninsula was significantly lower and had provided a good service.

It was explained that the Town Council allocated £2,000 per annum towards HR support and that the Peninsula contract was to be £1320 per annum, which meant that health and safety support could also be investigated as there would be budget left.
It was therefore RECOMMENDED to Council that Peninsula be contracted to provide the Council’s HR support for a period of 60 months at a cost of £110 a month.

19. Any other business, for information only

There was noting brought up under this item.

There being no further business the meeting closed at 5.45 pm.

COUNCILLOR MRS F S SMITH
CHAIRMAN
PROTOCOL ON MEMBER/OFFICER RELATIONS

1 INTRODUCTION AND PRINCIPLES

1.1 The purpose of this Protocol is to guide Members and Officers of the Council in their relations with one another in such a way as to ensure the smooth running of the Council and to satisfy the ethical standards required.

1.2 Given the variety and complexity of such relations this Protocol does not seek to be either prescriptive or comprehensive. It simply offers guidance on some of the issues which most commonly arise. It is hoped, however, that the approach which it adopts to these issues will serve as a guide to dealing with other circumstances.

1.3 This Protocol is to a large extent a written statement of current practice and convention. It seeks to promote greater clarity and certainty. If the Protocol is followed, it should ensure that Members receive objective and impartial advice and that Officers are protected from accusations of bias and any undue influence from Members.

1.4 It also seeks to reflect the principles underlying the respective Codes of Conduct which now apply to Members and Officers. The shared object of these codes is to enhance and maintain the integrity (real and perceived) of local government and the Codes, therefore, demand very high standards of personal conduct.

1.5 This Protocol is a local extension to the Members’ Code of Conduct and Employee Code of Conduct. Consequently, a breach of the provisions of this Protocol may also constitute a breach of these Codes.

1.6 This Protocol should be read in conjunction with the Codes of Conduct, and any guidance issued by the Monitoring Officer of Wychavon District Council.

2 THE RELATIONSHIP: GENERAL POINTS

2.1 Whilst both Councillors and Officers are servants of the public and they are indispensable to one another the responsibilities are distinct. Councillors are responsible to the electorate and serve only so long as their term of office lasts. Councillors are responsible for setting policy. Officers are responsible to the Council. Their job is to give advice to Councillors and the Council, and to carry out the Council's work under the direction and control of the Council and its various bodies.
2.2 At the heart of the Codes and this Protocol, is the importance of mutual respect. Member/Officer relationships are to be conducted in a positive and constructive way. Therefore, it is important that any dealings between Members and Officers should observe standards of courtesy and that neither party should seek to take unfair advantage of their position or seek to exert undue influence on the other party.

2.3 Members must respect the impartiality and integrity of all the Council’s Officers. Similarly, all Officers must respect the role of Members as elected representatives.

2.4 Inappropriate relationships can be inferred from language/style. To protect both Members and Officers, Officers should address Members at all formal meetings as Councillor xxx and Mr or Madam Chairman save where circumstances clearly indicate that a level of informality is appropriate. Similarly when addressing Officers at formal meetings of the Council, Members should address Officers by their post title.

2.5 A Member should not raise matters relating to the conduct or capability of an Officer in a manner that is incompatible with the objectives of this Protocol. This is a long-standing tradition in public service. An Officer has no means of responding to criticisms in public. If a Member feels he/she has not been treated with proper respect, courtesy or has any concern about the conduct or capability of an Officer, he/she should raise the matter with the Town Clerk. Any action taken against an Officer in respect of a complaint, will be in accordance with the provisions of the Council’s Disciplinary Rules and Procedures.

2.6 An Officer should not raise with a Member matters relating to the conduct or capability of another Officer or to the internal management of a Department in a manner that is incompatible with the overall objectives of this Protocol.

2.7 Where an officer feels that he/she has not been properly treated with respect and courtesy by a Member, he/she should raise the matter with the Town Clerk. In these circumstances the Town Clerk will take appropriate action either by approaching the individual Member and/or Town Mayor or by referring the matter to the Monitoring Officer in the context of the Standards Committee considering the complaint.

3 ROLES OF MEMBERS AND OFFICERS

3.1 Members have four main roles:
- Determining the policy of the Council and giving it political leadership
- Monitoring and reviewing the performance of the Council in implementing that policy and delivering services
- Representing the Council externally
- Acting as advocates on behalf of their constituents and the wider community

3.2 Officers have the following main roles:
- Initiating policy proposals
- Implementing agreed policy, managing and providing the services and being accountable for the efficiency and effectiveness of the services provided
- Providing professional advice to the Council, its various bodies and individual members
- Ensuring the Council always acts in a lawful manner
- Ensuring the Town Council’s finances are robust and managed correctly.
4. **THE RELATIONSHIP: OFFICER SUPPORT TO MEMBERS: GENERAL POINTS**

4.1 Officers are responsible for day-to-day managerial and operational decisions within the Council and will provide support to all Councillors in their various roles.

4.2 In giving such advice to Members and in preparing and presenting reports, it is the responsibility of the Officer to express his/her own professional views and make recommendations. Members should not seek to pressure the Officer to make a recommendation contrary to the Officer’s professional view because of their wish to express a contrary view.

4.3 The Town Clerk has certain statutory roles which need to be understood and respected by all Members. Members must respect these statutory obligations, must not obstruct the Town Clerk in the discharge of his/her responsibilities and must not victimise him/her for discharging his/her responsibilities.

4.4 The following key principles reflect the way in which Officers generally relate to Members:

- All Officers are employed by, and accountable to, the authority as a whole
- Support from Officers is needed for all of the authority’s functions
- Day to day managerial and operational decisions should remain the responsibility of the Town Clerk and other Officers and
- All Officers will be provided with training and development to help them support the various Member roles effectively.

4.5 Finally, it must be remembered that Officers within the Town Council are accountable to their line manager and ultimately the Town Clerk and that whilst Officers should always seek to assist a Member, they must not, in so doing, go beyond the bounds of whatever authority they have been given by their line manager or Town Clerk.

5. **RELATIONSHIPS BETWEEN MEMBERS AT COMMITTEES AND OFFICERS AT MEETINGS OF THE AUTHORITY**

5.1 Reports should always contain a recommendation unless the issue is clearly one where political judgement is required. They will also always include the name of the contact Officer. Members should raise issues with that Officer prior to the meeting if at all possible.

5.2 The Chairmen and Members shall give Officers the opportunity to present any report and give any advice they wish to give.

5.3 All Members shall seek the advice of the Town Clerk where they consider there is doubt about the vires for a decision or where they consider a decision might be contrary to pre-determined policies of the Council.

5.4 Members and Officers should be mutually supportive in order to minimise any potential embarrassment to the Council. Criticism of officers should be dealt with in private and, by the same token, Officers will never be publicly critical of the Council or its policies.

6. **THE RELATIONSHIP: OFFICER SUPPORT: MEMBER AND PARTY GROUPS**
6.1 It must be recognised by all Officers and Members that in discharging their duties and responsibilities they serve the Council as a whole.

6.2 The only basis on which the Council can lawfully provide support services (eg stationery, typing, printing, photo-copying, transport etc) to Members is to assist them in discharging their role as Members of the Council. Such support services must therefore only be used on Council business.

8. MEMBERS’ ACCESS TO INFORMATION AND TO COUNCIL DOCUMENTS

8.1 Members have the ability to ask for information pursuant to their legal rights to information. This right extends to such information, explanation and advice as they may reasonably need in order to assist them in discharging their role as a Member of the Council. This can range from a request for general information about some aspect of a Department’s activities to a request for specific information on behalf of a constituent. Such approaches should normally be directed to the relevant line manager of the Town Council.

8.2 As regards the legal rights of Members to inspect Council documents, these are covered partly by statute and partly by the common law.

8.3 Members have a statutory right in inspect any Council document which contains material relating to any business which is to be transacted by the Council. The right applies irrespective of whether the Member is a member of the meeting concerned and extends not only to reports which are to be submitted to the meeting, but also to any relevant background papers.

8.4 The common law rights of Members remain intact and are much broader and are based on the principle that any Member has a prima facie right to inspect Council documents so far as his/her access to the document is reasonably necessary to enable the Member properly to perform his/her duties as a Member of the Council. This principle is commonly referred to as the ‘need to know’ principle.

8.5 The exercise of this common law right depends therefore, upon an individual Member being able to demonstrate that he/she has the necessary ‘need to know’. In this respect a Member has no right to a roving commission to go and examine documents of the Council. Mere curiosity is not sufficient. The crucial question is the determination of the ‘need to know’. This question must initially be determined by the Town Clerk.

8.6 In some circumstances (eg a meeting of the Council or its bodies and a Member wishing to inspect documents relating to the business of that meeting) a Member’s ‘need to know’ will normally be presumed. In other circumstances (e.g., a Member wishing to inspect documents which contain personal information about third parties) the Member will normally be expected to justify the request in specific terms.

8.7 Further and more detailed advice regarding Members rights to inspect Council documents may be obtained from the Town Clerk.

8.8 Finally, any Council information provided to a Member must only be used by Members for the purpose for which it was provided, ie in connection with the proper performance of the Member's duties as a Member of the Council. Therefore, for example, early drafts of Committee reports/briefing papers are not suitable for public
Appendix A to Personnel Committee Minutes 11 March 2019

disclosure and should not be used other than for the purpose for which they were supplied.

9. CORRESPONDENCE

9.1 Correspondence between an individual Member and an Officer should not normally be copied (by the Officer) to any other Member. Where exceptionally it is necessary to copy the correspondence to another Member, this should be made clear to the original Member. In other words, a system of ‘silent copies’ should not be employed.

9.2 Official letters on behalf of the Council should normally be sent in the name of the appropriate Officer, rather than in the name of a Member. Letters which, for example, create legal obligations or give instructions on behalf of the Council should never be sent out in the name of a Member.

10. PUBLICITY AND PRESS RELEASES

10.1 Local authorities are accountable to their electorate. Accountability requires local understanding. This will be promoted by the Authority by explaining its objectives and policies to the electors and taxpayer. In recent years, all local authorities have increasingly used publicity to keep the public informed and to encourage public participation. Every Council needs to tell the public about the services it provides. Good, effective publicity aimed to improve public awareness of a Council’s activities is, in the words of the Government, to be welcomed.

10.2 Publicity is, however, a sensitive matter in any political environment because of the impact it can have. Expenditure on publicity can be significant. It is essential, therefore, to ensure that local authority decisions on publicity are properly made in accordance with clear principles of good practice. The government has issued a Code of Recommended Practice on Local Authority Publicity. The purpose of the Code is to set out such principles. The Code develops the conventions that should apply to all publicity at public expense and which traditionally have applied in both central and local government. The Code is issued under the provisions of the Local Government Act 1986 as amended by the Local Government Act 1988 which provides for the Secretary of State to issue Codes of Recommended Practice as regards the content, style, distribution and costs of local authority publicity and such other matters as he/she thinks appropriate. That section requires that all local authorities shall have regard to the provisions of any such Code in coming to any decision on publicity.

10.3 Officers and Members of the Council will, therefore, in making decisions on publicity, take account of the provisions of this Code. If in doubt, Officers and/or Members should initially seek advice from the Town Clerk. Particular care should be paid to any such publicity used by the Council around the time of an election. Particular advice will be given on this by the Town Clerk.

11. MEMBERS IN THEIR WARD ROLE AND OFFICERS

11.1 Whenever a public meeting is organised by the Council to consider a local issue, all the Members representing the Ward or Wards affected will as a matter of course, be invited to attend the meeting. Similarly, whenever the Council undertakes any form of consultative exercise on a local issue, the Ward Members will be notified at the outset of the exercise.
11.2 Should Members or local residents convene a local meeting, Officer attendance will be at the discretion of the Town Clerk and will take account of the purpose of the meeting.

11.3 In all circumstances, the role of Officers at such meetings is to provide information on the topic under consideration and any decision making process which might be relevant, but not to offer or share judgements. Officers will seek to assist in the effective engagement of the community but will be mindful at all times of the integrity of the formal decision making process.

11.4 Members attending local consultation meetings, which may on occasion give rise to heated debate, should be mindful of the restrictions on the responses available to Officers and both Officers and Members should act at all times in accordance with their respective Codes of Conduct.

12. CONCLUSION

12.1 Mutual understanding and openness on these sort of sensitive issues and basic respect are the greatest safeguard of the integrity of the Council, its Members and Officers.

12.2 Questions of interpretation of this Protocol will be determined by the Town Clerk.

12.3 Copies of the Protocol will be issued to all Members, upon election, and all line managers.
Evesham Town Council

COMMUNICATIONS AND MEDIA PROTOCOL

AIM
The aim of the protocol is to give clear and unequivocal guidance upon the Town Council’s processes for communications and media arrangements.

CORRESPONDENCE

Town Clerk’s Role
The point of contact for the Town Council is the Clerk and it is to the Clerk that all correspondence for the Council should be addressed.

The Clerk should deal with all correspondence following a meeting. All official correspondence should be sent by the Clerk in the name of the Council using Council letter headed paper or email using Council email format. Where correspondence from the Clerk to a Councillor is copied to another person, the addressee should be made aware that a copy is being forwarded to that other person (e.g. copy to XX).

No individual Councillor should be the sole custodian of any correspondence or information in the name of the Council, a committee, sub-committee or working group.

Agenda Items for Council, Committees, Sub-Committees and Working Groups
Agendas should be clear and concise and contain sufficient information to enable Councillors to make an informed decision and for the public to understand what matters are being considered and what decisions may possibly be taken at the meeting.

Items for information should be kept to a minimum on any agenda.

Where the Clerk or a Councillor wishes Councillors to receive matters for “information only”, this information is to be circulated via the Clerk.

Items should only be discussed in confidential session if what is being discussed contains commercially sensitive information or personal information. Transparency must be the priority.

Councillor correspondence to external parties
As the Clerk should be sending most of the Council’s correspondence, any correspondence from a Councillor to other bodies needs to make clear that it is written in their official capacity and has been authorised by the Council.
A copy of all outgoing correspondence relating to the Council or a Councillor’s role within it, should be sent to the Clerk, and it be noted on the correspondence, e.g. “copy to the Clerk” so that the recipient is aware that the Clerk has been advised.

Individual Councillor communications with constituents is a matter between that Councillor and the recipient(s). Any requests for letters to be processed shall only be acceded to by the Town Clerk following consultation with the Town Mayor, and with reference to the Council’s resources.

Canvassing or any other promotional work by an individual councillor shall not involve the Town Clerk or any other employee.

**COMMUNICATIONS**

**Liaison between the Clerk and the Town Mayor**
Regular liaison meetings between the Town Clerk and the Town Mayor will take place.

**Communications with Town Council employees**
Councillors must not give instructions to any member of staff, unless authorised to do so.

No individual Councillor, regardless of office, may give instructions to the Clerk or to another employee that are inconsistent or conflict with Council decisions or arrangements for delegated power.

E-mails:
- Instant replies should not be expected from the Clerk; any reasons for urgency should be stated;
- Information to other Councillors should normally be directed via the Clerk;
- E-mails from Councillors, when acting on behalf of the Council and not in their personal capacities, to external parties should be copied to the Clerk;
- Councillors should acknowledge their e-mails when requested to do so.

Meetings with the Clerk or other staff:
- Wherever possible an appointment should be made;
- Meetings should be relevant to the work of that particular officer;
- Councillors should be clear that the matter is legitimate Council business and not matters driven by personal or political agendas

**MEDIA**

**Communications with the Media, Press and Public**

The Town Council’s communications need to be:
- Open – honest and transparent
- Consistent – in message and in delivery
- Responsive – proactive and timely
- Accurate – factual and correct
- Accessible – inclusive and representative
- Legal.
In addition, when dealing with the media, both officers and councillors need to have particular regard for:

- The Data Protection Act (2018)
- The Disability Discrimination Act (1995)
- The Human Rights Act (1998)
- The Race Relations Act (1976)
- The Sex Discrimination Act (1975)
- The Contempt of Court Act (1981) and contempt at common law
- The Defamation Act (1996) and defamation at common law

**Media enquiries**
The Clerk will clear all press reports or comments to the media in conjunction with the Town Mayor.

Press reports from the Council, its committees or working groups, should be from the Clerk or via the reporter’s own attendance at a meeting.

Unless a Councillor has been authorised by the Council to speak to the media on a particular issue, Councillors who are asked for comment by the press should make it clear that it is a personal view and ask that it must be clearly reported as their personal view.

Unless a Councillor is absolutely certain that he/she is reporting the view of the Council, they must make it clear to members of the public that they are expressing a personal view.

**Ward councillors**
Generally, it will not be possible for media releases about individual councillors to be made, except where they are working in their executive positions, or where they are chairing a particular committee.

Sections 39 to 42 of the publicity code state that:

“The functions of a local authority are discharged by the council corporately. It is therefore inappropriate for public resources to be used to publicise individual councillors. In the interests of public accountability, however, it may be appropriate to give publicity to the views or activities of individual members when they are representing the council as a whole: for example, when the chairman of a council speaks or acts as the first citizen of the whole community, or when a chairman of a committee opens a new scheme or launches a policy approved by the council or by his committee on the council’s behalf.”

Ward Councillors may issue political media releases provided they do not imply that they are from the Council, that they do not make promises on behalf of the Council and they are not compiled using council resources.

There should be no persuasion of the Town Clerk or other officers to support them in their political objectives. Officers are only there to carry out the work of the Council and to implement the decisions it takes. They cannot support members in a political capacity or help to deliver political aims.

Ward Councillors must not give instructions to officers, other than through the formal decision-making process. In particular, members must not instruct the Town Clerk to issue media releases on their behalf, but can however, alert the Clerk to particular events or developments that may require
media coverage.

When speaking to the media there should be no editorial “exclusivity” and the Councillor should always state in what capacity they are speaking and what their role is in relation issue in question.

**Partnerships with the Council**
Where other organisations are contracted to provide services on behalf of the Council, or where the Council has agreed a working partnership, they will be expected to follow this protocol and liaise with the Town Clerk prior to any media release.

**Media handling during the election period**
During the run up to election, it is vitally important that media handling be properly controlled to ensure that there can be no allegation of political bias in anything that the Council does. Although the laws relating to political neutrality apply at all times, in the election period, the laws relating to publicity become a lot stricter. This period is often referred to as “purdah”.

Publicity is defined in section 6 of the Local Government Act 1986 as “any communication, in whatever form, addressed to the public at large or to a section of the public”. The Act covers the obvious forms of publicity such as media releases, speeches and events, but applies equally to the less obvious, for example the use of political colours in advertising and even the colour of floral displays.

During the election period, the Town Clerk will not issue any media release that could be seen as promoting the views of a particular political party, individual member of group of members. Media releases will not quote councillors during this period and members will not be photographed.

**Responding to letters in the printed media**
Letters to the paper can be informative for the Town Council. However, while they can sometimes be unpleasant and on occasion, inaccurate, very often responding to them will only add fuel to the fire and keep a story going. For this reason, all non-political letters to newspapers should be first cleared through the Town Clerk, who will consult with the Mayor. Councillors may of course respond in their political capacity.

If Councillors receive a complaint from a member of the public, this should be dealt with under the Council’s complaints procedure and therefore referred to the Town Clerk as soon as practicable.

**SOCIAL MEDIA**
Social media is a generic term for the sharing opinions, gossip, discussions, stories, video, pictures and information electronically. The key feature of such systems is that they can be accessed in different ways – via computers, tablets and phones. Examples of popular social media tools include: Twitter, Facebook, Wikipedia, YouTube, Pinterest, Linked In and Google Plus. Groupings of interest are a natural feature of the development of such systems with people with similar interests being attracted to share information.

The Council will make use of social media to quickly disseminate information but carefully control their use in order to minimise the risks. The Town Council has a twitter, facebook and Instagram account and uses it to provide information on Council activities and re-tweeting official releases of
public information from trusted sources such as WCC, WDC, WMP etc. The Town Clerk is the designated Council owner of the Council’s social media channels.

Councillors are at liberty to set up their accounts using any of the tools available but should ensure they are clearly identified as personal and do not in any way imply that they reflect the Council’s view.

Councillors should at all times present a professional image and not disclose anything of a confidential nature. Comments of a derogatory, proprietary or libellous nature should not be made and care should be taken to avoid guesswork, exaggeration and colourful language.

Users must ensure that they use social media sensibly and responsibly, and ensure that its use will not adversely affect the council or its business, nor be damaging to the Council's reputation and credibility or otherwise violate any Council policies.

The following guidelines will apply to online participation and set out the standards of behaviour expected as a representative of Evesham Town Council:

- Be aware of and recognise your responsibilities.
- Remember that you are personally responsible for the content you publish on any form of social media.
- Post only what you want the world to see. It is not like posting something to your web site or blog and then realizing that a story or photo should be taken down. On a social networking site, once you post something it may continue to be available, even after it is removed from the site.
- Do not disclose confidential matters or criticise council policies or personnel.
- Never give out personal details such as home address and telephone numbers.
- Ensure that you handle any personal or sensitive information in line with the Data Protection Act.
- Use a disclaimer.
- When using social media for personal purposes, you must not imply you are speaking for the council.
- Avoid use of the council e-mail address, logos or other council identification.
- Make it clear that what you say is representative of your personal views only.
- Where possible, you should include a standard disclaimer, such as: "Statements and opinions here are my own and don't necessarily represent the council's policies or opinions".
- Know your obligations: you must comply with other council policies when using social media.
- Show respect to all. You should be respectful of the authority, its employees and the town's residents. Derogatory comments are always wrong.
- Individual Councillors are at liberty to set up their own accounts and they should ensure they comply with the Council’s Policy statement.
- As a Town Council, we have a professional image to uphold and how we conduct ourselves online influences this image.

**Guidance for Councillors - social media and meetings**

Councillors may wish to use social media to keep residents informed of the proceedings at Council and Committee meetings. Below are some extra guidelines for councillors to consider for the use of social media during meetings.

Handheld devices and laptops are permitted for use during meetings to allow effective communication. The use of such devices is intended to improve communication during meetings - not to interrupt or distract anyone taking part. Ensure the volume on all electronic devices is turned to 'mute'.

*ETC– Communications & Media Protocol*
Councillors' tweets/blogs during council meetings should refer to the discussions which are taking place at the meeting - tweeting/blogging about other subjects will show the public and other attendees at the meeting that you are not engaging properly in the meeting.

Councillors have a responsibility to take council business seriously and it is not appropriate for members to use social media to tease or insult other members. Evesham residents expect debate and to be informed about council business, not witness petty arguments.
EVESHAM TOWN COUNCIL

COMMITTEE: PERSONNEL

DATE: 1 JULY 2019

SUBJECT: STAFFING UPDATE

REPORT BY: TOWN CLERK

1.0 PURPOSE OF REPORT

1.1 To update Members on staffing matters since the last meeting of the Personnel Committee.

2.0 RECOMMENDATION

2.1 It is recommended that the report be noted.

3.0 GENERAL STAFF UPDATE

3.1 The Council recently employed Mr W Bugg on a temporary contract to assist the outdoor staff during the summer months, which is their busiest time. Mr Bugg was one of 2 candidates to apply. Mr Bugg is contracted to work 22.5 hours a week until early October when he will then take up a place at university. This follows a similar arrangement last year where the Council employed a temporary worker to assist during the busy period for 3 days a week following the retirement of the previous post holder who was employed full time in the summer and part time in the winter.

3.2 Ms A Jayes, the Almonry Manager, recently attended a training course arranged by the Association of Cultural Enterprise that looked at ways to maximise shop revenues. Ms Jayes will shortly be attending a course on photographing museum collections that is being hosted by West Midlands Museum Development.

3.3 Mrs C Costello from the Almonry attended a digital story-telling course run by West Midlands Museum Development. This course shows museum professionals how to use digital media, i.e. photos, videos etc. to tell the museum’s story.

3.4 The Clerk recently attended a course run by WDC on running consultations. The Clerk also recently attended WDC’s Parish Event, which gave briefings on many subjects including neighbourhood plans and new homes bonus.

3.5 Mrs Costello, Ms Jayes and the Clerk also represented the Council on a stall at the recent Rotary Club Evesham Community Festival. Cllrs Tucker and Mrs Tucker were also on the stall.

3.6 As the Town Council enters recess and school holidays begin, the Clerk will be taking a few weeks leave over July and August. He will confirm dates with the Mayor.
4.0 FINANCIAL IMPLICATIONS

4.1 None.

5.0 LEGAL IMPLICATIONS

5.1 None.
1.0 PURPOSE OF REPORT

To circulate new job descriptions and contracts secure

2.0 RECOMMENDATIONS:

2.1 It is recommended that subject to Council agreement that the committee approve the Job Descriptions and authorise immediate advertising of the vacant position at the Almonry.

2.2 It is recommended that given Mr Chambers has been working successfully at the Almonry for 1 year that the committee authorise his immediate appointment.

3.0 Staffing restructure at the Almonry

3.1 Adele Webb retired in June 2018 following 13 years of service. Adele’s role was a job share with Claire Costello, both working alternate weeks on a 2-week shift pattern.

3.2 Adele’s retirement offered an opportunity to review staffing levels at the Almonry and a report came before this committee in March and was agreed. This report looks to formalise the change in job descriptions.

3.3 Ms Ashleigh Jayes role as Manager is very different to the one that the previous incumbent had. The focus for her role is towards the museum rather than the front of house element, which occupied more of Tonia’s remit. In effect, her role has reduced the front of house capacity but there was no facility to backfill it. To fulfil her duties she needs more time in the office, away from the front desk but this is difficult as they often need 2 people at the front desk and cover for lunch time is needed (meaning a 2hr lone working slot each day) There has also been issues around annual leave and the accumulation of additional leave due to the number of extra hours worked but due to low staff levels the opportunity to take the holiday is limited.

3.4 To try to alleviate the pressures on covering for Adele and to assist with the responsibilities of her role, it was agreed that the Almonry would firstly close on Sunday’s allowing staff to swap their Sunday hours for an extra day in the week should they wish. 2 members of staff also agreed to increase their hours, working ‘extra hours’ over and above their contractual obligation. In July 2018, we were also able to appoint Steve Chambers on a casual basis to backfill Adele’s role.
3.5 The aim is to have 3 members of staff in the building Monday to Friday and 2 staff on a Saturday.

- Senior role 1 - works 8 FTE days per 2 weeks
- Senior role 2 - works 5 FTE days per 2 weeks
- Asst role 1 - works 12 hrs per 2 weeks (10-5pm)
- Asst role 2 - works 30 hrs per 2 weeks (10-5pm)
- Asst role 3 - works 24 hrs per 2 weeks (10-5pm)

Our current working pattern is outlined below

<table>
<thead>
<tr>
<th>WEEK 1</th>
<th>Office</th>
<th>TIC</th>
<th>WEEK 2</th>
<th>Office</th>
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<td>NEW STAFF</td>
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<td>NEW STAFF</td>
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<td>NEW STAFF</td>
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<td>SC</td>
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</table>

3.6 Job descriptions for the Senior and Assistant roles have been drawn up alongside new contracts for existing permanent Staff (CC, JF, PL).

3.7 To move forward the council needs to recruit to the vacant position and appoint Steve Chambers on a permanent basis. Steve Chambers has been employed by the Council on a casual basis for a year and has been working as part of their regular shift pattern since September 2018. It would be preferable to appoint Steve immediately without the need to go through the full recruitment process.

3.8 Therefore I request that the Committee agree to the immediate advertising and recruitment of the vacant Museum and TIC Assistant role for 24 hrs over 3 weeks (role 3 as described above) and to the immediate recruitment of Steve Chambers to the Museum and TIC Assistant role and the approve the new job descriptions.

4.0 LEGAL IMPLICATIONS

4.1 All the contracts in question have been drawn up in conjunction with the Council’s HR provider.
5.0 FINANCIAL IMPLICATIONS

5.1 The budget in the current year reflects these changes.
Job Description

Job Title: Museum and Tourist Information Centre Assistant

Responsible to: Almonry Manager

Main Purpose of Job: To assist in the professional delivery of services at the Almonry, primarily in the Tourist Information Office.

Duties
To work on a two-week rota system including Saturdays and Bank Holidays from 10am to 5pm (including one hour for lunch). In addition, you will be required to provide holiday cover/sickness cover for other members of staff when needed. Weekend and Bank holiday working is expected. Lunch breaks to be taken with arrangement by the Centre Manager.

Duties will include
- Being a keyholder
- Meeting and greeting customers and visitors, answering queries via telephone, email or face-to-face, sending out information to customers
- Booking tickets for Evesham Arts Centre and other festivals and events as necessary
- Selling of museum admission and shop goods
- Ensure the premises have been vacated at the end of the day and closing down the building
- Ensuring the general cleanliness and tidiness of the building, gardens and displays, reporting any issues to the Manager
- Maintaining leaflet stocks on display
- Assisting the Manager and Senior Assistants with museum work including museum cleaning and the preparation of exhibitions, events and activities
- Assist the manager and senior assistants with updates to the Almonry and Visit Evesham websites and social media platforms

Also to carry out any additional duties as may, from time to time, be assigned to the post by the manager.

The post holder will need to work well within a small team and have a flexible approach to the role.

The post may be subject to a DBS check

Conditions
i. The salary for this post is based on scale 1-3
ii. Working hours are as described as above
iii. When a bank holiday is worked, a day's leave will be granted to be taken over the Christmas/New Year closure
iv. Leave will be based on the National Joint Council Conditions of Service, that is, twenty days pro rata until five years service has been achieved, thereafter 25 days per annum.
v. All other conditions will be in accordance with the National Joint Council Scheme; salaries will be paid monthly, with one month's notice on either side to terminate the appointment. A superannuation scheme is available.
## Person Specification – Museum and Tourist Information Centre Assistant

<table>
<thead>
<tr>
<th>Essential</th>
<th>Desirable</th>
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<tbody>
<tr>
<td><strong>Education and training</strong></td>
<td>Minimum GCSE/O Level Grade C (Grade 4) or above or equivalent in English and Maths</td>
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<tr>
<td><strong>Experience and knowledge</strong></td>
<td>Experience of cash handling</td>
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<td></td>
<td>Evidence of commitment to high standards</td>
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<td>Previous customer service experience</td>
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<td><strong>Skills and abilities</strong></td>
<td>Excellent customer service skills, clear telephone manner</td>
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<td></td>
<td>Able to prioritise and organise own daily workloads</td>
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<td></td>
<td>Good clerical and numeracy skills</td>
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<td></td>
<td>Up to date IT skills, proficiency in Microsoft Office</td>
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<tr>
<td><strong>Personal attributes</strong></td>
<td>Interest in promoting Evesham and the Vale</td>
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<td>Ability to work within a small team</td>
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<td></td>
<td>Excellent interpersonal skills</td>
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<td><strong>Special circumstances</strong></td>
<td>Reliable and flexible, prepared to work extra or alternative hours as needed</td>
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<td>Willing to undertake training as and when required</td>
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<td></td>
<td>Previous customer service experience in a heritage setting</td>
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<td>Welcome Host or Welcome Host Gold</td>
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<td></td>
<td>Experience of website and social media</td>
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</tbody>
</table>
Job Description

Job Title:
Senior Museum and Tourist Information Centre Assistant

Responsible to:
Almonry Manager

Main Purpose of Job:
To assist in the professional delivery of services at the Almonry

Duties
To work on a two week rota system including Saturdays and Bank Holidays from 8.45am to 5.15pm (including one hour for lunch). In addition, you will be required to provide holiday cover/sickness cover for other members of staff when needed, weekend and Bank holiday working is expected. Lunch breaks to be taken with arrangement by the Centre Manager.

Duties will include
- Being a keyholder
- Meeting and greeting customers and visitors, answering queries via telephone, email or face-to-face, sending out information to customers
- Booking tickets for Evesham Arts Centre and other festivals and events as necessary
- Selling of museum admission and shop goods
- Ensure the premises have been vacated at the end of the day and closing down the building
- Ensuring the general cleanliness and tidiness of the building, gardens and displays, reporting any issues to the Manager
- Maintaining leaflet stocks on display
- Assisting the Manager with museum work including museum cleaning and the preparation of exhibitions, events and activities
- Assist the Manager with museum work including collection care, cataloguing, permanent and temporary displays
- Take bookings for group visits, coach tours, events and meetings as necessary and invoice for payment as necessary
- In consultation with the manager, source and purchase retail stock, monitor stock levels, prepare purchase orders, authorise and raise invoices
- Source and purchase commission sales items including shop stock, event tickets for other organisations including creating invoices, remittance notes and authorising payments
- Assist the Manager with daily, weekly and monthly cashing up
- Deliver guided tours for groups
- Prepare trails and activities for the annual events programme
- Alongside the manager, maintain the Almonry and Visit Evesham websites and social media platforms

Also to carry out any additional duties as may, from time to time, be assigned to the post by the manager.

The post holder will need to work well within a small team and have a flexible approach to the role.

The post may be subject to a DBS check.
Conditions
i. The salary for this post is based on scale 5-7
ii. Working hours are as described as above
iii. When a bank holiday is worked, a day's leave will be granted to be taken over the Christmas/New Year closure
iv. Leave will be based on the National Joint Council Conditions of Service, that is, twenty days pro rata until five years service has been achieved, thereafter 25 days per annum.
v. All other conditions will be in accordance with the National Joint Council Scheme; salaries will be paid monthly, with one month’s notice on either side to terminate the appointment. A superannuation scheme is available.
## Person Specification – Senior Museum and Tourist Information Centre Assistant

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<td><strong>Special circumstances</strong></td>
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<td>Willing to undertake training as and when required</td>
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EVESHAM TOWN COUNCIL

COMMITTEE: PERSONNEL

DATE: 1 JULY 2019

SUBJECT: PROTOCOL REGARDING THE PASSING OF A SENIOR ROYAL

REPORT BY: TOWN CLERK

1.0 PURPOSE OF REPORT

1.1 To inform members of a proposed protocol outlining what the Town Council should do on the death of a senior member of the royal family.

2.0 RECOMMENDATION

2.1 It is recommended that the committee consider the attached draft protocol, consider any suggestions and amendments and subject to this adopt the protocol.

3.0 BACKGROUND

3.1 Committee members may well be aware of Operation London Bridge which is the codename given to arrangements that will take place following the passing of HM The Queen. This operation was first devised in the 1960s and is reviewed several times a year in consultation with HM The Queen. Other senior royals have a similar plan with a codename, for example Operation Forth Bridge for the Duke of Edinburgh. The plan dictates what is expected to happen on a day-to-day basis.

3.2 The issue of the passing of a senior member of the Royal Family and how town councils should be prepared has been highlighted a lot within the sector recently. Town Councils are being encouraged to set their own protocols and lead from the front in order to show that they are reflecting the mood of both their town and the nation as a whole. Whilst there is an expectation that the district and county councils will have their own plans, this does not stop the Town Council from controlling what it wants to happen.

3.3 There is no legal requirement to have a plan nor to formally mark the occasion, however, it is felt that the mood of the nation must be reflected and that residents will turn to their local councils and dignitaries to take a lead in marking this sombre occasion.

4.0 THE PLAN

4.1 Attached to this report is a draft protocol detailing what will happen nationally and how the Town Council may fit in.

4.2 It can be summarised like this:

Day of death – referred to as ‘D Day’ in the plan
• Plan is activated informally on media reports of illness or death of a public figure listed in the plan
• However public messages will not be sent until formal notice is sent from St James’s Palace, Buckingham Palace or Downing Street
• The Town Council will ask that the police station flag and any others within the town are flown at half mast

D-Day + 1
• Once the Sovereign has died, the Accession Council will meet to declare the new Sovereign from the deceased Monarch’s line
• Proclamation read by Garter Principal King of Arms at St James’s Palace
• The Garter Principal King of Arms is the most senior member of the College of Arms and principal advisor to the sovereign with respect to ceremony and heraldry
• Books of Condolence open, arrangements made for Floral tributes
• Flags to full mast at 1100, following reading of proclamation

D Day + 2
• Proclamation read in Capital Cities (Edinburgh, Cardiff and Belfast) by Heralds at 1200 hours
• Proclamation read at County Hall by the High Sheriff at 1300 Hours
• Proclamation is read by the Mayor at the Town Hall at 1500 hours
• Flags back to half mast at 1300/1500 (depending on location of flag), after proclamation made

D Day +8
• One minute silence on death of a Senior Royal (but not the Sovereign) and ceremonial/state funeral. Mourning period over for death of a Senior Royal

D-Day + 9
Possible church service at All Saints Church. Vicar will be asked to confirm.

D-Day + 10
• State funeral
• 2 Minutes silence observed

D-Day + 11
• Flags to full mast
• Books of condolence closed and floral tributes cleared

5.0 MAIN POINTS FOR CONSIDERATIONS

5.1 The plan dictates that an area to lay floral tributes should be allocated. Given that the majority of the royal family have served in the armed forces, it is suggested that the War Memorial would be an appropriate location. It is also suitable as there is no traffic and the area is easily defined.

5.2 The Council would have to allocate officer time to help facilitate the books of condolence and monitor and clearance of the floral tributes.
5.3 There is no formal requirement for the proclamation to be read in the town so the Council may wish to give consideration as to whether it wants to do so. It is assumed that it would and there would be cost associated with the setting up of sound equipment.

5.4 Books of condolence in the Town Hall and Almonry, do members support this location?

5.5 Cancellation of events. Advice is that any council events other than ordinary business should be cancelled in the period of mourning. The Council should delegate the responsibility of cancelling of events to the Town Mayor and Town Clerk.

6.0 LEGAL IMPLICATIONS

6.1 These are covered in the report.

7.0 FINANCIAL IMPLICATIONS

7.1 It is not anticipated that there will be any major financial implications. There may be the requirement to cancel an event or a booking at the Town Hall, though the cost will not be known until the time.
Death of a Senior Royal – Protocol

EVESHAM TOWN COUNCIL

PROTOCOL FOR MARKING THE DEATH OF A SENIOR NATIONAL FIGURE OR LOCAL HOLDER OF HIGH OFFICE

This protocol sets out the action to be taken in the event of the death of:

H.M. The Queen (includes proclamation)

H.R.H. The Duke of Edinburgh

H.R.H. The Prince of Wales
H.R.H. The Duchess of Cornwall
H.R.H. The Duke of Cambridge
H.R.H. The Duchess of Cambridge
H.R.H. Prince George of Cambridge
H.R.H. The Duke of Sussex
H.R.H The Duchess of Sussex
H.R.H. The Duke of York
H.R.H. The Earl of Wessex
H.R.H. The Princess Royal
H.R.H. The Countess of Wessex

○ The Prime Minister
○ The Member of Parliament for the Mid Worcestershire Constituency
○ A serving Mayor

This protocol was agreed by the Council on xxxx

Reviewed xxx
### PART 1  Implementation of the Protocol on hearing of the death

<table>
<thead>
<tr>
<th>Action required</th>
<th>Authorised by</th>
<th>Other Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Evesham Town Council’s mourning Protocol will be implemented on the formal announcement of the death of any one of those persons named on page 1 of this Protocol.</td>
<td>Implementation will be authorised by the Town Clerk or in his / her absence by the Town Mayor</td>
<td>Only to be implemented once formally announced by Buckingham Palace</td>
</tr>
</tbody>
</table>

### PART 2  Flag flying

<table>
<thead>
<tr>
<th>Action required</th>
<th>Implemented by</th>
<th>Other Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Immediately</strong> at the request of the Town Clerk, West Mercia Police will be asked to fly flag at half mast. Half-mast means the flag is flown two-thirds of the way up the flagpole, with at least the height of the flag between the top of the flag and the top of the flagpole. See annex 1.</td>
<td>Town Clerk</td>
<td>See the note in <strong>Annexe 1</strong> to this protocol, setting out the correct procedure for flying a flag at half mast. Almonry manager asked to remove museum and TIC flag banners</td>
</tr>
<tr>
<td><strong>Applicable only following the death of the Sovereign:</strong> <strong>On Proclamation Day</strong> (the day following the death of the Sovereign, when the new Sovereign is proclaimed) flags will - at 11.00 - be</td>
<td>West Mercia Police</td>
<td></td>
</tr>
</tbody>
</table>
raised to full mast and flown throughout the day at full mast, returning to half mast at 18.00.

**On Subsequent Days:**

Following the death of the Sovereign or other members of the Royal Family identified in the list on page 1, flags will continue to be flown at half mast until 08.00 on the day following the funeral.

For all others identified in the list on page 1, flags in Imaginary Borough will fly at half-mast on the day of the announcement of the death. On subsequent days the usual local arrangements will resume (see note opposite) until the day of the funeral when they will again fly at half mast.

As above

The funeral of the Sovereign will take place 10 days after the day of death. For other senior members of the Royal Family the number of days will be fewer.

The phrase “Usual local arrangements” should be read as meaning that where a flag is usually flown it can, on the day following the funeral, again be flown at full mast. If no flag is usually flown, the flag can be taken down.

---

### PART 3   Books of Condolence

<table>
<thead>
<tr>
<th>Action required</th>
<th>Implemented by</th>
<th>Other Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>On the day following the announcement of the death of the Sovereign, The Duke of Edinburgh, The Prince of Wales or The Duchess of Cornwall, a Book of Condolence will be opened at The Town Hall in the</td>
<td>Administration officer under the guidance of the Town Clerk.</td>
<td>Administration officer to ensure there is adequate paper available in the book. Pages that have been defaced or include offensive or other questionable comments should be quietly removed until such time as a</td>
</tr>
<tr>
<td><strong>Mayor's Parlour and at the Almonry Museum</strong></td>
<td><strong>decision can be taken at senior level (Town Clerk) on whether or not they should be permanently excluded.</strong></td>
<td><strong>Remove all non essential items from the Parlour</strong></td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td>Books of Condolence will be open from 09.00 to 17.00 Monday to Friday and will remain open until 17.00 on the day following the funeral.</td>
<td>Administration officer under the guidance of the Town Clerk.</td>
<td>The Administration Officer will ensure that a stock of items including loose-leaf black folders, a supply of black edged paper, table cloths and framed photographs of members of the Royal Family are held in the Civic Office.</td>
</tr>
<tr>
<td>A desk/trestle table and chair will be positioned in each venue. Books of Condolence (loose-leaf black folders) and a supply of black edged paper will be supplied by the Administration Officer as will table cloths and framed photographs of the relevant person</td>
<td>Outdoor staff/ Caretakers under the guidance of the Town Clerk.</td>
<td></td>
</tr>
<tr>
<td>The Mayor will issue a statement via the office, expressing the sadness of the Council and people of the Evesham at the news of the death of ...... The statement will also appear on the home page of Evesham Town Council Website along with a picture of the deceased. All other information will be removed other than those</td>
<td>Statement to be issued by the Town Council.</td>
<td>Guidance on the content of the statement is set out in Annexe 2</td>
</tr>
<tr>
<td></td>
<td>Administration officer to ensure copy of statement appears on the home page of the Council’s website.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>In this section include details of the people responsible for posting the</td>
<td></td>
</tr>
</tbody>
</table>
The statement will confirm that flags are to be flown at half mast and will give details of Books of Condolence. In the case of the death of the Sovereign or a member of the Royal Family it will also mention any arrangements for an e-Book of Condolence on the Royal website.

The statement will also confirm the intention that people wishing to lay flowers should so (without plastic/cellophane to aid composting) at the War Memorial in Abbey Park.

When the Book of Condolence has been closed the Town Clerk will discuss with the Town Mayor arrangements for binding and where the final bound version is to be lodged.

### PART 4  Events during the period of Mourning

<table>
<thead>
<tr>
<th>Action required</th>
<th>Implemented by</th>
<th>Other Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>To review the programme of engagements undertaken by the Town mayor to ensure it</td>
<td>The Mayor with the Town Clerk.</td>
<td>Consideration will also be given to working with local faith groups to arrange some</td>
</tr>
</tbody>
</table>
is appropriate in a time of national mourning and that it sits comfortably with the national mood.

<table>
<thead>
<tr>
<th>PART 5 Proclamation Day</th>
</tr>
</thead>
<tbody>
<tr>
<td>Action required</td>
</tr>
<tr>
<td>In Evesham the Proclamation will be read as follows:</td>
</tr>
<tr>
<td>By the Mayor at 3.00 p.m. on the day following Proclamation Day from the window of the Town Hall/Dias in Market Place.</td>
</tr>
<tr>
<td>All those listed in Annexe 3 to be invited to be present. Councillors to be robed. Others in dark lounge suit / jacket and trousers. Black tie. Black ribbon for a rm bands to be available.</td>
</tr>
<tr>
<td>Reading of the Proclamation to be publicised.</td>
</tr>
<tr>
<td>Arrangements to be made</td>
</tr>
</tbody>
</table>
for crowd control, media access and liaison with local police, town centre manager and other agencies.

Administration officer to ensure that the public are informed by way of a press release and item on the Council’s website

### PART 6 Dress Code

<table>
<thead>
<tr>
<th>Action required</th>
<th>Implemented by</th>
<th>Other Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>A stock of black ribbon black will be available from the Mayor’s Office for use by Councillors and senior officer attending on Councillors following the death of a senior figure. Cllrs are encouraged to purchase black ties</td>
<td>The stock to be issued and maintained in good order by the Administration Officer.</td>
<td>Do annual stock check</td>
</tr>
<tr>
<td>On the death of the Sovereign, the Evesham Town Council Chains of office worn by the Mayor or Deputy Mayor will be covered with black rosettes. From the day of death until and including the day of the funeral of the Sovereign, the mace will have a black ribbon tied in a bow around the shaft,</td>
<td>Administration Officer</td>
<td></td>
</tr>
</tbody>
</table>

### PART 7 - Marking a Silence

<table>
<thead>
<tr>
<th>Action required</th>
<th>Implemented by</th>
<th>Other Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Where the death of a senior member of the Royal Family</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

is to be marked by a Silence, an announcement will be made by Buckingham Palace.

In Evesham the Mayor will lead a Public Silence from the entrance to the Town Hall.

All those listed in **Annexe 2** to be invited to be present. Councillors to be robed. Others in dark lounge suit / jacket and trousers. Black tie. Arm bands to be available.

The Public Observing of the Silence to be publicised.

**Arrangements to be made for crowd control, media access and liaison with local police, town centre manager and other agencies.**

<table>
<thead>
<tr>
<th>Town Council office</th>
<th>to arrange access and setting up of public address system</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notification of the reading of the Proclamation to be given by the <strong>Town Clerk</strong> to those identified in <strong>Annexe 3</strong>.</td>
<td></td>
</tr>
<tr>
<td><strong>Administration Officer</strong></td>
<td>to ensure that the public are informed by way of a press release and item on the Council’s website</td>
</tr>
<tr>
<td><strong>Town Clerk</strong></td>
<td></td>
</tr>
</tbody>
</table>

**PART 8 – Letters of Condolence**

<table>
<thead>
<tr>
<th>Action required</th>
<th>Implemented by</th>
<th>Other Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>As soon as practical, a letter of condolence will be drafted and circulated to the Town Mayor before dispatch</td>
<td>Town Clerk</td>
<td></td>
</tr>
</tbody>
</table>
ANNEXE 1

Flying flags at half mast

Full details of the correct way to fly flags at half mast is given on the website of the Flag Institute (www.flaginstitute.org).

It is important that the guidance given by the Flag Institute is adhered to strictly.

Half-mast means the flag is flown two-thirds of the way up the flagpole, with at least the height of the flag between the top of the flag and the top of the flagpole. Flags cannot be flown at half-mast on poles that are more than 45° from the vertical, but a mourning cravat can be used instead (see the Flag Institute’s website for further details).

When a flag is to be flown at half-mast, it should first be raised all the way to the top of the mast, allowed to remain there for a second and then be lowered to the half-mast position. When it is being lowered from half-mast, it should again be raised to the top of the mast for a second before being fully lowered.

When a British national flag is at half-mast, other flags on the same stand of poles should also be at half-mast or should not be flown at all. Flags of foreign nations should not be flown, unless their country is also observing mourning.
Statement to be issued by the Mayor / Chairman
on the announcement of the death
of a senior national figure or other prominent figure

The statement should begin with a suitable expression of the sadness of the Authority on hearing the announcement.

It might go on to state that flags will be flown at half mast.

If it is an occasion when Books of Condolence will be opened, then reference could be made to that.

When a decision has been taken on the Civic Head’s programme of events and engagements it might be stated that events are being cancelled as a mark of respect or that they will begin with a period of silence.

If in doubt, do not rush out a statement which commits the Authority to action before that action has been discussed and has the necessary agreement from the political leadership and the Executive.
ANNEXE 3

Those to be invited to be present
at the Reading of the Proclamation on the accession of a new Sovereign
and at the Public Observance of a Two Minute Silence

All Members of the Council
Freemen of the Borough
Honorary Aldermen
Past Mayors
Mayor’s Chaplain
Town Police Commander
Town Fire Commander
A representative Deputy Lieutenant

NOTE:

The Proclamation will be read at County Hall by the High Sheriff. The Lord Lieutenant will present at that ceremony.

The Proclamation will be read by the Mayor. Mayoress/Consort and Town Clerk on the dias.