

To help with the continuity between, Officers, Councillors, and public we are proposing to make the following changes to the way we work. As you can appreciate, we are a very busy office and with LGR just around the corner and past incidents and it is imperative that these changes are necessary and appreciate with your support.

Please read and review the proposals

Rules Correspondence Protocols

1. If you have an office enquiry, please contact the Assistant Town Clerk in the first instance (via email or telephone), who will try to resolve your query or will signpost you to the appropriate officer. This will prevent ad hoc visits to see an Officer.
2. If you would like to visit any office staff you will need to book an appointment via the Assistant Clerk.
3. All appointments or meetings will be arranged between Mon – Fri 10am – 15.00pm
4. Please do not contact any Minehead Town Council Officers outside working hours or at weekends unless in an emergency.
5. If you need to visit the office for any reason, please call during public opening times, Monday or Thursday 10.00 until 13.00 and it will be at the Officers discretion to the length of the appointment.

Please report to reception, where we will try to resolve your query or will make the next available appointment.

6. Please arrive 5 minutes before any appointment or meeting and report to reception and wait until you are invited through.

Please Note:

Please be polite and courteous, officers will not tolerate, rudeness, bad language, or aggressive behaviour, in person, via email or telephone.

7. Minehead Town Council officers will not engage with Councillors on any personal or private matters, or into gossip or hearsay.
8. Please include any maintenance and repairs associated with SWT or County to an Minehead Town Council Officer via websites in the first instance this will help with continuity and (please do not arrange any work before speaking to the Clerk). This will help to avoid duplication, this leads onto number (9)

9. Please reframe from engaging with other organisations i.e., electric, gas etc for quotes etc or any other matters before agreeing it with the Town Clerk, as this has cause unforeseen extra work for that officer. As in (1). speak to the Assistant Clerk in the first instance who will get approval from the Clerk.

Phone lines:

We are proposing to change to the phonenumber to an answer machine this will stop them ringing around to the other officers, although we will still answer the calls in the first instance, however it will transfer to the answer machine if an office is unavailable and will call back at a convenient time. It is the intention to trial it for 3 months.

As you can appreciate our workload is vast and we need to concentrate on running a busy office, it is important to us so that we serve Minehead and Alcombe well and for us to work together as a team.

Thank you for your cooperation and appreciate your support our well being of our Officers and Councillors are important and we hope these changes will improve the working relationship.

As Officers of Minehead Town Council we are passionate about serving our Councillors and Minehead & Alcombe well.

Kind regards

Sam Rawle, Bryan Howe, Ben Parker, Michele Porter, Julie Notley, Jo Chapman.