

THETFORD TOWN COUNCIL

MINUTES OF A MEETING OF THE PERSONNEL COMMITTEE
HELD IN THE COUNCIL CHAMBER, KING'S HOUSE, THETFORD,
ON TUESDAY 1st OCTOBER 2019, STARTING AT 2.00 P.M.

Present: The Mayor, Councillor B J Canham

Councillors

M P Brindle
D M Crawford
J Hollis (Vice Chair)

J Butler
C Harvey

Officer present:
Tina Cunnell

Town Clerk

MINUTES

408/19 DECLARATIONS OF ANY DISCLOSABLE PECUNIARY INTERESTS
None received.

409/19 APOLOGIES FOR ABSENCE
Councillor M S Robinson.

410/19 MINUTES
RESOLVED: The minutes of the Committee's meeting held on 3rd September 2019, received by Council on 24th September 2019. To be confirmed as a true record and signed/initialled by the Committee Chairman.

411/19 TRAINING & STAFF UPDATE
The budget planning and precept setting course on 17th October is now being held at the Carnegie should other councillors wish to attend.
The Countryside officer is attending a practical session at West Stowe about aspects of river restoration.
Staff are receiving WordPress training for the back end of the website next week.

IT upgrades

Clerk presented quotes for the upgrade of 3 x laptop and 5 x PC that are windows 7 end of life in January. This upgrade is required to ensure the security of the council's IT system.

Quotes were also provided for the tablets for councillors to use in meetings, the specification of which was provided by our IT support as compatible with our current system.

The installation and software costs from our IT support are £461.72 plus vat, plus for the PC's Monitors and DVI to HDMI cable will also be required at a cost of £78.59 per unit total £392.95

PC x 5

HP Business 285 G3

- Ryzen 5 Processor (3.6Ghz)
- 8GB RAM
- 256GB SSD

Company	Cost per	Total Cost
A	467.42 plus vat	£2337.1 plus vat

B	496.77	£2483.85
C	489.60	£2448

Laptop x 3

Hp 250 G7 notebook 15.6

Intel quad core 3.7GHz

8GB RAM

Company	Cost per unit	Total Cost
A	533.33 plus vat	£1599.99 plus vat
B	558	£1674
C	443.26	£1329.78

Tablets

Lenovo Tab P10 X 13

- 10.1" screen
- Snapdragon 450 processor (1.8GHz)
- 3GB RAM
- 32GB storage

Company	Cost per unit	Total Cost
A	246.12 plus vat	£3199.56 plus vat
B	249. 0	£3237
C	229.99	£2977

The committee discussed the costs as also the need for training both on the equipment and the new applications. The clerk has been tasked with arranging this.

Committee agreed there should be 16 tablets so that officers would have a tablet available for meeting and for external site tasks such as allotment and cemetery meetings.

Concerns were raised that items should only be purchased from companies that we could easily send any faulty equipment back to and therefore cheaper online businesses were not always the safest choice.

The committee agreed that they would like to pursue the quote with company A and wished the finance committee to consider releasing up to £9000 from the Office Equipment reserve before doing this.

Cllr Harvey proposed, and Cllr Brindle seconded the recommendation that the committee send a request to finance committee for the use of office equipment reserve up to the value of £9000 for the replacement of windows 7 end of life equipment and initial purchase of tablets.

RECOMMENDATION: Request the Finance Committee authorise the spend of up to £9000 from the office equipment reserve (3122) for the replacement of Windows 7 end of life equipment and initial purchase of tablets.

412/19

PERSONNEL BUDGET REVIEW

The committee discussed the proposed budget including the following points:

- Potential pay increases
- Potential utility cost increases
- Kings House costs
- Admin costs

Cllr Butler proposed and Cllr Brindle seconded to agree the Personnel Committee budget for 20/21 and forward it to finance for inclusion into the overall budget

RESOLVED: To agree the presented 20/21 budget and to forward to the finance committee for inclusion in the overall budget.

413/19

MEDIA POLICY

The policy was discussed including the following points

- Importance of freedom of speech
- Integrity of individuals covered in the member officer protocol policy.
- No changes from the current policy

Cllr Harvey proposed, and Cllr Crawford seconded to recommend the draft policy to Full Council for adoption.

RECOMMENDATION: Full Council adopt the draft Media policy (see Appendix A).

414/19

MEMBER OFFICER PROTOCOL

The policy was discussed by members, there are no changes from current policy.

Cllr Canham proposed, and Cllr Crawford seconded to recommend the draft policy to Full Council for adoption.

RECOMMENDATION: Full Council adopt the draft Member Officer Protocol policy (see Appendix B).

415/19

MODEL PUBLICATION SCHEME

The policy was discussed including the following point.

- Potential costs for Freedom of Information requests, however this was considered unnecessary.

Cllr Butler proposed, and Cllr Canham seconded to recommend the draft policy to Full Council for adoption.

RECOMMENDATION: Full Council adopt the draft Model Publication Scheme (see Appendix C).

416/19

EXCLUSION OF PRESS AND PUBLIC

To consider resolving that, pursuant to the Public Bodies (Admission to Meetings) Act 1960, the press and public be excluded for any remaining items of business on the grounds that publicity would be prejudicial to the public interest by reason of the confidential nature of the business to be discussed.

417/19

STAFF MATTERS

An initial disciplinary investigation about failure to follow lock up procedures and comply with lone working has been held and a disciplinary board will be called to discuss this matter further.

Chairman.

Appendix A - Media



Introduction

Thetford Town Council ("the Council") is committed to the provision of accurate information in respect of its functions, decisions and actions.

The Council may communicate with those whose work involves gathering material for editorial publication in print, broadcast and electronic form (e.g. researchers, journalists, reporters, photographers, editors of newspapers and magazines, camera or sound operators and crew of TV and radio programmes ("the media")) to publicise its business, decisions and actions. The Council may require the media to produce a UK press card.

Where information is not available via the Council's publication scheme the Council shall endeavour to assist the media with enquiries about the Council's functions, decisions and actions.

This policy explains how the Council, its councillors and staff will work with the media to meet the above objectives.

Legal Restrictions

This policy is subject to the Council's statutory obligations set out in the Public Bodies (Admission to meetings) Act 1960, the Local Government Act 1971, The Local Government Act 1986, The Freedom of Information Act 2000, the Data Protection Act 1998 and the Council's Standing Orders which are available through the Council's Publication Scheme. The Council, its Councillors and staff cannot disclose information which is confidential or where the disclosure of information is prohibited by law. Some but not all of the relevant obligations that councillors are subject to are contained in the Council's Code of Conduct, a copy of which is available via the Council's Publication Scheme.

Council Meetings

The meetings of Thetford Town Council and its committees are open to the public unless they resolve that their presence at a meeting is prejudicial to the public interest due to the confidential nature of the business or other special reason(s) stated in the resolution. In accordance with Standing Orders, persons may be required to leave a meeting of the Council and its committees if their disorderly behaviour obstructs the business of the meeting.

Where meetings include time for public participation, the media may speak and ask questions. Public participation is regulated by the Council's standing orders. An advisory leaflet is available from the Council Offices in reference to public participation at council meetings.

Photographing, recording, broadcasting or transmitting the proceedings of a meeting by any means is permitted but anyone wishing to do so is requested to inform the Council prior to the meeting.

Interviews, statements and articles.

The media shall contact the Town Clerk (or Deputy Town Clerk) if they want to obtain a verbal or written statement from the Council as a corporate body about its business, decisions or actions.

The Town Clerk or Deputy Town Clerk may contact the media if the Council wants to give an interview, provide a written or verbal statement or publish an article using the media about its business, decisions or actions.

If councillors or staff, in their private capacity, provide verbal or written statements or interviews to the media or write articles for publication using the media about the Council's business, decisions or actions any personal views must be expressed in their private capacity. Councillors should state the current Council position/decision on matters before passing comment in their private capacity. Where Councillors have been interviewed by the media they should communicate that fact to the Town Clerk at the earliest opportunity.

Roles and Responsibilities in Relation to Media Handling

The Mayor

The Mayor will be quoted in media releases or statements where the matter is of Council-wide significance or crosses several portfolio areas. The Mayor will also be quoted when another committee chairman is unavailable.

If the Mayor is unavailable, the Deputy Mayor will assume the responsibilities as described for the Mayor, if available.

In the event of the Mayor and the Deputy Mayor both being unavailable, another member of the Council will be quoted.

The Mayor will keep the Town Clerk informed of significant media activities concerning the Council.

Committee Chairman

If the Council receives a media enquiry about service delivery, the Town Clerk will discuss the issue with the relevant Chairperson and Officer and work with both as appropriate to agree a statement or quote.

Chairperson is quoted in relation to activity and decisions in their relevant areas. They are supported in their committee role and not in their role as a member of a political party.

In the absence of the Chairperson, the Vice Chairperson can be quoted or take part in media activity.

Ward Councillors

Generally, it will not be possible for the Council to issue media releases or post news on the Council's web or social media sites initiated by individual Councillors in their role as ward members.

The Council can provide general media training and support to all Councillors as required. This guidance will be non-political in nature. Councillors can request this by contacting the Town Clerk.

Where any media or communications training support is provided to a Councillor, for example, broadcast media training, the same level of support must be available to all Councillors if they request it.

Town Clerk

On some occasions, it may be appropriate for the Town Clerk or the Deputy Town Clerk or another senior officer to take part in media activity, for example, issuing a statement on reputational, disciplinary or operational matters.

The Town Clerk is responsible for alerting Councillors promptly to any issues that may be of media interest.

The Town Clerk handles all media enquiries and issues all media releases and statements on behalf of the Council.

Quotes are generally attributed to the Mayor, Deputy Mayor, or the relevant the Chairperson of a Committee, or Task & Finish Group on a particular issue.

In certain circumstances it may be necessary to attribute quotes to a Council Spokesperson. The Town Clerk has to ensure that the Council complies with the requirements of the law and any statutory Codes of Practice relevant to the carrying out of the Council's duties and the delivery of the Council's services.

Where any matter of concern arises in relation to media communications, proposed or otherwise, this will be brought to the attention of the Town Clerk. If necessary, breaches of this policy will be dealt with under the Council's disciplinary procedures or the Councillors' Code of Conduct, whichever is appropriate.

Committee Officers and other employees

Committee Officer(s) are responsible for alerting the Town Clerk promptly to any issues that may be of media interest.

The Committee Officer(s) will ensure that any direct media contact with their Service is passed on to the Town Clerk immediately.

Committee Officer(s) must also ensure the factual accuracy of all information provided for use in any media activity.

All employees will immediately pass media enquiries on to the Town Clerk. Employees should not make any comments directly to the media.

Approvals Process

Media activities will be decided by the town clerk as necessary, in consultation with the relevant Chairperson or The Mayor.

All media activity requires Councillor and officer sign-off before issue. This will involve the relevant Chairperson, Officer and Town Clerk.

Invitations to take part in media photo opportunities will be agreed by the Town Clerk and The Mayor.

When deadlines are pressing, media activity for the Council can be signed off by the Town Clerk.

Media activity dealing with controversial or legal matters, including court cases, will also be reviewed and approved by the Council's Legal Team in addition to The Mayor, the relevant Chairperson and Town Clerk.

Web and Social Media

This Media Policy extends to The Council's web and social media channels.

Any posts or comments online which do not adhere to the Media Policy will be removed and a statement posted online to explain this.

Campaigns

If the Council is asked to run a campaign in partnership with the local media, the Council will consider whether the campaign helps to deliver the Council's priorities and enhances the Council's reputation.

Partnership Working

The Town Clerk will be proactive in seeking opportunities to promote the work of the Council. Where other organisations are contracted to provide services on behalf of the Council, they will be expected to follow this Media Policy. In practice this may mean collaborating with the Town Clerk.

Further Advice and Guidance

Where an issue arises in relation to media activity which is not covered by this policy, advice should be sought from the Town Clerk.

APPENDIX B

Member Officer Protocol



1. Introduction

- 1.1. Thetford Town Council exists to serve the interests of the people of Thetford. Members (Councillors) and Officers (staff) have a joint responsibility to ensure that they work collaboratively to achieve an efficient, transparent and democratic Council.
- 1.2 Members and Officers will conduct reviews of the *Member Officer Protocol*, and its application, to ensure continued high standards of relationships between Members and Officers. These reviews will be carried out in line with the existing 'Policy and Index Review' for all Town Council Policies.
- 1.3 The Council has agreed the following Protocol about the relationship between Members and Officers, in order to clarify roles and responsibilities.
- 1.4 Given the variety and complexity of such relationships, this Protocol cannot be prescriptive or cover all eventualities. However, it does aim to be instructive, to offer guidance on some common issues, and provide points of principle that can be applied to issues that might arise.

2. Role of Members

2.1 Members have three main areas of responsibility:

- a) determining the policy of the town.
- b) representing the Council externally, but not with personal views (any personal views offered should be done so clearly so as to ensure that these are not taken or understood as a council position).
- c) acting as advocates on behalf of their constituents.

It is not the role of Councillors to involve themselves in the day to day management of the Council's services.

- 2.2 Members are responsible to their electorate for as long as their term in office lasts, and have a duty to act in the best interests of the electorate and the Council.
- 2.3 Members have an individual and collective responsibility for the Council and its activities. They are responsible for ensuring that adequate management and financial arrangements are in place, and that they monitor the performance, development, continuity and overall well-being of the Council. Members may be designated to act in a certain role or as a positive focus for a particular section of the Council's activities. However, the Council is not entitled to delegate decision making on its behalf to individual Members. The Council is entitled to delegate certain decision making and functions to an Officer or to Committees of Members.

3 Role of Officers

- 3.1 The role of officers is to give advice and information to Councillors and to implement the policies so determined by the Council. In giving such advice to Councillors, and in

preparing and presenting reports, it is the responsibility of the officer to express his/her own professional views and recommendations. Whilst an officer may report the views of individual Councillors on an issue, if a Councillor wishes to express a contrary view he/she should not seek to pressure the officer to make a recommendation contrary to the officer's professional view. Certain officers e.g. Town Clerk/RFO, Deputy Town Clerk and Finance Manager have responsibilities in law over and above their obligations to members and Councillors must respect these obligations, must not obstruct officers in the discharge of these responsibilities.

- 3.2** Officers manage and provide the services for which the Council has responsibility. They are accountable for the efficiency and effectiveness of those services; for proper professional practice in discharging their responsibilities, and for taking decisions within agreed policy. They offer advice to the public and Members in respect of the services provided. They bring forward ideas and initiatives for consideration, implement agreed policy, ensure that the Council acts lawfully, and in accordance with the principles of sound financial management, and represent the Council on external bodies.

4 Expectations

4.1 Councillors can expect from officers:

- a) A commitment to the Council as a whole, and not to any political group.
- b) A working partnership.
- c) An understanding of and support for respective roles, workloads and pressures of members.
- d) Timely response to enquiries and complaints.
- e) Professional advice, not influenced by political views or preference, which may compromise the political neutrality of officers.
- f) Regular, up to date information on matters that can reasonably be considered appropriate and relevant to their needs, having regard to any individual responsibilities that they have and positions that they hold.
- g) Awareness of and sensitivity to the political environment.
- h) Respect, dignity and courtesy.
- i) Training and development in order to carry out their role effectively.
- j) Integrity, mutual support and appropriate confidentiality.
- k) Not to have personal issues raised with them by officers outside the agreed procedures.
- l) That employees will not use their relationship with Councillors to advance their personal interests or to influence decisions improperly.

4.2 Officers can expect from Councillors:

- a) A working partnership.
- b) An understanding of and support for respective roles, workloads and pressures.

- c) Respect, dignity and courtesy.
- d) Integrity, mutual support and appropriate confidentiality.
- e) Not to be subject to bullying or to be put under undue pressure. Councillors should have regard to the seniority of officers in determining what are reasonable requests, having regard to the power relationship between Councillors and officers, and the potential vulnerability of officers, particularly at junior levels. Junior staff should not be asked to deal with matters outside their level of authority.
- f) That Councillors will not use their position or relationship with officers to advance their personal interests or those of others or to influence decisions improperly.
- g) That Councillors will at all times comply with the Council's Code of Conduct.

5 Limitations Upon Behaviour

5.1 The distinct roles of Councillors and officers necessarily impose limitations upon behaviour. By way of illustration, and not as an exclusive list:

- a) Close personal relationships between Councillors and officers can confuse these separate roles and get in the way of the proper discharge of the Council's functions, not least in creating the perception in others that a particular Councillor or officer may secure advantageous treatment.
- b) The need to maintain the separate roles means that there are limits to the matters on which they may seek the advice of officers, both in relation to personal matters and party political issues.
- c) Relationships with a particular individual or party group should not be such as to create public suspicion that an employee favours that Councillor or group above others. The issue of officer attendance and advice to political groups is specifically covered.

5.2 Members and Officers must not conduct themselves in an unacceptable manner. This includes discrimination which is a failure to afford equal opportunities irrespective of disability, gender, race, religion, lack of religion, age, sexuality and marital status. It includes harassment, which is conduct that is unwanted and/or offensive and affects the dignity of an individual or group of individuals. It includes bullying, which is a type of harassment consisting of persistent actions, criticism or personal abuse in public or private, which humiliates, intimidates, frightens, undermines or demeans the individual.

5.3 The Council will not tolerate conduct which contravenes this Protocol. However, what is one person's light-hearted banter could be offensive to another and be considered harassment. The key point is that if a person feels offended by the actions or activities of another person, they need to be able to raise this so that the person concerned has the opportunity to modify their behaviour.

5.4 The underlying assumption has to be that, in the first instance, nobody wishes to harass another person. Harassment only becomes bullying when somebody deliberately continues harassing behaviour in the knowledge that their actions will humiliate, intimidate, frighten, undermine or demean the individual.

6 Information and Advice to Members

- 6.1** Any Council information provided to a Member must only be used by that Member for the purpose for which it was provided, namely in connection with the Member's duties as a Member of the Council, unless the information is already in the public domain.
- 6.2** Members must not disclose information given to them in confidence by anyone without the consent of the person authorised to give it, or unless they are required to do so because keeping the confidence contravenes the Code of Conduct or because it conflicts with everyone's legal Duty of Care. Equally, Members must not prevent other persons from gaining access to information to which those persons are entitled by law.
- 6.3** In order to safeguard against possible breaches of the Data Protection Act (which applies to all information of a personal nature) Members should always seek advice from the Clerk before disclosing confidential information. Generally, personal information cannot be released without the consent of the person to whom it relates. Improper disclosure of confidential information can put the Member and the Council at legal and financial risk.

7 Representing Interests

- 7.1** Members who may have an affiliation with a particular group or organisation other than the Council, should make decisions based on their responsibility to the Council and its electorate as a whole. This issue is particularly important where a Councillor is involved with an organisation or business which has close links with the Town Council. Councillors need to keep their roles separate, and avoid using their position to promote the interests of other organisations or businesses.

8 Communication and advice

- 8.1** Save in exceptional circumstances, all letters and other communications on official Council business should be sent out only in the name of the Proper Officer (the Clerk), subject to his delegated authority, or in some cases, the Mayor. Communications, which create obligations or give instructions on behalf of the Council, should never be sent out under the name of a Member.

9 Disputes

- 9.1** With goodwill, respect, integrity and a willingness to compromise on both sides, there ought to be very few occasions when a disagreement between an Officer and a Member cannot be resolved amicably.
- 9.2** If there is a disagreement, it should be discussed in the first instance between the Member and the Clerk, dealt with using the appropriate line management, and, where needed, Council Procedures. The Council's policy is to work to resolve disagreements through conciliation, and, where necessary, mediation, before any further action is taken. Conflict in the work place can be caused by the following:
- a) Unclear boundaries and the crossing of boundaries: sometimes people need to be gently reminded where the boundaries are, or an unclear boundary needs to be clarified.
 - b) Undeclared objectives or hidden agendas. Both Officers and Councillors need to be open about objectives. Conflict will be an inevitable consequence of pursuing a hidden agenda.
 - c) It is incumbent on both Members and Officers to do everything within their power to resolve disagreements amicably and avoid conflict.

9.3 The earlier a disagreement can be aired and resolved in the spirit of cooperation and trust, the less chance there is of a disagreement growing into a dispute. It should be noted that, if disputes cannot be resolved through Conciliation, the routes of action for unresolved disputes and behaviour issues are:

- a) For Officers – by reference to disciplinary/grievance procedures (within the Staff Handbook) as well as the ‘Bullying and Harassment Policy’
- b) For Members - by reference to the ‘Compliments, Comments and Complaints Policy’, ‘Bullying and Harassment Policy’ or the ‘Code of Conduct’.

Guidance for Councillors

‘It is when the initial disagreement is pushed under the carpet and not managed properly that the situation can fester and conflicts spiral’ “ACAS”

Conciliation is the first and most important step in resolving disagreements at work. Most disagreements in the work place are minor; all parties should aim to resolve any disagreements through conciliation before the disagreement escalates to an emotional level.

Usage of the terms ‘bullying’, ‘harassment’ and ‘intimidation’ can be emotive if dealing with minor disagreements. It may be better to say – “I don’t feel comfortable with a particular situation.”, or, “I feel that you are undermining my authority when you do that.” etc. Most people don’t want to harass other people, so should be given the opportunity to change their behaviour without it being suggested that they are bullies.

1 What should I do if I hear a negative comment about an Officer/member of staff)?

1.1 Don’t jump to conclusions, keep an open mind. Members of the public and partner organisations may not be content with the response they receive from an Officer, but he or she may be delivering Council policy or acting in the Town Council’s interest.

1.2 If you are concerned about the comment, discuss it with the Clerk to find out more information; there is often a simple explanation. An Officer may need guidance on the appropriate way to deal with a certain situation.

1.3 Officers have the right to confidentiality and have the right to be directed in the preferred way to deal with a situation or be disciplined privately. This means that if you hear a negative comment, this should be dealt with in accordance with the Staff Handbook and this guidance. Comments should not be passed on to other Councillors, Officers, or members of the public.

1.4 If the comment comes from another Councillor, you should remind them of this Protocol and the correct procedures for dealing with disputes.

2 What should I do if an Officer complains to me about the behaviour of another member of staff?

2.1 Don’t jump to conclusions, keep an open mind. There are always two sides to every story.

2.2 Once an allegation has been made it must be dealt with correctly. Suggest that the Officer raises the matter with the Clerk directly. The person about which the allegation has been made has the right to put their side of the story. They also have

the right to be able to admit they made a mistake and make amends. Something minor can become very serious if rumours and gossip circulate without investigating the truth.

(Follow up at a later date with the Clerk to check outcome).

2.3 If they don't feel comfortable raising it with the Clerk you must make it clear that if the matter is to be resolved it has to be raised. They should be told that they should refer to the staff handbook for guidance.

2.4 As a Councillor, the only person you can discuss this with will be either the Chairman of Personnel or the Clerk. Once an allegation has been made it must be investigated.

3 What if the matter is serious and relates to the Clerk?

3.1 If the matter relates to the Clerk and involves a situation which amounts to anything that could lead to gross misconduct, it should be reported to the Chairman of Personnel immediately and should not be repeated to anybody else. The Chairman of Personnel will raise it directly with the Clerk. Where appropriate take advice from the Council's HR advisors, NALC, ACAS and the Council's Solicitors.

4 Can Councillors discuss staff behaviour after the exclusion of press and public at Council Meetings?

4.1 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 such criticism in public. If a Member feels that they have not been treated with the proper respect, or has any concerns about the conduct or capability of an Officer, it should be raised, in the first instance with the Clerk, who is the head of the paid staff.

4.2 Even after the exclusion of press and public, and unless it is a specific Agenda item, Councillors cannot use a Council meeting to bring up an issue regarding the conduct of an Officer or to make an allegation regarding a member of staff. There is a proper procedure for dealing with discipline and grievance, and this must be followed.

4.3 Officers have a right to confidentiality and have the right to amend their behaviour with the minimum of people being aware.

5 Should Councillors discuss concerns regarding individual Officers privately between themselves?

5.1 Any concerns a Councillor has with an Officer should be dealt with in the proper way using the proper procedure. Respect should be given to staff confidentiality and protecting their professional reputation. When discussing Officers, Councillors must be careful not to make slanderous comments. Making disparaging comments about somebody in their profession could be considered slanderous.

5.2 While it is only human nature to, from time to time, comment on individual members of staff without this being malicious or in any way defamatory, Councillors need to make sure that innocent comments do not develop into latent harassment. If something concerns you, you need to raise it in the proper way.

6) What will happen if an Officer is not happy with the behaviour of a Councillor?

The Clerk will raise this directly with the Councillor concerned. The types of behaviour which staff are likely to be unhappy about are:

- **Dealing with minor mistakes and errors in a disproportionate manner.**
Eg: a mistake is spotted on the website or other incorrect information sent out to the public. This should be raised quickly with the Clerk so that it can be corrected. It would be disproportionate, for example, to copy all Councillors in to an email where you highlight the mistake.
- **Coercing an Officer to follow a particular course of action.**
The Officers work for the Council as a whole. If the Clerk doesn't feel he has delegated authority to follow a particular course of action, Councillors must respect this and put the matter to the Council. Even if 10 Councillors wanted the Clerk to take a particular course of action (and would win a vote at a Council meeting), if the Clerk feels that he doesn't have the authority without Council approval, this must be respected.

As with staff, Councillors have a right to confidentiality and have the right to amend their behaviour with the minimum of people being aware

APPENDIX C



THETFORD TOWN COUNCIL

INFORMATION AVAILABLE UNDER THE MODEL PUBLICATION SCHEME

A council publication scheme includes information that the council is expected to routinely and proactively make available to the public. As authorised by the Freedom of information Act 2000 the Information Commissioner has created a model publication scheme for all local councils to use. This is the format adopted by Thetford Town Council to fulfil the Local Government Transparency Code 2015 obligation.

There are seven classes of information that are required to be published. The examples shown in the table below are not mandatory and do not reflect a minimum statutory requirement.

Class	Examples
<ul style="list-style-type: none"> • Who makes up the Council and their roles: Organisational information, structures, locations and contacts. 	Names and roles of councillors, council structure, staffing structure and contact detail and locations and accessibility details
<ul style="list-style-type: none"> • What the Council spends and what it spends it on: financial information relating to projected and actual income and expenditure, procurement, contracts and financial audit. 	Annual return form, Annual statutory report by auditor, precept request, councillors allowances/expenses, Loans sanctioned and Financial Standing Orders and Regulations.
<ul style="list-style-type: none"> • The Council's priorities and its progress: Strategies and plans, performance indicators, audits inspections and reviews. 	Annual Report, Policies and responses to consultation papers.
<ul style="list-style-type: none"> • How the Council makes decisions: Decision making processes and records of decisions. 	Timetable of meetings, Agendas, responses to planning applications, Procedural Standing Orders. Councillors Register of Interests, minutes of council and council sub-committee meetings.
<ul style="list-style-type: none"> • The Council's policies and procedures: Current written protocols, policies and procedures for delivering the councils services and responsibilities. 	Policies and procedures for: the conduct of council business, the provision of services and the employment of staff.
<ul style="list-style-type: none"> • Lists and registers: any information that the council has to hold in publicly available registers. 	List of assets, any publicly available register or list.
<ul style="list-style-type: none"> • The Councils services: Information about the councils services, details of the councils charges or fees. Leaflets, newsletters and other information for the public/and or business. 	Information about their Councils services including: Allotments, burial grounds, parks and playing fields, Markets, Public conveniences and litterbins.

The seven classes of information in the table above do not include

- Information that the council is prevented from disclosing by law.
- Information exempt under the Freedom of Information Act 2000

- Information in draft form.

Thetford Town Council information can be obtained via the following methods:

Website: www.thetfordtowncouncil.gov.uk

Phone: 01842 754247

Email: mail@thetfordtowncouncil.gov.uk

Hardcopy: on request from reception. (This service will incur a cost of 15p per sheet for the photocopying)

Post: Town Clerk

Thetford Town Council

The Carnegie

Cage Lane

Thetford

IP24 2DS

Any postal charges incurred will be charge as the Royal Mail 2nd class tariff.