

Report to: Assets and Operations Committee

Report Ref: A191
Meeting Date: 21st October 2019
Agenda Item: 9
Prepared By: Town Clerk



Subject: Office Opening Hours

1.0 BACKGROUND

In reviewing the council's Flexible Working policy, the Chairman of the Personnel Committee requested that the Assets and Operations Committee consider the office opening hour requirements. Current policy sets out that the council offices are to be open Monday to Friday from 9am to 5pm. The office only closes for the Christmas break. The exact length of closure depends on when Christmas falls and on staff request for holiday but is usually from 24th December until 2nd January. During this period the Town Clerk monitors email and callers are directed to contact him on his mobile phone if the call is urgent.

Discussion at the Personnel Committee suggested that the Council Offices should be open until 5:30pm daily and that there should be no Christmas closure outside bank holidays due to the council taking on responsibility for the cemetery. It was noted that the office opening hours are determined by the Assets and Operations committee.

2.0 CONSIDERATIONS

If the committee considers the pattern for the office closure over Christmas should change, it should consider whether this should be solely only closing on Christmas Day, Boxing Day and New Year's Day, or whether allowance should be made for variation depending on how dates fall; for example in 2019 would the committee wish the office to be open on Friday 27th December or would it be acceptable for it to reopen on Monday 30th.

Any change to extend the Council Office hours would require a change in staffing patterns to ensure cover beyond 5pm daily and a replacement sign at the front of the building (~ £200).

Alternative arrangements can be put in place to ensure that cemetery operations are not detrimentally impacted over a Christmas closure period by having a trained member of staff on call should an interment be required during the office closure. Arrangements can be communicated to funeral directors in advance of any closure, and it should be noted that an interment requires 3 working days' notice for arrangements to be made.

3.0 DECISION REQUIRED

The committee should consider the office opening requirements.

