



## **PROTOCOL FOR RELATIONS BETWEEN COUNCILLORS AND EMPLOYEES AND AMONGST COUNCILLORS IN MULTI-MEMBER WARDS**

<b>Title</b>	Protocol for Relations Between Councillors and Employees and Amongst Councillors in Multi-Member Wards
<b>Who should use this</b>	All Staff
<b>Author</b>	SAC/Adapted by Head of Valuation Services & Assistant ERO
<b>Approved by Management Team</b>	
<b>Approved by Joint Board</b>	10 <sup>th</sup> November 2015
<b>Reviewer</b>	<b>Office Manager</b>
<b>Review Date</b>	<b>2022</b>

### Review History

REVIEW NO.	DETAILS	RELEASE DATE
1	NEW – OCTOBER 2015	
2	REVIEWED JANUARY 2019	
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## **Protocol for Relations between Councillors and Employees and Amongst Councillors in Multi-Member Wards**

### **1. Contact with Members of the Public**

It is clear that factual information about the Members in the ward will need to be provided to constituents and to local and other organisations phoning in and asking to speak to their Councillor. The procedures to be followed shall be:-

- When members of the public contact the Board requesting information about their ward Councillors, contact details of Members are provided in alphabetical order, along with their political affiliation, to ensure equal treatment.
- Where a piece of correspondence does not identify a particular Councillor, it would normally be reasonable for the Officer handling it to phone or e-mail the correspondent to ask them who they would like to deal with their query.
- When it is not possible to get rapid clarification over which Member(s) is (are) to be approached, the default arrangement would be to copy the query to all Members.

### **2. Council Activity or Policy Affecting the Ward**

The procedures to be followed in this area shall be:-

- All Members in a multi-member ward should be kept informed of, and have an input into, matters of Board business which affect their wards.
- Whenever a public meeting is arranged by the Board to consider an issue local to a ward, or one or more wards in a part of the Board area, all the ward Members should normally be invited to attend the meeting.
- Whenever the Board undertakes a consultative exercise on an issue local to one or more wards, the appropriate Officers should notify the ward Members of the consultation and request their views on the issue.

### **3. Officer Correspondence to Residents in a Multi-member Ward**

The procedures to be followed in this area shall be:-

- When Officers write to residents regarding matters of general concern in the area a copy should be forwarded to all the local Members.
- When Officers write to residents regarding issues affecting one household the local Members are not informed, except as covered below.
- Where a Member of the Board has been involved in an issue affecting a household then the relevant Officer(s) should keep the Councillor informed of developments until the issue is concluded. In these circumstances Officers do not copy the correspondence to the other ward members.

- Where a Member of the Board has been involved in an issue (of a non-personal nature) affecting more than one household then the relevant Officer(s) should keep the Member and all other local Members informed of developments until the issue is finalised.

#### 4. **Arranging Meetings with Officers**

There is no protocol on this at present. If a Member pursues a particular enquiry/complaint/issue and arranges a private meeting with Officer(s) to which a constituent might also be invited, then the meeting proceeds and other Members are not advised. The procedure to be followed in future in this area shall be:-

- Where a Councillor requests a meeting with constituents/groups with Officers to be in attendance, and if the Councillor feels others should attend, then the other Councillors in the ward should be informed of the meeting in advance either by letter, e-mail or telephone.