

# Sandy Town Council

To: Cllrs Aldis, Cole, Hill (Chairman), Jackson, Osborne, Pettitt, Sutton  
c.c. Cllrs J Ali, P Blaine, G Leach, D Quick, M Scott, D Sharman, P Sharman,  
J Sparrow

**You are hereby summoned to attend a meeting of the Human Resources Committee of Sandy Town Council which will be held in the Council Chamber at 10 Cambridge Road, Sandy, Bedfordshire on Monday 21 March 2016 at 7.30pm for the purpose of transacting the items of business below.**

Chris Robson  
Town Clerk  
10 Cambridge Road  
Sandy, SG19 1JE  
01767 681491  
15 March 2016

## **A G E N D A**

### **1 Apologies for absence**

### **2 Declarations of interest**

*Under the Localism Act 2011 members of Council are not required to make oral declarations of interest at meetings but may not participate in discussion or voting on any items of business in which they have a Declarable Pecuniary Interest (DPI) and under Sandy Town Council's Standing Orders must leave the room for the duration of all discussion on such items. (All members' register of interests are available on the Sandy Town Council website or on application to the Clerk.)*

*This item is included on the agenda to enable members to declare new DPIS and also **those who wish to do so** may draw attention to their stated DPIS and also any non-declarable personal interests which they have declared under Sandy Town Council's adopted Code of Conduct and which may be relevant to items on the agenda.*

- i) Disclosable Pecuniary Interests
- ii) Non-disclosable Interests

### **3 Minutes of previous meeting**

To consider the minutes of the Extraordinary Meeting of the Human Resources Committee held on Monday 14 December 2015 and to approve them as a correct record of proceedings.

Previously  
Circulated

### **4 Training**

To receive and note a report on staff training.

Appendix I

### **5 Health and Safety/Accident Report**

To note there have been no incidents recorded since the last

# Sandy Town Council

meeting on 30 November 2015

## **6 Town Council Reception**

### **i) Reception Opening Hours**

To receive and discuss a report from the Town Clerk.

Appendix II

ii) To discuss and confirm the title of the Council reception area for the purpose of signage and advertising.

## **7 Chairman's Items**

## **8 Date of Next Meeting: 6 June 2016**

## **9 COMMITTEE IN PRIVATE SESSION**

Exclusion of Public and Press

RECOMMENDED In terms of Schedule 12a of the Local Government Act 1972, the following items will be likely to disclose exempt information relating to establishment and contractual matters and it is, therefore, RECOMMENDED that pursuant to the provisions of the Public Bodies (admissions to Meetings) Act 1960 the public and press be excluded.

## **10 Staffing**

To receive a report from the Town Clerk.

**AGENDA ITEM 4**

**SANDY TOWN COUNCIL**

**COMMITTEE:** Human Resources Committee

**DATE:** 21 March 2016

**AUTHOR:** Town Clerk

**SUBJECT:** Training Report

**Training Completed**

The following Training has been completed since the last meeting of the Human Resources Committee:

- ***Richard Loake***  
City 7 Guilds NPTC. Chainsaw Maintenance and Cross Cutting.  
Completed as 'Competent' on 22/2/16
- ***Chris Robson***  
CiLCA – Unit 5 – Community Engagement Portfolio
- ***Anne Elliott-Flockhart***  
Search Engine Optimisation training

**Upcoming Training**

- 'Emergency Health and Safety in the Workplace' to be completed by all members of the Administration and Outdoor teams on 22<sup>nd</sup> March 2016.

Training is provided by Tutorcare and will be held at 10 Cambridge Road.

**AGENDA ITEM 6****SANDY TOWN COUNCIL****COMMITTEE: Human Resources Committee****DATE: 21 March 2016****AUTHOR: Town Clerk****SUBJECT: Reception Open Hours Report**

As agreed at the last meeting of the committee the office has started to record the number of visitors it receives and the type of queries these visitors have so as to improve information available to Members when considering opening hours.

The results of the survey have been collected and are broken down below for Members consideration.

At a meeting of the Full Council on 21 December 2015 Members agreed that office opening hours be extended to 4pm on Monday's and Wednesday's and that this be monitored and re-visited.

The data below is from a six week period commencing on 1<sup>st</sup> February 2016, when the office opening hours extended.

Total Number of Visitors in 6 week period	508
Number of visitors between 9am – 2pm	503
Number of Visitors 2pm – 4pm	5
Average Number of visitors per week	83
Typically Busiest Day	Monday

<b>Visitor Queries by Category</b>		<b>%</b>
Local Information (inc. Attractions and Bus times)	260	51.2
Collection CBC waste bags	96	18.9
CBC Queries	53	10.4
STC Walks (Information and booking)	34	6.7
Other	29	5.7
Booking Saffords Trips	26	5.1
Outside organisations	5	1.0
STC Talks (Information and Booking)	3	0.6
Street Lights	2	0.4
<b>Total</b>	<b>508</b>	<b>100%</b>

*For the period 5 January 2016 to 1 February 2016 there was a total of 286 visitors.*

### Points to note:

- CBC queries are lower than anticipated. This may be because many residents address queries straight to CBC via their online reporting services.
- Local information, such as local attractions and bus timetables come to over half of all our queries.
- Street lights are especially low. The majority of queries about street lights are received via the phone rather than visitors to reception.
- The number of people coming in about walks and talks will differ over the year depending on when they are due to be held.
- The present figures would suggest that later opening hours are not been used by the public and are not providing them with suitable additional access to the Council. However, it must be stressed that this data is over a small time period and this could change moving forward. Spring and summer months are anticipated to be busier than autumn and winter.
- Many Members of the public may not be aware of the extended opening hours and I believe it is too early to judge.

It may be that Members feel the data supports re-looking at a 9am-2pm reception opening across four days, which is currently our busiest period.

However, 6 weeks is a short time period to gather the information and I would encourage Members to continue the survey until the next meeting in June prior to deciding if the addition 2 hours are working.