

# **Carnforth Town Council: Protocol for Councillor Requests to Staff**

- 1. Purpose:** To establish a clear and consistent process for Councillors to make requests to Council staff, ensuring transparency, accountability, and appropriate oversight by the Town Clerk & Responsible Finance Officer (TC&RFO).
- 2. Guiding Principles:** Councillors must respect the operational responsibilities of staff and avoid issuing direct instructions.  
All requests must be relevant to Council business and within the scope of Council operations.  
The TC&RFO, as the Council's Proper Officer, must be informed of all requests to staff.

## **3. Procedure for Making Requests**

### **3.1 Submission of Requests**

Councillors must submit all requests in writing (preferably via email).

Each request should include:

- ✓ A clear description of the request
- ✓ The reason or context
- ✓ Any relevant deadlines or urgency

### **3.2 Notification to the TC&RFO**

All requests must be copied to the TC&RFO at the time of submission.

If a request is made verbally or in person, a written summary must be sent to the Town Clerk within 24 hours.

### **3.3 Staff Response**

Staff will acknowledge the request within 3 working days.

A timeline for action or response will be provided, subject to workload and priorities.

## **4. Oversight and Record-Keeping:** The TC&RFO will maintain a log of all

Councillor requests, including:

- ✓ Date of request
- ✓ Nature of request
- ✓ Staff assigned
- ✓ Status and outcome

This log may be reviewed periodically by the Finance and Governance Committee.

**5. Special Considerations:** Requests requiring significant staff time, financial resources, or policy implications may be referred to the appropriate Committee or Full Council for approval.

Councillors offering support for Council activities (e.g., asset verification) must coordinate with the Town Clerk to ensure proper planning and compliance with health and safety protocols.

**6. Review of Protocol:** This protocol shall be reviewed annually by the Town Clerk in consultation with the Finance and Governance Committee to ensure it remains effective and up to date.