

Parish Office

A request has been received from Cllr C Wigman to consider the Parish Council office opening hours.

Background Information

The Parish Council office, located in the village hall is currently open between 9am and 12noon Monday to Friday. Office hours are published within the village hall entrance window, on email signatures and have been communicated to regular stakeholders. Additionally recent updates have been made to Council's website and Facebook page.

Parish Council office employees are contracted to work a total of 43 hours per week. Office based hours are usually, but not limited to:

- Admin Assistant – 9am to 12noon Monday to Friday
- Finance Officer – 9.30am to 2pm Monday and Wednesday
- Clerk – 9am to 2pm Monday, Tuesday and Wednesday

All staff work flexibly to meet the needs of Council, residents, village hall users and covering for colleagues' holiday and absence. As a small staffing team this flexibility is both valued and essential to ensure a seamless continuity of services.

Office job vacancies at Clipstone Parish Council were published reflecting Councils intent to be a good employer. Role advertisements included a narrative of a flexible approach to work, combining working from home and the office so that the needs of the Council are met whilst recognising the increasing importance of a strong work/life balance. Past job vacancies, which were approved by Councillors, are archived on the website and are available to view here:

<https://clipstoneparishcouncil.org/recruitment/>.

It is noted that to meet village hall hirers needs, the Clerk requested the Admin Assistant adjusted their working hours to 9am to 12noon, opposed to the advertised hours of 9.30am-12.30pm.

Council operates a web-based answerphone service which is operational at all times. If the phone is not answered or already in use, a caller will automatically be transferred to the answerphone service. Answerphone messages arrive by email and can be listened and responded to by any of member of the office team, either within the office or if working remotely. Received voicemail data for 2023 to date follows:

<u>Voicemail</u>			
<u>Month</u>	<u>Date</u>	<u>Time</u>	<u>Notes</u>
October	24/10/2023	09:01	
	16/10/2023	09:25	
September	22/09/2023	13:20	Outside office hours
	14/09/2023	13:12	Outside office hours
	04/09/2023	10:41	
August	14/08/2023	12:00	
July	18/07/2023	16:02	Outside office hours
	14/07/2023	08:29	Outside of any normal office hours
June	19/06/2023	09:52	
May	22/05/2023	19:17	Outside of any normal office hours
April	25/04/2023	10:37	
	03/04/2023	12:03	
March	NONE		
February	28/02/2023	12:00	
January	04/01/2023	09:05	

There has been no feedback from residents regarding the current office hours.

Comparison to other local Parish and Town Councils core office hours

- Edwinstowe Parish Council - population and opening hours:

Population Census 2021-03-21 = 5,318

Contact Us

Edwinstowe Parish Council
 Village Hall
 Mansfield Road
 Edwinstowe
 Nottinghamshire
 NG21 9NJ
 T: 01623 824 243

Opening Times

Monday: 10am - 2pm
 Tuesday: 10am - 2pm
 Wednesday: 10am - 2pm
 Thursday: 10am - 2pm
 Friday: 10am - 2pm
 Saturday: Closed
 Sunday: Closed

- Ollerton and Boughton Town Council - population and opening hours:

Population Census 2021-03-21 = 11,103

Town Hall opening times:

Ollerton Town Hall is open to the general public as follows:

Monday, Tuesday, Friday 10am to 2pm

Wednesday & Thursday by appointment only

Appointments for essential Town Council business are also available at other times including some evenings and weekends. If you wish to make an appointment please ring 01623 860811 or email office@ollerton-tc.gov.uk

- Clipstone Parish Council - population and opening hours:

Population Census 2021-03-21 = 4,655

Contact Clipstone Parish Council

If you have an enquiry please use the form to email us below or call us on 01623 626857.

Our Email Contact Privacy Notice can be viewed [here](#)

Our address is:

The Village Hall
Church Road
Clipstone Village
Mansfield
NG21 9DF

Our office hours are Monday-Friday, 9am-12noon.

Prior to Covid 19, Clipstone Parish Council employed a Clerk and an Admin Assistant whose combined hours were 8 hours per week less than current combined office staff hours. The published office opening hours from Councils archived website are below.

Parish Office Opening Hours

The Parish Office is in the Village Hall on Church Road and is run by the Parish Clerk. Opening hours are as follows:

Mondays 10.00 - 14.00 or by appointment

subject to change, please ring to check.

Summary

Clipstone Parish Councils published opening hours are consistent with, or more than other local Parish / Town Councils when considering population.

Office staff are regularly available in the village hall beyond published opening hours. This allows items of a confidential nature to be managed appropriately.

Office staff work flexibly and ensure that the core published office hours are maintained whilst Councils needs including evening meetings, afternoon evening and weekend village hall opening / lock ups, staff holidays, events and absence are covered.

There has been no feedback to Officers from residents regarding Council's published opening hours.

Officers conclude that the current needs of the community are met within the current published opening hours.

If Council recommends any changes to opening hours, staff contracts must be considered.

Recommendation

Based upon the findings of this report it is recommended that current published opening hours are maintained.