

|Thame Town Council

Saturday Drop In Procedure

1. Saturday Drop In exists to hear the concerns of residents and respond to their queries.
2. Saturday Drop In is owned by and under the control of Councillors, with a nominated "Lead Councillor" nominated by Council.
3. Two Town Councillors will attend the Town Hall from 10am to 12 noon on the first Saturday of the month. (Which equates to one duty every 8 months).
4. The Drop In rota will be prepared by the "Lead Councillor", in agreement with all Councillors.
5. Each new Drop In rota will cover a two year period.
6. The agreed Drop In rota as provided by the "Lead Councillor" will be published in the top level of the drop box by the Information Centre Officer.
7. If a Councillor is unable to fulfil their allocated slot, then it is their responsibility to find a replacement, probably by swapping with a future slot that can be attended. In all such cases, the "Lead Councillor" is to be informed so that the agreed rota can be updated.
8. Where possible, Councillors will stand outside the Town Hall, to maximise their availability and therefore the usefulness of the Drop In. Presence will be advertised via the A Board.
9. When appropriate, Councillors can run the Drop In from the lobby area of the Town Hall, with access provided by the Car Park Attendant. There will be no other officer presence and the Information Centre will remain locked. The Meeting Room can be used as a last resort, again with access provided by the Car Park Attendant.
10. Councillors will wear name badges at all times.
11. Councillors will aim to resolve issues on the spot by giving appropriate advice or by agreeing to take personal ownership through to resolution. Subsequent officer support (via the Information Centre Officer) can be sought to assist if necessary.
12. A record of all significant queries raised will be maintained and e-mailed to the Information Centre Officer by 9am on the following Monday.
13. Details to be recorded for each item are:
 - a. Date
 - b. Person raising the query and their contact details
 - c. Details of the query, comment or request
 - d. Solution offered
 - e. Whether further action is required.
14. Where further action is required, the Information Centre Officer will take appropriate action to progress, keeping the original Councillor owner informed at all times.

- 15.** The Information Centre Officer will maintain a simple record of all queries raised, which will also be located in the top level of the drop box, and can be used
 - a. to check progress of a previously raised query.
 - b. to see if similar queries have been raised before – and how they were resolved.
- 16.** Publicity for the Drop In (e.g. A Board notice, Web-site, Newsletter, media release, photos etc) will be managed by the Lead Councillor, who will seek suggestions from all Councillors. Officer support as appropriate will be allocated to execute that publicity by the Information Centre Officer.