



Abertillery & Llanhilleth Community Council

Councillor Surgeries Policy

Introduction:

Councillor Surgeries are a way for people to meet with their local Councillors and raise any concerns they may have. Councillors can then provide help and guidance for these concerns.

Considerations:

Surgeries should take place in safe, accessible buildings selected by the Councillors hosting them. The Councillors shall also determine the date and time, as well as any booking system required.

Councillors must not conduct surgeries individually. There should not be less than two persons present at a Surgery.

Councillors will take on responsibility for determining an appropriate solution to any issues or questions raised. If the issue is not within the remit of the ALCC, the Councillor should endeavour to put the resident in contact with the appropriate organisation. Councillors should exercise due caution in responding to public enquiries and must not bring the Council into disrepute.

Relevant training will be provided to Councillors when this is available. The Councillor Surgery Guidebook will also be distributed to any Councillors hosting surgeries and should be followed.

A risk assessment must be conducted for these events, and this document will be kept live so it can be amended as needed. Councillors are responsible for adhering to the actions raised within the risk assessment for these events, and they must minimise risk as much as possible.

Surgeries should be advertised as widely as possible to encourage participation. This includes advertising on social media, the Council website and in noticeboards. They should be advertised as far in advance as possible.

Notes should be taken during surgeries, outlining the issue and contact information for handling it. These can be taken by hand or on a computer in a secure, password-protected file. Councillors must follow GDPR guidance and ask permission to record and share personal data. Notes taken should be treated as confidential and should be stored in the Council Offices, Mitre Street, NP13 1AE or in a password-protected computer file.

Members of the public can request to speak to Councillors privately if they wish, but two persons should still be present for these meetings. Members of the public may also request to speak to Councillors of a certain gender, which can be arranged via the Officers.