

# PROTOCOL

## ABOUT HOW OFFICERS AND COUNCILLORS SHOULD BEHAVE TOWARDS EACH OTHER

It is important that there is a good working relationship between Councillors and Officers.

### Principles

This protocol is based on the following principles and should be adhered to by all parties.

- It is important that there is a good communication between Councillors and Officers.
- Councillors must understand that the Council is an operation business and their request for assistance should not put unreasonable demands upon Officers.
- Councillors and Officers are entitled to be treated with respect and with reasonable standards of politeness.
- Councillors amongst themselves must also treat each other in a courteous manner, with respect, and with reasonable standards of politeness

### Councillors can expect from Officers:

- a. a commitment to the Town Council as a whole, and not to any political group;
- b. a working partnership;
- c. an understanding of and support for respective roles, workloads and pressures;
- d. timely response to enquiries and complaints;
- e. professional advice not influenced by political views or preference, which does not compromise the political neutrality of Officers;
- f. regular, up to date information on matters which can reasonably be considered appropriate and relevant to their needs, having regard to any individual responsibilities that they have and position that they hold;
- g. respect, dignity and courtesy;
- h. training and development in order to carry out their role effectively;
- i. integrity, mutual support and appropriate confidentiality;
- j. not to have personal issues raised with them by Officers outside the agreed procedures;
- k. that employees will not use their relationship with Councillors to advance their personal interests or to influence decisions improperly.

### Officers can expect from Councillors:

- a. a working partnership;
- b. an understanding of, and support for respective roles, workloads and pressures;
- c. respect, dignity and courtesy;
- d. integrity, mutual support and appropriate confidentiality;
- e. not to be subject to bullying or harassment or to be put under undue pressure. Councillors should have regard to the roles of Officers in determining what are reasonable requests, having regard to the power relationship between Councillors and Officers, and the potential vulnerability of Officers particularly at junior level;
- f. that Councillors will not use their position or relationship with Officers to advance their personal interests or those of others or to influence decisions improperly;
- g. that Councillors will at all times comply with the relevant Code of Conduct.