Item 10 – Full Council – 28th October 2026

Summary Sheet - Formal Adoption of Appointment-Only Access to the Office

Purpose of Report

To seek Full Council approval for the continued operation of the office on an appointment-only basis, following consideration by the Staffing Committee.

Background

The appointment-only arrangement was initially introduced in response to the Town Hall building project and changes to the use and operation of the building. Although the project has progressed, the circumstances supporting the arrangement remain.

The Town Hall, managed by Calderdale Council, is increasingly used for public events and activities, including tours, resulting in greater public footfall. Officers also regularly support evening and weekend events and therefore need to work flexibly, meaning their availability cannot always be guaranteed during standard public-facing hours.

The office operates in an open-plan environment with limited space and increased staffing levels. This creates challenges in accommodating unplanned visitors and maintaining appropriate privacy and confidentiality.

Staffing Committee Consideration

The Staffing Committee considered the report produced by the Chair of Staffing and now presents its recommendations to Full Council for approval.

Key Recommendations

Full Council is requested to approve the following arrangements:

- The formal adoption of an appointment-only system for access to the office.
- Retention of the published office hours of 9.30am to 4.00pm, Monday to Thursday, with clear information that individual officers may not be available without an appointment.
- Members, members of the public and other visitors being encouraged to contact the office in advance to arrange an appointment.
- Flexibility to arrange appointments outside standard hours, subject to officer availability, including earlier appointments through the Clerk where required.
- Continued use of the Mayor's Parlour, where appropriate and available, for private or confidential discussions.
- Clear signage and public information explaining the arrangements and how appointments can be requested.

- Appropriate discretion to accommodate urgent matters or circumstances where an appointment cannot reasonably be arranged in advance.
- Regular review of the arrangements to ensure they remain proportionate and do not create unnecessary barriers to accessing officers.

Financial Implications

There are no significant direct financial implications, and no additional budget is required.

Equality and Accessibility

Access to officers will continue to be facilitated through appointments and, where appropriate, alternative communication methods and reasonable adjustments. The arrangements will be kept under review to ensure they remain accessible and fair.

Recommendation to Full Council

Full Council is recommended to approve the continued operation and formal adoption of the appointment-only arrangement, incorporating the recommendations set out above.

Further Information: Naomi Crewe