**PROTOCOL FOR HOLDING COUNCILLORS’ SURGERIES**

The Parish Council has agreed that its Councillors will hold regular surgeries with local people. This is an opportunity for residents to raise any issues or concerns they may have pertaining to the area where they live. This Protocol sets out the processes for these meetings.

1. All such meetings must have a minimum of two Councillors present.
2. Residents will need to make an appointment in advance. Appointments will be in 15-minute slots.
3. It would be helpful to know the nature of the query in advance, but this is not essential.
4. Only those living in the Parish may make appointments
5. The appointments will be time managed
6. Anyone displaying abusive or threatening language or behaviour will be asked to leave.
7. Any advice given will be politically neutral and impartial.
8. Councillors will maintain confidentiality at all times unless harm may be done in so doing.
9. An appropriate venue will be used, preferably with Wi-Fi.
10. If notes are made during the meeting, these should be passed to the Clerk to hold in line with Data Protection rules.
11. Advice will be given to residents and signposting to other local government services such as highways, social care, planning etc.

This will be trialed on a monthly basis depending on uptake.

Agreed by Parish Council: 6 January 2022