

# Protocol For Parish Council Monthly Surgery Sessions

ADOPTED WHPC Meeting 1<sup>st</sup> September 2026 Agenda Item 26/232

## Version Control

New Policy                      ADOPTED at WPC Meeting 1st September 2026  
Next Review date      following trial period

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## 1. Introduction

The July 2026 meeting of the Parish Council decided to arrange for Council 'surgery'/ drop-in session to be held monthly for a six-month trial period from September 2026 (Min 26/198). The Parish Council Meeting to be held on 2<sup>nd</sup> March 2026 will review the trial and consider whether further sessions will be scheduled.

## 2. Purpose

The purpose of the Monthly surgery/ drop-in sessions is to give residents an opportunity to meet informally and confidentially with members of the Parish Council in order to:-

- Seek information.
- Request help in finding the appropriate organisation to assist in resolving a problem (signposting).
- Provide information to the Council on a topical subject affecting West Hill.

The Parish Council will endeavour to provide residents with accurate factual information in response to their queries but is not qualified to provide formal advice. If the resident is seeking specific advice on any subject they should consult a suitable professional such a lawyer or a Citizens Advice Bureau.

The Drop In session is not a forum for making a complaint against the Parish Council or a Councillor. The process for making a complaint is detailed in the Complaints Procedure which can be found on the Parish Council Website.

## 3. Format

- a. The surgery/ drop-in sessions are held on the third Tuesday of every month from 10.00 to 12.00 at the RBL. A calendar of meetings will be published on the Council's website and noticeboards.
- b. Two members of the Parish Council will be in attendance.
- c. Only residents of the village may attend the surgery/ drop-in sessions and people will be asked to confirm their name and address at the start of the confidential meeting.
- d. If they so wish, a resident attending the surgery/ drop-in session who is nervous or apprehensive may bring a friend or colleague as support.
- e. It is not necessary, but preferable, for residents to book an appointment. It would be helpful, but is not compulsory, for the Council to be pre-notified of any topic you wish to discuss in order to enable the Councillors to acquaint themselves with the relevant facts so the time is productive for all concerned.

- f. The discussion between the resident and the Councillors will be informal and confidential. It is not proposed to keep or issue a written record of the discussion but the Council may agree to write to the resident after the meeting with relevant information.

#### **4. Unacceptable Behaviour**

Whilst most people are respectful and courteous towards others there are circumstances when emotions may become frayed and people may react out of their normal character.

It is appreciated that some people attending a surgery/ drop-in session may be stressed about the matter they wish to discuss but all persons present will act respectfully towards others at the meeting. They will not act in a manner that demeans, insults, threatens or intimidates anyone. All discussions must be related to the facts of the matter being discussed and not be personal in nature.

Offensive or threatening behaviour will not be tolerated.

Any resident displaying unacceptable behaviour will be asked to leave the session.

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