

Chairman of the Council

Civic Handbook

February 2018

WELCOME

Congratulations on your election as Chairman of the Council for Bath & North East Somerset and our community's First Citizen.

I am pleased to introduce the **Chairman's Civic Handbook**. This has been produced to provide you with guidance in your new role, giving valuable information and advice on the position, and an insight into what you can expect. It is intended to be a working document which can be updated – if you feel there is additional information which could usefully be included for the Chairmen that come after you, please let me know.

I want your year of office to be enjoyable and will do everything possible to support you in your role as one of the Authority's high-profile ambassadors. The Chairman can be a major influence in promoting the image and importance of Bath and North East Somerset in a regional and national context, and can also help in the promotion of the Council's objectives in the local community.

Ashley Ayre
Chief Executive
Bath & North East Somerset Council

Contents

Important Contact Details	4
1. Introduction	5
2. Roles and Responsibilities	5
3. Precedence	7
4. Engagements and Events	7
5. Clothing and Civic Insignia	9
6. Chairman's Room	10
7. Executive Support Office	10
8. Civic Car	11
9. Training (including Speeches)	13
10. Charity Work	14
11. Receiving and Giving of Gifts	16
12. Allowances and Budgets	17
13. Complaints	17
Appendices	19
- Appendix A: When to Wear the Civic Insignia	
- Appendix B: Civic Insignia - Safe Custody Guidelines	
- Appendix C: Chauffeuring Staff Code of Practice	
- Appendix D: Customer Satisfaction Survey Form	
- Appendix E: History of the Civic Building	

Important Contact Details

Chairman of the Council's Office:

The Guildhall
High Street
Bath
BA1 5AW

Email: chairs_office@bathnes.gov.uk

Homepage on Council Website: <http://www.bathnes.gov.uk/services/your-council-and-democracy/chairman-council>

Executive Support Staff:

Name	Telephone	Email
Annette Beilby Executive Support Team Leader	01225 477400	annette_beilby@bathnes.gov.uk
Jo Hobbs Executive Support Team Leader	01225 477400	jo_hobbs@bathnes.gov.uk
Benice Hampton Executive Support Assistant	01225 394235	benice_hampton@bathnes.gov.uk

Day-to-day operational support will be provided by the **Executive Support Office**. Please see Section 7 of the Handbook for further information about the type of support provided by this Office.

Key Council Contacts:

Name	Telephone	Email
Ashley Ayre Chief Executive	01225 477400	ashley_ayre@bathnes.gov.uk
Maria Lucas Director of Legal & Democratic (and Monitoring Officer)	01225 395171	maria_lucas@bathnes.gov.uk
Jo Morrison Democratic Services Manager	01225 394358	jo_morrison@bathnes.gov.uk
Steve Harman Corporate Business Manager	07530 263207	steve_harman@bathnes.gov.uk

1. Introduction

The Chairman's Civic Handbook for Bath & North East Somerset Council provides a comprehensive overview of the Chairman's role and demonstrates the huge importance that the Council places on the civic traditions of the Chairman. The Handbook covers the following key areas:

- ➔ **Roles and Responsibilities**
- ➔ **Precedence**
- ➔ **Engagements and Events**
- ➔ **Clothing and Civic Insignia**
- ➔ **Chairman's Room**
- ➔ **Executive Support Office**
- ➔ **Civic Car**
- ➔ **Training**
- ➔ **Charity Work**
- ➔ **Receiving and Giving of Gifts**
- ➔ **Allowances and Budgets**
- ➔ **Complaints**

The Handbook does not cover the specific constitutional role of the Chairman with regard to chairing Council meetings, which is covered in separate briefings and documentation provided by Democratic Services.

2. Roles and Responsibilities

The Council and City of Bath have two civic dignitaries, the **Chairman of the Council** and the **Mayor of Bath**. The Mayor is managed by the Charter Trustees and is a completely separate role to that of the Chairman of the Council. For details about the Mayor of Bath, please see the Mayor's website - [Mayor of Bath](#).

Appointment of the Chairman

- ➔ The Chairman is the Civic Head of the Council. He / she is elected in May of each year at the Annual Meeting of the Council.
- ➔ The Chairman must be a serving Councillor.
- ➔ During the Annual Meeting of Council the Chairman may appoint a Consort for their term of office.
- ➔ The Vice Chairman of the Council is also appointed at the Annual Meeting and will represent the Chairman at meetings and events in his / her absence.

The Role of the Chairman

The Chairman of the Council is largely a ceremonial role; it does not carry any extra political power or influence, and the Chairman **must** remain politically impartial during their year of office. The Chairman has the following responsibilities:

- ➡ To preside over meetings of the Council so that its business can be carried out efficiently and with regard to the rights of Councillors and the interests of the community.
- ➡ To have the casting vote at Full Council meetings at which he / she is chairing, if required.
- ➡ The Chairman acts as First Citizen for the Authority, fostering community identity and pride by actively promoting local areas and raising the profile of Bath and North East Somerset and the Council.
- ➡ To attend such civic and ceremonial functions as the Council and he / she determines appropriate, e.g. royal visits, charitable events, supporting local cultural activities. Whilst representing the Authority, the Chairman wears a Chain of Office (see Section 3 - Precedence).
- ➡ To represent the Council at functions organised by firms, churches, clubs, schools and other organisations throughout the Authority, as well as events organised by the Council such as the opening of new community homes and schools.
- ➡ To promote public involvement in the Council's activities.
- ➡ The Chairman can nominate a charity of their choice and host fund raising events throughout their term of office.
- ➡ To be the conscience of the Council and uphold and promote the purposes of the Constitution when necessary.
- ➡ The Chairman usually appoints a Consort, who is generally their spouse or partner. The Consort is an unelected person who will normally accompany the Chairman to official engagements. The Consort must be able to appropriately represent the Council and uphold the standards of behaviour expected of a Councillor. On no occasion should they attend a function on behalf of the Chairman - if the need arises, the Deputy Chairman would normally attend.
- ➡ The Chairman will follow the Council's established IT protocols, especially around diary management to ensure the Chairman's calendar remains accurate and up-to-date.

Ceremony to Appoint a New Chairman

A ceremony is performed at the Annual Meeting, when the Chain of Office is removed from the outgoing Chairman and placed around the neck of the new Chairman by the Chief Executive. The new Chairman is proposed by a member of his / her own party and is often seconded by a member of the opposition.

End of Term of Office

The Chairman holds the Office of Chairman for one year before returning to their position as a backbench Member (unless elected to a Chairman / Vice Chairman position of a Committee or Panel).

3. Precedence

“Section 3(4) of the Local Government Act 1972 specifically provides “The Chairman of a District Council shall have precedence in the District but not so as prejudicially to affect Her Majesty’s royal prerogative”.

What this means is that by statute, provided a Member of the Royal Family is not in the Authority nor attended by their representative, the Lord Lieutenant, Deputy Lieutenant or High Sheriff in their official capacity, the Chairman shall have precedence.

In other situations, what passes for ‘precedence’ tends to be custom and practice, and varies significantly around the country. The agreed precedence states, *“Inevitably, senior and prominent Members of County, District and Parish (or Town) Councils find themselves on a regular basis involved in civic, social, and ceremonial events and clear agreed and settled rules of protocol will do much to minimise unnecessary misunderstanding which may arise from time to time”.*

The Chairman should expect to attend all official formal functions, such as a naming or opening, which have been funded by the Council. If any Cabinet Member or the Leader also wishes to attend an event, this will be discussed with the Chairman and Chief Executive.

4. Engagements and Events

There are a number of events that the Chairman must attend during their year in office. These include Citizenship Ceremonies, the Annual Civic Reception, Armed Forces Day, Community Awards, Remembrance, and Holocaust Memorial Day

There will also be invitations to a large number of optional events and the Chairman is asked to give careful consideration to which of these events that he / she attends. Please read the rules of civic engagements below, especially the third bullet point, which should help in deciding whether to accept an engagement.

Key Rules of Civic Engagements

- ➔ **Every invitation should be routed via the Executive Support Office** - it cannot be stressed too strongly how essential it is that all who seek the Chairman's presence at their events be referred to the Executive Support Office.
- ➔ **Don't cancel except in an emergency** - once an invitation has been properly accepted, it should not be cancelled unless there is an extreme emergency. All engagements are important, no matter how small. Organisers often put in a lot of effort to make their events successful and your role in promoting their activity is vital; it is not acceptable to 'change your mind' if another invitation is more to your liking.
- ➔ **Is it an 'appropriate engagement'?** - the Chairman is asked to consider carefully each invitation they receive with a view to recognising the "**value**" of each event to the Council and to the local community.

Local events and engagements always take precedence over engagements outside of the Authority's boundary. A performance indicator is recorded by the Executive Support Office to measure the percentage of engagements that are held within and outside the Authority's boundary. Ideally, at least 90% of engagements will be held within the Authority on the basis that it is local people who are funding the Chairman's office.

In addition, a measure of effectiveness of the Chairman in undertaking quality engagements has been introduced and will also be maintained by the Executive Support Office. Each event attended by the Chairman is scored depending on the type of activity. The scores are set nationally by the National Association of Civic Officers and fall into six categories:

Engagement Category	Score	Examples of Activity
Promoting	5	Council initiatives, business opportunities
Community	5	Attending local events with local people
Civic Hosting	3	Offering hospitality to community groups
Council / Statutory / Traditional	3	Council meetings, Citizenship Ceremonies, Remembrance Sunday
Charities	2	Charity appeals and fundraising events
Civic Circuit	1	Visiting other Civic Heads' events

These categories also assist in determining which events the Chairman attends when he / she receives more than one invitation for the same day.

- ➔ **Was it any good?** - the Council sends out a Customer Satisfaction Survey Form after each civic engagement, i.e., how well did the Executive Support Office deal with the invitation; how useful was the civic engagement pro forma; did the Chairman arrive on time; how well was the speech delivered etc. A blank Customer Satisfaction Survey Form can be found in **Appendix D**.

5. Clothing and Civic Insignia

Clothing

The Executive Support Office will offer advice for each civic engagement if it is not clear from the invitation; however the following is suggested as a clothing guide.

Male: Conventional dress is recommended such as a black, dark grey or navy lounge suit for daytime events. Dinner jackets are usually worn for important dinners. A good quality dark overcoat and / or raincoat for inclement weather is advisable.

Female: The general advice is to be smart rather than casual, for instance, a dressy suit or jacket and dress. For evening wear, a cocktail dress is advisable although long dresses are occasionally worn. It is traditional for ladies to wear a hat for church services; however this is a personal choice. The Chains of Office (see below) are heavy and have “claws” to correctly position them on your clothing. It’s advisable to have some fabric “loops” sewn into any jackets that you may wear on a regular basis to avoid damage to your clothing.

Civic Insignia

The civic insignia for the Office of Chairman consist of the Chains of Office. The general rules for wearing the civic insignia are set out below.

Chains of Office - The Chains are a symbol of the Chairman’s Office and are worn by the Chairman (and Vice Chairman) when on official business:

- ➔ At all meetings of Bath & North East Somerset Council
- ➔ At other meetings over which he / she may be asked to preside as the Chairman of Bath & North East Somerset Council
- ➔ When hosting social occasions within the Authority
- ➔ When attending formal civic functions within the Authority
- ➔ When representing the Council at any formal occasion within the Authority
- ➔ At any other occasions when it is appropriate that he / she should so do in the interests of the status and dignity of the office of Chairman of Bath & North East Somerset Council.

In attending events, ceremonies and services, the Executive Support Office should take into consideration diversity, and the customs, traditions and religious representation of others, and advise the Chairman as to the appropriate usage. The Chairman should not wear the Chain of Office outside the Authority's boundary without the express permission of the Council being visited.

It is not appropriate to wear any floral decorations, other than a poppy, whilst wearing the Chains of Office. The Chairman may on occasions be offered a buttonhole, lapel badge or ribbon whilst attending a function. It may be acceptable to wear it until the end of that engagement and remove it before attending the next one.

Chain - Safe Custody Guidelines

Remember that the regalia should at all times be kept in its case and treated with care, not only **when** being worn but giving thought to **where** it's worn.

The Chains of Office are of great value and are irreplaceable. The Council has agreed a set of guidelines for the custody and safekeeping of the Civic Regalia. These can be found in **Appendix B**. You should read these carefully and adhere to them. If you have any doubts, please contact the Executive Support Office.

6. Chairman's Room

The Chairman's Room is the Chairman's private room and is primarily reserved for the personal use of the Chairman as Chair. It is also used for receptions and official engagements, and there may be occasions when the room is used for other appropriate Council business.

7. Executive Support Office

Operational support on a day-to-day basis is provided by the **Executive Support Office**, which also provides support to the Chief Executive, Corporate Directors, the Leader of the Council, Cabinet Members and Councillors. Details of the specific support provided by this Office are:

- ➡ Provide day to day secretarial and administrative support
- ➡ Deal with correspondence and draft letters for the Chairman's signature
- ➡ Manage the Chairman's civic diary
- ➡ Organising all necessary arrangements for attendance at civic functions
- ➡ Arrange occasional events
- ➡ Receive and follow up invitations, write thank you letters where appropriate
- ➡ Provide appropriate stationery
- ➡ Provide information on the Chairman's allowances and how they may be used
- ➡ Provide support for the Chairman's charity appeal (if required)
- ➡ Advise on civic dress and protocols

- ➔ Assist with speeches by liaising with others to obtain information
- ➔ Arrange briefings
- ➔ Provide and receive background information on events
- ➔ Update the website in respect of matters relating to the Chairman
- ➔ Liaise with local press
- ➔ Take into account the Chairman's well-being, safety and security
- ➔ Maintain and purchase civic regalia
- ➔ Arrange briefings for Full Council in consultation with the Democratic Services Manager
- ➔ Ensure there is regular liaison with the Chief Executive and Senior Management Team to ensure the Chairman is aware of matters pertaining to the Council which may impact on how he / she carry out their duties
- ➔ Briefings will also be arranged with other officers on matters of interest or on issues that arise relevant to the Chairman's duties
- ➔ Provide any other support or guidance that is necessary and appropriate.

Familiarity

Due to the nature of the engagements and the time that the Chairman and Vice Chairman spend in the company of employees, especially the support staff, it can be difficult to avoid familiarity. On all occasions staff will refer to them and their partner / consort by their titles, i.e., Mr or Mrs Chairman, unless advised differently by the Chairman as to their preference.

Also, it is essential that any discussion about managerial issues is not entered into with the Executive Support Office staff themselves, as this function is the responsibility of the Corporate Business Manager and in his absence, the Executive Support Team Leader.

8. Civic Car

The Office of Chairman has access to a Civic Car for official functions only. It is very important that the car is used properly at all times, and its usage can be justified to the public.

Attendance at a Council or Committee meeting will not be classed as an official function, so it is not appropriate to use the Civic Car for travel to and from these meetings.

Scheduling the Civic Car

It is the responsibility of the Executive Support Office to schedule the use of the car. The Council leases a car that is shared by both the Mayor and the Chairman's Office for selected civic and high profile events. There is one dedicated Chauffeur and if there is a clash of events between the two Offices, it is in the Chauffeur's contract to provide a second chauffeur and car for use by the Chairman, and recharge the Office of the Chairman for this service. This arrangement has proved very cost effective and has resulted in efficiency savings for the Council.

The Chairman, guided by the Executive Support Office, agrees in advance those events that require the use of a car. There is a limited budget for this which must not be exceeded without prior discussion with the Corporate Business Manager. The means of transport should reflect the degree of formality / informality of the event. It may be more appropriate if it is a low key affair to use your own car, the cost of which is met from your allowance. Events where a car might be used include:

- ➔ Functions outside of the Authority's boundary
- ➔ Other authority civic functions
- ➔ Functions more than a certain number of miles / amount of time from the Chairman's home
- ➔ Functions where it is known that the organiser can provide no parking
- ➔ Functions where there is an expectation that the Chairman will have official transport.

Using the Civic Car

For insurance reasons, it is not possible to offer lifts in the civic car. Any passengers are limited to official guests of the function that the Chairman is attending. This is a policy requirement that the chauffeur must follow and the Chairman is asked not to place them in an awkward position by offering a lift to non-official guests. It is also a policy requirement that seat belts are worn at all times, and smoking is not allowed.

Civic cars are not available for private use, (i.e. shopping or visits to relatives), or for activities associated with being an elected Councillor. Should the role of Chairman and Councillor occur on the same day, every effort will be made to reduce any inconvenience if possible. It is essential, if the non-political role of the Chairman is to be preserved and public cynicism to be minimised, that there is a rigid and understood rule between a Member's role as a Councillor and that as a Civic.

The Chairman will be expected to make other arrangements for attending non-official functions. If a chauffeur is asked by the Chairman to take him / her to a destination that is not shown on the Civic Engagement sheets, and the chauffeur has not received notification of this further engagement from the Executive Support Office, then the chauffeur must inform the Chairman that neither they nor the car will be covered by insurance. The chauffeur must then contact the Executive Support Team Leader to gain approval.

Chauffeur

Many Chairmen are unaccustomed to using a chauffeur in their daily lives. The chauffeur is responsible for transporting the Chairman in the civic car for his / her official duties and is bound by a code of practice. This is set out in **Appendix C**.

Chauffeuring staff should always be aware of the whereabouts of the Chairman at functions, particularly towards the end, when the chauffeur should know when he / she wishes to leave. They

should remain fairly close at hand during engagements unless they have been told to return at a pre-arranged time.

There are no specific rules about where the Chairman should sit, however it is generally recommended that he / she sit behind the passenger seat, as this way they will be able to step straight onto the pavement once the door has been opened by the chauffeur.

9. Training (including Speeches)

Training on the role of Chairman is available from Democratic Services. Speech making is an integral part of the Chairman's duties and as a Councillor, the Chairman is usually well versed in the art of public speaking. However, if help is required to further improve public speaking skills, this can also be provided.

As a high profile ambassador for the Council, it is important that the Chairman makes the best impression possible at all public engagements. The Chairman will be asked to say something at most of the engagements he / she attends, which can range from proposing a toast to a full speech. The Executive Support Office can assist, if requested, in preparing an appropriate standard or specific speech, or to arrange typing support for any speeches drafted by the Chairman. It is recommended that formal speeches are tested on the Executive Support Office.

Some organisations will send information about what they would like you to say, others will not. This information is only there to help prepare a speech. If more background information is needed for a particular engagement, the Chairman can ask the Executive Support Office to do more research. The Executive Support Office will try to ensure that the Chairman is aware prior to an engagement whether he / she will be asked to speak, although this may not always be possible and there will be occasions when the Chairman will be asked to say a few words with little or no notice at all.

The Chairman may wish to give some thought to his / her inaugural Speech to the Council on taking office. It is usual to announce the charity he / she has chosen to support (see Section 10) and mention main themes that they would like to pursue during their term of office. The Chairman often takes this opportunity to inform Councillors of how he / she wishes to be addressed when they chair the Council meeting, e.g. Madame Chairman, Chair etc.

Speaking - Key points:

Being prepared to Speak...

- ➡ Speeches will come across much better if they are written in your own words
- ➡ Read the speech through, practice it aloud and generally familiarise yourself with it
- ➡ Read all the information provided prior to attending an appointment and make sure you are fully prepared to "sing for your supper". If you are told that you are definitely not required to speak, ring the alarm bells!

- ➔ It is guaranteed that you will be asked to speak on occasions without notice. To handle situations like these, remain calm and follow the pointers below.

Making a Speech...

- ➔ Overcome your fears by taking deep breaths in through the nose and out through the mouth
- ➔ Don't worry about the fear as it needs to be there, always be prepared, be in charge when you speak and try to forget the audience - remember people do not see what you feel.
- ➔ Helpful hints to ensure that you are always prepared to speak with little notice, prepare a standard short speech that can be used at any function, such as:
 - *I thank you for this kind invitation.*
 - *There has always been a high rapport between your organisation and the Council and long may it continue.*
 - *Thank you*

When Speaking...

- ➔ Look pleased about having to speak, and remember you are representing the Authority
- ➔ Do not partake in a large quantity of alcohol (keep a clear head)
- ➔ Speak clearly and slowly
- ➔ Be enthusiastic, smile when you speak
- ➔ Look at your audience

10. Charity Work

The Chairman is allowed to select a charity to support during their year in office. It is expected that the charity is based in the local area, and will already be established and registered with the Charity Commission.

Choosing a Charity

The Chairman may wish to adopt a charity to support during their year in office and it has been the practice to do so. It must be stressed that such an undertaking is secondary to the key roles and responsibilities of the Chairman (as outlined in Section 2).

A really successful charitable year seems to depend on the incoming Chairman choosing their charity at an early point, if possible when they are Vice Chairman. When choosing a charity, the incoming Chairman should also bear in mind that practical help is needed for running events of any description, as well as promoting and selling tickets. Charities based locally often prove to have more volunteers willing to help.

Once a Charity is Chosen

Once a charity is chosen the Executive Support Office will arrange a meeting for representatives of the charity and the Chairman in order to explain that he / she is prepared to be a 'figure head' for them

during their Year in Office and will attend, wherever possible, events organised by them to raise money and their profile.

The Chairman will then call the inaugural meeting at the start of their Year in Office and work closely with the Executive Support Office at all times throughout the year to ensure the Council's protocols are observed with regards to obtaining licences, recording finances etc. Any funds raised must be held by the Council and distributed at the end of the Chairman's year of office.

Funds and Fundraising

A representative from Accounts will act as Treasurer and bank any funds received, pay bills as required and report financial statements. The Treasurer is able to sign cheques on the Chairman's Charity Fund Account, which is set up by the Council and which is balanced off at the end of each Chairman's year.

Throughout the year, any money that is received for the charity is recognised by an official receipt and letter from the Chairman to the donor via the Executive Support Office, which also monitors the charity account.

All fund raising administrative functions related to the Chairman's charity must be undertaken by the appropriate officers of the charity, who will work together with the Executive Support Office.

The Executive Support Office can advise the charity as to the suitability of events, appropriate procedures and matters of protocol if required, and will undertake to be the custodian of any funds raised.

Events

The Executive Support Office will agree a programme of events for the forthcoming year based on the annual work plan and invitations received from organisations. Once an outline programme is agreed, the Executive Support Office will book the rooms needed for each proposed event.

All printing of tickets, posters, menus etc. should be shown to the Executive Support Office for approval and the Office can advise on using the Council's own printing services.

The Executive Support Office must be responsible for ensuring that sufficient people are available to run any event including buying the provisions required, making tea or coffee on the day and running stalls. They will also need to find sufficient tombola / raffle prizes for events and actively help to sell tickets and promote every charity event.

End of Year in Office

At the end of the Year in Office, a cheque will be drawn for the charity supported and presentations will be arranged. It is normal for the Chairman to report to Council at the Annual Meeting the results of the charity appeal during the year and make a presentation to the charity just prior to the end of the term of office.

11. Receiving and Giving of Gifts

The Chairman is personally responsible for all decisions connected with the acceptance or offer of gifts or hospitality and for avoiding the risk of damage to public confidence in local government.

Receiving

There are no hard or fast rules about the acceptance or refusal of hospitality or tokens of goodwill, however, you should treat with extreme caution any offer of gift, favour or hospitality that is made directly to you. The person or organisation making the offer may be doing or seeking to do business with the Council, or may be applying to the Council for planning permission or some other kind of decision.

A good guide is that gifts of more than a nominal value should be accepted on behalf of the Council and not retained personally. Under the local scheme relating to the Code of Conduct and Register of Gifts and Hospitality, you must declare gifts and hospitality over an estimated value of £50.00 to the Authority's Monitoring Officer within 28 days of receipt.

Generally minor tokens of goodwill or flowers can be accepted as personal gifts, however such gifts or hospitality may also still need to be declared as "Code of Conduct" interests at meetings.

Advice on gifts and hospitality can be obtained from the Monitoring Officer.

Giving

The Executive Support Office obtains civic gifts as required for the following types of occasion:

Gift purpose	Typical example of a gift which may be given (this list is for guidance only)
Recognise the contribution of retired and non-elected Councillors who have served for a considerable length of time or have served as Chairman	Glass paperweight, crystal glasses, china plate or a crystal bowl bearing an inscription such as, " <i>For services to Bath & North East Somerset Council</i> ". The type of gift will reflect the length of service. For a particularly long-serving Councillor, a specific gift with a personal engraving might be appropriate. The Chairman will be consulted about the gift to be offered.

Ambassadors and other visiting dignitaries representing a city elsewhere	Bath & North East Somerset Council wooden shield or paperweight.
Gifts taken to the councils during official visits	Clock or other suitable item, engraved with the Bath & North East Somerset Council crest.
Presentations upon an occasion such as the wedding of an important local dignitary	Glass paperweight, crystal glasses, china plate or a crystal bowl bearing an inscription.
Small gifts for visitors such as volunteer organisations and youth organisations	Badges, pens, pennant, literature etc.

12. Allowances and Budgets

Allowances

The 1972 Local Government Act covers the role of Chairman and Section 3 (5) and 5 (4) contain provisions for an allowance to be paid to meet the expenses of the Office, which include staff, car leasing and hospitality. These payments are intended to be by way of recompense of the expenses for maintaining the dignity of the Office.

The allowance is paid in accordance with the [Member's Allowance Scheme](#) and covers the costs required for clothing, donations that the Chairman / Vice Chairman may wish to make to various charities, raffles, personal hospitality and general expenses incurred. The Chairman must retain evidence of expenditure from the allowance should an inspection be carried out by the Inland Revenue.

Budget

There is a separate budget, under the control of the Corporate Business Manager, to meet the cost of civic, ceremonial and corporate activities and hospitality. These include costs associated with State Visits, Freedom Ceremonies / Marches, annual Civic Events. Details of the budget will be provided to the Chairman and regular monthly budget meetings will take place with the Corporate Business Manager and / or Executive Support Team Leader.

13. Complaints

Any complaints about the Chairman's behaviour that are in breach of the Members' Code of Conduct should be dealt with using the procedures that are in place for complaints about Councillor behaviour.

Any complaints that do not relate to this, for example, a complaint about the competency of the chairing of Council, should in the first instance be sent to the Chairman to be resolved informally. If they cannot be resolved at this stage, they should be escalated to the Chief Executive for formal consideration.

DRAFT

Appendix A: When to Wear the Civic Insignia

Functions where the Chain is appropriate:

- Public functions within Bath & North East Somerset attended by a member of the Royal Family
- Ceremonial Council Meeting - held in May
- Civic Church Services (4 per year)
- Civic wreath laying ceremonies
- Greeting the High Court Judges
- Functions outside Bath & North East Somerset attended by a member of the Royal Family
- Civic receptions
- Receiving or entertaining parties of visitors to the Guildhall
- Civic receptions in other towns (by agreement)
- Meetings where the Chairman presides or officiates
- Opening conferences of organisations of a public character
- Opening exhibitions arranged by organisations of a public character
- Official University functions and ceremonies including Degree ceremonies
- School speech days, school prize-giving, open days, sports days and carol services
- Memorial services
- Hospital visits
- Military services
- Festival of Remembrance
- Inspections of units and depots of the armed forces
- Receipt of nominations for elections
- Functions of returning officer (Parliamentary elections only)
- Bazaars, carnivals
- Ordinary Council Meetings

Functions where the Badge is appropriate:

- Functions outside the city except those specifically mentioned above
- Private church attendances
- Visits to the Theatre productions, Concerts, Film performances and Dances
- Dinners and Lunches
- Annual shows of local organisations (except if performing the official opening)
- Opening/viewing exhibitions of private organisations
- Receptions of private organisations
- Sporting events
- Opening new premises of commercial organisations and visits to factories, works etc

Appendix B: Civic Insignia - Safe Custody Guidelines

The following guidelines refer to the safe custody of the Chains of Office and Badge of Office.

1. The Council will:

- (i) Maintain insurance cover for all civic regalia under the Corporate 'All Risks' Insurance Policy;
- (ii) Be responsible for the maintenance of the regalia including any damage or wear and tear etc as set out in the exclusions section 2 to the Corporate all risks policy.

2. The Chairman and Vice Chairman will:

- (i) Ensure the specific conditions of the Council Insurance are followed as outlined in the guidance below; and
- (ii) As far as is practical follow the other guidelines as to the safe custody of the regalia.

3. Specific Conditions of the Insurance:

- (i) The regalia **must not** be left in an unattended vehicle **unless** all the doors, windows and other means of access have been secured and locked and all keys of the vehicle removed to a place of safety **and** the regalia is placed in the boot of the vehicle or is otherwise out of sight.

4. Other practical measures:

- (i) The regalia, unless being worn, should be kept in the case provided by the Council. The jewellery roll should only be used when storing the regalia in a home safe or on the way to or from a function.
- (ii) If the regalia is not required over a period of two weeks, or during any holiday periods or when it is likely that the member will be away from home, it should be returned to Democratic Services for safekeeping.
- (iii) The Chairman / Vice Chairman should normally only wear the regalia on arrival at a function. In any event the regalia should be kept covered in public areas. They should seek advice from the Executive Support Office if this arrangement is not convenient.
- (iv) The regalia should not be left unattended in its case or roll.
- (v) Members should not attempt to clean the regalia other than with a soft cloth. Any damage or wear and tear should be reported to the Executive Support Office as soon as possible.
- (vi) Regalia should not be loaned or placed in the custody of any other person other than the Executive Support Office.
- (vii) The Chairman and Vice Chairman should inform the Executive Support Office immediately if their Chains of Office are lost, mislaid, stolen or otherwise missing in order that the Council's insurers can be informed.

Appendix C: Chauffeuring Staff Code of Practice

Chauffeuring staff must comply with the following code of practice:

- ➡ Chauffeuring staff are expected to maintain the highest level of confidentiality and discretion and are not authorised to divulge discussions overheard.
- ➡ Chauffeuring staff **must** be of neat appearance and smartly dressed in a suit and tie of corporate issue.
- ➡ Chauffeuring staff **must** familiarise themselves with routes, locations and destinations prior to collection of the Chairman and other council personnel.
- ➡ Chauffeuring staff **must** open and close the doors for all passengers.
- ➡ Chauffeuring staff **must** assist all passengers in and out of the vehicle particularly if they are less agile or disabled.
- ➡ Chauffeuring staff should act as chaperone for the Chairman as he / she requires at external functions.
- ➡ Chauffeuring staff are responsible for ensuring that the Chairman is wearing the Chain of Office as appropriate and for the safety of the Chains of Office.
- ➡ The Chains of Office must be stored in the Chairman's Room of the Guildhall at all times except in very exceptional circumstances when they may be kept overnight by the Chauffeur at home by agreement with the Executive Support Office.

In addition, the code of practice for staff engaged in civic chauffeuring and attendant duties **must** comply with the following requirements for civic car(s):

- ➡ kept in an immaculate condition and washed on each day of use
- ➡ kept well maintained to a high standard and all damage/defects reported without delay
- ➡ display the Council's flag when available
- ➡ carry a first aid kit and fire extinguisher at all times
- ➡ carry clean rugs / blankets and umbrellas.

Appendix D: Customer Satisfaction Survey Form

Please show by ticking the appropriate box, how much you agree with the following statements:

1. Invitation

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
The letter of invitation was responded to promptly					
Enough guidance and information was given to assist with the engagement					
The Executive Support Office staff were courteous with regard to enquiries, letters and phone calls					
The information received was clear and useful					

2. Chairman's Protocol Form

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
The Chairman's Protocol Form was helpful with regard to guidance given					
The Chairman's Protocol Form asked the correct questions to ensure the event went smoothly					
The Chairman's Protocol Form was easy to understand					

3. Engagement

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
The Chairman arrived at the correct time					
The Chairman carried out the required duties					
The Chairman's speech was well delivered with the appropriate content					
The Executive Support Office staff on duty were helpful and polite					

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
The Chairman did not out stay his / her welcome					
Having the Chairman in attendance met expectations					

4. Overall

Question	Strongly Agree	Agree	Disagree	Strongly Disagree	No Opinion
Overall the service given by the Executive Support Office was satisfactory					
We would ask the Chairman to attend a future engagement					

5. Your Comments

Please add any comments or suggestions you may have on improving the Executive Support Office's service.

Thank you for taking the trouble to complete this questionnaire. Please be assured that the information you have provided will be treated in confidence and used only for the purposes of giving staff feedback. It will not be passed to a third party without your written consent. It would be useful to know whom the completed survey is from and the date of the engagement so that we can contact you if we need to discuss anything further. This will enable us to make any appropriate action from the comments made.

Please return the complete questionnaire to: Executive Support Office, Bath & North East Somerset Council, The Guildhall, High Street, Bath, BA1 5AW, or email it to:
benice_hampton@bathnes.gov.uk

Appendix E: History of the Civic Building

The Guildhall was originally built as a town hall: it has never served as the meeting place of any specific guild. A suggested etymology is from the Anglo Saxon "gild", or "payment"; the guildhall being where citizens came to pay their rates.

The Office of the Chairman of the Council is located in the historic Guildhall building in the City of Bath. The Guildhall was built between 1775 and 1778 by Thomas Baldwin to designs by Thomas Warr Attwood. It has been designated as a Grade I listed building. The current Bath stone building replaced a Stuart Guildhall, built in 1625, which itself replaced an earlier Tudor structure. The facade has 4 Ionic columns and the building is surmounted by the figure of Justice. The central dome was added in 1893. It forms a continuous building with the Victoria Art Gallery and the covered market.

The interior includes a banqueting hall with engraved Corinthian columns. It contains 18th century chandeliers and original royal portraits. The room is used on royal visits to the city including Queen Elizabeth II, who had lunch in the Banqueting Room in May 2002.

The building now houses the Council Chamber and the Register Office, and is used as a wedding venue. The Guildhall also serves as one of the venues for the Bath International Music Festival and other cultural events, and has been used for filming period dramas.