

Document 1.2

RESIDENTS AND THE COUNCIL

(A Summary of Rights)

Review by January 2019

1. Hertford Residents have the following rights:

1.1. Voting

Residents on the electoral roll for Hertford Town Council's area have the right to vote at elections for Town Councillors. These are usually held every four years in May and are organised by the Returning Officer at East Herts Council – the next elections are due in 2019. Sometimes a vacancy may occur. Notice is published by the Council and, unless ten or more electors request the Returning Officer to organise an election, the Council may fill the vacancy by co-option.

1.2. Information – Residents have the right to:

1. Attend meetings of the Council, its Committees and Sub-Committees, except during items where confidential information is likely to be disclosed (then the meeting is held in private)
2. Access information as detailed in the Council's Publication Scheme
3. Inspect the Council's minutes
4. Inspect the Council's accounts when they are made available for public inspection prior to submission to the Council's external auditor and make their views known to the external auditor.

1.3 Participation and Consultation

Residents have the right to participate in Council, Committee and Sub-Committee meetings. Details of how this can be exercised are set out in the Council's Standing Orders.

Residents may be consulted on significant issues, on either a local or Town wide basis, depending on the nature of the matter and its relative effect on the community. The Council is not a large organisation and any consultation arrangements will be proportionate to the Council's capabilities and capacity.

1.4 Complaints

Residents have the right to complain to:

The Town Council, under its Complaints Procedure. A complaint should be made to the Town Clerk

2. Residents' responsibilities

2.1 Residents are expected to conduct themselves in a reasonable manner, in line with normally accepted standards in society, when they deal with Councillors or Officers and, in particular, when they attend any meetings of the Council, its Committees or Sub Committees.

2.3 The principles behind this expectation are:

- ▶ due respect for the rights and opinions of others
- ▶ non-confrontational behaviour
- ▶ respect at all times for the decisions on conduct and procedure in the meeting, from the person chairing that meeting
- ▶ a willingness to listen, as well as an expectation of being listened to, in a way that is both constructive and supportive.