

CONGLETON TOWN COUNCIL

COMMITTEE REPORTS AND UPDATES

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| COMMITTEE: | Town Hall, Assets & Services Committee Meeting | | |
| MEETING DATE AND TIME | 26th June 2025 7 pm | LOCATION | Congleton Town Hall |
| REPORT FROM | Town Hall Manager – Mark Worthington | | |
| AGENDA ITEM | 15 | | |
| REPORT TITLE | Counter/Office Reconfiguration to Information Centre | | |
| Background | <p>Recent staff restructuring has involved the Senior Information Centre Advisors providing administration support to Officers, therefore releasing Officers to take on additional responsibilities of the previous Deputy Chief Officer. The existing Information Centre counter is set up for two members of staff to service ticket/merchandise sales from members of the public, as well as being the reception for the Town Hall and operating the information phone line. Information staff also handle the Town Hall booking processes from the Information Centre throughout the week.</p> | | |
| Update | <p>Due to the varied and expanded administration role of the Information Centre staff, and the need for two members of staff to be in the Information Centre, the existing counter does not give the privacy required for staff to carry out administration work without distraction from members of the public. Officers have investigated options to create a new counter and office area within the Information Centre, which will allow for better access for members of the public while at the same time offering privacy to administration staff.</p> <p>Initial ideas for the reconfiguration were shown to Committee members at the THAS meeting on 10.04.25. While the general principle of the reconfiguration was supported by the Committee, the feeling was that further research was required for the partitioned side of the counter. Resolution from the THAS meeting on 10.04.25 for this agenda item is below:</p> <p style="text-align: center;">THAS/36/2425 Resolved to agree in principle to the pre-fabricated counter on the left of the Info Centre, but to redesign and research options for the right-hand side office space. Improvements for accessibility are to be included in the design.</p> <p>Officers have continued to research options with a possible outcome being the installation of a glass partition screen and door with integral blinds to the right-hand side of the counter.</p> | | |

A counter similar to the picture below to be constructed on the left-hand side to replace the existing Information Centre counter.



Partition and door similar to the picture below to be constructed on the right-hand side to replace the existing Information Centre counter. This partition will feature blinds built into the framework and create a more private area for admin staff to work.



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| Financial | To be in accordance with allocated budgets and financial regulations |
| Environmental | Use local businesses where possible to carry out any work. |
| Equality | Accessibility and equality are to be considered within the design of improvements. |
| Decision Request | To agree on the principle of the design and to bring relevant quotes to the next appropriate committee meeting |