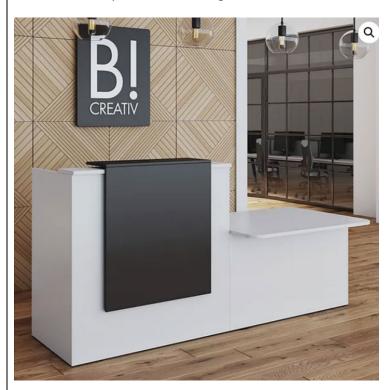
CONGLETON TOWN COUNCIL

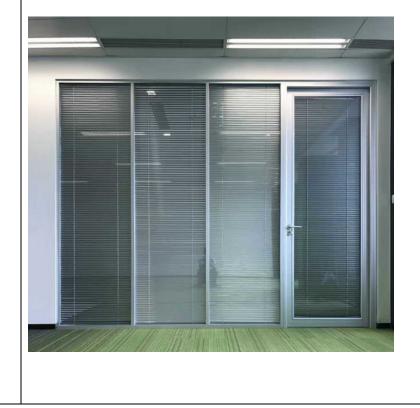
COMMITTEE REPORTS AND UPDATES

COMMITTEE:	Town Hall, Assets & Services Committee Meeting		
MEETING DATE	26 th June 2025	LOCATION	Congleton Town Hall
AND TIME	7 pm		
REPORT FROM	Town Hall Manager – Mark Worthington		
AGENDA ITEM	15		
REPORT TITLE	Counter/Office Reconfiguration to Information Centre		
	Recent staff restructuring has involved the Senior Information Centre		
Background	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.		
	Due to the varied and expanded administration role of the Information		
Update	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.		
	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:		
	THAS/36/24	25 Resolved to agree i	in principle to the pre-fabricated
	counter on t	he left of the Info Cent	re, but to redesign and research
	options for t	he right-hand side offi	ce space. Improvements for
	accessibility	are to be included in t	he design.
	Officers have co	ntinued to research op	ptions with a possible outcome
	being the install	ation of a glass partitio	on screen and door with integral
	blinds to the righ	nt-hand side of the cou	inter.

A counter similar to the picture below to be constructed on the lefthand 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.



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