



To All Crediton Town Councillors

You are hereby summoned to attend a **meeting of the HR Committee**, which will be held on **Thursday, January 29, 2026, at 13:00 - 14:00, at Manor Office, 6 North Street, Crediton, EX17 2BT**.

This meeting may be livestreamed via Facebook in order to allow Members of the Public to watch the meeting.

The purpose of the meeting is to transact the following business.

Rachel Avery FSLCC

Town Clerk

Friday, 23 January 2026

Please note that:

- Members of the Press & Public are invited to attend under the Public Bodies (Admission to Meetings) Act 1960. Members of the public will be given the opportunity to address councillors in attendance as part of the agenda.
- Under the Openness of Local Government Bodies Regulations 2014, any members of the public or press are allowed to take photographs, film and audio record the proceedings and report on all public sections of the meeting.
- Under the Local Government Act (LGA) 1972 Sch 12 10(2)(b), Crediton Town Council is unable to make any decision on matters not listed within the agenda.
- Crediton Town Council will always attempt to record and livestream meetings to Crediton Town Council's social media platforms.

AGENDA

29 - Welcome and Introductions

Opening of meeting by the Chair and member introductions

30 - Public Question Time

To receive questions from members of the public relevant to the work of the council (a maximum of 15 minutes is allowed for this item; verbal questions should not exceed 3 minutes)

31 - Apologies

To receive and accept Town Councillor apologies (apologies should be made to the Town Clerk)

32 - Declarations of Interest and Requests for Dispensations

32.1 - To receive declarations of personal interest and disclosable pecuniary interests (DPI's) in respect of items on this agenda

32.2 - To consider any dispensation requests (requests should be made to the Town Clerk prior to the meeting)

33 - Chair's and Clerk's Announcements

To receive any announcements which the Chair and Town Clerk may wish to make (for information only)

34 - HR Committee Minutes

To approve and sign the minutes of the meeting held on 02 September 2025, as a correct record

35 - Staff Appraisals

To receive the report on Staff Appraisals, and to approve the recommendations therein

36 - Town Clerk Appraisal

36.1 - To consider a date for the Town Clerk's appraisal

36.2 - To consider arrangements for a 360 review and agree any further actions

37 - Task Ticket System

To consider the report (accompanied by a motion request form) by Cllrs Backhouse and Huxtable, and to consider and approve the recommendations therein

38 - Town Clerk Training

To consider the report on training for the Town Clerk and to consider the recommendations therein

39 - Date of next meeting

To note the date of the next meeting as Thursday 09 April 2026 at 09.00

40 - Reports Pack**Attachments**

[2025-09-02 - HR Committee - Minutes.pdf](#)

[Staff Appraisal Report.docx](#)

[Task Ticket System Proposal RB.docx](#)

[Town Clerk Training Report.docx](#)



Minutes of the HR Committee held on Tuesday, September 2, 2025 at 18:15 in Crediton Library, Belle Parade, Crediton, EX17 2AA

Present: Cllrs Liz Brookes-Hocking, Steve Huxtable, Paul Perriman, Rachel Backhouse and Vix Frisby

Minute Taker: Rachel Avery, Town Clerk

MINUTES

17 WELCOME AND INTRODUCTION

Cllr Brookes-Hocking welcomed those in attendance, but members did not introduce themselves.

18 PUBLIC QUESTION TIME

There were no members of the public present.

19 APOLOGIES

There were no apologies.

20 DECLARATIONS OF INTEREST AND REQUESTS FOR DISPENSATIONS

20.1 TO RECEIVE DECLARATIONS OF PERSONAL INTEREST AND DISCLOSABLE PECUNIARY INTERESTS (DPI'S) IN RESPECT OF ITEMS ON THIS AGENDA

No declarations of personal interest or disclosable pecuniary interests were received.

20.2 TO CONSIDER ANY DISPENSATION REQUESTS (REQUESTS SHOULD BE MADE TO THE TOWN CLERK PRIOR TO THE MEETING)

No dispensation requests were received prior to the meeting.

21 CLIMATE EMERGENCY

It was **noted** that decisions will be made with the climate emergency at the forefront of decision and policy making.

22 CHAIR'S AND CLERK'S ANNOUNCEMENTS

There were no announcements.

23 HR COMMITTEE MINUTES

Decision: It was **resolved** to approve the minutes of the HR Committee meeting held on Thursday, 12 June 2025. (Proposed by Cllr Brookes-Hocking)

24 DATE OF NEXT MEETING

The date of the next meeting would be circulated to members and advertised on the website.

25 PART II

Decision: It was **resolved** to approve the exclusion of the public and press were from the meeting under section 1(2) of the Public Bodies (Admission to Meetings) Act 1960.
(Proposed by Cllr Brookes-Hocking)

26 STAFFING

Decision: It was **resolved** to approve the recommendations within the confidential staffing report. (Proposed by Cllr Brookes-Hocking)

27 STAFFING

A verbal report from the Town Clerk was received.

28 REPORTS PACK

Signed

Dated.....



CREDITON TOWN COUNCIL

Staff Appraisal Report

Report by: Town Clerk
To: HR Committee
Date: For consideration on 29 January 2026

Recommendation

The HR Committee is requested to consider and approve that Cllr Brookes-Hocking, as Chair of HR Committee, sit in on all staff appraisals.

1. Purpose

1.1 This report provides a recommendation to approve that Cllr Brookes-Hocking attends staff appraisals with the Town Clerk.

2. Background

2.1 Staff appraisals are undertaken by the Town Clerk, as line manager.

3. Proposals

3.1 To approve that Cllr Brookes-Hocking sit in on all staff appraisals, for the purposes of understanding staff workload and any concerns that should be considered by the HR Committee.

4. Financial Implications

4.1. There are no additional financial implications.

5. Climate Implications

5.1 There are no climate implications.

6. Conclusion

6.1 HR is requested to approve the proposals to ensure adequate support is provided to Town Council staff.



CREDITON TOWN COUNCIL

Ticket System Proposal

Report by: **Rachel Backhouse**
To: **HR Committee**
Date: **For consideration on 29th January 2026**

Recommendation

For the HR committee to consider the introduction of a simple shared ticket system for tasks/actions. This would be for logging, tracking, and updating tasks/actions, including communications, so that work is visible and easy to update and monitor, both internally and (where appropriate) publicly.

Such a system would also support clear and efficient delegation by the Town Clerk, making it straightforward to assign tasks, clarify responsibility, and see progress at a glance without repeated follow-ups.

Each ticket would act as a live record of what is to be completed, showing what has been done, what is waiting on others, and what the next step is.

1. Purpose

CTC is working towards improving its communications. Staff have a huge number of small tasks to complete and update. A ticket system would support both of these areas.

2. Background

2.1 CTC staff manage a wide range of tasks, many of which involve multiple steps, external contractors, or third parties. These tasks can take time to resolve.

2.2 At present:

- Some tasks/actions take a long time to complete (for example, repairs such as the town signage), not because staff are inactive, but because they require quotes, contractor availability, specialist parts, or repeated visits.
- When progress depends on external bodies, it can be difficult to clearly show councillors/residents that such perceived delays are outside CTC control.
- Communication tasks (for example reminders to publish or share information) can slip when workloads are busy, or multiple people might carry out this task.

2.3 A ticket system would create a single, simple place to log:

- Queries/requests raised by the public
- Actions agreed at meetings, as already used for minuted actions
- Follow-up tasks for councillors or clerks
- Communication planned notices and reminders, eg. meetings/events/consultations

2.4 A ticket system would have been particularly useful in showing progress and accountability for tasks such as:

- Physical assets and repairs, including the Town Clock, noticeboards and town signage
- Works delayed due to contractor availability or permissions. In these cases, tickets could clearly show when contractors were contacted, when quotes were received, and when the Council was waiting on third parties (as we currently are with the signage).
- Meeting actions and small improvements e.g. formatting improvements to tables in reports (alternating row colours in budget tables)
- Actions agreed at committee or Full Council meetings: These types of actions could be logged, assigned, and completed in a matter of minutes once captured in a formal system.
- Communications/reminders/updates including for the website or Facebook page eg relating to Christmas trees, events, roadworks, or temporary changes
- Follow-up communications that arise after meetings or public queries

3 Proposals

3.1 Introduce a simple digital ticket system to log tasks, actions, and communication tasks. Tickets can be created by clerks or councillors, including live during meetings. Each ticket would include a short description, current status, and space for ongoing updates.

Updates could include notes, links, screenshots or documents. Suggested trial period: 6 months.

Example Platforms (Low-Cost / Free)

- Microsoft Planner: Included within Microsoft 365 and accessible via Microsoft Teams. Tasks can be created quickly, assigned, updated, and include attachments and comments. Already available to staff and councillors.
- Trello (Free tier) A very visual, card-based system that is easy to use in meetings. Each task can hold multiple updates, attachments, links and comments, and boards can be shared or made view-only if required.
- Teams is already currently used internally, so this could also be considered.

3.2 Where appropriate, a read-only view or summary could be shared with the public via the Council website to demonstrate progress.

4 Financial Implications

No immediate cost if using existing Microsoft tools or free versions of platforms.

Minimal additional staff time, as the system would replace informal notes and ad-hoc tracking.

5 Climate Implications

There are no climate implications

6 Conclusion HR committee is requested to consider the recommendations.



Town Clerk Training Report

Report by: Town Clerk
To: HR Committee
Date: For consideration on 29 January 2026

Recommendation

The HR Committee is requested to consider and approve, as a recommendation to Full Council, to support the Town Clerk's ongoing training.

1. Purpose

1.1 This report provides a recommendation to consider financial support to the Town Clerk's ongoing education and training, in a Masters Degree (Public Leadership) (MAPL).

2. Background

2.1 Crediton Town Council (CTC) supported the Town Clerk with study fees to undertake the BA(Hons) in Community Governance.

2.2 The Town Clerk has enrolled on the MAPL, which is tailored specifically for local council leadership.

2.3 The course information is available, however a precis of the course is provided below:

The MAPL programme is designed specifically for senior officers of parish, town and community councils and those working in local governance environments (Elephant Guide, p.15). This ensures that all learning is directly applicable to the functions of a Town Council.

The programme's stated aims include:

- strengthening local governance
- improving organisational leadership
- developing skills for community engagement
- supporting innovation in public service delivery
- enhancing the quality of life in local communities (Elephant Guide, p.3).

These outcomes align with the statutory duties and strategic objectives of all town and parish councils.

The programme teaches students to critically evaluate theories of leadership, governance, policy and service design, enabling the Clerk to bring academically-supported solutions to complex local issues (Elephant Guide, p.15–16).

Modules such as Designing Public Services and Collaborative Innovation provide the Clerk with tools to:

- redesign services
- evaluate delivery models
- lead partnerships
- implement improvements that create public value (Elephant Guide, p.21–22).

This enhances efficiency, resilience and local impact.

The Empowering Communities module focuses on:

- inclusive engagement
- co-production of services

- working with diverse communities
- reducing inequalities and increasing participation (Elephant Guide, p.19).

These skills directly contribute to better consultation outcomes, stronger community relationships and more responsive local governance.

3. Proposals

- 3.1 That the HR Committee considers the financial support of the Town Clerk undertaking this course.
- 3.2 It is for the HR Committee to consider its level of support.

4. Financial Implications

- 4.1. The cost of the course is £7,300.00 (over two years).
- 4.2. This expenditure would require Full Council approval and the use of General Reserves.
- 4.3. The Town Clerk would receive no leave from work to attend study sessions (either online or in person) or to study but can use annual leave. No expenses for attending would be requested.

5. Climate Implications

- 5.1 There are no climate implications.

6. Conclusion

- 6.1 HR is requested to consider and approve the proposals for consideration by Full Council.