



Cinderford Town Council
Office Access & Security Policy
2026-2029

1. Purpose

This policy sets out how public access to the Town Council offices is managed to ensure:

- the safety and wellbeing of staff, councillors, tenants, and visitors;
- the security of council premises, records, and equipment; and
- continued reasonable access to council services and democratic processes.

2. Background and context

Cinderford Town Council operates from a shared building that also accommodates other public and support services. The Council therefore has a duty to balance accessibility with health, safety, safeguarding, and security considerations.

3. Office access arrangements

- The council office operates a **controlled access model**.
- External doors may remain **locked during office hours**.
- Members of the public may contact the council by:
 - telephone,
 - email,
 - attending the office in person.
 - making an appointment to attend the office in person.

Clear signage is displayed to in person visitors advising callers to “ring the bell” to request access.

4. Appointments and visits

- Appointments are encouraged for longer or sensitive matters.
- Visitors will be admitted by a member of staff when appropriate.
- Unauthorised access to the office or attempts to enter outside agreed arrangements are not permitted.

5. Meetings and democratic access

- Public access to **council meetings** is not affected by this policy.
- Agendas, minutes, and statutory documents will continue to be published in accordance with legal requirements.
- The public may raise matters via correspondence or the public participation arrangements at meetings.



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6. Security and safeguarding

- The council will maintain appropriate physical and digital security measures.
- Access codes, keys, and systems will be reviewed when staffing changes occur.
- Any concerns regarding safety, security, or inappropriate behaviour will be taken seriously and managed proportionately.

7. Review

This policy will be reviewed periodically, or earlier if circumstances require.

Considered by Personnel Committee: 19th February 2026

Approved by Council: 10th March 2026

Next review date: March 2029