

## Crowborough Town Council Standards

<b>Financial</b>	Payment of valid invoices	Within 21 days of receipt	Finance Administrator / RFO
	Aged Balances	Chased within one week of being overdue	Finance Administrator / RFO
		None outstanding for 2 months or more	Finance Administrator / RFO
<b>Operational</b>	Emails	Acknowledged within 24 working hours if unable to provide full response	All staff
		Full response within 72 working hours or holding email sent	All staff
	Written correspondence	Acknowledged within 48 working hours if unable to provide full response	All staff
		Full response within 7 working days or holding letter sent	All staff
	Telephone messages	Call back within 24 working hours	All staff
<b>Meeting Administration</b>	Agendas	Meeting arranged to discuss two weeks prior to meeting date	Committee Chairman
		Circulated with full background information at least three clear working days before meeting	Town Clerk / Committee Clerk
	Minutes	Draft minutes circulated to Committee Chairman within 48 working hours of meeting	Town Clerk / Committee Clerk
		Draft minutes approved and returned to office with 48 working hours of receipt	Committee Chairman
<b>Training</b>	Training	One page summary of learning provided to next Council / appropriate committee meeting	Attendee of training
	Representative Meetings	One page summary of key points provided to next Council / appropriate committee meeting	Attendee of meeting