Lytchett Minster and Upton Town Council – Help Centre Re-Opening

The Help Centre will re-open to the public on **Monday 22 June 2020** (see specific opening hours for specific weeks below) with appropriate safety measures in place to protect residents, visitors, contractors and staff.

These measures include:

- Initially we will permit one customer per time to the Help Centre. You will be asked to wait outside on our pavement, following the distancing markers. You should ring the outside bell to alert us to your presence. We will attend to you as quickly as possible.
- Transactions between staff and visitors to the Help Centre will be through a Perspex screen.
- All visitors to the Help Centre should not attend if they feel unwell or are displaying signs of Coronavirus.
- All visitors to the Help Centre are prepared to transact following social distancing guidelines. Please adhere to the floor marking when entering the Help Centre. Regretfully and for the safety of all, if you are not prepared to do this, then you will be asked to leave.
- A hand sanitizer station is provided in the Reception area of the Help Centre for use by our visitors. A supply of tissues is also available.
- A supply of disposable pens is available for customer to use, if required. Alternatively you may wish to bring your own.
- Any persons wishing to purchase a Clarion or pay for photocopying or other services in cash can do so. Staff will don protective gloves to deal with such transactions.
- Staff will don gloves to deal with the photocopying of documents.
- If you wish to look at hard copies of plans, please book an appointment. In this way, we can ensure that we have a safe space for you to look at them. We will ask you to wear gloves and mask, which we will supply, in order for you to view them.
- We remind you that we do not offer toilet facilities, in any circumstance.
- We remind you that dogs are not permitted in the Help Centre.
- Due to reduced staffing, there may be delays in our service. At times, the Help Centre may be closed due to staff absence. This will be displayed on our website as soon as possible in the event of closure; however please see below our planned opening times during the remainder of June and July.

- Please see table below for our opening times up until the end of July 2020

	w/c 22.6.20	**w/c 29.6.20**	**w/c 6.7.20**	**w/c 13.7.20**	**w/c 20.7.20**	**w/c 27.7.20**
Mon	9 am -12.30 pm	9 am - 12.30 pm	Closed	9 am - 12.30 pm	Closed	9 am - 12.30 pm
Tues	9 am – 12.30 pm	9 am - 12.30 pm	Closed	9 am - 12.30 pm	Closed	9 am - 12.30 pm
Wed	9 am – 12.30 pm	9 am - 12.30 pm	9 am - 12.30 pm	9 am - 12.30 pm	9 am - 12.30 pm	9 am - 12.30 pm
Thurs	9 am– 12.30 pm	9 am - 12.30 pm	9 am - 12.30 pm	9 am - 12.30 pm	9 am - 12.30 pm	9 am - 12.30 pm
Fri	Closed	Closed	Closed	Closed	Closed	Closed

Throughout the lockdown, the Town Council staff have continued to work and offer our services to our residents via email and telephone calls. We are however, looking forward to welcoming our customers to the Help Centre and continuing to deliver a prompt and efficient service.

Regards

Karen Cane, PILCM, CiLCA

15 June 2020