

Minutes of a meeting of the EAP Service Delivery, Performance and Customers

At 9.30 am on Wednesday 23rd November, 2022 in the Lahnstein Room, Municipal Offices, Bowling Green Road, Keterring, NN15 7QX

Present:-

Members

Councillor Lloyd Bunday (Chair)
Councillor Jean Addison
Councillor Bert Jackson
Councillor Richard Levell

Officers

Adele Wylie - Monitoring Officer
Geoff Kent - Assistant Director Customer Services
David Pope – Senior Committee Administrator

78 Apologies

Apologies were received from Cllrs King Lawal and Ian Jelley.

79 Members' Declarations of Interest

There were no declarations of interest received.

80 Minutes of the Meeting Held on 3rd August 2022

RESOLVED that: The Service Delivery, Performance and Customers Executive Advisory Panel agreed the minutes of the meeting held on 3rd August 2022 as a true and accurate record of the meeting.

81 Member Ward Enquiries and Communication

The Council's Monitoring Officer, Adele Wylie introduced the topic of Member Ward Enquiries and Communication, seeking views from the panel regarding the way elected members managed enquiries on behalf of their constituents.

The meeting heard that a question to Full Council had broached the topic, with numerous queries raised by members regarding a standardised approach to constituent queries, how the process should be managed and where such queries should be directed.

The panel discussed the issue at length, noting the volume and variation of contacts received from residents regarding Council services. Members noted that the Council's

existing contact methods could seem cumbersome to the public, especially telephone contacts and timescales provided for requests and responses were not always adhered to.

Members also noted that often they did not know where to direct queries within the organisational structure of the authority, with knowledge of this and associated contact details being requested for all members. Members also noted that if enquiries were not dealt with satisfactorily, then Executive members could become a point of contact.

The Monitoring Officer noted the comments made by the panel, the importance of being able to report issues to the correct person and the need for communication between ward members regarding issues directly affecting their wards and the need for collaborative working.

The following points were raised by members for further consideration as part of any new policy:

- Enquiries should receive quick and reasonable acknowledgement – suggested within 3 working days, urgent queries being quicker
- A substantive response to be received within 10-14 days with realistic expectations set
- Key Performance Indicators introduced to monitor response to ascertain whether this was a manageable deadline
- Establish whether enquiries from members and Town and Parish councils were dealt with more speedily
- Establish a valid escalation process
- Introduce a triage process and cross-referencing of complaints

82 Executive Forward Plan and Panel Work Programme

Members received the Executive Forward Plan and the work programme for the panel and noted upcoming items for both.

Chair

Date

The meeting closed at 11.07am