

Wiltshire Council

Full Council

18 October 2022

Item 18 – Members’ Questions

From Councillor David Bowler, Royal Wootton Bassett South & West

To Councillor Ashley O’Neill, Cabinet Member for Governance, IT, Broadband, Digital, Licensing, Staffing, Communities and Area Boards

Question (22-21)

Have standards been set in relation to response times to enquiries from members of the public and Councillors? How is this monitored so consistent standards are met? What is the acceptable response time to members of the public enquiries?

Response:

Paragraph 6.5.8 of Protocol 1 of the Wiltshire Council Constitution (Member-Officer Relations) states that:

Emails and telephone calls [from Members]:

- *will be acknowledged within two working days of receipt, giving details of an alternative contact if the officer concerned is absent from the office;*
- *a substantive response will be provided within ten working days of receipt. If that is not possible an explanation will be given as to the reason for the delay, what action is being taken, and when a response will be sent.*

Article 3 of Part 2 of the Wiltshire Council Constitution (Articles) sets out rights and responsibilities of Members of the Public. At Para 3.1.4 it states:

Members of the public have the right to:

- *contact the Council by telephone, post, email, fax or in person. An acknowledgement will be sent within 2 working days, and a full response to all written correspondence within 15 working days from the day your correspondence is received. Where legislation dictates otherwise, e.g. Freedom of Information, different timescales may apply. If that is not possible an explanation will be given as to the reason for the delay, what action is being taken, and when a response will be sent;*

Monitoring is carried out within the service or team responding.