

Wiltshire Council

Council

24 February 2015

Notice of Motion No. 17 - Council Response Times

From Councillors Jon Hubbard and Steve Oldrieve

To consider the following motion:

‘Council recognises and supports the importance of being an open and transparent organisation that is seen to be responsive and answerable to the public.

Council notes that there has recently been adverse publicity where both the public and elected members have criticised slow responses from the council.

Council therefore resolves to undertake an urgent review of Protocol 2 of the constitution (Member-Officer Relations) and also to review, document and publish standards for how the council will respond to any communications from the general public, with a report prepared for adoption at the May 2015 meeting of Full Council’..

For Council’s assistance, Protocol 2 as mentioned above, can be accessed on the following link of the Council’s website:

<https://cms.wiltshire.gov.uk/ecSDDisplay.aspx?NAME=Protocol%202%20-%20Member-Officer%20Relations&ID=645&RPID=9893093&sch=doc&cat=13386&path=13386>