

**FLINTSHIRE COUNTY COUNCIL**

**REPORT TO:**           **DEMOCRATIC SERVICES COMMITTEE**

**DATE:**                 **WEDNESDAY, 28 JANUARY 2015**

**REPORT BY:**         **CHIEF OFFICER GOVERNANCE**

**SUBJECT:**           **SURVEY OF RESPONSES TO MEMBER COMMUNICATIONS**

**1.00**   **PURPOSE OF REPORT**

1.01    To report to committee the results of a survey of members on whether their communications are being dealt with in accordance with corporate service standards.

**2.00**   **BACKGROUND**

2.01    At the last meeting of the committee the Chair indicated he had received representations from Councillor Carver about response times from parts of the Council to his communications. The Chair indicated that he had asked for a survey to be conducted of members to ascertain the extent of any such failure to comply with corporate response times for communications.

**3.00**   **CONSIDERATIONS**

3.01    Attached as Appendix 1 is the Questionnaire that was sent to all Members. Nineteen Members responded with eleven indicating they were satisfied the customer care charter was being followed, two abstaining and six indicating that it was not being followed. All six identified the Planning Service as not complying. The only other service area identified by one Member was Community Services. The examples given by Members were referred to the appropriate Chief Officer and attached as Appendix 2 is the response of the Chief Officer Planning & Environment.

3.02    It is considered that generally the customer care standard is being met for response times to Member communications.

**4.00**   **RECOMMENDATIONS**

4.01    For Members to note the result of the Member Survey.

**5.00**   **FINANCIAL IMPLICATIONS**

5.01    None as a result of this report.

**6.00 ANTI POVERTY IMPACT**

6.01 None as a result of this report.

**7.00 ENVIRONMENTAL IMPACT**

7.01 None as a result of this report.

**8.00 EQUALITIES IMPACT**

8.01 None as a result of this report.

**9.00 PERSONNEL IMPLICATIONS**

9.01 None as a result of this report.

**10.00 CONSULTATION REQUIRED**

10.01 None as a result of this report.

**11.00 CONSULTATION UNDERTAKEN**

11.01 None as a result of this report.

**12.00 APPENDICES**

12.01 Appendix 1 - Questionnaire  
Appendix 2 - Response of the Chief Officer Planning & Environment.

**LOCAL GOVERNMENT (ACCESS TO INFORMATION ACT) 1985  
BACKGROUND DOCUMENTS**

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