

Loughton & Great Holm Parish Council

Full Council Report

Agenda Item: FC 180/14

PURPOSE OF THE REPORT:

Cllr Peter Ballantyne has requested that the Parish Council considers adopting a Correspondence Protocol.

MAIN CONSIDERATIONS:

Cllr Peter Ballantyne also feels that the whole issue of correspondence needs looking at in some detail. As the meetings of Full Council seem to spend far too long discussing chasing replies, and this protocol should make the meetings more streamlined.

Cllr Ballantyne suggests a 'protocol' or policy along these lines:-

1. The final paragraph of all letters sent by the Parish Council should request a response within two (2) weeks of the date of the letter sent.
2. If no response within eighteen (180 days, then a 'chase-up' letter is sent informing the recipient that if a reply is not forthcoming within the next seven (7) days then the matter will be 'escalated' to their line manager or Head of Department.
3. If still no response, then a copy of the previous two (2) letters is sent to the head of the department concerned - with a further reminder and warning that if no response is received within a further seven (7) days, then the matter will be reported to the Chief Executive Officer (and possibly the Cabinet Member responsible.)
4. If still no response then the action outlined above is taken immediately (after the 7 day notice period has expired).
5. Every month the Parish Clerk issues a dated list of correspondence (and external emails) sent and received. This could be circulated along with the meeting agenda and reports. This only refers to matters initiated by the Parish Council.

FINANCIAL CONSIDERATIONS:

None perceived.

ANY OTHER CONSIDERATIONS:

None perceived.

BACKGROUND PAPERS:

None

RECOMMENDATIONS:

- 1. To note the report**
- 2. To adopt a Correspondence Protocol as suggested by Cllr Peter Ballantyne.**

Author of the report:

Brian Barton

Clerk to Loughton & Great Holm Parish Council