

## **APPENDIX A – WRITTEN RESPONSES TO QUESTIONS THAT WERE NOT PUT AT THE MEETING**

### **6.6 Question from Dionne Cayley**

In relation to Queen Mary nursery:

We have been told that it has been closed because of the asbestos in the boiler room, and that because there isn't enough nursery spaces in the other local authority nurseries but there are spare staff they are doing sessions in sure start centre so the children that are having to stay at home can mix and see their friends while the asbestos is removed.

I want to know:

- When do you expect that the nursery will go back to its original venue?
- What guarantees you can give us that it will not be quietly wound down given the massive cuts to Children's and Early Years services you voted through last month?
- I believe the building is owned by the Methodist Church and therefore is it there responsibility to pay for the removal off the asbestos and if the council are having to pay a percentage what budget is that money coming from?

### **Response**

We do not know at present when the building will be fit for use. The building is owned by the Methodist Church but we hold it on a full repairing lease which means the repairs are our responsibility. We do not as yet know the full cost of bringing the building back into use and will need to make a value for money judgment on what is the best course of action. I can confirm there are sufficient places locally for the children displaced.

### **8.7 Question from Councillor Candida Ronald**

Recently released figures for school admissions show that parents on the Isle of Dogs are still finding difficulty in getting their children into the schools of their choice. We know that the population of the Island is set to increase greatly over the next few years. Can the Mayor tell us what he is doing to ensure that the infrastructure comes before the developments?

### **Response**

The Council is undertaking a number of pieces of work to ensure appropriate infrastructure can be delivered across the Borough when it is required, including schools on the Isle of Dogs.

In January 2016, Cabinet approved the implementation of a new Infrastructure Delivery Framework (IDF) from April 2016. This will involve the establishment of a new decision-making structure to support the allocation of funding and

the delivery of infrastructure. The IDF will be informed by an evidence base that will help identify the infrastructure required to meet current and future demands, as well as the locations where delivery is most needed and by when.

As part of the new Local Plan preparation, the Council is undertaking a site allocations process. This process identifies sites that are suitable to deliver mixed use developments including infrastructure such as schools.

With specific regard to the Isle of Dogs, the Council is working with the GLA and TfL in respect of the Opportunity Area Planning Framework for the Isle of Dogs & South Poplar. This involves undertaking work to identify the impacts of growth on infrastructure and solutions.

In addition, the Council is working with applicants for planning permission on two sites on the Isle of Dogs where schools can be delivered, the Westferry Printworks site (secondary) and 3 Millharbour (primary).

### **8.8 Question from Councillor Andrew Wood**

How many petrol stations have been lost in the borough in the last five years or are likely to be removed as part of re-development in the Borough? What is the expected growth in vehicles in new developments over the next few years as not all developments are 100% car free. Does the Council have any plans to encourage on-street electric car re-charging points?

#### **Response**

Based on planning applications received, it is understood that one petrol station has closed in the borough during the previous five years – Esso Castle Wharf on Leamouth Road. An application was submitted in January 2016 requesting a screening opinion as to whether an EIA is required in respect to an application for redevelopment.

A hybrid application was permitted in 2014 which, if implemented, would see the loss of the Asda petrol station on East Ferry Road. However, the petrol station currently remains in operation. Additionally, there is a current planning application which, if permitted, would see the loss of the Texaco petrol station on Grove Road. That petrol station also remains open at the present time.

Sainsbury's are reinstating Whitechapel petrol station.

It is not possible to provide an accurate response to the expected growth in vehicles in new developments over the next few years. However, it is expected that the growth in motor vehicles will not rise at the same rate as the growth in population.

Planning policy seeks a reduction in combustion engine vehicle movements by new development through encouraging alternative vehicles such as electric

vehicles to assist in improving air quality. The Council also seeks to encourage local pay-as-you-go clubs.

Policy also requires development to prioritise sustainable approaches to off-street parking including providing charging points for electric vehicles, in line with London Plan policy. The Council is currently drafting a new Local Plan, which affords an opportunity to consider a policy that encourages on-street electric car re-charging points if a need is identified and can be supported by appropriate evidence.

### **8.9 Question from Councillor Andrew Cregan**

What assessment has the Council/Mayor made of the impact of Brexit on the Council/Borough?

#### **Response**

The potential exit of Britain from the EU would likely cause a short term economic shock which could impact the Council's resource base, but the extent is difficult to quantify. Any longer term effects would have to be examined when the exact trading structure after an exit is known, although if there are lengthy negotiations the period of economic uncertainty will be extended. The council is well placed to absorb fluctuations of this nature in the resource base as reserves are healthy.

The council is also monitoring the situation with regards to the pension fund, where the value of investments may be affected. Advisors and their economists are providing briefings to the fund, but the only certainty at the moment is that there will be a period of instability leading up to the referendum, some of which has already been factored into the market.

### **8.10 Question from Councillor Mahbub Alam**

Genuine affordable housing, social cleansing and gentrification have become a serious issue in Tower Hamlets, when does the Mayor plan to present a report to the Council to update all members on any progress made by the commission and does he not think that it will be useful to ensure that at least one opposition member per group is included as an official member in the commission and/or subsequent implementation or monitoring of its recommendations to ensure cross-party involvement in such a critical issue?

#### **Response**

Under the previous Mayor, a phenomenal amount of unaffordable housing was included in the 'affordable' housing numbers

As Mayor, I have been clear that I want to build affordable housing that is genuinely affordable – which is why I launched the Affordability Commission. I have also pledged to build 1000 new council homes – at council rent levels.

The Affordability Commission met three times in public in December 2015, January 2016 and February 2016. A report setting out the finding and recommendations of the Affordability Commission will go the Cabinet on May 10th 2016.

This will also inform the Housing Strategy to be produced later in the year and I would welcome cross party involvement to the debate on that very important piece of work.

The Tories' record on home-ownership is five years of failure. Under Labour the number of home-owning households rose by a million, but it has fallen under the Tories by over 200,000

The most recent rough sleeping figures for England reveal that the number of people sleeping on our streets has doubled to an estimated 3,569 people. The number has increased by 30% in the last year alone.

After five years of failure under the Tories we have a huge shortage of affordable homes. Last year, the fewest number of homes for social rent were built in at least two decades, and the number of homes for shared and low-cost home ownership has fallen by 28%. More than eight in ten genuinely affordable homes built under the Coalition in the last Parliament were built under programmes inherited from Labour.

Shelter predicts that the extreme proposals in the Tories' Housing Bill could lead to the loss of 180,000 affordable homes.

### **8.11 Question from Councillor Danny Hassell**

Can the lead member please update the council on progress being made against the recommendations in the LSCB report 'Troubled Lives Tragic Consequences' which was commissioned following a number of serious violent offences committed by young people in the borough in 2013 and 2014?

### **Response**

The Executive Summary of the Troubled Lives, Tragic Consequences thematic review commissioned by Tower Hamlets Safeguarding Children Board was published in December 2015. Since then, there has been a programme of dissemination of the key learning points to frontline practitioners and managers across the Council and partner agencies.

An action plan is being developed with the safeguarding children board partnership to respond to the recommendations in the review. Some of the recommendations are substantial and complex requiring a detailed response. Specific recommendations are addressed in the Children and Families Plan 2016-2019, due to be agreed in May 2016, as well as the Ending Serious Youth Violence and Gangs Strategy.

All recommendations will be in train by May 2016 and will be delivered by the Council and its partners, monitored by Tower Hamlets' Safeguarding Children Board.

### **8.12 Question from Councillor Craig Aston**

Will the Mayor please provide the Council with an update on the progress of the Governance Review Working Group?

#### **Response**

As most Members will be aware, the Governance Review Working Group was set up to provide a forum for Members and officers to discuss matters relating to the goal of improving the effectiveness and transparency of decision making at the Council.

Since it was relaunched in October 2015 it has met four times and discussed a wide range of issues on matters such as public participation at meetings, member development, transparency, whistleblowing procedures and improving decision making processes.

The forum has seen active participation from all three groups on the Council and I would like to thank all Members, including yourself, who have contributed to the discussions.

The forum has a substantial forward programme including an upcoming meeting looking at different ways of operating the Mayoral Model of decision making and planned items on topics such as access to information, the different roles of Members and improving public engagement. It is crucial that we continue to move Tower Hamlets forwards.

### **8.13 Question from Councillor Marc Francis**

Will the Lead Member for Environment Services set out the action that has been taken so far by LBTH and the Environment Agency to stop the alleged fly-tipping of industrial waste at 616 Wick Lane?

#### **Response**

Environmental Health have carried out a number of visits to the site as a result of public complaints.

The Environment Agency have been advised of the widespread fly-tipping on the site and have carried out a site visit and are currently seeking assurances from the land owner as to the action they intend to take.

The Pest Control Service has established that the site is not currently harbouring pests and there is little action that they can take at present. Continued pressure is being applied to the Environment Agency to resolve the situation.

Clean, Green and Highways have also implemented a Fly Tipping Squad in partnership with the Cleansing Contractor.

#### **8.14 Question from Councillor Muhammad Mustaqim**

We welcome the fact that the administration under Mayor John Biggs has been forced to continue the Boisakhi Mela **for this year only**. We note that the Council has pledged to fund £25,000 to support the event this year. Could the Mayor clarify if his pledge of £25,000 support by the Council be in addition to the actions and activities stipulated in the Council's decision making report (item 8 on page 7(3), of 8th March 2016 or not, and how many people are expected to attend the Mela this year?

#### **Response**

With regret, the Council announced that the Boishaki Mela Community Trust have been unable to meet the requirements of the Commissioners in relation to outstanding audit and monitoring requirements, and this has given the Council no option but to terminate their contract.

To ensure that the Mela goes ahead in 2016 the council will deliver the event in-house in July.

A new contract to operate the Mela in 2017 and beyond will now go out to tender, and we look forward to working with the community to deliver the Mela in the future.

#### **8.15 Question from Councillor Helal Uddin**

Can the Lead Member for Housing advise me why residents of St Andrew's Development are no longer allowed to load and unload on that site?

#### **Response**

St Andrews is a car free development which effectively imposes a restriction on vehicular access to the estate imposed by the Council within the Section 106 Development Agreement. The site is managed by a firm of private managing agents who had previously relaxed the rules allowing 20 minute intervals for residents to load and off load heavy items.

This flexibility has led to a considerable number of complaints from residents concerned that this flexibility was being regularly abused by people overstaying the 20 minute limit causing obstructions on the estate and in some instances, damage to the main access gate and pavement. Following a resident led petition, the managing agents decided to revert to the original restrictions although they are still allowing delivery and removal vehicles to access the site when residents move in or out of the estate.

### **8.16 Question from Councillor Peter Golds**

Will the Mayor expedite the replacement of the showers in the Millwall Park changing rooms and provide and provide users, which local football, cricket, and rugby clubs, with a clear delivery date? The showers have not been functioning since properly since November 2014, although the various users pay for the privilege of using a non functioning facility.

#### **Response**

Given the importance of this issue to those local residents and groups who pay for the use of the facilities, the Head of Facilities Management visited the site in March, along with a technical advisor to assist in arriving at a technical solution which will allow the issues to be resolved cost effectively.

The visit also identified the need for a much better housekeeping regime and more day to day active management of the users and facility by the Parks Team.

A report is expected which will recommend an interim solution in order that the entire system can be tested before expenditure is committed.

### **8.17 Question from Councillor Dave Chesterton**

What does the Mayor plan to do about the traffic chaos on the Island? On 27/28 February people were stuck in hour-long traffic jams getting on and off the Island and if the current level of new developments continues, this is likely to become a regular occurrence. Boris's is undertaking a secretive strategic planning exercise on the Island; the Opportunity Area Planning Framework. Boris refuses to come clean with residents about his plans for even more massive developments on the Island and the impact these will have on Island roads.

#### **Response**

The road closure on Prestons Road which caused traffic congestion was arranged on behalf of Telford Homes to remove a Tower Crane that was no longer required.

Although we aim to manage conflicting works so that we keep full road closures to a minimum and maintain a reasonable level of traffic capacity, there is never a good time to do the work – we aim to avoid night time work due to noise disturbance to residents and so weekends are the next quietest time in terms of traffic flow. We try to use all information available to us to predict potential impacts but there is always a level of uncertainty in making such predictions.

The road network on the Isle of Dogs is under increasing pressure due to the very high demand of ongoing development construction, future planning approvals and the current delivery practices.

The council is working very closely with the GLA and TFL on the Isle of Dogs and South Poplar Opportunity Area Planning Framework (OAPF).

The OAPF, due to be published in early 2017, will implement the London Plan (2015) for this area and is a vehicle for delivering more housing and employment. The OAPF details investment as a necessary requirement to improve public transport accessibility and capacity.

Work on the OAPF will result in the production of a Development Infrastructure Funding study which should ensure the viability of development and infrastructure in the long term and provide a timetable for delivery of infrastructure. This will be achieved through identifying and costing new infrastructure requirements and improvements, calculating developer contributions, and closing any gap between costs and contributions

#### **8.18 Question from Councillor Abdul Asad**

If correctly implemented, the Whitechapel Vision will result in thousands of new homes and jobs. Can the lead member for strategic development update us on how many schemes have been submitted for planning, how many are upcoming, how many homes and jobs they will lead to and when the strategic development committee can expect to have the chance to make a decision on these projects?

#### **Response**

To date there are three major mixed use residential led schemes currently submitted to the local planning authority. These are located at the Whitechapel Sainsbury superstore site on Darling Street, the London & Quadrant Housing Group submitted scheme at the former Safestore site on Sidney Street, and the Londonewcastle submitted scheme at the former Barts Charity owned site on Varden Street. Across the three sites there are in total 1,466 new dwellings proposed and approximately 10,000 sqm of commercial floorspace estimated by the applicants to create approximately 700 new jobs in the area.

Each planning application will be determined by the local planning authority at a series of Strategic Development Committee Meetings. Officers have been requested by the applicants at the Sainsbury and Londonewcastle site to target a planning decision by the early summer of this year.

The local planning authority is also engaged on pre-application discussions on three other medium to major scale development sites with one site imminently ready for planning submission at 100-133 Cavell Street.



### **8.19 Question from Councillor Aminur Khan**

According to Council's own budget reports - including impact assessments - as published and presented in January and February 2016 to the Cabinet and full Council, can you please confirm how many total staff were stated therein to be made redundant as a result of budget cuts?

#### **Response**

Analysis of savings proposals that ensure the council operates within a balanced budget for 2016/17 shows that up to 110 posts will need to be removed from the establishment.

It may be useful to make a comparison with the budget set by the previous administration, in 2015/16, in which 141 posts were removed.

In order to minimise the costs of restructuring and reduce the risk of redundancy, the council will attempt to deliver the reduction in the workforce through not replacing employees that leave, deleting vacant posts and redeployment. Therefore the actual number of redundancies will be a lower than the total reduction in posts.

The council has given formal notice of the expected reduction in the establishment as required under Section 188 of The Trade Union and Labour Relations (Consolidation) Act 1992.

### **8.20 Question from Councillor Gulam Kibria Choudhury**

Would the Mayor take the second opportunity to respond to my question at January Council which he failed to address in his written response to me, the very simple queries are: what is the exact savings achieved by closing down and/or making East End Life (EEL) quarterly, on what date or in which month is the EEL being scrapped by the Mayor as he stated at the full council and lastly how many staff will lose or will be at the risk of losing their jobs (whose current roles significantly depend upon the existence of the paper), as a result of EEL being scrapped, after the year end? I'd be grateful for clearer and transparent answers as the Mayor often claims that he likes to give?

#### **Response**

As I emphasised at the January full council meeting, effective communication is important and has a cost. We will need to invest in our communications activity in order to effectively meet the needs of residents.

I have tasked officers with developing an ambitious communications strategy which builds on our digital strategy and makes use of a range of communications channels.

As part of this work, officers are tasked with identifying the exact resources, in terms of staff and finance, to deliver this strategy.

Whilst I cannot pre-empt the outcome of this work, which is currently underway, I can confirm that I am clear that our communications strategy and service in place to deliver it, should meet the needs of our residents in a way which presents value for money and is cost effective. Whilst I am not actively seeking to make redundancies I expect the staffing structure to be fit for purpose.

As part of this planning work, the council will need to ensure it meets its legal requirements for the publication of statutory notices. Whilst the majority of these notices can still be accommodated in East End Life as a fortnightly publication, officers are undertaking a procurement exercise to ensure that the council complies with its statutory duties in a cost effective manner once East End Life ceases to be published fortnightly. This will require the consideration of all options for local publication of statutory notices, including the East London Advertiser.

### **8.21 Question from Councillor Shah Alam**

What was the rate and targets of recycling in the borough for each year since 2010/11 until 2015/16 and what is the target and forecast for 2016/17?

#### **Response**

Recycling rates have stagnated countrywide, this is not only an issue for Tower Hamlets.

There are some key factors behind why recycling rates have stayed at roughly the same level over the past few years.

- The falling price of oil and the slowdown in the Chinese economy means that the value of recyclable materials has fallen
- Changes to the law has meant that operators are now more vigilant about the quality of the recyclable material that they receive from local authorities
- Low participation in the Food Waste Service (mainly due to the percentage of high rise buildings)
- High levels of contaminated waste

In November 2015, Tower Hamlets launched a campaign which focused on education and outreach, giving information on how to recycle in the right way.

Since this campaign began there has been a reported 15% rise in the number of acceptable loads as well as an 8% increase in recycling tonnage.

<b>Year</b>	<b>Outturn</b>	<b>Stretch Target</b>	<b>Minimum Target</b>
2010/11	27.26%	32.00%	No data
2011/12	27.51%	29.00%	26.26%
2012/13	27.63%	29.00%	27.26%
2013/14	28%	29.00%	27.63%
2014/15	28.10%	30.00%	29.00%
2015/16	27.5% (forecast)	29.00%	28.00%

## 8.22 Question from Councillor Gulam Robbani

How many staff in total were made redundant (please indicate if it was voluntary redundancy or compulsory redundancy) by the Council in each budget year, as per budget proposals agreed by budget Council meetings for the financial years in 2014/15, 2015/16 and 2016/17? Please provide breakdown by title, salary band and with a relevant copy of the information with clearly identified salary range for each post?

### Response

During 2014/15 there were 42 voluntary redundancies and 1 compulsory redundancy. A total of 43 redundancies. The numbers during 2015/16 were 137 voluntary and 4 compulsory. These are summarised by grade and earnings band below.

To date, no redundancies have taken place to deliver 2016/17 savings proposals that impact on the workforce.

<b>2014/15 Summary</b>		<b>Type of Redundancy</b>		
<b>Grade Band</b>	<b>Earnings Range</b>	<b>Compulsory</b>	<b>Voluntary</b>	<b>Total</b>
Scale 3 and below	£20k and below		4	4
Scale 4 to Scale 6	£21k to £27k		10	10
SO1 to PO2	£28k to £36k		3	3
PO3 to PO6	£37k to £47k	1	17	18
LPO7 and above	£48k and above		8	8
<b>Grand Total</b>		<b>1</b>	<b>42</b>	<b>43</b>

2015/16 Summary		Type of Redundancy		
Grade Band	Earnings Range	Compulsory	Voluntary	Total
Scale 3 and below	£20k and below	4	56	60
Scale 4 to Scale 6	£21k to £27k		11	11
SO1 to PO2	£28k to £36k		35	35
PO3 to PO6	£37k to £47k		24	24
LPO7 and above	£48k and above		11	11
<b>Grand Total</b>		<b>4</b>	<b>137</b>	<b>141</b>

If a more detailed response is required, please contact the Service Head Human Resources and Workforce Development.

### 8.23 Question from Councillor Harun Miah

Could the Mayor/Cabinet member responsible for housing and welfare provide the information and details, as follows:

- Please provide the numbers of residents since June 2015, who have been a) sent outside Tower Hamlets to be housed b) where are they housed in terms of type of accommodation c) how many have been placed in the Bed and Breakfast?
- What was the Council's housing waiting lists in June 2015 and at the end of February 2016.

I'd be very grateful if the Mayor could ask the relevant department to provide the specific information requested instead of a link to some obscure information on websites. Thank you.

### Response

We monitor this on the basis of households, not number of residents; and this information is monitored and collated on a monthly basis in respect of total numbers placed out of borough, new out of borough placements and total numbers in bed & breakfast. These are set out in the table below.

The B&B numbers include households to which the Council does not owe a statutory duty to accommodate, including non-priority single homeless at risk of rough sleeping, intentionally homeless households, and those awaiting a statutory review decision.

Month 2015/16	Total out of borough	New out of borough	Total B&B
June	551	92	176
July	938	211	271
Aug	925	107	262
Sept	913	118	252
Oct	913	118	232
Nov	939	62	218
Dec	931	58	166
Jan	939	66	152
Feb	950	50	147

The breakdown of placements by location is run on a quarterly basis. There are some discrepancies in the two sets of figures due to the dates the snapshots are taken – the figures above were run on the last Friday of the month, whereas the breakdown by location is on the last day of the month; The figures above may also not always include new bookings or cancellations made close to the end of the month, but not yet processed on the system. The quarterly snapshot is normally run some weeks after the end of the month allowing for all changes to have been processed by the time the report is run.

	Total no of households accommodated by LBTH in TA in receiving Borough	Of the Total: B&B Nightly	Of the Total: Nightly lets (Not hotels)	Of the Total: PLA's	Of the Total: NSTs and ASTs
<b>June 2015</b>	946	312	331	302	1
<b>September 2015</b>	977	256	359	361	1
<b>December 2015</b>	987	178	453	355	1

These are published on the Council's website at [http://www.towerhamlets.gov.uk/lgnl/housing/housing\\_options\\_service/housing\\_and\\_homelessness\\_publi.aspx](http://www.towerhamlets.gov.uk/lgnl/housing/housing_options_service/housing_and_homelessness_publi.aspx)

The demand on the housing waiting list on 1 June 2015 was 19652 and on 1 February 2016 it was 19106.

Since June 2015 we have had 4 applicants who have been permanently rehoused outside of Tower Hamlets through the choice based lettings scheme, 2 were transferring tenants and the other 2 were homeless applicants.

#### **8.24 Question from Councillor Suluk Ahmed**

How many meetings of the Mayor's Somali Taskforce have taken place since its inception and on what dates and venue? And given its remit and stated objectives, how many meetings were attended by the relevant Cabinet Members responsible for: culture, health and wellbeing, provision for young people, educational attainment and employment - since their appointment?

#### **Response**

There have been five meetings of the Somali Task Force. All meetings were held at the Town Hall and attended by Deputy Mayor Cllr Sirajul Islam and Cllr Amina Ali in their roles as Chair and Vice Chair of the Task Force. Further details for each meeting are set out below:

- An introductory meeting held on 2<sup>nd</sup> September 2015 which was also attended by Mayor John Biggs
- A meeting to discuss 'Health and Wellbeing' was held on 14<sup>th</sup> October 2015
- A meeting to discuss 'Provision for Young People' was held on 2<sup>nd</sup> November 2015; this was also attended by Councillor Rachael Saunders
- A meeting to discuss 'Educational attainment and Employment' on 8<sup>th</sup> December 2015; this was also attended by Councillor Rachael Saunders and Councillor Joshua Peck
- A meeting to discuss Housing and Welfare Reform on 19<sup>th</sup> January 2016; this was also attended by Councillor Rachel Blake
- There has also been consultation with Cabinet Member Cllr Amy Whitelock Gibbs with regard to health and social care in the Somali community.

#### **8.25 Question from Councillor Ohid Ahmed**

How many Tower Hamlets Partnership Police Officers did the Council have each year since 2009 until May 2015 and what was the official overall crime rate for each year? How many Partnership Police Officers will there be from May 2016 onwards in Tower Hamlets?

#### **Response**

Firstly, it is important to note that the previous Mayor didn't properly task officers in a way that would benefit local residents. When officers are paid for by the council, they need to be accountable to the Council, and not based in other boroughs.

	Insp	Sgt	Cons	Total	Start	End
PTF 1	1	2	18	21	Jul-12	Mar-15
PTF 2		2	17	19	Dec-12	Dec-15
PTF 3		1	5	6	Mar-16	Feb-18

Our first batch of PTF started in Dec 2012.  
The end of PTF 1 (21 officers) in Mar 2015.  
The end of PTF 2 (19 Officers) in Dec 2015  
PTF 3 Team from March 2016 to Feb 2018 is 6 Officers.

Below is the Annual crime count taken from the Met Police Website.  
<http://maps.met.police.uk/?areacode=E09000030>

Area	2012/ 13	2013/14	2014/15
Tower Hamlets	29084	27143	27344
<u>MPS</u>	77164 9	700945	709263

Previously, officers were doing work in other boroughs. The latest arrangement, brought in by Mayor Biggs, ensures that we have local police tackling local problems.

## 8.26 Question from Councillor Shahed Ali

Can the procedure for dealing with members enquiries be clarified please?

It seems at the moment that members enquiries made by opposition members are awaiting months and still not in receipt of their relevant responses. My understanding is that a response should be expected within 10 working days, or at the very least, an interim response. This reflects very badly upon the relationship we build with members of the public.

Furthermore, can a list be provided of the number of members enquiries received by each councillor since May 2014, with figures to illustrate how many were responded within the stated 10 working days, and how many were delayed responses, indicating timeframes i.e. 2 weeks late, 2 months late etc.

### Response

All Members enquiries are to be responded to within 10 working days of being referred to a directorate. If the 10 day timeframe cannot be met, an interim response is to be sent to the Member with an explanation for the delay and the expected date that a full response will be made.

There are no acknowledgement letters sent on receipt of a Members' enquiry, as the full response is usually sent within the ten working days timescale.

Each Corporate Director is responsible for ensuring that Members' enquiries are dealt with promptly and accurately in their directorate.

Statistics on the number of member enquiries received by each councillor since May 2014 will be collated and sent direct to the Member.