

Tracked changes to Member/Officer Protocol:

47 Officers will make every effort to give timely responses to Member's enquiries in accordance with the process and appropriate timescales set out in Paragraphs 105 - ~~111.08~~

Member Enquiries

104 It is acknowledged that there are a wide range and diversity, of enquiries that a Member may wish to pursue, this section offers guidance on the procedure relating most commonly received Member enquiries as follows.

105 Planning applications / planning enforcement: ~~enquires~~ should normally be directed in the first instance to the case officer who will normally reply by email or telephone within three working days. Should the matter be of a particularly sensitive or complex nature the enquiry should be directed to the relevant team leader or the planning control Manager. Members are encouraged to check the planning section of the Councils website prior to contacting officers when seeking information on live planning applications.

106 Matters (other than live planning/ planning enforcement cases) related to a ~~Councillors~~ Member's own Ward: ~~enquires~~ should normally be directed sent by email to the the relevant Executive Director or in his/her absence to the relevant service manager Member Enquiries Mailbox, which will be acknowledged within 2 working days and a response should be provided within 10 working days. ~~who will normally respond by email or telephone within three working days. In more complex cases an acknowledgement will be provided within three working days but a full response may take a longer period of time. If this is the case further time is required to provide a the response, the~~ Member will be given an estimate of the length of time necessary to prepare a full response ~~(which will not normally be greater than 10 working days)~~ together with a brief explanation of the reason that a longer timescale is required. Should the Member be unhappy with the explanation provided than this should be raised with ~~the relevant Service Manager/an~~ Executive Director. Where a matter is considered by the Member to be particularly urgent ~~officers will make every effort to deal with enquiry within one working day and time is of the essence, Members should confirm this within their email to the~~ Members Enquiries Mailbox.

107 Policy matters under active consideration by a Council body or any other matter directly relating to a report due to be considered by a Council body: ~~enquires~~ should be sent by email to the Member Enquiries Mailbox, which will be acknowledged within 1 working day and a response will aim to be provided before the relevant meeting. ~~enquires should be directed to the author of the relevant report, and in his/her absence to the Chief Executive/Deputy Chief Executive who will normally respond within two working days.~~

108 ~~General enquiries/complaints~~ Complaints: ~~enquires~~ should be directed to the Democratic Service Manager, ~~or to~~ the Monitoring Officer or to the Chief Executive. ~~de~~ Depending on the nature and severity of the issue, a response will be provided within three working days but in more complex cases an acknowledgement will be provided together with an estimation of the time likely to be required to fully address the matter.

109 Portfolio/political issues - such enquires should be directed to the Council Leader/Deputy leader or the relevant portfolio leader.

[Appendix B](#)

Members' access to documents and information

110 This part of the protocol should be read in conjunction with the Access to Information Rules in the Council's constitution.

111 Members may request ~~senior officers to provide them with~~ such information, explanation and advice as they may reasonably need to assist them to discharge their roles as Members. This may range from general information about some aspect of the Council's services to specific information on behalf of a constituent. Requests should be sent by email to the Member Enquiries Mailbox, which will be acknowledged within 2 working days and a response should be provided within 10 working days. Where information is requested on behalf of a third party, it will only be provided if:

- it is in the public domain, and
- it is not barred by legislation from being given.