

**Written statement of a non-key decision**  
**Cabinet member health and adult wellbeing**

<b>Title</b>	<b>Engagement Standards Update</b>
Decision maker	Cabinet member health and adult wellbeing Information about cabinet, including the names and contact details of the cabinet members, can be found here: <a href="http://councillors.herefordshire.gov.uk/mgCommitteeDetails.aspx?ID=251">http://councillors.herefordshire.gov.uk/mgCommitteeDetails.aspx?ID=251</a>
Date of decision	10 February 2020
Report exemption class	Open
Purpose	To approve revised customer service standards which outline the methods of contact and expected response time. This update is based on increased use of digital contact and introduces new standards including notice period on temporarily closing offices, standard consultation periods and dealing with unreasonable behaviour. The standards are published on the council website to outline what residents should expect when contacting Herefordshire Council. Whilst these standards cover general contact with the council there will also be different requirements which will be in legal frameworks (e.g. freedom of information requests) which will be outlined separately. The standards have been set to realistically balance the council's resources with reasonable response time.
Decision	<b>That:</b> <b>(a) The objectives of engagement standards in paragraph 11 are accepted; and</b>  <b>(b) The updated standards outlined in paragraph 16 are agreed.</b>
Reason for the decision	As set out in the report. Documents relating to this decision are available at <a href="http://councillors.herefordshire.gov.uk/mgIssueHistoryHome.aspx?Id=50032598">http://councillors.herefordshire.gov.uk/mgIssueHistoryHome.aspx?Id=50032598</a>
Options considered	1. That the standards are not updated. The standards as already published on the council website ( <a href="#">link</a> ) can remain as they are which would be acceptable in terms of generally still being relevant. However this is not reflective of the

	<p>recommended changes which bring the standards up to date and relevant for increased digital contact.</p> <p>2. That the response times for enquiries are reduced. This is possible but would challenge the organisation in meeting those expectations considering resources and demands on services which have to deal with safety and safeguarding as a priority.</p> <p>3. That the council does not have any published standards. Authorities have gone down this route. However, having standards does two functions – one, so there is an expectation communicated to residents; two, that officers and members know what is expected of them in terms of engagement with residents.</p>
Declarations of interest (see ▪ below)	
Call-in expiry date (decisions are not subject to call-in where special urgency provisions apply)	14 February 2020

Councillor: ..... Cabinet member health and adult wellbeing (Councillor Pauline Crockett)	Date 10 February 2020
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- a record of any conflict of interest declared by any executive member who is consulted by the member which relates to the decision;

and

- in respect of any declared conflict of interest, a note of dispensation granted.