

PUBLIC QUESTIONS TO COUNCIL – 16 JULY 2010

Question from Mr D Packman, Withington

In recent months, when following up matters of interest to each of us as individuals rather than of joint interest, my wife and I have become increasingly concerned at the length of time it has taken to obtain acknowledgement of our emails, still less to be provided with answers to the questions we have raised. This observation applies not only to our attempts to contact Herefordshire Council officers but also to requests for information from the staff of the Herefordshire Partnership and of Amey Herefordshire. In view of this, and following discussions with a number of Herefordshire Councillors, we ask that the following written questions be put on the agenda for the next Council meeting.

- 3 *What is the target period within which members of the Council's staff are required to respond to electronic correspondence; is it enforced; can automated acknowledgements be sent and what arrangements are in place to acknowledge incoming messages when staff are away from the work place?*