

PUBLIC QUESTION TIME
LONDON BOROUGH OF HAMMERSMITH & FULHAM
COUNCIL MEETING – 4 JULY 2012

Question by: Mr Jed Keenan

To: The Leader

QUESTION

“With regard to the timeframe for responding to enquiries submitted to the Council through normal channels, why are members of the public not provided with a standard of service that is equal to or better than Members of the Council?”

ANSWER

Under the Council's Constitution, there are established timescales for a response to be issued to an enquiry from a Councillor, Cabinet Member or Member of Parliament. It is important to note that such enquiries are the primary way for Councillors, Cabinet Members and Members of Parliament to interact with the Council's many services. Our residents and customers, have many different ways of interacting with the Council and the majority of these have timescales that are either statutory (e.g. Freedom of Information Requests or Planning Applications) or are policy-based (e.g. Corporate Complaints or Repairs ordering).

The standards (which have a tighter timescale for answering questions from Members and MPs) have existed for very many years under Administrations of both persuasions.