



Reference: FOI3762

Request:

Is there any guidance for council officers describing how officers should deal with or process a specific ward councillors members enquiries?

Response:

Officers who respond to Members Enquiries, complete an e-learning module, which was developed in house

****Responding to Members Enquiries****

Each enquiry should be responded to in a professional manner and should never be cross-referenced to another enquiries response.

Full and detailed responses should be provided in good English avoiding abbreviations and jargon. Please remember your response will need to be understood by the resident.

Officers should note that all Members have access to view their own enquiries and therefore can see all responses given. However, they do not have access to view another Members enquiries.

In some instances, responses are of a confidential nature. Departments should state this in their response and a reason as to why it is confidential if they cannot give the information out. If they can give the information but it is not for public information, they should state this fact in their response.

If unsure about disclosing information, confirmation should be sought from your Line Manager.