LOG OF CONSTITUENTS ISSUES

1   SUMMARY

1.1   This report asks Members to consider introducing a corporate record of contacts with constituents.

2   INTRODUCTION

2.1   The Council recognises the value of Members working with residents to resolve their issues and concerns.

2.2   One way in which to demonstrate the volume and complexity of Members involvement and leadership in the community is to compile a log of contacts. Members may recall that this was discussed in the Member training session around the role of a ward councillor and the need for effective audit trails.

3   DETAILED CONSIDERATIONS

3.1   It is suggested that a log can be set up to record all the enquiries and issues that Members deal with on behalf of residents.

3.2   The log will require a very brief outline of the matter raised by the resident (but not including personal details of the resident) and the action taken.

3.3   It would be in the form of A5 pages in a ring binder and would be located in the Members Lounge and Members would be asked to update it when at the Civic Suite. As an alternative to this, each Member can also be provided with a set of log sheets that can be completed at home and inserted into the folder when at the Civic Suite.

3.4   A copy of the proposed log sheet is attached at Appendix A.

3.5   The contents of the log could then be reviewed in summary form by the Chief Executive, Leader of the Council and the Committee Chairmen on a regular basis to identify any trends that may be significant for service delivery.

4   RESOURCE IMPLICATIONS

4.1   There are no financial implications.

5   RECOMMENDATION

5.1   It is proposed that the Committee **RESOLVES**

To introduce the log of constituents issues as set out in the report.

Paul Warren

Chief Executive

Background Papers:-

None

For further information please contact Paul Warren on:-

Tel:-   01702 318199
E-Mail:- paul.warren@rochford.gov.uk

LOG OF CONSTITUENTS ISSUES

Councillor: ....

Date of resident contact: ....

Issue Raised:

Action Taken:

When completed please insert in the Ring Binder in the Members' Lounge