

ACTIONS FROM THE MEETING HELD ON 27 JUNE 2019 (as at 20.09.2019)

Action	Description	Status	Contact Officer
Action 1	The Corporate Customer Services & Delivery Manager to circulate information to Members on expected response times to the public for service requests.	<p>All Council services will acknowledge a request within 2 working days and a response will be sent within 10 working days. There are 2 exceptions to this:</p> <ul style="list-style-type: none"> • Anti-Social Behaviour reports - the acknowledgement will be within 2 working days and the response will be within 25 working days. • Environmental Health - will respond to a request within 7 working days. <p>(email sent to the committee 9/8/19)</p>	Amy Wilton Ext. 7280
Action 2	For the LGA Peer Review report of Communications to be circulated	A copy of the report from the LGA following the Peer Review of Communications was circulated to Members of the Committee by email on 6 September.	Lee Banks Ext. 7161