

**COUNCIL ASSEMBLY
(ORDINARY)
WEDNESDAY 27 JANUARY 2010
PUBLIC QUESTION TIME**

1. QUESTION FROM SHARYN KERRY TO THE EXECUTIVE MEMBER OF ENVIRONMENT

Please explain disparities between parking services provided by local housing offices and the parking shop. In particular please explain why estate permits issued by housing offices take 1 week and require 5 forms of documentation whereas the parking shop issues on the spot road permits requiring 3 items of documentation.

RESPONSE

Thank you for highlighting some of the discrepancies that currently exist.

I am pleased to announce that we are reviewing these procedures, with a view to streamlining all of our procedures and in the future will make use of modern web based systems so that there is a single process for both on-street and estate based permits.

2. QUESTION FROM MICK BARNARD TO THE LEADER

If a complaint is deemed inappropriate for the corporate complaints procedure and officers refuse, in writing, to investigate at stage 2 how do you justify it as an “established process”. Please provide that part of the relevant document that supports your answer.

RESPONSE

Under the corporate complaints procedure, officers can reject a complaint at stage 2. This is a recognised part of the process.

SUPPLEMENTAL QUESTION FROM MICK BARNARD

First of all the question has not been answered so if you were to read that correctly you would see that no correct answer has been given.

Before I start my question if I might just bring your attention to council assembly rule 2.5(14) which is on page 113 and it says any member can move that a matter raised by a question be referred to the executive or appropriate committee or sub-committee. Please bear that in mind when you hear my question.

The question is, is the leader happy to support the monitoring officer’s rejection of my deputation request on the ground that it raises a grievance for which there are other established processes despite the fact that the complaints manager has stated in writing that the process referred to by the monitoring officer is

inappropriate and not within her remit. I reported the matter through the disciplinary procedure to the chief executive but she refuses to investigate. In the same way she has refused to investigate the theft of a member's mobile phone by a member of the public.

RESPONSE

Thank you Mr Mayor. I think it would be inappropriate for me to tell the monitoring officer whether or not a deputation request falls within the constitution. I have every trust and confidence in her judgment. I am afraid I do not understand the complaint about the theft, rather I would have thought it to be something more appropriately raised with the police than the chief executive.