

COUNCIL ASSEMBLY

(ORDINARY)

WEDNESDAY JULY 9 2008

URGENT QUESTION

1. QUESTION FROM COUNCILLOR PETER JOHN TO COUNCILLOR NICK STANTON, LEADER OF THE COUNCIL

What assurances can the leader give that the practice of pretending to be a answering machine is not a widespread practice amongst call centre staff? Is he able to reassure members that this practice has never been given approval by any of the managing staff at the call centre? How many members of call centre staff does the leader estimate have carried out this practice?

RESPONSE

Of course staff in the customer services centre do not pretend to be answering machines. A recent story in a local newspaper suggesting that this had happened in one instance was investigated and found to be totally erroneous. I am afraid that you cannot believe everything that you read in the papers, although I hope that it is true Harriet Harman is planning a leadership coup.