

Questions to the Executive member for Corporate Services

Overview and Scrutiny Committee – 8 June 2021

From Councillor Hollebon:

Staffing - overall, are we up to date in recruitment? Planning is a grey area, but this needs further update.

Complaints - appreciate the difficulty here due to Covid, but has there been an increase and if so, in what areas? What areas are cause for concern etc.? Planning must be one area?

Risk Management - must be ongoing etc. We usually get an annual update?

Health & Safety - obviously a lot of work done on Covid and will continually need to be updated I guess? It is not compulsory to have the tests done before each meeting is it? Some of us have medical problems preventing the regular usage of swabs in throat and nose etc.

From Councillor Brady:

Is there ongoing assessment of customer satisfaction in relation to Customer Services? I seem to recall some data demonstrating that customer satisfaction with services was somewhat lower than EHDC would desire.