

Questions from Councillor Begy and their responses:

1. Does the help from the Planning Officer extend beyond simply helping accessing documents via some means? Filling in the forms and questions? ie - tests of soundness and legal compliance?

Yes, as a last resort and if necessary it will be possible to dictate a response over the phone to a planning officer but we will also provide advice and guidance on all aspects of what the consultation is about and how a customer can be best equipped to respond to this.

2. Will calls go through the main switchboard or will there be a dedicated phone number for these calls?

Customer service - telephone 01572 722577

3. What day/hours will this line be manned at the Catmose Offices? Will this include Saturday/Sundays if the libraries are unable to be used?

Yes, we will have slots for the inspection of documents at Catmose during normal office hours and will use libraries when open if this is possible and practicable to do so.

4. What will be the response time target between the first call and the call back by the planning officer?

CST will be taking the initial call and providing a call back request to the local plan team to respond the next day; this will be on basis of a morning or afternoon call

5. Will the caller be given a time for the call back, will this be limited in any way, ie morning or afternoons only? A lot of elderly people prefer to use a landline and it is not reasonable for them to sit by the phone waiting for a call back if a time is not given.

Call back request will be offered in the morning or afternoon

6. If a call back is made but no reply, will the Planning Officer try a second/third time?

Yes – they will keep on trying until contact is made and will record failed calls

7. If a caller has internet access but still needs help, will they go through the same triage system?

We will encourage them to access documents via the internet and encourage them to email if they have queries for Planning Officers.

8. Are any arrangements in place for callers who can only call or take a call back outside of office hours?

No

9. Will a daily records of all calls be made, including a planning officer response log?

Yes, all call back requests and emailed enquiries will be logged by the Local Plan team

If we can answer these points, I will in the main be happy all residents remain connected.

It is worth noting a point spotted by Miranda, that the level of engagement to this paper compared to the last time this was consulted on is about 10 times higher, so by definition we must be better at community engagement.