

Cabinet – 13 October 2016

Written Responses to Question not Reached

9.

Questioner: Councillor Barry Macleod-Cullinane

Asked of: Councillor Kiran Ramchandani, Portfolio Holder for Performance, Corporate Resources and Customer Services

Question: “Can you provide a list of all the social media accounts managed by Harrow Council?”

Written Response: There are a number of social media accounts operated by Harrow Council, such as the official Harrow Council Twitter account, Facebook pages for the Council, My Wealdstone Fund or the Council Instagram page.

The Council is in the process of centralising all its social media accounts and we are planning to introduce a new system that will increase the speed and quality of our responses to residents’ queries and comments.

10.

Questioner: Councillor Barry Macleod-Cullinane

Asked of: Councillor Kiran Ramchandani, Portfolio Holder for Performance, Corporate Resources and Customer Services

Question: “Can you detail all the training offered to Harrow Council staff and councillors on the use of social media?”

Written Response: There have been two training sessions for Members, one on the Council’s Social Media Protocol in 2014 and one on how to use social media which was run in 2015. Every member of staff has access to the Council’s social media guidance on the Intranet.

16.

Questioner: Councillor Barry Macleod-Cullinane

Asked of: Councillor Graham Henson, Portfolio Holder for Environment, Crime and Community Safety

Question: “How many households who have contracted with the Council for the paid-for brown bin collections have been reimbursed for non-collections since charging began?”

Written Response: We introduced a fully flexible service to meet the needs of our residents, which allowed them to receive a pro rata refund should they choose to opt out of the service. Although we have issued refunds to subscribers who have decided they no longer require the service, we have not had to issue any refunds to households for non-collection since the charged for service began.

Where we have a genuine missed brown bin, we will arrange for the collection to be made, in line with the Terms & Conditions, so the subscriber does not miss out on the number of collections they have paid for.

17.

Questioner: Councillor Barry Macleod-Cullinane

Asked of: Councillor Graham Henson, Portfolio Holder for Environment, Crime and Community Safety

Question: “Are you worried that the Council’s repeated failure to actually collect many residents’ paid-for brown bin collections constitutes a breach of contract?”

Written Response: Since the charged for service began we have, on average, collected 99% of brown bins on time and we continue to monitor the performance of the service – last month we undertook 56000 brown bin collections and over 99% of these were collected on time. We recognise that the total flexibility of the service may have created some confusion over collections and, as a result, we are simplifying the process for next year to help us improve on what are already impressive collection figures.