

## **PUBLIC QUESTIONS TO COUNCIL – 12 July 2023**

### **a) Question from John Geddes to Councillor C Cupit, Cabinet Member for Highways, Assets and Transport**

“How much of Derbyshire's £47m Bus Service Improvement Plan money has been committed on extensions and improvements to timetabled bus services already announced, how much has been committed to other initiatives already announced, and when will the council be announcing how it plans to spend the rest of the funds during what is now only 20 months before the scheme ends in March 2025?”

### **b) Question from David Ingham to Councillor B Lewis, Cabinet Member for Strategic Leadership, Culture, Tourism and Climate Change**

“The Refreshed Council Plan/Delivery Plan and inter-related Departmental Plans, approved at Full Council on 22-03-23 include success measurements allied to the new CRM complaints and feedback system such as 100% statutory compliance and 20% reduction in complaints by 2025.

I note the system benefits of seeking and capturing compliments but regarding complaints I'm unclear what will ultimately be considered as complaints, captured and measured.

I have previously raised at Full Council known senior officer complaints that have not been captured in any reporting systems. Currently, there are also numerous complaints excluded from the corporate complaints procedure e.g. road/light repairs, finding care homes, SARs, FOI's. There is also currently now the proposal to remove from the constitution the Ethics Statement and the channel of reporting officer complaints to Legal Services.

Precisely which complaints will ultimately be facilitated through the CRM system, recorded, reported, measured and which won't?”