

**ITEM 7**  
**PARISH AND NEIGHBOURHOOD**  
**CONSULTATIVE ASSEMBLY**  
**16 SEPTEMBER 1999**

**LETTER MONITORING**

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**1. Purpose**

1.1 To report on the Council's response times to correspondence.

**2. Summary**

2.1 At the meeting of the Consultative Assembly held on 24 June 1999 representatives of the Milton Keynes Association of Local Councils expressed their concern at the delay by Milton Keynes Council in responding to correspondence. The Consultative Assembly asked that statistics on response times be presented to a future meeting.

2.2 Attached at **Annex A** are the letter monitoring summary reports for 1998/99 and for the first four months of this year. The Consultative Assembly is asked to note that the Council's target for responding to correspondence is within 14 calendar days. In 1996/97 73.4% achieved this target, with 75.6% in 1997/98, 83.13% last year and 82.94% in the first four months of this year.

**3. Recommendations**

3.1 The Consultative Assembly is asked to note the response times to correspondence.