

Report from District Cllr Chris Poll

Since the last EPC I have not attended any meetings at AVDC.

I note that the comms team include all PCs so you know all I do with regard to any matters.

There is an update on the Parish Liaison Officer role which may be of interest.

Apologies if you have already seen it.

Further to Cllr Steve Bowles' announcement at Council earlier this year that we were implementing a Parish Liaison Officer (PLO), we thought it would be beneficial to provide an update. Our PLO now sits within our Customer Fulfilment sector and is successfully building relationships with Parishes as well as many AVDC members after taking on the 'Councillor Contact Form'. Generally the queries that come in from Parishes and AVDC members are around Planning however we've seen an increase in different queries that the PLO now deals with. We've received many compliments regarding the new service, stating how efficient they are and that time is now being saved by using the PLO. We've also managed to visit three Parish Meetings to introduce a few of the new members of the Planning team as well as the PLO. We'll be arranging more in the New Year.

The service has been created to ensure that Parishes and AVDC members have a 'one stop shop' for all their queries and questions. The PLO is able to liaise internally with many different teams or specialists that have traditionally been difficult to contact due to the nature of their role and provides a more timely response. Where the query is very technical the PLO can help to facilitate the conversation and ensure that your question is dealt with fully.

We've recently created a new area on our website, which helps to direct the Parishes and members to the most popular types of enquiries. [Support of Parish and Councillors](#) details links to planning, enforcement and licensing as well as other areas and how to contact the team. Should you feel anything else needs to be added to this area, please do contact parishsupport@aylesburyvaledc.gov.uk and we can look at adding to that webpage.

It just remains for me to thank you and all councillors for your continued courtesy and support throughout this year.

I wish you all a Happy Christmas and a prosperous new year.

Kind regards, Chris Poll.