



## SHERE PARISH COUNCIL

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Parish Clerk/RFO  
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Tanyard Hall  
30 Station Road  
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Tom Horwood  
Chief Executive, Guildford & Waverley Borough Councils

Dear Mr Horwood,

Shere Parish Council has been joined by the Parish Councils listed below, to write this letter to highlight the difficulties experienced by our residents when dealing with Guildford borough Council (GBC). Understandably during the height of covid, the provision of services was disrupted but many institutions, authorities and businesses have emerged from covid lockdowns in a stronger situation, with effective delivery of services. Unfortunately, that has not been the experience of our residents or councillors, when dealing with Guildford Borough Council.

It is believed that statutory regulations are not being met in many departments, including planning, housing and benefits but the majority of the complaints received from residents, are regarding contacting GBC. Shere Parish Council has been told that wait times are on average five minutes but this has not been the experience of many people, who have contacted the Parish Councils for assistance. Should an individual be able to get through to the contact centre, there is a lack of follow through by the departments.

The inability to effectively contact GBC by telephone has adversely affected the elderly, people with disabilities and individuals without the funds for internet access and these are the groups most likely in need of the services.

The parish councils would like GBC to put measures in place to meet statutory regulations and to dramatically improve accessibility of services by telephone.

Yours Sincerely


CC:

Guildford Borough Council Councillor D Jones - diana.jones@guildford.gov.uk  
Surrey County Councillor B Hughes - robert.Hughes1@surreycc.gov.uk  
Surrey County Councillor M Furniss - matt.furniss@surreycc.gov.uk