

## Member Enquiries Questionnaire

There were a total of 22 Members who responded to the survey. Responses were as follows:

1. What is your experience of the Member Enquiries process since administration of Member Enquiries was centralised in September 2011?

*Improved;* 14.3% (3)  
*Slightly improved;* 19.0% (4)  
*No change;* 47.6% (10)  
*Slightly worse;* 0  
*Worse;* 19.0% (4)

2. How well do you understand the distinction between a Member Enquiry and a Service Request?

*Fully;* 15% (3)  
*Partially;* 55% (11)  
*Not at all;* 30% (6)

3. Do you agree that there should be a difference in the way that a Member Enquiry and a Service Request is dealt with?

*Yes;* 45% (9)  
*No;* 40% (8)  
*I don't have a view;* 15% (3)

4. Does the distinction cause you any difficulties in handling your casework?

*Yes;* 21.1% (4)  
*No;* 68.4% (13)  
*I don't have a view;* 10.5% (2)

### Comments:

"All too often a case involves both a service request and a Member enquiry (as defined) so the distinction becomes a bit theoretical and not very helpful"

"Some enquiries are dealt with effectively and helpfully and feedback officers are always helpful and constructive but sometimes the wait can be long for a not very useful reply"

"Over the last 6 months, there have been a number of occasions when my ME wasn't recorded and therefore I didn't get an answer until I chased it. On one of the occasions, I had to wait a further 10 days despite it being clearly extremely overdue"

"I am confused by the times given for responses to service requests. I think theres one which says e.g. a faulty street lamp will be replaced within 48 hours but the request may perhaps not be acknowledged for several days. I have had officers insist that potholes are filled within a few days of being marked up though I know they have been marked up and not filled for 6 to 8 weeks. There seems little point in promising standards for service delivery which are not met"

"With an ME, you are given a ref and a completion date which you can forward onto residents concerned. This is not the case with an SR."

“A sizeable % of my MEs are dealt with by HfH and my experience of this has been very good. If we are to have a distinction between SRs and MEs then both should have ref numbers and completion dates”

“Sometimes you need to do a service request and you need to understand why the service request was not carried out.”

“I prefer the old system. A simple service request please fill in a pot hole not much can go wrong but sometimes it does go wrong. If an issue has more than one strand, the likelihood is that it will often go wrong. A service request has ended up being a level 2 complaint. I strongly object to being informed that it is not my business. Especially when I happen to know the bigger picture and have further information about the subject and the complainant. Plus when a resident complains and asks for help I respond to the resident and if I spot a policy flaw will raise that too. I am finding that if I want to get things done quickly it's better to go direct, saves a lot of time all round. A recent mistake, frontline staff sent my request to a Tottenham enforcement officer – the officer signed it off. My residents told me the job had not been completed”

“I got the impression that the distinction between Member enquiries and service requests was made in order to get round the deadline for responding to Member Enquiries. On the whole, I get the response by the deadline although occasionally this is a partial response and needs following up. In cases marked urgent, I have generally been happy with the speed and efficiency of the response”

“My main problem is that you cannot rely on getting a response which means you have to try and track the response yourself or end up having a resident come back to you a month asking what happened. I don't get the impression they are being tracked properly centrally so that if a response hasn't arrived by the deadline you know it is being chased”

“The main problem is having enquiries not answered at all or not answered within a reasonable time and having service requests ignored completely”

“The time for response is very variable. Too variable; it can sometimes hold us up”

“My enquiries are often a service request together with an explanation of why the issue has not been addressed previously. I get an initial acknowledgement, not always an action plan and sometimes when I have had an action plan I have had to chase up to get the actual work done.”

“Responses to Members enquiries often do not address specific points raised, just vaguely replying to the points made. This means I am never able to get to the cause of the problem to prevent it happening again to other residents.”

“The one size fits all response time to MEs is unhelpful. I'd happily wait for longer on some enquiries that are complex if there was a better acknowledgement of urgent issues. For example, an enquiry as to whether a flag could be flown from a Council building for Remembrance Sunday came back with a “well get back to you” date after the event”