

The difference between a Members enquiry and a Service Request

A service request is a request for the Council to provide a service. For example: a request to repair a streetlight or to clear some dumped rubbish. They are dealt with by the appropriate service team according to the applicable timescales and priorities.

Member Enquiries on behalf of constituents are essentially complaints about a service that has been received (or ought to have been received) that a Member is taking up on the resident's behalf. These require an officer in the service to investigate the service failure and provide a formal response, as they would if the constituent had made a complaint directly to the council on their own behalf.

A breakdown of which departments attract Members enquiries

For the year to date, 1 April 2012 to 1 November 2012 the distribution is as follows:

Services that have received most MEs in the period	
Service	Total
Neighbourhood Services (Single Frontline)	519
Needs & Lettings (Community Housing)	157
Support & Options (Community Housing)	155
Development Management & Planning Enforcement	131
Parks Service	123
Payment of Housing Benefit & Council Tax Benefit	122
Admissions & School Organisation	95
Traffic Management	71
Corporate Property	45

% of Member enquiries that are responded to within the agreed timescales

For the year to date, 1 April 2012 to 1 November 2012, the council replied to 2154 Member Enquiries. The percentage replied to within the 10-day timescale was 77%. The average response time was 8.4 days.