

**DEMOCRATIC SERVICES COMMITTEE OF COUNCIL:  
30 April 2013**

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**REPORT OF THE CORPORATE CHIEF OFFICER FOR  
COMMUNITIES**

**AGENDA ITEM:**

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**MEMBER ENQUIRY LINE PERFORMANCE REPORT**

**Reason for this Report**

1. To advise the Committee of the performance of the Member Enquiry Line (MEL) since its implementation in December 2012.

**Background**

2. On December 3rd 2012 the Member Enquiry Line was launched. This was an interim solution using the QSM database that would enable Members to log their own enquiries on line and have the ability to “self serve” checking on the progress and outcomes of their enquiries. The longer term solution will be using the SAP database that is currently under development.
3. Members can access or log their enquiries online 24/7, they can contact Service Areas direct where Service Area Co-ordinators will log enquiries on their behalf or they can contact the MEL Team direct who are based in Customer Services on a dedicated telephone number.
4. This new service had a soft launch in December with Members being invited to training sessions in November. This was on a voluntary basis where Members would learn how to use the system and see the benefits of being able to manage their own enquiries online whilst have a central system that held a record of their enquiries. The Member Services Team are continuing to offer this training on a one to one basis.

## **Issues**

5. Since the implementation of the MEL, Members have provided useful feedback on their experiences of using the system. This has enabled work to be undertaken to make further enhancements to the system. Whilst this is recognised as an interim solution, it is envisaged that this system will continue to be used for the foreseeable future whilst work continues on the Council wide SAP solution.
6. Further development is underway to provide Members with a dashboard that will allow them to review their own enquiry data however a report has been developed to provide Members with a monthly overview of MEL performance. A Performance Report since the implementation of the MEL in December is provided. **(see Appendix 1)**
7. The Performance Report highlights “late fixes” which is for any enquiry that has fallen outside of the service level timescale of 10 working days. This is being managed by the Member Enquiry Line Team who review these on a daily basis, liaising with Service Area Co-ordinators to seek a response to each enquiry.

## **Legal Implications**

8. There are no legal implications arising directly from the contents of this report.

## **Financial Implications**

9. There are no direct financial implications arising from this report with any costs associated with development and support being met with existing resources.

## **Recommendations**

It is recommended that the Committee:

Note the contents of the report and agree to this format of reporting.

**SARAH MCGILL**  
**CORPORATE CHIEF OFFICER (COMMUNITIES)**  
**24 APRIL 2013**

*The following Appendix is attached:*

**Appendix 1: Member Enquiry Line Performance Report**  
**December 2012-March 2013**

# Member Enquiry Line Performance Report



December 2012 -  
March 2013

Total Member Enquiries

Late Fixes

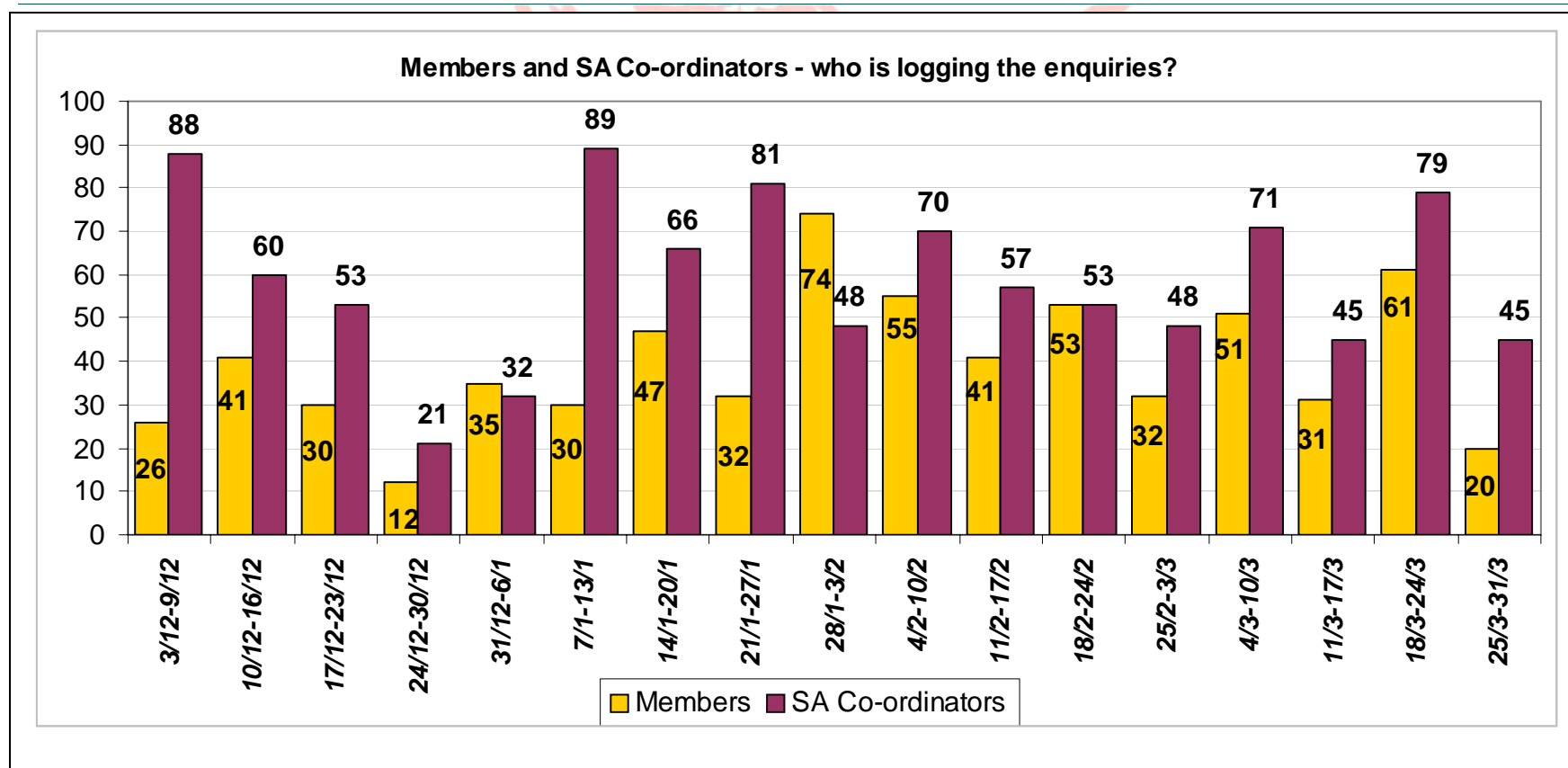
## Member Enquiries

Enquiry Type	Dec	Jan	Feb	Mar	Total
<b>Total Enquiries</b>	<b>337</b>	<b>496</b>	<b>419</b>	<b>428</b>	<b>1680</b>
<b>Member</b>	<b>114</b>	<b>189</b>	<b>191</b>	<b>180</b>	<b>674</b>
<b>Officer</b>	<b>223</b>	<b>307</b>	<b>228</b>	<b>248</b>	<b>1006</b>
Adult Care & Assessment	1	1	3	5	10
Air Pollution/Quality	0	0	1	0	1
Allotments	0	2	2	2	6
Anti-Social Behaviour (Council Tenants)	1	4	1	2	8
Anti-Social Behaviour (Private Tenants)	1	2	2	2	7
Asylum Services	1	0	0	0	1
Bereavement Services	0	0	0	1	1
Blocked Drains & Gulleys	8	4	5	3	20
Building Control	5	4	3	6	18
Bulky Item Collections	0	0	3	4	7
Business Rates	0	0	1	1	2
Central Transport Services	1	0	0	0	1
Children's Services	0	1	0	1	2
Commercial Waste	1	3	1	0	5
Commissioning & Procurement	0	2	1	1	4
Community Partnerships	1	2	0	1	4
Community Safety	1	1	1	1	4
Conservation	0	0	0	1	1
Contact Centre Services	0	1	0	1	2
Contaminated Land	0	0	1	0	1
Council Estates	0	0	1	0	1
Council Tax	6	8	7	6	27
Council Tax Benefit	0	1	1	0	2
Customer Insight & Business Knowledge	0	1	0	0	1
Damaged Bus Stops	1	1	1	1	4
Damaged Street Furniture	1	0	1	0	2
Democratic Services	0	1	2	0	3
Disabled Facilities	1	0	2	2	5
Disabled Parking Badge (Blue Badge)	0	0	1	0	1
Drainage	17	20	21	13	71
Dumped Rubbish / Flytipping	24	15	29	25	93
Education	0	3	1	5	9
Education & Enforcement	15	16	10	9	50
Estate Improvement	6	9	4	5	24
Families First	0	2	1	2	5
Graffiti	1	2	2	6	11
Graffiti Removal	0	0	3	1	4
Grants	0	0	0	2	2
Grass Cutting	0	0	0	1	1
Health & Safety	1	1	0	0	2
Homelessness	1	6	3	3	13
Housing Allocation & Waiting List	6	21	7	23	57
Housing Benefit	5	1	3	2	11
Housing Benefit & Finance	0	1	3	4	8

Enquiry Type	Dec	Jan	Feb	Mar	Total
Housing Repairs	8	8	15	17	48
Human Resources	2	2	1	0	5
ICT	1	2	0	1	4
Improvement & Information Management	0	0	2	1	3
Insurance	0	0	0	1	1
Land & Buildings	1	7	1	4	13
Legal Services	0	0	3	0	3
Leisure Facilities	1	1	2	2	6
Libraries	0	4	0	1	5
Licensing	0	1	0	2	3
Major Projects	0	4	1	2	7
Members Support	1	1	0	0	2
Members' Support	0	0	0	1	1
Neighbourhood Nuisance	1	8	10	2	21
Neighbourhood Renewal	3	1	2	4	10
Noise Pollution	2	4	7	5	18
Nuisance Neighbours	0	0	0	1	1
Other Finance Issue	0	0	0	1	1
Other Highways Issues	31	46	41	27	145
Other Parking & Traffic Issues	5	14	9	13	41
Other Waste Management Issues	2	12	11	10	35
Parks	31	33	12	14	90
Pensions	0	1	0	0	1
Plant Overgrowth	2	4	1	5	12
Play Facilities	0	0	4	4	8
Pollution Control	0	1	1	0	2
Potholes & Surfacing	29	48	57	56	190
Private Sector Housing	3	9	9	12	33
Private Sector Housing Enforcement	0	0	2	0	2
Problem Parking	15	22	10	8	55
Public Protection	0	2	1	0	3
Public Transport	4	1	1	2	8
Regulatory and Support Services	0	0	0	2	2
Schools	3	4	5	4	16
Scrutiny	0	1	0	0	1
Sports	3	0	0	3	6
Street Cleansing & Litter	23	40	23	24	110
Street Furniture	14	13	11	8	46
Street Lighting	11	18	10	13	52
Supporting People	0	0	0	1	1
Taxi Licensing & Enforcement	0	0	0	1	1
Tenancy Management	0	9	3	3	15
Tourism & Events	0	0	2	1	3
Trading Standards	2	0	2	0	4
Trading Standards	0	2	0	0	2
Transport Policy & Projects	14	8	9	10	41
Trees	6	2	5	4	17
Venues & City Centre	1	0	0	0	1
Waste Collections	12	28	17	16	73

**COMMENTS:** 1680 enquiries have been logged on the member enquiry line since its inception with 40% being logged by members and 60% by service area co-ordinators. Councillors are contacted about a wide range of issues with 94 different types of enquiry logged. Potholes & Surfacing, Other Highway Issues, Dumped Rubbish and Street Cleansing have consistently been the main reasons to contact a councillor.

## Members and SA Co-ordinators

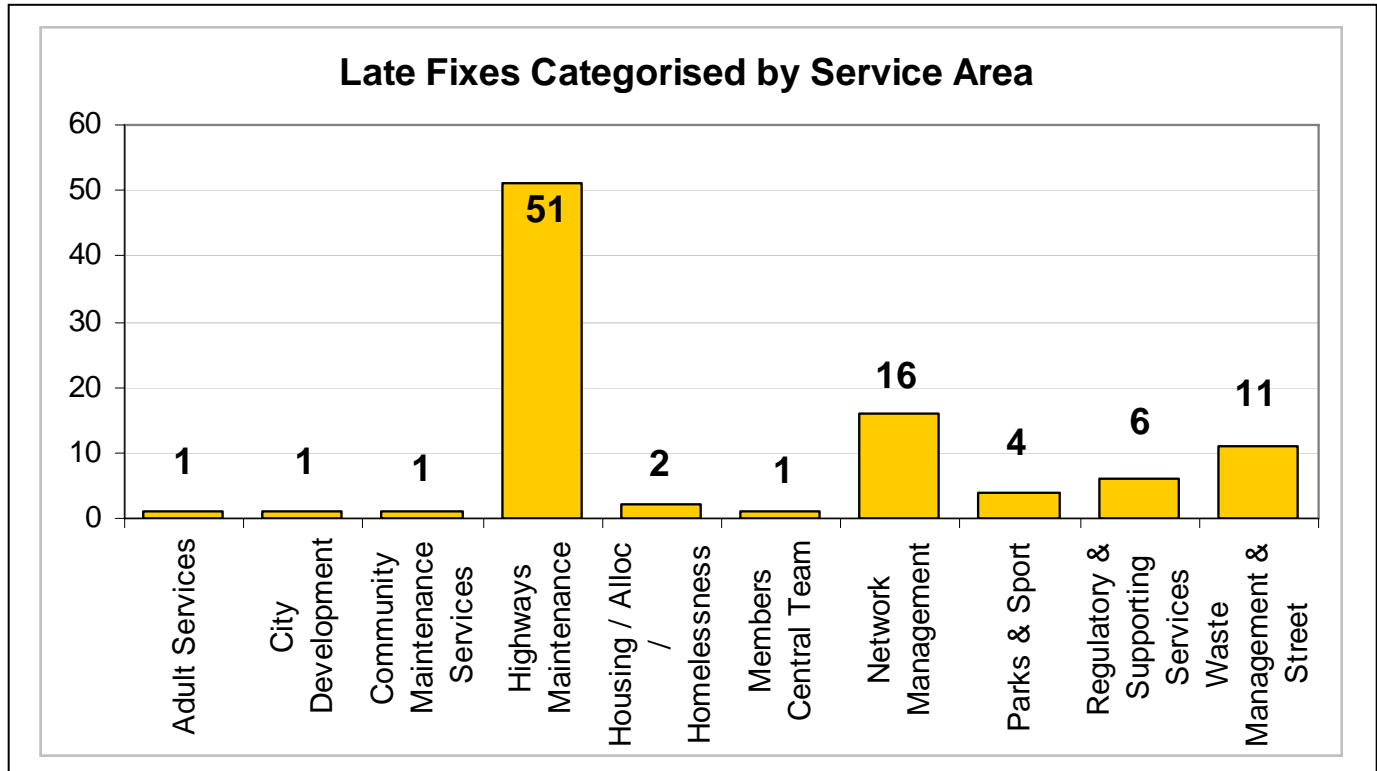


**COMMENTS:** On average, members have logged between 40 and 44% of enquiries for six of the last eight weeks - this is consistent with the average since the member enquiry line was introduced (40%).

The four highest weeks for officers logging enquiries have been:

- the opening week of the service (where perhaps members were still getting to grips with the service)
- two weeks during our cold spell in January (where councillors may have been stretched with the number of enquiries from residents)
- the April bank holiday.

## Late Fixes



**COMMENTS:** As of 3rd April, Late Fixes currently stand at 94. This has increased considerably from last weeks figure of 62. However, it should be noted that the three weeks prior all recorded a week by week decrease of late fixes. The high amount of late fixes that are currently shown could also be affected by annual leave within the Council and this is something we can review over the coming weeks. Highways Maintenance currently account for over 50% of late fixes and Network Management, Waste Management & Regulatory & Supporting Services have recorded a slight increase in late fixes this week.