

DEMOCRATIC SERVICES COMMITTEE:

11 December 2013

AGENDA ITEM: 8

MEMBER ENQUIRY LINE PERFORMANCE REPORT

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

Reason for this Report

1. To advise the Committee of further enhancements and continued Member use of the Member Enquiry System.

Background

2. The Member Enquiry System has now been in place for a period of 1 year. Monthly reports are generated and circulated to Senior Management in all Service areas to inform them of enquiry volumes current in their areas.
3. The system continues to see regular usage by Members who either choose to self serve or raise their enquiry through the relevant Service Area Co-ordinator. (see Appendix 1)

Issues

4. During the bedding in period, the Member Enquiry Team asked for lots of feedback regarding experiences when inputting enquiries. This included a short survey that Members were asked to complete. As a result further enhancements were made to the system following the feedback. (see Appendix 2)
5. Currently the Central Member Enquiry Team are working on updating the system to reflect the recent Directorate changes within the Council (transfer of services between departments/service area coordinators).
6. Whilst this system has been recognised as an interim solution, it is expected to be maintained for the foreseeable future. The Council wide database (SAP) solution will not be in place until 2014.

Legal Implications

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

Financial Implications

8. 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 continue to feedback any issues should they arise when using the system in the future.

SARAH MCGILL
CORPORATE CHIEF OFFICER (COMMUNITIES)

The following Appendices are attached:

Appendix 1: Statistical Report on Member Enquiries June- October 2013

Appendix 2: Enhancements made to the system

Appendix 1

Member Enquiry Line Performance Report



June - October 2013

[Total Member Enquiries](#)

[Late Fixes](#)

Member Enquiries

	June	July	August	Sept	Oct	Total
Total Enquiries	427	513	350	379	413	2082
Member	213	238	164	197	164	976
Officer	214	275	186	182	249	1106
Dumped Rubbish / Flytipping	33	56	40	47	65	241
Street Cleansing & Litter	24	30	23	22	26	125
Education & Enforcement	23	30	30	12	19	114
Potholes & Surfacing	33	30	15	18	14	110
Other Highways Issues	24	21	14	20	17	96
Parks	19	21	13	21	8	82
Housing Allocation & Waiting List	15	13	15	19	12	74
Graffiti	5	32	12	5	19	73
Problem Parking	15	15	11	15	13	69
Other Parking & Traffic Issues	7	17	16	13	12	65
Drainage	11	11	7	6	25	60
Waste Collections	10	18	7	7	14	56
Housing Repairs	12	15	5	11	11	54
Anti-Social Behaviour	7	14	13	8	9	51
Graffiti Removal	14	13	6	9	4	46
Trees	11	10	7	7	10	45
Noise Pollution	7	7	14	10	6	44
Uncategorised	4	12	5	3	17	41
Plant Overgrowth	8	12	9	4	4	37
Street Furniture	14	8	4	8	3	37
Footway/Carriageway Recnstrct	1	6	11	11	5	34
Other Waste Management Issues	11	9	3	6	5	34
Transport Policy & Projects	12	6	2	6	6	32
Estate Improvement	13	6	3	4	4	30
Tenancy Management	7	5	6	4	2	24
Building Control	3	8	3	5	3	22
Neighbourhood Nuisance	5	11	3	3	0	22
Street Lighting	6	3	3	4	5	21
Land & Buildings	5	6	2	1	5	19
Schools	7	3	1	7	1	19
Council Tax	2	3	4	5	4	18
Private Sector Housing	4	2	0	2	7	15
Legal & Democratic Services	1	2	2	3	5	13
Trading Standards	4	3	0	1	4	12
Blocked Drains & Gulleys	2	1	1	4	4	12
Education	3	3	0	2	3	11
Council Estates	1	3	1	5	0	10
Clean and Clear	0	3	4	3	0	10

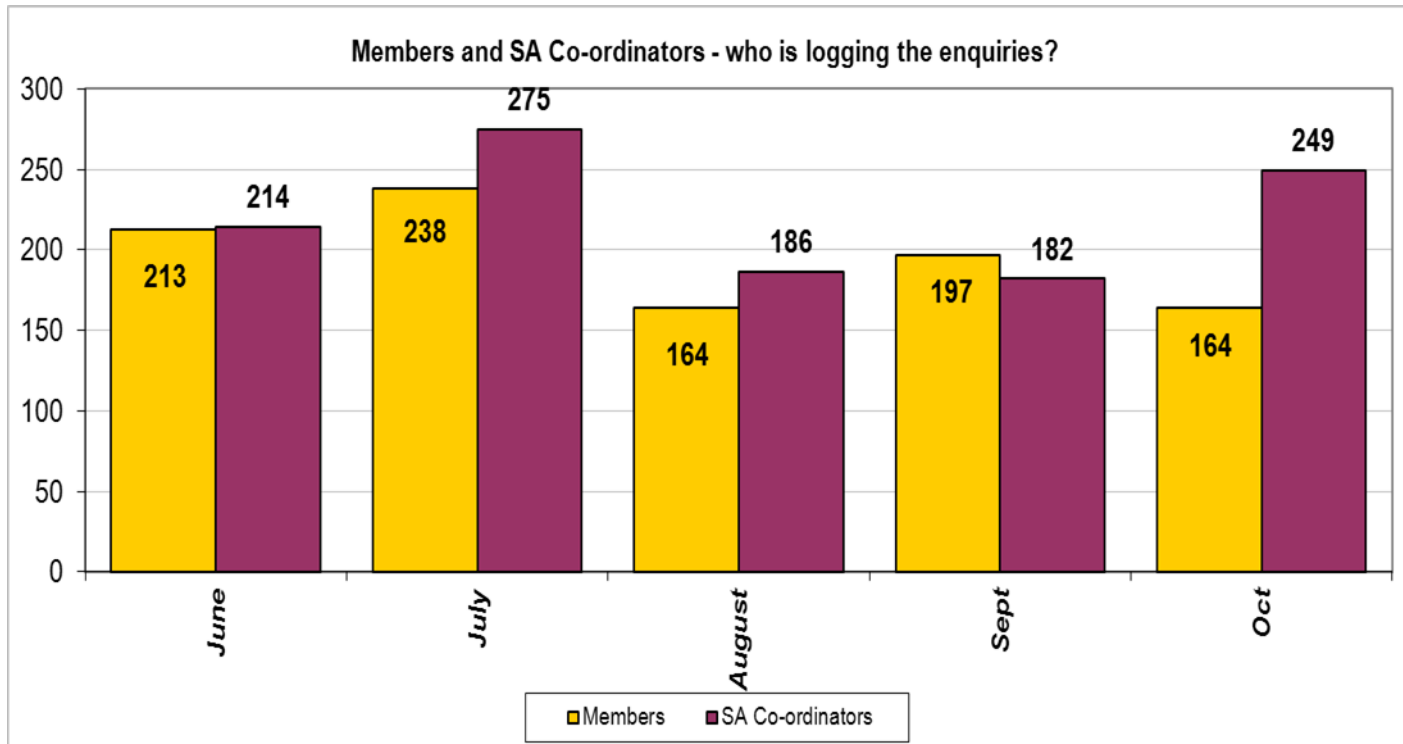
Public Transport	3	2	1	1	2	9
Allotments	4	1	2	1	1	9
Disabled Facilities	3	3	2	1	0	9
Estate Services	2	2	0	1	3	8
Licensing	0	2	1	3	2	8
Sports	2	1	2	1	1	7
Leisure Facilities	2	2	1	2	0	7
Business Rates	1	1	1	1	2	6
Major Projects	1	0	4	0	1	6
Grass Cutting	2	3	0	0	1	6
Air Pollution/Quality	4	2	0	0	0	6
Libraries	0	0	1	1	3	5
High Hedges	0	2	1	0	2	5
Garden Conditions	0	2	1	2	0	5
Neighbourhood Renewal Areas	2	1	0	2	0	5
Adult Care & Assessment	2	3	0	0	0	5
Homelessness	0	0	0	1	3	4
Internal Services	1	0	0	2	1	4
Harbour Authority	0	0	2	1	1	4
Stray Dogs	2	1	0	1	0	4
Children's Services	3	0	0	1	0	4
Damaged Street Furniture	1	2	1	0	0	4
Bereavement Services	0	0	0	1	2	3
Tourism & Events	0	0	1	1	1	3
Bulky Item Collections	0	0	1	1	1	3
Abandoned Properties	0	1	1	1	0	3
Pollution Control	1	0	1	1	0	3
Conservation	1	1	1	0	0	3
Public Protection	0	1	2	0	0	3
Neighbourhood Regeneration	0	0	0	0	2	2
Housing Strategy	0	0	0	0	2	2
Customer Insight & Business Knowledge	0	0	0	0	2	2
Winter Gritting	0	0	1	0	1	2
Housing Benefit & Finance	0	0	0	1	1	2
Human Resources	0	0	1	0	1	2
Partnerships	0	0	0	1	1	2
Estate Cleaning	0	0	0	2	0	2
Other Enquiry	0	1	0	1	0	2
Regulatory and Support Services	0	1	0	1	0	2
Disabled Parking Badge (Blue Badge)	0	0	1	1	0	2
Nuisance Neighbours	0	2	0	0	0	2
Council Tax Benefit	0	2	0	0	0	2
Welfare Reform	0	2	0	0	0	2
Leaseholders	0	0	2	0	0	2
Democratic Services	1	1	0	0	0	2
Private Sector Housing Enforcement	0	0	0	0	1	1

Families First	0	0	0	0	1	1
Housing Benefit	0	0	0	0	1	1
Citizen HUBS	0	0	0	0	1	1
Community Partnerships	0	0	0	1	0	1
Adult Services	0	0	0	1	0	1
Disabled Bus Pass	0	0	0	1	0	1
Caretaking Services	0	0	1	0	0	1
Taxi Licensing & Enforcement	1	0	0	0	0	1
Insurance	0	0	1	0	0	1
Facilities Management	1	0	0	0	0	1
Venues & City Centre	0	1	0	0	0	1
School Transport	0	1	0	0	0	1
Network Management	1	0	0	0	0	1
Damaged Bus Stops	1	0	0	0	0	1
Community Safety	0	0	1	0	0	1
Community Facilities	0	1	0	0	0	1
Commissioning & Procurement	1	0	0	0	0	1
Contact Centre Services	0	0	0	0	0	0
Central Transport Services	0	0	0	0	0	0
Supporting People	0	0	0	0	0	0
Motorcycle Annoyance	0	0	0	0	0	0
Grants	0	0	0	0	0	0
Scrutiny	0	0	0	0	0	0
Play Facilities	0	0	0	0	0	0
Pensions	0	0	0	0	0	0
Other Finance Issue	0	0	0	0	0	0
Members' Support	0	0	0	0	0	0
Members Support	0	0	0	0	0	0
Improvement & Information Management	0	0	0	0	0	0
ICT	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0
Contaminated Land	0	0	0	0	0	0
Commercial Waste	0	0	0	0	0	0
Asylum Services	0	0	0	0	0	0

COMMENTS: July saw the highest number of enquiries logged since the service went live in December 2012. This was due to large increases in enquiries relating to Graffiti, Dumped Rubbish and Flytipping.

Waste Management, Highways and Parks continue to have the highest amount of enquiries logged against their Service Areas.

Members and SA Co-ordinators



COMMENTS: There has been an increase in the number of Councillors who are choosing to “self-serve”, using the system to its full capacity rather than report via a Service Area Co-ordinator.

Whilst both options will remain, we will continue to work with Members offering further training on the system to be able to “self –serve” if required.

Late Fixes

COMMENTS: Late fixes are constantly monitored by the Central Team with enquiries being updated and timescales extended where appropriate.

Discussions have taken place between Waste Management, Highways and Parks to ensure best practice is shared and maintained. Late fixes without doubt, remain the most challenging aspect with some service areas receiving a significantly higher number of enquiries due to the nature of their business e.g. potholes, dumped rubbish.

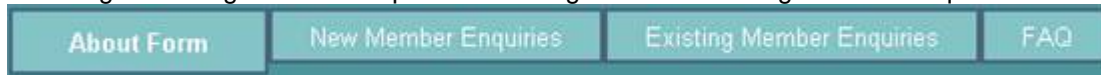


Appendix 2

Enhancements made to the System

Change “New Member Enquiries” heading to “Capture Member Enquiry”

Change “Existing Member Enquiries” heading to “View Existing Member Enquiries”



Amendment to ‘About Form’ text

Original:

Member Enquiries are welcomed in Welsh as well as in English. ***If you would like your response to be provided in Welsh, please request this as part of your enquiry details.***

Updated:

Member Enquiries are welcomed in Welsh as well as in English. ***Responses will generally be provided in the same language as the initial enquiry; however, Welsh responses can be requested to English enquiries and vice versa.***

Change “Name of the councillor making the enquiry” to “Name of the Elected Member making the enquiry”

Name of the councillor making the enquiry:

- Each screen will now show the subject you are logging



- A new data field on the enquiry details capture screen, where the user can enter a short text description of the enquiry, personal reference etc that can be used to

identify the call. This data item should be passed to, and stored in QSM against the call. When retrieving the list of existing calls, the 'Short Identifier Text' should be retrieved from QSM and displayed alongside the call reference, call subjects etc. **If you are asking someone to log an enquiry for you, please clearly state what you want in the short description box.**

- **Store 'Short Identifier Text' as part of call** The 'Short Identifier Text' forming part of the call details submitted from the capture form should be stored in QSM and visible to users as part of the call details.
- **Search by 'Short Identifier Text'** It should be possible for users to search the 'Short Identifier Text' field in QSM using key words such as street name, enquiry type e.g. pothole or customer surname
- **Display 'Short Identifier Text' in enquiry list** When retrieving the list of existing calls, the 'Short Identifier Text' should be retrieved from QSM and displayed alongside the call reference, call subjects etc.
- **Retrieve and view QSM attachments from online enquiry view** Any attachments stored against the call in QSM should be retrievable to view/save from the enquiry view.
- **Print full enquiry view** At present the print function from the enquiry view produces an overview of the details that does not include the full text of the notes field. This should be visible in the printed version.

Various amendments to category structure

City Development	Conservation	ME-City Development
Community Safety	Pest Control	ME-Regulatory & Support Services
Financial Support	Grants	ME-Finance
Financial Support	Insurance	ME-Finance
Highways, Traffic & Transport	Footway/Carriageway Reconstruction Schemes	ME-Highways
Highways, Traffic & Transport	Winter Gritting	ME-Highways
Housing	Abandoned Properties	ME-Tenancy Management
Housing	Caretaking Services	ME-Caretaking Services
Housing	Clean & Clear	ME-Estate Improvement and DFG
Housing	Council Estates	ME-Estate Improvement and DFG
Housing	Estate Cleaning	ME-Estate Improvement and DFG
Housing	Estate Services	ME-Estate Improvement and DFG
Housing	Garden Conditions	ME-Tenancy Management
Housing	Housing Strategy	ME-Housing/Alloc/Homelessness

Housing	Leaseholders	ME-Tenancy Management
Housing	Neighbourhood Renewal Areas	ME-Housing & Neighbourhd Renewal
Housing	Sublets	ME-Tenancy Management
Housing	Supporting People	ME-Housing/Alloc/Homelessness
Housing	Tenants' Support Team	ME-Housing/Alloc/Homelessness
Housing	Welfare Reform	ME-House/Ctax Bens & Rent Arrear
Other Council Services	Facilities Management	ME-Central Transport Services
Other Council Services	Equalities	ME-Partnerships & Citizen Focus
Outdoor Maintenance	Footway/Carriageway Reconstruction Schemes	ME-Highways
Outdoor Maintenance	High Hedges	ME-Regulatory & Support Srvices
Outdoor Maintenance	Winter Gritting	ME-Highways
Public Facilities	Citizen Hubs	ME-Community Facilities

Changes to existing categories

	Original			Updated	
Type	Call Subject 2	Call Subject 3	Support Group	Call Subject 2	Call Subject 3
Routing	Community Safety	Motorcycle Annoyance	ME-Parks & Sports	Community Safety	Motorcycle Annoyance
Routing	Community Safety	Victim Support	ME-House/Ctax Bens & Rent Arrear	Community Safety	Victim Support
Name	Other Council Services	Partnerships	ME-Partnerships & Citizen Focus	Other Council Services	Partnerships & Citizen Focus
Name and routing	City Development	Neighbourhood Renewal	ME-Housing & Neighbourhd Renewal	City Development	Neighbourhood Regeneration

Amended/new pop up texts for the Member Enquiry Capture Form

Call Subject 2	Call Subject 3	Pop Up Text
City Development	Neighbourhood Regeneration	<ul style="list-style-type: none"> - Community Building Grants programme - District & Local shopping Centres Strategy - Physical environment improvement schemes (Neighbourhood Renewal schemes programme, excludes Council Housing estates)
Community Safety	Public Protection 2	<ul style="list-style-type: none"> - Communicable disease - Food Safety - Health & Safety
Community Safety	Anti-Social Behaviour (Private)	<ul style="list-style-type: none"> - Anti Social Behaviour[ASB] - Noise/Nuisance.
Community Safety	Stray Dogs	<ul style="list-style-type: none"> - Cardiff Dogs' Home - Dog Warden Service - Impounding - Re-homing

Highways Traffic & Transport	Taxi Licensing & Enforcement	<ul style="list-style-type: none"> - Enforcement - Inspection - Licensing (granting, renewing and transferring)
Housing	Contaminated Land	<ul style="list-style-type: none"> - Remediation of land contaminated by previous industrial use - Water quality monitoring
Housing	Neighbourhood Renewal Areas	<ul style="list-style-type: none"> - WG funded improvement works in, for example West Adamsdown and North Grangetown
Other Council Services	Partnerships & Citizen Focus	<ul style="list-style-type: none"> - Business Intelligence, Engagement and Research - Cardiff Partnership arrangements - Communities First - Equalities and Community Cohesion - Families First - Neighbourhood Management
Outdoor Maintenance	Graffiti	<ul style="list-style-type: none"> - Includes racist/offensive graffiti
Waste Management	Commercial Waste	<ul style="list-style-type: none"> - Additional services required - Billing/contract enquiries - Non-collection
Waste Management	Graffiti	<ul style="list-style-type: none"> - Includes racist/offensive graffiti
Waste Management	Street Cleansing & Litter	<ul style="list-style-type: none"> - Additional litter bin requests - Cleansing of dog fouling - Litter bin emptying - Poor standard of street cleaning
Waste Management	Waste Collections	<ul style="list-style-type: none"> - Non-collection black, green, food, recycling, flats/HMOs
Waste Management	Bulky Item Collections	<ul style="list-style-type: none"> - Chargeable bulky requests - Non-collection - Standard bulky requests
Waste Management	Education & Enforcement	<ul style="list-style-type: none"> - Dog Fouling Policy - Education/literature required - Fixed Penalty Notices - Local Environmental Quality - Presentation of waste
Waste Management	Dumped Rubbish/Flytipping	<ul style="list-style-type: none"> - Dumped items - Flytipping
Waste Management	Other Waste Management Issues	<ul style="list-style-type: none"> - Household waste recycling Centres (HWFC) - Hygiene Service - Landfill - Organic Food waste Treatment prosiect Gwyrdd - Van permits (HWRC) - waste Strategy
Waste Management	Pollution Control	<ul style="list-style-type: none"> - Cardiff Dogs' Home/Dog Warden Service - Noise & Air Pollution - Pest Control Service

