

## **DEMOCRATIC SERVICES COMMITTEE:**

**16 OCTOBER 2014**

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

#### **AGENDA ITEM: 6**

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### **MEMBER ENQUIRY SERVICE PERFORMANCE REPORT**

#### **Reason for this Report**

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

#### **Background**

2. The Committee on 30 April 2012 resolved to receive regular updates on the performance of the Members Enquiry Line System.
3. The Member Enquiry System has now been in place for a period of 21 months. Monthly reports are generated and circulated to Senior Management in all Service areas to inform them of enquiry volumes current in their areas.
4. 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**

5. The Central Member Enquiry Team regularly monitors the use of the system and the type of enquiries recorded by Members. It has become apparent that Members are sometimes using the system to record 'requests for service' for example (and not restricted to); reports of street lights not working, none collection of waste, fly tipping all of which have shorter timescales to be responded to than Member enquiries (which is 10 calendar days). The September edition of the Member Services Newsletter refers to this information. (see appendix 2)

### **Legal Implications**

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

### **Financial Implications**

7. 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 notes 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: Enquiries input by Members vs Enquiries by Service Area Coordinators and Statistical Report on Member Enquiries April – September 2014**

**Appendix 2: September 14 edition of the Member Services newsletter**

# Member Enquiry Line Performance Report



April 2014 - Sept 2014

[Total Member Enquiries](#)

[Late Fixes](#)

## Member Enquiries

Enquiry Type	April	May	June	July	Aug	Sep	Total
<b>Total Enquiries</b>	<b>412</b>	<b>381</b>	<b>359</b>	<b>308</b>	<b>212</b>	<b>310</b>	<b>1982</b>
<b>Member</b>	<b>183</b>	<b>180</b>	<b>170</b>	<b>159</b>	<b>147</b>	<b>199</b>	<b>1038</b>
<b>Officer</b>	<b>229</b>	<b>201</b>	<b>189</b>	<b>149</b>	<b>65</b>	<b>111</b>	<b>944</b>
Dumped Rubbish / Flytipping	65	43	51	37	30	31	257
Street Cleansing & Litter	39	42	43	17	13	23	177
Education & Enforcement	44	41	37	18	5	20	165
Potholes & Surfacing	27	25	14	22	14	18	120
Housing Allocation & Waiting List	16	14	10	8	9	17	74
Housing Repairs	13	14	8	12	6	14	67
Plant Overgrowth	0	2	10	14	9	14	49
Trees	8	5	5	9	5	11	43
Other Parking & Traffic Issues	15	12	13	9	7	11	67
Other Highways Issues	17	9	16	7	6	11	66
Anti-Social Behaviour	5	5	10	11	8	10	49
Blocked Drains & Gulleys	4	7	7	1	5	9	33
Street Lighting	3	3	2	8	3	9	28
Private Sector Housing	7	5	5	3	2	9	31
Footway/Carriageway Reconstruct	6	10	9	4	2	6	37
Uncategorised	6	7	4	12	8	6	43
High Hedges	0	0	0	1	0	5	6
Parks	9	10	5	10	3	5	42
Problem Parking	11	12	11	9	3	5	51
Transport Policy & Projects	2	5	2	2	1	5	17
Waste Collections	14	18	16	11	7	5	71
Noise Pollution	1	2	2	9	4	4	22
Graffiti	22	9	2	9	3	4	49
Pest Control	1	1	2	2	3	3	12
Education & Lifelong Learning	1	4	1	0	0	3	9
Motorcycle Annoyance	0	0	0	0	0	2	2
Strategic Estates	3	0	1	0	1	2	7
Disabled Facilities	2	2	3	1	0	2	10
Estate Improvement	3	1	4	5	2	2	17
Homelessness	2	1	2	3	1	2	11
Leaseholders	0	1	1	0	0	2	4
Tenancy Management	3	1	2	3	1	2	12
Damaged Street Furniture	3	5	2	1	2	2	15
Winter Gritting	1	0	0	0	1	2	4
Development Control	4	2	7	2	0	2	17
Public Transport	0	1	0	2	1	2	6
Commercial Waste	0	2	0	0	0	2	4
Other Waste Management Issues	11	8	6	1	3	2	31
Schools	1	1	0	3	3	2	10
CCTV	0	0	0	0	0	1	1
Community Safety	1	0	0	0	0	1	2
Nuisance Neighbours	0	0	1	0	0	1	2
Public Protection	1	1	0	1	2	1	6
Major Projects	0	0	0	0	0	1	1
Children's Services	0	1	0	0	0	1	2
Families First	0	0	0	1	0	1	2
Council Tax	0	3	1	2	0	1	7
Clean and Clear	0	1	0	1	1	1	4
Housing Benefit	0	0	0	1	0	1	2
Neighbourhood Nuisance	2	1	3	0	1	1	8

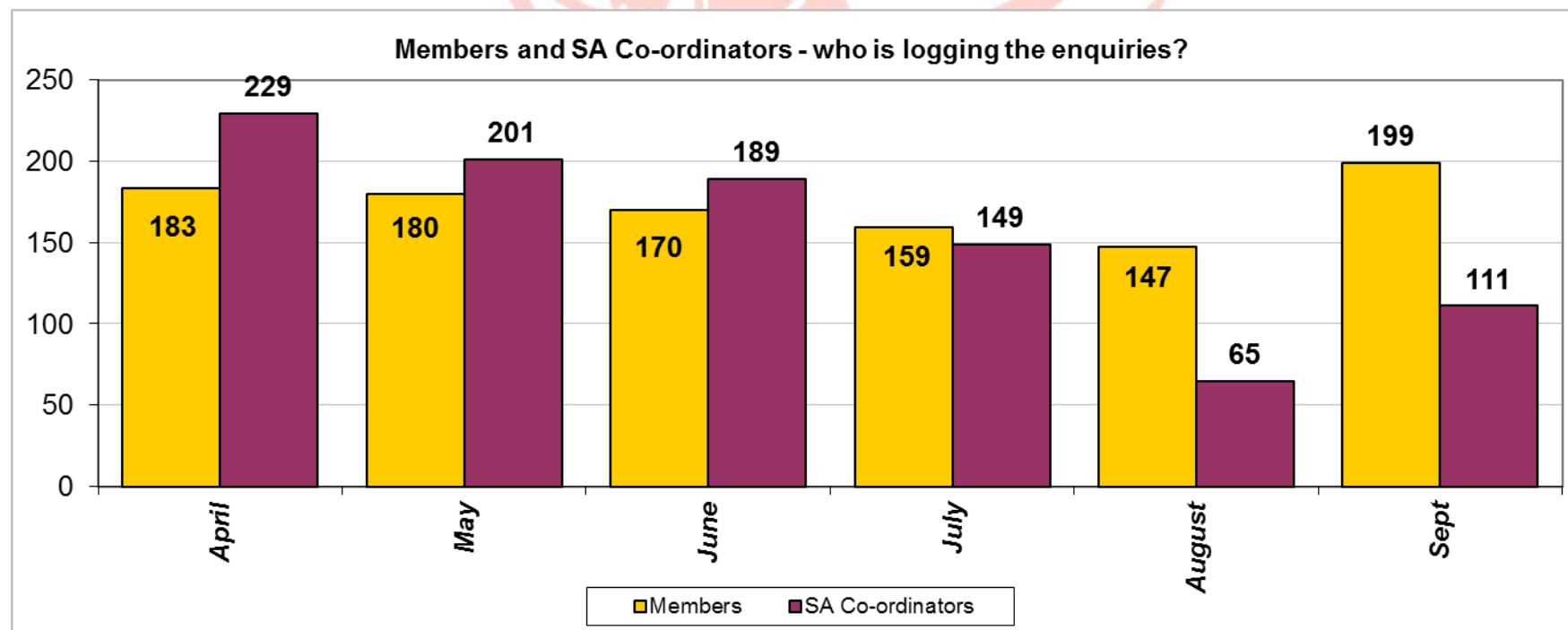
Communications & Media	0	0	0	0	0	1	1
Contact Centre Services	0	0	0	0	0	1	1
Human Resources	0	0	0	0	0	1	1
ICT	2	1	2	0	1	1	7
Licensing	1	2	0	2	2	1	8
Damaged Bus Stops	2	1	1	2	2	1	9
Leisure Facilities	0	2	2	0	0	1	5
Libraries	0	0	0	0	0	1	1
Building Control	1	0	6	0	1	1	9
Drainage	6	7	5	5	9	1	33
Street Furniture	8	7	4	0	2	1	22
Supplementary Planning Guidance	0	0	0	0	0	1	1
Taxi Licensing & Enforcement	0	1	0	1	0	1	3
Council Tax Benefit	0	0	0	1	2	0	3
Garden Conditions	0	1	1	0	2	0	4
Allotments	0	0	0	1	2	0	3
Adult Care & Assessment	0	3	0	2	2	0	7
Street Furniture	8	7	4	0	2	0	21
Air Pollution/Quality	1	0	1	1	1	0	4
Council Estates	1	1	0	2	1	0	5
Trading Standards	2	1	1	0	1	0	5
Council Tax & Housing Benefit	0	0	0	0	1	0	1
Grants	0	0	1	0	1	0	2
Estate Cleaning	0	0	0	1	1	0	2
Estate Services	2	1	0	2	1	0	6
Legal Services	0	1	0	2	1	0	4
Venues & City Centre	0	0	0	0	1	0	1
Disabled Parking Badge (Blue Badge)	1	1	0	0	1	0	3
Pollution Control	1	0	2	2	1	0	6
Housing Benefit & Finance	1	3	1	3	0	0	8
Community Partnerships	0	0	0	1	0	0	1
Housing Strategy	0	0	0	1	0	0	1
Supporting People	0	0	0	1	0	0	1
Facilities Management	0	0	0	1	0	0	1
Grass Cutting	1	3	7	1	0	0	12
Sports	0	1	2	1	0	0	4
Conservation	0	0	0	1	0	0	1
School Transport	0	0	1	1	0	0	2
Bulky Item Collections	0	1	0	1	0	0	2
Business Rates	0	0	1	0	0	0	1
Caretaking Services	0	1	1	0	0	0	2
Tenants Support Team	0	0	1	0	0	0	1
Play Facilities	1	0	1	0	0	0	2
Central Transport Services	0	1	0	0	0	0	1
Democratic Services	0	1	0	0	0	0	1
Graffiti Removal	2	1	0	0	0	0	3
Schools	0	1	0	0	0	0	1
Local Development Plan (LDP)	0	1	0	0	0	0	1
Estate Cleaning	3	0	0	0	0	0	3
Neighbourhood Regeneration	1	0	0	0	0	0	1
Housing Strategy	1	0	0	0	0	0	1
Neighbourhood Renewal Areas	1	0	0	0	0	0	1
Insurance	0	0	0	0	0	0	0
Stray Dogs	0	0	0	0	0	0	0
Land & Buildings	0	0	0	0	0	0	0
Substance Misuse	0	0	0	0	0	0	0
Education	0	0	0	0	0	0	0
Harbour Authority	0	0	0	0	0	0	0
Regulatory and Support Services	0	0	0	0	0	0	0

Council Estates	0	0	0	0	0	0	0
Other Enquiry	0	0	0	0	0	0	0
Bereavement Services	0	0	0	0	0	0	0
Customer Insight & Business Knowledge	0	0	0	0	0	0	0
Private Sector Housing Enforcement	0	0	0	0	0	0	0
Internal Services	0	0	0	0	0	0	0
Partnerships	0	0	0	0	0	0	0
Citizen HUBS	0	0	0	0	0	0	0
Tourism & Events	0	0	0	0	0	0	0
Abandoned Properties	0	0	0	0	0	0	0
Adult Services	0	0	0	0	0	0	0
Disabled bus pass	0	0	0	0	0	0	0
Welfare Reform	0	0	0	0	0	0	0
Community Facilities	0	0	0	0	0	0	0
Neighbourhood Renewal	0	0	0	0	0	0	0
Commissioning & Procurement	0	0	0	0	0	0	0
Network Management	0	0	0	0	0	0	0
Asylum Services	0	0	0	0	0	0	0
Contaminated Land	0	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0	0
Improvement & Information Management	0	0	0	0	0	0	0
Members Support	0	0	0	0	0	0	0
Other Finance Issue	0	0	0	0	0	0	0
Pensions	0	0	0	0	0	0	0
Scrutiny	0	0	0	0	0	0	0

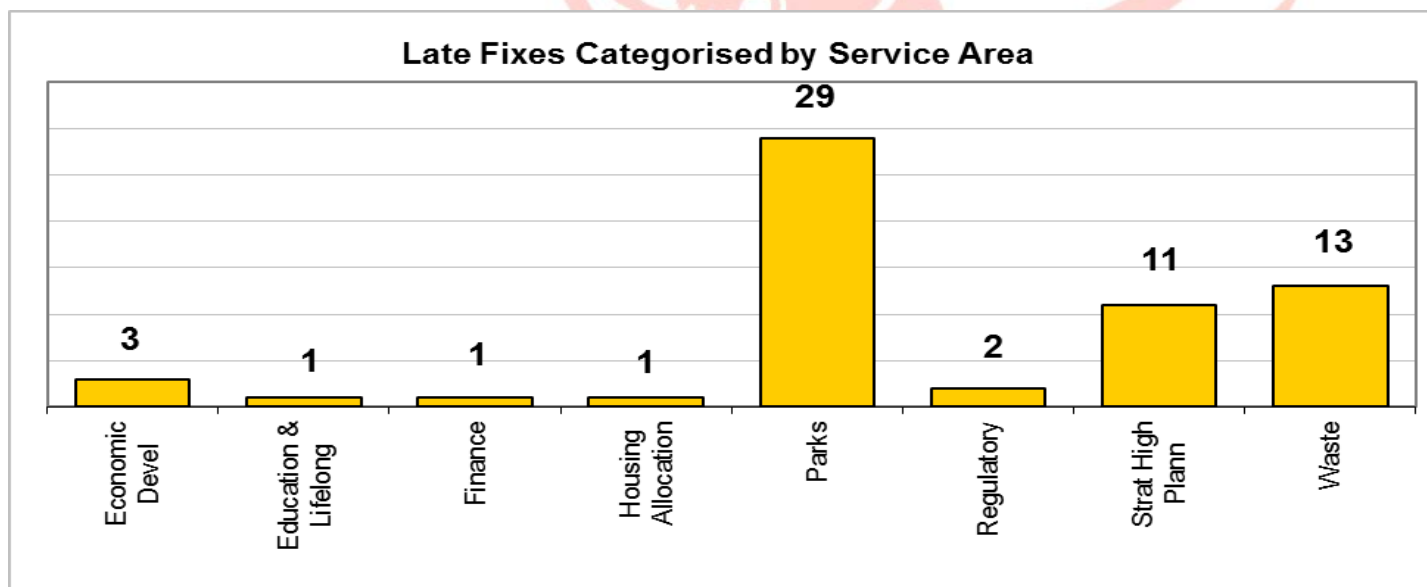
**COMMENTS:** April saw the highest number of enquiries received in the last 6 months. The number, with a considerable amount of enquiries recorded about dumped rubbish/fly tipping. However, due to the guidance issued by the Central Members Team about the difference between request for services and enquiries, the number of enquiries recorded over the next few months has dropped.

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## Members and SA Co-ordinators



## Late Fixes (as of 03.10.14)



**COMMENTS:** As of 3<sup>rd</sup> October, late fixes currently stand at 61. These 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 remain the most challenging aspect of the member enquiry system with some service areas receiving a significantly higher number of enquiries due to the nature of their business such as dumped rubbish, flytipping, street cleansing.



# Member Enquiry System (MES)

When recording an enquiry please remember to use the Member Enquiry System, either by:

Using the self-service Member Enquiry capture form at [webforms.cardiff.gov.uk/membersenquiries](http://webforms.cardiff.gov.uk/membersenquiries)

or

Calling the Member Enquiry Line on 029 20 872082, Mon to Fri 8.30am - 5pm. A member of the team will take the details and record the enquiry on your behalf.

## Benefits of the Member Enquiry System

- The form can be accessed 24 hours a day, meaning you can log an enquiry at a time that suits you.
- Our telephone line is a dedicated line for use only by Members.
- Once you have logged your enquiry, it will automatically be routed to the appropriate area and prioritised and handled by a Service Area Coordinator.
- Our system allows you to submit and track enquiries, enabling you to monitor the progress of your enquiry.
- Once the enquiry has been closed, you will receive a message asking you to check the outcome of your case.
- This record will be kept on the system. We keep a record of all enquiries made via MES since December 2012.

## Useful Information

- Service Areas aim to respond within 10 calendar days, if they are unable to do so they will keep you informed
- Provide as much information as possible within your enquiry, this will enable officers to process your enquiry efficiently without having to contact you for information.
- When attaching documents remember to click 'Attach File' to attach it to your enquiry.
- You can view ALL of your enquiries in the 'View Existing Member Enquiries' tab on the online form.
- You will receive an email notification of your enquiry reference number.
- You can view ALL of your enquiries (open and closed) by clicking on 'here' within the 'View Existing Member Enquiries' page.
- Remember to click on 'More Info' to expand the enquiry information.
- The page will display your 20 recent enquiries, to view older enquiries click on the page numbers on the bottom of the viewer.

For a step by step guide on how to use the Member Enquiry System please follow the link - <http://vmweb2.cardiff.gov.uk/cis2/viewdocument.php?id=65193>

## Requests for Service

For immediate responses for Request for Service such as fly tipping / non-collection of waste, these can be reported via the Member Enquiry Line, 029 20 872082, but will be dealt with within the appropriate service area timescales.

## Member Enquiry Service Report for July 2014

- 308 enquiries were recorded for the month, a decrease from 359 in June
- 52 % were recorded by Members and 48 % by Service Area Coordinators
- There has been a significant decrease in the number of enquiries recorded for Education and Enforcement, only 18, a reduction from 37 in June
- Street cleansing has also seen a reduction in the number of enquiries, from an average of 35 per month to 17
- The reduction may be attributed to the Member Central Team updating Members on the use of the enquiry system and advising when to use C2C for requests for service e.g. rubbish bags that haven't been picked that require a swift response
- Waste Management & Strategic Planning and Traffic & Transportation have both received considerably less enquiries compared to June, which has meant that officers have been able to respond to more enquiries within required timescales and there being a lower amount responded to over the 10 day period
- Parks and Regulatory have seen a small increase in the number of enquiries received
- The number of late enquiries has reduced throughout the month of July