

		<b>AGENDA ITEM 7</b>
		<b>CSC/19/17</b>
<b>Committee:</b>	<b>Corporate Policy and Scrutiny Committee</b>	
<b>Date:</b>	<b>24 October 2017</b>	
<b>Enquiries to:</b>	<b>Name: Robbie Watson-Levey</b>  <b>Designation: Customer and Member Enquiries Manager, Corporate and Customer Services</b>  <b>Contact details:</b> 0333 01 36680 <a href="mailto:robbie.watson-levey@essex.gov.uk">robbie.watson-levey@essex.gov.uk</a>	

## **MEMBER ENQUIRIES**

**Action required by members at this meeting:**

- 1. To consider the progress made with actions since the September 2017 meeting.**



## **Corporate Scrutiny Committee – 12 September 2017**

### **Member Enquiries – further recommendations – update 16 October 2017**

1. Diarise further member training session on Report-It tool and highways matters.

**Update:**

- Essex Highways have arranged a briefing session for Members for 13 October regarding Winter Service
- Report It tool briefing to be arranged following the completion of the Report It Tool and Essex Highways communications review (Essex Highways TBC).
- Essex Highway to be programme further Members briefing sessions (Essex Highways TBC)
- As part of the Member Enquiries survey Members have been invited to visit Member Enquiries Team – either drop in or book an appointment to meet the team or to discuss specific enquiries.

2. Acknowledge Cabinet Member commitment to further review Report-It tool and the production of more timely and regular responses and updates and indicative timescales for action.

**Update:**

- Essex Highways continue to investigate options and improvement for both the report it tool and the provision of communications. These are subject to consideration as part of Cllr Mitchells review (Essex Highways TBC).

3. Heartened by first indication of joint training with Highways and strongly encourages further regular such initiatives are pursued with all service areas.

**Update:**

- Member Enquiries Team have programmed further joint training in collaboration with Essex Highways on a range of topics
  - Winter Maintenance - October 2017
  - Parking Partnership - October 2017
  - Inspectors Workshops - October 2017
  - Street Lighting – November 2017
  - Permits – December 2017
  - Road Surface Dressing – January 2018 (tbc)
  - Flood Management– January 2018 (tbc)
  - Vegetation and grass cutting – February 2018 (tbc)
- Other training
  - Local Government and Social Care Ombudsman Training Children and Children Social Care Complaints - October 2018
  - Statutory Complaints Training for Children and Families Team/Service Managers – December 2017 (tbc)

4. Further clarification to be provided on ECC relationship with parking partnerships in relation to accountability and responsibility and reporting of incidents

**Update:**

- Essex Highways to produce information to Members on Essex Parking Partnerships for Members (Nov/Dec 2017) and arrange a Member briefing session (Essex Highways TBC)

5. Cllr Mitchell to factor in a method to advise members if projects delayed.

**Update:**

- Essex Highways are currently identifying what additional or complementary processes they could introduce to provide updates for both Members and resident where schemes change (Links to Cllr Mitchell review) (TBC)
- Essex Highways reviewing Roadwork information boards to (Essex Highways to advise)

6. Encourage further differentiation between the management and response to non-complex and complex issues.

**Update:**

- Member Enquiries Team Training and guidance is to be provided to identify and resolve simple enquiries more effectively (October). In addition we will continue to work with the Cabinet Office to identify ways to improve the process for those enquiries which require sign off (Ongoing).

7. That the Ringway Jacobs SLA be amended to include customer info timescales and quality of response as part of 5+5 contract re-negotiations.

**Update:**

- TBC

8. Further integration of Highways and ME IT systems be investigated.

**Update:**

- ECC Digital Foundations Project will enable great IT links for ECC and partners (including Essex Highways)

9. Welcome commitment that there will be further member survey and that it needs to be designed so that it is comparable to the previous survey.

**Update:**

- Member Enquiries survey has been issued closing date of 13 October. The results will be reviewed and analysed and shared.

Further info: the number of Cabinet Member referrals back to service area when inadequate response is presented for sign-off.

**Update:**

- Although we do not collect this information generally, we have gone back through our records for the last two months and are able to provide the following figures:
- 1.94% of draft responses were returned from either the Cabinet Office, Leaders Office and/or Chief Executive's Office
- Of this 1.94%, 1.39% of these draft responses related to Roads and Travel (Highways)