

Member Enquiries Survey Results - 2023

Richard Buttress, Democratic Services Manager

March 2024

Summary



94% of members rated the Member Enquiries team as excellent/good



97% of members were satisfied with the outcome of their enquiries



43% of members completed the survey

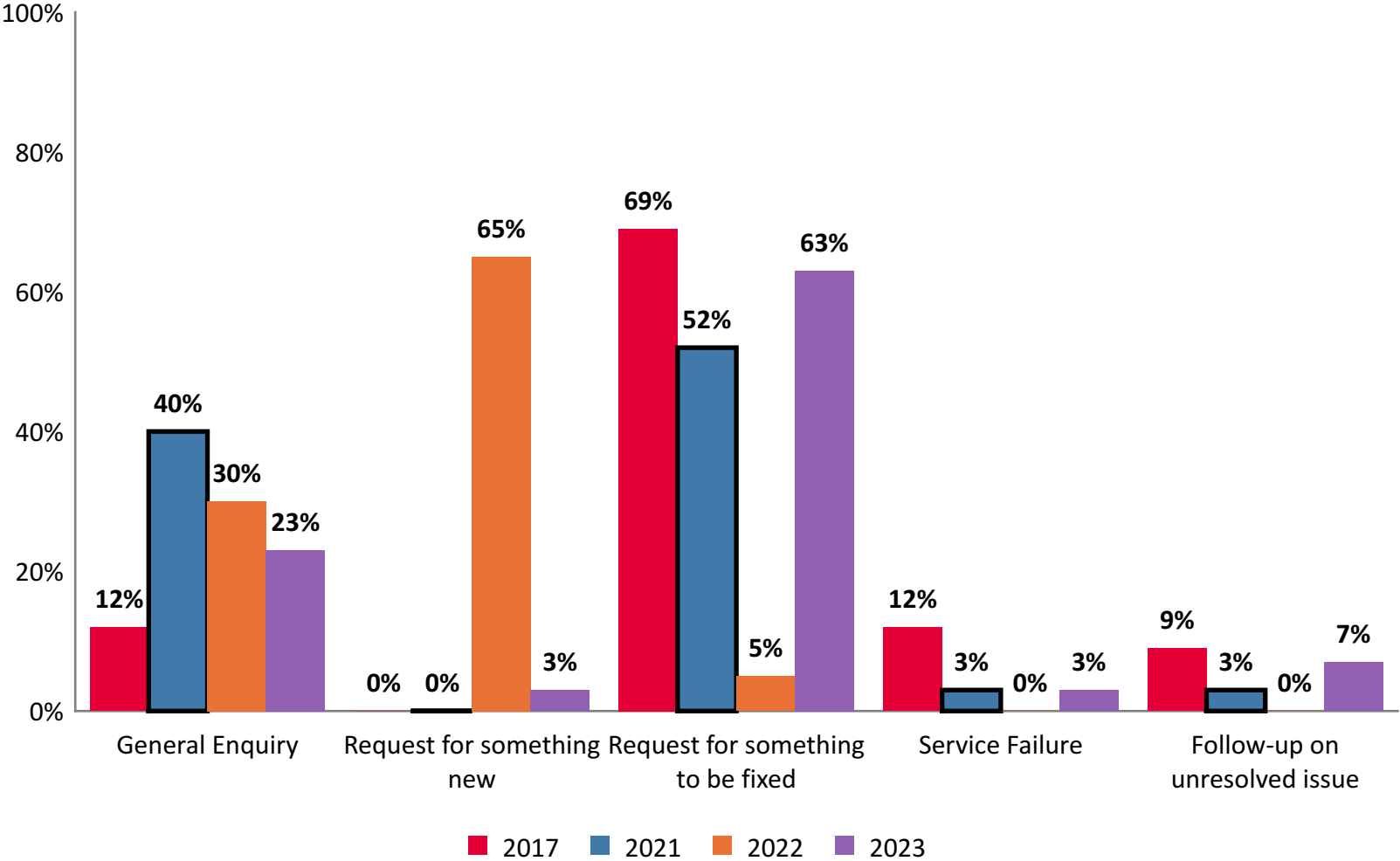


59% of members felt that the 10-working day SLA was fast enough

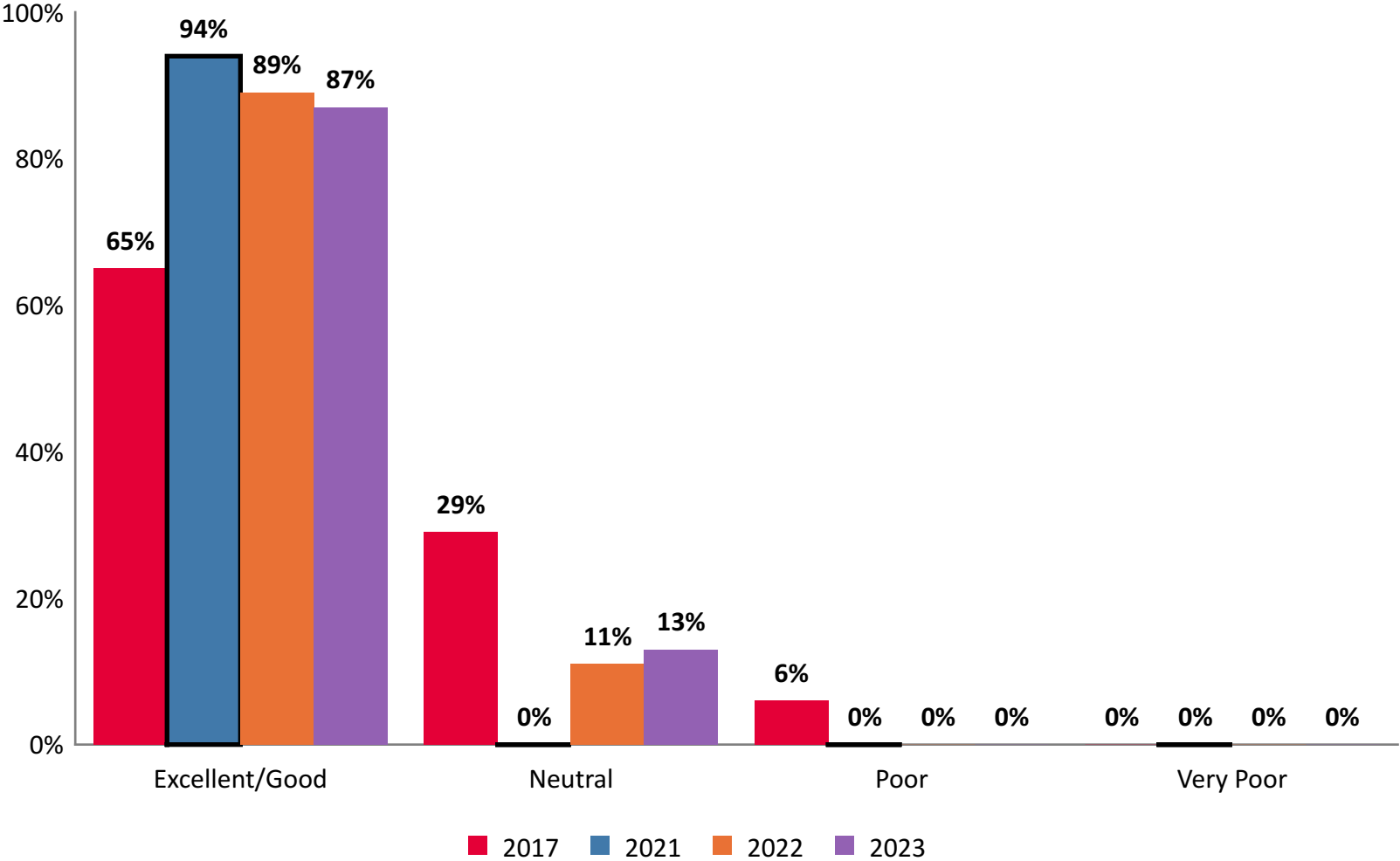


87% of members felt Member Enquiries supported them effectively to undertake their role as a County Councillor.

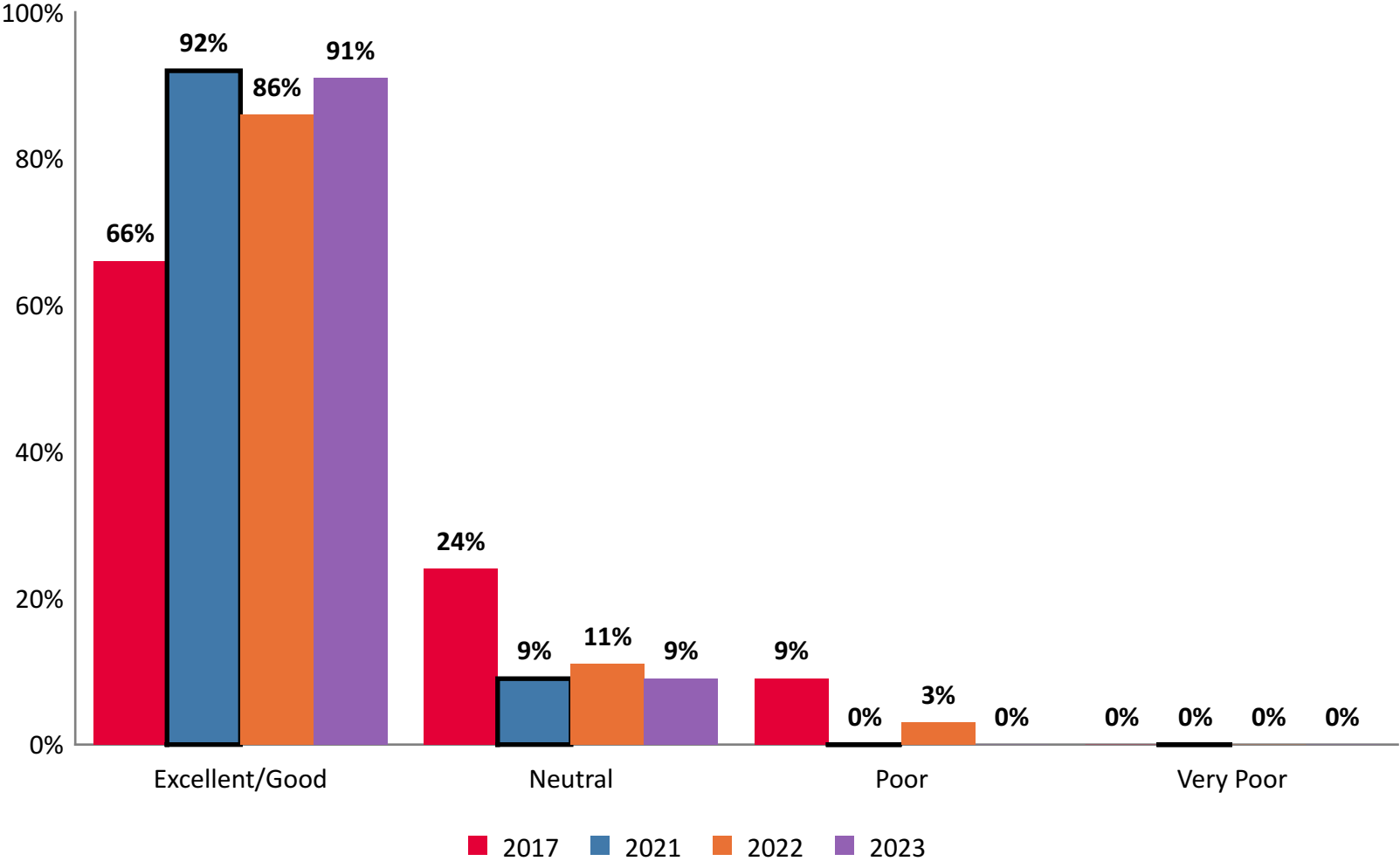
Which of the categories best describe the type of enquiries you submit to Member Enquiries?



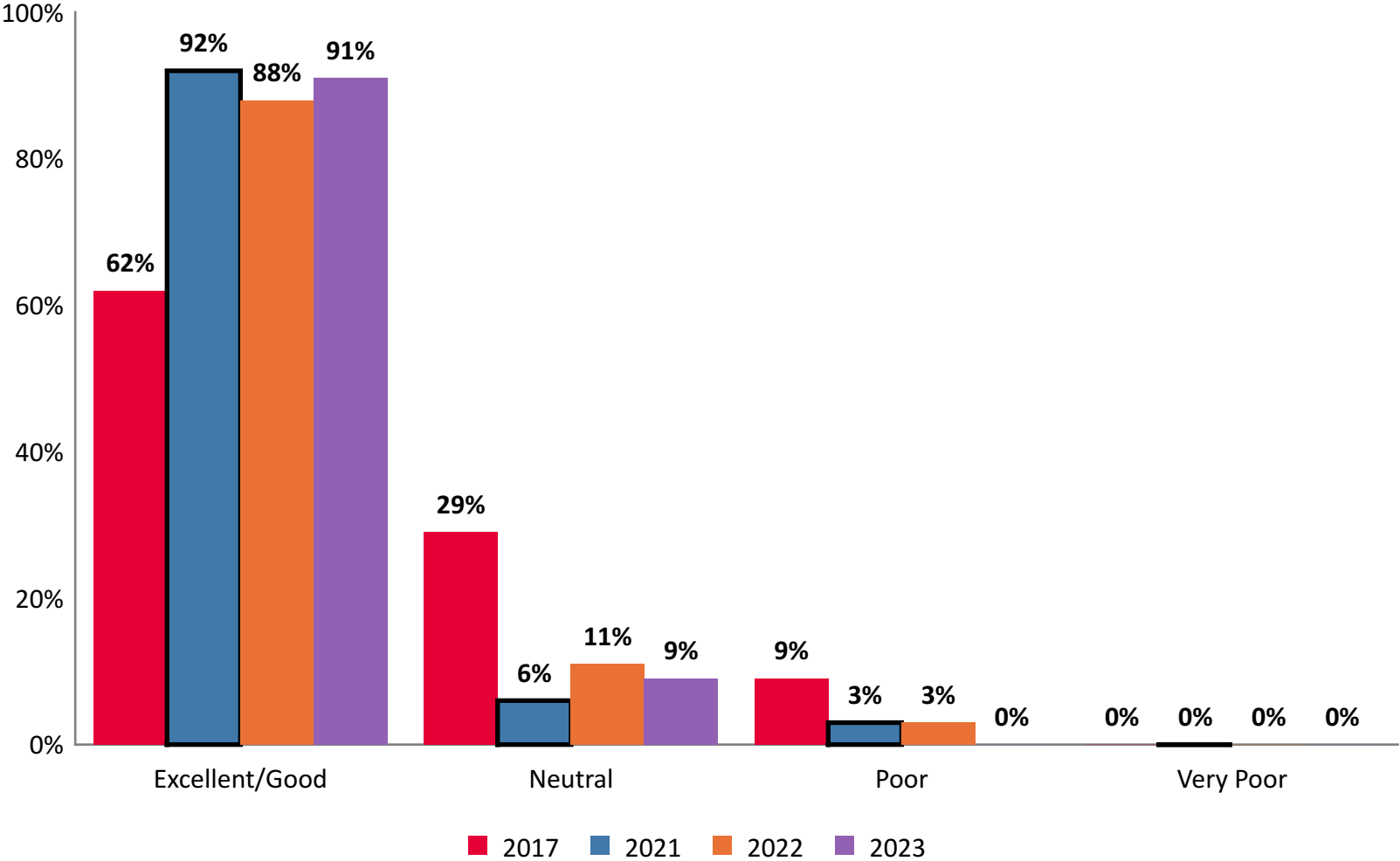
With regard to the response you receive from Member Enquiries, how would you describe the quality of the response in terms of style?



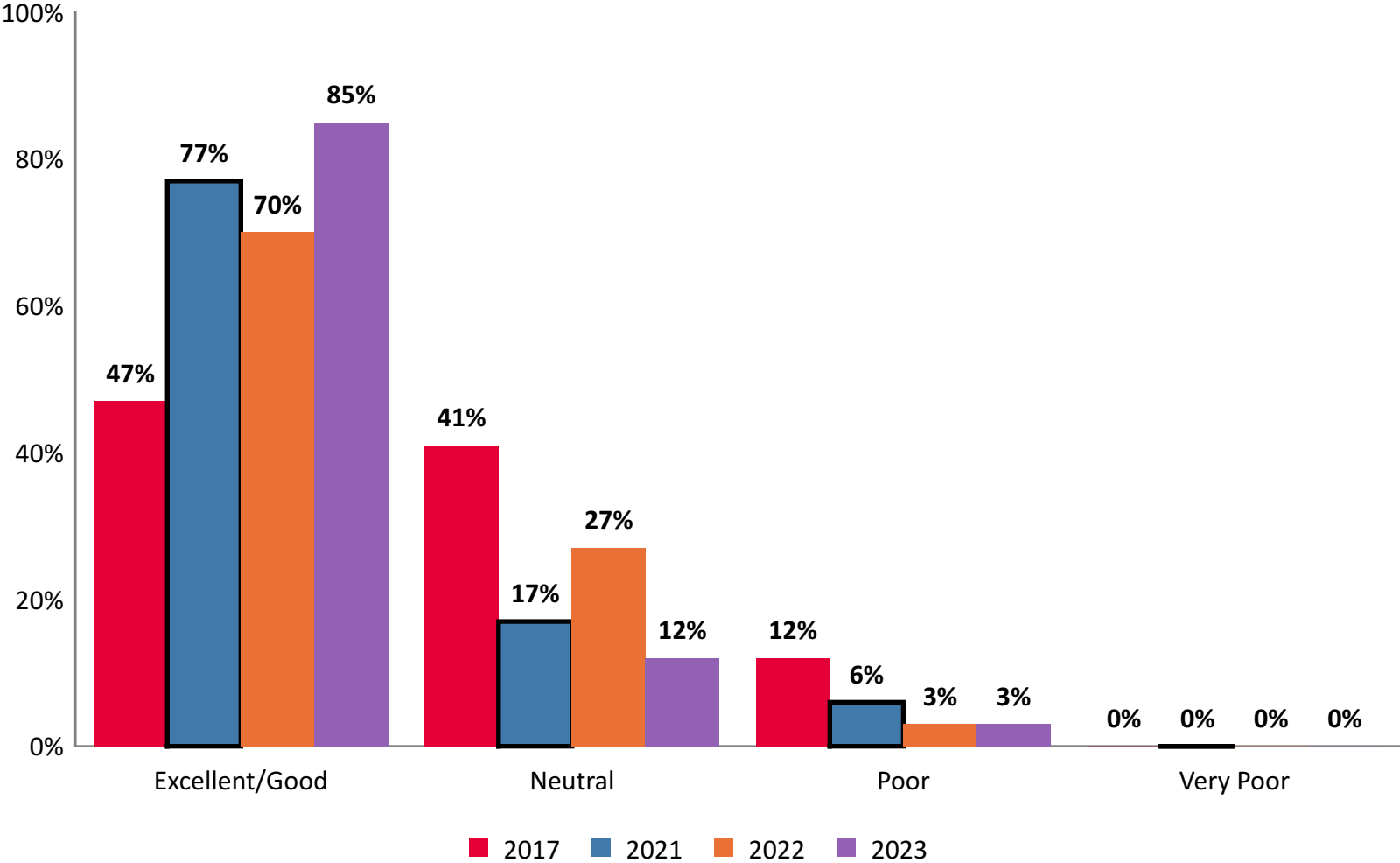
With regard to the response you receive from Member Enquiries, how would you describe the accuracy of information?



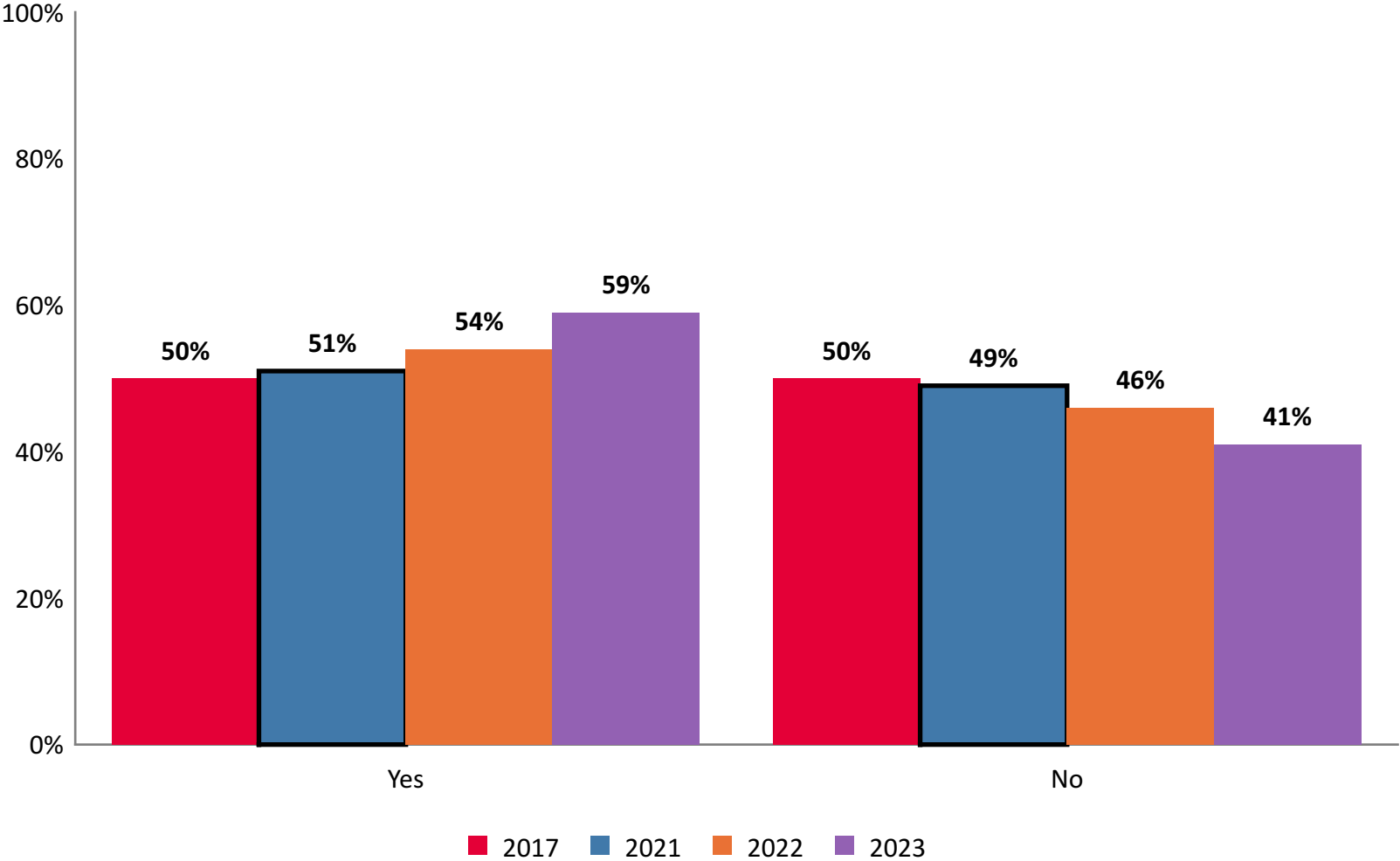
With regard to the response you receive from Member Enquiries, how would you describe the helpfulness of information?



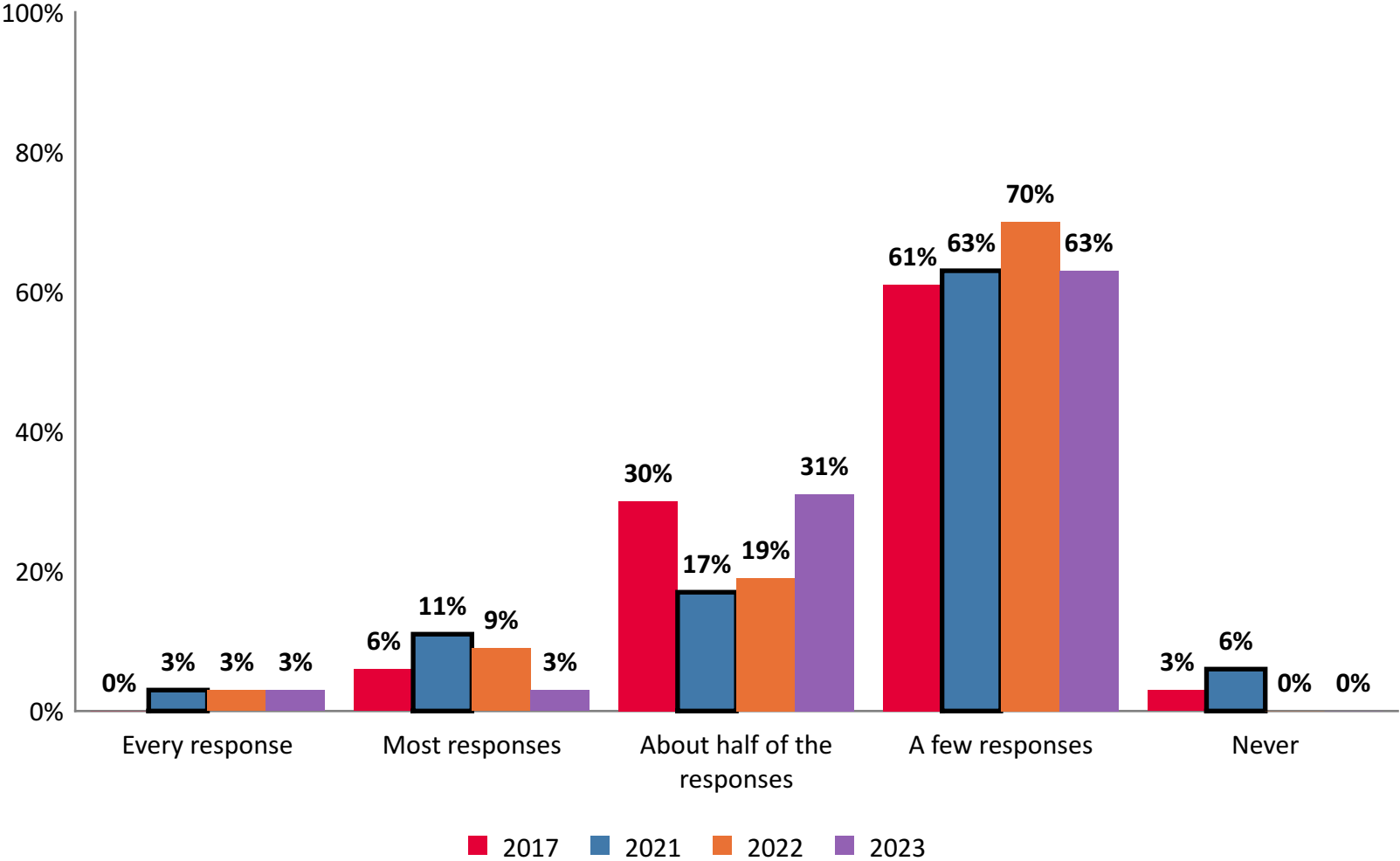
With regard to the response you receive from Member Enquiries, how would you describe the completeness of information?



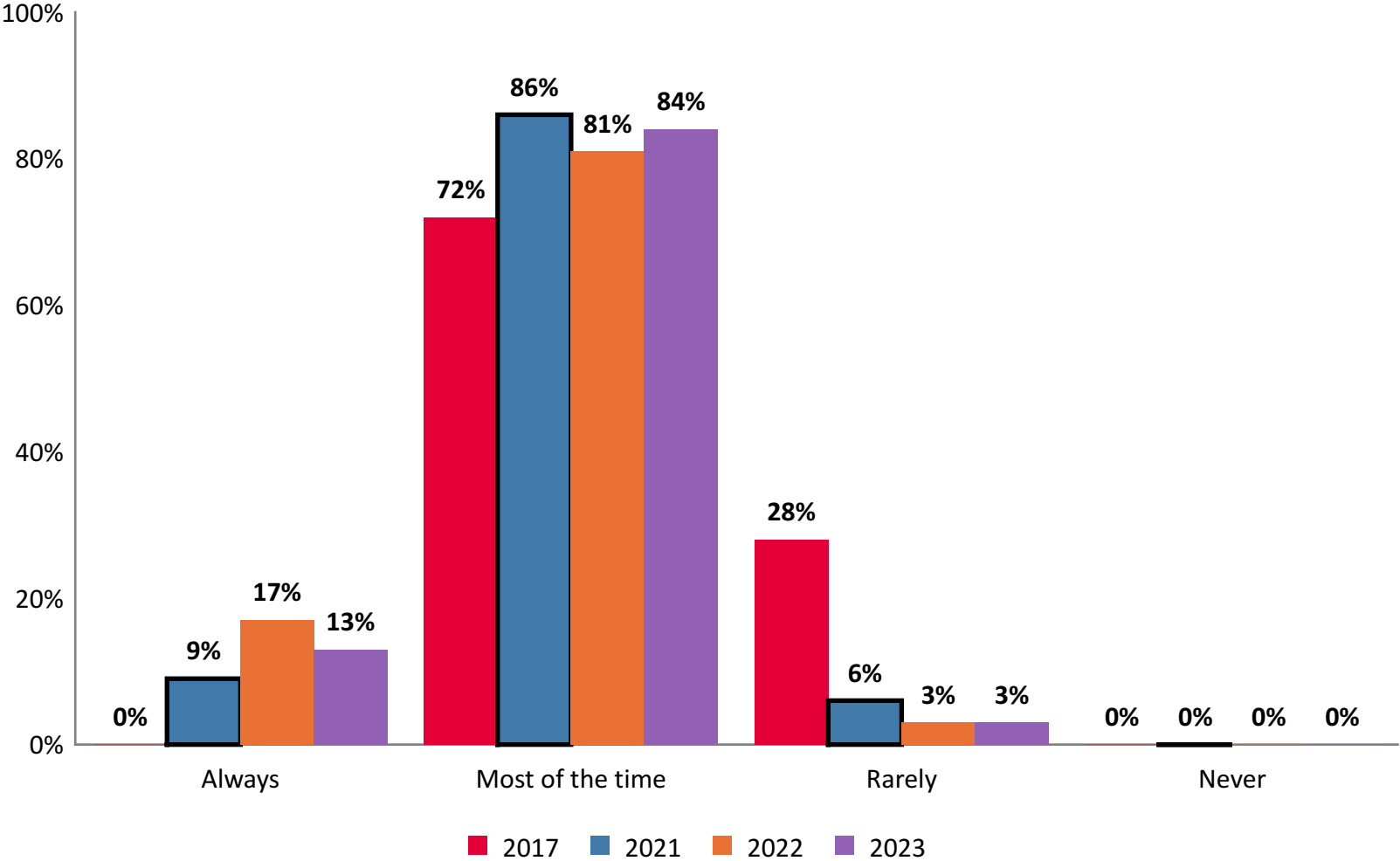
Member Enquiries has a 10-working day target for responding to enquiries. Is this fast enough?



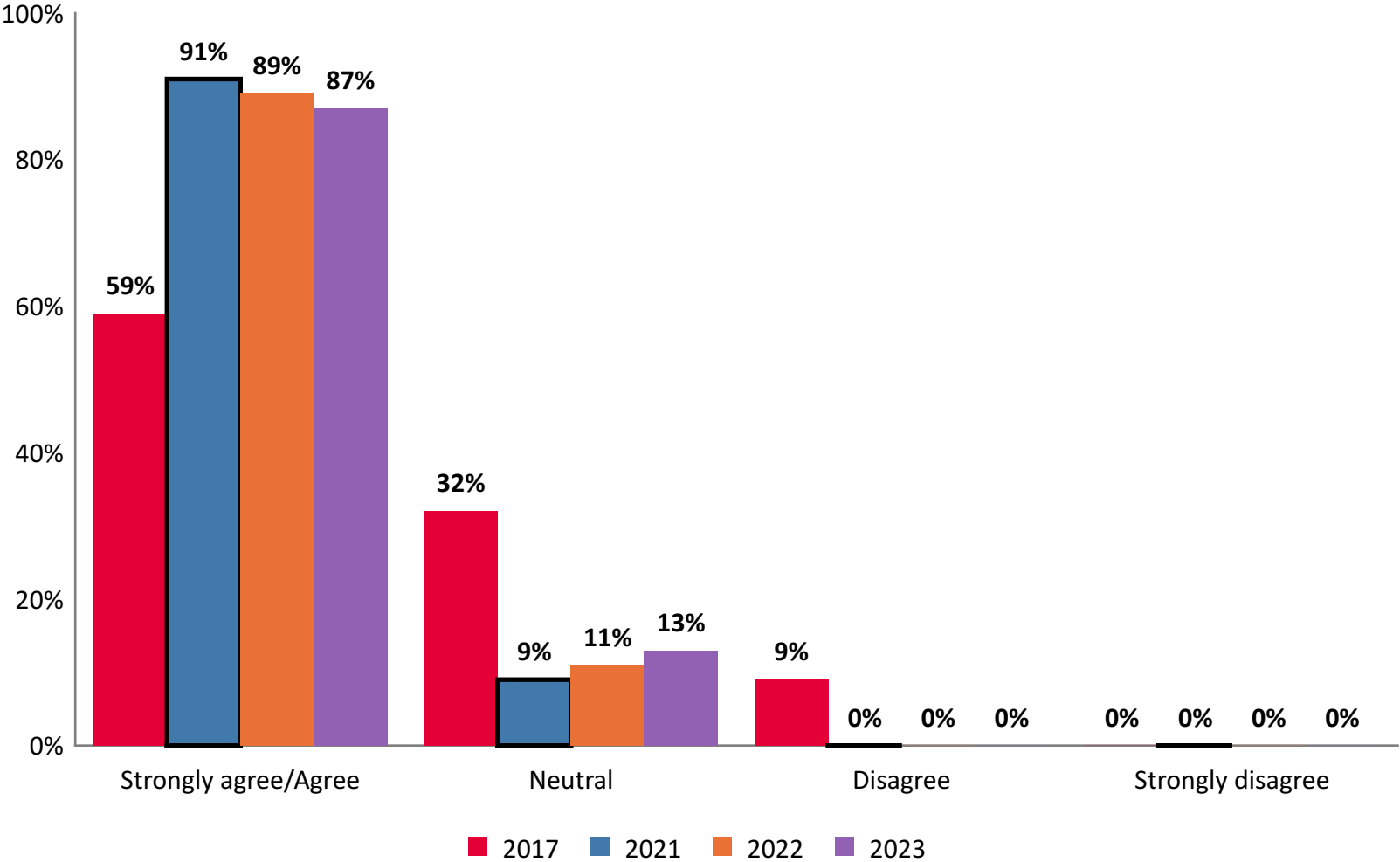
How often do you seek (or feel you want to seek) clarification on a response that Member Enquiries have provided to you?



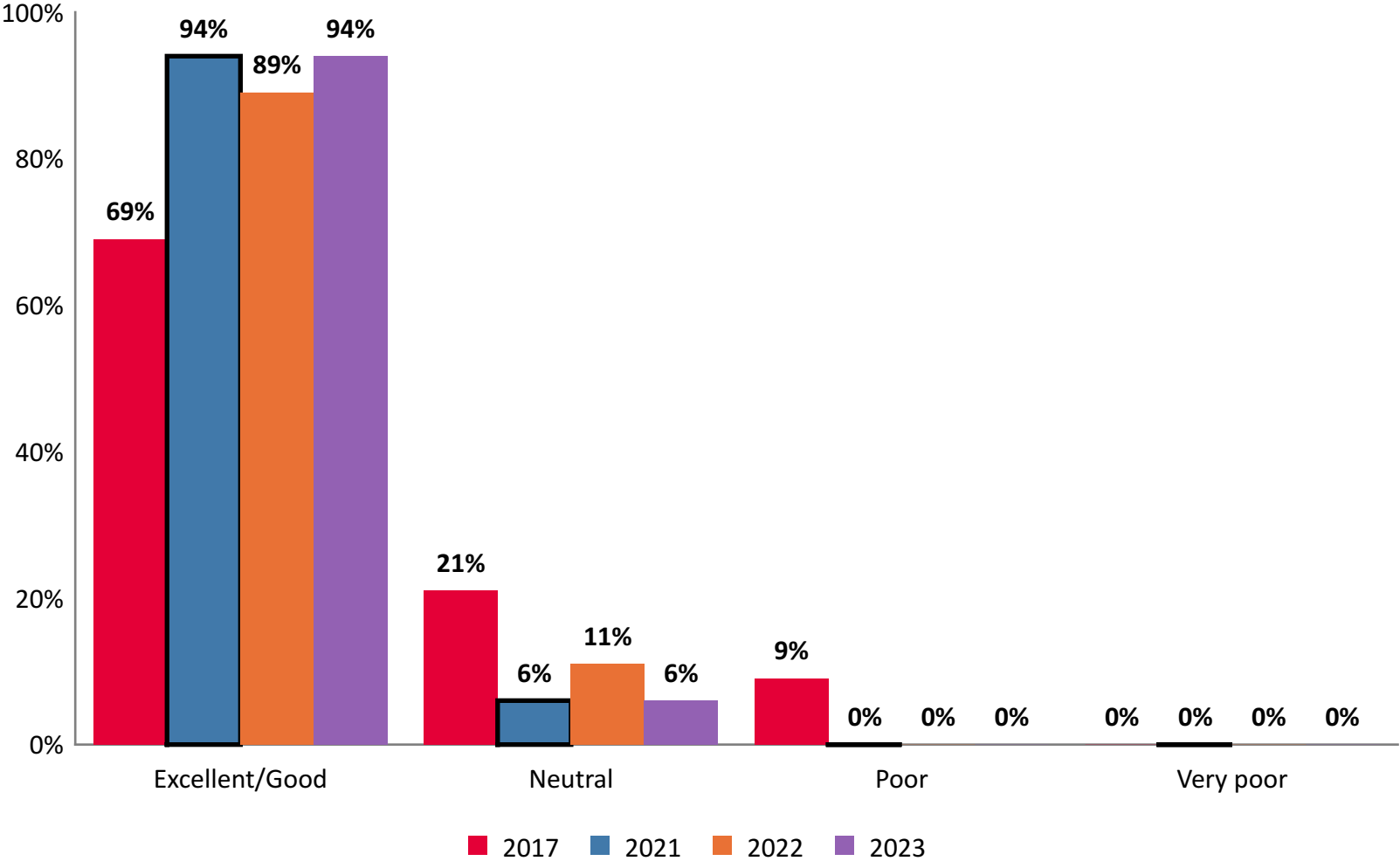
How often are you satisfied with the overall outcome of your enquiry?



Based on your experience to date, do Member Enquiries support you effectively to undertake your job as a County Councillor?



Overall, how would you rate the Member Enquiries service?



Comments – Member Enquiries

Member Enquiries team try their best, getting info from service sometimes is slower than the team would like

Member Enquiries are very helpful

Always found responses to be most useful

This service is helpful, polite, patient and first class. Thank you. Please do not make any financial cuts to the service as it would be of great detriment to the public.

Well done to very good officers in ME

In my experience I cannot fault the service provided

In my opinion it is excellent - don't change it.
Thank you

The Members Enquires team is fantastic and grateful to them all for the effort they go to find out answers to the questions we have received

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