

Member Enquiries Induction

Joanna Boaler, Assistant Director, Democracy and Transparency
Richard Buttress, Democratic Services Manager

Agenda

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- 2 Who are Member Enquiries
- 3 The role of Member Enquiries
- 4 How you can help us
- 5 Escalation process
- 6 Questions and Answers

Overview

Able to answer all ECC enquiries relating to our services

Provide a comprehensive, detailed and factual response to enquiries

In 2025/26, received 8827 enquiries, and responded at an average of five working days

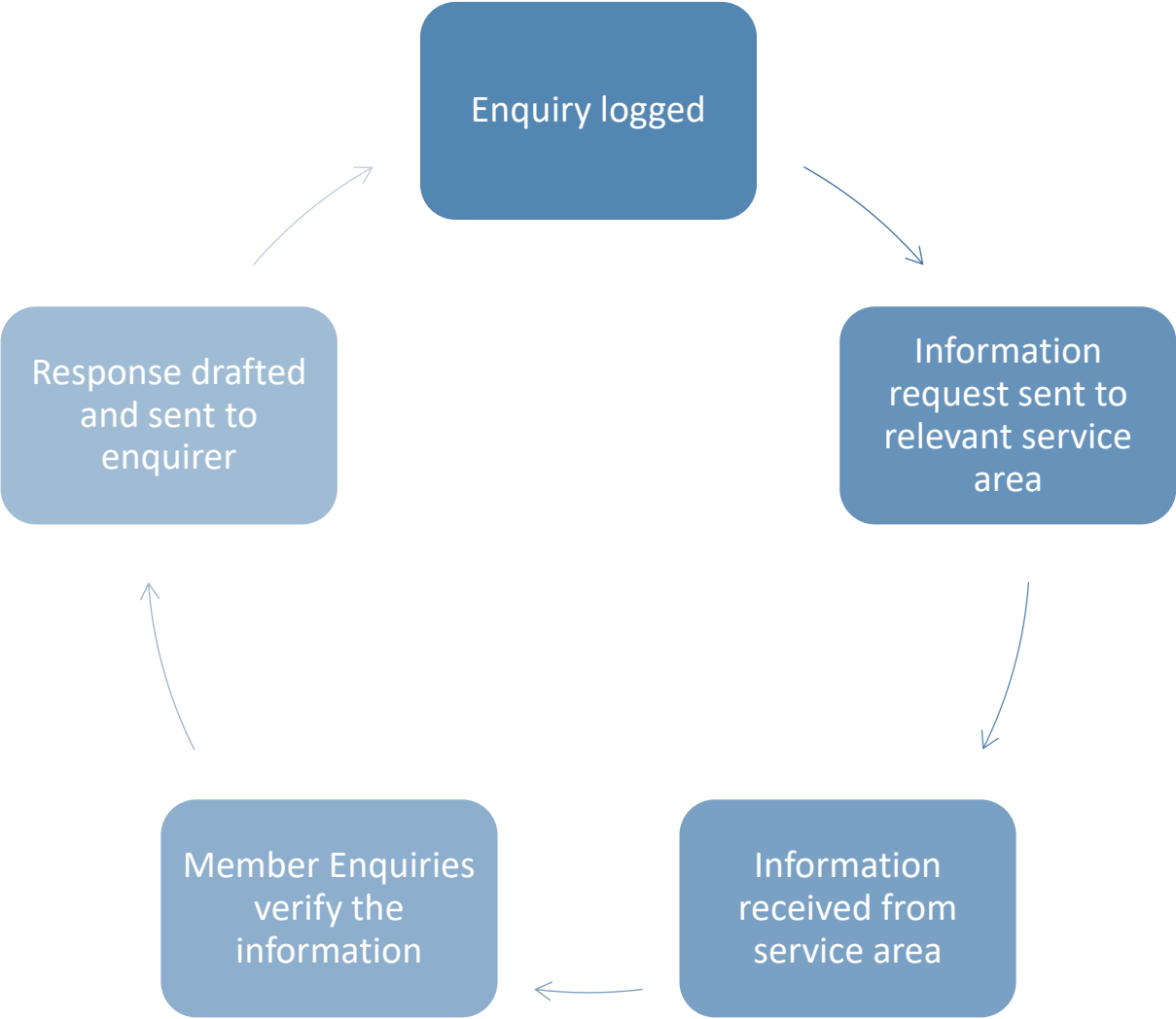
80% of enquiries received were highways related

Last year, 88% of Members felt Member Enquiries supported them effectively to undertake their role as a County Councillor

92% of Members were satisfied with the responses they received from Member Enquiries

88% rated the Member Enquiries service as excellent/good.

How we handle enquiries



Service Level Agreement



Have a maximum of 10 working days to respond to enquiries



Currently respond at an average of 5 working days



Seasonal peaks and troughs can impact response times



Will keep you informed of any delays

How to contact us



member.enquiries@essex.gov.uk



03330 139938



Highway related issues such as potholes, flooding, vegetation etc. are best reported via the online [Tell us - Essex County Council](#) tool

Emergencies

The team are available Monday – Friday between 8:30am – 5:00pm

Urgent enquiries take priority over routine enquiries and can be reported to the team between the above times, preferably by phone

If reporting an urgent issue outside of these hours, use the phone numbers listed below:

- Highways: **0345 603 7631**
- Adult Social Care: **0345 603 7630** (urgent concern about an adult)
- Children and Families Hub: **0345 603 7627** (urgent safeguarding concern)

How you can help us

Send your enquiries to Member Enquiries only – not direct to service areas/officers

Provide as much information as possible including locations, reference numbers, residents details etc

Use the online tool for first time reports of highway related issues - [Tell us - Essex County Council](#)

Do not pass Member Enquiries contact information onto residents, local councillors etc

Forward us your enquiries as quickly as possible

Escalation process

If you are unhappy with the response you have received, in the first instance contact Richard Buttress, Democratic Services Manager

If you remain dissatisfied, contact **Joanna Boaler**

