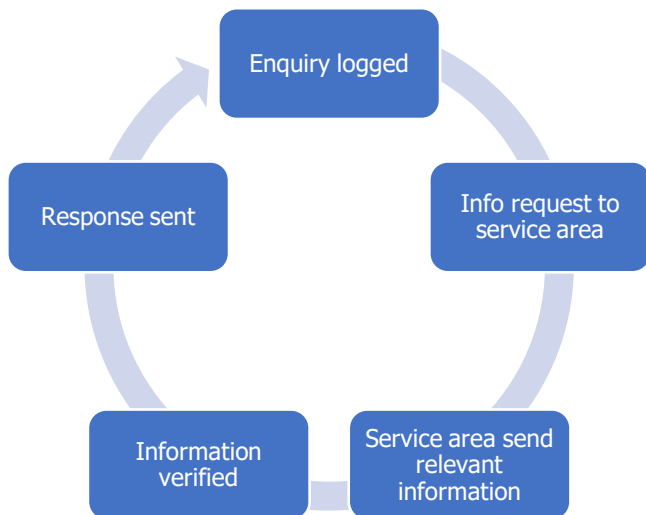


Your guide to **MEMBER ENQUIRIES**

The **Member Enquiries** team are the single point of contact for **all** County Councillor and MP enquiries.

The team have **10 working days** to respond to enquiries, although try to respond as quickly as possible. If an enquiry is complex then there may be a delay however, you will be informed if this is the case.

To respond to enquiries, the team contact internal ECC service areas and/or external partners to seek the information needed in order to be able to prepare your response.



Urgent Enquiries

Urgent enquiries take priority over routine enquiries. This could be a social care matter, flooding or a dangerous pothole (urgent highway issues are considered in line the [Essex Highways Maintenance Strategy](#)).

To report an urgent issues, please do so via the below telephone numbers:

Highways

0345 603 7631

Children & Families (urgent safeguarding concern)

0345 603 7627

Adult Social Care (urgent concern about an adult)

0345 603 7630

Ways to get in touch

There are a number of ways to contact the team and report enquiries:



Highway related issues such as potholes, flooding, trees, surface covers etc are best reported via the online [Tell Us](#) tool. By reporting issues this way, they are automatically assigned to the relevant local inspector. Once you have reported, if you provide Member Enquiries with the reference number, the enquiry will be upgraded to a priority inspection.



Call the team direct on **03330 139938**



If you need to email the team, you can do so via member.enquiries@essex.gov.uk. Please do not share this with district or parish councillors. Any enquiries we receive from them are forwarded to the relevant team which slows the team down in dealing with your enquiries.

Did you know...

- The team comprises of 5 officers
- In 2024/25, the team responded to **8,500** enquiries
- Of these enquiries, **83%** were highways related