

## APPENDIX A

### **Members Enquiries – Consultation Feedback – Comments**

#### **Members Responses**

1. I've used the service once. Took a while to get an answer.
2. Yes, many times
3. I have ever actually used this service. Nothing has never come my way which I needed to ask for a councillor's reply. This is not to say it will never happen, it just hasn't happened so far.
4. Yes – carry on regardless, I like it
5. I think it's great
6. I'd like to comment those on planning, planning enforcement and CSNN for their prompt responses
7. I've never used this service
8. Love the Members Enquiries Inbox – please keep it
9. I'm opposed to this continuing as I feel it's presented barriers to my getting answers. I have had to wait on occasion and I don't always get the answers readily
10. I have found the availability of Members Enquiries very useful and would quite like it to continue to be available. The initial contact via the Members inbox is helpful as on occasions I am not sure who to contact so it's a useful filtering process and hopefully prevents mis-directed emails
11. I began as an opponent to the idea but have been won around but records need to be kept on times taken to respond.
12. Enquiries can frequently wander into the political arena
13. Could be useful to keep this option after the end of September for when there are uncertainties as to who is the best person to department to deal with the enquiry

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### **Officer Responses**

1. Frequently consulted by Members Enquiries for information
2. For Planning it just builds another step into the system. I often deal with Cllrs direct because of the nature of planning work
3. It's a really useful set up. Helps with filtering and repeat queries – and saves a lot of time for other officers. Also – it means that councillor queries are less likely to get buried in the other emails – and potentially there is a better response rate – you and your team's chasing probably means that the councillor get a better service/response rate.
4. I would prefer to continue using the co-ordinated members inbox rather than having to responding to enquiries by individual members on an ad hoc basis.
5. Works well, as long as I get to see all the questions being asked of the service area's I am responsible for.