Enquiries system – entering and tracking an enquiry

Logging Emergency Enquiries

You are now able to signpost emergency enquiries to Adult Social Care, Children's Social Care and Highways, for escalation. Examples include safeguarding concerns involving an adult or child; a fallen tree or any "risk to life".

To access these escalation routes, start the process of raising a new enquiry. You are asked if this is an emergency. If you select **Yes**, the emergency numbers will be displayed for you to make direct contact.

Note: You do not need to submit an emergency enquiry through the system.

Entering a new enquiry – Page 1

1. From the home page of the Enquiries system, click **Contact the council**

2. Select **Enquiry** for the type of feedback

3. Click **Next**

Entering a new enquiry – Page 2

1. Select **Yes** if you are submitting the enquiry on behalf of someone else (e.g. a resident) – You will need to have confirmed their consent to process their personal data before proceeding

2. Enter their details in the required fields and enter their relationship to you e.g. Resident

3. In **Topic** area, select the topic area which describes the type of enquiry you are logging. Choose carefully, as this determines which team will handle your enquiry

4. For Highways topics such as Transport, Roads. Roadworks and Drainage, you will be asked if you have already reported the defect via the Highways reporting tool (Love Clean Streets)

5. Click **Next**

Entering a new enquiry – Page 3

1. In **Correspondence Title**, enter a clear and unique title. Include the resident's name if applicable. You can include **up to 10 words**. This can also be used for searching purposes later.

2. In **Nature of the enquiry** enter as much information as you can about the enquiry. This information will be used by LCC Case handlers when they are researching and providing a response so try to ensure that they will get a good understanding of the enquiry. You can include **up to 500 words** here
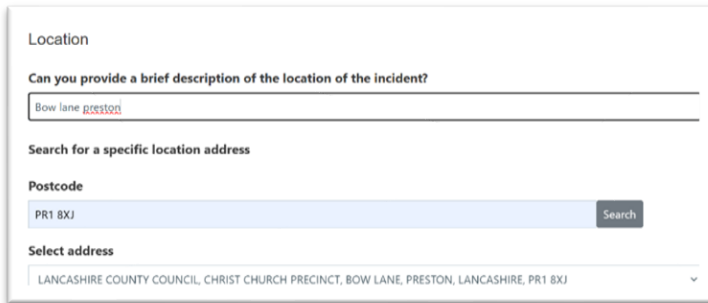

3. Now select the most relevant **district** that your enquiry relates to. This helps LCC Case handlers when responding to and reporting on enquiries

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Location details

You will now be asked to enter more information about the location of the enquiry. These fields are searchable in the system.

1. In the first field, enter a **brief description** of the location e.g. School name, road name, district
2. **Or** Search for a **postcode** and choose the address from the suggestions provide
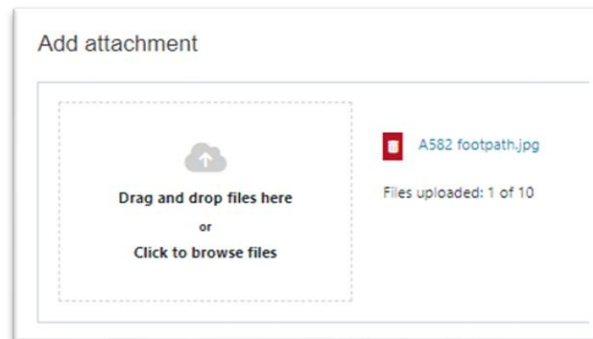
Attachments

4. Add any relevant files – up to a total of 10. For example, emails, documents, photos, images – anything that will help to support a relevant response to the enquiry. You can either upload files or you can drag and drop files from your Outlook inbox, or wherever you have them saved

5. Once ready, click **Next**

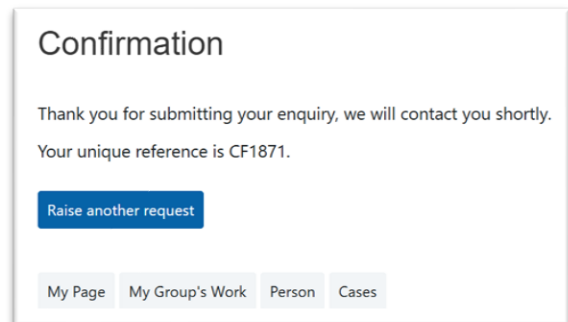## Entering a new enquiry – Page 4

Your Details

1. Your own name and email address will have been added automatically here

2. Enter any **special communication requirements** for the reply

3. Tick if you require a **letterheaded response** – this will be provided as a pdf file which you can then forward to your resident

4. Read and understand the data protection statement

5. When you are ready to enter your enquiry, click **Submit**

You can use the **Back** button at any stage to return to check or add more information to any previous section before submitting.

You will now receive confirmation on the screen that you have submitted your enquiry, and a case reference number has been created.

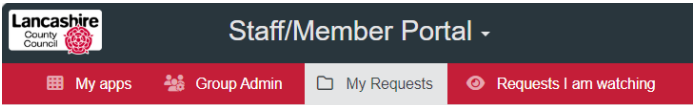# Enquiries system – entering and tracking an enquiry

You will also receive a confirmation email containing a link to return to the system to track your enquiry.
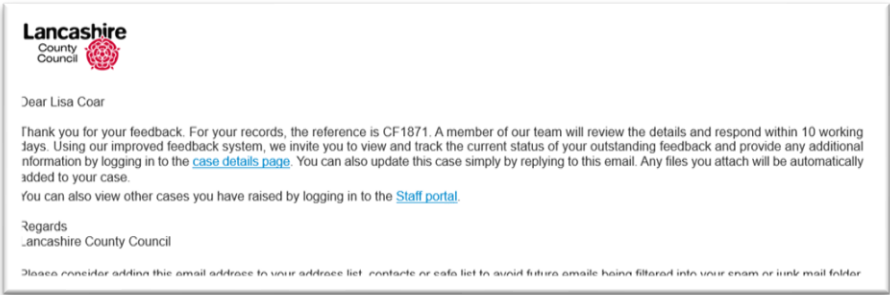
Tracking and reviewing your enquiry

You can track your enquiries either by using the link in the confirmation email or by logging back in to the system and selecting **My Requests** from the tabs at the top.
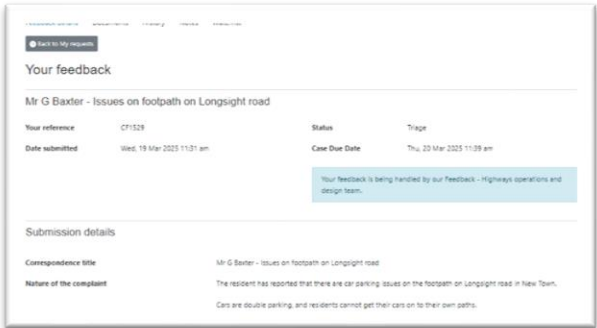

The enquiry you have just logged, and any other active enquiries will be listed.

The status will be set to **Open** for a new enquiry.

You can open the case to review it using the **Request reference number** link.

Feedback details tab shows all the information that was added when the enquiry was originally logged.

Scroll down to find the **Request letterheaded response** option, if you didn't select it when logging the enquiry.
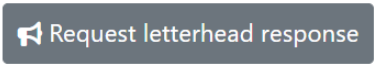
Documents tab - displays any documents that have been attached to the case. You can upload additional documents here, but note that this may affect the response timeframe, should the additional information affect the case.
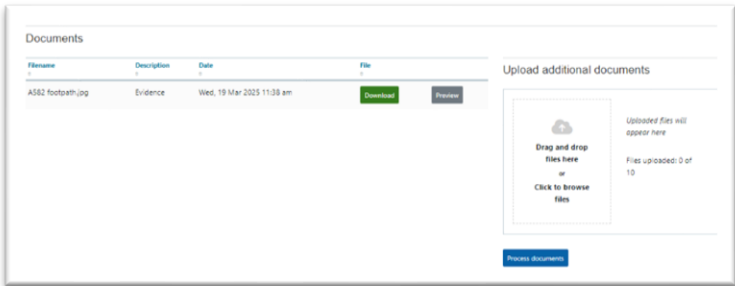
Messages tab - gives details of all emails that have been sent and received regarding this case.

Notes tab - shows any notes that have been added to the case by yourself. These notes will <u>not</u> be visible to the LCC Case handler handling the enquiry.

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You can use Notes to keep updates for yourself as the case progresses.

You can Add notes here using the **Add note** button.

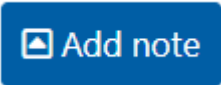Enter your notes in the field provided and then choose **Add note** again.

These will be stored in the Notes tab with a date/time stamp for you to review at any time.

Updating the case once logged

While the case is still active, you can add more information which will automatically inform the LCC Case handler, by replying to the confirmation email or by logging back into the enquiries system and selecting **My Requests** from the tabs at the top.
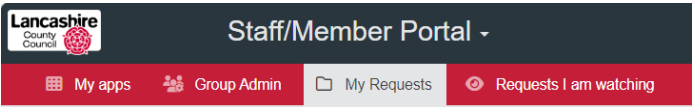
1. Click **Messages** from the tabs at the top.

2. You can add a new message here using the **Add new message** button.
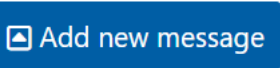
3. Complete the mandatory **Subject** and **Message** fields and write your message in the space provided

4. You can also upload more supporting documents here.

5. When ready, click **Send Message.**

Note: Adding more information may affect the target date for a response, should the additional information affect the case.

The case handler may also add messages in here for you to view, e.g. requesting that you provide additional information or photographic evidence. You will also receive an email notifying you about this request.

You can view all outbound and inbound correspondence regarding your enquiry on the enquiries system in this **Messages** tab.

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Lancashire County Council

Mobile document uploads

You can forward emails and documents to the enquiry system, by referencing the case reference number in the subject header; these will automatically upload to the relevant case in the enquiry system. This will be particularly useful for councillors using mobile phones.
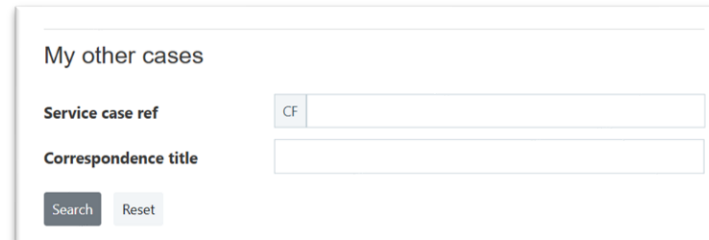
1. Open the email from the Outlook app on your phone, then tap **Forward** from the bottom left of the screen. In the **To:** box enter feedback@www12.apps.lancashire.gov.uk, this is the email address of the enquiry system. Note: once you have done this once, your email will remember this address.
2. In the subject area, enter the **CF number** of the case this email relates to e.g. CF1898.
3. Include attachments if relevant by tapping the appropriate option.
4. Add any further information in the Body of the email, then **Send** in the usual way.

Note: Please make sure that you remove any unnecessary information from the email trail before sending.

Linking cases

You can link **two or more** cases that are similar. This helps you manage and track related cases more easily.

Start by opening one of the cases you wish to link using the **CF Case reference link** in My Requests. Then click the **Linked cases** tab across the top. On the right use the search fields to find the CF number or the Correspondence title of the case you want to link.

Once found click on the **Link** button to create the link. Linked cases will be shown on the left side of this tab.
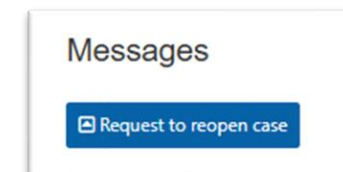
Receiving a response

The response to your enquiry will be sent to you via email. You will be able to review this response before forwarding on to your resident, if applicable.

The email contains a link to return back into the actual case, if required.
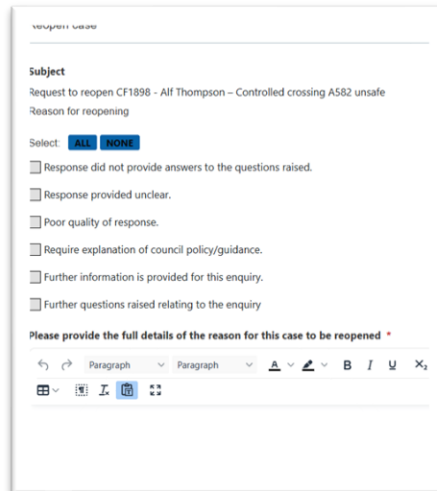
Reopening a case

Once you have received a response to your enquiry, if you or your resident are not satisfied with that response, you have four weeks (28 days) to reopen the case. To reopen a case, you can just reply to the email containing the response, stating clearly that you wish the case to be reopened and the reasons why you believe this is necessary.

Alternatively, you can use the link in the resolution email to navigate back into the case in the Enquiry system. Then click the **Messages** tab and the **Request to Reopen case** button.

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You will then be asked to select a reason from the list explaining why you are requesting the case to be reopened. You also need to provide more details to explain the reason for reopening and then click **Send message**.
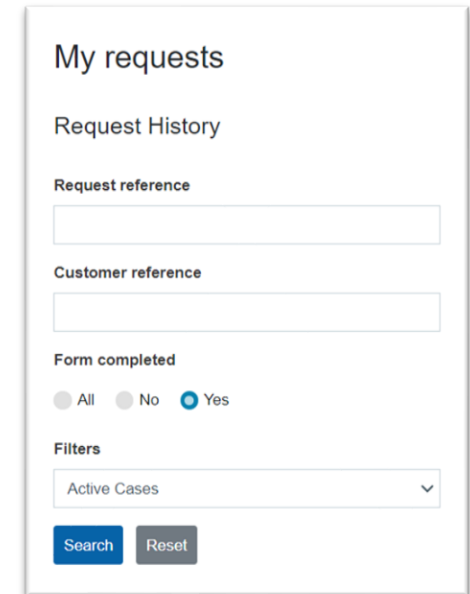
Filters are set to **Active Cases** – you can choose **All** from the drop down if you want to see closed cases too.

Then press **Search**.
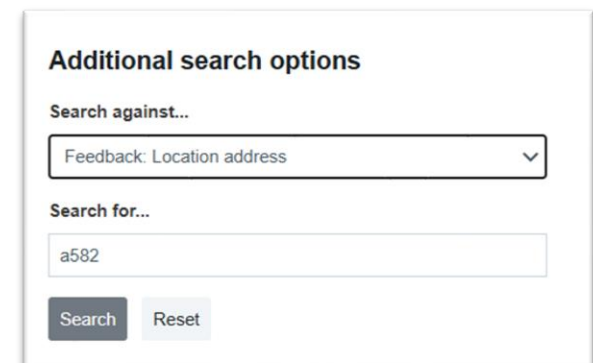
The results will display on the right.

Use **Reset** to clear all fields and carry out a new search.

Note: The Service Level Agreement on enquiries is that a response will be received within 10 working days If your enquiry reaches **eight working days**, the due date will be highlighted in **orange**…and if it breaches that **ten working day**s, it will be highlighted **red**.

Searching

When you open the Home page of the Enquiries system and click **My Requests** from the tabs at the top, you will see a list of all your requests. If you have quite a lot of enquiries, you can use the search to find a particular one.

You can search either by **Request reference number** or by **Customer reference.**

To search by reference number, enter the number that was provided when you first logged the enquiry in to the **Request reference** field. Note: You only need to enter the numeric part of the reference (e.g. 1898, not CF1898)

To search by Nature of the enquiry enter part or all of the text into the **Customer reference** field e.g. Residents name or summary of the enquiry.

Enhanced Search Functionality

You are also able to search by location, postcode or address. From **Additional search options** fields search for a location address or description, based on what you entered when you logged the enquiry.

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Letter headed responses

You can request a letterheaded response when logging a new enquiry, in addition to the standard response text. This version can be shared with residents via email or post. This is done when raising a new enquiry, on page 3 of the enquiry form, by ticking **Request a letterheaded response.**

If you don't tick this box, when first logging the enquiry, you can still request it later. This is done by opening the enquiry from **My Requests,** then open up the relevant case using the **CF Case reference link**. On the **feedback details** tab, scroll to find the **Request letterhead response** option. Click this option.

Once the response is finalised, a letterheaded version of the response will be available in PDF format. You can download this to share via email or in printed format by post.

Receiving a letterheaded response

You will be notified by email when a letterheaded response is made available.

Click on the link in the email to go to your list of Requests. Select the relevant enquiry by clicking on the **CF Case reference** link. Click the **Documents** tab. Scroll to find the letterheaded response in PDF format. Click Preview to quickly view the document. Click **Download** to download the file.

You can then open the file, save it or print off a paper copy to send to a resident.