# What's new in the Enquiries system September 2025

## Logging new enquiries:

### 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, select to raise a new enquiry. The first option you will be asked is whether this is an emergency. If you select Yes, the numbers will be displayed.



### Entering a relevant district

When raising a new enquiry, you will be asked to select the district most relevant to your enquiry. This will help Officers when responding to and reporting on enquiries.
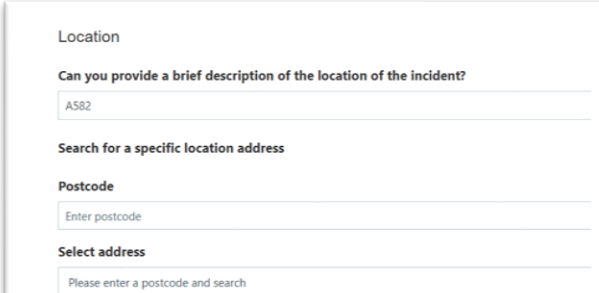


### Adding location details for the enquiry/incident

When raising a new enquiry, you will now be asked to enter a brief description of the incident location or search for a specific address using a postcode search.

These fields will be searchable so you will later be able to search for enquiries that you have logged by postcode or by street name.

## Requesting a letterheaded response

You are now able to request a letterheaded response when logging a new enquiry, in addition to the standard response text. This can then be shared with residents. You can do this on page 3 of the enquiry form when raising a new enquiry, 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 the relevant case using the **CF case reference link**. On the **feedback details** tab, scroll to find the **Request letterhead response** option. Select this option.
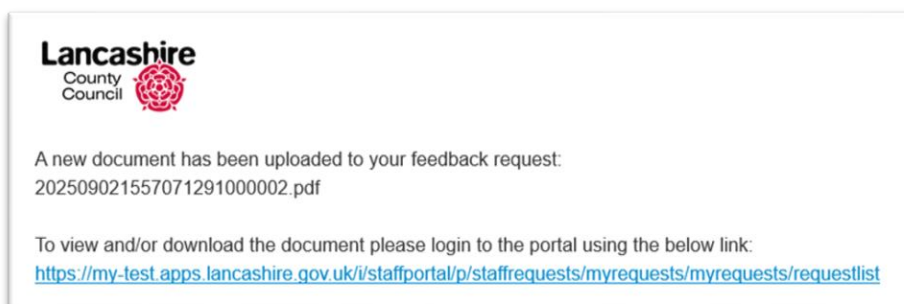


Once the response is finalised, a letterheaded version of the response will be available in PDF format. You can download this to share via email or in printed format by post.

## Receiving a letterheaded response

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



A new document has been uploaded to your feedback request:
202509021557071291000002.pdf

To view and/or download the document please login to the portal using the below link:
https://my-test.apps.lancashire.gov.uk/i/staffportal/p/staffrequests/myrequests/myrequests/requestlist

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

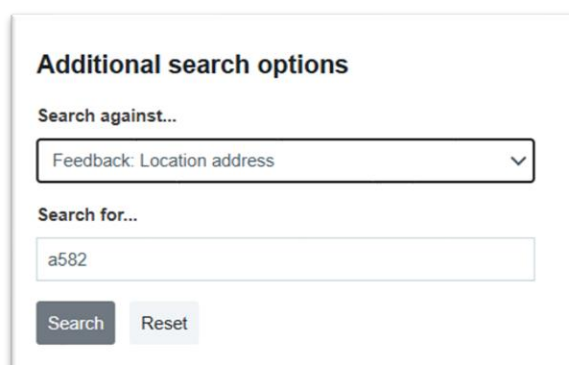You can then open the file, save it or print off a paper copy to send to a resident.



### Documents

| Filename | Description | Date | File |
|---|---|---|---|
| 202509021556579251000001.pdf | | Tue, 02 Sep 2025 16:57 pm | Download Preview |

# Monitoring and updating existing enquiries:

## Enhanced Search Functionality

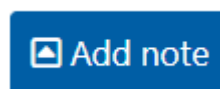You are now able to carry out more searches within My Requests.

From **My Requests**, locate the search options on the left. **Additional search options** fields allow you to search by location address, postcode, or description, based on what you entered when you logged the enquiry.

## Adding notes

You can now use the Notes tab to add your own case notes. These notes are only visible to you. From **My Requests** open up the case using the **CF case reference link**.
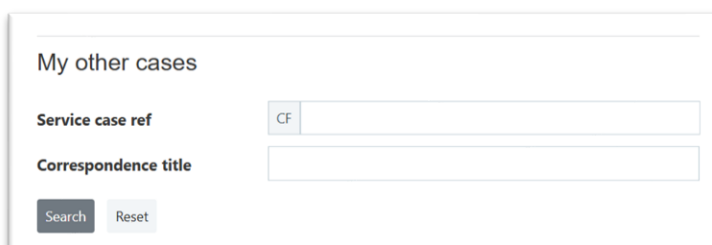Select the **Notes** tab and then the **Add note** button.

Enter your note in the field provided and then choose **Add note** again.
These will be held in the Notes tab with a date/time stamp for you to review at any time.

## Linking cases

You are now able to link 2 or more cases that are similar.  This can help 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 select 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.  You can link several cases together, as required.

## Mobile document uploads

As well as being able to reply to the confirmation email with additional information about a case, councillors can now 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.

Open the email from the Outlook app on your phone, tap **Forward** from the bottom left of the screen.  In the **To field** 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.

In the subject line, enter the **CF number** (e.g. CF1898). Tap the option to include attachments, if relevant. 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.

# Reopening cases

## Extended Reopening Period

The timeframe for reopening an enquiry after a response has been issued has been extended from two weeks to **four weeks**.
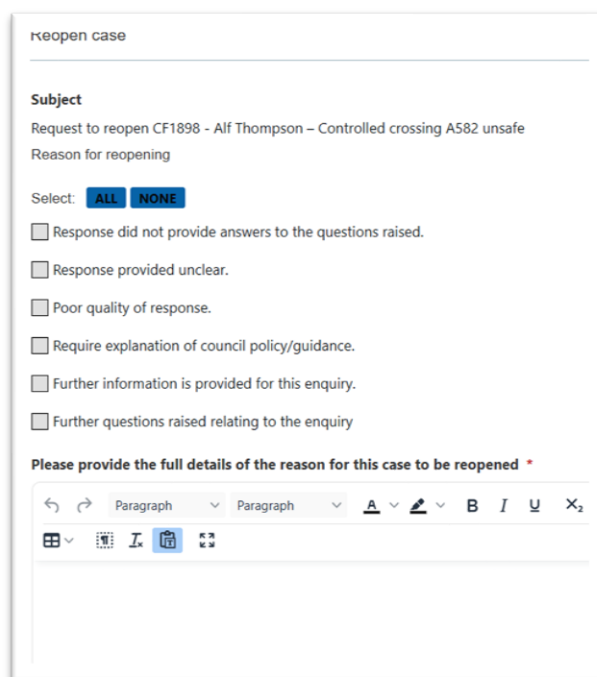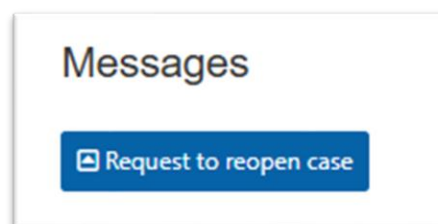
## Re-opening of a case with reason

In order to aid with response quality monitoring, when requesting the reopening of an enquiry, Councillors will now be asked to select a reason from a predefined list.  This will enable the evaluation of response quality and identify any training needs for officers. You can either request to reopen a case from within the system, or you can reply back to the email containing the response, clearly stating that you wish to reopen the case and explaining your reasons.

### To request a case is reopened

Open the enquiry from **My Requests,** then open up the relevant case using the **CF case reference link**.  select the **Messages** tab and then click the **Request to Reopen case** button.

You will then be asked to select a reason from the list of options as to why you are requesting it to be reopened.  You also need to provide more details to explain the reason for reopening and then select **Send message**.



Messages

Request to reopen case



Reopen case

**Subject**
Request to reopen CF1898 - Alf Thompson – Controlled crossing A582 unsafe
Reason for reopening

Select:  ALL  NONE
☐ Response did not provide answers to the questions raised.
☐ Response provided unclear.
☐ Poor quality of response.
☐ Require explanation of council policy/guidance.
☐ Further information is provided for this enquiry.
☐ Further questions raised relating to the enquiry

**Please provide the full details of the reason for this case to be reopened** *