



Epping Forest District Council

# Quickest and easiest ways to contact EFDC

Customer Services Team

# What are the most effective methods to raise an enquiry or request?



✓ **General Enquiry Form** - for all first-time enquiries or reports



✓ **Member Contact Form** - for escalation of a previously reported problem



✓ **Customer Contact Centre** - for urgent queries or where our online services are currently under development

# Let us tell you why using our online services is the quickest and most effective method



- ✓ **All enquiries and requests will be logged and tracked**  
this saves your time by not chasing officers or remembering if you have sent something or not



- ✓ **You do not have to remember which Service Area or Officer deals with what**  
simply complete an enquiry form and this will be assigned accordingly



- ✓ **You can raise enquiries or reports 24/7 at a time convenient to you**  
there is no need to wait until we are open
- ✓ **You will be saving the Council time**  
as details of your enquiry or request will feed directly into the relevant council system

# How should the website be used?

- ✓ Watch the video - <https://youtu.be/UzdIKhjF7kY>
- ✓ The website should be used for **ALL** first time reports / requests / enquiries by Members or residents
- ✓ You can get to the general enquiry form to submit your enquiries for the first time via the **Members Portal**
- ✓ To access the page you scroll to the bottom of home page on the website and click **Members Portal**

# How should the Members Portal Page be used?

- ✓ Watch the video - <https://youtu.be/E70ZjUb3xtw>
- ✓ The page includes links to all the systems and information and online services you need in one place. From reporting an issue for the first time, escalating an issue via the Member Contact Form, or accessing your emails online, you can do this via the **Members Portal**
- ✓ There is also a range of useful guides and tutorial videos to assist you in using the different systems and resetting your passwords if you are locked out

# How should the Member Contact form be used?

- ✓ Watch the video - <https://youtu.be/VJu75XpjFB0>
  
- ✓ **To escalate a previously reported problem to the Member Contact Team**
  - We assign your case to a Senior Officer
  - You receive a response within 5 working days (or within the specified time you have selected if urgent)
  
- ✓ You can also use it to send apologies for absence at a council meeting or report an ICT issue

# When should you call the Customer Contact Centre?



- ✓ Sometimes you may want to speak to an officer over the phone, particularly if the issue is urgent. In these instances you should call the Contact Centre Team who will try to get you connected to the relevant Officer / Service Area. If the officer is not available then a request for a call back will be sent on your behalf
- ✓ By calling the Contact Centre you don't have to know or worry about who deals with what! Just remember the contact number 01992 564000

**01992 564 000**



# Digital Coaching Sessions

*Help us to get residents using our online services*



## Epping Community Hub

Every Thursday  
9:30 - 12:30

## The Limes Centre - Chigwell

Every Monday  
Starting 31<sup>st</sup> October  
9:00 - 10:30



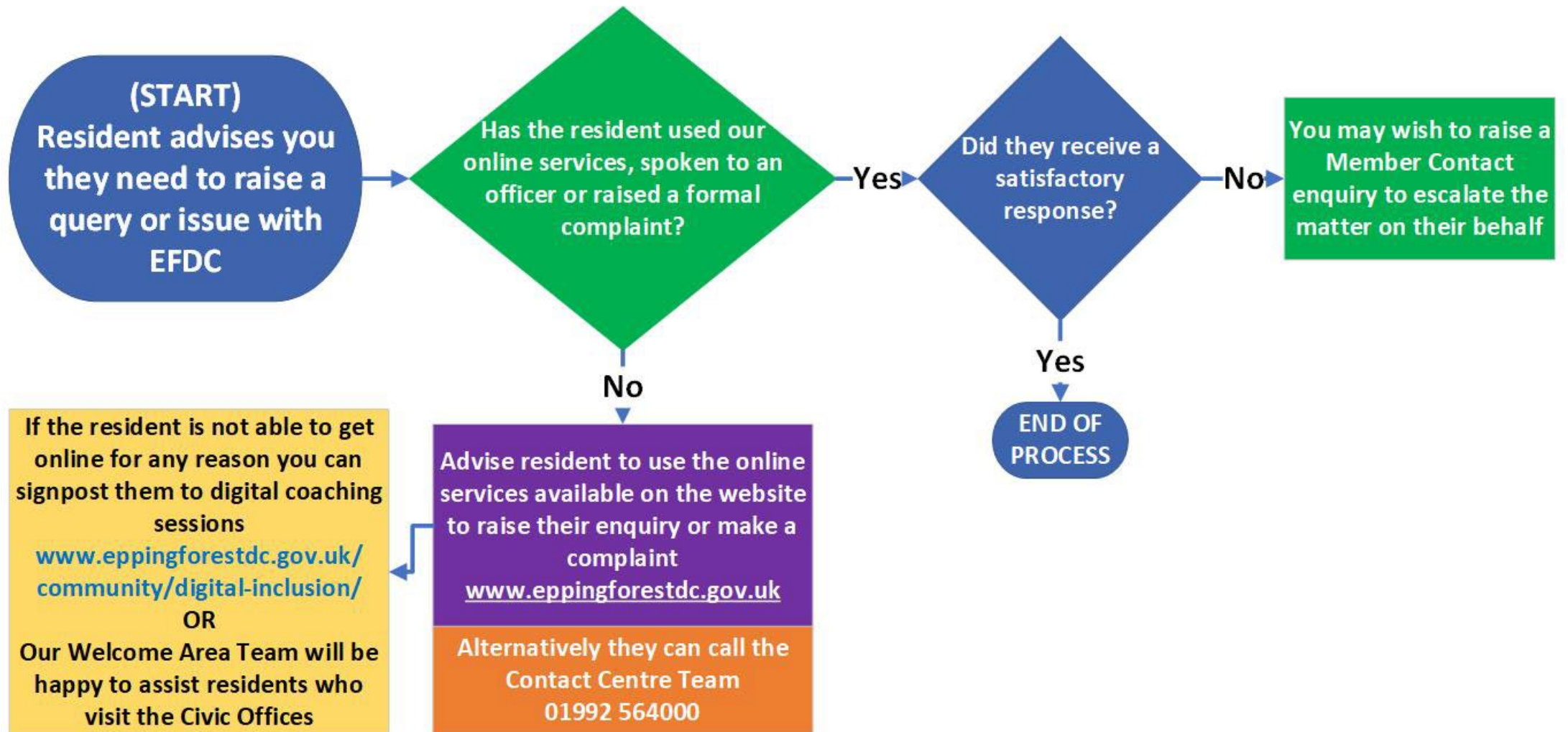


# Resident Enquiries Flow Chart

Green = Member Contact Form

Purple = EFDC Website

Orange = Call Council Service

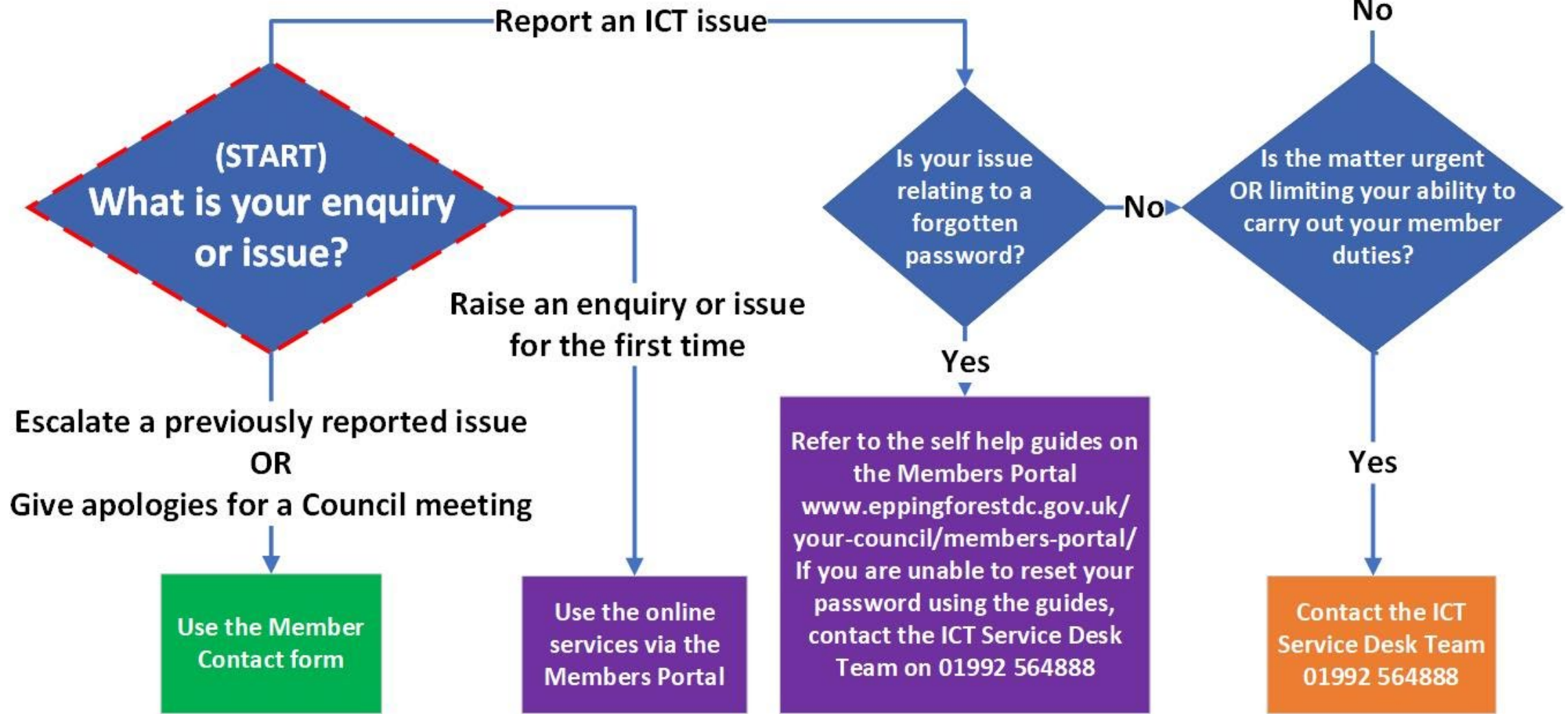


# Member Enquiries Flow Chart

Green = Member Contact Form

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Orange = Call Council Service





# Thank you

If you would like some 1:1 support on how to use the contact methods mentioned in the presentation, please speak to either Louis Walton, Kim Partridge, Julie Barnard or Susan Lewis who will be happy to assist you.