



CITY OF
Lincoln
COUNCIL

City of Lincoln Council Councillor and MP response protocol

Reviewed February 2023

1. Introduction

- 1.1 This protocol governs the arrangements for ensuring that officers respond to councillor and MP requests for help on resolving service failures, delays, or the way an existing request has been handled, in a timely manner.
- 1.2 For initial enquiries, standard service requests or reports of a problem, customers should use the usual route for resolution which is either by completing an online service request or “contact us” form or by calling our Customer Service Centre. The Customer Service team are available to help customers across a wide range of service areas. It is only where customers have an ongoing, unresolved issue or a complex problem which requires assistance, that the councillor or MP might wish to intervene.
- 1.3 Formal complaints will continue to be dealt with in accordance with the City of Lincoln Council’s complaints procedure.
- 1.4 The principles underpinning this protocol are that:
 - All officers will do their best at all times to give timely responses to councillors and MP enquiries in accordance with the timescales for response set out below (or the standards appropriate to the service – e.g. Noise complaints can take longer than five days to investigate fully) irrespective of whether they were contacted directly or through the Single Point of Contact (SPOC).
 - Officers are committed to providing high quality, professional responses to issues by giving clear, consistent and accurate information.
- 1.5 Councillors and MPs can assist the process (whether formally or informally) by ensuring that they provide as much data as possible e.g. full and clear information, expectations about timescales for a response, and what level of feedback they require during the resolution period.

2. Single Point of Contact (SPOC)

- 2.1 The Council has designated a named officer to be the Single Point of Contact (SPOC) in each Directorate for receipt of all enquiries and requests for information from councillors and MPs. This officer will ensure that the enquiry will be speedily passed onto the appropriate service manager, with appropriate information about response times, and how feedback is needed.
- 2.2 In the case of unavailability of any of the named people (below), there will be an indication on their Out of Office message of who to contact in their absence. All queries should then be redirected to the appropriate person to avoid delay.

2.3 The SPOC in each directorate are as follows:

Directorate	SPOC	Ext	Email Address
CX	Lara Trickett	3292	Lara.trickett@lincoln.gov.uk
DCE	Deborah Clucas	3475	Deborah.clucas@lincoln.gov.uk
DHI	Danielle Green	3201	Danielle.green@lincoln.gov.uk
MDD	Lauren Smith	3343	Lauren.smith@lincoln.gov.uk
Leadership	Carly Young	3286	Carly.young@lincoln.gov.uk

In order to help councillors or an MP know which SPOC to use, the following table lists the key services that may come up and its corresponding directorate:

CHIEF EXECUTIVE (CX)	CX Management
	Work Base Learning (Apprentices)
	Internal Audit
	Civic (Guildhall, Civic Events, Mayoral Duties, Twinning)
	Policy Unit (Strategic Council Policy, E&D, Corporate, Performance, Consultations; Data analysis)
	Communications
	Legal Services (including Freedom of Information)
	Democratic and Electoral Services
	Customer Services
	Business Development and IT (on-line access)
	Revenues and Benefits (including Business Rates)
	Financial Services (Invoicing, Debt Collection, Insurance)
	Procurement
	Human Resources (recruitment)
	Property Services
DIRECTORATE OF COMMUNITY AND ENVIRONMENT (DCE)	Public Protection & Anti-Social Behaviour
	Planning Services
	Food & Health Safety (Food Hygiene ratings)
	Private Housing
	Health & Safety
	Sport, Leisure & City Services (Lincoln Market, Play areas, Leisure Centres, Community Centres)
	Environmental Protection
	Crematorium and Cemeteries
	Community service (Waste Collection, Street Cleansing, CCTV, Allotments,
	Parks and Gardens, Fly Tipping, Public Conveniences
	Parking Services
DIRECTORATE OF MAJOR DEVELOPMENTS (DMD)	Growth
	Major Projects
	Sustainable Urban Extensions
	Infrastructure

	Investment and Supporting Developments
	Climate Change
	Lincoln Central Market
	Business Support: Greetwell Place, The Terrace
DIRECTORATE OF HOUSING AND INVESTMENT (DHI)	Investment and Strategy (including Sustainability, Development, Decent Homes, Health and Safety Compliance (Housing))
	Voids and Housing Solutions (Homelessness, Housing Allocations)
	Tenancy Services
	Lincare
	Housing Repairs Service
	Insurance Claims - Right to Buy, Leasehold only
	Neighbourhood Working

3. Timescales for Response

- 3.1 Officers will aim to respond to enquiries within five working days. This timescale will depend on the complexity of the individual enquiry and nature of the enquiry and will be prioritised in accordance with the council's priorities and health and safety guidelines.
- 3.2 The SPOC will acknowledge receipt of the email and in doing so provide the Councillor/MP with the name of the officer tasked with responding to the enquiry.
- 3.3 Where a full response cannot be provided within five working days of receipt of the enquiry, the Councillor/MP will be provided with an explanation as to why this is the case and an estimated date by which the Councillor/MP may expect a full response.
- 3.4 Written correspondence and telephone enquiries will be dealt with on the same basis and should be directed to the SPOC.

4. Monitoring and Reporting

- 4.1 The SPOC for each directorate will monitor the enquiries and will track the deadlines. If they find that a query has not been responded to by the given deadline, then this will be escalated in the first instance to the appropriate Assistant Director, and if required to the Director.
- 4.2 The SPOC for each directorate will report quarterly to their **DMT** on the number of enquiries received and the response times taken. The level of escalations required will form part of the report to DMT.

5. Review

- 5.1 This protocol will be reviewed annually.