

MEMBER CONTACT DIGITAL FORM

Welcome to the new digital
method for contacting Epping
Forest District Council.





By using our new digital form, you will now be able to send your enquiry or offer an apology for not being able to attend a meeting, at any time convenient to you, rather than having to wait till the offices open to come and visit us.

This method of contacting us will also ensure that your enquiry is dealt with in a quick and efficient manner and that you receive a response as quickly as possible.

The form will be sent directly to our MemberContact@eppingforestdc.gov.uk email account, which is being continuously monitored throughout office hours. All apologies will automatically be sent directly to Democratic Services via email.

For you to be able to access this form, you will have an icon ready on your new iPad.

Click the icon to enter the form. The very first time you access it, you will be asked to set up an account with us (if you have not already done so).

To set up an account you will be asked to enter personal details such as:

- Full name including title
- Address
- Email address (this can be the cllrxx@Eppingforestdc.gov.uk email address)
- Telephone number

You will also be required to assign a password to these log in details.

By doing this you are then securely logged into the system, and your personal details such as your name and address will automatically pull through to the form, ensuring that you do not need to enter these each time you use it.

When we receive your enquiry form, it will be:

- allocated to an officer to deal with,
- that officer will then be expected to compile a reply to be sent to you as soon as possible.
- We will be monitoring the process, to ensure that you receive a speedy response, but if we do not receive one in the time frame allocated to the enquiry, the officer will be chased for the reply.

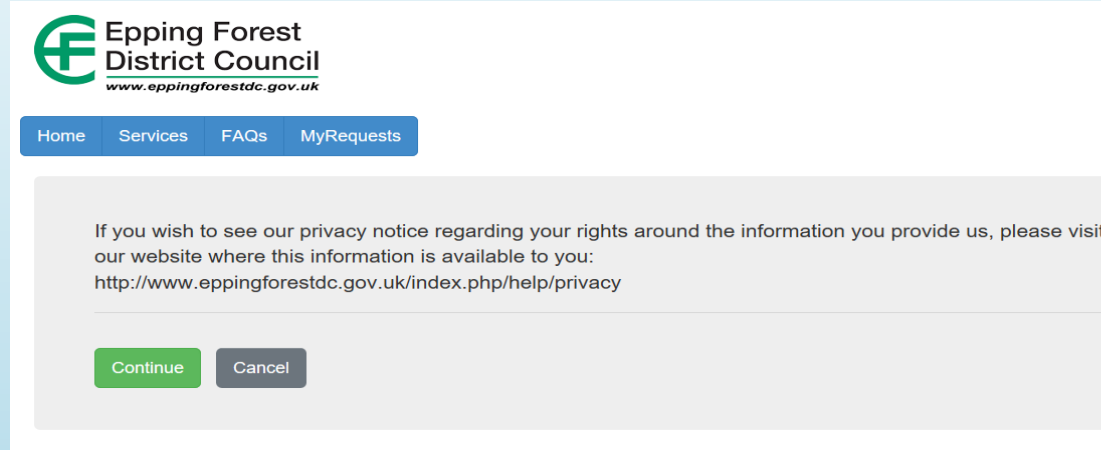
have the option on the enquiry form to state whether an enquiry is “time critical” and please do choose this option if you require an urgent response, as it will be flagged up on our records as time critical.

The only exception to the above process is for Apologies for nonattendance at meetings, as these will automatically go to Democratic Services via email. However, we thought it was important to add this service to the form to enable you to send your apologies at any time you choose.

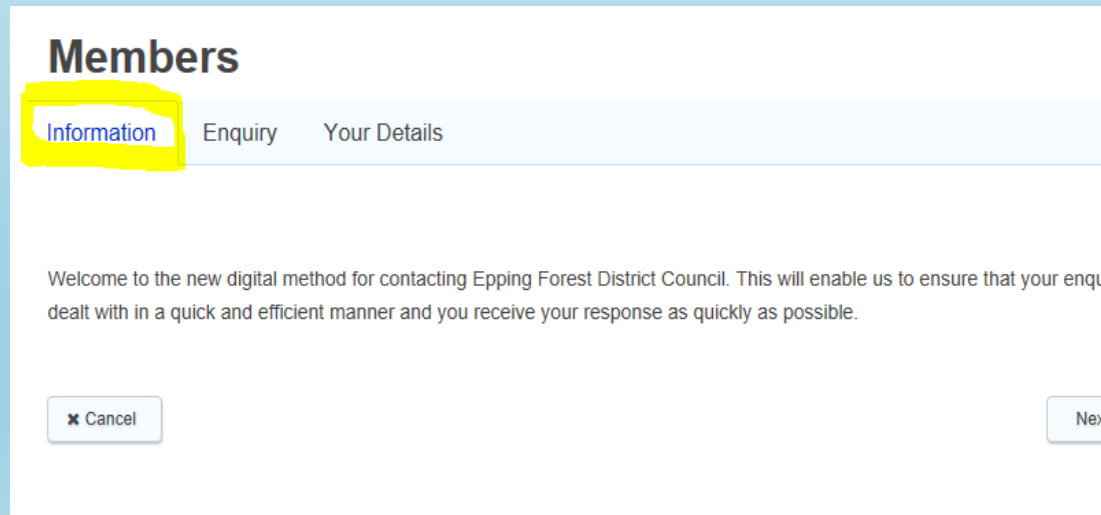
NOW FOR THE FORM ITSELF

When you first access the form, you will see that you have arrived at the DPR privacy page. Here you can see our privacy notice if you wish. If you don't wish to see this please press continue at the bottom of the page.

The next page (shown to the right) is simply a welcome to the form in this case. This is a standard form, so for other forms this will provide further information on how and when it should be used.



The screenshot shows the Epping Forest District Council website. At the top, there is a logo and the text "Epping Forest District Council" with the website address "www.eppingforestdc.gov.uk". Below this is a navigation bar with links: "Home", "Services", "FAQs", and "MyRequests". A grey banner is displayed with the following text: "If you wish to see our privacy notice regarding your rights around the information you provide us, please visit our website where this information is available to you: <http://www.eppingforestdc.gov.uk/index.php/help/privacy>". At the bottom of the banner are two buttons: "Continue" (green) and "Cancel" (grey).



The screenshot shows the "Members" section of the Epping Forest District Council website. The title "Members" is at the top. Below it is a navigation bar with three tabs: "Information" (highlighted with a yellow box), "Enquiry", and "Your Details". The main content area contains the following text: "Welcome to the new digital method for contacting Epping Forest District Council. This will enable us to ensure that your enquiry is dealt with in a quick and efficient manner and you receive your response as quickly as possible." At the bottom, there are two buttons: "X Cancel" (grey) and "Next" (grey).

You can click straight into the next page

by either clicking on the “Enquiry” tab at the top of the page, or

by clicking the “next” button at the bottom right hand corner, it does not matter which one you select.

Members

Information Enquiry Your Details

Welcome to the new digital method for contacting Epping Forest District Council. This will enable us to ensure that your enquiry is dealt with in a quick and efficient manner and you receive your response as quickly as possible.

✕ Cancel

Next >

In the Enquiry page

you will be asked to enter the details shown in the extract shown on the right

but please see the next pages for some explanations on what each section is asking for:

Members

Information

Enquiry

Your Details

Is your enquiry being raised on behalf of a resident of Epping Forest District Council? *

Yes

No

N/A

Please select the service you are making your enquiry about *

Select...

▼

Have you spoken to anyone informally about this matter? *

Yes

No

N/A

Please provide a summary of your enquiry *

Please provide any other details in relation to this matter *

Please upload any relevant documents

Drop files here to upload -

upload

Uploaded: 0/2

Is your enquiry time critical ? *

Yes

No

< Previous

✕ Cancel

Next >

Please select the service you are making your enquiry about.

Simply click on the small arrow at the side of the field and then a drop down list becomes available for you to select from.

Please see the next page for if selecting Apologies for non attendance at meetings or ICT issues

Please select the service you are making your enquiry about *

Have you spoken to anyone informally about this matter? *

Please provide a summary of your enquiry *

Please provide any other details in relation to this matter *

Please upload any relevant documents

Is your enquiry time critical ? *

Select...	
Apologies for meeting attendance	
Council Tax and Business Rates	
Benefits	
Electoral services	
Environmental Health	
Housing	
Flooding and Drainage	
Leisure, Culture and Museums	
Car Parking	
Planning	
Bin collections and Recycling	
Green spaces	
Street Cleaning issues	
Community, Wellbeing and Crime	
Booking a course	
ICT	
General enquiries	
Breach of the localism Act	

Yes	No
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If you select “Apologies for meeting attendance” the form will shrink down the information you need to supply us with on the rest of the form

You will only be asked to let us know which meeting you are not able to attend and the date. You will then skip the rest of the pages below until you get to the Your Details part of this guide

For ICT issues, again the form will shrink down the details you need to provide us with. This will automatically raise a help desk ticket and ICT will respond to you as soon as possible.

Members

[Information](#) [Enquiry](#) [Your Details](#)

Please select the service you are making your enquiry about *

Apologies for meeting attendance


Please provide us with details of the meeting you are unable to attend i.e. Date, time and meeting details *

Please upload any relevant documents

Drop files here to upload - [upload](#)

Uploaded: 0/2

[Previous](#) [Cancel](#) [Next](#)

 **Epping Forest District Council**
www.eppingforestdc.gov.uk

[Home](#) [Services](#) [FAQs](#) [MyRequests](#)

Members

[Information](#) [Enquiry](#) [Your Details](#)

Please select the service you are making your enquiry about *

ICT - Issues

Please describe your ICT issue *

Please upload any relevant documents

Drop files here to upload - [upload](#)

Uploaded: 0/2

[Previous](#) [Cancel](#) [Next](#)

Is your enquiry being raised on behalf of a resident of Epping Forest District Council?

If you select Yes – you will then be asked if you are able to share the details of the resident with us?

If you select Yes to sharing details of the resident – you will then be asked to provide us with these details.

Information

Enquiry

Your Details

Is your enquiry being raised on behalf of a resident of Epping Forest District Council? *

Yes

No

N/A

Are you able to share the details of the resident with us? *

Yes

No

Name of resident *

Postcode *

Address *

Select... ▼

Email of resident *

Phone number of resident *

Have you spoken to anyone informally about this matter?

This relates to whether you have spoken with a member of staff about this prior to completing this form?

If you select Yes - you will be asked to advise us who you have spoken to and the date you spoke with them

Have you spoken to anyone informally about this matter? *

Yes

No

N/A

Name of person spoken to *

Date spoken to *

- **The next two areas are self explanatory**
 - **Please provide a summary of your explanation** – this will assist us in knowing which service your enquiry relates to.
 - **Please provide any other details in relation to this matter** – this is where you can give us a more in depth breakdown of your enquiry
- **The area where you are being asked to upload any relevant documents:**
 - is where you can upload photographs that relate to your enquiry if you have them.
 - Unfortunately, we can only allow two images to be uploaded here, as otherwise it makes the file size too large to send.
- **But you could always send more images or documents via email to the MemberContact@eppingforestdc.gov.uk email account.**
- **However please remember to quote the reference number you will have been allocated for the enquiry you are now submitting (you will receive this when you finish completing the form). Please place the reference number in the email subject bar, as this will assist us when attaching it to your submitted enquiry.**


Is your enquiry time critical?

If you select Yes

you will be asked to provide a date and time by which you need the response

Is your enquiry time critical? *

Please provide deadline date for your enquiry? *



When you have completed all the fields above you can move to the final page by clicking on the tab “**YOUR DETAILS**” at the top of the form, or the “Next” button at the bottom right hand corner.

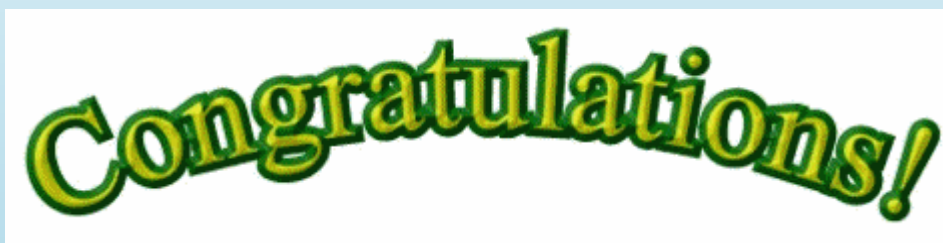
PLEASE DON'T GIVE UP YOU ARE ALMOST THERE!!



This Page should automatically have pulled through all your details from your “account log in” that you set up all that time ago 😊
To submit your enquiry form to us simply click on the “submit button” at the bottom right hand corner of the page.

- You will then be taken to a summary page – this simply displays a summary of your enquiry as you have entered it, please click on the continue button

YOU ARE NOW FINISHED!



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You will receive an email from us stating that we have received your enquiry, unless it is simply reporting non attendance at a meeting, when the enquiry will automatically go straight to Democratic Services.

Once we have allocated it to an officer to deal with, you will receive another email advising you of this fact and when you can expect to receive a response from us.

We do hope you enjoy using the new form, and that it saves you lots of time that you can use on other far more important things!

However if you need more help and support, please feel free to contact the following:

- Julie Barnard - Customer Services Development Specialist
- Telephone No:- 01992 564033 Email jbarnard@Eppingforestdc.gov.uk
- The Customer Contact Centre Team
- Telephone No:- 01992 564000 Email contactus@Eppingforestdc.gov.uk
- Kim Partridge – Member Support
- Tel no:- 01992 564443 Email kpartridge@Eppingforestdc.gov.uk or Membercontact@Eppingforestdc.gov.uk