



Hetton Town Council



Member Reports Policy

Reporting Ward Matters to Sunderland City Council

As members of Hetton Town Council, Councillors are encouraged and empowered to report ward matters directly to Sunderland City Council for investigation. These may include issues raised personally or by members of the public.

Initial Reporting Responsibility

Matters should not be referred to the Town Clerk in the first instance. It is the responsibility of individual Councillors to report concerns directly.

Reports can be submitted via:

- Telephone
- The "Report It Service" <https://www.sunderland.gov.uk/report-it>

See Appendix A for a comprehensive list of contact information

Information to Include

To ensure effective investigation, reports should include as much relevant information as possible:

- The specific location/address (*What3Words* recommended)
- A clear description of the issue
- Supporting photographs, if available

The Town Clerk should be CC'd into any email communications to remain informed.

If any Councillor feels unable to raise matters independently, they can request support during Ward Matters at full Council meetings.

Council Updates & Escalation

Councillors are invited to provide updates during Ward Matters at full Council meetings on reports submitted and any outcomes.

If a Councillor does not receive an appropriate response, or progress is considered insufficient, the matter can be escalated to the Town Clerk for follow-up.

Escalation Process

When escalating a matter to the Town Clerk, members must provide:

- All relevant information
- Any previous correspondence
- Background details

This ensures the issue can be progressed effectively and efficiently.

Appendix A – Sunderland City Council Contacts

Team	Services	Contact Information
City and neighbourhood	1. Waste and recycling (inc. wheeled bins) 2. Street cleaning 3. Grass and trees 4. Parking 5. Licensing 6. Pest control 7. Community safety 8. Elections	 0191 520 5550 1. https://www.sunderland.gov.uk/article/12046/Waste-and-recycling 2. https://www.sunderland.gov.uk/street-maintenance 3. https://www.sunderland.gov.uk/article/12231/Grass-trees-or-plants 4. https://www.sunderland.gov.uk/parking 5. https://www.sunderland.gov.uk/licensing 6. https://www.sunderland.gov.uk/pest-control 7. https://www.sunderland.gov.uk/article/12183/Community-safety-problems-in-your-area 8. https://www.sunderland.gov.uk/elections
Home and money	9. Housing Benefit and Council Tax support 10. Council Tax 11. Crisis Support 12. Housing 13. Housing advice 14. Planning and building control 15. Welfare rights advice	 0191 520 5551 9. https://www.sunderland.gov.uk/council-tax 10. https://www.sunderland.gov.uk/article/12515/Housing-Benefit-and-Council-Tax-Support 11. https://www.sunderland.gov.uk/article/12921/Crisis-support 12. https://www.sunderland.gov.uk/housing 13. https://www.sunderland.gov.uk/homeless-and-housing-advice 14. https://www.sunderland.gov.uk/article/12112/Planning-and-building-control 15. Email: welfare.rights@sunderland.gov.uk
Health and wellbeing	16. Social Care 17. Safeguarding 18. Disabled parking badges 19. Concessionary travel passes	 Customer Enabling Service - 0191 520 5552 16. Email: Adultsocialcare.enquiries@sunderland.gov.uk 17. Adult Safeguarding Referral - https://www.sunderland.gov.uk/article/27575/Worried-about-someone Adult Social Care Assessments & online Self-Assessment - https://www.sunderland.gov.uk/article/33193/Assessments-for-care-and-support 18. https://www.sunderland.gov.uk/article/15010/Blue-Badge-scheme 19. https://www.sunderland.gov.uk/article/12138/Eligibility-and-how-to-apply-for-a-Concessionary-Travel-Pass

Life, family & learning	20. Births, deaths and marriages 21. Bereavement 22. School Admissions 23. Families information 24. Fostering and adoption 25. Libraries	 0191 520 5553 20. https://www.sunderland.gov.uk/article/18322/Registration-of-births-marriages-and-deaths 21. https://www.sunderland.gov.uk/article/17880/Bereavement-Services 22. https://www.sunderland.gov.uk/article/13000/School-admissions 23. https://www.sunderland.gov.uk/article/33740/Family-support 24. N/A 25. https://www.sunderland.gov.uk/libraries
Children's Services		 0191 520 5560 https://www.sunderland.gov.uk/article/12119/Children-and-education
Business services	26. Business rates 27. Business investment 28. Business advice	 0191 520 5554 26. https://www.sunderland.gov.uk/businessrates 27. https://www.sunderland.gov.uk/article/12121/Business-investment 28. https://www.sunderland.gov.uk/article/12935/Business-support-and-advice
General enquiries		 0191 561 1194 or 0191 561 1194 https://www.sunderland.gov.uk/article/16208/Contact-us
Payments	29. Using a credit or debit card 24 hours a day, 7 days a week	 0191 520 5588 https://www.sunderland.gov.uk/article/12033/Pay
Urgent crisis or homeless enquiries		 0800 234 6084