




Member Zone Sounding Board – Meeting 7
Friday 27th September at 10am by Teams

AGENDA

Item number	Details	Action
1	Welcome, introductions, apologies.	Bob
2	Minute of Previous Meeting 19 th March 2024 (herewith)	All
3	Review of current Member Zone Request Portal Performance: <ul style="list-style-type: none"> A. 2022-24 and FQ1 2024/5 Report to SMT (herewith) B. FQ2 2024/25 Request Management Update Briefing (herewith) C. Backlog of aged 'Response Provided' Cases with Members D. Operational Issues (Members' and Officers' perspectives) E. System Issues (Jamie Robertson to lead) 	Group Discussion
4	Current in Progress and Planned MZ System Developments <ul style="list-style-type: none"> - Development Programme List Completed over past period: <ul style="list-style-type: none"> A. Random Case Selector for RIS Quality Control B. Closure via email Hyperlink (Update) C. Five most used enquiry types being added as dedicated forms on Member Zone: See MZ Update Briefing 7 of June 2024 (herewith) D. Enhanced DMT Monthly Report (Example herewith) - Outstanding and Planned: <ul style="list-style-type: none"> • Red, Amber Green visual status in member's open caseloads. • Attaching of emails to requests • The enabling the reporting of Section Faults by Members to WDM • Upload/transfer of photographs and attachments via MZ to WDM • Logging of MZ requests on the move (WIP Staging solution). 	Group Discussion
5	Member Zone Information Resources <ul style="list-style-type: none"> A. Operational Updates to Edition 163 <div>  ris_weekly_member_briefing_edition_163.docx ris_weekly_member_briefing_edition_163.docx (DOCX, 91.7KB) </div> B. New Accessibility Tool on Portal <div> Home > My Council > App Support <div>Accessibility Tools</div> </div> C. Sounding Board Papers - Wish List? 	Group Discussion

6	Member Support: <ul style="list-style-type: none"> - Member Services Support (Helen) - Other support or training needs and onboarding of new Members 	Group Discussion
7	AOCB <ul style="list-style-type: none"> A. Review of MZ Sounding Board Terms of Reference (herewith) 	All
8	Date of Next Meeting – March 2025?	TBC