



## Member Zone: Member Enquiry Handling Update To end March 2023

### 1. SERVICE REQUEST PORTAL – YEAR 1 ACTIVITY

The table below shows the number of requests logged by members since the launch of Member Zone in June 2022 until end of March 2023 and their status:

	RIS Requests	Other Services	Total
<b>Total Requests Made</b>	<b>801 (80%)</b>	<b>191 (20%)</b>	<b>992</b>
<b>Requests in Action*</b>	<b>124</b>	<b>20</b>	<b>144</b>
<b>Requests Actioned by Services</b>	<b>677</b>	<b>180</b>	<b>857</b>
<b>Requests Closed by Members</b>	<b>389</b>	<b>124</b>	<b>513</b>
<b>Open with Members</b>	<b>288</b>	<b>56</b>	<b>344</b>

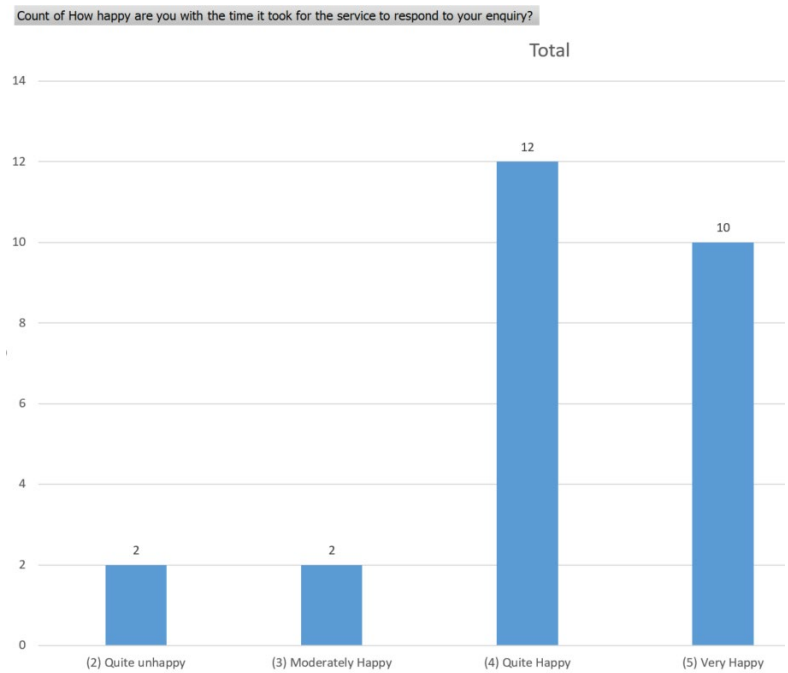
\*Includes those awaiting response, escalated and where work is scheduled by Services.

Of the 144 responses in action as at 31/03/23, 93 are with the Service for response, 28 have work scheduled for completion, 18 have had an initial response and the Member has asked for further information/clarification and 5 have been escalated. Of the 96 requests with the Service for response, 8 exceed their SLA response time by two weeks or more.

### 2. SERVICE REQUEST PORTAL – MEMBER FEEDBACK

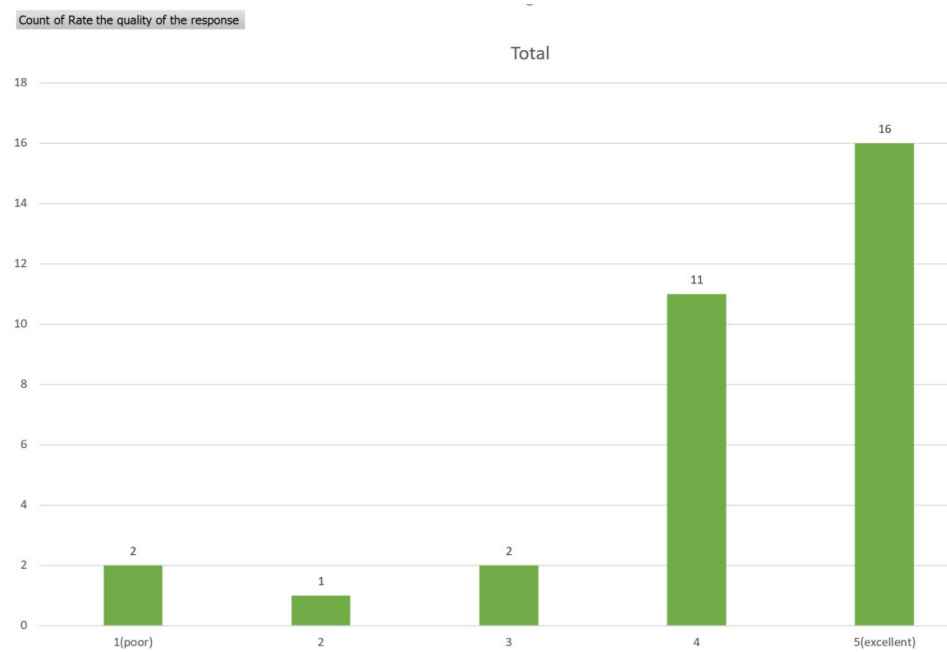
2.1. Member Feedback On Member Zone Request Portal

In order to monitor timeliness and quality of responses over time from a Member perspective DST introduced new functionality in November 2022 to enable Members to complete a short feedback survey on each response after they had marked it closed. This is voluntary and outcomes up to end of February are shown in the following charts. In summary **22 out of 26 respondents said they were quite or very happy with the speed of response and 29 out of 32 respondents were satisfied with the quality of response; 27 marking them good or excellent:**



There were many positive comments including:

- Excellent service, problem solved very quickly. Customer delighted. Thank you
- Exceptionally rapid response would also please the local Community Council.
- Comprehensive updates provided.
- This took a few goes but the officer went above and beyond to find a solution for my constituent.



Some less favourable feedback included:

- I thought that the response was very bland
- The incident was not updated. I observed the filled pothole and closed the incident myself.
- Response was delayed, but ended up with a satisfactory result.

RIS also have their own internal quality checking approach and feedback on requests relevant to them are reviewed as part of that to inform continual improvement.

2.2 Member usage of Member Zone Request Portal

It is important that the maximum number of member requests possible are routed to Services via the MZ portal as this allows Services to deal with them in a structured, efficient way and avoids

perception of a two tier service to Members. It also helps members control their caseloads. The table below shows the number of requests per member since go live:

Banding of Number of Requests Made	Number of Members in this Banding
Zero – 10 requests made	11 members
11 – 30 requests made	13 members
31 – 50 requests made	6 members
50+ requests made	6 members

It is clear that there is a significant minority of members who are not using the Member Zone Portal to log their informational or service requests. This was raised with ELT in February 2023 and Pippa pledged to raise it at her Area Committee meeting cycle in March 2023.

**Bob Miller**  
**Customer Engagement Manager**  
**March 2023**