Minute Of Member Zone Sounding Board – Meeting 2

Held On 2nd December at 10am, Via Ms Teams

Present

Bob Miller	Customer Engagement Manager
Jamie Robertson	Digital Engagement Services Developer
Mark Calder	Project Manager RIS
Helen MacLeod	Member Services Officer
Ailsa Barr	Support Officer RIS
Jane Jarvie	Communications Team Manager
Councillor Fiona Howard	Elected Member

Apologies

Susie Sinclair	Directorate Support Officer
Councillor Mark Irvine	Elected Member
Councillor Dougie McFadzean	Elected Member
Councillor Liz McCabe	Elected Member

Minutes

Item Number	Details	Action
1	**Welcome and introductions** Bob welcomed everyone to the second meeting of the group and noted the apologies and that some written submissions were received from absent councillors that would be covered at the relevant agenda item.	
2	**Minute of Previous Meeting** The meeting reviewed and accepted the minute of the previous meeting. It noted that there were two priority developments on the list that are still being worked on and so would be carried forward onto the revised list following the present meeting. These items are: - Coloured highlight of requests (red, amber, green) to allow members to speedily identify overdue responses - Improved, more granular Organisation chart/hierarchy to allow members to direct requests to the correct team. Although it was noted that Officers will always redirect requests where needed.	**Jamie**
3	**Review of Current Member Zone Request Portal Performance** The statistical report covering the performance of the service request element of the Member Zone was reviewed and it was noted that: • 708 requests had been logged since May 2022 of which 354 have been actioned and closed, 237 are with member for	

Item Number	Details	Action
	consideration having had a Service response and 117 are currently with Services for response. A separate analysis has been completed of the requests currently with members for action and is covered at Agenda Item 6.	
	• 11 of the 117 requests with Services have breached their SLA by more than one week and of the 708 requests made to date, 32 have been escalated (9 by members). Jamie noted that the automatic escalation after SLA had been overdue by 20 days required refinement as it may be triggering escalation needlessly in some cases. He undertook to address this urgently.	**Jamie**
	• Members are now almost wholly raising requests on a self service basis now that Member Services have trained them. Councillor McFadzean noted that a number of councillors were still not using MZ to direct their requests and were going direct to senior officers, which led to a perception of an unlevel playing field (4 councillors have only logged one request through MZ since May). Bob undertook to discuss with his DMT what could be done to address this.	**Bob**
	• There was a separate report showing the Quality of Responses as indicated by the survey returns from members that is now made available after each request is closed by a member. Bob thanked Councillors Irvine and McFadzean for their help in user testing the survey to help remedy some gremlins. A full report will be available at the end of FQ3. Councillor McFadzean observed that the survey could be more detailed, but it was noted that there was free text box for councillors to give more explicit feedback on their scores. The survey can be amended if required but it was agreed to keep it as is for now. The interim responses are however encouraging regarding quality and timeliness.	
	Bob noted that he had received a debrief from Stuart Green of feedback the Chief Executive had elicited during informal conversations with members at Area Committee Meetings. The consensus was that MZ was much better than Casebook, however two common threads were raised:	
	1. That Services needed to be more honest with members when they could not deliver what was being asked for (rather than delaying responses to be seen to try and accommodate the request)	
	2. To add functionality that allowed member to share/notify requests to other member in their ward to avoid duplication of effort; particularly where constituents copied in all members in a ward to an issue. Jamie noted that there was new functionality (demonstrated in Agenda item 4), to allow members to readily email colleagues about a request from within MZ. Councillor Howard said that functionality would be useful for her to let other members know she was taking the lead on a particular response. Bob noted that members needed to be aware of	**Bob/Jamie**

Item Number	Details	Action
	GDPR implications and that they had consent of constituents when sharing details, however he said that the team would examine other mechanisms to make the share in ward functionality better.	
4	**Current in progress and planned MZ system developments** Jamie demonstrated the new functionality developed in response to the priorities agreed at the first Sounding Board and noted that if SB approved them, they would be released before the Christmas break. He demonstrated: 1. A new layout for the web based MZ interface with collapsible menus to make navigation simpler and look and feel less cluttered. 2. New fortnightly scheduled reports for members in excel format detailing their open and closed requests with the last activity on them. Councillor Howard noted that she preferred to manage her caseload within MZ and Jamie noted that he could turn off the reports for those councillors who did not want to receive them. 3. New functionality that separated open and closed cases into two separate caseload lists for ease of management over time 4. New filter and search options within the caseload for example to allow alphabetical or date based filtering and search by constituent name. Again, this should make caseload management easier. 5. A template email response from within a specific request that autofills the case details and standard text, to allow the member to email colleagues or constituents about the case. 6. A new print function so that individual cases can be printed off e.g. to be posted to constituents who struggle with digital. The Sounding Board approved all of these developments and so the Digital Team will create a guidance note and video guide on them ready for them to go live later in December. Bob had advised in the first SB meeting that 2 factor authentication (2FA), was required for MZ due to the confidential data held on it by members regarding constituents. MZ uses the national MyAccount authentication service and they have just launched 2FA for MyAccount/MZ. Each member will now need to enrol, so a step by step Guide on how to do this has been developed. Councillor Howard agreed to user test the guide nad provide feedback to Jamie before it is given to other members. Once implemented members will be sent a secure authentication code by email or text at each login, which will protect against MZ accounts being hacked. Councillor Howard also noted that the standard five day initial response need to be over ridden sometimes by councillors in urget cases, but there was no way of doing that. Ailsa advised that Councillors could indicate in the subject field or body of text that they	**Jamie** **Cllr Howard / Jamie**

Item Number	Details	Action
	needed a speedier response by a certain deadline and the Service would try to accommodate this. Bob undertook to see if some system functionality could be introduced for this e.g. an Urgent flag. Councillor Irvine had also sent a written submission over the need for MZ requests to have a priority or fastrack indicator(particularly in respect of long overdue Planning Applications) and so this will be included in these considerations.	**Bob/Jamie**
5	**Member Zone Information Resources** Bob showed two new resources added recently to the Briefings element of MZ. The first of these had been requested at the first SB and was an interactive Briefing on how to find council assets including roads and properties. RIS provided the second paper on the role of Amenity Wardens. Councillor Howard noted that the assets briefing would be particularly useful for new councillors. Helen observed that a number of informational resources were provided as part of the Member Seminars but as not every member could attend all seminars, it may be useful to provide a link to these in MZ and she undertook to send that to the Digital Team for upload. . Jane asked for view access to MZ so she could review informational content and suggest any further enhancements.	**Helen/Jamie** **Jane/Jamie**
6	**Member Support** At the last SB it was agreed that work would be done on better defining what constituted a 'resolved' enquiry; given the large number of requests that had been responded to by Services – currently 237 cases. When a response is sent to a member , they have three options: - To seek further clarification from the Service - To escalate the request to a 3rd tier manager if the clarification is still not fulfilling the request made - To close the request as having been fulfilled to their satisfaction. The analysis showed that members should have closed over half the open cases reviewed as the request had been fulfilled and the case had been with the member for more than 8 weeks. Analysis also showed that Services were not using the "Work Scheduled" status correctly, which should keep the request in the Service caseload until promised work is completed. To address the problem the SB agreed: - To the issuing of a guidance briefing to members reminding them of the correct processes to follow and advising of new	**Bob/Jamie**

Item Number	Details	Action
	functionality to be introduced. This will send an automated reminder to the member asking them to review and action the case **40 working days** after the Service response is provided. If no action is taken after a further **20 days** the case will be auto-closed and an email sent to the member informing them of this action. The member will retain the option to ask for the case to be re-opened if required. - In addition a reminder will be sent to Caseload Controllers regarding the correct use of the "Work Scheduled" status. Helen noted no other issues from the Member Services support aspect, although Mark noted that the RIS email box was still receiving a number of member enquiries direct, rather than through MZ and it was agreed that RIS should log these via MZ and ask members to do that in future.	**Jamie**
7	**A.O.C.B.** No items of business were raised. Bob thanked all attendees for their honest and positive input.	
8	**Date of Next Meeting** The Board agreed that the next meeting would take place in March 2023 on a date free of other council business.	**Bob/Susie**