

**Minute Of Member Zone Sounding Board – Meeting 3**  
**Held On 13<sup>th</sup> April 2023 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
Councillor Dougie McFadzean	Elected Member
Councillor Kieron Green	Elected Member
Councillor Fiona Howard	Elected Member

**Apologies**

Susie Sinclair	Directorate Support Officer
Councillor Mark Irvine	Elected Member
Councillor Liz McCabe	Elected Member
Cllr Iain Shonny Paterson	Elected Member
Jane Jarvie	Communications Team Manager

Item Number	Details	Action
1	<p><b>Welcome and introductions</b></p> <p>Bob welcomed everyone to the third meeting of the group and noted the apologies. Helen MacLeod also had a written submission from Cllr Wallace that was covered at the relevant agenda item.</p>	
2	<p><b>Minute of Previous Meeting</b></p> <p>The meeting reviewed and accepted the minute of the previous meeting held in December 2022. It noted that all the actions were either completed or would be covered later in the agenda.</p>	
3	<p><b>Review of Current Member Zone Request Portal Performance</b></p> <p>A Member Zone Request Management Briefing covering the performance of the service request element of the Member Zone was reviewed and it was noted that:</p> <ul style="list-style-type: none"> <li>992 requests had been logged since June 2022 of which 513 have been actioned and closed, 344 are with member for consideration having had a Service response and 144 are in action, including 28 that have had work scheduled.</li> <li>Of the 144 requests in action only 8 have exceeded their response SLA by more than two weeks and 5 have been escalated.</li> <li>There was an element in the Briefing covering Member survey feedback on the quality and timeliness of responses, however Bob was able to provide more up to date information including the March data, which showed over 85% satisfaction with both elements (from 51 responses since the survey went live in December):</li> </ul>	

Item Number	Details	Action																						
	<div><div>Count of How happy are you with the time it took for the service to respond to your enquiry?</div><div>Total</div><table><tr><th>Category</th><th>Count</th></tr><tr><td>(2) Quite unhappy</td><td>4</td></tr><tr><td>(3) Moderately Happy</td><td>8</td></tr><tr><td>(4) Quite Happy</td><td>17</td></tr><tr><td>(5) Very Happy</td><td>15</td></tr></table><div>How happy are you with the time it took for the service to respond to your enquiry? ▾</div><div><div>Count of Rate the quality of the response</div><div>Total</div><table><tr><th>Category</th><th>Count</th></tr><tr><td>1(poor)</td><td>2</td></tr><tr><td>2</td><td>2</td></tr><tr><td>3</td><td>4</td></tr><tr><td>4</td><td>17</td></tr><tr><td>5(excellent)</td><td>26</td></tr></table><div>Rate the quality of the response ▾</div></div><p>Cllr McFadzean noted it was disappointing that members had only completed 55 surveys for the 300+ responses that had been closed over</p></div>	Category	Count	(2) Quite unhappy	4	(3) Moderately Happy	8	(4) Quite Happy	17	(5) Very Happy	15	Category	Count	1(poor)	2	2	2	3	4	4	17	5(excellent)	26	<div>Bob/Jamie</div>
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	<p>the period. Bob undertook to reinforce the message about the survey on the MZ Banner and to have a section on it included in the next development briefing to members and asked the members present to encourage colleagues to do the survey.</p> <p>Mark noted that RIS did an analysis of all low scores on the survey for the purposes of continual improvement and some of the low scores were not related to the quality of response, but rather to the outcome, e.g. low scores given because the team were validly unable to provide what was requested. The responses to date are however encouraging regarding quality and timeliness. Bob noted that there was often a conflict in surveys over the quality of process and the outcome, but he would review the wording of the survey to see if it could be made clearer that it was not about the outcome, but the quality of response.</p> <p>Jamie noted that there were no other current system issues impacting performance. Councillor Howard said that one element of functionality that she found problematic was that regarding streetlight section faults; which could only be reported a streetlight at a time or choosing one light and adding in narrative text. Cllr McFadzean noted that this was the same for multiple potholes on a stretch of road. Jamie confirmed that contact centre agents were able to report section faults into the WDM road/lighting system and undertook to see if the development team could add this to the MZ view for members. Mark noted that WDM would be migrating to the cloud later in the year and that the project team would monitor the impact on MZ functionality as part of that project.</p>	<p><b>Bob/Jamie</b></p> <p><b>Jamie</b></p>
4	<p><b>Current in progress and planned MZ system developments</b></p> <p>Jamie demonstrated the new functionality developed in response to the priorities agreed at the previous Sounding Boards and noted that the team would issue a guidance briefing and training video for them when they were released. He demonstrated:</p> <ul style="list-style-type: none"> <li>○ Two factor authentication using either email or SMS text to a mobile phone and thanked Cllr Howard for her help in developing the guidance. Cllr Howard has been using 2FA for some time and commented on how easy it was to set up and then use. Jamie will finalise the Briefing and the team will sign up all members to 2FA so that customer details are given the extra level of protection.</li> <li>○ Option to share with members in ward, with bespoke drop downs that allow each member to choose who they share an enquiry with and how they update their colleagues. This will greatly help when a constituent emails all of their ward members at the same time.</li> <li>○ Option to mark enquiry as urgent flags up the need for a speedy response to the back office service team where it needs to be quicker than the standard 5 day SLA. The group agreed that there needed to be some wording on the request form to guide members as to when to use the facility and a link to out of hours emergency and Member Services assistance.</li> </ul>	<p><b>Jamie</b></p> <p><b>Jamie</b></p>

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	<ul style="list-style-type: none"> <li>○ Date incident last viewed by member' column in member reports was requested by a member using the MZ feedback facility and allows members to readily see and sort their caseload on a last viewed basis. Jamie will include an explanation of how to use the sort facility in his Briefing.</li> <li>○ Auto closure of incidents was agreed at the last SB and will help tackle the large number (344) of requests with members that have not been closed. Members will be given two reminders to close requests that have been actioned by Services. Cllr Howard asked for an override mechanism to be built in that allows members to retain actioned cases in their caseloads if required. Jamie will develop this</li> </ul> <p>The Sounding Board was informed of developments for the next release that had been requested by members and these include: Red, Amber Green visual status in member's open caseloads and a review of how Planning related enquiries can be better handled. Helen asked that a request from Cllr Wallace regarding copying/attching of emails into be added to the list and Jamie will liaise with Helen to investigate this.</p>	<p><b>Jamie</b></p> <p><b>Jamie</b></p> <p><b>Jamie/Helen</b></p>
5	<p><b>Member Zone Information Resources</b></p> <p>Bob and Jamie did a demonstration of the new library functionality on MZ and how all the requests of previous Sounding Boards around the information resources had now been implemented, in particular:</p> <ul style="list-style-type: none"> <li>○ MZ Update Briefings</li> <li>○ EqESIAs</li> <li>○ Hub Member Seminars</li> <li>○ Sounding Board and RIS Resources</li> </ul> <p>Bob noted that the new corporate website based on more advanced Drupal9 content management system would allow for further improvements. Mark asked if the look and feel of the library could be improved to make it more visually appealing e.g. pictorial tiles on a thematic basis and Bob undertook to set up a session with the Web team on this and to explore other capabilities such as a search function. In the interim Mark will consider what additional RIS briefings could be added to the library and Cllr McFadzean noted what an invaluable resource it had been to him as a new member.</p>	<p><b>Bob/Web Team</b></p> <p><b>Mark</b></p>
6	<p><b>Member Support</b></p> <p>Helen noted that there were no issues with MZ from a Member Support perspective and that it had been a real positive for them in terms of members largely self-serving and only using them as an escalation or assistance resource.</p>	
7	<p><b>A.O.C.B.</b></p> <p>Mark noted that RIS were developing a system based on the MZ approach for the management of Community Council, MP and MSP enquiries in to deal with them in a structured and efficient way.</p>	

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	Bob thanked all attendees for their honest and positive input.	
8	<b>Date of Next Meeting</b> The Board agreed that the next meeting would take place at the end of August on a date free of other council business.	<b>Bob/Susie</b>