

Tick One Box	For Information Only	For Decision Only	For Discussion
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ARGYLL AND BUTE COUNCIL**KIRSTY FLANAGAN DMT****CUSTOMER SUPPORT SERVICE****13TH February 2023**

Member Zone Update Report FQ3 2022-23

1. HEADLINES

- 1.1 We have now embedded the Member Zone system and associated processes as the primary medium by which elected members can log and manage their requests for information and services. The system also hosts topical briefings and updates. This report details request activity in FQ3 and since inception and highlights other developments made to increase the effectiveness of the Member Zone system. It also covers the work of the MZ Sounding Board of officers and members.
- 1.2 In summary in FQ3:
- 219 Requests were logged by members via MZ (173 for RIS and 46 for all other Services in FQ3).
 - 190 Requests were responded to by Services and returned to members for closure (146 for RIS and 44 for all other Services)
 - 122 Requests were closed by members in FQ3 and 235 remained with them for closure (of which 24 were in the escalation process and 33 had work scheduled).
 - 107 Requests were in progress awaiting initial response by Service (94 RIS, 13 other Services) and of these 28 were beyond their SLA (25 RIS and 3 other Services); although this was inflated by the Christmas period.
 - We implemented a new quality survey of closed requests at the end of FQ3 and so it only had 17 responders by the end of December. 91% of respondents were quite or very happy with timeliness of response and 88% scored the quality of responses either 4 or 5 out of a 5-point scale.

2.0 RECOMMENDATIONS

- 2.1 That DMT:
- Note the performance of MZ: including the staff who fulfil requests, the system and the processes in handling of member information and service requests.
 - Note the enhancements made to the system and processes over the last quarter and planned developments currently in build, as co-ordinated through the MZ Sounding Board.
 - Agree to send the report to ELT so that they can note the high levels of response and satisfaction and re-affirm that MZ is the one channel for members to use for efficient fulfilment of requests to Services and that it should not be circumvented by members going direct to Service officers.

3.0 DETAIL

3.1 It is was agreed at the closure of the project to transition from Councillor Casebook to Member Zone that a quarterly report would be provided to DMT on progress of the new Member Zone. This is the first of those quarterly reports and covers the period FQ3 2022/23. It will summarise performance and development aspects of MZ.

3.2 The table below summarises the key performance metrics of that element of Member Zone that enables members to log and control information and service requests.

Activity in FQ3:	RIS Requests	Other Services	Total
New Requests	173	46	219
Requests Actioned	146	44	190
Requests Closed	86	36	122
New Open with Members	60	8	68
New In Progress	94	13	107
Overdue >1 Week	25	3	28

Activity Since Inception	RIS Requests	Other Services	Total
New Requests	638	172	801
Requests Actioned	478	157	635
Requests Closed	288	112	400
Open with Members	190	45	235
Work in progress or escalated requests.	57	2	59

Of the 801 requests logged, 569 were by elected members and 232 by Member Services (only 42 by Member Services in FQ3). All members have requests logged in MZ, ranging from a single request up to 75 requests by the most prolific user.

3.3 There is an issue with members not closing off requests that the Service has done all it can on, however this is being addressed in a current development (see para 3.7 below). It is clear than a number of members are not engaging with the system and are still going direct to Service contacts. This can only be tackled by all Services pushing back as one group and insisting members follow the correct protocol, supported by Senior Management. Naturally there will be urgent occasions when time does not permit Member Zone to be used; but these should be the exception (and see para 3.7 re implementation of an urgent case indicator).

3.4 We have implemented a planned enhancement to permit members to complete a

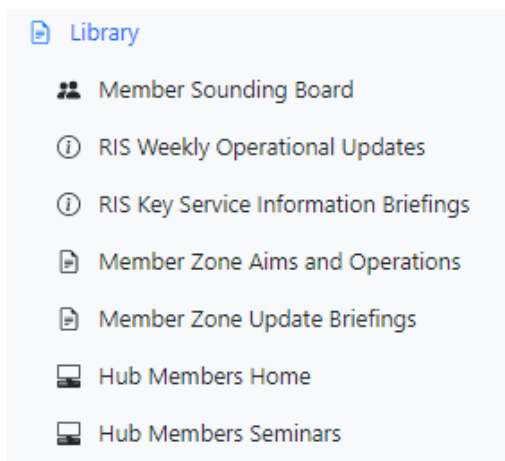
survey on timeliness and quality of completed and closed responses. This only went live in November so we completed just 17 responses for FQ3 and 16 of these were for Roads and Infrastructure Services. 15 scored good or excellent on the quality of response and 15 scored quite or very happy on timeliness of response. Positive comments included:

- Exceptionally rapid response would also please the local Community Council.
- Brilliant and very quick response and action.
- The system as it stands seems to be working well
- I was happy with the responses I received in a very timely manner. It was disappointing that the council were unable to provide the service asked for on this occasion.

Only one negative comment was received – ‘I thought that the response was very bland. While telling the client about the lighting policy and how busy everyone was, the issue around the falling numbers of insect activity reported around these lights was non-existent’.

RIS has implemented an approach to assimilate this feedback into their own quality sampling and to review it on a regular basis in order to validate the scores and for continual improvement purposes.

- 3.5 In addition to being the portal for the logging and management of Service Requests, Member Zone is also an information Hub. In FQ3 a new Library section was added to MZ to include a number of new resources along with existing operational updates and MZ system briefings:



RIS Member Documents

Attachment	Size
ab_faq_surface_dressing_2.docx	3.63 MB
procedure_for_road_safety_inspections_and_defect_categorisation.pdf	796.6 KB
winter_service_policy_2022-23.pdf	884.62 KB
team_profile_environmental_wardens.pdf	117.83 KB
finding_council_assets_including_buildings_and_adopted_roads.docx	1.14 MB
annual_status_options_report_asor_2021.pdf	3.46 MB
roads_capital_programme_info_sheet_final.docx	6.09 MB

All documents relating to the MZ Sounding Board have been added for transparency and a link to online resources from Members Seminars. RIS also added new Service Information Briefings requested by Members.

- 3.6 A raft of developmental improvements were implemented in FQ3 and reported to the Sounding Board in December. Most of these were driven by Member requests; either via the Sounding Board or the feedback button on the MZ. Key enhancements included:

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. We can 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 auto fills the case details and standard text, to allow the member to email colleagues or constituents about the case. This also acts as a de facto share in ward function.
6. A new print function so that individual cases can be printed off e.g. to be posted to constituents who struggle with digital.
7. New Planning / Building Standards service request form with a few dedicated planning/building standards fields as agreed with Planning

Members were informed of the changes in System Update Bulletins ([Member Zone Update Briefings \(argyll-bute.gov.uk\)](#)) and each release had a training video ([Member Zone Help – My Council Works](#)).

- 3.7 The Member Sounding Board also approved a number of new developments that will be implemented in the next period including:
- Two factor authentication for logging on; to add extra security in line with new online security standards
 - A staged system of auto closing completed responses from Services that have not been actioned by members; two reminders before closure.
 - Red, Amber Green visual request status in member's open caseloads to allow them to readily identify those past their SLA.
 - Urgent or Fastrack indicator functionality for priority service requests.

4.0 CONCLUSION

- 4.1 The Member Zone continues to evolve with input from members and Services. Although a slight backlog of Service Requests built up over the Christmas break Services are keeping on top of workloads and the small quality feedback survey indicates general contentment with speed and quality of response. There is an issue with a cohort of Members who eschew MZ and are going direct to officers and another issue with members not closing off actioned requests. The latter is being dealt with through imminent new functionality, but the former requires consideration.

5.0 IMPLICATIONS

5.1 Policy	None
5.2 Financial	None
5.3 Legal	None
5.4 HR	None
5.5 Fairer Duty Scotland	

5.5.1 - Equalities:	None
5.5.2 - Socio-economic Duty:	None
5.5.3 - Islands:	None
5.6 Risk	Reduces risk of reputational damage and failure demand
5.7 Climate Change	None
5.8 Customer Service	Improvement in Constituent Enquiry Mgt.

For further information contact:
Jane Fowler, Head of Customer Support Services

Bob Miller Customer Engagement Manager