



## Member Zone: Member Enquiry Handling Update To Mid-June 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>964 (80%)</b>	<b>246 (20%)</b>	<b>1210</b>
<b>Requests in Action*</b>	<b>151</b>	<b>33</b>	<b>184</b>
<b>Requests Actioned by Services</b>	<b>813</b>	<b>213</b>	<b>1026</b>
<b>Requests Closed by Members</b>	<b>483</b>	<b>149</b>	<b>632</b>
<b>Open with Members</b>	<b>330</b>	<b>64</b>	<b>394</b>

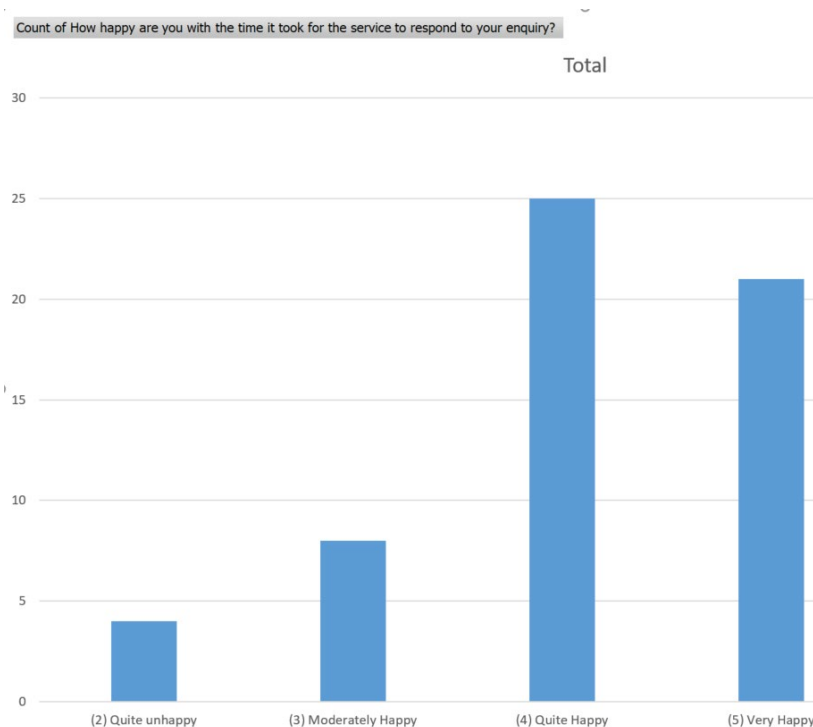
\*Includes those awaiting response, escalated and where work is scheduled by Services.

Of the 184 responses in action as at 16/06/23, 124 are with the Service for response, 30 have work scheduled for completion, 29 have had an initial response and the Member has asked for further information/clarification and 1 have been escalated. Of the 124 requests with the Service for response, 30 exceed their SLA response time by over one week 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 voluntarily complete a short feedback survey on each response after they had marked it closed. Outcomes up to end of May are in the following charts. In summary **54 out of 58 respondents said they were moderately to very happy** with the speed of response and **64 out of 69 respondents were satisfied with the quality of response; 59 marking them good or excellent:**

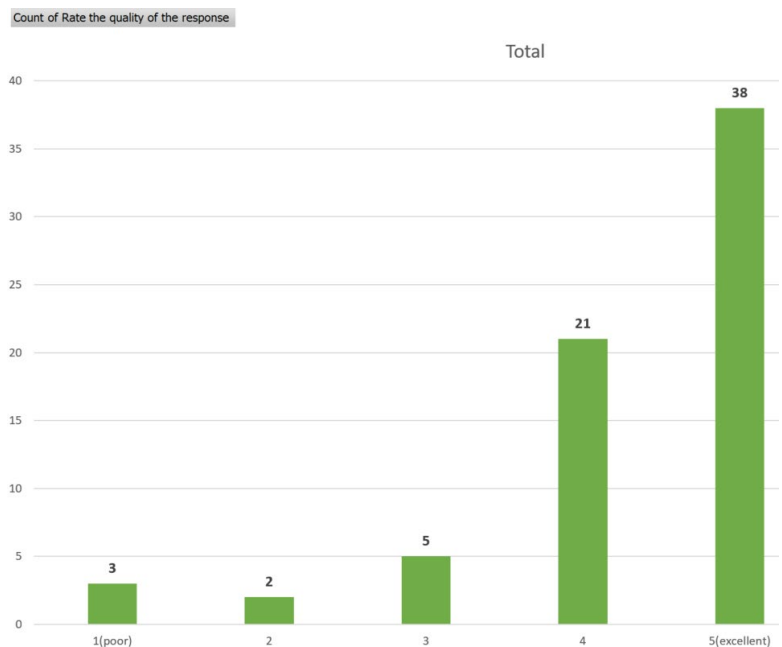


There were many positive comments including:

- Very quick from Licensing as usual
- I couldn't fault this response in any way. It was prompt and efficient and showed real care.
- Potholes mentioned were filled in promptly

Some less favourable feedback included:

- Still a work in progress as circumstances have changed. Home care solution still required for Jura.
- I realise that the long standing dispute with Luss Estates means that this was the only response I could expect but there seems to be a thoughtless dismissal of the dangers to the public.



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	7 members
11 – 30 requests made	11 members
31 – 50 requests made	11 members
50+ requests made	7 members

The highest number of requests made by a single councillor is 136. 955 (76%), of all requests have been raise by Members using online self service.

**Bob Miller**

**Customer Engagement Manager**

**June 2023**