MINUTE OF MEMBER ZONE SOUNDING BOARD – MEETING 4

HELD ON 28th JUNE at 10am, VIA MS TEAMS

Present

Bob Miller	Customer Engagement Manager
Jamie Robertson	Digital Engagement Services Developer
Mark Calder	Project Manager RIS
Susie Sinclair	Directorate Support Officer
Katie McKenzie	Member Services Officer
Ewen McKellar	Customer Liaison RIS
Councillor Dougie McFadzean	Elected Member
Councillor Fiona Howard	Elected Member
Cllr Iain Shonny Paterson	Elected Member

Apologies

Councillor Mark Irvine	Elected Member
Councillor Liz McCabe	Elected Member
Councillor Kieron Green	Elected Member
Jane Jarvie	Communications Team Manager
Helen MacLeod	Member Services Officer

		Action
1	**Welcome and introductions** Bob welcomed everyone to the fourth meeting of the group, noted the apologies and thanked those who were deputising for others.	
2	**Minute of Previous Meeting** The meeting reviewed and accepted the minute of the previous meeting held in April 2023. It noted that all the actions were either completed or would be covered later in the agenda, with the exception of one action that was to be carried forward in relation to enabling the reporting of Section Faults by Members (something CSC agents can do). Jamie will look at this as part of the current WDM to Cloud Project and it is on the Development List.	
3	**Review of Current Member Zone Request Portal Performance** Councillor Howard had to leave early for Committee Meeting and asked a question regarding the reporting of emergency issues by Members; particularly out of hours. It was noted that: • the Contact Centre played a recording of the key out of hours telephone numbers on all the main telephone lines when the CSC was closed • For major incidents the Corporate Resilience Team and a designated senior manager was always on call • That RIS were always happy for Members to contact officers directly concerning matters of life and limb danger. It was agreed that a short Briefing Note should be developed and added to the MZ Library containing the out of hours emergency and resilience	

	number for ease of reference by Members.	**Bob**
	A Member Zone Request Management Briefing covering the performance of the service request element of the Member Zone over its first year of action provided. was reviewed and it was noted that:	
	• 1210 requests had been logged since June 2022 of which 632 have been actioned and closed by members, 394 are with member for consideration having had a Service response and 184 are in action, including 30 that have had work scheduled.	
	• Of the 184 requests in action only 30 have exceeded their response SLA by more than a week and one has been escalated.	
	Councillor's Howard and Paterson noted that they had received errant messages from the new autoclosure function for new requests that should not have had them. Jamie undertook to investigate this urgently and apply a remedy. No other issues were reported by RIS or Member Services attendees.	**Jamie**
	Bob reported that the new "urgent" flag functionality was now live and that its use was being monitored to ensure it was not being used incorrectly. Early indication were that one member may be over zealous in its application and a reminder of correct usage would be added as a banner to the MZ landing page.	**Bob/Jamie**
	The Briefing also covered survey feedback from members on timeliness and quality of responses. 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. It was noted that some of the negative quality responses appeared to be about the outcome of the request (officers are not always able to provide the service/intervention requested), rather than the actual quality of the response. The Board agreed that it would be beneficial to amend the Survey so that there were separate scores for response and outcome, with a comments box and Jamie will add this to the Development Plan.	**Jamie**
4	**Current in progress and planned MZ system developments**	
	Jamie noted that the full Development Briefing detailing all the elements of the last "Release" had been issued to members and added to the Library. Most were also covered by short videos.	
	Bob stressed the importance of members enrolling for two factor authentication for security reasons and that sign up would be monitored after the summer recess.	**Bob**
	In addition to elements already flagged above for addition to the Development Plan, the next Release will focus on the following requests:	
	• Red, Amber Green visual status in member's open caseloads	
	• A review of how Planning related enquiries can be better handled	
	• Copying/attaching of emails to requests (Cllr Wallace)	**Jamie**
	Jamie noted that there were also 4 requests from members via the MZ	

	request portal, but these had been covered by recent releases, so he would liaise directly with the members and agree closure.	
5	**Member Zone Information Resources**

Bob drew attention to the new website and in particular those functions in the My Council and My Community elements of the website that related to Councillors and democratic elements. Councillor McFadzean said he thought the new layout was a big improvement and Bob noted that the Web Team would welcome all suggestions for future improvements and the flagging of any incorrectly functioning or out of date elements.

Mark will consider what additional topical or seasonal RIS briefings could be added to the library and noted that the Weekly RIS update is still being added. | **Mark** |
| 6 | **Member Support**

Katie noted that there were no issues with MZ from a Member Support perspective or that had been raised with them by Members. | |
| 7 | **A.O.C.B.**
Councillor Paterson asked about the usage of MZ by members and Bob noted the statistics in the Performance Briefing that showed it was well used by around half of members and poorly used by a quarter. Cllr McFadzean listed all the benefits he found from using the system and that it was difficult to understand how non-adopters could function effectively as Councillors without it. It was agreed that as the system had now been in place for a full year, it would be beneficial to have a slot at a Member Seminar (with positive member advocates helping to present), after recess to recap on new functionality and the benefits to members, Services and constituents of using the system effectively. That forum would also be used to try and recruit additional members to the Sounding Board

Bob thanked all attendees for their honest and positive input. | **Katie/Bob** |
| 8 | **Date of Next Meeting**

The Board agreed that the next meeting would take place at the end September on a date free of other council business. | **Bob/Susie** |