

MINUTE OF MEMBER ZONE SOUNDING BOARD – MEETING 6

HELD ON 19th March at 10am, Via MS TEAMS

Present

Bob Miller	Customer Engagement Manager
Jamie Robertson	Digital Engagement Services Developer
Mark Calder	Project Manager RIS
Anna Alderson	Customer Liaison Officer RIS
Helen MacLeod	Member Services Officer
Councillor Dougie McFadzean	Elected Member
Councillor Kieron Green	Elected Member (part meeting)
Councillor Fiona Howard	Elected Member

Apologies

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

		Action
1	<p>Welcome and introductions</p> <p>Bob welcomed everyone to the sixth meeting of the group, noted the apologies and thanked those who attended.</p>	
2	<p>Minute of Previous Meeting</p> <p>The meeting reviewed and accepted the minute of the previous meeting held in October 2023. It noted that all the actions were either completed or were covered later in the agenda.</p>	
3	<p>Review of Current Member Zone Request Portal Performance</p> <p>The latest Request Management Update Briefing covering MZ performance up to 08/03/24 was provided and it was noted that the MZ service performance had generally improved since the last meeting, with fewer outstanding requests, fewer requests in breach of their SLA and post request member survey feedback higher.</p> <p>There remained concern at the significant number of members who were still not using MZ as the established system and process for correctly logging requests to officers. This gave rise to concerns around fairness, with some members bypassing the system to get a speedier response to the detriment of their colleagues and officers not being able to deal with requests in an orderly and efficient way. BM noted that MZ admin rights had been given to Director support staff to allow them to put requests that were being made direct to Directors into MZ and that Directors were pushing back to members who were escalating matters to them without having used the MZ escalation process. Requests made out with MZ cannot be properly tracked or accounted for and do not allow for a level playing field of treatment. BM undertook to issue a reminder brief to members of the rationale and benefits of using MZ.</p> <p>Cllr Howard asked why some responses made direct by constituents</p>	Bob

	<p>appeared to be dealt with more speedily than equivalent queries made by members. BM noted that wherever possible members should encourage constituents to make direct requests, as member requests had an additional layer of triage and control via the Caseload Controllers for each Service and their role was to direct and manage that request on behalf of the member. He also observed that the survey feedback showed a high satisfaction with the response times to both initial response and follow up responses.</p> <p>Cllr McFadzean noted that there appeared to be a low percentage of members completing the feedback survey and therefore it may be based on the experience of only one or two frequent responders. Bob undertook to check how many members had given feedback to date and to review the email prompt that was sent inviting participation in the survey and other promotion of it.</p>	Bob
4	<p>Current in progress and planned MZ system developments</p> <p>Jamie demonstrated the new survey question that was requested at the last SB to differentiate between how the enquiry had been handled versus the actual outcome. This is now live and will be reported on to the next SB.</p> <p>Bob covered a number of other enhancements made since the last meeting including:</p> <ul style="list-style-type: none"> ○ Colour coded operational reports enhancements for RIS ○ New 'Reason Overdue' function for Director's DMT Monthly Report (Caseload Controller Briefing) ○ Director's Admins given escalation permissions ○ Override on "Urgent" request for Case Controllers <p>Jamie also explained a new piece of functionality that will soon be released that will allow members to close a case direct from within the email they are sent with the update from the Service. This means no need to log into MZ to close a case.</p> <p>Mark noted that the Project moving WDM Roads and Lighting system to the cloud had now gone live and this will allow progress to be made on some outstanding WDM related MZ development requests. Jamie will now investigate:</p> <ul style="list-style-type: none"> ● The enabling the reporting of multiple potholes along a single stretch of road and street lighting section faults. ● The uploading of photographs to WDM. 	Jamie
5	<p>Member Zone Information Resources</p> <p>Bob noted the information related additions to the MZ library since the last meeting including:</p> <ul style="list-style-type: none"> ○ Area Committee Scorecard Link ○ Bin Collection Calendars 2024 ○ RIS Operational Updates to Edition 139 ○ Upload of all Sounding Board Papers 	

	<p>Councillor Howard asked if it was possible to have a briefing regarding the number and type of customer contacts coming in to the Council. Bob noted that we would soon be at business year-end and he completes an annual review of customer contact activity that he would happily issue as a Briefing Note to MZ.</p> <p>Mark noted that RIS responses often required an inspection of an issue to fully inform a specific response to member and that a RIS Briefing note on the inspection process and outcomes may be beneficial to add to the MZ library.</p> <p>Jamie will also review the support documentation for MZ and the how to use it guide, given that it has evolved significantly since inception. This will include a new video guide of the key functionality that may encourage members who do not use the system frequently.</p>	<p>Bob</p> <p>Mark</p> <p>Jamie</p>
6	<p>Member Support</p> <p>Helen noted that most members were now using MZ on self-service basis and so the MZ related calls on Member Services were low. A member who had been ill for a spell had some cases auto closed and had raised this as an issue. Bob noted that the cases could be re-opened and Jamie undertook to liaise with Helen on the matter after the meeting.</p>	Helen/Jamie
7	<p>A.O.C.B.</p> <p>Councillor McFadzean raised a concern about certain members posting snapshots of officer responses to MZ queries onto social media, despite this having officer names and other sensitive information in it. Mark noted that this practice could be detrimental to officers, who were now aware of this and as a result were depersonalising and being more formal in their responses; which was not always a beneficial development. Bob noted that this was covered under the Councillors' Code of Conduct and the Council Monitoring Officer has and would take action if required.</p> <p>As there was no other business, Bob thanked all attendees for their positive input.</p>	
8	<p>Date of Next Meeting</p> <p>The Board agreed that the next meeting would take place before council recess in July.</p>	Bob/Susie