

Democratic Services Committee
June 9th 2023

Member Enquiries Review

Recommendations / key decisions required:

To approve the recommendations made.

Reasons: Following feedback from elected Members the Chief Executive requested a Review of Member enquiries to be conducted to establish whether the administration and procedures in place are working effectively and to investigate what improvements can be made.

Cabinet Decision Required No

Council Decision Required No

CABINET BOARD MEMBER PORTFOLIO HOLDER:- Cllr Linda Evans

Directorate: Chief Executives

Name of Head of Service &
Report Author :

Noelwyn Daniel

Designations: Head of ICT &
Corporate Policy

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EXECUTIVE SUMMARY

MEMBER ENQUIRIES REVIEW

BRIEF SUMMARY OF PURPOSE OF REPORT.

1. Background.

Elected Members of Carmarthenshire County Council make on average 5,000 enquiries per year via what is known as the DSU Member Enquiry Process. Following feedback from elected Members the Review of Member enquiries will investigate whether the administration and procedures in place are working effectively and to investigate what improvements can be made. The Terms of Reference for the review were approved by the Chief Executive on November 25th 2022

Key Objectives of the Review were :

1. To investigate perceived difficulties with Member's enquiries and identify underlying problems.
2. To identify current standards laid down and performance against these.
3. To investigate Member Enquiry performance issues within and across different departments.
4. To investigate how matters can be improved for officers and consult with officers in high demand services areas
5. To find out if different kinds of Member enquiries have different performance issues.
6. To investigate and take into account Member contact with the Contact Centre.

To put forward recommendations to improve the Member Enquiries process.

2. Recommendations

Recommendations	Responsible Officer	Date
Recommendation 1 – Implementation of an Online Members Portal	Ben Grice for development of Online Portal.	One month post approval of recommendation.
	Gaynor Morgan to ensure successful roll-out.	
Phase 2 – Enhance the Member Portal to include ward level dashboards displaying key ward data to elected members, access to online consultations and feedback from public consultations which would eventually act as a 'One Stop Shop' for Members.	Rachel Clegg	January 1 st 2024

<p>Recommendation 2 - Introduce a pro-active rolling programme of Member service awareness sessions</p> <p>Recommendation 3 - Inform Members of Planned Works per ward</p> <p>Recommendation 4 – Improve Officer response to Member Enquiries</p> <p>Recommendation 5 – Introduce Standard Replies To Member Queries</p> <p>Recommendation 6 – Re-design of email template used to respond to Member Enquiries.</p> <p>Recommendation 7 - Progress with pace the implementation of key Digital systems to enable ‘Closing the Loop’ on all Member enquiries</p> <p>Recommendation 8 - Role & Responsibility of Democratic Services Unit / Service Department</p>	<p>Gaynor Morgan overall responsibility supported by Jackie Edwards (Place & Infrastructure) & Adele Lodwick (Communities)</p> <p>Jackie Edwards</p> <p>Deina Hockenhull to lead and supported by Departmental leads.</p> <p>Jackie Edwards</p> <p>Gaynor Morgan & Deina Hockenhull</p> <p>Jackie Edwards</p> <p>Gaynor Morgan</p>	<p>September 1st 2023</p> <p>September 1st 2023</p> <p>From September 1st</p> <p>July 1st 2023</p> <p>July 1st 2023</p> <p>Implementation underway with 1st modules live from October 2023</p> <p>July 1st</p>
<p>DETAILED REPORT ATTACHED ?</p>	<p>YES</p>	

IMPLICATIONS

I confirm that other than those implications which have been agreed with the appropriate Directors / Heads of Service and are referred to in detail below, there are no other implications associated with this report :

Signed: **Noelwyn Daniel**

Head of ICT & Corporate Policy

Policy, Crime & Disorder and Equalities	Legal	Finance	ICT	Risk Management Issues	Staffing Implications	Physical Assets
NONE	NO	NO	YES	NONE	NONE	NONE

4. ICT

ICT will need to dedicate resources towards further development of the online Member portal.

CONSULTATIONS

I confirm that the appropriate consultations have taken in place and the outcomes are as detailed below

Signed: Noelwyn Daniel

Head of ICT & Corporate Policy

Please specify the outcomes of consultations undertaken where they arise against the following headings)

1. Scrutiny Committee request for pre-determination	N/A
If yes include the following information: -	
Scrutiny Committee	
Date the report was considered:-	
Scrutiny Committee Outcome/Recommendations:-	

2. Local Member(s) Not applicable

3. Community / Town Council Not applicable

4. Relevant Partners Not applicable

5. Staff Side Representatives and other Organisations Not applicable

Section 100D Local Government Act, 1972 – Access to Information

List of Background Papers used in the preparation of this report:

THESE ARE DETAILED BELOW:

Title of Document	File Ref No.	Locations that the papers are available for public inspection