

13 March 2019

Audit & Scrutiny Committee

Members Enquiry System

Report of: *Steve Summers, Chief Operating Officer*

Wards Affected: *All wards*

This report is: *Public*

1. Executive Summary

- 1.1 This report sets out the continuing review work with regard to the new Members Enquiry system.
- 1.2 At the previous committee Members were advised that 6 members cross party were invited to give feedback on the new Member Enquiry System in order for officers to note the comments and explore any modifications that could be made.
- 1.3 Officers have reviewed the comments made by Members and attached at Appendix A is a table detailing the progress made to date on matters which could be progressed and responses to where action cannot be taken.
- 1.4 In addition to the comments/updates attached in Appendix A, Officers have suggested that a reminder email is sent to Members to remind them to confirm that a case can be closed. This could be sent every 5 days.
- 1.5 Officers will report back to the next Audit and Scrutiny Committee meeting any further feedback and updates from the comments received, including actions to be taken.

2. Recommendations

- 2.1 The Committee note and agree the progress made to date as set out in Appendix A.**
- 2.2 That the Committee agree the suggestion as set out in 1.4 of the report.**
- 2.3 That Officers report back any actions at the next Committee meeting.**

3. Introduction and Background

- 3.1 A new Members Enquiry System went live in August 2018. The new system enables Members to track their requests and provides the facility to view historic requests.
- 3.2 The system can be accessed via a range of devices and the online form has the added benefit of auto-filling therefore removing the need for Members to enter their personal details. A feature of the request form is the facility to upload a photograph and the use of map locations which helps to give further information to officers.
- 3.3 Since the launch, the facility to copy in other Members to the initial request and subsequent dialogue with officers was implemented as requested by some Members.
- 3.4 Training for members with regard to the new system was held on 17th, 23rd and 24th July 2018 as well as two drop in sessions held on 7th August and 7th September 2018.
- 3.5 6 members cross party were approached, who had previously raised some matters, to give their feedback and comments on the system in order for officers to consider this and explore if any improvements could be made.

4 Reasons for Recommendation

- 4.1 To ensure the Member Enquiry System is efficient and effective.

5 Consultation

- 5.1 6 members cross party were approached for their feedback on the new Members Enquiry System.

6 References to Corporate Plan

- 6.1 A modern Council transforming its services to improve efficiencies and economies through new ways of working.

7 Implications

Financial Implications

Name & Title: Jacqueline Van Mellaerts, Interim Chief Finance Officer

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- 7.1 There are no direct financial implications arising from this report.

Legal Implications

Name & Title: Paula Harvey, Corporate Governance Solicitor & Deputy Monitoring Officer

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- 7.2 There are no direct legal implications arising directly from this report.

8 Appendices to this report

Appendix A - Member Enquiry System – Feedback received from Members

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