

Members Enquiry System		Appendix A
No	Member comment	Officer comment/update
1.	The need for a subject title rather than just a reference number for ease when looking in the system/emails.	Completed.
2.	Officer "closing cases" prior to the action being completed.	Officer training required which is being undertaken as an ongoing programme. Monitoring has been introduced with regards to quality and timeliness of officer responses.
3.	A drop-down list of email addresses when "CC" others in.	Completed
4.	Allow a Member to close a case that they know is closed but the officer hasn't closed it.	Unfortunately, the system cannot enable this to happen. However as in No.2 above Officer training will be undertaken on a regular basis and monitoring of responses has been put in place to enable any issues to be addressed.
5.	A thread of previous responses between user and responder with the ability to expand and collapse the thread.	Completed.
6.	Slow system when loading.	<p>This is probably dependant on Members internet connection, however Firmstep have advised of platform improvements are planned this year, which may address some of the issues.</p> <p>Officers will monitor.</p>

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7.	System does not remember to stop warning notifications.	Officers will contact the Member direct to understand this particular issue.
8.	Minimise the number of click throughs and typing for the user	Unfortunately this cannot be reduced, if we want to ensure the enquiries go to the correct service.
9.	Reference to political party should not be required.	Completed.
10.	No need to type in the email address twice – too much typing for the user.	The introduction of the drop down list of Members' email addresses will remove the need to double key in their addresses. With regards to sending emails to external parties, such as a resident, this is to ensure the email address is entered correctly. However we can remove this additional field if members would prefer.
11.	When copying in others to the enquiry, "add this email address" should simply read "add email address".	Completed.
12.	Other progress options other than "open" and "closed" such as "actioned", "unable to progress" and "part actioned" for clarity.	Officers would need to give this some further thought as any changes to this will have quite an impact on the process, reports etc and quite an extensive piece of work to do.
13.	Ability to see who the officer is that the enquiry is assigned to.	The enquiry is sent to a team within the appropriate service area, however Member's will be able to see the officer's name in the correspondence thread (as per item 5) Completed - Officer training also required which is being undertaken as an ongoing programme. Monitoring has been introduced with regards to quality and timeliness of officer responses.

No	Member comment	Officer comment/update
14.	Ability to make an enquiry urgent/emergency.	Officers consider that if an enquiry is urgent then the Member Enquiry system is not the correct process. We would suggest a phone call or email to the appropriate Manager.