

18 June 2019

Audit & Scrutiny Committee

Members Enquiry System Update

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 At the Audit & Scrutiny Committee on the 13th March 2019, Min 375 refers, members considered a report detailing the progress made to date on matters raised by members. It was resolved that Officers would report back to the next meeting of this committee identifying any further feedback and updates from comments received, including actions to be taken. To date there are no further updates.
- 1.4 The Chair of the Policy, Resources and Economic Development Committee has requested a report on the Members Enquiry System be made to the 10th July 2019 committee.

2. Recommendations

- 2.1 The Committee notes that at the present time there are no further updates.**
- 2.2 The Committee notes that a report on the Members Enquiry system will be made to the Policy, Resources and Economic Development Committee on the 10th July 2019 for their consideration.**

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. Further training has been provided to new members in May 2019.
- 3.5 Six 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.
- 3.6 At the Audit & Scrutiny Committee on the 13th March 2019, Min 375 refers, members considered a report detailing the progress made to date on matters raised by members. It was resolved that Officers would report back to the next meeting of this committee identifying any further feedback and updates from comments received, including actions to be taken. To date there are no further updates.

4 Reasons for Recommendation

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

5 Consultation

- 5.1 Six 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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jacqueline.vanmellaerts@brentwood.gov.uk

- 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

None

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