

Member Survey Responses

Members enquiry system

13 responses were received in total

Do you find The Members Portal effective for member casework?

- Yes - 5
- No - 8

Would you prefer the email system previously used?

- Yes - 5
- No - 8

Would you prefer a combination system whereby you can email your request, and officers will maintain a log that you could see via a portal recording the actions?

- Yes - 10
- No - 3

Do you consider the portal is user friendly for finding information?

- Yes - 6
- No - 7

How easy do you find it to access the system?

- Very easy - 2
- Easy enough - 10
- Difficult - 0
- Very difficult - 1

(if answered difficult or very difficult)

How do you feel the system could be made easier to access? (open dialogue box)

Scrap it

How easy do you find the system to use?

- Very easy - 2
- Easy enough - 7
- Difficult - 3
- Very difficult - 1

How do you feel the system could be made easier to use? (open dialogue box)

No	Comment
1	Not intuitive
2	Optimise for use on mobile phones. I often want do casework when out and about.
3	I find attaching emails and photos difficult. The Essex County Council member enquiry system is superb. It is very easy to use. You have a dedicated Customer Service Team that follows up with the relevant Council department that follows up with the relevant Council department and gets you an answer within 10 days.

Would you benefit from further training on the system?

- Yes - 3
- No - 10

What improvements could be made to the system?

No	Comments
1	<p>Mobile phone + tablet friendly version of the website, a mobile + tablet cross-platform app, perhaps a Progressive web app (PWA).</p> <p>If a tab is closed accidentally, or you go back accidentally, or your device runs out of useable RAM, all the content you spent time writing and uploading is lost; needs ability to cache, so this doesn't happen, and a warning dialog.</p> <p>All replies to casework most come through the Members portal system, not sent from the noreply email address ! Please see MR131855182.</p> <p>Add Request to Update for old casework.</p> <p>When clicking on old casework, then cancelling or going back, it goes back to the old layout of MyRequests, rather than the new layout of MyCases.</p> <p>Option to make 100 cases on show default.</p> <p>Add Member Request form link on MyCases, as well as Home Page.</p> <p>When first logging in, make option for default landing page to be MyCases rather than Home Page.</p> <p>Change background picture, or have a solid / gradient colour, or allow user</p>

	<p>to pick background or colour.</p> <p>On Member Request form, don't need to display my details, or my ward to me.</p> <p>The Text editor, has a problem, whereby if you paste text in to it, it starts deleting random letters, or words, even sentences.</p> <p>Allow more than 2 attachments.</p> <p>For attachments like photos that often come in larger sizes than 5MB, the system should automatically compress and resize overly large photos, but not so much so, that they can't be viewed in decent detail by the receipt.</p> <p>Instead of a drop down list of fellow councillors; like I also originally suggested, when typing in the cc box, the name and email address of fellow councillors and often contacted people appears as a suggest for you to click or press enter on, and it autofills.</p> <p>Should be able to reply to all case work regardless of status.</p> <p>Option to request close case.</p> <p>When clicking the arrow down on a case in my cases, a brief summary of the submitted form, replies and updates should be included, rather than having to click on them to get a gist.</p> <p>I think it's best I have a meeting with someone with technical knowledge, so I can the many problems that need fixing in person, it's probably easier to show them in real-time than trying to explain in writing and for it to then get lost on translation."</p>
2	<p>Quicker turnaround times. Officers hide behind the system</p>
3	<p>Change the views so that by default you see only open cases. A clearer display system. More active management by e.g. member services to make sure the requests are being addressed without members having to chase all the time.</p>
4	<p>My cases view is terrible. - although being able to see the title of the item is more useful. You can now no longer see items pending my action e.g. requiring closure - this could be added to the filter perhaps as well as just being able to filter on open and closed. It is necessary to click into each item to see which one needs closing. However, after doing the first action in mycases it still takes you back into the old view of myrequests which is presumably an error but handy to go back and then see at a glance what needs closing.</p> <p>When maximising a case in mycases we should be able to see the request and responses at a glance. Currently seem to have to click into every sub page to figure it out. I can't believe the system has undergone any form of User acceptance testing.</p>

	<p>Ability to produces stats on the cases would be a nice to have - time to closure, how many open, closed, closed in last month/year etc.</p> <p>Why does the system produce a new reference number for every interaction? Just one overall ref number would be more user friendly.</p> <p>When emails are sent to inform of a case closure or update the content is not visible to the direct requester but it is visible to anyone who was cc'd in the request. This means the requester has to log into the system and find the item to read the response - can the content be provided both to the requester and the cc'd people?</p> <p>Allow larger images to be uploaded or an option to resize as you upload to the tool on both mobile and laptop - again this is helpful for reporting issues on the go. This works fine in such apps as ""fix my street"" so should be simple to do in the members portal."</p>
5	There are too many layers to go through to retrieve required pages.
6	I would like to have a better dialogue direct with an officer having made a request. The current system is clumsy
7	Needs to be simpler to use and given a higher priority by officers
8	<p>two way updates from member to officer</p> <p>Additional column on list of casework items for description - if not already in place</p> <p>There should be 3 statuses for enquiries, open, in progress and closed"</p>
9	Scrap it
10	'Not having to make 2 or 3 requests for the same job because they involve different departments
11	Some form of notification when there is an Officer response to a question.
12	Quicker response , some disappear in the ether

Are you happy with the turn-around time for request responses?

- Yes - 11
- No - 2

What do you think of the general quality of officer responses?

- Excellent - 0
- Good - 6
- Satisfactory - 5
- Unsatisfactory - 2

(if answered unsatisfactory)

Please explain how you feel the quality of responses could be improved (open dialogue box)

No	Comments
1	By actually responding would be a start, I have cases that haven't had any responses
2	A response within the time frame simply stating it will be looked into is not good enough

Do you have any further comments/feedback to add?

No	Comments
1	At the moment the portal is a hinderance, it has to be fixed !
2	In future, before launching a system like this, it should go through consultation and testing with users. Even the Conservatives who are meant to be the Administration in charge, when I turned up to the introduction of this new Members Portal just before it was due be launched, the lot of them were unaware of it's existence, and began making suggestions before it had even launched to make it suit there needs better.
3	Have found errors in system.
4	I'm supportive of this kind of system, the system is only as good as the officers using it! For quick and easy issues (e.g. flytips) it's typically fine, but when you get into longer running cases (e.g. planning enforcement) then it's not really being used appropriately. As a member, what we want is a good communication and signs of progress in a form that can be reported to residents. Open cases should receive regular feedback - if an officer progresses a case, they should update the system to let the member know that action is being taken, but that also applies if something is "stuck". In addition, the fact that cases are sitting unresolved could be a good indicator that something is wrong in a given department, ultimately we need more active management of this by senior officers.

	<p>The categories within the system are not always clear. It would be helpful to have guidance on where each category goes in the council and the types of enquiries to be included within, for example is a bush overgrowing the entire path and forcing pedestrians to walk in the road to be included in health and safety issues or in other etc. If members are sending things to the wrong dept it can lead to delays that could be avoided.</p>
5	Overall the portal is useful.
6	No
7	The whole system needs to be far more councillor friendly and focused on getting quality information for the councillor / resident. I would base what we do on the Essex County Council system which is brilliant,
8	We should have some KPI's for the system. Ave response time, ave open time etc. An item is only closed when the matter is resolved not simply responded to, It's not perfect but we need a central repository for casework and logging
9	No
10	Some officers are fantastic and you get feedback right away. Others do not give you any. I have had issues with fly tipping in my ward going back to last May, Jun and July. The fly tip from May has still NOT be completely dealt with. It is locate on the old Brentwood Road by the Halfway House. It took 4 months to have someone come and remove the burnt out caravan from the middle of the road. 4 months! AND they only removed the one wheel that was in the road. The other wheel is still in the hedge along with the rest of the mess. Nothing was done - no feedback until Chris Hossack intervened. Bins have been removed. I asked for my one to be returned in June. - Nothing. It is very frustrating.
11	Notification of question content with number when you go to check an enquiry.
12	Officer engagement better than login system.

