PROUD OF OUR PAST, OUR PRESENT AND FOR OUR FUTURE

Members Enquiries

Update, Usage and Performance

Walsall Council

Update

- **After version 1 launched (July 2023), you told us:**
  - You required a notification and alert when anything happened or changed on an enquiry
  - You wanted to be able to request a review of a completed enquiry
  - Required a working Service Level Agreement (SLA)
- **When version 2 launched (September 2024) we have now introduced:**
- Notifications to indicate a change to the enquiry status; including additional email notifications and in-app alerts
- Ability to request a review of a resolved enquiry if you are not satisfied with the response
- Introduction of an SLA ‘timer’, improving adherence to SLA. Service areas will receive notifications when an enquiry approaches or exceeds the SLA

Usage - Overall

- **3,354** total enquiries

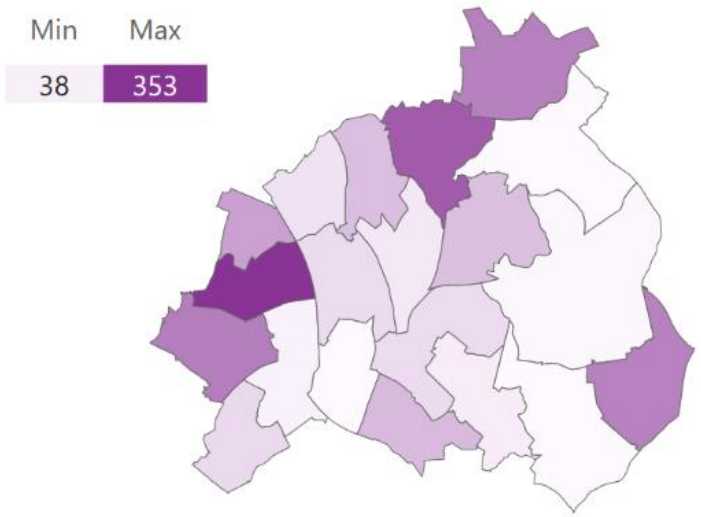
- **55.7% Cases logged by emailing/calling CXC** 1868 cases
- **44.4% Cases logged by members directly** 1486 cases

Top 10 Requests and Ward Usage

Type of Enquiry

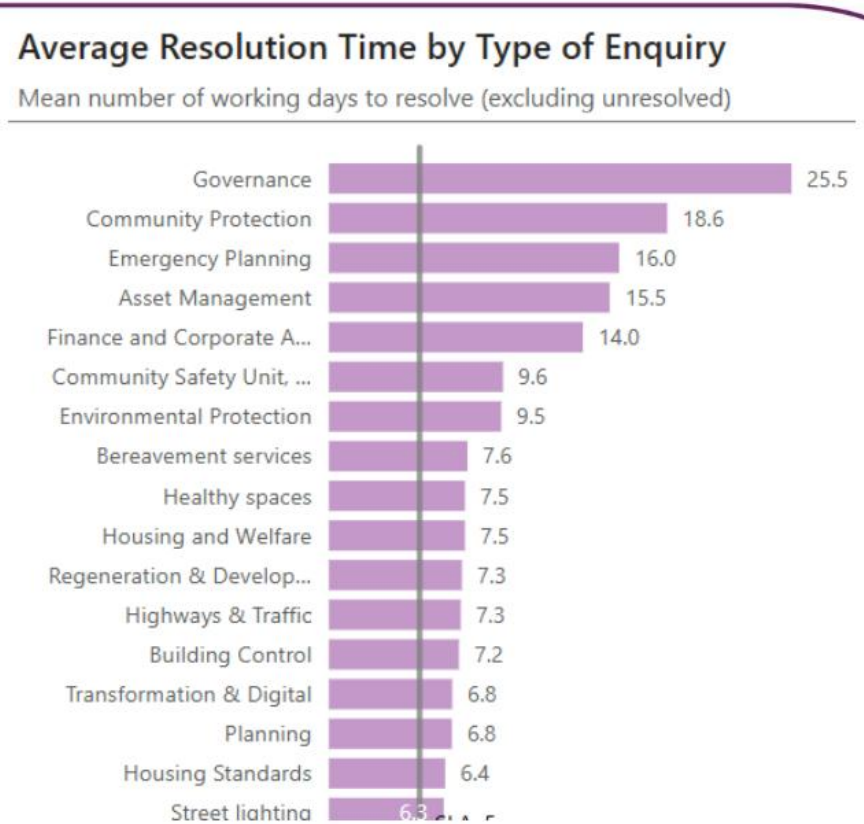
Enquiry count by type of enquiry

Enquiry count by Electoral Ward



Performance – November 2023 – November 2024

- **Resolution time -** average for all 2,649 cases
  - **4 days** median
  - **8.1 days** mean average
- **63.5%** resolved within 5 days
- Last 3 months 4.2 mean, 2 median and 77.3% within SLA



Next Steps

- Centralising corporate complaints and Members enquiries to CXC, this team will help coordinate a timely and quality response with service areas
- Community protection – focussing to improve performance in this area by reviewing customer processes and systems
- Ensuring we adhere to new Local Government & Social Care Ombudsman code but ensuring resident complaints are not submitted via a members enquiry
- Supporting members on how to report service requests to achieve faster issue resolution for first time requests