

Overview and Scrutiny Committee

DATE: 16th March 2023

Agenda Item No.

6.

Members Enquiries - Update

Ward(s) All

Portfolios: Cllr Ali - Portfolio Holder for Customer Engagement

Report: Members Enquiry Portal

In December, we attended Scrutiny to introduce a proposed approach for a new Members Enquiry process based on developing an application that could be used by both Members and Services to streamline the process and make it much more transparent and performance led.

It was made clear that we needed to engage further with the Members who had put themselves forward to work with us in the “co-design” of this process and also that we must have a process that;

- Works for Members however they choose to initiate an enquiry;
- Does not force members to use an “app” to raise an enquiry;

We have worked with our co-design Members and Services to further develop the proposition and now wish to present to Scrutiny the revised approach, catering for all channels and also to share the proposed implementation and training plan. We also intend to present a demonstration of the application.


Recommendations:

That:

- 1. Members agree the approach and planned development as setout in the accompanying presentation.**

Contact Officer:

Marcus Hobbs

 07799 116834

Marcus.hobbs@walsall.gov.uk