

# Report to Ethical Standards and Member Development Committee

22 February 2022

<b>Subject:</b>	My Councillor Portal Update
<b>Director:</b>	Surjit Tour, Director – Law and Governance and Monitoring Officer
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## 1 Recommendations







- 1.1 That the update report relating to enhancements to the current portal be noted.
- 1.2 That information relating to an update of the ‘Dashboard’ & MyCasework’ list also be noted which is scheduled for this March 2022 .

## 2 Reasons for Recommendations

- 2.1 The report is primarily an update report outlining progress following consultation with members on how the portal functionality could be improved
- 2.2 The report also aims to give detail and timescales relating to a planned release of the changes to the portal as part of its continuous improvement process



### 3 How does this deliver objectives of the Corporate Plan?

		An effective MyCouncillor portal, as a platform for service requests, underpins delivery of corporate objectives. Ensuring the portal is continuously improved is a critical success factor for consistency, effectiveness and efficiency when dealing with enquiries.
		
		

### 4 Context and Key Issues

#### 4.1 MyCouncillor Portal

The MyCouncillor portal was introduced in March 2021 as a platform hosting a range of tools and information to support elected members in their roles. As detailed in a previous report to this committee, governance arrangements and a phased approach were agreed with high member participation in focus groups and workshops.

Member usage of the portal has continued to increase in line with the roll-out. The member enquiry mechanism continues to prove popular, between 65 councillors a total of 5,850 enquiries have been routed through the portal's 'Raise a new Case' (4,446 enquiries) and Report it (1,404 enquiries) functions up to 18 January 2022. On average around 50 councillors per month are using the portal. The average rating of the system, as scored by Councillors remains high at 4.8 out of 5.

The portal is more than a casework management system and signposts members to important information such as crime maps, planning applications, ASB incidents, FAQ's, press releases and coronavirus updates that can be utilised at surgeries or as part of their day to day roles.

#### 4.2 Enhancements to the portal – January 2022

To ensure that the platform continues to evolve in line with member needs, feedback has been actively sought over several weeks via training sessions, member briefings, 1-1's and e-mail exchanges.



Based on 75 items of feedback the following changes, new functions and improvements have been developed which went live on Wednesday 19 January 2022. Members were encouraged to adopt these changes as they added improvements to make the system more intuitive, as well as provide added functionality.

An updated version of the Councillor User Guide was circulated to all members to adopt these improvements .

Examples of the enhancements that have now been introduced include:

### The Raise a new Case function which now includes the ability

You Said	We did
<i>Raise a new Case Process</i>	
Sometimes I need to upload photos or a constituent letter when escalating a case	Added the option to upload documents for Escalations
Sometimes services make a long-term commitment to resolve an issue, but the case automatically closes before it is resolved	Added the ability for councillors to extend auto-close periods in line with service commitments
I sometimes can't remember the address or constituent name for an enquiry I need to chase the progress of – it would be good if I could create my own search term	Added the ability for councillors to add in a 'search term' to use to find case in the MyCasework area
I find the multiple requests for ratings at different points of the process frustrating	Have removed the repeated request for ratings and replace with optional rating at 'Final Response Review' stage.
When I raise a new case, I get taken back to either the Dashboard or MyCasework list every time. This can add unnecessary loading time going between screens if I want to action more casework.	Added the option for a Councillor to tell the portal what they want to do after logging new casework, so the system takes them to the correct area of the portal automatically
I need the details of the case I logged for review, when I am checking the progress of a case.	A summary of the case detail is now provided in the 'Review Progress or Request an Update' stage



<i>Report-It Process</i>	
I sometimes want to cc in my fellow ward councillors to let them know I have reported a 'Report-it' case.	Added the ability to 'cc' a fellow ward councillor to a 'Report-It' case
I can't request an update on a Report-it case like I can with 'Raise a new Case', I have to re-enter the Report-It case details as a Raise a new Case.	Create a new process allowing councillors to quickly get an update on an open Report-it case, or query a closed case
I still have to report dangerous waste to the contact centre, it can sometimes take a long time to get through.	Have added the option for councillors to report 'dangerous' waste online

### **The Report-It function which now includes the ability**

Following introduction of the enhancements, virtual drop-in sessions took place on 19 and 26 January giving members an opportunity to discuss any issues arising.

#### **4.3 Update to the portal 'Dashboard' & 'MyCasework' list – March 2022**

To further develop the portal to meet member's needs, and to ensure that we are working with the latest technology available by the MyCouncillor supplier (Granicus), the look and feel of the 'Dashboard' & 'MyCasework' list functions in the portal is being updated

As well as changes to the design of the portal, the update brings about a number of really helpful changes and these include:

- Improvements to the 'search' and 'filter' functions of the MyCasework list, which will help users to refine the list to only see what is needed for action or review;
- The ability for cabinet secretaries to action cabinet related casework on behalf of Cabinet Members;
- Links contained within your notification e-mails about updates on casework will take councillors directly to the case in your list (not to the list itself) from the e-mail.



The way members navigate the ‘MyCasework’ list & ‘Dashboard’ areas will be slightly different from the current versions. Guidance videos and updated user guides will be made available, as well as live demonstrations to help manage the change as smoothly as possible.

To minimise disruption, the processes themselves will not receive any major changes until later in the year.

## 5 Implications

<b>Resources:</b>	Costs associated with portal license fees are met from existing budgets which incorporates new releases and enhancements
<b>Legal and Governance:</b>	The MyCouncillor portal aims to offer support to Members in fulfilling their many obligations. Governance procedures are in place to support officers and members and resolve any issues that may arise
<b>Risk:</b>	The MyCouncillor portal aims to support members across the breadth of their roles. Portal functionality, effectiveness and efficiency is consistently reviewed at operational and strategic level. This includes extensive reporting functionality.
<b>Equality:</b>	All Members have access to the portal’s functionality and are actively encouraged to use it. Where individual needs are identified, the Council will tailor its resources to meet specific requirements
<b>Health and Wellbeing:</b>	The MyCouncillor portal provides Members with information and signposting that can be imparted to their constituents relating to health and wellbeing of our communities
<b>Social Value</b>	The MyCouncillor portal provides Members with information and signposting that can be imparted to their constituents relating to help and assistance available e.g. find my nearest, FAQ’s

## 6 Appendices

None

## 7. Background Papers

None

