

| REQUEST | 14150 - Members' Enquiry System | RESPONSE |
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| | <p>I write further to FOI request 14011, where I requested data from the members' enquiry system. I would like to request the following, relating to the same system.</p> <p>1) A breakdown of the same data in FOI request 14011, but for the period 01/01/21 - 31/12/21. For clarity, this is a breakdown for the number of queries submitted by all members to the members enquiry system by member and ward.</p> <p>2) A separate work sheet which contains the same data as above but excludes any requests which do not have an address or area pin related to them. This is in an attempt to remove any cabinet members' business and determine the true amount of enquiries submitted on behalf of residents.</p> <p>3) If it is the case that members still utilise an address or pin for their cabinet enquiries (perhaps they may use their own address, or the address of wigan town hall), then I would like to request a count of unique addresses per member for the above time period ie, if a member submitted 300 request but 200 were to the same address, then the count of unique addresses would be 101.</p> | <p>1. Breakdown attached as requested</p> <p>2. It is not possible to provide the requested breakdown. Enquiries are submitted using an individual account linked to each member and although it is mandatory for a member to select either 'current location', an address or pinpoint on a map, it is not possible to accurately report on each individual enquiry to determine whether it has been submitted on behalf of an individual/group of residents as the constituent's details are not a mandatory field. The members' enquiry system is designed to be used to report matters on behalf of residents/wards and specific Cabinet business would be dealt with outside of this system.</p> <p>A separate worksheet would still include all of the enquiries outlined in the response to point 1. There is no accurate report available to differentiate whether an enquiry has been logged on behalf of a resident. Some members use their own address/location when submitting an enquiry on behalf of a resident or group of residents and it is not a mandatory requirement for them to enter the resident's details in a reportable field at the point of submission. We would need to review each individual enquiry and manually assess whether each case was raised on behalf of a resident, group of residents or an issue that was identified by the member themselves.</p> <p>3. As advised previously, the members' enquiry system is for members to report matters on behalf of residents and specific Cabinet business would be dealt with outside of this system</p> |