

REQUEST	MEMBERS ENQUIRY SYSTEM	RESPONSE
<p>Ward Councillors use an online facility known as the "Members Enquiry System" this system is designed so our Councillors can ask questions or report problems to Wigan Council, Subsequently the Council respond with a resolution to the request. The question under Freedom of Information (FOI) that I'm asking is:</p>		
<p>How effectively is the Member Enquiry System used by our councillors?</p>	<p>As part of the implementation process for the new system that launched on the 21 June 2021, we conducted an evaluation in November 2021. Members were asked to complete a survey for feedback throughout October 2021.</p> <p>In assessing the success of a new system, it was important to understand whether it is being used.</p> <p>Members Enquiries was launched in June 2021. Enquiries submitted during this month came to 1057, the busiest month since records began.</p> <p>Feedback received from members prior to the October survey was positive and constructive</p> <p>.</p> <p>A list of key successes include:</p> <p>Engagement – In July and August 86% of members had submitted an enquiry onto the new system.</p> <p>Ease of use - members who have needed digital support previously are engaging easily.</p> <p>Use of timeline – fantastic examples of members and officers engaging with each other to progress a case, breaking down barriers.</p> <p>Better audit trails – easier to understand how an enquiry progresses from start to finish.</p> <p>From a members enquiries team perspective, the new system has significantly improved their working practices.</p> <p>No further surveys have been carried out since this date.</p>	
<p>Can you give me a breakdown of the number of enquires each Councillor has made on this enquiry system (MES), please include how many of these enquiries have been satisfactorily resolved? Can you supply this information for the last 2 years with a breakdown of each year.</p>	<p>See attached breakdown</p> <p>Please note that this list includes all councillors who have been elected during this period.</p> <p>Some may no longer be in this role due to personal circumstances or election results, and some may be new to the role and not been using the system as long as others.</p> <p>Councillors also actively encourage residents to access our online reporting services themselves where possible and support them where needed with any follow up requirements via the Members Enquiry system on their behalf.</p>	