

REPORT

To: GENERAL PURPOSES COMMITTEE		Subject: IMPROVEMENT SERVICE: ELECTED MEMBERS' CASELOAD MANAGEMENT PILOT PROJECT
From: DIRECTOR OF ADMINISTRATION		
Date: 27 September 2006	Ref: JAF/IL	

1. **Purpose of Report**

1.1 The report advises the Committee that the Improvement Service have approached North Lanarkshire Council to ask that the Council participate in an elected member caseload management pilot project and seeks homologation of action taken.

2. **Background**

2.1 North Lanarkshire Council, together with four other Councils – Dumfries and Galloway, East Dunbartonshire, Fife and Inverclyde – has been invited by the Improvement Service to participate in an elected members' caseload management project. This project is one of a number of initiatives being investigated by the Improvement Service to enhance support to elected members. Its aim, through use of a computer based recording and tracking system, is to make it easier and quicker for elected members to investigate and respond to enquiries made by constituents. After consideration of this approach – and in view of the limited timescale, action was taken to confirm that the Council would participate in this pilot.

3. **Pilot Project**

3.1 In essence the project is based on software which will enable enquiries to be recorded, will contain contact information in respect of relevant Council officers, an automatic brought forward and tracking system and a number of correspondence templates.

3.2 It is proposed to seek a number of volunteer Councillors to pilot this system with the assistance of Members' Services staff and, thereafter, on the basis of their experience of its operation, to evaluate the extent to which it

- makes tasks easier and quicker
- improves engagement and management of actions for constituents
- provides feedback and reminders of important actions
- helps keep track of case actions
- is simple and easy to use

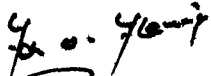
and

- frees up time.



4. **Recommendation**

- 4.1 It is recommended that the Committee homologate the action taken to accept the invitation to participate in the members' caseload management project and authorise the Director of Administration, after consultation with the Convener, to identify ten members to participate.



Director of Administration

Members seeking further information on the contents of this report are asked to contact John Fleming, Head of Central Services on Extension 2228.