

By: Mrs P A V Stockell, Ms A Harrison and Mr G Rowe, Member Information User Group

To: Selection Committee – 10 October 2007

Subject: Member Information User Group

Introduction

1. Members may recall that at the Council meeting on 23 March 2006, when considering the report of the Informal Member Group on the Constitution, the report contained a proposal, which was accepted by the Council, that the focal point for disseminating the information from across the authority is the Information Point.

Member Survey

2. (1) We have recently conducted a survey. One of the focuses of the questionnaire was around Member use of the Information Point and the surrounding area around the Members desk. We would like to re-launch the Information Point at an event for all Members of the County Council.

(2) The Member Survey clearly indicated that those people using The Information Point found that the service and staff were excellent. We are keen to ensure that duplication of information is avoided and to capitalise on the Information Point as a resource and the skills of its staff so that customers receive succinct information in a timely, succinct, and digestible form which wherever possible and practical is tailored to individual needs. As a consequence this should build capacity for us as Members, support us as local representatives and free up officer time to undertake other tasks.

Next Steps

3. (1) It is acknowledged that a Policy Review focussing on knowledge management is to be undertaken to review information flows across the Authority.

(2) We would like to recommend to the Committee that an Informal Member Group (IMG) is established to complement this Officer Group - and also act as a user group - to ensure that the Information Point delivers what Members require as an Information Service. This work could include looking at other comparable Member Services.

Member User Group

(3) We recommend to the Committee that a Member User Group is established comprising 3 Members (one from each political group) be established.

Recommendations

4. The Committee are asked to agree to the establishment of a Member Information User Group comprising three Members which will make periodic reports

to this Committee on the best methods for disseminating information to Members and to ensure Members and others are utilising the Information Point to the full.

Background Information: Include ALL background information taken into account in preparing the report. (This does not include previous Committee Reports)