

Elected Members Future Blueprint

Customer Programme - Services for Elected Members

What you Need	INFORMATION	ISSUE MANAGEMENT & RESOLUTION	INSIGHT & INTELLIGENCE
Specifics of Needs	<p>Information you want includes:</p> <ul style="list-style-type: none"> - Belfast City Council - clarity on council services and who manages them - Calendar of Meetings - Calendar of events - Other agencies and their responsibilities 	<p>You want:</p> <ul style="list-style-type: none"> - To have a trusted point of contact to raise issues with and be confident they will manage the issue and provide updates on the path to resolution. - To be able to see the tracking of your issue to resolution and easily access updates. 	<p>Insights & Intelligence you want includes:</p> <ul style="list-style-type: none"> - Current key council-wide issues - Area specific insights - eg missed bins, heatmaps, persistent issues - Dashboards for area
	<ul style="list-style-type: none"> ✓ App has been enhanced so you will be able to directly contact the Officer in Charge of the issue you have reported ❖ Now need to discover what other information is useful for you to have access to 	<ul style="list-style-type: none"> ✓ Telephone, Email, and App allow reporting and tracking of issues ✓ Continuing to work with services on their responsiveness to your requests 	<ul style="list-style-type: none"> ✓ We are at the beginning of analytics journey ✓ Currently developing dashboards for senior officers to provide data on service specific issues ❖ Not currently available for Elected Members but will develop as services are onboarded to the Hub