

<b>SUBJECT:</b>	<b>Teams Channel Update</b>
<b>MEETING:</b>	<b>Democratic Services Committee</b>
<b>DATE:</b>	<b>October 2023</b>
<b>DIVISION/WARDS AFFECTED:</b>	<b>N/A</b>

**1. PURPOSE:**

To provide members with an update on the Members Teams channel and chatbot since the previous update.

**2. RECOMMENDATIONS:**

To note the changes and recommend any other areas for inclusion.

**3. KEY ISSUES:**

- 3.1 At the previous meeting of Democratic Services Committee members were introduced to a dedicated teams channel for member support which included a chatbot to assist members with queries and direction to services that are specific to their role. Members welcomed the channel and following the meeting were provided with access to it and requested adding it as a standing item going forward for the committee to review it progress.
- 3.2 Updates to the chatbot since the previous meeting include the following:
- Committee, cabinet working group and outside body specific links and references so when you search for a committee name it will return a specific result rather than direct you to all committees.
  - Blue badge contact information – link to website information and contact information
  - Improved Payroll/HR contact information
  - Gifts and hospitality guidance
  - Declaration of interest form
  - Updated SRS Support guidance
  - Contact information for Democratic Services
  - Corporate Structure
  - Contact information for road issues
  - Recycling and waste collection guidance for residents and contact information
  - School holiday details
  - Freedom of Information guidance and contact information
- 3.3 The channel was also used as part of the interview for the new head of legal and monitoring officer to share confidential information with members during the interview process.
- 3.4 Following this meeting, access to the channel will be shared with all councillors and reported back to the next meeting of the committee.

**4. REASONS:**

To provide members with an update on progress.

**5. RESOURCE IMPLICATIONS:**

None

**6. SUSTAINABLE DEVELOPMENT AND EQUALITY IMPLICATIONS:**

There are no sustainable development or equality impacts arising from this report.

**7. SAFEGUARDING AND CORPORATE PARENTING IMPLICATIONS**

There are no safeguarding or corporate parenting implications associated with this report.

**8. AUTHOR:**

John Pearson, Local Democracy Manager

**CONTACT DETAILS:**

**Tel:** 01633 644212

**E-mail:** [johnpearson@monmouthshire.gov.uk](mailto:johnpearson@monmouthshire.gov.uk)