Members Liaison Unit performance 2025/26 noted.

4 There was submitted and noted a report by the Head of Customer and Business Services regarding the Members Liaison Unit performance 2025/26, advising

(1) that the Members Liaison Unit (MLU) supported Members by ensuring that all enquires and compliants received through them were logged, directed to the appropriate services for response and responses thereafter returned to the Member;

(2) that correspondence from Elected members, their support staff, MSPs, MPs and their respective offices were received into the MLU to be logged and allocated to the appropriate Council service for response, with the exception of Financial Services who received their MLU correspondence directly and responded directly to Elected members;

(3) that the MLU recorded correspondence via generic mailboxes that were logged through a system named PULSE and forwarded to services within 48hours, with performance monitored weekly and reported to line management;

(4) of a breakdown of the number of enquiries received in each Council Ward for the period from 1st January 2025 to 31st July 2026 (excluding Financial Services), as detailed in the report; and

(5) of a breakdown of the number of enquires received for each Council Department along with their top 3 themes, where it could be provided, for the period from 1st January 2025 to 31st July 2026, as detailed in the report.