

Members/MP enquiries Quarter 3 Report

A new Corporate Complaints Policy and Procedure was launched on the 1st April 2015.

From 1st April complaints by Members and MPs that had previously been recorded under Members' Enquiries are recorded as complaints.

In line with the Corporate Complaint timescale, the number of days to respond increased from 10 working days to fifteen.

This report shows the Quarterly volume of Member and MP Enquiries received by services during the months of October, November & December.

N.B. We have accounted for Non-working days during the Christmas period and have adjusted the figures accordingly.

Information on the following pages show:

- The number of Member/MP enquiries logged and closed within 15 working days by service area
- A graphic showing Member/MP enquiries logged and closed within 15 working days by service area
- The method of contact by Members/MPs
- The cumulative total of Member/MP enquiries from the previous quarter and the build up to this quarter's performance
- The comparison with last year's volume
- A graphic of quarterly performance
- The volume of Members' enquiries raised by individual Members/MPs

Performance for Quarter 3 (in short) is therefore:

727 enquiries logged

88% closed on time

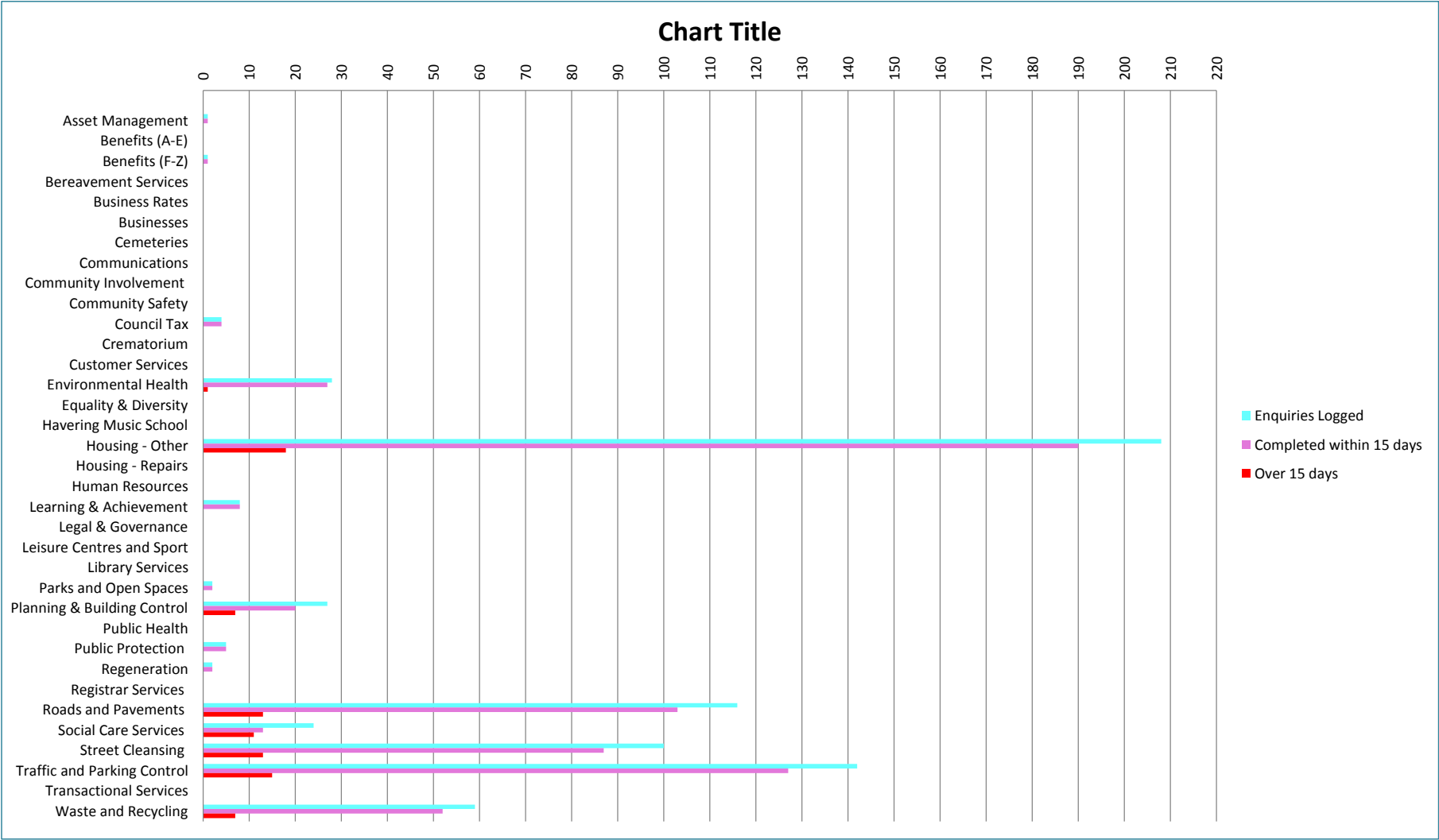
It has come to light that Members make far more enquiries than are recorded here. This will be rectified for future months to demonstrate the totality of the volume of enquiries into front line service areas and areas to prioritise for pro-active publication of information.

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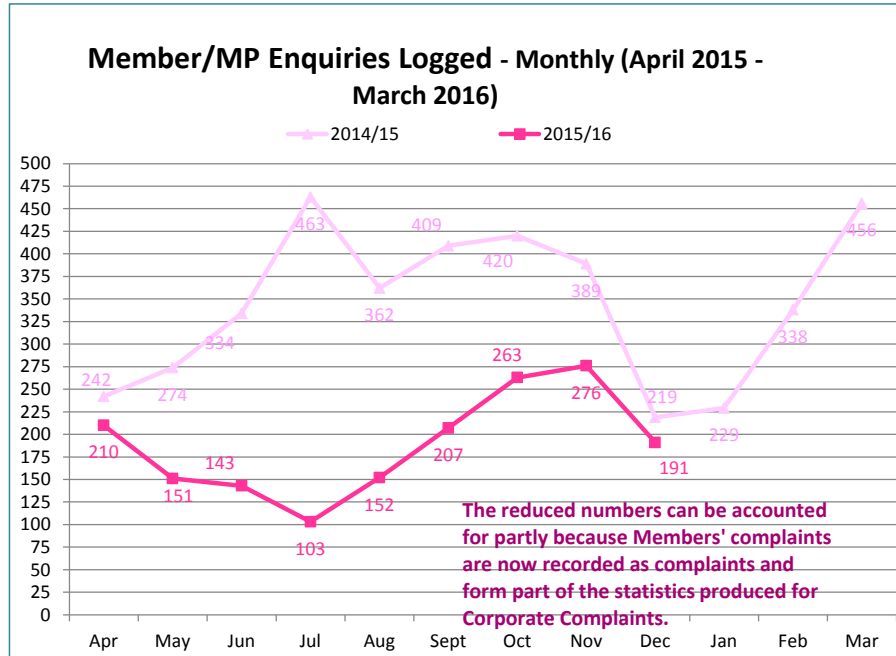
Quarter 3 Member Enquiry figures

	Carry Over	October '15			November '15			December '15			Annual
	Cumulative (Apr - Mar 2015/16)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Cumulative (Apr 15 - Mar 16)
Art Services	0										0
Asset Management	0				1	1	100%				1
Benefits (A-E)	0										0
Benefits (F-Z)	0							1	1	100%	1
Bereavement Services	0										0
Business Rates	0										0
Businesses	0										0
Cemeteries	0										0
Communications	1										1
Community Involvement	0										0
Community Safety	1										1
Council Tax	1	1	1	100%	1	1	100%	2	2	100%	5
Crematorium	0										0
Customer Services	2										2
Environmental Health	20	12	12	100%	11	10	91%	5	5	100%	48
Equality & Diversity	0										0
Havering Music School	0										0
Housing - Other	264	69	66	96%	84	74	88%	55	50	91%	472
Housing - Repairs	176										176
Human Resources	0										0
Learning & Achievement	30	3	3	100%	2	2	100%	3	3	100%	38
Legal & Governance	0										0
Leisure Centres and Sport	0										0
Library Services	0										0
Parks and Open Spaces	2								2	100%	4
Planning & Building Control	18	6	5	83%	5	2	40%	16	13	81%	45
Public Health	0										0
Public Protection	41	1	1	100%	3	3	100%	1	1	100%	46
Regeneration	0			100%							2
Registrar Services	0										0
Roads and Pavements	151	48	40	83%	41	38	93%	27	25	93%	267
Social Care Services	25	7	4	57%	10	5	50%	7	4	57%	49
Street Cleansing	98	41	35	85%	39	34	87%	20	18	90%	198
Traffic and Parking Control	85	43	32	74%	60	57	95%	39	38	97%	227
Transactional Services	0										0
Waste and Recycling	51	30	25	83%	16	14	88%	13	13	100%	110
Total no. of enquiries logged	966	263			273			191			1,693
Total completed in 15 days	855		226			241			175		1,497
Total completed in 15 days (%)	86%			86%			88%			92%	88%
Target	95%	95%			95%			95%			95%

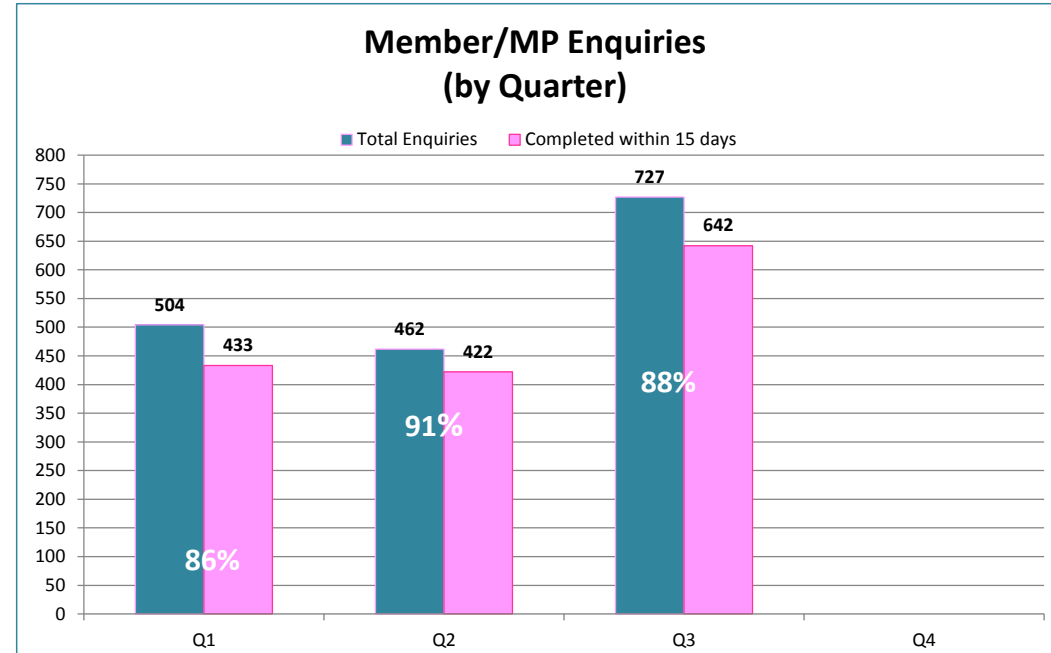
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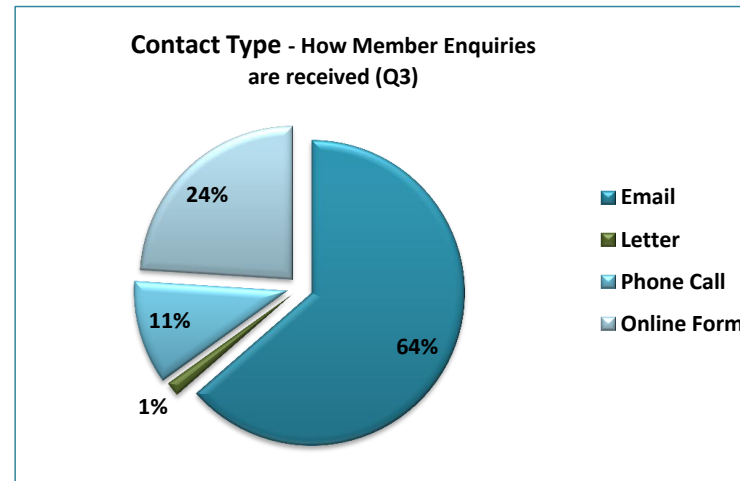
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NB: Q4 data will be available in the March Report.



NB: 2014/15 performance was against a target of 15 working days.



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Annual Rolling Total of Member Enquiries By Councillor & MP

	Cumulative (Apr- Sep)	Oct-15	Nov-15	Dec-15	TOTAL
Alex Donald	9	3	5	4	21
Barbara Matthews	3		2	4	9
Barry Mugglestone	17	1	5	1	24
Brian Eagling	9	1	4	1	15
Carol Smith	0		1		1
Clarence Barrett	11	3	5	6	25
Damian White	176	24	30	16	246
Darren Wise	18	8	4	4	34
David Durant	4	2	2	2	10
David Johnson	1		1		2
Dilip Patel	11	11	2		24
Fredrick Thompson	15	3	5	12	35
Garry Pain	2		2		4
Gillian Ford	20	3	7		30
Graham Wiliamson	1		2	1	4
Ian Du Wulverton	2				2
Jason Frost	18	10	3	3	34
Jeffery Tucker	24	10	7	3	44
Jody Ganly	16	6	2	3	27
John Crowder	3	1	1	1	6
John Glanville	7	2	1		10
John Mylod	22	3	4	3	32
John Wood	36	1	19	6	62
Joshua Chapman	10	4	4	2	20
Julie Wilkes	13	1	3	2	19
June Alexander	5			1	6
Keith Darvill	4				4
Keith Roberts	7	2	2	2	13
Lawrence Webb	1	1	1	2	5
Linda Hawthorn	26	3	3	2	34
Linda Trew	11	11			22
Sub Total	465	114	124	81	768

	Cumulative (Apr - Sep)	Oct-15	Nov-15	Dec-15	TOTAL
Linda Van Den Hende	6	1	4	1	12
Margaret Davis	17	2		1	20
Melvin Wallace	10		2	2	14
Michael Deon Burton	6	3			9
Michael White	1				1
Nic Dodin	1	4		1	6
Osman Dervish	6	1	3	4	14
Patricia Rumble	11		1	3	15
Philip Hyde	6	3	6	2	17
Philip Martin	3	2			5
Philippa Crowder	6				6
Ray Best	8	6	1	2	17
Ray Morgon	59	22	15	7	103
Reg Whitney	0				0
Robby Misir	4		4		8
Robert Benham	18	1	6	1	26
Roger Ramsey	27	9	2	6	44
Ronald Ower	12	9	4	5	30
Roger Westwood	0			1	1
Stephanie Nunn	27	11	8	4	50
Steven Kelly	3				3
Viddy Persaud	6	1	4	3	14
Wendy Brice-Thompson	19	4	5		28
Andrew Rosindell MP	104	36	49	58	247
Angela Watkinson MP	64	8	19	6	97
Heidi Allen	1				1
Jon Cruddas MP	26	17	13	2	58
Margaret Hodge MP	1				1
Blanks / Out of Borough/other	49	9	3	1	62
SubTotal	501	149	149	110	909
Grand Total	966	263	273	191	1,693