

Members / MP Enquiries Quarter 2 Report (July to September 2016)

This report shows the volume of Member and MP Enquiries received by services for the 2nd Quarter, July to September 2016.

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 quarters and the build up to this quarter's performance

The comparison with last year's volume

The volume of Members' enquiries raised by individual Members/MPs

Performance for Quarter 2 (in short) is:

882 enquiries logged

98% closed on time (869 cases)

Performance for Quarter 1 (in short) is:

882 enquiries logged

97% closed on time (855 cases)

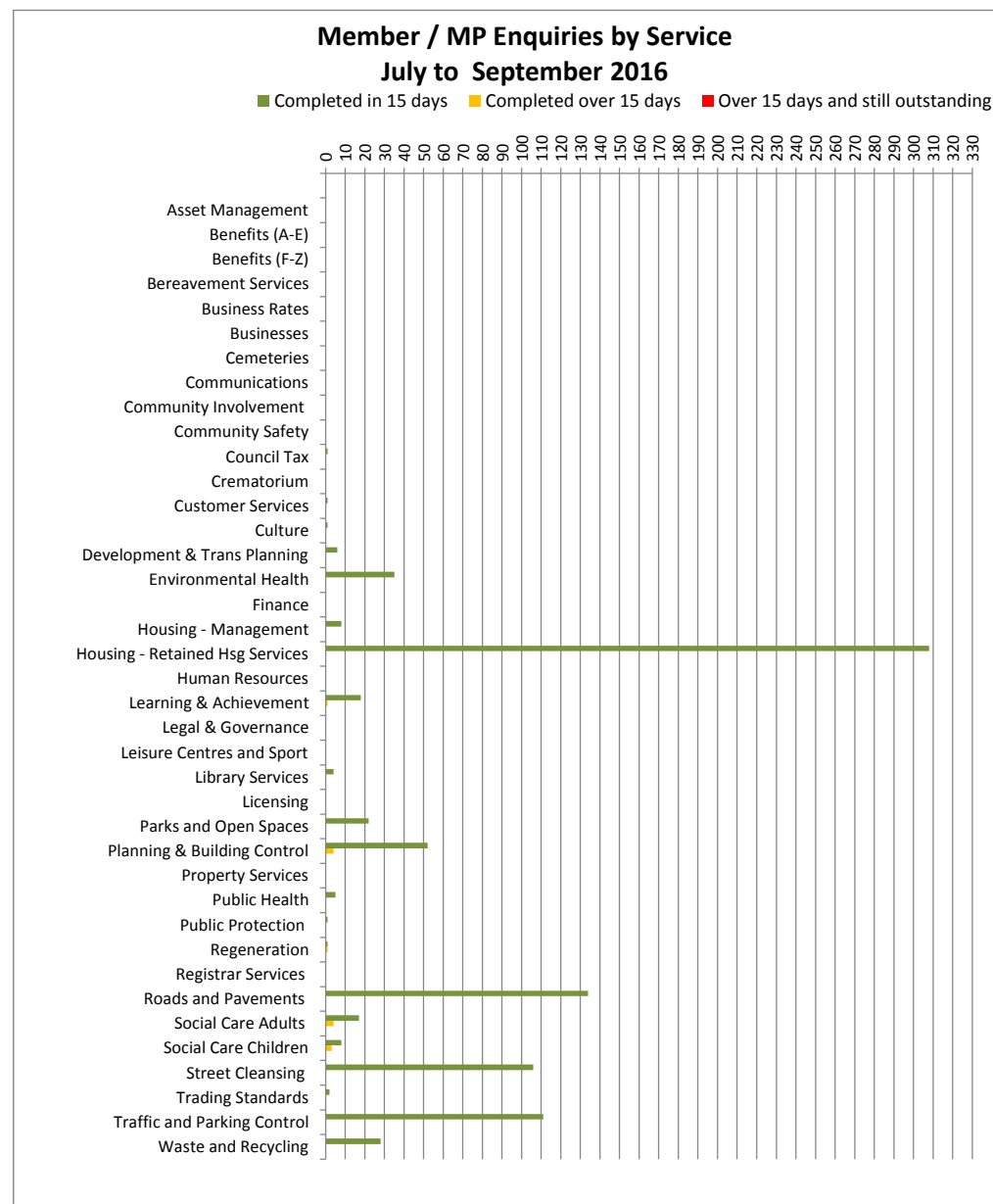
Senior Leadership Support Team

24th November 2016

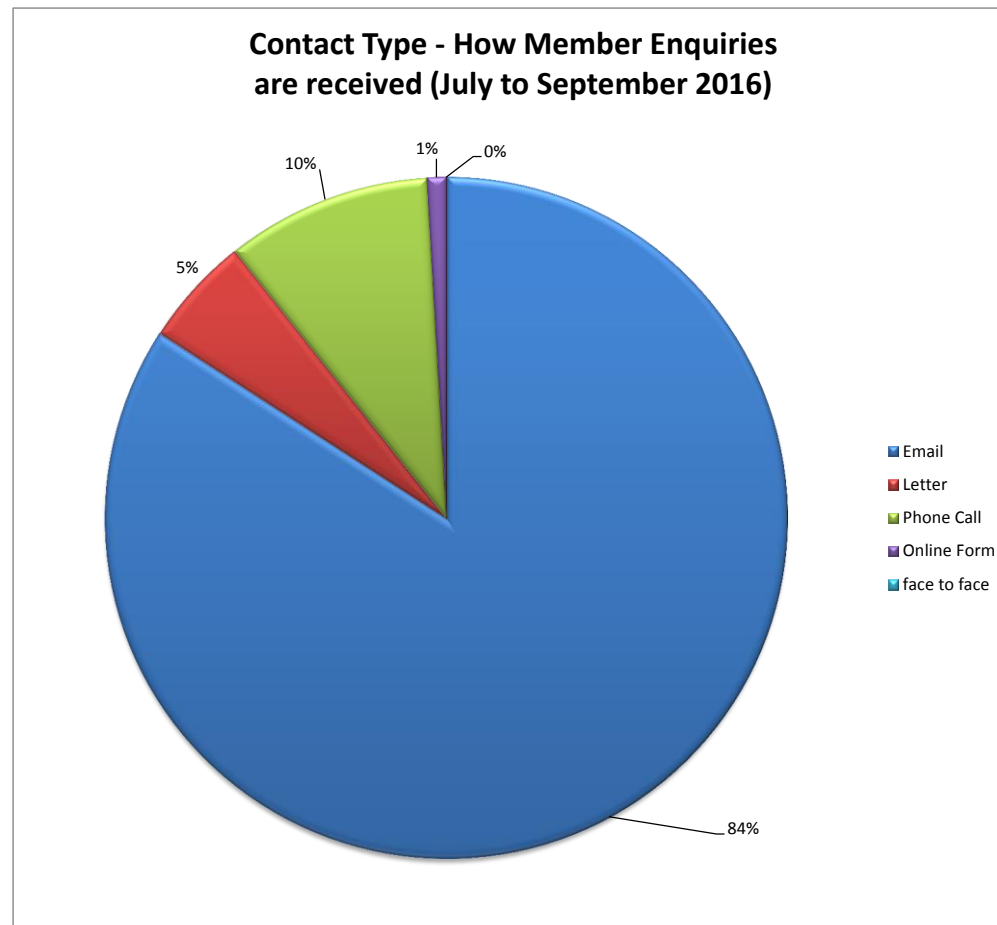
Cumulative Performance for Qtr 1 & Qtr 2: 1764 enquiries logged 98% closed on time (1724 cases)

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	Member / MP Enquiries by Service – July to September 2016				
	Number logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open
Asset Management					
Benefits (A-E)					
Benefits (F-Z)					
Bereavement Services					
Business Rates					
Businesses					
Cemeteries					
Communications					
Community Involvement					
Community Safety					
Council Tax	1	1	100%		
Crematorium					
Culture	1	1	100%		
Customer Services	1	1	100%		
Development & Trans Planning	6	6	100%		
Environmental Health	35	35	100%		
Finance					
Housing - Management	8	8	100%		
Housing - Retained Hsg Services	308	308	100%		
Human Resources					
Learning & Achievement	19	18	95%	1	
Legal & Governance					
Leisure Centres and Sport					
Library Services	4	4	100%		
Licensing					
Parks and Open Spaces	22	22	100%		
Planning & Building Control	56	52	93%	4	
Property Service					
Public Health	5	5	100%		
Public Protection	1	1	100%		
Regeneration	2	1	50%	1	
Registrar Services					
Roads and Pavements	134	134	100%		
Social Care Adults	21	17	81%	4	
Social Care Children	11	8	73%	3	
Street Cleansing	106	106	100%		
Trading Standards	2	2	100%		
Traffic and Parking Control	111	111	100%		
Waste and Recycling	28	28	100%		
Total	882	869	99%	13	0



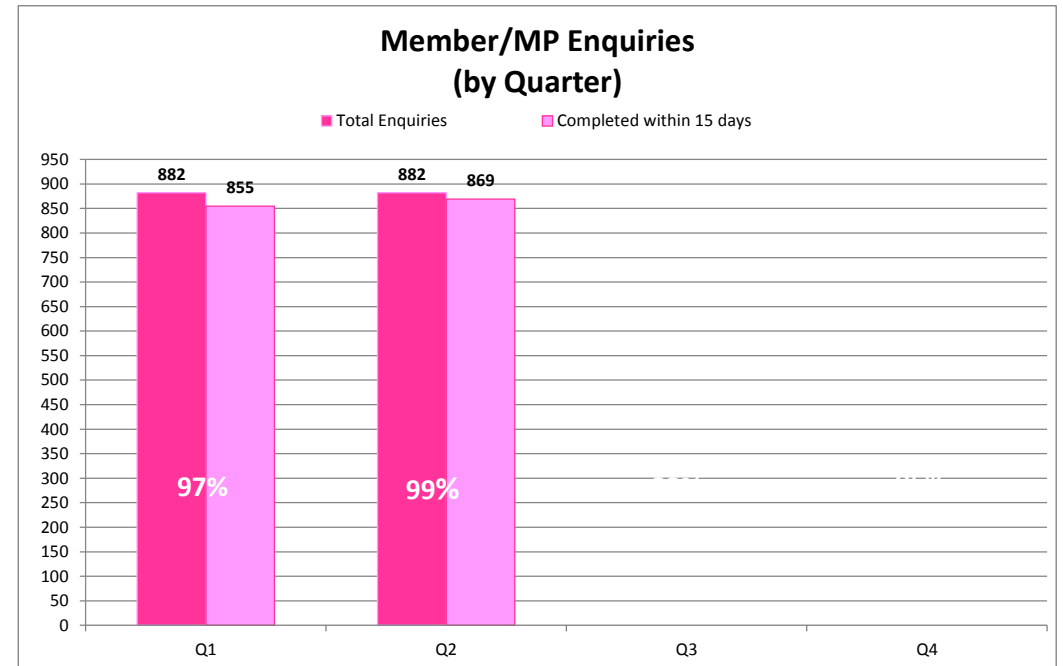
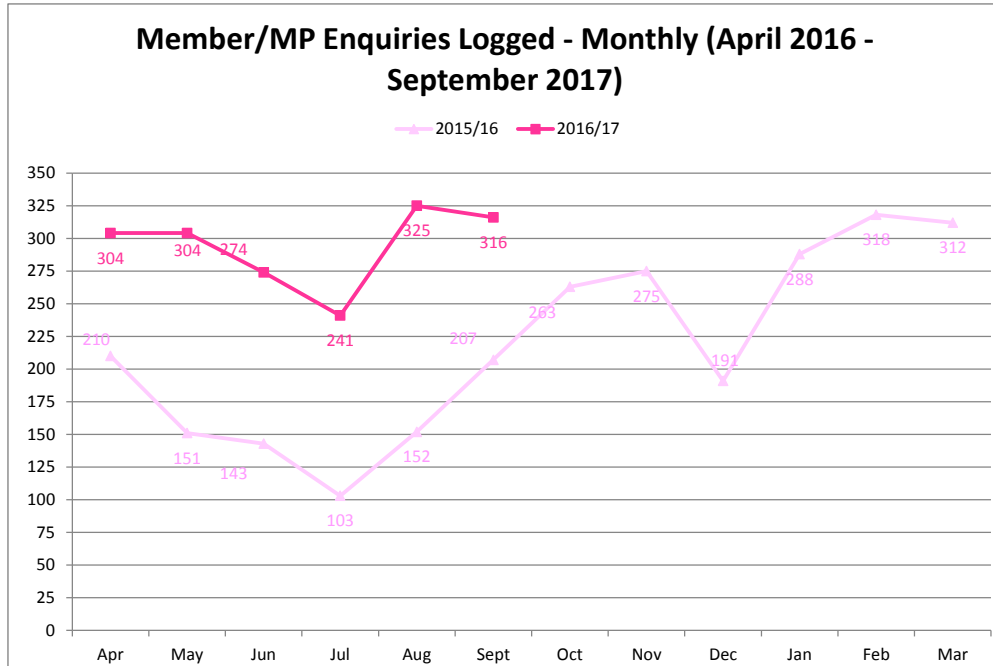
**Members / MP Enquiries Quarter 2 Report
(July to September 2016)**



Members / MP Enquiries Quarter 2 Report (July to September 2016)

	Carry Over	Jul-16			Aug-16			Sep-16			Annual
	Cumulative (Apr Jun 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 16 - Mar 17)
Art Services											0
Asset Management	1										1
Benefits (A-E)											0
Benefits (F-Z)											0
Bereavement Services											0
Business Rates	2										2
Businesses											0
Cemeteries											0
Communications											0
Community Involvement											0
Community Safety	1										1
Council Tax	2	1	1	100%							3
Crematorium											0
Customer Services	4				1	1	100%				5
Culture	1				1	1	100%				2
Develop. & Trans Planning		1	1	100%	2	2	100%	3	3	100%	6
Environmental Health	30	12	12	100%	13	13	100%	10	10	100%	65
Finance	1										1
Housing - Management	7	5	5	100%				3	3	100%	15
Housing - Retained Hsg Services	242	74	74	100%	124	124	100%	110	110	100%	550
Human Resources											0
Learning & Achievement	15	5	5	100%	6	5	81%	8	8	100%	34
Legal & Governance	3										3
Leisure Centres and Sport	1										1
Library Services					2	2	100%	2	2	100%	4
Licensing											0
Parks and Open Spaces	9	6	6	100%	7	7	100%	9	9	100%	31
Planning & Building Control	63	9	9	100%	22	19	81%	25	24	96%	119
Property Services	1						100%				1
Public Health	5	1	1	100%	4	4	100%				10
Public Protection	7	1	1	100%							8
Regeneration	2	1	0	0%				1	1	100%	4
Registrar Services	1										1
Roads and Pavements	159	36	36	100%	49	49	100%	49	49	100%	293
Social Care Adults	30	4	4	100%	6	4	81%	11	9	82%	51
Social Care Children's	11	1	0	0%	7	5	81%	3	3	100%	22
Street Cleansing	115	31	31	100%	34	34	100%	41	41	100%	221
Trading Standards	4	2	2	100%							6
Traffic and Parking Control	117	39	39	100%	41	41	100%	31	31	100%	228
Waste and Recycling	48	12	12	100%	6	6	100%	10	10	100%	76
Total no. of enquiries logged	882	241			325			316			1,764
Total completed in 15 days	855		239			317			313		1,724
Total completed in 15 days (%)	97%			99%			98%			99%	98%
Target	95%	95%			95%			95%			95%

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Annual rolling total of Member Enquiries by Councillor & MP

	Cumulative (Apr- Jun)	Jul-16	Aug-16	Sep-16	TOTAL
Alex Donald	13	7	8	7	35
Barbara Matthews	21	3	3	1	28
Barry Muggleston	9	3	10	1	23
Brian Eagling	3	5	4	8	20
Carol Smith	6	3	0	0	9
Clarence Barrett	11	7	5	6	29
Damian White	101	33	56	42	232
Darren Wise	17	2	5	11	35
David Durant	7	0	2	2	11
David Johnson	2	1	1	0	4
Denis O'Flynn	13	5	2	3	23
Dilip Patel	13	2	4	5	24
Fredrick Thompson	24	4	8	5	41
Garry Pain	4	0	0	0	4
Gillian Ford	13	3	6	6	28
Graham Williamson	3	1	1	4	9
Ian Du Wulverton	1	0	2	0	3
Jason Frost	9	3	8	5	25
Jeffery Tucker	15	4	4	2	25
Jody Ganly	16	3	5	3	27
John Crowder	0	0	0	2	2
John Glanville	1	1	0	0	2
John Mylod	10	3	5	3	21
John Wood	25	4	7	3	39
Joshua Chapman	8	4	4	7	23
Julie Wilkes	10	3	4	13	30
June Alexander	6	1	1	1	9
Keith Darvill	1	0	1	0	2
Keith Roberts	2	1	1	1	5
Lawrence Webb	3	0	0	2	5
Linda Hawthorn	20	17	8	7	52
Linda Trew	7	3	1	4	15
Sub Total	394	126	166	154	840

	Cumulative (Apr - Jun)	Jul-16	Aug-16	Sep-16	TOTAL
Linda Van Den Hende	13	1	4	4	22
Margaret Davis	7	0	2	1	10
Melvin Wallace	3	1	7	2	13
Michael Deon Burton	16	4	7	5	32
Michael White	3	0	2	0	5
Nic Dodin	7	0	3	2	12
Osman Dervish	17	3	3	5	28
Patricia Rumble	11	5	4	1	21
Philip Martin	10	3	2	1	16
Philippa Crowder	5	1	4	1	11
Ray Best	16	1	1	2	20
Ray Morgon	52	18	17	18	105
Reg Whitney	0	0	0	0	0
Robby Misir	4	0	2	1	7
Robert Benham	37	4	6	3	50
Roger Ramsey	25	10	9	16	60
Ronald Ower	20	1	7	3	31
Roger Westwood	0	0	0	1	1
Stephanie Nunn	49	10	4	5	68
Steven Kelly	0	0	0	0	0
Viddy Persaud	14	2	6	8	30
Wendy Brice-Thompson	10	5	3	2	20
Andrew Rosindell MP	73	26	38	57	194
Angela Watkinson MP	45	10	14	15	84
Jon Cruddas MP	44	9	11	8	72
Margaret Hodge MP	0	0	0	1	1
Blanks / Out of Borough/other	7	1	3	0	11
					0
					0
					0
SubTotal	488	115	159	162	924
Grand Total	882	241	325	316	1,764