

## Members / MP Enquiries Quarter 3 Report (October to December 2016)

This report shows the volume of Member and MP Enquiries received by services for the 3rd Quarter, October to December 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 3 (in short) is:

768 enquiries logged  
97% closed on time (744)

Performance for Quarter 2 (in short) is:

882 enquiries logged  
99% closed on time (869)

Performance for Quarter 1 (in short) is:

882 enquiries logged  
97% closed on time (855)

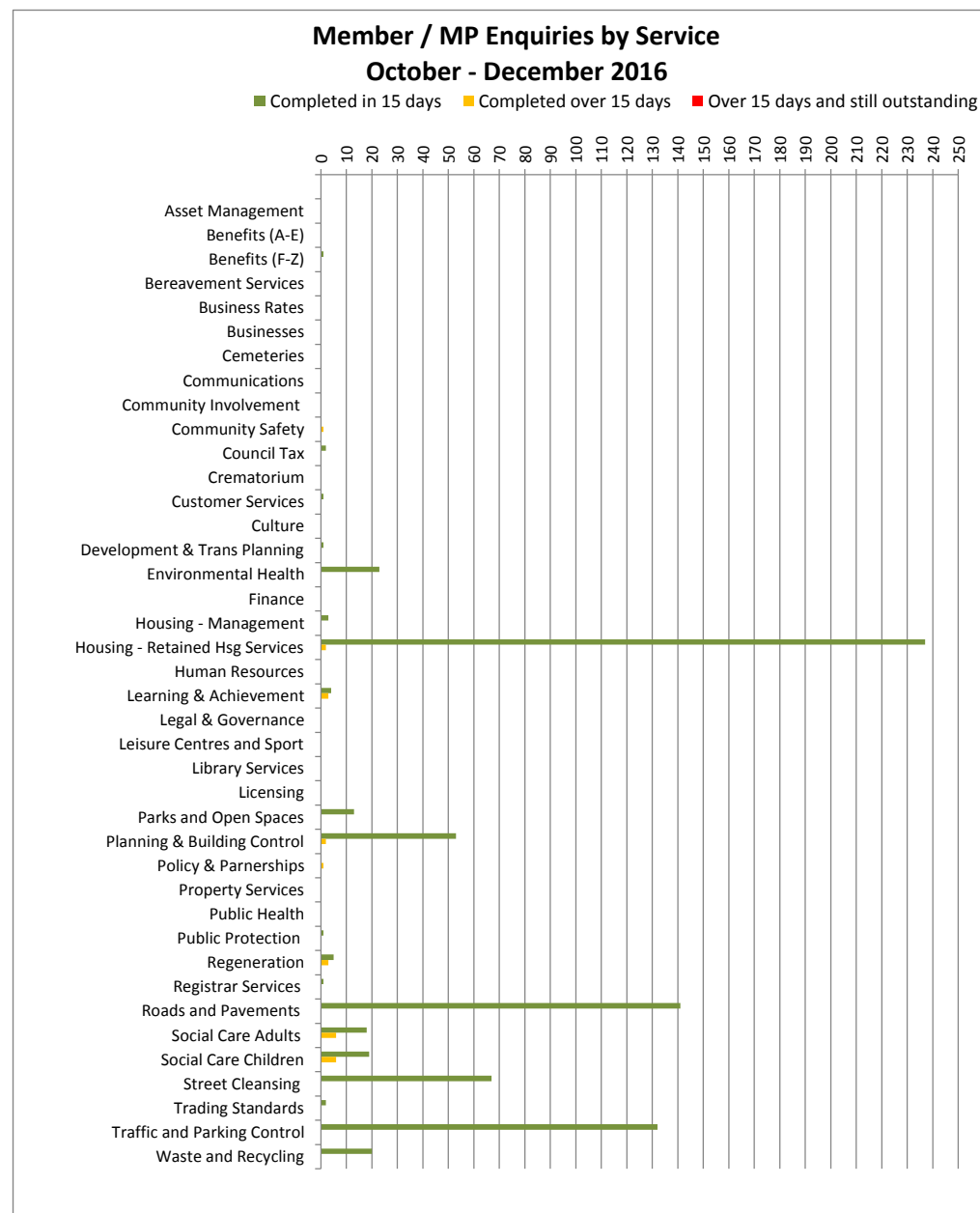
Cumulative Performance for Quarters 1, 2 & 3:

2532 enquiries logged  
97% closed on time (2468 cases)

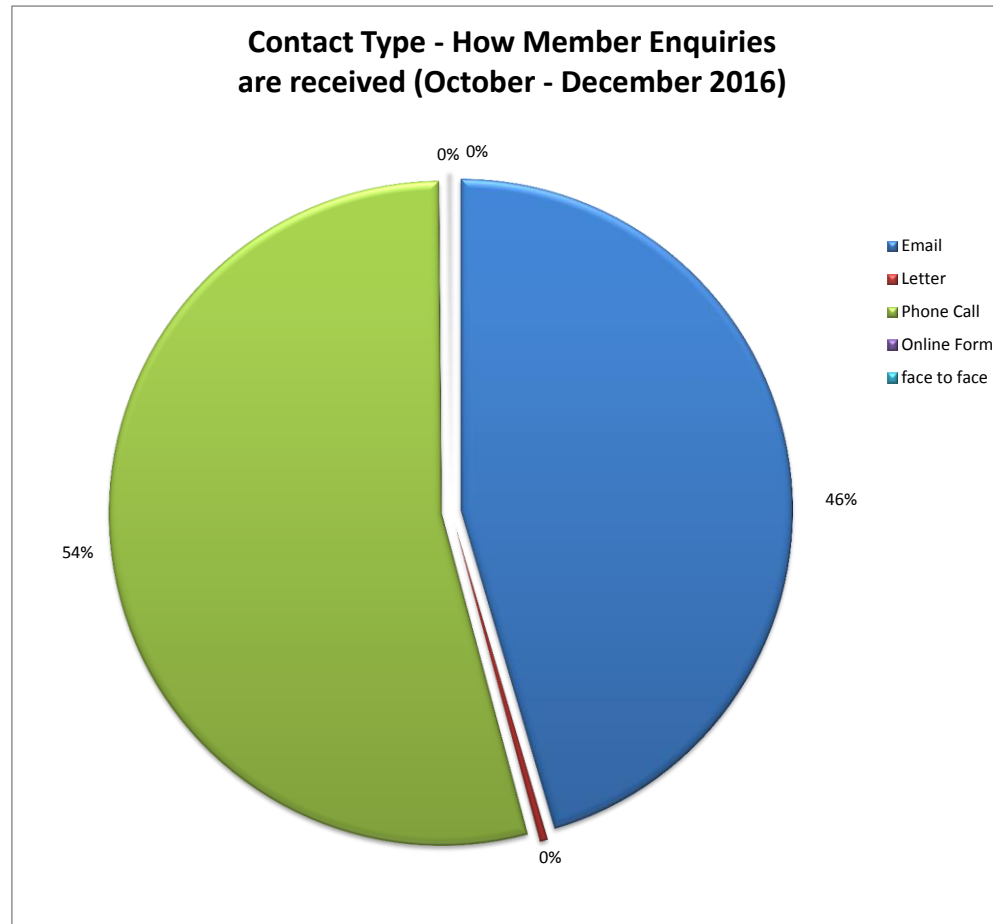
Senior Leadership Support Team  
21st February 2017

## Members / MP Enquiries Quarter 3 Report (October to December 2016)

	Member / MP Enquiries by Service – October - December 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)	1	1	100%		
Bereavement Services					
Business Rates					
Businesses					
Cemeteries					
Communications					
Community Involvement					
Community Safety	1	0	0%		1
Council Tax	2	2	100%		
Crematorium					
Culture					
Customer Services	1	1	100%		
Development & Trans Planning	1	1	100%		
Environmental Health	23	23	100%		
Finance					
Housing - Management	3	3	100%		
Housing - Retained Hsg Services	239	237	99%		2
Human Resources					
Learning & Achievement	7	4	57%		3
Legal & Governance					
Leisure Centres and Sport					
Library Services					
Licensing					
Parks and Open Spaces	13	13	100%		
Planning & Building Control	55	53	96%		2
Policy & Partnerships	1	0	0%		1
Property Service					
Public Health					
Public Protection	1	1	100%		
Regeneration	8	5	63%		3
Registrar Services	1	1	100%		
Roads and Pavements	141	141	100%		
Social Care Adults	24	18	75%		6
Social Care Children	25	19	76%		6
Street Cleansing	67	67	100%		
Trading Standards	2	2	100%		
Traffic and Parking Control	132	132	100%		
Waste and Recycling	20	20	100%		
<b>Total</b>	<b>768</b>	<b>744</b>	<b>97%</b>	<b>24</b>	<b>0</b>



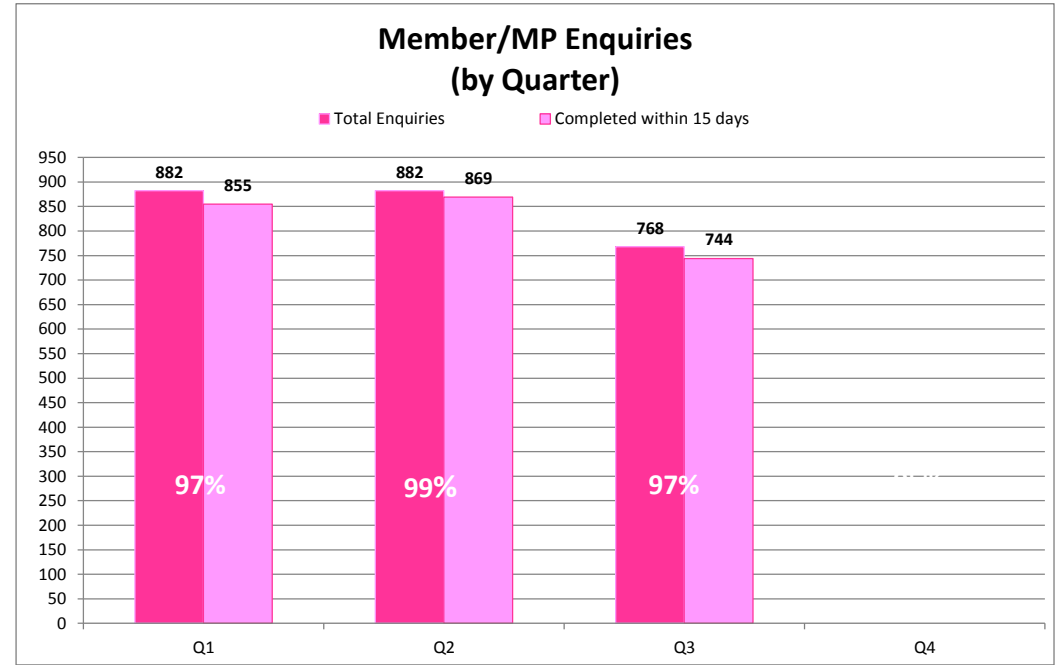
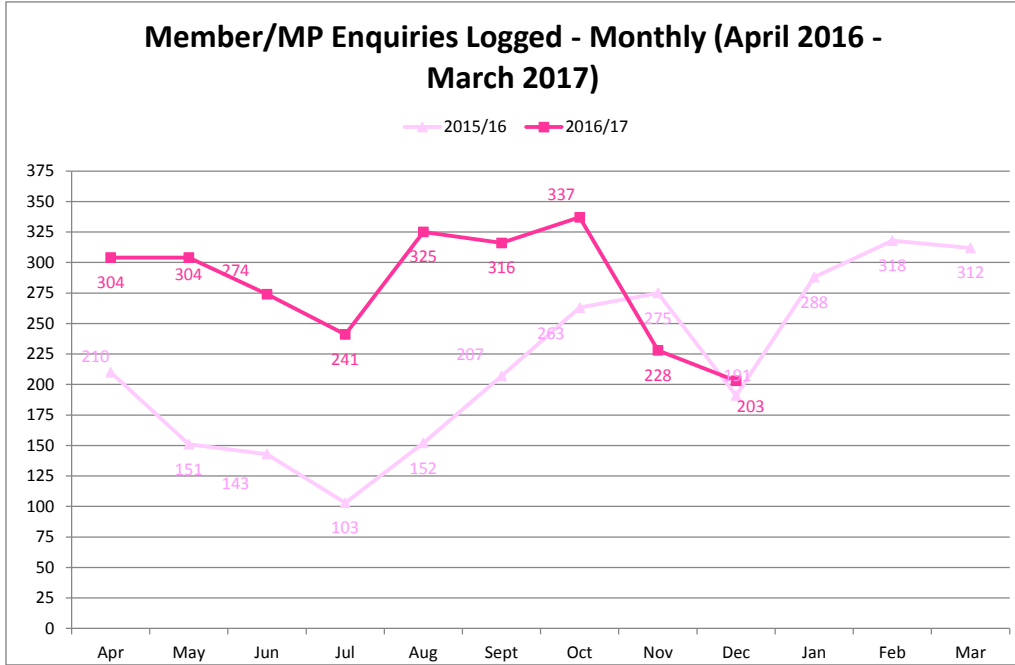
**Members / MP Enquiries Quarter 3 Report  
(October to December 2016)**



## Members / MP Enquiries Quarter 3 Report (October to December 2016)

	Carry Over	Oct-16			Nov-16			Dec-16			Annual
	Cumulative (Apr Sept 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)					1	1	100%				1
Bereavement Services											0
Business Rates	2										2
Businesses											0
Cemeteries											0
Communications											0
Community Involvement											0
Community Safety	1							1		0%	2
Council Tax	3				1	1	100%	1	1	100%	5
Crematorium											0
Customer Services	5							1	1	100%	6
Culture	2										2
Develop. & Trans Planning	6	1	1	100%							7
Environmental Health	65	6	6	100%	8	8	100%	9	9	100%	88
Finance	1										1
Housing - Management	15	1	1	100%	2	2	100%				18
Housing - Retained Hsg Services	550	111	110	100%	63	62	98%	65	65	100%	789
Human Resources											0
Learning & Achievement	34	5	3	100%				2	1	50%	41
Legal & Governance	3										3
Leisure Centres and Sport	1										1
Library Services	4										4
Licensing											0
Parks and Open Spaces	31	7	7	100%	2	2	100%	4	4	100%	44
Planning & Building Control	119	14	12	100%	21	21	100%	20	20	100%	174
Policy & Partnerships					1	0	0%				1
Property Services	1										1
Public Health	10										10
Public Protection	8							1	1	100%	9
Regeneration	4	4	1	25%	1	1	100%	3	3	100%	12
Registrar Services	1	1	1	100%							2
Roads and Pavements	293	68	68	100%	39	39	100%	34	34	100%	434
Social Care Adults	51	6	4	100%	10	6	60%	8	8	100%	75
Social Care Children's	22	10	7	45%	11	9	82%	4	3	75%	47
Street Cleansing	221	26	26	100%	25	25	100%	16	16	100%	288
Trading Standards	6				1	1	100%	1	1	100%	8
Traffic and Parking Control	228	64	64	100%	37	37	100%	31	31	100%	360
Waste and Recycling	76	13	13	100%	5	5	100%	2	2	100%	96
<b>Total no. of enquiries logged</b>	<b>1764</b>	<b>337</b>			<b>228</b>			<b>203</b>			<b>2,532</b>
<b>Total completed in 15 days</b>	<b>1724</b>		<b>324</b>			<b>220</b>			<b>200</b>		<b>2,468</b>
<b>Total completed in 15 days (%)</b>	<b>98%</b>		<b>96%</b>			<b>96%</b>			<b>99%</b>		<b>97%</b>
<b>Target</b>	<b>95%</b>		<b>95%</b>			<b>95%</b>			<b>95%</b>		<b>95%</b>

## Members / MP Enquiries Quarter 3 Report (October to December 2016)



## Members / MP Enquiries Quarter 3 Report (October to December 2016)

Appendix 1

### Annual rolling total of Member Enquiries by Councillor & MP

	Cumulative (Apr- Dec)	Oct-16	Nov-16	Dec-16	TOTAL
Alex Donald	35	6	2	2	45
Barbara Matthews	28	2	1		31
Barry Muggleston	23	6	1	5	35
Brian Eagling	20	2	3	3	28
Carol Smith	9	1	1		11
Clarence Barrett	29	5	3		37
Damian White	232	62	18	27	339
Darren Wise	35	7	9	4	55
David Durant	11	1	1	3	16
David Johnson	4				4
Denis O'Flynn	23	2	4	2	31
Dilip Patel	24	2	1	1	28
Fredrick Thompson	41	10	10	4	65
Garry Pain	4			2	6
Gillian Ford	28	5	4	1	38
Graham Williamson	9	1	1	1	12
Ian Du Wulverton	3				3
Jason Frost	25	9	7	6	47
Jeffery Tucker	25	4	6	4	39
Jody Ganly	27		2	3	32
John Crowder	2	2	2	1	7
John Glanville	2	2	1	1	6
John Mylod	21	5	3	2	31
John Wood	39	7	2	5	53
Joshua Chapman	23	6	5	5	39
Julie Wilkes	30	8	3	3	44
June Alexander	9	1	2		12
Keith Darvill	2	1			3
Keith Roberts	5	2		3	10
Lawrence Webb	5		2		7
Linda Hawthorn	52	6	2	7	67
Linda Trew	15		3	1	19
Sub Total	840	165	99	96	1200

	Cumulative (Apr - Dec)	Oct-16	Nov-16	Dec-16	TOTAL
Linda Van Den Hende	22				22
Margaret Davis	10	2	1		13
Melvin Wallace	13	4	2		19
Michael Deon Burton	32	3	1		36
Michael White	5	2			7
Nic Dodin	12	1	1	1	15
Osman Dervish	28	4	3	4	39
Patricia Rumble	21	3	4		28
Philip Martin	16	2			18
Philippa Crowder	11	5		1	17
Ray Best	20	2	2	2	26
Ray Morgon	105	17	12	8	142
Reg Whitney	0				0
Robby Misir	7		4		11
Robert Benham	50	1	3	1	55
Roger Ramsey	60	21	12	12	105
Ronald Ower	31	10	7	5	53
Roger Westwood	1	1			2
Stephanie Nunn	68	7	4	7	86
Steven Kelly	0				0
Viddy Persaud	30	10	6	4	50
Wendy Brice-Thompson	20	4	3	4	31
Andrew Rosindell MP	194	41	40	29	304
Angela Watkinson MP	84	20	16	15	135
Jon Cruddas MP	72	11	8	14	105
Margaret Hodge MP	1	1			2
Blanks / Out of Borough/other	11				11
					0
					0
					0
SubTotal	924	172	129	107	1332
<b>Grand Total</b>	<b>1,764</b>	<b>337</b>	<b>228</b>	<b>203</b>	<b>2,532</b>