

**This report shows the volume of Member and MP Enquiries received by services during Year ending 31st March 2017.**

Information on the following pages show:

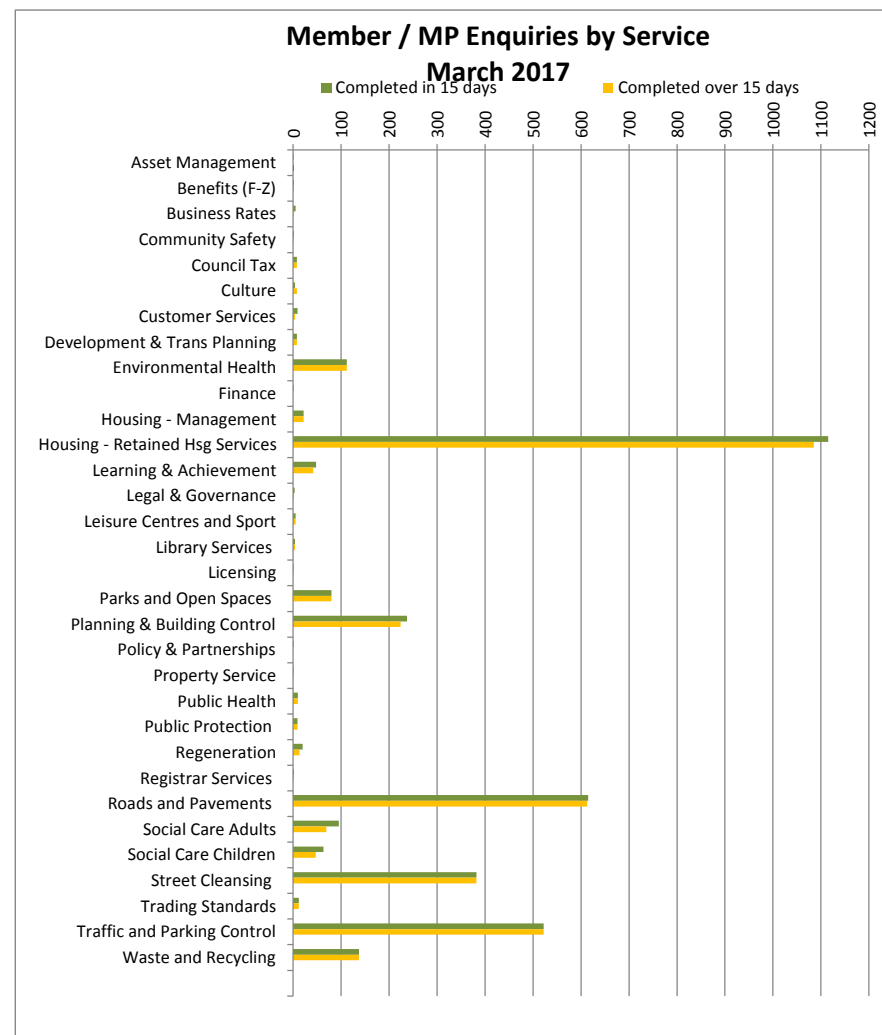
- The number of Member/MP enquiries logged and closed within 15 working days by service area
- A graphic showing Member/MP enquiries logged and closed within 15 working days by service area
- The method of contact by Members/MPs
- The comparison with last year's volume
- The volume of Members' enquiries raised by individual Members/MPs

Performance for April 2016 to March 2017 (in short) is therefore:

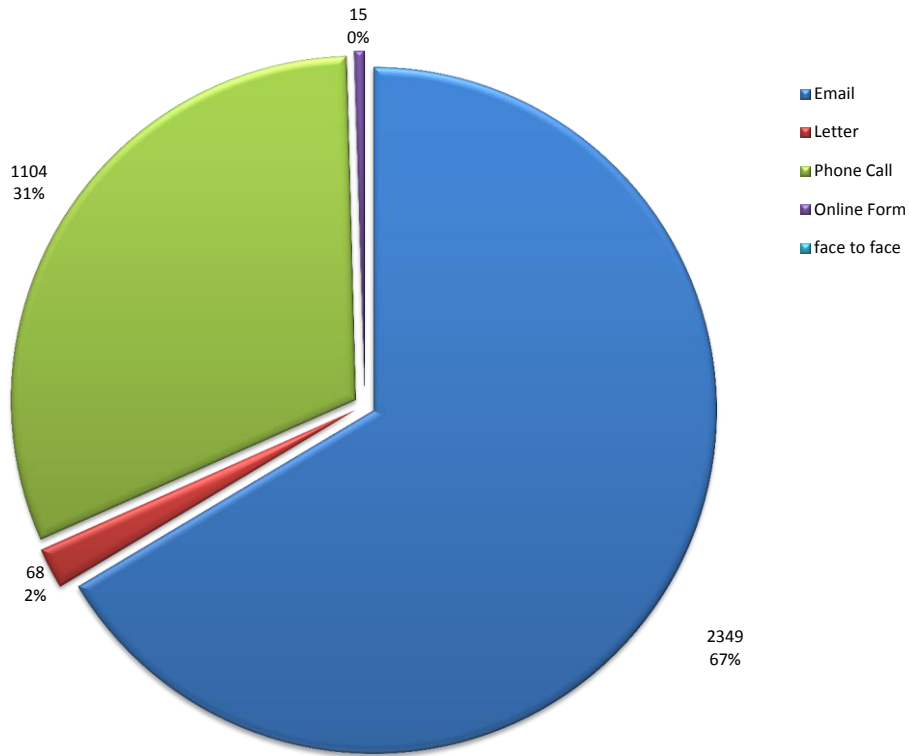
- 3536 enquiries logged
- 97% closed on time

Senior Leadership Support Team  
5th May 2017

Member / MP Enquiries by Service – March 2017				
	Number logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days
Asset Management	1	0	0%	1
Benefits (F-Z)	2	2	100%	
Business Rates	5	1	20%	4
Community Safety	2	1	50%	1
Council Tax	8	8	100%	
Culture	9	8	89%	1
Customer Services	4	4	100%	
Development & Trans Planning	8	8	100%	
Environmental Health	112	112	100%	
Finance	1	0	0%	1
Housing - Management	22	22	100%	
Housing - Retained Hsg Services	1115	1085	97%	30
Learning & Achievement	48	42	88%	6
Legal & Governance	3	2	67%	1
Leisure Centres and Sport	5	5	100%	
Library Services	4	4	100%	
Licensing	1	1	100%	
Parks and Open Spaces	80	80	100%	
Planning & Building Control	237	224	95%	13
Policy & Partnerships	1	0	0%	1
Property Services	1	1	100%	
Public Health	10	10	100%	
Public Protection	9	9	100%	
Regeneration	20	13	65%	7
Registrar Services	2	2	100%	
Roads and Pavements	615	613	100%	2
Social Care Adults	95	69	73%	26
Children's services	63	47	75%	16
Street Cleansing	382	382	100%	
Trading Standards	12	12	100%	
Traffic and Parking Control	522	522	100%	
Waste and Recycling	137	137	100%	
<b>Total</b>	<b>3536</b>	<b>3426</b>	<b>97%</b>	<b>110</b>

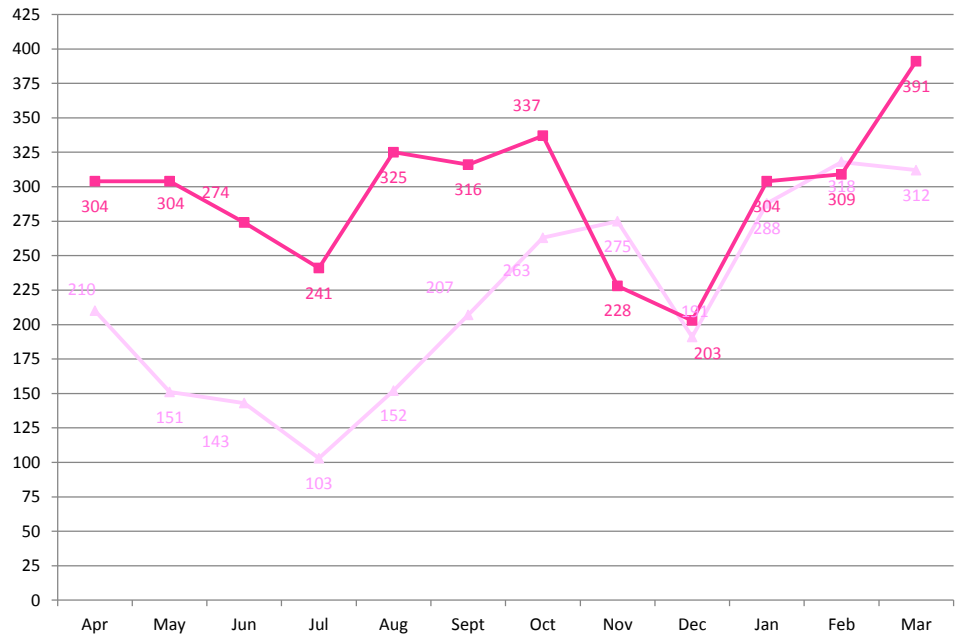


### Contact Type - How Member Enquiries are received (February 2017)



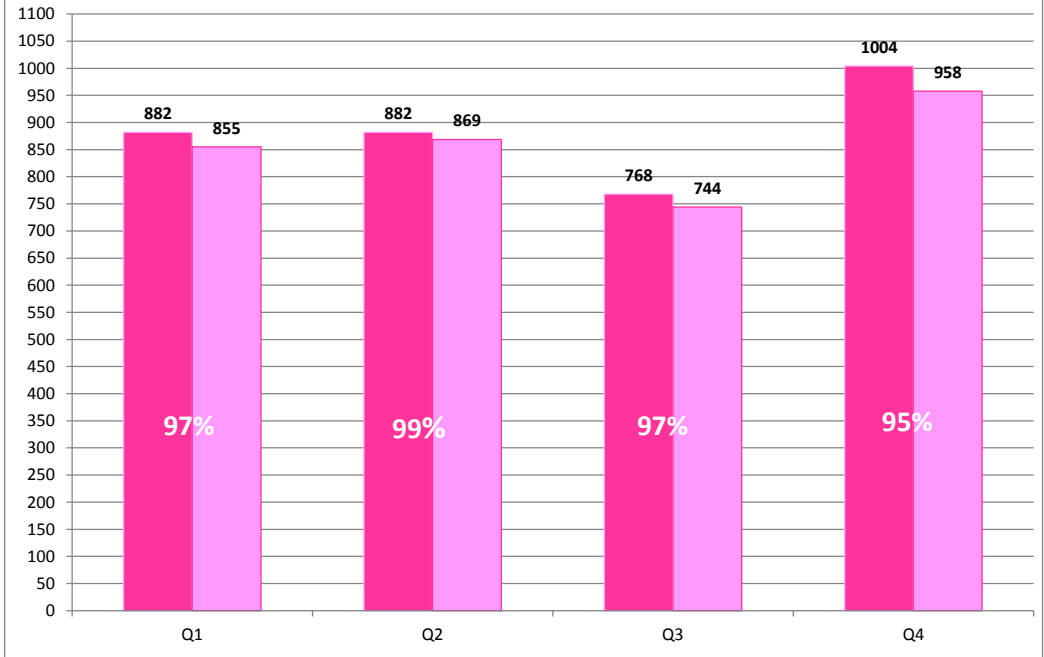
### Member/MP Enquiries Logged - Monthly (April 2016 - March 2017)

2015/16 2016/17



### Member/MP Enquiries (by Quarter)

Total Enquiries Completed within 15 days



**Annual total of Member Enquiries by Councillor & MP**

	Number received		Number received		Number received
Alex Donald	63	John Crowder	9	Philip Martin	23
Barbara Matthews	35	John Glanville	9	Philippa Crowder	22
Barry Mugglestone	48	John Mylod	40	Ray Best	32
Brian Eagling	32	John Wood	83	Ray Morgon	189
Carol Smith	16	Joshua Chapman	62	Reg Whitney	0
Clarence Barrett	42	Julie Wilkes	49	Robby Misir	12
Damian White	560	June Alexander	14	Robert Benham	68
Darren Wise	68	Keith Darvill	14	Roger Ramsey	152
David Durant	22	Keith Roberts	13	Ronald Ower	75
David Johnson	4	Lawrence Webb	11	Roger Westwood	2
Denis O'Flynn	38	Linda Hawthorn	85	Stephanie Nunn	106
Dilip Patel	40	Linda Trew	23	Steven Kelly	1
Fredrick Thompson	72	Linda Van Den Hende	29	Viddy Persaud	75
Garry Pain	6	Margaret Davis	14	Wendy Brice-Thompson	35
Gillian Ford	62	Melvin Wallace	30	Andrew Rosindell MP	449
Graham Wiliamson	22	Michael Deon Burton	44	Angela Watkinson MP	177
Ian Du Wulverton	3	Michael White	9	Jon Cruddas MP	150
Jason Frost	79	Nic Dodin	16	Margaret Hodge MP	4
Jeffery Tucker	59	Osman Dervish	48	Blanks / Out of Borough/other	19
Jody Ganly	40	Patricia Rumble	32	SubTotal	1591
Sub Total	1311	SubTotal	634	Grand Total	3,536