

Members / MP Enquiries Quarter 1 Report (April - June 2017)

This report shows the volume of Member and MP Enquiries received by services for the 1st Quarter, April to June 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 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 1 (in short) is therefore:

- 702 enquiries logged

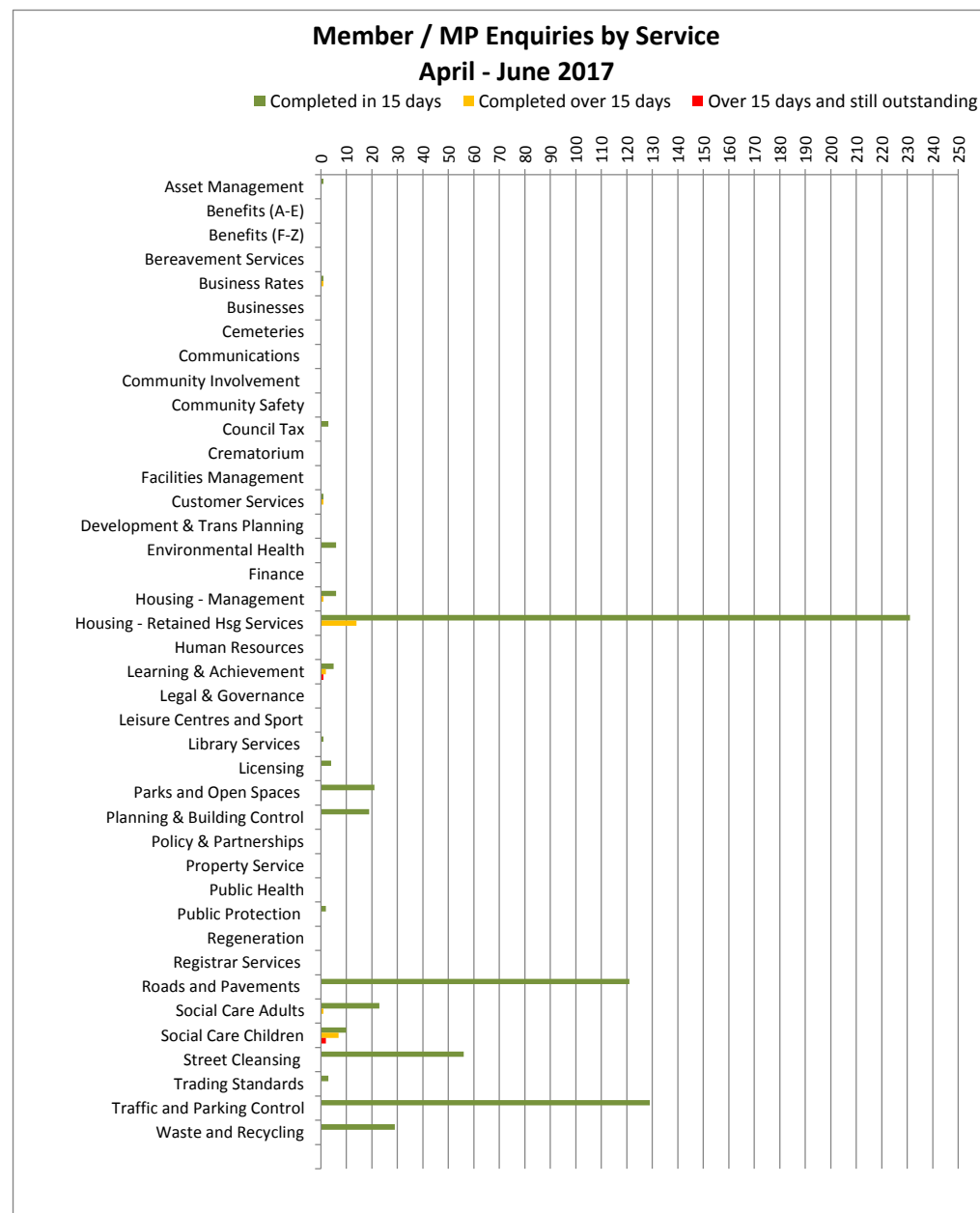
- 96% closed on time (672)

Senior Leadership Support Team

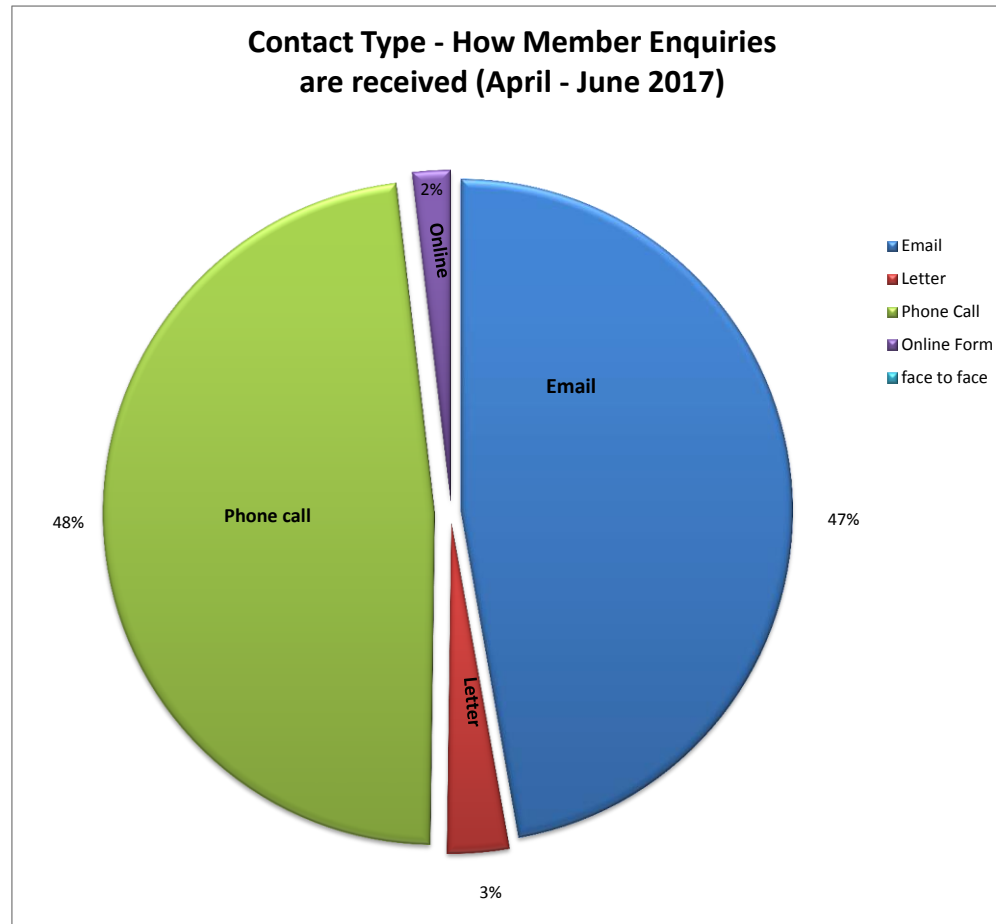
4th August 2017

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	Member / MP Enquiries by Service – March to June 2017				
	Number logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open
Asset Management	1	1	100%		
Benefits (A-E)					
Benefits (F-Z)					
Bereavement Services					
Business Rates	2	1	50%	1	
Businesses					
Cemeteries					
Communications					
Community Involvement					
Community Safety					
Council Tax	3	3	100%		
Crematorium					
Facilities Management					
Customer Services	2	1	50%	1	
Development & Trans Planning					
Environmental Health	6	6	100%		
Finance					
Housing - Management	7	6	85%		
Housing - Retained Hsg Services	245	231	94%	14	
Human Resources					
Learning & Achievement	8	5	62%	2	1
Legal & Governance					
Leisure Centres and Sport					
Library Services	1	1	100%		
Licensing	4	4	100%		
Parks and Open Spaces	21	21	100%		
Planning & Building Control	19	19	100%		
Policy & Partnerships					
Property Service					
Public Health					
Public Protection	2	2	100%		
Regeneration					
Registrar Services					
Roads and Pavements	121	121	100%		
Social Care Adults	24	23	96%		1
Social Care Children	19	10	53%	7	2
Street Cleansing	56	56	100%		
Trading Standards	3	3	100%		
Traffic and Parking Control	129	129	100%		
Waste and Recycling	29	29	100%		
Total	702	672	96%	26	3



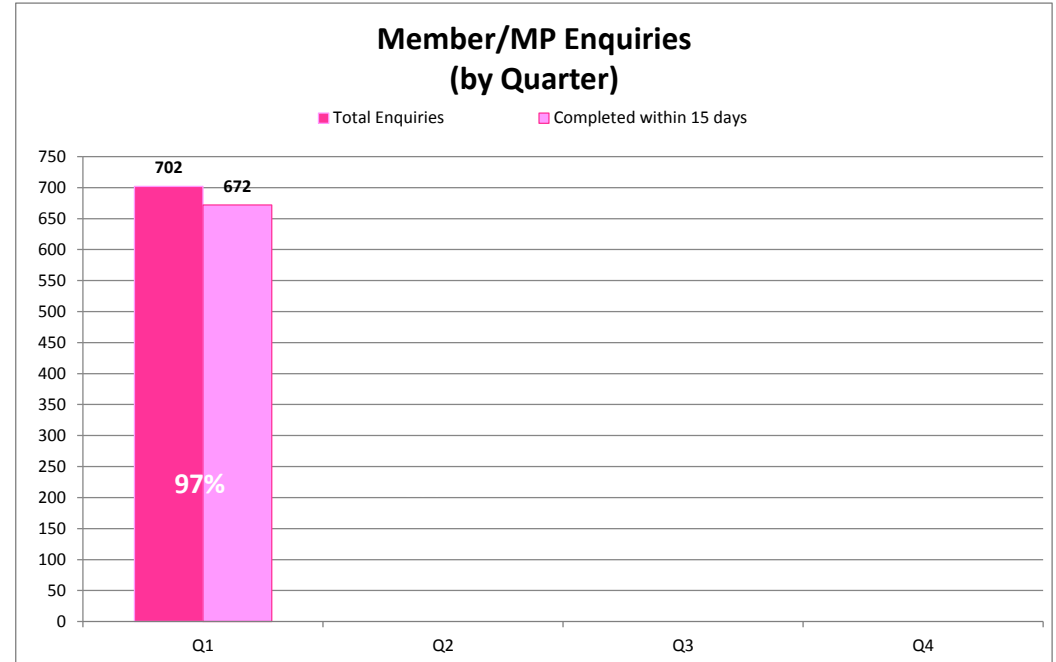
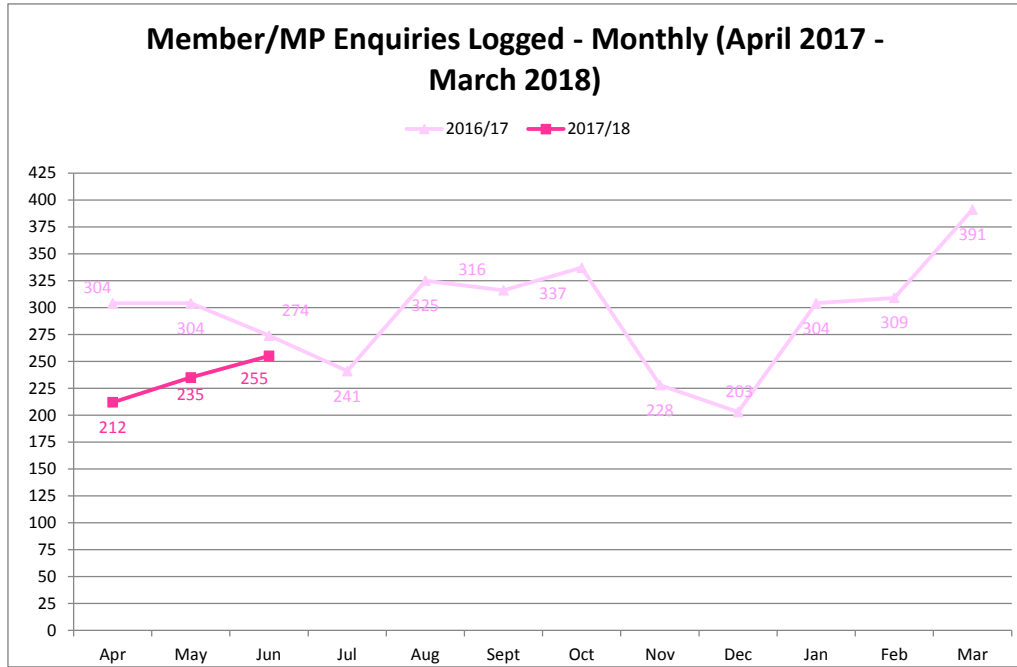
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(April - June 2017)**



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	Carry Over	Apr-17			May-17			Jun-17			Annual
	Cumulative	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 17 - Mar 18)
Art Services	0										0
Asset Management	0										0
Benefits (A-E)	0										0
Benefits (F-Z)	0										0
Bereavement Services	0										0
Business Rates	0	1	0	0%	1	1	100%				2
Businesses	0										0
Cemeteries	0										0
Communications	0										0
Community Involvement	0										0
Community Safety	0										0
Council Tax	0				2	2	100%	1	1	100%	3
Crematorium	0										0
Customer Services	0				2	1	50%				2
Facilities Mangement	0				1	1	100%				1
Develop. & Trans Planning	0										0
Environmental Health	0	1	1	100%	4	4	100%	1	1	100%	6
Finance	0										0
Housing - Management	0	2	2	100%	1		0%	4	4		7
Housing - Retained Hsg Services	0	60	55	92%	65	62	95%	120	114	95%	245
Human Resources	0										0
Learning & Achievement	0	2	1	50%	2	2	100%	4	2	50%	8
Legal & Governance	0										0
Leisure Centres and Sport	0										0
Library Services	0				1	1	100%				1
Licensing	0							4	4	100%	4
Parks and Open Spaces	0	8	8	100%	4	4	100%	9	9	100%	21
Planning & Building Control	0	7	7	100%	4	4	100%	8	8	100%	19
Policy & Partnerships	0										0
Property Services	0										0
Public Health	0										0
Public Protection	0				2	2	100%				2
Regeneration	0										0
Registrar Services	0										0
Roads and Pavements	0	42	42	100%	41	41	100%	38	38	100%	121
Social Care Adults	0	5	4	80%	14	14	100%	5	5	100%	24
Social Care Children's	0	8	5	71%	6	4	67%	5	1	20%	19
Street Cleansing	0	22	22	100%	14	14	100%	20	20	100%	56
Trading Standards	0	2	2	100%	1	1	100%				3
Traffic and Parking Control	0	43	43	100%	54	54	100%	32	32	100%	129
Waste and Recycling	0	9	9	100%	16	16	100%	4	4	100%	29
Total no. of enquiries logged	0	212			235			255			702
Total completed in 15 days	0		201			228			243		672
Total completed in 15 days (%)			95%			97%			95%		96%
Target	95%		95%			95%			95%		95%

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Annual rolling total of Member Enquiries by Councillor & MP

	Cumulative	Apr-17	May-17	Jun-17	TOTAL
Alex Donald		4	2	2	8
Barbara Matthews					0
Barry Muggleston		6	2	6	14
Brian Eagling				1	1
Carol Smith		1	1	3	5
Clarence Barrett		2	3	3	8
Damian White		21	25	63	109
Darren Wise		2		5	7
David Durant		2	1		3
David Johnson			1		1
Denis O'Flynn			3	3	6
Dilip Patel		1	4	6	11
Fredrick Thompson		1	3	5	9
Garry Pain		1			1
Gillian Ford		4	4	4	12
Graham Williamson		2	2	1	5
Ian Du Wulverton					0
Jason Frost		4	10	10	24
Jeffery Tucker		2	4	7	13
Jody Ganly			6	1	7
John Crowder		1	3	4	8
John Glanville			2	1	3
John Mylod		1	4		5
John Wood		7	3	2	12
Joshua Chapman			9	7	16
Julie Wilkes		2	1	1	4
June Alexander					0
Keith Darvill		2		1	3
Keith Roberts			1		1
Lawrence Webb			1		1
Linda Hawthorn		6	8	9	23
Linda Trew			4	2	6
Sub Total	0	72	107	147	326

	Cumulative	Apr-17	May-17	Jun-17	TOTAL
Linda Van Den Hende		1	1	1	3
Margaret Davis		1		1	2
Melvin Wallace		5	6	4	15
Michael Deon Burton		3	1		4
Michael White				1	1
Nic Dodin		1	1	1	3
Osman Dervish		2	4	4	10
Patricia Rumble		4		1	5
Philip Martin			2	2	4
Philippa Crowder			2		2
Ray Best		1	7	2	10
Ray Morgon		15	13	21	49
Reg Whitney					0
Robby Misir		1	2		3
Robert Benham		9	10	7	26
Roger Ramsey		15	17	11	43
Ronald Ower		10	12	3	25
Roger Westwood					0
Stephanie Nunn		11	8	5	24
Steven Kelly					0
Viddy Persaud		11	11	8	30
Wendy Brice-Thompson		2	7		9
Andrew Rosindell MP		25	12	28	65
Angela Watkinson MP		4			4
Jon Cruddas MP		11	10	8	29
Margaret Hodge MP					0
Julia Dockerill MP					0
Blanks / Out of Borough/other		8	2		10
					0
					0
SubTotal	-	140	128	108	376
Grand Total	-	212	235	255	702