

## Members / MP Enquiries Quarter 1 Report (July - September 2017)

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

- 926 enquiries logged

- 98% closed on time (904)

Senior Leadership Support Team

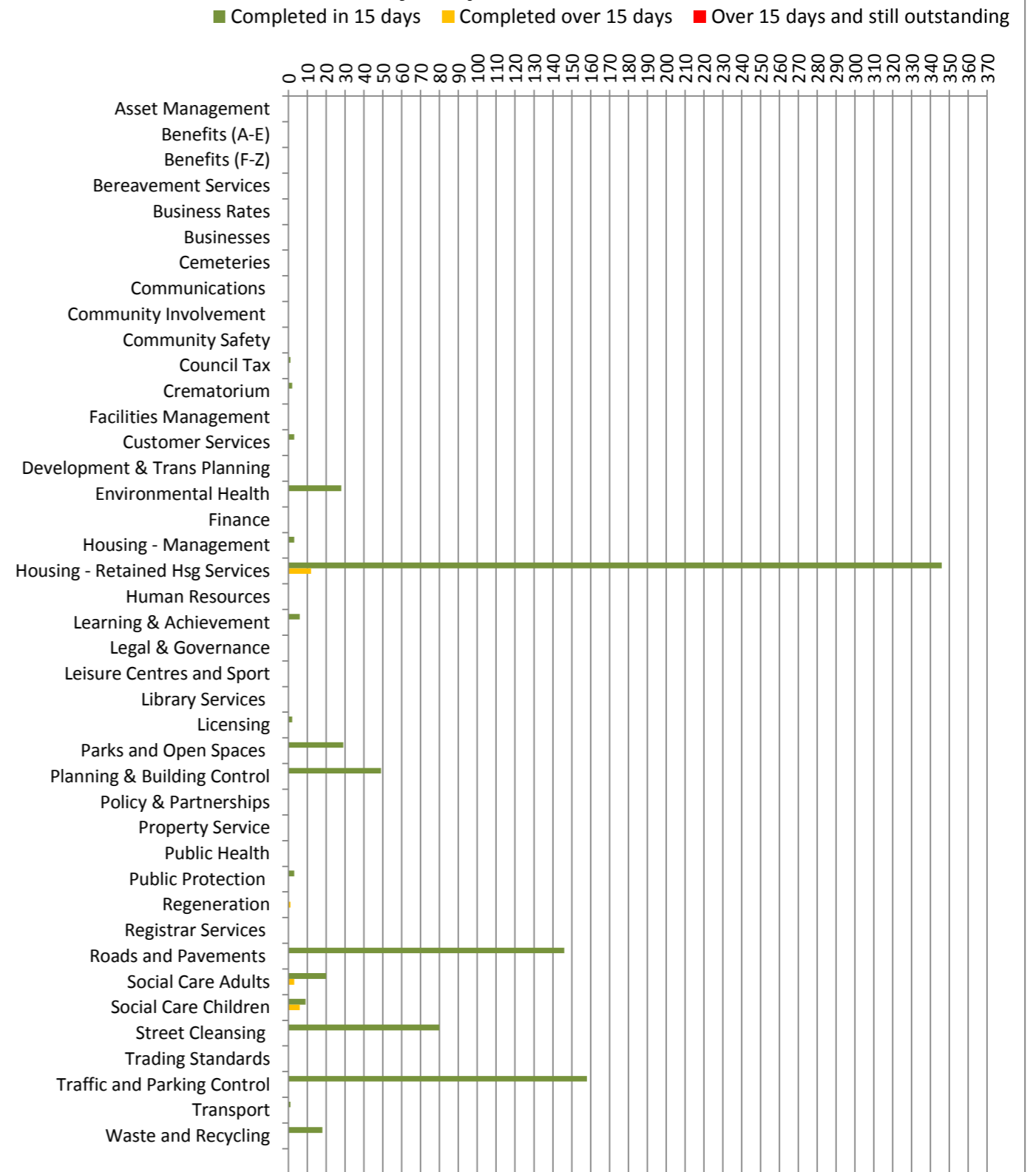
13th November 2017

# Members / MP Enquiries Quarter 1 Report (July - September 2017)

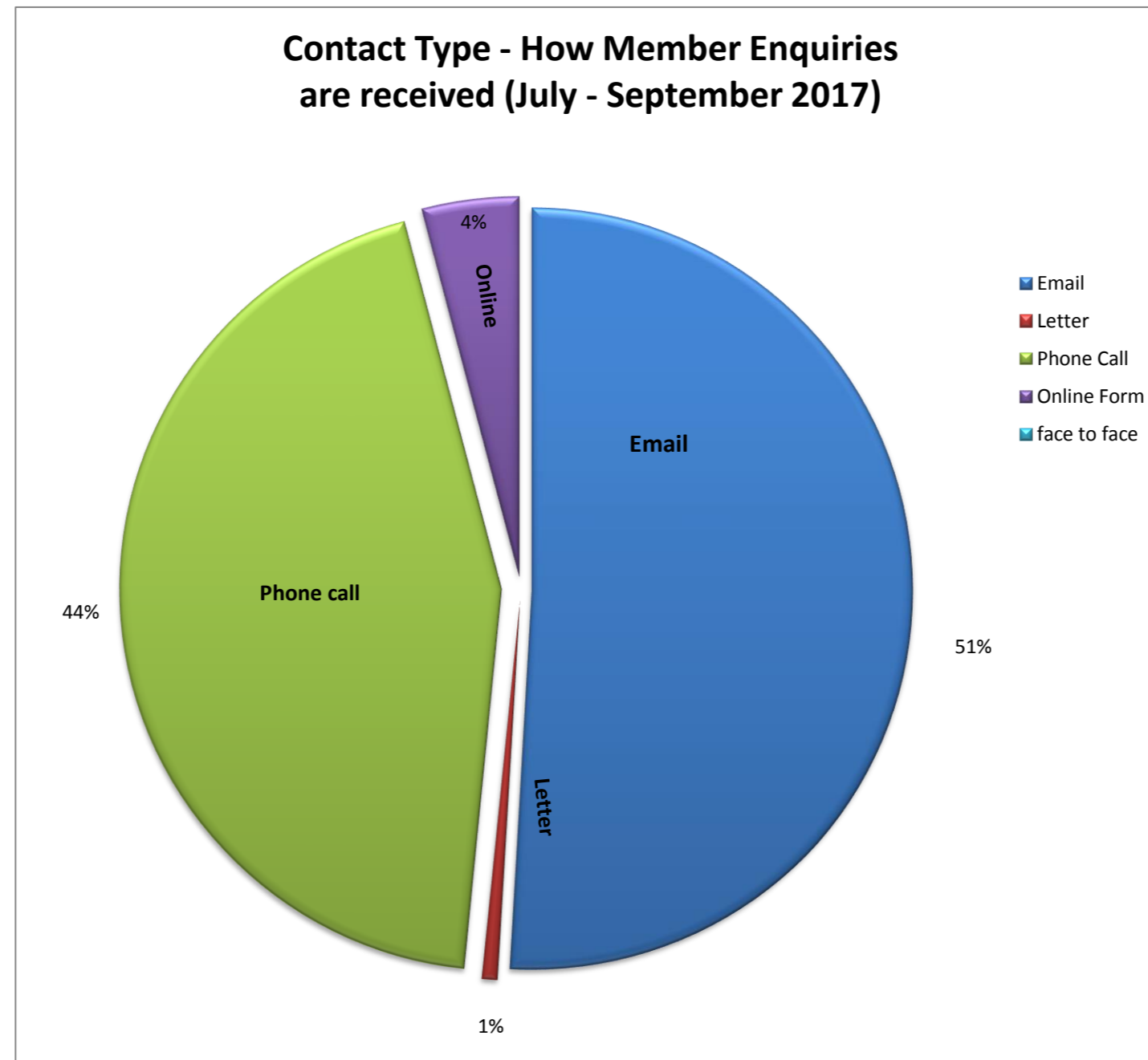
**Member / MP Enquiries by Service – March to June 2017**

	Number logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open
Asset Management					
Benefits (A-E)					
Benefits (F-Z)					
Bereavement Services					
Business Rates					
Businesses					
Cemeteries					
Communications					
Community Involvement					
Community Safety					
Council Tax	1	1	100%		
Crematorium	2	2	100%		
Facilities Management					
Customer Services	3	3	100%		
Development & Trans Planning					
Environmental Health	28	28	100%		
Housing - Management	3	3	100%		
Housing - Retained Hsg Services	358	346	97%	12	
Human Resources					
Learning & Achievement	6	6	100%		
Legal & Governance					
Leisure Centres and Sport					
Library Services					
Licensing	2	2	100%		
Parks and Open Spaces	29	29	100%		
Planning & Building Control	49	49	100%		
Policy & Partnerships					
Property Service					
Public Health					
Public Protection	3	3	100%		
Regeneration	1	0	0%	1	
Registrar Services					
Roads and Pavements	146	146	100%		
Social Care Adults	23	20	87%	3	
Social Care Children	15	9	60%	6	
Street Cleansing	80	80	100%		
Trading Standards					
Traffic and Parking Control	158	158	100%		
Transport	1	1	100%		
Waste and Recycling	18	18	100%		
<b>Total</b>	<b>926</b>	<b>904</b>	<b>98%</b>	<b>22</b>	<b>0</b>

**Member / MP Enquiries by Service  
July - September 2017**



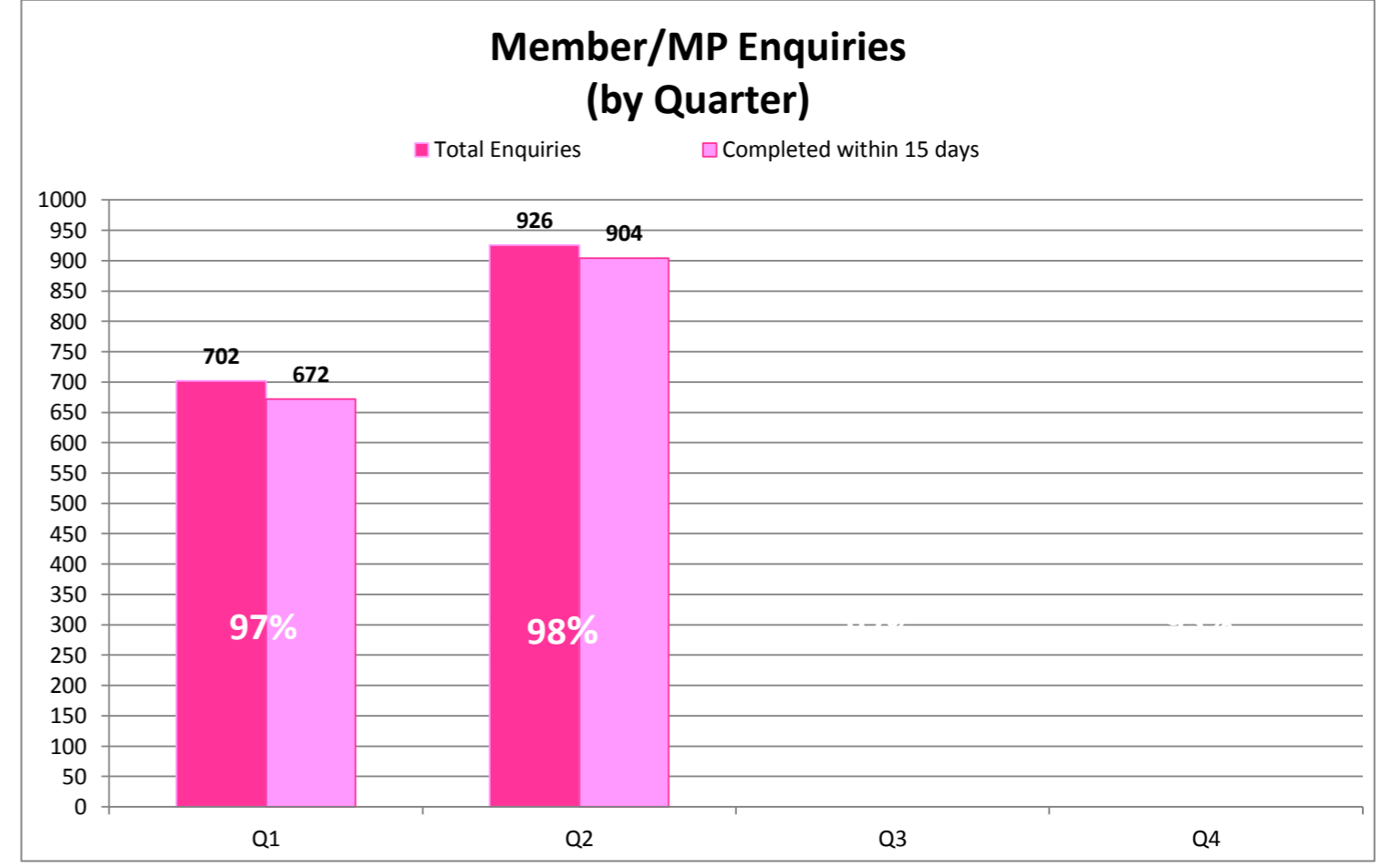
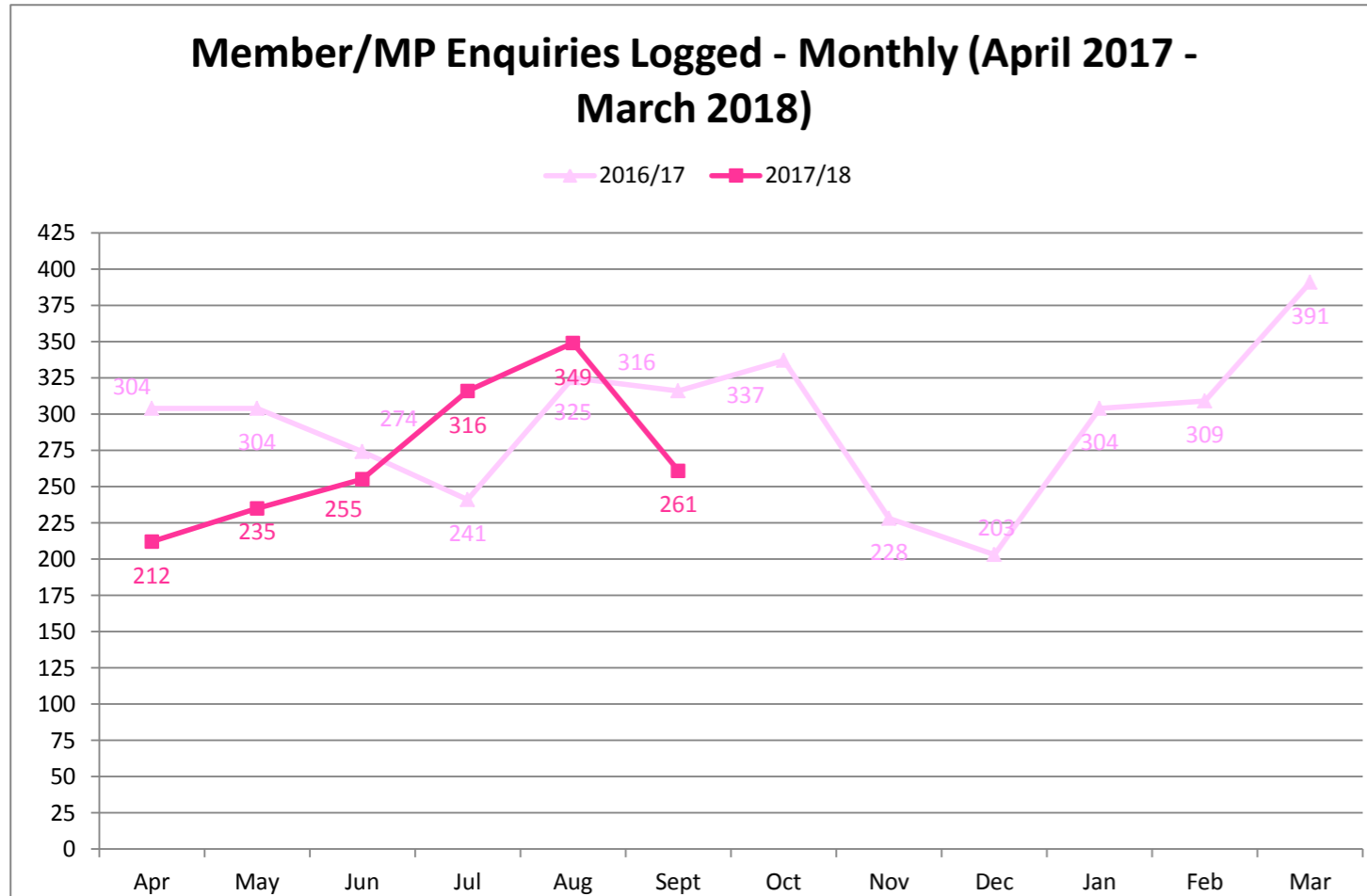
# Members / MP Enquiries Quarter 1 Report (July - September 2017)



## Members / MP Enquiries Quarter 1 Report (July - September 2017)

	Cumulative	Jul-17			Aug-17			Sep-17			Annual
		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	2										2
Businesses	0										0
Cemeteries	0										0
Communications	0										0
Community Involvement	0										0
Community Safety	0										0
Council Tax	3	1	1	100%							4
Crematorium	0				2	2	100%				2
Customer Services	2	1	1	100%	1	1	100%	1	1	100%	5
Facilities Mangement	1										1
Develop. & Trans Planning	0										0
Environmental Health	6	12	12	100%	7	7	100%	9	9	100%	34
Housing - Management	7	1	1	100%	2	2	100%				10
Housing - Retained Hsg Services	245	102	92	90%	162	160	99%	94	94	100%	603
Human Resources	0										0
Learning & Achievement	8	1	1	100%	3	3	100%	2	2	100%	14
Legal & Governance	0										0
Leisure Centres and Sport	0										0
Library Services	1										1
Licensing	4				1	1	100%	1	1	100%	6
Parks and Open Spaces	21	14	14	100%	9	9	100%	6	6	100%	50
Planning & Building Control	19	19	19	100%	15	15	100%	15	15	100%	68
Policy & Partnerships	0										0
Property Services	0										0
Public Health	0										0
Public Protection	2				1	1	100%	2	2	100%	5
Regeneration	0							1	0	0%	1
Registrar Services	0										0
Roads and Pavements	121	53	53	100%	55	55	100%	38	38	100%	267
Social Care Adults	24	16	15	94%	3	2	67%	4	3	75%	47
Social Care Children's	19	2	0	0%	7	4	57%	6	5	83%	34
Street Cleansing	56	30	30	100%	30	30	100%	20	20	100%	136
Trading Standards	3										3
Traffic and Parking Control	129	60	60	100%	43	43	100%	55	55	100%	287
Transport	0							1	1	100%	1
Waste and Recycling	29	4	4	100%	8	8	100%	6	6	100%	47
<b>Total no. of enquiries logged</b>	<b>702</b>	<b>316</b>			<b>349</b>			<b>261</b>			<b>1,628</b>
<b>Total completed in 15 days</b>	<b>672</b>		<b>303</b>			<b>343</b>			<b>258</b>		<b>1,576</b>
<b>Total completed in 15 days (%)</b>	<b>96%</b>		<b>96%</b>			<b>98%</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 1 Report (July - September 2017)



## Members / MP Enquiries Quarter 1 Report (July - September 2017)

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

	Cumulative	Jul-17	Aug-17	Sep-17	TOTAL
Alex Donald	8	3	5	1	17
Barbara Matthews	0	3	0	0	3
Barry Mugglestone	14	2	5	3	24
Brian Eagling	1	0	1	1	3
Carol Smith	5	4	1	2	12
Clarence Barrett	8	1	7	4	20
Damian White	109	48	115	32	304
Darren Wise	7	4	0	4	15
David Durant	3	0	0	3	6
David Johnson	1	1	0	0	2
Denis O'Flynn	6	2	2	3	13
Dilip Patel	11	6	8	2	27
Fredrick Thompson	9	7	1	5	22
Garry Pain	1	1	0	0	2
Gillian Ford	12	11	14	3	40
Graham Wiliamson	5	2	2	1	10
Ian Du Wulverton	0	0	0	0	0
Jason Frost	24	3	7	6	40
Jeffery Tucker	13	9	5	8	35
Jody Ganly	7	4	5	7	23
John Crowder	8	4	4	2	18
John Glanville	3	3	1	0	7
John Mylod	5	2	1	1	9
John Wood	12	4	11	4	31
Joshua Chapman	16	16	9	15	56
Julie Wilkes	4	3	3	2	12
June Alexander	0	2	0	0	2
Keith Darvill	3	2	0	1	6
Keith Roberts	1	2	4	4	11
Lawrence Webb	1	1	0	1	3
Linda Hawthorn	23	11	3	9	46
Linda Trew	6	1	0	3	10
Sub Total	326	162	214	127	829

	Cumulative	Jul-17	Aug-17	Sep-17	TOTAL
Linda Van Den Hende	3	1	4	1	9
Margaret Davis	2	0	0	0	2
Melvin Wallace	15	2	5	2	24
Michael Deon Burton	4	1	8	2	15
Michael White	1		0	0	1
Nic Dodin	3	2	1	2	8
Osman Dervish	10	3	14	2	29
Patricia Rumble	5	1	2	2	10
Philip Martin	4	1	0	1	6
Philippa Crowder	2	4	1	0	7
Ray Best	10	1	3	1	15
Ray Morgon	49	15	9	19	92
Reg Whitney	0	0	0	0	0
Robby Misir	3	3	0	1	7
Robert Benham	26	6	4	1	37
Roger Ramsey	43	29	10	25	107
Ronald Ower	25	6	8	6	45
Roger Westwood	0	0	0	1	1
Stephanie Nunn	24	9	2	4	39
Steven Kelly	0	0	0	0	0
Viddy Persaud	30	10	7	5	52
Wendy Brice-Thompson	9	6	5	4	24
Andrew Rosindell MP	65	29	20	26	140
Angela Watkinson MP	4	0	0	0	4
Jon Cruddas MP	29	14	14	6	63
Margaret Hodge MP	0	0	0	0	0
Julia Lopez MP (Dockerill)	0	10	16	23	49
Blanks / Out of Borough/other	10	1	2	0	13
					0
					0
SubTotal	376	154	135	134	799
<b>Grand Total</b>	<b>702</b>	<b>316</b>	<b>349</b>	<b>261</b>	<b>1,628</b>