

Members / MP Enquiries Quarter 1 Report (October - December 2017)

This report shows the volume of Member and MP Enquiries received by services for the 3rd Quarter, October to December 2017.

Definition of a Member Enquiry: An enquiry from a Councillor or MP which requires the Service Area to provide a piece of information; this does not include requests for service such as 'Please fill the pothole in Main Road.'

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 therefore:

727 enquiries logged

98 % closed on time (714)

Performance for Quarter 1:

702 enquiries logged

96% closed on time (672)

Performance for Quarter 2:

926 enquiries logged

98% closed on time (904)

Senior Leadership Support Team

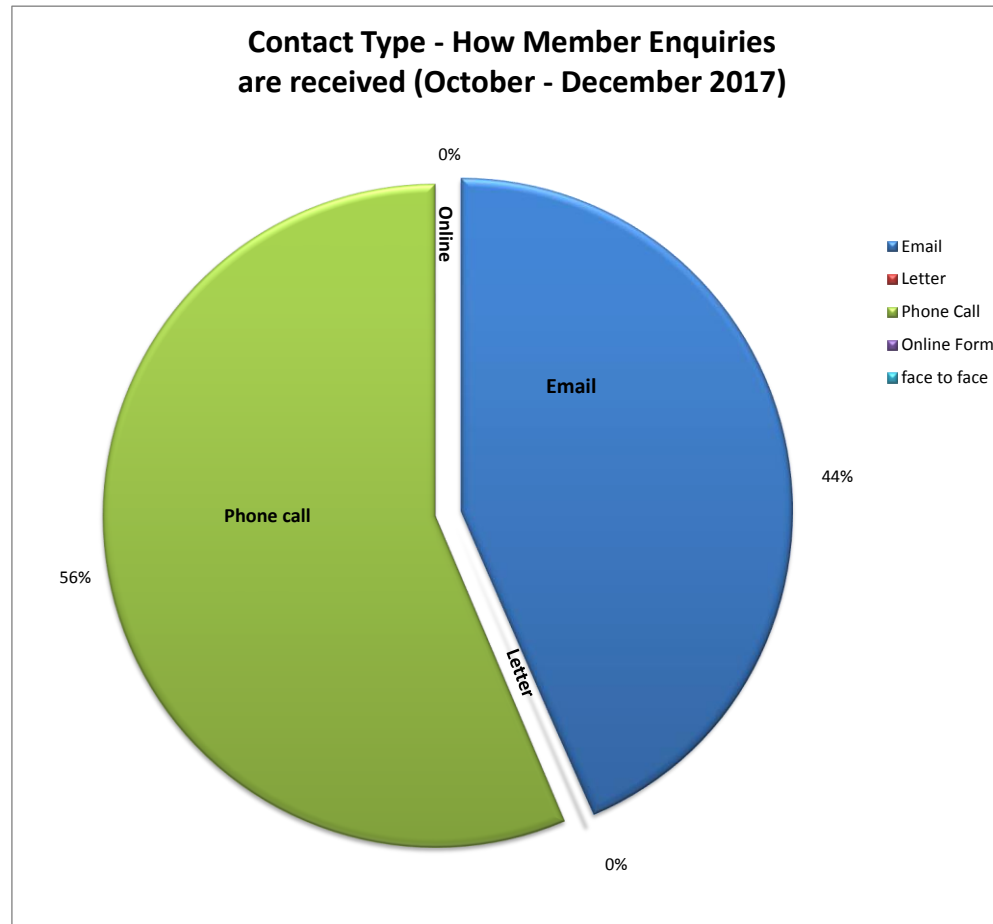
12th February 2018

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	Member / MP Enquiries by Service – October to December 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					
Crematorium					
Facilities Management					
Customer Services					
Development & Trans Planning	1	1	100%		
Environmental Health	29	29	100%		
Housing - Management	1	1	100%		
Housing - Retained Hsg Services	263	254	97%	9	
Human Resources					
Learning & Achievement	4	4	100%		
Legal & Governance					
Leisure Centres and Sport					
Library Services					
Licensing	1	1	100%		
Parks and Open Spaces	17	17	100%		
Planning & Building Control	66	66	100%		
Policy & Partnerships					
Property Service					
Public Health					
Public Protection	2	2	100%		
Regeneration					
Registrar Services					
Roads and Pavements	118	118	100%		
Social Care Adults	4	4	100%		
Social Care Children	10	6	60%		
Street Cleansing	50	50	100%		
Trading Standards					
Traffic and Parking Control	153	153	100%		
Transport	1	1	100%		
Waste and Recycling	7	7	100%		
Total	727	714	98%	9	0



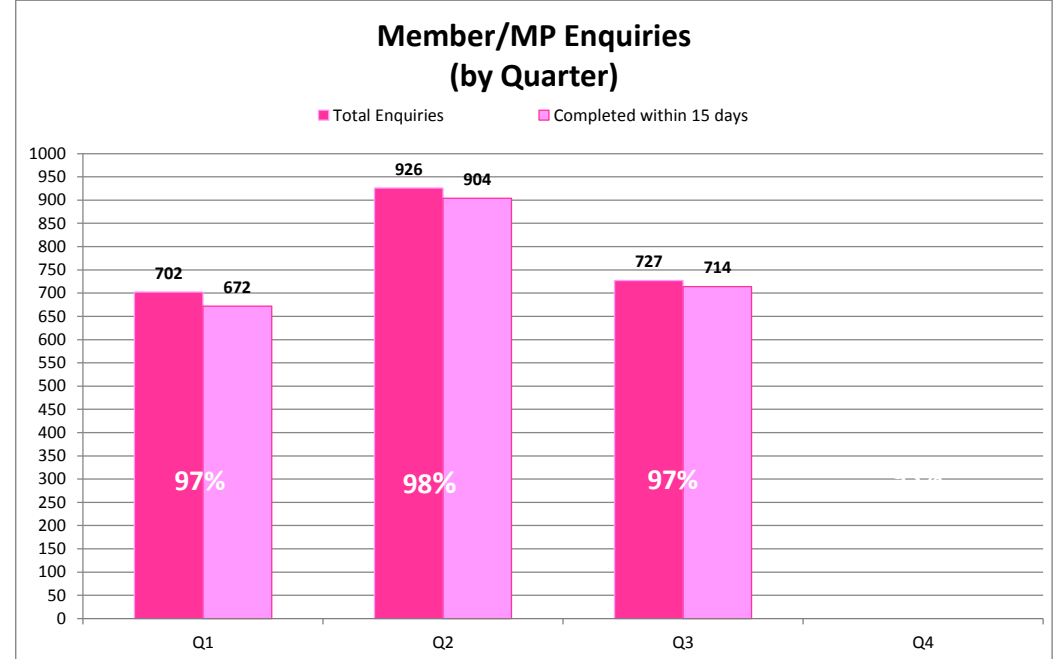
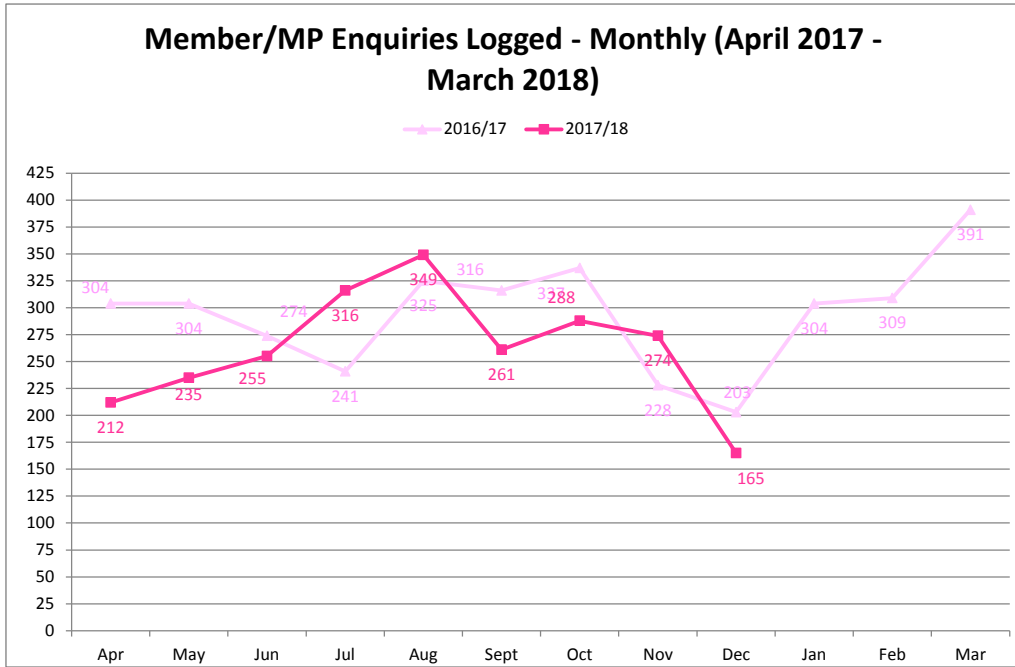
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	Oct-17			Nov-17			Dec-17			Annual	
	Cumulative	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Cumulative (Apr 17 - Mar 18)
Art Services	0										0
Asset Management	0										0
Benefits (A-E)	0										0
Benefits (F-Z)	0										0
Bereavement Services	0										0
Business Rates	2										2
Businesses	0										0
Cemeteries	0										0
Communications	0										0
Community Involvement	0										0
Community Safety	0										0
Council Tax	4										4
Crematorium	2										2
Customer Services	5										5
Facilities Mangement	1										1
Develop. & Trans Planning	0				1	1	100%				1
Environmental Health	34	8	8	100%	9	9	100%	12	12	100%	63
Housing - Management	10			100%	1	1	100%				11
Housing - Retained Hsg Services	603	141	139	99%	76	73	96%	46	42	91%	866
Human Resources	0										0
Learning & Achievement	14	1	1	100%	2	2	100%	1	1	100%	18
Legal & Governance	0										0
Leisure Centres and Sport	0										0
Library Services	1										1
Licensing	6	1	1	100%							7
Parks and Open Spaces	50	4	4	100%	7	7	100%	6	6	100%	67
Planning & Building Control	68	13	13	100%	35	35	100%	18	18	100%	134
Policy & Partnerships	0										0
Property Services	0										0
Public Health	0										0
Public Protection	5				2	2	100%			100%	7
Regeneration	1										1
Registrar Services	0										0
Roads and Pavements	267	42	42	100%	47	47	100%	29	29	100%	385
Social Care Adults	47			94%	4	4	100%				51
Social Care Children's	34	3	2	67%	6	3	50%	1	1	100%	44
Street Cleansing	136	23	23	100%	17	17	100%	10	10	100%	186
Trading Standards	3										3
Traffic and Parking Control	287	49	49	100%	63	63	100%	41	41	100%	440
Transport	1				1	1	100%			100%	2
Waste and Recycling	47	3	3	100%	3	3	100%	1	1	100%	54
Total no. of enquiries logged	1628	288			274			165			2,355
Total completed in 15 days	1576		285			268			161		2,290
Total completed in 15 days (%)	97%		99%			98%			99%		97%
Target	95%		95%			95%			95%		95%

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Appendix 1

Annual rolling total of Member Enquiries by Councillor & MP

	Cumulative	Oct-17	Nov-17	Dec-17	TOTAL
Alex Donald	17	1	5	0	23
Barbara Matthews	3	1	1	0	5
Barry Muggleston	24	4	2	1	31
Brian Eagling	3	3	3	1	10
Carol Smith	12	0	1	1	14
Clarence Barrett	20	1	7	5	33
Damian White	304	98	31	25	458
Darren Wise	15	2	2	1	20
David Durant	6	4	3	2	15
David Johnson	2	0	1	1	4
Denis O'Flynn	13	4	1	0	18
Dilip Patel	27	3	5	1	36
Fredrick Thompson	22	3	3	1	29
Garry Pain	2	0	0	0	2
Gillian Ford	40	4	8	3	55
Graham Williamson	10	6	5	3	24
Ian Du Wulverton	0	0	0	0	0
Jason Frost	40	11	8	8	67
Jeffery Tucker	35	5	5	2	47
Jody Ganly	23	1	3	4	31
John Crowder	18	4	6	3	31
John Glanville	7	0	1	0	8
John Mylod	9	1	4	1	15
John Wood	31	3	7	1	42
Joshua Chapman	56	14	13	2	85
Julie Wilkes	12	5	2	0	19
June Alexander	2	1	3	0	6
Keith Darvill	6	2	5	1	14
Keith Roberts	11	1	2	1	15
Lawrence Webb	3	0	0	1	4
Linda Hawthorn	46	5	7	9	67
Linda Trew	10	0	0	1	11
Sub Total	829	187	144	79	1239

	Cumulative	Oct-17	Nov-17	Dec-17	TOTAL
Linda Van Den Hende	9	1	0	0	10
Margaret Davis	2	0	0	0	2
Melvin Wallace	24	5	2	2	33
Michael Deon Burton	15	4	5	0	24
Michael White	1	0	0	0	1
Nic Dodin	8	0	3	0	11
Osman Dervish	29	5	7	1	42
Patricia Rumble	10	3	1	1	15
Philip Martin	6	0	0	1	7
Philippa Crowder	7	2	1	2	12
Ray Best	15	2	0	6	23
Ray Morgon	92	6	17	13	128
Reg Whitney	0	0	0	0	0
Robby Misir	7	0	0	0	7
Robert Benham	37	5	4	3	49
Roger Ramsey	107	14	12	8	141
Ronald Ower	45	7	8	9	69
Roger Westwood	1	0	0	0	1
Stephanie Nunn	39	4	7	5	55
Steven Kelly	0	0	1	0	1
Viddy Persaud	52	7	4	7	70
Wendy Brice-Thompson	24	1	3	1	29
Andrew Rosindell MP	140	14	27	13	194
Angela Watkinson MP	4	0	0	0	4
Jon Cruddas MP	63	7	13	8	91
Margaret Hodge MP	0	0	0	1	1
Julia Lopez MP (Dockerill)	49	13	14	4	80
Blanks / Out of Borough/other	13	1	1	1	16
					0
					0
SubTotal	799	101	130	86	1116
Grand Total	1,628	288	274	165	2,355