

Members / MP Enquiries Quarter 1 Report (April - June 2018)

This report shows the volume of Member and MP Enquiries received for the 1st Quarter, April to June 2018

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:

857 enquiries logged

95% closed on time (811)

Senior Leadership Support Team

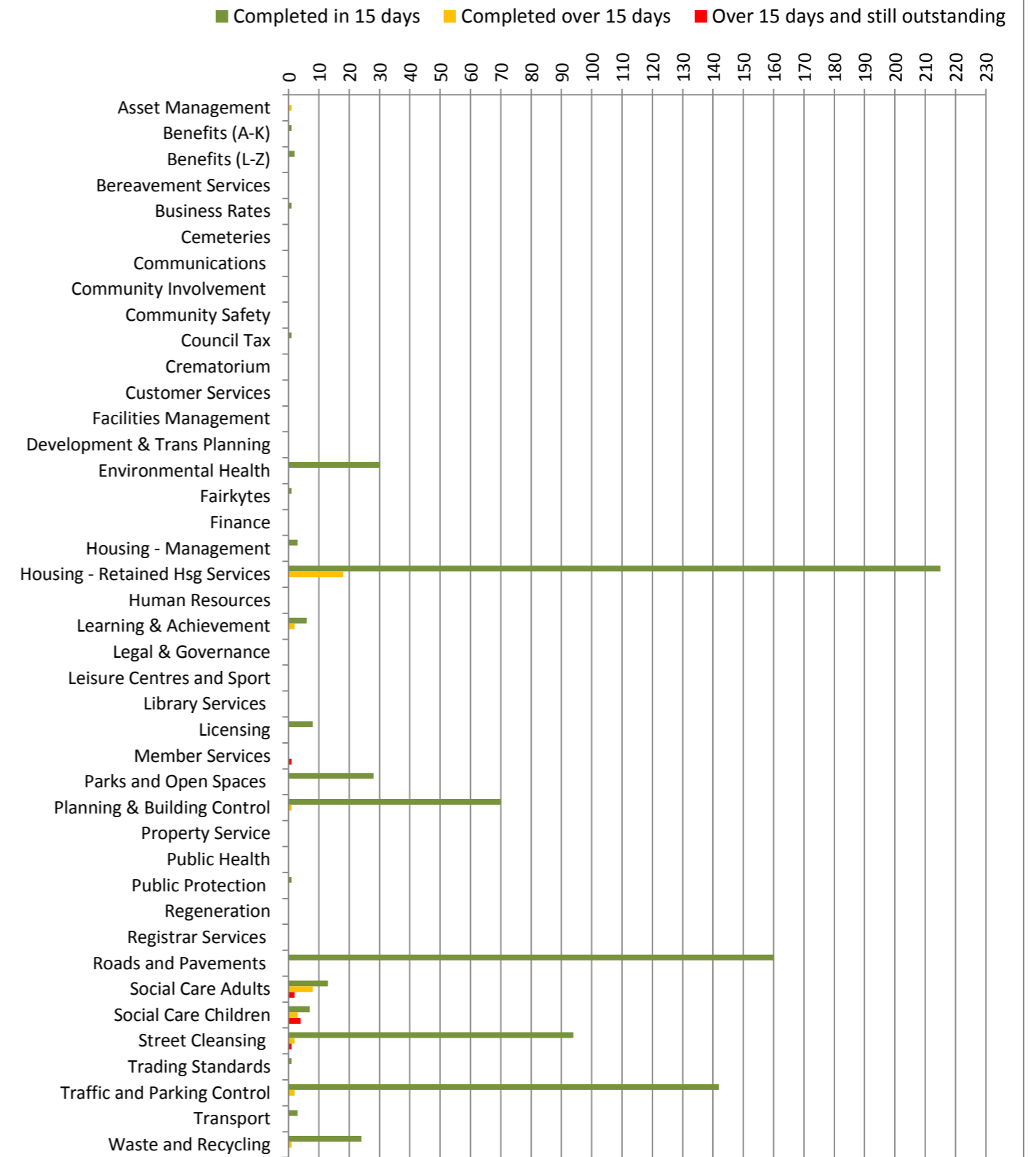
10th August 2018

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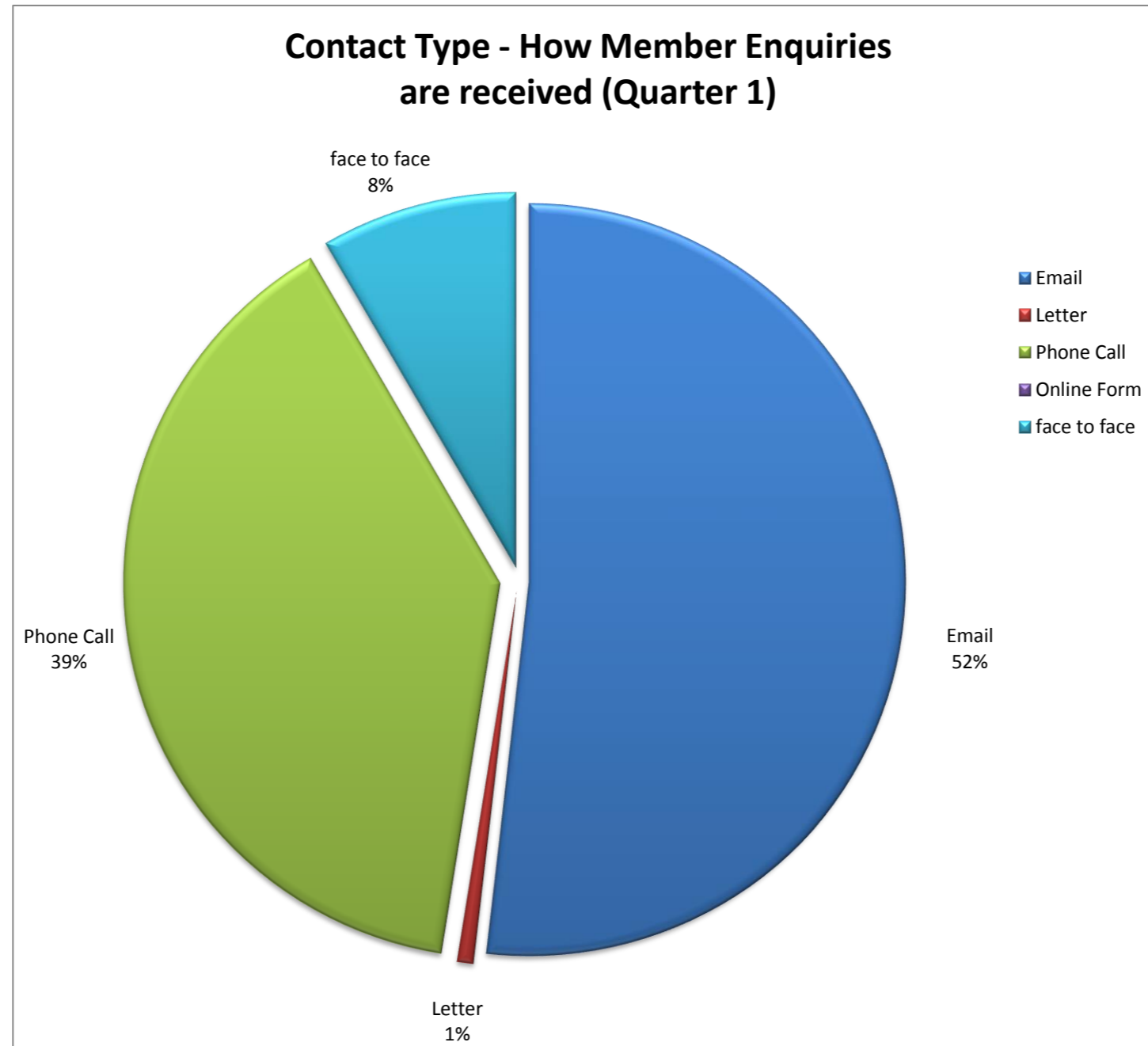
Member / MP Enquiries by Service – April - June 2018

	Number logged	Closed in 15 days	Closed in 15 days (%)	Closed over 15 days	Over 15 days and still open
Asset Management	1	0	0%	1	
Benefits (A-K)	1	1	100%		
Benefits (L-Z)	2	2	100%		
Bereavement Services					
Business Rates	1	1	100%		
Cemeteries					
Communications					
Community Involvement					
Community Safety					
Council Tax	1	1	100%		
Crematorium					
Customer Services					
Facilities Management					
Development & Trans Planning					
Environmental Health	30	30	100%		
Fairkytes	1	1	100%		
Finance					
Housing - Management	3	3	100%		
Housing - Retained Hsg Services	233	215	92%	18	
Human Resources					
Learning & Achievement	8	6	75%	2	
Legal & Governance					
Leisure Centres and Sport					
Library Services					
Licensing	8	8	100%		
Member Services	1	0	0%		1
Parks and Open Spaces	28	28	100%		
Planning & Building Control	71	70	99%	1	
Property Service					
Public Health					
Public Protection	1	1	100%		
Regeneration					
Registrar Services					
Roads and Pavements	160	160	100%		
Social Care Adults	23	13	57%	8	2
Social Care Children	14	7	50%	3	4
Street Cleansing	97	94	97%	2	1
Trading Standards	1	1	100%		
Traffic and Parking Control	144	142	99%	2	
Transport	3	3	100%		
Waste and Recycling	25	24	96%	1	
Total	857	811	95%	38	8

**Member / MP Enquiries by Service
Quarter 1 2018**



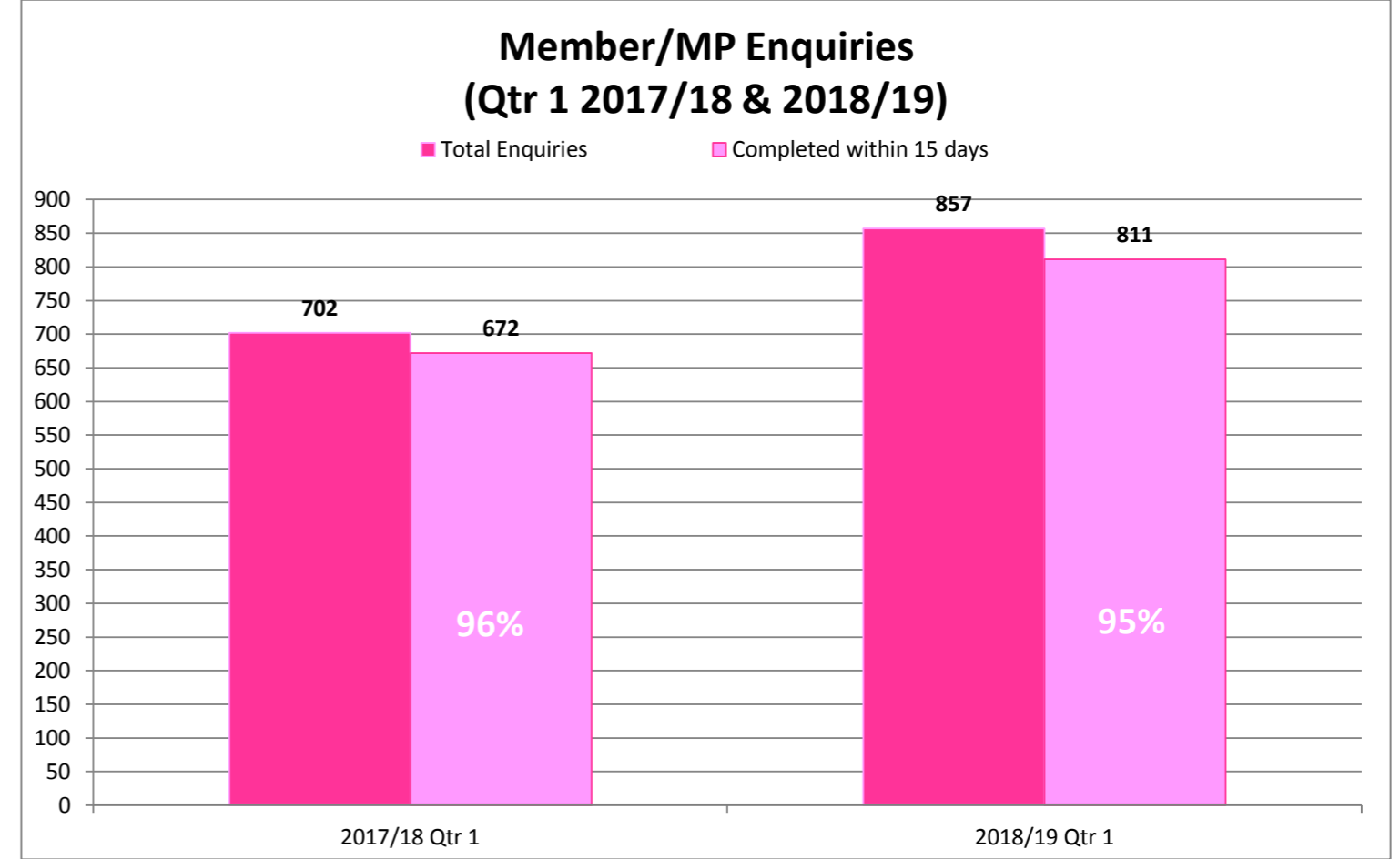
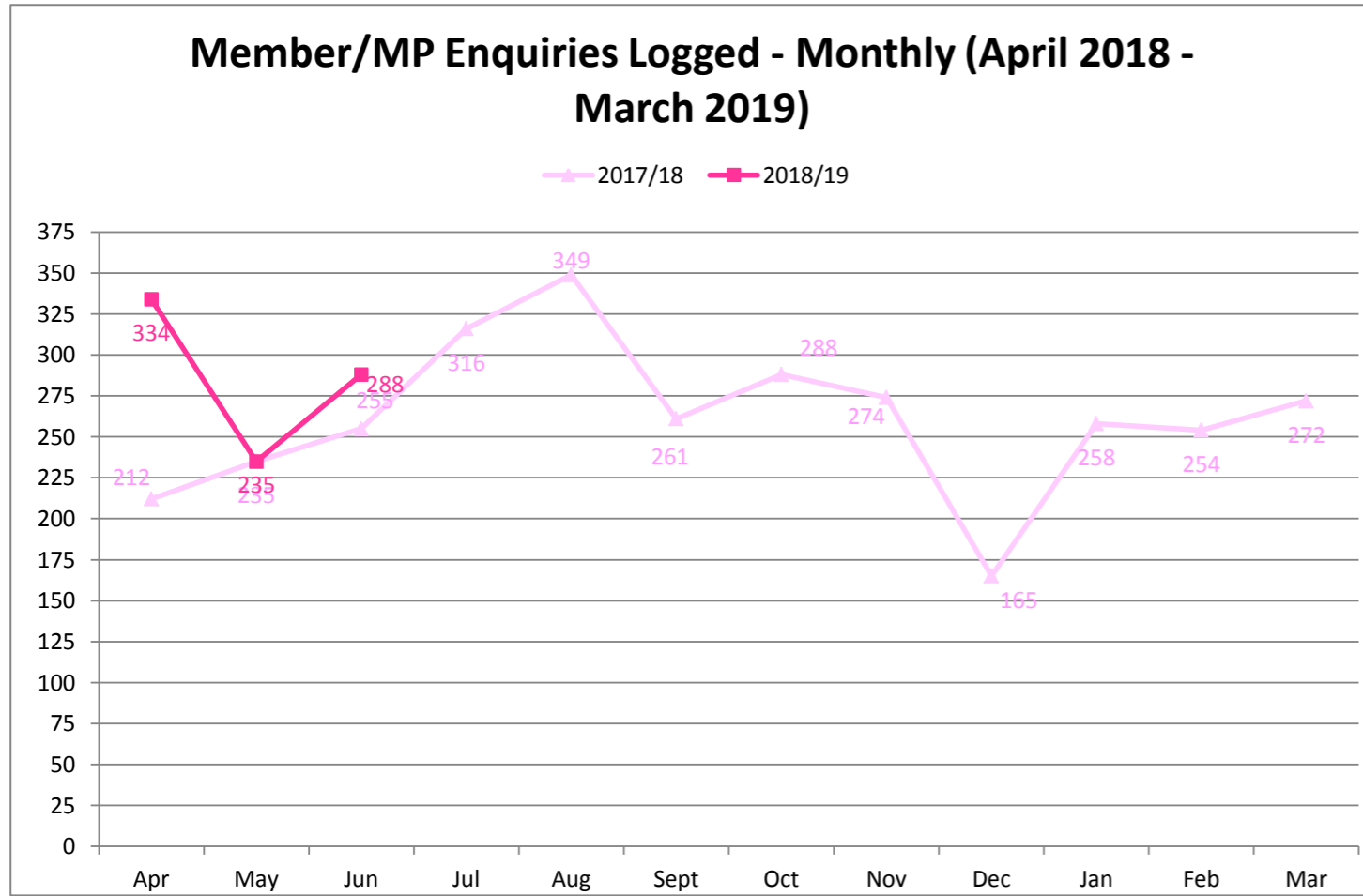
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	Carry Over	Apr-18			May-18			Jun-18			Annual
	Cumulative	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Number Logged	Closed in 15 days	Closed in 15 days (%)	Cumulative (Apr 17 - Mar 18)
Asset Management	0							1	0	0%	1
Benefits (A-K)	0	1	1	100%							1
Benefits (L-Z)	0	2	2	100%							2
Bereavement Services	0										0
Business Rates	0	1	1	100%							1
Cemeteries	0										0
Communications	0										0
Community Involvement	0										0
Community Safety	0										0
Council Tax	0				1	1	100%				1
Crematorium	0										0
Customer Services	0										0
Facilities Mangement	0										0
Develop. & Trans Planning	0										0
Environmental Health	0	12	12	100%	12	12	100%	6	6	100%	30
Fairkytes	0	1	1	100%							1
Finance	0										0
Housing - Management	0	1	1	100%	1	1	100%	1	1	100%	3
Housing - Retained Hsg Services	0	78	76	97%	68	64	94%	87	75	86%	233
Human Resources	0										0
Learning & Achievement	0	5	4	80%	3	2	67%				8
Legal & Governance	0										0
Leisure Centres and Sport	0										0
Library Services	0										0
Licensing	0	2	2	100%	4	4	100%	2	2	100%	8
Member Services	0	1	0	0%							
Parks and Open Spaces	0	10	10	100%	8	8	100%	10	10	100%	28
Planning & Building Control	0	29	28	97%	16	16	100%	26	26	100%	71
Property Services	0										0
Public Health	0										0
Public Protection	0	1	1	100%							1
Regeneration	0										0
Registrar Services	0										0
Roads and Pavements	0	72	72	100%	39	39	100%	49	49	100%	160
Social Care Adults	0	11	8	73%	4	0	0%	8	5	63%	23
Social Care Children's	0	5	3	60%	5	3	60%	4	1	25%	14
Street Cleansing	0	30	30	100%	26	26	100%	41	38	93%	97
Trading Standards	0				1	1	100%				1
Traffic and Parking Control	0	58	58	100%	38	37	97%	48	47	98%	144
Transport	0	2	2	100%	1	1	100%				3
Waste and Recycling	0	12	11	92%	8	8	100%	5	5	100%	25
Total no. of enquiries logged	0	334			235			288			857
Total completed in 15 days	0		323			223			265		811
Total completed in 15 days (%)			97%			95%			92%		95%
Target	95%		95%			95%			95%		95%

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Appendix 1

Annual rolling total of Member Enquiries by Councillor & MP

	Cumulative	Apr-18	May-18	Jun-18	TOTAL
Clarence Barrett		4	1	10	15
Robert Benham		2	2	0	4
Ray Best		0	2	3	5
Carole Beth		0	0	2	2
Michael Deon Burton		8	5	4	17
Joshua Chapman		15	8	13	36
John Crowder		6	3	0	9
Phillipa Crowder		3	5	5	13
Keith Darvill		0	3	1	4
Osman Dervish		2	6	3	11
Nic Dodin		4	1	4	9
David Durant		4	1	4	9
Tony Durdin		0	0	0	0
Brian Eagling		4	1	1	6
Gillian Ford		8	11	15	34
Jason Frost		9	9	7	25
Martin Goode		0	0	1	1
Linda Hawthorn		8	1	10	19
Judith Holt		0	1	4	5
Tele Lawal		0	2	5	7
Paul McGeary		0	0	0	0
Paul Middleton		0	0	5	5
Sally Miller		0	0	4	4
Robby Misir		1	2	0	3
Ray Morgon		19	19	26	64
Barry Muggelstone		6	6	2	14
John Mylod		0	2	5	7
Stephanie Nunn		11	4	6	21
Denis O'Flynn		4	7	5	16
Gerry O'Sullivan		0	0	0	0
Ronald Ower		11	6	3	20
Dilip Patel		2	5	5	12
Sub Total	0	131	113	153	397

	Cumulative	Apr-18	May-18	Jun-18	TOTAL
Nisha Patel		0	0	2	2
Bob Perry		1	1	2	4
Viddy Persaud		1	17	8	26
Roger Ramsey		40	16	8	64
Timothy Ryan		0	0	0	0
Jan Sargent		0	0	1	1
Carol Smith		1	1	4	6
Christine Smith		0	0	1	1
Natasha Summers		0	0	1	1
Matt Sutton		0	0	0	0
Maggie Themistocli		0	0	0	0
Jeffery Tucker		6	6	9	21
John Tyler		0	0	1	1
Christine Vickery		0	0	2	2
Melvin Wallace		7	6	3	16
Ciaran White		0	0	0	0
Damian White		28	17	30	75
Michael White		0	0	0	0
Reg Whitney		1	0	0	1
Christopher Wilkins		7	0	3	10
Graham Williamson		1	8	4	13
Darren Wise		6	2	3	11
Outgoing councillors		18	4	0	22
					0
Jon Cruddas MP		7	8	13	28
Julia Lopez MP		19	18	18	55
Andrew Rosindell MP		60	16	20	96
Blanks / Out of Borough/other		0	2	2	4
SubTotal	-	203	122	135	460
Grand Total	-	334	235	288	857