

MEMBER ENQUIRIES & SERVICE REQUESTS: FOLLOW-UP

Committee name	Finance and Corporate Services Select Committee
Officer reporting	Ian Anderson / Mark Braddock – Democratic Services
Papers with report	None
Ward	All

HEADLINES

At the last meeting, the Committee asked for more specific information and breakdown on Members' Enquiries and Service Requests received. Further updates may follow before or at the meeting.

RECOMMENDATION

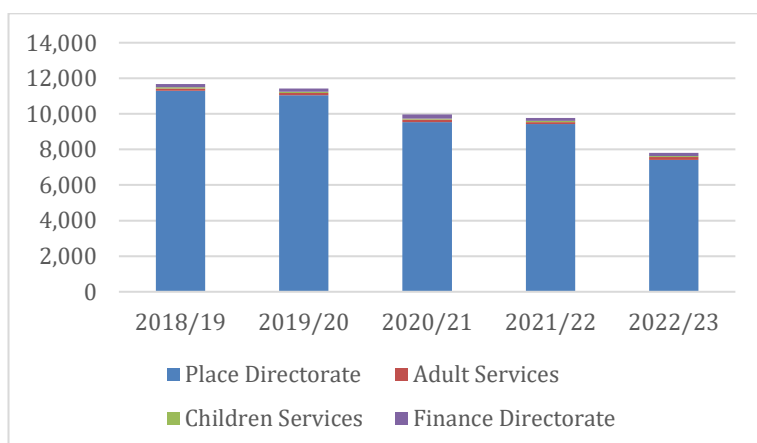
That the Committee note the information.

SUPPORTING INFORMATION

Number of MEs via Council Directorates

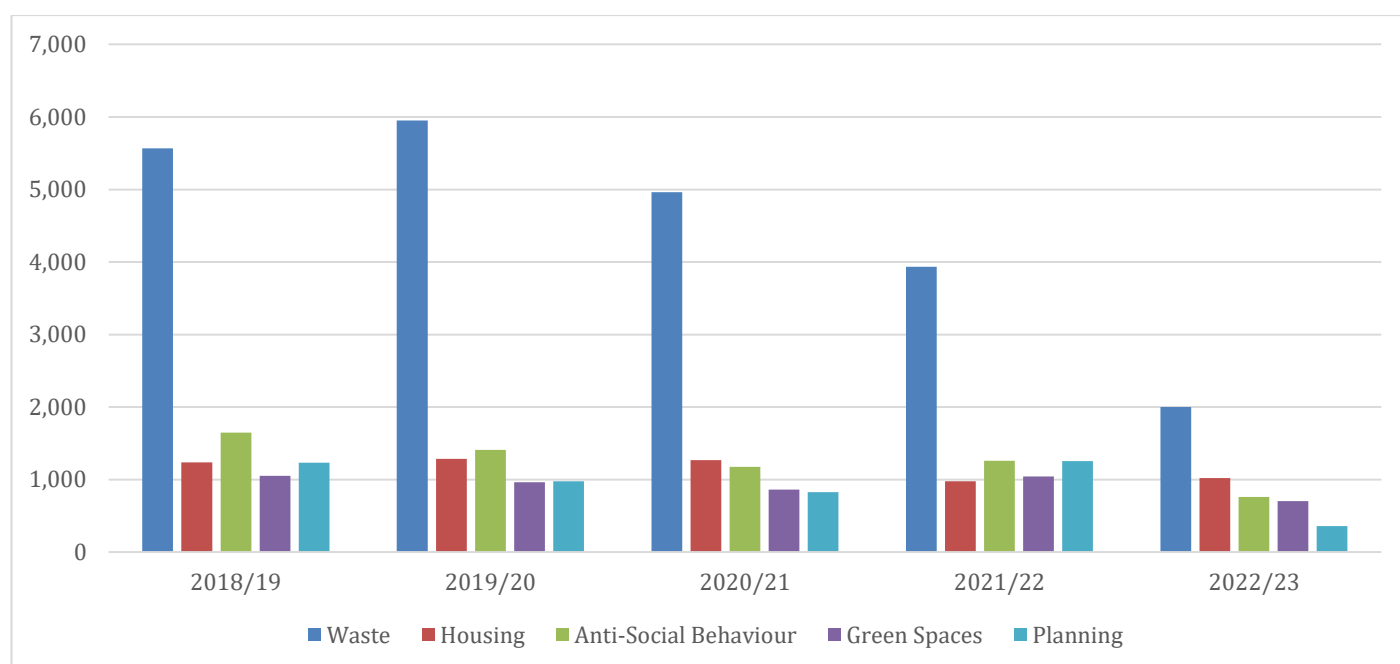
Members sought more information on the breakdown of specific issues over the years and whether there were recurring patterns. Listed below is information setting out the areas where the highest number of Members Enquiries have been submitted over the past 5 years, including the number using the new system this year.

<i>Period</i>	<i>Place Directorate</i>	<i>Adult Services</i>	<i>Children Services</i>	<i>Finance Directorate</i>	<i>Total</i>
2018/19	11,308	117	69	181	11,675
2019/20	11,047	135	62	179	11,423
2020/21	9,533	145	54	228	9,960
2021/22	9,432	112	58	167	9,769
2022/23	7,417	150	56	182	7,805



MEs broken down by Services

Service Area	2018/19	2019/20	2020/21	2021/22	2022/23
Waste	5,566	5,950	4,964	3,934	2,003
Housing	1,239	1,288	1,269	976	1,021
Anti-Social Behaviour	1,649	1,408	1,176	1,258	761
Green Spaces	1,050	966	863	1,043	705
Planning	1,235	978	827	1,255	361



Members Enquiries – 27 November 2022 to November 2023

In the new system, there is an “Other” category, which is chosen by Councillors for a number of reasons, but mainly when they are not sure which service it relates to, i.e. an enquiry with more than one service involved, if a team is not listed from the pick list. Officers are looking to refine this more so that it reduces the ‘other’ category.

Overleaf is a breakdown of all Service Requests submitted from February 2023 to October 2023.

Assigned To/Service	ME Number raised
Other services	1215
Housing	1153
Waste	559
Highways	520
Anti-social behaviour	423
Green Spaces	356
Planning	309
Parking Services	152
Adult Social Care	138
Children and Young People's Services	66
Education	57
Council Tax	51
Housing Benefit	39
(blank)	38
Transport	26
Corporate Finance	15
Social Care and Children's Services	2
Grand Total	5119

Case Type	Feb-Oct 2023
Abandoned cycle	2
Abandoned vehicles	75
Anti-social behaviour fly-tipping	23
Benches	4
Bird Feeding	5
Blocked or damaged drains	3
Brown Badge	63
Building works or materials causing damage	10
Cars for Sale	3
Clinical waste	1
Commercial delivery noise	3
Commercial light nuisance	2
Commercial music noise	2
Commercial odour or smoke fume	4
Community and neighbourhood nuisance	66
Construction noise	2
Damage to council property	49
Dog bins	1
Domestic recycling bags	5
Filthy property	3
Flyposting or advertising	15
Flytipping	1
Grass	23
Green Spaces Flytipping	4
Gullies	28
High hedges	8
Highway obstruction	54
Illegal street trading	1
Infestation of rats or mice	22
Light nuisance	9
Litter bin needs emptying	2
Locked or unlocked gate	9
Members Flytipping	1183
Noise	55
Overgrown garden	18
Overgrown hedges or shrubs	42
Parking Issues	16
Persistent dog fouling	9
Playgrounds	5
Potholes	249
Railings	23
Request HFC number	1
Road marking	61
Roadside ditches	5
Rubbish accumulation	194
Shrub or tree causing obstruction	15
Signage	152
Smoke fumes or bonfires	6
Street Cleansing	3
Street Cleansing Members	1095
Street lighting issues	53
Street nameplates	21
Tree maintenance	168
Unauthorised encampments	3
Unlit bollards	65
Unlit or unlicensed skips	3
Unneighbourly use of housing	10
Unsecure buildings	7
Vehicle driving over pavement	11
Weeds	57
Grand Total	4032