CITY OF WOLVERHAMPTON COUNCIL

Councillor Enquiry Unit Update for GEC

March 2023

wolverhampton.gov.uk

CEU Information

Over 7955 enquiries across all Directorates and Wolverhampton Homes

Cases are acknowledged by the CEU in less than 24 hours

1% of cases are open with the SLA

7325 cases logged via email

Less than 1% of cases are paused

630 cases logged via Phone/Report it/ Ward Walks

98% of cases are closed

Every Councillor has logged a case with the CEU this municipal year

Cases are acknowledged by the CEU in less than 24 hours

12 Months Performance Overview
February 2022 – February 2023

City of Wolverhampton Council

Data from 1 February 2022 1 February 2023

3391 enquiries received

0% enquiries currently **open** and within agreed Service Standard

99% enquiries completed and **closed**

0% enquiries **overdue** - passed agreed Service Standard

0% enquiries **due to breach** the agreed Service Standard

1% enquiries **paused** pending further information to progress

Average Response Time for cases overall (no. working days) **12**

Top 3 Enquiry Types	%
General Enquiry	6.3%
Miscellaneous	5.9%
Fly tipping reporting	5.6%

Date showing at 0%, this is historical and cannot be retrieved once status has been changed
Breach Data at 0%, Any cases due to breach up to 1 January 2023 are now closed or overdue.
**Data as of 08:00am on 28 Feb 2023

Wolverhampton Homes
Data from 1 February 2022 to 1 February 2023

1723 enquiries received

2% enquiries currently **open** and within agreed Service Standard

97% enquiries completed and **closed**

1% enquiries **overdue** - passed agreed Service Standard

0% enquiries **due to breach** the agreed Service Standard

1% enquiries **paused** pending further information to progress

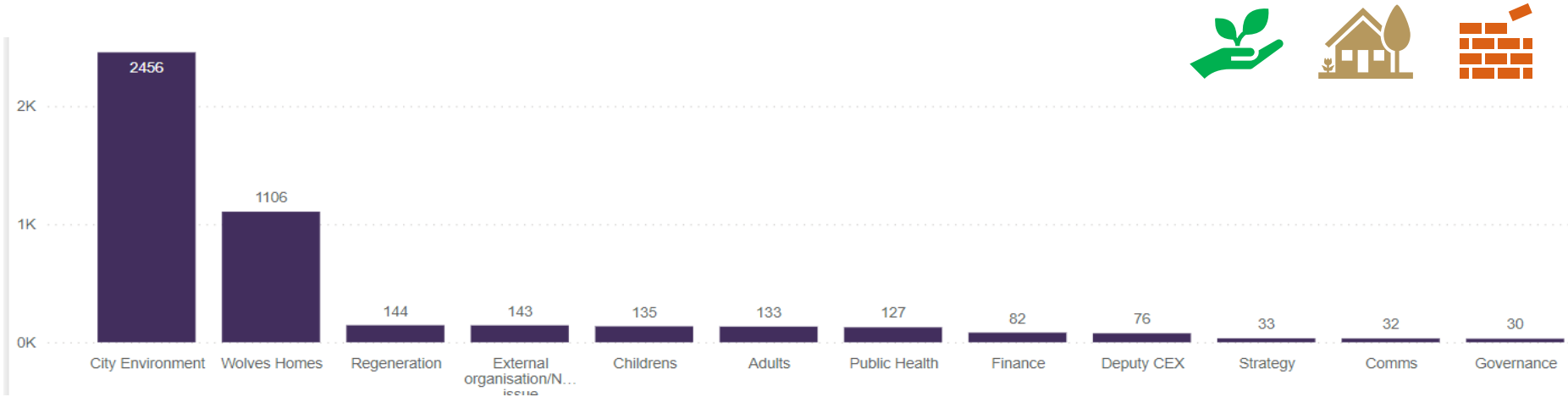Average Response Time for cases overall (no. working days) **15**

Top 3 Enquiry Types	%
Wolverhampton Homes general	15.6%
Wolverhampton Homes Grounds Maintenance	3.7%
Wolverhampton Homes Tree Maintenance	0.9%

**Data as of 08:00am on 28 Feb 2023

Enquiries Logged to Directorates & Wolverhampton Homes

Data from 1 February 2023 to 1 February 2023

Directorate	Enquiries
City Environment	2456
Wolves Homes	1106
Regeneration	144
External organisation/N... issue	143
Childrens	135
Adults	133
Public Health	127
Finance	82
Deputy CEX	76
Strategy	33
Comms	32
Governance	30

External: Councillors often raise cases related to outside/external bodies that we have no control over (such as Royal Mail, Canals & River Trust, Midland Heart, BT, Virgin Media, West Midlands Travel etc.

**Data as of 08:00am on 28 Feb 2023

# Enquiries Logged to Directorates & Wolverhampton Homes
Data from 1 February 2022 to 1 February 2023

Directorate	Closed within agreed SLA	Response Time for Completion (Average)
City Environment	67%	13 working days
Wolverhampton Homes	70%	12 Working days
Regeneration	71%	12 Working days
External and Outside Bodies	94%	3 Working days
Adults	73%	9 Working days
Childrens	87%	8 Working days
Public Health	82%	22 Working days
Finance	91%	6 Working days
Deputy CEX	70%	11 Working days
Comms	71%	6 Working days
Strategy	88%	7 Working days
Governance	79%	9 Working days
CEX	100%	1 working day

**Data as of 08:00am on 28 Feb 2023*

Top Enquiry Types
Data from 1 February 2022 to 1 February 2023
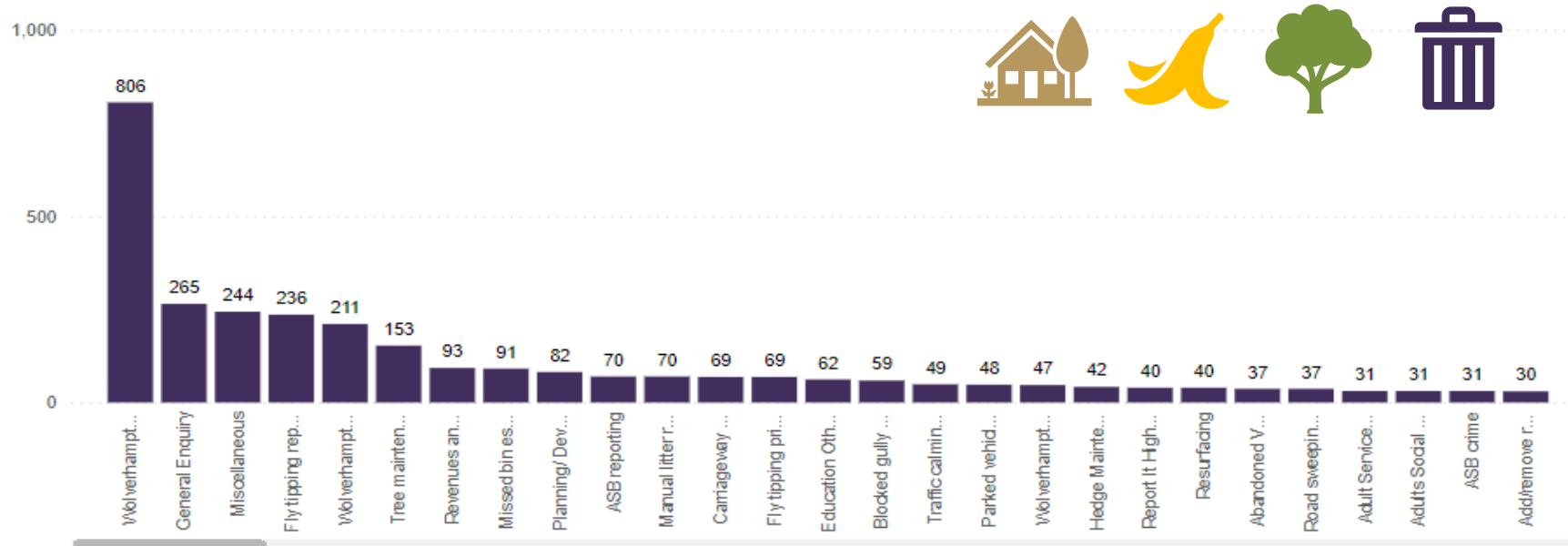
General: refers to a question asked ad hoc around a service provided such as an event or information request
Miscellaneous: refers to enquiries based in service area that does not fall under the pre-set option e.g. one off enquiries.

**Data as of 08:00am on 28 Feb 2023

Top Enquiry Types (top selection)
Data from 1 February 2022 to 1 February 2023

Enquiry Type	Number of Enquiries	Closed within agreed SLA	Response Time for completion (Average)
Wolves Homes General	806	67%	11 working days
General Enquiry	264	74%	9 Working days
Fly Tipping Reporting	244	76%	9 Working days
Fly Tipping Reporting	236	81%	6 Working days
Wolves Homes Ground Maintenance	211	82%	10 Working days
Tree Maintenance	153	73%	13 Working days
Revs & Bens General	93	81%	7 Working days
Missed Bin Escalation	91	85%	3 Working days
Planning and Development	82	80%	7 Working days
ASB Reporting	70	85%	36 Working days
Manual Litter Removal	70	71%	12 Working days
Carriageway Pothole	69	48%	21 Working days

**Data as of 08:00am on 28 Feb 2023