

Correspondence System Stats from 01/04/2013 to 31/03/2014 by Directorate								
Directorate	Function	Section	No. of Items responded to before notice period	No. of Items responded to between notice and overdue period	No. of Items responded to after overdue period	No. of Items entered in error	No. of Items not yet responded to	Total No. of Correspondence Items
Change & Governance	Corporate Legal and Democratic Services	Board Business	0	0	1	0	2	3
Change & Governance	Corporate Legal and Democratic Services	Corporate Legal	4	2	2	2	5	15
Change & Governance	Corporate Legal and Democratic Services	Scrutiny Services	1	0	0	0	0	1
Change & Governance	Information & Customer Services	ICT	0	0	0	0	1	1
Change & Governance	Organisational Development and Partnership	Organisational Development Business Support	1	0	0	0	1	2
Chief Executives	Chief Executive Services	Support Services	18	29	9	3	26	85
People	Housing & Commissioning	Housing Maintenance	11	12	7	4	0	34
People	Housing & Commissioning	Housing Management	29	12	16	5	4	66
People	Housing & Commissioning	Housing Services	0	1	4	0	2	7
People	Housing & Commissioning	Housing Strategy	1	0	1	0	1	3
People	Housing & Commissioning	Private Sector Housing	1	1	0	0	0	2
People	Housing & Commissioning	Public Protection	0	1	0	0	0	1
Place	Highways, Transport and Recycling	Asset Management	8	4	3	0	0	15
Place	Highways, Transport and Recycling	Construction Procurement and Premises	5	9	1	2	0	17
Place	Highways, Transport and Recycling	Engineering Design	10	1	1	0	0	12
Place	Highways, Transport and Recycling	Local and Environment Strategy	36	17	24	7	18	102
Place	Highways, Transport and Recycling	Local Environment	118	22	30	3	4	177
Place	Highways, Transport and Recycling	Passenger Transport	11	5	3	1	0	20

Place	Highways, Transport and Recycling	Property and Design Services	14	7	3	1	4	29
Place	Highways, Transport and Recycling	Transportation and Development Enablement	157	25	24	15	5	226
Place	Leisure & Recreation	Countryside Services	2	1	0	0	1	4
Place	Leisure & Recreation	Outdoor Recreation	1	1	0	0	0	2
Place	Regeneration, Property and Commissioning	Building Control	46	7	4	1	1	59
Place	Regeneration, Property and Commissioning	Commercial and Food	1	0	0	0	1	2
Place	Regeneration, Property and Commissioning	Development Control	0	0	0	0	3	3
Place	Regeneration, Property and Commissioning	Environmental Health	5	0	0	0	1	6
Place	Regeneration, Property and Commissioning	Policy and Regeneration	36	27	12	5	8	88
Place	Regeneration, Property and Commissioning	Trading Standards	0	1	1	0	0	2
Place	Schools Service	Central Support Services Team	3	1	2	0	0	6
Place	Schools Service	School Effectiveness Team	0	0	0	0	1	1
Place	Schools Service	Schools Service	0	0	1	0	0	1
Resources	Business Services	Business Support	0	0	1	1	0	2
Resources	Business Services	Income and Awards	0	0	1	0	0	1
Resources	Business Services	Pensions	0	0	1	0	0	1
Resources	Business Services		2	0	0	0	7	0
Resources	Professional Services and Commissioning	Human Resources	0	0	1	1	0	11
Resources	Professional Services and Commissioning	Legal Services	56	24	71	5	27	183
Resources	Professional Services and Commissioning	Member and Executive Support	0	4	3	0	10	17
Resources	Professional Services and Commissioning	Risk and Resilience	1	0	0	0	0	1
			578	214	227	56	133	1208