

# Profile of Elected Members Engagement with Customer Hub

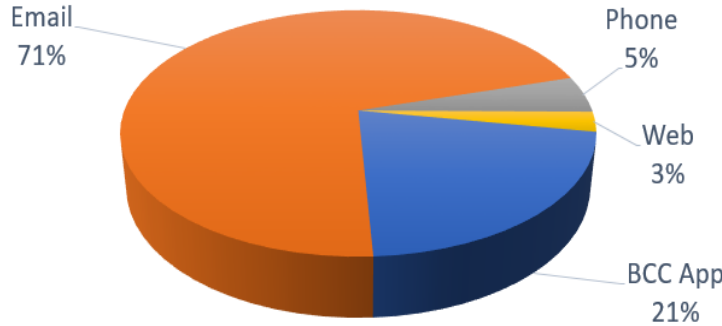
# Appendix 4

50 Elected Members have engaged with Hub

954 Elected Members cases raised to end Sept

Average Case Resolution 4.93 workdays

EM Cases Raised



EM Requests	Active	Cancelled	Resolved	Grand Total
OSS		38	6	282
Resources & Fleet Collections			1	182
General Enquiry				123
Environmental Health Service				72
Waste Mgt Orders				42
City Protection				49
Waste Mgt Request				30
Priority Waste				14
Building Control				19
Planning and Place				7
(blank)				4
<b>Grand Total</b>	<b>127</b>	<b>7</b>	<b>820</b>	<b>954</b>

Elected Member Cases Logged with Customer Hub by Month

