

## Member Surgery Statistics

<b>Number of available surgeries</b>	345 (69 per area) since 10 <sup>th</sup> January 2022
<b>Number of Surgeries attended/held</b>	52
<b>How many Members have attended</b>	33
<b>How many Members have Engaged</b>	37
<b>Member Surgery Themes (Primary and Secondary included)</b>	<b>Status updates – 37</b> <b>Constituent Query – 4</b> <b>Enforcement action/case – 12</b> <b>Planning Policy – 4</b> <b>Local Plans – 1</b>
<b>Surgeries for each Area</b>	<b>North - 12</b> <b>Central - 7</b> <b>South - 8</b> <b>East - 12</b> <b>West - 13</b>
<b>Feedback from Members</b>	<p>Overall, Members have found the Surgeries useful and appreciate Team leaders/officers spending time to go through issues and find surgeries an opportunity to improve on their planning knowledge. Some Members feel a simple phone call or email is more time efficient rather than waiting for a surgery. Occasionally, the allocated 20-minute slot is not long enough to discuss all issues. Some Members find the process long winded having to fill in a form and send this off, when they can pick up a phone or email in.</p>
<b>Feedback received from Staff</b>	<p>Majority of officers believe the Surgery process is a useful mechanism to communicate with Members.</p> <p>One officer does not find a recurring placeholder in their calendar helpful. Officers find Members are still sending emails and calling in and the officer then tries to point them towards the Surgery process.</p>