

Member Surgery Statistics

Number of available surgeries	53 (10 per 3x area 11 per 2x area) Nov 22 – Mar 23
Number of Surgeries attended/held	13
How many Members have attended	23
How many Members have Engaged	13
Member Surgery Themes (Primary and Secondary included)	Status updates – 10 (secondary issues 2x Constituent Query and 2x Enforcement action/case) Constituent Query – 1 Not Applicable – 2
Surgeries for each Area	North - 5 East - 4 West - 4
Feedback from Members	It still remains, 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. A few have asked Officers for a note they can share with their constituents, to ensure consistency in the communication. Members have shown real enthusiasm to work with Planners and have asked to be communicated to on any updates, enabling them to inform their constituents and avoid upset/anticipate issues within the communities. Where there is a complex application 30 mins slots have been agreed with Team Leaders/Officers. Some Members have approached officers directly and they have then engaged with the Members surgery process.
Feedback received from Staff	Majority of officers believe the Surgery process is a useful mechanism to communicate with Members. Team Leaders inform us of their holidays, which allows us to plan and update Members accordingly when requesting a surgery appointment. Officers find Members are still sending emails and calling in and the officer then tries to point them towards the Surgery process. Out of the 13 Members that have requested a surgery a number of them are the same Cllrs that utilise this service.

