

## Appendix Three

### Key Themes from Councillors' Casework

Case work means listening to the concerns and problems of local people and trying to find solutions wherever possible. The range of issues brought to Councillors will vary and can cover planning, housing through to benefit claims, neighbourhood disputes, litter, dog mess and faulty street lights.

Dealing with these matters usually involves making representations to the appropriate council full time officer but also, from time to time, to the portfolio holder on the executive.

In Plymouth a Member Support Officer is available to help improve the handling of councillors' casework and response rates across the Council. All councillors may request help with their casework and all casework should be referred by councillors (not members of the public). Not all Councillors use the service provided by the member support officer, many councillors directly contact the relevant service or portfolio holder.

Whilst the information below is not fully representative of the case work councillors undertake, it does serve to illustrate the issues that local constituents raise with their local ward members.

Themes	Case Work Enquiries
Environmental (Noise Nuisance/Anti-Social Behaviour/Street Scene)	147
Social Care (Children's and Adult's)	29
Benefit Enquiries	23
Transport (Speeding / Potholes/ Plymouth Airport / Bus and Rail Travel)	102
Housing (Including complaints regarding landlords and waiting lists)	73
Planning (General Planning enquiries)	12
<b>Total</b>	<b>386</b>

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