



**Henry Jackson-Koufie**  
Head of Complaints,  
Members Enquiries  
& Freedom of  
Information

**Complaints, Members  
Enquiries & Freedom of  
Information**

**Mr Mike Law**  
[request-251767-  
4bdc4b4c@whatdotheyknow.com](mailto:4bdc4b4c@whatdotheyknow.com)

Ask for: Information  
Governance

Your ref :

Our ref: FOI/E21843

Date: 20.03.2015

Complaints, Members Enquiries &  
Information Governance

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E16 2QU

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Dear Mr Law,

**Freedom of Information Act 2000**  
**Request for Information: Information Provided**  
**Please quote our reference: E21843**  
**Subject: Councillor Casework**

We write with regard to your recent enquiry for information held by the Council under the provisions of the Freedom of Information Act 2000.

We trust that the information provided is satisfactory. You are free to use the information for your personal use only. Any other type of re-use, for example, publishing the information or issuing copies to the public will require permission of the copyright owner. If the Council is the copyright owner, a licence can be applied for under the Re-use of Public Sector Information Regulations 2005.

For future reference we publish information on our website, including the Freedom of Information Publication Scheme and summary of Freedom of Information requests and responses that may be of help to you in searching for information. Our website is mentioned above.

It is important to note that under the Privacy and Electronic Communications (EC Directive) Regulations 2003 the Council asks not to receive unsolicited marketing communication.

### **Request**

Would you please provide me with the number of unique items of casework submitted by each ward councillor (listed by councillor), to be processed by the authority's support services designated to assist elected members with casework for the months of September, October, November and December for the year 2014.

### **Response**

The table below sets out those enquiries that are specifically routed through Central Member Enquiries. However, Councillors have a number of ways of raising issues on behalf of their constituents, or assisting their constituents to raise issues themselves through appropriate

channels. This could be through Community Neighbourhood Teams or directly through the relevant service. Often Ward councillors work together to raise collective issues relating to their wards and often a single piece of casework will relate to issues raised by multiple residents.

Members regularly direct casework queries to other agencies where they are more appropriate. For example, citizenship and immigration casework is directed to the relevant local MP, GLA business is referred to the appropriate Assembly member and NHS related casework will be directed as appropriate.

Whilst the central Member Enquiries service deal with casework generated by Councillors on behalf of their constituents, in many cases, councillors encourage their constituents to be resilient and, rather than the councillors raising issues on their behalf, they signpost constituents to the correct procedure or process to follow. For example, councillors at their surgeries are often faced with issues where there are statutory processes in place which should be followed, such as Education Appeals, appeals against Penalty Charge Notices, etc. Also, issues such as reporting potholes, flytipping, etc can be actioned by the constituent through the Council's website, Contact Centre or the Love Newham app. Where councillors have assisted their constituents in this way, this would not be recorded. However, where a councillor chooses to nonetheless raise these sort of issues as casework, they would not be dealt with as casework, but simply referred to the service area to deal with as a service request. In addition, when an issue may be urgent, a councillor may chose to raise an issue with the service direct and therefore often the issue is not logged by the central Member Enquiries service. Casework which is already in our system through other means would not be recorded as casework. For example, where an issue has already been raised as a complaint about a specific service area.

**The table below sets out unique casework cases recorded on the relevant IT system – it does not reflect actual casework by each Member and should not be presented as such.**

Councillor	September	October	November	December
Ahmed Noor			1	
Alan Griffiths		9	8	2
Aleen Alarice	1	1	2	3
Amarjit Singh	1			
Andrew Baikie	11	11	6	4
Ann Easter		3	5	6
Anthony McAlmont			2	
Ayesha Chowdhury	12	3	4	2
Bryan Collier	1	2	2	1
Charity Fiberesima	1	2		1
Charlene McLean*				
Clive Furness	6	3	2	5
Conor McAuley				
David Christie	7	10	4	2
Dianne Walls OBE		7	4	3
Ellie Robinson	25	25	8	9
Farah Nazeer*	1	2		
Firoza Nekiwala	4	3	6	2
Forhad Hussain	12	18	4	6
Frances Clarke	1			1
Freda Bourne	2	3	1	
Hanif Abdulmuhit	27	3	11	4

Harvinder Virdee		2	1	1
Ian Corbett		1	2	
Idris Ibrahim	2	5	4	3
James Beckles	5	9	6	4
Jo Corbett	4	2	1	1
John Gray	9	6	1	1
John Whitworth	3	1	1	3
Jose Alexander	14	11	6	2
Joy Laguda MBE	7	12	7	4
Julianne Marriott	3	5	2	
Kay Diane Scoresby	1	9	4	6
Ken Clark		4	7	1
Lakmini Sewwandi Shah	1	2	6	6
Lester Hudson	5	4	1	4
Masihullah Patel	6	5	7	7
Mukesh Patel	1	6	1	1
Neil Wilson	8	8	3	5
Obaid Khan	1	14	6	5
Patricia Holland	21	20	12	19
Patrick Murphy		4	1	1
Paul Sathianesan			2	1
Rachel Tripp	5	15	6	10
Rev. Quintin Peppiatt	8	5	6	
Richard Crawford	8	5	12	4
Rohima Rahman			1	
Rokhsana Fiaz OBE	9	4	1	1
Salim Patel	8	6	5	5
Seyi Akiwowo	16	1	6	7
Sheila Thomas				
Steve Brayshaw	1			
Susan Masters	4	5	8	5
Tahmina Rahman				1
Ted Sparrowhawk	3	3		1
Terry Paul	5	5	2	3
Tonii Wilson		1	5	8
Unmesh Desai	1	5	5	1
Winston Vaughan	3	4	1	2
Zuber Gulamussen		1	2	

\*Currently on maternity leave

If you require any further information or are not happy with our response please do not hesitate to contact a member of our team on (020) 8430 2000 or email us at [information.governance@newham.gov.uk](mailto:information.governance@newham.gov.uk).

Yours sincerely,

**Complaints, Members Enquiries and Information Governance**  
Newham Council