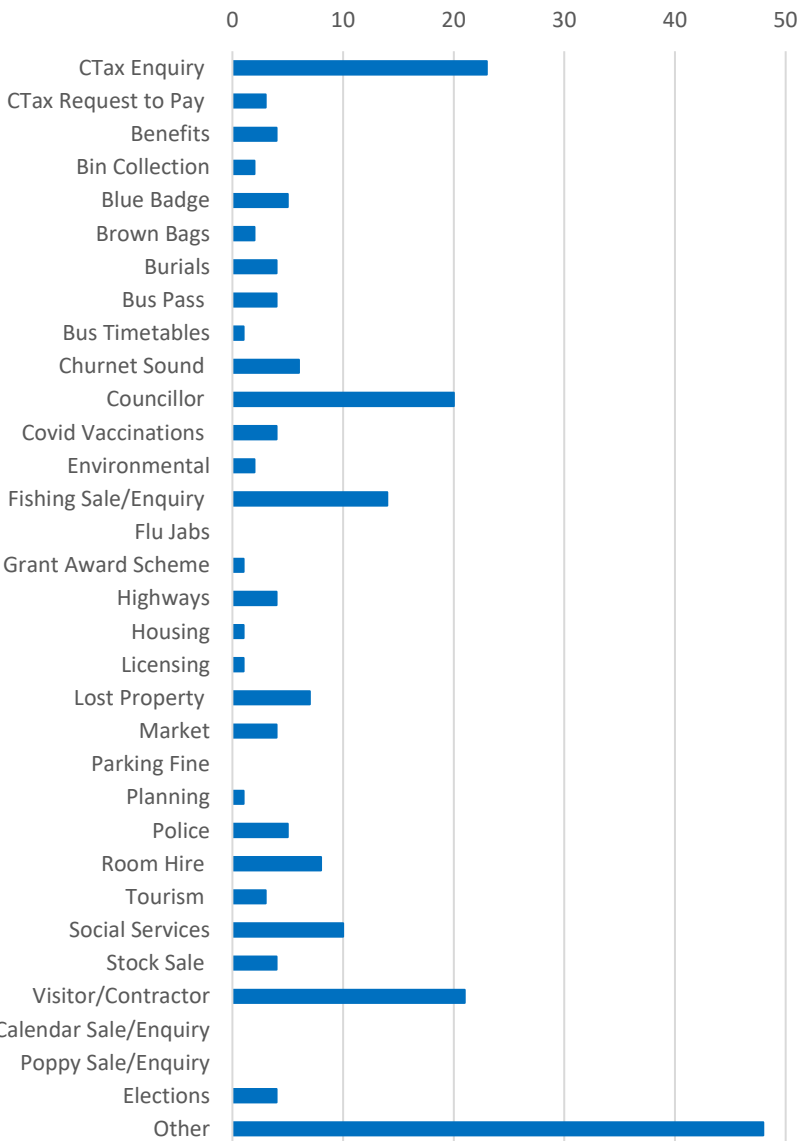




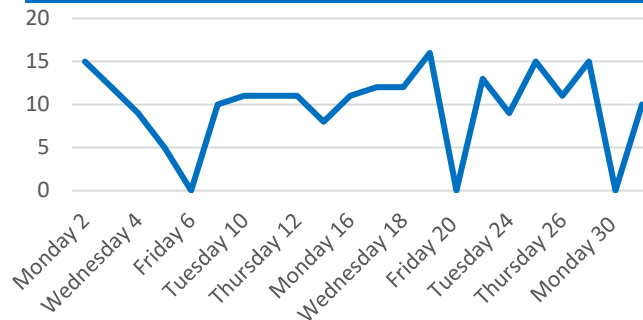
# Biddulph Town Hall Reception : August 2021



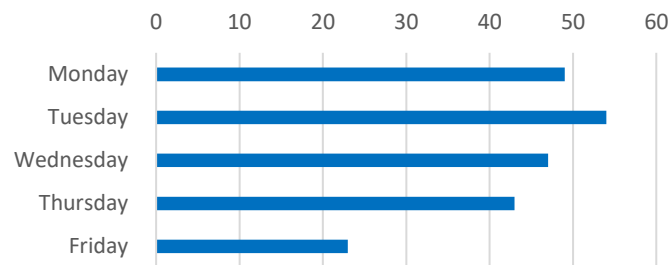
## Total Queries by Category



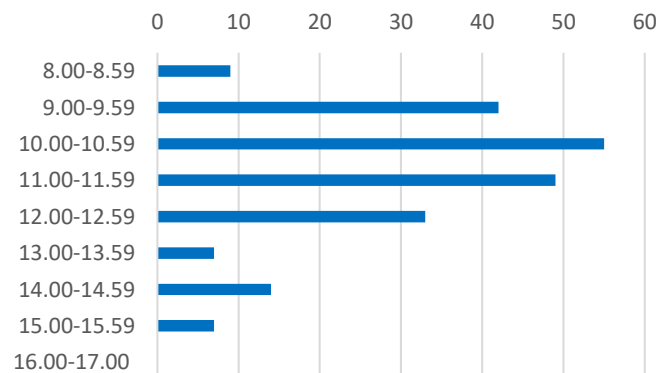
## Overall Demand



## Demand by Day



## Demand by Time



Reception open 9am to 1pm Monday to Friday and 2pm to 4pm Mondays and Tuesdays 1<sup>st</sup> and 4<sup>th</sup> week. 9am to 1pm 2<sup>nd</sup> and 3<sup>rd</sup> week. Closed Friday 6<sup>th</sup> and Friday 20<sup>th</sup> due to holidays. Closed Monday 30<sup>th</sup> – bank holiday.

216 queries handled – 29 less than in July.

21/216 (10%) queries handled between 2pm and 4pm.

53/216 (25%) = SMDC queries (an increase of 10% from July.)  
Council Tax enquiries increased from 8 in July to 23 in August.

23 Biddulph Grange Country Park Fishing Tickets sold = £161.00.

Sales = £30.50 (40 brown bags and 1 jute bag).

Requests to speak to the Police decreased by 12 from July to August (from 17 to 5).

Lost property enquiries increased slightly from July to August (from 4 to 7).

Online 'Town Guide' published to the Council's website.

## TOP 3 QUERIES



Council Tax Enquiries



Councillors



Visitors to the Town Hall