2012

	Total 2009	Total 2010	Total 2011	Total 2012	1 st Qtr. 2012	2 nd Qtr. 2012	3 rd Qtr. 2012	4 th Qtr. 2012
All	0	1	0	1	0	1	0	0
Social Services	34	22	28	25	4	4	8	9
Housing	3	4	3	6	1	2	2	1
Education	5	7	5	6	1	1	2	2
Public Protection	1	1	3	4	0	1	2	1
Engineering & Transport	0	0	2	2	1	0	1	0
Planning & Regeneration	0	7	9	8	4	2	1	1
Chief Executive	2	1	0	1	0	0	0	1
Corporate Finance	1	5	2	5	0	1	3	1
Legal & Governance	1	1	4	4	1	1	1	1
People Management	2	5	15	19	4	3	8	4
Performance & Property	0	0	0	1	0	1	0	0

Note: Education and Social Services have designated staff that co-ordinate requests for the whole of their Directorates. Different service areas within the respective Directorates may have handled requests attributed to these departments