

FOI request to the Greater London Authority submitted on 21 August 2016

#3262

Since James Murray has been appointed as deputy mayor:

- 1. how many letters and emails has he / his office received?*
- 2. how many letter and emails has he actually replied to by email or post?*
- 3. how long (days/weeks) has it taken him on average for his office to send a reply by email or post?*

The Greater London Authority's response sent 14 September 2016

Following the election on May 5, the Mayor and GLA received a large volume of correspondence at a time when the new Mayoral team was still being established, which affected response times across the organisation.

Mr Murray started working at City Hall on 27 May.

We have logged 893 emails and letters about housing or related matters to the Mayor/Mr Murray/City Hall's Housing and Land Directorate between 7 May and 21 August and responded to 703 of them. The figure is 655 from 27 May to 21 August (497 responses sent).

City Hall aims to respond to at least 90% of correspondence within 20 working days. Some correspondence does not require a response and we do not respond to copy correspondence or duplicate correspondence (e.g. information sent both by email and by post).

While I do not have an average figure, I can confirm that the Housing and Land staff responded to 82% of correspondence within deadline in May, 69% in June and 87% in July. The figures for August have not yet been calculated.

The figures above do not include internal emails from City Hall staff or communication with Mr Murray's PA for diary management or general administration, both of which are handled separately.