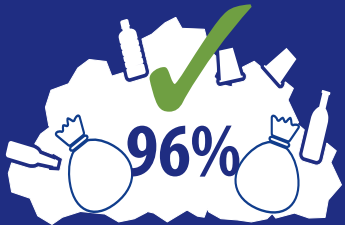


How are we doing?

Our Service Performance - September 2017

For further information
email: enquiries@bolsover.gov.uk
or call 01246 242424
Visit: www.bolsover.gov.uk

Non hazardous
fly tipping
removed within
5 working days



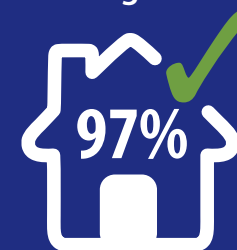
% of written
complaints responded
to in 15 working days



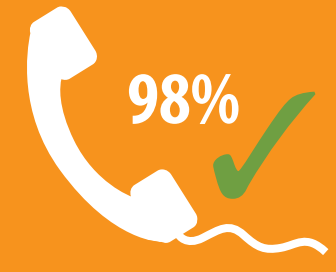
% of streets each year
at an acceptable level
of litter cleanliness



% of (minor) planning
applications
determined within
target



% of calls answered
within the
Contact Centre



% of emails responded
to fully within
8 working days.
Currently below the
100% target.



Average
time to
process
changes
to Housing
Benefit and
Council
Tax support
claims.
(Target 10 days)

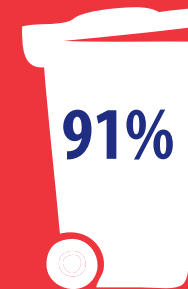


8.07
days

Average time to process
new Housing Benefit
and Council Tax support
claims.
(Target
20 days)



Satisfaction rate with
Black bins



Satisfaction rate with
Burgundy bins

