

How are we doing?

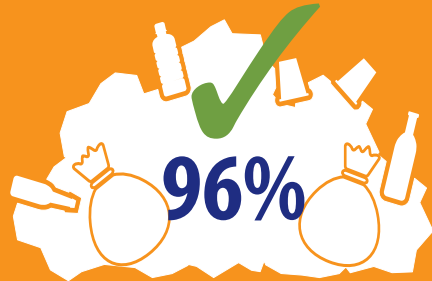
Our Service Performance - September 2016

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

% of complaints responded to in 15 working days



Non hazardous fly tipping removed within 5 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)

8.47 days



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

18.53 days

