

# How are we doing?

## Our Service Performance 2015/2016

For further information  
email: [enquiries@bolsover.gov.uk](mailto:enquiries@bolsover.gov.uk)  
or call 01246 242424  
Visit: [www.bolsover.gov.uk](http://www.bolsover.gov.uk)

Satisfaction rate with services provided by Contact Centre

89%



Non hazardous fly tipping removed within 5 working days

97.8%



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

96.1%



% of (minor) planning applications determined within target

80%



Average time to process new Housing Benefit and Council Tax support claims

17.95 days



% of calls answered within the Contact Centre

96%



% of people satisfied with recycling service

88.5%



Satisfaction rate with Leisure Services

89%



% of emails responded to fully within 8 working days

100%



Average time to process changes to Housing Benefit and Council Tax support claims

6.85 days

