

How are we doing?

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

Our Service Performance - 2018/19

% 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 written complaints responded to in 15 working days



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



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



% of repairs resolved at first visit (Annual)



% of streets each year at an acceptable level of dog fouling cleanliness

