

How are we doing?

Our Service Performance - 2017/18

For further information
email: ConnectNE@ne-derbyshire.gov.uk
or call 01246 231111
Visit: www.ne-derbyshire.gov.uk

% of calls answered
within the Contact Centre



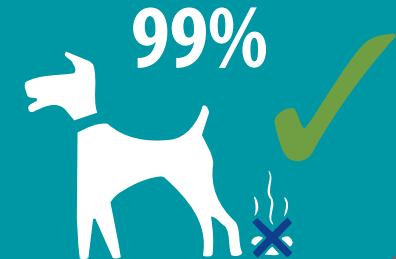
% of complaints responded
to fully within 15 working
days.



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



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



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



% of (minor) planning
applications determined
within target



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



Leisure satisfaction
score

