

How are we doing?

Our Service Performance 2015/2016

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. Currently
below the
100%
target.

88%



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



% of (minor) planning
applications
determined within
target



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

99.2%



% of people satisfied with
recycling service



Satisfaction rate with
Leisure Services

93.3%



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

7.48 days

