

# How are we doing?

## Our Service Performance - September 2016

For further information  
email: [ConnectNE@ne-derbyshire.gov.uk](mailto:ConnectNE@ne-derbyshire.gov.uk)  
or call 01246 231111  
Visit: [www.ne-derbyshire.gov.uk](http://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.

94.9%



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



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



% of (minor) planning  
applications determined  
within target



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

6.4 days



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

23.7  
days



Satisfaction rate with  
services provided by  
Contact Centre

83%

