

# Councilwide Success Areas Quarter two, 2017/18



## Website

Now live

Hugely positive reaction to launch of new Council website



## 82%

Target - 80%

Percentage of telephone calls answered within 20 seconds



## Safe Place

Accreditation

The Civic Offices have been accredited as a Safe Place for vulnerable adults



## 100%

Target - 96%

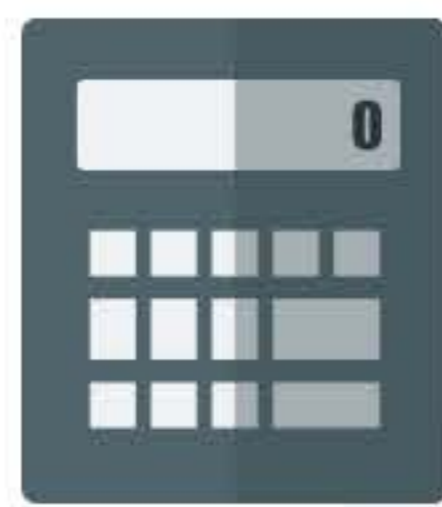
All customers are very or fairly satisfied with their property when they move in



## Rosliston

Tender exercise

Initial bids received for the new management of Rosliston Forestry Centre

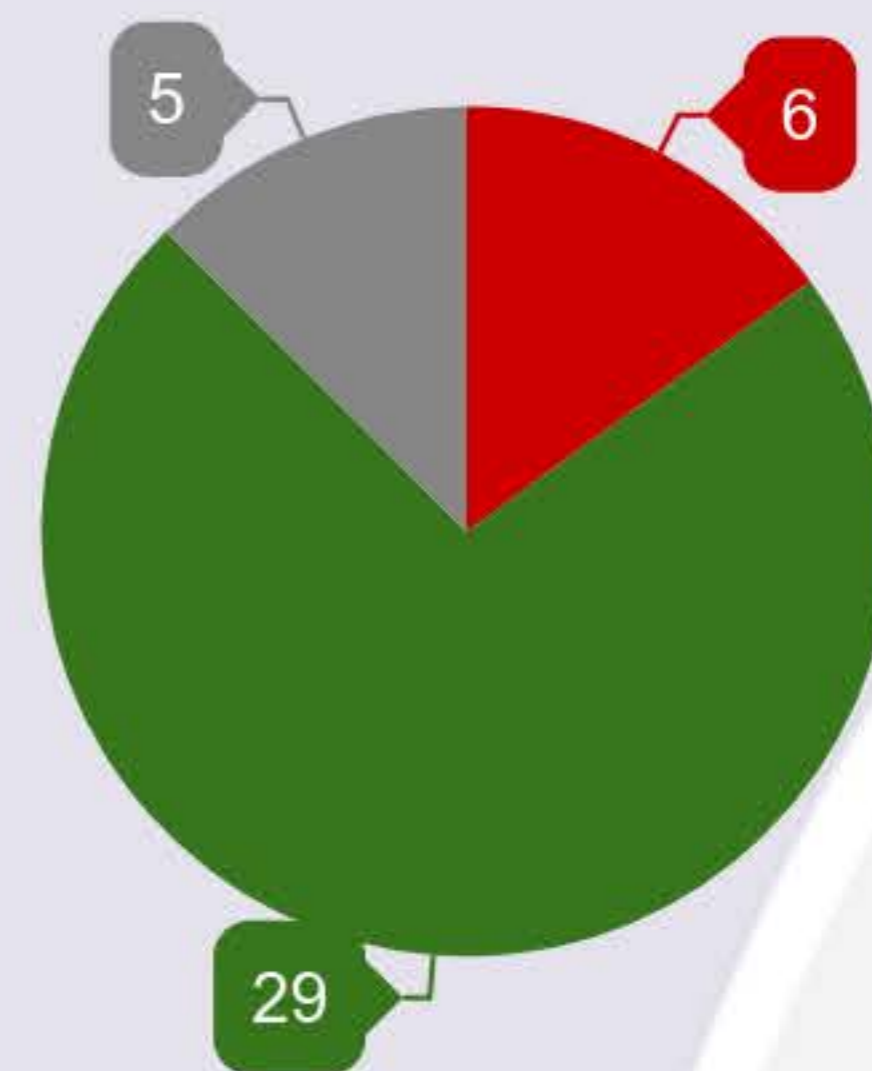


## 14.3 days

Target - 18 days

Time for processing new benefit claims well below the national average

## Council Performance Overview



Red (15%) Green (72.50%) Grey (12.50%)



## Nightlife

New campaign

Campaign launched to promote South Derbyshire's evening and night time economy



## 42

Target - 25

Entrepreneurs and companies assisted by the South Derbyshire Business Advice Service



## Leisure

Green Bank

Plans for capital development at Green Bank Leisure Centre completed and prioritised



## 111kgs

Target <120kgs

Household waste collected per head of population