

# Our performance in 2023/24







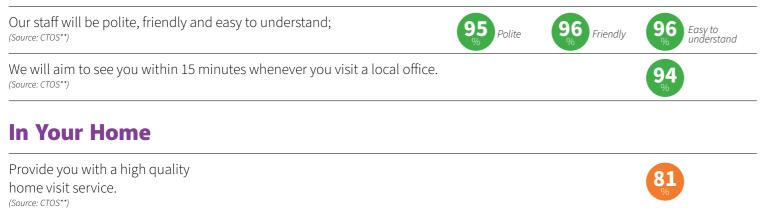


## How we did Percentage (%) of Customers\*

### **On The Phone**



#### In Our Local Offices



#### **When You Request Information**

We will answer Freedom of Information requests within the 20 worki (Source: FOI Performance Report)

We will respond to Data Subject Requests within one calendar mon (Source: Data Protection Annual Performance Report)

#### **Making A Complaint**

We will answer first stage complaints within 10 working days; (Source: Complaints Management System)

We will answer second stage complaints within 20 working days. (Source: Complaints Management System)

#### **Communication Support**

Provide communication support in the	Number of phone interpretating calls	Number of audio conversions <b>2</b>	Number of braille translations <b>5</b>
office or on the telephone	facilitated <b>11,403</b> Number of face to face interpreting sessions <b>126</b>	Number of large print translations <b>22</b>	(Source: Communication Support Usage Report)
On request. (Source: Communication Support Usage Report)			



#### 93,028 customers claiming Housing Benefit at he end of March 2024

king day deadline;	<b>86</b> %
ith.	<b>92</b>
	<b>60</b> %
	<b>14</b> %



**Published as part of our Customer Charter**