

Our performance in 2023/24







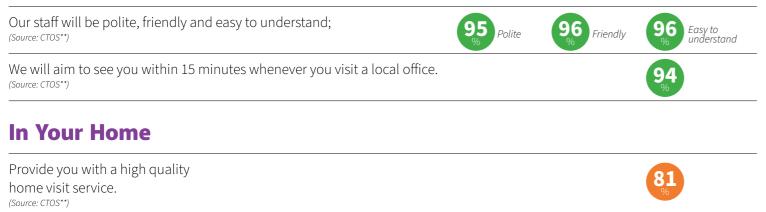


How we did Percentage (%) of Customers*

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 2	Number of braille translations 5
office or on the telephone	facilitated 11,403 Number of face to face interpreting sessions 126	Number of large print translations 22	(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;	86 %
ith.	92
	60 %
	14 %



Published as part of our Customer Charter