

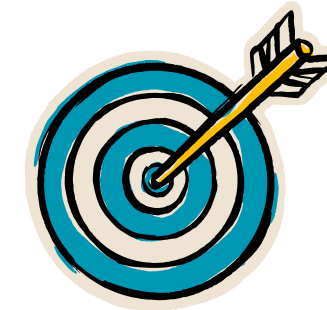


71% of customer transactions dealt with through the Council's Customer Service Centre portal were made digitally.



94% of Council accommodation is suitable for current use.

90% of customer complaints were completed within two weeks.



100% of benefits processing was accurate.