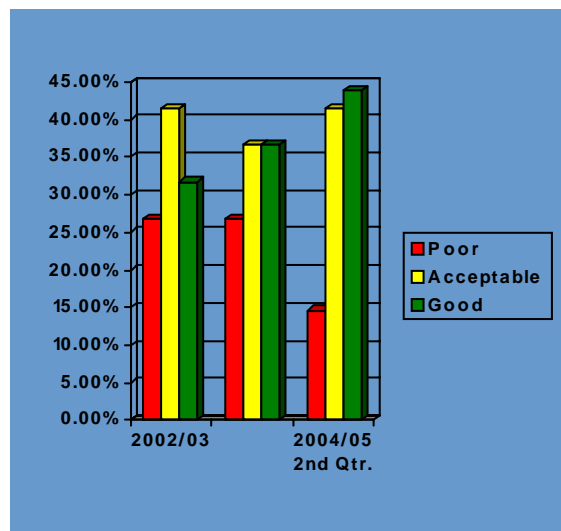


# How we strive for excellence

With many local authority services, residents don't get the opportunity to choose who provides the service. But a 'like it or lump it' attitude is not good enough.

That is why Wealden monitors its own performance in over 100 operations and tries very seriously to improve its responses in line with national indicators.



The speed at which Wealden handled benefits claims and processed planning applications were both highlighted as areas for improvement in a recent comprehensive assessment of Council services.

Since then the Council has eliminated a long standing backlog in processing housing and other benefits claims and determines 80% of the largest category of planning applications within eight weeks.



**Wealden** is a council capable of embracing change and remains committed to providing efficient and effective services within the bounds of an acceptable level of Council Tax.