

EK Services Performance

Services to Thanet benefit claimants (latest position at January 2015):		
	latest position at January 2015	Target
Average time to process all new claims & change events in Housing Benefit (HB) & Council Tax Benefit (CTB) (days)	8.10 days	9.43 days
% correct HB and CTB decisions	96.68%	95.90%
% Council Tax collected	92.40%	92.82% (Jan)
% Business rates collected	91.42%	96.78% (Jan)
Services to TDC staff and customers: Computers and phones (latest position at January 2015):		
	latest position at January 2015	Target
% of helpdesk calls resolved within agreed target response time	94.00%	95.00%
% of service desk calls resolved within a day	69.00%	50.00%
% availability of email service	100.00%	95.00%
% availability of corporate website	99.98%	99.50%
Average face-to-face waiting time for phone calls (mins)	7.28 mins	10 mins
% of calls dealt with by automation	29.76%	20.00%
% abandoned calls	7.61%	12.10%

