

# EK Services Performance

Description	Outturn 2014/15	Target 2015/16	Q1	Q2	Q3	Q4	Year to date
<b>Services to Thanet benefit claimants:</b>							
Average time taken to process all new claims and change events in HB and CTB (days)	7.03	9.43	6.95	7.81	7.65		7.47
% of correct HB and CTB decisions	96.81%	95.90%	97.56%	95.66%	95.39%		96.20%
% of Council Tax collected	96.15%	96.00%	29.53%	56.65%	83.80%		83.80%
% of Council Tax collected	£58,852,790						£36,078,072
% of Business Rates collected	98.53%	98.05%	32.63%	58.53%	85.32%		85.32%
% of Business Rates collected	£31,764,840						£20,024,103
<b>Services to TDC staff and customers: Computers and phones:</b>							
% of Service Desk calls resolved within agreed target response time	95.00%	95.00%	96.67%	95.33%	96.67%		96.22%
% of Service Desk calls resolved within one day	69.00%	60.00%	67.33%	64.67%	66.00%		66.00%
% Availability of email service	100.00%	97.50%	100.00%	100.00%	98.53%		99.51%
% Availability of the corporate website	99.98%	99.50%	99.99%	99.91%	99.79%		99.90%
Average face-to-face waiting time in minutes	00:06:58	00:10:00	00:06:02	00:05:56	00:04:24		00:05:27
% of abandoned calls	7.57%	12.10%	5.51%	5.89%	2.67%		4.69%
% of calls dealt with by automation	29.59%	20.00%	27.90%	24.42%	23.56%		25.29%
<b>Services to TDC Managers and Employees:</b>							
Calls answered within 15 seconds	85.00%	80.00%	86.00%	88.67%	94.00%		89.56%
Calls answered at first point of contact	96.00%	80.00%	97.00%	98.00%	98.67%		97.89%
Emails responded to within 3 days	100.00%	80.00%	96.67%	100.00%	99.00%		98.56%
Contract of employment within 4 weeks	100.00%	80.00%	100.00%	100.00%	100.00%		100.00%