



Description	Outturn 2015/16	Target 2016/17	Q1	Q2	Q3	Q4	Year to date
EKS Services to Thanet benefit claimants:							
Average time taken to process all new claims and change events in HB and CTB (days)	6.81	9.00	6.72				6.72
% of correct HB and CTB decisions	96.88%	96.00%	97.94%				97.94%
% of Council Tax collected	96.49%	96.00%	29.35%				29.35%
£ of Council Tax collected	£61,410,019						£19,675,983
% of Business Rates collected	99.53%	98.05%	32.28%				32.28%
£ of Business Rates collected	£33,677,823						£11,325,665
EKS Services to TDC staff and customers: Computers and phones:							
% of Service Desk calls resolved within agreed target response time	97.00%	95.00%	95.00%				95.00%
% of Service Desk calls resolved within one day	67.00%	65.00%	70.00%				70.00%
% Availability of email service	99.92%	97.50%	100.00%				100.00%
% Availability of the corporate website	99.94%	99.50%	99.98%				99.98%
Average face-to-face waiting time in minutes	00:05:34	00:10:00	00:04:04				00:04:04
% of abandoned calls	4.80%	10.00%	6.82%				6.82%
% of calls dealt with by automation	25.42%	21.00%	22.91%				22.91%
HR Services to TDC Managers and Employees:							
Calls answered within 15 seconds	90.00%	80.00%	84.00%				84.00%
Calls answered at first point of contact	98.00%	80.00%	99.00%				99.00%
Emails responded to within 3 days	98.00%	80.00%	86.00%				86.00%
Contract of employment within 4 weeks	100.00%	80.00%	100.00%				100.00%