



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	7.71	10.28	6.85	7.31
% of correct HB and CTB decisions	96.88%	96.00%	97.94%	93.33%	96.91%	97.33%	96.24%
% of Council Tax collected	96.49%	96.00%	29.35%	57.37%	83.28%	96.50%	96.50%
£ of Council Tax collected	£61,410,019						£64,936,554
% of Business Rates collected	99.53%	98.05%	32.28%	57.64%	84.47%	99.07%	99.07%
£ of Business Rates collected	£33,677,823						£34,391,108
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%	97.00%	98.67%	95.33%	96.00%
% of Service Desk calls resolved within one day	67.00%	65.00%	70.00%	70.67%	73.00%	68.00%	70.00%
% Availability of email service	99.92%	97.50%	100.00%	100.00%	100.00%	100.00%	100.00%
% Availability of the corporate website	99.94%	99.50%	99.98%	99.98%	100.00%	99.97%	99.98%
Average face-to-face waiting time in minutes	00:05:34	00:10:00	00:04:04	00:04:58	00:04:39	00:05:03	00:04:40
% of abandoned calls	4.80%	10.00%	6.82%	5.04%	2.82%	4.73%	5.08%
% of calls dealt with by automation	25.42%	21.00%	22.91%	35.04%	38.89%	40.54%	34.33%
HR Services to TDC Managers and Employees:							
Calls answered within 15 seconds	90.00%	80.00%	84.00%	97.33%	98.33%	98.33%	95.00%
Calls answered at first point of contact	98.00%	80.00%	99.00%	99.00%	98.33%	97.33%	98.00%
Emails responded to within 3 days	98.00%	80.00%	86.00%	88.67%	98.67%	95.67%	92.00%
Contract of employment within 4 weeks	100.00%	80.00%	100.00%	100.00%	100.00%	100.00%	100.00%