



Description	Outturn 2016/17	Target 2017/18	Q1	Q2	Q3	Q4	Year to date
<b>EKS Services to Thanet benefit claimants:</b>							
Average time taken to process all new claims and change events in HB and CTB (days)	7.31	8.50	9.33				9.33
% of correct HB and CTB decisions	96.24%	96.50%	95.71%				95.71%
% of Council Tax collected	96.50%	96.15%	29.02%				29.02%
£ of Council Tax collected	£64,936,554						£20,755,417
% of Business Rates collected	99.07%	98.20%	32.64%				32.64%
£ of Business Rates collected	£34,391,108						£11,202,923
<b>EKS Services to TDC staff and customers: Computers and phones:</b>							
% of Service Desk calls resolved within agreed target response time	96.00%	95.00%	96.00%				96.00%
% of incidents resolved within one working day	70.00%	50.00%	73.00%				73.00%
% of incidents resolved within three working days	N/A New PI	80.00%	86.00%				86.00%
% Availability of email service	100.00%	97.50%	99.83%				99.83%
% Availability of the corporate website	99.98%	99.50%	99.84%				99.84%
Average call waiting time in minutes	00:00:48	00:00:50	00:01:14				00:01:14
% of calls dealt with by automation	34.33%	33.00%	39.69%				39.69%
<b>HR Services to TDC Managers and Employees:</b>							
Calls answered within 15 seconds	95.00%	80.00%	99.00%				99.00%
Calls answered at first point of contact	98.00%	80.00%	98.00%				98.00%
Emails responded to within 3 days	92.00%	80.00%	93.00%				93.00%
Contract of employment within 4 weeks	100.00%	80.00%	100.00%				100.00%