

EK Services Performance

Services to Thanet benefit claimants:		
	latest position at August 2015	Target
Average time to process all new claims & change events in Housing Benefit (HB) & Council Tax Benefit (CTB) (days)	6.89 days	9.43 days
% correct HB and CTB decisions	97.11%	95.90%
% Council Tax collected	47.38% (£30.17m)	End of Year Target currently (£63.68m)
% Business Rates collected	49.17% (£16.81m)	End of Year Target currently (£34.19m)
Services to TDC staff and customers: Computers and phones :		
	latest position at August 2015	Target
% of helpdesk calls resolved within agreed target response time	97.00%	95.00%
% of service desk calls resolved within a day	67.00%	60.00%
% availability of email service	99.80%	97.50%
% availability of corporate website	99.97%	99.50%
Average face-to-face waiting time in minutes	06:13	10:00
% of calls dealt with by automation	26.65%	20.00%
% abandoned calls	5.47%	12.10%

EK Human Resources Performance

Services to TDC Managers and Employees:		
	latest position at August 2015	Target
Calls answered at first point of contact	98.00%	80.00%
Calls answered	88.00%	80.00%
Emails Responded to within 3 days	97.00%	80.00%
Contract of employment within 4 weeks	100.00%	80.00%