



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	11.42	9.76		10.13
% of correct HB and CTB decisions	96.24%	96.50%	95.71%	94.59%	96.72%		95.67%
% of Council Tax collected	96.50%	96.15%	29.02%	55.82%	82.83%		82.83%
£ of Council Tax collected	£64,936,554						£59,671,109.98
% of Business Rates collected	99.07%	98.20%	32.64%	57.65%	83.32%		83.32%
£ of Business Rates collected	£34,391,108						£28,340,495.82
<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%	95.33%	96.67%		96.00%
% of Incidents resolved within one working day	NEW*	50.00%	73.00%	69.00%	77.67%		73.00%
% of Incidents resolved within three working days	NEW*	80.00%	86.00%	85.00%	86.33%		86.00%
% Availability of email service	100.00%	97.50%	99.83%	100.00%	100.00%		99.94%
% Availability of the corporate website	99.98%	99.50%	99.84%	99.98%	99.99%		99.94%
Average Call waiting time in minutes	00:48	00:50	01:14	01:53	01:34		01:32
% of calls dealt with by automation	34.33%	33.00%	39.69%	42.35%	41.09%		41.08%
<b>HR Services to TDC Managers and Employees:</b>							
Initial Telephone call resolved at first point of contact	98.00%	85.00%	98.00%	94.67%	98.00%		98.00%
Quality Assurance telephone checks satisfactory or above	NEW*	90.00%	N/A	99.00%	94.67%		98.00%
EKHR forms are fit for purpose	NEW*	80.00%	N/A	93.00%	94.67%		96.00%
Customer issues contained in 3 working days	NEW*	90.00%	N/A	100.00%	100.00%		100.00%