


EK Services Key PI Combined Report – 2015/16 Final Outturn

						
Council	Service Area	PI	Description	Outturn 2014/15	Target 2015/16	Year End
ALL	ICT	EKS01	% of Service Desk calls resolved within agreed target response time	96.00%	95.00%	98.00%
ALL	ICT	EKS02	% of Service Desk calls resolved within one day	71.67%	60.00%	69.00%
ALL	ICT	EKS04	% Availability of email service	100.00%	97.50%	99.92%
ALL	ICT	EKS05	% Availability of the corporate website (CCC & TDC only)	99.98%	99.50%	99.96%
ALL	ICT	EKS24	% Availability of Core Systems	100.00%	95.00%	100.00%
ALL	Customer Services	EKS09	Average face-to-face waiting time in minutes	00:06:06	00:09:43	00:05:01
ALL	Customer Services	EKS10	% of abandoned calls	6.39%	13.20%	4.40%
ALL	Customer Services	EKS25	% of calls dealt with by automation	26.45%	20.00%	27.11%
ALL	Customer Services	EKS26	Average call waiting time in minutes	00:00:51	00:01:05	00:00:39
ALL	Benefits	EKS13	Average time taken to process all new claims and change events in HB and CTB (days)	5.37	8.80	6.51
ALL	Benefits	EKS14	% of correct HB and CTB decisions	96.67%	94.02%	97.09%
ALL	Council Tax	EKS18	% of Council Tax collected	97.60%	97.45%	97.70%
ALL	Business Rates	EKS19	% of Business Rates collected	99.12%	98.55%	99.29%