

Service standards – National and local performance indicators

| Performance Indicators | NPI/LPI | 2006/07 | 2007/08 | 2008/09 | 2009/10 | 2010/11 | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|---|---------|---------|---------|---------|---------|---------|---------------|---------|---------|---------|
| | | Actual | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Benefits | | | | | | | | | | |
| Fraud investigators | LPI0535 | 0.4 | 0.4 | 0.4 | 0.24 | 0.2 | 0.2 | 0.2 | 0.2 | 0.2 |
| Fraud investigations | LPI0536 | 96.3 | 99.95 | 58.87 | 54.02 | 55 | 35* | 35 | 35 | 35 |
| Prosecutions and sanctions | LPI0537 | 5.37 | 6.06 | 4.26 | 3.63 | 3 | 3.75 | 3.75 | 3.75 | 3.75 |
| Average time to process new claims | LPI0538 | 17.77 | 16.4 | 15.33 | 15.01 | 15 | 15 | 15 | 15 | 15 |
| Average time to process change of circumstances | LPI0539 | 7.83 | 7.49 | 6.32 | 4.2 | 4 | 4.74 | 5 | 5 | 5 |
| Recovered overpayments as a % of those identified in year | LPI0543 | 69.13% | 85.95% | 75.31% | 88.12% | 88% | 92.37% | 89% | 89% | 89% |
| Recovered overpayments as a % of total debt | LPI0544 | 23% | 26.65% | 26.36% | 30.51% | 31% | 32.50% | 32% | 32% | 32% |
| Overpayments written off as a % of total debt | LPI0545 | 2.38% | 3.18% | 2.89% | 3.33% | 3% | 2.66% | 2.75% | 2.75% | 2.75% |
| Customer satisfaction survey | | | | | | | | | | |
| Facilities to get in touch with the office | | 84 | | | 87.6 | | | | 88 | |
| Service in the office | | 86 | | | 87.6 | | | | 88 | |
| Telephone service | | 82 | | | 81.6 | | | | 82 | |
| Staff in the office | | 86 | | | 85.3 | | | | 86 | |
| Clarity of publications and letters | | 57 | | | 58 | | | | 59 | |

| Performance Indicators | NPI/LPI | 2006/07 | 2007/08 | 2008/09 | 2009/10 | 2010/11 | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| | | Actual | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Time it took to say whether the claim was successful | | 78 | | | 84 | | | | 85 | |
| Overall satisfaction | | 85 | | | 88.7 | | | | 89 | |
| Right Benefit (new indicator) | NI 180 | | | 849.80 | 2335 | 1964 | ** | | | |
| Right Time (new indicator) | NI 181 | | | 8.94 | 5.68 | 7.5 | 6.22 | 6.5 | 6.5 | 6.5 |
| Taxes | | | | | | | | | | |
| Council tax collected | LPI0541 | 98.54% | 98.57 | 98.28% | 98.78 | 98.79% | 98.80% | 98.81% | 98.82% | 98.83% |
| Business rates collected | LPI0542 | 99.17% | 99.27 | 98.38% | 97.78 | 98.5% | 99.57% | 99.50% | 99.50% | 99.50% |

* since 01/04/10 there has been a new procedure in place along with a new risk score matrix which means that less cases are now recorded as fraud investigations.

** data is provided by DWP and has been unavailable for most of 2010/11. This NI has now been abolished.

| Local PIs for Taxes & Benefits Services | 2007/08 | 2008/09 | 2009/10 | 2010/11 | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|---|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| % of documents scanned within 4 days of receipt | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Benefits | 98.76 | 99.42 | 99.2 | 99.25 | 99.26 | 99.25 | 99.25 | 99.25 |
| Council Tax | 99.16 | 99.08 | 98.71 | 99 | 98.57 | 99 | 99 | 99 |
| Business Rates | 97.68 | 97.73 | 98.29 | 98.5 | 95.23 | 98.5 | 98.5 | 98.5 |
| % of documents processed within target date | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Benefits | 93.36 | 93.59 | 94.61 | 95 | 96.67 | 95 | 95 | 95 |
| Council Tax | 52.10 | 67.12 | 44.23 | 65 | 68.27 | 80 | 81 | 82 |
| Business Rates | 82.38 | 89.65 | 53.48 | 80 | 54.74 | 80 | 81 | 82 |
| % of emails processed within 10 wdays of receipt | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Benefits | 98.74 | 98.54 | 98.31 | 98.5 | 98.94 | 98.5 | 98.5 | 98.5 |
| Council Tax | 77.23 | 84.62 | 66.29 | 80 | 79.99 | 80 | 81 | 82 |
| Business Rates | 90.34 | 92.13 | 74.43 | 80 | 67.05 | 80 | 81 | 82 |
| % of correspondence processed fully within 10 wdays of receipt | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Benefits | 92.15 | 95.51 | 97.93 | 97.5 | 98.06 | 97.5 | 97.5 | 97.5 |
| Council Tax | 51.14 | 65.96 | 44 | 65 | 66.98 | | | |

| Local PIs for Taxes & Benefits Services | 2007/08 | 2008/09 | 2009/10 | 2010/11 | 2010/11 | 2011/12 | 2012/13 | 2013/14 |
|---|-------------------|-------------------|-------------------|-------------------|--------------------------|-------------------|-------------------|-------------------|
| Business Rates | 78.2 | 88.41 | 39.09 | 80 | 44.86 | | | |
| % of correspondence processed fully within 15 wdays of receipt | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Council Tax | | | | | | 80 | 81 | 82 |
| Business Rates | | | | | | 80 | 81 | 82 |
| | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| % of telephone calls answered within target | Within 20 seconds | Within 20 seconds | Within 20 seconds | Within 20 seconds | Within 20 seconds | Within 30 seconds | Within 30 seconds | Within 30 seconds |
| Benefits | 99.68 | 98.31 | 97.07 | 80% | 96.93 | 80% | 80% | 80% |
| Local Taxes | 99.2% | 96.31% | 91.5 | 80% | 66.49% | 80% | 80% | 80% |
| Average waiting time for customers seen at the reception desk | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Benefits | 3.86 | 4.17 | 4.49 | <10 mins | 4.71 | <10 mins | <10 mins | <10 mins |
| Council Tax | 4.12 | 4.25 | 4.43 | <10 mins | 4.7 | <10 mins | <10 mins | <10 mins |
| Business Rates | 0.81 | 0.5 | 1.41 | <10 mins | 1.5 | <10 mins | <10 mins | <10 mins |

| | | | | | | | | |
|---|--------|--------|--------|--------|---------------|--------|--------|--------|
| % of customers visited in their homes within 15 wdays of request | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Benefits | 97.25 | 100 | 97.88 | 97 | 100 | 99 | 99 | 99 |
| List amendments | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| rating list amendments (% processed within 15 wdays) | 100 | 100 | 100 | 99 | 91.67 | 90 | 90 | 90 |
| council tax list amendments (% processed within 15 wdays) | 94 | 98.04 | 98.11 | 99 | 96.23 | 90 | 90 | 90 |
| | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| % of new benefit claims determined within 14 days of receipt of full information | 97.99 | 98.88% | 99.28 | 99 | 98.49 | 99 | 99 | 99 |
| Council tax customer survey | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Overall satisfaction with the service (% satisfied) | N/A | 89.70 | N/A | N/A | N/A | 92% | N/A | N/A |
| Business rates customer survey | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Overall satisfaction with the service (% agree or no opinion) | N/A | N/A | N/A | 97% | N/A | N/A | 97% | N/A |
| Benefit fraud and error | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| No. of cautions | 11 | 9 | 12 | 12 | 9 | 8 | 8 | 8 |
| No. of administration penalties | 7 | 9 | 5 | 6 | 3 | 3 | 3 | 3 |
| No. of prosecutions | 11 | 15 | 7 | 10 | 12 | 12 | 12 | 12 |

| | | | | | | | | |
|--|----------|----------|----------|----------|-----------------|----------|----------|----------|
| Overpayments | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| % of invoiced debts collected (cumulative) | 64.95 | 67.2 | 70.83 | 71 | 74.82 | 74.5 | 74.5 | 74.5 |
| Local taxes arrears | Actual | Actual | Actual | Target | Actual | Target | Target | Target |
| Reduce gross arrears | | | | | | | | |
| Council tax | 30.66% | 31.82 | 38.01% | 38% | 35.33 | 35% | 35% | 35% |
| Business rates | 44.08% | 30.33 | 39.78% | 40% | 52.32 | 40% | 41% | 42% |
| Review outstanding arrears for the year | | | | | | | | |
| Council tax - arrears > six years old | Complete | Complete | Complete | 31 - Mar | Complete | 31 - Mar | 31 - Mar | 31 - Mar |
| Business rates - arrears > six years old | Complete | Complete | Complete | 31 - Mar | Complete | 31 - Mar | 31 - Mar | 31 - Mar |