

Service standards – Best Value, National and local performance indicators

Former Best Value Performance Indicators	BVPI/NPI/LPI	2005/06	2006/07	2007/08	2008/09	2009/10	2009/10	2010/11	2011/12	2012/13
		Actual	Actual	Actual	Actual	Target	Actual	Target	Target	Target
Benefits										
Claimants visited	BVPI76a	347	479	182						
Fraud investigators	LPI0535	0.4	0.4	0.4	0.4	0.4	0.24	*0.2	*0.2	*0.2
Fraud investigations	LPI0536	57.45	96.3	99.95	*58.87	60	54.02	*55	*56	*57
Prosecutions and sanctions	LPI0537	5.71	5.37	6.06	*4.26	5	3.63	*3	*3	*3
Average time to process new claims	LPI0538	25.16	17.77	16.4	*15.33	15.5	15.01	15	14.5	14.5
Average time to process change of circumstances	LPI0539	16.3	7.83	7.49	*6.32	6.5	4.2	4	4	4
Accuracy of claims	BVPI79a	96.8	98.6	99						
Recovered overpayments as a % of those identified in year	LPI0543	77.51%	69.13%	85.95%	75.31%	80%	88.12%	88%	89%	90%
Recovered overpayments as a % of total debt	LPI0544	24.91%	23%	26.65%	26.36%	28%	30.51%	31%	32%	33%
Overpayments written off as a % of total debt	LPI0545	6.31%	2.38%	3.18%	2.89%	2.75%	3.33%	3%	2.75%	2.5%
Customer satisfaction survey	BVPI80									
Facilities to get in touch with the office			84				87.6			
Service in the office			86				87.6			
Telephone service			82				81.6			

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		Actual	Actual	Actual	Actual	Target	Actual	Target	Target	Target
Staff in the office			86				85.3			
Clarity of publications and letters			57				58			
Time it took to say whether the claim was successful			78				84			
Overall satisfaction			85				88.7			
Right Benefit (new indicator)	NI 180				*849.80	1000	2335	**1964	**2000	**2000
Right Time (new indicator)	NI 181				*8.94	9.25	5.68	***7.5	***7	***7
Taxes										
Council tax collected	LPI0541	98.3%	98.54%	98.57	98.28%	98.65%	98.78	****98.79%	98.80%	98.81%
Business rates collected	LPI0542	99.1%	99.17%	99.27	98.38%	99.35%	97.78	****98.5%	98.7%	98.9%
Creditors										
Percentage of invoices paid within 30 days	BVPI8	93.7%	94.93%	94.35%	*93.69%	94%	91.48%	92%	92.5%	93%
Percentage of invoices paid within 15 days	LPI0684					75%	67.88%	75%	75%	75%

* The targets reflect the reduced resources of the fraud investigation team because of the new joint team with Test Valley Borough Council

** The targets are lower than the actual for 2009/10 as this figure includes changes from the rent restructuring exercise undertaken by the Housing Department

*** The targets for future years were set in the Business Plan based on estimated outturn

**** These targets are different to those in the Business Plan as outturn for 2009/10 is considerably different to the estimated outturn used to calculate the targets for the Business Plan

Local PIs for Taxes & Benefits Services	2006/07	2007/08	2008/09	2009/10	2009/10	2010/11	2011/12	2012/13
% of documents scanned within 4 days of receipt	Actual	Actual	Actual	Target	Actual	Target	Target	Target
Benefits	98.26	98.76	99.42	99.25	99.2	99.25	99.25	99.5
Council Tax	99.56	99.16	99.08	99.5	98.71	99	99.25	99.5
Business Rates	98.10	97.68	97.73	98.5	98.29	98.5	98.75	99
% of documents processed within target date	Actual	Actual	Actual	Target	Actual	Target	Target	Target
Benefits	94.91	93.36	93.59	95	94.61	95	95.25	99.5
Council Tax	95.27	52.10	67.12	70	44.23	65	80	90
Business Rates	95.82	82.38	89.65	90	53.48	80	85	90
% of emails processed within 10 wdays of receipt	Actual	Actual	Actual	Target	Actual	Target	Target	Target
Benefits	96.41	98.74	98.54	99	98.31	98.5	99	99
Council Tax	97.17	77.23	84.62	90	66.29	80	85	90
Business Rates	97.47	90.34	92.13	95	74.43	80	85	90
% of correspondence processed fully within 10 wdays of receipt	Actual	Actual	Actual	Target	Actual	Target	Target	Target
Benefits	93.53	92.15	95.51	95.5	97.93	97.5	98	98
Council Tax	95.07	51.14	65.96	70	44	65	80	90

Local PIs for Taxes & Benefits Services	2006/07	2007/08	2008/09	2009/10	2009/10	2010/11	2011/12	2012/13
Business Rates	93.33	78.2	88.41	90	39.09	80	85	90
	Actual	Actual	Actual	Target	Actual	Target	Target	Target
% of telephone calls answered within target	Within 30 seconds	Within 20 seconds	Within 20 seconds	Within 20 seconds	Within 20 seconds	Within 20 seconds	Within 20 seconds	Within 20 seconds
Benefits	99.96	99.68	98.31	80%	97.07	80%	80%	80%
Local Taxes	99.92	99.2%	96.31%	80%	91.5	80%	80%	80%
% of customers seen within 5 minutes at the reception desk								
Benefits								
Council Tax								
Business Rates								
Average waiting time for customers seen at the reception desk	Actual	Actual	Actual	Target	Actual	Target	Target	Target
Benefits	4.55	3.86	4.17	<10 mins	4.49	<10 mins	<10 mins	<10 mins
Council Tax	3.86	4.12	4.25	<10 mins	4.43	<10 mins	<10 mins	<10 mins
Business Rates	1.04	0.81	0.5	<10 mins	1.41	<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	99.13	99	99	99
List amendments	Actual	Actual	Actual	Target	Actual	Target	Target	Target
rating list amendments (% processed within 10 wdays)	100	100	100	99	93.55	90	90	90
council tax list amendments (% processed within 10 wdays)	94	98.04	98.11	99	92.45	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	98.78	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%	82%	N/A	N/A	N/A
Benefit fraud and error	Actual	Actual	Actual	Target	Actual	Target	Target	Target
No. of cautions	11	9	12	12	14	8	9	10
No. of administration penalties	7	9	5	6	3	3	4	5
No. of prosecutions	11	15	7	10	5	8	9	10

Overpayments	Actual	Actual	Actual	Target	Actual	Target	Target	Target
% of invoiced debts collected (cumulative)	64.95	67.2	70.83	71	74.07	74.5	75	75.5
To review all remaining fraudulent overpayments to ensure that appropriate action is being taken	Complete	Complete	Complete	Monthly	Complete	Monthly	Monthly	Monthly
Local taxes arrears	Actual	Actual	Actual	Target	Actual	Target	Target	Target
Reduce gross arrears								
Council tax	30.66%	31.82	38.01%	38%	36.78	39%	40%	40%
Business rates	44.08%	30.33	39.78%	40%	40.16	41%	42%	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