

**Service standards – National and local performance indicators**

<b>Performance Indicators</b>	<b>NPI/LPI</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
		Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
<b>Benefits</b>											
Fraud investigators	LPI0535	0.24	0.2	0.2	0.2						
Fraud investigations	LPI0536	54.02	35	39.56	29.9						
Prosecutions and sanctions	LPI0537	3.63	3.75	5.78	4.96						
Average time to process new claims	LPI0538	15.01	15	18.30	16.18	18.93	18	<b>19.51</b>	18	18	18
Average time to process change of circumstances	LPI0539	4.2	4.74	4.94	3.80	3.67	5	<b>4.86</b>	5	5	5
Recovered overpayments as a % of those identified in year	LPI0543	88.12%	92.37%	72.12%	65.91%	73.65%	70%	<b>64.74</b>	70%	70%	70%
Recovered overpayments as a % of total debt	LPI0544	30.51%	32.50%	29.2%	29.27%	28.83%	30%	<b>32.36</b>	30%	30%	30%
Overpayments written off as a % of total debt	LPI0545	3.33%	2.66%	1.4%	3.07%	2.25%	2.75%	<b>5.20</b>	2.75%	2.75%	2.75%
Customer satisfaction survey											
Facilities to get in touch with the office		87.6									
Service in the office		87.6									
Telephone service		81.6									
Staff in the office		85.3									

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		Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
Clarity of publications and letters		58									
Time it took to say whether the claim was successful		84									
Overall satisfaction		88.7									
Right Time (new indicator)	NI 181	5.68	6.22	6.59	4.80	4.97	6.5	<b>5.83</b>	6.5	6.5	6.5
<b>Taxes</b>											
Council tax collected	LPI0541	98.78%	98.80%	98.76%	98.76%	98.57%	98.65%	<b>98.62%</b>	98.63%	98.64%	98.65%
Business rates collected	LPI0542	97.78%	99.57%	98.47%	98.56%	99.43%	99.44%	<b>98.56%</b>	98.58%	98.59%	98.60%

<b>Local PIs for Taxes &amp; Benefits Services</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
<b>% of documents scanned within 4 days of receipt</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
Benefits	99.2	99.26	99.67	99.65	99.83	99	<b>99.55</b>	99	99	99
Council Tax	98.71	98.57	99.58	99.13	99.76	99	<b>99.93</b>	99	99	99
Business Rates	98.29	95.23	99.06	98.42	99.33	99	<b>99.36</b>	99	99	99
<b>% of documents processed within target date</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
Benefits	94.61	96.67	91.82	90.72	91.18	92	<b>88.97</b>	92	92	92
Council Tax	44.23	68.27	79.58	57.88	50.77	65	<b>81.57</b>	83	85	86
Business Rates	53.48	54.74	80.72	60.62	56.59	65	<b>69.35</b>	80	85	86
<b>% of emails processed within 10 wdays of receipt</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
Benefits	98.31	98.94	97.05	95.91	96.83	97	<b>95.38</b>	97	97	97
Council Tax	66.29	79.99	88.34	74.86	68.90	75	<b>93.81</b>	95	95	95
Business Rates	74.43	67.05	87.72	70.31	69.03	75	<b>80.01</b>	95	95	95

<b>Local PIs for Taxes &amp; Benefits Services</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
<b>% of correspondence processed fully within 10 wdays of receipt</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
Benefits	97.93	98.06	94.71	94.76	94.90	95	<b>95.15</b>	95	95	95
Council Tax	44	66.98								
Business Rates	39.09	44.86								
<b>% of correspondence processed fully within 15 wdays of receipt</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
Council Tax			80.50	60.30	51.59	61	<b>82.51</b>	83	85	86
Business Rates			80.34	54.92	46.75	60	<b>62.26</b>	80	85	86
	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
<b>% of telephone calls answered within target</b>	Within 20 seconds	Within 20 seconds	Within 45 seconds	Within 45 seconds	Within 45 seconds	Within 45 seconds	Within 45 seconds	Within 45 seconds	Within 45 seconds	Within 45 seconds
Benefits	97.07	96.93	95.93	97.81%	80.85	80%	<b>81.93</b>	80%	80%	80%
Local Taxes	91.5	66.49%	69.63	70.23%	76.64	78%	<b>77.77</b>	79%	80%	81%
<b>Average waiting time for customers seen at the</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target

<b>Local Pls for Taxes &amp; Benefits Services</b>	<b>2009/10</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
<b>reception desk</b>										
Benefits	4.49	4.71	5.36	5.43	5.18	<10 mins	<b>6.03</b>	<10 mins	<10 mins	<10 mins
Council Tax	4.43	4.7	5.33	5.42	5.1	<10 mins	<b>5.59</b>	<10 mins	<10 mins	<10 mins
Business Rates	1.41	1.5	2.41	1.39	1.24	<10 mins	<b>0.46</b>	<10 mins	<10 mins	<10 mins

<b>% of customers visited in their homes within 15 wdays of request</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
Benefits	97.88	100	100	77.42	87.80					
<b>List amendments</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
rating list amendments (% processed within 15 wdays)	100	91.67	100	98.00	96.23	96.5	<b>90.38</b>	90	90	90
council tax list amendments (% processed within 10 wdays)	98.11	96.23	98.11	98.08	88.46	90	<b>96.23</b>	90	90	90
	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
<b>% of new benefit claims determined within 14 days of receipt of full information</b>	99.28	98.49	95.01	95.35						
<b>Council tax customer survey</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
Overall satisfaction with the service (% satisfied)	N/A	N/A	N/A	Not carried out	N/A	N/A	<b>N/A</b>	90	N/A	N/A
<b>Business rates customer survey</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
Overall satisfaction with the service (% agree or no opinion)	N/A	N/A	N/A	N/A	Not carried out	N/A	<b>N/A</b>	90	N/A	N/A

<b>Benefit fraud and error</b>	Actual	Actual	Actual	Actual	Actual	Target	<b>Actual</b>	Target	Target	Target
No. of cautions	12	9	19	16	18	8	<b>18</b>			
No. of administration penalties	5	3	11	7	9	5	<b>6</b>			
No. of prosecutions	7	12	8	10	19	8	<b>10</b>			
<b>Overpayments</b>	Actual	Actual	Actual	Target	Actual	Target	<b>Actual</b>	Target	Target	Target
% of invoiced debts collected (cumulative)	70.83	74.82	73.30	73.60						
<b>Local taxes arrears</b>	Actual	Actual	Actual	Target	Actual	Target	<b>Actual</b>	Target	Target	Target
Reduce gross arrears										
Council tax	38.01%	35.33 %	36.32%	35.06%	29.39	30%	<b>28.97</b>	30%	30%	30%
Business rates	39.78%	52.32%	51.23%	43.70%	39.44	40%	<b>36.78</b>	37%	38%	38%
<b>Review outstanding arrears for the year</b>										
Council tax - arrears > six years old	Complete	Complete	Complete	Complete	Not completed	31 – Mar	<b>Not completed</b>	31 - Mar	31-Mar	31-Mar
Business rates – arrears > six years old	Complete	Complete	Complete	Complete	Not completed	31 - Mar	<b>Not completed</b>	31 - Mar	31-Mar	31-Mar